



# RATTAN SEQUOIA

## Owner's Manual



[www.rattanebike.com](http://www.rattanebike.com)

# Let's Become a Rattan Ebike Owner!

Thank you for purchasing the Sequoia from Rattan E-Bikes! This user manual will help you assemble and operate your new electric bike. Be sure to read all of the information in this manual before riding. Sequoia Unboxing Video:

<https://www.youtube.com/@RattanEbike>

If you're not sure you have the skills, experience, and special tools required for assembly and maintenance, get help from a local, certified, and reputable bike mechanic.

If you encounter any problems in the installation or use, please contact Rattan E-Bike customer support team.

## **NOTE TO ALL RIDERS UNDER 18 YEARS OF AGE:**

It's very important that you get parental permission before riding your electric bike.

## How To Contact Rattan Ebike Support Team

**Phone:** (562) 488-5588 Mon-Fri 9AM-5PM (PST)

**E-mail:** [info@rattanebike.com](mailto:info@rattanebike.com)

**Rattan Web:** [www.rattanebike.com](http://www.rattanebike.com)

**Rattan Help Center:** [www.rattanebike.com/pages/help-center](http://www.rattanebike.com/pages/help-center)

**Rattan Shop:** 9155 Archibald Ave, Ste A, Rancho Cucamonga, CA

**NOTICE:** Please attach the details of your order such as order number and the platform you buy when you contact us.

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## Safety Notice

1. Always wear an approved bicycle helmet whenever riding a bike. Failure to wear a helmet when riding may result in serious injury or death.
2. Never operate a bike while under the influence of alcohol, drugs, or any substance or condition that could impair motor functions, judgement, or the ability to safely operate a bike or another vehicle.
3. It is your responsibility to familiarize yourself with the laws and requirements of operating this product in the area(s) where you ride.
4. Failure to properly charge, store, or use your battery will void the warranty and may cause a hazardous situation.
5. Do not ride under wet conditions. The electric bike may slide from under your feet causing injury. Wet conditions may damage the electronics and void the warranty.
6. Please keep the battery key carefully, losing the key will cause the battery can't be locked.

## Warning



**Fully Assembled Sequoia**

01. Avoid water - The electric bike is not waterproof. The electronics may be damaged due to water and water damage is not covered by our warranty. Riding in wet conditions is also very dangerous and may result in injury.
02. Avoid prolonged exposure to sun or rain and avoid storage in places with high temperatures or corrosive gas.
03. Abuse - We do not cover physical damage due to negligent care and extreme riding.
04. Whenever you ride the Rattan Electric Bike, you risk severe injury or even death from loss of control, collisions, and falls. Use caution and ride at your own risk.
05. Do not modify the product from the manufacturer's original design.
06. Do not exceed the posted speed limit and obey all traffic laws.
07. Avoid touching the charging port directly and do not let it make contact with a metal object.
08. Keep hands and all body parts away from moving parts while operating the electric bike.
09. Before riding - Be sure to check the electric bike over and make sure the electric bike is operating correctly before each use.
10. Before riding - Be sure to check that the braking system is functioning properly; also be sure to check that all safety labels are in place and you understand the safety warnings.
11. Before riding - Be sure that any and all axle guards, chain guards, or other covers or guards are tightened and fixed.
12. Never exceed the 400lbs (182kg) maximum load rating.
13. The electric bike should never be used by children under the age of 18.
14. Maximum Speed - Your electric bike goes at a maximum speed of 28 mph.

15. Make note that additional insurance may be required to cover situations you encounter while riding an electric bike. It is recommended that you contact an insurance company or broker for advice and consultation.
16. To conserve electricity, use assist mode and avoid zero starting, frequent braking, driving against the wind, carrying heavy loads including other people, and riding with insufficient air pressure.

## Package Content

### Unboxing















**WARNING** Incorrect assembly, maintenance, or use of your ebike can cause component or performance failure, loss of control, serious injury, or death. If you are not sure you could correctly perform all assembly steps in the manual, consult a local, certified, reputable bike mechanic.

