FiSHAW e-bike warranty.

Coverage, conditions and the process for getting help with your FiSHAW e-bike.

1. What this warranty covers

FiSHAW Technology Pty Ltd provides this commercial warranty for defects in the materials or workmanship of original FiSHAW e-bike equipment. It applies to the UB420, UB620, TX450 and F30 supplied new by FiSHAW. The warranty is provided at no extra charge and is additional to your rights under the Australian Consumer Law.

Original frames and components are covered for two years. Original batteries are covered for 12 months. These periods run from the original purchase date. Keep your invoice or other proof showing when and where the bike was purchased.

Original equipment	Period
Frames and components	2 years
Batteries	12 months

2. Original equipment and components

Original components are the equipment supplied as part of your new FiSHAW e-bike, including its motor, display, controller, electrical system, supplied charger and original mechanical components. The battery has the separate period shown above. A part that normally wears out can still have a materials or workmanship defect; normal wear and a defect are assessed differently.

A component maker may also provide its own warranty. Contact FiSHAW first about equipment supplied with your bike so we can assess the issue and coordinate the next step. A separate manufacturer's warranty does not reduce FiSHAW's obligations as the seller.

3. Scope and earlier purchases

This document explains the e-bike warranty. It does not set a new commercial warranty period for separately purchased accessories or replacement parts; check the terms supplied with those items and contact FiSHAW if unclear. Consumer guarantees still apply where required by law.

This version does not retrospectively reduce any warranty or other promise given when an earlier purchase was made. If your purchase documents contain a different promise, send them with your enquiry so the applicable cover can be checked.

Defects, wear and damage.

The cause of the problem matters. A worn part is not automatically a defective part, and an unrelated issue does not cancel all cover.

4. Normal wear and routine maintenance

The commercial warranty covers defects, rather than the normal consumption or gradual wear of a correctly functioning product. Items such as tyres, inner tubes, brake pads, chains, sprockets, cables, grips and saddle coverings may need adjustment or replacement as part of ordinary use. Their life depends on use, conditions and maintenance.

Normal tread or brake-pad wear, punctures caused by road debris, routine chain lubrication and ordinary gear or brake adjustments are maintenance matters rather than defects. Scratches and scuffs from use are also different from a defect in the original finish. These examples do not exclude a genuine materials or workmanship defect in a wearing part.

5. Damage outside defect cover

This commercial warranty does not cover damage to the extent it is caused by a crash, impact, misuse, overloading, use outside the bike's intended purpose, incorrect assembly, improper repair or failure to follow applicable care instructions. Theft, loss and deliberate damage are not manufacturing defects.

It also does not cover damage caused by incompatible components or accessories, unauthorised electrical alterations, unsuitable charging equipment, or water or corrosion damage resulting from use or cleaning contrary to the model's instructions. A product fault, including a defective seal or other component, will still be considered on its merits.

6. Fair assessment of modifications and servicing

Fitting an accessory, having a qualified mechanic service the bike, or missing a maintenance entry does not by itself cancel every warranty claim. FiSHAW will consider whether the particular action or omission caused or contributed to the claimed problem. Follow compatibility, load and installation instructions and keep useful service or repair records.

These commercial-warranty distinctions do not remove any consumer guarantee or other right that cannot lawfully be excluded. If you disagree with an assessment, ask FiSHAW to explain the reason and provide any additional information for review.

Battery care and servicing.

Use the correct instructions for your model and deal with developing problems promptly.

7. Battery and electrical equipment

The original FiSHAW battery has 12 months of commercial cover for defects in materials or workmanship. Battery performance changes with age, use, temperature, storage and charging practices. A shorter ride range alone does not establish the cause of a problem; FiSHAW may request information or testing to distinguish a defect from ordinary ageing or operating conditions.

Follow the battery, charger and display instructions supplied for your model. Use the correct charger and do not open, modify or attempt to repair a battery pack yourself.

Damage caused by an incorrect charger, alteration, improper storage or use contrary to the applicable instructions is assessed under the damage provisions on page 2. If you suspect a battery or electrical safety problem, stop using the affected equipment and contact FiSHAW. Follow the manufacturer's safety instructions and obtain return instructions before arranging transport.

