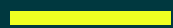




TRINGO E-Bike



Instruction Manual

Product specifications

Tringo One e-bike

Specification	Value
Frame size	50 cm and 57 cm
Frame material	Aluminium
Weight (incl. battery)	± 25 kg
Max. permissible total weight	125 kg
Wheel size	28 inch (700C)
Tyres	700x40C, with reflective strip and anti-puncture protection
Brakes	Shimano MT200 hydraulic disc brakes (front and rear), 160 mm
Drivetrain	Shimano Nexus hub, 7 speeds; KMC chain
Motor	Bafang FM G010.250.D, front-hub motor, 36 V
Motor power	250 W
Pedal assist up to	25 km/h
Battery	36 V / 14 Ah (± 504 Wh, calculated), LG cells, rack-mounted
Range	Up to 100 km
Charger	36 V / 2 A, CE
Display	Bafang C-080
Lighting	Front and rear light
Colour	Frame on request; other parts predominantly black

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1 Your new electric bike

1.1 INTRODUCTION

Dear customer,

Thank you for purchasing our TRINGO electric bike. We believe that our bike will bring you a lot of joy and good experiences. For proper operation of the bike and your satisfaction, please read this manual carefully. Keep in mind that an electric bike and its mechanical and electrical components require regular maintenance and proper storage of the battery. Your bike is equipped with an electric motor to help you pedal. However, the motor does not serve as a separate and exclusive drive for an e-bike. You can also set the e-bike in motion with a button or lever, but only up to a maximum speed of 6 km/h (for example, as a walking aid). The maximum speed of an e-bike with motorized assistance is 25 km/h with a tolerance of 5%. When this speed is reached, the motor automatically shuts down and you continue pedaling as on a regular bike. If the battery runs out or the motor is switched off, you can use the e-bike as a regular bike without noticeable resistance. An e-bike that meets the European standard EN 15194 and EN 17406 is considered a regular bicycle from the point of view of the Road Traffic Act. This means that you can ride on bike paths, you don't need a driver's license.

By using bicycles and e-bikes, you save the environment because you do not create harmful emissions or otherwise pollute your surroundings.

We wish you a pleasant ride.

1.2 TRINGO ELECTRIC BIKE DESCRIPTION

The trekking bike is equipped with wheels with a diameter of 700c and a solid (unsprung) frame. The suspension is only by the front fork, the travel of which is 60 mm. The bike is equipped with disc brakes with a brake disc diameter of 160 mm.

This type of e-bike is designed for riding on asphalt roads and unpaved roads.

The bike is not designed for extreme loads, downhill, jumping or other demanding mountain biking disciplines. Using the bike for these purposes may result in damage to the wheel and also pose an increased risk of injury.

1.3 GENERAL DESCRIPTION OF THE E-BIKE



BASIC TECHNICAL INFORMATION

- Gross wheel weight: 22.6 kg
- Maximum gross weight: 135 kg (weight of e-bike, rider and cargo)
- Maximum assisted speed: 25 km/h

Electric bike manufacturer:

Drop Mobility B.V. Nijverheidsweg 9A 5061 KK Oisterwijk www.dropmobility.nl

2 Electric Bike Operation



2.1 SEAT HEIGHT ADJUSTMENT

Loosen the quick-release lever or loosen the size 6 screw on the seatpost socket using an Allen wrench. Then adjust the height of the saddle to the desired position. However, do not exceed the maximum extension limit that is marked on the seat tube. Exceeding this limit may cause damage to the seat tube or pulling it out of the frame.

After adjusting the height of the saddle, close the quick-release lever firmly again, or tighten the screw with a size 5 Allen key.

The correct height of the saddle is such that the rider's foot is slightly bent at the knee when the pedal is at the bottom position.

2.2 SUSPENSION FORK

The stiffness of the spring fork shock can be adjusted using the wheel on the left fork leg.

There is a suspension lock on the right fork leg. This allows you to unlock or lock the fork suspension. However, even when locked, a small stroke remains to protect the lock mechanism from damage.

- Keep the fork sliding surfaces clean at all times.
- Wipe the gliders of dust after each ride and spray silicone oil on the glider.

When riding off-road, always keep the fork unlocked (the suspension must be active) to prevent damage to the locking mechanism.

2.3 BIKE MAINTENANCE

2.3.1 CAUTION

Maintenance and repair of an e-bike requires appropriate experience and appropriate tools. Do not repair defects or make adjustments to the bike unless you are confident that you can do them correctly. In this case, contact a e-bike dealer or a professional service. Any repairs or modifications not carried out professionally may cause damage to the wheel or injury. Use only original spare parts.