Carefully check package contents, if anything is missing or damaged, please contact Rattan customer service for support:

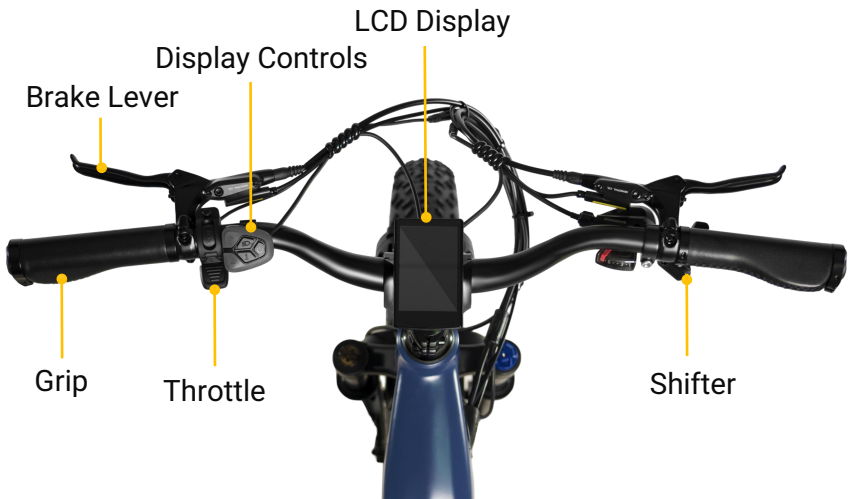
**[info@rattanebike.com](mailto:info@rattanebike.com)**

Unpack the bike. Unbox the package and remove the small box that contains the display inside in case of any damage occurs. With the help of another person capable of safely lifting a heavy object, remove the Pathfinder from the package. Take the assembled tool kits, charger, and manual out.

Carefully remove the packaging material protecting the bike frame and components. Please recycle packaging materials especially cardboard and foam whenever possible. Open the small box and carefully set out all contents.

			
Electric Bike*1	User Manual*1	Tool Kit*1	Tool Bag*1
			
Front Wheel*1	Front Axle *1	Headlight*1	Charger*1
			
Battery*1 Key*2	Pedals*2	Display*1	Seat*1

## Product Overview





## Specification

ITEM	SPECIFICATION
Model	Sequoia
Product Dimensions	190*70*118 CM
Package Dimensions	158*32.5*83 CM
Max Load	400 LBS



ITEM	SPECIFICATION
Package Weight	92 LBS
E-Bike Weight	77 LBS
Max Speed	28 MPH
Battery/Charger	48V 20AH/4.5A Input 100-240V 50/60Hz Output 54.6V 4.5A
Pedal-Assist Mode	60-80 Miles
Pure Electric Mode	40-60 Miles
Max Angle of Climb	30 Degrees
Charging Time	4~5 Hours
Tire Pressure	30 PSI
Frame Material	Aluminum Alloy

## Assembly



**WARNING** Incorrect assembly, maintenance, or use of your ebike can cause component or performance failure, loss of control, serious injury, or death. If you are not sure you could correctly perform all assembly steps in the manual, consult a local, certified, reputable bike mechanic.

## Handlebar



1. Turn the handlebar stem to the front and loose the screws on the bracket.



2. Align and centralize the handlebar and tighten the four handlebar stem plate bolts evenly and part way.



3. Adjust the handlebar to a position perpendicular to the front wheel and tighten the screws on the stem.

## Front Wheel



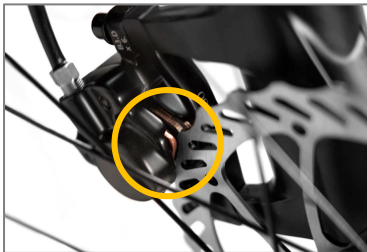
1. Loose the bolts under the fork and remove them.



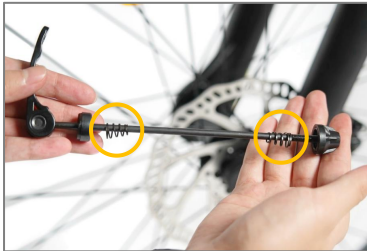
2. Remove the spacer inside the brake pads.



3. Lift the fork and align the front wheel.



4. Make sure the brake disc is centralized in the brake pads.



5. Install the front axle, make sure the end with the larger spring head is facing outward.

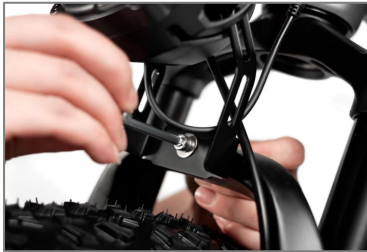


6. Tighten the quick release and make sure it is tight.

## Headlight



1. Unscrew the corresponding screws on the front fork.

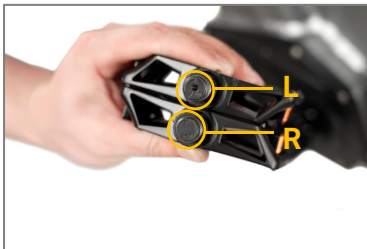


2. Install the headlight mounting hardware through the headlight bracket, then tighten securely.



3. Plug in the headlight connector. arrow to arrow.

## Pedals



1. There is a corresponding letter on the pedal. "L" for left, "R" for right.



2. Install the pedals, turn the screw in the correct direction.



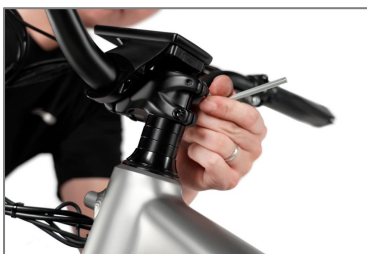
3. Tighten the screw and make sure it is secure.

