



TROXUS

EXPLORER PLUS

Owner's Manual

First Edition, 2024

(This manual meets EN ISO-4210, 16 CFR 1512 and EN 15194 Standards)



**TROXUS
HELP CENTER
AND
USER'S
MANUALS**



**REGISTER
FOR TROXUS
FULL
WARRANTY
BENEFITS**


EXPAND YOUR PLAYGROUND


Contents

Introduction.....	3
Using this manual.....	4
Anatomy of your bike.....	4
Tools and recommended torque values.....	5
Adjusting for comfort and safety.....	6
Fine-tune the brake levers positioning.....	6
Ensure all hardware is tightened properly.....	7
Battery information.....	8
Removing and installing the battery.....	9
Before charging your Battery.....	9
Charging procedure.....	10
Estimated charging time.....	11
Long-term battery storage.....	11
Operation of your Explorer Plus.....	12
How the electrical system works.....	12
Torque & Cadence Sensor Modes.....	12
Handlebar features.....	13
Quick-Start Guide.....	14
Electrical controls and operation.....	15
Start-up procedure.....	15
Headlight, Brake light & Taillight features & operation.....	16
Hazard Lights.....	16
All Display Remote Functions.....	17/24
Riding range.....	25
Best practices for extending range and battery life.....	25
Parking, storage, and transport.....	25
Carrying loads (cargo) safely.....	26
Weight limits / Maximum Load.....	26
Maintenance.....	27
Safety checklists.....	28
Recommended service intervals.....	30
Checking brakes & motor cutoff switches.....	31
Tire and wheel care.....	32
Handlebar Twist Test.....	33
Guard against rust, corrosion, and water damage.....	33
Troubleshooting.....	34
Error detection.....	35/36
Ride as safely as possible.....	37
Be thoroughly educated about your bike before riding it.....	37
Age and ability requirements.....	37
Know and obey all relevant local laws.....	37
Safety check before each ride.....	38
Ride appropriately for conditions.....	38/39
Wear a helmet and appropriate safety gear.....	40
Limited warranty and other terms.....	40/42
Assembly instructions.....	43/45

Introduction

Thank you for your purchase of a **EXPLORER PLUS** from Troxus Mobility.

 **WARNING:** This model is a Class 3 E-bike with an upper speed limit of 28mph (45 km/h), which requires that in most States, all riders must be at least 16 years old to operate this E-bike.

 **WARNING:** All Class 3 riders must wear helmets, regardless of age. Please note that wearing a helmet is mandatory, in most States, for all riders under 18 years old, whether on motorized or non-motorized bikes.

We take pride in bringing you a quality product that will offer years of enjoyment. **Please read and understand this User's Manual and the attached general E-Bike Owner's Manual fully before assembling and riding your bike;** the latest version of this User's Manual is available at www.troxusmobility/community/help-center.com.

At Troxus Mobility we care about your safety and the safety of those around you. We want you to thoroughly enjoy your Troxus E-bike safely and reliably for many years to come.


Please read, understand, and follow all safety notices, cautions, and warnings in this specific User's Manual and in the attached general E-Bike Owner's Manual and for any accessories or attachments you add to make your E-bike the perfect match for you.


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

Be sure to check all hardware for correct torque (see "Tools and recommended torque values" on page 5) during assembly. Before each ride, follow the recommendations in the "Safety checklists" on page 28

Finally, take care of your new **EXPLORER PLUS** by following the guidelines in "Recommended service intervals" on page 30.

WE ARE HERE TO HELP! If you have questions after reading this manual, please contact us by email (support@troxusmobility.com), and / or call us at **1-888-905-8243** (x6). Thanks for riding Troxus!

 **WARNING:** DO NOT alter or modify anything in your E-bike's electrical system, battery, digital controls, physical components, or drive train. Doing so will void your warranty. Any such modifications may result in damage to your bike, other property, or injury or death to you or others.

 **WARNING:** This E-bike is not to be operated by anyone under the age of 16. Children under the age of 16 may lack the necessary judgment and skill to safely operate the E-bike, potentially resulting in damage to the bike, damage to other property, serious injury, and/or death. Please also check your local laws, which may require a higher age for legally riding this E-bike.

Using this manual

This manual contains critical details about how to safely operate and maintain your **EXPLORER PLUS**. Read it carefully and familiarize yourself with your E-bike before riding it. Pay special attention to safety messages shown here.

NOTICE: A “notice” is important information that can help you avoid bike/property damage or extend the life of parts and the bike.

CAUTION: A “caution” statement indicates a hazardous situation that, if not avoided, could result in minor or moderate injury or property damage.

WARNING: A “warning” statement indicates a hazardous situation that, if not avoided, could result in death, serious injury, or property damage.

DANGER: A “danger” statement indicates a hazardous situation that, if not avoided, will result in death, serious injury, or property damage.

Riding any bike or other vehicle always involves some risk of serious injury or death. Your safety depends on many factors including your bike knowledge, your bike’s maintenance, foreseeable riding conditions, etc. There are also factors we cannot control or anticipate in every situation or condition while riding. This manual makes no representations about the safe use of bikes under all conditions. If you have any questions, please contact immediately a Troxus authorized dealer in your area.

Assembly and first adjustment of your E-bike from Troxus Mobility requires special tools and skills. We recommend that you have this done by a certified and reputable bike mechanic.

WARNING: Incorrect assembly, adjustments, maintenance, or use of your E-bike can cause component or performance failure, loss of control, serious injury, or death. Even if you are an experienced bike rider, you must read and understand the entire manual and any documentation provided for subcomponents or accessories before riding. If you are not sure you have the experience, skills, and tools to correctly perform adjustment steps in this manual, consult a local, certified, reputable bike mechanic.

Keep this manual and any other documents that came with your **EXPLORER PLUS**. All content in this manual is subject to change or withdrawal without notice.

Visit www.troxusmobility/community/help-center.com to view and download the latest version of this manual. Troxus Mobility makes every effort to ensure the accuracy of its documentation and assumes no responsibility or liability if any errors or inaccuracies appear within.

Anatomy of your E-bike



Tools and recommended torque values

The tools listed below are for general guidance, and it is possible that a particular bolt head on your bike may vary, requiring a different tool (e.g., a 4mm Allen wrench instead of a 5mm Allen wrench). If so, use the proper tool that fits the bolt head. Such differences will not affect the recommended torque for that piece of hardware. If you are installing accessories from Troxus Mobility, any necessary instructions, important safety information, and torque specifications will come with your accessory and/or will be available online at www.troxusmobility/community/help-center.com.

Tools / Recommended torque

BOLTS	TOOL	RECOMMENDED TORQUE
Handlebar Area		
Stem clamp bolts (two bolts)	5mm Allen	12 Nm
Stem faceplate bolts (four bolts)	5mm Allen	12 Nm
Headlight angle adjustment bolt	2.5mm Allen	3 Nm
Locking grip adjustment bolt	3mm Allen	2 to 3 Nm
Front fender to Struts mounting bolt	3mm Allen	3 Nm
Front fender mounting arm eyelet bolts	4mm Allen	6 Nm
LCD display clamp bolts	3mm Allen	3 Nm
Brake lever clamp bolts	4mm Allen	8 Nm
Shifter clamp bolt	5mm Allen	10 Nm
Thumb power assist clamp bolt	3mm Allen	3 Nm
Brake Calipers & Rotors		
Rear brake caliper to frame mounting bolts (at rear wheel)	5mm Allen	6-8 Nm
Front brake caliper mounting bolts (on front fork)	5mm Allen	6-8 Nm
Brake pads to calipers	Needle-nose pliers	Bend at tip of pin
Brake rotor to hub	Torx T-25 wrench	7 Nm
Front wheel		
Front axle nut	15mm wrench	35 Nm
Rear wheel		
Rear axle nut	18mm wrench	45 Nm
Dropout Area		
Derailleur mounting bolt	5mm Allen	10 Nm
Derailleur hanger mounting bolt Built-in n/a		
Rear fender to Struts mounting bolt	3mm Allen	3 Nm
Rear fender mounting arm eyelet bolts	4mm Allen	6 Nm
Derailleur/shift cable clamp bolt	5mm Allen	6 Nm
Taillight mounting bolt	8mm Bolt	5 Nm
Kickstand mounting bolt	5mm Allen	10 Nm
Bottom bracket & crank area		
Pedals into crank arm	15mm pedal wrench	30 Nm
Crankarm bolt into bottom bracket spindle	8mm Allen	35 Nm
Crankarms removal	CCP-22 Park Tool	
Cassette removal	FR-5.2 Park Tool	
Chainring bolts	5mm Allen	12-14Nm
Crank chainring guard	5mm Allen	10-12Nm
Bottom bracket and cups	BBT-19.2 Park Tool	50 Nm

See "List of Components on your E-bike" on page 4 and "Handlebar Features" on page 13 for name and location of parts listed in the Tools and recommended torque values chart above.

Adjusting for comfort and safety

Adjusting the handlebar angle

Most riders will feel comfortable with the handlebar angled so that it is roughly parallel with the front fork, as shown in the center position in the illustration below. Once you sit on the bike, you may decide that you would like the handlebar to be angled slightly closer to the seat. To change the angle, loosen the stem face-plate bolts just enough to allow the handlebar to pivot, and position it as you prefer. Re-tighten the stem faceplate bolts according to the value listed in "Tools and recommended torque values" on page 5.

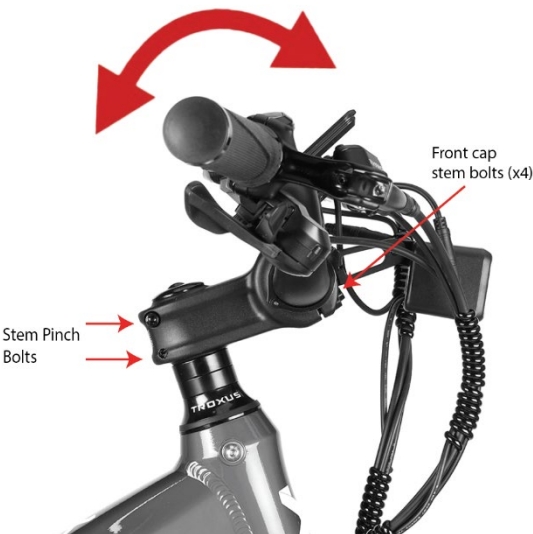
Sit on the bike and test the fit and positioning, making sure the handlebar can turn freely without touching your body. Be sure the gap between the faceplate and stem is even and torque all faceplate bolts according to the value listed in "Tools and recommended torque values" on page 5. While seated you should be able to put your feet flat on the ground. If you cannot reach the ground with your feet flat and stable, Troxus Mobility recommends you do not operate this bike.

Fine-tune the brake lever positioning

The angle of the brake levers can be adjusted for the most comfortable hand position possible. For most riders, this will allow them to rest two or three fingers comfortably on each brake lever while keeping their wrists in a neutral position. To adjust the angle, follow these steps:

1. Loosen the brake lever clamp bolts using the appropriate Allen wrench. **See illustrations on page 7 for bolts location.** Ensure all hardware is tightened properly according to the values in "Tools and recommended torque values" on page 5.
2. Adjust the angle of the brake lever so it is comfortable for the rider.
3. Re-tighten the brake lever clamp bolt according to the value listed in "Tools and recommended torque values" on page 5.

TIP! The locking grip adjustment bolts are located on both ends of each grip. If you need to tighten, adjust or replace them, follow the value listed in "Tools and recommended torque values" on page 5.



Ensure all hardware is tightened properly

⚠ DANGER: A brake lever that can touch the handlebar grip when squeezed can result in the brake caliper not pressing the pads into the brake rotor fully or at all, which means that the brake will not function properly or at all. Not being able to bring the bike to a complete stop puts the rider at a high risk of serious injury or death. Always make sure that squeezing the brake lever does not cause it to touch the handlebar grip. Also make sure that a squeeze of the brake lever to halfway between the lever's neutral position and the handlebar grip results in the brake caliper pressing the brake pads against the brake rotor.

