



Fire caused by an e-bike. Photo from London Fire Brigade

Converting your standard bicycle into an e-bike?

Always get a professional to carry out the adaptation – they will ensure the bike is fitted with the correct motor, battery and charger!

Attempting to convert the bike yourself can lead to safety issues, an increased risk of fire and could make your manufacturer's warranty invalid making you responsible for any damage or accidents.

Smoke or fire?

Get out, stay out and call 999 immediately.

If the battery shows any signs of failure

Turn off the device and unplug it from the power source immediately.

Faulty battery or charger?

Report it to the Citizens Advice Consumer Service on 0808 223 1133

For further information, please visit:
eastsussex.gov.uk/BeSafeBuySafe
or scan the QR code.



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Buy Safe, Be Safe

Raising awareness of the dangers associated with e-bikes and e-scooters, their batteries and chargers and home conversion kits.

Advice from East Sussex Trading Standards.

Follow these tips to prevent a fire!

When buying an e-bike or e-scooter:

- Use a reputable retailer of manufacturer
- Check the product complies with UK product safety standards – check for the CE or UKCA mark
- Always read and follow the manufacturer's instructions for using and charging the item
- Always use the battery with the charger recommended by the manufacturer

A hover board charging under the stairs caught fire. The remains are shown below, and the damage to the house is shown bottom right. Photos from East Sussex Fire & Rescue Service.



When charging your e-bike or e-scooter:

Do:

- charge in a safe place without blocking exits (such as hallways)
- unplug your charger after charging
- remove the battery from your e-bike or scooter (if possible)
- charge on a hard flat surface, where there is good ventilation

Don't:

- charge in bedrooms
- leave your battery charging unattended, when you are out or while you are asleep
- cover chargers or battery packs when charging
- overload sockets or use inappropriate extension leads
- store or charge batteries in hot locations or near hazardous or combustible materials

Batteries can be damaged by being dropped, or when an e-bike / e-scooter crashes or gets grounded, causing them to become unstable

STOP using or charging if the battery:

- feels extremely hot to touch
- looks swollen, has a lump or is leaking
- makes hissing or cracking sounds
- is giving off a strong or unusual smell or smoke
- doesn't fully charge or takes longer than normal to charge

In 2023 there was an average of one fire every two days from a lithium battery in an e-bike or e-scooter in London

