

SWAGTRON®

USER MANUAL

Ver. 1.0 5/7/21

In order to continue serving our customers and providing the best products, our product information including our user manuals may receive updates from time to time. Please check our website for the latest user manuals and product materials.



Scan here to
download the
user manual

PROTECT YOUR DOME

HELMETS SAVE LIVES

Helmets can reduce 85% of critical head injuries.

Elbow pads can reduce 82% of elbow injuries.

Knee pads can reduce 32% of knee injuries.

From <https://www.ncbi.nlm.nih.gov/pubmed/2716781>

Always wear proper protective gear when riding. This includes knee and elbow pads and an age-appropriate helmet.

- Helmets should fit comfortably and snugly, covering the forehead but not hindering your field of vision.
- The helmet should have a chin strap and buckle to keep the helmet in place.
- The helmet should be made out of a hard, protective outer shell and an impact-absorbing inner layer at least 1/2-inch thick.
- The helmet should be approved by the U.S. Consumer Product Safety Commission (CPSC), the Snell Memorial Foundation, or the American Society for Testing and Materials (ASTM).



Thank you for your purchase of the EB15 Viper eBike!

The EB15 Viper fuses a traditional pedal bike with all-electric power to create a ride unlike anything else. With the EB15 Viper, hills seem flatter. Your city feels smaller. Frustrating commutes become fun-filled joyrides. So charge up your new eBike and recharge your love of riding.

To ensure your safety and the safety of others, please read and follow the guidelines in this user manual carefully and thoroughly before and during riding.

If you have any questions regarding the EB15 Viper, contact us at 1-844-299-0625 for further assistance.

Happy Riding!

-The SWAGTRON® Team

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PRODUCT SAFETY NOTICE

The SWAGTRON EB15 Viper eBike has been designed with plenty of safeguards in place for its riders. Extra precautions have been taken to protect the user from hardware malfunctions through our meticulous design and engineering.

Like any mode of transportation, however, the SWAGTRON EB15 Viper has inherent hazards associated with its use (e.g., losing control, falling off, or riding into hazardous situations). Be sure to read and follow all instructions and safety recommendations in this user manual prior to and when riding your eBike.

Before each ride, especially before and after traveling long distances, inspect your bike. Check the tires for proper inflation and cracks on the tire walls. Keeping the tires properly inflated and maintained will help prevent flats and maximize performance. Second, check all cables and cable housings for fraying, breaks, rust, or corrosion and replace if necessary. Lastly, inspect the brakes to make sure they are working properly. Additionally, check the brake pads for any damage as they will wear over time and eventually need replacement.

If a replacement of the brake pads or any other part is needed, please contact customer support for replacement service. In general, it is recommended to make sure all nuts and bolts are taut and properly fastened to prevent injury and unnecessary wear and tear on your eBike.

Max. Rider Capacity	198.4 lb. / 90 kg
Max. Speed (Throttle-Only)	19.5 mph / 31.4 km/h
Range per Charge (throttle-only)	Up to 16.8 mi / 27 km (60KG rider)
Max. Incline (Throttle-Only)	12° (throttle only)

This device requires coordination, agility and balance. Use your best judgment to determine if an individual can use the SWAGTRON EB15 Viper eBike safely.

SAFETY GEAR, CLOTHING, AND FOOTWEAR	<p>Please wear appropriate clothing and safety gear including shoes, kneepads, elbow pads and an ASTM F1492 approved helmet.</p> <p>Avoid wearing anything that can drape over or get caught into/under the wheels. Wear closed-toe, flat shoes to maintain flexibility and stability.</p>
MODIFICATIONS AND REPAIRS	<p>The SWAGTRON EB15 Viper is a highly sophisticated electronics product that includes complex, technical circuitry. Attempting to repair or modify your can void all warranties. Only authorized repair centers may service the EB15 Viper.</p>
OBEY LOCAL LAWS AND REGULATIONS	<p>Always check and adhere to local laws regarding personal transportation devices, including pedestrian laws.</p> <p>The eBike is considered a motor vehicle and should not be ridden after consuming alcohol or drugs.</p>

By riding the SWAGTRON EB15 Viper eBike, the user acknowledges and accepts personal responsibility of all risks associated with the use of the SWAGTRON EB15 Viper eBike, which may include, but are not limited to, muscle injuries, broken bones, lacerations, or serious injury that may be sustained while using the SWAGTRON EB15 Viper eBike.

Section 1. General Information

Before operating your eBike, please read all instructions. This manual will guide you through the functions, usage, and proper care of your EB15 Viper. If you have any questions or cannot find the information you need in the manual, please contact your place of purchase or our customer service at 1-844-299-0625. Before contacting customer service, please have your purchase information ready as this may be needed during the call.

When reading this manual, note these icons:

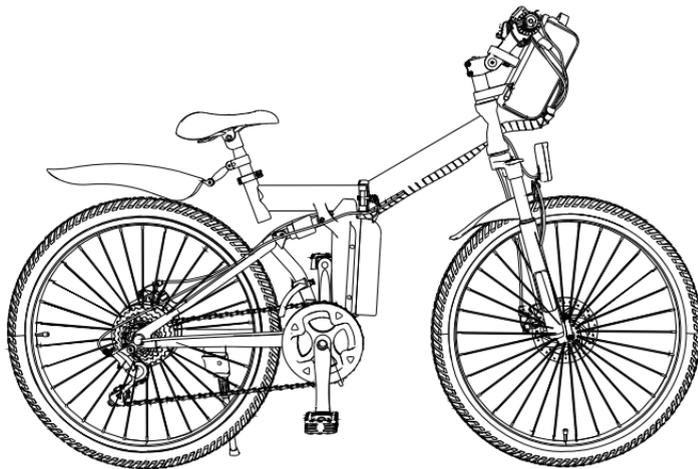
⚠ Notes with this icon **MUST** be read, understood, and obeyed to prevent injury or damage.