If you do not own a torque wrench or have the skills to check the tightness of your hardware, consult a local and certified bike mechanic for help. Ensure all hardware is tightened properly according to the values in "Tools and recommended torque values" on page 5.

This is a critical safety step that you must not skip. See the illustration below for additional information about adjusting brake lever clearance from the handlebar grip.

⚠ CAUTION If you are not sure you have the experience, skills, and tools to correctly perform adjustment steps in the manual, consult a local and certified bike mechanic.

Brake lever

Clearance from grip is adjustable when disengaged.

Fine adjustment bolt: you can adjust the reach of the lever depending on the size of your hands.



Fine adjustment bolt / 2mm Allen wrench



Brake lever engaged

Proper clearance from grip when engaged (See Fig. below)





⚠ WARNING: Improper clearance from grip: The brake lever should never touch the grip when fully engaged.


Battery information


The battery that comes with your **EXPLORER PLUS** is a state-of-the-art, lithium-ion battery that is designed to give you years of power with proper care and use. Follow the recommendations here for the best possible performance.

- The battery should be fully recharged after each use so that you will get the maximum range on your next ride and reduce the chance that you will over-discharge the battery, which can reduce its lifespan. There is no memory effect on this type of battery, so charging after short rides will not cause damage.
- Charging the battery after a ride generally takes 3 to 7 hours (see “Estimated charging time” on page 11). In rare cases, charging may take longer to allow the battery management system to balance the battery, particularly when the bike is new, after long periods of storage, or if the battery has been completely depleted.
- Do not operate the bike with the key in the key port. Not only do you risk injuring your leg, but damage to the electrical system can occur.

 **DANGER:** Never open the battery housing, which will void the warranty and can result in battery damage. It can also expose you to caustic substances and electrical shock or it could create a fire hazard, which can lead to serious injury or death.

 **WARNING:** Using aftermarket battery accessories or products that have not been tested by Troxus Mobility for safety and compatibility may void your warranty, create an unsafe riding condition, result in bike / property damage, or cause serious injury or death. If you use products not tested and recommended by Troxus Mobility, you do so at your own risk.

 **WARNING:** Never immerse or submerge the battery (including the battery mount) in water or liquid, which can cause damage, serious injury, or death.

 **WARNING:** Using a damaged battery or charger can create additional bike damage or a fire hazard. Stop using your battery and charger and contact Troxus Mobility immediately if any of the following occur: (1) Your charger’s flexible power cord or output cable or any of the electrical cables on your bike is frayed, has broken insulation, or any other signs of damage, (2) Your battery or charger is physically damaged, non-functional, or performing abnormally, (3) Your battery or charger experienced a significant impact from a fall, crash, or shipping damage, with or without obvious signs of damage, or (4) Your charger becomes too hot to touch (it is designed to get warm with normal use), makes an unusual smell, or shows other signs of overheating. Store any damaged battery or charger in a safe location and, as soon as possible, recycle or otherwise dispose of it according to local rules. Contact Troxus Mobility Product Services if you have any questions or to purchase a compatible replacement battery or charger.

NOTICE: Always follow any safety information attached to the battery or charger. A sample label for the battery that shipped with your bike is shown on page 9, although some details may differ by manufacturing location.

NOTICE: Failure to follow the battery-charging best practices outlined here and in the following sections could result in unnecessary wear to the charging components, battery, and/or charger, and could lead to an underperforming or non-functional battery. Batteries damaged due to improper care will not be replaced under warranty.

Removing and installing the battery

You can charge your battery when it is on or off your E-bike. If you choose to remove it for charging, storage, transportation, security, or some other reason, keep the following best practices in mind to prevent battery damage.

BATTERY REMOVAL

- To remove the battery, insert the key into the key port, turn the key counterclockwise to the unlocked position, rotate the safety knob under the down tube and carefully pull the battery down until the battery detaches from the battery mount inside the down tube (see illustration below).
- Be careful not to drop or damage the battery when removing it from the bike.

NOTICE: When the battery is off its mount, protect the battery terminal contacts from damage and be sure not to touch them. If terminals are damaged, please discontinue use and contact Troxus Mobility Product Support immediately.

BATTERY INSTALLATION / MOUNTING

- To install the battery, insert the key into the key port and make sure it is in the unlocked position.
- Do not force the battery into the battery mount; carefully align and slowly slide the battery down until it is in place. Once the bottom is correctly in place, push the battery up into its slot and lock it in place.
- Ensure the battery is properly secured to the bike before each ride by locking the battery and then carefully pulling up on it with both hands to test the security of the battery's attachment to its mount (see pictures on page 10).

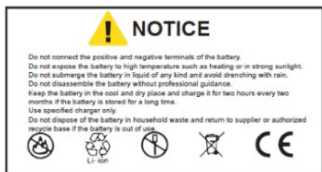
BEFORE CHARGING YOUR BATTERY

Before charging your battery, make sure to first check the battery, charger, and electrical cables for signs of damage. Store and use the charger in a safe place—away from children, direct sunlight, dirt, debris, liquids, tripping hazards (including electrical cords), or any materials that could ignite in the unlikely event of a charger or battery malfunction. Position the charger and battery where they are not at risk for falls or other impacts.

⚠ WARNING: Letting the charger's plug contact metal objects could cause a power discharge (a spark), which could injure you or create a fire hazard.

⚠ WARNING: Letting a battery charge unattended increases the risk that a charging problem will go undetected and lead to component damage or a fire hazard. Always charge your battery where you can monitor it and in a location that does not block your main exit in case of emergency. Your battery needs to charge at room temperature or a bit cooler (10°C to 25°C (50°F to 77°F)). It generates heat while charging, but it is designed to air-cool; keep it uncovered and the lights facing upwards on a flat, stable, hard surface.

NOTICE: Charging your battery in excessively hot conditions or interfering with its ability to air-cool can damage your battery or charger. Always charge your battery at room temperature: 10°C to 25°C (50°F to 77°F). Charging your battery at low temperatures may slow charging or prevent a full charge. Keep the battery and charger uncovered, make sure the charger is on a hard, flat, stable surface, and use the charger right-side-up (with charging lights facing upwards).



Charging procedure

To charge your battery, review the advice in the paragraph named “Before charging” on Page 9 and then follow these steps.

1. Ensure the battery power is off. Push the power button on the remote until the screen goes blank.
2. Open the rubber cover on the charging port at the bottom on the left side of the battery (see image on page 11).
3. Plug the charger into a power outlet. Connect the charger input plug (120-volt plug) to the power outlet.
4. Keep the battery installed on the bike or remove the battery and place it on a hard, smooth, flat surface with its external cover facing down. Connect the DC output plug from the charger to the charging port on the side of the battery and plug the charger into the battery’s charging port. Charging should initiate and will be indicated by the LED charger light turning red. When charging is complete, the indicator light will turn green.
5. Once the battery is fully charged, indicated by the charging indicator light turning green, unplug the charger from the wall outlet first and then remove the DC output plug (round barrel connector) from the battery charging port. Be sure to pull gently on the plugs, not on the cables themselves.

NOTICE: The charger is designed to stop charging automatically when the battery is full. Nonetheless, leaving your battery charging longer than necessary can cause needless wear. We recommend you remove the charger from the battery within 30 minutes of the green light indicating a complete charge. Store the charger carefully, making sure its plug does not come in contact with liquids, dirt, debris, or metal objects, which can damage the plug and interfere with future operation.

TIP! We recommend you follow these steps when plugging in and unplugging your charger.

To plug in your charger:

1. Start with the charger unplugged from both the power outlet and battery.
2. Plug the charger into the power outlet.
3. Plug the charger into the battery port.

To unplug your charger:

1. Start with the charger plugged into both the power outlet and battery.
2. Unplug the charger from the power outlet.
3. Unplug the charger from the battery.

⚠ WARNING: Charging your battery with a charger other than one supplied by Troxus Mobility and designed for your specific model and serial number can cause damage to your bike’s electrical system or create a fire hazard. Only use a battery charger designed for your bike and supplied by Troxus Mobility.

⚠ CAUTION: An unlocked or improperly attached battery can fall off a moving bike, causing damage or injury. Always check that the battery is properly attached and locked to the frame before moving or riding your bike.



Battery insertion



Pushing battery up (unlocked)



Locking after battery insertion

Estimated charging time

The time the charger takes to fully charge the battery depends on distance travelled, riding characteristics, terrain, payload, battery age, and other factors. The table below provides a rough estimate of charging times based on common distances travelled in regular operation.

NOTICE: The battery may take longer to charge when fully depleted, when very new, and after 3–5 years of regular use. If your battery does not seem to be charging normally, takes longer to charge than expected, or you are experiencing substantial reduction in range, discontinue use and please contact us by email (support@troxusmobility.com), and/or call us at **1-888-905-8243** (x6).

Distance Recharge time on average

- 10 Miles (16 kms) 1 hour
- 20 Miles (32 kms) 2 hours
- 30 Miles (50 kms) 3 hours
- 40 Miles (64 kms) 4 hours
- 50 Miles (80 kms) 5 hours
- 60 Miles (100 kms) 6 hours
- 70 Miles (113 kms) 7 hours

Long-term battery storage

If storing your bike for longer than two weeks at a time, follow the recommendations below to maintain the health and longevity of your battery.

- Power off the battery and keep the battery installed on the bike or remove the battery from the frame for storage.
- Store the battery in a dry, climate controlled, indoor location between 10°C to 25°C (50°F to 77°F).
- We recommend that you store your battery at approximately 40-75% charged. Check the battery's charge level monthly. If necessary, charge the battery to about 40-75% of its full capacity.
- Storing your battery for long periods at full charge can cause range decline over time.
- Storing your battery for long periods at very little or no charge can cause permanent range decline or a non-functional battery.

NOTICE: Incorrect storage of your battery can result in a damaged or non-functional battery. Follow the above recommendations to reduce such risk.

! CAUTION: Always charge your battery in a clean, clear, dry, and safe space, away from direct sunlight. Do not cover or leave unattended. Never charge your battery for more than 8 hours at a time for a full charge under normal room temperature.



Charging Port



Battery Check button

Operation of your Explorer Plus

HOW THE ELECTRICAL SYSTEM WORKS

Your **EXPLORER PLUS** offers two complimentary methods to get power assistance from the motor to propel your E-bike forward: a pedal assist system (PAS) and a thumb-activated throttle assist.

HOW PEDAL ASSIST WORKS

Engaging pedal assist while pedaling will generate assistance from the motor to help propel the E-bike forward. Pedal assist uses the Torque sensor or the Cadence sensor (depending on your preference / See below) built into the drivetrain of the bike. The Torque sensor or Cadence sensor detects when you pedal and signals the electric motor to provide the level of pedal assistance (0-5) you have selected. When at a stop, be careful not to put pressure on the pedals or the bike will move forward. To reduce this risk, while at a stop, always keep at least one hand activating one of the two brake levers to cut off power to the motor. When you dismount, power off the bike before moving it.

