



E-Bike User Manual

ATTENTION: Please read this manual carefully before using your E-bike. If you do not understand this manual or the issue is not covered in the manual please contact the seller.





Thank you for purchasing your new E-bike!

Welcome to your new E-bike. You are entering a new world of ease, luxury, and mobility. Whether you're looking for an environmentally friendly alternative to your regular gas-powered vehicle, a fun way to avoid traffic congestion, or you simply want to spend more time outdoors, we hope you enjoy your new E-bike, with a life full of headwinds and tailwinds, it is our honor to be the wind at your back.

If you have questions or comments, please don't hesitate to contact your retailer.

Email : sales@alienebikes.ca

Website : www.alienebikesandscooters.com



VEHICLE IDENTIFICATION NUMBER / SERIAL NUMBER

For your records and future reference, please fill in the important information below. Your serial number can be found above the front fork.

Please retain your sales receipt for any possible warranty or loss claims.

MY E-BIKE SERIAL NUMBER:

Please use the QR code below to register your warranty & serial number



FOR YOUR RECORDS

NAME	
ADDRESS	
PURCHASE DATE	
MODEL	
COLOR	
SERIAL #	

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ABOUT THIS MANUAL

This manual was written to help you get the most performance, comfort, enjoyment and safety when riding your new E-bike. This manual describes specific care and maintenance procedures that help protect your warranty and ensure years of trouble-free use. Please pay particular attention to the section on battery charging and maintenance.

Its important for you to understand your new E-bike, its features, and its operations so you get maximum enjoyment with maximum safety. By reading this manual before you go out on your first ride, you will know how to get the most out of your E-bike.

It is also important that you take your first ride on a new E-bike is taken in a controlled environment, away from cars, obstacles, and other cyclists.



Note: Your E-bike model may differ slightly from the description & pictures

IMPORTANT SAFETY INFORMATION

Cycling can be a hazardous activity even under the best of circumstances. Proper maintenance of your E-bike is your responsibility, and it helps reduce the risk of injury. This manual contains many warnings about the consequences of failure to maintain or inspect your E-bike.

Improper use could result in serious injury or death. We recommend you use a trusted professional bike technician to assemble your new E-bike.



Always wear a helmet

Wearing a helmet will significantly reduce the number and severity of head injuries. Always wear a helmet that complies with your provincial or state laws when riding your E-bike. Please check with your local police department for requirements in your community. Make yourself more visible by wearing bright reflective clothing. Keep your reflectors clean and properly aligned. Use both your head lights and your taillights when reduced lighting conditions. Check your provincial or state law concerning restrictions and other protective gear that may be required when riding your E-bike.

Know your E-bike

Your new E-bike incorporates many features and functions that you may find unfamiliar with. Read this manual thoroughly to understand how those features enhance your riding pleasure and safety.

Ride with you limits

Take it slow until you are familiar with riding conditions, as traction can be greatly reduced, and breaks become less effective so never ride faster than conditions warrant or beyond your riding abilities. Remember that alcohol, drugs, fatigue, and inattention can significantly reduce your ability to make good judgements. Please ride safely!

Keep your E-bike in safe conditions

For your safety and to ensure a long life for your E-bike, inspect and maintain your E-bike regularly. Follow the inspection and maintenance guidelines throughout this manual and check your safety equipment before each ride.

COMPONENT OR CONDITION	INSPECT BEFORE EVERY RIDE	INSPECT PERIODICALLY*	CLEAN AND/OR LUBRICATE	ADJUST/TIGHTEN	REPAIR/REPLACE IF NECESSARY
Tire pressure (18-25 psi, see side of tire)	X			X	
Tire wear/damage	X			X	
Brake pad adjustment	X			X	
Wheel quick adjustment	X				X
Head & tail lights	X				X
Controls & displays	X				
Seat post quick release adjustment	X			X	
Brake pad wear		X			X
Brake cable tension wear		X		X	X
Spoke tension		X		X	
Wheel tru		X		X	
Hub bearings		X	X	X	
Chain lubrication		X	X		
Derailleur adjustment		X	X	X	
Reflectors		X			X
Battery & charger		X			X
Headset adjustment		X	X	X	
Bottom bracket adjustment		X	X	X	
All bolts, nuts & mounting hardware		X		X	X

