

EN

V.I 2024



OWNER'S HANDBOOK
ASSEMBLY & MAINTENANCE

SUPER73-Z MIAMI

WELCOME!

Please read this owner's handbook carefully before using your SUPER73 in order to become thoroughly familiar with the correct operation of your e-bike's controls, its features, capabilities, and limitations. This handbook includes safe riding tips but does not contain any of the techniques and skills necessary to ride an electric bicycle safely.

Join the Super Squad community of riders wherever you are!

This is just the beginning of your adventure with us! We look forward to hearing about your experience and seeing you online on our social networks:

📷 Instagram.com/super73 and Instagram.com/Super73eu
▶ Youtube.com/c/super73 and Youtube.com/@SUPER73Europe
📘 Facebook.com/groups/Super73owners/
Tag us! @Super73 @super73eu #Super73 #super73eu

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This handbook was drafted in the English language (Original instructions) and may have been translated into other languages as applicable (translation of Original instructions).

This handbook contains information on the SUPER73 electric bikes. Always store this Owner's Manual with the SUPER73 and refer to it for information whenever necessary. The information contained in this publication is based on the latest information available at the time of printing.

Please note all instructions and notices are subject to change and updates without notice. Please visit support.super73.com for periodic tech updates.
Feedback: support.super73.com

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+ MISSION STATEMENT +

Super73 exists to create adventure and **community**. We strive to bolster adventurous exploration through **innovation**, create positive and forward-thinking experiences with **integrity**, and cultivate enthusiastic support and vision for the community.



GENERAL INFORMATION

Please note the following symbols:

 **WARNING!**
Warnings, precautions, and potential risks associated with the use of your SUPER73.

 **Danger!**
Potential dangers to safety if respective calls to action are ignored.

 **Tip!**
Recommendation! Meaningful additional information.

Please perform a safety check before each use, as described on in the “Pre-ride Safety Check” section on pg. 14 of this handbook.

Do not ride your SUPER73 if it has been assembled incorrectly. Riding an incorrectly assembled bike may put your own safety at risk as well as others.

If you feel uncertain about proper configuration after assembling your SUPER73 according to the provided assembly instructions, please contact your specialized retailer or SUPER73 directly.

 **If any of the instructions are beyond your skill set, we recommend taking your SUPER73 to a certified E-Bike specialist or professional cycle mechanic for assembly.**

 **This handbook includes details of maintenance work which must be carried out at frequent intervals to maintain an operational and safe SUPER73. Never perform work on your SUPER73 beyond instructions in this handbook. This handbook is not intended as a comprehensive use, service, repair or maintenance handbook; maintenance beyond that which is set out in this handbook is to be handled by an E-Bike specialist or professional cycle mechanic.**

 **DANGER!**
Please read the handbook, including the assembly instructions in full before beginning to build your new electric bike to ensure the proper functioning of it. Failure to do so will give rise to a risk of injury, death and/or property damage.

EUROPE AND THE UK- PREAMBLE

SUPER73 electric bikes purchased in Europe and the UK and sold for use in Europe and the UK have been tested, certified and are conform to security requirements of EPAC (Electric Power Assisted Cycle) according to EN 15194, have a maximum speed of 25 km/h and a 250 Watt motor power output. Principles of operation of a pedelec:

Your power-assisted bike is “assisted”. This means that, according to the legislation, you have to pedal continuously for assistance. The assist is active only during the pedaling movement. The assistance of your bike is cut beyond 25km/h as required by UK and European regulations.

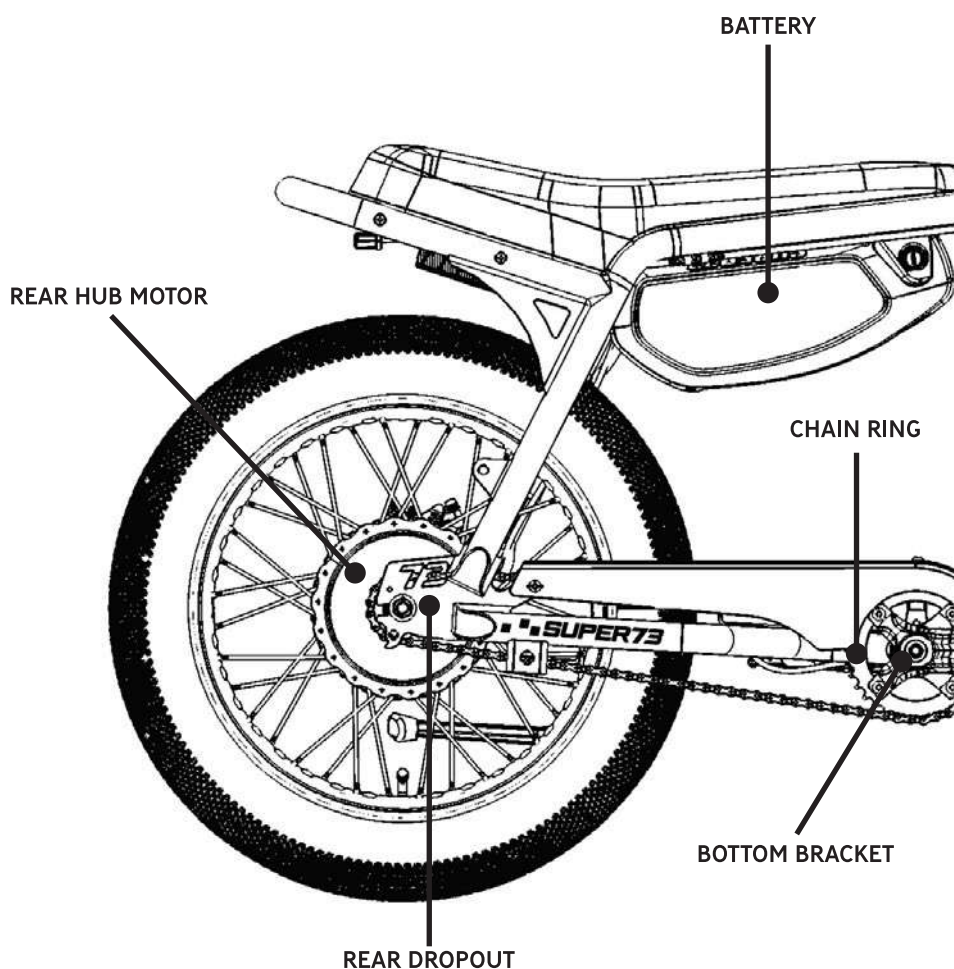
DIAGRAM OF THE SUPER73-Z MIAMI

NOT SHOWN (EU MODELS):

