



# **AMPERE**

***ELECTRIC BIKES***

**User Manual**

**Deluxe / Hilux**



**[www.ampereelectric.co.uk](http://www.ampereelectric.co.uk)**

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**This manual should be considered a permanent part of the electric bike toolkit and should be passed on to the next owner.**

**An online copy is available at [www.ampereelectric.co.uk/manuals](http://www.ampereelectric.co.uk/manuals)**

## Warranty terms

### Our Ampere warranty is clear and simple:

Main parts have a warranty of one year. This covers mechanical and electrical parts: including frame, forks, seat, motor, controller, battery and charger.

The warranty is subject to proper care for and reasonable use of the e-bike. Components such as bulbs, brake pads, inner tubes, tyres, chain, cables, etc. are regarded as consumables. When replacements are required these can be purchased from [enquiries@ampereelectric.co.uk](mailto:enquiries@ampereelectric.co.uk) or your local dealer.

### Returns Policy (UK)

We hope you will be pleased with your purchase. Should you wish to return the product bought direct from us we will be happy to refund or exchange a product provided it is in perfect condition fully and with the original packaging. Ampere products purchased from a retailer should be returned to the retailer.

Returns should be made within a reasonable time (usually 14 days) and in original, undamaged packaging. If we find that the product has not been returned to us in fully resalable condition, we reserve the right to refuse a refund on the item, or deduct a reasonable amount of the original selling price from the refund.

Any refund will cover the cost of the goods, but will exclude the non-refundable delivery charge. The cost and risk of returning goods is the responsibility of the customer. The customer should arrange shipping back to Ampere and ensure that any parcel is adequately insured.

### Faulty Goods

Faulty goods notified to us WITHIN 14 days of delivery will be collected, repaired or replaced, and delivered free of charge. Note: At our discretion we may decide to issue a full refund instead of providing a repair or replacement.

Faulty goods notified to us AFTER 14 days and within the warranty period are to be returned to Ampere at the expense and risk of the customer. The customer should arrange their own shipping back to Ampere and ensure that any parcel sent to us is adequately insured. Goods that are repaired or replaced under warranty will be re-delivered free of charge.

**Note:** At our discretion we may decide to issue a refund instead of providing a repair or replacement.

### Terms and Conditions

Refunds are dependent on the condition of the goods received back. Damaged or incomplete goods will not be refunded in full. Goods damaged as a result of misuse will be subject to a repair and redelivery charge. The customer will be advised of all chargeable repairs before such work commences. Repairs or replacements will be made free of charge within the warranty period only where the fault is not caused by misuse of the product or through normal wear and tear.

### Parts and Servicing

We provide one year's return to base warranty on all key electrical parts: motors, batteries and specialist components, subject to proper care, and reasonable use of the e-bikes. We also stock specialist spare parts and batteries so you will always be able to maintain your e-bike and keep it in tip-top condition.

Specialist parts can be ordered by contacting [enquires@ampereelectric.co.uk](mailto:enquires@ampereelectric.co.uk). Other parts can be purchased at your local bike shop. For technical support please send details to this email address.

## Included in the Box



- 1 Electric Bike**
- 2 Tool Kit**
- 3 Charger**
- 4 Manual**
- 5 Pedals**
- 6 Battery**
- 7 Keys**

## Assembly

Your e-bike comes 85% assembled. To complete the assembly the handlebars, front wheel, pedals, saddle and seat post will need to be attached. To do this, instructions with diagrams are set out in this section. If you are having difficulty assembling the e-bike, please call your retailer for assistance. Further help is available on our website where we publish FAQs or call our customer service team on 07877950433.

Please note – the pictures may vary from the actual product however, the process of assembly is the same.

### Assembling the Stem handlebars

1. Place the stem onto the steerer tube, pushing down until it is flush against the spacer.

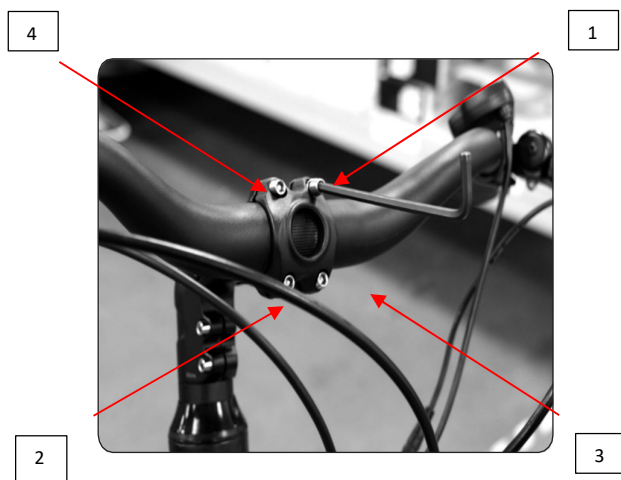


2. Once the stem is in the correct position, tighten the bolt going down through the stem with the 5mm Allen key provided. See Picture 1. **Please be careful not to overtighten the bolts.**
3. You then need to align the handlebars with the front wheel. Once you are happy with the handlebar position please tighten the 2 bolts using the 4mm Allen key provided. See Picture 2. **Please be careful not to overtighten the bolts.**



- To complete, adjust the position of the handlebars and tighten the bolts in the order set out in the picture below.

