



RATTAN

**Model:LM-500/750
LF-500/750**

User's Manual

2020

www.rattanebike.com

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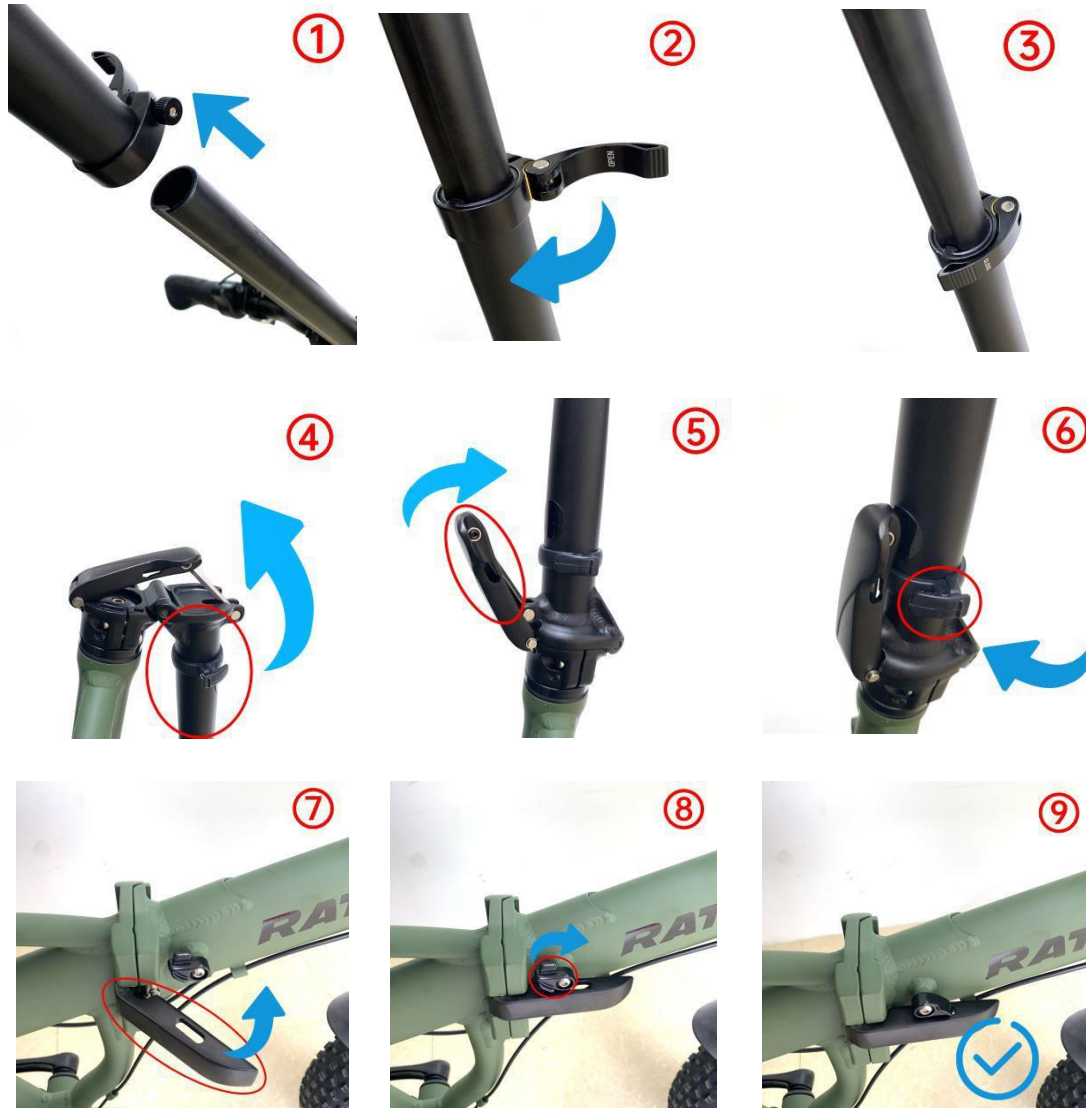
Part 4 After sales and Warranty (page14-17)

