

GOTRAX

CT12

Electric Bike

USER MANUAL





Congratulations on your purchase!

This user manual will help you assemble and operate your new electric bicycle. Be sure to read **ALL OF THE INFORMATION** in this manual before riding.

NOTE TO ALL RIDERS UNDER THE AGE OF 18:

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

TOOLS INCLUDED:

3mm, 4mm, 5mm, 6mm Allen wrench,
8mm&10mm, 13mm&15mm open-end wrench,
Flat Head & Phillips dual-purpose Screwdriver.



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Don't Ride Until You Read This:



ALWAYS wear a helmet when riding your electric bike.



Make sure your electric bike has a **full battery** before taking it out to ride.



Always be aware of local road laws, and follow them.



Do not ride the bike under the influence of drugs or alcohol.



Always respect pedestrians.



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.



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.



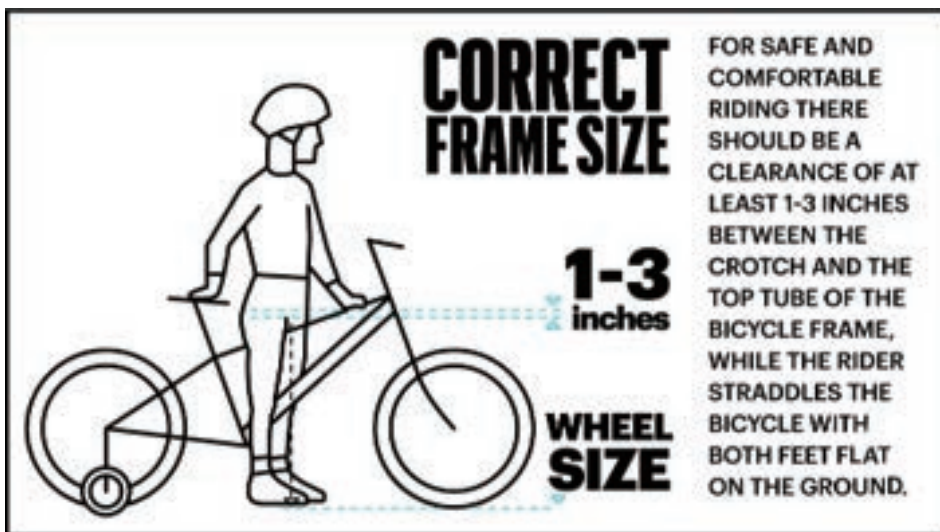
WARNING: Lithium-ion Batteries and/or products that contain Lithium-ion Batteries can expose you to chemicals including cobalt lithium nickel oxide, and nickel, which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information, go to www.P65Warnings.ca.gov



Warning Message

1. **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.
2. **Avoid prolonged exposure** to sun or rain and avoid storage in places with high temperatures or corrosive gas.
3. **Abuse** - We do not cover physical damage due to negligent care and extreme riding.
4. **Whenever you ride** the **GOTRAX** Electric Bike, you risk severe injury or even death from loss of control, collisions, and falls. Use caution and ride at your own risk.
5. **Do not modify** the product from the manufacturers original design.
6. **Do not exceed** the posted speed limit and obey all traffic laws.
7. **Avoid touching** the charging port directly and do not let it make contact with a metal object.
8. **Keep hands and all body parts away** from moving parts while operating the electric bike.
9. **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 supplied by the manufacturer are in place and in serviceable condition.
12. **Before riding** - be sure to check that the tires are in good condition, inflated properly, and have sufficient tread remaining.
13. **Never exceed** the 264lbs (120 kg) maximum load rating.
14. **The electric bike should never** be used by children under the age of 16.

15. **Maximum Speed** - Your electric bike goes the maximum speed of 20 mph.
16. **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.
17. **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.



! ALWAYS WEAR A HELMET IT COULD SAVE YOUR LIFE!

A properly fitting, CPSC approved, bicycle helmet should be worn at all times when riding your bicycle. In addition, if you are carrying a passenger (only use an approved child safety seat), and remember, the passenger must also be wearing a helmet.

The correct helmet should:

- be comfortable
- be lightweight
- have good ventilation
- fit correctly
- cover the forehead
- be securely fastened on the rider.

Correct
Forehead covered

Incorrect
Forehead exposed

FCC REGULATIONS This device complies with **Part 15 of the FCC Rules**. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Caution: The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the

following measures:

- *Reorient or relocate the receiving antenna.

- *Increase the separation between the equipment and receiver.