2.3.2 Cleaning

Always remove the battery before cleaning, making sure that electrical components do not come into contact with water. Use lukewarm water with a mild detergent or special e-bike cleaning products. Then wash the bike with clean water and dry it thoroughly. In winter, clean the e-bike and especially the battery contacts and other connectors from salt after each ride.



CAUTION: DO NOT WASH THE E-BIKE WITH A PRESSURE WASHER (WAP) OR WITH A DIRECT STREAM OF WATER FROM THE HOSE.

THERE IS A RISK THAT WATER WILL PENETRATE THROUGH THE SEAL INTO THE ELECTRICAL SYSTEM ITSELF AND OTHER COMPONENTS.

2.3.3 Ecological disposal

Used parts must be disposed of ecologically, carefully and sorted for recycling. The battery, when replaced, must be returned to the dealer or disposed of environmentally way friendly at collection points.

2.3.4 Engine

The motor requires no maintenance. Only regular visits to an authorized service center.

2.3.5 Chain

The derailleur chain and pulleys must be lubricated regularly. Use lubricants designed specifically for chains, ideally in dropper bottles that allow for precise application. The use of sprays/aerosols may cause contamination of brake discs and pads.



2.3.6 Transporting an e-bike

For transportation in a car, removing the battery is not mandatory, but it is recommended to remove it for added safety and convenience. The e-bike can also be transported on a bike rack as long as the bike carrier can support the total weight of the bike.

When transporting an e-bike on a towbar in rainy weather, we recommend covering the bike with a waterproof tarp to protect the battery and motor. If you are using a tarpaulin, adjust your speed and driving style, as the tarpaulin can affect the aerodynamics and driving behaviour of the vehicle.

2.4 RECOMMENDED TIGHTENING TORQUES:

Part / Component	Recommended torque (Nm)
Stem (AHEAD)	5-7 Nm
Seat post clamp	4-6 Nm
Brake calipers (disc brakes)	6-8 Nm
Brake discs (6 screws)	4-6 Nm
Pedals	35-40 Nm
Rear axle (fixed)	10-15 nm
Quick release (lever)	"on the hand" – firmly, but with feeling
Cassette (thread or nut)	30-45 Nm
Battery – holder	3-5 Nm
Deraille (frame mounting)	8-10 Nm
Chain Guides / Tensioners	5-7 Nm
Bottle cage holder	2-3 Nm
Central chainring nut	<40 Nm
Engine cover side	1.6–2.2 Nm
Engine cover bottom	1.6–2.2 Nm
Display bracket	1.6–2.2 Nm
Engine in the frame	35-40 Nm
Crank P/L	40–60 Nm
Speed sensor base	3.2–4.4 Nm
Magnet Speed Sensor	1.5–2 Nm



CAUTION: These data are only recommended. In principle, it is necessary to look at the technical documentation of the individual components in order to be able to set it up correctly.

2.4.1 Other

Lift the front of the e-bike and spin the front wheel by hand. Check that it rotates smoothly without vertical movements or lateral fluctuations. At the same time, check the pressure in the wheels regularly. The maximum pressure is indicated on the sidewall of the tire (usually 3.1 bar).



If the tire lists two pressure values, the higher value applies to road driving and the lower value applies to off-road.

Never exceed the maximum value indicated on the side of the tire. Exceeding this value can damage the tire, the bike and injure the rider.

It is very important to check the tension of the spokes of the wheel with your fingers. It must not be free or permitted.

The manufacturer does not recommend the use of a trailer bicycle.

2.4.2 DRIVING IN BAD WEATHER

Riding in light rain does not have a negative effect on the steering of the bike or its function.

However, it is not advisable to leave the e-bike stationary or park in places that are not protected from rain, snow or direct sunlight.

3 Electric set

3.1 BATTERIES

Specifications: 36 V / 14 Ah / 504 Wh, Li-Ion technology

3.1.1 REMOVING AND INSTALLING THE BATTERY

Battery Removal

1. Switch off the e-bike system.
2. Insert the key into the lock and turn it fully to release the latch.
3. For some systems (like Bosch), push the key inward while holding it in the turned position.
4. Grasp the handle or the rear side of the battery.
5. Slide the battery horizontally backward out of the rack rail.