**Notice:** Gently by hand without cross-threading or damaging the threads.

## Handlebar Adjustment



1. Test the handlebar if it is loose.

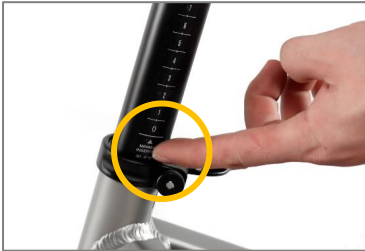


2. Tighten the screws on the handlebar stem and make sure it is secure.

## Seat Adjustment



1. Loose the quick release lever by swinging the lever open and outward fully.




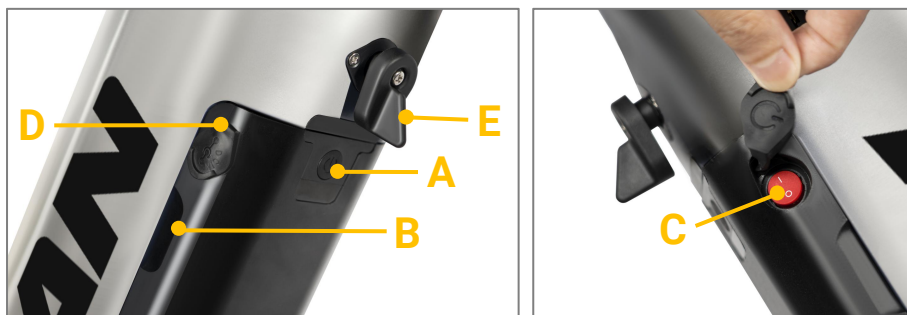
2. Adjust suitable seat height, the minimum insertion of seat post should be at the middle of level 0-1.



3. Tighten the quick release and make sure it is secure.

## Battery Use and Protection

 **WARNING** Please check the battery condition, key position and power before riding, make sure the battery is locked before riding to prevent the battery from falling off during the riding.



A	Battery button(activates battery indicator)
B	Battery indicator
C	Battery Switch on / off
D	Charging Port
E	Battery Lock(need to turn it upward to release the battery after plugging the key to unlock the battery)

**⚠ WARNING** There are 4 of indicators, 3 green light and 1 red light. If there is only one red light, please charge the battery.

## How to Take Care The Battery

Check the charger, charger cables, and battery for damage before each charge.

The battery will be locked if the keys are lost and you will not be able to use, make sure you always have a copy of the key since Rattan does not have any copy of the keys.

- Always charge in a safe area that is cool, dry, indoors, away from

direct sunlight, dirt, or debris, in a clear area away from potential trip on the charging cords, or for damage to occur to the bike, battery, or charging equipment while parked and/or charging. Always charge your battery in temperatures between 50°F~77°F (10°C~25°C).

- Keep the battery charged once a week even if you are not in use in case any defective issue occurs.
- The battery can be charged on or off the bike. To remove the battery, turn the key to the off and unlocked position, remove the key from the key port by pulling directly up without twisting. Keep the battery charged once a week even if you are not in use in case any defective issue occurs.
- The battery should be recharged after each use, so it is ready to go the full range per charge next ride. There is no memory effect, so charging the battery after short rides will not cause damage.
- Charging the battery normally takes 4-5 hours. In rare cases, it may take longer to allow the battery management system to balance the battery, particularly when the bike is new or after long periods of storage.
- Charger shows red during charging, and it would turn green when the battery is fully charged.
- Remove the charger from the battery within one hour of the green light indicating a complete charge. The charger is designed to automatically stop charging when the battery is full, but unnecessary wear of the charging components could occur if the charger is left attached to the battery and a power source for longer than 12 hours. Detach the charger within one hour, or as soon as possible, once the green light indicates a complete charge to avoid unnecessary wear of charging components.
- Never charge a battery for more than 12 hours at a time.
- Do not leave a charging battery unattended.