- *Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- *Consult the dealer or an experienced radio/TV technician for help.

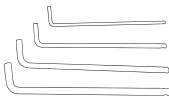


Unpacking and Product Specs

The following accessories are included with your 90% pre-assembled GOTRAX bike.



open end wrench



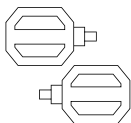
Allen wrenches



Screwdriver



Front Reflector



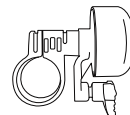
Pedal



Battery Charger



Battery Keys



Small Bell

ITEM	SPECIFICATIONS
Model	CT12
Product Dimensions	1890x720x1190 mm (74.4x28.3x46.8 in)
Package Dimensions	1495x310x880 mm (58.8x12.2x34.6 in)
Max Load	120 kg (264 lbs)
Max Speed	32km (20 mph)
Battery	48V 10.4Ah
Pedal-Assist Mode	70 km (43miles)
Pure Electric Mode	40 km (25 miles)
Max Angle of Climb	15 degrees
Charging Time	5.5 hours
Charger	Input 100-240V 50/60Hz AC Plug; Output 54.6V 2A DC5.5x2.1mm
Tire Pressure	25-45 P.S.I
Bell/Horn Specifications	Bell
Frame Material	6061 Aluminum Alloy
IP Level	IPX4



Get To Know Your E-Bike



1. HANDLEBAR

HANDLEBAR COMPONENTS HAS BEEN PRE-ASSEMBLED

Please tighten and secure all bolts

You will use the 5mm allen key on the multi tool for these steps.



1. Pls use a 5mm hex wrench unscrew bolt and remove cap, and sleeve but need keep the bolt to stem. Set cap and sleeve to aside. You will not need them moving forward. Leave all spacers in place.



2. Remove handlebar from packaging. Using the 4mm allen wrench loosen all 4 bolts counterclockwise. Do Not remove bolts completely- It only needs to be loosened to rotate stem/handlebar.



3. Rotate handlebar- CAUTION- ensure cables are in position as shown.



4. Center and secure the tiller head to the handle and fine-tune the handle position as in Step 5 for safety and comfort.



5. Using 5mm allen wrench tighten and secure all four(4) bolts.



6. Place stem on steerer tube and install the screws or bolts removed in step 1 and tighten it on the top of stem to secure to the steer tube.



7. Use 5mm hex socket screws to secure the two screws on the steering tube.



8. Add top cap to stem bolt



9. Upon final assembly, revisit this step to confirm alignment with stem and front wheel

You will need the 4mm allen key on the multi tool to install.



Light Installation.

Remove allen bolt and wrap bracket around center of stem. Reapply bolt and using the 4mm allen key tighten and secure. Adjust light angle for preference.

You will need the 3mm allen key on the multi tool to install.



Monitor Installation.

Remove bolts and place monitor on handlebar with a bracket on each side of the stem. Make sure that you can clearly see the monitor while sitting the the seat. Insert the bolts - tighten and secure.

You will need the +/-phillips screw driver in the multi tool to install.



Bell Installation.

Remove the screw and place bracket over the handlebar on the right side closest to the brake lever, if you are sitting on the seat. Tighten and secure the screw.

You will need the +/-phillips screw driver in the multi tool to install.



Front Reflector Installation.

Remove the screw and place bracket over the handlebar on the left side closest to the monitor, if you are sitting on the seat. Tighten and secure the screw.

2. SEAT



1. Push the saddle down.



2. Open the folder of the seat tube.



3. Adjusting and rotate the seat.



4. Finally lock the folder.

3. INSTALLATION STEPS FOR FENDERS

To install fenders, you will need a 5mm hex wrench tool .



1. Prepare the front fender and align the mounting holes on the fender with the corresponding fixed holes on the front fork. Tighten the screws to secure it in place. (The screws are already installed on the front fork, so remove the screws before installation.)



2. Move the side supports of the fender to the corresponding fixed holes and tighten the screws on both sides to secure them in place. (The screws are already installed on the front fork, so remove the screws before installation.)

4. INSTALL THE FRONT WHEEL

YOUR BIKE HAS A BOLT ON MECHANISM



1. Remove the protective plate inside the brake caliper and get the front wheel quick release lever ready.



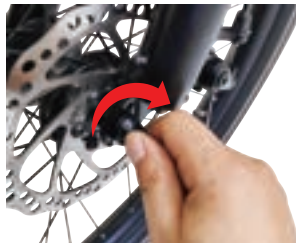
2. Carefully install the front wheel onto the front fork (with the disc brake on the left side), inserting the quick release skewer (Note: The spring needs to be installed on two sides and each side need a spring).

