



Halo Knight

Electric Bicycle User Manual

English

Welcome

Welcome and congratulations on your purchase of a new Halo Knight E-bike! Thank you for choosing and supporting us.

WELCOME TO OUR BIKE FAMILY! The joy of pedaling is just moments away. We believe in the convenience and ease that electric bicycles bring to daily life. Our commitment to quality ensures that each e-bike is built to last, and that's why every bike comes with a limited warranty.

We hope you have many carefree and enjoyable rides with your new e-bike. However, if you encounter any issues, please don't hesitate to reach out to your supplier. If the problem persists, feel free to contact our customer care team for a swift resolution.



Stay connected with us:

Official Website: www.haloknights.com

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Important to read before the first ride

The most important points for you to do:

1. Read the Manual. Even if you have ridden a bicycle for years, it is important for every person to read the specific “E-Bike Owner’s Manual” carefully before you ride on the new e-bike.

- The manual contain detailed information and useful suggestions about your new bicycle.
- Make sure that you understand the proper use, maintenance, and disposal of the components of the electrical system of your new e-bike.

2. Prioritize Safety. Your safety and that of other road users is very important.

- Check your bicycle for normal operation, loose parts and defects before riding. If you find any problem, visit your authorized bike shop for repairs before riding or contact our customer care team for a swift check.
- Be aware that other road users (cars, trucks, motorcycles) do not expect that an e-bike can ride faster than a normal bicycle. Riding faster also increases the risk of accidents. Distances will close much faster, and braking distances will become longer.
- Do not ride abusively. Only ride in the use conditions specified for your bicycle.

3. The electric system of your new bicycle needs special attention.

- Do not clean your e-bike with a high pressure washer. Any electrical system is sensitive to moisture. High pressure water might enter connectors or other parts of the electric system.
- Do not allow a Li-Ion battery (integrated in the down tube) to suffer any mechanical or physical impacts or make any internal modifications. In an extremely rare case, a battery that has been severely impacted or otherwise mishandled could potentially catch fire. If you suspect damage to your battery, visit your local authorized bike shop immediately for inspection or contact our customer care team for a swift check.

4. Maintain the battery as instructed in this E-Bike Owner’s Manual.

Failure to follow these instructions may result in damage to your battery and may require battery replacement:

- Only charge the battery with the included charger.
- Charge the battery indoors or in a garage at room temperature to avoid exposure to rain or wind.
- When you do not use the e-bike for an extended period of time, charge the battery to 80% to meet the optimum storage condition. Check the charge level again after six months. If the remaining charge of the battery is less than 30%, charge it again to 80%. Once charging the battery is complete, unplug the battery from the charger and unplug the charger from the wall socket.
- Your e-bike has a built-in Li-Ion battery. Any Li-Ion battery will self-discharge over time. If the battery is left uncharged, then stored without charging, it may discharge to such a low state that the battery can no longer be charged and must be replaced.
- Store the e-bike in a dry, well-ventilated location. Protect the battery against moisture and water.
- The battery can be stored at temperatures between (minimum) -20°C (-4°F) and

(maximum) +50°C (122°F). For a long battery life, however, it is best to store the battery at room temperature of approximately 20°C (68°F).

5. Be careful when transporting an e-bike.

- An e-bike is heavier than a normal bicycle. If transporting on a vehicle, be aware of the maximum load capacity of the vehicle's roof, towing hitch and/or the bicycle carrier.
- Always respect local laws about transportation of an e-bike.

Because Li-Ion batteries of this size and power are considered 'Dangerous goods, class 9' when transporting, regulations may restrict the transport of separate Li-Ion batteries in some places. Before booking your trip, make sure to check ahead with your airline or carrier if it is allowed to travel with your complete e-bike.

6. Obey local regulations.

In most countries the regulations for the use of an e-bike are the same as those for a standard bicycle. However, there may be local differences such as where you can ride, minimum rider age, or required equipment and registration.

It is the rider's responsibility to know the local regulations that apply to an e-bike and to obey them.

7. Regular Maintenance. Visit your local bike shop regularly for expert maintenance. For any questions, reach out to our customer care team.

Limited Warranty

Your Halo Knight E-bike is covered by a Limited Warranty. Please visit our website for detailed warranty information.