ℹ Notes with this icon include relevant information.

1.1 About the SWAGTRON EB15 Viper

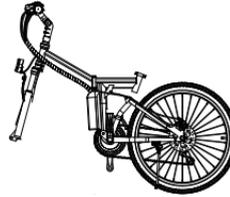
The EB15 Viper is a compact, zero-emissions, personal transportation device that feels like a bike but rides like a moped. It's environmentally-friendly and built with premium-grade components using industry-leading manufacturing processes.

- Eco-friendly with zero emissions
- Folds at the frame, stem and pedals
- Offers powered speeds up to 19.5 mph (60KG rider)
- Rechargeable, portable and durable



1.2 What's In the Box?

- 1 x SWAGTRON EB15 Viper eBike Frame
- 1x Front Wheel
- 1x Seat
- 1x Battery Pack
- 2x Pedals
- 2x Fenders
- 1x Charging Cable & Adapter
- 1x Phillips Screwdriver
- 2x M6 Spanners
- 1x M4 Spanner
- 1x Socket Spanner
- 1x Spanner (10x13)
- 1 x User Manual



EB15 Viper Electric Bike Frame x 1



Front Wheel x 1



Seat x 1



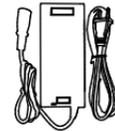
Battery Pack x 1



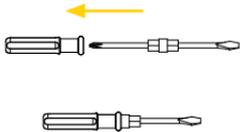
L&R Pedals x 2



Front & Rear Fenders x 2



Charging Cable & Adapter x 1



Phillips Screwdriver x 1



M6 Spanners x 2



M4 Spanner x 1



Socket Spanner x 1

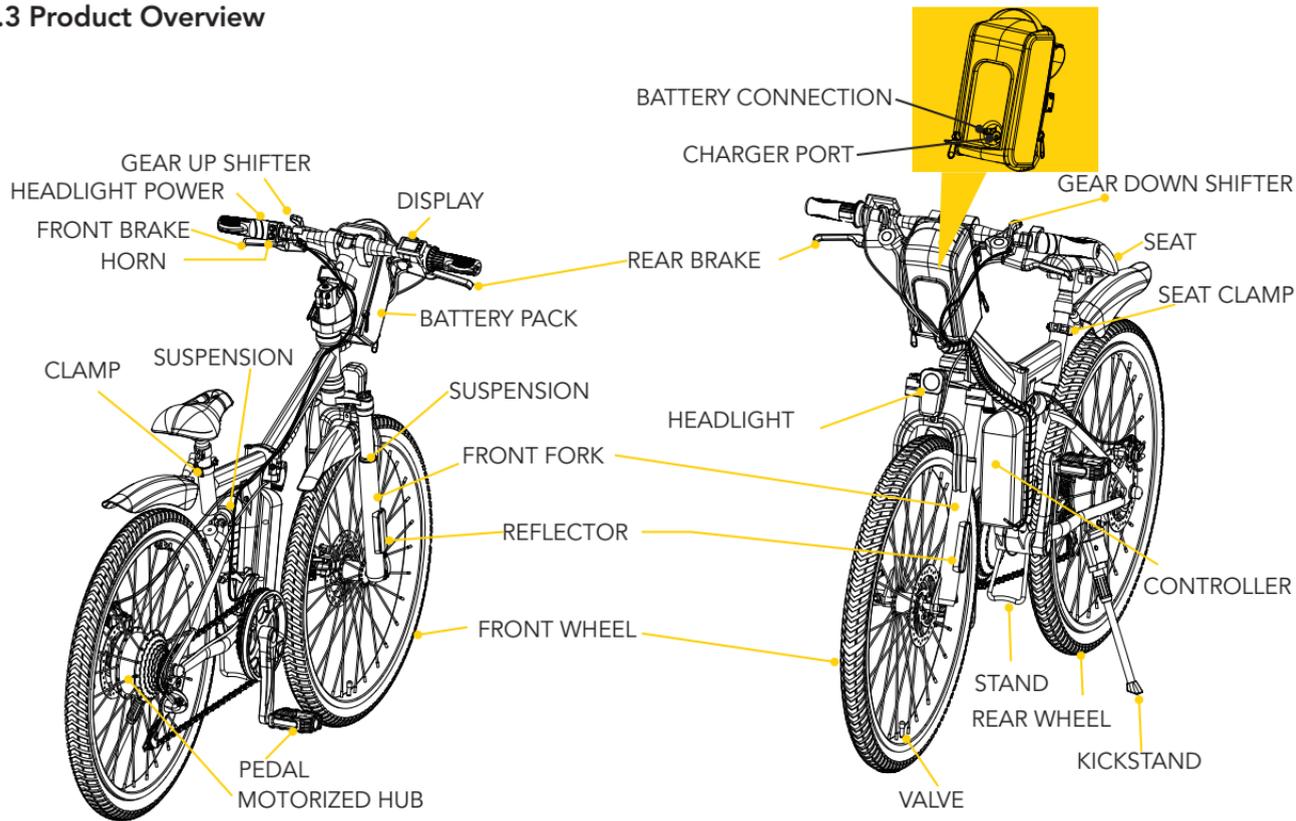


10x13 Spanner x 1



User Manual x 1

1.3 Product Overview

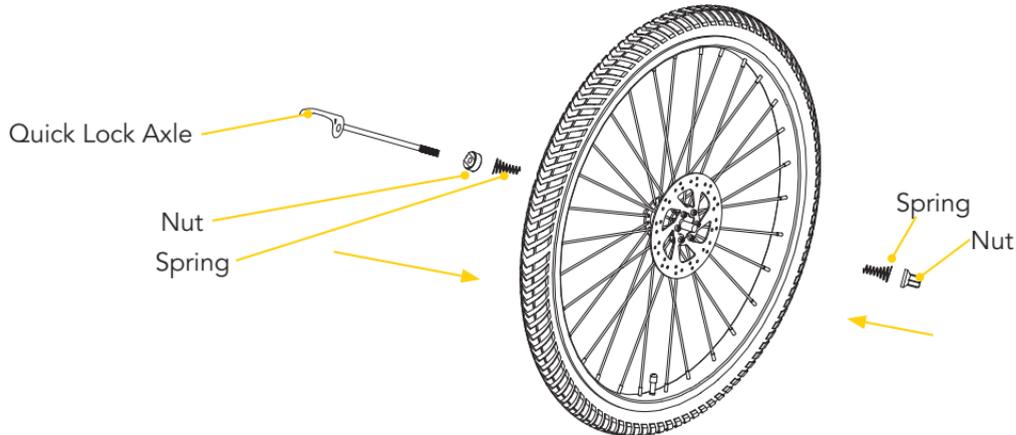