Battery Installation

1. Check the rail: Ensure the guide rails inside the rack are clean and clear.
2. Insert the key and turn it to the "unlocked" position.
3. Align the battery with the guide grooves at the back of the rack.
4. Slide the battery forward (towards the saddle) smoothly.
5. Push firmly until you hear a distinct "click" indicating the lock has engaged.
6. Turn the key back to the locked position and remove it.
7. Double-check: Gently pull the battery backward to make sure it is securely locked in place.



Always turn off the e-bike system before charging the battery! Never immerse the battery in water (of any liquids), store it in a humid environment, and do not disassemble it. Please make sure the battery is properly seated and locked before each ride.



4 Battery Charger Instruction Manual

Brand Name: Li-ion Battery Charger

Model: SSLC109V55N, SSLC109V55S, SSLC084V42N, SSLC084V42S

5 Warning

- There is a high voltage inside the charger. Do not try to open it.
- The charger is intended for indoor use only.
- Do not attempt to charge any non-rechargeable batteries.
- Contact the manufacturer or dealer in case of any problems.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.

Important Safety Instructions – Keep These Instructions

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, if they have been given supervision or concerning the safe use of the appliance and understand the hazards involved. Children must not play with the appliance. Cleaning and maintenance must not be carried out by children without supervision. Children should be supervised to ensure that they do not play with the appliance.
- Hazard – to reduce the risk of fire or electric shock. Carefully If the shape of the plug does not match the outlet, use an adapter with a connector suitable for the outlet.
- If the power cord is damaged, it must be replaced by the manufacturer, its service agent or a similarly qualified person in order to avoid a hazard.
- For indoor use only.

6 Features

This product is a smart charger that uses power switching technology and is designed specifically for charging batteries. Its advantages are as follows:

- Input voltage range: 180-240 V AC, operating and storage temperature range: 0-40 °C.
- Low noise.
- The entire structure is hermetically sealed, it can be used safely.
- It meets all the requirements set by the RoHS directives of the European Union.

7 Applications



- Connect the connector to the battery case first, and then to an AC power source.
- During charging, the charging indicator light is red; When fully charged, the charging indicator light is green.
- When the batteries are fully charged (when the green light is on), disconnect the AC power supply connector first and then the battery case connector.

8 Troubleshooting

- The power light is off.
- Check if AC power is available.
- Check if there is a bad connection on the input interface.

If you rule out the above causes, contact the manufacturer: do not attempt to repair the device yourself.

- The charging light does not work.
- Check that the output connector is properly connected.
- Check if the battery is working.

If you rule out the above causes, contact the manufacturer for help; Do not attempt to repair the device yourself.

8.1 The charging indicator light is solid red.

- Check that the battery is not damaged.
- If you rule out the above causes, contact the manufacturer for help; Do not attempt to repair the device yourself.
- Do not dispose of electrical appliances as unsorted municipal waste, use separate collection facilities. For information on available collection systems, please contact your local authorities. If electrical appliances are disposed of in landfills or waste, hazardous substances can enter groundwater and enter the food chain, which can harm your health and well-being.

The battery is one of the most valuable parts of an e-bike, so please pay attention to its control, charging and storage. Always use only the original charger. Plug the charger into a 230/400V outlet, then connect the charger connector to the battery. The socket on the electric bike is located on the right side at the top. We recommend that you fully charge the battery after each ride so that it is ready with full capacity for the next ride. Charging the battery can take up to 6 hours, depending on the condition of the cells. Perform it in a dry environment, ideally at a temperature of 5 to 25 °C. The charging process is indicated by a red LED on the charger. When the battery is charged and the charging process is complete, the LED will turn green.

After riding, make sure the display is turned off.

The behavior of the battery LED may vary depending on the battery firmware. Do not turn on the display when charging the battery in the bike. If you turn it on while charging, it will turn itself off after about 3 seconds.

The display of the battery charge status is for reference only. If the battery overheats excessively, it will automatically shut down. The battery is protected by a temperature sensor. Once the battery has cooled down to operating temperature, it is possible to continue riding. Battery heating is a common phenomenon related to its operation. We recommend separating the keys to the battery, do not carry them all on one bundle in case of loss.

Battery safety precautions and operating conditions

Supervision of the charging process:

Charging the battery must be carried out exclusively under the constant personal supervision of a responsible person. It is strictly forbidden to leave the battery unattended during the charging process.

Protection from external influences and handling:

The user is obliged to avoid contact of the battery with water or other liquids and must not expose it to a humid environment. Any unprofessional interference with the integrity of the battery or its disassembly is inadmissible.

