

E-BIKE USER MANUAL



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Attention

This manual contains details of the product, information on its operation and maintenance, safety notes, and other helpful tips for owners. All users must read it carefully and familiarize themselves with the below-mentioned information before using the product to ensure safe use and prevent tragic accidents. Failure to review this information may lead to injuries or death.

Make sure to read all provided component manuals along with this e-bike manual before use. Make sure to retain this manual along with any other documents included with your e-bike for future reference.

As it is impossible to anticipate every situation or condition which can occur while riding, this manual makes no representations about the safe use of e-bike under all conditions. Therefore, unforeseen risks associated with the usage of any e-bike are the sole responsibility of the rider.

All content in this manual is subject to change or withdrawal without notice. Visit www.mokwheel.com to download the latest version. Mokwheel makes every effort to ensure the accuracy of its documentation and assumes no responsibility or liability if any errors or inaccuracies appear within.



Notice

Initial assembly and adjustment of your Mokwheel e-bike may be challenging and should be assembled with two people. Pay special attention to areas marked by this Caution Symbol and all information in this manual beginning with NOTICE.

As a parent or guardian, you are responsible for the activities and the safety of your children. The Mokwheel e-bike is not designed for use by children.

Safety Precautions

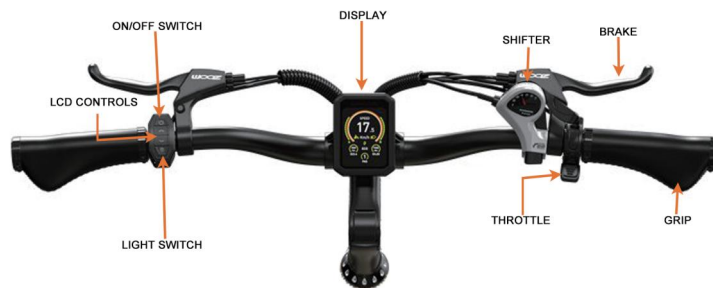
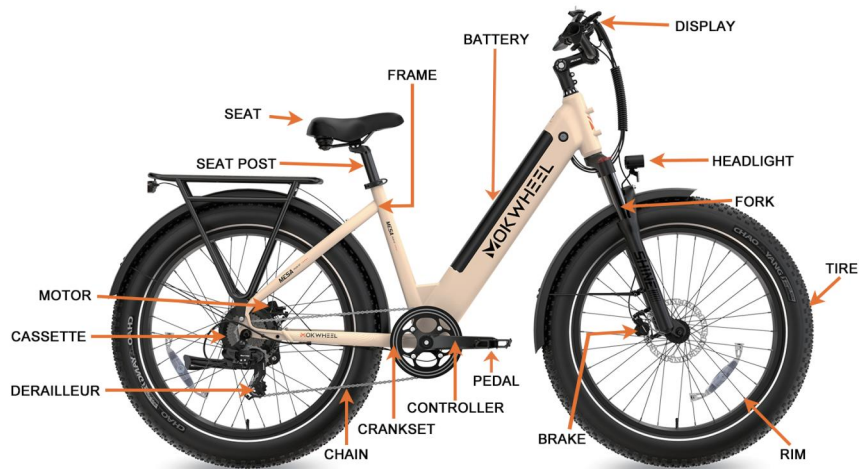
- 1.** Failure to confirm proper installation, proper operation, or maintenance of any component or accessory can result in serious injury or death.
- 2.** Before riding, please ensure the e-bike is a proper fit. You may lose control or fall if your e-bike is too big or too small.
- 3.** Make sure all screws are tight and your e-bike is set up correctly before riding and conduct regular check-ups.
- 4.** Always wear a helmet. Helmets significantly reduce the number of head injuries. Practice safety rules that comply with your state laws when riding your Mokwheel e-bike. Riding without a helmet may result in injuries or death.
- 5.** Make yourself more visible by wearing bright reflective clothing. Keep your reflectors clean and properly aligned. Use head and tail lights when visibility is reduced.
- 6.** Wear sturdy shoes and eye protection. Check your state laws concerning other protective gear that may be required when riding your Mokwheel e-bike.
- 7.** E-bikes are heavier and faster than ordinary bicycles, please be extra careful when riding.
- 8.** Ride slowly until you are familiar with the riding conditions. Never ride faster than conditions warrant or beyond your riding abilities.
- 9.** Alcohol, drugs, fatigue, and inattention can significantly reduce your ability to make good judgments and ride safely.
- 10.** Keep your e-bike in safe conditions, inspect and maintain your e-bike regularly to ensure a longer product life for your Mokwheel e-bike. Follow the safety checklist on page 29 in this manual.

