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Quick Start Guide Phatfour FLX



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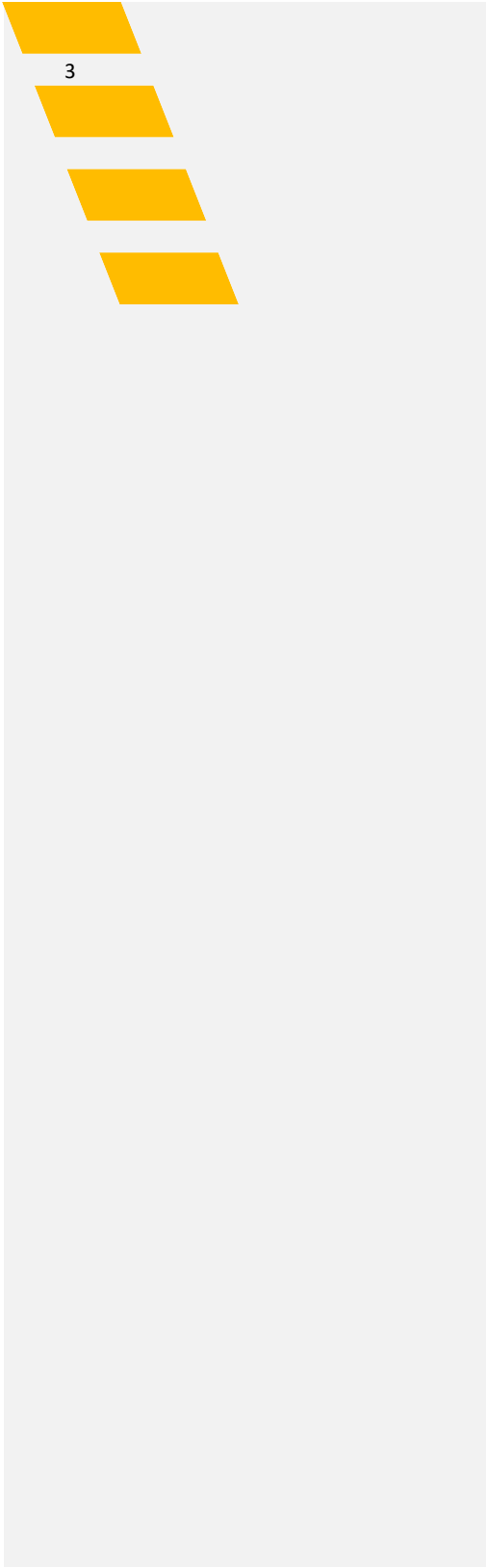
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1. Important information

Congratulations with your PHATFOUR FLX. Please carefully read all warnings and comments in this user manual before using the electric fatbike.

This user manual contains four different types of instructions – the first provides important information about your new electric fatbike and its use, the second refers to possible damage to your property and the environment, and the third type of warning against possible falls and serious damage, including physical injury. The fourth reminds you that it is necessary to carefully study the user manual and assembly instructions.



Note: This symbol provides information on how to use the product or highlights specific parts of the user manual that are important.



Beware: This symbol warns of misuse that may lead to damage to the product or the environment.



Danger: This symbol indicates possible dangers, which can arise if certain actions are not carried out and appropriate caution is not observed.



User manual: Read and save all instructions that come with the fatbike. If you have any questions about the topics discussed in this handbook, please consult the website of Phatfour, your dealer or Phatfour for help.

2. Introduction

The Phatfour FLX fatbike is an electric bike designed for urban use. With an electric motor and battery, you can enjoy a smooth and fast ride as you navigate the city effortlessly. The fatbike is equipped with various functions that enhance your riding experience and guarantee your safety.