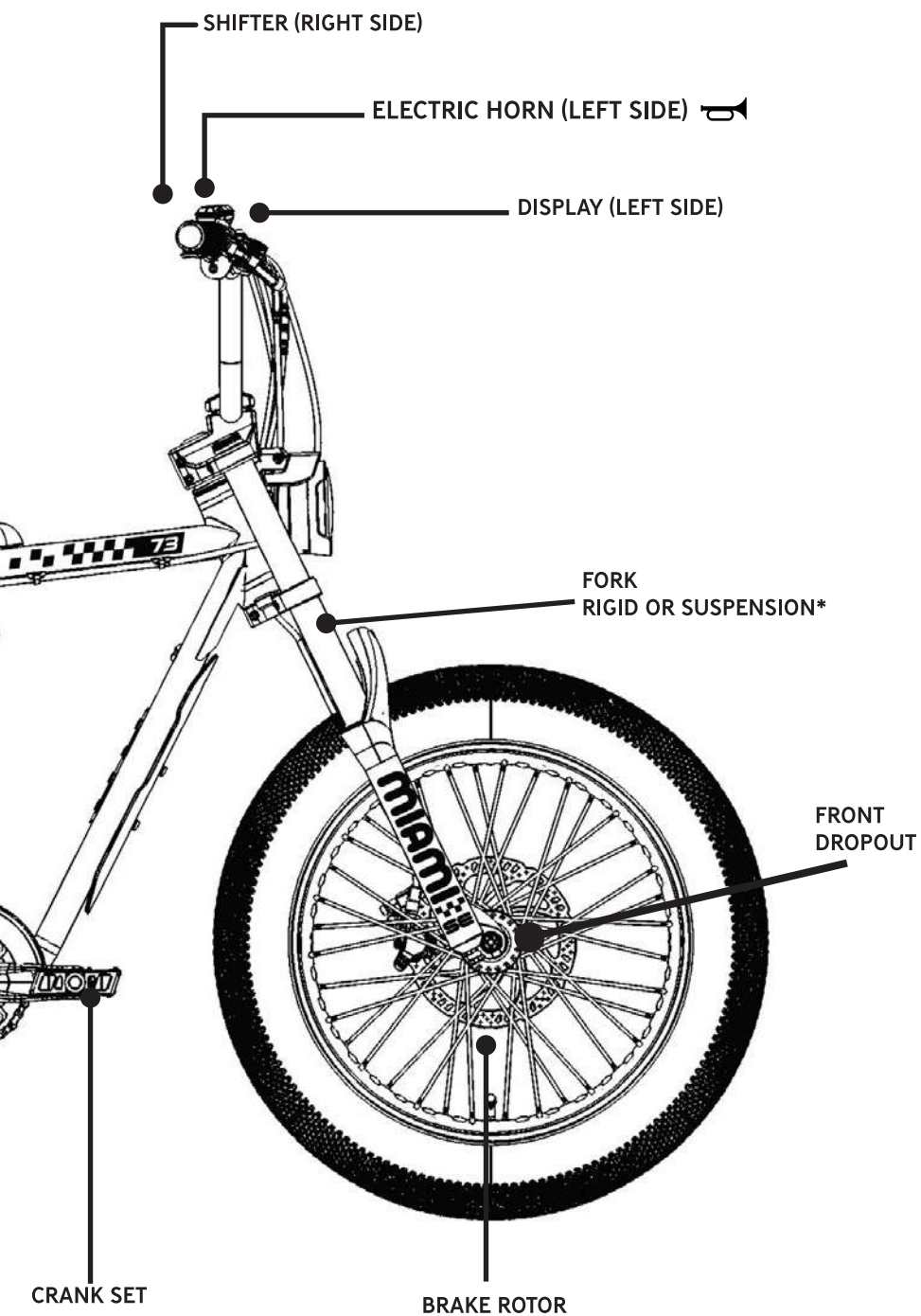
8-SPEED GEARING

REFLECTORS

DERAILLEUR



*Type of fork may vary between rigid and suspension depending on the trims.



LEGAL REQUIREMENTS



Please check your country's regulations on electric bikes before riding.

In most European countries, the rules of public traffic valid for bicycles also apply to e-bikes traveling up to 25 km/h. However, there are some notable differences (such as the age limit of the cyclist). More information here:

bike-eu.com.s3-eu-central-1.amazonaws.com/app/uploads/2015/09/rules-regulation-on-electric-cycles-in-the-european-union-may-2017.pdf



For the latest information on assembly and maintenance, please visit eu.super73.com.

INTENDED USE

No liability or warranty shall be accepted if the use of the SUPER73 deviates from this intended use (as set out within this handbook), if safety instructions are not observed, in the event of overloading, or if faults are not properly rectified. Similarly, no liability or warranty shall be accepted in the event of assembly errors, intentional acts, accidents, and/or any failure to follow care and maintenance specifications or to observe warnings set out within this handbook. Further, any modification or alterations to the electrical system (tuning) voids all claims under warranty and guarantees.

- Your SUPER73 electric bike is designed for use on paved paths only. You should therefore never ride on stairs, jump, or perform wheelies or similar activities.
- SUPER73 electric bikes are not approved for participation in competitions.
- Commercial use does not form part of the intended use.
- Operation parameters, maintenance, guidelines, and service instructions described in this manual are part of the intended use.
- The handlebar of your SUPER73 has a fixed height and is not adjustable.
- Towing a trailer with excessive weight may damage the SUPER73 and void the bike's warranty.
- The SUPER73 has not been designed to accommodate a child seat.



The curb weight of the SUPER73 Z Miami is 27kg.

Please observe the permitted maximum payload of 147kg (325 lbs).



DANGER!

If the user rides the SUPER73 beyond its intended use, (as outlined within this handbook), this will give rise to a risk of injury, death and/or property damage.

GETTING STARTED



DANGER!

Please read the instructions entirely before assembly to ensure the proper functioning of the SUPER73. Failure to do so could result in serious injury or death and the risk of potential injury to those around the user.



VIDEO

View our assembly video and follow the step-by-step instructions on our website at <https://eusupport.super73.com/hc/en-us/>.



Please **read all assembly instructions in full** before beginning the build of your new bike.



If any damage has occurred to your SUPER73 during transit, please submit photos to SUPER73 by emailing us at customercare-eu@Super73.com.

IN THE PACKAGING

- 1 x lithium-ion battery
- 2 x keys for the battery
- 1 x battery charger
- 1 x set of pedals
- 1 x two-sided open-end wrench with 15mm and 13mm ends
- 1 x 5mm hex wrench

ADDITIONAL RECOMMENDED TOOLS:

- 2.5 mm hex wrench
- 4 mm hex wrench

GOOD TO KNOW:

- Bolts for the handlebars mount are M6 X 12mm socket head cap screws.
- Right pedal has the letter "R" inscribed on it, the left pedal has the letter "L" inscribed on it.
- 5mm Allen key can also be used to adjust brakes.
- Tire inner tube size is 20"x4.25" or 20"x4" for the rear and front with Schrader valve.



DANGER!

Before performing any work on your SUPER73, turn off the power system and remove the battery. Be sure to also turn off the power system and remove the battery during transport in a vehicle. Involuntary activation of the pedal assistance system presents a risk of damage or injury.

ASSEMBLY INSTRUCTIONS



DANGER!

Do NOT ride your SUPER73 if it has been assembled incorrectly. Riding an incorrectly assembled bike can put your own safety at risk as well as others. Before your first ride, perform the pre-ride safety check on pg. 14.