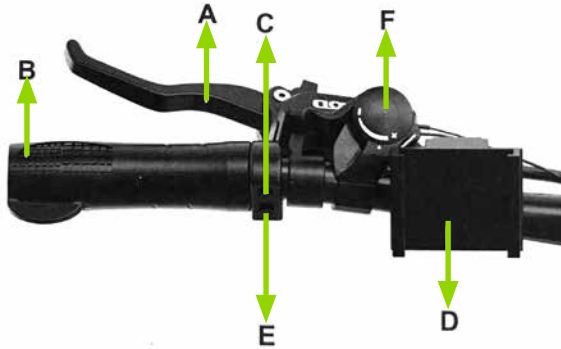
*Every 5-10 rides depending on the length and conditions of ride



OPERATING
INSTRUCTIONS







LEFT HANDLEBAR

A

Rear brake lever (behind the handlebar grip in this photo). The rear brake is activated by squeezing the **RIGHT** brake lever (on most models). Please note, the right and left brake setting may be different from your previous habits. Important! Test which brake is activating the back brake before riding.

B

Left Handlebar Grip

C

Headlight Button

D

Phone Holder

E

Pedal Assist Button - Select modes from 1 (low speed) to 5 (High speed)

F

Front derailleur shifter (if applicable) – By pressing the lever while pedaling, you can select any of the three gears on the front wheel. The shifter is labeled with the gears. Note your model may only have one gear on the front derailleur.

RIGHT HANDLEBAR

A

Rear Derailleur Shifter - By pressing the button while pedaling, you can increase the gears from 1 to 7. The shifter is labeled with the corresponding gear selection.

B

Rear Derailleur Shifter - By pressing the lever while pedaling, you can decrease the gears from 7 to 1. The shifter is labeled with the corresponding gear selection.

C

Brake

D

LCD

E

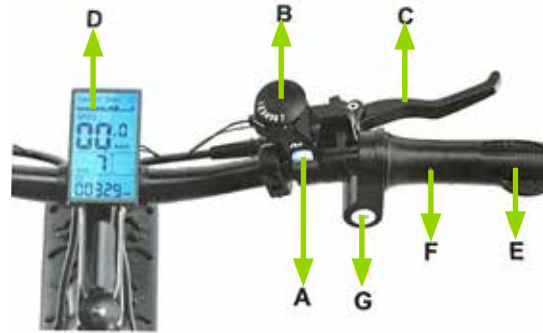
Anti-slip Handlebar

F

Right Handlebar Grip

G

Ignition Key



HOW TO TURN YOUR E-BIKE ON

If the E-bike is already assembled, you can power it on by turning the key to the right (figure A) and holding the middle button (figure B) for 2 seconds until the display powers up. Note on some models it may be the bottom button you need to hold.



B
MIDDLE BUTTON

A
IGNITION KEY



COMPONENT
INSTALLATION NOTES

Part 1: REMOVE PACKAGING



01 Unpack your electric bike



02 Emergency repair tools



03 Remove front wheel

PART 2: HANDLEBAR ASSEMBLY



01

Loosen the riser sides A & B screws. Before installation, pay close attention that the front and rear brakes are on the same side



02

Fix the front shock absorber in the locked position and rotate the riser 180°



03

Tighten the side A & B screws. Note if your bike is a Y20 model then you will have a locking adjustable height stem



04

Remove front 4 bolts from the stem cover, then remove the stem cover



05

Mount handlebar onto the stem, then replace the stem cover and tighten all 4 bolts



06

Adjust the handlebar according to your preference, then ensure all bolts are tightened firmly

PART 3: HEADLIGHT & FRONT WHEEL ASSEMBLY



01

Remove the bolt from the headlight, then adjust the headlight and front fender to the correct position and tighten the bolts



02

Turn the bike upside down, adjust the height of the seat and rotate the angle of the LED display to avoid direct contact with the ground



03

Remove the fork protector. This can be removed and discarded



04

Put the wheel in the front fork disc brake disc alignment clamp card slot



05

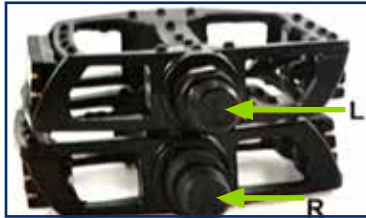
Insert the front wheel for quick release. Adjust the screw pressure



06

Lock the front wheel quick release. Quick release installation is now complete

PART 4: PEDAL AND SADDLE MOUNTING & DIRECTION ADJUSTMENT



01

Determine the left and right pedals by looking for the L & R on the pedals. "L" means it is mounted on the left side of the crank. "R" means it is mounted on the right side of the crank



Important!

Make sure the "L" pedal is screwed on **counter-clockwise** to the crank. Please see the pedal mounting instructions included in the bag with the pedals.



03

The "R" pedal is screwed on clockwise to the crank. Please see the pedal mounting instructions included in the bag with the pedals.



