



DEFENDER 250



USER MANUAL



FOREWORD

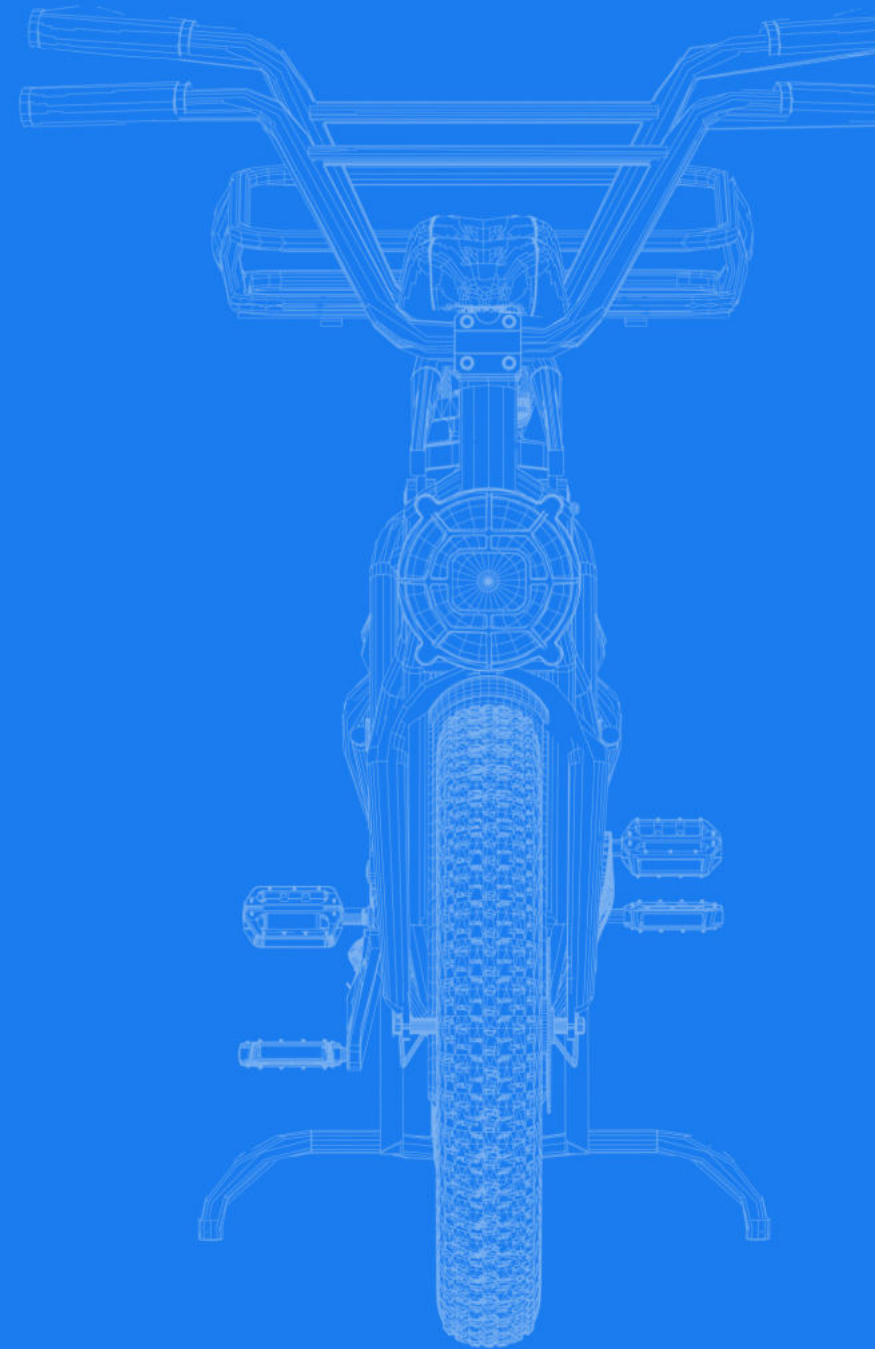
Thank you for purchasing the Dolas E-bike Defender 250

It's an innovative eco-friendly vehicle for the most progressive and brave people

The bike is unique thanks to three motors and a patented sliding frame that easily copes with road obstacles on any terrain. This innovative design ensures a smooth and enjoyable ride for the user

We wish you comfortable and safe journeys!

Regards, Dolas E-Bike



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INTRODUCTION

The Defender 250 has a number of specific details, read this book carefully. Before you set off, take some time to understand how your e-bike works

RESPONSIBILITY

Always obey the rules on the road and respect other drivers.
Advantage in speed is not worth the risk of a collision and injury!

MAINTENANCE PRECAUTIONS

Do not carry out maintenance or adjustment work without appropriate knowledge and tools

HEAD PROTECTION

A good bike helmet can prevent injury in the event of an accident. In many countries this is a mandatory rule. Wear one - you can't go wrong!

WHAT SHOULD I DO TO GET MORE HELP?

If in doubt, please contact us at support@dolas.bike

This manual is constantly being updated and revised. The latest version can be found on the website



GENERAL INFORMATION

Important sections of the user manual are marked with different symbols of importance!

Read the marked sections carefully:



INFORMATION

This symbol marks sections with tips and information to help you maximise the lifetime of your bike and protect your warranty



WARNING

This symbol indicates sections of high importance. Failure to observe this information can result in injury or damage to the e-bike



