

Optibike Battery Warranty

The Optibike Lithium battery guaranteed to have 70% of its original tested capacity after 3 years or 30,000 miles, whichever comes first. Capacity is tested at Optibike prior to shipment. Subject to terms and conditions.

In the event that a battery needs to be removed for return shipment to Optibike, Optibike will reimburse customer for labor in the first 12 months of bike ownership. Subject to terms and conditions. After 12 months, all labor is the responsibility of the customer.

There is not a labor charge to remove the battery during the warranty period if the bike is brought in to Optibike located in Boulder, CO.

Optibike retains the right to repair or replace battery at the sole discretion of Optibike.

In the event that battery is not repairable, the battery will be replaced with a prorated credit applied towards the replacement for the remainder of the original battery warranty.

The new, replacement battery will carry a new 3 year/30,000 mile warranty.

For customers living in the Continental US, Optibike pays shipping in both directions for battery repairs/replacement for the first 12 months. For the remainder of the warranty after 12 months, the customer is responsible for paying for the shipping to Optibike and Optibike will pay to return the battery to the customer.

International customers and customers living in Alaska or Hawaii, shipping is not included in the battery warranty. Optibike is happy to arrange for HAZMAT compliant shipping to be billed to customer.

All Lithium batteries must be shipped as Class 9 dangerous goods (HAZMAT) and must be shipped in accordance with all local, state, federal, and international laws.

Lithium batteries sold by Optibike can NEVER be taken on board a passenger aircraft.

Battery Warranty Terms and Conditions

Lithium batteries require care and some maintenance to maximize life expectancy. Abusing your battery will void your warranty.

Warranty is void if battery is charged below 32 degrees F (0C).

Warranty is void if battery is allowed to sit for a period of 12 months or more while fully discharged.

Warranty is void if battery is not fully charged and discharged every month.

To qualify for reimbursement of labor, customer must request that the bike shop performing the labor contact Optibike for instructions BEFORE work begins. All warranty labor must be approved by Optibike.

After work is performed, customer is to submit receipt to Optibike for reimbursement.

Reimbursements are paid by check and mailed within 21 days by post.

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