04

Adjust the seat post according to your height, making sure the minimum safety line is not visible. Your knee should be at approximately a 15% bend when your leg is fully extended on the pedals



05

Fasten seat saddle clamp



06

Stand in front of the wheel and ensure the wheel and handlebar's are mounted in line, then relock the screw

PART 5: FOLDING THE FRAME & REMOVING THE BATTERY



01

To fold the E-bike, push the release latch forward while pulling the folding clasp. Note this may be slightly different on some models (Y20). There is a self - locking safety switch



02

Release the switch and fold the bike in half



03

When opening the lock, please make certain the lock cylinder has been fully retracted, then remove the key



04

Once folded the battery can be easily removed



05

Battery removal for Y20 models. Turn the key and remove the battery

RECHARGING THE BATTERY



The battery can be recharged on the E-bike OR



Remove the battery from the E-bike and charge separately. Please note your battery may differ from the battery pictured above.

Caution! Never leave the battery charger plugged in unattended, and do not charge for more than 8 hours!

RECHARGING THE BATTERY



ATTENTION:

When charging the battery connect the charger to the battery first, then connect the power supply and check to make sure the red LED of the charger is lit. The charger will re-charge the battery fully within 3 to 7 hours. A red light indicates that the battery is charging. A green light indicates that the battery is fully charged.

Caution! Never leave the battery charger plugged in unattended, and do not charge for more than 8 hours!

BATTERY & CHARGER CARE

If the battery is not going to be used for an extended period of time, charge it fully and recharge it every 2 months. Store in a cool, dry place and remember to recharge the battery before it becomes completely discharged.

Do not use the charger or battery to power other electrical devices. Improper use of the battery or charger may damage the battery and shorten its useful life and may cause fire or an explosion. If you experience unusual sounds, smoke or odors coming from the charger or battery unplug the charger immediately, take outside if safe to do so and contact customer service.

Recharge the battery after every use. Do not disassemble or alter the battery or battery charger. Do not place the battery near fire or corrosive substances. Do not allow any liquids on or inside the battery or charger. Do not expose the battery or charger to extreme weather conditions.

Do not operate the battery or charger if damaged. Recharge the battery only with the charger specified by the manufacturer. Do not use the battery or charger for any use other than its intended purpose.

Caution! Never leave the battery charger plugged in unattended, and do not charge for more than 8 hours!

GEARS

Your E-bike is equipped with multiple gears for different speeds and power. The first gear is for easier and uphill pedaling, while the last gear is for maximum speeds on level or downhill terrain.

Change gears only while pedalling.

The rear wheel contains 7 or 9 chain sprockets depending on your model. When the chain is around the largest sprocket you are in the 1st gear (easiest/slowest). When the chain is around the smallest sprocket you are in the 7th or 9th gear (hardest/fastest).

Every different position on the gear selector should cause a gear change. Adjustments require fine tuning and should only be performed by a qualified technician.

Avoid changing gears rapidly or while going up hill. If you change gears too quickly you could cause the chain to derail.

LED DISPLAY

RIDING MODES

Power Assist System (PAS)

PAS 0: Full display but, no throttle or power assistance. Note some models may not have a 0 mode

PAS 1: Low speed level

PAS 2: Low/Medium speed level

PAS 3: Medium/High speed level

PAS 4: High speed level

PAS 5: Maximum speed level



KEYS

Your electric bike comes with one or two keys (plus one spare for each)

- Ignition key
- The key to the battery holder on the bicycle frame

WARNING

Keep keys out of reach of children. Always keep your keys in a safe place to avoid losing them.

BRAKES

All our bikes are equipped with brake levers that have a built-in safety switch that automatically cuts off the motor power under normal braking conditions. This not only ensures a safe unpowered stopping feature, but also protects the motor under braking conditions so it isn't working against the brakes.

It's important to your safety that you instinctively know which brake lever controls which brake. On your E-bike the right brake lever controls the rear brake (on most models). The left brake lever controls the front brake. You should double check this yourself before riding.

The rear brake should always be applied before and while the front brake is applied. Applying only the front brake to slow or stop at high speeds may result in the rider being ejected from the seat and continuing forward over the handlebars. It is best to apply even pressure to both brake levers when slowing or stopping.

Make sure that the brake lever does not contact the handlebar when full hand pressure is applied (figure 1). If so, then the brakes must be adjusted by increasing the tension on the cable.



FIGURE 1

A quick adjustment may be made by screwing or unscrewing the threaded barrel adjuster on the brake lever until the brakes are fine-tuned for safe stopping (Figure 2).