DANGER

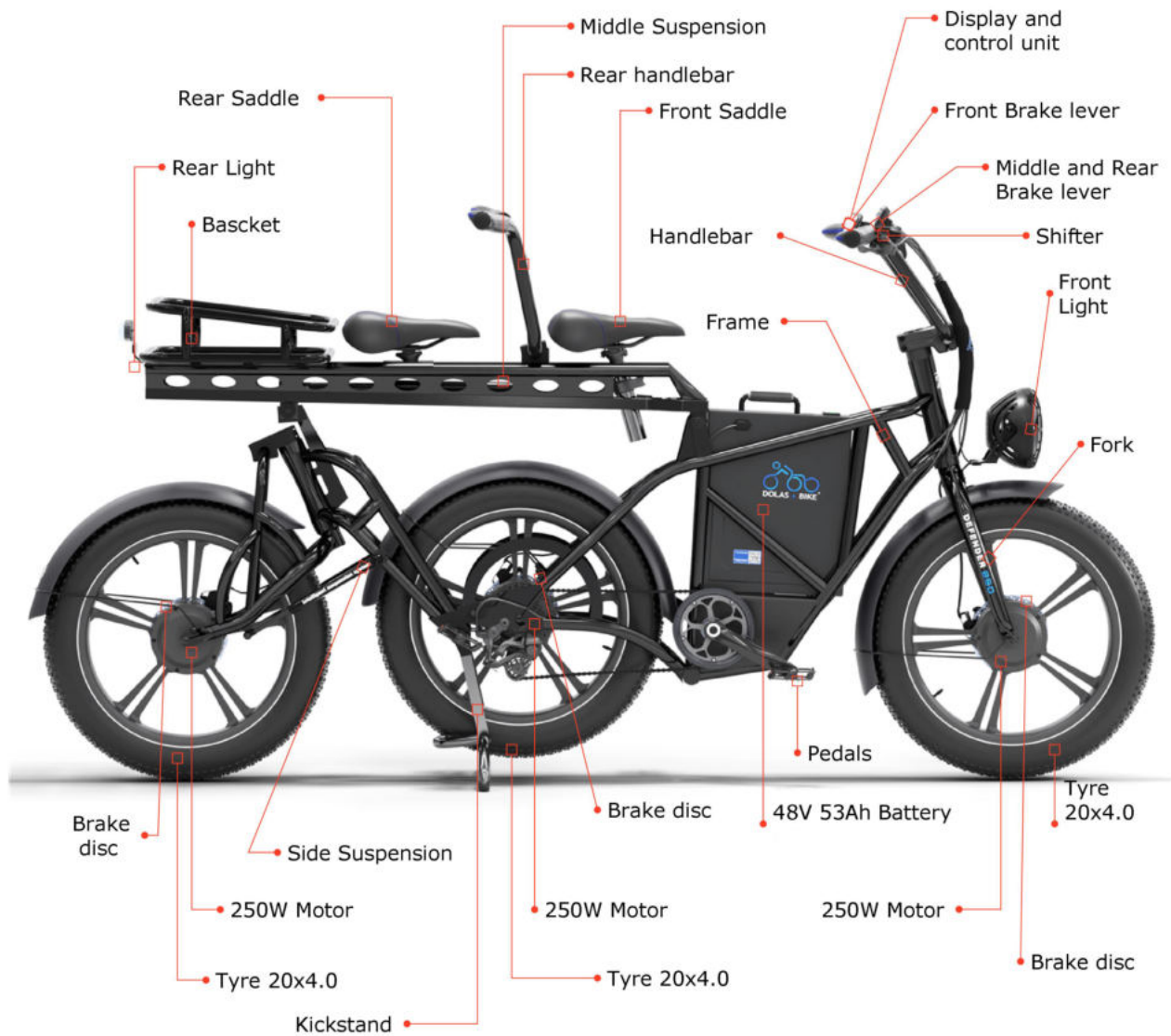
This symbol marks sections of extremely important information. Failure to observe this information may lead to serious injury or death



TOOLS

You must have a special tool for this, such as a torque wrench. For parts requiring a certain torque. Too high or too low a torque can cause parts to fall off, break down or even cause accidents and injuries





FRAME

6061 Aluminum

Standard Colors: Black/Navy Blue

3X MOTORS

250W High-torque, Brushless Rear Wheel Hub Motor (Located in the middle)

250W High Torque Brushless hub motor (Located front and rear)

COMPONENT ELEMENTS

Front/middle/ rear: disc brakes with brake sensor, Shimano Gearshift lever, Shimano Derailleur, Platform Pedals, 20 x 4 Inch All-Terrain Tire, center and side shock absorbers/Suspension

DISPLAY

Day and Night mode, Battery indicator, light control, speed, mileage indicator, runtime, Bluetooth

FRONT AND REAR SADDLES

Comfortable seat with PU foam closure

LIGHT

QD472 -Front headlight and classic taillight with modern LED technology

BATTERY

Defender 48V 53Ah (2,544Wh)Lithium-ion Battery

Integrated BMS (Battery Management System) Removable battery
Lockable for charging

Charging time at 5A approx. 6 hours

SPEED

Standard 25km/h

PERFORMANCE

Range 160-180km in optimal conditions (payload, terrain, driving style)