We wish you countless enjoyable rides with your new E-bike. If you have any concerns or inquiries, do not hesitate to contact us.

Happy Riding!



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1. Security and warnings

Thank you for choosing your new Halo Knight e-bike. We sincerely hope that you will enjoy your ride.

This owner's manual is intended for the user to operate the product and maintenance the product.

1.1. Important notices

WARNING

- Please carefully read all of the safety warnings and instructions throughout the manual.
- Failure to follow these warnings and instructions could result in severe injury or death.
- Users who are not professionally trained for bicycle assembly should not attempt to install, disassemble, or modify components.
- If you have any concerns about the operation of the assist system or its components, or if you suspect damage to the battery, visit your local authorized Halo Knight repair shop immediately for an inspection or contact our customer care team for a swift check.

► About Warning Symbols

As you read this manual, you will see gray warning boxes like this:

WARNING

Text in a gray box with the safety alert symbol will warn you about a situation or behavior that could cause severe injury or death.

► About Images

- Halo Knight is consistently optimized and updated. The e-bike or components shown in this manual and ads may differ visually from the Halo Knight e-bike you received.
- All information provided in this manual is still applicable to your e-bike.

1.2. Safety instructions

Instructions pertaining to a risk of fire, electric shock, or injury to persons.

WARNINGS

When using Halo Knight e-bikes, basic precautions should always be followed, including the following:

- To reduce the risk of injury, close supervision is necessary when the e-bike is used near children.
- Do not put fingers or hands into any e-bike component or touch the connector terminals with bare hands.
- Do not use the e-bike if any flexible power cord or output cable is frayed, has worn insulation, or shows any other signs of damage.
- Always check the charger, cables, and power cord for any damage before charging the battery.
- First, plug the charger into the battery charging port, ensuring correct alignment, and then connect the power supply.
- Only charge the battery using an original Halo Knight charger.
- Do not immerse the e-bike or any e-bike component in water.

WARNINGS

- Do not place the e-bike or any assist system component (like the charger) near hot or flammable objects or materials.
- The assist system parts are not intended to be used at ambient temperatures lower than -10°C (14°F) or over temperatures of 45°C (113°F).
- Use only genuine Halo Knight replacement parts. If you use anything other than genuine Halo Knight replacement parts, you may compromise the safety, performance, or warranty of your e-bike.
- Do not modify your assist system to increase the power or maximum speed of your assist system.

1.3. Safety checks before every ride

Confirm the handlebar, front and back wheels are fastened securely.

The battery pack must be charged and installed correctly.

The display must be on and functioning properly.

The brakes must be working properly.

Tires must be inflated to the proper psi.

The front and rear lights must be working properly.

Cable connections must be secure.

WARNINGS

Before each ride, ensure that the handlebar, vertical tube lock, seat tube lock, front and back wheels and all screws are securely fastened. Check the proper functioning of the brake system and confirm that the tires have the correct air pressure to ensure riding safety.

1.4. Riding safety

- Make sure you are familiar with your new e-bike before riding it on roads with multiple vehicle lanes and pedestrian footpaths.
- Do not start on the fastest setting right away. Start on the low assist setting for your first few rides.
- Do not focus on the console while riding. A distracted rider increases the risk of being involved in an accident.
- Riding with the assist system turned off is like riding a normal, non-electric powered bicycle.
- The assist system is designed to provide riding support up to the speed limits in compliance with local regulations (e.g. 25 km/h in the EU region and Australia). Do not modify your assist system or fit any other equipment to increase the power or maximum speed of your assist system, this will render the bike illegal and void the warranty.
- Follow all road rules and adhere to local traffic laws.
- Show consideration for motorists, pedestrians, and fellow cyclists. Avoid racing or engaging in provocative behavior with other cyclists.
- Carry items within the designated load-bearing range and refrain from carrying passengers.
- Be mindful of prolonged braking distances in rainy or snowy conditions. Consider slowing down. In heavy rain and other severe weather, try to avoid traveling altogether.
- Be vigilant about waterproofing to shield the battery pack from water exposure, the water inlet is not guaranteed.
- Strictly prohibit subjecting the battery to strenuous vibration, impact, or extrusion.
- Refrain from charging the e-bike in domestic areas like the kitchen, living room, or bedroom.