The FLX in brief

- The FLX is a completely newly developed two-person fatbike
- Geometry optimized for good cycling, the drivetrain is comfortable and dynamic
- The first fatbike where all cables are neatly concealed in the frame
- Newly developed tires that are even thicker and have ultimate grip
- Suspension fork for optimal comfort
- Shimano hydraulic brakes for a lot of stopping power
- Recognizable custom PHATFOUR daytime running lights for better visibility

The drivetrain

- Bafang's newest rear hub motor, the 250W G062, is the strongest in its class at 80Nm
- PHATFOUR has developed the Direct Drive technology together with its supplier. By making smart software improvements, including with the rotation sensor, the bike gets off to a great start quickly. As a result, the need for having a throttle has become unnecessary and your feet do not have to be on the ground if you hold on to the traffic light pole.
- The display has the following special functionalities:
 - Range indicator, which indicates how many kilometers you can still drive. This indicator considers your general average consumption in combination with the consumption of the past 5 minutes. In addition, the bike also takes the temperature into account, as batteries perform worse in the cold.
 - Current consumption in Wh/km
 - Average consumption in Wh/km
- Available with 500Wh or a 750Wh battery with the best LG-cells.
- In optimal weather conditions, the 750Wh battery allows you to drive 100km in 4 hours before it runs out (consumption 7.5Wh/km).
- The bike uses a rotation sensor with which you can move effortlessly in the highest support mode.
- However, PHATFOUR has also developed multiple riding modes that allow you to ride more smoothly at different speeds on your fatbike and encourage you to ride along. This gives a nicer riding experience where the bike feels natural.

With all these cool features, you want to get on the road right away. **Read and follow the instructions from chapter 4 before you hit the road** and enjoy the FLX's driving qualities as soon as possible. On behalf of the dealer and the manufacturer, have a lot of fun with your purchase!

3. Safety instructions

3.1 General information

When using the product, make sure you follow the instructions in the user manual. Important chapters to read for first use are "4.1 First Start" and "4.2 Daily Start" in the general user manual.

If you lend your fatbike to a third party, give them this user manual together with the e-bike. After reading the user manual, keep it in a safe place to consult later.

3.2 For your safety



Always use the brakes of the fatbike before putting your foot on the pedal. The engine drives forward as soon as you press the pedal down. This force may be unknown and may cause falls, dangerous situations or traffic accidents which may lead to injury.

- Pay attention to the road and traffic while operating the control panel when cycling, otherwise you may cause an accident.
- If you are going to cycle with the fatbike, make sure you are fully familiar with the starting characteristics of the fatbike before you start cycling. If the fatbike suddenly moves forward, accidents can happen.
- The fatbike or motor of the fatbike may not be modified to increase the speed or performance of the fatbike. The use of a lift set or adjusting the gear transmission to a heavier resistance is also not permitted.

3.3 Modifying the fatbike



Do not modify the technology of the fatbike in any way. Modifying the fatbike in any way to increase performance or speed may lead to legal problems and/or make the fatbike less safe to ride.

Possible legal implications:

- The manufacturer does not offer any warranty, guarantee or liability.
- Criminal consequences cannot be excluded. For example, (un)intentional bodily harm can result in a criminal offence.
- Termination of bicycle insurance.

Possible technical implications:

- Modifications to the technology of the fatbike can limit its capacity, cause malfunctions or break fatbike parts. The motor and battery can be overloaded and (extremely) overheated. Consequences: Irreparable damage and fire hazard.
- The brakes and other parts can be overloaded. Consequences: Malfunctioning, overheating, increase in wear.

3.4 Installation and maintenance



The electrical system of the e-bike is very powerful. If you notice any damage to the electrical system, remove the battery immediately. After a fall or accident, current-carrying parts may have been exposed and touching them can result in a dangerous shock. If you have a question or problem, please contact your dealer. Lack of skill can lead to serious accidents.

- Before you do any work on the fatbike, turn off the electrical system and remove the battery. Failure to do so may result in serious injury and/or electric shock.
- Only perform tasks described in this manual. Do not make any changes to the electrical system. Modules may not be disassembled or opened. If in doubt, always contact your dealer.

