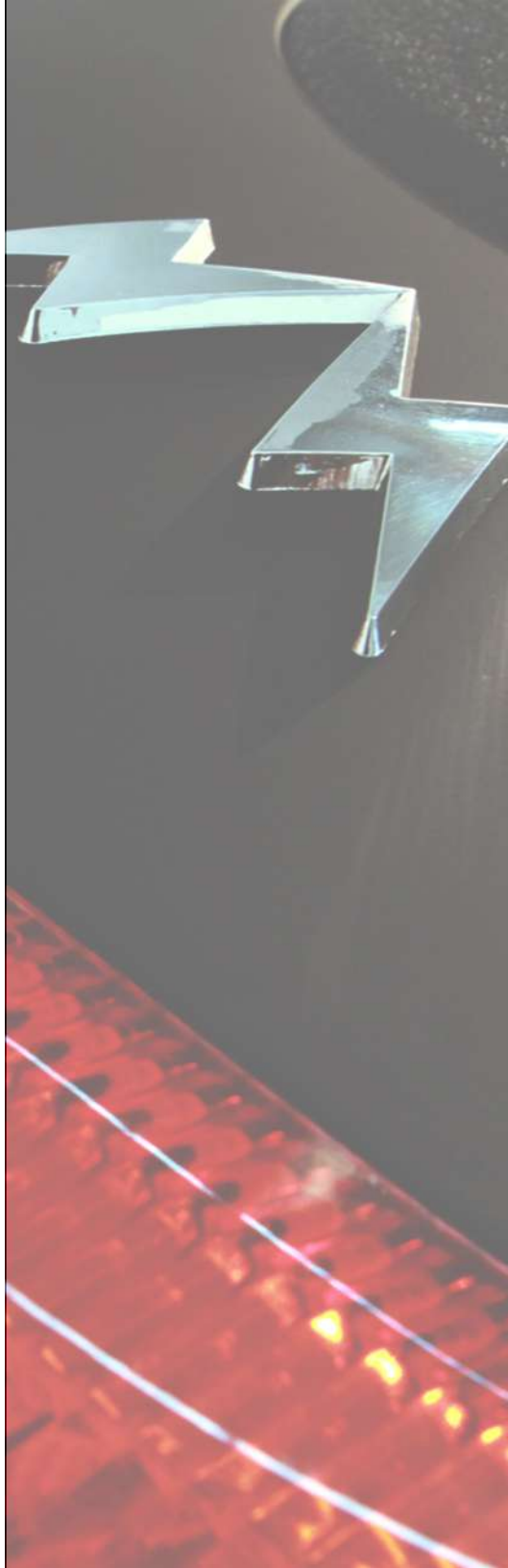


Veller

AmericanElectric®

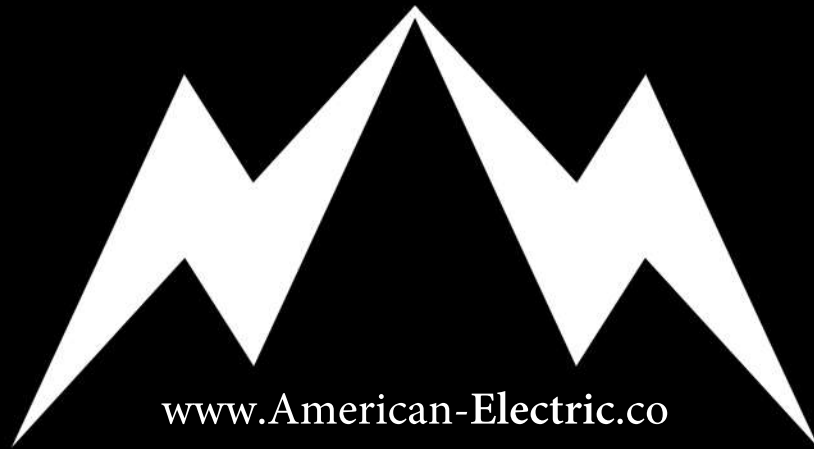


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*Welcome to AmericanElectric®.
Whether this is your first electric vehicle
or you're a veteran recharger,
we hope you'll enjoy Veller's
quiet & smooth ride
for many years.*



www.American-Electric.co

WARRANTY

AmericanElectric®

supports its products in times of distress. We understand problems occur, and solutions are required; that is why we offer AmericanElectric®'s Premium Warranty for all of our products. Even if you did not buy directly from AmericanElectric®, this warranty still applies, provided you purchased the product from an authorized AmericanElectric® dealer.

