

Frequently asked questions from GrownUps survey respondents

The following list summarises the main queries asked by respondents to a recent survey we ran with GrownUps NZ.

If there's anything further that you would like the answer to, that is not covered below, please send us a message via the [contact page](#) on our website, or call on 0800 MELOYELO, our free 24/7 helpline.

Where can I try a MeloYelo?

MeloYelo has agents throughout NZ. You can find the agent nearest you by visiting the [Where to Buy page](#) on our website, or by calling our toll-free number: 0800 635 6935. When you call this number, you get to speak to a real, live Kiwi, 24 hours a day, 7 days a week.

What after-sales services are offered?

MeloYelo agents receive 5-star ratings for their services. You can read some of their reviews [here](#). Our agents will:

- Take a great deal of care to make adjustments on your bike so that it is as comfortable as possible for you:
 - Adjust the handlebars, or fit different handlebars to suit
 - Adjust the saddle, or fit a different saddle to suit
 - Adjust the controls on the handlebars
- Send you email reminders when it is time to have your ebike serviced
 - 6 months after purchase
 - 12 months after purchase
 - 24 months after purchase
- Offer you the first, 6-month service check at no charge for their labour
- Connect you to another of our agents if, for example, you bought your bike in Auckland and have a problem with it while in Canterbury.
- Access spare parts, as required, from our National Warehouse in Taupo. MeloYelo carries a good inventory of spare parts at all times.
- Treat you as you expect to be treated: With courtesy and respect.

How does the MeloYelo warranty compare to other brands?

MeloYelo's warranty is for 3 years or 3000km, whichever comes first, and that covers both electrical and mechanical components (normal wear and tear and damage from accidents not included).

Other brands offer a 2-year warranty on electrical components, 1 year on mechanical components.

MeloYelo's warranty is by far the best in the business. We are able to offer such a generous warranty for two reasons:

1. The quality of the components we use;
2. The quality control process we use. We employ an independent quality control firm to inspect and test-ride every MeloYelo ebike as it comes off the assembly line.

Is MeloYelo a Kiwi brand?

Yes. MeloYelo was founded in Taupo in 2016 by Rob McEwen, who was also the founder of [EVolocity](#): An electric vehicle competition in schools in which teams of students design, build and compete in electric vehicles. Rob grew up in the Wairarapa and remembers the advertising slogan of LV Martin & Sons: "It's the putting right that counts." MeloYelo has adopted this same philosophy.

What makes you stand out from other brands?

- Our 3-year, 3000km warranty is the best in the business, by far
- Our help desk is manned 24/7, by real Kiwis
- Our ebikes are designed in NZ, with a huge amount of input from our customers
- We offer low prices, every day. When we ask our customers why they bought MeloYelo, it is typically a combination of the price of our bikes compared to other options, our reputation for service during and after the sale, our industry-leading warranty, and the experience they have with our agents.
- Our customer community. We have a private community on Facebook, exclusively for MeloYelo customers. There, they exchange photos, stories, questions and advice. They even get to know each other and go on rides together.

How heavy are ebikes?

Most ebikes that are suitable for riding around town and on light off-road trails weigh between 25 and 28kg, including the battery. (The weight of a battery is approximately 4kg).

MeloYelo's SuperLite ebike weighs just 22kg, including the battery. When the battery is removed – and it is easy to remove – then the weight is under 19kg.

Here's the weight of MeloYelo models, battery included:

Town'nTrail	26kg
Ascent	27kg

SuperLite	22kg
SuperTrail	29kg

I live on a steep hill. How will I know whether a MeloYelo bike will cope?

MeloYelo agents offer the most comprehensive test rides available anywhere in New Zealand. They will take the time to understand your needs and concerns, and then give you every opportunity to test-ride one, or several, MeloYelo models in a real-world environment.

Do MeloYelo ebikes come in fun colours?

Haha. Well yes, of course. What would you expect from a company named MeloYelo?

Model	Colours
Town'nTrail	Electric Blue; Jade
Ascent	Moonlight Blue; Sunshine Yellow
SuperLite	Blaze Bronze; Haze Purple (or should that be Purple Haze) 😊
SuperTrail	Champagne; Gunmetal

I'm short, and some of the bikes I've looked at are too big. What are my options?