FIGURE 2

If the brakes are still not operating correctly, they may require further adjustment by an experienced bicycle mechanic.

WARNING

Disc brake rotors become hot during use. Do not touch or come in contact with the disc rotor shortly after use

During wet weather you will require a longer distance to stop. Brake earlier and avoid sudden stops when riding in wet conditions.

TIRES & INNER TUBES

Tires should not be deflated unless necessary. To minimize tire wear and for maximum riding safety, comfort, and handling, maintain recommended tire air pressure. This can be found on the side wall of all tires. Use a reliable tire air pressure

gauge to check for proper inflation before each ride. At the same time, inspect tires for excessive wear and cracks. Replace tires or tubes if necessary.

APPEARANCE

Periodically clean your E-bike with a damp cloth. Avoid spraying the E-bike electrical parts (motor, controller, battery) directly with a water hose to avoid electrical issues. Store your E-bike in a dry, sheltered area away from direct sunlight and wet or damp environments.



E-BIKE FAQ

Q. How long does it take to fully charge the battery?

A. It depends on the state of depletion, but around 3-6 hours if completely discharged.

Q. Can I ride up hills and against strong headwinds on my electric bike?

A. Yes. One of the main advantages of cycling on an electric bike is that it flattens hills and increases your average speed when tackling inclines and headwinds. If you provide a reasonable amount of effort, you should be able to tackle anything from a 10% - 15% gradient. You will be amazed at the relative ease with which your new electric bike can tackle some of the most arduous journeys.

Q. Do I have to pedal my electric bike?

A. No, but it helps to prolong battery life. The motor on our bikes is both throttle and pedal assist controlled, allowing you to decide how much power you desire. Have you ever tried to cycle when speeding downhill on your normal bicycle? It's just like that. The motor is propelling you faster than you're cycling, so there is pretty much no resistance.

Q. What happens if I get a flat tire?

A. The tires on our bikes are the same as conventional bicycles. Simply replace the tube with a tube of the right size and inflate it. No special tires or parts will be needed.

Q. What happens when I use the brakes under power assistance?

A. All our bikes are equipped with brake levers that have a built-in safety switch that automatically cuts off the motor power under normal braking conditions. This not only ensures a safe unpowered stopping feature, but also protects the motor under braking conditions so it isn't working against the brakes.

Q. How far will my electric bike take me?

A. This depends on a few factors. Cycling with pedal assist along straight road under normal conditions, the standard battery should last about 40-60 km. Cycling up steep hills will obviously use more battery power, and factors such as road surface, wind resistance, weight of the rider, temperature and tire pressure will all affect your range.

Q. How do I know when the battery is low?

A. The bicycles have easily visible indicators located on the right handlebar or LED screen that show the amount of power left. If it's getting low and you don't think you will make it to your destination, you can switch off your motor and keep it just for the difficult sections.

Q. Do I have to wait for the battery to empty before I charge it?

A. No. The batteries we use are lithium-ion batteries which do not suffer from 'memory effect.' This means that there is no need to discharge a battery completely before you recharge it again. You can partially recharge the battery at any time without reducing its voltage or lifespan. We recommend recharging the battery after every use, regardless of how far you rode.

INSPECTION & MAINTENANCE

Hand brake cut-off power

When your bike is equipped with brake cut-off power set, the bike will automatically cut off power when the brake is used.

Low voltage protection

When the battery output voltage reaches its limit, the electronic control system will cut off the power to automatically protect the battery. When the battery reaches its minimum voltage, you can switch to pedal riding. The battery should be recharged before riding again.

Power off

When your e-bike is not in use, please turn off the power (key if applicable).

Charge indicator

Red indicates charging, green indicates that the battery is full.

Note: The battery switch must be turned off (does not apply to models with no battery switch) using the switch on the bottom when the battery is charging. The battery must be fully charged before the first use. We recommend you charge the battery for a full 6 hours after your first 3 uses. If the bike is not used for a long time, you should fully charge and remove the battery. While not in use, keep the battery turned off and recharge every 2 months.

Make sure to keep the battery and charger away from children during charging.

Do not attempt to disassemble or modify the battery or charger.

Do not use the battery or charger for any use other than its intended purpose.

Battery charging

Plug in the connector between the charger and the battery, then plug the charger into an electrical outlet. The LED indicator on the charger will show red, which means charging. When the indicator light turns green, the battery is fully charged. When you are finished charging, first unplug the charger from the power supply, and then unplug the connector between the battery and the charger.