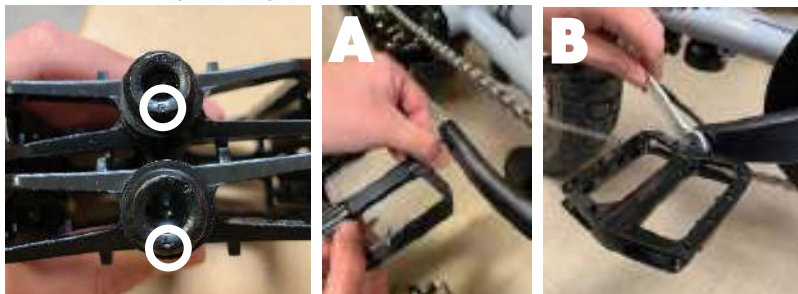
I. HANDLEBAR INSTALLATION

- A. Use the **5 mm hex wrench** to remove the bolts from the handlebar clamp.
- B. Once the clamp is open, place the lower crossbar of the handlebar in the groove of the top crown.
- C. Loosely tighten the handlebar clamp with the **5 mm hex wrench**, and adjust the angle of the handlebar to rider's comfort.
- D. Cross-tighten the handlebar clamp from corner-to-corner making sure the clamp is tight and handlebars do not move.



2. INSTALL PEDALS

- A. Install and tighten the pedals using the **15 mm open wrench**. Look for a letter marking "L" or "R" on each respective pedal and make sure to **install the left pedal on the left crank, and the right pedal on the right crank**.
- B. The right pedal is screwed on in a clockwise direction. The left pedal is screwed on by turning it counter-clockwise.



3. TIRE INFLATION

For transport purposes, tires are packed partially inflated. Tires must be inflated using a pump with a Schrader valve tip to a recommended 20-25 psi (1.38-1.72 bar).

- A. Inflate the tube to a max pressure of 35 psi in order to ensure that the tire is properly seated in the rim.
- B. Once properly seated, deflate the tube to a recommended 20-25 psi (1.38-1.72 bar). PSI will vary based on the weight of the rider and the type of terrain.

 The inner tube size is 20" x 4.25" or 20" x 4" for the rear and the front tire.



4. REAR DERAILLEUR AND GEARING

Make sure to check that your chain and derailleur are properly aligned by looking at the derailleur from the rear.

- A. The two pulleys should be lined up exactly underneath one another, so that the chain runs straight up from the tension pulley to the jockey pulley, with no sideways slant.
- B. Compare the line of the pulleys with that of the sprockets above them.



 More information on derailleur adjustment can be found on pg. 17 of this handbook.

5. CHARGE THE BATTERY



We recommend charging the battery for 6-7 hours on the first charge. This will help condition the lithium-ion cells for optimal performance.

The battery can be charged both mounted on the bike or separately from the bike. Two keys are supplied to unlock and lock the battery.

- A. Plug the charger into a 220v EU wall outlet.
- B. Connect the charger cable to the battery charging port. Make sure to properly align the charge cable to the charging port.
- C. Turn the battery on by pressing the power button. The battery will not charge unless it is switched on. The LED on the side of the battery will illuminate to indicate the battery is on and charging.
- D. If you have a throttle, it is disabled during the charge sequence and a charge icon will appear on the display during the charging process.

When the charging process starts, the charger LED turns red. Once the battery is charged, the LED turns green.

- A. Turn the battery off.
- B. Remove the charger cable from the battery charging port.
- C. Remember to put the protective cap back onto the battery charging port after charging to protect it from dirt and moisture.
- D. Unplug the charger from the socket.



Always make sure that there is plenty of ventilation and a dry, fireproof environment for the charger, including before and after connecting the charger. In addition:

- Do not leave the battery connected to the active charger for more than 24 hours.
- Do not leave the charger connected to a socket for more than 24 hours.
- Charge the battery and use the bike at least once every 90 days.
- Do not store the bike for more than 24 hours with an empty battery. This prevents a deep discharge with irreparable consequences from occurring.
- Do not use the charger if the charger, main cable, or connector cable has any visible signs of damage, or if you are aware that they have been damaged.
- After being charged, if the battery remains connected to the charger, it will turn on and off again in short spurts of green light. This is not a defect. It simply indicates that individual battery cells are being slowly charged. Nevertheless, make sure that the battery is not connected to the charger for more than 24 hours.



More information on range and battery care can be found in the Maintenance and Components section on pg. 25 of this handbook.

Battery Range

Power output will vary depending on battery capacity. If your battery is at 20%, for example, it won't have as much power as a fully charged battery. If your Super73 has been shipped to you along with the battery, please fully charge the battery first. When a battery leaves the factory, it's not fully charged as required by international air and sea legislation. Battery is fully charged when the LED light on the charger is green.

ASSEMBLY IS FINISHED!

 You're almost ready to ride! **Before your first ride**, please verify your bike is safe to ride using the pre-ride safety check on pg. 14.



REGISTER YOUR SUPER73

 All original owners must register on our website to validate your warranty.

Please register your e-bike online at:

<https://eu.super73.com/pages/register-product> or scan the QR code.



If you are unable to register your e-bike online, please call or email us for assistance regarding registration. Write down below the following information for future reference:

Location or website of purchase: _____

Date of purchase: _____

Model name: SUPER73-Z Miami

Bike Serial #: _____
(Engraved on the underside of the bottom bracket in between the pedal cranks)

Battery Serial #: _____

Battery Key #: _____

 We recommend that you keep your original receipt with this handbook.

PRE-RIDE SAFETY CHECK

NOTE: The Safety Check DOES NOT take the place of ongoing preventative maintenance (as detailed from page 24 to 29).

 **DANGER!**
Ensure that this pre-ride safety check is carried out before each and every use of your Super73 including the first ride. Failure to do so will give rise to a risk of injury, death and/or property damage.

 Make sure the brakes have already been applied before getting on to your bike. If the assistance mode is turned on, your Super73 will start moving as soon as you push on the pedal. The unfamiliar push can otherwise cause a fall, hazard, or accident.

CHECKLIST:

1. WHEELS

- ☐ Check the condition of both tires and make sure that the tread is in good condition, and free from punctures, cracks, and deformations.
- ☐ Maintain proper tire pressure. We recommend a range of 20-25 psi (1.38-1.72 bar) dependent on the weight of the rider and the type of terrain.
- ☐ Make sure that the wheels are true and properly dished.
- ☐ Make sure that the wheels are properly seated in the dropouts and that the wheel nuts are tight and secure.

2. BATTERY

- ☐ Check that the battery is inserted securely: push the battery into its holder until it clicks into the lock. Remove the key from the lock and pull the battery to check if it has indeed locked into place.
- ☐ Check the charge status of the battery. Familiarize yourself with battery charging and storage best practices.



More information on battery maintenance in our Maintenance & Components section of this handbook on pg. 23.

3. BRAKES SYSTEM

- ☐ Pull both brake levers. You should feel an obvious pressure point and the levers should not be able to touch the handle.



More information on brakes in our Maintenance & Components section.

4. CABLES

- ☐ Look out for any loose cables.
- ☐ Make sure that every male and female plug is properly connected.
- ☐ There should be no strain on any wiring near the fork when turning the handlebars from left to right.
- ☐ Verify that the wiring on the frame is secure and free from any moving parts that may damage the wiring. This includes any wires and brake cable lines near the wheel or other moving parts.

5. DISPLAY

- ☐ Check that your display turns on and functions properly.

6. KICKSTAND

- ☐ Make sure that the kickstand is tightly secured, and not rubbing against the ground or tires.

OPERATING THE BIKE



DANGER!

Batteries that have not been fully inserted and locked can come loose during a ride and fall out. This can cause a crash and damage the battery.