Replace parts that are defective or worn, such as the battery, charger or charger cable, with original spare parts produced by Phatfour or with parts recommended by Phatfour. If not, the warranty and/or the manufacturer's warranty will be void. If non-original or incorrect spare parts are used, it is possible that the e-bike does not work correctly. In the event of a malfunction, contact your dealer who can carry out repairs using only original spare parts. Improper operation of the drive system and making changes to the battery, charger or drive can result in injury or costly damage. In this case, the manufacturer disclaims all liability for the damage incurred. Changes to the electrical system can result in criminal prosecution. This may be the result if the maximum supported speed has been modified.

3.5 Safety instructions

- Follow the instructions in the user manual during use.
- Regularly check the charger for damage, especially the cable, plug and case. If the charger is damaged, it should not be used until it has been repaired.
- This product is not intended for use by persons with impaired physical, sensory or mental ability and children under 16 years of age, or who lack the required experience and knowledge, unless supervised or after receiving instructions regarding the use of the product by a person responsible for their safety.
- Do not allow children to play near the product.
- Contact your dealer if you notice any errors or problems with the fatbike.
- Do not make any changes to the system yourself. It can lead to malfunctions in the system.
- The product is designed to withstand driving in wet conditions. However, do not intentionally immerse the fatbike in water.
- Do not clean the fatbike using a pressure washer. If water gets into any of the parts, it can result in operating problems or rust.
- Do not use aggressive or corrosive products to clean the fatbike, or parts thereof.
- If the product is being transported on a high-speed vehicle where it is exposed to rain, remove the battery and store it in a safe place to prevent it from getting wet.
- Treat the product with care and avoid undergoing severe shocks.
- If you use or give away a spare key for the battery, remember to write down the number on the battery key and keep it safe.
- Use a wrung-out damp cloth to clean the battery case.
- For questions regarding maintenance and use of the product, please contact your dealer.
- Natural wear and tear due to normal use and ageing is not covered by the quality guarantee.
- Contact your dealer for software updates.
- Have the recommended maintenance carried out on time by the dealer.
- Familiarize yourself with the fatbike on safe terrain before you take your first trip! For sharp bends, for example when 'turning a street', a lower support mode is recommended.

3.6 Intended use

Bafang electrical components are designed for use with pedal assist motors and may not be used for any other purpose.

The Bafang G062 motor with a power of 250 Watts may only be used in combination with e-bikes. The motor is designed and approved for e(fat)-bikes and EPAC electric bikes. This is designed for use in city and touring bikes. It should not be used for contests or commercial purposes.

3.7 Legal requirements

Be familiar with the traffic rules and obey them.

- There is no helmet requirement. However, for your own safety, we recommend that you do not cycle on your fatbike without a helmet.
- A fatbike does not require a separate driver's license.
- No insurance is required for a fatbike.
- A fatbike may be used without age restriction.
- The use of cycle paths is arranged just like for normal bicycles.



These regulations apply to the fatbike if you use the fatbike within the European Union. In other countries, and in individual cases also in Europe, different provisions may apply. Before using the fatbike abroad, please inquire which laws apply there.

4. Quick start

In this section you will find important information and instructions that make it possible to use the e-bike safely as soon as possible.

- First, read the safety instructions and inform yourself of any legal regulations that apply to you.
- Perform all security checks as indicated in the "4.2 Daily Start" section.
- Read the instructions on how to charge the battery in the chapter "5.2 Battery".
- Charge the battery until it is fully charged before first use and close the rubber of the charging port.
- Slide the battery completely into the battery slider until you hear a click and the lock is locked.
- To turn on the system, press the button on top of the display.
- Choose the desired level of support via the buttons on the display.

The fatbike is now ready for use. Don't forget to register your bike on my.phatfour.com for warranty and theft prevention.

Always squeeze the brakes of the fatbike before you put a foot on the pedals! The motor starts to support as soon as you move the pedals forward. This power assist is abnormal and can lead to falls or cause dangerous traffic accidents or injury.

