docker bikes

USER MANUAL

# Docker Heritage

Electric bicycle · Assembly, operation, maintenance & warranty

DOCKER HERITAGE

DOCKER BIKES PTY LTD · FREMANTLE, AUSTRALIA




**Read this manual completely before your first ride and keep it with the bicycle.**

Docker Bikes Pty Ltd · ABN 72 701 866 720
33 Adelaide Street, Fremantle WA 6160, Australia

+61 422 538 263 · info@dockerbikes.com.au
dockerbikes.com.au

CONTENTS

# Table of contents

| | |
|---|---|
| Before You Ride | 3 |
| Get to Know Your Bike | 4 |
| Rating Label and Serial Number | 5 |
| Unpacking and Assembly | 6 |
| Controls and Display | 10 |
| Riding and Battery | 13 |
| Brakes | 16 |
| Gears and Suspension | 17 |
| Care and Maintenance | 18 |
| Regular Inspection | 19 |
| Warnings and Anti-tampering | 20 |
| Technical Specifications and Battery Safety | 21 |
| Warranty and Australian Consumer Law | 22 |
| Customer Information and Privacy | 24 |

SAFETY

# Before you ride

This manual explains how to assemble, ride and look after your Docker Heritage. Please read all of it before your first ride, and keep it with the bike. If you sell or lend the bike, pass this manual on with it.

## Rules and helmets

Learn and observe the road rules and the laws of the state where you ride. Always wear an approved bicycle helmet. A good helmet is comfortable, light and well ventilated, fits snugly and covers your forehead.

Young children, pregnant women and anyone with vision, balance or other problems that would stop them riding a bicycle should not ride this ebike.

## Starting out and general tips

- Register your bike on Bike Linc (bikelinc.com.au). The serial number is on the head stem. If the bike is stolen and recovered by police, they can contact you.
- Charge your ebike before your first ride and after any long trip.
- This ebike is designed for one rider only. It has no passenger foot pegs: never carry a passenger.
- This ebike is designed for roads and smooth trails. Do not use it on rough trails, and never do jumps, wheelies or stunts.
- Do not ride after consuming alcohol or drugs.
- Do not modify the ebike or fit unapproved accessories. Do not tow a trailer.
- Do not ride through deep water. Avoid riding in the rain for long periods – riding through the odd storm is fine – and avoid leaving the bike outside in the rain.
- Keep both hands on the handlebars. It is good practice to always ride with one or two fingers on both brakes. Brake gently on rocks, gravel and other loose surfaces, and take care through puddles.
- In the wet, your braking distance increases: allow more room to stop.
- Turn the bike off when you are not using it, and immediately if an electrical part seems faulty.
- Do not touch the brake rotors, the controller or the motor after a long ride: they can be hot.
- Use lights and reflectors as required by law when riding on public roads.

The A-weighted sound pressure level at the rider’s ears is less than 70 dB(A). Photos in this manual are for general reference and may differ slightly from your bike.

KNOW YOUR BIKE

# Get to know your Docker Heritage

The main parts of your bike. These names are used throughout this manual.




| | | | |
|---|---|---|---|
| 1 | Headlight | 7 | Frame |
| 2 | Handlebar and controls | 8 | Saddle |
| 3 | Display | 9 | Rear rack |
| 4 | Front suspension fork | 10 | Rear hub motor |
| 5 | Front disc brake | 11 | Rear derailleur |
| 6 | Front wheel and tyre | 12 | Chainring, crank and pedal |

IDENTIFICATION

# Rating label and serial number

Your bike carries a rating label fixed to the frame near the seat post. It shows:

- the name, address and contact details of Docker Bikes Pty Ltd, the Australian supplier;
- the standard the bike complies with (EPAC, EN 15194);
- the cut-off speed (25 km/h) and the maximum continuous rated power (0.25 kW);
- the maximum permissible total weight (145 kg: rider, luggage and bike together);
- the designation of the type (Heritage) and the year of construction (2026);
- the mass of the bike in its usual configuration (35.5 kg).

Do not remove or cover the label. Keep it clean and readable.

Company : Docker Bikes PTY LTD
Address : 33 Adelaide St, Fremantle WA 6160, Australia
TEL: +61 422 538 263
Email: info@dockerbikes.com.au
EPAC According to EN 15194
Cut off speed : 25 km/h
Maximum continuous rated power : 0.25 kW
Maximum permissible total weight : 145 kg
Designation of series or type : Heritage
Year of Construction : 2026
Mass of the EPAC : 35.5 kg
Serial number : stamped on the steering tube, below the handlebar stem

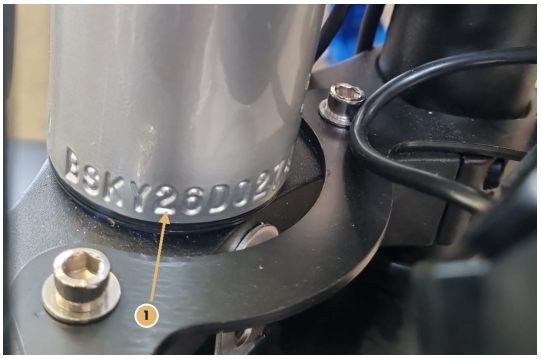
CE

## Serial number

Each bike has its own serial number, stamped into the steering tube just below the handlebar stem (1). Turn the handlebar slightly and look between the stem and the frame to read it.