Do not place the key or any other metal object into the charging port as this can result in a short circuit, rendering your battery nonchargeable and in need of replacement. This will void the warranty.



Do not sit on an e-bike while the kickstand is supporting the e-bike.



Perform the brake pad bed-in process before your first ride. For more information, please see pg. 25.

I. POWERING BIKE ON



- Disengage the kickstand, grab the brake handle to engage the brakes, and seat yourself on the SUPER73.
- Press the battery power button to turn the e-bike on.
- Once the display screen is illuminated and the start-up process is complete, the throttle and pedal assist will be active and you're ready to ride.

2. CHANGING THE INFORMATION VIEWED ON THE DISPLAY



- Quick press the "O" button to toggle the information viewed on the display.
 - Speed (mph/kmh)
 - Range (miles/km)
 - Pedal Assist (0-4)
 - Total (miles/km)

3. OPERATING THE HEADLIGHT



- The Super73-Z Miami comes equipped with a front headlight and rear light.
- To activate the headlight, press and hold down the up "." button on the display until the lights illuminate. Follow the same step to turn off the lights.
- The rear light will get brighter when the brake levers are engaged whether the headlight is on or off.

4. PEDAL ASSIST



To select your pedal assist mode, follow these steps once the display has been turned on and you are seated on the Super73:

- Press on the menu "O" button briefly to switch between display views until "Assist" appears on the screen.
- Press the up "▲" button to increase the pedal assist level. To decrease the assist level, press the down "▼" button. Pedal assist ranges from 1-4, with 0 meaning pedal assist is turned off. The higher the level, the more electric assistance you'll get, and the less you'll have to pedal.
- Level 1 (ECO) - 25% Power
- Level 2 (TOUR) - 50% Power
- Level 3 (SPORT) - 75% Power
- Level 4 (SUPER) - 100% Power
- Once you begin pedaling, the pedal assist sensor will activate the motor and you will begin to accelerate to the selected assist level.

5. BRAKING



- The brake levers are equipped with brake sensors that cut power to the motor when either of the levers are compressed. The Z employs Tektro mechanical brake systems. The right lever will activate the rear brakes when compressed, and the left lever will activate the front brakes when compressed.
- The Super73 brake orientation is as follows:
Rear brake = right lever
Front brake = left lever

6. SETTINGS MENU



- Hold down the "O" button on display to activate the settings menu.
- Settings parameters:
 - Contrast (display window contrast 0-100).
 - Units (standard is set to mi/F).
 - Position (changes the orientation of display if it is on the left or right side of the bike).
 - Back-light (display back-light power 0-100).
 - Version is the software version of the system.
 - Coin is the battery level inside display.

7. THROTTLE / WALK MODE

- Your SUPER73 is equipped with a walk mode function that allows you to engage the motor at a low-speed assistance level to move your e-bike forward at a walking pace while you are dismounted from the e-bike. Walk mode is activated with the thumb throttle included with your SUPER73.
- To engage walk mode while dismounted from your SUPER73, press the thumb throttle down. Releasing the throttle will deactivate the motor.
- The max speed of the walk mode function is 6km/h.

Throttle use is only intended for walk mode activation within the EU. E-bikes in countries outside the EU may be equipped with a throttle intended for normal riding up to 25km/h, dependent on local regulations. For these countries that allow active throttles up to 25 km/h, please note that the pedal assist system will override the throttle if both are used at the same time and it will cut the throttle off.

8. SHIFTING GEARS

The Super73-Z Miami is equipped with an 8-speed gear kit. Gears can assist you when riding on various terrains. Larger gears are ideal for flat road riding and smaller gears are ideal for climbing hills.



- The gear-shifting levers are installed on the right-hand side of the e-bike. Lever A shifts the gear up (larger), and Lever B shifts the gear down (smaller).
- While pedaling forward, press lever A with your thumb to shift the gear up.
- While pedaling forward, pull lever B with your index finger to shift down.



Never shift gears without pedaling the e-bike. You must be actively pedaling forward in order to shift gears. Peddling in reverse may cause the chain to de-rail.

9. TURNING OFF THE E-BIKE



- When you are done riding your Super73, it is important to turn off the power properly.
- Turn off the e-bike by pressing the power button on the battery. The light on the power button should turn off when properly powered down. The e-bike will automatically shut off when left idle for more than 5 minutes.
- You can charge the battery while it's on the Super73, or by removing the battery from the mount and charging it separately.

10. FORK SUSPENSION TORQUE SPECS (Torque wrench required for adjustment)

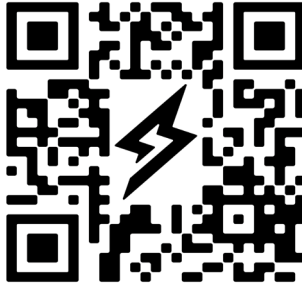
- Axle Clamps - N/A
- Axle - 20-25 Nm
- Upper Stanchion Clamps - 6-8 Nm
- Lower Stanchion Clamps - 6-8 Nm
- Steer Tube Clamp - 4-6 Nm
- Stem and Handlebar - 6-8 Nm

SUPER73 APP

 Never ride your e-bike and adjust settings on your app while the e-bike is in motion. Pull over and practice safe riding. Operating your e-bike and the app simultaneously, you put yourself at risk for collision and serious injury.

For more information on using the Super73 App, please refer to the Super73 App page https://eu.super73.com/pages/mobile-app?_pos=2&_psq=app&_ss=e&_v=1.0 on our website.

Scan the QR code to download the SUPER73 app!



GENERAL WARNINGS

Like any sport, cycling involves risk of injury and it is the rider's responsibility to assume potential risks and injury involved when riding. By choosing to ride a bicycle, you assume the responsibility for that risk. You need to know and practice the rules and safety regulations of riding this bicycle. Proper use and maintenance of your bicycle reduces risk of injury. Check your local, state, or country regulations for electric bike laws. For example, check the minimum age for using an electric bike, as this differs in various regions.

Riders must have the physical condition, reaction time, and mental capability to ride and manage traffic, road conditions, and sudden situations. Also, respect the laws governing E-Bike use in accordance with each region. If you have an impairment or disability (i.e. visual impairment, hearing impairment, physical impairment, cognitive/language impairment, seizure disorder, etc.), consult your physician before riding any bicycle.

NOTICE: Only take on tasks for which you have the necessary knowledge and tools. It is recommended that users pay special attention to all of the general operating rules below before operating their Super73 bike.

- When riding, obey the same road laws as other road vehicles, including giving right of way to pedestrians and stopping at red lights and stop signs.
- Use correct hand signals to indicate turning or stopping.
- Pay attention to the path ahead. Avoid potholes, gravel, wet or oily roads, curbs, train tracks, speed bumps, and other obstacles.
- Keep both hands on the handlebar at any time, especially when steering or braking.
- Walk your e-bike across all train tracks.
- Expect the unexpected, such as opening car doors or cars backing out of driveways.
- Be extra cautious at intersections and when preparing to pass other vehicles or other cyclists.
- Familiarize yourself with all of the e-bike features. Practice using the brakes and throttle.
- If you are wearing loose pants, secure the bottom using leg clips or elastic bands to prevent them from being caught in the chain.
- Wear proper riding clothes and avoid wearing open-toe shoes.
- Don't carry passengers or cargo that will interfere with your ability to control the e-bike.
- Never ride and use the app simultaneously. Pull over in a safe spot before adjusting any app settings or set your destination in the navigation while parked in a safe spot.
- Don't use music devices such as headphones while riding. This will restrict your hearing and impair your awareness of your surrounding environment.
- Maintain a comfortable stopping distance from all other objects, riders, and vehicles. Safe braking distances are based on a variety of forces, such as weather, traffic and lighting conditions, among other variables.

