



QUALISPORTS

USER MANUAL

Dolphin | Dolphin Plus



WELCOME TO THE QUALISPORTS USA FAMILY

Thank you for purchasing a Quali-bike.

Please read this Owner' s Manual carefully before setting up your bicycle and riding. You should become thoroughly familiar with the proper operation of your Quali-bike, its features, capabilities, and limitations. To ensure a long, trouble-free life for your Quali-bike, provide it with the proper care and maintenance as described in this manual. Of course, it is not practical or possible to warn you about all of the hazards associated with operating or maintaining your Quali-bike. For this, you must use your own good judgment.

For replacement parts and accessories, you should always use Qualisports USA-approved parts. As they have been specially designed for your bicycle and manufactured to meet Qualisports USA' s demanding standards.

This manual should be considered a permanent part of your bicycle and should remain with the bicycle when it is sold.

If you need any assistance, please do not hesitate to reach out to us.

Enjoy the ride!

CONTACT INFORMATION

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Qualisports USA Ebike Owners Group



Qualisports USA Ebike Troubleshooters

INTRODUCTION

Before using your Quali-bike, please read this manual noting the sections on safety and folding in particular. While this manual is intended as a guide, it is not a comprehensive guide to cycling or bicycle maintenance.

Keep this manual, along with any other documents that were included with your bike, for future reference, however all content in this manual is subject to change or withdrawal without notice. Visit www.qualisports.us/user-manual to view and download the latest version. Qualisports USA makes every effort to ensure the accuracy of its documentation and assumes no responsibility or liability if any errors or inaccuracies appear within.

Assembly and first adjustment of your bike from Qualisports USA requires special tools and skills and it is recommended that this should be done by a certified, reputable bike mechanic if possible.

Because it is impossible to anticipate every situation or condition that can occur while riding, this manual makes no representations about the safe use of bikes under all conditions. There are risks associated with the use of any bike that cannot be predicted or avoided and are the sole responsibility of the rider.

We recommend having your bike inspected and serviced by a Qualisports USA dealer regularly.



WARNING: Incorrect assembly, maintenance, or use of your e-bike can cause component or performance failure, loss of control, serious injury, or death. Even if you're an experienced bike rider, you must read and understand the entire manual and any documentation provided for subcomponents or accessories before riding. If you are not sure you have the experience, skills, and tools to correctly perform all assembly steps in the manual and the assembly video at www.qualisports.us, consult a local, certified, reputable bike mechanic.



WARNING: To reduce the risk of injury, close supervision is necessary when the product is used near children.

WARNINGS

Guard against rust, water damage, and corrosion

Like any vehicle used outdoors, your e-bike needs the care to ensure it isn't damaged by the elements. Follow these steps for a long, healthy life for your e-bike:

- store under shelter and in an upright position; avoid leaving the bike in the rain or being exposed to corrosive substances such as water, salt, or de-icing. If exposed to rain, dry your bike afterward, and apply an anti-rust treatment to the chain and other unpainted steel surfaces.
- To clean your e-bike, turn the bike and battery off and wipe the frame with a clean, damp cloth. If needed, apply a mild, non-corrosive detergent mixture to the damp cloth and wipe the frame. Dry by wiping with a clean, dry cloth. Never use high-pressure water on your bike. Wipe down your bike frequently and wipe or spray all unpainted mechanical parts with anti-rust treatment.
- Use touch-up paint or nail polish to prevent rust if painted metal parts become scratched or chipped.
- Never immerse or submerge the bike or any components in water or liquid, which can damage the electrical system. Avoid riding on the beach, coastal areas with high-salinity fog, or on surfaces treated with salt or de-icing compounds. Doing so exposes your bike to salt or other substances that are very corrosive. Corrosion of electrical components can lead to permanent, irreversible damage that can cause battery failure, electrical system failure, or electrical fire. Damage from corrosion is not covered under warranty.



WARNING: Damage to your e-bike's electrical system caused in any manner, including water intrusion, can lead to battery failure, electrical system malfunction, electrical fire, and consequent property damage, injury, or death. Follow all recommendations to minimize the chance of water damage. If you have any questions, contact Qualisports USA Product Support.

WARNINGS

Additional precautions regarding electrical components



CAUTION: To reduce the risk of fire, connect only to a circuit provided with 10 amperes maximum branch circuit over-current protection in accordance with the National Electrical Code, ANSI/NFPA 70.



WARNING: Using a damaged battery or charger can create additional bike damage or a fire hazard. Stop using your battery and charger and contact Qualisports USA immediately if any of the following occur (1) Your charger's flexible power cord or output cable or any of the electrical cables on your bike is frayed, has broken insulation, or any other signs of damage, (2) Your battery or charger is physically damaged, non-functional, or performing abnormally, (3) Your battery or charger experienced a significant impact from a fall or crash, with or without obvious signs of damage, or (4) Your charger becomes too hot to touch (it's designed to get warm with normal use), makes a funny smell, or shows other signs of overheating. Store any damaged battery or charger in a safe location and, as soon as possible, recycle or otherwise dispose of it according to local rules. Contact Rad Power Bikes if you have any questions or to purchase a compatible replacement battery or charger.

CONTENTS

- **Important Safety Information1**
- **General Information (what’s in the box | bike parts)2**
- **Assembly Instructions5**
- **Display and Setting10**
- **Battery Charges and Maintenance.....15**
- **Pre-ride Safety Checklist16**
- **Specifications18**
- **Service and Maintenance19**
- **Troubleshooting20**
- **Warranty.....23**

Important safety information

Don't ride until you read this

Before riding your Quali-bike for the first time, and periodically thereafter, please pay close attention to the following:

- We recommend the use of an approved cycling helmet, even in countries where their use is not mandatory.
- Before riding your Quali-bike on open roads, please take time to familiarize yourself with the operation of the bicycle and electric assist system in a quiet place, away from traffic or hazards.
- Please fully charge the battery before the first use.
- Read and follow e-bike regulations on and off road.
- Always keep both hands on the handlebar grips and the brake levers so they are within reach while riding.
- Do not ride distracted. Always remain alert to all riding conditions. Never use headphones or a cell phone to talk or text when riding.
- Always ride defensively. Watch out for potential obstacles that could force you to swerve suddenly or lose control. Braking while steering may reduce your ability to control your bicycle.
- Look ahead and brake sooner. You may be moving faster on your e-bike. Other road users may not expect you to be traveling at higher speeds. Riding faster may increase your risk of a crash.
- Stop pedaling well before approaching corners to avoid entering a corner too quickly. You should also pay particular attention to terrain conditions as you may approach obstacles faster than expected.
- Use caution when riding in wet conditions as it will take longer to brake and to stop. Your tires may slip when turning. Risk of a crash is dramatically increased in wet conditions.
- Your electric bicycle can withstand light rain and small splashes, but it is not designed to be subjected to inclement weather, extremely heavy showers, or submersion in water. The electric bike's components have an IP rating of 65. Water damage is not covered under the warranty.
- Riding at night comes with more risks than riding during the day due to decreased visibility; riders are encouraged to exercise increased caution in nighttime conditions.
- Riders should wear reflective clothing at night. Turn lights ON for safety. For increased visibility, ensure that the front headlight and rear taillight are turned ON and adjusted so that other people on the road can see them clearly. Also, check your front, rear, and wheel reflectors.

General information

What's in the box?

Carefully check package contents, and make sure you have the following:

1. Quali-bike



2. Saddle



3. Battery #1



4. Battery #2
(Optional)



5. Accessory box



6. Manual



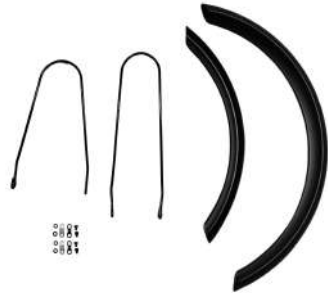
**If anything is missing or is damaged, contact Qualiports USA immediately for assistance.
For a video about how to unbox and assemble your Quali-bike, visit our YouTube page: Qualiports.**

General information

What's in the accessory box

Carefully check package contents, and make sure you have the following:

1. Front & Rear Fenders
Screws



2. A tool bag



4. A charger



5. A bell and a rear light



**If anything is missing or is damaged, contact Qualisports USA immediately for assistance.
For a video about how to unbox and assemble your Quali-bike, visit our YouTube page: Qualisports.**

General information

bike parts



1. Saddle
2. Rear light
3. Seatpost Battery
4. Seatpost Clamp
5. Rear Brake Caliper
6. Hub Motor
7. 7-speed Freewheel
8. Derailleur
9. Chain
10. Controller
11. Chain Wheel
12. Crank
13. Foldable Pedal
14. Tube Battery
15. Front Brake Caliper
16. LCD Display
17. Shifter
18. Brake Lever
19. Foldable Stem
20. Cable Housing
21. Suspension Front Fork
22. Wheel
23. Tire
24. Front Dropout
25. Rim

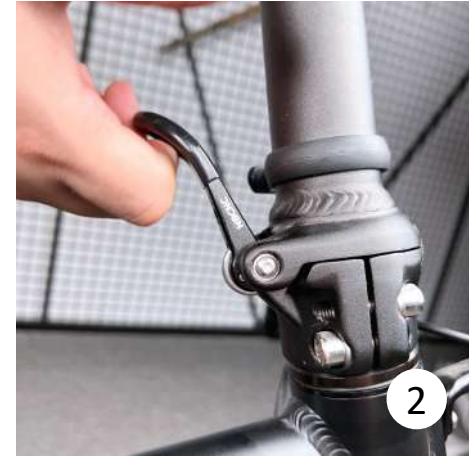
Assembly instructions

Unfold

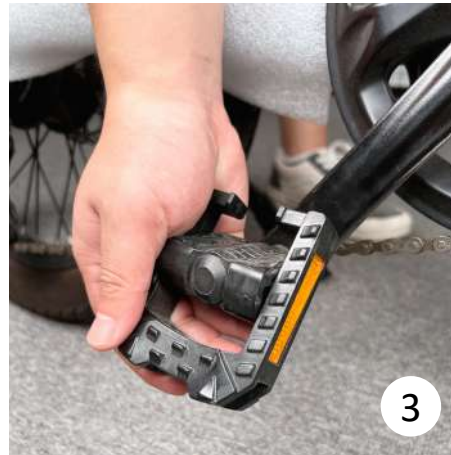
1. Cut off all the cable ties.



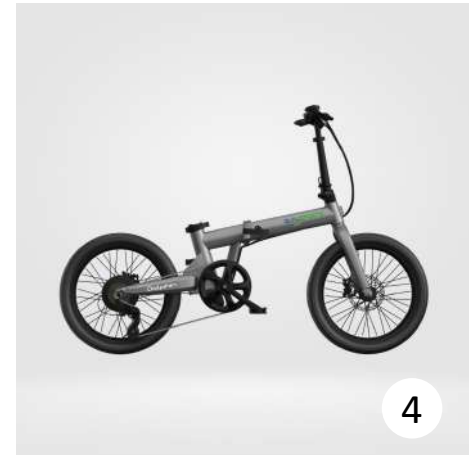
2. Unfold the bike.



3. Unfold the pedal.



4. Kickstand and get ready to install other parts.



Assembly instructions

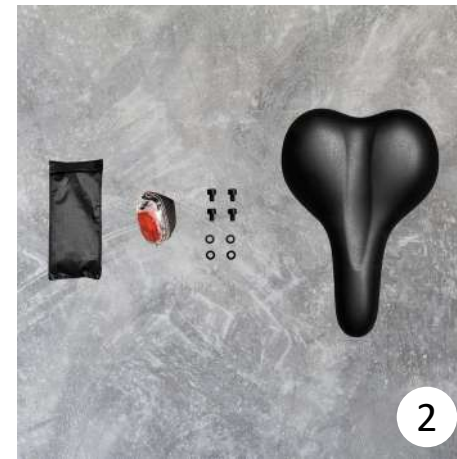
Seat Post

1. Put in the seat post battery, and lock up the seat post clamp until it can not be moved.

2. Take out the saddle, rear light, and tools. See the picture.

3. Loosen the screw on top of the saddle holder, make sure there's enough space for your saddle. And rotate the top. Put the saddle on and rotate the top back to clamp lock the saddle. Micro-adjust to the perfect position you feel like before tightening it up.

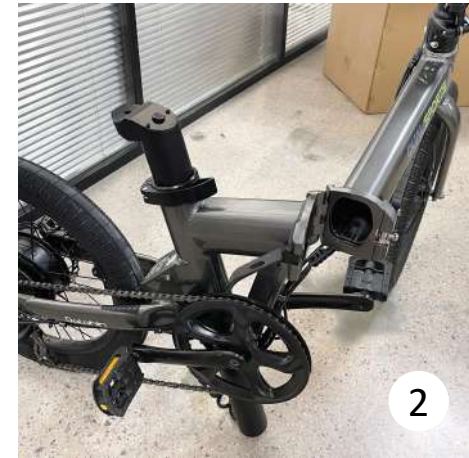
4. Install the Rear light at the back of the saddle holder.



Assembly instructions

Tube battery (if applicable)

1. Lower your seat post to make a standing point.
2. Fold your Dolphin at the position like picture 1, about 90 degrees. Make sure it is stable.
3. Take out the tube battery. Follow the UP arrow to put in the battery
4. Lock your Tube case and unfold.