Part 1 Assembly Instructions

1. Unboxing



2. Unfold the bike and lock



3. Install the peddles and rear peddles



4. Power on the battery before turning on the display

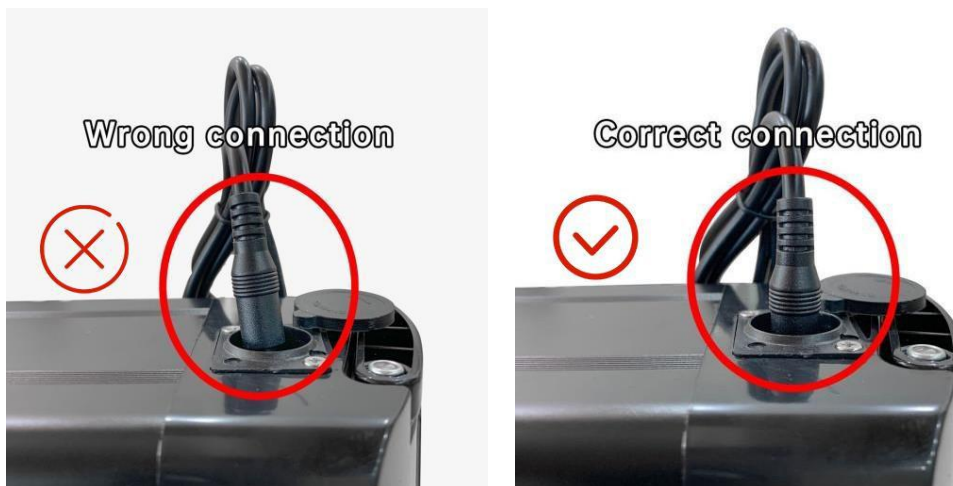


Important Notification

▲ The gasket is an addition repair part. Please don't use for peddle assembly.



▲ Please fully plug the DC head into the end of charging connector.

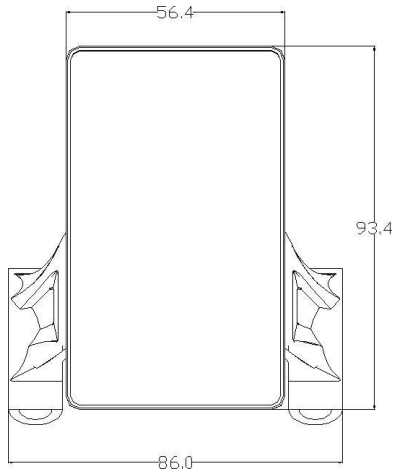


▲ To make sure you can install by yourself, please click our website
(www.rattanebike.com) for the assembly video or find the video on YouTube.

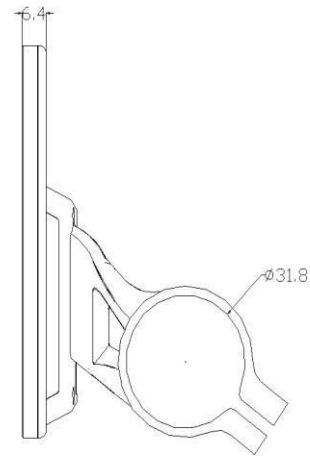
Part 2 Display Instruction

MODEL: LCD-M5

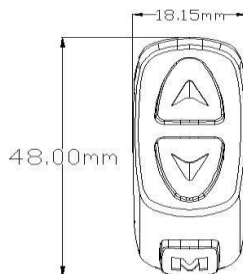
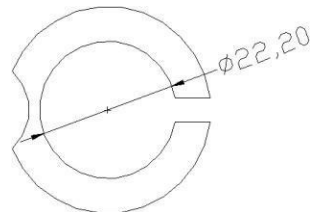
1. LCD Display Size and Material