During the charging process, the charger and battery should be placed in a stable and cool place. The battery operating temperature range should be between 10-32 degrees Celsius (50-90 Fahrenheit). Do not put any cover on the battery or charger. Make sure that no liquid comes into contact with the charger.

Caution! Never leave the battery charger plugged in unattended, and do not charge for more than 8 hours!

Mileage

Performance of your electric bike is affected by road conditions, rider load/weight, temperature, incline, and weather conditions. We recommend that you manually pedal as often as possible and use the gears to improve your travel distance and battery life.

Inclines

When riding uphill on inclines of greater than 10%, we recommend you pedal to assist your climb, provide more power and increase your battery life.

Cleaning

When cleaning your E-bike wipe with a dry cloth especially around the battery and avoid spraying directly with a hose. Do not put oil on the brakes.

Parking

Please make sure your E-bike is parked on flat stable ground and the kickstand is engaged.

BASIC MAINTENANCE

- 1) Maintain and clean regularly
- 2) Regularly check the tires are inflated correctly
- 3) Make sure all the quick release nuts and bolts are tightened properly
- 4) Periodically check to ensure the spoke tension is correct. Adjust if needed
- 5) The frame and other parts are made of aluminum alloy, so avoid friction and/or collision and clean regularly
- 6) Do not open or take apart the battery, motor or controller yourself. If needed take it to a qualified mechanic
- 7) Do not use a high-pressure hose to clean your E-bike and avoid water on the motor, battery and controller
- 8) Lubricate the chain, flywheel, head parts, kickstand, etc. when necessary

WARRANTY CERTIFICATE

Important

Your E-bike is warranted against manufacturer defects for parts & labour, except accessories. The warranty period is valid for 12 months (or shorter if indicated for clearance), beginning on the delivery date.

The warranty period is valid for 12 months, beginning on the delivery date.

Please note this warranty only covers the initial purchaser, is not transferable to a new owner and DOES NOT cover accessories.

Validity

- The warranty is valid only when:
- The Product is purchased from an authorized dealer or outlet with proof of purchase.
- The Product is NOT transferable to any third party either in ownership or during the period of the contract.
- The model and serial number should not be defaced or removed from the product.

Exclusion

- Damage or loss caused by modification, alteration, or repair by any unauthorized party.
- Damage or loss caused by mishandling by the customer or person(s) with access to the product on the customer's premises.
- Normal wear and tear (brake pads, tire wear, etc).
- Damage or loss caused by Acts of God or any other causes beyond our control.
- Damage or loss as a result of external bodies
- Damage or loss caused by another device that is connected to the product.
- Damage resulting from accidents, misuse, abuse, tampering, or failure of the customer to follow normal operating procedures outlined in this user manual.
- General maintenance and servicing.

Your E-bike Warranty

In the rare case that your E-bike arrives and does not work, in order to honor the warranty the following must be followed:

- If your E-bike is received with a defect, we will take care of the shipping fees (at our instruction) and immediately ship replacement equipment or repair the equipment.
- If your E-bike is in need of repairs, the owner must contact the retailer where you purchased the bike and you will receive a Return Authorization (RA) number and all of the necessary information. We will not accept returns without an RA.
- All returns must be properly packaged to prevent damage during shipment. An explanation of the problem or damage and proof of purchase must be submitted with the return, which will be shipped by the owner.
- The RA number must be clearly visible.
- The owner will be responsible for insurance of the merchandise (at owner's cost) because the manufacturer will not be responsible for damages or losses during shipping. The warranty is void if:

The damages are a result of an accident, abuse, alteration, non-authorized usage, or use of chargers or batteries other than those indicated in this manual.

The owner or user neglected to do routine maintenance required and the damages or problems are directly related to such neglect. It is the user's responsibility to keep the E-bike in proper running condition.

Certain parts of the E-bike are not covered by the warranty such as: Buttons, pedals, seats, brake pads, tires, etc. These parts will eventually require replacement at the owner's expense.

The manufacturers will not be held responsible for damages or monetary losses related to the purchase or use of their products. The manufacturer denies responsibility for all physical and moral damages linked to the purchase and use of their products. In all cases, the damages cannot exceed the purchase price paid by the initial owner.

The final decision to honor the warranty is taken by the retailer where you purchased your E-bike after a technical inspection.

The warranty excludes:

1. Replacement and shipping costs of products worn out by normal use.
2. Replacement and shipping costs of products due to problems related to neglect, abuse, or lack of maintenance.

Warranties are NON-TRANSFERABLE

**Please use the QR code to
register your warranty
& serial number**



Product Data

E-Bike Model:

Serial Number:

Purchase Date:



