

FAQs

Q: How heavy is an Himo e-bike H1?

A: 14.5kg

Q: What is the largest load of Himo e-bike H1?

A: 75kg

Q: How long does it take to charge an Himo e-bike H1?

A: 4-6 hours

Q: How far can H1 go on full battery? *under good road condition and good weather condition

A: Up to 30km

Q: How fast can H1 motor go? *under good road condition and good weather condition

A: Up to 18km/hr

Q: What is the motor power output for H1?

A: 180W

Q: How is a HIMO E-Bike powered?

A: Himo e-bikes are powered by a Lithium-ion battery system.

Q: Does pedalling charge the battery?

A: No

Q: How do I store an H1?

A: Lithium ion batteries should be stored at 10 to 25 degrees Celsius; battery life depletion may occur if left outside for prolonged times. We recommend storing them indoors away from direct sunlight, water, and heat.

Warranty

DOA:

complete replacement

12 Month Warranty*:

All returns accepted excluding e-bikes that have received physical damage by the owner/end-user

Warranty does not apply to any:

- a) Damage caused by nature or acts of God, for example, lightning strikes, tornadoes and the like;
- b) Negligent or incorrect use of the Product;
- c) Commercial use of the Product;
- d) Modifications to any part of the Product;
- e) Damage caused by use with non-HIMO products;
- f) Damage caused by negligence, accident, abuse, misuse, flood, fire, earthquake or other external causes;
- g) Damage caused by operating the Product outside the permitted or intended uses described by the manufacturer's instructions provided by HIMO or with improper voltage or power supply;
- h) Damage caused by servicing of the product (including upgrades and expansions) performed by anyone who is not a representative of Panmi;
- i) Damage caused by natural wear and tear.

