

BATTERY CARE

CRITICAL SAFETY INSTRUCTIONS FOR BATTERIES

Please follow these critical safety instructions to keep you, your battery, and your property safe. You must also follow all safety instructions in your Owner Documentation and other articles on the Info Centre.

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*melo***YELO** **EBIKES**

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CHARGING YOUR BATTERY

The high-quality lithium-ion battery that came with your MeloYelo e-bike is designed with safety in mind. Be aware of that all e-bike (and all vehicle) batteries store considerable power and must be handled correctly. Any damage or misuse of your battery or charger can cause a safety hazard. Follow all safety and procedural instructions below and in your Owner Document.

CAUTION!

Using aftermarket battery accessories or products that have not been tested by MeloYelo for safety and compatibility could create a safety hazard, cause injury or result in property damage and may void your warranty.

WARNING!

Battery Chargers supplied by MeloYelo with your e-bike are designed to your specific bike model. Use only the battery charger that came with your e-bike. Charging your battery with any other charger can cause damage to your bike's electrical system and can create safety hazards.

Using a damaged battery or charger can damage other components or create a fire hazard. If any of the following occur, STOP using your battery & charger and contact MeloYelo immediately:

- Your charger's power cord or output cable, or the electrical cables on your bike is showing any signs of damage like frayed cables or broken insulation etc.
- Your battery or charger is physically damaged, non-functional, or performing abnormally.
- Your battery or charger experienced a significant impact from a fall, crash, or shipping damage, with or without obvious signs of damage.
- Your battery is leaking a clear, pungent, gel-like substance (which

is potentially corrosive and flammable).

- Your battery was submerged in liquid or had extensive water exposure or damage.
- Your charger becomes too hot to touch (it's designed to get warm with normal use), makes an unusual smell, makes a popping sound, or shows other signs of overheating.

Do not open your battery to examine or repair the contents! Opening a lithium battery would be very dangerous! Lithium powder is extremely flammable and will combust on contact with oxygen, explosively!

Store any damaged battery or charger in a safe, dry location away from the house and other flammable materials/structures and, as soon as possible, recycle or otherwise dispose according to local rules. Contact MeloYelo if you have any questions.

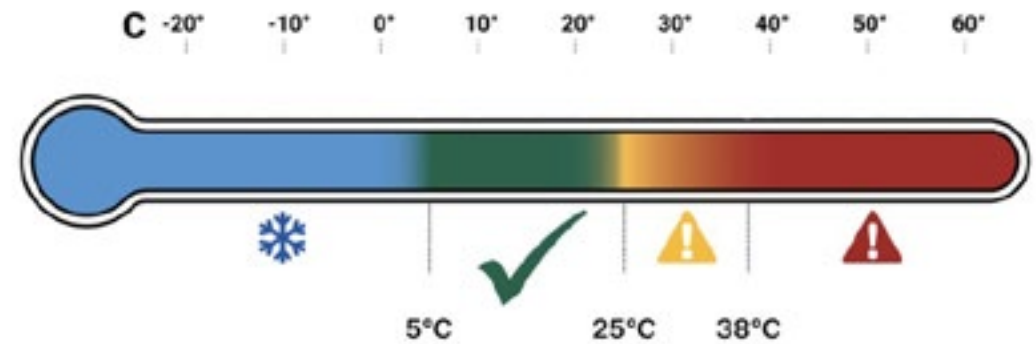
SAFE CHARGING TEMPERATURES

Batteries depend on chemical reactions to charge and to release energy, and these reactions are most efficient at moderate temperatures. At very low temperatures, your battery may not charge or release energy efficiently or at all. At very high temperatures, your battery can get too hot, causing internal damage or even a fire hazard. Your battery is designed to shut off automatically at extreme temperatures, but you still need to be careful.

Recommended charging range: 5°C to 25°C

For best charging performance and to minimise wear and tear on components, we recommend charging at ambient temperatures of 5°C to 25°C. Batteries generate heat while charging, but your MeloYelo battery is designed to air-cool, so keep it uncovered on a flat, stable, hard, unheated surface. At relatively low temperatures, charging can take longer.

Do not charge your battery when it is warm from riding or in ambient temperatures above 38°C to prevent unnecessary wear and tear on battery and charger. If the battery has turned off to prevent heat damage, wait until the battery cools down to turn the battery back on. Never charge your battery on or near heat-generating devices.