- Write the serial number down and keep it with your proof of purchase. You will need it for warranty claims and Bike Linc registration, and if the bike is stolen.

Your serial number: _____



ASSEMBLY

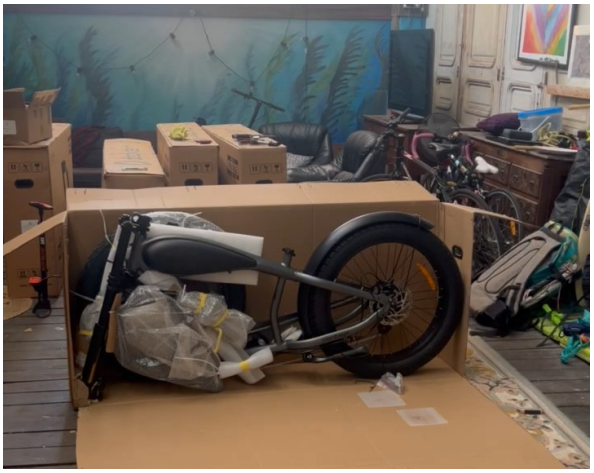
# Unpacking

Your bike was fully assembled, inspected and tuned before shipping, then partly taken apart to fit the carton. The front wheel, the handlebar, the saddle and the pedals are removed or loosened.

## What's in the box

- The bike, mostly assembled
- Front wheel
- Handlebar, display and controls (already connected to their cables)
- Pedals (marked L and R)
- Saddle and seat post
- Headlight and front mudguard
- Rear rack
- Battery, charger, two keys and an NFC card
- Tool kit and bag

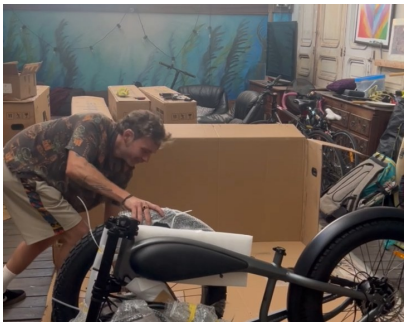
Small parts such as nuts and screws can come loose in transit. Check the bottom of the carton and all the wrapping carefully, and keep the packaging until the bike is assembled and running properly.



The Docker Heritage in its carton.

## Taking off the packaging

Open the carton fully and lift the bike out with a helper. Lay the bike down on one side and remove all the packing. Gently roll it over to the other side and do the same. You can roll the bike carefully onto its sides without damaging it. Do not cut any electrical cable.



Lifting the Docker Heritage out of its carton.

## Tools and tightening torques

The tool kit supplied contains the Allen keys and spanners you need. You will also need a 15 mm spanner for the pedals. A torque wrench is recommended. Tighten the key bolts to these values:

| BOLT | TORQUE |
|---|---|
| Bolt for handlebar | 6 Nm |
| Handlebar stem and fork stem bolt | 6 Nm |
| Sunflower fixing bolt | 6 Nm |
| Saddle | 12 Nm |
| Seat post | 8 Nm |
| Front wheel | 22 Nm |
| Rear wheel | 30 Nm |
| Luggage carrier (rear rack) | 6 Nm |

ASSEMBLY

# Assembly steps

Photos show the Docker Heritage.

### 1 Fit the front wheel

Turn the bike upside down so it rests on the seat post and the handlebar stem, with the fork pointing up. It is easier with someone holding the bike, but you can do it alone.

Remove the wheel nuts and the plastic disc spacer from the brake caliper. If the pads have been pushed together, gently lever them apart with a flat tool (a butter knife works) so the rotor fits between them.

Put the wheel into the fork ends, lining up the rotor so it passes between the brake pads. Fit the washers and nuts and tighten the axle very firmly (22 Nm).

Spin the wheel: it should turn freely without the rotor rubbing. Do not squeeze the front brake lever while the wheel is out.



### 2 Turn the bike upright

The bike is heavy: turn it over in steps to protect your back. Gently roll it onto its side, then lift it upright. Flick the kick-stand down and carry on working with the bike standing on its wheels.



ASSEMBLY (CONTINUED)

### 3 Fit the handlebar



Position the bar in the centre of the stem and put the stem clamp over it. Make sure the brake hoses and cables are clear and not trapped.