The MeloYelo SuperLite in Small is a good option for shorter riders. Not only does it have low stand over and seat tube heights, at under 22kg and on 26" wheels it is easier to handle and climbs very well.

The SuperLite in Small is currently being ridden by customers from 4'7" to 5'7" (and taller).

How far will a full battery take me?

How long is a piece of string? 😊 There are many variables, including:

- Power in rider's legs
- Weight of rider
- How well the rider uses the mechanical gears on the bike
- The hilliness of the terrain
- Wind conditions

The great news is that MeloYelo's batteries are generally larger than the other brands. Our smallest battery is 630 watt-hours, our largest battery is 720 watt-hours, while many other brands offer batteries of around 500 watt-hours.

So watt? As a rough rule of thumb, an average rider on urban streets and cycleways will use 7.5 watt-hours per kilometre. If they are riding on steep and twisty off-road trails, they will use around 12 watt-hours per kilometre.

Battery size	500Wh	630Wh	720Wh
Around town	67km	84km	96km
Off-road trails	42km	53km	60km

Can a trail bike also be used for riding around town?

Absolutely. However, a bike that is engineered for use around town may not be suitable for off-road trails.

	Town bike	Trail bike
Motor	A rear-hub motor is sufficient, and is less expensive	For riding wine trails, rail trails etc. a rear hub motor is sufficient, but for more serious trails, a mid-drive motor is preferable
Battery	Typically comes with a smaller battery	Look for a battery of at least 630 watt-hours
Suspension	None or basic	Typically will have front forks with 100mm+ of travel
Brakes	Mechanical disk brakes are sufficient	More expensive hydraulic brakes are typically fitted
Gearing	Might only offer 8 mechanical gears	Typically offers 10+ mechanical gears
Tyres	Tyres are typically narrower and smoother	Tyres are wider and knobbly

Are they comfortable for someone with a bad back?

For riders with a bad back, the most important consideration is an upright seating position. This can be accomplished by a combination of:

- Saddle height
- Saddle type
- Handlebar type – for someone with a bad back, swept-back handlebars are best
- Handlebar adjustments

MeloYelo agents pay a great deal of care in fitting each bike to its individual customer.

Can you still ride the bike manually if you prefer, or if it runs out of juice?

Yes. In fact, when Consumer NZ did a review of ebike motors a few years ago, this was one of the standout features of Bafang motors (the motors on MeloYelo ebikes). It is still the case with our latest generation of motors – customers praise how easy they are to pedal, even with no motor assistance.

If being able to ride the bike without pedaling is hugely important to you, then we advise you to seriously consider our SuperLite model. With its lighter weight, it is the easiest of all our models to ride without pedaling.

How long does the battery take to charge? And, can I plug it into a regular household outlet?

MeloYelo ebikes come with a 3 amp charger, which charges 50% faster than many other bikes that come with 2 amp chargers.

It will take approximately 5 hours to charge your battery from empty to full. Of course in most instances, the battery is not completely empty before you recharge it.

The charger comes with a three-pin plug compatible with household power sockets. You have a couple of options:

1. If you have a wall outlet close enough to your bike, you can leave the battery on the bike while charging;
2. If you don't have a nearby wall outlet, it is easy to remove the battery from the bike and take it inside for charging.

Are there any weight restrictions as far as the rider is concerned?

Yes. MeloYelo ebikes are suitable for riders of up to 120kg.

Your MeloYelo agents work from home. What if he or she were no longer available?

Of course, we've encountered this situation, with agents retiring or moving to a different part of the country. Here's how we handle that:

- You can call our 0800#, 24/7, and they will connect you to our General Manager or our National Service Manager, who will come up with a solution that works;
- We're typically able to hire and train a new agent in your area within a month or two;
- If necessary, we will work with a bike shop in your area to get a diagnosis performed, and supply them with any parts as necessary to get you up and running again.



What is the general customer satisfaction with MeloYelo ebikes?

You can read the hundreds of reviews we've received from customers [here](#). MeloYelo pays more attention to its customers before, during, and after the sale than any other ebike brand in New Zealand. As a result, we don't just have customers. We have raving fans. Another way to check on this is through the [NZ EBike Community page on Facebook](#). Visit this page, and then do a search for MeloYelo.

You may also be interested to check out the stories and photos from our own customer community that we've collated in our [Tales from the Trails ebook](#).

We look forward to the opportunity to meet you and help you to decide on the perfect bike for you.