WARNINGS

- When the assist system is switched on and an assist level is selected, the riding support is activated as soon as you start pedaling. You should be seated on the e-bike and engage at least one brake before starting to pedal.
- With the assist system switched on, do not put one foot on a pedal and throw the other leg over the bicycle, as the e-bike could accelerate unexpectedly. Failure to follow this warning may result in serious injury or death.

2. Assembly Instructions

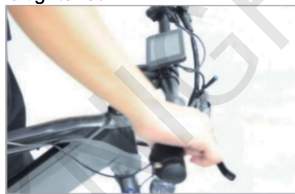
The e-bike model demonstrated in the following assembly pictures may differ from the one you received, but the assembly steps are still applicable to your e-bike. If you require an assembly video specific to the model you purchased, please visit our official website for inquiries or contact our customer care team to request the relevant assembly video.

2.1. Install the handlebar

Loosen the stem screws, rotate the stem, and keep it in a straight line with the bike body. First fix the upper middle screw of the stem, and then fix the two screws on the side of the stem. Otherwise, the stem cannot be completely fixed. Loosen the 4 screws of the stem, install the handlebar on the stem, avoid exposing the safety line mark of the stem and ensure that the screws are tightened.



Put the handlebar on the stem



Move in the right direction



First fix the upper middle screw of the stem



Next fix the two screws on the side of the stem

Tips: First, secure the top screw before tightening the side screws; Otherwise, the top screw won't be able to be properly fastened.

2.2. Install the pedals

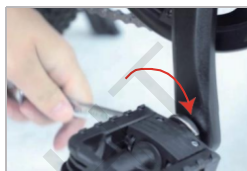
The pedals are marked with "R"(Right) and "L" (Left). This refers to the two sides of the e-bike. The R pedal goes to the side of the chainset, and the L pedal goes to the other side.



Looking for "R" mark



Installed on the chainset side



Rotate clockwise to tighten



Looking for "L" mark



Installed on the other side



Rotate counterclockwise to tighten

2.3. Install the saddle

When adjusting the saddle, avoid exposing the safety line mark on the saddle pipe.



Open the buckle and insert the seat stem into the tube



Adjust the height and direction and lock the buckle

2.4. Install the front wheel

Loosen the screws fixing the front fork, take out the thru-axle screw, install the front wheel to the front fork, pass the thru-axle through the front fork and front wheel, tighten the thru-axle screw and pull up the safety lock.



Release the thru-axle screw



Install the front wheel into the fork



Pass the thru-axle through the front fork and front wheel



Tighten the thru-axle screw



Both sides must be tightened, pull up the safety lock



⚠ WARNING

To correctly install your electric bicycle to avoid the injury:

- When securing the stem screws, start by tightening the upper middle screw first, followed by the two side screws. This sequence ensures complete fixation of the stem.
- For handlebar installation, ensure proper tightening of all four fixing screws.
- When installing the front wheel, correctly insert and tighten the thru-axle screw, ensuring the safety buckle is securely locked.
- During saddle installation, confirm that the seat tube length falls within the safety scale.
- When installing the oil brake, after remove the red oil brake clip. Avoid squeezing the brake lever, as it will cause oil brake clamping. If this issue arises, gently use a tool to pry open the oil brake.

3. Charging instructions

Your e-bike is equipped with a charging port on the frame to charge the integrated battery.

3.1. Charging safety instructions

CAUTION

Ensure that the battery of the e-bike is fully charged before the first ride use.

Only charge the battery by following all safety descriptions.
Please read and follow the instructions for using the battery charger.

► About charging

- Charge the battery indoors or in a garage at room temperature, to avoid exposure to rain or wind. Do not use the charger outdoors or in environments with high humidity.
- Do not leave a charging battery unattended. Once the battery is fully charged, disconnect it from the charge cable right away.
- Do not try to use the e-bike or charge the battery if the location where the integrated battery is mounted (downtube) has any signs of damage.
- When charging the e-bike, do not move the battery charger. The battery charger's AC-plug may come loose from the electrical outlet, resulting in a risk of fire.
- Do not leave the charger plugged into the e-bike for more than 24 hours. If the e-bike battery is not fully charged in 24 hours, contact our customer care team or contact your local authorized Halo Knight bike shop for assistance.

► About the charger

WARNING

Use of a non-original battery charger presents a fire risk, which may result in serious injury or death.

