



May 30th, 2024

Dear Ryvid Anthem Customer,

In March, Ryvid communicated that a new firmware update was pending for the Anthem battery. It was our intention to update the batteries using a remote method, however it has proved to be difficult to execute.

We are currently planning to update all bikes directly in person. While we're updating the battery firmware, we will give your Anthem a complete overall check and talk with you about some exciting new things in the works at Ryvid, and how you can be more involved if you're interested.

A Ryvid technician will be in touch in the next few weeks to arrange for your service. Once we make an appointment, we'll follow-up 48 hours before the visit, to make sure someone is available to meet the technician.

The update process and Anthem inspection should only take about 30-45 minutes, and can be performed virtually anywhere, so we can meet you at home or at work, whatever is convenient for you.

If you have any questions, please contact service@ryvid.com and we will be happy to assist you.
Kind Regards,

Matt Irish

A handwritten signature in black ink, appearing to read 'Matt Irish', with a long horizontal flourish extending to the right.

Director of Aftersales