WET WEATHER



It is recommended to not ride in wet weather. The Super73 is not meant for use in puddles, heavy rain, and streams. Never immerse this product in water as the electrical system may be damaged. Take extra care while riding in wet conditions. Feet or hands can slip in wet conditions and lead to serious injury from a fall. Brake earlier as it will take longer to slow than when operating in dry conditions. Decrease riding speed. Wear reflective clothing and use approved safety lights. Road hazards are more difficult to see when wet, proceed with caution.

RIDING AT NIGHT



Be safe! It is recommended to not ride at night. Ensure your Super73 is equipped with a full set of correctly positioned and clean reflectors. Use a properly functioning lighting set comprised of a white front light and red rear light. Wear reflective and light-colored clothing. Slow down and use familiar roads with street lighting, if possible.

FOR PARENTS AND GUARDIANS



As a parent or guardian, you are responsible for the activities and safety of your child. The Super73 is not designed for use by children under the age of 16. Obey local regulations and always wear a helmet.

REPLACEMENT PARTS



Use only genuine parts from Super73 for safety-critical components including: battery, charger, motor, throttle, display, controller, lighting components, and wiring harnesses. Failure to do so could cause injuries, damage the bike, and invalidate the warranty.



When replacing components such as tires, inner tubes, and brake pads, use only parts that comply with Super73 recommended specifications in sizing and quality as directed.

TAMPERING



Do not, in any way, tamper with the electrical components of the Super73. Tampering includes opening the protective casing of the motor, battery, charger, or breaking any tamper evident seals, as well as any other modifications of components or the electrical system. Tampering with any of the electrical system could result in serious personal injury or damage to the bike.

IMPORTANT SAFETY INSTRUCTIONS



WARNING – When using this product, basic precautions should always be followed, including the following:

- Read all the Owner's Handbook instructions before using the product.
- To reduce the risk of injury, close supervision is necessary when the product is used by children.
- Always wear an approved bicycle helmet whenever using this product and ensure that all helmet manufacturer instructions are used for fit and care of your helmet. Failure to wear a helmet when riding may result in serious injury or death in the event of an accident.
- Ensure the Pre-ride Safety Check (set out on page 14 of this Handbook) is performed on your bicycle after assembly and before each and every use of your SUPER73 (including the first ride).
- It is your responsibility to familiarize yourself with the laws and requirements of operation of this product in the area(s) where you ride.
- Ensure handlebar grips are not damaged and properly installed. Loose or damaged grips can cause you to lose control and fall.
- Off-road riding requires close attention and specific skills, as it presents variable conditions and hazards which accompany the conditions. Wear appropriate safety gear and do not ride alone in remote areas.
- Bicycles and bicycle parts have strength and integrity limitations, and extreme riding should not be performed, as you risk damaging the components or becoming seriously injured.
- After any incident, you must consider your bike unsafe to ride until an inspection is made, according to the provided safety check in the user handbook. Consult with a professional cycle mechanic for a comprehensive inspection.
- Failure to properly charge, store, or use your battery will void the warranty and may cause a hazardous situation, including a risk of fire.
- Extreme care should be taken when using the pedal assist sensor and propulsion on this product. Ensure you understand, and are prepared for the power assistance to engage as soon as pedaling is underway.
- You should check the operation of the brake inhibitor switches before each ride. The brake system is equipped with an inhibitor that shuts down the power to the electric motor whenever the brakes are engaged.
- Users must understand the operation of the throttle and pedal assist levels before using, and take ample care in their usage at speeds appropriate for each region and user experience level. Use the lowest assist level until you are comfortable with the bike and feel confident in controlling the power.
- Because E-Bikes are heavier and faster than normal bicycles, they require extra caution and care while riding.
- Do not remove the front, rear or pedal reflectors.
- Never ride the e-bike while under the influence of drugs or alcohol or while intoxicated in any manner.
- Any after-market modifications to any electrical component on your SUPER73 not expressly approved by SUPER73 may void the warranty and create an unsafe riding experience.
- Do not put fingers or hands into the product, including the wheels, tires, battery and electrical system, as this will give rise to a risk of injury.

- Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or any other signs of damage.
- This equipment is not intended to be used at ambient temperatures less than 4°C (40°F) or above ambient temperatures of 30°C (85°F).
- The battery is intended to be charged when the ambient temperature is between 40°F (4°C) and 85°F (30°C). Never charge the battery when ambient temperatures are outside this range.
- The A-weighted emission sound pressure level at the driver's ears is less than 70 Db(A).
- Some parts of your SUPER73 bike will heat up during usage, such as brake rotors or chargers; be careful not to touch them immediately after use.



SAVE THESE INSTRUCTIONS

MAINTENANCE SCHEDULE



DANGER!

Intensive use of the Super73 may cause possible damage to the frame and the fork. It is important to inspect the frame and the fork and look for signs of cracks. A broken or cracked frame and fork can cause an accident and injury. Refer to the Intended Use section on pg. 8.

In order to prolong the life expectancy of your bike, here is an example of a maintenance schedule, under intended use, that we recommend:

1. BEFORE AND AFTER EACH RIDE

- ☐ Check the alignment of the wheels.
- ☐ Check the state of charge of the battery.
- ☐ Check that brakes function properly.
- ☐ Check tires for any punctures.
- ☐ Store the bike carefully in a clean and dry place.
- ☐ Check that your kickstand is tightly secured.
- ☐ Check for loose cables or wires that may be strained when turning the front wheel from left to right.
- ☐ Inspect all hardware to ensure it is properly tightened.

2. EVERY MONTH

- ☐ Inspect the handlebar and steer tube for any unusual movement.
- ☐ Check the cables, tires, handles.
- ☐ Check the wear of brake rotors, brake pads, and replace them if necessary.
- ☐ Check the tension of the spokes, and ensure that the wheels are true and properly dished.
- ☐ Lube the chain and check the tension in the chain.
- ☐ Inspect all hardware to ensure it is properly tightened

3. EVERY SIX MONTHS (depending on frequency and type of use)

- ☐ Inspect the frame, fork and look for signs of cracks in the metal.
- ☐ Check the bottom bracket and crankshaft and tighten the bolts on each crank.
- ☐ Check and grease the wheel hubs, headset, all parts in friction.



For your own safety, if any of the recommended maintenance procedures are not within your skill set, we advise taking your Super73 to an E-bike specialist or professional cycle mechanic for inspection.



DANGER!

Do not continue to ride your Super73 if any failure of hardware including bolts and fasteners integral to the brake system or wheel assembly should occur. Riding your Super73 with failed or missing hardware may put you at risk for potential injury or death.

MAINTENANCE & COMPONENTS



DANGER!

Before performing any work on your Super73 electronics system, turn off the system and remove the battery. Involuntary activation of the Super73 system will give rise to a risk of injury, death and/or property damage.

