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assembly video

PILOT

Installation Manual

OWNER'S MANUAL

First of all, we would like to thank you for choosing the Pilot electric bike.

We warmly welcome you to our Demon Electric family. We wish you enjoy the numerous kilometers and happy moments with your new bike.

After the initial shipment we have made many improvements and modifications for the Pilot including:

- Suspended seat post - Takes the shock out of the big bumps, without the cost or complexity of suspension.
- Adjustable handlebar stem- Provides up to 1 1/2" of rise and reach adjustment, for fully customizable riding position.
- Upgraded Shimano derailleur- Rigid cast aluminum construction gives smoother, more precise shifting.
- New gearing, with taller top gear for relaxed touring, plus a lower low gear for tight, technical riding.
- Demon Electric E-Bikes can be upgraded with additional accessories, such as water bottle holders, phone mounts, etc.

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BELOW ARE THE GUIDELINES FOR THE INITIAL BATTERY CHARGING PROCESS:

- Before using the e-bike for the first time, we strongly recommend that you conduct a preliminary battery check-up and perform a full charge for optimal performance.
- To charge the battery, before riding connect the e-bike to the charger and allow the battery to reach full capacity. According to the manufacturer's instructions, the initial charge typically takes between 48 to 72 hours prior to your first ride.
- During the charging process, keep an eye on the LED indicator or display on your battery charger. This will give you insights into the charging progression. If you encounter any problems, don't hesitate to reach out to the manufacturer for assistance.
- After the battery has been fully charged, it's recommended to take your e-bike out for a test ride. Pay attention to its performance, including the speed, range, and power-assistance levels. Any significant discrepancies might imply that the battery capacity is compromised and needs further attention.
- Even when the e-bike is not being used frequently, it's crucial to regularly charge and discharge the battery. This practice helps to prevent battery degradation during periods of storage.

Email us at pdisales@pdintl.ca

IMPORTANT

Electric Bikes can be dangerous to use. The user or consumer assumes all risk of personal injuries, damage, or failure of the bicycle or system and all other losses or damages to themselves and others and to any property arising as a result of using the bicycle.

As with all mechanical components, the bicycle is subjected to wear and high stresses. Different materials and components may react to wear or stress fatigue in different ways.

If the design life of a component has been exceeded, it may suddenly fail possibly causing injuries to the rider. Any form of crack, scratches or change of coloring in highly stressed areas indicate that the life of the component has been reached and it should be replaced.

Please do not hesitate to contact us. If any problems may occur, please email us at customersupport1@pdintl.ca for any customer service solutions such as replacement parts, technical information, and any other issues.

All new E-Bike purchases come with a 2-year warranty, the warranty card must be filled in and registered in order to qualify for warranty.

For any other commercial or general inquires please contact Demon Powersports at 905 881 9510 or Email us at pdisales@pdintl.ca

PLEASE NOTE: THIS MANUAL IS NOT INTENDED AS A DETAILED USER, SERVICE, REPAIR OR MAINTENANCE MANUAL. PLEASE SEEK ASSISTANCE FROM A QUALIFIED TECHNICIAN FOR SERVICE, REPAIRS OR MAINTENANCE.

DO NOT DISASSEMBLE, MODIFY OR REPLACE ELECTRICAL PARTS.

ASSEMBLY INSTRUCTIONS

Your bike has been pre-assembled and requires only a few simple steps to get it ready for you to ride:

Remove the outside carton after cutting the nylon bands. Remove all the inside cardboard protection and bubble wrap. Carefully remove your bike from the carton and gently rest it in place. **Be careful not to cut any wires when cutting the zip ties.**

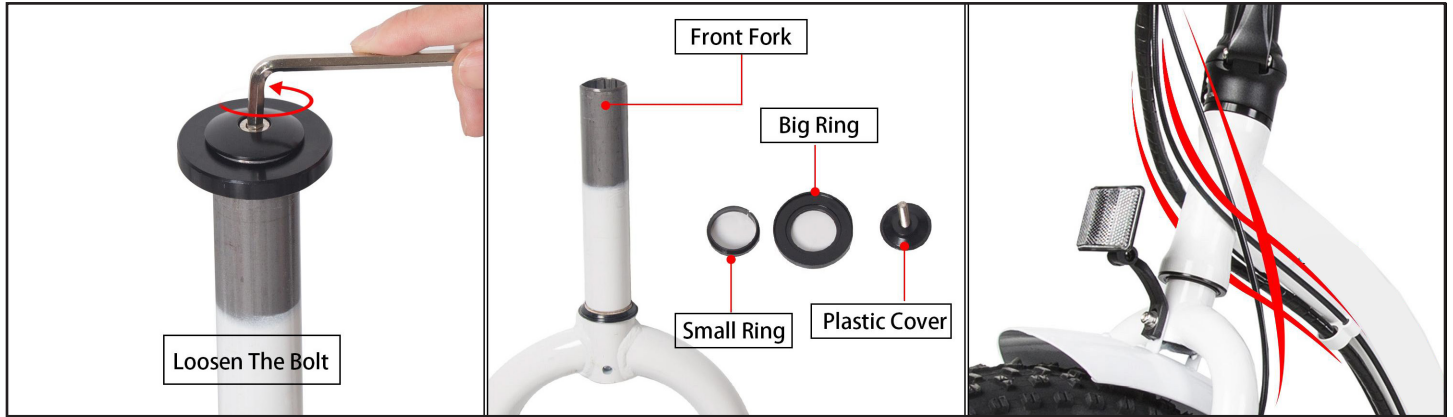
Remove brake pad holders when installing, avoid squeezing the brakes when removing the pad holder.