- Only use the original Halo Knight charger to charge your Halo Knight battery.
- Do not place the battery charger in locations that are easily accessible to children.
- Do not place the battery charger on the floor or other dusty places when it is in use.
- Place the battery charger on a stable, heat resistant surface, such as a table, when it is in use.
- Do not cover or place any objects on top of the battery charger or its cable.
- Do not use the battery charger with commercially-available electrical transformers designed for overseas use (travel converters). They may damage the battery charger.

CAUTION

Prevent the charger getting wet. If the charger is wet, do not touch any parts of the charger, electric shocks may occur.

► **About the outlet and power cord**

- Do not apply excessive tension to the power cord and AC-plug.
 - Only use a 100 to 240 VAC electrical outlet.
 - Do not overload the outlet beyond its rated capacity by connecting too many appliances. Overloading the outlet can lead to overheating, resulting in fire.
 - Be sure to hold the AC-plug to (dis)connect the charger to the outlet. Do not pull on the power cord to disconnect the charger. Failure to do so may damage the power cord and/or AC-plug and cause short-circuits, an electric shock, or a fire.
 - When charging the e-bike, be careful not to trip over the charger cord.
- This may lead to injury or cause the bicycle to fall over, damaging the components.
- The charger is equipped with a power cord that has an equipment-grounding conductor and a grounding plug. The AC-plug must be plugged into an outlet with a circuit breaker that is properly installed and grounded in accordance with all local codes and ordinances. If there is a charging malfunction, grounding provides a path of least resistance for electric current to reduce the risk of an electric shock.

WARNING

Improper connection of the equipment grounding conductor may result in electric shock. Check with a qualified electrician if you are in doubt as to whether the product is properly grounded. Do not modify the AC-plug provided with the product. If it will not fit the outlet, have a proper outlet installed by a qualified electrician.

► **About malfunctions**

If the following symptoms are observed, stop using the device, immediately disconnect it from the outlet and contact our customer care team to check for you.

- If heat or smoke is coming from the AC-plug.
- If the AC-plug or charger plug is visually damaged.
- If the LED indicator on the charger still does not illuminate with the charger connected to the outlet.
- If the red LED on the charger flashes during the charging process to indicate a charging error has occurred.
- If you suspect any other malfunction.

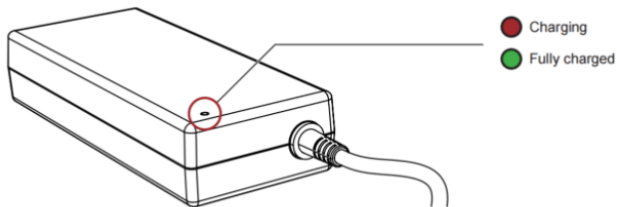
3.2. Charging the battery

► **Before charging**

- Regularly inspect the charging socket and charger for damage. Never charge the battery, or use the e-bike, when you suspect it to be damaged or broken.
- Make sure the outlet and AC-plug of the charger are undamaged and dry before connecting and charging the battery.

► **Indicator on charger**

- During the charging process, the LED indicator on the charger will illuminate red.
- When the battery is fully charged, the LED indicator on the charger will turn green.



Notes

- If the red LED indicator flashes during the charging process, a charging error has occurred. In that case, immediately remove the charger from the socket. Discontinue the use of the assist system and contact our customer care team to check for you.
- The battery is equipped with a Battery Management System (BMS). It is designed to protect a fully discharged battery from damage. However, in order to maintain the best possible battery performance and lifespan, Halo Knight recommends regularly recharging your battery to at least 80% of the full capacity.
- The Li-ion batteries gradually lose capacity depending on age and use. A significantly reduced operating range after charging can be a sign that the battery is reaching the end of its useful life and has to be replaced.

► Charging procedure

- The battery can always be charged, regardless of the current charge level.
- The charging can be interrupted at any moment. Interrupting the charging process will not damage the battery.
- Please perform charging in environments between 0°C (32°F) to 40°C (104°F).

⚠ CAUTION

Always turn off the assist system manually before charging.