CAUTION

Tighten nuts securely to the fork drop outs



3. First, insert the spring (with the larger diameter end on the outer side), then rotate the quick release nut clockwise to tighten it.



4. Lock the quick release lever and check to ensure that the front wheel is securely installed.

5. PEDALS



1. Drive side of bike select R-Right pedal
2. Insert pedal into Crank/Drive side and start to turn CLOCKWISE.
3. Once hand tight apply pedal wrench to pedal and tighten and secure.



1. NON drive size of bike select L-Left pedal
2. Insert pedal into Crank Arm/NON- Drive side and start to turn COUNTER CLOCKWISE.
3. Once hand tight apply pedal wrench to pedal and tighten and secure.

MATCH PEDAL and CRANK ARM CAREFULLY

Right pedal is applied to drive side/side with crank and gears and threads/twist on CLOCKWISE

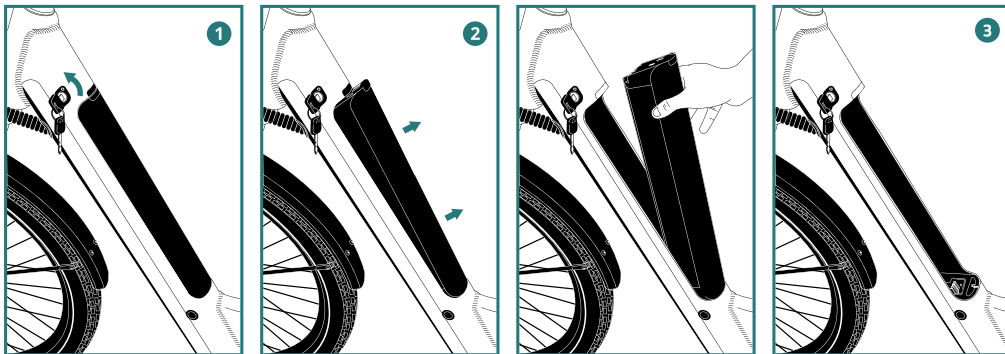
Left pedal is applied on NON-DRIVE side/side with disk rotors and twist COUNTERCLOCKWISE

USE PEDAL WRENCH AND CONFIRM PEDALS ARE TIGHTENED AND SECURE

Check frequently

6. UNINSTALLING THE BATTERY

1. Turn key until you hear CLICK
2. Lifting battery out
3. Frame area is clear of battery. Check connectors toward the bottom of battery cavity



7. REINSTALLING THE BATTERY

1. With open battery cavity, check connectors. Key is not needed to install battery
2. Place bottom of battery into frame cavity and slide down to connect
3. Battery should be inside cavity and press closed to hear a click
4. Key is not needed to install battery but if in place remove and enjoy the ride

Charge your E-Bike

Before using the electric bike, you must fully charge the battery.



1. Locate the charging port.
2. Plug one side of the charger into the charging port and plug the other into an outlet.
3. A red light indicates the battery is charging, green indicates the battery is full.
4. Charging Time: 5.5 hours.

Charge your Battery



1 Plug one end of the charger into the battery and the other end into the power supply.



2 Red light shows the battery is charging, green light is full.



Power indicator:

Press the button to light up.
The three-color light corresponds to the power: blue(high),green(middle)and red(LOW).



Tire Inflation Instructions

Tires and Tubes

After assembling your bike, it will be necessary to inflate the tires. Check the sidewall of the tire for the correct tire pressure (PSI) and inflate tires accordingly with a **MANUAL BICYCLE PUMP**. **Improper inflation is the biggest cause of tire failure. Due to the slightly porous nature of bicycle inner tubes, it is normal for your bike tires to lose pressure over time. For this reason it is critically important to maintain the proper tire inflation on your bike.**

1. Your bicycle has been equipped with tires which the bike's manufacturer felt were the best balance of performance and value for the use for which the bike was intended. The tire size and pressure rating are marked on the sidewall of the tire. **CAUTION:** Pencil type automotive tire gauges and gas station air hose pressure settings can be inaccurate and should not be relied upon for consistent, accurate pressure readings. Instead, use a high quality dial gauge.