Ensure the following pieces are included in the package. If there are any missing parts, please contact Demon for help replacing missing pieces.



INSTALL FRONT FORK

Remove the bolts on the top of the front fork, and remove two rings and a plastic cover, and place them in order. Insert the front fork into the frame, pay attention to the wiring harness. As shown in the picture, they need to be placed to prevent the wire harness from being entangled.

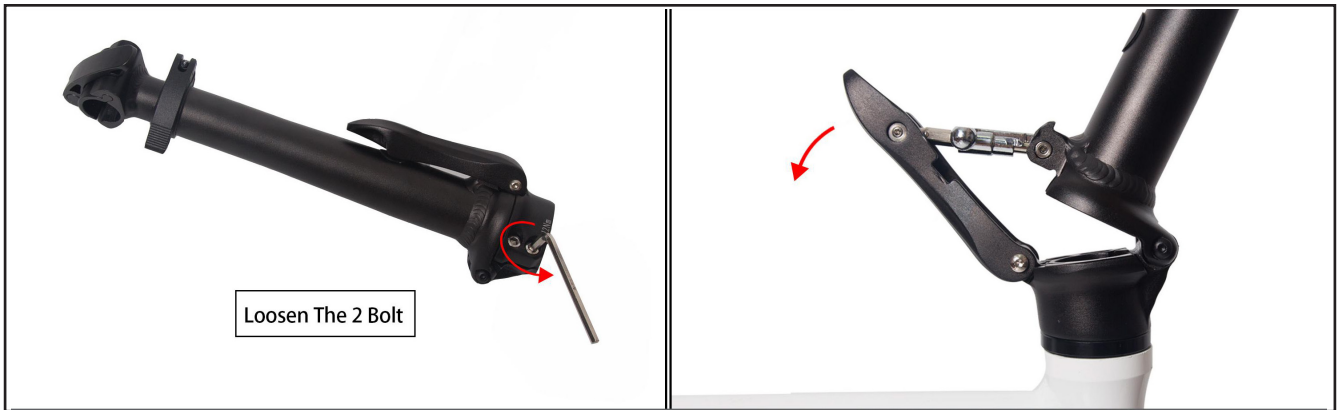


Place the small ring first, the big ring second (Figure 2-4), and press them to the Bottom.



STEM INSTALLATION

Locate the stem, loosen the two screws on the bottom side, but do not remove. Mount the stem into the front fork (Note: The two screws just loosened should be on the bike's passenger side). Open the folding handle.

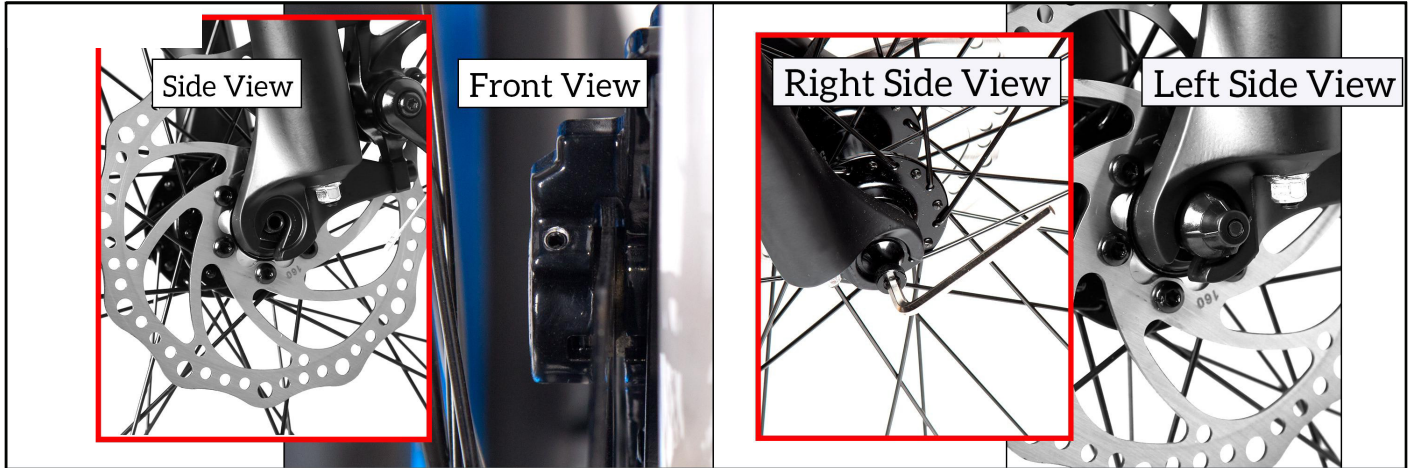


Method: There is a small spherical handle on the side of the handle, pull it to the top, and then pull the handle outward. Fold the stem, and place the plastic cover into it. Tighten the screws, and restore the stem to its original state.

