

# Electric Bike Conversion Kit FAQs

| Question   | Answer   |
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| What models is the Electric Bike retrofit kit compatible with?         | Our initial release of Electric Bike Conversion Kits will be available for the elliptical (11R, 8S, 8C, 3C), MSUB and RSUB models.   |
| Why isn't there an Electric Bike Conversion Kit available for the SUB? | We're trying to better understand the interest and demand for eBikes, 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 SUB.   |
| 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?      | If you are buying the conversion kit for your existing bike, it should take between 2-3 hours to install. Of course this depends on who is doing it, it does require 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. Also, if you want us to install your kit for you at the time of purchase, we can do that for a \$99 fee. |

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| Will my electric bike fit on a hitch rack?                           | <p>The elliptical models (11R, 8S, 8C, 3C) will have a nudded front wheel therefore removing the front wheel to use on a fork mounted rack (either hitch or roof tray) requires removing the front wheel, disconnecting the cables and torque arm. It is recommended to use the <a href="#">Inno hitch rack</a> with this model electric bike as the front wheel will not need to be removed and the rack can support the weight of electric ElliptiGO bikes.</p> <p>For the stand up electric models, you can use either the Inno rack or a rack that will fit a 48" wheelbase bicycle with a tire clamp system.</p> |
| 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 elliptical Electric Conversion Kit (11R, 8S, 8C, 3C), 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  |

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| 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 <a href="mailto:service@elliptigo.com">service@elliptigo.com</a> 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. We sell <a href="#">spare chargers</a> if you want to have an extra, maybe one at home and one at the office.     |
| Can I purchase a second battery?   | Yes, we sell <a href="#">spare batteries</a> if you want an extra on hand.   |
| What is the warranty policy on the Electric Bike Conversion Kits?            | The warranty is two years for each component of the kit, except the battery. The battery warranty is to maintain at least an 80% charge after two years or 500 charging cycles, whichever comes first. |
| Do you ship internationally?   | Currently we only ship to Canada and Mexico internationally.   |