

## Excider VV3 User Feedback (For vendor quality control purposes only)

This is not a complaint or request for remedy. Information provided for your quality control purposes. All in all, an excellent e-bike / design. Have not yet road tested. Too cold. Will write customer feedback when final tests complete.

Documentation, installation and maintenance: completely missing. If this information is available in Chinese, please provide, I may try to translate for you.

- Crucial: Explain that left and right pedals differ. Left pedal is reverse thread. This is why I stripped the left pedal thread and had to get a machinist to fix. This will be a common mistake and not easy for joe user to fix.

Assembly order: (what I did)

- front wheel, handlebars, rear carrier(far easier to do before rear fender), rear fender, taillight, seat, front fender and light (same bolt), tire pressure, oil chain

What is required:

- list / photos of included hardware (packing list)

- start to finish assembly steps, each step showing parts and photos

- Adjustment procedures:

- Brake oil, type required, filling

- Adjust brakes

- Adjust gears / derailleur

- Any programmer settings such as max speed. If this does not exist, may fail regulatory, some markets...

- replacement parts list

- electronics / controller documentation

1 - Packaging:

(One box): front wheel axle plastic protector shattered, front axle protruding from box. No damage.

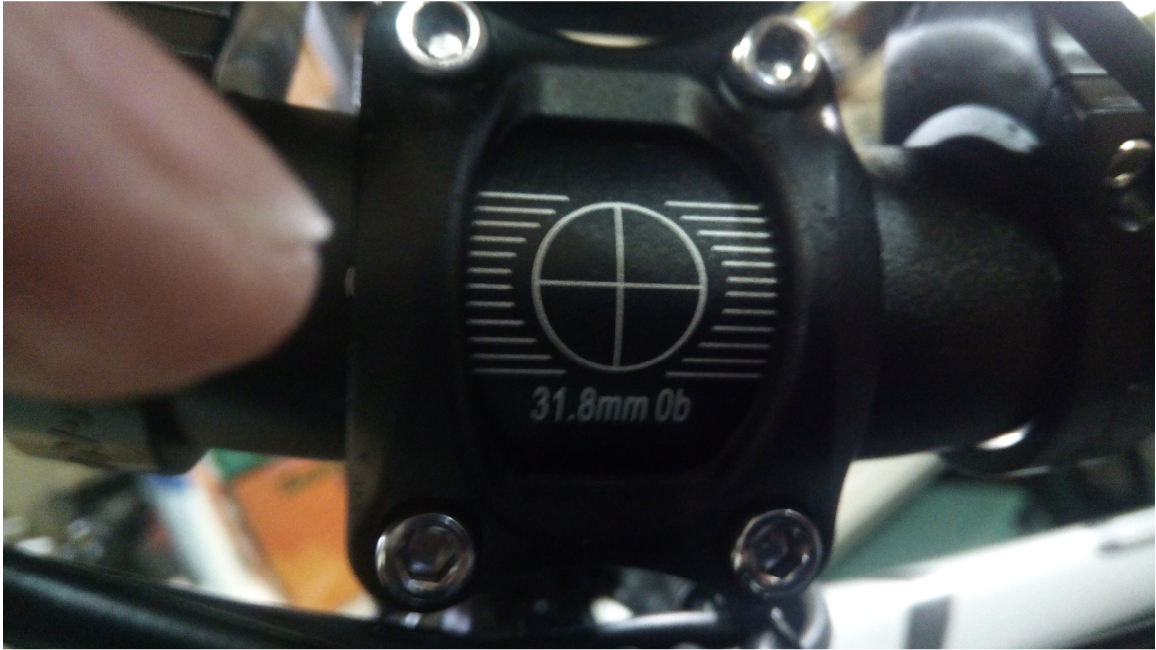
(both boxes): Some screws, bolts and washers were loose in box, appear to have been thrown in as an afterthought. Could have been easily missed / lost. Suggest all loose parts be in separate bag, along with installation instructions. Need to be absolutely sure no missing parts at packing. Missing parts lead to major customer dissatisfaction / delays.

2 - Missing (one bike) plastic cover, top of steering column.