WASHING AND CARING FOR YOUR BIKE

Dirt, salt, and other elements can damage your bike. Regularly clean your Super73 and protect it against corrosion. Use clear water for cleaning and a gentle soap if necessary to dissolve grease and other residues. Do not spray water directly onto your Super73.

Instead, use a lightly damp cloth to wipe down any dirt or debris. After drying your bike, treat surfaces with a care product. Finally, wipe all parts with a clean, soft cloth.



DANGER! Do not clean your Super73 with a strong water jet or steam jet from a short distance, and take particular care not to spray water on or near the battery. This can damage the battery and create a risk of fire. In addition, the water can get past the seals and get inside the bearings. Lubricants are then diluted, increasing friction. In the long run, the bearing surfaces will deteriorate.

TIRES / WHEELS

The Super73-Z Miami has tire sizes of 20" x 4" tires with inner tubes and a rim liner. The inner tube size for the tires is 20" x 4.25" or 20" x 4". The tires are designed for durability and safety for regular cycling activities. However, tires must be checked before each use for proper inflation and condition.

Proper inflation, good maintenance, and quick replacement will help ensure that the operational characteristics of your bike will be maintained and dangerous conditions avoided.

Tires must be inflated using a pump with a Schrader valve tip with a recommended pressure between 1.24-1.72 bar (18-25 PSI). Check the condition of the tires and rims for damage, cracks or deformation. The minimal tightening torque of the wheel nuts is 21.69 Nm (16ft/lb).

It is essential that the proper air pressure is maintained in the tires all the time. Do not under-inflate or over-inflate your tires. Low pressure can cause loss of control and tires that are too inflated can burst. Failure to maintain proper air pressure rating indicated in the handbook may at any time result in tire and / or wheel failure.

Inflate your tires from a regulated air source with an available manometer. Inflating your tires with an unregulated air source could over-inflate them, resulting in an exploded tire. When tire wear becomes obvious or a hole in the tire is found, you must replace the tires and/or tubes before using the bike, otherwise injury to operators and/or damage to your bike could occur.



In addition to proper inflation, correct wheel alignment helps to decrease tire wear. If you find a tire is worn unevenly, have a professional cycle mechanic check the wheel alignment.

HELMETS / REFLECTORS

A properly fitting ANSI or SNELL, (or CE if you are located in Europe), approved bicycle safety helmet should be worn at all times when riding your bicycle, or recommended per your local laws. Always wear a properly fitted helmet that covers the forehead when riding a bicycle. Many states require specific safety devices. It is your responsibility to familiarize yourself with the laws of the state where you ride and to comply with all applicable laws, including properly equipping yourself and your bike as the law requires.

Reflectors are important safety devices that are designed as an integral part of your bicycle. Federal regulations require every bicycle to be equipped with front, rear, wheel, and pedal reflectors. These reflectors are designed to pick up and reflect street-lights and car lights in a way that helps you to be seen and recognized as a moving bicyclist. Check reflectors and their mounting brackets regularly to make sure they are clean, straight, unbroken, and securely mounted.

BRAKES

 Brakes are an integral part of the operation of your bike and must be properly maintained, adjusted, and replaced when necessary. If any of these tasks are not within your skill set, we recommend taking your bike to an E-Bike specialist or professional cycle mechanic.

 Mechanical brake lines require maintenance not only on the pads and rotors but also on the mechanical brake cable.

For optimum braking performance, SUPER73 bikes are equipped with Tektro disc brakes. Tektro brake adjustment manuals are available on www.tektro.com.

The Super73 brake orientation is as follows:

Rear brake = right lever

Front brake = left lever

Brake Models: Mechanical (M280)

<https://www.tektro.com/products.php?p=25>

Brake pads: Tektro E10.11

<https://www.tektro.com/products.php?p=216>

The wear of the pads on a mechanical disc brake can be regulated by unscrewing the cable tension knob. There is a complementary adjustment of the inner pad which can be tightened closer or removed from the disc by screwing it in or out with a 5 mm Allen key.

To ensure maximum service life of the brake components, avoid contamination of the pads and the disc by greasy substances.

Regularly check the condition of your cables, ducts or harness and the wear of your pads.

Some discs are only compatible with “resin” pads. Do not use a metal pad with discs marked “resin”.

For better ergonomics and safety, we advise you to adjust the brake levers in a position that places it as a natural extension of the user’s arms. If you have any questions or concerns, please contact SUPER73.

NEW BRAKE PAD & ROTOR BED-IN PROCESS

Any time you replace your brake pads, rotors, or both, it is important they are properly bedded for optimal performance. To bed your brakes properly after replacement, accelerate your bike up to and then engage your brakes to bring the bike to a near stop, then repeat the process up to 8-10 times. This process allows your pads to wear evenly as well as remove surface glaze and contamination from installation. Surface glaze on pads may cause "squealing brakes."

REPLACING THE PADS

When pads are worn, make sure to adjust both clearances between the rotor and pad so that they are equal and balanced. If only one side is adjusted, it may cause braking failure.

1. Pads and pad holders are held in place by a cotter pin on the caliper. To remove the pads and pad holder, straighten the cotter pin and remove, then gently push out the pads and holder. This may be easier to achieve by using an Allen wrench.
2. Once free of the caliper, the pads may be easily removed from the pad holder.

THE TEKTRON WARRANTY

The brakes on your Super73 are Tektro brand brakes. For any manufacturing problems or questions related to Tektro brakes, you can contact a local Tektro representative. The contact details of the distributors and places of service can be found at the following link: <http://www.tektron.com/service-a.php?t=2>

BATTERY



The battery is one of the most important components of your SUPER73 e-bike. By following the best practices below, you can optimize its life:

- Do not store a discharged battery. It could go into deep discharge which will reduce its life. Batteries in deep discharge are not covered under warranty.
- Do not use more than one battery at a time.
- Make it a habit to recharge the battery at the end of each ride, so that your e-bike will always be ready to go again.
- Even if the battery can withstand storage temperatures between -10°C and 40°C (23°F - 104°F), you can optimize its shelf life by storing it at room temperature between 18° - 23°C (65°-75°F).
- Observe operating conditions between 4°C - 30°C (40°F - 85°F).
- Do not leave your battery exposed to high temperatures or direct sunlight for long periods of time (for example, on the back of a car in direct sunlight).
- Please ensure that the contacts are always clean and do not insert metal objects.
- Do not dispose of the battery in your trash. There are proper disposal methods for lithium-ion batteries. Please check your local waste management regulations.



DANGER!

Do not open the battery or charger. There is a risk of short circuit. Opening the battery or charger will void the warranty. Protect the battery and charger against mechanical damage, heat (in case of prolonged exposure to sunlight), fire, and immersion in water. There is a risk of explosion and/or a risk of injury, death and or property damage. In case of damage and improper use of the battery or charger, vapors may emanate. Keep children away from the battery and charger.



Please follow proper charging instructions before charging the battery found on pg. 12. To charge the battery, use only the original charger or charger approved by the manufacturer. Remove the battery from the charger and disconnect the charger from the power supply when charging is complete.

RANGE

The maximum range of a full charge depends on many variables such as: age of battery, type of terrain and incline, rider weight, speed, outside temperature, driving style, amount of pedaling, or tire pressure.