Operating Mode and System Limitations:

Before starting the charging process, it is essential to deactivate the e-bike system. If the display is activated during charging, it will automatically turn off for safety reasons at a time interval of about 3 seconds.

Thermal protection and indications:

The charge status indicator on the display is for informational purposes only. The battery is equipped with a temperature sensor; When over-limit temperatures are detected, the operation is automatically interrupted (switched off). Recommissioning is only possible after the temperature has dropped to standard operating values.

**IMPORTANT NOTICE!**

- Recharging the battery in a dry environment to prevent damage from a short circuit.
- Never leave the battery unattended for long periods of time while charging.
- Ideally, charge the battery 1x in 2 months, even when the bike is not in use, at least to 60% capacity.
- Do not cover the battery or charger. Covering may cause overheating.
- Do not leave the battery plugged into an outlet all the time.
- Do not use the battery for other appliances. It is made exactly for this model of e-bike.
- Do not disassemble or modify the battery pack.

An e-bike battery should not be confused with a battery from a manufacturer other than the one designed specifically for that type of bike, as the use of an incompatible battery may result in malfunction, reduced performance, damage to the system, or even compromise the safety of the electric user.

8.1.1 NORMAL BATTERY BEHAVIOR

If the engine stops running smoothly and starts to run "jerky", it may indicate that the battery capacity is too low. In this case, turn off the electric drive and continue riding without the assistance of the motor, just like on a regular bike.

Battery heating is a common occurrence and is not a sign of a malfunction. The battery is protected by a temperature sensor and automatically shuts off if it overheats excessively. Wait for the battery to reach normal operating temperature, and then you can continue riding.

If you notice a significant decrease in the total capacity of the battery, it may be due to inappropriate charging or operation in extreme climatic conditions. In this case, we recommend that you perform three full charge cycles: discharge the battery completely while driving, and then charge it to full capacity at the appropriate temperature.

8.1.2 STORAGE

Store the battery in a dry and ventilated place, away from direct sunlight and other heat sources. In the case of cold storage, the battery must first be warmed up to normal room temperature (20°C) before it can be operated.

Li-ion batteries are fully recyclable. At the end of its life, you can take the battery to any collection point or service center.



Never leave the battery completely discharged, as this may permanently damage it!

8.1.3 FACTORS AFFECTING THE RANGE OF AN E-BIKE

- **Tire rolling resistance** Proper tire inflation is very important. Under-inflated tires increase rolling resistance, which shortens the range and at the same time increases the risk of puncture.
- **Rider and load weight** A lower weight of the rider and the cargo being transported usually extends the range of the e-bike.
- **Battery Status** The range depends on whether the battery has been fully charged before riding. Also, the more charging cycles the battery has completed, the lower its current capacity.
- **Profile and surface of the route** Challenging routes with steep hills and higher altitudes shorten the range. The flat and smooth surface allows maximum use of the battery capacity.
- **Driving Mode** Range mode depends on the selected engine assistance mode – a higher level of assistance means a shorter range.
- **Starting and stopping** Frequent starts and stops reduce range, as more energy is consumed when accelerating.
- **Air resistance** Your riding position affects aerodynamics. An upright position increases air resistance and reduces range.
- **Wind power** Riding against the wind shortens the range, while riding with the wind at your back increases it.
- **Outside temperature** Low temperatures reduce the battery capacity and thus the range of the e-bike.

PROPER BATTERY CARE EXTENDS ITS LIFESPAN.



9 Technical information about the Bafang C-080 display

See PDF file with technical details of display Bafang C-080

9.1 Quality assurance and warranty coverage

9.1.1 From the hand

- 1) The warranty is only valid for products used under normal conditions and under normal use.
- 2) The warranty is valid for 24 months from shipment or delivery to the customer.

9.1.2 Other

The following cases are not covered by the warranty:

- 1) The display is destroyed.
- 2) Damage to the display is caused by improper installation or operation.
- 3) The display cover is damaged after leaving the factory.
- 4) The display cable is damaged.
- 5) The warranty period has already expired.
- 6) Failure or damage to the display is caused by force majeure (e.g., fire, earthquake, etc.).

Caution:

1. Handle the display with care. Do not attempt to loosen or connect the connector while the battery is on.
2. Try to avoid bumping into the display.
3. Do not change the system parameters to avoid violating them.
4. If an error code appears, have the display repaired.
5. This guide is the universal version for the Bafang C-080 display. Versions of this display may vary depending on the software. Always follow the current version.