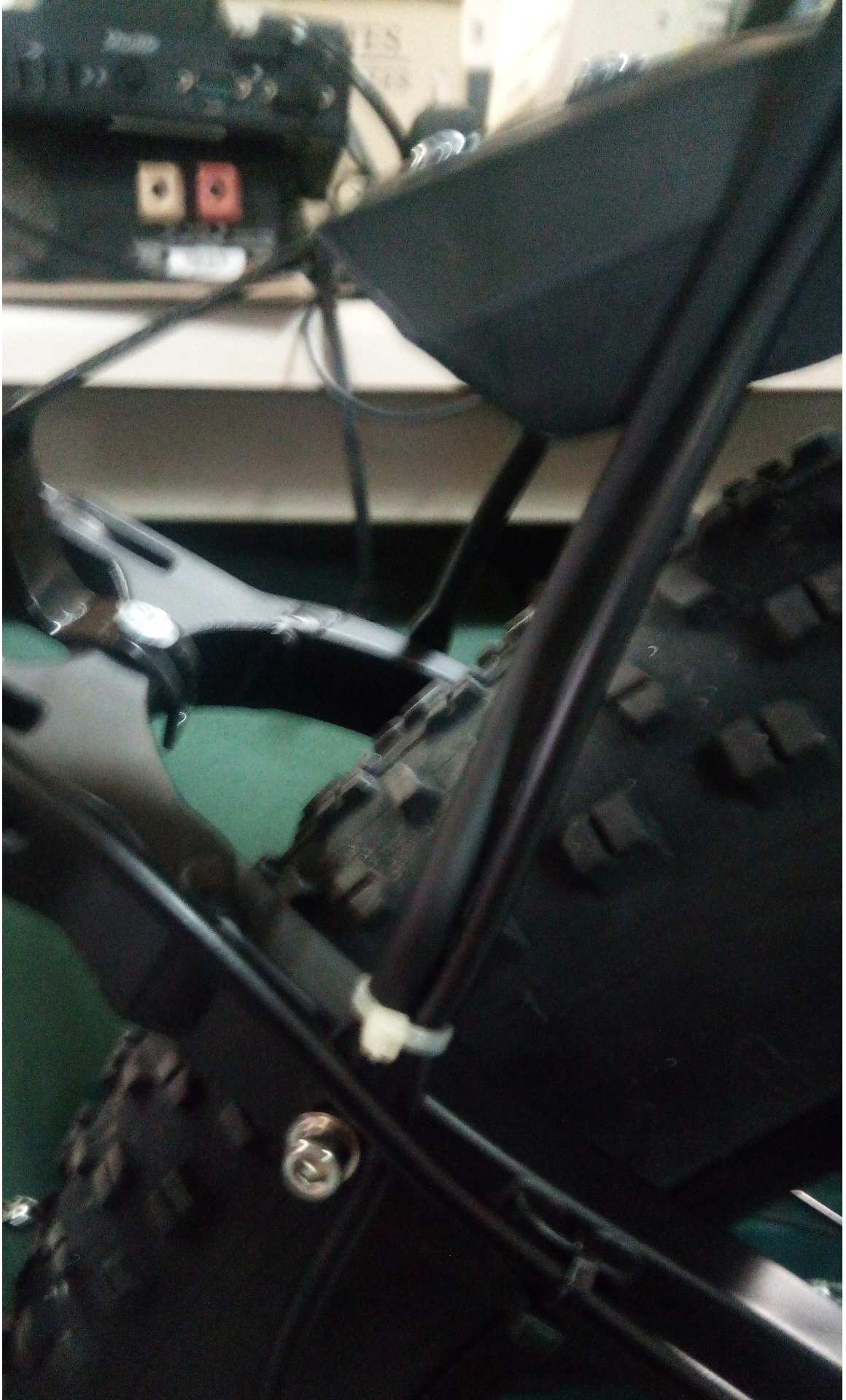
3 - Cross threaded screw, pre-installed (one bike, lower right), handlebar attach to steering column. Managed to fix. Suggestion: hand install these screws (no power tool), or, do not install these screws and handlebar holder - place parts in bag. Assumes installation instructions created.



4 - Rear carrier needs bending to fit. Suggestion: try installing carrier to see exactly what I mean. Three issues: (TODO: photos).

a: front mounting struts needs to be bent towards bike back to align with mounting holes:







b: front carrier struts are not flush with bike mounting - needs to be twisted to fit. In photo, need to twist strut so flush with bike frame.



c: Need to bend front carrier mount bracket down to fit. Bend down where vertical is bent to horizontal.



5 - Frame missing mounting hole + screw for rear fender (one bike). Had to drill hole and use bolt, lockwasher and nut:

Photo of bike with correct rear fender mounting hole and bolt:





Photo of e-bike missing rear fender mounting hole:







Photo after missing mounting hole drilled and fender installed using bolt, lockwasher and nut:





6 - Tire valve inserts screwed in too deep. Prevents reading / setting tire pressure. Had to buy a tool to adjust insert depth. This will be annoying for customers. Suggest determine proper valve insert depth and use an install tool that sets depth properly. As a final check, test that tire pressure can be read. Alternatively, explain this is fix if tire pressure cannot be read - manual.



Features to consider (wish list):

- 1 - Key on handle bar to disable bike when locked.
- 2 - USB charging port somewhere. Battery, headlight?