**Please note the Deluxe model has only 2 bolts to tighten.**



**Connect the wires by colour.** All the electronic wires should be connected already. If, however, they have become disconnected the wires should be reconnected according to colour. Use the arrows on each end to help make sure you line them up correctly.



### Attaching the front wheel

- Loosen the pin through the middle of the wheel to allow you to place the fork onto it. Make sure the brake disc is properly inserted into the brake caliper.



- Tighten the nut and hold the lever in an upright position as shown in the picture below. Once tight push the lever in to secure the wheel.



### Assembling the pedals

- Each of the 2 pedals is marked on the inside to identify right (R) and left (L).



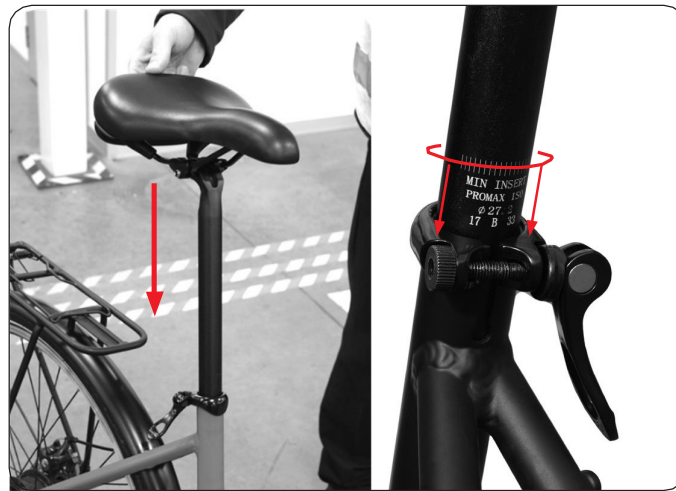
- To connect the pedals to the e-bike, place the left pedal into the left pedal arm and the right pedal into the right pedal arm (left and right directions are determined by sitting on the e-bike). Tighten by turning the pedals toward the front wheel using the a 15mm spanner provided in your tool kit.

- The right pedal is attached on the same side as the chain. Make sure you check the pedals are tight and secure before riding.



### Attaching the seat

1. Screw the seat onto the seat post.
2. Slide the saddle post into the seat tube.
3. Align the seat with the frame to make sure it is straight.
4. The height of the seat should not be higher than the safety line marks on the seat post.
5. Tighten the seat clamping lever.





## Regular checks

Please check that:-

- ♦ the quick release clamping lever on the seat post is secure.
- ♦ the brakes are working correctly.
- ♦ the tyre pressure is correct – If the tyres need pumping up, attach a bike pump to the valve (shown in the photo below) and inflate to 40 – 50 PSI.



## Safe Riding

Before each ride, check that all bolts are tight, the battery has sufficient charge for your planned journey, the charging port is covered, your tyres are correctly inflated, both your brakes are working and your front and rear lights are working correctly.



## Register your warranty

To register your warranty, go to [www.ampereelectric.co.uk/register-warranty/](http://www.ampereelectric.co.uk/register-warranty/) or scan the QR code below.



To register your warranty, you will need to know your frame serial number and battery serial number. The frame serial number is located on the front of the frame behind your front light, as shown in the picture below. The battery serial number is located on the side of the battery. This is found by removing the battery from the frame. The serial number will normally be 15 digits.



## Charging the battery

The e-bike is supplied with a removable, rechargeable lithium-ion battery. Only use the charger provided or an official charger supplied by Ampere.

The charging port is located on the bottom left side of the battery as it sits in the frame, next to the keyhole. See picture below,

Fully charge the battery before using the e-bike for the first time.

In order to prolong the life of the battery, we recommend that the battery is charged as often as possible.