10 Technical information about the Bafang FM G010.250.D motor

See PDF file with technical details of engine Bafang FM G010.250.D

10.1 E-BIKE STORAGE INFORMATION

The e-bike should be stored in a ventilated and dry room. Avoid storing the electric bike near strong magnetic objects.

10.2 ENGINE MAINTENANCE

- The engine must be serviced by authorized personnel with appropriate equipment.
- Do not disassemble the engine.
- Do not use thinners or other solvents to clean components. Fabrics can also damage surfaces.
- Avoid immersion in water to protect the components.
- Do not use high-pressure cleaning nozzles.
- When storing for a long time, remove the battery and do not store it near heat sources.

Warranty exclusions (what is not covered by the warranty):

The warranty cannot be claimed if the damage occurred under the following circumstances:

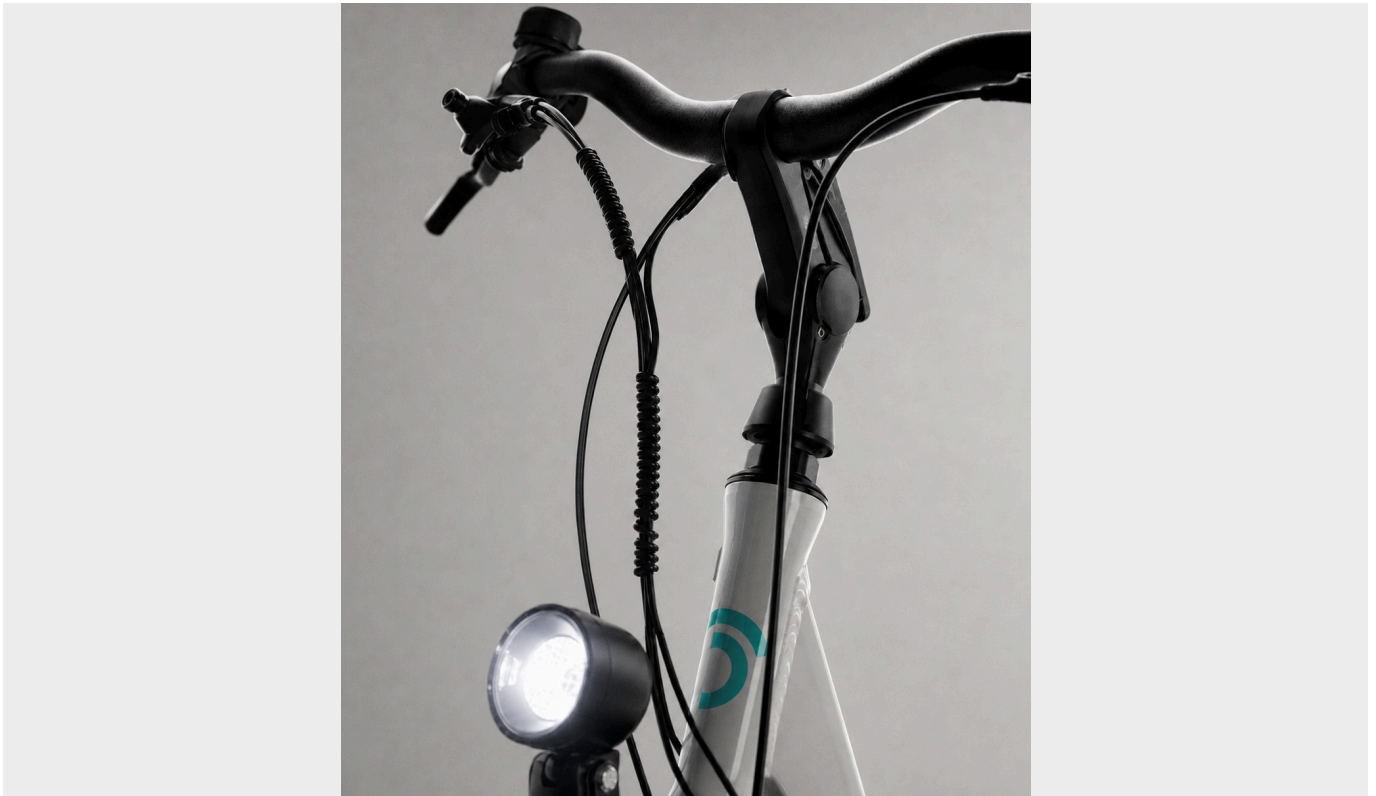
- **Improper handling:** Damage caused by improper use or unauthorized repair.
- **Violation of the warranty seal on the engine**
- **External influences:** Damage caused by improper user operation, third party, traffic accident, external pressure, or other external factors.
- **Unclear origin:** Problems that cannot be confirmed or analyzed in the original factory or independent testing facilities.
- **Inappropriate Use:** Use for racing purposes, commercial use, or any unauthorized/inappropriate use.
- **Logistics and warehousing:** Accidents and damage caused during transport, storage or handling (loading/unloading) in an unsuitable environment.
- **Intentional Damage:** Damage caused by violence, intentional harm, or wrongdoing.
- **Aesthetic defects:** Damage to the appearance and surface of the product that does not affect its functionality.
- **Unauthorized service:** Damage caused by installation or maintenance by unauthorized customizers or dealers.
- **Force Majeure:** Natural disasters (lightning, storms, floods, tsunamis, earthquakes, etc.).
- **Incompatibility:** Indirect damage caused by the use of products that are not approved by VINKA.
- **Wear and tear:** Normal wear and tear caused by daily use.
- **Mileage limit:** Exceeding the total mileage of 20,000 km.

