



## HOW TO PACKAGE AN ECHO BIKE FOR RETURN

This guide shows how to reuse Echo Bike packaging to return a bike for warranty replacement.

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## TOOLS:

- Phillips screwdriver (1)
- 6mm Hex-Key (1)
- 13mm Wrench (1)
- 15mm Wrench (1)
- Razor Blade (1)



## PARTS:

- Ziploc Bag (1)
  - Packing Tape (1)
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## Step 1 — Opening the new Echo Bike box



- Start with the TOP of the bike box on the ground. The logos should be upside down.
- Remove the 4 bands on the outside of the box.
- Using a box knife, slit the packing tape around 3 sides on the bottom of the box. Be careful to not cut the cardboard.
- Unfold the 4 flaps on the bottom of the box.



## Step 2 — Opening the new Echo Bike box

- Carefully lay the box on the largest side. Ensure the bottom flap is folded under the box.
- Secure the remaining 3 flaps to the sides of the box using tape if necessary. The bottom should be fully open with no obstructions.
- Carefully roll the box onto the bottom. The foam inserts should be touching the ground after this step.





### Step 3 — Opening the new Echo Bike box

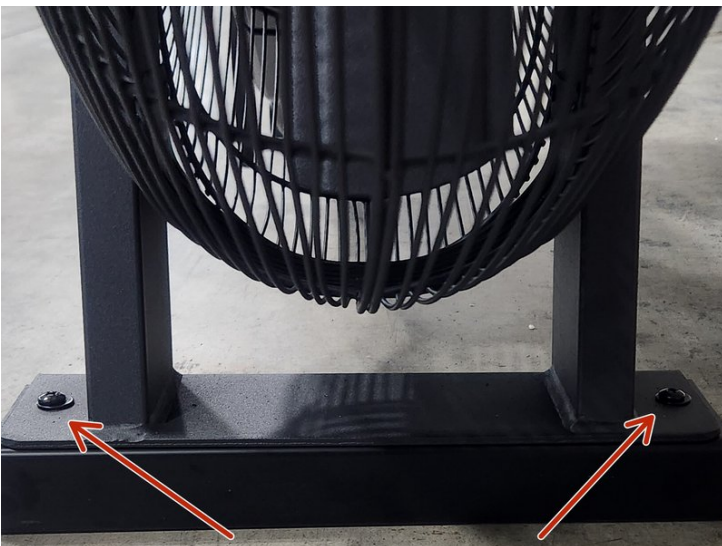
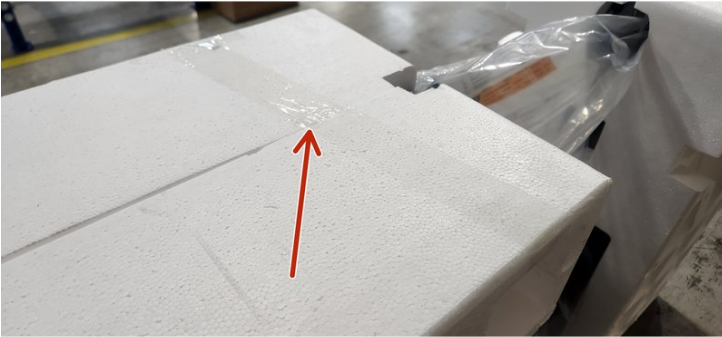


- Lift straight up on the box and set it to the side. DO NOT discard the box. The bike chassis should be upright and encased in 2 foam clamshells.
- Remove the plastic wrap around the foam.
- Remove all of the components packaged on the outside of the foam clamshells. The components are secured to the foam using packing tape. Use a box knife to cut the packing tape. Be careful to not damage the foam during component removal. Sit the components to the side.