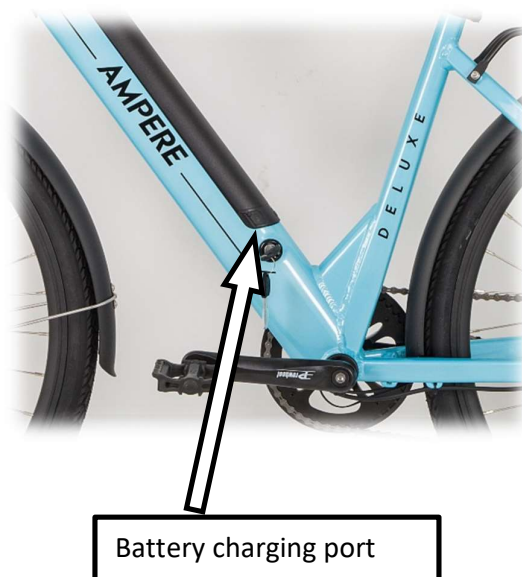
### How to charge the battery

1. Plug the charger into a socket with the power switch turned off, then plug the opposite end into the battery charging port. Once connected correctly, turn the socket on and the light on the charger should appear red.
2. The light will turn green once the battery is fully charged.

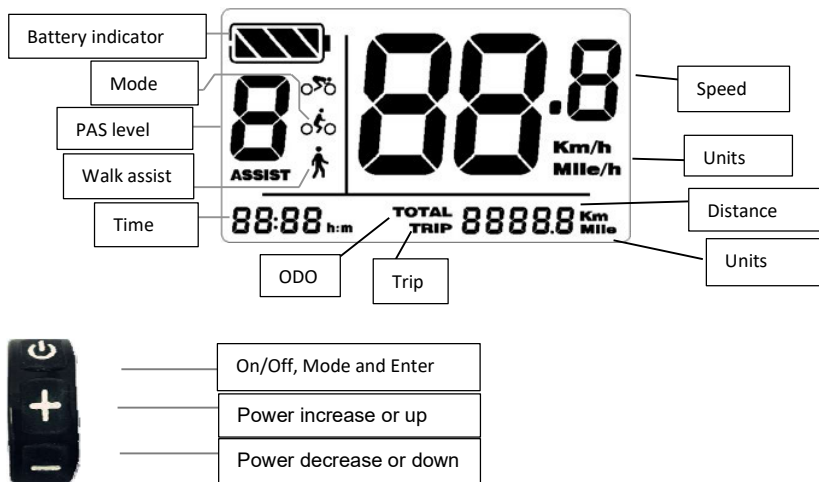
**Charger light Red – Battery is charging**

**Charger light Green – Charging is complete**

3. **Do not switch the e-bike on when charging.**
4. Remember to cover the charge port after charging.
5. In the unlikely event that the battery overheats or emits strange odours, please contact your dealer as soon as possible.



## LCD display – How to use your e-bike controls



**Warning – Do not disconnect the display if the e-bike is turned on.**

**It is advisable to protect the display in wet conditions.**




Do not change any of the factory set up settings, this will void your warranty. If you think you have accidentally changed the settings, please email [enquiries@ampereelectric.co.uk](mailto:enquiries@ampereelectric.co.uk) with your contact details and any pictures / information you can provide.



If the spanner symbol appears please contact [enquiries@ampereelectric.co.uk](mailto:enquiries@ampereelectric.co.uk) or your local dealer with pictures / information. This will help us to resolve the issue as quickly as possible.

### How to operate the controls

#### Turning on and off

To turn the e-bike on press and hold the  button.

To turn the e-bike off repeat this process.

The display will automatically turn off after 10 minutes of inactivity.

## Walk Assist

To start the walk assist mode press and hold the **⊖** button. This will propel the e-bike forward at 4mph without pedalling. This will automatically stop when you release the button.

**Do not use this feature whilst sat on the e-bike. This will damage the motor and void your warranty.**

## Front light and Display light

To turn your front light and LCD display light on Press and hold the **⊕** button. Repeat this process to turn it off.

## Power assistance (PAS) Level

To increase the level of assistance, press the **⊕** button.

To decrease the level of assistance, press the **⊖** button.

## Battery Indicator

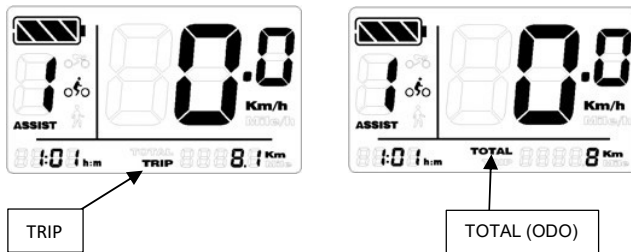
The Battery indicator shows how much charge is in the battery, each diagonal segment represents 25% of the battery charge.