10.3 Safety Information

10.3.1 OPERATIONAL SAFETY

- Intended use: The TRINGO e-bike is designed for ordinary roads and paths where minor obstacles and unevenness may occur. It is not designed for extreme loads, downhill, jumping or other aggressive off-road disciplines.
- Helmet: Always wear a protective bicycle helmet. Even at low speeds, falls can cause serious or fatal head injuries.
- Tires: Regularly check the tread wear and proper tire inflation. The maximum pressure is indicated on the sidewall of the tyre (usually 3.1 bar). The standard pressure ranges between 2.1-2.5 bar depending on the rider's weight.
- Rims and spokes: Regularly check the condition of the rims and spokes tension. No beam must be cracked, missing or free. The rims must not be damaged or deformed.
- Mandatory equipment: The e-bike must be equipped with:
 - orange reflectors in the spokes and on the pedals
 - red rear reflector
 - white front reflector
 - two independent brakes
 - Plugs in the ends of the handlebars

For riding in low visibility, the bike must be equipped with lighting in accordance with national regulations.



- Gears: The chain, derailleur pulleys, pinions and chainring must be clean and lubricated regularly. An overstretched or damaged chain can damage other drive components.
- Beeps: The bike does not make any sound. Use the bell on the handlebar to alert other road users.
- Transport carrier: The maximum permissible load of the carrier is 15 kg. The carrier is not designed to be attached to a trailer. A loaded carrier affects the driving characteristics, especially steering and braking distance. Fasten the load tightly and distribute the weight correctly.
- Emission sound pressure level: The noise level at the rider's ears is < 70 dB(A).
- Transportation: When transported in a car, removing the battery is not mandatory, but it is recommended to remove it for added safety. The e-bike can also be transported on a bike rack, taking into account the total weight of the bike and the load capacity of the rack.
- Weather: When transporting on a towbar in rainy weather, we recommend covering the bike with a waterproof tarpaulin to protect the battery and motor. Using a tarpaulin can affect the aerodynamics and driving behaviour of the vehicle, so adjust your speed and driving style.
- The e-bike has been designed for people over 16 years of age.
- Always wear a safety helmet designed exclusively for cycling when riding.



CAUTION

Like any other mechanical device, an e-bike is subjected to load and wear and tear during operation. Some materials and components can respond to prolonged material fatigue stress, which can lead to damage.

If the life of a part is exceeded, it may fail suddenly, which can cause injury to the rider.

If you discover a crack or discoloration of the material in the stressed parts of the wheel during inspection, it may indicate that the part has reached its service life and needs to be replaced immediately.

10.4 CAUTION

- **Using the bike:** Do not lend the e-bike to persons who have not been instructed on its proper use. The manufacturer does not accept claims arising from improper handling of the bike.
- **Optimal operating conditions:** The ideal temperature for the operation of an e-bike is above 10 °C and in dry weather. At lower temperatures, the battery discharges faster. Operation at temperatures below 0°C is not recommended.
- **No contact with liquids:** Never immerse the battery, charger, or other electrical components in water or other liquids.
- **Interference with electrical systems:** Do not interfere with the motor, control unit or battery wiring. Any unauthorized tampering may void the warranty or permanently damage the e-bike.
- **Use original accessories:** Always use only original chargers and other components supplied by the manufacturer. Spare parts are available from the e-bike dealer.

Recommended dimensions of selected components for replacement.

- Tires 700C x 40mm
- Inner tube 700C x 40mm
- Shimano B05S brake pads

It is not possible to mount tubular tubes on the original rim of the Tringo e-bike.

