

SWAGTRON®

USER MANUAL

Ver. 1.0 3/29/19

In order to continue serving our customers and providing the best products, our product information including our user manuals may receive updates from time to time. Please check our website for the latest user manuals and product materials.



PROTECT YOUR DOME

HELMETS SAVE LIVES

Helmets can reduce 85% of critical head injuries.

Elbow pads can reduce 82% of elbow injuries.

Knee pads can reduce 32% of knee injuries.

From <https://www.ncbi.nlm.nih.gov/pubmed/2716781>

Always wear proper protective gear when riding. This includes knee and elbow pads and an age-appropriate helmet.

- Helmets should fit comfortably and snugly, covering the forehead but not hindering your field of vision.
- The helmet should have a chin strap and buckle to keep the helmet in place.
- The helmet should be made out of a hard, protective outer shell and an impact-absorbing inner layer at least 1/2-inch thick.
- The helmet should be approved by the U.S. Consumer Product Safety Commission (CPSC), the Snell Memorial Foundation, or the American Society for Testing and Materials (ASTM).



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PRODUCT SAFETY NOTICE

The SWAGTRON EB-12 eBike has been designed with the utmost safety in mind for its riders. Extra precautions have been taken to protect the user from product hardware malfunctions through our meticulous design, and engineering and product testing.

Like any mode of transportation, however, the SWAGTRON EB-12 eBike has inherent hazards associated with its use (e.g., losing control, falling off, or riding into hazardous situations). Be sure to read and follow all instructions and safety recommendations in this user manual prior to ride your eBike.

Inspect your bike before each ride, especially if you plan to travel long distances.

- Check the tires for proper inflation and cracks on the walls of the tires. Keeping the tires properly inflated and maintained will help prevent flats and damage and optimize performance (e.g., travel range on a single charge, max. speeds).
- Check all cables and cable housings for fraying, breaks, rust, or corrosion and replace if necessary.
- Inspect the brakes to make sure they are working properly. Be sure to check the brake pads for any damage as they will wear over time and eventually need replacement.

If a replacement of the brake pads or any other part is needed, please contact customer support for replacement service. In general, make sure all nuts and bolts are taut and properly fastened to prevent injury and unnecessary wear and tear on your eBike.

Maximum Weight	264 lbs / 120 kg
Maximum Throttle Speed	16.2 mph / 26 km/h
Range per Charge	Up to 31 mi / 50 km (gear 1)
Max Incline	25° (throttle only)

This device requires coordination, agility and balance. Always use your best judgment to determine if an individual can safely use the SWAGTRON EB-12 eBike.

SAFETY GEAR, CLOTHING, AND FOOTWEAR	<p>Please wear appropriate clothing and safety gear including shoes, kneepads, elbow pads and an ASTM F1492 approved helmet.</p> <p>Avoid wearing anything that can drape over or get caught into/under the wheels. Wear closed-toe, flat shoes to maintain flexibility and stability.</p>
MODIFICATIONS AND REPAIRS	<p>The SWAGTRON EB-12 eBike is a highly sophisticated electronic product that includes complex, technical circuitry. Attempting to repair or modify your eBike can void all warranties. Only authorized repair centers may service the SWAGTRON EB-12 eBike.</p>
OBEY LOCAL LAWS AND REGULATIONS	<p>Always check and adhere to local laws regarding personal transportation devices, including pedestrian laws.</p> <p>The eBike is considered a motor vehicle and should not be ridden after consuming alcohol or drugs.</p>

By riding the SWAGTRON EB-12 eBike, the user acknowledges and accepts personal responsibility of all risks associated with the use of the SWAGTRON EB-12 eBike. These risks can include, but are not limited to, muscle injuries, broken bones, lacerations, or serious injury that may be sustained while using the SWAGTRON EB-12 eBike.

Section 1. General Information

Before operating your eBike, please read all instructions. This manual will guide you through the functions, usage, and proper care of your EB-12. If you have any questions or cannot find the information you need in the manual, please contact your place of purchase or our customer service at 1-844-299-0625. Before contacting customer service, please have your purchase information ready as this may be needed during the call.

