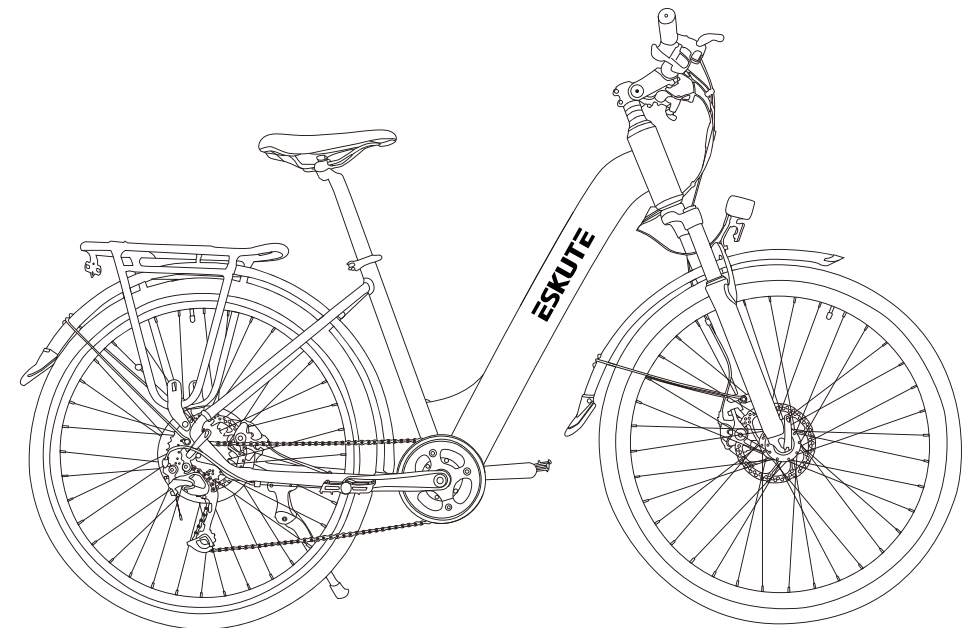




User Manual

Electric Bike



Company: Shenzhen Huitong Global Trade Co., Ltd.
Add: Saixi Technology Building No.2402, Yuehai
Street Binhai Community, Binhai Boulevard No.3398,
Shenzhen
E-Mail: support@eskute.com
Website: www.eskute.com

Made in China



Model: Polluno

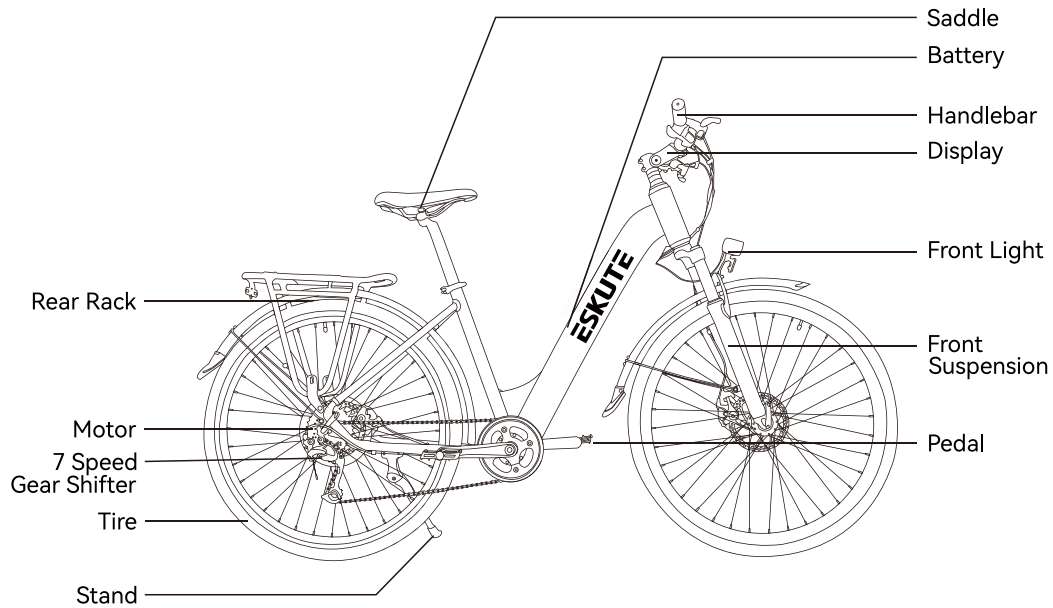
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1. Safety Instruction

