



VARUN

User Manual



English

About Installation

Welcome to get the installation video by scanning the QR code below:



How to get support

Please contact us if you encounter any problems related to assembly, maintenance or if there is an error/fault(Please include order number):

 **Email Service:**varunservice@yeah.net

 **Whatsapp**(Search for a mobile phone number or scan the code to add it):

- WhatsApp numbers: +86 13751405364

- WhatsApp QR code:



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VARUN Message

Dear friends, thank you for choosing VARUN among many e-bike brands;

VARUN Electric Bike is committed to providing people with a safer, more comfortable and environmentally friendly way of traveling, paying great attention to functionality, design, quality and customer experience. We strive to sell our best quality products at the most competitive prices while providing you with the best service. You will not be disappointed when you choose VARUN.

When you receive your VARUN e-bike, you are welcome to send your order number + bike serial number (frame head tube location) to our support center at varunservice@yeah.net and we will activate the one year warranty for you.

We also expect you to tell us your experience and suggestions after riding without reservation, we will continue to improve our e-bikes to bring more customers a pleasant riding experience.

I、 Warm Tips: Please Read The Manual Before The First Ride

1. For riding safety, please carefully read the Product Manual before riding and check whether the parts are intact. For any problems, please contact us timely:

varunservice@yeah.net

2. Wear the helmet when riding the electric bike.
3. Please keep both keys properly.
4. Make sure your e-bike has a full battery before you ride it.
5. Always respect pedestrians.
6. Do not ride in humid condition. Electric bike may slip off your feet and cause injury. Humid environment may cause electronic device damage and warranty failure.
7. Please always observe the local laws and regulations on electric bicycles.
8. Do not disassemble the parts; if necessary, please contact us for purchasing standard parts.
9. Avoid exposure to sunlight or rain for a long period, and avoid storing our electric bicycle at a hot place or a place with corrosive gas to prevent damage to electroplated parts and painted surfaces.
10. To obtain the best endurance mileage, follow the following instructions:
 - Please use the pedal assist mode.
 - Do not brake frequently under the premise of ensuring safety.
 - Do not overload.

- Before riding, please check the tire pressure; the tires shall have enough pressure, generally between 35PSI-65PSI (280KPA-450KPA).

11. E-bikes are a risky mode of transportation, so be sure to follow the rules of the road. In the event of an emergency such as riding too fast, brake the rear wheel first and then the front wheel. If you brake the front wheel suddenly, there is a danger of falling over, so please ride carefully.

12. Before riding this electric bike, please carefully check the state of the body. You shall be responsible for any consequences caused by your improper operation or use.

13. Each bike has its own frame number, located in the head tube position of the frame. When you receive this e-bike, please record and save the frame number, frame number. We have no record.



14. Please comply with local laws and regulations. If the use of the speed regulating handle (or called rotary handle and accelerator) is not allowed according to local laws, do not install and use the speed regulating handle on VARUN products; otherwise, you shall bear all the consequences, and VARUN shall not assume any responsibility.








15. Before your first ride, check that all parts/screws of your e-bike are tightened or locked (wheel clamps, saddle clamps, etc.).

II、 All Models Of VARUN E-Bike:

(1) City E-Bike Series

C20-1 White	C20-1 Black	C26-2 White	C26-2 Black
			

(2) Mountain E-Bike Series


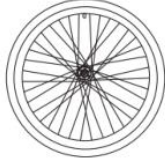
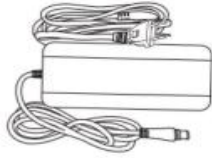

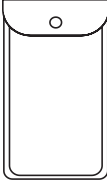




M24-1 Black	M24-1 White	M26-2 Blue	M26-2 Red
			
M26-3 Blue	M26-3 White	M26-3 Red	
			

(3)Fat Tire E-Bike Series

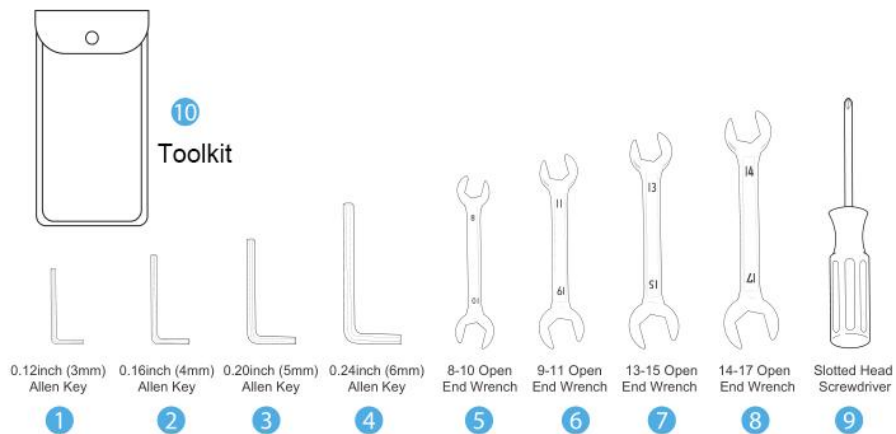
S26-1 Black	S26-1 White	M26-2 Pro Black	M26-2 Pro Orange
			

III、 Packing List

Carefully inspect the contents of the package and contact VARUN customer service support if anything is missing or damaged:(M26-3 has no key)