Take care: the stem bolts strip easily. Start each bolt by hand. If it does not go in straight and smoothly, take it out and try again – never force it with a tool.

Tighten the bolts evenly in steps, keeping the gap between the stem and the clamp the same on all sides. Set the bar to a comfortable position, then tighten all the bolts firmly (6 Nm). Push hard on the bar: it must not move.

### 4 Fit the display, controls and headlight; check the cables



Check that the display faces you and that its clamp, the control pad and the brake levers are tight on the bar.

Bolt the headlight to its bracket and plug in the headlight cable. Check that the front mudguard is tight and does not touch the tyre.

Route the cables so they do not pull, kink or catch when you turn the bar fully left and right. Connectors only fit one way: line up the arrows and push them straight together, never twist them.

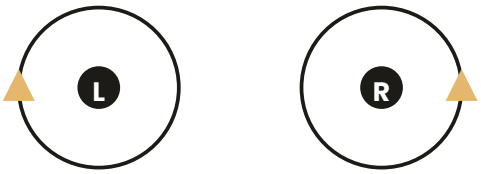
ASSEMBLY (CONTINUED)

### 5 Fit the pedals

The left pedal has a reverse thread. Fit the pedal marked L on the left side and the pedal marked R on the right (chain) side.

Screw them in straight. The crank threads strip easily: always start by hand, then tighten very firmly with a 15 mm spanner.






Left pedal: turn anti-clockwise  Right pedal: turn clockwise

### 6 Fit the saddle and check the rear rack

Insert the seat post at least to the minimum insertion line marked on the post, set the height and tighten the seat post clamp (8 Nm). Tighten the saddle clamp (12 Nm).

Check that all rear rack bolts are tight (6 Nm).

### 7 Final checks

- All bolts tightened to the torques in this manual.
- Tyres inflated: 20–30 psi is generally right for these fat tyres. The recommended pressure is on the tyre sidewall.
- Battery fully charged and locked in place.
- Lights, indicators and horn working.

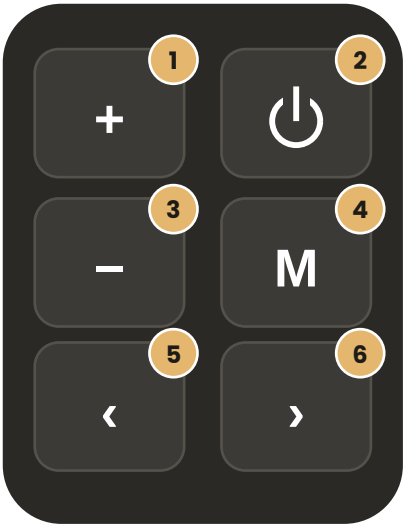
Quick test: stand in front of the bike with the front wheel between your legs. Squeeze both brakes to make sure they work. Try to twist the wheel firmly while it is locked between your lower legs: the handlebar must not turn on the fork. Check the wheel nuts are tight.

If anything is not right, do not ride. Contact Docker Bikes or a bike shop.



CONTROLS

# Handlebar controls






Control pad, left side of the handlebar.

| | | | |
|---|---|---|---|
| 1 | + : raise the pedal-assist level; change values in menus | 4 | M : select; press and hold to open the menu |
| 2 | Power: switch the display on and off | 5 | ‹ : left indicator |
| 3 | – : lower the pedal-assist level; change values in menus | 6 | › : right indicator |

The two bottom buttons are the horn and the lamp button, which switches the headlight and taillight on and off.

## Throttle

The thumb throttle under the left grip lets you ride up to **6 km/h** without pedalling. It is helpful when starting off, particularly up a hill or with a heavy load: use it to get some momentum and stability until the pedal assist kicks in. Let go of it to stop the motor.



## Brakes

The **rear brake** is operated with the **left** lever and the **front brake** with the **right** lever. Applying either brake cuts the motor.