1. Thank you for purchasing the ESKUTE E-BIKE. The E-BIKE feature the latest innovations in technology;
2. For safety reasons, it is very important that you read this user's manual before you operate the bike. Improper handling can reduce its riding performance and most importantly, it will endanger your safety and health;
3. Regarding the handling and maintenance of bicycles, reference is made to point 6 of this manual, which is an essential part of the "E-Bike User Manual"!
4. Do not at any time dismantle or disassemble any of the above e-bike components.
5. Please check all parts are tightened and locked before riding.
6. Please make sure that the battery charger and charging plug are always kept dry and never get wet.
7. The charger should only be cleaned with a dry cloth. Never use a damp cloth, oil or any other liquid.

2. Instruction



2.1 Specification

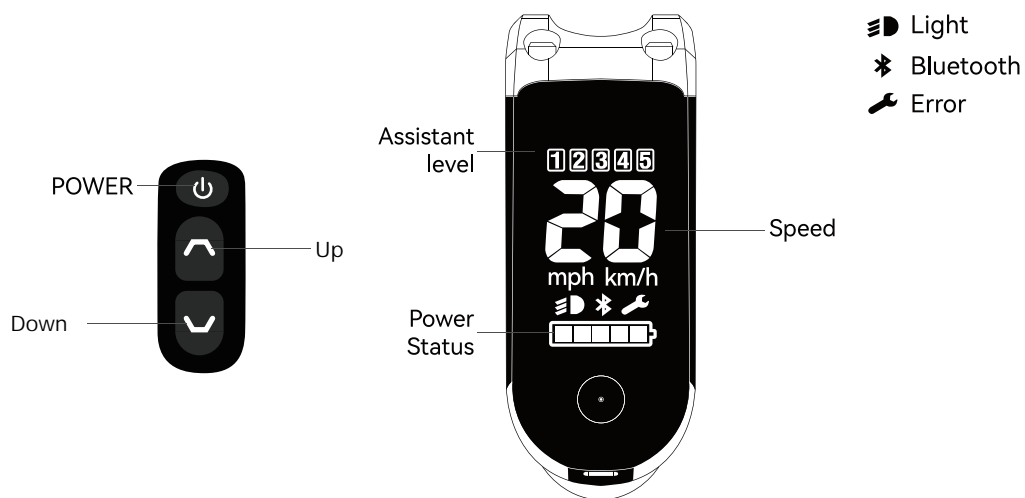
Indicators	Items	Parameters
Dimensions	Product size	73.2x26.0x46.1 in (186x66x117cm)
	Packing size	57.5x9.8x32.7 inch (146x25x83cm)
Frame	Material	Aluminum Alloy
Motor	Model	Hub-drive Motor BAFANG G020
	Power	500W
Battery	Material	Lithium
	Capacity	48V, 15Ah with Samsung/LG Cells
	Management	Balance, over-charge, under-voltage, overheating, automatic shutoff
	Watt hours	720 Wh
Derailleur	Shifter	7 Speed
Display	Display	LED Display with APP
Front fork	Front fork	Aluminum Alloy Suspension Fork
Tire	Front tire	Kenda, 27.5 x 2.1"
	Rear tire	Kenda, 27.5 x 2.1"
Riding Requirement	Suitable height	5'2" - 6'2"
	Load capacity	276 lbs(125kg)
	Speed	Up to 22 MPH or 35 km/h (motor assistance)
	Range	Average 30-60 miles (depending on mode)
	Suitable terrain	Hard surface, flat road, ramp under 15°
	Working temperature	-10°C to 40°C
Storage temperature	-20°C to 50°C	
Weight	Net weight	25kg/55 lb
Charger	Input voltage	100-240V, 47-63HZ
	Output voltage	54.6V 3A
	Charging time	4-5 Hour Charging

2.2 Main Parts

Electric Bike	1
Charger	1
8- 10/13- 15/14- 17 Spanner	3
4/5/6 Allen Key	3
"-"& "+" Screwdriver	1
User Manual	1
Warranty Card	1

3. Display Operation

3.1 Display Instruction (Full Display Function)



3.2 Display Operation

1. Short press **POWER** button to start the display, and then long press for 1s after power on to turn it off;
2. After turning on the display, press the **POWER** button quickly to turn on the light;
3. After turning on the display, press "Up", or "Down" to control the assistant level.
4. After powering on, press and hold the "Down" button to activate the walk mode.
5. Press and hold the "Up", "Down", and "Power" button in order to unbind all connected devices.