4.1 First start

Before each ride, check the fatbike completely as described in the owner's manual under the section "4.2 Daily Start".

- Charge the battery until it is fully charged and close the rubber of the charging port.
- Make sure the battery is securely in place and locked.
- Make sure that the fatbike is ready for use and is adapted to your body.
- Practice operating and riding the fatbike in a calm and safe place before hitting public roads.
- Please also refer to the additional user manuals issued by the manufacturers of individual parts, which are included with your fatbike or which are available online.

4.2 Daily start

- Check your fatbike for defects.
- Make sure you have enough charge in your battery and check that the rubber of the charging port is closed.
- Make sure your battery is securely locked.
- Check the brakes.
- Check the tire pressure and tire tread.
- See if the chain is properly tensioned.
- Check the lighting.

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Do not ride the fatbike if you think the fatbike is not in correct condition. In that case, have the fatbike checked by an authorized dealer. Have a specialist regularly check all important parts of the fatbike, especially if you ride the fatbike intensively. A component can suddenly stutter if you use it for longer than its lifetime or recommended user period. This can lead to accidents and serious injury.



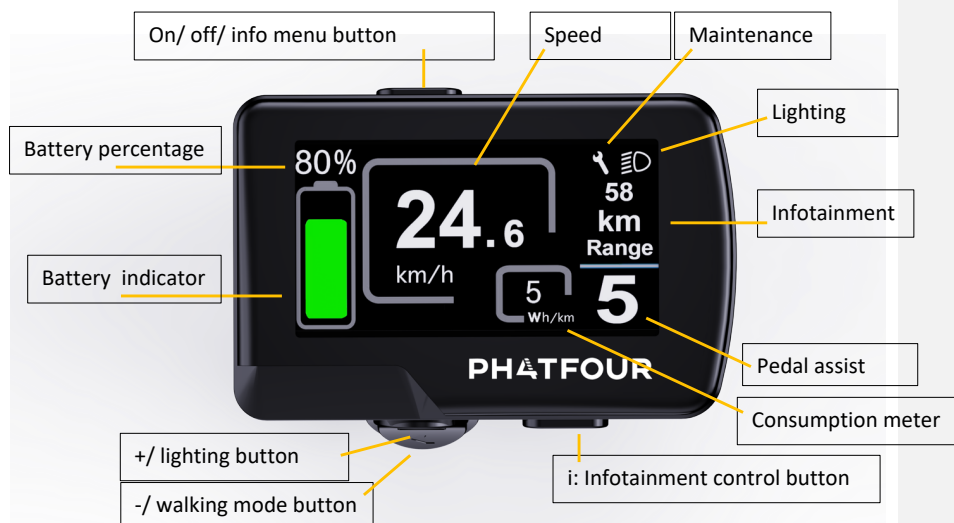
For each fatbike ride, check the fatbike completely as described in the user manual under the section "4.2 Daily start".



Also, do these checks before continuing after a fall or if your e-bike has fallen over. Aluminum or steel parts cannot be safely bent back into their old shape, while carbon parts may have suffered damage that is not visible to the eye.

5. Operating the Phatfour

5.1 Display control panel



Battery percentage: this shows how much % energy is left in the battery.

Battery indicator: this shows in steps how much energy is left in the battery. When it falls below 20%, the color turns red and it is recommended to charge the battery immediately after the ride.

On/ off/ info menu button: the fatbike turns on or off by pressing the button for 2 seconds. When the button is briefly pressed twice while it is on, you enter a special info menu mainly for the fatbike dealer. Under the heading "frame" are the last digits of your frame number, check these when purchasing. In addition, a hidden feature: there is total avg where the average consumption in Wh / (0.1 *km) over all kilometers driven can be found.

Maintenance: the first service sign appears after 250 km, during which the dealer does a short check-up and adjusts the chain. After that, the sign appears every 1500 km for a check-up or service. Read on in the maintenance chapter what is included.