Range in cold weather:

- In case of extreme cold, the range of your electric bike is reduced. It is a normal physical process, and in no case a damage or defect of the battery. If you use your battery when temperatures rise, its energy will increase again.
- We advise you to store the battery and charge it at room temperature during cold days. The power consumption warms the battery and you benefit from a good battery life, even when it is cold outside.
- In winter, however, plan for shorter trips or pedal with a lower level of assistance.

Conditions that affect your battery's range:

- Temperature: Extreme cold and heat can affect the battery's capacity.
- Total Number of Charge Cycles: As the battery ages, total capacity can decrease.
- The battery has a total of 1,000 full cycles when it's new.
- Wind: Riding into a strong headwind can decrease range.
- Road Conditions: Excessively rough or hilly terrain requires the consumption of more power.
- Load: Carrying extra cargo on the bike or in a backpack will use more energy.
- Rider Weight: please observe the max weight of 147kg (325 lbs).
- Repeated acceleration from a standing start.
- Poor Maintenance: Under-inflated tires, maladjusted brakes, a dry or dirty chain can decrease range.

Tips for Maximizing Range:

- Charge the battery at a temperature range between 18.3°C - 23.9°C (65°F - 75°F).
- Lithium-ion batteries have no chemical memory, and it is not necessary to discharge the battery completely for the best performance. Charging a partially full battery should have no negative effect.
- Maintain proper tire pressure and clean/lube the chain regularly.
- Operating temperatures between 4°C - 30°C (40°F - 85°F) should increase range.



DANGER!

Never charge the battery in a flammable environment. For safety reasons, the charger and the battery must be placed on a dry, non-flammable surface.

Never charge or use a defective or damaged battery or charger. Never send a battery by postal mail by yourself! A battery is in the category of hazardous/dangerous goods and requires certification to send by mail. Doing so without proper certification is punishable by law.

Immediately remove the battery from the Super73 if you notice damage to the electrical system and visit your local E-bike Specialist for inspection or contact Super73 directly. Any lack of professional expertise may cause damage or serious injury.

LIGHTING SYSTEM

The Super73-Z Miami includes a lighting system that is directly connected to the bike's electrical system. If either the rear or front light is no longer operable, please contact Super73 for troubleshooting and parts orders. Replacement components should be purchased directly from Super73. Please avoid the use of any third-party component that connects directly to the e-bike's electrical system. There are no batteries in the lights. Make sure the front and rear lights are clean before riding. If they are dusty, or dirty, clean them with a damp cloth for optimal visibility and safety.

SEAT

It is not possible to adjust the seat height of the Super73 e-bike. It is fixed to the frame by bolts. The minimum seat clamping torque on the frame is 6.78 Nm (5lb /ft). For maintenance, use a cloth and water with a gentle soap for cleaning. Avoid leaving the seat too long in the sun, as the fabric can be damaged by the sun's UV rays. Avoid wearing clothes that may puncture or tear the seat.



The e-bike and its parts are subject to wear and tear, like other mechanical products and parts. Moreover, various materials and parts react differently to wear and abrasion. If the life of a component is exceeded, it is possible that it will suddenly fail, which may present hazards to the rider. Any type of cracks, streaks, or color changes in highly stressed components could indicate the failure of the component. It is highly recommended that use of the e-bike is suspended until all failed components are replaced. It is important to use genuine, properly specified parts for safety-critical components during the replacement of worn parts.

DERAILLEUR

Derailleur components will require regular maintenance, cleaning, and greasing in order to keep the movement of these components fluid and in good working order. It is recommended to regularly inspect the gears for signs of damage or wear.

Proper alignment of the derailleur is required for optimal performance of gear shifting. Derailleurs are fitted with limit screws that stop the derailleur from moving too far inward or too far outward. The adjustment to these limit screws require skill and may take time to achieve optimal results. Please seek derailleur maintenance help from a professional cycle mechanic if gear shifting becomes abnormal which is usually indicated by loud shifting or irregular rhythm in chain movement.

STORAGE, PARKING, AND TRANSPORTATION

- Park in accordance with local rules and regulations if you're in a public place.
- Park indoors whenever possible. If you must park outdoors in rain or wet conditions, do not do so for an extended period of time, and afterward park in a dry location to allow the bike systems to dry out. When any bike is exposed to wet conditions, it requires more frequent maintenance and cleaning to prevent rust and corrosion, and to ensure all systems work safely.
- Avoid parking or storing your bike in direct sunlight and/or excessive heat, such as inside of a parked car on a hot day.
- Switch the power and any lights off to conserve battery power. Remove the key from the bike and ensure the battery is locked to the frame in the off position or use the key to remove the battery and bring it with you for security.
- Lock up your bike to reduce risk of theft. Register your bike with BikeIndex or 529 Garage to increase the chance you'll get your bike back in the unfortunate event it's stolen.
- When pushing or carrying the bike, turn off the power to avoid accidental acceleration from the motor, e.g. by mistakenly engaging the throttle.
- Only use racks (i.e., a bike rack for your car or other vehicle) designed for the size and weight of your ebike. Pay particular attention to whether the rack can accommodate the width of the tires.
- When carrying your ebike on a rack for transport, **remove the battery**, and place/wrap it securely inside your vehicle, making sure it can't roll around and that its plugs and connectors are protected. This will reduce the weight of the bike, make lifting and loading it easier, and keep your battery safe.
- Do not leave a battery in direct sunlight or any location that is or may become excessively hot or cold, like a parked car, for extended periods.
- Before using public transportation—buses, trains, etc.—to transport your ebike, check with the relevant transportation authority for any rules governing weight limits, tire widths, lithium-ion batteries, or any other rules that might pertain to ebikes.
- Avoid transport of any Super73 on a vehicle rack during rain, which may cause water damage to the electrical components. Contact Super73 support if you have questions.

RECYCLING & END OF LIFE

All electronics such as the motor, battery, charger, display panel, torque sensor and packaging must be disposed of and recycled responsibly.

- Do not dispose of the bicycle or its components together with household waste.

WARRANTY EUROPE

SUPER73 B.V. warrants to the original owner of each of its SUPER73 motorbike, when purchased directly from SUPER73 B.V., or an authorized retailer, that the Product is complete and that the functional parts will be free of defects for the periods and under the terms indicated below.

Warranty:

1. A twenty-four (24) month or 500 life cycles, whichever comes first, for the SUPER73 battery from the date of purchase by the original owner. Like any rechargeable battery, your SUPER73 rechargeable battery pack will experience a decrease in capacity over time as it is subjected to charge and discharge cycles. SUPER73 warrants that your battery pack will maintain 70% or higher capacity for at least 500 charge cycles or two years, whichever comes first. The battery warranty does not include damage from power surges, use of an improper charger, water damage, improper maintenance, or such other misuse or normal wear.
2. A twenty- four (24) month, from date of delivery to the original owner for all other parts, excluding wear and tear on tires, tubes, rims, spokes, brake pads, cables, chain, wheels, grips, and saddle and excludes damage from power surges, water damage, improper maintenance, or such other misuse or normal wear.