## Display and Setting



<b>Battery Level</b>	Battery Charge Indicator
<b>Motor Watt</b>	Current wattage/ Wattage meter
<b>Pedal Assist Level</b>	0,1,2,3,4,5 Displays the current pedal assisted mode
<b>Speed</b>	Current riding speed
<b>USB Charging</b>	Using the display for USB charging and the plug symbol will appear on the display.
<b>Normal</b>	Operation Mode
<b>Trip</b>	Shows the distance of a single trip. Data is automatically cleared when the bike is powered off.
<b>Miles</b>	Speedometer units (KPH or MPH)



Turn on/off the bike	Press and hold the button constantly till the display is on / off.
Increase/Decrease the PAS Level	Press "+" or "-" button to increase or decrease the PAS Level.
Switch different display surface	Press "i" button to switch different display surface, including "Trip (single trip mileage)", "ODO(total mileage)", "MAX(maximum speed)", "AVG(average speed)" and "Time (total riding time)".
Switch different modes	Press "i" constantly till the mode changes on the display, there are three modes: ECO, Normal and Sport. The acceleration of ECO mode is small while the Sport mode`s is big. ECO mode will consume the power of the battery least while Sport mode will consume it most.
Turn on/off the headlight manually	Press the "Light" button
Access the display setting	Press the "+" and "-" buttons constantly for 3 seconds, then "+" stands for last one, "-" stands for next one, "i" stands for confirm.

Activate the walking mode	Press "-" button constantly till the motor engages, then the bike will go with a constant speed of 3 mph. <b>*The walking mode will stop as soon as the "-" button is not being press constantly.</b>
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## Display Setting

**\* Select the setting via "+" / "-" and press "i" to enter the corresponding setup or confirm setting.**

### 1. Turn On/Off The Display

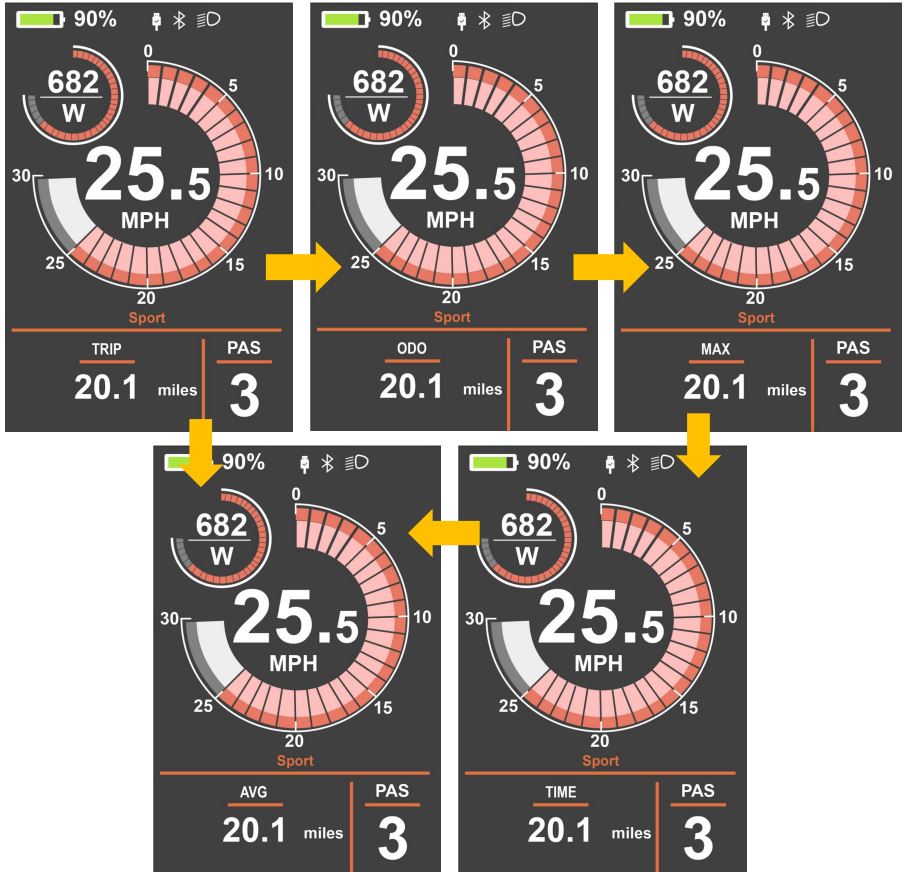


Press the power button for 2~4s, turn on the display and power system connection.  
Press the power button for 2~4s, turn off the display and the power system connection is disconnected.