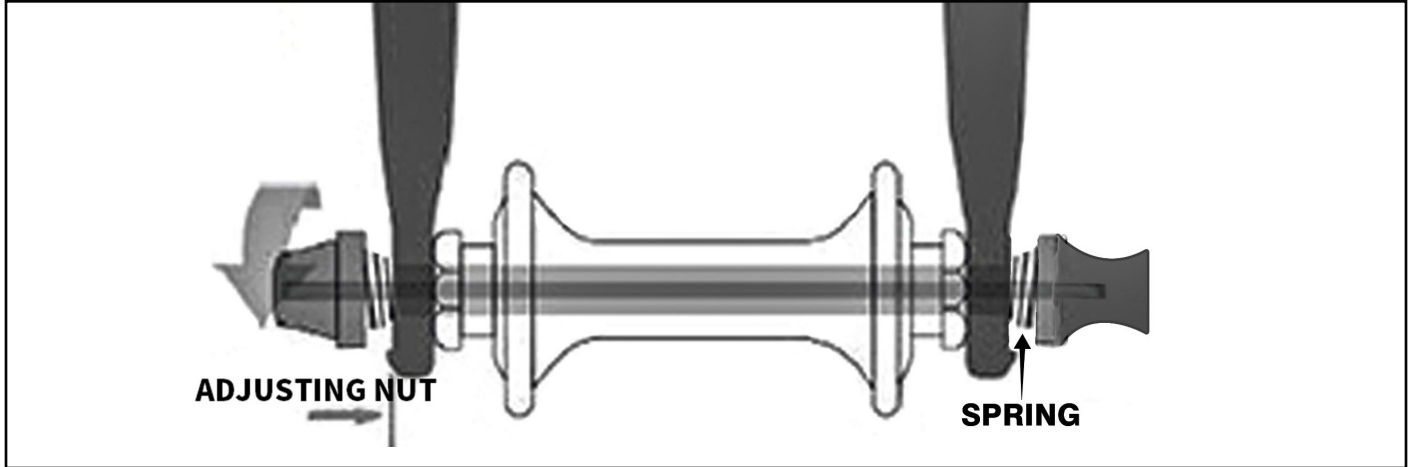


FRONT WHEEL INSTALLATION

Locate the front wheel, pull out the rubber protection pad, and remove the quick release axle tied to the spokes. Lift the front fork, and insert the front wheel between the fork blades so that the axle seats firmly at the top of the fork dropouts. [Push the wheel firmly to the top of the slots in the fork dropouts, and center the wheel rim in the fork at the same time]. Note: The front fork should set on the thread of the front wheel axle. The disc brake rotor should locate in the center of the brake pad.



Insert the quick release axle [Note: The small spring heads face the center and one on each side of the wheel]. Use the Allen Wrench to tighten the nut of the quick release.

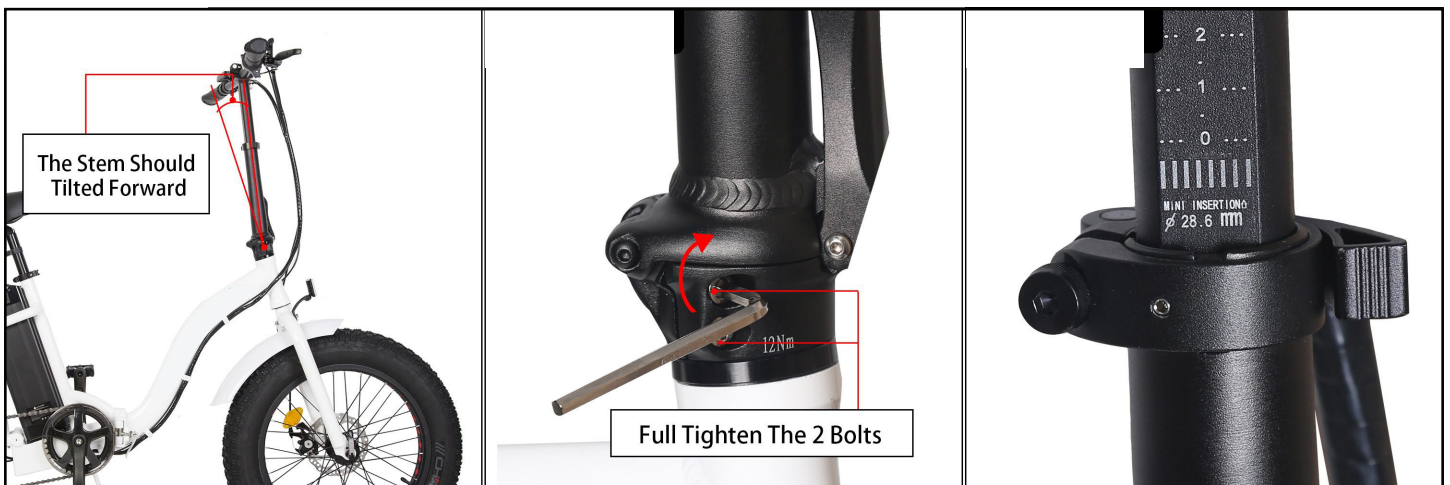


HANDLEBAR INSTALLATION

Locate the cam lever on the top of the stem, open the cam lever, loosen the nut, and remove the cam lever, slide out the metal cover. Place the handlebar into the groove on the top of the stem, slide the metal cover back into the stem. Adjust the handlebar to a proper angle that fits you, and tighten the handlebar with the cam lever.