AmericanElectric® offers a full 1-year even-trade warranty on defective batteries, a 2-year factory warranty on electrical, controller, and frame, and a 4-year warranty on the motor. We also offer a 30-day manufacturer's warranty on certain parts, such as: pedals, cranks, bulbs, mirrors, rear storage, alarm system, etc. This warranty is effective the day the product is delivered, and it applies to factory defects and defaults only. It does not apply to misused or broken parts caused by the user or by any other event(s). AmericanElectric® will pay for standard shipping service costs on the first warranty shipment only. Customer must pay shipping costs for any additional warranty parts. Original purchase receipt is required.

If any battery should become faulty within the specified warranty period, we will replace that battery free of charge.

Please return defective batteries to AmericanElectric®.

AmericanElectric® does not pay shipping fees for incoming batteries; however, we will pay to ship replacement batteries to you.

AmericanElectric® does not offer this warranty on products purchased from second hand sellers, non-authorized AmericanElectric® dealers, products purchased used, products purchased via outlet centers, etc. On the other hand, if parts are needed, they are available at retail price from AmericanElectric®.

1. SHIPPING DAMAGE: Should your item arrive with damage that is a direct result of the assigned shipping carrier's mishandling, AmericanElectric® will replace those damaged parts free of charge under warranty, as long as the damage is reported immediately after delivery. (Damages reported after 3 business days, are considered not valid.) In the event that the damage is determined to be extensive (digital photos may be required), AmericanElectric® may arrange to pick up and replace the item free of charge.

2. TIRES, TUBES, & KICK STANDS: The warranty does not apply to these items unless they are damaged as a result of shipping.

3. DURING YOUR WARRANTY PERIOD: AmericanElectric® will replace any defective part free of charge. Shipping fees may apply.

If you have questions about this warranty,
please call 305.767.3289

A friendly and knowledgeable representative will respond as soon as possible.

Veller

Thank you for purchasing from AmericanElectric®

We take pride in bringing you a premium product that will offer years of enjoyment. Please read this manual fully before assembling and riding your bike. If you have any questions after reading this manual, please reference the American Electric website, contact us by email, or give us a call. We are here to help!

*American Electric Help Center: www.American-Electric.co
Email: Help@American-Electric.co
Phone: (305)767-3289*

*We hope you will enjoy the thrilling, smooth ride of **Veller** for years to come.*

Battery

1. Ensure the battery is off by inspecting the key port markings.
2. Move the rubber cover on the charging port on the opposite side of the battery from the key switch.
3. Plug the charger into the battery's charging port. With the battery on or off the bike, place the charger in a flat, secure place, and connect the DC output plug from the charger (round barrel connector) to the charging port on the side of the battery.
4. Plug the charger into a power outlet. Connect the charger input plug (110/220-volt plug) to the power outlet. Charging should initiate and will be indicated by the LED charge status lights on the charger illuminating as a red light.
5. Unplug the charger from the outlet, then the charging port. Once fully charged, indicated by the charging indicator light turning green, unplug the charger from the wall outlet first and then remove the charger output plug from the battery charging port.
Always charge your battery in temperatures between 50 °F – 77 °F (10 °C – 25 °C) and ensure the battery and charger are not damaged before initiating charge. If you notice anything unusual while charging, please discontinue charging and use of the bike and contact AmericanElectric Product Support for help.