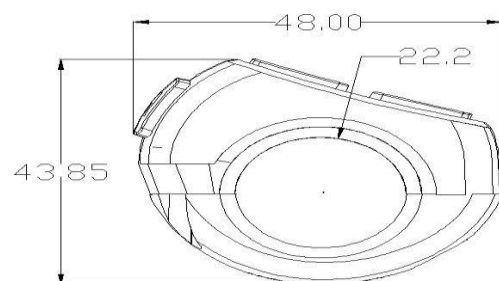
Display Frontal View



Display Lateral View



Control Button Frontal View



Control Button Lateral View

2. Introduction of Display

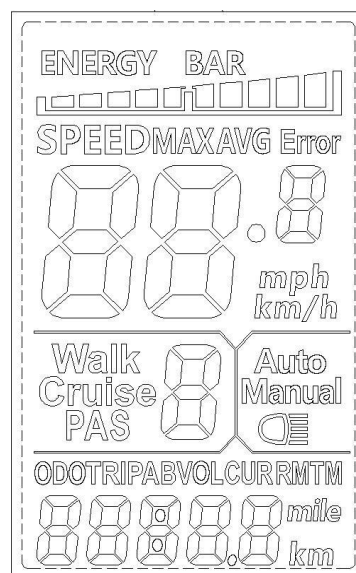
- Speed display
- Power indicator
- Total mileage
- Headlight display
- Power level display
- Failure warning
- Individual mileage
- Single driving time display

3. Introduction of Control & Setting

- Power switch control
- Headlight switch control
- 6Km/h point control
- Wheel diameter setting
- Maximum speed setting
- Auto idle time setting
- Backlight brightness setting
- Voltage level setting

4. Introduction of Display Screen and Operation

Display Screen



Function Introduction



- **Headlight**



Please press the button for few seconds to open.

- **Battery power display**



- **Multi-functional display area**

ODO TRIP A B VOL CUR RM TM

ODO—Total mileage.

TRIP A—Single mileage.

TRIP B—Single mileage.

VOL—Battery current voltage.

CUR—Current operating current.

RM—Remaining mileage.

TM—Instrument boot time.

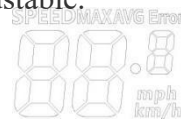
- **Vehicle mode**



Walk—Walk boost mode. PAS—

PAS Level 1~3 adjustable.

- **Speed display area**



MAX—Maximum speed.

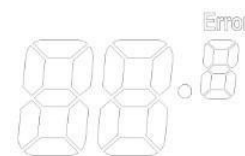
AVG—Average speed

MPH—Unit of speed

KM/H.

[The display will calculate the true speed based on the wheel diameter and signal data]


- **Vehicle Status Display Area**



Detail attached on PART -3 EBIKE STATS CODE

Setting Introduction

- **Switch into setting menu**

Long press  +  & short press  switch to next parameter;
Exit settings and save parameters.

(If not been operated, the modified parameters will automatically save and exit after 8 seconds.)

- **Setting Parameter Interpretation**

P01: Backlight brightness. The darkest is level 1 & the brightest is level 3.

P02: Mileage unit, 0: KM; 1: MILE.

P03: Voltage level: 24V, 36V, 48V.

P04: Turn off time. 0 means the display will not turn off automatically; Other numbers are the time turn off automatically. Range: 1-60; unit: minute.

P05: Switch PAS level: 0/1. 0: level 0-3; 1: level 0-5.

P06: Wheel diameter: 16-28. Unit: inch. 20 for 500W; 24 for 750W.

P07: Speed gauge magnetic steel. Range 1-100.

P08: Speed limit. Range 0-51km / h.

P09: Zero start setting, 0: zero start; 1: Non-zero start.

P10: Drive mode: 0/1/2.