The manufacturer does not recommend the use and installation of child seats on the frame of the Tringo e-bike.

11 Warranty card inspection and warranty checks

11.1 WARRANTY AND TERMS OF USE

Warranty and Terms of Use

The warranty for the e-bike and its components is valid for 2 years from the date of sale, stated in the warranty document or on the accounting document, unless otherwise specified for selected components.

The warranty covers manufacturing and hidden defects caused by the manufacturer's or retailer's fault, in particular:

- Material defects
- defects caused by imperfect technological processing

The warranty does not cover:

- defects resulting from improper use, non-compliance with maintenance or storage conditions according to the user manual
- normal wear and tear of components (e.g. brake pads, tyres, chain)
- if the warranty seal is broken

The lifespan of the product and its components depends on the method of use and regular maintenance. The buyer is obliged to use and store the product according to the manual and to perform regular maintenance, otherwise the right to warranty will be void.

Below are examples of defects and components that may or may not be subject to warranty, along with instructions on how to use, store, and maintain them.

For more information:

Details of the seller's obligations and the manner of exercising rights arising from defective performance (including the complaint procedure) are specified in the Terms and Conditions and Rules for Complaints available on the website <https://www.dropmobility.nl/>

11.1.1 Frame:

In particular, a frame crack caused by a manufacturing or material defect that exists, being covertly, at the time of receipt of the product by the buyer, can be recognized as a legitimate complaint. In particular, all mechanical damage caused by an accident, fall or unprofessional modifications to the frame geometry are considered unfounded complaints.

Threads are not covered by warranty. A repainted frame cannot be accepted in the complaint procedure.

11.1.2 Forks:

In the management of the complaint, it is not possible to claim defects such as kickback, if there is dirt and water inside the fork, which will cause damage, as well as bending of the fork post or damage to the crown due to accident and overloading. The condition for accepting a complaint about a cracked fork is the integrity of the geometry of the inner and outer legs.

11.1.3 Wheels:

In the complaint management, it is not possible to detect wear damage (e.g. brake disc overbraking) and inappropriate, unprofessional or rough handling (e.g. deformed rim). The warranty does not cover worn bearing surfaces, dirt penetrating the free shaft housing and hub bearings, or corroded parts. Steering a wheel requires checking and defining the clearance in the hub body.

11.1.4 Stem and handlebars:

The warranty covers manufacturing and material defects. It is not possible to justifiably complain about bending the handlebars and stems in an impact, fall, or that threads on the stem will be torn off if installed incorrectly.

11.1.5 Brakes – hydraulic:

The warranty covers manufacturing and material defects. In particular, the warranty cannot be claimed for damage caused by accident, impact, fall, neglect of maintenance, improper maintenance or repair, or any modifications or interventions in the design of the brakes. For example, a leak in the brake system or poor material and workmanship can be considered a legitimate complaint.

11.1.6 Pedals:

The warranty covers manufacturing and material defects. The warranty does not cover wear and tear caused by operation, loosening or cracking of the cage, or bending caused by impact or falling. Pedal noise and space adjustment cannot be accepted as part of the complaint procedure, but are subject to service at the end of the warranty. It is not possible to legitimately claim damage to the bearings due to the ingress of water and dirt (improper maintenance) or bending or loosening of the axle.

11.1.7 Gear levers, derailleur and gearhub:

The warranty covers manufacturing and material defects. The warranty does not apply to the settings. Storage, handling and driving can change settings. Fine-tuning is part of routine product maintenance and cannot be considered a subject of complaint. The warranty does not cover mechanical damage caused by falling (dismantling) or tearing off the mechanism as a result of rough or improper handling.

11.1.8 Chain:

The warranty covers a manufacturing and material defect, such as cell rupture. The warranty does not cover normal wear and tear caused by operation (e.g. pulling), chain breakage due to insensitive or incorrect shifting (e.g. pin disconnection) or damage caused by neglect or improper maintenance (especially corrosion, jamming due to dirt, etc.).

11.1.9 Saddle:

The complaint does not apply to grooves caused by seat tube displacement. The seat post cannot be claimed if the seat bar has been extended beyond the maximum extension limit. The warranty must not cover bending of the seat tube caused by accident or overload after impact, bending of seat rails, cracked saddle body, tearing off of the seat cover, etc.