WEIGHT

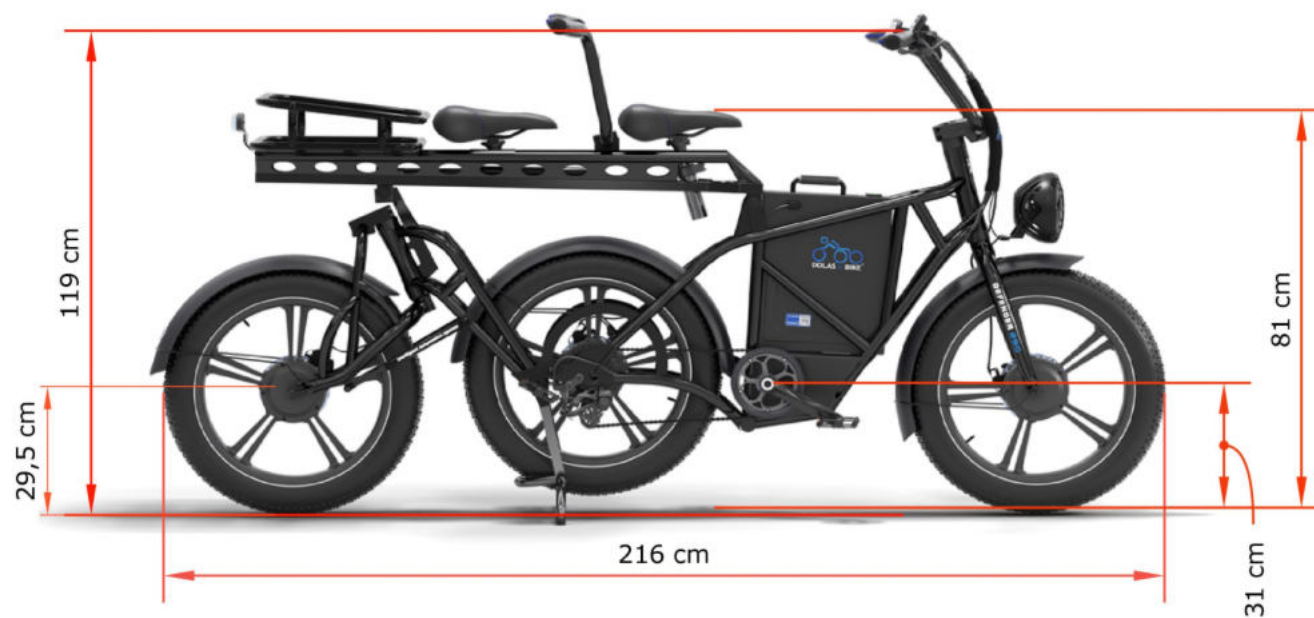
E-bike with battery: 71kg

Packing weight: 79kg

CONTROL

8 Power levels





NOTES ON THE DEFENDER 250

The Defender 250 is an e-bike with a CE marking that it has passed all relevant tests in accordance with the European standard EN 15194 for e-bikes



Declaration of conformity

This User Manual complies with the requirements of EN 15194 and the EC Machinery Directive/2006/42

LOCAL LEGAL ACTS

Pedelec (Pedal Electric Cycle) e-bikes are bikes with a motor that maintains speed. As soon as the cyclist starts pedalling, the motor switches on, easing the strain on the legs.

By law, e-bikes are considered ordinary bicycles, unlike scooters or motorbikes. In most cases, an e-bike can be ridden on bike lanes and pavements and can be mounted on regular bike racks. Cyclists do not need a driver's licence or special licences or registration for the e-bike



UNPACKING AND INSTALLATION

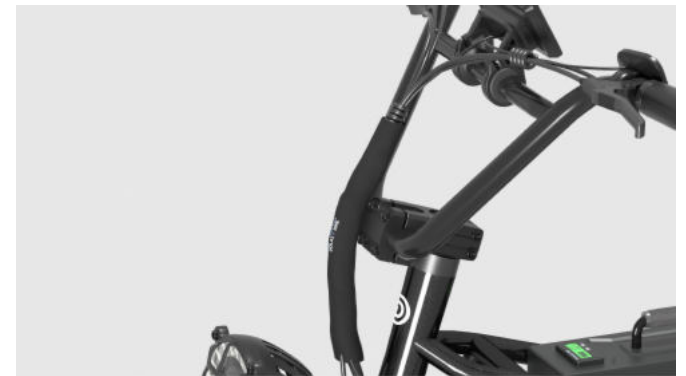
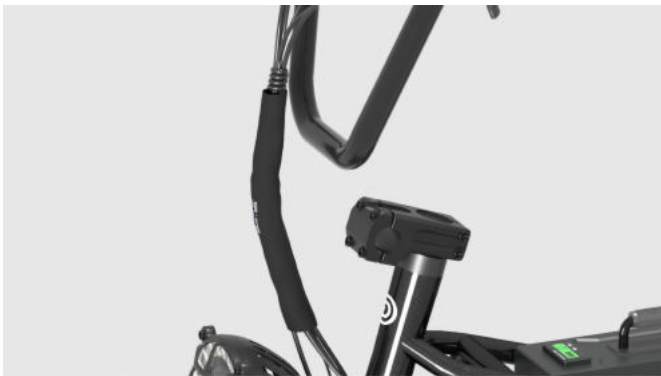
Defender 250 e-bike is 85% preassembled



INSTALLATION OF THE FRONT HANDLEBAR

The Defender 250 is almost completely assembled in the box, with the handlebars separated from the frame, but linked by cables and brake cables. To install, you will need:

- 1 Unscrew the bolts on the front of the steering wheel lock
- 2 Insert in the recess in the steering wheel
- 3 Set the correct tilt level
- 4 Secure the handlebar position by screwing back the front catch



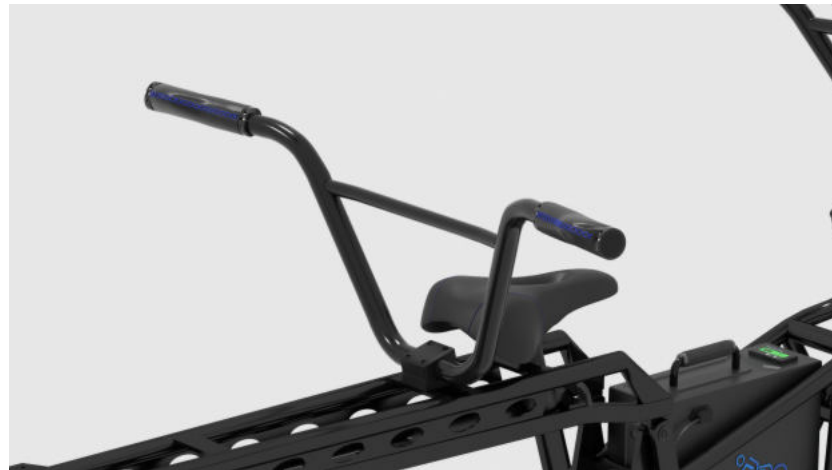
INSTALLATION AND ADJUSTMENT OF THE FIRST SEAT

- 1 Depress the lever under the seat
- 2 Set the correct planting height
- 3 Press back the lever



INSTALLATION OF A SECOND HANDLEBAR

- 1 Unscrew the bolts on the top of the steering wheel lock
- 2 Remove the front plate
- 3 Insert in the recess in the steering wheel
- 4 Secure the handlebar position by screwing back the upper section of the catch



INSTALLING A SECOND SEAT

Insert 4 screws in the seat and frame mounting grooves, screw in



INSTALLING THE BIKE RACK

Insert 4 screws in the fastening grooves in the rack and frame base, screw in



INSTALLING THE KICK-STAND

- 1 Fasten the kick-stand with a separate bolt in the slot near the centre wheel
- 2 Screw on the frame
- 3 Attach the ends of the pre-installed retaining springs to both sides of the stand



Installing the kick-stand - more information at www.dolas.bike/video-guides

FIRST TRIP



Read the Owner's Manual carefully before driving

Take the time to learn how your new Defender 250 works before you set on your journey. Instructions on how to use your particular e-bike are enclosed with this manual. Please read all the instructions for use.