Assembly instructions

Front and rear fenders

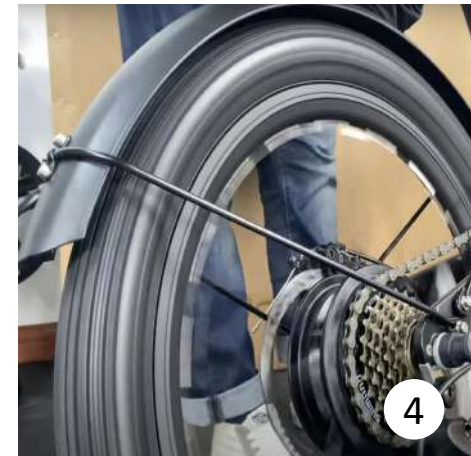
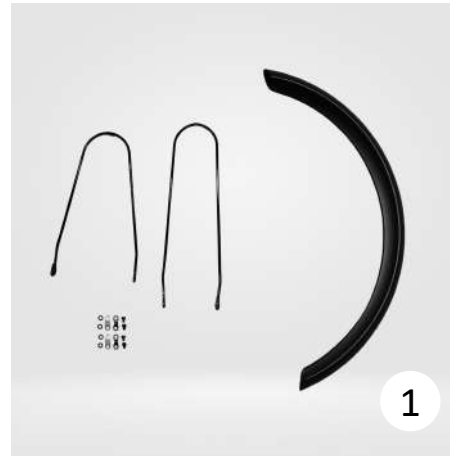
1. To install the front fender, here are the things you need. See picture 1
2. Put on the front fender, make sure it is positioned as the picture 2
3. Use the Allen wrench to tighten it. See picture 3
4. Check stability. You can also install the light with the front fender as the picture 4



Assembly instructions

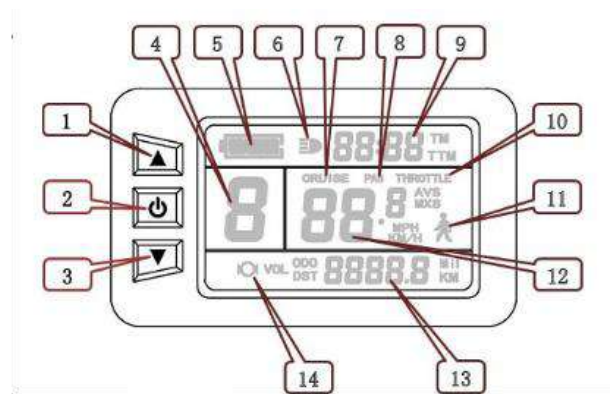
Front and rear fenders

1. To install the rear fender, here are the things you need. See picture 1
2. Install the brackets on the rear fender first. See picture 2
3. When you mount on the rear fender, the side with a longer length to the screw should face the front. See picture 3
4. Spin your wheel to check stability.



Display and setting

How to read the display



1		UP button	12	KM/H	Riding speed(metric)
2		SW button		MPH	Riding speed(imperial)
3		DOWN button		MXS	MAX speed
4	ASSIST	PAS level		AVS	Average speed
5		Battery capacity indicator	13	KM	Distance(metric)
6		Backlight and headlights		Mi	Distance(imperial)
7	CRUISE	Cruise function		DST	Trip distance
8	PAS	Power-assisted function		ODO	Total distance
9	TM	Single trip time		VOL	Battery voltage
	TTM	Total trip time	14		The brake display
10	THROTTLE	Throttle display			
11		6KM/H push power assist			

Display and setting

Basic operations

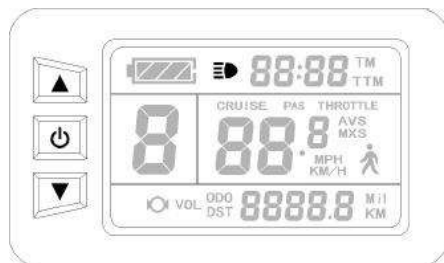
1. ON/OFF

Hold the SW button long to turn on the power. And, hold the SW button long to turn off the power. When the vehicle is stopped and without any button operation on the meter for five minutes, the meter will automatically shut down, and the power supply of the electric vehicle will be powered off.



2. Display 1

The meter is startup to enter display 1.

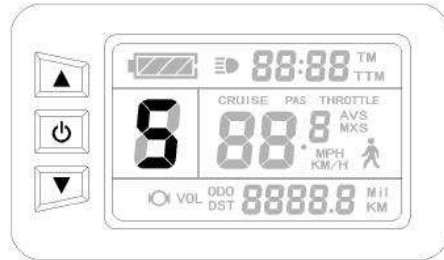


2.1 Turn on the headlight

Hold the UP button long, the meter turns on the headlights. Light icon will be shown on the display. Hold the UP button long again to turn off the headlight.