3.3 Operation Cautions

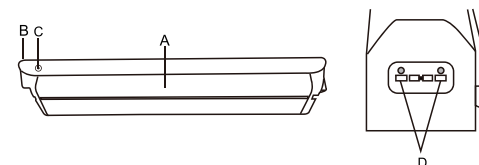
Be careful of the safety use. Don't attempt to release the connector when charging the battery.

- Avoid the risk of collision.
- Don't modify system parameters to avoid parameters disorder.
- Make the display repaired when error code appears.

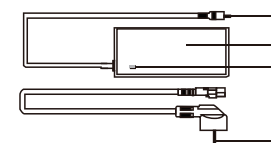
4. Battery & Charge

4.1 Battery and Charger Overview

- A - Battery
- B - Capacity display
- C - Charging socket
- D - Battery port



- A - Socket (100 ~ 240V) (type will vary)
- B - Charger
- C - Charge indicator
- D - Charging socket



4.2 Charge Instruction

- To charge the battery with the bike, simply place the bike within reach of the power supply and plug it in.
- The battery can either be charged while on the bike or the battery can be removed and charged at a place of your convenience.
- The RED light indicates it is in charging and GREEN light indicates the battery is fully charged. (Please put off plug from wall) Usually the charging time is 5-6 hours depends on the battery capacity remain.
- Warning: Charging time over 10 hours is prohibited. Please keep it away from high temperature environment and store it in a cool place.

4.3 Charge Environment

When storing the battery for a longer time period, (e.g. during winter time) it is important to place the fully charged battery on a flat and dry place.

- Keep the battery and charger away from water and heat sources.
 - Do not connect positive and negative terminals.
 - Keep the battery away from children and pets.
 - Use the battery and the charger only for the intended purpose as part of your e-bike.
 - Do not cover the battery or the charger, place objects over them or place any objects on them.
 - Do not expose the battery or the charger to shocks such as falling.
- Stop charging immediately if you notice something unusual.

4.4 Attention

- In the unlikely event that the battery catches fire, DO NOT attempt to extinguish the fire with water. Instead, use sand or another fire retardant to extinguish the fire.
- Please charge the battery with the specified charger.
- Do not use or charge the battery at high temperatures and do not place the battery near fire.
- Do not short-circuit the positive (+) and negative (-) terminals of the battery.
- Do not immerse the battery in water or acidic fluid.
- Avoid contact with the battery and the charger during charging. The charger heats up considerably.
- Please note the additional information on the back of the battery case.
- Store the battery in a clean and dry environment and recharge the battery every two months if you are not going to use it for a long time.
- Keep the battery out of reach for children.
- Never try to open the battery.

4.4.1 Use

When the battery is lower than 1 bar, the motor will stop working. If only for using the headlights, it will remain in use for about 2 hours.

The remaining battery power can be checked by pressing the control button under the LED indicator. The handlebar-mounted display also shows the remaining power when the bike is in use.

Perform a full discharge of the battery (ride your e-bike until the battery is completely empty) after 15 normal charges or every three months; this will help to increase the life of the battery. The charging time is about 5-6 hours per charging cycle. Please do not charge the battery for more than 10 hours at a time.

4.4.2 Storage

If the bike is not used for more than a month, it is best to store the battery as follows:

- At 40% -60% of its capacity, recharge for 30 minutes once a month.
- The temperatures is best maintained between -20°C and 50°C.

If the battery is not in use, it should be checked once a month. At least one LED should blink to indicate that there is still charge. Charge the battery if necessary.

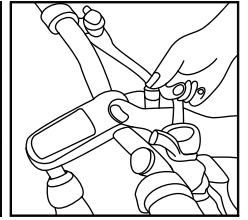
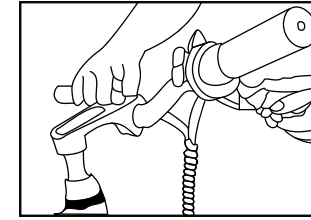
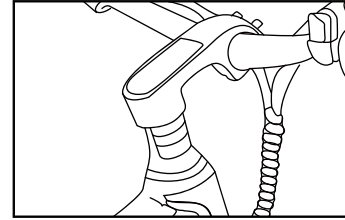
It is important to charge the battery at least every two months. Failure to do so may damage the battery and void the battery warranty.