- ✓ **0:** Power Drive : Power output is determined by the power file bit. (It is invalid to change the data)

- ✓ 1: Electric drive: Using by turning the handle drive. (It is invalid to change the data)

- ✓ 2: Power Driven and Electric Driven Coexistence. (Valid parameter)
 - P11: Assistance sensitivity setting. Range: 1-24.
 - P12: Assistance intensity setting. Range: 1-5.
 - P13: Boost magnetic steel. Setting 5/8/12.
 - P14: Controller limit value setting. Range: 1-20A.
 - P15: Controller under voltage.
 - P16: Reset ODO.
 - P17: The display does not support cruise. Default: 0.
 - P18: Display speed ratio. Adjustment range: 50% ~ 150%.
 - P19: The switch of PAS level 0. 0: PAS level 0-3; 1: PAS level 1-3. (When P05 set "0")
 - P20: System communication protocol. Default: 2.

Note: Due to product upgrade, some product content will differ from specifications, but will not affect your normal use.

If you have any questions, please contact us.

● **Default setting:**

| | Function | Parameter | Default |
|-----|--|--|----------------|
| P01 | Brightness | 1.Darkest; 2.Normal; 3.Brightest | 1 |
| P02 | KM/MILE | 0-MILE; 1-KM | 1 |
| P03 | Voltage | 24V; 36V; 48V | 48 |
| P04 | Turn off time | 0-off; 1-60 min | 5 |
| P05 | Level setting | 0: 0-3level; 1:0-5 level | 0 |
| P06 | Wheel diameter | 16-28inch | 20/24 |
| P07 | Useless setting. Whatever you set will not affect your display | | 1 |
| P08 | Speed limit | 0-51km/h | 40 |
| P09 | Useless setting. Whatever you set will not affect your display | | 0 |
| P10 | Drive mode | 0: PAS ONLY; 1: THROTTLE ONLY; 2: BOTH PAS&THROTTLE | 2 |
| P11 | Useless setting. Whatever you set will not affect your display | | |
| P12 | Useless setting. Whatever you set will not affect your display | | |
| P13 | Useless setting. Whatever you set will not affect your display | | 12 |
| P14 | Current limit | 1-20A | 18 |
| P15 | Useless setting. Whatever you set will not affect your display | | |
| P16 | Reset ODO | Long press up bottom 5S to clear ODO | |
| P17 | Please do not change the default setting. | | 0 |
| P18 | Please do not change the default setting. | | 100 |
| P19 | Please do not change the default setting. | | 0 |
| P20 | Please do not change the default setting. | | 1 |
| P21 | level 1 speed | 159/255 (64%speed) | 159 |
| P22 | level 2 speed | 214/255 (80%speed) | 214 |
| P23 | level 3 speed | 255/255(100% speed) | 255 |
| P24 | level 4 speed | 255/255 | 255 |
| P25 | level 5 speed | 255/255 | 255 |
| P26 | Walking mode speed | 40 | 40 |

Part 3 Use and Maintenance

1. Precautions for First Using

- Please adjust the optimal height of the seat according to the height of the user.
- Please ensure the brake work properly.
- It is not recommended to use the bike under the bad weather, such as rain storm.
- Please check whether exist scratches.
- Please check whether exist loose screws.
- Please check whether the attachment is complete.

2. Battery Maintenance

- When using for the first time, the user must fully charge the battery to activate the battery groups.
- Do not use the battery in low energy, it will reduce the life of the battery.
- Must use the specified charger for charging.
- Do not charge the battery at high temperature(over 212 Fahrenheit/100° C), charge in a cool place.
- If you will not use it for a long time, charge the battery at least once a month to keep the battery active.
- Do not submerge the battery in liquid or anything may damage the battery.
- Turn off the battery when you are not using it.
- Better fully charge the battery before use each time, it will extend the life of the battery.
- If the battery has any problems, do not charge it anymore and contact us.