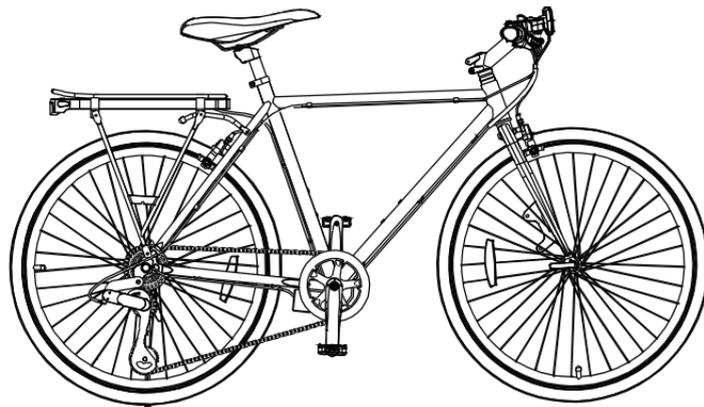
When reading this manual, note these icons:

- ⚠ Notes with this icon **MUST** be read, understood and obeyed to prevent injury or damage.
- ℹ Notes with this icon include relevant information.

1.1 About the SWAGTRON EB-12 eBike

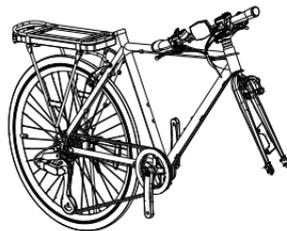
The EB-12 is a robust, electric-powered, personal transportation device that feels like a bike but rides like a moped. It's environmentally-friendly and uses only the highest quality components and industry-leading safety features.

- Eco-friendly with zero emissions
- Offers powered speeds up to 16.5 mph (26.5 km/h)
- Rechargeable, portable and reliable



1.2 What's In the Box?

- 1 x SWAGTRON EB-12 eBike
- 1 x Seat
- 2 x Pedals
- 1 x Charging Cable & Adapter
- 1 x Allen Key
- 2 x Keys
- 1 x Wrench
- 1 x User Manual