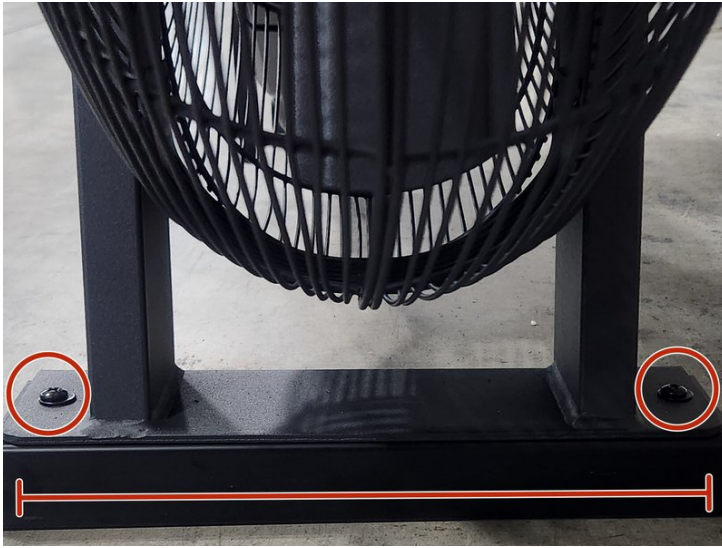


## Step 4 — Removing the new Echo Bike from the packaging

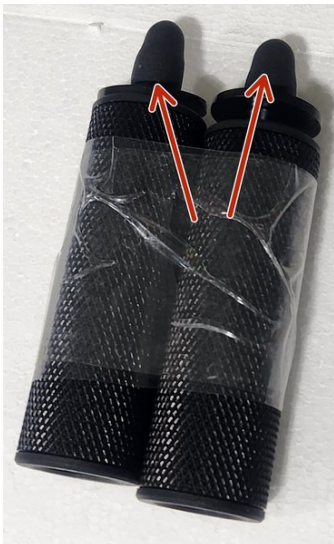
- The foam clamshell is held in place using packing tape. Cut the packing tape at the clamshell seam.
- Carefully slide the 4 pieces of the foam clamshell away from the bike chassis.
- Remove the packing spacer located under the fan using a phillips screwdriver.



## Step 5 — Finish unpacking

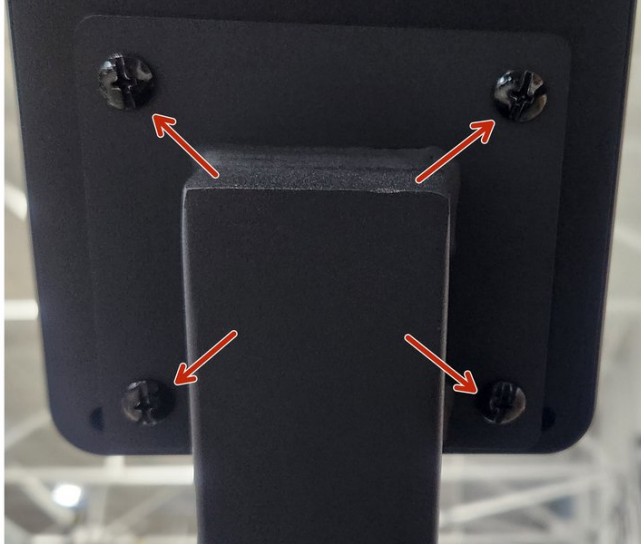


- DO NOT discard the packing spacer, screws, or washers.
- DO NOT discard the console box and bubble wrap.
- DO NOT discard the rubber caps from the foot pegs.
- Follow the standard assembly instructions provided to build the bike.