		
1x Electric Bicycle (80% assembled)	1x Front Wheel	1x Charger
		
1x Saddle	1x Toolkit	2x Pedals
		 VARUN User Manual
2x Keys	1x Reflector/Tail Light	1x Instruction Manual

Kit Details:



IV、Schematic Structure And Parameters Of E-Bike

(1)Urban E-Bike Series (C26-2 as an example)



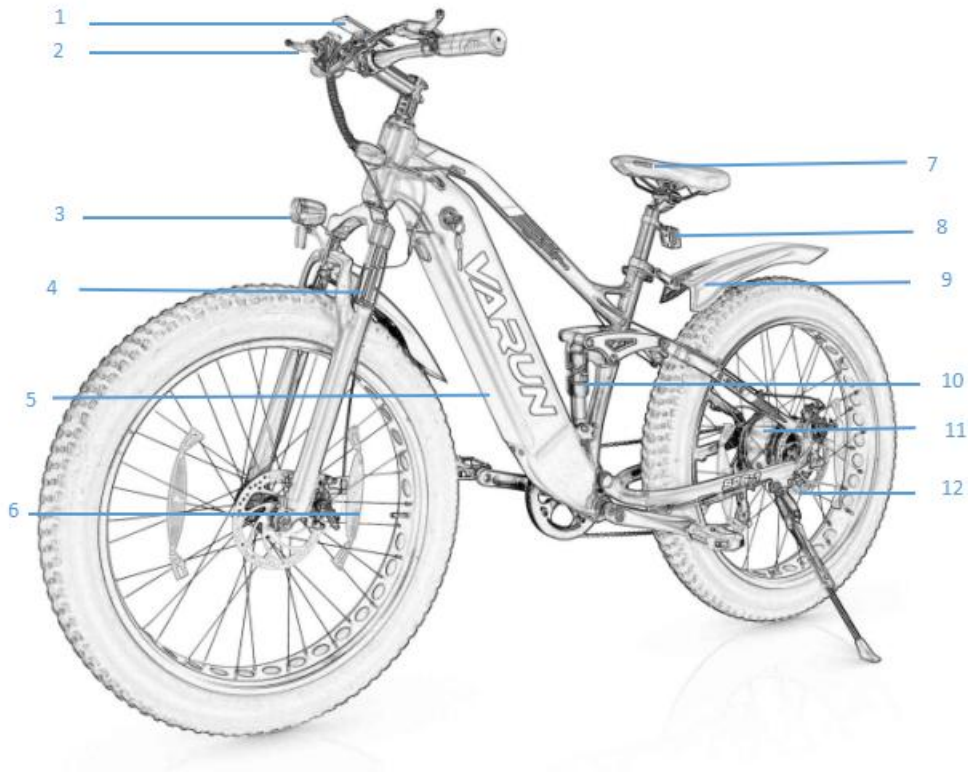
No.	Part Name	No.	Part Name	No.	Part Name
1	Brake Lever	5	Saddle	9	Disk Brake
2	Meter	6	Taillight	10	Pedal
3	Waterproof Cable	7	Battery	11	Wheel Reflector
4	Headlights	8	Controller Box	12	Motor

(2) Mountain E-Bike Series (M27-1 as an example)



No.	Part Name	No.	Part Name	No.	Part Name
1	Meter	5	Controllers	9	Retro-Reflector
2	Brake Lever	6	Headlights	10	Rear Fender
3	Waterproof Cable	7	Disk Brake	11	Motor
4	Battery	8	Saddle	12	Pedal

(3) 26” Fat Tire E-Bike Serie(S26-1 as an example)



No.	Part Name	No.	Part Name	No.	Part Name
1	Display	5	Batteries	9	Rear Mudguard
2	Brake Lever	6	Wheel Reflectors	10	Shock Absorber
3	Headlights	7	Saddle	11	Motor
4	Front fork	8	Reflector	12	Disc Brake

Basic Parameters Of Each Model:

Enterprise	C20-1	C26-2	M24-1
Vehicle Size	161*61*118CM	183*63*113CM	163*66*100cm
Wheel Size	20*1.95 inch	26*1.95 inch	24*1.95 inch
Frame Material	Carbon Steel	Carbon Steel	Aluminium
Deadweight	150KG	150KG	150KG
Bicycle Weight	25.5KG	30.5KG	23KG
Maximum Speed	20MPH	20MPH	20MPH
Speed Changer	7	7	1-Gang
Battery Parameter	48V 7.8Ah	48V 7.8Ah	36V 7.8Ah
Motor Power	500W	500W	350W
Meter	LCD-Meter	LCD-Meter	LED-Meter
Maximum Tilt	30°	30°	30°
Operating Temperature	-5°C ~40°C	-5°C ~40°C	-5°C ~40°C
Charger Parameter	54.6V 2A	54.6V 2A	42V 2A

Enterprise	M26-2	M26-3	M27-1
Bike Size	168*65*110cm	168*65*110cm	175*67*110cm
Wheel Size	26*1.95 inch	26*1.95 inch	27.5*1.95 inch
Frame Material	Aluminium	Kohlenstoffstahl	Aluminium
Deadweight	150KG	150KG	150KG
Bicycle Weight	23.5KG	25.7KG	23.6KG
Maximum Speed	20MPH	20MPH	25MPH
Speed Changer	21-Gang	21-Gang	21-Gang
Battery Parameter	48V 7.8Ah	48V 7.8Ah	48V 13Ah
Motor Power	500W	500W	500W
Meter	LCD-Meter	LCD-Meter	LCD-Meter
Maximum Tilt	30°	30°	30°
Operating Temperature	-5°C ~40°C	-5°C ~40°C	-5°C ~40°C
Charger Parameter	54.6V 2A	54.6V 2A	54.6V 2A