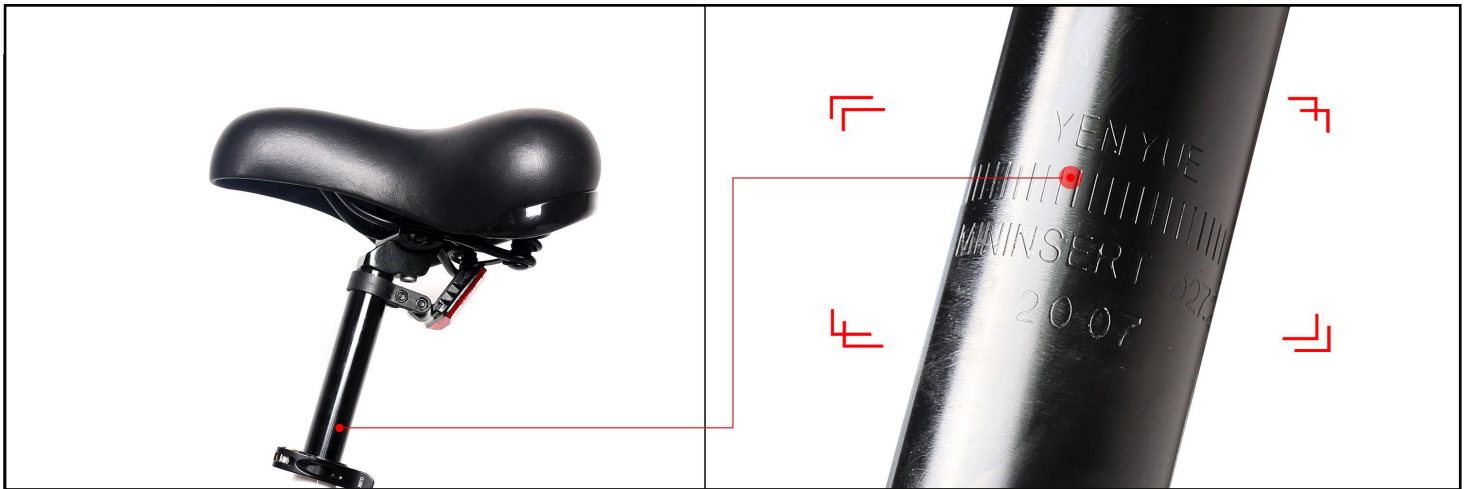
The handlebar must keep parallel with the front fork after the handlebar is installed, and the stem should be slightly tilted forward and tighten the two screws that were loosened before. Adjust the handlebar's height to the position fit you the best, and please note the min insertion line should not be out of the tube.



WARNING: It may cause the stem tube to rupture and cause a serious accident if the min insertion line is out of the tube. The customer is responsible for accidents caused by improper installation.

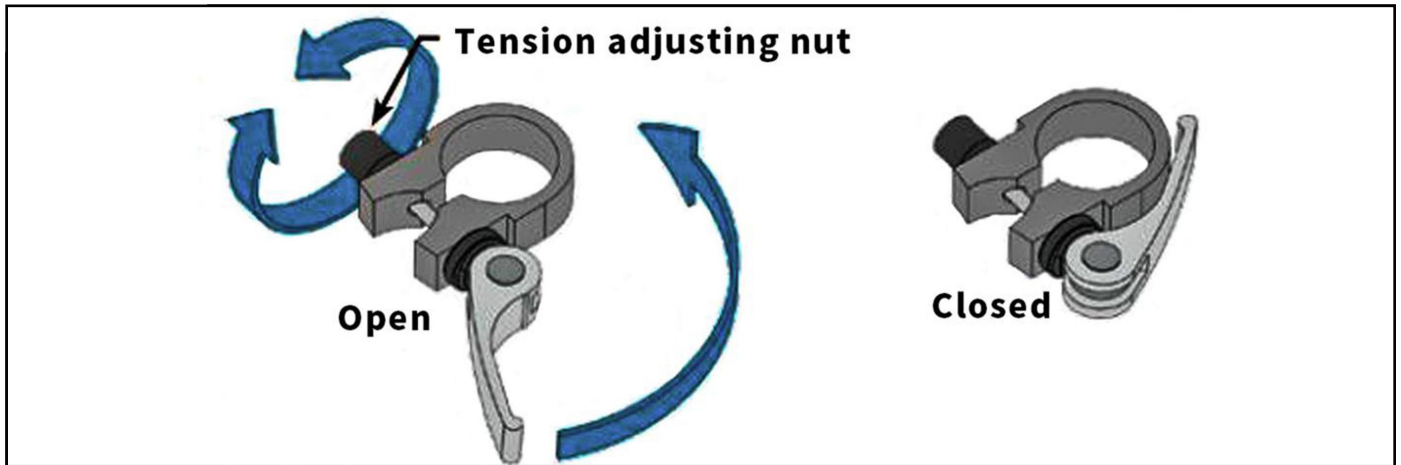
SEAT POST INSTALLATION

Please pay attention to the vertical lines on the seat post; it is the minimum insert line or safety line. Please make sure install the post into the frame deeper than the minimum insertion line. It is at the bottom of the seat post.