Display and setting

Basic operations



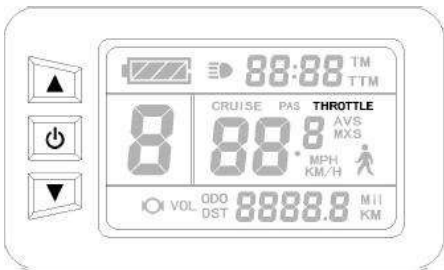
2.2 Assist ratio gear (ASSIST) switch

Hold the UP button or the DOWN button to switch the power-assist ratio (or throttle) gear (ASSIST), changing motor output power. The switching range is 1-5 gears (this can also be configured according to the customer requirements), gear 1 is for the lowest power, and gear 5 is for the highest authority.



2.3 Walking mode

Hold the DOWN button, the meter assist function icon will be shown, and the vehicle drives at the speed of no more than 6Km/h. Release the DOWN button (**DOWN**), the assist function will be revoked.



2.4 Throttle display

Rotate the throttle control handle under normal operating of the meter, the display interface shows the sign of turned-on throttle, see the Figure below. The sign will be off automatically after about five seconds.

Display and setting

Basic operations



2.6 Power-assist display

The meter is driving with power-assist under normal operating conditions, the display interface flashes the power-assist startup sign (PAS) as shown in the figure. The sign will be off automatically after about five seconds.



2.7 Cruise mode

Hold the down button to enter the cruise status when the vehicle speed is more than 7 km/h, and the cruise icon will be shown. Brake or hold any button to revoke cruise mode.

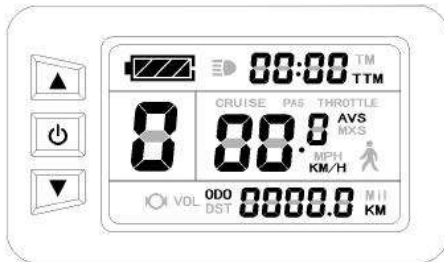


2.8 Single data clearing

After power on for 5 seconds, hold both the UP button and the DOWN button simultaneously for about 2 seconds, the single trip time (TM) and single trip distance (DST) flicker, then hold the SW button shortly, and the record contents of both will be cleared.

Display and setting

Basic operations



3. Display 2

In display 1, hold the SW button shortly to enter display 2. In the riding mode after 5 seconds, display 2 automatically returns to display 1.



4. Display 3

In display 2, hold the SW button shortly to enter display 3.



5. Automatically Prompt Interface

Error Code Display:

When the electronic control system of the electric vehicle fails, and the meter will automatically display (flicker) fault code. You can't exit the fault code display only the fault is removed.

How to charge your battery/batteries

Some instructions on battery maintenance and charging

1. Please charge the battery for 1-2 hours after its energy is consumed for 50%-70% of its total energy, in this way, the battery life will be longer. If you leave the battery pack in your stock in less energy condition, it will sleep to die quickly. So please charge the battery pack full after each long-distance ride. Do not charge the battery over a long time (longer than 10 hours) in summer; in case the battery will be calorifacient and broken.
2. Recharging the battery once a month during the period of storage.
3. It is recommended that you store the battery at a temperature between 0-40 degrees Celsius which is 32-104 Fahrenheit.
4. The battery pack might not be fully charged when the temperature is over low or over high. When the battery is charged, its temperature may become a little higher, it is expected under the temperature of 50°C. If the charger indicator is useless when the battery is fully charged or the battery is scorching (that exceeds 50°C), please come to the seller to find maintenance at once.
5. Do not make the charger jolty in the rear box if there is one box attached, and the charger should be far away from water. The impact and shake should be at the lowest degree when the battery is moved.
6. It's also important that you only use the charger that the manufacturer supplied since it will have been specifically designed for the battery. Using a different charger runs the risk of causing a fire and could damage the battery.
7. You should also take measures to protect the battery from being water damaged. Even though electric bikes can be cycled in the rain it doesn't mean that they are waterproof so, you should take some precautions to ensure that the location where you store the battery in isn't at risk of flooding or high humidity.
8. Please ensure no short-circuit in your wall socket for fear of burning out the battery and causing danger.

Pre-ride safety checklist

Notice: Before every ride, and after every 25-45 miles (40-72 km), we advise following the pre-ride safety checklist.