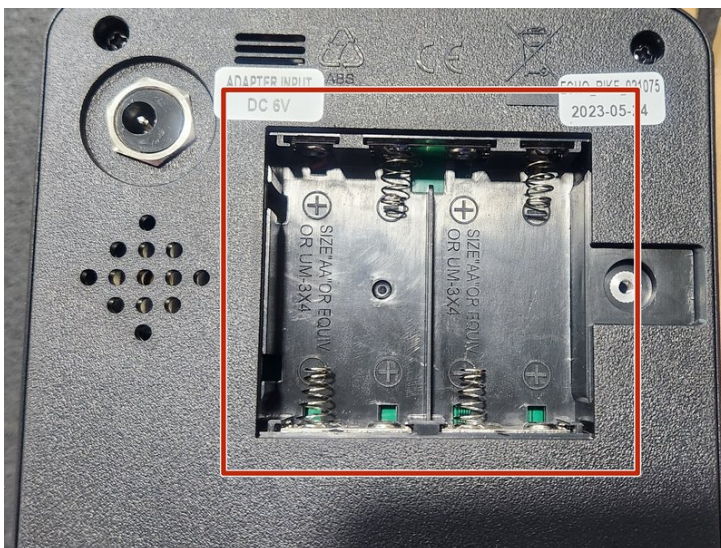




## Step 6 — Disassembling the Echo Bike to be returned



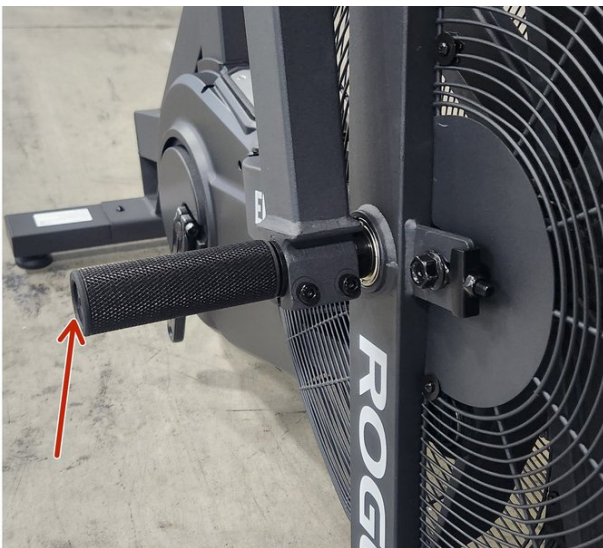
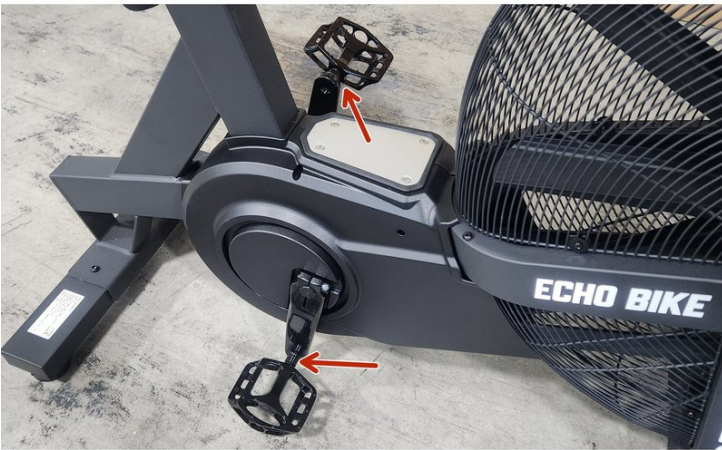
- Take the console off by removing the 4 phillips head screws securing the console to the mast.
- Disconnect the console wire.
- Loosely replace the 4 screws back in the console.
- Remove the batteries from the console.





## Step 7 — Disassembly continued

- Remove the console mast using a 6mm hex-key.
- Disconnect the console wire. Ensure the console wire does not fall out.
- Remove both pedals using a 15mm wrench.
- Remove both foot pegs using the 6mm hex-key.