Section 2. Assembling the Front Wheel

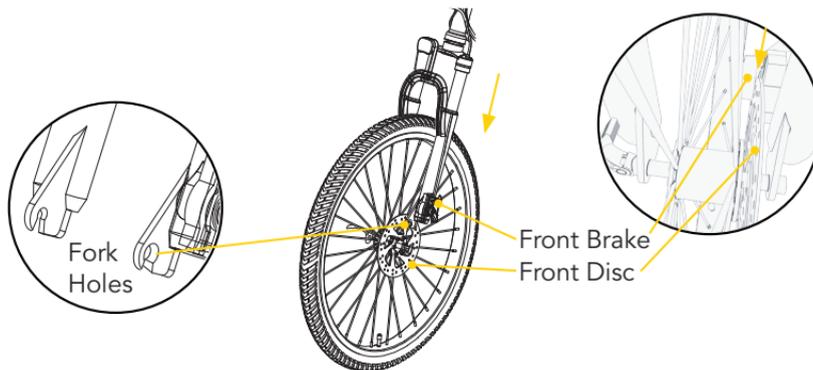
You might need to ask someone to assist with initial assembly.

Step 1. Release the preinstalled quick lock axle, nuts and springs included in the package and put them aside. Remove the end rubber cap from the front wheel.

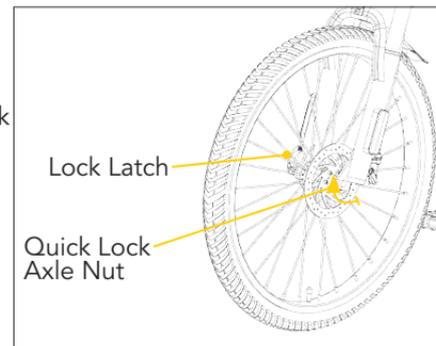
Step 2. Line up the center of the front wheel with the front fork. Insert the nut and spring on one end of the Quick Lock Axle and slide the axle through the center hole of front wheel then tighten up.



Step 3. Carefully line up the fork holes to the gap of Quick Lock Axle on the front wheel from **step 2** and slowly slide in. Make sure the front disc also slides into the front brake part.



Step 4. Twist the end of the quick lock axle to tighten and pull in the quick lock latch to lock the front wheel.

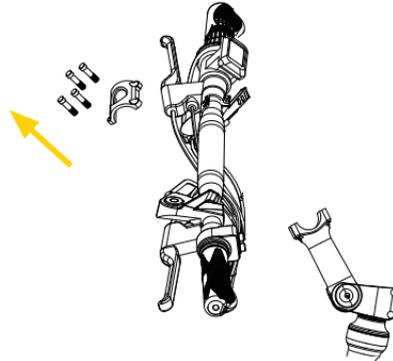


Section 3. Assembling the Handlebar

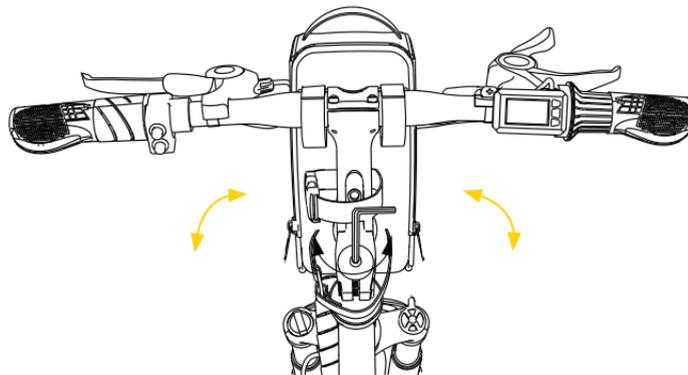
Step 1. Loosen the bolt on the side of the handlebar stem. Adjust the handlebar stem to desired position then tighten the bolt.



Step 2. Release the four screws on top of the handlebar to detach the plate. Place the handlebar onto the stem. Re-install the plate and secure in place with the four screws.