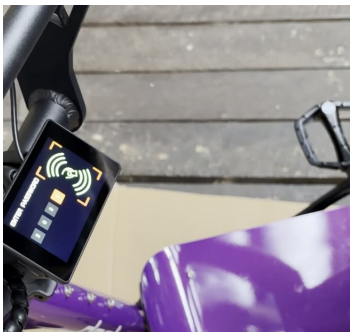


DISPLAY

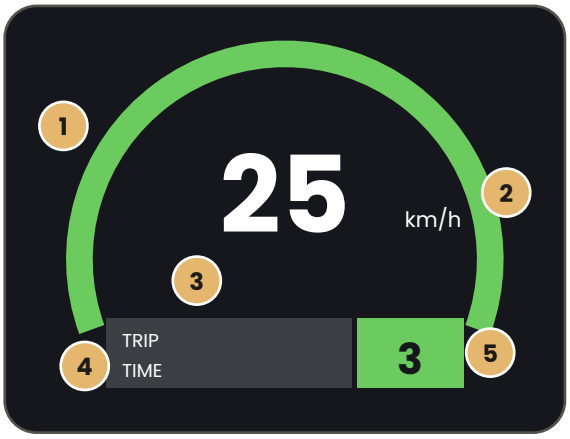
# Using the display

## Getting started

- Make sure the battery switch is on.
- Hold the display power button for a couple of seconds.
- When the screen lights up, tap the NFC card on the screen or enter the password. The default password is **2026**; you can change it in the PWD & NFC menu.
- Use + and − to choose a pedal-assist level.



## Main screen




| | |
|---|---|
| 1 | Battery level (approximate, based on battery voltage) |
| 2 | Speed |
| 3 | Speed unit (km/h) |
| 4 | Trip distance and ride time |
| 5 | Pedal-assist level |

## Pedal-assist levels

| LEVEL | 0 | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|---|
| Nominal assistance | 0% | 20% | 40% | 60% | 80% | 100% |

## Menu

From the main screen, press and hold M to open the menu. Tap + or − to move through the items and press M to select.

| MENU | WHAT IT DOES |
|---|---|
| **General Set** | Wheel size, speed unit (km/h or mph), system voltage, automatic sleep time (how long before the display switches off) and battery display. |
| **Advanced Set** | Passcode protected. Your bike is sold street-legal: power, maximum speed (25 km/h) and throttle (6 km/h) restrictions cannot be changed. |
| **Trip Clear** | Resets the trip distance and time. |
| **Brightness** | Screen brightness. |
| **PWD & NFC** | Change the power-on password and register the NFC card. |
| **Information** | System information. |

DISPLAY

# Error codes

If the display shows an error code, switch the bike off and back on. If the code comes back, the checks below can be carried out by a technician or bike shop. Contact Docker Bikes for help.

| CODE | MEANING | WHAT TO CHECK |
|---|---|---|
| 21 | Abnormal current | Motor phase wires for loose connections or damage; replace the controller if necessary. |
| 22 | Throttle fault | Check or replace the throttle; check or replace the controller. |
| 23 | Motor phase fault | Motor phase wires and connections; replace the controller, then the motor, if necessary. |
| 24 | Motor Hall sensor fault | Hall sensor wires and connections; replace the controller, then the motor, if necessary. |
| 25 | Brake sensor fault | Check or replace the brake lever. A technician can unplug the brake-sensor connections at the controller to isolate the fault. Replace the controller if necessary. |
| 30 | Communication error | Communication cable and display-to-controller connections; replace the display, then the controller, if necessary. Disconnect other electrical accessories, leaving only the display, controller and battery, to isolate the fault. |

## Display specifications

| FEATURE | SPECIFICATION |
|---|---|
| Screen | 3.5-inch colour LCD |
| Communication | UART |
| Operating temperature | −20 °C to 60 °C |
| Waterproof rating | IP67 |
| Ride data | Speed, trip, odometer and ride time |
| Other functions | Error codes, headlight and indicators |

RIDING

# Riding your ebike

Your bike is powered by your pedalling, just like a regular bike, and by a motor in the rear hub. The amount of motor power depends on the pedal-assist level on your display and on your pedalling.

- You must pedal for the motor to help. When you stop pedalling, the motor stops.
- When you apply either brake, the motor stops.
- Pedal assist runs up to **25 km/h**. Above that you are riding on your own pedal power.
- The throttle takes you up to **6 km/h** without pedalling.
- On hills and in strong wind, pedal harder to save battery and extend your range.

## The battery

- The battery is locked to the frame with the key supplied. The key only locks the battery: unlock it to remove the battery, and make sure it is locked before riding.
- The battery has a master switch. Turn it on before you ride and off when you are not using the bike or while charging.
- Your bike comes with a 48 V lithium-ion battery and a matching 48 V lithium-ion charger.



Bafang rear hub motor and its cable connector.

## Charging

- The charger plugs into the rear of the battery. You can charge the battery on or off the bike.
- The charger shows a red light while charging and a green light when the battery is full. Unplug it from the wall and the battery once charging is complete.
- Only use the charger supplied with your bike. Never use a friend’s or another supplier’s charger, and do not lend yours: ebikes run different battery voltages, and the wrong charger is the main cause of lithium-ion battery fires.
- Never plug a power cord from a wall outlet directly into the battery.
- Chargers are fragile. Avoid knocks and vibration, and keep the charger dry. If you charge at work, buy a second charger to keep there rather than carrying one each way.

BATTERY

# Removing and fitting the battery

Remove the battery before maintenance, cleaning, transport, and for charging off the bike.