Parameters	M26-1	M26-2 PRO	
Bike Size	186*69*120CM	192*69*120CM	
Wheel Size	26*1.95 inch	26*4.0 inch	
Frame Material	Aluminium	Aluminium	
Deadweight	150KG	150KG	
Bicycle Weight	26KG	28.5KG	
Maximum Speed	20MPH	25MPH	
Speed Changer	7-Gang	7-Gang	
Battery Parameter	48V 10.4Ah	48V 13Ah	
Motor Power	500W	500W	
Meter	LCD-Meter	LCD-Meter	
Maximum Tilt	30°	30°	
Operating Temperature	-5°C ~40°C	-5°C ~40°C	
Charger Parameter	42V 2A	54.6V 2A	

Warm Tip:

- Weight less than 120kg comprehensive riding experience feel better.
- Speed and range vary depending on road conditions, weather, rider weight
etc.

V、Regarding E-Bike Install:

When you receive the product, please check the list of accessories carefully, please pay attention to safety when installing, and follow the following steps to assemble the vehicle.

Note: The installation steps will be slightly different depending on the product model, the specific in kind shall prevail, please find the corresponding installation steps according to the product model you purchased. In order to protect your safety, please wear protective gloves before installation.

Without permission, do not disassemble or modify the e-bike by yourself.

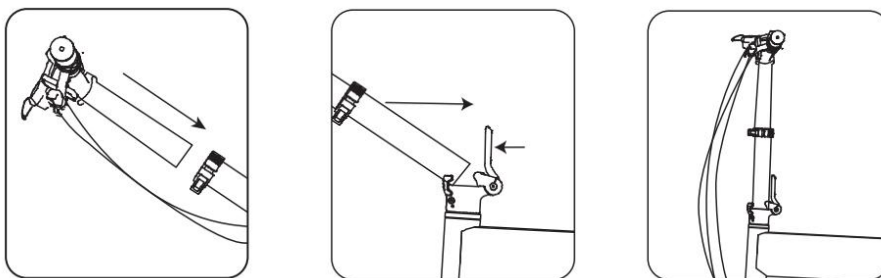
Otherwise, it may cause permanent damage to the e-bike and may cause personal injury.

(1)Installation Of Handlebars

1. Suitable For C20-1 Model.

- Insert the upper part of the handle riser into the lower part, locking the retaining structure in the middle of the handle riser.
- Stand the riser vertically and lock the folders at the bottom of the riser.
- Make sure the handlebar structure is secured and the handlebars are not wobbly.

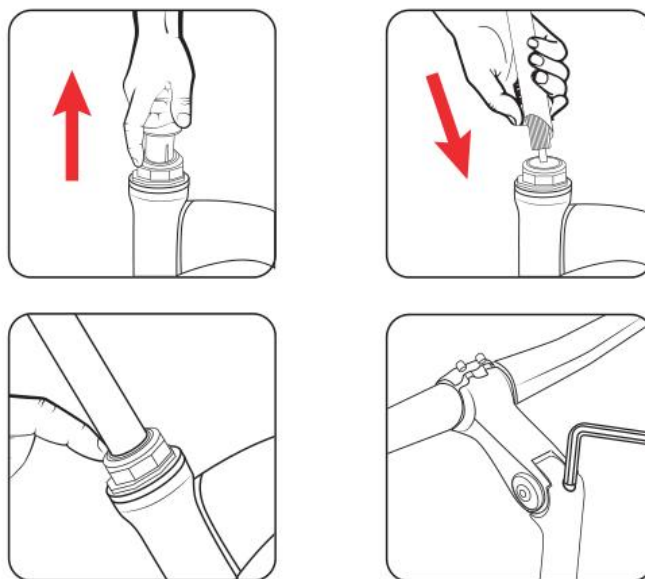
Note: When adjusting the height of the handle riser, do not exceed the limit line!



2. Suitable For C26-2 Model.

Remove the protective plug and insert the handlebar riser against the frame head tube to a depth that must exceed the minimum insertion depth stamped on the handlebar riser vertical tube, then tighten the screw.

Note: Please do not exceed the limit line!



3. Suitable For M26-3 Model .

Install the handlebar into the stem, align the fork, and tighten the screws.

Note: Please do not exceed the limit line!



(2) Adjust The Handlebar Angle:

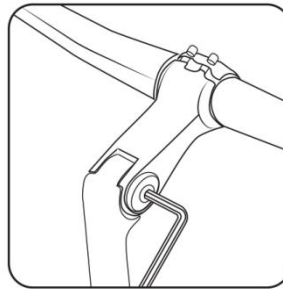
1. Suitable For C20-1 Model.

Adjust the handlebars to the proper position and then fasten the handlebar riser clamp ring quick release.



2. Suitable For C26-2 Model.

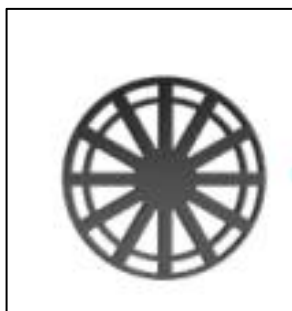
Adjust the angle of the handlebars and tighten the screws.