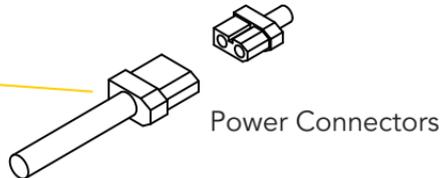
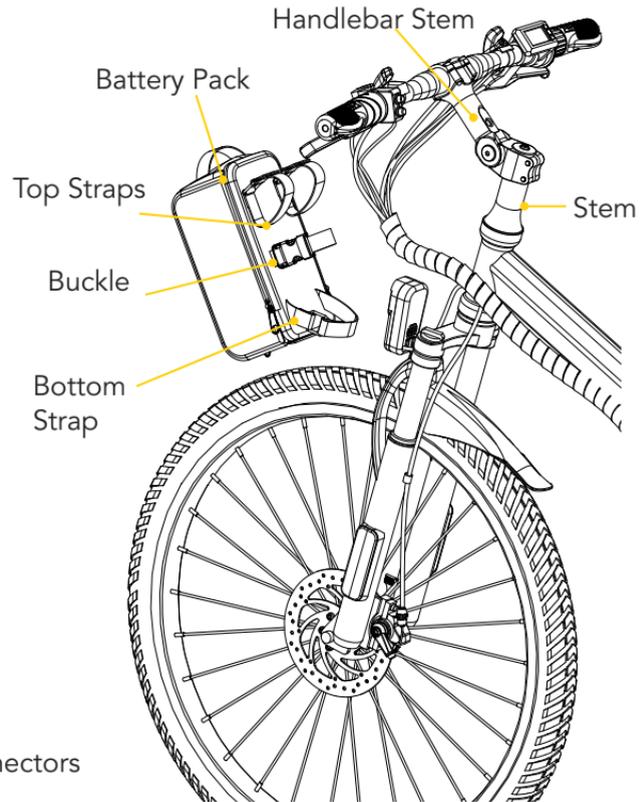
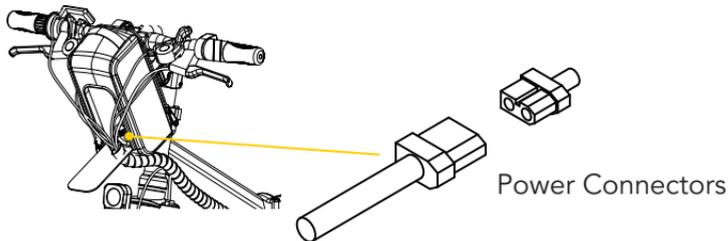
Step 3. Loosen the bolt on the top of the handlebar stem to adjust the entire front fork to desired position.



Section 4. Assembling the Battery Pack

- Step 1.** Fasten the two top straps onto the handlebar and secure them.
- Step 2.** Adjust the length of the buckle and secure onto the handlebar stem.
- Step 3.** Fasten the bottom strap onto the stem and secure it.

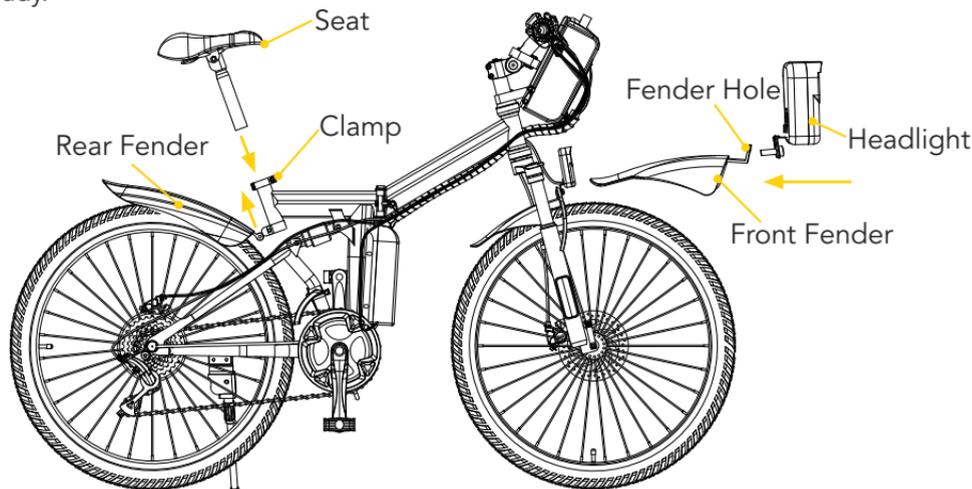
- ⚠** Do not let water into the battery pack to avoid damage and danger.
- ⓘ** Before using the eBike, open the zipper on the front of the battery pack. Pull out the orange-colored power connector. Locate the orange-colored power connector attached to the eBike and connect the two. connection, and connect it to the other orange color power connection on bike together.



Section 5. Assembling Fenders (Optional)

Fender assembly is not required nor will it negatively affect eBike performance. If assembling the fenders, follow the steps below.

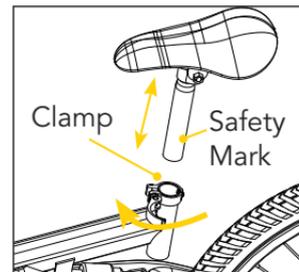
- Step 1.** Release the screw on the front fork. Line up the holes of the front fender with the holes of the front fork and secure in place.
- Step 2.** Release the screw on the rear fender. Line up the hole of the rear fender with the hole at the bottom of the seat post and secure in place.
- Step 3.** Release the clamp and insert the seat into the tube at preferred height/position and secure the clamp back when ready.



Section 6. Assembling the Seat & Finding Optimal Seat Height

Positioning the seat at the right height is key to increased pedaling efficiency, riding safety and overall comfort. Your leg length helps determine the best seat/saddle height. When you pedal, your hips should remain level and your knees should not over-extend.

