

Recall arrangement of Fiido X

As of April 13, 2022, Fiido officially launches the recall and upgrade of all Fiido X folding electric bike which manufactured between September 2021 and March 2022, a total of 2,989 units. (including unit from IGG sales channel, official website sales channel and authorized distributors sales channel). Fiido official after sales service team will directly contact all affected customers advising them to make an appointment with support team, free product recall services and corresponding user protection plan will be carried out.

User Protection Plan

For users from IGG and Fiido website

Replacement Options		Replaced Product	Shipping Date
A / A new upgraded Fiido X	User will receive a update Fiido X(without seatpost battery and seat)	Upgraded Fiido X	It is estimated all the referred Fiido X will be ship out from the factory during June,25 2022 to July,10 2022.
B / An equal value Fiido E-bike	User could exchange for an equal value Fiido E-bike	For IGG Backer order amount below \$1099 → free replacement of D11 / M1pro	The shipment of the first batch from the factory will be arranged since June 1, 2022
		For IGG Backer order amount of \$1299 → free replacement of D21	
		For order amount of \$1599 → free replacement of T1	
C. For EU&US region, replace Fiido Ebike which are in stock + refund the difference	For users urgent for the bike, current models in overseas warehouses are available to choose.	L3 / D3Pro	The shipment from overseas warehouses will be arranged since April 25, 2022

1.We will provide all customers with free replacement according to the above product protection plan, all users are required to send back the seat clamp and lug of Fiido X, and fill in the tracking number on appointment page, to join the user protection plan. According to personal needs, every user can choose one replacement plan from the above replacement schemes to make an appointment.

2. All replacement will enjoy a new warranty period from the date of delivery. For details, please consult indiesupport@fiido.com.

3. The updated Fiido X frame will come with an additional three-year warranty.

For user who purchased Fiido X from distributor, please contact local authorized distributor or buyfromdealer@fiido.com for more details of recall.

How To Recall

All users who received our recall email could make an appointment for free collection service via www.fiido.com. The appointment page will be released on April 18, 2022, and the appointment recycling service will officially start. (let's start from here)



ATTENTION

Recall only requires the seat clamp and lug removed from the effected Fiido X to be sent to Fiido' s required address. This is to prevent the old version of Fiido X from being used again in the future, result in secondary security risks.

Meanwhile, please reserve the seatpost battery for subsequent installation on the upgraded version of Fiido X.

For efficient use of resources and environmental protection, users could store the remaining items as spare repair parts.

Special Statement:

1. For users of Singapore region, due to the particularity of local traffic laws and regulations, we will notify the replacement plan by email separately.
2. For users who have not received the products, please make an appointment for product replacement directly , without booking collection service.

Free collection appointment will close by May 10, 2022.

All the renewal or replacement must be submitted before May 31, 2022.

Upgrade plan for Fiido X frame V2

As from today, Fiido officially started the mold proofing and testing work based on the Fiido X frame upgrade program. The specific schedule is as follows:

Product verification / Expected completion date: April 26, 2022, release the test report
(If the test is passed, the following work schedule will be promoted as plan; If the test fails, the following work schedule will be postponed for 15 days.)

Mass Production / Estimated start time: April 27, 2022

First shipment / Estimated shipping date: June 25, 2022

The following components and features will be upgraded simultaneously in new Fiido X:

1. Equipped with full Shimano transmission kit.
2. Add PASO setting.
3. Equipped with upgraded meter (improved display with Mileage ,MPH).
4. Upgraded keypad.
5. Upgraded grip (better grip with more comfort).
6. Upgraded magnetic parts (avoid slipping).
7. Synchronous optimization of other assembly problems