Warning: It could break the seat tube during riding if the seat post does not install correctly. It is not covered by the warranty.

Open the clamp on the seat tube, insert the seat post into the seat tube, adjust the seat to a comfortable height, tighten the tension adjusting nut, and press the clamp lever inward toward the seat tube.



Please Note: If necessary, tighten the clamp by twisting the clamp handle clockwise while in the un-clamped position. Then, fold the handle in toward the seat post. This should require a fair amount of force to ensure the seat post is held tight. If necessary, the clamp can be further tightened with a 5 mm Allen wrench while in the clamped position.

Warning: The cam lever may be bent if over tighten tension nut when the cam lever un-clamped. It is not covered by warranty.

PEDAL INSTALLATION

1. Identify left vs. right pedal

There is an “L” or “R” stamped into the axle (the threaded part that looks like a screw).
Please Note: They are not the same!! Apply a small amount of grease if possible.

2. Install the left-hand pedal firstly

You will have to screw it in counter-clockwise because the threading is the reverse of a normal screw. Do this by slowly pedaling the cranks backward. If the pedal feels stiff, stop, and then re-try, it should feel like a smooth motion. Please do not use the wrench until you are ready to tighten it for the final few turns. Tighten it down until you can't anymore.

Please Note: Hand-tight is not sufficient. Use a tool. If the threads on the crank are stripped after riding, it means the crank needs to be replaced. It is NOT covered by warranty.

3. Install the right-hand pedal

This one threads in clockwise, like a normal screw. Follow the same principals, as discussed in step 2 for the left pedal.



FRONT FENDER AND REFLECTOR INSTALLATION

Locate the front fender, the front reflector (white one), and the mounting bolt&nut (They were put together with this manual). Mount them to the front fork, as shown in the figure. If the bolt is difficult to go through the front fork, you can use an Allen wrench to push it in by tightening the bolt. Place the washer after the bolt comes through the mounting bracket of the fender. Adjust the position of the fender, and tighten the bolt and nut.



BATTERY INSTALLATION & REMOVING & CHARGING

1. Remove and install the battery

The key ties to the handle on the battery. If the key is on the “Off” position, push the key in, and turn it to the “Unlock” position, then pull the battery out of the frame. When mounting the battery, you should align the battery and the rail on the frame, and slide the battery into the frame. Then turn the key to the “On” position.



2. Introduction of the battery

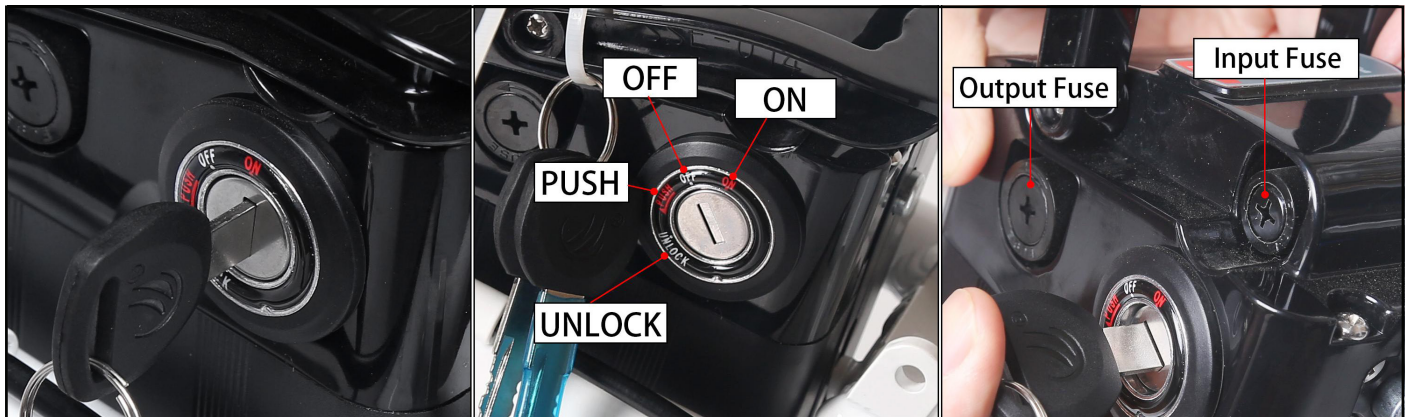
There are three positions on the battery lock.