Lighting: by long pressing the +/-lighting button, the main lighting (front and rear) turns on, the display dims and this symbol appears in the display. By long pressing this button again, the main lights go out.

Met opmerkingen [TM5]: Juiste vertaling?

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Infotainment: the infotainment system has five modes, you go through these modes by pressing the i button. When you long press i, the button works as a reset button except for the "range" mode. The modes consist of:

- Trip: number of kilometers driven since reset
- Odo: total mileage (can not be reset)
- Avg speed: average speed since reset
- Avg cons: average consumption since reset
- Range: number of kilometers that can still be driven until the battery is completely empty. This considers the total average consumption, the consumption of the last few kilometers and the temperature. All these factors affect the range. By long pressing i in the "range" mode, the battery percentage changes to range (km). Long press i again to see the battery percentage again.

Pedal assistance: the fatbike has 9 support modes and a mode 0 without support. The fatbike starts in mode 0 by default. The different settings determine the power of the engine so that it can be driven smoothly along with traffic. By briefly pressing the + / lighting button, the support mode goes up, by pressing the - / walking mode button briefly, the support mode lowers.

Consumption meter: this indicates the current consumption. Tip 1: pedal harder and immediately see how much influence that has on consumption. Tip 2: in (strong) winds, mode 0 is less strenuous than the low driving positions. You'll see how easy it is!

Walk-assist: a handy function to take the fatbike by foot by hand, for example up from a bicycle shed. After switching on the system, you can use the button to support the motor without having to pedal. You can use this to walk next to the fatbike to move the bike electrically. To activate the walk-assist, long press the button. A cyclist icon will appear on the screen as long as you hold down the button and the engine starts turning. When the button is released, the motor stops immediately.

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5.2 Battery

Disconnect and remove battery: The battery lock is located on the left side of the battery slider. This allows the battery to be locked and disconnected. Unlock the battery lock with the key and grab the battery on the back to carefully slide it out of the carriage horizontally.

***ATTENTION!** Carefully place the battery horizontally back into the battery slider and make sure that the battery is always locked while biking.



Battery charging: the battery has an input for the supplied charger. Remove the rubber tab to insert the charger. Fully charging the 500Wh battery takes about 6.8 hours with the standard 2A charger and 5 hours with the 3A fast charger, the 750Wh battery takes 10 hours with the standard 2A charger and 6.5 hours with the 3A fast charger. The battery is finished charging as soon as the light on the charger is green.

***ATTENTION!** Only use the included Phatfour charger.

The battery can be charged when it is in the fatbike, but the daytime running lights and display will remain on during the charging process. After the battery has been charged, the fatbike will turn off completely after 5 minutes. It is advisable to charge the battery at room temperature. Charging at low temperatures affects the range of the fat bike.

Anti-theft battery lock hole: The battery lock hole, integrated into the frame, offers the possibility to protect the battery against theft with an extra lock. It is recommended to use a lock with plastic sheath to prevent damage to the frame. In the case of a metal lock without a plastic sheath, it is recommended to only use it when the fat bike is parked.

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5.3 Lighting

Daytime lights

As soon as the fatbike is switched on, the daytime lights are illuminated. This makes you extra visible.

Dimmed light

By long pressing the +/- lighting button, the night lighting (front and rear) turns on, the display dims and this symbol appears in the display. This can be turned off by long pressing the +/- lighting button again.



6. Specifications



Basics

1. **Top speed:** 25 km/h (EU settings)
2. **Range (summer):**
 1. 500Wh: 49 km (full power) – 122 km (economy mode)
 2. 750Wh: 73 km (full power) – 184 km (economy mode)
3. **Power:** 250 Watt, 80Nm – Bafang G062 rear wheel motor
4. **Battery:** Removable 500Wh or 750Wh 43V - Lithium-ion battery
5. **Charging:** 50V, 2A standard or 3A fast charger.– Full charge 500Wh battery 6.8/5 hours. Full charge 750Wh battery 10/6.5 hours.
6. **Display:** advanced color display with range indicator, current consumption, average consumption, speed, battery percentage.