5. Installation Instruction

5.1 Install the Handlebar

5.1.1 Use inner hexagon tool to loosen the stem cover and don't tighten all bolts immediately before adjusting the handlebar in a property angel and position.

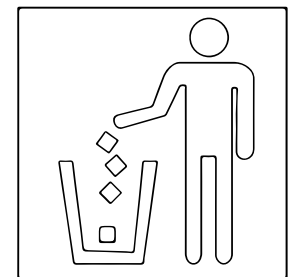
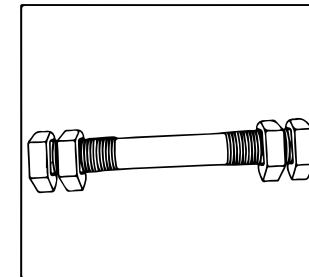
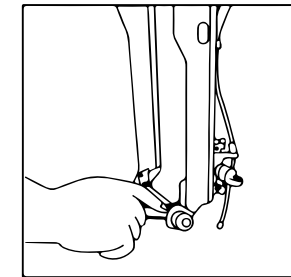
5.1.2 Then tighten with tool.



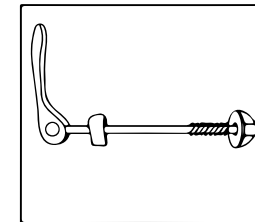
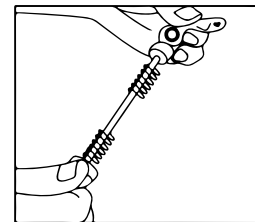
5.2 Install Front Wheel

5.2.1 Take out the front fork protector from the front fork.

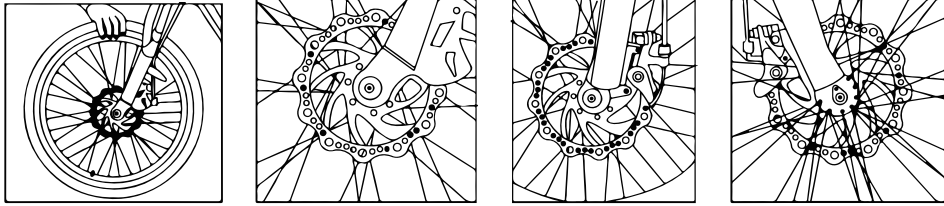
(Please note: Front fork protector is used to prevent the forks from being deformed during transport. It belongs to the packing material. You can just throw away this accessory!)



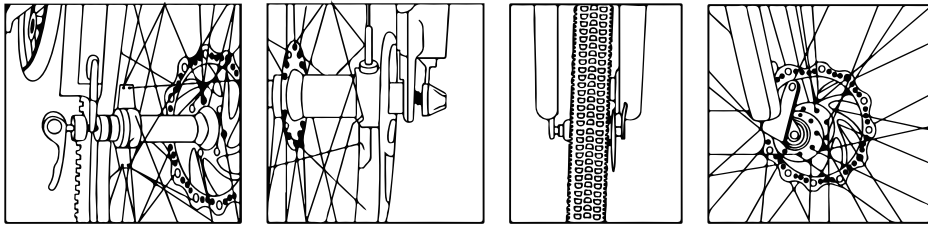
5.2.2 Take out the quick release from Wheel and unscrew the bolt from the quick release.



5.2.3 Install the front wheel on the fork. Make sure the fork is attached to the axle and make sure the disc is placed in the middle of the brake.



5.2.4 Insert quick-release axle into spring and tighten screw (Quick release nut to be at the same end as the brake).



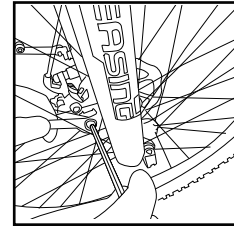
5.2.5 Inflating the tires

WARNING:

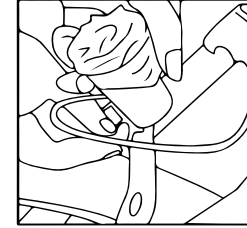
- The tire pressure should be checked each time before riding or at least once a week.
- Check the marked area on the sidewalls of the tire, which shows the minimum and maximum tire pressure, and make sure that the tire pressure is in the marked area. If the tire pressure is too low, the wheel may be damaged or the inner bicycle tube pinched, which may result in a flat tire. If the tire pressure is too high, the tire may come loose from the rim and thereby damage the bicycle or injure the rider and people in close proximity.
- It is recommended to use a bicycle pump with built-in air pressure gauge to ensure that your tire always has the desired and correct tire pressure.

