

HOW TO PACK E-BIKE FOR TRANSPORT?

Before you start packing, consider whether it is really necessary to send the whole e-bike. E.g. in case of problems with the battery it is enough to send only the battery, in case of problems with the engine it is not necessary to send the front wheel, seat, pedals, etc.. If you exchange or return the e-bike, obviously everything shall be well packed

FIX PEDALS.

Turn the pedals out of the handles (attention, the left pedal has an inverted thread) and wrap them separately in plastic or paper.

REMOVE THE HANDLEBARS.

Thoroughly wrap the loose handlebars in the packaging material, especially in the display area. Attach the wrapped handlebars to the frame of the e-bike (the upper or sloping frame tube is suitable) so that it does not tend to move during shocks. When positioning, be careful not to damage the wiring by excessive pulling or twisting the cables / hydraulic hoses.



REMOVE THE FRONT WHEEL.

Wrap the left crank with a thin cardboard, turn it upwards and slide the front wheel onto it (insert the handle between the wires of the string). Where the tire, rim, or wheel hub touches any part of the e-bike, thoroughly line it with packaging material to secure it against loosening. Fix the front wheel to the frame so that it does not move during transport. If the front wheel has a brake disc, point it away from the bike frame. Space between the box and the brake disc fill up, for example with a piece of solid cardboard.

FRONT BRAKE.

If the e-bike has a hydraulic disc brake, insert a flat piece of cardboard about 2 mm wide between the brake pads.

SADDLE.

If necessary, remove the seat with the seat post from the seat tube and carefully wrap it in a plastic bag.

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COMPLETION FOR TRANSPORT IN THE ORIGINAL BOX.

If you have the original transport packaging in which you received the e-bike, everything will be easier. We do not recommend the use of other than the original special box (for example, a box from a classic bicycle of smaller dimensions and load capacity).

Insert the properly packed e-bike into the box (See page 1) with the help of another person. If the e-bike in the box has room to move, fill it with a suitably shaped solid cardboard. Attach a copy of the warranty card (or a copy of the sales document), a description of the defect, telephone contact and return address. Attach the pedals, seat, battery keys, suitably packed charger and front wheel axle. Seal the box thoroughly (double) with tape.

COMPLETION FOR TRANSPORT WITHOUT BOX.

To pack an e-bike without a transport box, you will need two larger pieces of cardboard (possibly unfolded boxes of similar wheel size, etc.), a larger amount of shrink film (approx. 30 meters) for packaging and a smaller box for accessories (eg shoe box).

The packaging procedure is following:

1. Unscrew both pedals and turn the handlebars parallel to the wheel and tighten them again.
 2. Lower the seat to the lowest level and wrap it tightly in foil.
 3. Wrap the pedal cranks, fork legs from top to bottom and the frame in the rear wheel axle area in foil.
 4. Place the cardboard on both sides and cover it around the shrink wrap. It must be wrapped from the very bottom of the wheel, so that the foil does not slip off the wheel casings.
 5. Insert everything that is part of the e-bike (charger, battery keys, pedals, front wheel quick release, lights, reflectors etc.) into the accessory box.
- Pack everything in a box and place it between the cartons on the rear wheel (or carrier) and wrap it with foil to the wheel so that everything forms one unit.



Packaging recommendations

Do NOT FORGET: Attach a copy of the sales document or warranty card with the date of sale, . In case of Service entry, attach the most detailed description of the defect (send photos to service@ekolo.cz prior shipment) , your telephone contact and return address. If you return the e-bike, not forget to attach pedals, saddle, battery keys, charger with cables and front wheel axle.

You are shipping to:

GREATEBIKE.EU, c/o ekolo.cz s.r.o., Pod Visnovkou 29, 14000 Prague 4, Czech Republic

Delivery phone: +420 720 347 734