Details

1. **Weight:** 36 kg
2. **Permissible loadable weight:** 175 kg
3. **Frame:** Dutch-made steel frame with two-layer powder coating
4. **Saddle:** hand stitched skai leather double saddle
5. **Colors:** Black, yellow & army green **Wheels:** 20" x 3.5" inch wheels
6. **Banden:** 20" x 4,00" inch CST Tourance extra fat tires
7. **Light:** Phatfour custom LED headlight with daytime running lights
8. **Gears:** Single speed
9. **Brakes:** Shimano hydraulic brakes with front and rear 180mm brake discs for a lot of stopping power
10. **Handlebar:** Aluminum handlebar
11. **Driver length:** 160 cm – 200 cm / 5.2 foot – 6.6 foot
12. **Warranty:** 5 years on the frame and 2 years on the rest of the Phatfour

7. Cleaning and maintenance

Turn off the electrical system and remove the battery before performing work on the e-bike. Failure to do so may result in serious injury and/or electric shock.

Keep all parts of the electrical system clean. Clean gently with a damp, wet cloth. Do not use aggressive or corrosive detergents. The parts must not be immersed in water or cleaned with a jet of water or steam. If the parts no longer function, contact your dealer.

Do not clean the e-bike with a steam jet, pressure washer or water hose. Water can seep into the electrical parts or drive and break the equipment.

The frequency of maintenance depends on the driving conditions. Clean the chain regularly with a suitable chain cleaner. Never use alkaline or acidic cleaning products to remove rust. Use of such cleaning agents can damage the chain, potentially resulting in serious injury. After cleaning the chain, it must be re-lubricated before use.

Have (major) maintenance, repairs and repair work carried out exclusively by qualified personnel and only with original parts. In case of a flat tire or other technical problem, you have the dealer carry out these repairs.

7.2 Maintenance categories

During the approval procedure of the fatbike, it is determined which parts may be used for the fatbike. In other words, the e-bike is only allowed if your vehicle uses these parts or replacement parts that are approved for use with your model.

If parts need to be replaced, you should replace them with original parts or replacement parts that are approved for use on your e-bike, if not, you must separately seek permission from the TÜV or your local regulatory authority.

Guide to parts that can be replaced on CE-approved e-bikes with support when pedaling up to 25 km/h.

Category 1

Components that may only be replaced with the permission of the manufacturer of the fatbike/system supplier:

- Engine
- Sensors
- Motor controller
- Electrical cables
- Display
- Battery
- Charger

Category 2

Components that may only be replaced with the permission of the fatbike dealer/supplier:

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- Frame
- Front fork or parts thereof
- Rear wheel with motor
- Braking system
- Luggage rack (luggage racks determine how much weight the wheel can carry). Both positive and negative changes to the fatbike can significantly affect the rideability of the fatbike compared to that provided by the manufacturer.)
- Sprocket/brake disc/chain sprocket (only if the number of teeth and diameter the same as in the original description of the fatbike)

Category 3

Components that may be replaced according to the instructions of Phatfour or the manufacturer of the fatbike part:

- Outer and inner tires
- Lighting (Original Phatfour lighting only)
- Brake pads (Only resin/organic Shimano MT200 compatible brake pads)

Category 4

Components that do not have a special kind need permission to be replaced:

- Pedals (only if the distance between the pedal's attachment points and the crank arms, i.e. the q factor, is maintained).
- Bell
- Handles

8. Range of the e-bike

It is important that you remove the battery from your e-bike in winter and store it at room temperature when you are not using the e-bike. If the temperature is 10° C or lower, the range decreases. The charging time of the battery is also longer. It is advised to charge the battery at room temperature for maximum performance.