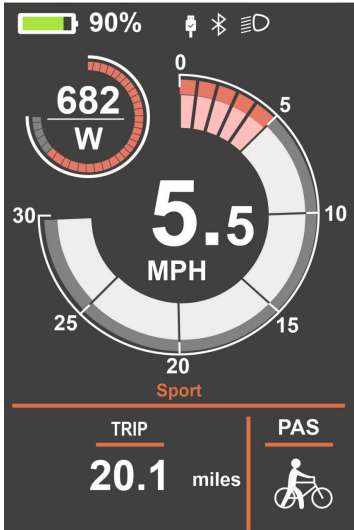
**\* The display will be off when there are over 5 minutes not in use.**

## 2. Display Interface


Turn on the display, the display will show speed and Trip (Km) by default, press the "i" for 2~3S to switch ODO (Km), Max (Km/h), Avg (Km/h) Time (Min).



### 3. Walk Mode



Turn on the display, press the "-" for 2s and the bike will start in walk mode.

"  " will show on the screen and it will drive at a uniform speed of less than 6kmh.

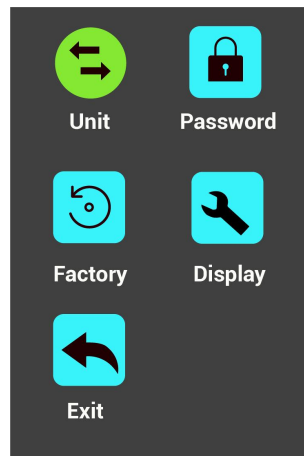
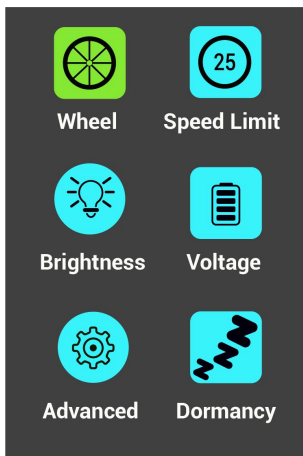
Release the "-" button, will stop the electric power assisted mode.

**\* Walk mode is available only you when you need to walk the bike with little effort.**

### 4. Display Setting

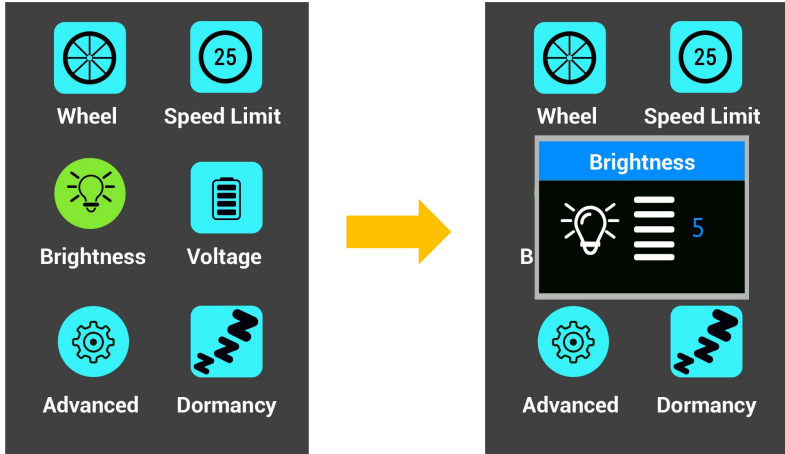
Turn on the display, press" +" and "-" 2s simultaneously to access.

**\* Do not change the setting when riding for safety first.**



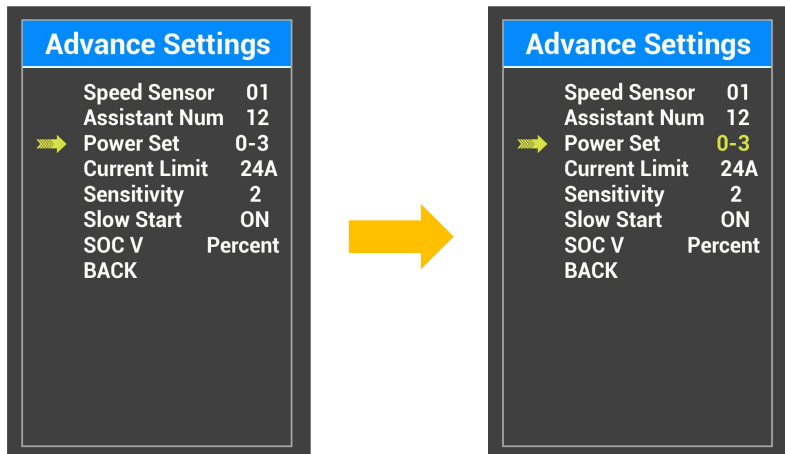
## 5. Backlight Brightness Adjustment

Enter the display setting, choose Brightness, adjust the backlight brightness by "+" "-".