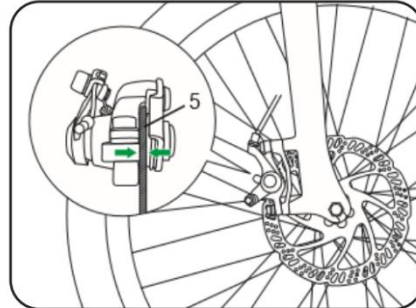
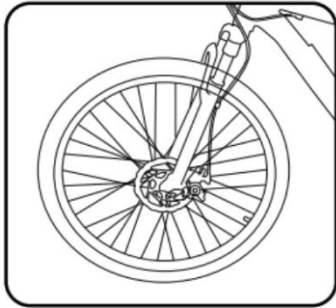
(3) Installation Of Front Wheel

Suitable For All Model E-Bike

- Use a No.8 (M17 wrench) tool to loosen the fork retaining bar and remove it (this accessory is to prevent the fork from deforming during delivery).



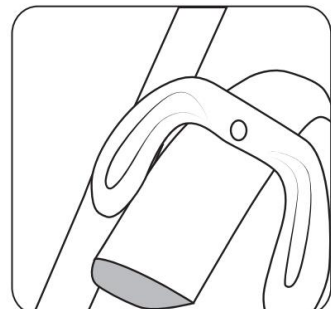
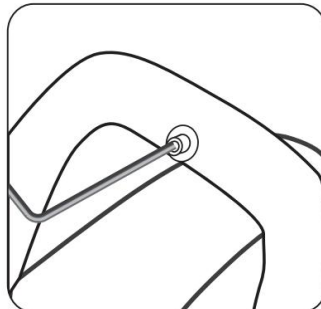
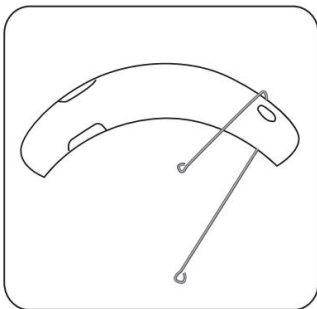
- Place the front wheel into the forks, make sure the fork hangers are secured to the axle and make sure the disc is placed in the middle of the brake, tighten the flange nuts on both sides using a No.7 (M15 wrench) tool.



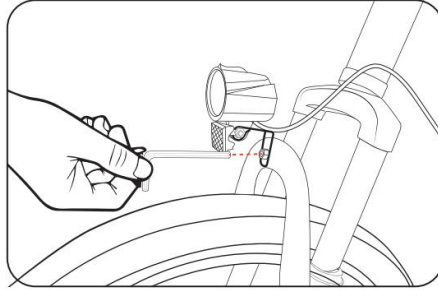
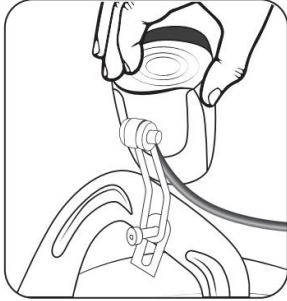
(4) Installation Of Fenders And Lights

1.Suitable For C20-1/C26-2 Model

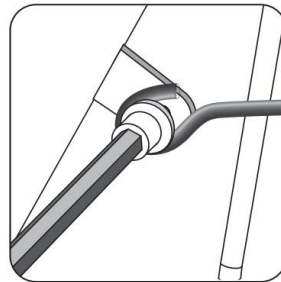
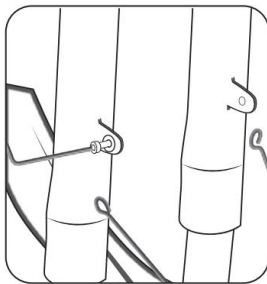
- Loosen the screws in the corresponding positions of the front wheels as shown below. Place the fender in this position.



- Attach the headlights and refasten the loose screws. Adjust the position of the lights and tighten the screws.



- Loosen the screws that hold the baffle in place, secure the baffle, and then tighten them again.

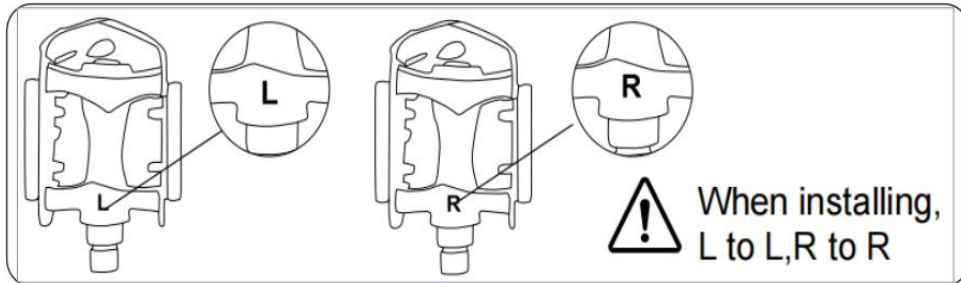
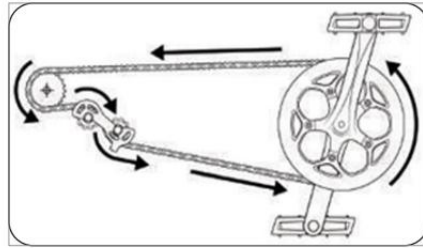
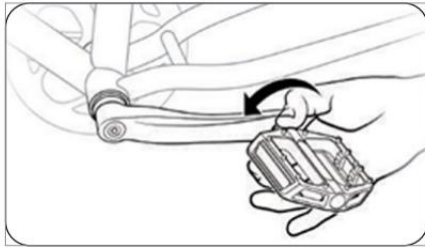
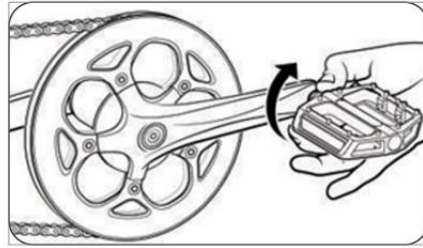
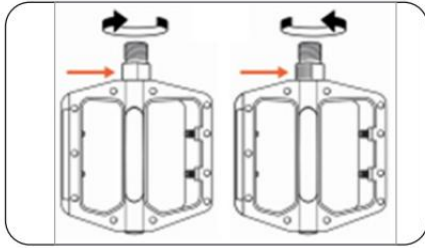