## Trip / Total (ODO)

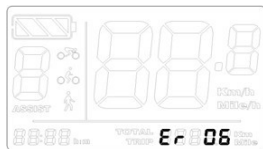
When you turn the e-bike on the display will appear saying **TRIP** at the bottom. See image 1. To alternate between TRIP and TOTAL (ODO) Press the **⏻** Button.

To clear the trip distance press and hold the **⏻** and **⊖** button together when trip is displayed.



## Error Codes

If your e-bike stops working the on-board computer should produce an error code, please refer to the error code table to identify the error.



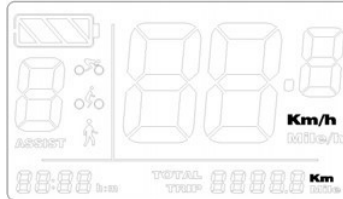
Error code	Definition
04	Throttle homing defect
05	Throttle abnormality
06	Low voltage protection
07	High voltage protection
08	Hall sensor abnormality
09	Phase line abnormality
10	Controller overheating
11	Temperature sensor in controller abnormality
12	Current sensor abnormality
21	Speed sensor abnormality
22	Communication abnormality in BMS

## Settings

### Setting 1 – Km/h / Mph units

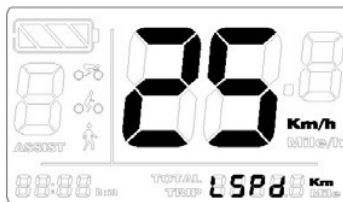
Once the e-bike is turned on Press the **+** and **-** button together. This will take you into the settings menu.

The first setting is the speed units, to change the units from km/h to mph press the **+** button so the mph is now showing instead of Km/h then press the **⏻** button to save and move to the next menu setting.



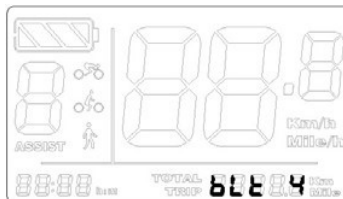
### Setting 2 – Factory set up only

**This setting is for factory set up only, the reading should always be 25 km/h. Please press **⏻** to save and move to setting 3. Do not change this setting as it will invalidate your warranty.**



### Setting 3 - LCD display backlight

Press the **+** or **-** to change the brightness. Then Press the **⏻** button to save and move to setting 4.



### Setting 4 – Time (Clock)

Press the **+** and **-** button to adjust the hours first, then press the **⏻** button to change from hours to minutes. Repeat this process to adjust the minutes. Then press and hold the **⏻** button to save and return to you home screen.

**Please note this setting (setting 4) will only be applied once the e-bike has been turned off and on again.**

**The display is covered under warranty if there is a fault; however, the warranty is invalid in the following circumstances:**

1. If the display has been opened.
2. The connectors become damaged.
3. Cracked screen or housing.
4. Damaged or broken wires.
5. Failure following a crash or collision.

## Care and Maintenance

### Cleaning your e-bike

To clean your e-bike either use a recommend e-bike cleaner or warm soapy water. Once you have finished washing your e-bike make sure you dry it with a dry, soft cloth. Try to keep the mechanical parts lubricated after every wash. Your e-bike will work more efficiently and make riding more enjoyable if the e-bike is cared for. Please visit your local bike shop for a suitable cleaning or maintenance products.

### E-Bike storage

1. Avoid leaving your e-bike in the rain for long periods of time, or in damp conditions: always store in a dry place. If the e-bike does become wet always dry with a dry, soft cloth when you have finished using it.
2. Avoid leaving your e-bike in direct sunlight for long periods of time, this can cause the metal to get extremely hot and electrical components to overheat causing them to fail. Try to find shade or cover.
3. If you are storing the e-bike for long periods of time remove the battery and store it separately at temperatures between 15 °C (59 °F) and 25 °C (77 °F) in a dry area. A cupboard under the stairs is a good example.
4. Keep the battery fully charged when not in use, this will help increase the life of the battery.

### Battery information

1. Do not charge at temperatures below 0 °C (32 °F)
2. Switch off battery before charging. (If the battery has a switch on it).
3. Batteries can be charged on or off the e-bike.
4. Charge your battery on a flat solid surface in an area that allows airflow.
5. Do not cover the battery or charger whilst charging.
6. Only use a charger supplied by Ampere.

## Modifications

Do not attempt to modify, repair or replace any of the electrical parts on your e-bike. This will invalidate your warranty. Any repair work must be completed by an approved repair centre. Please visit your local dealer or contact [enquiries@ampereelectric.co.uk](mailto:enquiries@ampereelectric.co.uk) to find your nearest repair centre.



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