### 1 Switch off

Turn the display off, then turn the battery master switch off.

### 2 Unlock

Insert the key in the battery lock and turn it to unlock. The key only unlocks the battery; it does not switch the bike on.

### 3 Remove the battery

Hold the battery firmly and slide it out of its holder. Support its weight with both hands: it is heavy.

### 4 Fit the battery

Slide the battery fully into its holder until it seats, then turn the key to lock it. Pull on the battery to check it is locked, and remove the key before riding.

BATTERY CARE

# Looking after your battery

- Avoid letting the battery run flat regularly, and never leave it flat. Charging often is better than regularly running it low: aim not to let the display gauge drop below about 15%.
- Charge between 0 °C and 45 °C. The battery may not fully charge when it is very cold or very hot. It is normal for it to get slightly warm while charging, but if it gets very hot (over about 50 °C) or the charger light does not change, stop charging and contact Docker Bikes.
- Do not leave the battery on charge for long periods, especially in summer: never more than 10 hours.
- If you are going away, charge the battery fully and remove it from the bike. It will be fine in this state for up to 6 months; check it and top it up about once a month.
- Store the battery somewhere clean, cool, dry and ventilated, between 0 °C and 45 °C, out of direct sun and away from fire, water and corrosive substances.
- Make sure the power point you charge from is in good condition.
- Do not turn the battery off while riding at speed.

## Lithium-ion battery safety

- Charge on a hard, non-flammable surface in a cool, dry, ventilated place, away from exits, heat and anything flammable. Do not charge while you are asleep or away from home.
- Stop using and charging the battery and contact Docker Bikes if it has been dropped or damaged, or is swollen, leaking, very hot, smells or makes unusual noises.
- Do not open, modify or repair the battery or charger.
- If a battery catches fire, get out, stay out and call Triple Zero (000).

## Battery disposal

> **Never put batteries in household rubbish or recycling bins.** A crushed lithium-ion battery can start a fire. Take your old battery to a battery shop or ebike shop (most will send it for recycling), to a drop-off point that accepts e-bike batteries (search at bcycle.com.au), or to your council's household hazardous waste facility. Call ahead to check.

BRAKES

# Brakes

Your Docker Heritage has Tektro hydraulic disc brakes with 203 mm rotors, front and rear. The rear brake is operated with the left lever and the front brake with the right lever.



Tektro lever and caliper.



Rear caliper and 203 mm rotor.

### Adjusting the calipers

The brakes are adjusted before delivery, but sometimes minor adjustment is needed. Two bolts hold each caliper over the rotor. If the rotor rubs on the pads, loosen these bolts, hold the brake lever on to centre the caliper over the rotor, and tighten the bolts while you keep holding the lever. Then release the lever. This usually re-aligns the pads so they don't rub. If it doesn't, any bike shop can do this quickly.

### Spongy or noisy brakes

If the brakes are not working well or squeal loudly, they need bleeding or new pads. Soft, spongy brakes generally need a fluid top-up or a bleed, using mineral oil. Bleeding is best done by a bike shop unless you are competent: follow Tektro's bleed instructions and use a bleed kit.

### Changing the brake pads

Heavier ebikes ridden faster, further and more often wear through brake pads quickly: check them and change them regularly. You can change pads yourself if you have the skills; if you have any doubt, ask a bike shop, as brakes are a vital safety feature.

- Remove the wheel. Put a large flat-blade screwdriver between the pads and push on both sides to open the pistons fully (this will likely damage the old pads). Remove and discard the old pads.
- Fit the new pads and the spring that holds them apart into the caliper. Align them and insert the retainer bolt (3 mm Allen key). Tighten to 3–5 Nm, or firmly without over-tightening if you have no torque wrench.
- New pads need about 30–40 full stops to reach their best braking power. This is called bedding-in.
- Keep oil, grease and cleaning products away from the rotors and pads. If they get oily, have them cleaned or replaced by a bike shop.

GEARS AND SUSPENSION

# Gears and suspension

## Shifter and derailleur

Your bike has a Shimano shifter and derailleur. Each click of the shifter should change one gear, in both directions, and the chain should never come off: this is set by the limit screws. Change gear while pedalling, easing off the pressure as the gear changes.

- Lubricate the chain regularly. If gears don't change smoothly, inspect the derailleur and clean out any debris.
- To fine-tune: put the chain on the smallest cog (highest gear) and click once. Adjust the cable tension until the chain moves up cleanly onto the second cog. Repeat all the way up and back down, adjusting at each step, until every gear changes smoothly.
- If you can't tune the gears, take the bike to a bike shop: the derailleur hanger may be bent or a part may have failed. Shimano's product manuals and videos give full tuning and maintenance details.