Safety Check	Basic Steps
1. Brakes	<p>Ensure front and rear brakes work properly.</p> <p>Check brake pads for wear and ensure they are not overworn.</p> <p>Ensure brake pads are correctly positioned in relation to the rims.</p> <p>Ensure brake cables are lubricated, correctly adjusted, and display no obvious wear.</p> <p>Ensure brake levers are lubricated and tightly secured to the handlebar.</p> <p>Test that the brake levers are firm and that the brake, motor cutoff functions, and the brake light are functioning properly.</p>
2. Wheels and Tires	<p>Ensure tires are inflated within the recommended limits posted on the tire sidewalls and hold air.</p> <p>Ensure tires have good tread, have no bulges or excessive wear, and are free from any other damage. Ensure rims run true and have no obvious wobbles, dents, or kinks.</p> <p>Ensure all wheel spokes are tight and not broken.</p> <p>Check axle nuts and front wheel quick release to ensure they are tight. Ensure the locking lever on the quick release skewer is correctly tensioned, fully closed, and secured.</p>
3. Steering	<p>Ensure the handlebar and stem are correctly adjusted, tightened, and allow proper steering.</p> <p>Perform a handlebar twist test (see assembly step 4) to ensure the stem riser clamp bolt security.</p> <p>Ensure the handlebar is set correctly in relation to the fork and the direction of travel.</p>
4. Chain	<p>Ensure the chain is clean, oiled, and runs smoothly.</p> <p>Extra care is required in wet, salty/otherwise corrosive, or dusty conditions.</p>
5. Bearings	<p>Ensure all bearings are lubricated, run freely, and display no excess movement, grinding, or rattling. Check headset, wheel bearings, pedal bearings, and bottom bracket bearings.</p>
6. Cranks and Pedals	<p>Ensure pedals are securely tightened to the cranks.</p> <p>Ensure the cranks are securely tightened and are not bent.</p>
7. Derailleur and Mechanical Cables	<p>Check that the derailleur is adjusted and functioning properly.</p> <p>Ensure shifter and brake levers are attached to the handlebar securely. Ensure all shifter and brake cables are properly lubricated.</p>

8. Frame, Fork, and Seat	<p>Check that the frame and fork are not bent or broken. If either frame or fork are bent or broken, they should be replaced. Check that the folding joints are not bent or broken. Check that the seat is adjusted properly, and seat post clamp is securely tightened.</p>
9. Motor Drive Assembly and Throttle	<p>Ensure hub motor is spinning smoothly and motor bearings are in good working order. Ensure all power cables running to hub motor are secured and undamaged. Make sure the hub motor axle bolts are secured and all torque arm and torque washers are in place.</p>
10. Battery	<p>Ensure battery is charged before use. Ensure there is no damage to battery. Lock battery to frame and ensure that it is secured. Charge and store bike and battery in a dry location, between 50 °F – 77 °F (10 °C – 25 °C). Let bike dry completely before using again.</p>
11. Electrical Cables	<p>Look over connectors to make sure they are fully seated and free from debris or moisture. Check cables and cable housing for obvious signs of damage. Ensure headlight, taillight, and brake light are functioning, adjusted properly, and unobstructed.</p>
12. Accessories	<p>Ensure all reflectors are properly fitted and not obscured. Ensure all other fittings on bike are properly secured and functioning. Inspect helmet and other safety gear for signs of damage. Ensure rider is wearing a helmet and other required riding safety gear. Ensure the mounting hardware is properly secured if fitted with a front rack, rear rack, basket, etc. Ensure the taillight and taillight power wire are properly secured if fitted with rear rack. Ensure fender mounting hardware is properly secured if fitted with fenders. Ensure there are no cracks or holes in fenders if fitted with fenders.</p>

Your cables, spokes, and chain will stretch after an initial break-in period of 50-100 mi (80-160 km), and bolted connections can loosen. Always have a certified, reputable bike mechanic perform a tune-up on your Quali-bike after your initial break-in period of 50-100 mi (80-160 km) (depending on riding conditions such as total weight, riding characteristics, and terrain). Regular inspections and tune-ups are particularly important for ensuring that your bike remains safe and fun to ride.