SWITCHING BETWEEN TORQUE AND CADENCE SENSOR MODES

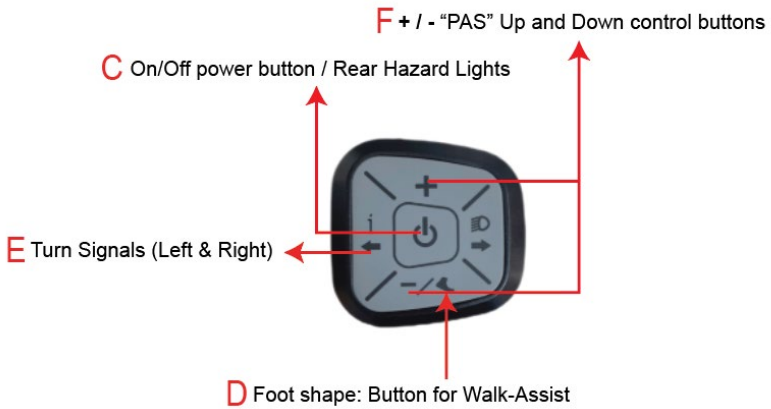
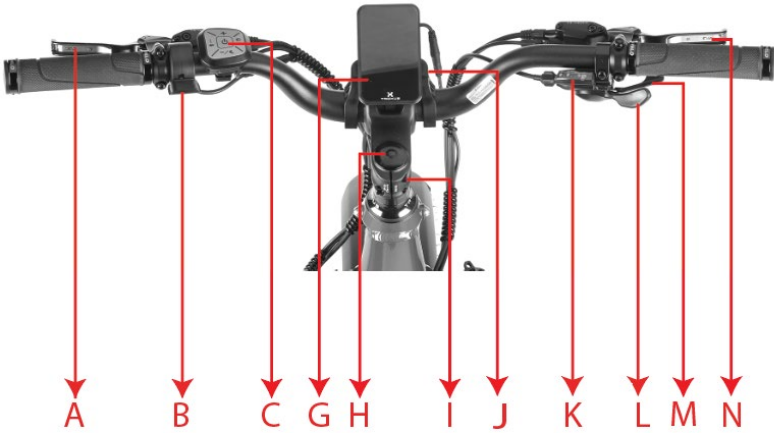
Your **EXPLORER PLUS** is equipped with a Bottom Bracket set, controller and display, which allow for **switching back and forth between Torque and Cadence sensor modes according to your riding preferences, simply and directly on your display.**

The Torque mode will allow your E-bike to run with a smoother, more natural riding feel and will lengthen your battery charge while on pedaling mode as it is designed to fully use the rider's power output. The Cadence mode will allow your E-bike to run with less pedaling effort as it detects small crankarm rotations (1/4 to 1/2 of a turn) to generate power at the rear wheel and maintain a constant speed with as little pedaling as possible while riding. The Cadence mode can also function very well under normal active pedaling to achieve a performance close to the Torque sensor mode. Please note that the throttle assist will work equally well under both modes as selected.

HOW THUMB THROTTLE ASSIST WORKS

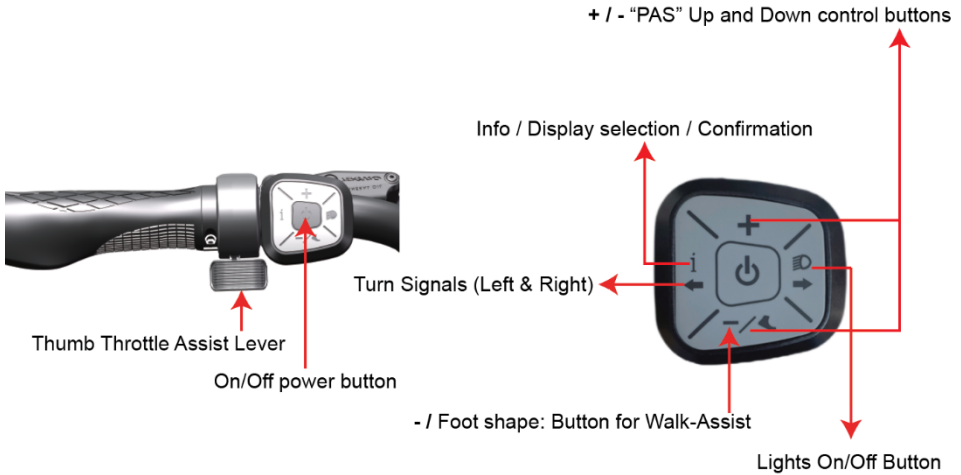
To engage the thumb throttle assist while pedaling, slowly and carefully depress the thumb throttle assist button and it will generate assistance from the motor to help propel the E-bike forward. When the bike is on and you are pedaling at an adequate cadence or torque level, the thumb throttle assist acts as an on-demand pedal-assistance boost. Choosing between assist levels (1-5) will increase / decrease speed. When at a stop, be careful not to put pressure on the thumb throttle or the bike will move forward. To reduce this risk, while at a stop, always keep at least one hand activating one of the two brake levers to cut off power to the motor. When you dismount, power off the bike before moving it.

HANDLEBAR FEATURES



A	Left brake lever (for front brake)	H	Stem Pinch Bolts
B	Thumb throttle assist lever	I	Cap / Top Bolt for headset tightening
C	Power ON/OFF Button / Rear Hazard Lights	J	Headlight (under display)
D	Walk Assist Mode Button	K	Shifter display window
E	Lights ON/OFF Button	L	Up-Shifter lever
F	+ / - Power -Assist (PAS) control buttons	M	Down-Shifter lever
G	LCD display	N	Right brake lever (for rear brake)

Quick Start Guide



Powering On:

Press the power button on the left control to turn the bike on. If the bike doesn't turn on, the battery may need to be woken up. In this case please press and hold down the battery power button on the battery until the light illuminates (see pictures below).

Selecting Pedal Assistance:

Use the left remote **+** / **-** buttons to switch between the desired amount of pedal assistance. There are five active modes of assistance (0 to 5).

Walk Mode:

Switch to PAS level "0" before you use walk mode for safety then hold the **-** button on the left remote for 2 seconds to engage walk mode. *Only use walk mode after you ensure both yourself and any nearby obstacles or people are clear from being struck by the bike.

Throttle:

The throttle is located to the left of the power button and is operated by using your left thumb. This will power the bike on demand from a complete stop.

Battery Removal:

You can choose to charge the battery installed on the E-bike or removed from the bike. To remove the battery, unlock it turning the provided key counterclockwise in the lock and rotate the knob under the down tube; The battery will pop out of the bike's downtube. When re-installing the battery, turn the front wheel sideways, insert the battery from below toward the bottom of the down tube, then push up on the front of the battery until it clicks into place (lock still open), then turn the key clockwise to lock the battery in place.

Battery Lock



Battery Unlocking



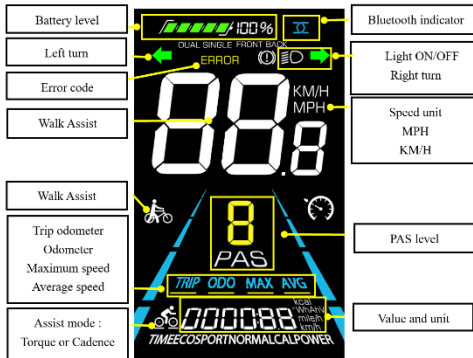
Electrical controls and operation

The table and image below show the various features and information displayed on the LCD display.

Functions overview

The **EXPLORER PLUS** display offers a variety of features to suit your riding needs, including:

- Battery level indicator
- Pedal Assist (PAS) level indicator
- Speed (current speed, maximum speed, average speed)
- Mileage display (Trip and total mileage)
- Walk Assist mode
- Light ON/OFF
- Error code indicator
- Bluetooth connection indicator (optional)
- Personalized parameter settings (e.g. wheel diameter, speed limit, etc.)
- Factory default parameters recovery function



! CAUTION: Using the Walk Mode Assist inappropriately can cause you to lose control of the bike, causing bike damage or injury. Use the Walk Mode only while off the E-bike and on steep hills, with both hands on the handlebar, and with at least one hand on a brake lever so that you can quickly cut off power to the motor if necessary.


Start-up procedure

After you have read this manual and your bike has been correctly assembled according to the assembly instructions, with all components correctly secured, and you are wearing proper safety gear, follow the steps below to power on the bike and select a pedal assist level.


! CAUTION: Getting onto the bike or riding it with the key in the battery can cause injury to your leg and damage to the key or lock mechanism. Always remove the key before riding the bike.

1. Check that the battery is locked securely.
2. Turn on the bike. Press the power button on the left-hand control for approximately two seconds until power is delivered to the LCD display and display information appears. If the bike doesn't turn on, the battery may need to be woken up. Wake up the battery by pressing and holding down the battery-check button until the light illuminates (see figure on page 11).
3. Select your desired level of pedal assistance (PAS) from 0 through 5 using the **+ / -** control buttons; see the illustration "Handlebar features" on page 13.


Level 0 provides no pedal assistance, level 1 provides the lowest amount of pedal assistance, and level 5 provides the highest amount. Start at PAS level 0 or 1 and increase PAS levels one at a time as you get comfortable.

 **WARNING:** Engaging the pedal assist feature, especially at a high setting, will cause acceleration that may be greater than expected, especially for relatively new riders, and that can cause loss of control, serious injury, or death. To reduce risk, always start at PAS level 0 or 1.


4. Begin riding carefully. With the proper safety gear on, you may now operate your E-bike. Begin by pedaling on flat ground, clear of obstacles and people, with the bike in an easy (low) gear and at pedal assist level 1. You may also use the thumb throttle assist to accelerate and maintain your desired speed. The rear derailleur is controlled by the right-side shifter. The function of the rear derailleur is to move the drive-chain from one gear sprocket to another. The smaller sprockets on the gear cluster (cassette) produce higher gear ratios. Pedaling in the higher gears requires greater pedaling effort but takes you a greater distance with each revolution of the pedal cranks. The larger sprockets produce lower gear ratios. Using them requires less pedaling effort but takes you a shorter distance with each pedal crank revolution. Moving the chain from a smaller sprocket of the cassette to a larger sprocket result in a downshift. Moving the chain from a larger sprocket to a smaller sprocket result in an upshift. The rider must be pedaling forward for the derailleur to move the chain from one sprocket to another,
5. Use the thumb throttle assist (next to the left handlebar grip) by slowly and carefully pressing it downwards. Do not use the thumb throttle assist unless you are on the bike, and please carefully note that the thumb throttle assist can be activated with downward pressure on its lever any time the bike is powered on.

 **WARNING:** Be careful not to accidentally press the thumb throttle lever, which can cause a sudden acceleration. If you are not prepared for this acceleration, you can lose control of the bike, which can lead to serious injury or death. To reduce this risk, always keep at least one hand ready to squeeze the brake lever to cut off power to the motor. When you dismount, power off the bike before moving it.

Headlight, Taillight & Brake Light Features / Operation

Your **EXPLORER PLUS** is equipped with a headlight and a taillight / brake light that are integrated into the electrical system. After your E-bike is turned on, press and hold the  button for a few seconds, both the headlight and taillight will illuminate to make you more visible to other vehicles. Any time the bike is powered on, squeezing one or both brake levers on the handlebar will activate the brake light, causing the taillight to illuminate additional areas.


Hazard Lights

Pushing briefly once on the  power button, while your e-bike is powered on, will activate the Hazard lights on the taillight. These Hazard lights can be used on all occasions that requires other road and urban users to pay attention to you and your E-bike while you safely stand away from all traffic. To turn the Hazard lights off, push briefly once on the "ON/OFF" power button.

Display Remote Functions


The **EXPLORER PLUS** display is equipped with five buttons located on the remote operating unit: power On/Off , plus , minus  light  (shared with right turn button)  and toggle  (shared with left turn button) .

Power on/off

Press on  for 3 seconds to power the display and the bike On and Off. When the display is off, the bike is off. it will not use battery power.

CAUTION: the display will automatically shut off if it is not used for more than 10 minutes.