Follow the steps below to first insert and adjust the seat/saddle and then determine optimal seat/saddle height.



6.1 Assembling & Adjusting the Seat

Step 1. Open the clamp under the seat post.

Step 2. Insert the seat into the seat post. Make sure the seat post is fully inserted into the frame and the head of the seat is lined up with the frame.

Step 3. Adjust the seat until you find your optimal saddle height.

Step 4. Close the clamp to secure the seat in place.

⚠ Do not raise seat beyond the safety mark.

6.2 Finding Your Optimal Seat Height

⚠ The seat height should be such that your hips remain level and your legs/knees do not hyper-extend when pedaling.

Step 1. Manually put one pedal at the six-o'clock position (straight down).

Step 2. Sit on the bike. Hold on to a chair, table or wall (or have someone hold onto you and the bike) for support.

Step 3. Place your heel on the lowest pedal. Your knee should be completely straight and not hyper-extended. If your knee is still bent, increase the seat height. If your heel loses contact with the pedal, lower the seat.

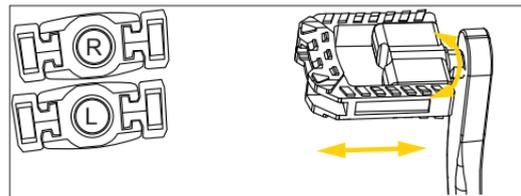
⚠ Always make adjustments in small increments each time.

👉 If you ride with a toe-down style, your saddle height may be higher than if you ride heel-down. It is okay to adjust your seat based on your riding style.

Section 7. Handling Your eBike

7.1 Assembling, Unfolding & Folding the Pedals

Check the L/R letter on top of the pedals, and install them onto the crank. Holding the crank arm vertical, fold or unfold the pedal. Repeat with the other pedal as needed.



7.2 Folding & Unfolding the Frame

If needed, use the kickstand to keep the eBike upright and balanced for both processes.

Folding

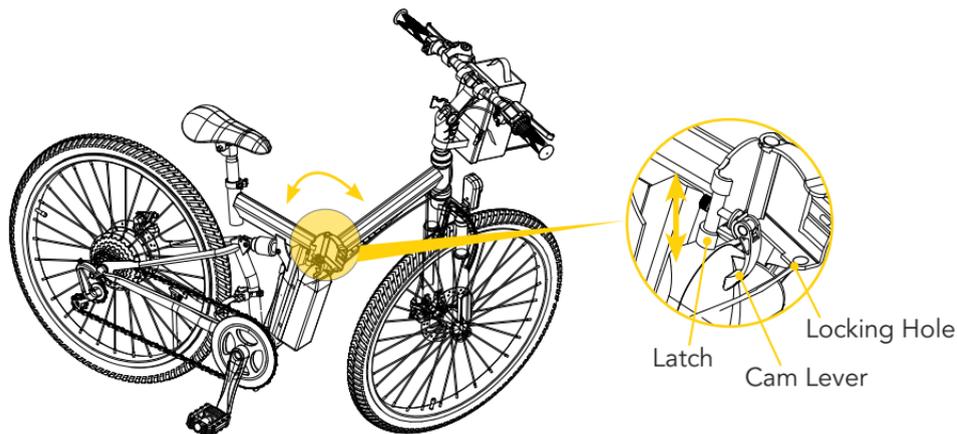
Step 1. Locate the quick-release cam lever on the frame.

Step 2. Open the cam lever and pull it back until it is perpendicular to the frame.

Step 3. Pull the cam lever up to raise the latch and unlock the frame.

Step 4. Continue holding up the cam lever. Pull the lever back until it is flush with the frame.

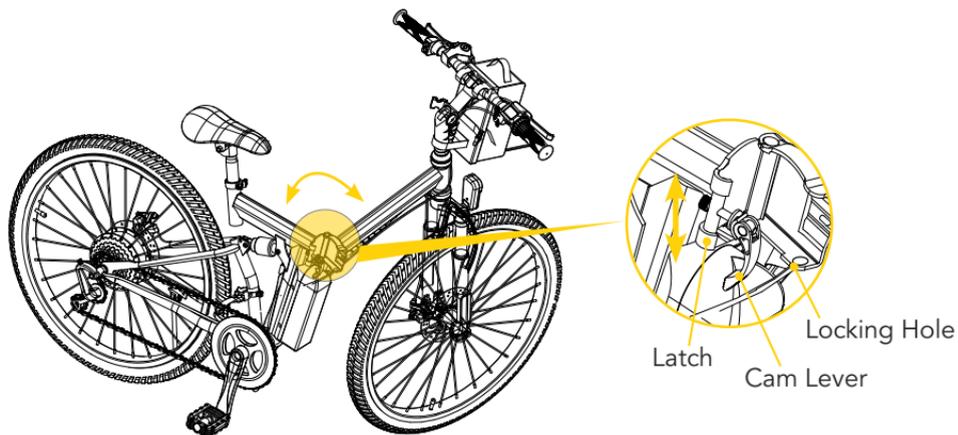
Step 5. Release the lever and fold the two wheel sections together. The cam lever should be flush with the frame.



Folded View

Unfolding

- Step 1.** Partially unfold the rear-wheel section from the front-wheel section. (The front frame's latch/locking hole should be visible.)
- Step 2.** Locate the quick-release cam lever on the frame. Pull the lever up and then out until it is perpendicular to the frame.
- Step 3.** Continue holding up the cam lever and unfold the two wheel sections completely.
- Step 4.** Release the cam lever. Make sure to line up the lever's latch pin with the latch/locking hole and that the pin is fully inserted.
- Step 5.** Continue pulling the cam lever towards the front until it is flush with the frame, then close the lever to lock it.



