



5 Questions to ask before you buy an e-bike

1. Do you have a service centre in my city/town, or if not, where is the nearest service centre?
2. What happens if my bike needs replacement parts? Are they readily available in NZ?
3. What is your warranty and what does it cover?
4. How can I be sure that the bike you are selling will be reliable?
5. What sets your bikes apart from the rest?

The answers from MeloYelo

Do you have a service centre in my city/town, or if not, where is the nearest service centre?

MeloYelo has a nationwide network of sales and service agents: Retired engineers and bike gurus working out of their garages at home. See www.meloyelo.nz/where-to-buy/ for a list of our locations.

What happens if my bike needs replacement parts? Are they readily available in NZ?

MeloYelo maintains an inventory of spare parts in its Taupo warehouse. If a part ever needs replacing on your bike, chances are that (a) we have the part here in NZ and (b) it can be replaced in a matter of days.

What is your warranty and what does it cover?

The MeloYelo warranty is:

- 2 years on the electric system: Motor, controller, speed sensor; display; battery
- 6 years on the frame
- 12 months on other parts (however normal wear and tear or misuse is not covered)

How can I be sure that the bike you are selling will be reliable?

MeloYelo goes to great lengths to ensure we deliver a bike you can rely on:

- All of our electric system components except the battery are sourced from Asia's most trusted brand in e-bike electrics: Bafang. This includes the motor, controller, speed/torque sensor, cabling and display. Our batteries are sourced from another of Asia's most respected suppliers: LG.
- Of the hundreds of e-bike factories in China, very few have a quality mindset. Our factory was chosen by Holger, our German engineer living in Shanghai, because of their quality-focused culture. And, Holger's team inspects every bike on our behalf before it is shipped.
- We offer a free service check within 30 days after you purchase your bike. Simply bring your bike into your MeloYelo agent, and they will check to ensure that everything is working as it should, making free adjustments as necessary.

What sets your bikes apart from the rest?

- **The value.** Value doesn't mean cheapest. Our man in New Plymouth services all brands of e-bikes. He spends lots of time fixing cheap imports and hearing from the owners who regret their purchase decision. We're not the cheapest. But, you won't find a better spec'ed, more reliable e-bike for under \$3000. That's our promise.
- **Social good.** MeloYelo supports EVelocity, the engineering education programme in NZ high schools in which teams of students design, build and compete in electric vehicles, developing practical engineering skills as well as an appreciation for the benefits of electric transport.
- **The performance.** Our motors are larger than those typically found on European bikes. Our controllers deliver more amperage than most. Our thumb throttle can deliver full power at all times, regardless of which boost level you are in. And, unlike European bikes, you are not constrained to a top motor speed of 25km/h.

www.meloyelo.nz

meloyelonz@gmail.com