SWAGTRON EB-12 Electric Bike x 1



Seat x 1



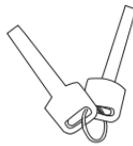
Pedals x 2



Charging Cable & Adapter x 1



Allen Key x 1



Keys x 2

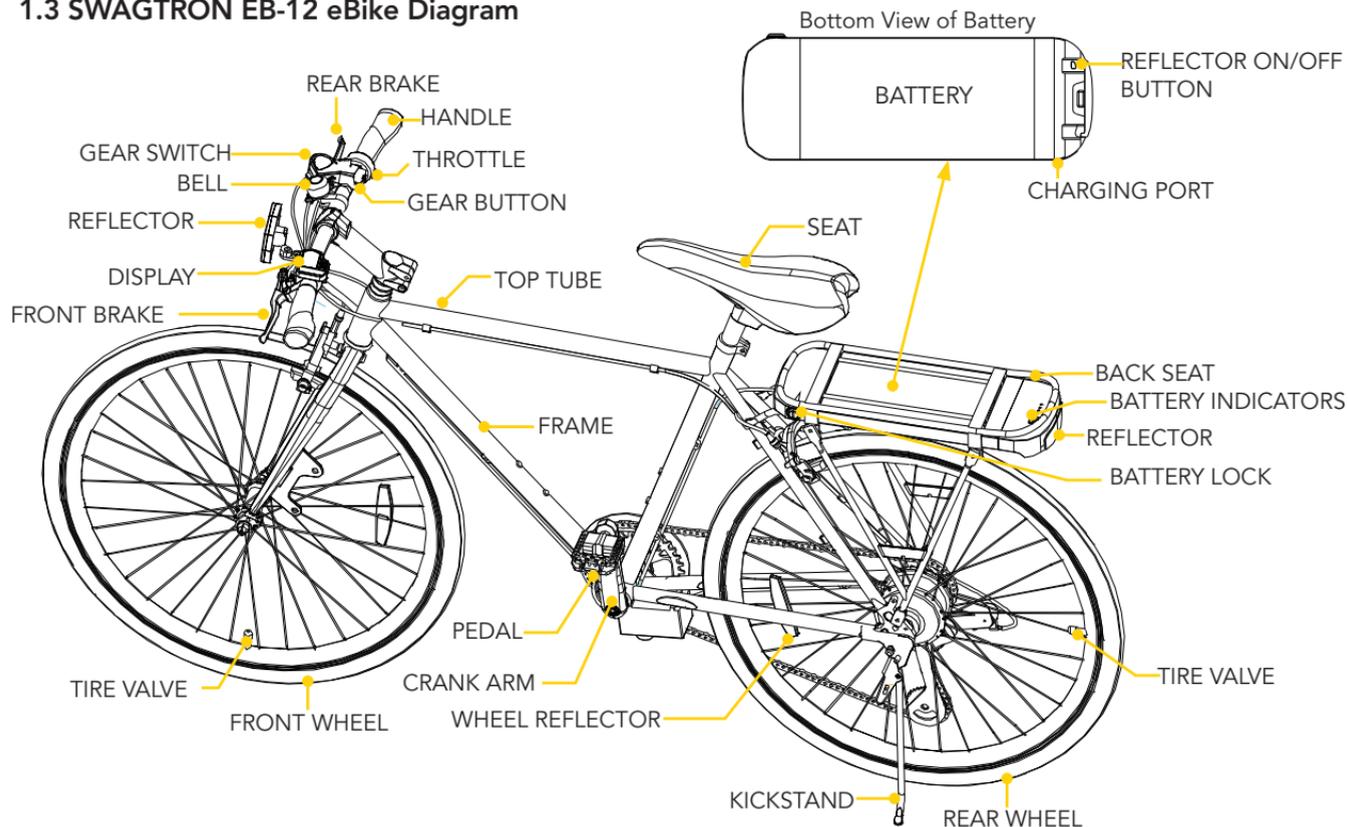


Wrench x 1



User Manual x 1

1.3 SWAGTRON EB-12 eBike Diagram



Section 2. Assembling Your eBike

If you do not feel comfortable assembling the bike yourself, we recommend taking your new bike to a bike shop for assembly and inspection. If you are comfortable assembling the bike yourself, be sure to follow all instructions, properly adjust gears and brakes, and set tire pressure. Proper tire pressure can reduce flats and improve the EB-12's performance, including range per charge.

2.1 Assembling the Front Wheel

For initial assembly, you will need to ask for someone's help.

- Step 1.** Have someone hold the front wheel upright on the floor. If needed, slightly loosen the quick lock on the center of the wheel (Fig.1).
- Step 2.** Pick up the eBike and line up the fork with the quick lock axle at the center of the wheel, making sure the spacer is between the fork and wheel on each side, then fit the two together (Fig. 1).
- Step 3.** Hold the nut on one side and turn the quick lock clockwise on the other side to tighten the fork onto wheel.

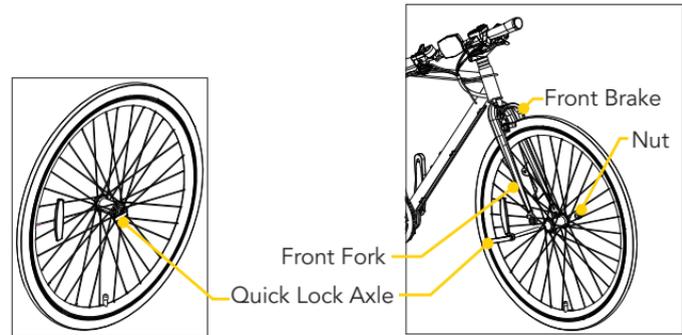


Fig. 1

2.2 Brakes adjusting

For safe riding it is crucial that your bicycle's brakes function correctly. Over time, the bicycle's brake pads wear and the control cables stretch. For this reason, brakes should be inspected prior to every ride, and adjusted as necessary. This ensures proper operation.

-  The eBike should be taken to a professional bike shop twice yearly for routine check-ups.

Lubrication – Caliper Brakes

At least once every three months, lubricate the brake lever and the brake caliper pivot with 2-3 drops of light oil. This will help to limit wear and tear and ensure smooth operation. At least once every six months, remove cables from their casings and grease along their entire length. Prior to fitting any new cable, always apply grease.

Adjustment – Sidepull Calipers

To make minor brake adjustments use the barrel cable adjuster, usually found at the upper cable arm. Use the following outline as a guide.

Step 1. Squeeze the brake pads against the rim and loosen the lock nut.