5.3 Installing Front Light & Fender

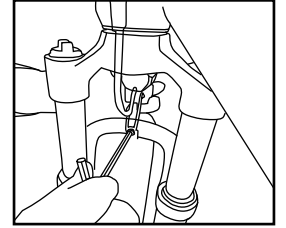
Remove all protective foams and plastic, and fasten the front light and fender.



1) Fasten the fender from both sides



2) Unscrew the bolt and front light

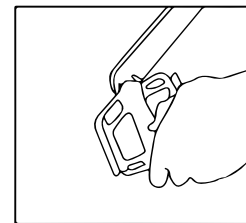
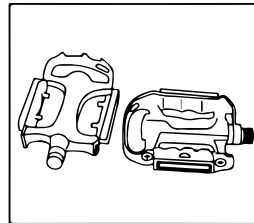


3) Place the front light, fender, before the front fork hole, and fasten this with the nut

*Small Tip: Try to simultaneously lift these up with your fingers when tightening the screw and make sure your front fork and fender are faced correctly

5.4 Install Pedals

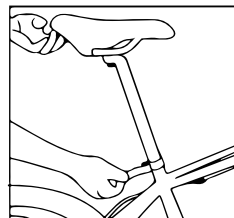
Check 2 pedals, the one imprinted "L" should install on the left side and "R" on the right side. Please use a wrench to tighten them.



5.5 Install the Seat Post

5.5.1 Open the seat post and saddle, then install the rear reflector;

5.5.2 Adjust seat post to the height that suits your riding position best and tighten quick release. (Please make sure that the quick release is tightened firmly.)



5.6 Install Battery

Each ESKUTE e-bike comes with two copies of the battery key. Charging the battery on the bike is likely to result in infrequent use of the battery key however, it is required for maintenance and repair, so please keep this in mind when you store your key.

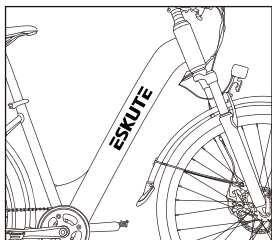
- Make sure you always have at least one spare key.
- Keep spare keys in a safe place for repairs, maintenance, and emergencies.
- Please bring the key with you when you contact your dealer for service or repair.

5.6.1 Open the box of battery

5.6.2 Tube the battery to correct angle and insert the battery into the holder gently, press it down and lock automatically.

5.6.3 Charging the battery outside the bike

- Insert the key to unlock the battery, and then pull the battery upwards.
- Remove the battery.
- Connect the charger to the battery.
- Connect the charger to a power outlet.
- The charging process can be stopped at any time.
- Disconnect the charger first from the power outlet and then from the battery.
- Replace the battery and make sure it is correctly aligned at the bottom.
- Press the top of the battery until you hear a "click" to make sure the battery is properly secured.
- Pull the key out.
- Your ESKUTE e-bike is ready for use.



5.7 Range and Speed Selection

To increase the range, we recommend switching to speeds. For starting and low speed, it is better to use a lower gear. At higher speeds, a higher gear should be selected. Reduce the pressure on the pedals during gear shifting for obtaining stable support and improved range.

- High speed, high gear.
- Low speed, low gear.
- Reduce pressure on the pedals when shifting gears.

6. Recommendation and Maintenance

6.1 Range

The range of a battery charge depends heavily on various conditions, such as (but not limited to):

- Road conditions, such as road surface and inclination.
- Weather conditions, such as temperature and wind.
- Cycling conditions, such as tire pressure and maintenance level.
- Use of the bicycle, such as acceleration, switching and support level.
- Weight of rider and load.
- Number of charge and discharge cycles.

6.2 General Requirements

ESKUTE e-bikes use metal enclosures to protect the electrical components. Therefore, we strongly advise against using too much water to clean the housing and parts around them. Use a soft cloth with a neutral solution to wipe the dirt off the covers. Then wipe everything dry with a clean, soft cloth.