## Step 8 — Disassembly continued

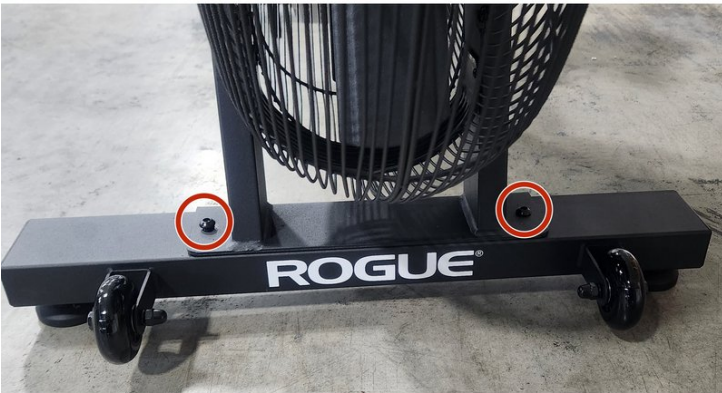
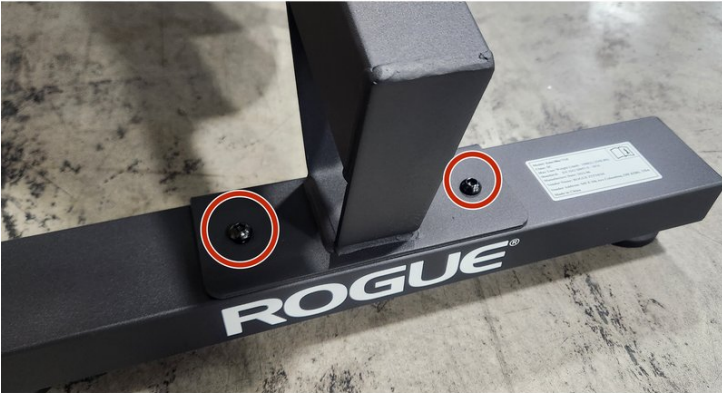


- Install the rubber caps over the exposed threads.
- Remove both arms using a 6mm hex-key and a 13mm wrench.
- Lower the seat into position number 1. Move the seat forward to position number 1. Tighten both pop-pins.



## Step 9 — Finish disassembly

- Remove the rear stabilizer using a 6mm hex-key.
- Remove the front stabilizer using a 6mm hex-key.



## Step 10 — Prepare the bike and components to repack





- Install the front shipping spacer using the 2 phillips head screws and washers. Do not overtighten.
- Insert the console into the bubble wrap bag. Place the foam insert over the console screen.
- Insert the console into the console box.



## Step 11 — Prepare the bike and components to repack



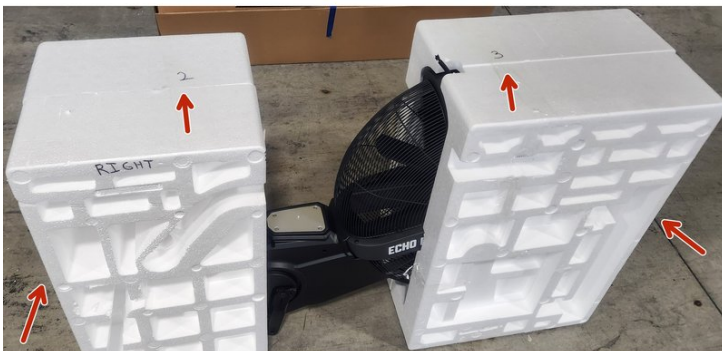
- Place all of the fasteners and washers into a ziploc bag.
- Tape the pedals together using packing tape.
- Tape the foot pegs together using packing tape.