Range data is based on optimal conditions. The following factors can affect the range.

- Degree of support: The higher the support used, the more energy consumption and the smaller the range.
- Riding style: With optimal use of the driving modes, you can save energy and increase the riding range. In the lower riding modes, the motor delivers less power/less support and your e-bike consumes less energy. Frequent acceleration and braking takes more energy than riding at a constant speed.
- Ambient temperature: Batteries discharge faster at a low outside temperature and therefore get a smaller range.
- Terrain: In hilly terrain, more energy is needed, which reduces the range.
- Weather and weight on vehicle: In addition to the ambient temperature, the wind also affects the range. In strong headwinds, more power is needed for riding. Luggage or a second person increases the weight, requiring more force.
- Tire pressure: (too) soft tires increase rolling resistance, especially if you drive on a slippery surface, such as asphalt.

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- The range of your fatbike can decrease due to a running brake or a poorly maintained chain.
- Battery charge status: The charge status indicates how much electrical energy is stored in the battery at that moment. More energy means a long range.
-

RANGE 750Wh			
Driving style	Consumption	Summer (23 degrees)	Winter (0 degrees)
20km/h eco	4Wh/km	184 km	147 km
25km/h active	7.5Wh/km	98 km	78 km
25km/h lazy	10Wh/km	73 km	59 km

RANGE 750Wh			
Driving style	Consumption	Summer (23 degrees)	Winter (0 degrees)
20km/h eco	4Wh/km	122 km	92 km
25km/h active	7.5Wh/km	65 km	49 km
25km/h lazy	10Wh/km	49 km	37 km

9. Transport

Remove the battery from the e-bike before transport and transport it separately.

- The battery is not considered hazardous material if it is transported in order for the e-bike to work. The battery becomes hazardous material if it is transported in any other way. In this case, you must follow the applicable guidelines.
- Never ship the battery yourself. Batteries are considered hazardous materials. Only send the battery of your e-bike via a carrier that meets the standards of the ADR. The battery may catch fire or explode under certain conditions.

By car: You can transport the Phatfour FLX by car as you normally transport an e-bike. Before transporting the fatbike, remove the battery from the fatbike. The weight of the fatbike requires a sturdier bike carrier. Make sure that the bike carrier and towbar are suitable for the weight of the load. Always adjust your driving behavior to the load you have on the bike carrier.

By train: the same regulations as for the transport of a fatbike apply. Before you use public transport, you should be aware of which buses and trains you can take. It is advised to remove the battery from the fatbike before using public transport.

10. Warranty

Phatfour Warranty Conditions

Our warranty conditions apply to all Phatfour products. This states, among other things, how long the warranty period is and on which parts see the warranty.

Article 1 Phatfour warranty

Maintenance determines the lifespan of every fatbike, including your Phatfour bike. Perform a first check after 250 km on the FLX or within 3 months after purchasing your bike to maintain the warranty. Maintenance can be carried out by our Phatfour technicians or by a recognized bicycle repair shop. Keep the receipts from the bicycle repair shop as proof of the maintenance performed.

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1. Phatfour guarantees that the Phatfour bikes are free from construction and / or material defects, all this insofar as this follows from these warranty provisions.
2. The guarantee can only be invoked by the first owner of the relevant Phatfour bike.
3. The guarantee lapses in accordance with the provisions of Articles 3.1 and 5.1.
4. The warranty is non-transferable.
5. The warranty period starts on the day of delivery after approval and receipt of delivery

Article 2 Warranty period

1. A warranty period of 2 years applies to the Phatfour bike frames on construction and / or material defects.
2. For the Phatfour bike mudguards, a warranty period of 2 years applies on construction and / or material defects.
3. A warranty period of 2 years applies to all electrical components against construction and / or material defects.
4. Phatfour gives a 2-year warranty on the battery. The capacity of the battery will decrease in proportion to the number of charging cycles and age. This decrease in capacity is not covered by warranty.
5. For all other parts, with the exception of the parts referred to in article 2.7, a warranty period of 2 years applies to construction and / or material defects.
6. A warranty period of 1 year applies to all accessories on construction and / or material defects.
7. No warranty is given on parts that are subject to wear and tear, such as tires, chain, chainrings, cables and brake pads, unless there are construction and / or material defects.
8. On the Phatfour bike show models, 50% of the warranty period of the above-mentioned warranty periods applies.