Terms and Conditions of Warranty:

1. The Warranty is made to the original owner only and is non-transferable. It is only effective with a valid proof of purchase consisting of the original purchase document or receipt indicating the date of purchase, the serial number, the dealer's name (if applicable) and the designation of the model. SUPER73 reserves the right to reject the coverage of this Warranty if the accompanying documentation of the SUPER73 components is not accurate or complete.
2. The Warranty becomes effective from the date of original purchase and expires at the end of the applicable warranty period.
3. This Warranty is void if the care instructions in the owner's manual (whether provided with the sale or posted on the SUPER73 website), and any amendments thereto, are not followed.
4. This Warranty does not apply to rental or commercial use of the Product.
5. This Warranty exclusively covers systems and components provided by SUPER73.
6. The use of spare parts from unknown sources, for example, replacement parts from third parties is strictly prohibited.
7. Photo and /or video will be required for warranty inspection by a SUPER73 Customer care agent.
8. If you purchased a bike and had it then shipped to another country or outlying island territories (ex: DOM-TOM, Netherlands Antilles), parts will only be sent to the country and mainland European territory in which the bike was originally sent.
9. This Warranty only covers defective materials and manufacturing defects. In the case of a warranty claim, SUPER73 undertakes to either repair faulty system components and/or to replace such components, at the discretion of SUPER73.

Upon identifying a fault with a SUPER73 bike, the owner must contact the Company or a local authorized SUPER73 dealer to initiate the warranty process.

Any component to be repaired under this Warranty must be transported to the dealer at the owner's own expense and risk, and, after the completion of such repair, must be picked up at the dealer. Costs for repair work performed in advance by persons who have not been authorized by SUPER73 will not be reimbursed. In such a case, any warranty claim will cease and any remaining warranty period will be voided.

Repair work and/ or replacement of components during the warranty period does not lead to an extension and/or a new start of the warranty period. Repair work and direct replacement during the warranty period may be performed with functionally equivalent replacement components.

This Warranty excludes any claims as to the reimbursement of property damages, downtimes, travel expenses, lost profit, or any other claims. SUPER73 maximum liability in connection with this Warranty is limited to the purchase price of the Product.

I. Exclusions – Items not covered under Warranty

2. External influences, mainly falling rocks, collision, accident, and other external events with an immediate external effect due to mechanical powers.

3. Purposeful and/or malevolent acts, theft, and robbery as well as natural hazard events and/ or acts of mischief. Inappropriate use, e.g., the Product was exposed to liquids, chemicals of any type and/or extreme temperatures, wetness and humidity and/or if the battery suffers damages due to non-compliance with the special instructions outlined in the chapter "Handling and Charging of the Battery." Inappropriate use includes the use of the Product for stunts, jumps and/or riding with more than one person.

4. Overcharging the battery or not adhering to the Battery Care Instructions (whether provided with the sale or posted on the SUPER73 website), and any amendments thereto.

5. In the case of test, maintenance, repair, and replacement work due to normal use.

6. If the model, serial or product number on the SUPER73 product has been changed, deleted, blurred, or removed. The seal and/or the serial number decal on the battery housing has been broken or obviously manipulated.

7. In the case of use of the battery in systems that are not approved for such use with this particular Product.

8. In the case of the operation of the SUPER73 system with batteries other than the batteries designed for the SUPER73 system (refer to owner's manual).

9. If one or more than one SUPER73 part has been opened, altered or repainted.

10. If SUPER73 concludes that there has been a case of modification or tampering with firmware.

II. If the Product is sold, gifted, or rented.

LABOR COST OF REPAIRS:

Under Warranty, we will repair or replace defective components and parts only. This Warranty does not cover the required labor cost of repairs from non-authorized parties and SUPER73 reserves the right to withhold coverage of labor costs at its sole discretion.

Shipping Damage Claims

IMMEDIATELY inspect your product(s) for damage. Freight damage claims are super time sensitive. We will not accept shipping damage claims later than 10 days from receipt of the product. Note any damage to your product(s) on the Bill of Lading before you and the driver sign-off on the shipment. Take pictures of any damage that is found, and date the images when possible. Keep all packaging and paperwork until the inspection process is complete. Whenever possible, report damage claims within 10 days of delivery to a SUPER73 customer service representative.

Please contact our Technical Support department at customercare-eu@super73.com for return/replacement instructions.

DISCLAIMER: THIS LIMITED WARRANTY SETS OUT THE FULL EXTENT OF SUPER73'S RESPONSIBILITIES, AND THE EXCLUSIVE REMEDY REGARDING THE PRODUCTS. ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY.

IN NO EVENT SHALL SUPER73 BE LIABLE FOR DAMAGES ABOVE THE PURCHASE PRICE OF THE PRODUCT. SUPER73 MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, AS TO THE QUALITY, CAPABILITIES, OPERATIONS, PERFORMANCE OR SUITABILITY OF ANY THIRD PARTY SOFTWARE OR EQUIPMENT USED IN CONJUNCTION WITH THE PRODUCT, OR THE ABILITY TO INTEGRATE ANY SUCH SOFTWARE OR EQUIPMENT WITH THE PRODUCT, WHETHER SUCH THIRD-PARTY SOFTWARE OR EQUIPMENT IS INCLUDED WITH THE PRODUCT SOLD BY SUPER73 OR OTHERWISE.

SUPER73 IS NOT RESPONSIBLE FOR DIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, DAMAGES FOR PERSONAL INJURY, PROPERTY DAMAGE OR ECONOMIC LOSSES BASED ON CONTRACT, NEGLIGENCE, OR PRODUCT LIABILITY IN ALL STATES THAT ALLOW EXCLUSION OF LIMITATION OF DAMAGES.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND THOSE RIGHTS MAY VARY FROM PLACE TO PLACE. THIS WARRANTY DOES NOT AFFECT YOUR STATUTORY RIGHTS.

WARRANTY DOES NOT COVER NORMAL WEAR AND TEAR, SHIPPING DAMAGE, UNAUTHORIZED ALTERATIONS, MODIFICATIONS, ACCIDENTAL DAMAGE AND DAMAGE FROM MISUSE OR NEGLIGENCE.

No agent, employee, dealer, representative or reseller is authorized to modify or extend this Limited Warranty or to make binding representations or claims, whether in advertising, presentations or otherwise, on behalf of SUPER73 regarding the Products or this Limited Warranty.

Return and Cancellation Policy

1. If you purchased the bike and it hasn't shipped yet, we will issue a 100% refund.
2. If shipped, you have 14 days after delivery to do so. Your item must be packed in the original box and with the original protection material. The product should be free from dirt, dust - you may test ride a bike for example, but if the product has marks, damages or other indications of use or damages caused by the return shipping, we have the right to deduct these costs from the refund. Please make sure the bike is fully protected.
3. We don't accept returns after 14 days from the delivery date.
4. We won't accept return on used items unless it falls under our limited warranty.
5. The buyer must pay for return shipping.
6. The buyer is responsible for the return shipment including possible shipping damages and lost shipments.

7. Make sure you photograph and document the packaging before returning any item.
 8. We recommend insuring any return shipment for loss or damages.
 9. The customer must have written approval from a SUPER73 customer service rep before initiating a return.
 10. Once approved, we inspect your returned item and determine if it is an exchange, store credit, or a refund.
- II. PRE-ORDER CANCELLATIONS: All pre-orders that are canceled prior to shipping are only eligible for a 100% refund of the total order price. Refunds may take up to 10 working days.