## Suspension

The Heritage has a front suspension fork with gold stanchions (the upper tubes). Keep them clean and free of scratches: they slide through the seals every time the fork moves. The red knob on top of the fork adjusts how firm the suspension feels.



- The fork is designed for general riding. It is not designed for free ride, downhill, dirt jump or any other hard riding: misuse can break the fork and cause serious injury.
- Keep the fork tubes clean. Check for oil leaks, scratches or damage before riding.
- Do not open or modify the fork. Have it serviced by a bike shop.

MAINTENANCE

# Care and maintenance

> **Before any maintenance or cleaning, switch the system off and remove the battery** (see Removing and fitting the battery).

- The electrical components need no maintenance. Never open them: clean the outside only. Other parts need normal bicycle maintenance.
- Don't use a high-pressure hose. Hand-wash with a cloth and a mild detergent; light hosing is fine for heavy dirt, but avoid wetting the electrical components. Don't use acid- or alkali-based cleaners such as rust removers.
- After a wet ride, bring the bike inside and dry it with a clean towel. Keep the controller clean and dry.
- Don't over-lubricate. Wipe excess oil off the chain, and keep oil off the rotors, pads, tyres and the pedal surfaces.
- Check tyre pressure often: low pressure increases rolling resistance and reduces range.

### Lubrication

| PART | HOW OFTEN | WHAT TO DO |
|---|---|---|
| Pedals | Every 6 months | A few drops of light machine oil where the axle enters the pedal |
| Chain | Every 6 months, more often in wet or dusty conditions | One drop of oil on each roller |
| Bottom bracket | Every 6 months | Bike shop |
| Motor | Every year | Bike shop |

## Troubleshooting

| PROBLEM | POSSIBLE CAUSE | WHAT TO DO |
|---|---|---|
| Battery gauge lights up but the motor does not run | Power lead not plugged in; brake cut-off on or faulty; speed sensor out of position; blown fuse; loose motor or other connector; damaged wire; throttle faulty | Plug in properly; release or replace the brake lever; adjust the speed sensor; replace the fuse; check all connectors and wires; check or replace the throttle |
| Bike runs but battery gauge does not light | Loose connector; damaged wire; faulty gauge | Check connectors and wires; replace the gauge |
| Reduced speed or range | Speed sensor out of position; battery low or faulty; low tyre pressure; brakes dragging | Adjust the sensor; charge or replace the battery; inflate the tyres; adjust the brakes |
| Power cuts in and out | Loose connector or fuse; damaged wire | Check connectors, fuse and wires |
| Charger light does not come on | Faulty power point; plugs not fully in; faulty charger | Try another power point; check all plugs; replace the charger |
| Charging finishes unusually fast | Faulty charger or battery | Replace the charger or battery |
| Chain jumps off | Chainring bent, loose or damaged; derailleur out of adjustment | Straighten or replace; tighten the bolts; adjust the derailleur |
| Gears don't change properly | Gear cable sticking, stretched or damaged; derailleur or indexing out of adjustment | Lubricate, tighten or replace the cable; adjust the derailleur and indexing |

If an error code appears on the display, see Error codes.

INSPECTION

# Regular inspection list

Check these before every ride:

| | CHECK |
|---|---|
| **Brakes** | Front and rear brakes working. Pads not worn out. Levers tight on the handlebar. Keep fingers off the rotors after braking. |
| **Wheels and tyres** | Inflated within the range on the tyre sidewall (generally 20–30 psi). Tread in good condition, no bulges or excessive wear. No significant buckles; no loose or broken spokes. |
| **Steering** | Handlebar and stem tight and square to the front wheel. With the wheel held between your legs, the bar must not turn. Headset correctly adjusted. |
| **Frame and fork** | Not bent, cracked or broken. Replace if damaged. |
| **Chain** | Oiled, clean and running smoothly. Have the chain tension adjusted by a bike shop. |
| **Bearings** | Headset, wheel, pedal and bottom bracket bearings run freely with no play, grinding or rattling. |
| **Cranks and pedals** | Pedals tight in the cranks; crank bolts tight; cranks not bent. |
| **Lights and accessories** | Reflectors fitted and not covered. Lights, indicators and horn working. All fittings secure. |
| **Motor** | Keep hands off the motor after riding: it can be hot. |
| **Helmet** | Always wear one. |

## Rear rack

- The rear rack is rated to carry 25 kg. Do not overload it. It suits tyres up to 26 inches.
- Spread the load evenly on both sides and don’t cover the reflector or lights. Secure loads so that no straps or ropes can get caught in the wheel.
- A loaded rack changes how the bike handles. Don’t modify the rack, don’t fit a rack to a bike that came without one, don’t tow a trailer from it, and don’t fit a child seat to it.