8. First service and ongoing servicing

Arrange the first service with a qualified bicycle mechanic at 160 km, followed by annual servicing. Continue the before-ride checks and the model-specific maintenance in the assembly, operating and component instructions. More demanding use or a developing fault may require attention sooner; do not wait for the next scheduled service if the bike is unsafe or operating incorrectly.

Keep records that identify the bike, service date, work carried out and mechanic where available. Normal scheduled servicing is separate from a warranty repair. Contact FiSHAW before authorising work that you want considered as a warranty claim. The labour arrangements for claims are set out on page 5.

9. Older manuals and correct model information

For the current models listed on page 1, the 160 km first service and annual servicing schedule replace conflicting first-service intervals in older FiSHAW literature. Use the correct technical instructions for your actual model and equipment. This document updates warranty and servicing terms; it does not replace assembly instructions or technical safety warnings. Contact FiSHAW if you are unsure which guide applies.

Making a warranty claim.

Start with FiSHAW so the issue, remedy and any required transport or repair can be coordinated.

10. Information to send

Email info@fishaw.com or call 07 2802 3346. Provide your name and contact details, invoice or other proof of purchase, bike model and frame or serial number if available. Describe the symptoms, when they began and any relevant use, servicing or repairs. Photos, error messages and a short video may help where they can be obtained safely.

Do not keep riding an unsafe bike or dismantle equipment just to produce evidence. Contact us if you cannot locate a record or provide a requested image. We will explain what information is reasonably needed to identify the purchase and assess the problem.

11. Assessment and communication

FiSHAW will review the information, request further details if needed and determine whether inspection by a local bicycle mechanic or return of the bike or part is appropriate. We will explain the proposed next step and any costs requiring your agreement before the relevant work or transport is arranged.

Wait for FiSHAW instructions before sending a bike, battery or component or agreeing to mechanic charges. Warranty handling time depends on assessment, the remedy and the availability of parts. We will keep you informed rather than promise a repair deadline that has not been confirmed for your claim.

12. Repairs, replacements and statutory remedies

For an approved claim under the commercial warranty, FiSHAW will arrange a repair or replacement as appropriate to the defect. Any proposed substitute will be discussed if the original item is unavailable. This commercial process does not limit the remedies available under consumer law.

For a major failure under the Australian Consumer Law, you may be entitled to choose a refund or replacement. Other failures must be remedied as the law requires, including a repair within a reasonable time where applicable. A commercial-warranty expiry does not by itself end consumer-guarantee rights.

13. If the assessment is disputed

Ask FiSHAW for the reasons for the decision and send any additional evidence you want considered. If the issue remains unresolved, you can seek assistance from the relevant state or territory consumer affairs or fair trading agency. Nothing in this process prevents you from exercising a legal right or pursuing an available remedy.

Costs and consumer rights.

The commercial-warranty process operates alongside your Australian Consumer Law rights.

14. Freight, labour and agreed expenses

If an approved warranty claim requires the bike or part to be returned, FiSHAW will arrange and pay for return freight. Contact us for the transport and packing instructions for your claim. Original packaging is not a condition of a statutory claim for a faulty product; discuss suitable packing with us before transport.

Mechanic labour costs are decided for each claim. FiSHAW will agree the scope of work, any labour charges and who will pay before work starts. If FiSHAW agrees to reimburse an expense, email the receipt and claim details to info@fishaw.com. No inspection or repair charge should be treated as agreed merely because you have made an enquiry.

Case-by-case approval does not make a statutory entitlement discretionary. Where the Australian Consumer Law requires a remedy at no cost or reimbursement of reasonable return costs, FiSHAW will meet those obligations.

15. Faults and change-of-mind returns

The separate change-of-mind returns policy is different from a claim about a faulty product. Its seven-day request period, original-packaging rules and delivery-cost conditions do not restrict remedies for a failure to meet a consumer guarantee. Contact FiSHAW about the problem even if a change-of-mind period has expired.

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits given by this warranty are in addition to other rights and remedies you may have under Australian law. Nothing in this document excludes, restricts or modifies rights or remedies that cannot lawfully be excluded.

Warranty contact details

FiSHAW Technology Pty Ltd (ABN 29 632 636 205). Unit 15, 20 Ereton Dr, Arundel, Gold Coast, Queensland. Email: info@fishaw.com. Phone: 07 2802 3346. Website: fishaw.com.

This is the warranty correspondence address. Returns, test rides and visits are by prior arrangement; contact FiSHAW before sending an item or arriving in person.