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- 11.** Ensure handlebar grips are not damaged and are properly installed. Loose or damaged grips can cause you to lose control and fall down.
 - 12.** Check the operation of the brake sensor before each ride. The brake system is equipped with a sensor that shuts off the power to the motor whenever the brake is engaged. Make sure the brakes are working properly before each ride.
 - 13.** Understand the operations of the twist throttle and pedal assist sensor before use. Make sure to ride at a speed suitable for the area and user experience level during use.

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- 14.** Failure to properly charge, store or use your battery will void the warranty and may cause dangerous situations. See section Battery & Charger.
 - 15.** Be extra careful when riding in wet conditions. Feet or hands may slip and fall in damp environments, resulting in death or serious injury due to the fall.
 - 16.** After any incident, do not ride your e-bike until you consult with a certified e-bike mechanic for a comprehensive inspection.

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- 17.** E-bike and e-bike parts have strength and integrity limitations. Extreme riding should not be performed or you risk damaging the components or becoming seriously injured or killed.
 - 18.** Do not ride this bike in any ways other than the intended purpose or you can be seriously injured or killed.
 - 19.** Off-road riding requires close attention and specific skills. Please be aware of variable conditions and hazards.
 - 20.** Wear appropriate safety gear and do not ride alone in remote areas. Check local rules and regulations if off-road riding is allowed.

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- 21.** Do not use this product with standard bicycle trailers, stands, or bike racks. Contact Mokwheel to check if your equipment will work with the e-bike. Any service modifications to your Mokwheel e-bike that are not expressly approved by Mokwheel may invalidate the warranty and cause an unsafe riding experience.
 - 22.** It is your responsibility to familiarize yourself with the laws and requirements of the operation of this product in the areas where you ride.
 - 23.** Ensure that you comprehend all instructions and safety notices/warnings.



Assembly Instructions



Notice

The following assembly steps are only a general guide to assist in the assembly of your Mokwheel e-bike and are not a complete or comprehensive manual of all aspects of assembly, maintenance, and repair.

We recommend you consult a certified e-bike mechanic for repair and maintenance of your e-bike.

For detailed instructions, please view the Mokwheel e-bike assembly video at www.mokwheel.com

Step 1: REMOVE PACKAGING

Gather necessary tools.

Unpack the MOKWHEEL electric bicycle and accessories.

*Makes sure ALL parts shown below are included.



Step 2: HANDLEBAR ASSEMBLY



Loosen the screws A and B.



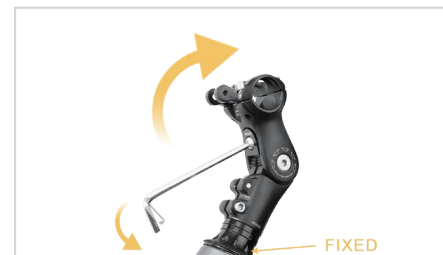
Twist the handlebar stem 180 degrees.



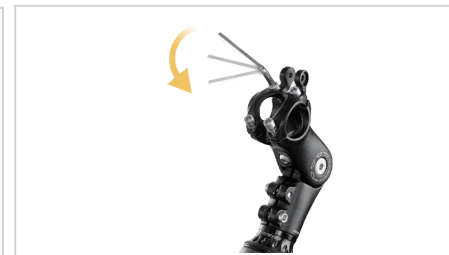
Open the plastic plug, and tighten screws C.



Tighten screws A and B to secure.



Loosen the screws located here to adjust the angle of the handlebars.



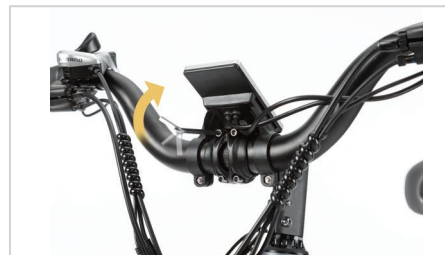
Remove the stem cover by unscrewing the bolts in the front to put the handlebar in.



