

BIG EASY FRAMESHEET

RETAILER: This framesheet MUST BE provided to the end user.

Thanks for spending your hard-earned money on a Surly Big Easy. Seriously, we really appreciate it. You could've picked something else but you didn't, and that means a lot to us. We've put a lot of work into making a great-riding bike that you'll enjoy for a long time. Before you read any further take a minute and write down this frame's serial number. If you should ever experience a problem with it, the serial number will help us get things sorted, and if your bike is ever stolen the serial number is undeniable proof that it's yours. So take a minute and write it down. Your frame's individual serial number is located on the top of the motor mount.

SERIAL NUMBER: _____

⚠ WARNING:

- **Cycling can be dangerous. Bicycle products should be installed and serviced by a professional mechanic. Never modify your bicycle or accessories. Read and follow all product instructions and warnings including information on the manufacturer's website. Inspect your bicycle before every ride. Always wear a helmet**
- **Do not use rigid forks exceeding 420mm axle-to-crown. Doing so will void the frame warranty and may result in damage or failure of the frame, and possible serious injury**
- **Always check for 6mm of clearance between the front tire and/or fender and any accessory fitted to the accessory mounts located on the underside of the downtube. Check the entire steering range**

For additional product and safety information, Surly owner's manuals, or Bosch component manuals, please visit surlybikes.com/safety. Please note that the specifications and information in this particular framesheet are subject to change for product improvement. For the latest information, go to surlybikes.com or Bosch-ebike.com.

FRAME COMPATIBILITY

Tubing: 4130 CroMoly, Natch tubing, double-buttet main traingle, TIG welded

Rear hub compatibility: 10 x 135mm

Brake compatibility: 51mm I.S. disc; 203mm max rotor size

Water bottle mounts: One to three (depends on frame size and battery configuration)

Fender mounts: Yes (only compatible with quick-release fenders)

Rack mounts: Yes (Surly Dummy Cargo accessories)

Other accessory compatibility: Rohloff rear hub (OEM mounting plate), internal dropper post cable routing

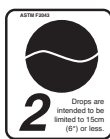
Seatpost: 30.9mm

Seatpost clamp: 33.1mm

Headset/Steerer tube: EC34/28.6 upper, EC34/30 lower

Tire clearance: 26 x 2.5", individual tire and rim combos affect tire clearance

INTENDED USE



CONDITION 2

This is a set of conditions for the operation of a bicycle that includes Condition 1 as well as unpaved and gravel roads and trails with moderate grades. In this set of conditions, contact with irregular terrain and loss of tire contact with the ground may occur. Drops are intended to be limited to 15cm (6") or less. Please see link to Bike Owner's Manual on surlybikes.com/safety for complete list of riding condition descriptions.

MAXIMUM WEIGHT LIMIT

Rider: 300 lb (136kg)

Cargo: 200 lb (90kg)

Max Combined: 400 lb (181kg)

AB 1096 CALIFORNIA E-BIKE CLASS: CLASS 1, MOTOR: 250W, SPEED LIMIT: 20 MPH

⚠ WARNING: Your e-bike is intended for use by persons 16 years of age and older. Riders must have the physical coordination, reaction, and mental capabilities to control a bike and manage traffic, road conditions, and sudden situations, and also to respect the laws and instructions governing bicycle use.

NOT INTENDED

This bike is only intended to be operated on maintained roads that are legally open to bicycles with pedal-assist motors. The bicycle is not intended for mountain biking, jumping, or racing. Although weather can be unpredictable, try to avoid riding this bicycle in rain as water can damage electrical components.

SPECIAL LICENSING, PERMITS, OR A HELMET MAY BE REQUIRED BY STATE OR LOCAL LAWS

⚠ WARNING: It is your responsibility to know and follow all local laws and regulations. Laws can vary by city and state, you may need to fit your bicycle with additional equipment to comply with local laws. Do not ride your bicycle until all locally required reflectors, lighting, and other safety devices have been installed by a professional bike mechanic. Special licensing or permits may be required.