3. Frame Maintenance

Don't let the frame rust, when the frame is exposed to rain, wipe dry after use.

Note: only the frame is made by Aluminum, other parties are very easy to rust.

4. Brake Maintenance

- Check brake pads regularly.
- Check whether the brake disc is deformed.
- If it is a hydraulic brake, check for oil leakage.
- Clean brake regularly.

5. Motor Maintenance

- Do not try to disassemble the motor.
- If the motor has any problem please feel free to contact us.

6. Tire Maintenance

- Check regularly for leaks.
- Check spokes regularly.

7. Derailleur Maintenance

- Check the rear derailleur can be change to every gear (contact us for the video about how to adjust the shifter).
- Check the rear derailleur guard whether bent to affect the derailleur or not.

8. Riding in Raining Day

The bike can be use when is raining. The motor is IP67 waterproof, and the display is IP64 waterproof. You can use the bike when it is not very heavy rain. NOTE, after you using the bike in a raining day, please wipe dry it, or it will be very easy to rust.

Common failures and check

| NO. | Problem | Possible cause | Remedy |
|-----|--|--|---|
| 1 | The speed adjuster not works or the maximum speed is too low | <ol style="list-style-type: none"> 1. Battery voltage is too low. 2. Speed adjusting handle connection becomes loosened. 3. The spring is stuck or failure inside the speed adjusting handle. | <ol style="list-style-type: none"> 1. Make sure the battery fully charges 2. Hold faster after recheck 3. Change the spring |
| 2 | The motor not works | <ol style="list-style-type: none"> 1. The connection of the battery wires becomes loosened. 2. The left the right brakes didn't return back after the cutting off of the electricity. 3. Connecting wire of the motor wheel become loosened or damaged. | <ol style="list-style-type: none"> 1. Repair and reconnect. 2. Contact our after-sale team. |
| 3 | Lack of mileage | <ol style="list-style-type: none"> 1. Lack of charging 2. Battery aging or damaged 3. Go uphill, larger upwind, more frequent braking, starting with too heavy load. 4. The tire is lack of pressure. | <ol style="list-style-type: none"> 1. Full charged. 2. Replace battery. 3. Suggest pedal. 4. Pump up the tires. |
| 4 | Charger not work | <ol style="list-style-type: none"> 1. The charger socket doesn't work or the connection between the plug and the socket become loosened. 2. The fuse inside the charger is burn out. 3. The connecting wire of the battery goes off or the fuse blown. | <ol style="list-style-type: none"> 1. Fasten the socket and the connectors. 2. Replace the fuse. 3. Weld the connecting wire and exchange the fuse. |
| 5 | The indicating light doesn't turn green, the battery becomes seriously hot | The charger and the battery parameters don't match. | Turn to the supplier for adjustment or replace the charger. |
| 6 | Others | <ol style="list-style-type: none"> 1. When you cannot eliminate the failures according to the above instructions or cannot distinguish the failures. 2. When the motor wheel, controller, charger and the battery groups exist inside damages. | In case of the above conditions, please turn to the designated store or sales dealer for help, and remember not to open the above components by yourself, or it will lose our warranty. |

9. Ebike Status Code Meaning

| Status Code (Decimal) | State Meaning | Remarks |
|-----------------------|----------------------------------|-------------------|
| 0 | Normal | |
| 1 | Reservation | |
| 2 | Brakes | |
| 3 | Power Sensor Fault (Riding Mark) | Not Realized Here |
| 4 | 6 KM/H cruise | |
| 5 | Real-time cruising | |
| 6 | Battery under voltage | |
| 7 | Motor Failure | |
| 8 | turn malfunctioning | |
| 9 | Controller failure | |
| 1 | Communication reception failure | |
| 11 | Communication dispatch failure | |
| 12 | BMS communication failure | |
| 13 | Headlight failure | |

10. Protocol Ebike Status Code Meaning

| Status Code (Decimal) | State Meaning | Remarks |
|-----------------------|------------------------|---------|
| 33 | Current anomaly | |
| 34 | Turn the anomaly | |
| 35 | Motor phase deficiency | |
| 36 | Motor Hall anomaly | |
| 37 | Brake anomaly | |
| 30 | Communication anomaly | |

Part 4 After sales and Warranty

1. After sales

Dear customer, thank you for choosing Rattan Ebike for your green travel solution, let's ride together to keep our earth and home green.