(5) Installation Of Pedal

Suitable For All Model E-Bike

Ensure that the threads of each pedal are fully inserted into the crank arm and fully tighten the pedals with a No.7 (M15 wrench) tool.

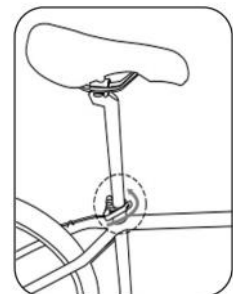
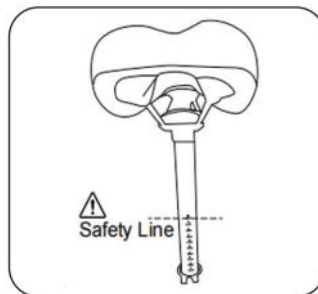
Note: Turn the pedal labeled "L" counterclockwise into the left crank and the pedal labeled "R" clockwise into the right crank.



(6) Mounting Saddle

Connect the seat and seatpost first, then insert the seatpost into the bar receiver, adjust its position and adjust the height to suit your riding habits, tighten the seat with the clamp.

Note: Do not exceed the maximum saddle height and do not raise the saddle above the safety line!

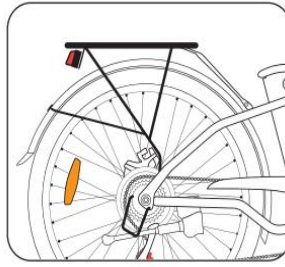
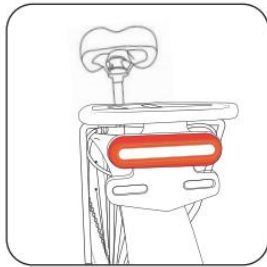


(7) Installation Of Tail Light/Rear Reflector

1.Installation Of Taillight

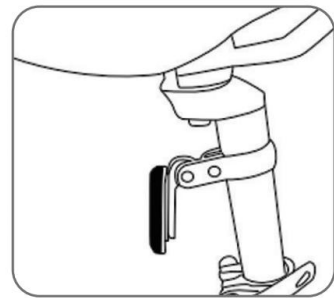
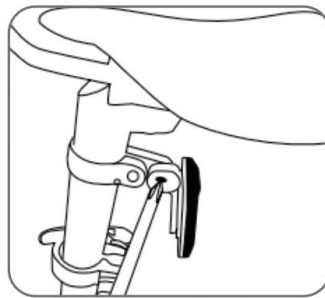
For C20-1/C26-2 Model E-Bike

- Remove the taillight, install the taillight on the rack and tighten the screws with a tool.
- Connect the plug of the taillight cable and bind the cable to the shelf with a tie wrap.



2. Installation Of Rear Reflector

Suitable For M26-3/M26-2/M27-1/S26-1/M24-1 Model E-Bike

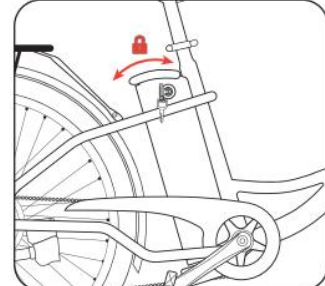
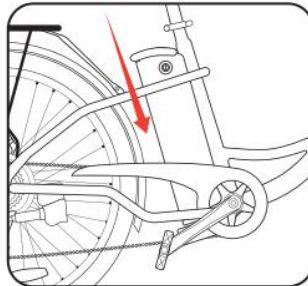
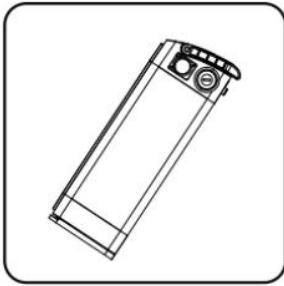


(8) Installing The Battery

1.For C20-1/C26-2 Model E-Bike

- Insert the battery into the center of the frame and lock it with the battery key.
- Make sure the battery switch is on to enhance your riding experience.

- To remove the battery, insert the battery key and turn it to the unlock position before removing the battery.



(9) Adjust The Angle Of The Brake Levers, Gauges, Shifter, Throttle, And Bell On The Handlebars, Then Tighten With a Tool.

After doing the above steps, then the installation part is successfully completed.