Switching Display interface

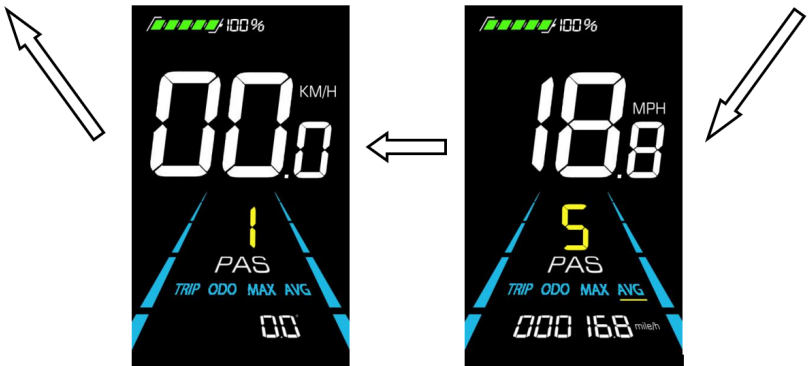
When the display is powered on, it will show the Current Speed (MPH) and Trip Odometer (Miles) by default. Press  for a few seconds to cycle between Trip Odometer (Miles), Odometer (Miles), Maximum Speed (MPH), Average Speed (MPH), and battery temperature.



Trip Odometer

Odometer




Maximum Speed

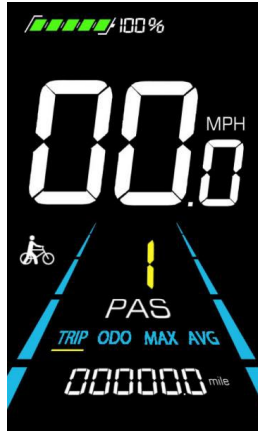


Battery Temperature


Average Speed

Walk Assist mode (off the bike)


Press for a few seconds and hold  to enter the Walk Assist mode. Your e-bike will run on its own (without pedaling) at a constant low speed and the display will show . Release  to stop the power output immediately and return to the previous mode before Walk Assist. Use the Walk-Assist function only while you are off the bike and while making sure its usage is safe for riders around you and yourself. Make sure to steer clear of the pedals as these might turn while your bike is moving on Walk-Assist mode.

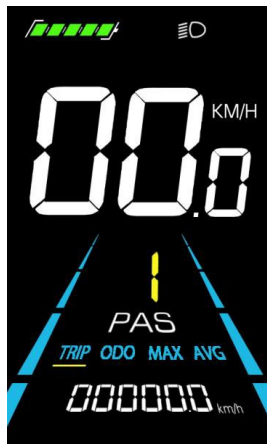


Display screen when Walk Assist is on.

 **CAUTION:** The Walk Assist mode can only be used when pushing your e-bike on steep up-hills. Please do not use it while riding on the bike.

Turning lights On/Off

Press  for a few seconds to turn the lights on as the display backlight becomes dim. Press again for a few seconds to turn the lights off and restore the backlight to its original brightness.



Backlight display interface

PAS (Pedal Assist) level selection

Press **+** or **-** to switch the PAS level of your E-bike to change the motor's output power. (The following pictures are only for illustration of different speeds in different PAS levels. The specific speed is subject to the actual model).





PAS level display interface

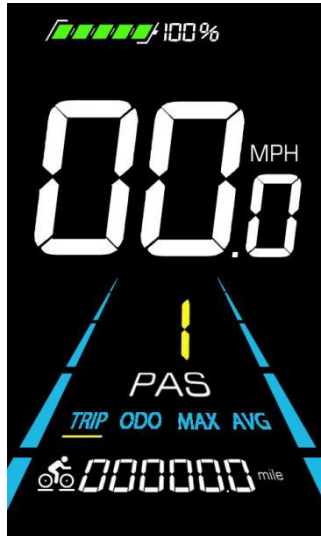
Switching between Torque & Cadence sensor modes

Your E-bike is equipped with a Bottom Bracket set, controller and display, which allow for **switching back and forth between Torque and Cadence sensor modes, according to your riding preferences, simply and directly on your display.**

Selecting the Torque mode will allow your E-bike to run with a smoother, more natural riding feel and will lengthen your battery charge (while on pedaling mode) as it is designed to fully use the rider's power output.



Selecting the Cadence mode will allow your E-bike to run with less pedaling effort as it detects small crankarm rotations (1/4 to 1/2 of a turn) to generate power at the rear wheel and maintain a constant speed with as little pedaling as possible while riding. The Cadence mode can also function very well **under normal active pedaling** to achieve a performance close to the Torque sensor mode. **Please note that the throttle assistance will work equally well under both modes as selected.**

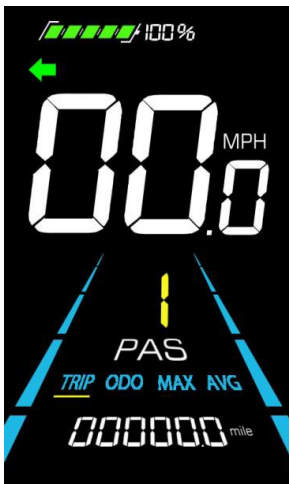
With your display on the basic riding interface, press  for a few seconds to switch between both Torque mode and Cadence mode. Switching to Cadence sensor mode will display the Cadence mode icon  (see below), while Torque mode will not display this icon. No "Cyclist" icon (in the lower left part of the display) means that the Torque sensor mode has been selected.



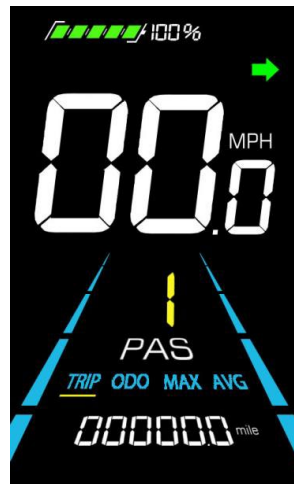
Assist mode display interface

Right / Left Turn Signals and On/Off function

Press the  icon to activate the left turn signal; then press again to deactivate the left turn signal; Press the  icon to activate the right turn signal, then press again to deactivate the right turn signal.




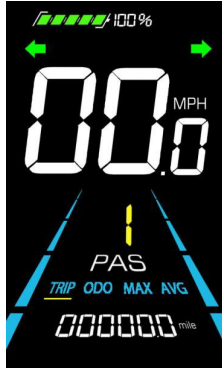
Left turn display interface selected



Right turn display interface selected

Hazard Lights: On/Off function

Press  once to turn on the Hazard Lights on the rear light, then press again once to deactivate.



Hazard Lights function selected

Battery capacity display

The LCD display on the handlebar features a battery capacity gauge. The Battery level is shown using a 5-bar display. When the battery is fully charged, all 5 bars lighten up. This gauge calculates the remaining battery charge based on the current battery power output (instantaneous voltage reading) and can fluctuate while riding as power demand and/or output changes.

When the battery is fully depleted, the last single bar will begin to flash, warning the user to charge the battery as soon as possible. At lower states of charge, the bike may limit power output to make the remaining power last a little longer. Any time your power is off or depleted, you can still propel your bike by pedaling it.



Full power

Four bars power

Three bars power

Two bars power

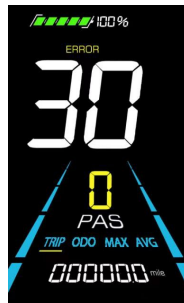
One bar power



Empty power flashing

Error code display

If a fault occurs in the electronic system of your E-bike, the display will automatically show an error code. See **Page 36** for a detailed definition of these error codes.



Error Code Display



CAUTION: When an Error Code appears on the display, please troubleshoot the problem right away. Your E-Bike will not be able to ride normally until the problem is solved.

Personalized parameter settings

⚠ CAUTION: Each setting needs to be done with your E-Bike stationary.

The personalized parameter setting procedure is as follows: When the display is ON and the speed shows 0.

(1) Press and hold **-** / **+** simultaneously for more than 2 seconds to enter the personalized parameter setting interface.

(2) Press **+** or **-** to toggle between the personalized parameter setting interface and press **i** to enter the newly chosen parameter.

(3) Press **+** or **-** to select the parameter, press **+** for a few seconds for adding, press **-** for a few seconds for subtracting.

(4) Press **i** to save the parameter settings and return to the personalized parameter setting interface.

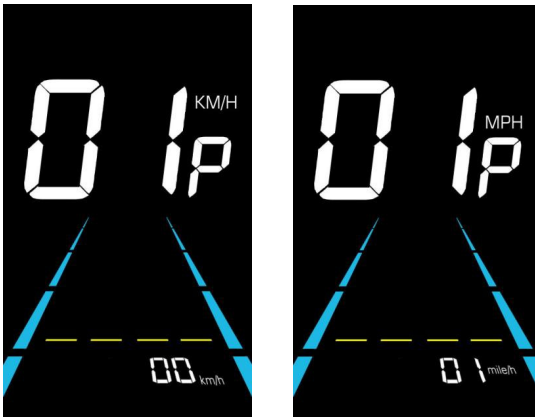
(5) Press **i** for a few seconds to save the parameter settings and exit the personalized parameter setting interface.

The following options are available on the personalized parameter setting interface

Metric and Imperial setting

“01P” is the metric and imperial setting, “00” for metric and “01” for imperial.

Press **i** to enter your chosen parameter. Press **+** or **-** to select the parameter and press **i** to save the parameter setting and to return to the personalized parameter setting interface.



Metric and Imperial Units Setting Interface

Power-on password setting

“06P” is the Power-On password setting. The Power-On password is not activated by default, but users can activate it from setting “PSd-y”. The factory default password is 1212. **Users can set other four-digit passwords.**

⚠ CAUTION: Please keep the password in mind after changing it, otherwise you will not be able to use the display and your E-bike!

Press **i** to enter the chosen parameter. Press **+** or **-** to select the parameter. "PSd-y" means the Power-On password is activated while "PSd-n" means the password is off. Press **i** to confirm the mode and the four digits Power-On password or to exit to the personalized parameter setting interface.



Power-on Password OFF interface



Power-on Password Activated interface

In the password setting mode, the adjustable digit will flash. Press **+** or **-** to select the digit and press **i** to save the number and go to the next digit setting. Press **i** to save the chosen password setting and return to the personalized parameter setting interface after finishing setting the four digits in turn.

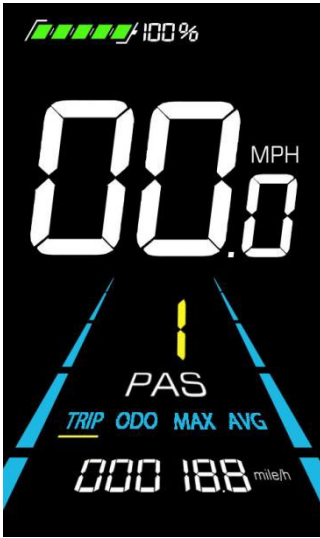


Power-on password setting interface

Trip odometer reset operation

The display can record Trip odometer and Total odometer. The Trip odometer does not automatically reset after turning off. It needs to be reset manually.

Enter the main setting interface and keep the speed at 0, press and hold **−** and **i** simultaneously for 2 seconds to reset the Trip odometer. The main interface will flash during the reset process.



Trip Odometer Reset Interface

Riding range

We suggest that you select a lower pedal assistance level when you are getting to know your **EXPLORER PLUS** and travel routes. Once you become familiar with your range requirements and the capabilities of your bike, you can adjust your riding characteristics if you desire.

The table below provides range estimates under example conditions to help you understand the factors that can increase or decrease range. Troxus Mobility makes no claims about the range that you might experience in a particular situation.

Range Estimates Under Example Conditions

45 Miles (72 kms)	• Hilly terrain	• Light pedaling	• High pedal assist level, high thumb throttle assist use	• Windy	• Heavy payload
60 Miles (96 kms)	• Flat terrain	• Light pedaling	• Low pedal assist level, minimal thumb throttle assist use	• Not windy	• Heavy payload
80 Miles km (129 kms)	• Flat terrain	• Moderate to heavy pedaling	• Low pedal assist level, minimal thumb throttle assist use	• Not windy	• Normal payload

Best practices for extending range and battery life

Follow the best practices listed below to help extend your riding range and battery life:

- Whenever possible, avoid applying thumb throttle assist when the bike has slowed to very low speeds, has stalled, or is stopped.
- Reduce your use of pedal / throttle assist whenever possible.
- Avoid climbing hills steeper than 15% in grade.
- Avoid sudden starts and stops.
- Accelerate slowly.