Specifications

Recommended Torque Settings

Standard Values	kgf.cm
B.B right	350-450
B.B left	300-350
Stem Bolt	180-200
Folding Stem Screw	180-270
Derailleur Bolt	80-100
Stand	3/8" Screw: 250-300
	M6 Screw: 70-90
Brake Disc Screw	M6 Screw: 80-90

Standard Values	kgf.cm
Normal Srew M5	20-30
Head set Bolt	350-500
Front Wheel	180-250
Rear Wheel	300-400
Crank	Alumium: 350-450; Iron: 450-600
Pedal	350-400
Saddle	180-220

Service and Maintenance

Regular inspection and maintenance are key to ensure bikes by Qualisports USA function as intended, and to reduce wear and tear on their systems. Recommended service intervals are meant to be used as guidelines. Real world wear and tear, and the need for service, will vary with conditions of use. We generally recommend inspections, service, and necessary replacements be performed at the time or mileage interval that comes first in the following table.

Interval	Inspect	Service	Replace
Weekly, 100- 200 miles (160-321 km)	<ul style="list-style-type: none"> - Check hardware for proper torque: See Recommended Torque Values chart. - Check drivetrain for proper alignment and function (including the chain, freewheel, chainring, and derailleur). - Check wheel trueness and for quiet wheel operation (without spoke noise). - Check condition of frame for any damage. 	<ul style="list-style-type: none"> - Clean frame by wiping frame down with damp cloth. - Use barrel adjuster(s) to tension derailleur/brake cables if needed. 	<ul style="list-style-type: none"> - Any components confirmed by Rad Power Bikes Product Support or a certified, reputable bike mechanic to be damaged beyond repair or broken.
Monthly, 250- 750 miles (402-1207 km)	<ul style="list-style-type: none"> - Check brake pad alignment, brake cable tension. - Check bike is shifting properly, proper derailleur cable tension. - Check chain stretch. - Check brake and shifter cables for corrosion or fraying. - Check spoke tension. - Check accessory mounting (rack mounting bolts, fender hardware, and alignment). 	<ul style="list-style-type: none"> - Clean and lubricate drivetrain. - Check crankset and pedal torque. - Clean brake and shift cables. - True and tension wheels if any loose spokes are discovered. - Balance the battery. 	<ul style="list-style-type: none"> - Replace brake and shift cables if necessary. - Replace brake pads if necessary.
Every 6 Months, 750- 1250 miles (1207-2011 km)	<ul style="list-style-type: none"> - Inspect drivetrain (chain, chainring, freewheel, and derailleur). - Inspect all cables and housings. 	<ul style="list-style-type: none"> - Standard tune-up by certified, reputable bike mechanic is recommended. - Grease bottom bracket. 	<ul style="list-style-type: none"> - Replace brake pads. - Replace tires if necessary. - Replace cables and housings if necessary.

Troubleshooting

Basic troubleshooting

Symptoms	Possible Causes	Most Common Solutions
The bike does not work	<ol style="list-style-type: none"> 1. Insufficient battery power 2. Faulty connections 3. Battery not fully seated in tray 4. Improper turn on sequence 5. Brakes are applied 6. Blown 40a discharge fuse 	<ol style="list-style-type: none"> 1. Charge the battery 2. Clean and repair connectors 3. Install battery correctly 4. Turn on bike with proper sequence 5. Disengage brakes 6. Replace 40a discharge fuse
Irregular acceleration and/or reduced top speed	<ol style="list-style-type: none"> 1. Insufficient battery power 2. Loose or damaged throttle 3. Misaligned or damaged magnet ring 	<ol style="list-style-type: none"> 1. Charge or replace battery 2. Replace throttle 3. Align or replace magnet ring
The motor does not respond when the bike is powered on	<ol style="list-style-type: none"> 1. Loose wiring 2. Loose or damaged throttle 3. Loose or damaged motor plug wire 4. Damaged motor 	<ol style="list-style-type: none"> 1. Repair and or reconnect 2. Tighten or replace 3. Secure or replace 4. Repair or replace
Reduced range	<ol style="list-style-type: none"> 1. Low tire pressure 2. Low or faulty battery 3. Driving with too many hills, headwind, braking, and/or excessive load 4. Battery discharged for long period of time without regular charges, aged, damaged, or unbalanced 5. Brakes rubbing 	<ol style="list-style-type: none"> 1. Adjust tire pressure 2. Check connections or charge battery 3. Assist with pedals or adjust route 4. Balance the battery; contact Tech Support if range decline persists 5. Adjust the brakes
The battery will not charge	<ol style="list-style-type: none"> 1. Charger not well connected 2. Charger damaged 3. Battery damaged 4. Wiring damaged 5. Blown charge fuse 	<ol style="list-style-type: none"> 1. Adjust the connections 2. Replace 3. Replace 4. Repair or replace 5. Replace charge fuse
Wheel or motor makes strange noises	<ol style="list-style-type: none"> 1. Loose or damaged wheel spokes or rim 2. Loose or damaged motor wiring 	<ol style="list-style-type: none"> 1. Tighten, repair, or replace 2. Reconnect or replace motor.

Troubleshooting

Error detection

Error code	Definition	Solution
01_info	Throttle abnormality	It's usually due to the cable on the throttle is being pulled too tight. Please rotate the thumb throttle forward and backward in the position of the handlebar, to let the cable of the throttle relax a little bit.
03_info	Motor hall signal abnormality	You need to see if the motor cable connector on the frame and in the controller box is loose. Unplug the motor connectors and plug them back together and try again.
04_info	Torque sensor signal abnormality	This does not apply to Quali-bikes. Quali-bikes uses cadence sensor.
05_info	Axis speed sensor abnormality (only applied to torque sensor)	This does not apply to Quali-bikes. Quali-bikes uses cadence sensor.
06_info	Motor or controller has short circuit abnormality	You need to rule out the possibilities.
Electronic control system failure will display (flashing) an error code. Once the error is removed, it will automatically exit from the error code interface.		

Link to assembly video and online resources

Assembly video

Please visit the “Help Center” section of the Qualisports USA website (www.qualisports.us/unboxing) to view the official Qualisports USA Dolphin plus Assembly video.

Online resources

For more information on best practices, please visit the Qualisports USA website (www.qualisports.us), or contact Qualisports USA Product Support with any questions.



troubleshooting group

Warranty

Record your serial number

Please record your bicycle's serial number in the space below. The serial number is located on the head tube of your bike.



Color of Your Bike



Serial Number

Warranty

Overview

Quali-bikes are sold on behalf of our company (“Qualisports USA”) by selected Authorized Qualisports USA dealers who understand the assembly and service needs of our product. Qualisports USA provides a warranty against defects in materials and workmanship to the original retail purchaser (“Owner”) of a Qualisports USA bike from the date of purchase according to the following terms:

Five Years: Frame and Fork

Two Years: Batteries (Battery cycle lifetime is between 600 - 800 cycles depending on the environmental conditions) Qualisports will replace the battery if it fails within two years (as long as it was not damaged by personal neglect).

Consumables such as tires, tubes, saddles, grips, brake cables, pedals, and chains are not covered.

All other components and add-ons such as racks will have a one-year warranty (Carry bags have no warranty). Please do note the limit load of the racks is 25KG.

Owner’s Responsibility

The Owner shall demonstrate reasonable care and use, and follow prevention maintenance, storage and lubrication schedules as required by use, climate, and other pertinent factors,

All claims to this warranty must be made through a Qualisports USA Authorized Dealer or exclusive distributor. Proof of purchase, either digital or physical copy, must be supplied with any warranty request.

Warranty

Exclusions and warranty support

This warranty does not cover damage and/or defects that occur under the following conditions:

- If a bike has been used, ridden, handled, maintained or overloaded in a manner that does not abide by the product specifications, intended use or guidelines in the Owner's Manual. This includes, but is not limit to, off-road riding.
- Normal wear and tear. Parts are subject to varying wear depending on use, load, weather, road conditions, etc.
- Paint finish is considered consumable and is not part of the warranty.
- If a bike or part has been re-assembled, repaired or maintained by personnel not authorized by Qualisports USA.
- If a bike has been subjected to fire, flood, accidental breakage, improper actions by third parties, and/or any event outside Qualisports USA's control.
- Modification of the frame, fork, or components.
- Installation of parts, accessories, motor unites or batteries not originally intended or compatible with the bicycle sold.
- If the frame number and/or service tag on the bike have been defaced, modified, manipulated or is otherwise not clearly identifiable.

Qualisports USA will repair or replace any parts that manifest a defect in materials and/or workmanship during the warranty period. Any part that is replaced pursuant to this warranty will be replaced by parts of the same or similar design. However, Qualisports USA reserves the right to replace defective parts with other parts of different designs or colors manufactured by or on behalf of Qualisports USA, provided that such replacement will not reduce the function of the original part.

Due to product evolution and obsolescence, some components may not be available for older models. In these cases, sourcing and payment for components are the responsibility of the Owner.

Qualisports USA may, at its discretion, repair or replace defective parts falling outside the warranty period, but such work shall not be deemed to be any admission of liability.

Any Frame or Fork replaced under the warranty terms will be covered for the remaining period of the warranty of the bike.

This is the only warranty made by Qualisports USA and no employee, agent, or reseller of Qualisports USA is authorized to make any other warranty on behalf of Qualisports USA.



QUALISPORTS

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