Any questions? Contact us directly via e-mail support@dolas.bike

MANAGING

Make sure you are familiar with the functions of all the control buttons and the meaning of the displays. Read all the relevant information in the following chapters of the user manual

WHEELS

Check the air pressure and make sure it is between the minimum and maximum permissible values written on the side edge of the tyres. Turn both wheels to make sure they turn smoothly and evenly and do not touch the brakes. If a wheel wobbles from side to side or rubs against the brakes, have it repaired or replaced by a specialist



BRAKES

Test your brakes: stand next to the e-bike, apply both brakes and try pushing it back and forth. The bike should not roll and the brake pads should be firmly pressed and not move

Brakes system include brake disc and a brake caliper **The brake pads, brake disc and also the brake caliper can become very hot when braking.** Never touch them immediately after driving

PHOTO OF FULL BRAKE SYSTEM AND PHOTO OF WHAT DISK EACH LEVEL CONTRO



The left brake lever controls the front brake



The right brake lever controls the middle and rear brake

SUSPENSION

CENTRAL AND SIDE SHOCK ABSORBERS



The Intelligent Suspension System allows Defender 250 to seamlessly adjust its suspension characteristics in real time according to road conditions, driving style and other factors. This system constantly monitors and adapts the electric bike's suspension to maintain optimum ride quality, comfort and handling.

Intelligent Suspension Systems improve the overall driving experience by providing better handling, stability and driving comfort, adapting to changing road conditions and driver actions in real time



Suspension maintenance and disassembly — more at www.dolas.bike/video-guides/

DRIVING A DEFENDER 250

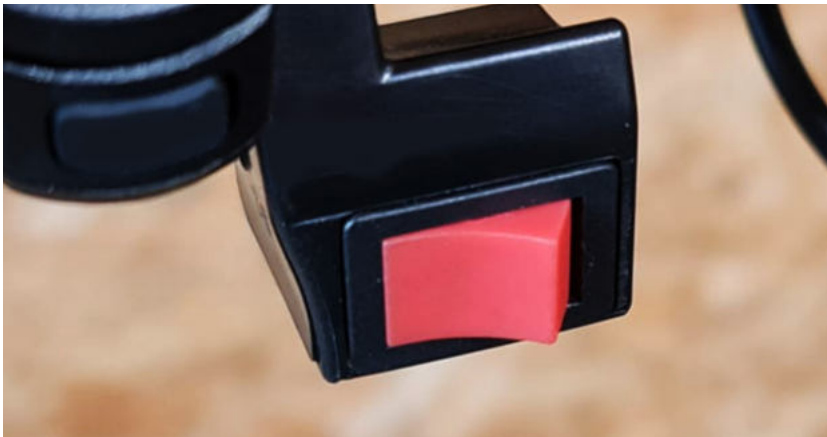
The motor provides a gradual increase in support when you start cycling and maintains a constant level of support at 25 km/h.

There are 2 main modes - economy and four-wheel drive

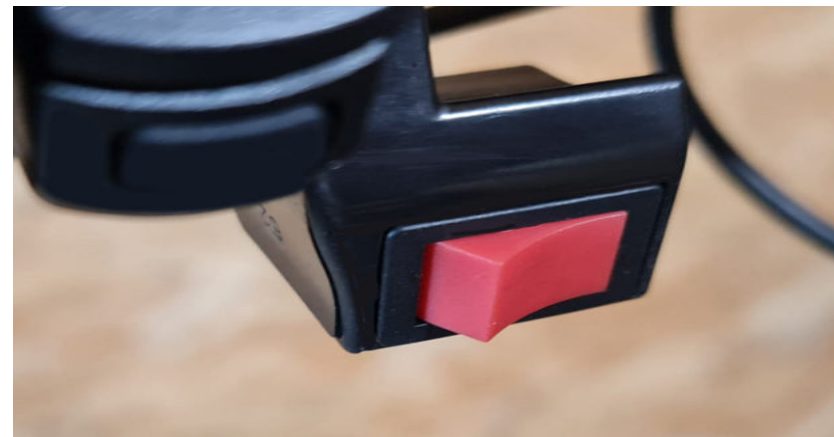
The economy bike is designed to operate with a single (medium) motor. It is designed for daily cycling without much strain on the bike. This saves on battery power and increases the possible ride time.

The four-wheel drive mode activates three motors at once. This makes it easier for the rider to ride, even with luggage or a passenger, to climb the hill without any problems.

It is possible to switch between modes manually via separate buttons on the handlebar



Middle motor activated (The switch is switched to the left side)



3 motors activated (The switch is switched to the right side)



The engine starts running as soon as the pedals start moving

- When you are standing still with the e-bike, apply the brakes. This deactivates the motor
- Stay clear of people and obstacles when accelerating on your e-bike
- Try out the controls, brakes, ride levels and special e-bike functions before taking to the public road
- Practice all braking and driving manoeuvres at different speeds and simulate different situations so that you can start off safely in traffic

SHIFTING GEARS

Take a test drive in a safe place away from public transport and familiarise yourself with the gears and gearbox. Familiarise yourself with up and down shifting. Check that the shifting to the different gears is smooth and that you can shift up and down without the chain slipping.



DISPLAY AND STEERING WHEEL BUTTON FUNCTIONS



THE DISPLAY SHOWS:

- 1 Speed
- 2 Transmission
- 3 Charge level
- 4 Mode indicator
- 5 Error indicator
- 6 Network connection indicator
- 7 USB connection indicator
- 8 Bluetooth connection indicator
- 9 Cruise control indicator

BUTTONS:

- 1 Reference, further information
- 2 Switching motors on/off
- 3 + - Increasing the gear
- 4 "-" Decrease in gear
- 5 "-" Walk mode - To activate, hold down



Do not connect or disconnect the display cable while the power is on. Avoid collisions.