- Do not use high-pressure cleaners or air hoses for cleaning. It will cause water to get into electrical components, which can lead to malfunctions.
- Do not clean plastic parts with too much water. If the internal electrical parts are affected by water, the insulator can corrode, which can lead to power outages or other problems.
- Do not use soap solutions to clean the metal parts. Non-neutral solutions can lead to discoloration, distortions, scratches, etc.
- Avoid leaving the bike outdoors.

If you are not riding, please keep your bike in a place where it will be protected from snow, rain, sunlight, etc. Snow and rain can lead to corrosion of the bike. Ultraviolet rays from the sun can cause unnecessary color fading or damage the rubber or plastic parts on the bike.

6.3 Maintenance Schedule

In order to keep your ESKUTE e-bike in optimal condition and to make your riding experience as pleasant as possible, we strongly recommend that you follow the recommended maintenance schedule. You should carefully read the maintenance plan and view it as an important document, and place it next to your bike.

Maintenance Schedule	Every ride	Weekly	Per month	Half-yearly	Yearly
Tire Pressure	✓				
Tire Condition	✓				
Visual Inspection	✓				
Brake Lever Pressure	✓				
Quick Release	✓				
Handlebar Orientation	✓				
Saddle Orientation	✓				
Battery Is Locked	✓				
Wheel Check	✓				
Check Frame Condition (including Welds On Cracks)		✓			
Clean And Lubricate Chain		✓			
Testing Brake Pads		✓			
Lubricate Forks			✓		
Lubricate Brakes And Cables			✓		
Lubricate Folding Mechanism			✓		
Check All Screw And Torque Settings			✓		
Clean The Bike			✓		
Recharge Battery			✓		
Check The Wheel Spokes			✓		
Check The Rim Condition			✓		
Check Saddle, Rods And Clamp			✓		
Lubricate Bottom Bracket				✓	
Check The Hub Bearing				✓	
Check The Lower Bottom Bracket				✓	
Replacing The Brake Pads					✓
Replacing The Brake Cables (depending On The Use)					✓
Replacing The Tires (depending On The Use)					✓

7. Warranty

ESKUTE LIMITED WARRANTY TERMS

All ESKUTE Bikes and their individual components are protected against all manufacturing defects in material or workmanship for one (1) year after the date of a qualifying purchase. This Limited Warranty is only in accordance with the following terms:

- This limited warranty applies only to the original owner of an ebike purchased from ESKUTE's online store or an authorized ESKUTE retailer.
- The limited warranty is expressly limited to the replacement of defective battery, frame, fork, stem, handlebar, headset, seat post, saddle, brakes, bottom bracket, crank set, pedals, rims, wheel hub, freewheel, cassette, derailleur, shifter, motor, throttle, controller, LED display, kickstand and reflectors.
- The above components are warrantied to be free of defects in materials and/or workmanship during the one-year warranty period.

THIS WARRANTY DOES NOT COVER:

- Normal wear and tear of any of the components listed above.
- Typical consumables or normal wear and tear parts: tires, tubes, brake pads, disc brake rotors, brake or derailleur cables and housing, grips, chain, chain-rings and spokes.
- Damage or failure due to accident, misuse, abuse, or neglect
- Damages resulting from improper charging of the battery pack or use of any charger not supplied by Eskute Bike.

WARRANTY CLAIMS PROCESS:

ESKUTE WILL NOT REPLACE ANY COMPONENT UNDER THIS LIMITED WARRANTY WITHOUT FIRST SEEING PHOTOS OR VIDEO OF THE DAMAGED COMPONENT.

To exercise your right to receive a replacement for a component under this Limited Warranty, you must:

- Contact the ESKUTE Technical Support team by email at support@eskute.com. The team will initially work with you to troubleshoot your ebike to identify potential simple fixes.
- If the Technical Support team determines that a component must be replaced, they will provide you with a set of instructions for returning the defective component and receiving the replacement.
- After you receive the replacement component, the Technical Support team will also assist in determining how to replace or install the new component into your ebike.
- You will be responsible for shipping costs associated with returning a component, unless ESKUTE agrees in writing to pay for such shipping costs. Replacement components under this Limited Warranty shall only be shipped to the address of the original purchaser.

Thank you for choosing Eskute