Parking, storage, and transport

Please follow these tips to ensure your bike is well cared for when you are not using it.

PARKING AND STORAGE

- Park in accordance with local rules and regulations.
- Park indoors whenever possible. If you must park outdoors in rainy or wet conditions, do not do so for an extended period of time, and afterwards park in a dry location to allow the bike systems to dry out. When any bike is exposed to wet conditions, it will need a more frequent maintenance schedule to prevent rust and corrosion and to ensure all systems work safely.
- Avoid parking or storing your bike in direct sunlight, which can cause damage to the display.
- Do not park or store your bike in excessive heat, such as inside of a parked car on a hot day. Never exceed the temperature range of: -20°C to 50°C (-4°F to 122°F).
- After you park, power off the battery and lights to conserve battery power. Ensure that the battery is locked to the frame or remove the battery and bring it with you for security. Remove the key from the key port and take it with you.
- Register your bike at www.troxusmobility.com to increase the chance you will get your bike back in the unfortunate event it is stolen.
- Lock up your bike to reduce the risk of theft. Consult a local, certified, and reputable bike shop for more information on how to protect your bike from theft.
- Power off the bike before pushing or carrying it to avoid accidental acceleration from activating pedal assist or thumb throttle assist.
- Only use racks (such as a bike rack for your car or other vehicle) designed for the size and weight of your E-bike. Pay particular attention to whether the rack can accommodate the width of your E-bike tires.

- When carrying your E-bike on a rack for transport, remove the battery, and place/wrap it securely inside your vehicle with a fireproof E-bike battery bag (not included), making sure that its plugs and contacts are protected and that it cannot roll around. This will reduce the weight of the bike, make lifting and loading it easier, and protects your battery from damage. Check your online or local retailer.
- Do not leave the battery in direct sunlight or any location that is or may become excessively hot or cold, like a parked car, for extended periods.
- Before using public transportation (buses, trains, etc.) to transport your E-bike, check with the relevant transportation authority for any rules that might pertain to E-bikes, including rules governing weight limits, tire widths, lithium-ion batteries, etc.
- Avoid transporting the E-bike on a vehicle rack or in a pickup truck bed during rain, which may cause water damage to the electrical components.

Carrying loads (cargo or a passenger) safely

Total maximum payload of the EXPLORER PLUS: 400 Lbs. (182 kgs): Rider 267 to 300 Lbs. (121 to 136 kgs) / . Rear Rack: 100 Lbs. (45 kgs) + Optional Front Rack: 33 Lbs. / 15 kgs.





WARNING: Troxus Mobility does not recommend riding with a passenger on your EXPLORER PLUS E-bike unless you have purchased all Troxus accessories to safely carry a passenger on this model. Please check www.troxusmobility.com and/or contact Troxus Mobility at 1-888-905-8243


- Carrying extra weight significantly affects braking, acceleration, turning, balancing, and riding ability. These effects can be increased by challenging riding conditions, such as when roads are wet or slick. Hills that are normally easy to climb or descend without cargo can become challenging or even dangerous once extra weight is loaded onto the bike. Extra weight will increase the time it takes to slow the bike down when braking.
- Practice riding with light cargo in a flat and open area that is free of obstacles before attempting to ride with heavier loads, or in wet or hilly conditions.
- With extra weight on your bike, it is more important than ever to use both front and rear brakes, and always apply the rear brake first to prevent excessive strain on the front wheel & fork and to prevent loss of control. Ensure both front and rear brakes are properly adjusted and maintained.
- Load cargo as low as possible to keep the bike's center of gravity low and improve stability.
- Always support the bike when loading or when it is loaded with cargo or a passenger. The kickstand is not designed to be used for supporting cargo or passengers. Do not assume the bike is stable and balanced when using the kickstand.
- Ensure cargo loads are properly secured, and periodically check that no cargo loosens, risks interfering with any moving parts, or risks touching or dragging on the ground.
- When carrying heavy loads or a passenger, plan your routes to avoid challenging hills and other hazards.
- It is always your responsibility to ensure that anything loaded on the E-bike will not interfere with your ability to safely operate the bike.





WARNING: Failure to ensure that cargo or a passenger cannot interfere with your rider's control of the bike can lead to serious injury or death. You are always responsible for securing loads, loose straps, and assessing passenger's ability to ride safely.

 **WARNING:** Carrying cargo or a passenger significantly affects braking, acceleration, turning, and balancing, which can increase the risk of falls and other accidents, potentially leading to property damage, serious injury, or death. To reduce such risk, practice riding with light cargo in a flat, open area before attempting to carry heavier cargo or a passenger, especially on roads or hills and in wet conditions.

 **WARNING:** Loading cargo or a passenger without supporting your bike can cause the bike to tip, leading to damage or serious injury. The kickstand is designed to support an unoccupied, unloaded bike on a hard, flat, stable surface, and not to support your weight, the weight of a passenger, or cargo. Always support your bike when loading or unloading cargo or a passenger.

 **WARNING:** Using the front brake by itself can cause excessive stress on components, damage to the bike and parts, loss of control, injury, or death. Always apply the rear brake before applying the front brake, using both brakes for all operations.

 **WARNING:** To reduce the risk of injury, always closely supervise children when using your bike near them.

 **WARNING:** Serious injury or death can occur if clothing or body parts contact either wheel or other moving parts while the bike is in motion. Check yourself and any passenger for any clothing or body part coming in contact with either wheel or any other moving part before riding. It is your responsibility to make sure that you and any passenger are safe and clear of any moving parts.

Maintenance


Follow these maintenance guidelines to ensure your **EXPLORER PLUS** is safe and fun to ride.

Check and service your bike regularly

As on any bike, certain parts need to be replaced periodically due to wear, and sometimes parts become damaged for several reasons. Check your bike before each ride by following the directions in “Safety checklists” on the next page. Have your bike regularly serviced by a certified and reputable bike mechanic.

Components of any E-bike are subject to higher wear compared to the components of bikes without power assistance. This is because E-bikes can travel at higher average speeds than regular bicycles and generally weigh more. Higher wear is not a defect in the product and is not subject to warranty. Typical components affected are the tires, brake pads and rotors, suspension forks, spokes, wheels, and the battery. If you need to replace a part on your bike, visit Troxusmobility.com.

If you want a component that is not listed there, contact Troxus Mobility Product Support at **1-888-9058243** (x6). Be extremely careful about using parts or accessories that Troxus Mobility has not tested for safety and compatibility with your specific bike model.

 **WARNING:** Using aftermarket accessories or components (trailers, stands, vehicle racks, etc.) that have not been tested by Troxus Mobility for safety and compatibility with your specific bike may void your warranty, create an unsafe riding condition, result in bike/property damage, or cause serious injury or death. If you use replacement parts or accessories not tested and recommended by Troxus Mobility, you do so at your own risk.

Safety checklists

BEFORE YOUR FIRST RIDE

- Make sure handlebar cables were routed correctly when the handlebar was installed. Turn the handlebar fully to the left and right and make sure this does not pull any of the cables or wires tight.
- Make sure your pedals are secure using a pedal wrench. Torque to 35 Nm. (see “Tools and recommended torque values” on page 5).
- Check that the cable connectors on the bike are all plugged in securely.
- Check the brake functions per the illustrations on page 7 but note that brakes can rub a little the first few times you ride. This is okay and normal; any squeak or noise should go away with use.
- Check everything on the “Before every ride” list below.

BEFORE EVERY RIDE

- Check the items on the checklist below before every ride or every 25-45 miles (40-72 km), **whichever comes first**. If you find anything amiss with your bike, do not ride it until you are sure it is fixed. Consult a local, certified, and reputable bike mechanic or contact a Troxus Mobility authorized dealer if you have any questions.

Brake system

- Check brake pads and ensure the brake pad material is not thinner than the backing plate it attaches to.



- Ensure brake pads are correctly positioned in relation to the brake rotors.
- Ensure brake housing are correctly adjusted and show no obvious wear and leaking.
- Ensure brake levers are properly positioned and tightly secured to the handlebar.
- Ensure the brake lever guard is appropriate.
- Check that the taillight brightens when you squeeze each brake lever.

Wheels & tires

- Ensure tires are holding air and inflated to within the PSI limits displayed on the tire sidewalls.
- Ensure tires have good tread, have no bulges or excessive wear, and are free from any other damage.
- Check the axle nuts on the rear wheel to ensure they are correctly tightened (see “Tools and recommended torque values” on page 5).
- Check the security of the front-wheel and the rear wheel axle hardware. The wheel security and hardware torque should also be checked on a regular basis (see “Tools and recommended torque values” on page 5). Either wheel can become loose or unsecured with normal use.



WARNING: An improperly secured front or rear wheel can cause loss of control, accidents, serious injury, or death. Check that both wheels are properly secured during assembly and before each ride.

Steering

- Ensure the handlebar and stem are correctly aligned, adjusted, and tightened for proper steering. See “Adjusting the handlebar angle” on page 6.
- Perform a handlebar twist test to ensure the stem clamp bolts are secure. See “Handlebar twist test” on page 32.
- Ensure the handlebar is set correctly in relation to the fork and the direction of travel.
- Ensure the handlebar grips are secure and undamaged.

Bearings

- Check that headset, wheel, pedal, and bottom-bracket bearings are lubricated, run freely, and display no excess movement, grinding, or rattling.

Drivetrain: cranks, pedals, chain, derailleur, shifter

- Ensure pedals are securely tightened to the cranks. See “Tools and recommended torque values” on page 5.
- Ensure the cranks are not bent and are securely tightened to the bottom bracket. See “Tools and recommended torque values” on page 5.
- Ensure the chain is clean, lubricated, and runs smoothly. Take extra care with chain maintenance if the bike is used in wet, salty, dusty, or otherwise damaging conditions.
- Check that the derailleur is adjusted and functioning properly.
- Ensure the shifter is attached to the handlebar securely and is shifting properly.

Frame, fork, and seat

- Check that the frame and fork are not bent or broken.

Motor drive assembly & thumb throttle power assist

- Ensure the hub motor is spinning smoothly and is in good working order.
- Ensure the power cable running to the hub motor is secured and undamaged.
- Check the axle nuts to ensure they are correctly tightened (see “Tools and recommended torque values” on page 5).
- Ensure thumb throttle assist and pedal assist are operating normally.

Battery


- Ensure the battery is charged.
- Ensure there is no damage to the battery.
- Lock the battery to the frame and check that it is secured. Remove the key from the key port before riding and put it away in a safe location.
- Ensure the battery gauge on the LCD displays enough charge bars for your planned ride.

Cables

- Look over electrical cable connectors to make sure they are fully seated and free from debris or moisture.
- Check cables and cable housing for obvious signs of damage.
- Ensure cables are secured away from moving parts.
- Ensure headlight, taillight, and brake light are functioning, adjusted properly, and unobstructed.

Accessories & safety gear


- Ensure all reflectors are properly fitted and not obscured.
- Ensure all accessories and components installed on the bike are properly secured and functioning.
- Check all safety gear, clothing, cargo, and accessories for loose or potentially loose straps/elements and secure them.
- Ensure you and any passenger wear helmets and other required riding safety gear, and inspect these items for signs of damage.
- If your bike has fender / mudguards: Ensure they are centered over the wheels, adjusted properly, properly secured (see “Tools and recommended torque values” on page 5), and have no cracks or holes.

 **WARNING:** Riding your bike when any component’s useful life is surpassed can cause that component to fail, resulting in loss of control, serious injury, or death. Pay attention to signs of wear such as cracks, scratches, component color change, and operational changes that could indicate that a component needs replacing.