Do not try to reset if the display does not work. If the display does not work, contact us or a workshop

ON/OFF SWITCH

Press the power button to switch the display on. To switch off, press and hold the power button a little longer.

The display switches off automatically if the e-bike is not used for 10 minutes (default setting)

ASSIST — WALK MODE

Press and hold the "-" button while moving.

The extra traction will help make it easier to carry loads on the bike when you're in a hurry



Do not use this feature while driving!

More information about Defender 250

Monitor at [**www.dolas.bike/support**](http://www.dolas.bike/support)

COMPONENTS TO BE CHECKED BEFORE EACH JOURNEY

STRUCTURE

There must be no cracks or dents on the frame, fork and handlebar.

Inspect the weld seams, any crack or deformation is a clear signal to contact a service centre. This is especially important if your e-bike has tipped over or collided with a hard object.

Always have bent or broken parts repaired by a specialist workshop before you hit the road again.

Pay attention to the shape of the aluminum wheel rims

BRAKES

First of all, check the wear on the brake discs. Only carry out the check when the e-bike is stationary. The brake levers should not touch the handlebar. If this is not the case, retighten them.

Disc condition, braking speed and other brake properties must be monitored regularly, as it is a key component of driving safety.

Do you notice strange noises? Do parts that should not be moving seem to be moving? Contact a service email: **support@dolas.bike**

TYRES

Measure the approximate air pressure in the tyres by pressing them firmly with your thumb. They should feel firm to the touch. Avoid overinflating



ELECTRICAL SYSTEM

- Make sure that the battery is firmly seated in the cell
- Check whether error messages or warnings appear in the control display
- Eliminate errors before driving off
- Make sure that the battery is sufficiently charged for the planned route

LIGHTING SYSTEM

Check that the front and rear lights and turn signals are working

BOLTS AND FASTENERS

Make sure that all bolts and nuts are tight and that the lever under the seat is tight.



Broken or worn parts can lead to injury and the risk of accidents

GENERAL INFORMATION FOR SAFE DRIVING

DRIVE RESPONSIBLY

Avoid strong shocks, impacts and vibrations. Accidents and strong vibrations can damage the electronics, frame, battery and connectors. Do not drive deliberately over potholes, off-road or in difficult conditions and weather conditions. Adjust your speed according to the circumstances to avoid damage and impacts

When visibility is limited, ride with extreme caution and restraint. Your movement may be unpredictable from outside, so ride your bike so that you do not endanger others. When overtaking or passing, use your bell or voice to inform other road users of your manoeuvre. Do this well in advance so that other road users are not frightened. Always drive in the same line behind/front of others unless you are avoiding an obstacle.

Always indicate when you want to overtake or turn



ROAD TRAFFIC REGULATIONS

Observe the rules of the road and be considerate of other road users.

Pay attention to the specific traffic regulations in the region where you are staying

HELMET

The mandatory use of helmets depends on local rules and laws. However, it is always advisable to wear a helmet and reflective clothing on public roads.



Never open the battery, control unit or motor! Tampering with electrical parts can damage, ignite or even explode the battery. Do not attempt to "tune" or speed up your Defender 250



FREIGHT RECOMMENDATIONS / DRIVING WITH A LOAD

Riding with passengers, a load or both affects the weight, balance, centre of gravity and handling of the e-bike. For your safety, please refer to the following guidelines.

The following technical standards have been used in the Defender 250:

EN ISO 12100:2010 Bicycles - Safety requirements for bicycles EN 15194:2017

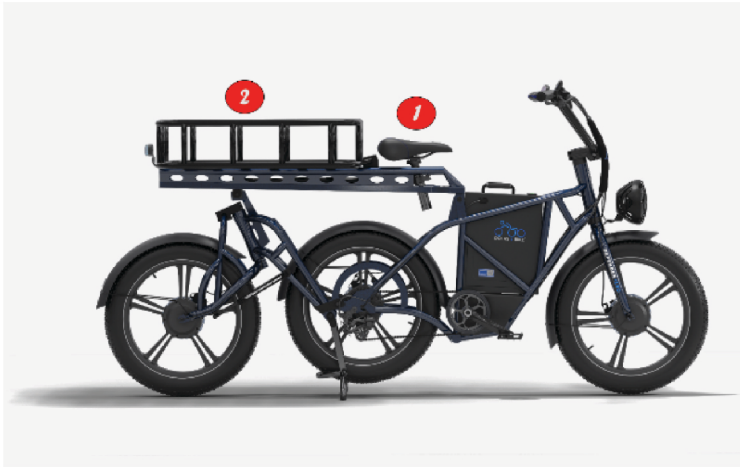
The Defender 250 is designed for 2 persons and cargo or 1 person with the use of additional baskets. When used in accordance with cargo and passenger transport regulations, local traffic safety regulations and the following maximum load limits.

The Dolas Defender 250 is designed to ride on both flat city roads and rough terrain.

Before riding on dirt or gravel roads, check the shock absorbers, tire pressure and load level of the e-bike.



THE RECOMMENDED WEIGHT PLACEMENT



Total Max Loading
250Kg

- 1- Max. 140 Kg
- 2- Max. 30 Kg



EN 15194:2017
EN 380 12100:2010



Total Max Loading
250Kg

- 1- Max. 140 Kg
- 2- Max. 30 Kg
- 3- Max. 30 Kg
- 4- Max. 20 Kg



EN 15194:2017
EN 380 12100:2010



Total Max Loading
250Kg

- 1- Max. 140 Kg
- 2- Max. 90 Kg
- 3- Max. 20 Kg



EN 15194:2017
EN 380 12100:2010

When loading the rear basket and the side baskets, the load must be evenly distributed and the dimensions of the side baskets must be taken into account when driving.



Read the Owner's Manual carefully before driving

Take the time to learn how your new Defender 250 works before you set on your journey. Instructions on how to use your particular e-bike are enclosed with this manual. Please read all the instructions for use.