1. Open the cover of the charging socket on the e-bike (when the battery are installed).
2. Connect the charging plug with the charging socket on the battery.
3. Plug the AC-plug of the charger into an outlet (100 to 240 VAC). The LED on the charger will illuminate red while charging.
4. While charging, the LED indicator on the charger will illuminate red.
The battery is fully charged when the indicator on the charger turns green.
5. After charging, disconnect the AC-plug from the outlet and the charging plug from the battery.
6. Close the charging socket cover to protect the charging socket.



4. Function instructions

- Halo Knight continuously undergoes optimization and updates. The switch buttons and LCD shown in this manual and advertisements may differ in appearance from the Halo Knight e-bikes you receive.
- The functional descriptions provided in this manual are still applicable to your e-bike.
- Different models of Halo Knight e-bikes come with distinct types of LCDs. The two commonly used LCDs are outlined below. Please check the specific LCD on your e-bike. If your LCD is not listed, please contact our customer care team for the relevant LCD manual.

► Power switch on/off

1. To turn the power from the OFF to the ON position you must turn on the red button at the bottom of the downtube of the frame. (Right photo as reference)



2. The power button of the display locates on the handlebar. Pressing and holding the power button  or "M" button  to switch on/off.

► Thumb throttle

- The thumb throttle locates on the handlebar.
- The deeper you press down the throttle, the much power you can get.
- You can set power assist level 0 to turn off the throttle.

► The shifter

Push the lever to let gear up. Press the button to let gear down.

⚠ WARNING


Shift the gear when the rear wheel is rotating. Gear shifting when the rear wheel stops may damage the components.

4.1. LCD-S866 instructions



► Power switch on/off

After turn on the red button at the bottom of the downtube of the e-bike frame.

Pressing and holding the power button  to switch on/off.



► Head light switch on/off

Long press the "up" button  on the LCD to switch on/off.

► Toggle parameter display








After startup, briefly press the power button  to cycle through the ODO, TRIP, VOL, and TIME display modes.

► Power assist level setting

After startup, briefly press the button  will increase the power assist level by +1, while briefly press the button  will decrease the power assist level by -1.

► P-Value parameters settings

Parameter value P01-P20 modification


- Long press the button  +  to enter the parameter setting interface.
- In a specific parameter state, briefly press the button  will increase the value, and briefly press the button  will decrease the value.
- After modification, briefly press the button  will toggle between parameters, saving the previous parameter value.
- Once the parameter modification is complete, long press the button  +  to exit the setting interface. If not pressed, wait for 8 seconds to automatically exit and save the parameters.

4.2. LCD-M5 instructions



► Power switch on/off

After turn on the red button at the bottom of the downtube of the e-bike frame.

Pressing and holding the “M” button  to switch on/off.



► Head light switch on/off

Long press the “up” button  on the switch to switch on/off.



► Toggle parameter display

After startup, briefly press the “M” button  to cycle through the ODO, TRIP, VOL, CUR, RM and TM display modes.


► Power assist level setting

After startup, briefly press the button  will increase the power assist level by +1, while briefly press the button  will decrease the power assist level by -1.


► Toggle speed display

Long press the “M” button  and the button  to toggle speed display.

► Cruise control system








When the e-bike is stationary, press and hold the button  to enter the 6 km/h cruise mode. Release the button to exit the cruise mode.

► Reset the mileage (ODO)

In the P16 menu interface, press and hold the button  for 5 seconds to clear ODO.

► P-Value parameters settings

Parameter value P01-P20 modification

- Long press the button  +  to enter the parameter setting interface.
- In a specific parameter state, briefly press the button  will increase the value, and briefly press the button  will decrease the value.
- After modification, briefly press the button  will toggle between parameters, saving the previous parameter value.
- Once the parameter modification is complete, long press the button  +  to exit the setting interface. If not pressed, wait for 8 seconds to automatically exit and save the parameters.

⚠ WARNING

All LCDs parameters are preconfigured at the factory. It is strongly advised against customers resetting parameters, as doing so may result in chaotic adjustments that cannot be restored. Please note that such situations will not be covered under warranty.

5. Storage and transportation instructions

5.1. Storage

- During storage, it is not recommended to have the battery permanently connected to the charger.
- Store the e-bike in the following locations: in a dry, well-ventilated room with a smoke alarm, away from combustible or easily flammable objects and away from heat sources.
- Store the e-bike on a fireproof surface and without contact to water, heat sources, or sand. Protect the battery against moisture and water.
- Do not store the e-bike at ambient temperatures lower than -20°C (-4°F) or over ambient temperatures of 50°C (122°F). For a long battery life however, it is best to store a battery at room temperature of approximately 20°C (68°F).
- Protect the e-bike from damage by direct sunlight if you store it.
- Do not place any heavy items on the e-bike or any e-bike component.