Battery Charging Information

- Check the charger, charger cables, and battery for damage before beginning each charge.
- 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 to 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).
- 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 backward without twisting, and then carefully pull the battery forward and up until the battery detaches from the receptacle.
- Recharge the battery 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 3-6 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. Balance the battery during the first three charges.
- 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.

Veller



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Veller



Veller



Lightweight, Powerful, Iconic

Veller

Assembly

Step 4: Install the pedals. Locate the pedal with a smooth pedal axle exterior and an “R” stamped into the end of the pedal axle (1, below), which indicate it is the right pedal. The right pedal goes on the crank on the right side of the bike (which has the drivetrain gears and is the same as a rider’s right side when riding). The right pedal (1) is threaded so that it is tightened by turning clockwise. Carefully thread the right pedal onto the crank on the right side of the bike slowly and by hand. Do not cross thread or damage the threads. The left pedal (2) is reverse-threaded and tightens counterclockwise. Ensure the remaining pedal has notches on the exterior of the axle and an “L” stamped into the end of the axle (2, below), indicating it is the left pedal. Carefully thread the pedal onto the left crank by hand slowly. Do not cross thread or damage the threads. Torque each pedal to 35 Nm. Use a pedal wrench to avoid damage caused by wider wrenches. Identifying marks Right pedal (1) tightens clockwise Left pedal (2) tightens counterclockwise

Step 5: Install the front fender and headlight as shown in the assembly video available at www.american-electric.co A. Remove the fender and headlight mounting bolt from the fork arch and set aside. B. Place the fender in position. From the back of the front tire, pass the front fender mounting point under the front fork arch. C. Align the front headlight. D. Attach the headlight and fender to the fork arch. Pass the headlight mounting bolt through a washer, the headlight mount, the fender mounting point, the fork arch mounting point, a second washer, and thread the locknut onto the bolt end. Use a 5 mm Allen wrench at the bolt head and a 10 mm wrench on the locknut at the bolt end and tighten partway. Attach the fender mounting arms to the front fork. Ensure the fender is centered and torque all mounting bolts to the recommended torque value (6 Nm). E. Adjust the headlight angle to illuminate the road ahead and not blind oncoming traffic. Use a 3 mm Allen wrench and 8 mm wrench to loosen the headlight angle adjustment bolt, tilt the headlight to the optimal position, and then tighten in place securely.

Step 6: Inflate the tires. Check that the tire beads and tires are evenly seated on the rims. Use a pump with a Schrader valve and pressure gauge to inflate each tire to the recommended pressure indicated on the tire sidewall, 20 PSI (1.38 Bar). Do not overinflate or underinflate tires.

Step 7: Set the desired seat height. Open the quick release lever by hinging it open fully. Ensure the seatpost clamp opening is aligned with the notch at the front of the seat tube. Adjust the seatpost up or down to a comfortable height, while ensuring the seatpost is inserted into the frame past the minimum insertion point. If needed, use the thumb nut to add tension to the clamp so there is some resistance when the lever is in line with the clamp bolt, but do not overtighten. Close the quick release lever to secure the seatpost and check that it cannot move.

Step 8: Always check that the battery is locked to the frame of the *Veller* before riding.

Step 9: Ensure all hardware is tightened properly

Veller



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Additional Specifications

- Fork: Zoom Aluminum Fork
- Front Wheel: Quick Release Front Axle for Easy Tire Change/Transport
- Handlebar: Extra Wide Long Beach Cruiser Comfort Bars Zoom
- Seat: Comfort Cruiser Seat with Suspension
- Braking System: Front and Rear Disk mechanical brakes
- Drive System: Rear Hub Motor (Motor is in rear rim) + Pedal Assist
- Head Light: Extra Bright LED Light with a protective coating
- Measurements:
 - Seat Height: 33 - 39 inches
 - Handlebar Height: 40 inches
 - Handlebar Width: 27 inches
 - Bicycle Length: 70 inches
- Carton Size: (L x W x H): 61L x 11W x 29H
- Shipping Weight: 57 Lbs.
- Bicycle Weight: 47 Lbs. (Including the light weight battery pack)
- Maximum Rider Weight: 350 Lbs.
- Fender: Lightweight front and rear fender
- Rear Rack: Alloy
- Rim: Double wall alloy rim
- Saddle Stem: Alloy
- Saddle Clamp: Alloy
- Pedals: Alloy
- Cranks: Prowheel 42T Alloy
- Controller: 36V 17A

Troubleshooting

Never attempt to disassemble **Veller**. If you cannot resolve a problem, contact an American Electric service center.