Step 2. Set the adjuster so there is approximately 1.5mm - 2mm clearance between the brake pad and the rim.

Step 3. Refasten the lock nut. If the clearance between the brake pad and the rim cannot be set to 2mm or less using the above process, the cable length may need to be altered.

To do this:

1. Screw the barrel adjuster in completely.
2. Press the pads against the rim.
3. Unfasten the cable anchor bolt and use pliers to pull the cable through.
4. Refasten the cable anchor bolt.
5. Test the brake lever by applying full force, and use the barrel adjuster to make any necessary minor alterations.



- A screwdriver can be used on some brakes to set the clearance on both sides of the rim.
- The leading edge of the brake pads should make first contact with the rim when adjustment is complete. Special curved washers are fitted to some brakes to allow this,

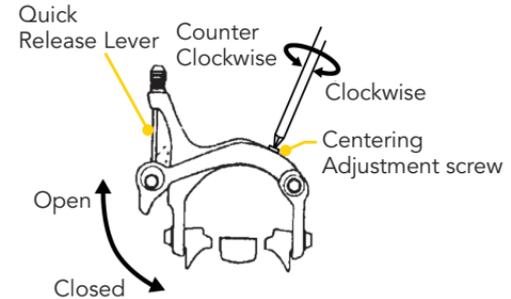


Fig. 2

Cable Adjustment Bolt



Fig. 3

but on base models a little force needs to be applied to the pad and its mounting.

2.3 Assembling the Head and Adjusting the Handlebars

 The Fixture cover has been installed on the handlebar stem by default. Before assembling the head, release the screws and remove it from the handlebar stem.

Step 1. Use the included allen key to release the two screws of the Fixture Cover and remove the Fixture Cover from the handlebar stem. Put them aside (Fig. 4).

Step 2. Lift the head and insert it into the slot of handlebar stem.

Step 3. Place the Fixture Cover back on the handlebar stem and adjust the handlebars to a comfortable position.

Step 4. Use the allen key to tighten the screws and fix the head in place.

Step 5. After assembling the head, make sure the handlebar stem is in line with the top tube, then use the allen key to tighten the two fixture screws in place (Fig. 4).

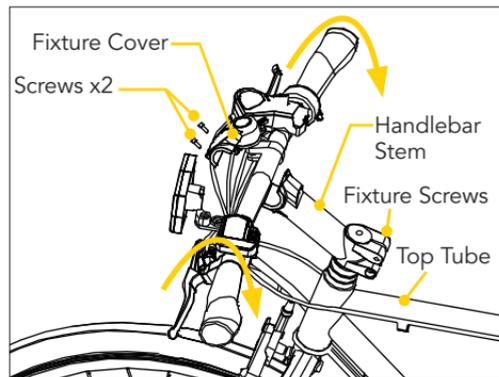


Fig. 4

2.4 Assembling the Back Desk

Step 1. Use the included allen key to release the screw on the one side of rear wheel (Fig. 5).

Step 2. Lift the back desk up, insert the screw through the bracket hole, and tighten the screw back onto the rear wheel.

 If there are spacers on the screws already, make sure they are installed between the nut and bracket.

Step 3. Repeat with other side.

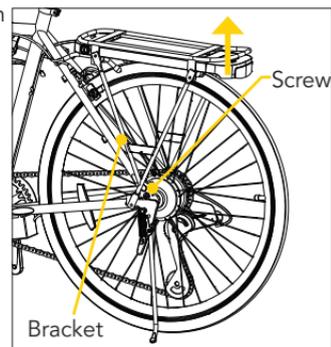


Fig. 5

2.5 Assembling the Seat and Adjusting the Seat Height

For better pedaling, safety and overall riding comfort, positioning the seat at the right height is important. The rider's leg length is used to determine the seat's position. During pedaling, your hips should remain level and your legs shouldn't over-extend. To determine the right seat height, sit on the eBike with one pedal at its lowest point and place the ball of your foot on the pedal. If your knee bends slightly at this position, the seat is at the right height. Additionally, when placing your heel on the pedal, your leg should be nearly straight.

- Loosen the screw on the seat post binder bolt.
- Pull the seat up or push it down to adjust height. Check to make sure the seat post is fully inserted into the frame and the head of the seat is parallel with the top tube.
- Tighten the screw to secure the seat in place (Fig. 6).