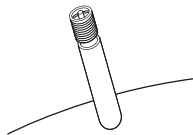


WARNING: NEVER INFLATE A TIRE BEYOND THE MAXIMUM PRESSURE MARKED ON THE TIRE'S SIDEWALL. EXCEEDING THE RECOMMENDED MAXIMUM PRESSURE MAY BLOW THE TIRE OFF THE RIM, WHICH COULD CAUSE DAMAGE TO THE BIKE AND INJURY TO THE RIDER AND OTHERS. THE BEST WAY TO INFLATE A BICYCLE TIRE TO THE CORRECT PRESSURE IS WITH A BICYCLE PUMP. NEVER USE A SERVICE STATION AIR HOSE TO INFLATE A BICYCLE TIRE. IT IS DESIGNED FOR LARGER TIRES AND IT CAN EXCEED THE RECOMMENDED MAXIMUM PRESSURE AND IT MAY BLOW THE TIRE OFF THE RIM.

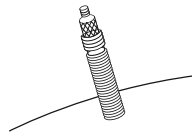
Tire pressure is given either as maximum pressure or as a pressure range. How a tire performs under different terrain or weather conditions depends largely on tire pressure. Inflating the tire to near its maximum recommended pressure gives the lowest rolling resistance; but also produces the harshest ride. High pressures work best on smooth, dry pavement. Very low pressure, at the bottom of the recommended pressure range, gives the best performance on smooth, slick terrain such as hard-packed clay, and on deep, loose surfaces such as deep, dry sand. Tire pressure that is too low for your weight and the riding conditions can cause a puncture of the tube by allowing the tire to deform sufficiently to pinch the inner tube between the rim and the riding surface.

Some special high-performance tires have unidirectional treads: their tread pattern is designed to work better in one direction than in the other. The sidewall marking of a unidirectional tire will have an arrow showing the correct rotation direction. If your bike has unidirectional tires, be sure that they are mounted to rotate in the correct direction.

2. The tire valve allows air to enter the tire's inner tube under pressure, but doesn't let it back out unless you want it to. There are primarily two kinds of bicycle tube valves: The Schraeder Valve and the Presta Valve. The bicycle pump you use must have the fitting appropriate to the valve stems on your bicycle. The Schraeder is like the valve on a car tire, this is the type of valve stem you should have on your bike. To inflate a Schraeder valve tube, remove the valve cap and push the air hose on you bike. To inflate a Schraeder valve tube, remove the valve cap and push the air hose or pump fitting onto the end of the valve stem. To let air out of a Schraeder valve, depress the pin on the end of the valve stem with the end of a key or other appropriate object.



Schraeder Valve



Presta Valve



Maintenance & Repair

Correct routine maintenance of your new bike will ensure a longer life for your bike and a safer ride for you.

Every time you ride your bike, its condition changes. The more you ride, the more frequently maintenance will be required. We recommend you spend a little time on regular maintenance tasks. The following schedules will assist you in knowing what tasks need to be performed and how often. **If you have any doubts about your abilities to accomplish these tasks, we recommend you take your bike to a professional bicycle mechanic periodically to have them done.**

Schedule1 - Lubrication

Frequency	Component	Lubricant	How to Lubricate
Weekly	chain	chain lube or light oil	brush on or squirt
	derailleur wheels	chain lube or light oil	brush on or squirt
	derailleurs	oil	oil can
	brake calipers	oil	3 drops from oil can
	brake levers	oil	2 drops from oil can
Monthly	shift levers	lithium based grease	disassemble
Every Six Months	shift levers	oil	2 drops from oil can
	brake cables	lithium based grease	disassemble
Yearly	bottom bracket	lithium based grease	bicycle mechanic
	pedals	lithium based grease	disassemble
	derailleur cables	lithium based grease	disassemble
	wheel bearings	lithium based grease	bicycle mechanic
	headset	lithium based grease	bicycle mechanic
	seat pillar	lithium based grease	disassemble

Note: The frequency of maintenance should increase with use in wet or dusty conditions. Do not over lubricate-remove excess lubricant to prevent dirt build up. Never use a degreaser to lubricate your chain (WD-40™)

Schedule2 - Service Checklist

NOTE: Many instructions for adjustments can be found in the assembly portion of this manual.