“ON”: The bike is powered on, and the battery locks on the frame. The key cannot be removed at this time.

“OFF”: The bike is powered off, but the battery is locked on the frame. The key can be removed at this time.

“UNLOCK”: You need to push the key in to turn to this position. The bike is powered off, and the battery is not locked on the bike.

Fuse: There are two Fuses on the battery. Charging Fuse: 10A, Min. 60Vdc; Discharging Fuse: 30A, Min. 60Vdc. (UL certified Fuse).

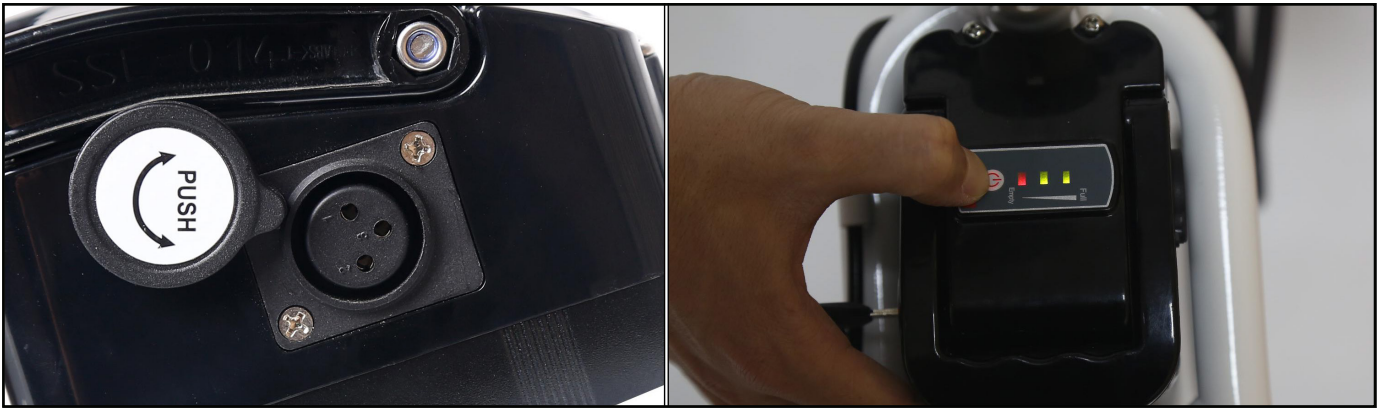


3. Battery Charging

Find the charging port on the battery, connect the charger's plug to the battery charging port first, and then connect the other side plug to the AC outlet (120V). The charger's LED is the red color when charging, and it will turn to green color when the battery is fully charged. It will take 6-8 hours to fully charge the battery. Remember to charge the battery fully before first riding.

Please note: Please do not charge the battery indoors, recommend to charge in a cool, ventilated and open space.

There is a small button on the battery, turn on the battery, press and hold the small button, you can see the remaining capacity of the battery (There is one red light + two green lights when fully charged).

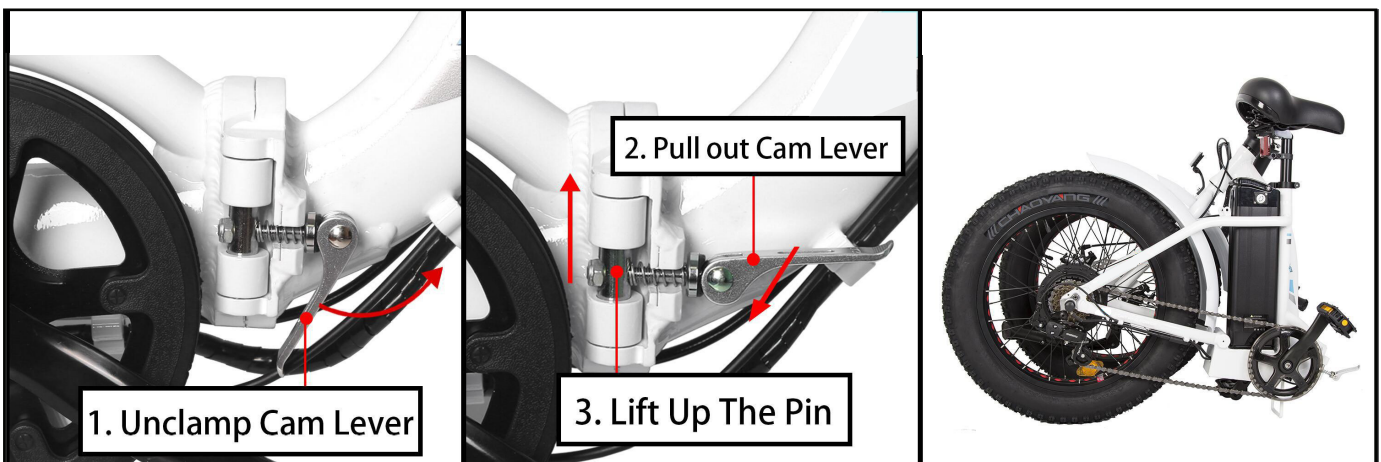


4. Battery storage outside of the ebike

If the battery is not used for an extended period, charge it fully and recharge it every two months. Store it in a cool, dry place.