VI、 Instructions For Use

(1) Meter Introduction

1. Suitable For C20-1/C26-2/M26-3 Model E-Bike.



There are three buttons on the instrument, including on/off, plus/headlight, and minus/boost; in the instructions that follow, the on/off button is replaced by the word "ON/OFF", the "+" button is replaced by the word "UP", and the "-" button is replaced by the word "DOWN".

Setup Instructions:

- **Display Interface:** After the instrument is turned on, the instrument will display real-time speed, single mileage, total mileage, power and battery by default. Short press "ON/OFF" button can switch between total mileage (km), maximum speed (km/h), average speed (km/h), time (MIN).
- **Assisted Push:** Press and hold the "DOWN" button, after 2 seconds, the electric vehicle enters the electrically assisted push state. The electric vehicle will travel at a constant speed of not more than 6Km/h. Release the "DOWN" button and the scooter will immediately stop power output and return to the state before power assisted pushing.

- **Headlight Control:** Press "UP" button for 2 seconds to turn on the headlight, headlight icon will be displayed and backlight brightness will decrease. Press "UP" button again for 2 seconds to turn off the headlight, headlight icon disappears and backlight brightness is restored.
- **Kilometer/Mile Conversion:** U stands for unit, 1 stands for imperial system, 2 stands for metric system. Speed and mileage unit can be converted by UP/DOWN button, short press MODE button to confirm and return to single mileage zero setting status, long press MODE button to confirm and exit the general setting status. The default unit of the instrument is metric system.

(2) Battery Instructions

1. For C20-1/C26-2/C20-1 PRO Model E-Bike.

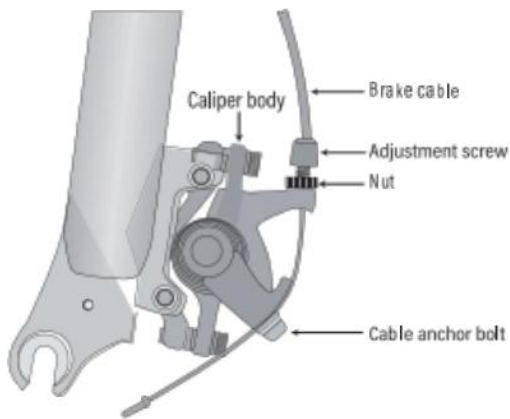
Familiarize yourself with key ports and key locations before riding. The following figure shows the key ports aligned with the press key port aligned with key location 1, consistent with the ON icon. In key position 1, the battery is in the "ON" position, the battery is locked to the frame, and the key cannot be removed. The key cannot be removed.



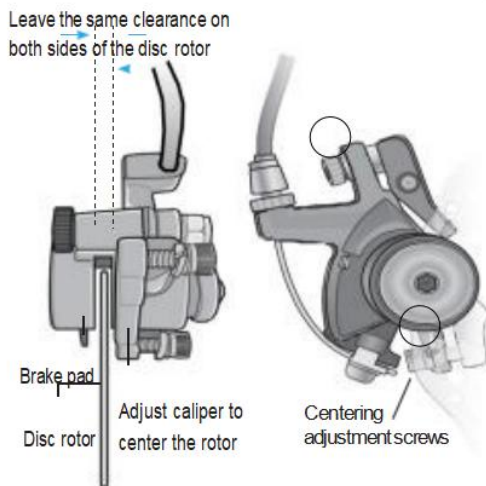
Key / Icon	ACCOUNT
1	Switch off, battery can be removed
2	Switched off, battery locked
3	Switch on, battery locked

VII、 Brake Adjustment

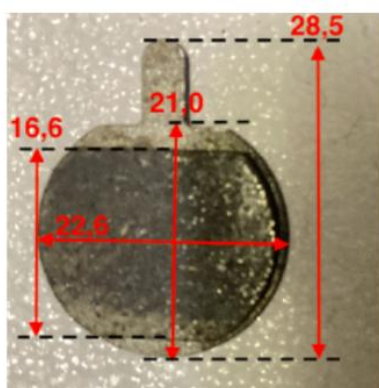
Before aligning the mechanical disc brake, make sure that the brake cable is properly inserted into the brake lever. If the disc rotor is bent or damaged, replace the rotor first.



If the brake is not sensitive, loosen the fixing bolt of the brake cable, shorten the braking distance of the brake cable, and then tighten the bolt. Or, when the brake is too sensitive, increase the distance of the brake cable.



If the rotor is always rubbing against the brake pad or has excessive clearance, loosen the two centering adjustment screws, but do not remove them. Turn the wheel slowly and check the space between the rotor and the brake pad; adjust the position of the brake pad and rotor to avoid friction between the the rotor and pad. After the adjustment, tighten the screws.

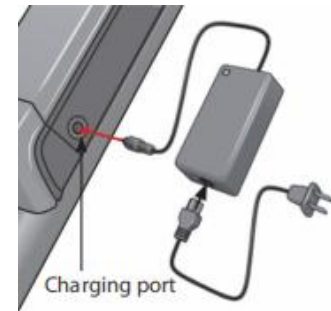


You can also order brakes from specialized dealers. The dimensions are shown on the left (in mm):

VIII、Charging: Guidelines For Safe Handling

1. Please follow the instructions for use. Otherwise you will be responsible for the consequences thereof.
2. Please use the original special charger, and do not use other chargers.
3. Note the chargeable battery type and applicable voltage. Do not use different types of battery in mixture. The charging time shall not exceed 12 hours and the charging current shall not exceed 3A.