IMPORTANT

# Important warnings

- Replace safety-critical parts only with genuine parts from Docker Bikes or an authorised dealer.
- Like all mechanical components, an ebike is subject to wear and high stresses. When a component reaches the end of its life it can fail suddenly and cause injury. Cracks, scratches or changes of colour in highly stressed areas mean the part should be replaced.
- Keep this manual with the bike. Anyone riding the bike should read the safety and operating instructions first.
- Carry some spares, such as an inner tube and brake pads.

## Electric bicycle (EPAC) warnings

- **Always remove the battery before any maintenance, cleaning, adjustment or transport of the bike**, and before working on the electrical system. The motor can start if a pedal is turned or the throttle is pressed while the battery is fitted.
- Switch the system off and remove the battery before lifting the bike, turning it upside down or putting it on a car rack.
- Do not manipulate the electric management system: do not alter the motor, controller, display, speed sensor, battery or charger, change their settings or fit tuning kits to raise the speed or power. This is inappropriate use: it makes the bike unsafe, it may make it illegal to ride on roads and paths, and it voids the Docker Bikes voluntary warranty.
- Use the bike only as a pedal electric cycle, within the 145 kg maximum permissible total weight. Do not use it for stunts, jumps, racing or off-road riding beyond normal paths, and do not let anyone ride it who has not read this manual.
- Use only the battery and charger supplied for this bike (48 V lithium-ion battery and its matching charger). Never use another charger.
- The motor, controller and battery can be hot after a long climb. Let them cool before touching them.
- Do not use a pressure washer and do not immerse the bike or battery in water.

## Anti-tampering

Your Docker Heritage is sold street-legal as a pedal electric cycle: 250 W, with pedal assist cut off at 25 km/h and the throttle limited to 6 km/h. Tampering means any change to the drive system – motor, controller, display, battery or their settings – that alters these limits or the bike's safety.

- Do not tamper with or modify the drive system. A modified bike may no longer be legal on public roads or paths, and can be unsafe.
- Damage caused by tampering is not covered by the Docker Bikes voluntary warranty. This does not limit your rights under the Australian Consumer Law.

> **Have fun.** Ride safely and considerately, and enjoy every day on your new bike.

TECHNICAL SPECIFICATIONS

# Docker Heritage technical specifications

| | |
|---|---|
| MODEL | Docker Heritage |
| BRAND | Docker Bikes |
| AUSTRALIAN SUPPLIER | Docker Bikes Pty Ltd · ABN 72 701 866 720 |
| PRODUCT CATEGORY | Pedal electric cycle (electric bicycle with pedal assistance) |
| MOTOR | Rear hub motor, 250 W rated continuous power |
| MAXIMUM ASSISTED SPEED | 25 km/h — power assistance switches off at this speed |
| THROTTLE (WALK ASSIST) | Thumb throttle, assistance up to 6 km/h without pedalling |
| BATTERY | Lithium-ion, 48 V, 17.5 Ah, 840 Wh |
| CHARGER | 48 V, 3 A, Australian plug. Input rating: see the label on the charger |
| BICYCLE WEIGHT | 35.5 kg |
| MAXIMUM PERMISSIBLE TOTAL WEIGHT | 145 kg: rider, luggage and bike together |
| REAR RACK | 25 kg rated load; suits wheels up to 26 in |
| RANGE PER CHARGE | At least 30 km under standard conditions (flat concrete or sealed road, no wind, about 25 °C) |
| BATTERY CHARGING TEMPERATURE | 0 °C to 45 °C |
| BATTERY STORAGE TEMPERATURE | 0 °C to 45 °C, clean, cool, dry and ventilated |

The electrical ratings are also shown on the rating labels on the bicycle, the battery and the charger.

LITHIUM-ION BATTERY SAFETY

## Charging and storing your battery safely

- Use only the charger supplied with your bicycle. Never use a charger from another product.
- Charge on a hard, non-flammable surface in a cool, dry, well-ventilated place, away from exits, heat sources and flammable materials.
- Do not charge the battery while you are asleep or away from home, and unplug the charger when charging is complete.
- Keep the battery and charger dry. Do not charge a battery that is wet, hot or damaged.
- Stop using and charging the battery and contact Docker Bikes if it is damaged, has been dropped, is swollen, leaking, unusually hot, smells or makes unusual noises.
- Do not open, modify or repair the battery or charger yourself.
- If a battery catches fire, get out, stay out and call Triple Zero (000). Do not try to put the fire out.
- Never put batteries in household rubbish or recycling bins. See Battery Disposal on page 15.

PLEASE KEEP YOUR PROOF OF PURCHASE

# Warranty and Australian Consumer Law

This section explains (1) your rights under the Australian Consumer Law, which apply automatically, and (2) the additional voluntary warranty that Docker Bikes Pty Ltd gives on the Docker Heritage.