Section 8. Charging the Battery

- ⚠ • Before charging the eBike, install the battery pack and connect the power connectors (see **Section 4. Assembling the Battery Pack**).
- Charge the eBike before using it.

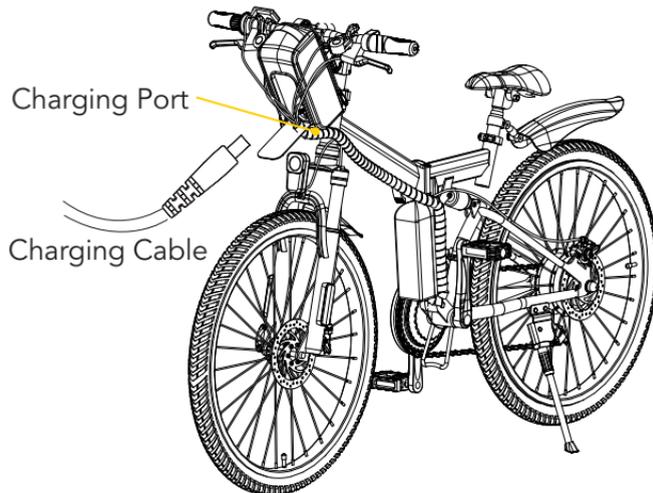
Step 1. Make sure the bike is turned off and connect the charger's cables and adapter if needed.

Step 2. Plug the charger into a wall outlet (100V-240V) then plug the other end into the charging port. Remove the cap as needed.

Step 3. Allow 5~6 hours' time for charging. The charging adapter's light will turn red during charging and then turn green once charging is complete. Disconnect all cables once charging is finished.



- Fully charge the battery before your first use, this may take up to 6 hours.
- Perform periodic visual inspection of the battery ports and charging cables.
- Keep your charging environment clean and dry at all times.



- If the charging port is damp or has any liquid on it, do not charge your eBike.
- In order for the battery to operate at maximum efficiency, avoid charging your eBike in extremely hot or extremely cold environments.



- DO NOT, under any circumstances, use the bike while it is charging or connected to the charger.
- The charging time is 5~6 hours. Charging longer than that may affect battery life and/or performance. If the charging adapter's light doesn't turn on, it may not be fully connected. Check that it is securely connected to the wall and to the bike.
- Use only the charger provided with your EB15 eBike. If you have lost or misplaced your charger, contact customer support to obtain a replacement.

Section 9. Riding Your eBike

9.1 How to Ride

- ⚠ • Before riding the eBike, install the battery pack and connect the power connectors (see **Section 4. Assembling the Battery Pack**).
- Charge the eBike before using it.

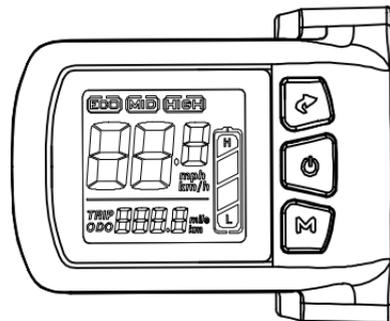


- Step 1.** Press and hold the **power button** on the **display** for ~2 seconds to turn on the eBike. (Once powered on, the eBike will automatically turn on the default ECO riding mode with power assist.)
- Step 2.** Quick-press the  button on the display to cycle between the four power-assist modes: OFF, ECO, MID, HIGH)
- Step 3.** To accelerate, twist the **throttle** or pedal.
- Step 4.** Use the **gear up** or **gear down** shifters to change gears. Alternatively, you can use the **gear dial**.
- Step 5.** To slow down, release the **throttle** and gradually squeeze the **rear brake** (right side of the handlebar) to slowly disengage the motorized rear wheel.
- Step 6.** To stop, release the **throttle** and gradually squeeze **both handle brakes** (left and right) to slow to a complete stop.
- Step 7.** Use the bell to alert pedestrians and other riders to your presence.

9.2 Buttons Information

The EB15 Viper eBike's display features several different elements.

- : **Speed Mode Button.** (Quick-press to switch between speed modes (ECO, MID, HIGH, OFF).
- : **Power Button.** Power on eBike. Also used to cycle between options when on the display settings screen (see **9.5 Display Settings**).
- : **Measurement Button.** Quick-press to cycle between ODO, TRIP and VOL (see **9.4 Display Information**).
-  + : Long-press these two buttons simultaneously to enter settings screen (see **9.5 Display Settings**).



9.3 Switching Riding & Speed Modes

Speed Modes

The EB15 Viper has three speed modes for the throttle-only and motor-assist riding modes. These are used to limit the max. speed of the eBike to a level you are more comfortable with.

ECO	MID	HIGH
5.2 mph	16.3 mph	22.3 mph

Quick-press the speed mode button to switch to ECO/MID/HIGH. *If the eBike is off*, long press the power button for ~2 seconds until the Viper turns on. It will default to ECO mode.

Riding Modes

Riding modes let you customize how you ride your Viper. Ride as a traditional non-powered bicycle; get an assist from the motor; or go full-throttle and let the Viper do the work.

To enter pedal-only mode: Do not power on the Viper. Pedal as you would a traditional bicycle. *If the eBike is already powered on*, long press the power button for ~2 seconds until the Viper turns off. Pedal as normal.