Before each ride, check your bike using the “Safety checklists” on page 28. Perform regular maintenance according to “Recommended service intervals” below. If you are not sure you have the experience, skills, and tools to perform safety checks and regular maintenance, consult a local certified, reputable bike mechanic for help.

Recommended service intervals

Regular maintenance of any bike is key to ensuring the best possible performance and reducing wear and tear on systems. Ideal service intervals vary depending on use conditions. We generally recommend inspections, service, and necessary replacements be performed at the time or distance intervals described below, but you should have your bike serviced more frequently if you ride with heavy payloads or in harsh conditions. Have your bike inspected immediately if you notice problems if your bike has been involved in a fall or other accident.

 **WARNING:** Have your bike inspected by a certified, reputable bike mechanic after any fall, crash, or accident, as these can cause damage (visible or internal / not readily apparent), make your bike unsafe, and lead to serious injury or death. Be particularly cautious about using a battery that has experienced a significant impact from a fall or crash; a damaged battery may not show external signs of damage. Using a damaged battery or charger can create additional bike damage or a fire hazard. For more information, see “Battery information” on page 8.


AFTER BREAK-IN PERIOD OF 50–75 MILES (80–120 KMS)

Inspect

- Check all cables / housings and the chain for stretch.
- Check spoke tension and the trueness of the wheels. See “Wheel Truing” on page 32.
- Check all bolted connections for loosening and ensure they are tightened to recommended torque values (see “Tools and recommended torque values” on page 5).

Service

Have a certified, reputable bike mechanic perform a thorough tune-up.

 **WARNING:** Certain components can stretch or loosen during your bike’s break-in period, which can lead to component failure and potential injury or death. Be sure to have a certified, reputable bike mechanic perform a thorough tune-up after this break-in period or sooner if you notice any problems or if you ride with heavy payloads or in harsh conditions.

WEEKLY or 100–150 MILES (160–240 KMS)

Inspect

- Check hardware for proper torque (see “Tools and recommended torque values” on page 5).
- Check drivetrain for proper alignment and function (including chain, freewheel, chainring, and derailleur).
- Check wheel trueness and spoke tension, and check for quiet wheel operation (without spoke noise). If applicable to your model.

Check the frame for any damage.

Service

- Clean frame by wiping frame down with damp cloth. If needed, adjust the brake tension.
- Clean and lube the chain. Wipe off excess lube with a rag after a few minutes

Replace

Replace any components confirmed to be broken or damaged beyond repair by Troxus Mobility Product Support or a certified, reputable bike mechanic.

MONTHLY or 250–500 MILES (400–800 KMS)

Inspect

Check brake pad wear, alignment, and the brake levers' guard (hydraulic brakes).

Check for proper shifting and proper derailleur cable tension.

Check chain stretch.

Check all brake housings for potential damage or kinks.

Check shifter cable for corrosion and fraying.

Check wheel trueness and spoke tension, and check for quiet wheel operation (without spoke noise). See “Wheel Truing” on page 32.

Checking brakes & motor Cut-Off switches

All vehicles, including your **EXPLORER PLUS**, need reliable brakes. Test your brake levers, brakes, and motor Cut-Off wire sensors as described below for proper functioning before every ride. If anything seems wrong, take your bike to a local, certified, and reputable bike mechanic, or contact Troxus Mobility Product Support.



WARNING: Touching the brake rotor, which has sharp edges and can get very hot while you are riding, can cause serious injury, slicing damage, or burns. The brake rotor heats up from normal friction when the brake pads press against the brake rotor to slow or stop the bike. Touching the brake rotor with bare skin can also transfer natural oils to the rotor, which can decrease braking performance. Do not touch the brake rotor when it is in motion or right after you have ridden your bike. Touch the brake rotor only for necessary maintenance when it is cool, not moving, and while you are wearing clean gloves or using other appropriate protective equipment.

1. Test the brake levers.

- a. Fully squeeze each lever and ensure the front and rear brake levers do not touch the handlebar grips.
- b. Make sure each lever is properly oriented and firmly secured to the handlebar. See brake lever adjustment instructions on page 7.

2. Test each brake.

- a. Squeeze the left brake lever to lock the front brake, and then try to push the bike forward using the handlebar. The front wheel should not spin.
- b. Squeeze the right brake lever to lock the rear brake. Again, push against the handlebar to try moving the bike forward. The rear wheel should not spin.

3. Test the motor Cut-Off switches.

The front and rear brake levers contain motor Cut-Off switches, which cut off power from the motor whenever the brakes are applied.

- a. In a clear, open area, turn on the bike. With appropriate safety gear and clothing, sit on the bike.
- b. Squeeze the front brake lever (on the left side of the handlebar) to engage the front brake.
- c. Lightly apply the thumb throttle assist. The bike should not move since the brake is applied.
- d. Release the thumb throttle assist.
- e. Release the brake.
- f. Test that the thumb throttle assist now operates with the brake not engaged.
- g. Release the thumb throttle assist.
- h. Perform steps “a” to “g” again, this time with the rear brake lever (on the right side of the handlebar).

Tire and wheel care

The tires and inner tubes that came with your E-bike are designed for durability and safety for regular cycling activities. Wheels and tires need to be checked before each use as described below, to make sure they're in good condition. Always replace tires and inner tubes that have punctures, cuts, bulges, damage, or excessive wear before you ride.

TIRE INFLATION

Inflate tubes and tires to within the PSI range stamped onto the tire sidewall.



WARNING: Under-inflating your tires can result in loss of control. Over-inflating can make tires burst. Either scenario can lead to serious injury or death. Always maintain the correct air pressure of your tires as listed on the tire sidewall and use a regulated air source with a pressure gauge so that you can measure air pressure accurately.


WHEEL TRUING


Your wheels should always spin straight (“true”) and must be repaired or replaced if they wobble side to side or up and down when spinning. To test them, do this:

1. With your E-bike safely mounted on a proper E-bike stand, spin the front or rear wheel, one at a time.
2. Brace a dull pencil against the frame or fork, with the tip just touching the rim. If the gap between the spinning rim and pencil changes more than 5 mm, your wheels may need truing. If your wheels become untrue or if spokes loosen, which can happen with normal use, we recommend that you have a certified, reputable bike mechanic perform wheel tuning & truing operations. Do not attempt to true wheels or tighten spokes unless you have the highly specialized skills and tools to do so.


TIRE REPLACEMENT

Even tires equipped with built-in flat-preventative tire liners can and do get flats from punctures, pinches, impacts, and other causes. If you get a flat tire or see evidence of tire wear, you must replace your tire and/or tubes before operating the bike again. Otherwise, you risk bike/property damage, serious injury, or death.


 **WARNING:** Removing a tube from your wheel rim before the air has been released from it can cause the tube to burst, potentially causing serious injury. Always release air pressure before removing your tube.

 **WARNING:** Aftermarket tires or inner tubes not provided by Troxus Mobility may not be compatible with your wheels or the performance requirements of your E-bike. Such tires can fail or create unsafe riding conditions, causing serious injury or death. Always use replacement tires and tubes that are sized to be compatible with your wheels and bike frame. For safety and as required by law, ensure replacement tires have sufficient reflective sidewall striping. For more information on tire or tube replacement, consult a local certified, reputable bike mechanic.

Handlebar twist test

 **WARNING:** An improperly secured wheel and/or handlebar stem can cause loss of control, accidents, serious injury, or death. Check that the front wheel and handlebar stem are properly secured during assembly and before each ride, as described below.

1. Stand at the front of the bike, facing the handlebar, and brace the front wheel between your feet and lower legs.
2. Try to twist the handlebar. Hold both handlebar grips and push forward with your right hand while pulling back with your left hand. Push and pull at the same time with about 20 lbs. (9kg) of force with each hand.
3. Ensure the handlebar and wheel stay properly aligned. The handlebar and handlebar stem should be tightly secured, and the handlebar should be perpendicular to the front wheel axis.
4. Repeat the twist test pushing forward with your left hand while pulling back with your right hand, using about 20 lbs. (9kg) of force with each hand.
5. To tighten, align the handlebar and stem and torque the stem clamp bolts evenly. Be sure to torque the stem clamp bolts evenly to the specification listed in “Tools and recommended torque values” on page 5. After torquing the stem clamp bolts to the proper specification, perform the twist test again. If the handlebar still moves, contact Troxus Mobility Product Support.

 **WARNING:** If you are not sure you have the experience, skills or tools to correctly perform all steps to secure and verify the security of the handlebar, front wheel, and handlebar stem, consult a certified, reputable bike mechanic.

Guard against rust, corrosion, and water damage

WARNING: Damage to your E-bike's electrical system caused in any manner, including water intrusion, can lead to battery failure, electrical system malfunction, or electrical fire and consequent property damage, injury, or death. Follow all recommendations to reduce chance of water damage. If you have any questions, contact Troxus Mobility Bikes Product Support.

Like any vehicle used outdoors, your **EXPLORER PLUS** needs care to ensure it is not damaged by the elements. Follow these steps for a long, healthy life for your E-bike:

- Store under shelter and in an upright position; avoid leaving the bike in the rain or exposed to corrosive substances such as water, salt, or de-icing substances. If exposed to rain, dry your bike afterwards, and apply an anti-rust treatment to the chain and other unpainted steel surfaces.
- To clean your E-bike, power off the bike and its battery, and wipe the frame and components with a clean, damp cloth. If needed, apply a mild, non-corrosive detergent mixture to the damp cloth and wipe the frame and components. Dry by wiping with a clean, dry cloth. Never use high-pressure water and washers to clean your E-bike.

on your bike. Wipe down your bike frequently and wipe or spray all unpainted metal parts with anti-rust treatment.

- If painted metal parts become scratched or chipped, use touch up paint or nail polish to prevent rust.
- Never immerse or submerge the bike or any components in water or liquid, which can damage the electrical system.
- Avoid riding on the beach, in coastal areas with high-salinity fog, or on surfaces treated with salt or de-icing compounds. Doing so exposes your bike to salt or other substances that are very corrosive. Corrosion of electrical components can lead to permanent damage that can cause battery failure, electrical system failure, or electrical fire. Damage from corrosion is not covered under warranty.

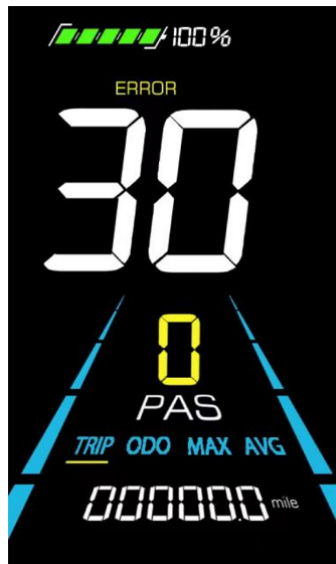
Troubleshooting

Problem	Most common solutions
The E-bike does not power on:	
Insufficient battery power	Charge the battery
Battery will not wake up	Wake up battery by pressing and holding the battery button for at least three seconds
Battery not fully secured in mount	Install battery correctly
Faulty wire connections	Clean and reconnect accessible connectors
Improper turn-on sequence	Turn on bike with proper sequence
Irregular acceleration and/or reduced top speed:	
Insufficient battery power	Charge or replace battery
Loose or damaged thumb throttle	Tighten or replace
When powered on, the motor does not respond:	
Brakes are squeezed	Disengage brakes
Loose wiring	Reconnect or replace
Loose or damaged motor plug wire	Reconnect or replace
Damaged motor	Replace
Reduced range:	
Low tire pressure	Inflate tires to PSI stamped on sidewall
Low battery	Charge battery
Driving with too many hills, headwind, frequent braking, or excessive load	Assist with pedals or adjust route
Battery discharged for long period without regular charges	Recharge the battery
Disc brakes rubbing	Adjust the brake calipers
Faulty, damaged, or aged battery	Contact Troxus Mobility Product Support to replace battery. Disconnect and store damaged battery in a safe location and recycle or dispose of as soon as possible according to local rules or laws

Problems	Most common solutions
The battery will not charge:	
Charger not well connected	Adjust the connections
Charger damaged	Replace the charger
Battery damaged	Contact Troxus Mobility Product Support to replace battery. Disconnect and store damaged battery in a safe location and recycle or dispose of as soon as possible according to local rules or laws
Wiring damaged	Replace
Wheel or motor makes strange noises:	
Loose motor cable connection	Reconnect cable & secure safely against frame
Damaged wheel spokes or rim	Repair or replace
Damaged motor wiring	Fix or Replace motor

Error detection

Your **EXPLORER PLUS** is equipped with an error detection system integrated into the display and controller (see “Electrical controls and operation” on page 15 for more information). In the rare event of an electrical issue with the bike, you may see a specific code on the display. If this happens, we recommend that you cease operation, take a short video of the display if possible, and contact Troxus Mobility Product Support.