Problem	Potential Cause	Solution
Motor does not start when bike is powered on	1.Electrical hub 2.Controller	Contact American Electric service center
Ignition does not start	1.Insufficient battery power 2.Faulty connections 3.Battery not fully seated in tray 4. Battery not powered on 5.Brakes are applied 6. Blown discharge fuse	1.Charge the battery. If battery does not retain charge, Contact American Electric service center for replacement 2.Clean and repair connectors 3.Install battery correctly 4.Turn on bike with key 5.Disengage brakes 6.Contact American Electric
Motor will not turn off	1.Faulty throttle 2.Damaged Controller	Contact American Electric service center
Motor stops running	1.Electric Hub	Contact American Electric service center
Decreased range	1.Low tire pressure 2. Low or faulty battery 3.Driving with too many hills, headwind, braking, and/or excessive load 4.Battery discharged for long period of time without regular charges, aged, damaged, or unbalanced 5.Brakes rubbing	1.Fill tire to 20 psi 2.Check connections or Charge the battery. If battery does not retain charge, Contact American Electric service center for replacement. 3.Assist with pedals 4.Contact American Electric 5.Contact American Electric service center for adjustment
Battery will not charge	1.Charger not well connected 2.Charger damaged 3.Battery damaged 4.Wiring damaged 5.Blown charge fuse	1.Adjust the connections 2.For all others, contact American Electric for replacement
Wheel or motor makes strange noise	1.Loose or damaged wheel spokes or rim 2.Loose or damaged motor wiring	Contact American Electric service center

Tire Inflation and Replacement

- **Veller** employs 26 inch rubber tires and tubes. The tires are designed for durability and safety and should be checked before each use. Proper inflation, care, and replacement will maintain **Veller's** operational features, and ensure safe riding conditions.
- AmericanElectric recommends **Veller's** tires maintain inflation at 20 psi. It is critically important that proper air pressure is always maintained. Do not under inflate or overinflate your tires. Low pressure may result in loss of control, and overinflated tires may burst. Failure to maintain proper air pressure may result in tire or wheel failure.
- Inflate your tires from a regulated air source with an available pressure gauge. Inflating your tires from an unregulated air source could overinflate them, and burst the tire.
- Even tires equipped with built-in flat-preventative tire liners, like those that come with bikes by AmericanElectric, can and do get flats from punctures, pinches, impact, and other causes. When tire wear becomes evident or a flat tire is discovered, you must replace the tires and/or tubes before operating the bike. Failure to replace the tire could damage **Veller**, or cause injury.
- When changing a tire or tube, ensure that all air has been removed from the inner tube prior to removing the tire from the rim. Failure to remove all air from the inner tube could result in serious injury.
- Using aftermarket tires or inner tubes not provided by AmericanElectric may void your warranty, create an unsafe riding conditions, or damage **Veller**. If required by law, ensure replacement aftermarket tires have sufficient reflective side wall striping.
- For more information on tire or tube replacement procedures, or questions about tire inflation, visit www.American-Electric.co, or contact AmericanElectric Product Support.