5.2. Charging the battery before and during storage

- When you do not use the e-bike for an extended period of time, charge the battery to 80% to meet the optimum storage condition.
- Check the charge level again after six months. If the remaining charge of the battery is less than 30%, charge it again to 80%.

⚠ CAUTION

A Li-Ion battery will self-discharge over time. If the battery is left uncharged, then stored without charging, it may discharge to such a low state ('deep-discharge') that the battery can no longer be charged and must be replaced.

5.3. Transportation of an e-bike

- An e-bike is heavier than a normal bike. When transporting on a vehicle, be aware of the maximum load capacity of the vehicle's roof, towing hitch and/or of the applied bike carrier.
- Always respect local laws about transportation of an electric bicycle.
- Because Li-Ion batteries of this size and power are considered 'Dangerous goods, class 9' when transporting, regulations may restrict the transport of separate Li-Ion batteries in some places. Make sure to check ahead with your airline or carrier, before booking your trip, if it is allowed to travel with your complete e-bike.
- The e-bike, including batteries, is subject to legislation on the transport of dangerous goods. Private users can only transport undamaged batteries by road without having to comply with additional requirements.

⚠ CAUTION

Shipping of all types of (separate) batteries, including lithium-ion and lithium metal types, may require the use of specialized packaging, specific hazard labeling, and specific documents certifying in compliance with the applicable local regulations.

6. Cleaning

Regular maintenance and cleaning are essential for optimal performance and safety.

- To avoid an electrical shock when cleaning the e-bike, disconnect the AC-plug from the electrical outlet and the charging plug from the battery.
- Do not immerse the assist system or any individual e-bike component in water.
- Do not clean any assist system component with pressurized water.
- Only clean the product with a water-dampened soft cloth.
- Do not clean any assist system component with any detergent or organic solvent.

⚠ CAUTION

- Do not use high-pressure water or air hoses for cleaning. It can force water into (sealed) electric components, which may cause malfunctions and defects.
- Do not wash the E-bike components with excessive water. If water reaches internal electrical parts, it may cause malfunctions and other problems.
- Do not use non-neutral cleaning solutions to wash the components. Non neutral solutions may cause materials to deteriorate, change colour, distort, scratch etc.
- Damage due to pressure washing or other heavy cleanings may void the assist system warranty.

7. Troubleshooting

When your e-bike has issues, you can check the following instructions for basic troubleshooting. If the problem cannot be identified or solved, please contact our customer care team.

7.1. System issues

► System cannot be turned on

- Check the battery charge level: If the battery charge is low or if the battery is empty, recharge the battery.
- Check the cable connections: Check all cable connections to ensure they are properly connected. If all cables are properly connected and the issue still persists, please contact our customer care team.

► No power assistance

- Check for damaged wires or loose connections between the sensor and controller.
- After inspecting the wiring, If all cables are properly connected and the issue still persists, the next step is to consider sensor replacement.

► Shifter system fault

If there is difficulty changing speeds using the shifter, accompanied by noise or chain beating, it indicates an incomplete adjustment.

- Adjust both the shifter lever and the rear shifter for optimal performance. A video demonstration of the adjustment process is available; please contact our customer care team for the link.

Notes:

The abnormal shifter condition often results from transportation impact during shipment. Please perform the adjustment after assembly. If you encounter difficulties during the adjustment process, you can seek assistance from us or the local bike shop.

► Driver system fault - error code

- If you encounter an error code on the display and there's no response from the throttle, it may be attributed to damaged controller cables, throttle extension cable issues, or loose cable connections.
- Check all controller cables, throttle extension cable and connections to ensure they are good and properly connected, if the cables are good and connected well, you are advised to replace both the throttle and extension wires for proper functionality.

► Rubbing noise from the disc brake

After bike assembly, if you hear rubbing noise from the disc brake while riding, it indicates that the disc brake requires adjustments. (Please refer to our disc brake adjustment video for guidance.)