- Insert the charger probe into the charger port on the electric bike battery as shown in the figure.
- Insert the tip of the wire into the battery charger.
- The red indicator will then on and stay red until the battery is fully charged. After the battery is fully charged, the indicator will become green.



IX、Error Codes

If there is an electrical problem, "Error" and an error code will be displayed. The detailed meaning of the error is:

Error Code	Define
21	Abnormal Current
22	Abnormal Oil Pressure
23	Motor Phase Error
24	Abnormal Motor Hall Wires
25	Abnormal Braking
30	Communication Exception
31	On/Off Button Sticks
34	6Km Function Button Adhesion

X、 Product Troubleshooting And Methods

Fault Phenomenon	Fault Judgment	Fault Resolution
Dial indicator does not light up, motor does not rotate	Battery voltage in undervoltage condition	Charge now
	Battery life is exhausted	Battery replacement
	Bad power lock.	Replacement of power lock
High-speed operation of the motor cannot be controlled after the power lock is turned on	Adjust the handle and the controller three wires in the wrong position	Reconnect
Headlights don't work.	Damaged headlight switch	Replacement of switch
Motor turns on and off	Poor battery contact	Adjust or polish contacts
	No contact when power lock is burned out	Replacement of power lock
Short distance traveled on a Single battery charge	End of battery life	Battery replacement
	Battery voltage mismatch	Battery maintenance or battery replacement
Battery not charging or undercharging	Battery life is exhausted	Battery replacement
	No output from charger	Replacement of the charger
	Poor contact between charger and charging socket	Replacement of charging socket
Controller component burned out	Component burnout due to water ingress and short circuit in the controller	Replacement of the controller

XI、 Product Precautions

1. Precautions for charging:

(1) During charging, put the battery in a safe place out of the reach of children.

(2) The battery of electric bike must be stored in the environment with a temperature range of -20 to 45°C. Do not place the electric bike at a place with the temperature exceeding 45°C. When the ambient temperature is lower than -20°C, the battery will be self-locked and cannot be charged or used.

(3) Keep the battery dry. Do not put it in acid/alkali liquid and keep it away from rain, fire or high temperature. Keep metal contacts clean if necessary. Clean them with a soft, dry cloth.

(4) It is strictly forbidden to reversely connect the positive and negative poles of the battery, it is strictly forbidden to connect the positive and negative poles of the battery, and it is strictly forbidden to damage, disassemble or short-circuit the battery.

(5) Do not disassemble the battery without permission, and do not perform any unreasonable operation of the battery or unreasonably use it.

(6) Please use original battery. Do not change it with other brands or products.

(7) Use the original charger. Please do not use other charger brands or other batteries for this charger.

(8) Do not cover the charger during charging.

(9) Do not use the battery when not being fully charged.

(10) Before charging the electric bike, make sure that the charging port is dry and free of malfunctions and foreign objects. Only use the correct socket (100V-240V/50HZ-60HZ) for charging. When charging the electric bike, keep away from children and pets and make sure there are no flammable objects nearby.

(11) Do not use the electric bike while charging or connecting to a charger in any case.

(12) Be sure to lock the battery with the attached battery key and pull out the battery key before using the electric bicycle. Please keep the key properly. If it is

lost, the user shall be fully responsible.

(13) If you completely immerse the battery or charger in water by accident, please power off the product immediately, disconnect the motor from the battery and stop charging, then contact us for technical support in time, and do not restart the product until we conduct a guide testing.

2. Battery Handling Precautions:

- (1) Recycle or discard the battery in an environment-friendly way.
- (2) Do not throw the battery into fire. The battery may be exploded or leaked.
- (3) Do not discard the battery in ordinary household garbage.



XII、 Product maintenance instructions

1. Bicycle Maintenance:

- (1) Check whether the front and rear wheel screws are tightened.
- (2) Check whether the tread of cover tire is worn or cracked. Whether the front and rear tire pressure is suitable. Whether the driving system is unblocked.
- (3) Whether the joints are normal: Whether the braking wire fastener can be used in lubricating state.
- (4) Regularly check whether the brake functions well, and increase the braking distance on rainy/snowy days or during downhill riding.
- (5) Lubrication is an important part for maintaining an electric bike. The front axle, center axle, Cassette and pivot point of the front fork suspension shall be scrubbed every six months, and butter or oil should be added as needed.
- (6) Adjustment of the brake system: Loosen the screws on the brake wire fixed seat, then tighten or loosen the brake wire, so that the average distance between the two sides of the pads and the disc is 0.3mm-0.5mm, and finally tighten the screws.

2. Bicycle Battery Maintenance:

- (1) After riding for a certain distance every day, charge the battery timely, or it may reduce the service life.

- Charge the battery when the battery level is between 30% and 50%.
 - Make sure the battery is not fully discharged (deep discharge).
- (2) If you do not use the bike for a long time (and store the battery for more than two months), please pay attention to regular charging to maintain your battery. Otherwise, it will reduce the service life or cause the battery to be damaged and unusable. Please perform the following operations:
- Fully charge the battery and remove the battery.
 - Make sure there is no clear damage to the battery
 - Please fully charge the battery before long-term storage.
 - Store the battery at a dry, low-humidity place.
 - Keep the temperature between 5°C and 20°C.
 - Protect the battery from extreme temperature fluctuations.
 - Do not expose the battery to direct sunlight or heat.
 - Ensure that the stored battery is charged every three months.
- (3) It is normal if the battery capacity may be decreased slowly during using. The battery power cannot be restored when reaching the final life cycle.