 Check the safety mark on post to make sure the seat stem is inserted enough.

2.6 Assembling the Pedals

Holding the crank arm vertical, use the included wrench to screw the pedal on the crank arm. Repeat with the other pedal as needed (Fig. 7).

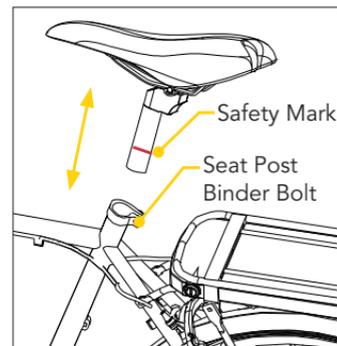


Fig. 6

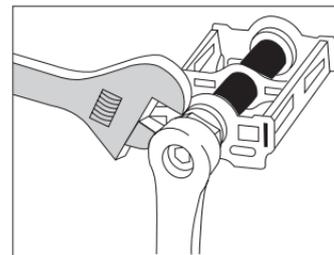


Fig. 7

Section 3. How to Use the Battery

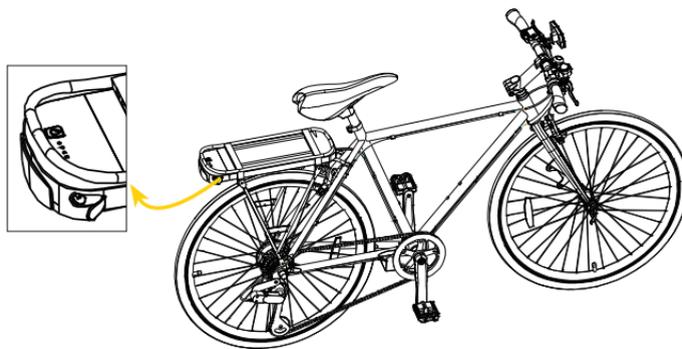
3.1 Charging Instructions

 Charge the eBike before using it.

Step 1. Make sure the bike is turned off and connect the charger's cables and adapter if needed.

Step 2. Plug the charger into a wall outlet (100V-240V) then plug the other end into the charging port. Remove the cap as needed.

Step 3. Allow 3~4 hours time for charging. The charging adapter's light will turn red during charging and then green once charging is complete. Disconnect all cables once charging is finished.



- Fully charge the battery before your first use, this may take up to 4 hours.
- Perform periodic visual inspection of the battery ports and charging cables.

- Keep your charging environment clean and dry at all times.
- If the charging port is damp or has any liquid on it, do not charge your eBike.
- In order for the battery to operate at maximum efficiency, avoid charging your eBike in extremely hot or extremely cold environments.

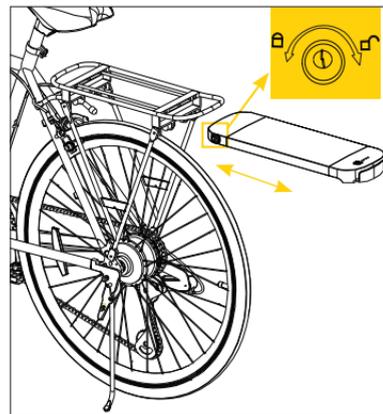


- DO NOT, under any circumstances, use the bike while it is charging or connected to the charger.
- The charging time is 3~4 hours. Charging longer than that may affect battery life and/or performance.
- If the charging adapter's light doesn't turn on, it may not be fully connected. Check that it is securely connected to the wall and to the bike.
- Use only the charger provided with your EB-12. If you have lost or damaged your charger, contact customer support to obtain a replacement.

3.2 Detaching/Install the Battery

For your convenience, the EB-12's battery can be removed for easier charging and/or an extra measure of security.