## 1. Your rights under the 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.**

These consumer guarantees apply automatically. They are not limited to the 12-month or 24-month periods of the voluntary warranty below, and apply for as long as is reasonable for a product of this type and price. Nothing in this manual excludes, restricts or modifies your rights under the Australian Consumer Law.

## 2. Docker Bikes voluntary warranty

In addition to your rights under the Australian Consumer Law, Docker Bikes Pty Ltd gives the following voluntary warranty against defects on the Docker Heritage. The benefits of this warranty are in addition to, and do not replace or limit, your other rights and remedies under the law.

| | |
|---|---|
| WARRANTY PROVIDER | Docker Bikes Pty Ltd · ABN 72 701 866 720<br>33 Adelaide Street, Fremantle WA 6160, Australia<br>Email info@dockerbikes.com.au · Website dockerbikes.com.au |
| WHAT IS COVERED | Manufacturing defects and defects in materials or workmanship in the components listed below, under normal intended use, subject to these warranty terms. |

| 24 MONTHS FROM THE ORIGINAL DATE OF PURCHASE | 12 MONTHS FROM THE ORIGINAL DATE OF PURCHASE |
|---|---|
| Bicycle frame<br>Electric motor<br>Battery<br>Motor controller<br>Display<br>Electrical components | Front fork<br>Suspension components<br>Hydraulic braking system<br>Drivetrain components |

### What we will do

If we confirm a defect covered by this voluntary warranty, Docker Bikes will repair or replace the defective component. Every claim is assessed; submitting a claim does not by itself confirm a repair or replacement.

WARRANTY (CONTINUED)

### What this voluntary warranty does not cover

The voluntary warranty does not cover damage caused by:

- Normal wear and tear, including wear parts such as tyres, inner tubes, brake pads and the chain, and the gradual loss of battery capacity from normal charging and riding.
- Accidents or collisions.
- Improper maintenance.
- Misuse, or operation outside the bicycle's intended purpose.
- Unauthorised modifications. A modification does not automatically void the whole warranty; only damage caused by or related to the modification is excluded.
- Incorrect installation or repairs that cause the damage.
- Water damage resulting from use outside the product's specified protection limits.

Third-party accessories are covered by their own manufacturer's warranty. These exclusions apply only to the voluntary warranty. They do not remove or limit your rights under the Australian Consumer Law, which may still apply to a fault that is excluded from the voluntary warranty.

### How to make a claim

- Bought from an authorised Docker Bikes dealer: contact the dealer, or contact Docker Bikes directly by email at info@dockerbikes.com.au.
- Bought directly from Docker Bikes: email info@dockerbikes.com.au.
- Make your claim within the applicable warranty period. Include your proof of purchase, the model name, the frame number, a description of the problem and, where possible, photos or a video.
- Docker Bikes will assess the claim and tell you how and where the bicycle or component will be inspected, repaired or replaced. Claims may also be sent in writing to Docker Bikes Pty Ltd, 33 Adelaide Street, Fremantle WA 6160, Australia.

### Costs of claiming

For approved warranty work carried out by an authorised Docker Bikes dealer, the dealer carries out the agreed labour and Docker Bikes supplies the covered replacement parts. Please contact us before sending a bicycle or component so that transport can be agreed: you are not automatically required to pay all return or transport costs. Where the Australian Consumer Law requires a free repair, replacement or refund, no freight or labour charges apply, and you may be entitled to recover the reasonable expenses of making your claim.

### Other references to warranty in this manual

Statements elsewhere in this manual that particular damage is not covered (page 20) refer only to the Docker Bikes voluntary warranty. They do not limit your rights under the Australian Consumer Law.

CUSTOMER INFORMATION

# Customer information and privacy

## Your bicycle details

Record these details and keep this page with your proof of purchase. They will help if you need service or make a warranty claim.

| | |
|---|---|
| MODEL | Docker Heritage |
| FRAME NUMBER | |
| DATE OF PURCHASE | |
| PURCHASED FROM | |

## Contacting Docker Bikes

| | |
|---|---|
| COMPANY | Docker Bikes Pty Ltd · ABN 72 701 866 720 |
| ADDRESS | 33 Adelaide Street, Fremantle WA 6160, Australia |
| EMAIL | info@dockerbikes.com.au |
| WEBSITE | dockerbikes.com.au |

## Privacy

Docker Bikes Pty Ltd handles personal information in accordance with its Privacy Policy. The current Privacy Policy is available at dockerbikes.com.au/privacy. For questions about your personal information, email info@dockerbikes.com.au with the subject line “Privacy”.

docker bikes

FOUNDED IN FREMANTLE

**Docker Bikes Pty Ltd**
ABN 72 701 866 720

33 Adelaide Street
Fremantle WA 6160, Australia

+61 422 538 263
info@dockerbikes.com.au
dockerbikes.com.au