Notes:

The abnormal disc brake conditions often result from transportation impacts during shipment. You should perform adjustments after assembly. If you encounter difficulties during the adjustment process, you can seek assistance from us or the local bike shop.

Notes:

Please refrain from gripping the brake lever before assembling the brake disc, as it may lead to oil leakage.

7.2. Battery & charging issues

► The battery quickly loses energy

- The battery capacity may be affected by ambient temperature, especially in cold weather.
- The battery may be near the end of its service life, contact our customer care team.

► The battery cannot be charged

- Check all charge cable connections.
- Check if the connection terminals of the charger plug and charging socket at the charge port are clean. If not, wipe them clean with a dry cloth.
- Securely connect the charging adapter to the battery charging port and charge again.
- If the battery still does not charge, consult our customer care team.

► The LED indicator on the charger does not illuminate.

- Turn on the assist system. If the battery charges properly, the charge level indicators on the console will flash and show the current charge level.
- Disconnect and then reconnect the AC-plug of the charger, and then repeat the charging operation.
- If the LED indicator on the charger still does not illuminate, contact our customer care team.

⚠ WARNING

(Do not touch the charging port with metal, as this may cause a short circuit and catch fire.)

7.3. Other issues

If your e-bike does not work properly due to mechanical problems, assist system issues, or any other problem that cannot be identified or solved, contact our customer care team.

8. Warranty

8.1. Limited warranty terms and conditions

- This limited warranty is exclusively applicable to the original owner of an electric bike purchased from Halo Knight, whether through online or in-store channels.
- The warranty period commences upon the placement of the e-bike order and concludes immediately upon the expiration of the specified warranty period or upon the sale or transfer of the e-bike to another individual.
- Under no circumstances does this limited warranty extend to any subsequent owner or assignees of the e-bike.
- For electric bicycles procured from a Halo Knight dealer, customers are advised to contact the dealer directly for warranty details.
- The completion of a warranty claim necessitates the submission of the purchase receipt or other proof of the date of purchase, along with the ebike's serial number.

8.2. Warranty of 12 months for electronic equipment such as:

- Display & buttons
- Controller
- Motor
- Lithium battery
- Charger
- Accelerator
- Wiring

8.3. Exclusions from limited warranty

The Limited Warranty excludes coverage for the following situations.

- Normal wear and tear on parts. (including but not limited to tires, inner tubes, brake pads, cables and housings, handlebars, chains, and spokes)
- Any unauthorized servicing or use of unauthorized parts.
- Modifications from the original condition of the electric bike.
- Use of the electric bicycle for abnormal, competition, and/or commercial activities, or for purposes other than those for which the electric bicycle was designed.
- Damage caused by failing to follow the user manual.
- Paint finish and decal damage resulting from participating in competitions, jumping, downhill riding, and/or training for such activities or events, or as a result of exposing the electric bike to, or riding the bike in, severe conditions or climates.
- Batteries are not covered under warranty for damage caused by electrical surges, use of an incorrect charger, improper maintenance, misuse, normal wear and tear, or water ingress damage.
- Labour charges for part replacement or changeover.

8.4. Disclaimer

Do not tamper with your electric bicycle. Tampering is removing or replacing any original equipment or modifying your electric bicycle in anyway that may change its design and/or operation. Such changes may seriously impair the handling, stability and other aspects of the electric bicycle, making it unsafe to ride. Tampering can void the warranty and render your electric bike not in compliance with the applicable laws and regulations. To ensure safety, quality and reliability, use only original parts or Halo Knight authorized replacements for repair and replacement. Halo Knight is not responsible for any direct, incidental or consequential damages, including, without

limitation, damages for personal injury, property damage, or economic losses due to tampering.

9. Disposal

- The e-bike assist system drive unit including the motor, driver, battery, speed sensor, LCD, wiring, accessories, and packaging should be disposed of in an environmentally correct manner according to local rules.
- Do not dispose of e-bikes and their components with household waste.
- About rules in EU: In accordance with Directive 2012/19/EU and Directive 2006/66/EC respectively, electronic devices that are no longer usable and defective/drained batteries must be collected separately and recycled in an environmentally friendly manner.

Contact

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Feel free to reach out to us for any inquiries about Halo Knight products or services. We will respond to you within 24 hours.



Official Website