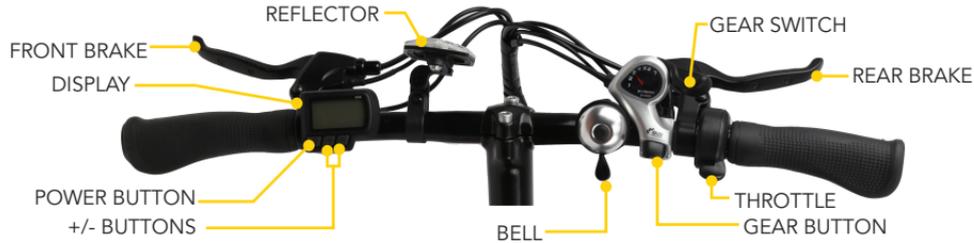
- Step 1.** Use the included keys to unlock the battery via the keyhole on left side of back desk (Fig. 8). To unlock the battery, insert the key, and turn it clockwise to the unlock  position.
- Step 2.** Pull out of the battery from the back desk.
- Step 3.** To reinstall the battery, align the slot at the bottom of the battery and reinsert it into the frame. Turn the key to the locked  position.



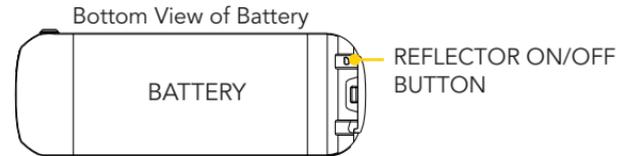
Section 4. How to Ride

- Before you ride, be sure to inspect brakes, gears and properly inflate the tires. Proper tire pressure can reduce flats and improve performance, including range per charge and max. speeds.

4.1 Riding Your eBike



- Start your eBike by pressing and holding the power button ~2s, or ride it with your feet directly. Power-assisted mode will be on whenever power is on.
- Locate the rear reflector ON/OFF button at the end of bottom side of battery to turn the reflector light as needed.
- Quick-press the power button to cycle between TRIP, VOL, TI, and ODO on-screen.
- Quick-press the **+** and **-** buttons to switch between modes 1, 2, and 3.
- Move forward by pushing the throttle.
- Switch between 7 gears by pressing the gear button or pushing the gear switch as needed while riding your eBike.
- To stop, release the throttle, then squeeze the front and rear brakes to slow the front and rear wheels down.



- To engage Cruise Control, maintain speed for ~7 seconds. Brake to turn it off.
- Use the bell to alert pedestrians and other riders of your presence.



4.2 Buttons Information

The EB-12 eBike's display features several different elements.

⏻ : Press and hold for ~2 seconds to turn the eBike on/off. Quick-press to cycle between TRIP, VOL, TI, and ODO on-screen.

+ / **-** : Quick-press to switch between speed modes 1, 2, and 3. Or press and hold the **+ -** buttons for ~2s to enter the display setting screen.

4.3 Display Information

: This icon indicates cruise control's status (i.e., on or off).

: These numbers indicate the current speed. Readings are measured in mph or km/h.

TRIP : These numbers show distance data for a single trip. Data is automatically cleared when the bike is powered off.

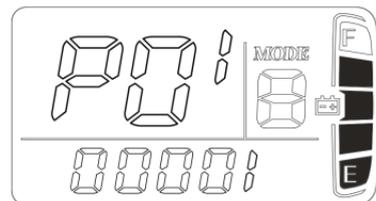
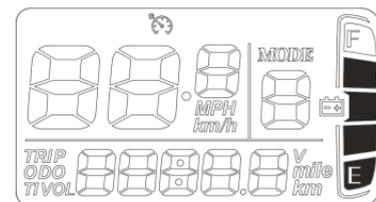
ODO : These numbers show odometer data (i.e., cumulative distance) from 0 to 6213 mi. Data accumulates in increments of 0.63 mi. If a single trip is less than 0.63 mi, it is not included in the total mileage. When data exceeds the maximum (6213 mi), the odometer will automatically reset to zero.

TI : These numbers show time data for a single trip.

VOL : These numbers show current voltage information.

Battery Level : This icon indicates how much battery life you have left.

MODE 1, 2, 3 : Displays the current speed mode. Each mode has its own maximum speed. Top speed for Mode 1 is 10.6 mph; Mode 2 is 13.1 mph; and Mode 3 is 16.2 mph.

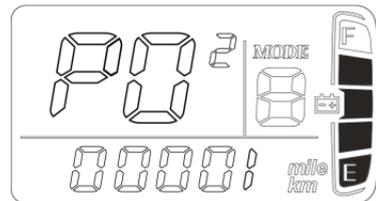


4.4 Display Brightness & Measurement Settings

Press and hold **+** and **-** buttons simultaneously for ~2s to enter the display setting screen.