Frequency	Task
Before every ride	<ul style="list-style-type: none"> check wheel and pedal tightness check tire pressure check brake operation check wheels for loose spokes, loose axle nuts or quick release make sure all fasteners are tightened securely
After every ride	<ul style="list-style-type: none"> quick wipe down with damp cloth
Weekly	<ul style="list-style-type: none"> lubrication as per schedule 1
Monthly	<ul style="list-style-type: none"> lubrication as per schedule 1 check derailleur adjustment check brake adjustment check brake and gear cable adjustment check tire wear and pressure check wheels are true and spokes tight check hub, head set and crank bearings for looseness check pedals are tight check handlebars are tight check seat and seat post are tight and comfortably adjusted check frame and fork for trueness

	check all nuts and bolts are tight
Every six months	lubrication as per schedule 1 check all points as per monthly service check and replace brake pads, if required check chain for excess paly or wear
Yearly	lubrication as per schedule 1

NOTE: OWNERS ARE RESPONSIBLE FOR ALL MAINTENANCE AND SERVICE OF THE BICYCLE. FAILURE TO DO SO MAY VOID YOUR WARRANTY, CAUSE DAMAGE TO YOUR BIKE OR ITS COMPONENTS, AND MAY CAUSE AN ACCIDENT.



Function Definition

Power on/off: Press and hold the **M** button for 2 seconds, the display lights up and power on. Press and hold the **M** button for 2 seconds when powered on, the display screen goes out, and the power is turned off. It will automatically shut down after 10 minutes without operation.

Light control: Press and hold the **+** key for 2 seconds while the device is turned on to activate the lights. The lights will stay on continuously. Press and hold the key for another 2 seconds to turn off the headlights, and the headlight icon will go off.

Gears Switching : 0-5 gears in total. Default gear is 0 after switching on, and 0 is neutral, no power output. Short press the **+** button or **-** button to adjust the gear up or down. (**Power assist mode:** 1-5 gears with gear distinction, **electric mode:** 1-5 gears without gear distinction).

Speed switching: After power on, the display shows the real-time speed by default. Short Press the **M** button to switch the display information as follows: SPEED (real-time speed) → AVG (average speed of this ride) → MAX (maximum speed of this ride).

TRIP and ODO Switching: Short press the **M** button to switch the mileage information, which is displayed as follows: TRIP A (single mileage A) → TRIP B (single mileage B) → ODO (Odometer).

Battery Level Display: When the battery is fully charged, the battery will display a full bar, and the display will decrease according to the decrease of the battery. When the battery indicator flashes, it means that the battery is low and needs to be charged in time.

Single-time mileage reset: When the bike is turned on and not running, the display screen displays a single mileage interface. Press and hold the **M** button and **—** button for 2 seconds, and the single-time mileage of the display will be reset to 0.

Power assist mode: Long press the **—** button for 2 seconds, the electric bike will enter the power assist implementation mode (that means depend on the electric to forward) Electric bike travels at a constant speed of 5-6km (3-4mph) per hour, with the icon flashing. Release the button to exit the mode, and the icon goes out at the same time.

Error code: When the electronic control system fails, the display will automatically display ERROR with an error code. Only when the error is eliminated can the error display interface be exited. When the error occurs, the electric bike will not be able to continue driving. Please contact GOTRAX after-sales team for assistance or ask professional maintenance personnel to troubleshoot.

Setting mode: In the power-on but not the running state, press and hold the **+** and **—** buttons for 2 seconds to the setting mode, and switch the setting items by short pressing the **M** button.

Wheel diameter setting: st.1 represents the wheel diameter setting. Because adjusting the wheel diameter will result in inaccurate speed display and mileage display, this setting cannot be adjusted.

Speed limit setting: st.2 means speed limit setting. The factory default value of maximum riding speed is 32KM/h (20MPH).

Changing this value can set the maximum riding speed of the electric vehicle. When the riding speed exceeds the set value, the motor will have no power output to protect the safe driving of the rider. The maximum speed setting can be selected from 12km/h to 40km/h, by short pressing the **+** button or **-** button. Electric mode speed limit is set at 32 km/h (20 mph), and this setting cannot be changed.

Backlight Brightness: st.3 stands for backlight. Parameters 1, 2, and 3 can be set, and the factory default value is 2. The parameters of the backlight brightness can be changed by pressing the **+** button or **-** button. 1 is the darkest, 2 is medium, and 3 is the brightest.

KM/MPH switching: st.4 represents KM/MPH switching. Short press the **+** button or **-** button to switch between KM and MPH.

Exit setting: In the setting mode, press and hold the **M** button for 2 seconds to confirm and save the current setting and exit the current setting.

If no operation is performed within one minute, the meter will automatically exit the setting.