Email: Help@American-Electric.co
Phone: (305) 767-3289

Specifications



- Tire Size: 26in. x 1.75in. Kenda Performance Tires on Rust-Proof Wheel
- Charger: Portable Smart Charger - US Standard DC Smart Charger - overload protection (With UL CE CPSC Certification)
- Charging current: 36V 2.0A 5-6 hour charge time
- Battery: 36V 10.4AH High Performance Lithium-Ion Battery
- Throttle Type: Full Throttle with variable Speed Control - Twist Throttle, Power Assisted (PAS), or Pedal Only
- PAS System: LED Panel with 4 Speed Options - Saves 70% Energy during cycling.
- Frame: Aluminum - 18in. Step-Through

Veller

Charging

PROCEDURE

When charging the battery, keep the power switch off. Do not start *Veller* while charging the battery.

- Plug the AmericanElectric® charger connector into the bike first, then plug the power connector into a wall outlet (110v).
- When charging is complete, the indicator light on the AmericanElectric® charger will turn green.
- Remove the plug from the wall first, then remove the connector from your *Veller*.

PRECAUTIONS

Operate and charge your *Veller* according to the safety requirements in this manual.

- Charge the battery fully before use – approximately five to six hours.
- Always charge with the original AmericanElectric® brand charger.
- Never dismantle the charger.
- Every AmericanElectric® charger has a “trickle down” feature which adjusts the rate of the charge; however, generally -as a precaution- do not charge the battery for more than 12 hours at a time.
- Charge at least once per month when not in use.
- Charge in a well-ventilated area.
- If the charger emits an odor, discontinue charging and contact your AmericanElectric® dealer immediately.
- Keep the charger dry and away from water.
- Disconnect the charger from your *Veller* when charging is complete.
- When indicator light turns green, the battery is fully charged. Disconnect the charger.
- Store and charge the AmericanElectric® battery between 40°F and 85°F. The higher the temperature, the faster the battery will drain.
- Bring the battery indoors in temperatures below 45°F.
- Keep the terminals clean and tight.
- Full discharge puts additional strain on the battery. Do not run the battery past 80% of its charge.
- Recharge the battery after every use.

BATTERY PACK REPLACEMENT

Even with proper care, rechargeable batteries will not last forever. When the battery needs replacement, please contact an AmericanElectric® store. Batteries must be recycled by law. It is illegal to dispose of lithium ion batteries.

Veller

Assembly

Step 1: Carefully unpack **Veller**. Open the bike box and remove the small box inside. With the help of another person capable of safely lifting a heavy object, remove the **Veller** from the bike box. 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.

Ensure all the following pieces are included with the **Veller**:

• Front Wheel • Manual • Assembly Toolkit • Handlebar Stem • Front Wheel Quick Release • Charger • Pedals (marked left and right) • Fender bolts • Keys (2x, identical) • Headlight • Rear Fender (installed) • Front Fender

If there are any missing parts, please contact AmericanElectric.

Step 2: Install handlebar onto stem as shown in the assembly video for the AmericanElectric located in the Help Center at www.american-electric.co

A. Place the handlebar on the stem correctly. Trace the front brake cable directly up from the front brake caliper to the left handlebar and ensure the cables and wires are not twisted.

B. Locate the four handlebar faceplate bolts in the accessory box. Ensure the correct four bolts are used to install the handlebar faceplate. The handlebar faceplate bolts use a 5 mm Allen wrench.

C. Center the handlebar and tighten the four stem faceplate bolts evenly and part way.

D. Adjust the stem angle using the Allen bolts on the side of the stem if desired. Adjust the handlebar so the grips are approximately parallel to the rear rack.

E. Secure to the recommended torque value. Once adjusted properly, use a torquewrench with a 5 mm Allen bit to evenly tighten the four stem faceplate bolts (shown at right) to the recommended torque value, 10 Nm.

Consult a certified, reputable, and local bike fitting specialist for assistance properly fitting the bike to a rider.

Step 3: Install the front wheel.

Locate the quick release lever, which holds the protector plate in place during shipment. Open the lever and remove the thumb nut and cone spring (opposite the lever). Remove the quick release skewer from the plate, keeping the washer and other cone spring in place on the lever side.