Attach the handlebar to the stem bar. When attaching the screws, insert two screws diagonally first to make sure each screw is aligned, then screw on the rest.



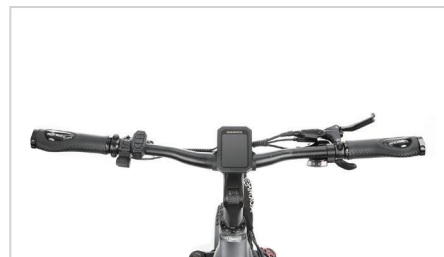
Adjust the angle of the brake and shift lever accordingly before tightening all screws.



Tighten the display screws and adjust the position to your preference.

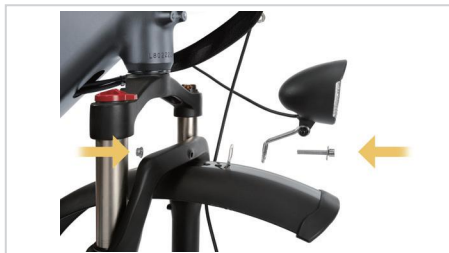


This is how the back of the display should look.

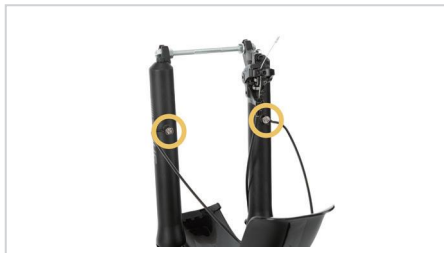


This is how the front of the display should look, with our logo on top.

Step 3: HEADLIGHT FENDER ASSEMBLY

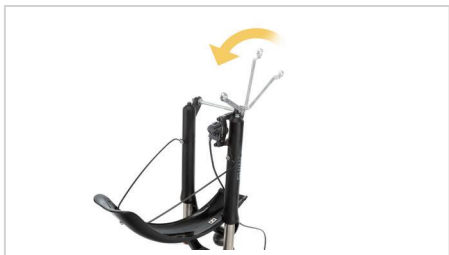


Remove the headlight first and place the fender inbetween the headlight screw hole, attaching the front fender and headlights together in the same place.



Secure the rest of the fender to the fork as shown above.

Step 4: FRONT WHEEL INSTALLATION



Remove the fork protector shaft (this is to keep the fork straight while in transport). The protective shaft can be discarded.



Install the wheel onto the front fork.



Tighten the nuts on both sides to complete the installation.

When tightening the nuts, do one rotation each side to make sure the wheel is centered.



Use a bike pump to inflate tires. The recommended pressure for this model is 20 PSI (1.379 Bar).

Do not over-inflate or under-inflate tires.

Step 5: TIRE CORRECTION METHOD



Tires may get off-centered due to shipping. To fix this, deflate the tires until the outer tire is susceptible to movement.

Pull on the tire to adjust and make sure the white reflective line shares the same distance with the rims all throughout.

Once set, inflate the tires to secure and make sure the tires will not move.



To check if you have done it correctly, spin the wheel. You should see a perfect set circle when spinning and not a wobbling circle.

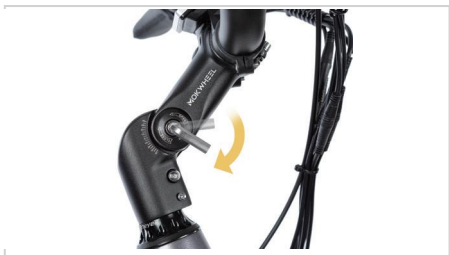
Step 6: SEAT MOUNTING & HANDLEBAR ADJUSTMENT



Install the seat onto the seat post.



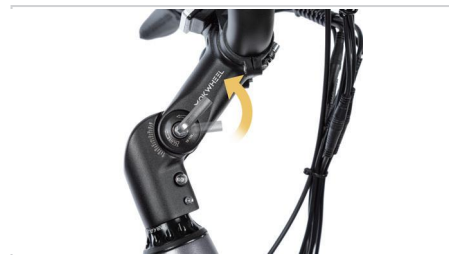
Loosen and tighten the saddle clamp to adjust the seat according to your height.