11.1.10 Battery and charger:

The battery warranty is provided for 12 months from the date of sale. For example, a loss of battery capacity during the first year of use below 70% of the capacity specified by the manufacturer may be considered a legitimate complaint. The warranty does not cover defects caused by neglect of maintenance and "undercharging" of the battery while not in use of the e-bike. The battery warranty does not apply if the battery pack has been punctured or otherwise altered, or if any alterations or modifications have occurred.

11.1.11 Display and wiring:

For example, a manufacturing and material defect in the display and wiring may be recognized as a valid complaint. A complaint about a faulty display or wiring can be accepted if the display or wiring stops working during the warranty period. The warranty does not cover any mechanical damage, cracked display or its holder, or broken or bent connector.

11.1.12 Engine:

The warranty covers manufacturing and material defects. For example, damage to the warranty seal, mechanical damage, damage caused by improper installation or maintenance, damage caused by the operation of the bicycle or damage to the motor due to water ingress (see user manual) cannot be considered a valid complaint. The motor warranty ends if the motor housing has been penetrated or otherwise tampered with, or if any changes or modifications have been made.

11.1.13 Electric Bike System:

It is necessary to avoid contact of electrical systems with water (see user manual). In the event that electrical systems come into contact with water, it is necessary to immediately remove the water completely, check the electrical system and treat the contacts with a suitable product.

12 Complaint management

Always file a claim for your e-bike or battery with your dealer. When making a claim, please provide proof of purchase and a warranty card with a confirmed inspection after 100 km or 30 days after the purchase of the e-bike, including recording the serial numbers of the frame and battery. Directly inform the seller of the reason for the complaint and the description of the defect.

The service center will confirm the course of the warranty inspection for any complaints in the handover protocol. If the warranty check is not carried out within the specified period, the warranty will expire. Tringo ecity electric bikes are subject to technical development, all information and images are subject to change without notice.

Legal Notice for the Purpose of Use of the Tringo ecity

- **Disclaimer:** Neither the manufacturer nor the authorized dealer is legally responsible for any property damage, personal injury or other negative consequences resulting from the use of the product contrary to its declared purpose.
- **Obligation to follow the instructions:** The user is obliged to operate the e-bike exclusively in accordance with the technical specifications and instructions specified in these operating instructions.
- **Risks of misuse:** Any other use is classified as inadmissible (inappropriate). Such actions significantly increase the risk of traffic accidents, serious bodily injuries or fatal consequences.

12.1 WARRANTY CARD

Tringo provides a quality guarantee for the electric bike for a period of 24 months (the "Warranty") from its handover to the purchaser. The warranty is provided in accordance with the provisions of Section 2113 and Act No. 89/2012 Coll., the Civil Code, as amended.

The battery warranty is provided for 12 months from the date of sale. In particular, the warranty covers defects caused by poor quality materials, manufacturing defects and hidden defects. The warranty does not cover the case of natural loss of battery capacity, which is a standard part of battery life. A battery whose capacity does not fall below 70% of its original value during the warranty period is therefore considered a faultless battery. The warranty on the battery will expire if a warranty check has not been carried out according to the terms and conditions, if the defect on the e-bike is mainly caused by mechanical damage, improper handling, improper use, neglected maintenance, external events (natural disaster, accident and other circumstances) or if the product has also been incorrectly modified.



13 Declaration of conformity

PRODUCER:

Drop Mobility B.V. Nijverheidsweg 9A 5061 KK Oisterwijk www.dropmobility.nl

DECLARES THAT THE FOLLOWING PRODUCT:

DESCRIPTION: EPAC

BRAND: TRINGO

MODELS: ECITY

YEAR: 2026

IT COMPLIES WITH THE FOLLOWING EUROPEAN DIRECTIVES:

- Directive 2004/108/EC
- Directive 2011/65/EC

THE FOLLOWING HARMONISED STANDARDS ARE FULLY APPLICABLE:

According to Directive 2006/42/EC

- Directive 2004/108/EC
- Directive 2011/65/EC

THE FOLLOWING NATIONAL STANDARDS AND OTHER SPECIFICATIONS (OR PARTS THEREOF) HAVE BEEN APPLIED:

- EN ISO 4210-2:2015
- EN 15194:2022
- EN 17404:2025

OTHER RELEVANT DIRECTIVES MUST BE FOLLOWED.

PRODUCTION MANAGEMENT IS ENSURED BY OUR QUALITY MANAGEMENT SYSTEM, WHICH MEETS THE REQUIREMENTS OF THE ISO 9001 STANDARD

'This declaration of conformity is issued under the sole responsibility of the manufacturer.'

RELEASE DATE: May 2026