Install the skewer into the front wheel axle from the brake rotor side. Reinstall the cone spring so it points toward the wheel hub then thread the thumb nut onto the skewer only a couple turns, leaving room for the fork dropouts. Make sure the lever is open and carefully lower the fork onto the axle and brake caliper.

Fully seat the skewer in the fork dropouts (and the brake rotor in the caliper) and add tension to the lever by turning the thumbnut. When there is enough resistance to hold the quick release lever in line with the axle, close the lever using the palm of your hand without touching the brake rotor.

When properly installed, the front wheel should be fully seated and centered in the dropouts of the front fork, the brake rotor should be in between the brake pads in the brake caliper, and the quick release lever should be fully and properly secured.

Ensure the front wheel and quick release lever are properly secured before moving on to the next step.

Veller



Veller



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Veller

Driving

PROCEDURE

- Always mount **Veller** before turning the bike on to avoid accidentally initiating the throttle and sending the bike forward.
- Turn the key to the “ON” position, and press the “ON” button on the display. When the display is on, you are ready to ride in both throttle and pedal assist mode.
- Using the push lever, you can switch from gear 1 through 7. Gear 1 is the highest level of assistance, and 7 is the lowest level of assistance.
- The motor will turn on when you begin to pedal and you will not need to use the throttle. You may increase the speed of **Veller** by using the throttle.
- The throttle is operated by twisting the right handlebar grip inward. The farther the throttle is twisted from its resting position, the more power is delivered to accelerate.
- To slow down, release the throttle, stop pedaling, and pull on hand brakes.
- When parking **Veller**, always shut off the motor first, then prop bike by moving kickstand to downward facing position, and lean bike on the stand.

PRECAUTIONS

- Protective equipment is recommended and a helmet is required by law for riders under 21 in the United States and many other countries. The minimum age requirement for riding electric bikes ranges from 14 to 16. You are responsible for knowing and obiding by local laws and regulations.
- Electric bikes take longer to slow down than a regular bike and the required stopping distance is even greater in wet weather. Be sure to always leave ample distance to stop safely.
- Avoid starting acceleration on a steep incline, as a high current can cause the motor to overheat and shortens the life of the battery.

Maintenance

- Check the condition of **Veller** before every ride, looking for loose nuts, bolts, and fixings.
- Check the brakes to ensure both front and back brake are working properly.
- Ensure that the tires are inflated to 20 psi before every ride.
- Clean **Veller** regularly by wiping the bike with a damp cloth. A gentle degreaser can be used with a soft brush to clean stubborn dirt.
- **Veller** should be serviced by a qualified mechanic every six months.

Returns/Refunds

- Refunds for a deposit are available for store credit only.
- Returned items should be in new condition. Manipulated, modified, scratched, broken, damaged, or useless items are not eligible for refunds.
- A 10% restocking fee will apply to any returned items.
- Customer assumes return shipment costs. AmericanElectric® will only pay shipment costs if the return is a result of AmericanElectric®'s error (you received an incorrect or defective item, etc.)
- For more detailed information, please consult the warranty included in this manual.

Regulations

Veller is classified as a bicycle. In most states driver's license, registration, and insurance are not required. Parking is usually free. For applicable laws in your region, please consult the nearest Department of Motor Vehicles.