Adjust the angle of the handlebar according to your riding habits.



Multi-angle adjustment.



Adjust the height of the handlebar.

Step 7: PEDAL INSTALLATION



Determine the left and right pedals.

"Left" and "Right" refers to the perspective of the riding position

"L" means Left and is to be installed on the left.

"R" means the right and is to be installed on the right.

Thread the pedals in with fingers first to ensure alignment before tightening with a wrench.



"L" pedal is fixed counterclockwise on the crank.



"R" pedal is fixed clockwise on the crank.

Step 8: BATTERY INSTALLATION AND REMOVAL

TIP: Handle the battery with both hands to prevent dropping.



Insert the battery into the compartment with the bottom of the battery going first, then push the top part to secure the battery (a click sound will occur).



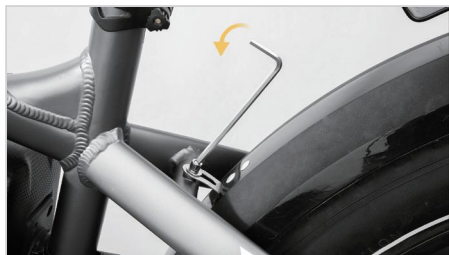
To remove the battery, turn the lock key to unlock. And the battery will fall out of the socket but will be caught by the security lock.

The security lock prevents the battery from falling onto the floor once the battery is released from the main lock.

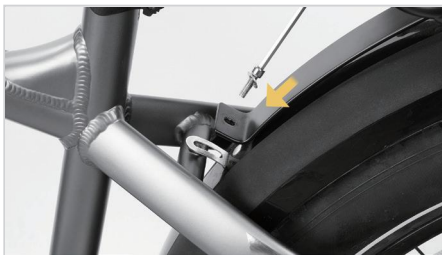


Once released from the main lock, flick the security lock sideways to release the battery from the compartment.

Step 9: REAR RACK INSTALLATION



Remove the screw from the rear fender first to install the rear rack. The rear rack shares the same screw with the rear fender.

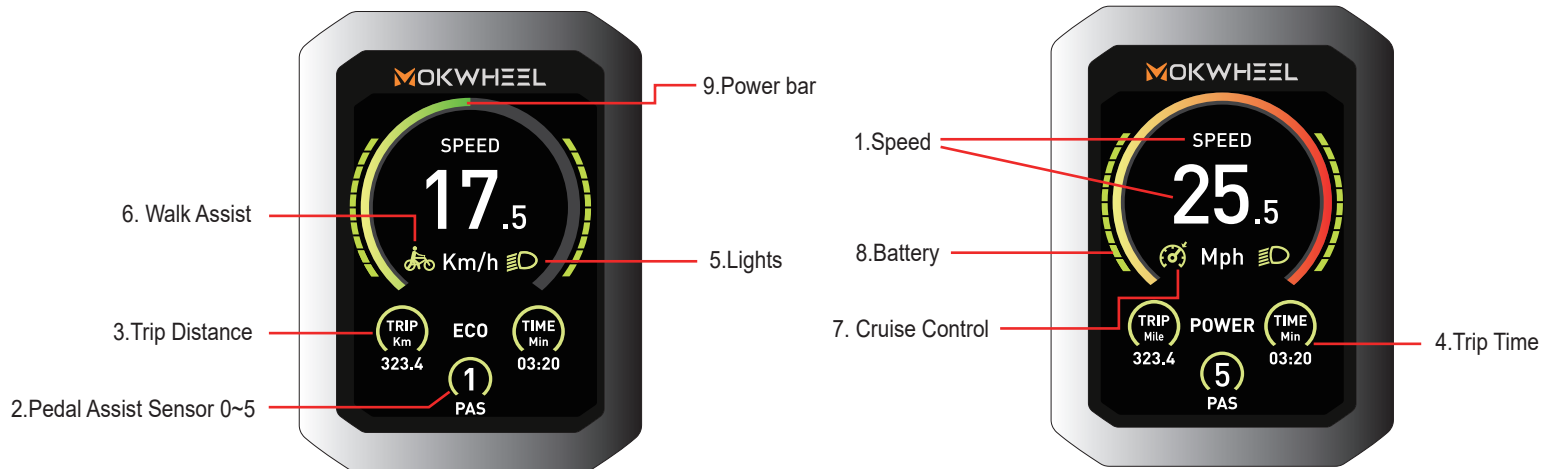


The rack goes on top of the rear fender.