To adjust brightness, quick-press the **⏻** button to enter P0¹ screen, then use **+** and **-** buttons to adjust the brightness of the display's backlight.

To switch speed measurement (mph/mile or km/h/km). Press the **⏻** button to enter P0² screen, then use **+** and **-** buttons to set the display to the desired measurement type.



Section 5. Safe Riding Techniques & Tips

Consider the following techniques and info to help ensure you have a safe, fun riding experience. Before riding, always check to make sure your brakes are working properly.

- ▲ Always wear proper protective gear when riding. This includes knee and elbow pads and an age-appropriate ASTM-approved helmet.
- Make sure your feet are always on the pedals. Taking your feet off the pedals while riding is dangerous.
- Remember to remain seated when using the eBike's control function.
- Make sure the battery is fully charged especially if you plan to travel long distances.
- For your own safety and the safety of others, ride only at speeds you are comfortable with and be ready to stop at any time.
- When riding near others, keep a safe distance from fellow riders to avoid collisions.
- Pay attention to your surroundings. Your eyes are your best tools for safely avoiding obstacles and unsafe surfaces.
- Ride in open spaces and flat areas. Avoid slopes or high traffic areas until you're familiar with riding.
- Do not ride at high speeds, on uneven terrain, in inclement weather, or otherwise unsafe conditions.
- Never use the eBike to do anything that may cause personal injury or property damage.
- Do not attempt to carry passengers or heavy items. The bike can only support the weight of one person at a time. Do not exceed the weight limit.
- Only ride the eBike where permitted. You **MUST** comply with local laws and give way to pedestrians.

DO NOT USE THE EBIKE TO PERFORM DANGEROUS MANEUVERS. FAILURE TO EXERCISE GOOD JUDGMENT AND HEED THE ABOVE WARNINGS INCREASES THE RISK OF SERIOUS INJURY OR, IN VERY RARE CASES, DEATH. USE WITH APPROPRIATE CAUTION AND SERIOUS ATTENTION TO SAFE OPERATION.

5.1 Disposal at End-of-Life

This product must not be disposed of by incineration, landfilling, or mixing with household trash. Improper disposal of the battery contained within this product may result in the battery heating up, rupturing, or igniting which may cause serious injury. The substances contained inside the battery present chemical risks to the environment. The recommended disposal for any SWAGTRON product at its end-of-life is to dispose of the entire unit at or through an e-waste recycling center, program, or facility.

Local regulations and laws pertaining to the recycling and disposal of lithium-ion batteries and/or products containing them will vary according to country, state, and local governments. You must check laws and regulations corresponding to where you live in order to properly dispose of the battery and/or unit. It is the user's responsibility to dispose of their waste equipment properly with accordance with local regulations and laws.

For additional information about where you should drop off your batteries and electrical or electronic waste, please contact your local or regional waste-management office, your household waste disposal service, or your point-of-sale.

Section 6. Maintenance

-  Do not perform any kind of maintenance while the eBike is charging.
- Attempting to repair or modify your eBike can void all warranties. Only authorized repair centers may service the eBike. If you need assistance, please contact customer service.

6.1 Tire Inflation

-  You will need a pressure gauge and a standard bicycle pump to inflate the EB-12 eBike's tires.

Step 1. Ensure the eBike is powered off and stable, so it doesn't move during inflation.

Step 2. Visually inspect the tires for damage, scuff, or puncture marks. If the tire is damaged, DO NOT INFLATE IT. Contact customer service immediately.

Step 3. Find the valve located on the inside of the wheel and remove the cap.

Step 4. Use a standard bicycle pump to pump air to the tires slowly.

Step 5. Use the pressure gauge periodically to check PSI.

Step 6. When the tire reaches 100 PSI / 7.0 BAR, stop inflating and replace the valve cap.

Step 7. Repeat with other tire.

-  Any PSI marking on the tires indicates a maximum. DO NOT inflate the front tire to this value, only inflate it to 100 PSI as directed above.
- Underinflation is strongly recommended if you intend to ride outdoors in temperatures above 90°F degrees. Bring the EB-12 eBike indoors and deflate the tires to 90 PSI. If the PSI is too high and the tire are exposed to excessively high temperatures, riding outdoors may cause serious damage to the tire including but not limited to stretching and/or rupturing.