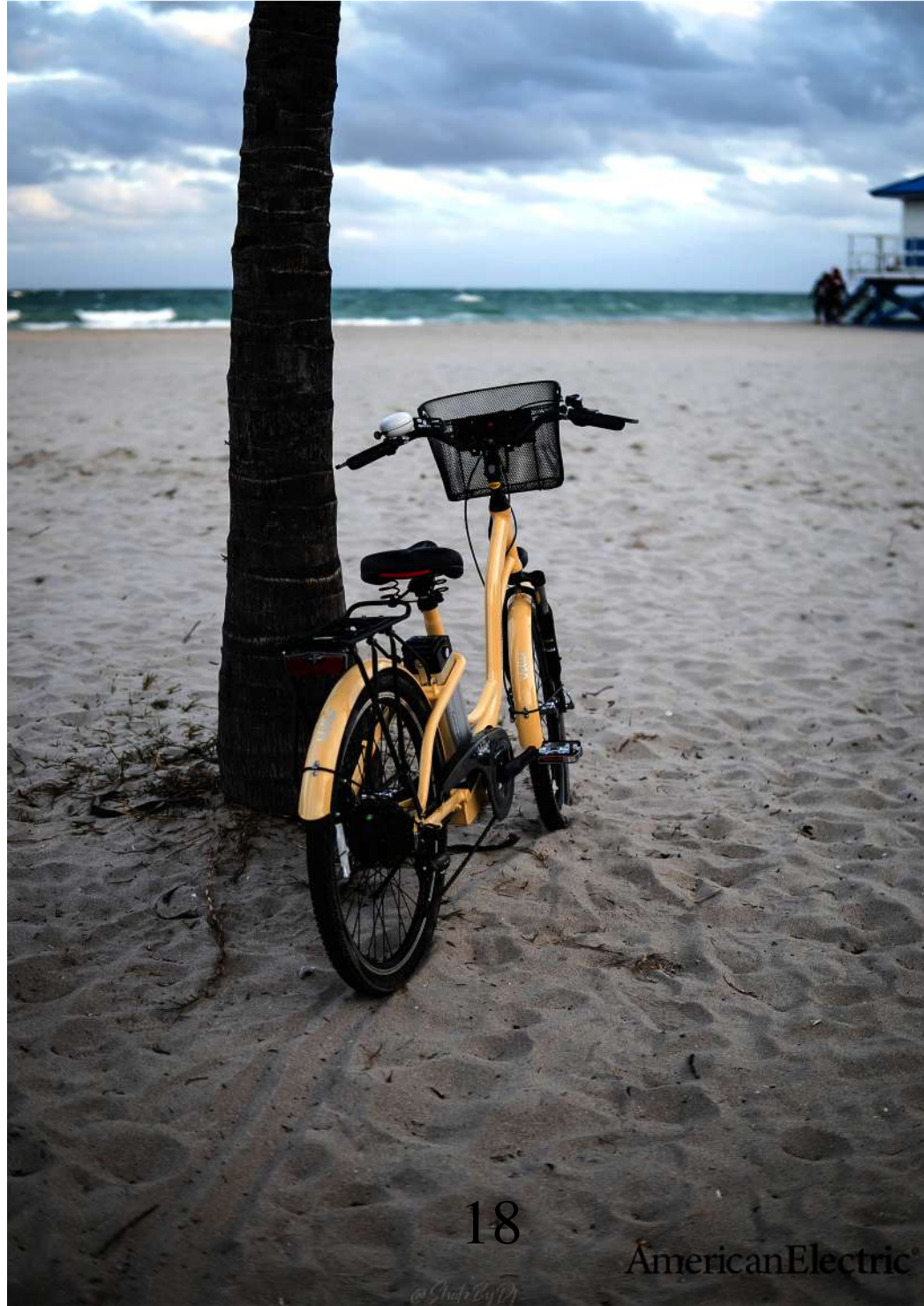
AmericanElectric® is not responsible for riders' behavior. AmericanElectric® strongly encourage riders to obide regulations in the interest of promoting the electric lifestyle.

Riders are personally responsible for their actions and safety, and legally required to obey laws and restrictions. No matter how you choose to travel on our roadways, safety should always come first.

Bicyclists and drivers alike share responsibility for roadway safety. Bicycles can be hard to see, and are obviously more vulnerable to collisions than other drivers. Stay alert, be courteous, and share the road responsibly.

Pay attention to your surroundings.
Always assume drivers in cars can not see you.
Wear proper protective clothing (helmet, goggles, gloves and appropriate footwear).
Ensure **Veller** is appropriate for your level of expertise, is comfortable and easy to handle.
Inspect the bike before riding, check fluid levels and brakes.

Veller



Veller



For updates & additional
information, please
visit our website:
american-electric.co

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