To enter motor-assisted mode: Quick-press the speed mode button to switch to ECO/MID/HIGH. Do not engage the throttle. Start pedaling and motor-assist will kick in. *If the eBike is off*, long press the power button for ~2 seconds until the Viper turns on. It will default to ECO mode. Start pedaling and motor-assist will kick in.

To enter throttle-only mode: Quick-press the speed mode button to switch to ECO/MID/HIGH. Use the throttle to accelerate. Do not pedal. *If the eBike is off*, long press the power button for ~2 seconds until the Viper turns on. It defaults to ECO mode. Use the throttle to accelerate. Do not pedal.

 Speed mode upper limits apply to throttle-only and motor-assist riding modes.

9.4 Display Information

OFF, ECO, MID, HIGH MODES: Displays the current speed mode (OFF, ECO, MID, or HIGH).

: Current speed, as measured in mph or km/h.

TRIP: These numbers show distance data for a single trip. Data is automatically cleared when the bike is powered off.

ODO: These numbers show odometer data, i.e., cumulative travel distance, from 0 to 6213 mi. Data accumulates in increments of 0.63 mi. If a single trip is less than 0.63 mi, it is not included in the total mileage. When data exceeds the maximum (6213 mi), the odometer will automatically reset to zero.

VOL: Voltage information for the battery.

Battery Level: This icon indicates how much battery life you have left.

9.5 Display Settings

Press and hold  and  buttons for ~2s to enter the **display** screen.

Adjust display brightness: When in the display settings screen, quick-press the  button to enter P0¹ screen, then use  and  buttons to adjust the brightness of the display's backlight.

Switch travel measurement: When in the display settings screen, quick-press the  button to enter P0² screen, then use  and  buttons to set the display's distance measurement between imperial (miles, mph) and metric (km, km/h).

Set automatic shutdown time: When in the display settings screen, quick-press the  button to enter P0⁴ screen, then use  and  buttons to switch the automatic shutdown time between 0 and 60 minutes. This sets how long your eBike will remain idle before it powers down. The default setting is 5 minutes. Changing this to 0 will turn off automatic shutdown (not recommended).

 Setting automatic shutdown time to 0 is not recommended as it will decrease battery life. eBike will be shutdown without any operations after 5 mins by default.

Section 10. Safe Riding Techniques & Tips

Consider the following techniques and info to help ensure you have a safe, fun riding experience. Before riding, always check to make sure your brakes are working properly.

-  • ALWAYS wear an ASTM-certified helmet as well as other protective gear, including but not limited to knee pads and elbow pads. Protective gear should fit correctly and be age-appropriate.
- Make sure your feet are always on the pedals. Taking your feet off the pedals while riding is dangerous.
- Make sure the battery is fully charged, especially if you plan to travel long distances.
- For your own safety and the safety of others, ride only at speeds you are comfortable with and be ready to stop at any time.
- Keep a safe distance from fellow riders to avoid collisions.
- Pay attention to your surroundings. Your eyes are your best tools for safely avoiding obstacles and unsafe surfaces.
- Ride in open spaces and flat areas. Avoid slopes or high traffic areas until you're familiar with riding.

- Do not ride at high speeds, on uneven terrain, in inclement weather, or otherwise unsafe conditions.
- Never use the eBike to do anything that may cause personal injury or property damage.
- Do not attempt to carry passengers or heavy items. The bike can only support the weight of one person at a time. Do not exceed the weight limit.
- Only ride the eBike where permitted. You **MUST** comply with local laws and give way to pedestrians.

DO NOT USE THE EBIKE TO PERFORM DANGEROUS MANEUVERS. FAILURE TO EXERCISE GOOD JUDGMENT AND HEED THE ABOVE WARNINGS INCREASES THE RISK OF SERIOUS INJURY OR, IN VERY RARE CASES, DEATH. USE WITH APPROPRIATE CAUTION AND SERIOUS ATTENTION TO SAFE OPERATION.

10.1 Before Your First Ride

Inspect gears, examine brakes and check tires pressure. Proper tires inflation can reduce flats and improve performance, including travel distance per charge. See **Section 11.1** for more information.

10.2 Daily Bike Inspections

Routine inspections before and after every ride will help you maintain optimal bike performance and catch potential problems before they turn into safety concerns. Regularly check brakes, lights, seat and tires pressure.

10.3 Semi-Annual Bike Mechanic Inspections

Bikes require regular maintenance. Take your bike in to your local bike shop for a tune-up twice yearly. Complex components should always be inspected, serviced and adjusted by experienced mechanics.

Section 11. Maintenance

- ⚠ • Do not perform any kind of maintenance while the eBike is powered on or charging.
- Attempting to repair or modify your eBike can void all warranties. Only authorized repair centers may service the eBike.

If you need assistance, please contact customer service.

11.1 Tires Inflation

📖 You will need a pressure gauge, a standard bicycle pump to inflate the EB15 Viper eBike's tires.

Step 1. Ensure the eBike is powered off and stable.

Step 2. Visually inspect the tires for damage, or puncture marks. If the tire is damaged, **DO NOT INFLATE IT.** Contact customer service immediately.

Step 3. Find the valve located on the inside of the wheel and remove the cap.

Step 4. Use a standard bicycle pump to pump air to the tires slowly.

Step 5. Use the pressure gauge periodically to check PSI.

Step 6. When the tire reaches 40-65 PSI/2.7-4.4BAR, stop inflating and replace the valve cap.

Step 7. Repeat with other tire.