Secure the load with ropes or straps approved for the weight of your load

CHECKING FOR IRREGULARITIES

- Make sure you have enough room to sit and that you can pedal and control the e-bike without interference
- The weight must not interfere with the correct operation of the brakes and gear lever
- Long or large objects should be loaded far enough away from the pedals to avoid contact
- Tall or large objects that you attach to the front of the e-bike must not obstruct your view

FOOT RESTS

Do not stand on the footrests! This is dangerous to both the integrity of the pedals and your



FUNCTIONAL FEATURES

PEDALS

Pedal assist is activated by a sensor in the lower bracket that detects when you press the pedals. Assist is activated by a sensor in the lower bracket that detects when you press the pedals. The travel speed is limited to 25 km/h.

Similar restrictions apply in all European countries, check **local regulations**

PUSH ASSIST (WALK MODE)

The Defender 250 e-bikes are equipped with a pushing aid that allows you to roll the bike with less effort

LOCKING THE BATTERY

Your Defender 250 is equipped with a battery lock. Always keep the second key in a separate and safe place! **IF BOTH KEYS ARE LOST, THERE IS NO WAY TO REPLACE THEM!** If you have already lost one key and are using the other, make a duplicate.

MODIFICATIONS TO THE DRIVE SYSTEM, SENSORS AND SOFTWARE

Any modified devices or software that increase the speed or change anything else on the Defendert 250 will invalidate the warranty

In addition, such manipulation poses a security risk and may contravene the law



CHARGING THE BATTERY

GENERAL WARNINGS AND INSTRUCTIONS

The Defender 250 is equipped with a lithium-phosphor battery. Modern lithium-phosphorus batteries have more than 5 000 full discharge cycles before their capacity is reduced. The battery has no memory effect, so you can charge the battery at any time and do not have to wait until the battery is fully discharged before charging.

If you have not used your e-bike for more than three months, charge the battery to approximately 80% before storing it. Never fully discharge the battery or leave it uncharged for a long period of time as this could cause permanent damage to the battery.

Use only the original charger from the battery manufacturer. Do not use any other charger, even if its plug fits. The Defender 250 batteries can be charged in the electric bike or separately

Never use a battery that shows signs of damage, leaks, dents in the case or has fallen off!

Only use the battery for your e-bike and do not attempt to use it for other purposes. Do not place the battery on the charger while charging it, this could cause it to overheat.

Charge the battery on a fireproof surface and in a safe place.

Keep the battery away from sources of heat and fire and store it in a sheltered location. Keep the battery away from liquids and water.

Do not store the battery in low temperatures (below 5 degrees Celsius). Remove the battery when transporting the e-bike.

Keep the battery out of the reach of children and animals





Never open the battery, open the casing or attempt to repair or touch defective or damaged batteries as this could result in injury from toxic components or electric shock

- Remove the charger cable after charging the battery
- Unplug the charger when not in use
- **NEVER** attempt to charge damaged or defective batteries
- **DO NOT** attempt to charge deeply discharged batteries
- **DO NOT** park your bike with a charged battery for a long period of time. For prolonged parking/storage, remove it.

For safe and efficient charging, use a stable, level surface (when charging in an electric bike) that is not exposed to moisture, away from direct sunlight, well ventilated and dry, out of the reach of children, temperature between 10-25°C



CHARGING THE BATTERY IN AN E-BIKE

- 1 Connect the battery charger to the mains supply household socket
- 2 Use the supplied or recommended charger for lithium-phosphorus batteries
- 3 Insert the charger plug. The charging connector is designed so that it cannot be inserted incorrectly
- 4 The charging process starts automatically. The battery is fully charged when the indicator on the charger illuminates GREEN
- 5 When the device is charged - disconnect the charging plug from the battery, close the charging port with the cover and unplug the charger plug from the socket

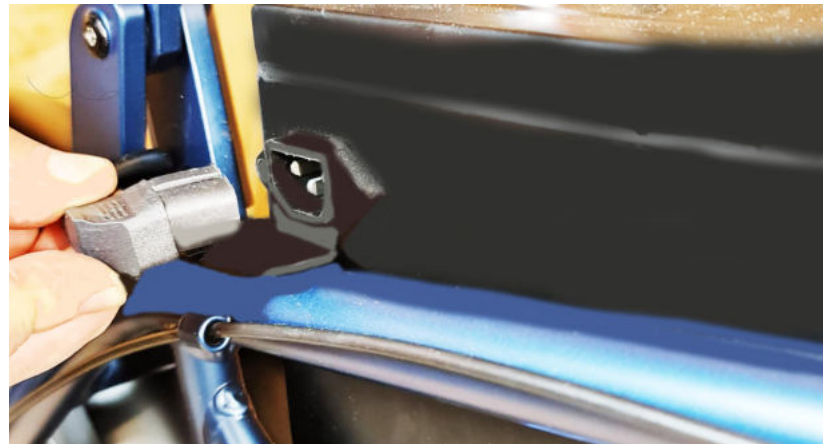


TIPS FOR OPERATING AN E-BIKE

BATTERY

Insert the battery into the cell, turn the key to engage in the frame. Afterwards, plug the power cable into the connector. (PHOTO of the cable connection to the battery)

If the display is on, riding assistance is activated as soon as you start pedalling. It is therefore recommended that you prepare your Defender 250 for riding with the display off. Once you sit down, make sure that there is no weight on the pedals to avoid unintentional movements



DRIVING ASSISTANCE

The harder you pedal, the more help you get. As soon as you stop pedalling or press the brake, the assistance stops immediately. This is a built-in safety feature in accordance with EN 15194 (EPAC - electrically assisted bicycles).

When cornering on an e-bike, stop pedalling earlier than you are used to, otherwise you may pick up too much speed in a corner.

As you are likely to be travelling at a medium speed, keep your eyes forward on the road and be prepared to brake earlier if necessary.

Due to the almost silent operation of the electric motor, pedestrians and other cyclists cannot hear you. Ride with protection, wear visible clothing, signal your intentions (turn, etc.) and use a bell if necessary.