Make sure to lift the fender up when securing the screws so the fenders do not rub on the wheel.

Display & Instructions



Displayed Functions

Main Interface

- 1: **SPEED** Shows current speed in Km/h (inter-changeable in settings).
- 2: **PAS** (A total of 0~5 levels, 0 being no assist and 5 being max assist).
- 3: **TRIP** Shows riding distance for the current ride.
- 4: **TIME** Indicates riding time for current ride.
- 5:  Press  to turn on head and rear light.
- 6:  Walk Assist : Press and hold  to ride at a set speed This will assist pushing the bike uphill.
- 7:  Cruise Control: Press and hold down while riding to set current speed as the riding speed.

8: Battery Bar. Shows the battery percentage left on the bike. Each bar is 10%.


9: Power Bar. Shows how much power you're engaging with the motor.

Controls:



 Press and hold to power on/off

 Increase PAS level

 Decrease PAS level

 Headlight and taillight

 Horn

Press and hold  to enter Walk Assist 
This provides a safe level of motor assistance for walking the bike

1: [Average Trip Speed]Indicates average speed for current trip.

2: [Max Trip Speed]Indicates max speed for current trip.






3: (Total Mileage)Indicates total mileage rode with bike.

Press and hold 📉 + 💡 to enter interface 2

Press 💡 to exit interface 2



Function Settings:

- Press   to enter this menu.
- Press  to go up the menu.
- Press  to go down the menu.
- Press  to select.

(Automatically returns to the main menu and save settings in 10 seconds if nothing is selected).

- Brightness: Level 1 is the darkest, Level 3 being the brightest.
- Units: Change units between kilometer or mile.
- Startup Mode: Free Mode allows riding without pedaling, Safe mode requires pedaling to start the motor.
- Reset Trip: Clear details of current ride.
- Language: Switching languages.
- QR Code: The QR Code of bike.



Battery and Charger

BATTERY CHARGING

A single full charge will take 5 to 6 hours.

The estimated range with a single full charge is 30 miles. The range value is an estimation based on expected usage characteristics, varying due to factors such as elevation, speed, payload, acceleration, number of starts and stops, tire pressure, terrain, as well as air temperatures.

CHARGING METHODS:



A. Recharge the battery on E-Bike directly.

Or



B. Remove battery from the E-Bike and recharge separately.

BATTERY CHARGING TIPS

- ★ The battery should be recharged after each use. You can charge the battery after short rides even if the battery is not empty without damage.
- ★ Do not cover up the battery when plugged in or charging. Provide an open space with air circulation. Do not charge with the charger upside down which can inhibit cooling and reduce the battery life.
- ★ Check the cables, charger, and battery for damage before beginning each charge.



Notice

Charger will fully the battery within 5 to 6 hours. Connect the battery first, then connect the power supply and make sure the red LED of the charger is lit. A red light indicates that the battery is charging. A green light indicates that the battery is fully charged.

Always charge your battery in temperatures between 41 and 113 Fahrenheit and ensure the battery and charger are not damaged before initiating charge. If you notice anything unusual while charging, please discontinue charging and contact Mokwheel support for help.

When the Battery Is Removed

- ◆ Do not touch the "+" and "-" terminal contacts on the bottom of the battery.
- ◆ Be careful not to drop or damage the battery pack.

Charger Safety Precautions

- Keep the charger in a safe place away from children.
- Fully charge the battery before each use. This can extend the life of the battery and reduce the chance of over-discharging the battery pack.
- Do not charge the battery with any other chargers that are not purchased directly from Mokwheel.
- The charger is compatible with 110/220V 50/60 Hz standard home AC power outlets.
- Avoid contact with liquids, dirt/debris, or metal objects.
- Do not yank or pull on the cables of the charger. When unplugging, carefully remove both the AC and DC cables by pulling on the plastic plugs.
- If you notice a strange smell or the charger/battery is overheating. Please stop charging immediately and contact Mokwheel e-bike customer service.