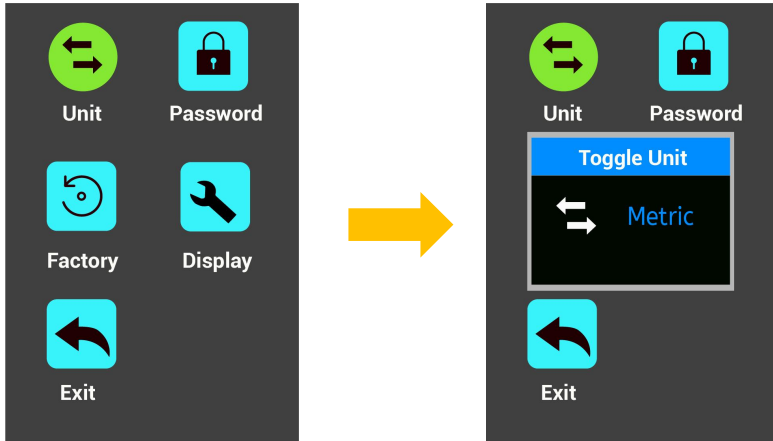
## 6. Pedal Assist Level

Enter the display setting, choose advanced. Enter advanced settings and select power set. 8 levels to choose from 0-3,1-3, 0-5,1-5,0-7,1-7, 0-9,1-9.



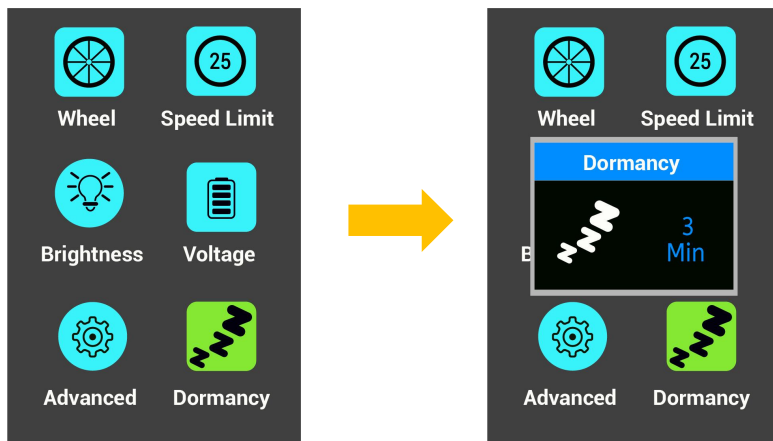
## 7. Set Units

Choose unit, Press and release the Up Arrow or Down Arrow to toggle between imperial units (miles & mph) or metric units (kilometers & km/h).



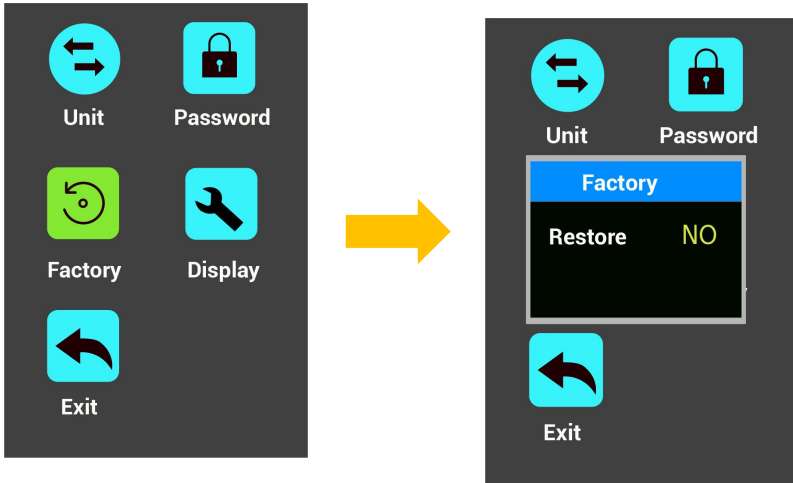
## 8. Auto Shut-Off

The display will be auto-turned off when the bike is not operated for a time. Enter the setting interface, choose dormancy. The auto turn-off time can be set from 0~9 minutes. The default auto shut-off time is 5 minutes. \* **0 minutes shows that the auto shut-off is closed.**