Location of Error code Display


The following errors are the most common ones and can help in troubleshooting the issue.

Pedal Assist System Error Type:

Error code	Definition	Error code	Definition
E004	Throttle return failure	E014	Temperature sensor failure in motor
E005	Throttle failure	E015	Controller temperature sensor failure
E006	Low voltage protection	E021	Speed sensor failure
E007	Surcharge protection	E022	BMS communication failure
E008	Motor Hall Sensor failure	E023	Headlight fault
E009	Motor phase line failure	E024	Headlight sensor failure
E010	Controller high temperature protection	E025	Torque sensor signal fault
E011	Motor high temperature protection	E026	Torque sensor / Speed signal fault
E012	Current sensor failure	E030	Communication failure
E013	Battery internal temperature failure		

Ride as safely as possible

Ride by taking the sensible measures outlined in this section to increase your safety. Bicycling is an exciting, delightful, and practical way to get around, but like any sport, it involves risk of injury and death. By choosing to ride a bike, you assume responsibility for those risks.

 **WARNING:** Incorrect assembly, maintenance, or use of your E-bike can cause component or performance failure, loss of control, serious injury, or death. Even if you are an experienced bike rider, you must read and understand the entire manual and any documentation provided for subcomponents or accessories before riding. If you are not sure you have the experience, skills, and tools to correctly perform all steps in this manual, consult a local, certified, reputable bike mechanic.


Be thoroughly educated about your bike before riding it

Practice riding your bike, braking, shifting gears, and using the power assist systems in a controlled location before venturing into traffic or other risky conditions.


The electrical system on your E-bike (see “Electrical controls and operation” on page 15) offers various levels of power assistance and lighting for different operating conditions and user preferences. Be sure you understand these features before riding. If power assist or lighting is functioning abnormally, intermittently, or not at all, please discontinue using your E-bike immediately and contact Troxus Mobility Product Support for assistance or consult a local, certified, reputable bike mechanic.

Take extreme care getting to know and learning to control the power assist and brake systems. Your **EXPLORER PLUS** is probably heavier than other bikes you have ridden, and it will handle quite differently from lighter bikes, especially when you are accelerating or decelerating. Learn to maintain a comfortable stopping distance from all other objects, riders, and vehicles at different speeds, conditions, and with varying payloads.

Age and ability requirements

 **WARNING:** This E-bike is not to be operated by anyone under the age of 16. Children under the age of 16 may lack the necessary judgment and skill to safely operate this Class 3 E-bike, potentially resulting in damage to the bike, damage to other property, serious injury, and/or death. Please also check your local laws, which may require a higher age to ride this **EXPLORER PLUS**.

It is your responsibility to know and obey local regulations regarding rider age and other requirements. You must also have the physical ability, reaction time, and mental capability to understand and obey all local laws governing E-bike usage and to manage traffic, variable road conditions, and sudden situations. If you have an impairment or disability (e.g., visual impairment, hearing impairment, physical impairment, cognitive or language impairment, seizure disorder) or any other condition that could affect your ability to safely operate a vehicle, consult your physician before riding any bike.

 **DANGER:** Riding any bike under the influence of alcohol, drugs, or any substance or condition that could impair your motor function, judgment, reaction time, or ability to safely operate a vehicle, puts you at very high risk of serious injury or death. Operate bikes and other vehicles only when you are sober and otherwise physically and mentally prepared to ride safely.

Know and obey all relevant local laws


The **EXPLORER PLUS** is a Class 3 E-bike and has a 750 Watts rear hub motor. Please check relevant rules in the locations you intend to ride for a full understanding of all necessary legal rules for operating your **EXPLORER PLUS**. This manual will refer to your **EXPLORER PLUS** as a “bike” or “E-bike.” It is your responsibility to know the local laws that govern any type of vehicle you use.

Safety check before each ride

Before each ride, you must check your bike to ensure everything is working properly. Follow the instructions on the “Safety checklists” on page 28 and ground your safety checks in a solid understanding of bike maintenance, which is explained in “Maintenance” on page 27, a section that includes an important chart, “Recommended service intervals” on page 30, which you should follow as well. If you are ever unsure about how to check or maintain your bike or if you find any problems with it, take it to a certified, reputable bike mechanic or contact Troxus Mobility Product Support.


Ride appropriately for conditions

Always travel at speeds appropriate for local terrain and conditions as well as your experience level. When in doubt, slow down.

 **WARNING:** Using the front brake by itself can cause excessive stress on components, damage to the bike and parts, loss of control, injury, or death. Always apply the rear brake before applying the front brake, using both brakes for all operations.

Always use a low pedal assist level until you are comfortable with your **EXPLORER PLUS** and confident about controlling its power, weight, and responsiveness (e.g., during start-up, turns, and braking) at different speeds, in different conditions, and with whatever payloads you might carry. Riding with your headlight on will make you more visible in any conditions. The headlight will turn on when the bike is powered on. We recommend you keep it on whenever you ride.

Concentrate on the path ahead. Avoid potholes, gravel, ice, wet or oily roads, wet leaves, curbs, train tracks, speed bumps, drain gates, thorns, broken glass, and other obstacles, hazards, and puncture-flat risks.

 **WARNING:** Crossing train tracks or similar grooved or raised surfaces at a diagonal can make the surface “grab” or deflect your wheel, causing your bike to suddenly get stuck or crash, leading to serious injury or death. Always cross such hazards at a perpendicular angle or, when in doubt, dismount and walk your bike across.

PATH RIDING

Be a good citizen of shared-use paths and facilities. Keep your speed reasonable and below path speed limits, pass carefully and kindly. Use your voice and/or an added bell to signal your presence to others, especially when passing.

ROAD RIDING

When riding on streets, obey the same road laws as all other road vehicles as well as local rules governing bike or E-bike usage. Sharing the road with other vehicles present many hazards.

Always take these precautions:

- Expect the unexpected such as opening car doors or cars backing out of driveways.
- Be extra careful at intersections and when preparing to pass other vehicles or other cyclists.
- Ride predictably, in a straight line, and with the flow of traffic. Never ride against traffic.
- Use correct hand signals to indicate turning and do so well in advance of turning.
- Ride defensively. To other road users you may be hard to see.
- Increase your visibility by following the tips in “Low-visibility conditions” on page 39.

OFF-ROAD RIDING

Riding off road requires close attention and specific skills, and it presents variable conditions and hazards. Don't ride off road unless you have the appropriate skills. If you choose to ride off road, wear appropriate safety gear and do not ride alone in remote areas.

HOT OR COLD CONDITIONS

Riding, parking, or storing your bike in excessively hot conditions can cause damage to the display and other components.

Do not park or store your bike in direct sunlight for extended periods. For more information on safe and recommended storage conditions. See “Parking, storage, and transport” on page 25.

LOW-VISIBILITY CONDITIONS



WARNING: Riding at night or in other low-visibility conditions (dawn, dusk, fog, rain, mist, snow, etc.) makes it harder to see and avoid hazards and makes it harder for others to see and avoid you, which increases risk of accidents, serious injury, or death. Wet, slippery surfaces will compound your risk of injury or death. Avoid these conditions whenever possible. If you must ride in these conditions, following the guidelines below can reduce risk.

- Wear reflective and brightly colored clothing.
- Slow down.
- Use familiar routes with street lighting, if possible.
- Ensure tire wall, pedal, and other reflectors are installed and unobstructed.
- Ensure headlight and taillight/brake light are turned on, functioning correctly, and unobstructed.

WET CONDITIONS

This E-bike is not meant for use in puddles, heavy rain, or streams. Never immerse or submerge this product in water or liquid as the electrical system may be damaged. See “Guard against rust, corrosion, and water damage” on page 33.



WARNING: Riding in wet conditions means slippery hands, feet, and riding surfaces, which greatly increases your risk of accidents, serious injury, or death. Low-visibility conditions (night, dusk, dawn, fog, mist, rain, snow, etc.) will compound your risk of injury or death. If you must ride in wet conditions, following the guidelines below can reduce risk.

- Decrease riding speed to help you control the bike in slippery conditions.
- Brake earlier since it will take longer to slow down in wet conditions.
- Take care to be more visible to others on the road, following the tips in “Low-visibility conditions” above.
- Remember that road hazards are more difficult to see when wet, so proceed with extra caution.

EXTREME RIDING

The **EXPLORER PLUS** is not appropriate for extreme riding. Troxus Mobility strongly recommends against such use.



DANGER: Extreme riding puts you at very high risk of serious injury or death. Extreme riding includes but is not limited to jumps, stunts, or any riding that exceeds your capabilities or the strength and integrity limitations of bike components or otherwise leads to dangerous situations. Never engage in extreme riding or any type of riding that exceeds your capabilities.

Wear a helmet and appropriate safety gear

We strongly advise that you wear a properly fitting, certified E-bike safety helmet while riding your E-bike, which may be required by law in your area.

Wear appropriate safety gear including closed-toe shoes. If you are wearing loose pants, secure the bottom using appropriate leg clips or bands to prevent the fabric from flapping and getting caught in the chain or other moving parts. Never use items such as headphones or hoods that can compromise your hearing or field of vision. A local, certified, and reputable bike shop can help advise you on what gear is best for the weather and other riding conditions in your area.

Increase your visibility with bright colors and reflective outerwear or vests. Never compromise your ability to be seen or heard by removing your E-bike's reflectors, blocking or removing the headlight or taillight, or removing the bell if it is supplied with your e-bike..



DANGER: Riding any bike without a helmet puts you at very high risk of serious head injury or death. Always wear a properly fitted helmet that covers the forehead. Many locations require specific safety devices. It is your responsibility to familiarize yourself and comply with the laws, rules, and regulations where you ride.

Limited warranty and other terms

Your E-bike's warranty and other binding legal terms (e.g., terms of purchase, etc.) are subject to change at any time. To view the current Troxus Mobility warranty, please go to

<https://Troxusmobility.com/pages/warranty>.

All Troxus E-bikes (each an “E-bike”), and their individual Covered Components (as defined herein), are protected against all manufacturing defects in material or workmanship for the earlier of 5 Years or 5,000 miles* after receipt of the E-bike by the customer (the “Warranty Period”). This Limited Warranty is only applicable to United States E-bike purchases and in accordance with the following terms:

- Only the original owner of an E-bike purchased from a Troxus Authorized Dealer, Troxus's online official website, or official Amazon store are covered by this Limited Warranty.
- The Warranty Period begins upon customer's receipt of the order confirmation email or invoice and shall end immediately upon the earlier of the end of the Warranty Period or any sale or transfer of the E-bike to another person, and under no circumstances shall the Limited Warranty apply to any subsequent owner or other transferee of the E-bike.
- All authorized dealers of Troxus within the United States are obligated to provide customer support and service for E-bikes purchased from them. Please contact the dealers directly for any assistance or service you may require. You can find specific dealer information by visiting [this link](#). Troxus will actively assist the dealers in delivering the necessary services throughout the entire process.
- The Limited Warranty is expressly limited to the replacement of a defective Lithium-Ion battery (the “**Battery**”), rigid (non-suspension) frames, forks, stem, handlebar, headset, seat post, saddle, brakes, lights, bottom bracket, crank set, pedals, rims, wheel hub, freewheel, cassette, derailleur, shifter, motor, throttle, controller, wiring harness, LCD display, kickstand, reflectors and hardware (each a “**Covered Component**”). Please see [Appendix A](#), and the following link, for a complete list of covered items: [Troxus Limited Warranty Terms \(troxusmobility.com\)](https://Troxusmobility.com)
- The Covered Components are warranted to be free of defects in materials and/or workmanship during the Warranty Period.
- Shipping and labor to install the part are only covered under the first 2 years of the warranty. Shipping and labor are not covered in years 3, 4, or 5.