WHERE TO CHARGE

Always charge in a safe, dry, indoor area that is away from children, direct sunlight, dirt, debris, tripping hazards, or any materials that could ignite in the unlikely event of a charger or battery malfunction. Arrange the bike, battery, and charger to prevent them from falls or other impacts. Make sure you stay close enough to it to check the charging occasionally.

When charging any powerful battery, locate it somewhere you can get to it easily in the unlikely event it catches fire. Do not place it in a hallway or near a door such that it could block your exit in an emergency.

Letting a battery charge unattended increases the risk that a charging problem will go undetected and lead to component damage or a fire hazard. Always charge your battery where you can monitor it.

WHEN TO CHARGE

A new battery will arrive with 80% to 90% of a full charge. You can ride the bike right away, without charging, once the bike is assembled and verified as safe by a bike mechanic.

We recommend not charging the battery fully after each ride. A battery with a partial charge can be left without immediately charging back to full. Do not discharge a lithium battery deeply as it will reduce its ability to hold a charge, diminishing its capacity. If you do “flatten” your battery fully recharge it as soon as possible.

The battery life can be extended by charging your battery only to 80%. Charge your battery up to full charge (100%) if you go one a ride soon after.

If you are not using your battery for a longer period of time (few months), discharge the battery to 80% (first bar on the display just disappeared). Store the battery in a cool and dry place. Check and recharge to 80% if needed every 2 month.

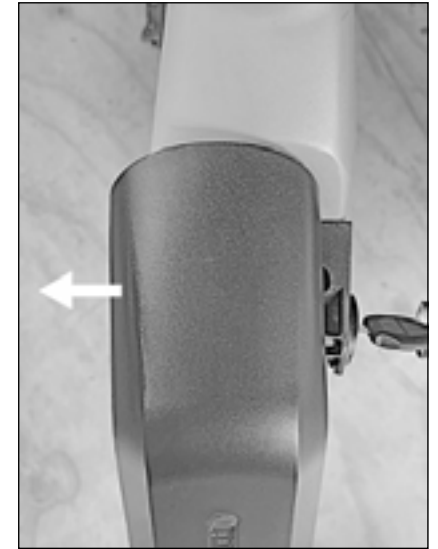
REMOVING THE BATTERY

SEMI-INTEGRATED BATTERIES (TOWNEE 2.0 & SUPERLITE)

REMOVING:

Before removing your semi-integrated battery, turn off your e-bike by pressing the power button on the control panel until the display turns off. Then follow these steps:

1. Unlock the battery from the frame. Insert the key into the lock and turn to the unlocked position and the battery will partially eject (see illustration to the right).
2. Gently pull the battery away from the lower battery mount.



INSTALLING:

1. Do not force the battery on to the battery mount.
Slowly align and slide the battery down onto the lower battery mount.
2. Push at the top of the battery sideways until the battery locks in with a 'click'.
3. Remove the key from the lock while the bike is in use.

REMOVING THE BATTERY

INTEGRATED BATTERIES (TOWN'N TRAIL, ASCENT, SUPERTRAIL, TRANSIT, TRAVERSE)

REMOVING:

Before removing your integrated battery, turn off your e-bike by pressing the power button on the control panel until the display turns off. Then follow these steps:

1. Unlock the battery from the frame. Insert the key into the lock and turn to the unlocked position.
2. Twist the knob at the top of the battery and the battery will eject.
3. Carefully pull the battery out of the integrated battery mount / terminals.

INSTALLING:

1. Do not force the battery on to the battery mount. Slowly align and slide the battery down onto the lower battery mount in the down tube.
2. Push at the top of the battery inwards until the battery locks in with a 'click'.
3. Remove the key from the lock while the bike is in use.



WHEN THE BATTERY IS REMOVED

- Do not touch the "+" and "-" terminal contacts on the bottom of the battery when the battery is removed from the bike.
- Be careful not to drop or damage the battery when loose from the e-bike.
- Avoid damaging the exposed connector terminals and keep them clear of debris.

CHARGING PROCEDURE

You can charge your battery either when it's on or off your MeloYelo e-bike as long as the charging environment meets the criteria described in the previous sections.