Notice

Please take special care charging your Mokwheel e-bike by following the above procedures and safety information. Failure to follow the proper charging procedures can result in damage to your Mokwheel e-bike, charger, personal property, and serious injuries or death.

Battery/Charger Care

If the battery will not be used for an extended period, charge the battery fully and recharge it every 2 months.

Store in a cool, dry place.

Recharge the battery after every use.

Do not:

- Use it to power other electrical devices. Improper use will damage the battery and shorten its life and may cause fire or explosion.
- Disassemble or alter the battery or battery charger.
- Place the battery near fire or corrosive substances.
- Allow any liquids on or inside the battery/charger.
- Expose the battery/charger to extreme weather conditions.
- Operate the battery/charger if damaged. Re-charge the battery only with the charger specified by the Mokwheel.
- Use the battery/charger for any use other than its intended purpose.

EXTENDING RANGE AND BATTERY LIFE



Notice

It is recommended that users pay close attention and ride within the following limitations to ensure the hub motor does not overheat or become damaged from excessive loading.

*Pedal can assist the motor when climbing hills and accelerating from a stop.

*Avoid sudden starts and stops.

*Accelerate slowly.

If you experience unusual sounds or odors coming from the charger or the battery, unplug the charger immediately and contact Mokwheel customer service.

Brakes / Shock Absorption

Your Mokwheel e-bike is equipped with mechanic brakes for maximum reliability. Applying pressure to the brake levers will cause the wheel brake to create friction against the brake disc, slowing the wheel. For a rapid stop, apply more pressure to the brake lever.

It is important to know how brake levers control the front and rear brakes. The right brake lever controls the front brake and the left brake lever controls the rear brake.

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

E-bikes equipped with disc brakes will occasionally make a slight scraping noise when the wheels are turning without the brakes being applied. This is normal.

Make sure that the brake lever does not touch the handlebar when full hand pressure is applied (Figure 1).



Figure 1

A quick adjustment may be made by screwing or unscrewing the threaded barrel adjuster on the brake lever until the brakes are fine-tuned for safe stopping (Figure 2). If the brakes are still not operating correctly, they may require further adjustment by an experienced bicycle mechanic.



Figure 2



WARNING

1. Disc brake rotors may become hot during usage. Do not touch the disc rotor shortly after use.

2. Wet weather conditions will cause slipping and require a longer distance to stop. Brake earlier and avoid sudden stops when riding in wet conditions.

Shock Absorption

The Shock absorption function is for absorbing shocks and is adjustable by the switch according to your preferences. Increase the shock absorption intensity on uneven roads or hillsides to reduce shock, and vice versa.



E-bike Care Guide

To ensure safe riding conditions you must ensure your e-bike is properly maintained.

For your safety, follow these basic guidelines and see your certified e-bike mechanic regularly.

1. Never immerse the bike or any components in water because this action may damage the electrical system.
2. Periodically check wiring and connectors to ensure there are no damages and the connectors are secure.
3. Clean and wipe the frame with a damp cloth soaked in a mild non-corrosive detergent mixture and dry with a cloth.
4. Store under shelter; avoid leaving the bike in the rain or exposed to corrosive materials. If you leave the bike in a wet condition, dry your bicycle afterward and apply anti-rust treatment to the chain and other unpainted steel surfaces.
5. Riding on the beach or coastal areas may expose your bicycle to corrosive salt. Wash your bicycle frequently, and wipe or spray all unpainted parts with anti-rust treatment.
6. If the hub or bottom bracket bearings have submerged in water, they should be taken out and re-greased to prevent deterioration.
7. If the paint has become scratched or chipped on any metal, use touch-up paint to prevent rust. Clear nail polish can also be used as a preventative measure.
8. Regularly clean and lubricate all moving parts, tighten components and adjust as required.
9. Damage from corrosion is not covered under warranty, give your bike special care to prevent corrosion and extend its product life.

Safety Checklist

NOTICE: it is important to carry out the following checks before riding.



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

* Every 5 to 10 rides depending on length and conditions of ride.

Troubleshooting

If your Mokwheel e-bike is not working, check the connecting cables(near the handlebar) to make sure they are not loose or unplugged.



Warranty

Two (2) Year Limited Warranty

The Two (2) Year Limited Warranty applies to purchases made from authorized channels of Mokwheel. Warranty coverage is not transferable and only applies to the original owner and the original product.

Mokwheel warrants that the unit shall be free from manufacturing defects in material and workmanship for two (2) years from the date of purchase when it is used under normal conditions and maintained according to the requirements outlined in the Owner's Guide, subject to the following conditions and exclusions:

What is covered by this warranty?

- The original unit and/or non-wearable parts deemed defective, at MOKWHEEL's sole discretion, will be repaired or replaced up to two (2) years from the original purchase date.
- In the event a replacement unit is issued, the warranty coverage will end six (6) months following the date of the replacement unit or until the end of the existing warranty, depending on which is the latter. MOKWHEEL reserves the right to replace the unit with one of equal or greater value.

What is not covered by this warranty?

- Normal wear and tear of wearable parts (including without limitation tires, tubes, brake pads, cables, housing, grips, chain, and spokes), which require regular maintenance are all subject to intended use-related wear and are not covered under the warranty from normal wear. Replacement parts are available for purchase at MOKWHEEL.com.
- Any unit that has been tampered with or used for unintended purposes.
- Damage due to the use of the bike in a competition or other applications outside of normal intended use.

- Damage caused by misuse, abuse, negligent handling, failure to perform required maintenance (e.g., failure to keep the well of the motor or battery clear of liquids and other debris), or damage due to mishandling.
- Consequential and incidental damages or defects resulting from failure to follow instructions in the owner's manual, force majeure, misuse, neglect, and abuse.
- Damage due to improper tools or inadequate maintenance performed on the bike not authorized by MOKWHEEL.
- Damage resulting from adding non-standard equipment, parts, or technical modifications.
- These defects include damages caused in the process of shipping, altering, or repairing the product.
- Products purchased, used, or operated outside of North America.

How to get service?

If your purchased product fails to operate properly while in use under normal conditions within the warranty period, visit MOKWHEEL.com/support for product care and maintenance help.

MOKWHEEL will cover the cost of shipping for all replacement parts under warranty.

About state laws

This warranty gives you specific legal rights, and you also may have other rights that vary from state to state. Some states do not permit the exclusion or limitation of incidental or consequential damages, so the above may not apply to you.

Disclaimer

At Mokwheel, we take our customer's safety very seriously and will always advise that you carefully follow local, state, and federal laws before making a purchase with us.

- Mokwheel has great capabilities and will grow with the skills of the rider to higher levels. We ask all users who of Mokwheel to please be careful at all times and be responsible for the safety of themselves and others.
 - Some counties, states, towns & cities have different laws/regulations, please check with your local authorities and abide all speeds/power restriction laws when commuting on roads or places specific to limitations that are stated, e.g. parks, tracks, trails, or private areas of residence.
 - Children under 16 years of age should always be supervised by an adult. Mokwheel should never be ridden by anyone under the recommended age limit.
 - Always wear a helmet, elbow and knee-pads. We recommend that you never ride with sandals or barefoot, and have athletic shoes when riding Mokwheel.
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- Before every ride, check and secure all fasteners and wheels for wear and tear. Replace worn or broken parts immediately.
 - Please be sensible with serious consideration and that no injury, harm, or loss is caused in any regard. We advise a basic insurance policy be obtained for riders and to speak with your local authorities before riding on roads.
 - Mokwheel holds no responsibility for the actions of others once your e-bike is delivered. The result of your actions depend solely on the purchaser and the way you conduct your responsibilities. If you require any further information we are happy to advise to the best of our knowledge.

Components of the Mokwheel e-bike are subject to higher wear when compared to bicycles without power assistance. This is because the Mokwheel e-bike travel at higher speeds than regular bicycles with a greater weight. Higher wear is not a defect in the product and is not subject to warranty.



Notice

Once the service life of any component is exceeded, it may cause an unexpected loss of function. This can lead to serious injuries or even death. Therefore, please pay attention to wear characteristics, such as cracks, scratches, or changes in component color or operation, which may indicate that the service life has been exceeded. Worn parts should be replaced immediately.

Thanks for Riding Mokwheel e-bike!



www.mokwheel.com