

Electric Bike Conversion Kit FAQs

Question	Answer
What models is the Electric Bike retrofit kit compatible with?	Our initial release of Electric Bike Conversion Kits will be available for the long-stride (11R, 8S, 8C, 3C), MSUB and RSUB models.
Why isn't there an Electric Bike Conversion Kit available for the Arc or the SUB?	We're trying to better understand the interest and demand for e-ElliptiGO bikes, and the conversion kits were the most sensible way for us to test the market. Given the different frames of the various ElliptiGO models and the associated costs for developing these conversion kits, we have decided to focus on the long-stride models and the RSUB/MSUB, where we expect to get the most interest. At this point, we do not anticipate developing kits for the Arc or SUB.
Why did you decide to launch with a conversion kit instead of an integrated system?	We're trying to better understand the interest and demand for e-ElliptiGO bikes, and the conversion kits were the most sensible way for us to test the market. If interest is strong and feedback is positive, we'll look to further develop our offering.
Why is the conversion kit so expensive?	As with anything ElliptiGO develops, we didn't try to build the cheapest product we can make but rather focused on quality and value. The battery, the hub motor, the LCD Display and the rest of the kit were specifically picked in the development of the kit but they are not inexpensive items. In addition, in effort to make the conversion as simple and easy as possible, we decided to build complete kits, including a fully built up wheel with the hub motor installed.
How easy it to install the Electric Bike Kit? Can I do it myself?	The Electric Bike Conversion Kits should take between 2-3 hours to install (depending on who is doing it) and it requires only a few tools. For the MSUB & RSUB Conversion Kits, we do recommend having two people work together to do the installation. Installation instructions are included with the kit and we have detailed installation videos to walk you through each step in the process. That said, if you have any reservations about the installation we highly recommend that you leverage a trained bike mechanic to help install the kit. If you don't have a bike mechanic identified, our team can help identify one locally for you.
Will my bike fit on the hitch rack if I have the Electric Bike installed on my bike?	Yes! Due to the streamlined design of our Electric Bike Kits you can still fit your bike on a hitch rack.

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Can my car rack safely handle the added weight of the Electric Bike?	This is dependant on the weight limitations of your rack. Please contact our service team to discuss the specific rack you own and the weight limitations.
How heavy will the bike be with the added Electric Bike unit?	The e-assist conversion kits will add roughly 17 lbs to the weight of your ElliptiGO bike.
How fast will it go?	The Electric Bike Conversion Kits have a maximum assisted speed of 20mph, which is the max speed allowed in the US for Class 1 and Class 2 ebikes. These kits are Class 2 because they have a throttle in addition to pedal assist.
How long does it take to charge the battery?	A battery that is fully depleted will take approximately 5 hours to recharge.
Does it have a throttle or is it just pedal assist?	It has both!
What is pedal assist?	<p>The pedal assist system (PAS) utilizes a magnetic sensor to sense the rotation of the cranks. This signal is then converted to a throttle input to the motor. The PAS has 5 different selectable levels of assist from 20% to 100%. If the PAS is set to level 5 it will provide 100% throttle to the motor when the cranks on the bike are rotated.</p> <p>The actual throttle allows you to provide power regardless of whether or not you are pedalling.</p>
Is it a front, center, or rear drive motor?	On the Long-Stride Conversion Kit, the hub motor is in the front wheel and on the MSUB & RSUB, it's in the rear wheel.
Will pedalling charge the motor?	No
What can you see on the display?	The display shows Speed, Pedal Assist level, Battery Charge Level, Motor Power, Trip Distance, Odometer.
Will the Electric Bike Conversion Kits require additional maintenance?	The conversion kit does not require any special maintenance. If you have any problems, please contact service@elliptigo.com so we can take care of you.
Can I remove the battery so I can charge inside/separate from the ElliptiGO?	The battery can be charged on or off the frame, whatever is most convenient for you.

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Can I purchase a second battery?	Currently, our Electric Bike Kits are sold as a set. We may offer sales of additional batteries in the future.
Can I expedite the shipping of the Conversion Kit? I live in Hawaii (Alaska). Why can't I purchase the conversion kit?	Unfortunately because of regulations related to batteries, we can only ship via ground delivery to the lower 48 states in the US. This precludes us from offering expedited shipping and shipping to Alaska or Hawaii.
What is the warranty policy on the Electric Bike Conversion Kits?	The warranty is 2 years for each component of the kit, except the battery. The battery warranty is to maintain at least an 80% charge after 2 years or 500 charging cycles, whichever comes first.