The Defender 250 has many components. Many maintenance and repair jobs on your e-bike require specialist skills

Do not commence repair or maintenance work on your Defender 250 unless you are able to do so properly. Improper maintenance could result in damage to your e-bike or serious injury. If necessary, have your e-bike repaired by a specialist cycle shop or workshop

QUALIFIED ASSISTANCE IS A PRIORITY!

Entrust complex or difficult repairs to a qualified bike mechanic! Improper repairs or unsuccessful attempts at repairs can lead to accidents, short circuits, fires or total destruction of your e-bike!



ALWAYS REMOVE THE BATTERY BEFORE CARRYING OUT REPAIRS OR MAINTENANCE

Your engine may start if any part of the drivetrain or electrical controls are moved or affected, resulting in injury or damage to your Defender 250

AVOID TWISTING OR DAMAGE TO CABLES AND CONNECTORS

Damaged cables and connectors can cause a short circuit or electric shock

E-BIKES REQUIRE MORE MAINTENANCE THAN CONVENTIONAL BIKES

E-bikes are heavier and faster than conventional bikes and therefore require more maintenance. Because of the greater weight and higher speeds, your Defender 250 requires more attention to safety and maintenance than a conventional bike. Always check the condition of your e-bike before riding and never ride with defective components such as brakes, motor or wheels



BRAKES

The Defender 250 is fitted with disc brakes at the front, centre and rear. Disc brakes consist of a brake caliper, rotor/disc, cable and brake lever. When the brake lever is depressed, the brake pistons compress and the brake pads press against the rotor. The friction generated during braking causes the brake pads and brake discs to wear



Disc brakes can reach very high operating temperatures. Do not touch them, especially after a long descent, as you could burn yourself



Disc brake systems require a run-in period before they achieve optimum performance. Braking force may be very low during the first few journeys. It is recommended to drive very carefully during the running-in period. Do not hold the brakes for a long time before the running-in period is over as this could cause the brake pads to glaze over and affect performance and efficiency. As a rule, the brake pads will have run in after approx. 50 repetitions of highspeed braking. The brakes are usually fully applied when the braking force ceases to increase with each repetition



Dirty brake pads and discs can cause severe brake performance impairment. Ensure that the brake system is free from oil and other liquids. Dirty brake pads must never be cleaned and must be replaced. The brake disc can be cleaned with brake cleaner or soap and water



BRAKE CHECK:

- Tighten the brake levers. They must not touch the steering wheel at the tightening point
- Lift up and turn the wheels. They should turn freely. If this is not the case, the brake caliper must be adjusted: Loosen the clamping screws, pull out the brake lever fully and tighten the clamping screws
- After the adjustment, check the brakes in the stationary position to ensure that they operate correctly
- Have the brake pads replaced by qualified personnel

Unusual noises during braking and/or a noticeable change in braking force are an indication that the brake pads are worn. Check the brake blocks and replace them if necessary.

Tightness of the hydraulic system is a guarantee of the correct functioning of the brake system. If you find a leak, do not continue riding and take your Defender 250 to a workshop to have the brake system checked and repaired if necessary



WHEELS AND TYRES

Repairing a damaged or flat tyre is carried out in the same way as for any other bike. If in doubt, take your e-bike to a workshop for repair or replacement.

Maximum tyre pressure recommended by the e-bike manufacturer: 1.4Bar / 20 PSI

Never inflate the inner tube above the maximum pressure marked on the tyre sidewall or rim. If the maximum pressure at the rim is lower than the maximum pressure indicated on the tyre, always use the lower value. Exceeding the recommended maximum pressure can cause the tyre to come off or damage the rim, leading to damage to the e-bike and injury to the rider and bystanders.

The tyre's behaviour on different surfaces and in different weather conditions largely depends on the air pressure. If you inflate the tyre to the maximum recommended pressure, the tyre will have the lowest rolling resistance but the ride will be quite stiff. High tyre pressures work best on smooth, dry roads. Low air pressure (at the lower end of the recommended air pressure range) works well on slippery and sandy roads

STAY RESILIENT

Remember to maintain and lubricate your e-bike with the correct lubricant



DOLAS DEFENDER 250 WARRANTY

We only use components of which we are convinced of their quality.

The motor of the Dolas e Bike has a 2-year warranty or 12,500 km mileage.

We also provide a 3-year warranty on the frame of the Dolas e Bike.

Detailed warranty conditions

Dolas e Bike warrants that our bicycles are free from defects in construction or materials. This warranty can only be claimed by the first owner of the Dolas e Bike in question and expires in accordance with the regulations in Article 2 (Warranty Exclusion). The warranty is non-transferable and commences from the agreed delivery date and acceptance

3 YEARS

warranty against frame
breakage

2 YEARS

warranty against engine
damage

(up to a mileage of 12,000 km)

1 YEAR

warranty on the battery

(with a residual capacity of at least 60% after 1 year or 800 full charge cycles, whichever comes first, and in accordance with the user manual).

1 YEAR

warranty on components
and electronics



WARRANTY EXCLUSION

IT SHOULD BE NOTED THAT THE WARRANTY BECOMES INVALID IN THE FOLLOWING CASES:

- If the buyer has disregarded the assembly instructions given in the operating instructions or has not carried them out correctly.
- In the event of minor deviations from the guaranteed condition, damage due to normal wear and tear (e.g. scratches on the frame) or wear and tear of parts.
- If the defect is due to improper use, such as overloading.
- In the event of damage caused by repairs, conversions, modifications or other interventions.
- In the event of incorrect adjustment or fastening of handlebars, stem, saddle, seat post, rear derailleur, brakes, gears and/or loose parts, wheel and spoke adjustment during use.
- If subsequently installed spare parts do not meet the technical requirements of the respective cargo bike model or were installed incorrectly.
- If damage has been caused by failure to replace parts such as brake/shift cables, brake pads, tyres, chain and sprockets in good time.
- If the bike is damaged by accidents, by third parties or by the effects of the weather, e.g. colour fading or rusting.
- If proof of ownership is missing.