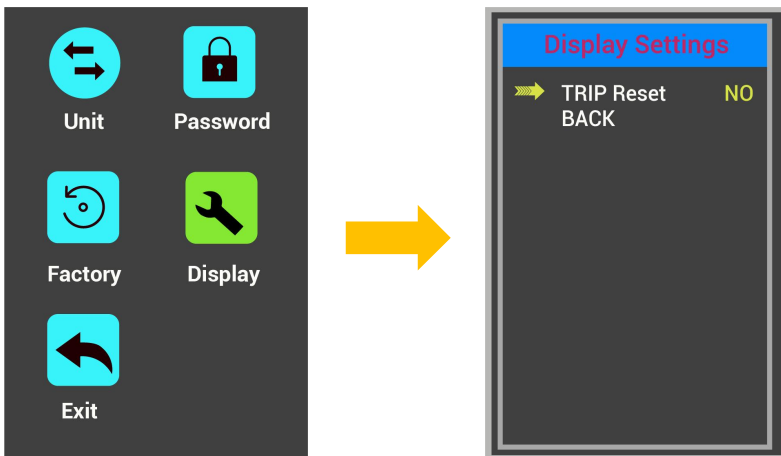
## 9. Restore Settings

Select factory, change "YES" and press "i" to confirm restore the factory settings.



## 10. TRIP Reset

Enter display settings, choose trip reset, the default setting is no. Choose "yes" will reset trip odometer.



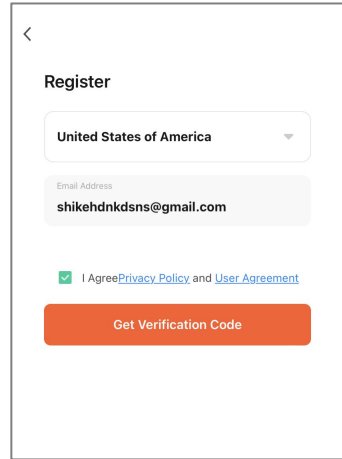


<b>Error Code</b>	<b>Definition</b>
21	Current Abnormality
22	Throttle Abnormality
23	Motor Phase Abnormality
24	Motor Hall Signal Abnormality
25	Brake Abnormality
30	Communication Abnormality

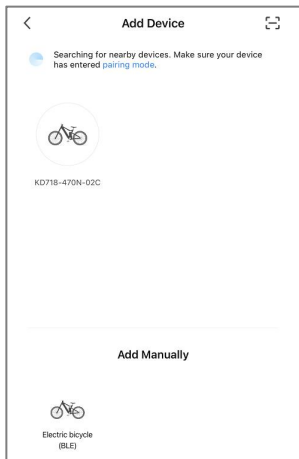
# Connection App



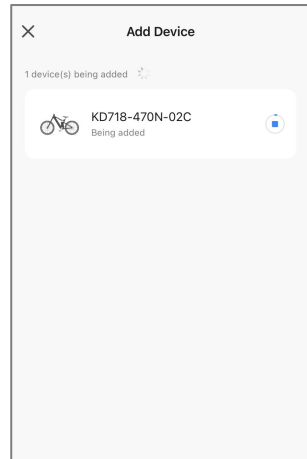
Please download the Key-Disp App from Google play store or IOS store.



Turn on the Bluetooth on your phone first. Use your email to register an account for the first use and log in.



After login, click the add device button to enter the search page.



Find your device, click connect, then click confirm to bind your bike.

## Troubleshooting

Problems	Most Common Solutions
Battery cannot be charged	<ol style="list-style-type: none"> <li>1. Use a multimeter to check if the battery still have voltage.</li> <li>2. Check if the charger indicator is normal. (Red light means charging, green light means fully charged.)</li> <li>3. Check the battery case see if it is damaged, if so, stop using the battery and contact us.</li> </ol>
The brakes make abnormal noise	Adjust the brake pads and brake disc.
Motor makes abnormal noise	Contact us with a video to show the condition and sound.
The tires got flat or could not be inflated	The tires will not be filled with air. Ride the bike after inflating the tires. (The pumping range is 21-25psi)

### Bike won't work

Possible Causes	Most Common Solutions
Insufficient battery power	Charge the battery
Battery hasn't been turned on	Plug the key and turn it to the end to activate the battery and try again
Battery not fully seated in tray	Install battery correctly
Faulty connections	Clean and reconnect connectors
Brakes are squeezed	Adjust the brake pads and brake discs
Battery non-functional	Test the battery voltage with multi-meter and contact us

## FAQ

### **Q1: What if the e-bike arrived missing accessory or broken part?**

A1: Please take a photo and send to Rattan ebike Support Team by sending e-mail: [info@rattanebike.com](mailto:info@rattanebike.com) and Rattan ebike Support Team will reply you soon and send correct accessory or part replacement.