6.2 Semi-Annual Bike Inspections

Bikes require regular maintenance. Take your bike in to your local bike shop for a tune-up twice yearly. Complex components (brakes, gears, electrical systems) should always be inspected, serviced and adjusted by experienced bike mechanics.

6.3 Cleaning

Proper cleaning of your eBike can guarantee a longer lifespan and a smooth riding experience.

- Wipe the outer body of your eBike with a soft, dry microfiber cloth.
- Check around the wheels and ensure there are no obstructions.
- The eBike meets IPX4 water-resistance, meaning it can withstand splashes; however, do not submerge the eBike in water.
- Do not let water and liquids get into the eBike's electric parts or battery.

6.4 Storage

Below are some tips to consider when storing your SWAGTRON EB-12 eBike.

- Before storing, fully charge the eBike to prevent battery over-discharge due to non-use.
- If storing the eBike for more than one month, discharge and recharge the battery at least once a month.
- Cover the eBike to keep dust out. Do not store in a dusty environment as this may cause damage over time.

6.5 Transportation

Turn off the EB-12 before moving, lifting, or otherwise transporting the eBike. The eBike weighs approximately 39.24 lbs. If you are unsure of your ability to lift this much weight, ask someone for help.

Lithium-ion batteries are considered hazardous materials; therefore, transportation is governed by federal, state, and local laws.

International law prohibits the shipping of bare lithium-ion batteries. If you are shipping your SWAGTRON EB-12 eBike, you must ship it with the battery installed.

Section 7. Specifications

Item	Parameters
Model Name	EB-12
Net Weight	39.24 lbs / 17.8 kg
Unfolded Dimensions	67.7 x 23.2 x 35.8 in. / 1720 x 590 x 910mm
Max Incline	25°
Maximum Load	264.5 lbs / 120 kg
Maximum Throttle Speed	16.5 mph / 26.5 km/h
Range Per Charge	Up to 31.5 miles (mode 1)
Battery Voltage	36V 7.5 Ah
Charging Voltage	100V - 240V / 50 - 60Hz / 42V 2A 
Wheel Size	700C Front / Rear
Wheel Inflation	100 PSI / 7.0BAR
Charging Time	4~5 Hours
Water Resistance	IPX4
Warranty	1 Year Limited

1 Year Limited Hardware Warranty

Your SWAGTRON® EB-12 Electric Bike ("Product") includes a One Year Limited Hardware Warranty ("Warranty"). The Warranty covers product defects in materials and workmanship under normal use. This Warranty is limited to residents of the United States and Canada only and is available only to original purchasers. This Warranty gives you specific legal rights and you may also have other rights which vary from state to state.

This Warranty starts on the date of your purchase and lasts for one year (the "Warranty Period"). The Warranty Period is not extended if the Product is repaired or replaced. We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive.

Warranty services are provided by SWAGTRON®. If a hardware defect arises and a valid claim is received within the Warranty Period, at its option and to the extent permitted by law, SWAGTRON® will: (1) repair the hardware defect by using new or refurbished parts that are equivalent to new in performance and reliability; or (2) exchange the Product with a product that is new or refurbished which is substantially equivalent to the original product. This Warranty is for one replacement only of like-items and does not cover items out of production if the product is no longer made or stocked. This Warranty is not assignable or transferable. The original purchaser may call SWAGTRON's toll-free number at 1-844-299-0625 for service requests.

When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes SWAGTRON®'s property. This warranty only covers technical hardware defectiveness during the warranty period and under normal use conditions. SWAGTRON® does not warrant uninterrupted or error-free operation of this Product.

This Warranty does not cover any damage due to: (a) transportation; (b) storage; (c) improper use; (d) failure to follow the product instructions or to perform any preventive maintenance; (e) modifications; (f) unauthorized repair; (g) normal wear and tear; or (h) external causes such as accidents, abuse, or other actions or events beyond our reasonable control.

Important: Do not disassemble the Product. Disassembling the Product will void this Warranty. Only SWAGTRON® or a party expressly authorized by SWAGTRON® should perform service on this Product.

DISCLAIMER OF WARRANTY: THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.

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