XIII、Warranty statement

- In addition to the statutory warranty, VARUN grants electronic components such as "motor" ; "Control Unit"; "Display" and "Battery" one year warranty after customer registration.
- Wear parts such as "brakes" ; "caliper" ; "brake pads" ; "Lamps"

etc. are excluded from the guarantee. Defects caused by an accident or improper handling are fundamentally excluded.

Any of the following will void the warranty:

1. Failure to follow all instructions or recommendations listed in the user manual.
2. Single vehicle collision, accident or vehicle damage caused by careless parking.
3. Illegal behavior.
4. Never registered your e-bike or could not provide an order number.
5. DIY repair electronic products.
6. Misuse of bicycles on off-road terrain, dirt, snow, water, sand, gravel and water.
7. If the bicycle is used as a rental unit.
8. Damage caused by earthquake, lightning, fire, flood and other natural disasters.
9. Prolonged exposure to rain, hail, snow or direct sunlight can cause rust and/or paint discoloring.
10. Overload exceeds recommended load.
11. Damage caused by nails, needles, broken glass, debris, sharp stones or other foreign objects.
12. Jumping from ramps, stairs or elevated ramps if the bike is used for,

but not limited to, stunts.

13. If the vehicle is used for competition or racing.
 14. If modifications have been made to the engine, electrical system, suspension and battery for any purpose.
 15. Use of other components not approved by the manufacturer.
 16. Damage caused by improper care and handling.
- Due to the nature of the product, some components must be unique to the manufacturer, such as, but not limited to, batteries, motors, gauges, controllers, Led headlamps, brakes or brake pads. Other components such as tires, inner tubes, saddles, racks, baskets may be used from listed or compatible products pre-approved by the retailer or manufacturer.
 - If you have any questions about the warranty or to make any claims, please contact VARUN Service at:
 - Email: varunservice@yeah.net

XIV. Return policy

(1) Return Shipping Costs:

- a. If the return is due to quality, damage, and incorrect items, VARUN will cover the return shipping costs;
- b. If the return has nothing to do with quality, damage, or incorrect items,

but is simply at the buyer's personal and last minute discretion, the customer will have to bear the return shipping costs;

c. If you need us to provide you with a pre-paid waybill, please let us know and you print the return label and stick it on the box and take the package to the nearest logistics store such as DHL (if the return is caused by the customer himself, then the return shipping fee will be deducted from the refund).

(2) The returned device must be like new, including all original packaging, accessories and documentation. Any missing components may be deducted from the refund. Any shipping damage during the return process may be deducted from the refund.

(3) Refunds will be issued within an average of 1-2 weeks after we have received, inspected and processed the returned merchandise. Your refund will be returned to your original method of payment.

(4) If the customer wishes to cancel the order after the shipping label has been created, the customer will be responsible for shipping charges.

PLEASE NOTE: Warranty claims can only be made at your dealer or directly at VARUN Customer Service. Please do not return your e-bike without prior consultation. Otherwise the package may be refused and any resulting costs will be your responsibility.

XV、 FAQ

Q: How does customer service/warranty work after the sale?

A: When you have a problem with your bike, please leave us a message on the platform where you bought your bike or contact us directly:

varunservice@yeah.net

We will get back to you within one business day. It is best to describe your problem in detail and send pictures or make a video showing your problem. We will report your problem/video to our technical team and give you a solution.

Q: Can I ride in the rain?

A: Yes, there is no problem riding in moderate or light rain. Please make sure that the bike is completely dry before your next ride, and make sure that the bike is completely dry before your next ride, otherwise the bike will randomly disconnect. However, do not park your bike in the rain or wade through water. Soaking the vehicle and electrical components in water is prohibited.

Q: What is the most important thing I can do to maintain my battery?

A: Remember to charge your bike in a timely manner and do not leave it with an empty battery. Remember, if you don't use the battery for a long time, charge the battery every 2 months or the battery will starve to death because it has no power. No power. This will result in short trips or the display not coming on.

Q: Do you have a spare key for my e-bike?

A: Hi, we don't have a spare key, please keep your key safe in case you lose it.

Q: What is the range of my VARUN battery?

A: This depends on the situation, on factors such as the battery itself (capacity, condition, charging cycles); the landscape (even in the mountains); the weather (tailwind or headwind, cold/warm); the power support (low/high), etc. It is generally impossible to answer. Under laboratory conditions, each VARUN bike was driven over 100 kilometers during the test. It is recommended that you use the Pedal Assist mode, which improves range.

Q: From time to time, my display gives me errors, flashes, and occasionally goes out instead of coming on!

A: There may be poor battery contacts here. First clean the contacts on the battery, spray with WD 40 / Caramba or similar product and check that the battery is correctly placed in the supplied stand. If the battery is wobbling in the support, secure it. If the display goes out while driving, the contact between the battery and the control unit may be broken. It also makes sense to check the contacts on the control unit directly here.

Q: I want to buy another bike!

A: Ask our sales people for a "loyalty discount" on another new bike or a cheap refurbished bike (1 year warranty). We are here to help, just send us an e-mail.



E-Mail:

varunservice@yeah.net