### **Q2: Will my bike arrive assembled?**

A2: Your bike will arrive mostly assembled. We'll also provide the tools and a comprehensive assembly video for the rest part.

### **Q3: What can I do if something goes wrong with my e-bike during the warranty?**

A3: We believe that communication is the best way to solve the problem. Please contact us in time. To help you solve the problem as quickly as possible, please describe the problem in detail and provide photos/videos with your order ID.

## Limited Warranty

### **15 Days Satisfaction Guaranteed Return Policy**

If you are unsatisfied with your purchase, Rattan's return policy allows you to return the product purchased on the authorization channel within 15 days counting from the date of receipt of shipment, and request are fund from the authorization Channel.

**Note: Express shipping cost is non-refundable.**

To be eligible for a return, your item must be in the same condition that you received it, unworn, unused, and the bike must have less than ten (10) miles on the odometer, be free of any wear and tear, dirt, dust, fragrance, or any other signs of use and must include all items that were inside the box (charger, keys, hardware, etc.).

Over 15 days: Return is not acceptable; Accept exchange new product or partial refund. We will deduct the shipping fee or restocking \$180/pc when we are making a refund for non-defective products and non-longer needed products.

For the return request, Rattan is not responsible for lost packages due to the carrier, or products received that can not be verified. Received products that have damage determined to have been caused by the end-user maybe subject to denial of the return request.

## **To Qualify For A Refund, All The Following Conditions Must Be Met:**

1. A Return Merchandise Authorization (MA) must be requested from Rattan ebike within 15 days from the date of receipt of shipment. To request an MA, contact Rattan Service Team at [info@rattanebike.com](mailto:info@rattanebike.com).
2. The cost of return shipping will be paid by the customer.
3. For warranty service, please keep your receipt and/or invoice to validate proof of purchase.
4. Returned product must be in good physical condition (not physically broken or damaged).
5. All accessories originally included with your purchase must be included with your return.
6. If you return a product to Rattan ebike, (a) without an RMA from Rattan ebike (b) without all parts included in the original package, Rattan ebike retains the right to refuse delivery of such return.

## **Limited Product Warranty**

Rattan ebike warrants the original purchaser that your Rattan product shall be free from defects in materials and workmanship under normal use for a period aforementioned. Rattan does not warrant the oper-

ation of the product will be uninterrupted or error-free.

- Only the original owner of an bike purchased from Rattan ebike online or physical storefront is covered by this Limited Warranty. The Warranty Period begins upon your receipt of the bike and shall end immediately upon the earlier of the end of the Warranty Period or any sale or transfer of the bike to another person, and under no circumstances shall the Limited Warranty apply to any subsequent owner or other transferee of the ebike.
- The Limited Warranty is expressly limited to the replacement of a defective lithium ion battery (the "Battery"), frame, forks, stem, handlebar, headset, seat post, saddle, brakes, lights, bottom bracket, crank set, pedals, rims, wheel hub, freewheel, cassette, derailleur, shifter, motor, throttle, controller, wiring harness, LCD display, kickstand, reflectors and hardware (each a "Covered Component" ).
- The Covered Components are warranted to be free of defects in materials and/or workmanship during the Warranty Period.

### **Limited Warranty Does Not Cover :**

Normal wear and tear of any Covered Component.

Consumables or normal wear and tear parts (including without limitation tires, tubes, brake pads, cables and housing, grips, chain and spokes).

Any damage or defects to Covered Components resulting from failure to follow instructions in the bike owner's manual, acts of God, accident, misuse, neglect, abuse, commercial use, alterations, modification, improper assembly, installation of parts or accessories not originally intended or compatible with the bike as sold, operator error, water damage, extreme riding, stunt riding, or improper follow-up maintenance.

For the avoidance of doubt, Rattan ebike will not be liable and/or responsible for any damage, failure or loss caused by any unauthorized service or use of unauthorized parts.

The Battery is not warranted from damage resulting from power surges, use of an improper charger, improper maintenance or other such misuse, normal wear or water damage.

Any products sold by Rattan ebike that is not an ebike.

For more information about the WARRANTY, please check the <https://www.rattanebike.com/pages/warranty>

## Contact Us

**Phone:** (562) 488-5588 Mon-Fri 9AM-5PM (PST)

**E-mail:** [info@rattanebike.com](mailto:info@rattanebike.com)

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**Rattan Shop:** 9155 Archibald Ave, Ste A, Rancho Cucamonga, CA

**NOTICE:** Please note you order number us when you contact us, this will help us to check your order information.

**Rattan ebike will always be by your side!**



Unboxing Videos



Facebook Group



Facebook Page