*Batteries are warranted to provide 70% of their charging capacity over 2 years or 300 charging cycles, whichever comes first.

This Limited Warranty Does Not Cover:

- Purchases from unauthorized dealers. **View Troxus authorized dealers.** (<https://www.troxusmobility.com/pages/test-ride>)
- Purchase from unofficial Amazon stores. **View Troxus official Amazon store.** (https://www.amazon.com/stores/Troxus/page/E06BCFE2-0980-4BBA-BF65-36E4BD41882D?ref=ast_bln)
- Products without sufficient proof of purchase.
- Second-hand products.
- Items that have expired their warranty period.
- Normal wear and tear of any Covered Component.
- Consumables or normal wear and tear parts (including without limitation tires, tubes, brake pads, cables and housing, grips, chain, and spokes).
- Any damage or defects to Covered Components resulting from failure to follow instructions in the E-bike owner's manual, acts of God, accident, misuse, neglect, abuse, commercial use, alterations, modification, improper assembly, installation of parts or accessories not originally intended or compatible with the E-bike as sold, operator error, water damage, extreme riding, stunt riding, or improper follow-up maintenance.
- For the avoidance of doubt, Troxus will not be liable and/or responsible for any damage, failure or loss caused by any unauthorized service or use of unauthorized parts.
- Any alterations, modifications, or other changes made by you to an E-bike following your purchase which affect the safety, operation, or mechanics of the E-bike may void the Limited Warranty and shall be at your sole risk of harm.
- The Battery is not warranted from damage resulting from power surges, use of an improper charger, improper maintenance or other such misuse, normal wear or water damage.
- Any products sold by Troxus that is not an E-bike.

DETERMINING WHETHER DAMAGE OR DEFECT TO AN E-BIKE OR COVERED COMPONENT IS PROTECTED BY THIS LIMITED WARRANTY SHALL BE IN THE SOLE DISCRETION OF TROXUS.

Shipping Damage

Damage or loss of a Covered Component during shipping is not covered by this Limited Warranty, but Troxus will replace such damaged or lost Covered Components if you:

- Notify Troxus of a Covered Component damaged or lost in the shipping process within 5 days of your receipt of the E-bike.
- Provide Troxus with a dated picture of the damaged Covered Component.
- Return all original packaging and paperwork included with the E-bike.
- Note any immediately recognizable damage on the shipper's Bill of Lading prior to signing off on the shipment.

Shipping damage claims are very time sensitive, and it is your responsibility to immediately inspect the E-bike for damage upon receipt.

If you choose to set up your own independent shipping method, such as use of a freight forwarder or other similar service, Troxus will not replace any Covered Components damaged during shipping using such shipping method.

Credit Card Chargebacks

If any E-bike purchase becomes subject to a credit card chargeback in any amount, and you are still in possession of the E-bike, then this Limited Warranty shall be invalidated until the credit card chargeback has been resolved.

Claims Process

TROXUS WILL NOT REPLACE ANY COVERED COMPONENT UNDER THIS LIMITED WARRANTY WITHOUT FIRST SEEING PHOTOS OR VIDEO OF THE DAMAGED COVERED COMPONENT. ADEQUATE PROOF OF PURCHASE IS NECESSARY.

In order to exercise your right to receive a replacement for a Covered Component under this Limited Warranty, you must:

- Contact your local Troxus Authorized Dealer or the Troxus Technical Support team at support@troxusmobility.com. The Dealer or Technical Support team will initially work with you on the problem with your E-bike to identify potential simple fixes.
- If the Troxus Authorized Dealer or Troxus Technical Support team determines that a Covered Component must be replaced, they will provide you with a set of instructions for returning the defective Covered Component and receiving the replacement.
- After you receive the replacement Covered Component, the Troxus Authorized Dealer or Troxus Technical Support team will also assist you in determining how to replace or install the new Covered Component onto your E-bike.
- Troxus will be responsible for covering the shipping and labor costs to install the Covered Component (i) in case of a product quality issue, in the first 2 years of ownership, and (ii) for the initial replacement of a Covered Component. However, you will be responsible for covering your own shipping costs and labor to install the Covered Component in the following cases: (i) if the return is due to personal reasons, and (ii) if it involves the replacement of the same component again or (iii) the subject part is in years 3, 4, or 5 of ownership. Please note that shipping costs are non-refundable.
- Replacement Covered Components under this Limited Warranty shall only be shipped to the address of the original purchaser or authorized Troxus dealer providing service.

THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND TROXUS'S ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. TROXUS'S LIABILITY SHALL, UNDER NO CIRCUMSTANCES, EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE E-BIKE, NOR SHALL TROXUS UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

TO THE EXTENT PERMISSIBLE UNDER APPLICABLE LAW, TROXUS DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE FOR THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

**THIS WARRANTY ONLY APPLIES TO E-BIKES PURCHASED ON OR AFTER MARCH 1, 2024. TROXUS RESERVES THE RIGHT TO CHANGE AND OR CANCEL THIS WARRANTY POLICY AT ANY TIME. ONLY E-BIKES PURCHASED WHILE THIS WARRANTY POLICY IS IN EFFECT WILL BE ASSURED COVERAGE UNDER THIS WARRANTY POLICY
SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.**

LEGAL DISCLAIMER

Bicycling is fun but can be a potentially dangerous activity. The user assumes the risk of any personal injury, damage to or failure of the bicycle and any other losses if Troxus bicycles are used in any competitive event, including bicycle racing, or similar activities or training for such competitive activities or events. This bicycle is not manufactured, marketed, designed or intended to be altered for use at any time in stunt riding or similar activity. Troxus Mobility, its dealers, affiliates or agents shall not be liable under this warranty nor under any state or federal law or the common law or otherwise, for any damage, failure, including personal injury, resulting from such use and/or alteration.

Assembly Instructions

! WARNING: Incorrect assembly, adjustments, maintenance, or use of your E-bike can cause component or performance failure, loss of control, serious injury, or death. Even if you are an experienced bike rider, you must read and understand the entire manual and any documentation provided for subcomponents or accessories before riding. If you are not sure you have the experience, skills, and tools to correctly perform adjustment steps in this manual, consult a local, certified, reputable bike mechanic.

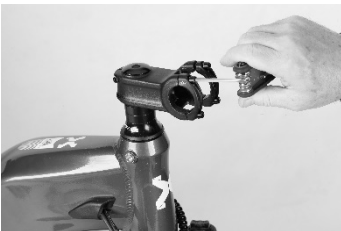
1. Open Box at top flaps. Discard staples with pliers to avoid cuts to your hands.
2. Remove the 2 small-parts boxes on top and set aside. Remove all foam inserts on top of box.
3. With a second person, lift and remove the E-bike from the box and set it upright on the ground.
4. Remove all packaging material / protections one by one. Be careful not to scratch the paint and decals if using a blade to cut the tape on foam protections.
5. Be sure to leave the plastic insert on bottom of forks.
6. Remove front wheel and fender by cutting Zip-ties holding the wheel to the bike, place wheel to the side.
7. Cut Zip-ties holding handlebar & its complete equipment. Bring to the front of the fork. (see Fig. 1)

Fig. 1



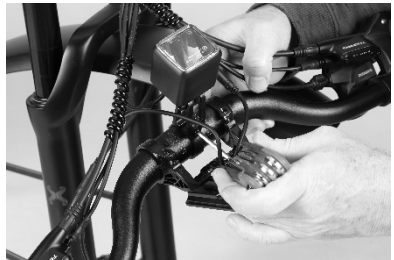
8. Remove 4 x Allen bolts from stem front plate - do not remove the two pinch bolts from stem (see Fig. 2).

Fig. 2



9. Adjust headlight bracket on bars, making sure it is centered & slightly loose (see Fig.3). Place bars into stem slot, center bars and headlight bracket within stem.

Fig. 3



10. Replace stem plate back onto stem and install / thread the 4xAllen bolts in and arrange the handlebar angle into your preferred position (see Fig. 4).

Fig. 4



11. Once bars are positioned, tighten all 4 x Allen bolts using a 4mm Allen wrench in a cross pattern. Ensure all hardware is tightened properly according to the values in "Tools and recommended torque values" on page 5. (see Fig. 5).

Fig. 5



12. Check position of display and headlight and re-adjust / tighten as needed. Do not over-tighten the 2.5mm Allen bolts (x2) of the display mount (see Fig. 6)

Fig. 6



Ensure all hardware is tightened properly according to the values in "Tools & recommended torque values" on page 5 (see Fig. 7).

Fig. 7



13. Remove packaging from front fender. Remove fender mounting bolt and nut from fork bridge. Install fender from back of the fork arch, place fender hanger on fork bridge bolt (see Fig. 8)).

Fig. 8



14. Install nut onto bridge bolt, holding fender in place, do not fully tighten
15. Remove fender strut bolts from backside of the fork legs, install the fender struts and reinstall the strut bolts, holding them in place (See Fig 9).

Ensure all hardware is tightened properly according to the values in "Tools and recommended torque values" on page 5.

Fig.9



16. Remove packing spacer from front brake caliper (See Fig. 10).

Fig. 10



17. If without a proper bike stand, lower kickstand to stand the bike up on its own.
18. Center front fender and fully tighten fender bolts. Ensure all hardware is tightened properly according to the values in "Tools and recommended torque values" on page 5.
19. Undo axle bolts and spacers on front wheel to be able to set the front wheel in the fork legs (See Fig. 11).

Fig. 11



20. If without a proper bike stand, have a second person hold up the front end using the handlebar, and place the front wheel and its axle in forks. Make sure to install the front brake rotor between the front caliper brake pads.
21. Place washers and axle nuts back on both sides of axle. Tighten front axle nuts with a 15mm Hex wrench or ratchet wrench. Ensure all hardware is tightened properly according to the values in “Tools and recommended torque values” on page 5. (See Fig. 12)

Fig. 12



21. Use bolt on the side of headlight to adjust and tighten its angle. Check the tightness of the headlight clamp on the handlebar. Ensure all hardware is tightened properly according to the values in “Tools and recommended torque values” on page 5 (see Fig 13).

Fig. 13



22. Remove pedals from accessory box and install with a dab of grease on both axles. Be sure to note the L (Left) and R (Right) decals on each pedal and install accordingly on the correct side. Turn clockwise to tighten the right-side pedal on the drive-side and counterclockwise to tighten the left-side pedal on the non-drive side (See Fig 14).

Fig. 14



23. Ensure headset is tight by loosening the stems pinch bolt, tighten up the top cap Allen bolt, and then tighten the stem pinch bolts. Ensure all hardware is tightened properly according to the values in “Tools and recommended torque values” on page 5 (See Fig. 15 & 16).

Fig. 15



Fig. 16



! WARNING: Disc brake calipers should come adjusted and centered from the factory. In the event they are not properly adjusted see “Adjusting for comfort and safety” on page 6 and “Ensure all hardware is tightened properly” on page 7. If you are not sure you have the experience, skills, and tools to correctly perform adjustment steps in the manual, consult a local, certified, reputable bike mechanic.



2485 Coral St, Vista, Ca 92081

troxusmobility.com