1. Turn off your e-bike.
2. Remove the battery if you want to charge it away from the e-bike. To remove the battery, insert your key in the lock and turn to the unlocked position. For the MeloYelo Town'n Trail, Transit, Traverse and SuperTrail: Twist the battery knob to release the battery. See also section "Removing the battery".
3. Locate the charging port of the battery. Do not confuse the lock and charging port! The charging port includes a flexible cover. The key port does not have a cover. Accidentally putting the key or other metal object into the charging port may cause a short circuit.
4. Place the charger on a flat, secure surface if you have removed it from your e-bike. Ensure the charging indicator light or lights are facing up.
5. Open the cover on the charging port on your e-bike. Connect the charger's small barrel plug into the charging port on the side of the battery. Plug the charger into a power (wall) outlet and then switch it on.
6. Look for the charge status on your charger, indicated by the color of one or two LEDs (small lights):
 - If your charger has one LED: While actively charging, the LED light on the charger will be red. When the LED turns green, charging is complete.
 - If your charger has two LEDs: one labeled 'Charge' and the other 'Power'. While actively charging, both lights will be red. Once charging is complete, the Charge light will turn green. The Power light will remain red.
7. When charging is complete, switch off the power (wall) outlet, unplug the charger and then unplug it from the battery. Be sure to pull gently on the plugs, not on the cables themselves.

NOTICE!

The charger will stop charging automatically when the battery is full (green light), but we recommend unplugging the charger once charging is complete to reduce unnecessary wear and tear on charging components and to avoid unnecessary electricity use. Store the charger carefully, making sure its plug does not come in contact with liquids, dirt, debris, or metal objects, which can damage the plug and interfere with future operation.

CHECKING THE CHARGING LEVEL

There are two ways to check a battery's current charge level readout - on the battery itself, and on the display.

ON THE BATTERY (LED)

All MeloYelo e-bike batteries have LED lights on them to show the state of charge. This is an easy way to check whether the battery is charged before you turn the e-bike on, and is also helpful should you ever need to isolate whether a power problem is with the battery or e-bike.

The battery has four LED lights:



Press the battery button next to the LED lights



- 3x green and 1x red LED showing the battery state of charge.
- All LED light up = fully charged
- Red LED light up only = The battery is empty and needs charging.

ON THE DISPLAY

You can also check the changing level of the battery on the display when the e-bike is powered on. The display options will vary based on the type of display that came with your MeloYelo e-bike.



BATTERY RANGE

The battery gives MeloYelo e-bikes a range of between 42 - 90 km on a single charge depending on riding characteristics. Several factors could affect range, and the most common reasons can sometimes be the simplest to resolve:

- **Under-inflated tires (low PSI):** Low tire pressure is the number one reason for not getting expected miles from a single battery charge. Check tire pressure frequently to make sure tires are inflated to the recommended PSI value (pound per square inch). A mere 10 PSI below the recommended value (35 - 45 PSI) can significantly lower the miles you'll get on a single charge. You'll find the maximum PSI value stamped on the side of the tire.
- **Cargo or extra weight:** Heavier loads will demand more from your battery, causing lower mileage (just like a car). MeloYelo e-bikes can carry a LOT of extra weight, but each model has a "payload capacity" limit, defined as the combined weight of the rider, passenger(s), additional gear, accessories, and cargo. If your e-bike is carrying the higher end of this limit, the battery charge will not last as long as when the e-bike is carrying just the rider.
- **Hills and road surface:** A battery that's powering an e-bike across a flat, smooth surface (e.g. a paved bike trail) will last longer than if it's powering that same e-bike up hills or across bumpy, varied terrain (e.g., gravel or dirt).
- **Throttle or Pedal Assist System (PAS) usage:** Using the throttle and PAS consumes extra battery power. Using lower pedal assist levels (0-2) and minimising throttle usage can increase your mileage per charge.
- **Stop-and-go traffic or headwinds:** Frequently stopping and then getting your e-bike up to speed, or riding into headwinds can also lower the miles your battery gets on a single charge.
- **Air temperature:** The environmental temperature while riding the e-bike or while the battery is in storage can impact mileage. If you're riding in below (or near) freezing conditions, you can expect slightly less range. Storing the battery above room temperature can hurt performance too.

DANGER!

Never open the battery housing, which can expose you to caustic substances and electrical shock. It can also create a fire hazard, which can lead to serious injury or death. Opening the battery housing may void the warranty.

WARNING!

Never immerse or submerge the battery in water or liquid, including water in the battery mount, which can cause damage, serious injury, or death. If the battery was immersed or submerged in water or another liquid, do not use the battery.

CAUTION!

Using aftermarket battery accessories or products that have not been tested by MeloYelo for safety and compatibility may void your warranty, result in e-bike or other property damage, create a safety hazard, or cause injury. If you use products not tested and recommended by MeloYelo, you do so at your own risk.

NOTICE!

Always follow any safety information attached to the battery or charger. See the example of such a label is shown left (your battery's label or labels may be different).
Do not remove such labels from the battery.