Function Mode

1. **Three Riding Modes:** Electric Assisted Mode, Pedal-Assisted Mode, Bicycle Mode.
2. **Throttle Assisted Mode:** When you turn the bike on, the assist level will be at 0. Press the **+** button to increase auxiliary levels 1-5. Press the throttle to reach the start motor and move the bike. Throttle Assist mode Stages 1-5 assist keep same speed.
3. **Pedal-Assist Mode:** When you turn the bike on, the assist level will be at level 0. Press the **+** key to increase the auxiliary level to 1-5, and press the **-** key to decrease the gearing level.
4. **Bicycle Mode:** When riding in the off state or neutral, the motor has no power output.



Battery Information

Before using the charger locate the voltage selector switch (li-ion chargers only) on the back of the charger. Select either 115 volts or 230 volts depending on your country of residence. Using the wrong voltage setting will permanently damage the charger and/or electrical components on the hybrid electric bicycle.

BATTERY ASSEMBLY

1. Use the matching charger.
2. Insert the round plug into the E-Bike first and then insert the charger plug into the electrical socket.
3. A red light indicates the battery is charging.
4. A green light indicates the battery is fully charged.
5. The Key lock position will vary from model to model.
6. The battery is removable, the battery can be charged attached to the E-Bike or pulled out and charged separately.

CHARGING THE BATTERY

1. When using the charger for the first time, carefully check whether the rated output voltage of the charger is consistent with the battery voltage and check whether the charger input voltage is consistent with the grid voltage.
2. When charging, first put the charger in a ventilated place, then insert the charger output plug into the charging port. Plug the electrical power plug into the 100-240V 50/60Hz AC Power Supply. Be sure to keep the input plug in contact with the AC outlet.
3. After charging, the input plug of the charger shall be pulled out first, and then the output plug connected with E-Bike shall be pulled out. Do not leave the charge plugged in.

PRECAUTIONS FOR BATTERY PROTECTION

1. Do not place anything on the battery and charger when charging, otherwise the charger may overheat and cause serious damage.
2. Only use the charger supplied by the original factory to charge the battery, if you use a different charger your battery will be disqualified from warranty.
3. You can charge your battery at any time if the battery loses power.
4. If you do not use or charge your battery for an extended period of time, battery performance will decrease. If you do not plan to ride your bike for an extended period of time it is recommended to plug in and charge the battery Insert Care/Maintenance section an extended period every 4-6 weeks.
5. Protection can make your battery maintain about 80% of its capacity after more than 500 cycles. But overall decline is inevitable.
6. If the battery remains in a status not charged a long time, it will lead to permanent loss of performance.
7. If you want to store your battery for an extended period, please store and discharge it in a cool and dry place.
8. Keep the temperature between 50-70°F and avoid direct sunlight. Take the battery out for charging every 30 days.
9. Do not intentionally short-circuit the battery which will cause very serious damage and void the warranty.
10. Dispose of your batteries responsibly. Research local recycling regulations.
11. If you have questions about battery use, maintenance, or storage, please contact customer service.
12. Only use the battery supplied with this electronic bike.
13. Never charge a lithium battery unsupervised.



Troubleshooting Guidance

When the E-bike electric control system fails, the display will show the error codes, and only when the fault is removed can you exit the fault display program.

After the fault occurs, the E-bikes can't able to continue working.

Troubleshooting tips	Code meaning	Troubleshooting clearing
ERROR 22	The accelerator failure	Check the accelerator connection cable. If the connection cable is normal, replace the accelerator
ERROR 23	The motor troubleshooting	Check the motor connection cable. If the connection cable is normal, replace the motor
ERROR 24	The motor troubleshooting	Check the motor connection cable. If the connection cable is normal, replace the motor
ERROR 25	The Brake faulire	Check the brake connection cable, if the connection line is normal, replace the brake handle.
ERROR 30	Display communication failure	Check the display connection cable. If the connection cable is normal, replace the display

Warranty

Please contact our customer service team if you are experiencing problems or need more detailed information.

US team after-sales email: **support@gotrax.com**

CA team after-sales email: **canada@gotrax.com**

1. Users should operate in accordance with the product manual. In case of any performance fault caused by production quality, the company shall perform the obligations of the three guarantees in accordance with the provisions of relevant laws and regulations of the state.
2. The company is still responsible for the after-sales service of the faults beyond three guarantees and the major components in the three guarantees, but there will be a cost for repair.
3. If the battery replacement is over the warranty time, our company will supply the battery at factory price. To ensure safety, and avoid pollution.
4. We do not cover physical damage due to negligent care and extreme riding.



WWW.GOTRAX.COM

#RideGOTRAX





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