OPERATION GUIDE

Your Surly bicycle has an electric pedal-assist drive system. It is not a moped or motorcycle. The drive assist system consists of a drive unit, a battery, a computer control, and various electronic components (harness wires, sensors, and switches).

It is important to know that when the assist system is turned ON, the drive unit engages only when you are pedaling. The amount of power provided depends on your pedaling force and the assistance mode you set with the handlebar control unit. When you stop pedaling the assist will disengage or turn off. Pedal assist will reduce as you approach 20 mph and cut off at any speed above that.

The Big Easy is a unique bicycle. The electric assist, large cargo capability, and versatility all require practice to master. Before your first extended ride, take time to practice in a safe area and learn the controls until you are confident in your handling and can focus on the ride.

BATTERY RANGE

Battery performance will be an important consideration on your Big Easy. The range of your battery will be affected by many things like storage, charging, and riding conditions. For example, cold weather, head winds, and extra cargo will limit your range. On the other hand, proper pedaling cadence and optimal battery storage conditions will increase your operating range. It will take practice and experience with your bicycle to fully understand its capabilities. Bosch has a lot of great tools and information to help you. Read through the material included with your Big Easy and visit bosch-ebike.com for detailed information. Take special note to visit bosch-ebike.com/en/service/range-assistant/ for a slick tool to help estimate your battery range.

DUAL BATTERY UPGRADE

The Big Easy bike comes stock with one battery mounted to the downtube, but it is capable of operating with a second battery mounted under the frame behind the motor. Depending on the size of your second battery, you can effectively double the electric assist range of the stock Big Easy. All the components and hardware required for dual battery setup are included with the Big Easy; however, the second battery itself needs to be purchased separately. This upgrade and all service must be performed by a Bosch-certified e-bike dealer. Visit bosch-ebike.com/us-en/service/dealer-search/ to find a list of the certified dealers in your area.

CARRYING A PASSENGER

Surly "Big" bikes and frames, and Surly passenger accessories are designed to be used as a system. Complete bikes, frames, and passenger accessories are sold with 2 Rail Collars. At a minimum, 2 Rail Collars are required when using Surly Dummy Deck, Rails, and Bags, and when carrying passengers.

Bikes and frames are compatible with up to 4 Rail Collars. If carrying passengers and using a deck, rails, or bags made by another company, then the use of 4 Rail Collars is required. If you need additional Rail Collars contact your local bike shop.

Child passengers must use seat pads unless secured in a child carrier. Big Dummy bags or another compatible foot retention system must be installed for all passengers.

If you are planning to carry a child on your Big Easy, Surly recommends the use of a child seat. We've tested the Thule Yepp Maxi seat. Thule makes an adapter that allows their seat to mount onto our deck. At this time, other child seats are not endorsed by Surly to carry a child on the Big Easy.

Carrying any passenger or other cargo can have a great impact on the way your Big Easy handles. After loading the Big Easy, practice in a low-traffic area to familiarize yourself with how to turn, stop, and maneuver your bike with the additional load. For the most up to date compatibility/options, check surlybikes.com/safety.

⚠ WARNING: Failure to follow any of these requirements may lead to instability, resulting in a crash and serious injury.

ELECTRICAL COMPONENT STORAGE AND TRANSPORTATION

⚠ WARNING:

- Follow all storage and transportation requirements for your e-bike that Bosch has outlined in the battery and charging manuals. Failure to do so could result in serious injury
- Always remove battery before storing or transporting the bike. Accidental activation of the drive system can result in serious injury
- Only use an e-bike-approved car rack for transport. Check with your rack manufacturer to ensure your e-bike is compatible. Overloading a bike rack can result in serious injury

CARE AND MAINTENANCE

Keep your frame clean. Dirt and road grime lead to oxidation and fading of the finish, and they make it hard to do a thorough inspection. Dirt will accelerate any abrasion of the paint that comes from rubbing, such as places where the cable housing touches the frame. In extreme cases, this type of abrasion could remove frame material. When your bicycle is not being ridden, store it where it will be protected from rain, snow, sun, etc. Rain or snow may cause the metal on your frame to corrode. We recommend applying J.P. Weigle's Frame Saver to the inside of the tubes before the frame is assembled into a bike. If your bicycle was exposed to moisture during a ride, thoroughly dry the bicycle before storing it. If water got inside the frame, tilt the bicycle to drain the water. If necessary, remove the seatpost and turn the bicycle upside down. This is especially critical if there is a large amount of water inside. If water freezes inside your frame, the expansion of the ice can crack and rupture the structure.