If you have any question about our product and want newest information's, please contact us or follow us:

| | |
|--------------------|---|
| Website: | www.rattanebike.com |
| Facebook: | Rattan ebike owners |
| Instagram: | Rattan ebike |
| Service email | info@rattanebike.com (Official Store) reibokservice@gmail.com (Amazon store) petreill2019@gmail.com (Amazon store) |
| Service hotline: | +1 909 - 319 - 0013 |
| Warehouse address: | 13825 NORTON AVE CHINO CA 91710 |



Note: In order to provide the best customer service and reply in time, please email us according to which store your bike was purchased from.

2. Warranty

The main parts of the warranty provisions

| Component | Warranty period | Depreciation rate /day | Performance failure | Remark |
|-----------------------|-----------------|------------------------|---|--|
| Frame fork handle bar | 1year | 0.2% | <ul style="list-style-type: none"> Natural sealing off. Fracture key parts crack. Fork fracture. | Except human destroy |
| Motor | 1year | 0.2% | <ul style="list-style-type: none"> Internal gear break. Bearing broken. The wheel hub shell cracking. Coil burned. Magnets off. clamping stagnation or have serious noise, not the normal operation | Except human destroy |
| charger | 1year | 0.3% | Not be charged | Disassemble personally will not be replaced. |
| controller | 1year | 0.3% | <ul style="list-style-type: none"> Short circuit or open circuit. Burnout. Coaster related protection function failure. | Disassemble personally will not be replaced. |
| Battery | 1year | 0.3% | Not working | Disassemble personally will not be replaced. |
| Display | 1year | 0.2% | Not working, no display | Disassemble personally will not be replaced. |

Common part warranty

| Component | Warranty period | Depreciation rate/day | Performance failure | Remark |
|-----------------------|-----------------|-----------------------|--|----------------------|
| Switch | 1year | 0.1% | Not work | Except human destroy |
| Freewheel, chain | 1year | 0.1% | Skid, fracture freewheel stagnation | |
| Crank | 1year | 0.1% | Not work | |
| Expansion brake | 1year | 0.1% | Not work | |
| Throttle | 1year | 0.1% | Not work | |
| Front and middle axle | 1year | 0.1% | Quality problem | |
| Rim. Hub | 1year | 0.1% | Bending, breaking | |

Other parts warranty

- Stem, seat post, pedal, kickstand, disc brake, for quality problems or electric plating damage fracture blister of large area to replace in six months (except for artificial damage)
- Saddle, luggage carrier, seat post clamp, spoke and fender for quality problem will be replacing in six months.
- Inner tire with leakage will be replaced in one month. The outer tire will be replaced in three months if it cranks naturally.

Failure caused by the following cases are not included in the warranty contents.

However, the designated store or sales dealer has the responsibility and obligation to provide paid repair service:

- Without invoice and the warranty. Using and maintaining without complying with the user's manual.
- Using the electrical bicycle for other purposes or dangerous acts.
- Dismantling the parts without permission or improperly use and storage.
- Without using the original parts.
- Traffic accidents or other accidents.
- Anti-rust layer damage caused by abnormal use, which leads to the corrosion and fracture of the parts. Riding on the abnormal road conditions.
- Commercial rental use.
- Irresistible natural disasters.

At last, we express our top regard to you for choosing RATTAN ebike. Our planet is becoming cleaner because of you, keep going.