- ⚠ • Any PSI markings on the tires indicates a maximum. **DO NOT** inflate the front tire to this value. Only inflate to a maximum of 65 PSI as directed above.
- Under inflation is strongly recommended if you intend to ride outdoors in temperatures above 90°F degrees. Bring the EB15 Viper eBike indoors and deflate the tires to 58.5 PSI. If the PSI is too high and the tire are exposed to excessively high temperatures, riding outdoors may cause serious damage to the tire including but not limited to stretching and/or rupturing.

11.2 Cleaning

Proper cleaning of your eBike can guarantee a longer lifespan and a smooth riding experience.

- Wipe the outer body of your eBike with a soft, dry microfiber cloth.
- Check around the wheels and ensure there is no blockage. The eBike's design allows for easy wheel maintenance.
- The eBike meets IPX4 water-resistance, meaning it can withstand splashes; however, do not submerge the eBike in water.
- Do not let water and liquids get into the eBike's electric parts or battery.

11.3 Storage

Below are some tips to consider when storing your EB15 Viper eBike.

- Before storing, fully charge the eBike to prevent battery over-discharge due to non-use.
- If storing the eBike for more than one month, discharge and recharge the battery at least once a month.
- Cover the eBike to keep dust out. Do not store in a dusty environment as this may cause damage over time.

11.4 Transportation

Before moving, lifting, or otherwise transporting the eBike, turn it off. The eBike weighs approximately 50.1lb. If you are unsure of your ability to lift this much weight, ask someone for help.

Lithium-ion batteries are considered hazardous materials; therefore, transportation is governed by federal, state and local laws.

International law prohibits the shipping of bare lithium-ion batteries. If you are shipping your EB15 Viper eBike, you must ship it with the battery installed.

11.5 Disposal at End-of-Life

This product must not be disposed of by incineration, landfilling, or mixing with household trash. Improper disposal of the battery contained within this product may result in the battery heating up, rupturing, or igniting which may cause serious injury. The substances contained inside the battery present chemical risks to the environment. The recommended disposal for any SWAGTRON product at its end-of-life is to dispose of the entire unit at or through an e-waste recycling center, program, or facility.

Local regulations and laws pertaining to the recycling and disposal of lithium-ion batteries and/or products containing them will vary according to country, state, and local governments. You must check laws and regulations corresponding to where you live in order to properly dispose of the battery and/or unit. It is the user's responsibility to dispose of their waste equipment properly with accordance with local regulations and laws.

For additional information about where you should drop off your batteries and electrical or electronic waste, please contact your local or regional waste-management office, your household waste disposal service, or your point-of-sale.

Section 12. Specifications

Item	Parameters
Model Name	EB15 Viper
Net Weight	50.1 lb. / 22.74 kg
Unfolded Dimensions	67.3 x 25.2 x 43.3 in. / 1710 x 640 x 1100 mm
Folded Dimensions	34.6 x 25.2 x 43.3 in. / 880 x 640 x 1100 mm
Max. Incline (Throttle-Only)	12°
Max. Capacity	198.4 lb. / 90 kg
Max. Speed (Throttle-Only)	22.3 mph / 35.8 km/h
Range Per Charge (Throttle-Only)	Up to 16.8 miles (mode High, 60KG rider)
Battery Voltage	37V 7.5Ah
Charging Voltage	100V - 240V / 50 - 60Hz / 42V 2A 
Wheel Size	26" Front / Rear
Wheel Inflation	40-65 PSI / 2.7-4.4 BAR
Charging Time	4 Hours
Water Resistance	IPX4
Warranty	1 Year Limited

One-Year Limited Hardware Warranty

Your SWAGTRON® EB15 Viper E-Bike (“Product”) includes a One-Year Limited Hardware Warranty (“Warranty”). The Warranty covers product defects in materials and workmanship under normal use. This Warranty is limited to residents of the United States and Canada only and is available only to original purchasers. This Warranty gives you specific legal rights and you may also have other rights which vary from state to state.

This Warranty starts on the date of your purchase and lasts for one (1) year (the “Warranty Period”). The Warranty Period is not extended if the Product is repaired or replaced. We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive.

Warranty services are provided by SWAGTRON®. If a hardware defect arises and a valid claim is received within the Warranty Period, at its option and to the extent permitted by law, SWAGTRON® will: (1) repair the hardware defect by using new or refurbished parts that are equivalent to new in performance and reliability; or (2) exchange the Product with a product that is new or refurbished which is substantially equivalent to the original product. This Warranty is for one (1) replacement only of like-items and does not cover items out of production if the product is no longer made or stocked. This Warranty is not assignable or transferable. The original purchaser may call SWAGTRON’s toll-free number at 1-844-299-0625 for service request.

When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes SWAGTRON®’s property. This warranty only covers technical hardware defectiveness during the warranty period and under normal use conditions. SWAGTRON® does not warrant uninterrupted or error-free operation of this Product.

Return shipping shall only be provided for Products dead on arrival (“DOA”) within thirty (30) days of purchase only.

All other returns/repairs shall require payment of shipping cost at discounted rate to be determined as follows:

SWAGTRON® E-bikes shall be Twenty Dollars (\$20)**

**shipping prices are subject to change without further notice.

This Warranty does not cover any damage due to: (a) transportation; (b) storage; (c) improper use; (d) failure to follow the product instructions or to perform any preventive maintenance; (e) modifications; (f) unauthorized repair; (g) normal wear and tear (including but not limited to wearables and other consumable parts such as tires); or (h) external causes such as accidents, abuse, or other actions or events beyond our reasonable control.

Important: Do not disassemble the Product. Disassembling the Product will void this Warranty. Only SWAGTRON® or a party expressly authorized by SWAGTRON® should perform service on this Product.

DISCLAIMER OF WARRANTY: THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

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