When cleaning your bike, use a damp sponge or a soft brush with only a mild soap and water solution. Rinse the sponge often. Do not spray water.

Before storing your bicycle for an extended period of time, clean and lubricate the frame with a frame wax, polish, or protectant.

INSPECTION

To make sure your bicycle is serviced and maintained correctly, and that you protect applicable warranties, please coordinate all service and maintenance through your authorized Surly Dealer.

⚠ WARNING: Always remove battery before working on the bicycle. Accidental activation of the drive system can result in serious injury.

- Any part of a poorly maintained bike can break or malfunction leading to an accident where you could be severely injured. Please ask your Surly Dealer to help you develop a maintenance program which includes the list of parts on your bike for YOU to check regularly
- Keep water away from electrical components
- Make sure the bike is secured upright and cannot fall over while you are cleaning it. Do not rely on the kickstand. Use a sturdy bike stand to hold the bike
- Follow the maintenance and cleaning requirements for your battery and charging components in the Bosch manuals. Failure to do so could result in serious injury

NOTICE: Unauthorized service, maintenance, or repair parts can result in serious damage and void your warranty.

Before every ride carefully inspect your frame for signs of fatigue. If any frame part shows signs of damage or fatigue, consult your dealer or replace the frame before riding the bicycle.

⚠ WARNING:

- **An improperly modified frame, fork, or component can cause you to lose control and fall. NEVER MODIFY YOUR FRAMESET**
- **DO NOT MODIFY THIS BICYCLE. Doing so can result in damage, dangerous operating conditions, or violation of local laws. Modification may also void your warranty**
- **Attaching incompatible clamping devices to a fork can lead to fork breakage, causing a loss of control. If you are not sure if a device is compatible, consult your dealer**
- **Improper installation of bolts may lead to product failure, causing serious injury. Do not exceed specified torque values. Periodically inspect bolts and retighten if required**

LIMITED WARRANTY

This Surly product is warranted against defects in materials and workmanship for three years from the date of retail purchase of the product, subject to the limitations detailed below. Save your dated receipt for proof of purchase.

This warranty does NOT cover the following:

- Damage due to improper assembly or follow-up maintenance or lack of skill, competence or experience of the user or assembler
- Products that have been modified, neglected, used in competition or for commercial purposes, misused or abused, involved in accidents or anything other than normal use
- Installation of components, parts or accessories not originally intended for or compatible with bicycle as sold
- Damage or deterioration to the paint, surface finish, aesthetics or appearance of the product
- Normal wear and tear
- Labor required to remove and/or refit and re-adjust the product within the bicycle assembly

This limited warranty is expressly limited to the repair or replacement of a defective product, at the option of SURLY, and is the sole remedy of the warranty. This limited warranty applies only to the original purchaser of the SURLY product and is not transferable. This warranty applies only to products purchased through an authorized dealer or distributor. In no event shall SURLY be liable for any loss, inconvenience or damage, whether direct, incidental, consequential, or otherwise resulting from breach of any express or implied warranty or condition, of merchantability, fitness for a particular purpose, or otherwise with respect to our products except as set forth herein.

This limited warranty gives the consumer specific legal rights, and those rights and other rights may vary from place to place. This limited warranty does not affect your statutory rights.

TO THE EXTENT NOT PROHIBITED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS INCLUDING WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

YOUR INSURANCE POLICES MAY NOT PROVIDE COVERAGE FOR ACCIDENTS INVOLVING THE USE OF THIS BICYCLE. TO DETERMINE IF COVERAGE IS PROVIDED YOU SHOULD CONTACT YOUR INSURANCE COMPANY OR AGENT.