Article 3 Warranty exclusions

1. The warranty will lapse in the following cases:
 - a. The bike has not demonstrably received a first service (with invoice / receipt) 3 months or 300 km after delivery.
 - b. The Phatfour has not demonstrably (with invoice / receipt) been serviced annually after the first inspection.
 - c. If the defects are the result of incorrect assembly, ie assembly that deviates from the supplied assembly instruction, which can also be found on the website.
 - d. Incorrect and / or careless use of the Phatfour bike that is not in accordance with its destination, including:
 - i. Driving up and down curbs with a full load;
 - ii. Drive into curbs;
 - iii. Technical repairs have not been carried out in a professional manner.
 - e. Parts mounted afterwards do not correspond to the technical specifications of the bike in question or have been mounted incorrectly.
 - f. If proof of ownership is not present.
 - g. Upon finding that the maximum speed of 25km / h has been adjusted.
 - h. When the saddle is loaded with more than 120 kg.
 - i. When the luggage carrier is loaded with more than 25 kg.
 - j. In the event of damage arising as a result of an accident or other external calamity.
2. Furthermore, Phatfour explicitly excludes liability for damage to (parts of) the Phatfour bike as a result of:
 - a. Incorrect adjustment / tension of handlebars, stem, saddle, seat post, derailleur set, brakes, gears and / or loosening of parts, adjustment of wheels and spokes during use, as well as spoke breakage.
 - b. Failure to replace parts such as brake / derailleur cables, brake pads, tires, chain and sprockets in time.
 - c. Climatic influences such as normal weathering of paint or chrome rust. This also applies to the saddle. It can change color. This is due to use and / or external factors such as UV radiation, moisture and heat.
 - d. Climatic influences such as discolouration of paint and saddle.
 - e. Phatfour bikes that are used for rental.
3. Adjustments have been made to the original condition and settings, such as the use of unauthorized Phatfour parts and / or accessories;

Article 4 Labor costs on parts In case of warranty

1. During the warranty period, all parts of which Phatfour has determined that there is a material and / or construction defect will be repaired or reimbursed at the discretion of Phatfour. Any costs of (dis) assembly are at the expense of the owner, if the owner can be expected to assemble the part to be replaced himself.
2. Contrary to the provisions of the previous paragraph, in the event of material and / or construction errors in frames and front forks, the wages will also be borne by Phatfour for two years after the purchase date.

Artikel 5 Making a claim under the warranty

1. Claims under this warranty must be submitted to Phatfour by e-mail stating the order number, frame number and photo of the relevant part. In this way Phatfour can assess whether there is a warranty case.
2. Phatfour will acknowledge or reject the claim within a reasonable period of time. If it is not reasonably possible to assess the defect without seeing the Phatfour bike "live", a suitable solution will be sought in consultation with the owner.
3. Before sending a replacement product, Phatfour can demand that the product in question is first sent to Phatfour for assessment. Based on this assessment, Phatfour can decide that the product is not covered by the warranty conditions or send a replacement product.
4. Costs of transporting the Phatfour bike and / or parts to and from Phatfour are at the expense of the owner, unless the part concerned is eligible for warranty.
5. If a certain part is eligible for warranty and the original is no longer available, Phatfour will provide a minimum equivalent alternative.

Article 6 Liability

A warranty claim accepted by Phatfour does not automatically mean that Phatfour also accepts liability for any damage suffered. Phatfour's liability never extends beyond what is described in these warranty conditions and / or the applicable general terms and conditions of Phatfour.