WEAR AND TEAR OF PARTS

PARTS SUBJECT TO WEAR AND TEAR INCLUDE IN PARTICULAR:

- Suspensions
- Rims (in the case of rim brakes)
- Tires
- Chain
- Chain rings
- Sprockets
- Hub bearings
- Bottom bracket
- Headset
- Bearing sets for full-suspension frames
- Cables
- Brake discs
- Brake pads
- Grips
- Saddle
- Bushings, seals, fork, shock and telescopic seat post



REPORTING WARRANTY DAMAGE

To make a warranty claim, please send an e-mail to Dolas e Bike. The e-mail should contain the invoice number and the vehicle identification number (VIN) as well as a photo of the damaged part or product so that Dolas e Bike can check the warranty claim.

Dolas e Bike will process the case in a timely manner. If an assessment is not possible without examining the bike, a satisfactory solution will be found in consultation with the owner.

Before dispatching a replacement part, Dolas e Bike has the right to request the part or product concerned for assessment. According to the results of the assessment, Dolas e Bike will decide on the warranty service and the dispatch of the replacement part.

If the part or product is not covered by the warranty, the owner shall bear the cost of shipping the bike and/or parts.

In the event of a warranty claim where an equivalent original part is no longer available, Dolas e Bike will provide an equivalent replacement part.

Confirmation of a warranty claim does not necessarily imply any liability on the part of Dolas e Bike for potential damage. Dolas e Bike's responsibility is limited only in accordance with these warranty terms and Dolas e Bike's applicable terms and conditions.



OWNER'S RESPONSIBILITY

The owner must exercise reasonable care, use and adhere to preventive maintenance and storage schedules in accordance with operating requirements, climate conditions and other factors. If the product becomes known to be defective, the owner must not continue riding the e-bike and must take the e-bike or parts to an authorised Dolas e Bike dealer for repair (within the appropriate warranty period).

Proof of purchase, whether a digital or physical copy, must be submitted with the warranty claim.



Never open the battery, control unit or motor! Tampering with electrical parts may cause damage, fire or even explosion of the battery. Do not attempt to "tune" or accelerate your Defender 250!

Manipulation will cancel the warranty!



REASONS FOR REFUSAL OF WARRANTY SERVICE

THIS WARRANTY DOES NOT COVER DAMAGE AND/OR DEFECTS ARISING FROM THE FOLLOWING CONDITIONS:

- If the e-bike has been used, ridden, handled, maintained or overloaded in a manner inconsistent with the product specifications, intended use or the instructions in the user manual.
- Normal wear and tear: Parts are subject to varying degrees of wear depending on use, load, weather, road conditions, etc. The paintwork is considered an expendable item and is not included in the warranty.
- If the e-bike or part has not been assembled, repaired or serviced by authorised Dolas e-bike personnel.
- If the e-bike has been subjected to fire, flooding, accidental breakage, unlawful acts of third parties and/or an event beyond our control.
- Modification of frame, fork, handlebar, display, software or other components.
- Installation of parts, accessories, motor units or batteries not originally intended or compatible with the e-bike sold.
- If the frame number and/or service tag on the e-bike is unrecognisable, altered, manipulated or otherwise not clearly identifiable.



WARRANTY SUPPORT

Dolas e bike will repair or replace any part that is found to be defective during the warranty period. Any part replaced under this warranty will be replaced with a part of the same or similar design.

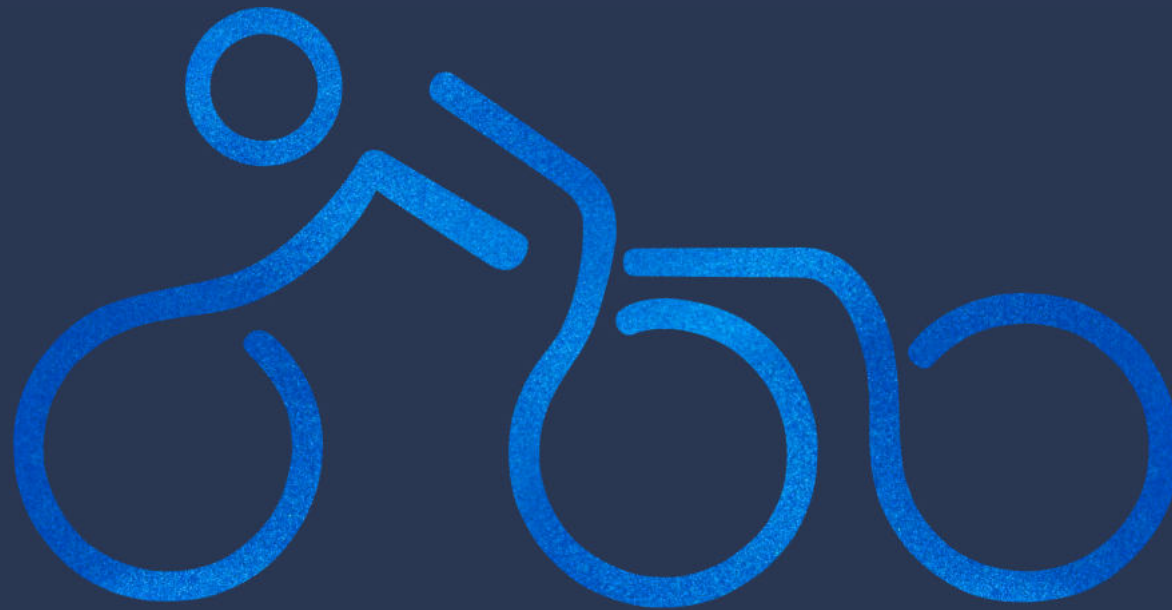
Due to product modifications and obsolescence, some components may not be available for older models. In these cases, it is the owner's responsibility to purchase and pay for the components.

Dolas e bike may, at its discretion, repair or replace defective parts that are outside the warranty period, but such work is not considered an acceptance of liability.

Any frame, handlebar or fork replaced under the terms of the warranty is covered for the remainder of the e-bike warranty period.

This is Dolas e bike's sole guarantee and no employee, agent or reseller of Dolas e bike is authorised to give any other guarantee on behalf of Dolas e bike





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