FOLDING THE BIKE

Locate the quick-release lever on the frame, open the lever, then pull it out. Hold the handle, and lift the pin-up, then the frame can be folded. Then fold the stem and pedals (Push the pedals in, and then flip them up). The bike is folded.



OPERATING INSTRUCTIONS

1. Lighting Up The Display

Turn the key to the "ON" position, press the "ON/OFF" button on display, and the display will light up. Note: The default pedal assist level is "LOW".



2. Testing The Throttle, Pedal Assist, And Walk Assist Mode

The bike has three modes: throttle, pedal-assist, and walk-assist. Please lift the rear wheel, then test them separately.

A. Throttle: please twist the throttle. It is on the right side of the handlebar.

B. Pedal Assist: please lift the rear wheel and turn the pedal by hand. The motor will work one time once you turn the crank 3/4-cycle.

C. Walk assist: Please press and hold the "6km" button on the handlebar. The bike will go into a walk-assist mode.



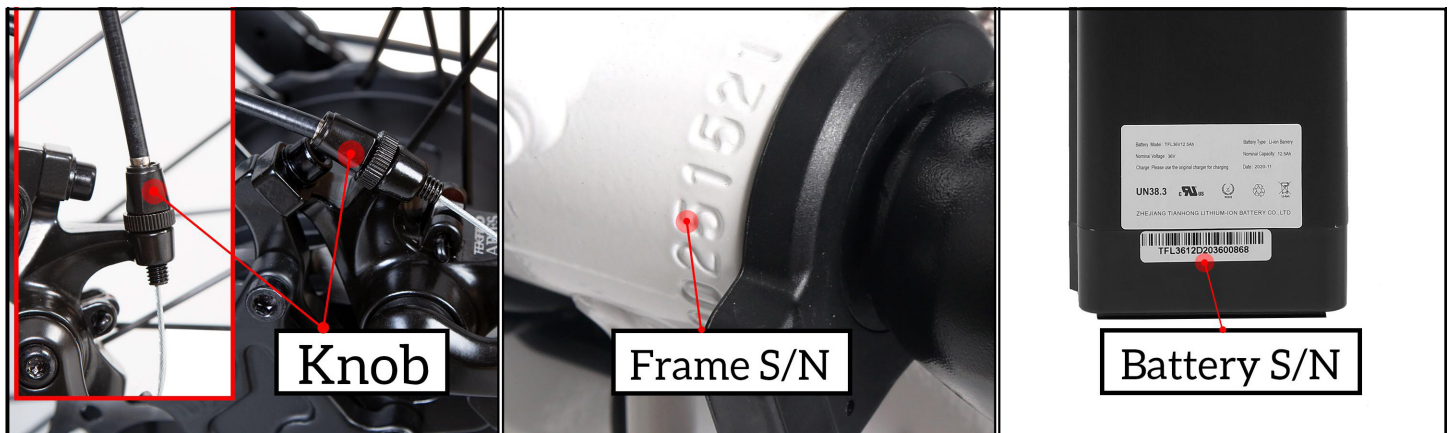
3. Testing The Brake System

Please hold the two brake levers on both sides of the handlebar, then trying to push the bike forward to make sure the bike is assembled firmly, and brakes can stop the bike properly.

Please Note: You can adjust the brake cable's tightness lightly by adjusting the knobs on the caliper.

4. Please note the bike's serial number and battery serial number on the user manual's last page in case of stolen or missing.

5. You are ready to ride!



Display Instrument Setting



ON/OFF: Turn on the power, press the “ON/OFF” button, the power will be turned ON or OFF.

6KM: Walk Assist Mode, press and hold the “6km/h” button to have cruise 6km/h speed automatic riding without pedals.

Mode: Press the “mode” button to select the pedal assistant power with pedals and throttle (Low-Med-High).

Power: Power is indicating the battery power. It should be four red LED when fully charged.

Troubleshooting

We fully understand your feelings when you meet a problem with the bike. Contacting us on the website where you bought the bike and telling us your problem in detail with some pictures and videos will be the fastest and easiest way to help you solve the problem. Please don't forget to leave your order number to us for reference.

The following are some assist tips for electrical problems:

The display can not light up

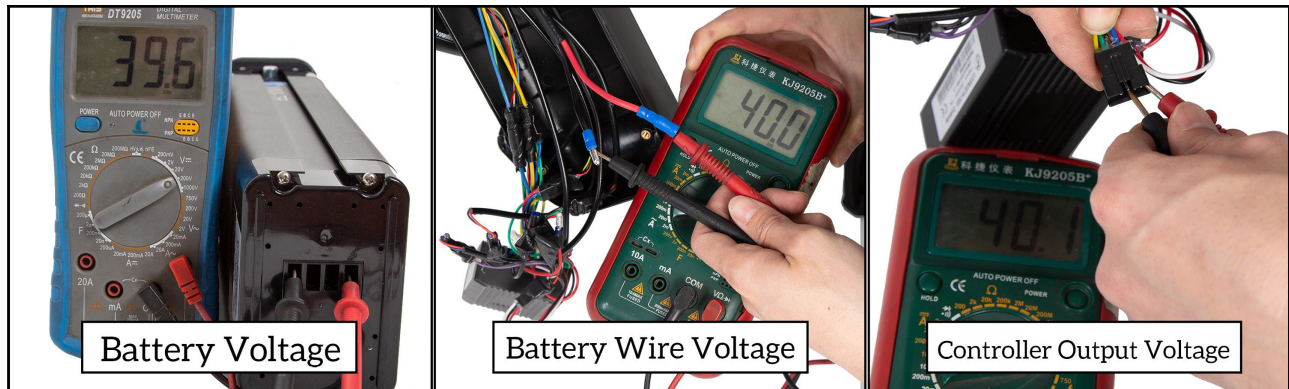
Please fully charge the battery (6-8 hours). The LED on the charger should be green color when the battery is full charged.

If it still doesn't work, please check the wires and battery, please make sure the connections are not loose, and the battery installs in place, then please light up the display in the correct order (light up the power button on the battery, press the "6km" button, and hold).

If it still doesn't work, we need to get a voltmeter, and do some testing:

First, please light up the power button, and test the battery output voltage. If the voltage is "0", it means there is something wrong with the battery output plug, cell, or fuse. Please take a picture or a video to show your testing result, and then send it to us. The customer service department will give you a solution. If the battery voltage is not "0", but less than 32V, please full charge the battery (6-8 hours), then test it again; if the battery voltage is between 32v-42v, but the display can not be light up, it means the battery is in good condition, we need to test the other two plugs.

Second, please open the controller box, and find the power wire (black and red color) that connecting the battery and controller. Please test the power wire's voltage. If it is "0", it means the power wire needs to replace, please take pictures, and send the pics to us. If the voltage is the same as the battery, there's no problem with the power wire. We need to test the output voltage of the controller. It is the plug that connects the controller and display. It has five wires on the plug, please test the red and black wires. If the voltage is "0", it means the controller needs to be replaced, please take some pictures and send them to us; if the voltage is the same as the battery, it means the display needs to be replaced. Please picture the testing results and send them to us. It will help us for solving your problem asap.



The throttle does not work

We mean the display can be lighted up, but the throttle does not work. The brakes have two functions when you press the brake lever: 1. it will stop the bike 2. it will cut the power of the motor.

First, please check the brake lever, and make sure the brake lever can hold or release fluently. If not, maybe the brake cut the power. Please video your problem and send it to us. We will give you a solution.

Second, Please test the pedal assist mode, (please lift the rear wheel, then turn the crank a whole cycle), and walk assist mode (press the “down” button and hold 3 seconds). If only the throttle does not work, it means the throttle needs to be replaced. Please video your testing and send the video to us. If none of the three modes works, we need to test the motor wire and brake sensor.

Third, please find the plug on the motor wire, the connection may loose. Please re-plug it, restart the bike, and then test all three modes, if it still doesn't work, we need to check the brake sensor.

Fourth, please open the controller box, and find the two plugs that connect the brake levers and controller. It is the only two plugs that have two wires on each plug. Please disconnect them, then test all three modes again. If they work, it means the brake sensor is defective. The brake wires need to be replaced. If it still doesn't work, it means the controller needs to be replaced. Please video your problem, and send the video to us.

If it still doesn't work after replacing the brake wire or controller, please video how you do the troubleshooting, and send the video to us.



WARNINGS AND SAFETY

You should check the operation of your brake inhibitor switches before every ride. While riding slowly in a controlled environment (like a driveway), engage the motor, then squeeze each brake in turn. The motor should lose power immediately and remain off as long as a brake lever is depressed.

Always use the lowest assist setting until you are comfortable with the bike and feel confident controlling the electric assist.

Keep your hands on the brake levers and remember that they will always slow or stop the bike if pulled.

Use only the battery provided with your bicycle. Even if it is physically possible to connect another type of battery, it is dangerous and potentially damaging to do so.

Never short circuit on the discharge terminals of the battery. A short circuit will damage the battery and could cause a fire resulting in severe injury or death, and property damage. When handling the battery outside the bicycle, be aware of conductive materials that may short the battery terminals, such as coins, nails, etc.

Electric bikes are faster and heavier than normal bikes. When riding in wet weather, you should use extra caution.

Local laws may prohibit the use of high-speed electric bicycles on bike paths or trails. Be sure you are familiar with the laws in your area. Even if legal, it is usually not safe to ride at high speed on paths or trails around other users.

Like any mechanical device, a bicycle and its components are subject to wear and stress. Different materials and mechanisms wear or fatigue from stress at different rates and have different life cycles. If a component's life cycle is exceeded, the component can suddenly and catastrophically fail, causing serious injury or death to the rider.

Scratches, cracks, fraying, and discoloration are signs of stress-caused fatigue and indicate that a part is at the end of its useful life and needs to be replaced.

Electric Bikes can be dangerous to use. The user or consumer assumes all risk of personal injuries, damage, or failure of the bicycle or system and all other losses or damages to themselves and others and to any property arising because of using this bicycle.

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