## Step 12 — Repacking the bike

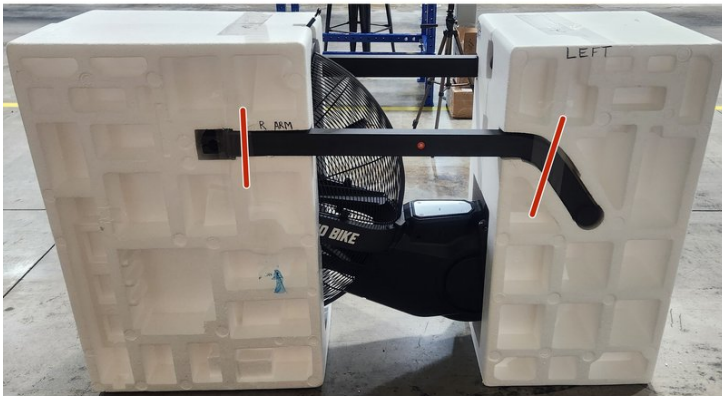


- Slide the 2 front foam clamshells over the front of the bike. The seams should line up.
- Slide the 2 rear foam clamshells over the rear of the bike. The bike will need to be lifted slightly in order to get the clamshells into position. The seams should line up.
- Tape the clamshells together in 4 spots using packing tape.





## Step 13 — Repacking the bike



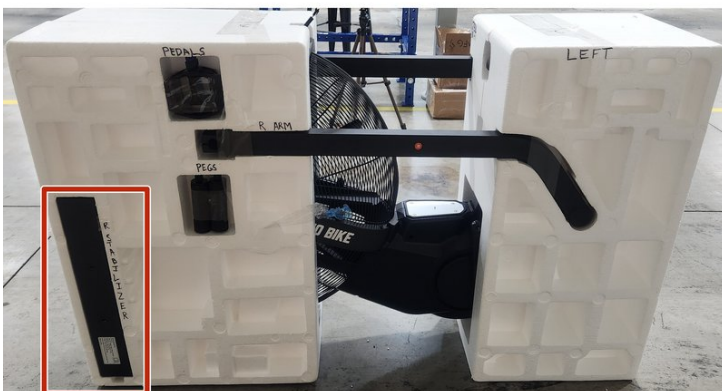
- Insert the right arm into the left side of the clamshell. Secure using 2 pieces of packing tape.
- Insert the left arm into the right side of the clamshell. Secure using 2 pieces of packing tape.



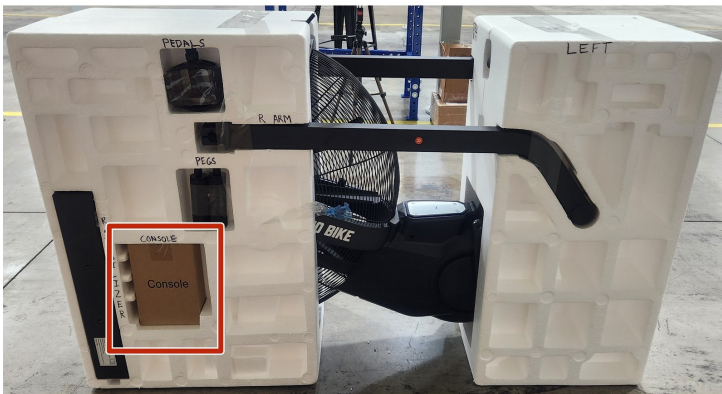
## Step 14 — Repacking the components



- Place the pedals into the left side of the clamshell in the spot shown in the picture. Secure using a piece of packing tape.
- Place the foot pegs into the left side of the clamshell in the spot shown in the picture. Secure using a piece of packing tape.
- Insert the rear stabilizer into the left side of the clamshell in the spot shown in the picture. Secure using 2 pieces of packing tape.



## Step 15 — Repacking the components



- Insert the console box into the left side of the clamshell in the spot shown in the picture. Secure using a piece of packing tape.

## Step 16 — Repacking the components



- Insert the front stabilizer(without turf tires) into the right side of the clamshell in the spot shown in the picture. Secure using 2 pieces of packing tape.
- Insert the console mast into the right side of the clamshell in the spot shown in the picture. Secure using a piece of packing tape.
- Roll the ziploc bag containing the fasteners up. Insert the ziploc bag into the right side of the clamshell in the spot shown in the picture. Secure using a piece of packing tape.





## Step 17 — Boxing the bike

- Slide the open end of the box over the clamshell.
- Carefully roll the box on its top. Secure the bottom of the box using packing tape.
- Notify customer service that the bike is ready to be picked up.

