



SAMEBIKE

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SAMEBIKE

DEAR CUSTOMER:

Thank you for choosing SAMEBIKE!


We hope you thoroughly enjoy SAMEEBIKE electric bicycle. If you need any assistance, Please do not hesitate to contact us.

We are always here to help!

Contact information

✉ support@samebikeus.com (for all customers)
amazon@samebikeus.com (for Amazon customers)

 <https://samebikeus.com>

 +1 949 508 0062
(available from 5 P.M. to 8 P.M. PST)



IMPORTANT TO READ BEFORE THE FIRST RIDE

1. Please read the manual throughout before assembling or using your new e-bike.
2. Before the first ride, please make sure the e-bike is working normally. If you find any abnormality or defective parts, please contact us for a repair or a replacement.
3. Please record the serial number of the e-bike once you receive the e-bike, in case it will be lost or stolen. The serial number is located on the head tube of the e-bike.
4. Please properly maintain the e-bike components, especially the electrical components. It can reduce the risk of component failure.
5. Do Not modify the original electrical components on the e-bike privately. Doing so will invalidate your warranty and even put you in danger while riding.
6. Obey the local traffic regulations.
7. Wear a helmet while riding.
8. Do Not pursue a high speed or carry people.



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SPECIFICATION



750W Brushless Motor	48V 15Ah Lithium Battery
Charging Time: 4- 6 Hours	54.6V 3A Charger
Lockable Suspension Fork	Dual Mechanical Brake
26"*4.0" Fat Tires	SHIMANO 7 Speed Derailleur
Thumb Throttle	LCD Display with USB
Seat Height: 35.5"-44"	Max Motor Torque: Over 50N.m
Recommended Height: 5.5'-7.2'	Recommended Load: ≤ 265lbs
22A Controller	PVC Fenders
Aluminum Alloy Frame	Alumnium Alloy Rims



ASSEMBLY INSTRUCTION

Here are 4 ways to get assembly instructions.

1. View the assembly video at the end of the Amazon product details page.
2. Search SAMEBIKE and corresponding bike models on YouTube to view the assembly video.
3. Visit <https://samebikeus.com/>, click to "SUPPORT" and select "ASSEMBLY GUIDE".
4. Contact our customer service team at support@samebikeus.com or amazon@samebikeus.com.



COMPONENTS INSTRUCTION AND MAINTENANCE

Battery

1. Battery maintenance:

- If you know you won't be using the battery for more than a few days, keep it charged at about 75% capacity. At 75%, the battery will degrade less than at higher charge levels.
- Periodically check your battery's charge level once a month and charge it up to 75% .

2. Charging :

- The battery can be charged while it is attached or detached to the e-bike.
- Do not charge the battery with chargers other than the charger provided by SAMEBIKE.
- Only charge the battery in dry spaces which are not excessively hot or cold.
- Ensure there is no dirt or debris nearby when using the charger.
- The light on the charger will be red when the battery is charging and will turn green when charging has finished.
- Avoid leaving the charger plugged in when the battery is fully charged.
- Do not charge the battery if you notice the battery is damaged, excessively hot, leaking, smelly, or discolored.
- Charging the battery should take approximately 4-6 hours if the battery is mostly empty.
- Store the battery indoors in a dry space, away from heat or flame sources, and out of direct sunlight.

3. Safety

- Do not submerge the battery in a liquid of any kind.
- Do not touch the terminals at the back of the battery.
- Turn off the battery when not in use and before removing it from the e-bike.
- Battery charging times may increase with battery age and usage.
- Only grab the charger by the plug and not the cable when plugging and unplugging from the wall.
- If the battery has trouble charging, discontinue charging and contact SAMEBIKE immediately.



Note:

Lithium-Ion batteries can be dangerous. Take care when using and charging your battery. Failure to follow the above guidelines could result in damage to property and/or serious injury. Contact SAMEBIKE immediately if you have any questions regarding battery safety.

Motor:

The motor is the drive system of the e-bike. Take good care of it will keep the e-bike performance.

1.Daily riding: using PAS mode especially when climbing hills can reduce the motor wear and tear.

2.Maintenance: lubricate the motor when the range is at 100miles, 500miles, 1000miles, and whenever necessary. Or it will cause motor noise. To avoid any damages caused by improper operation, it's recommended to do the motor maintenance in a professional bike shop.

Derailleur :

The SAMEBIKE comes with a 7 speed Shimano derailleur system(including freewheel, rear derailleur, gear and shifter). This allows the rider to maintain a comfortable level of effort and pedaling speed throughout different terrains. For instance, while pedaling in lowest gear, it will be easier to pedal up hills. In the highest gear, the rider will be able to reach higher speeds on flat or downhill terrain. 1st gear is the lowest gear while 7th gear is the highest gear.

Headlight:

The SAMEBIKE comes with fully integrated headlight. SAMEBIKE strongly recommends using the headlight when riding at night or in low visibility situations.



Display:

SAMEBIKE comes with a LCD display. It's the control board of the e-bike. The electronic system will only work after the display is switched on. It can show the data of riding and indicate e-bike fault. Also, you could modify the settings to make the e-bike more pleasant to ride. Please read the display manual carefully and learn about the basic operations before your first ride.

1.Display Icon



6km/h Walk and Push



Powered Ride;



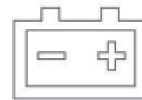
Brake Signal



Motor Failure



Real-Time Cruise



Low Battery



Controller Failure



Handlebar Failure



2.LCD Display Error Code

Code	Reason	Solution
E01	/	/
E02	Brake failure	Change the brake handle
E03	Assist sensor failure	Change the assist sensor
E04	6KM/H cruise failure	Change the LCD display
E05	Real-time cruise failure	Change the LCD display
E06	Battery undervoltage	Charging the battery
E07	Motor failure	Change the motor
E08	Throttle failure	Change the throttle
E09	Controller failure	Change the controller
E10	Communication reception failure	Change the display &controller
E11	Communication sending failure	Change the LCD display
E12	BMS communication failure	Change the LCD display
E13	Headlight failure	Change the headlight

Note:

Due to product upgrade, the product you purchased may be slightly different from the descriptions in this user manual, and this won't affect normal usage. Also, the corresponding error code appears on the LCD does not mean that the part is faulty for sure, the troubleshooting is required in the early stage.



E-BIKE MAINTENANCE

1.Store your e-bike in a clean dry place to avoid rust.

2.The e-bike is not waterproof. It is recommended to store and ride the e-bike in a dry environment. Furthermore, water damage is not covered under warranty.

3.Monthly Maintenance

- Inflate tires to a pressure within recommended range : 25-30psi
(Note: suitable for small or manual inflator).
- Lubricate chain such that there is little noise from the drivetrain when in use.
- Check that all hardware is properly tightened.
- Check your brake pads for signs of wear. Replace if necessary.
- Check your e-bike's shifting performance. Adjust the derailleur if necessary.
- Clean the e-bike with low residue cleaner and dry completely. Lubricate after cleaning where necessary.
- Check spoke tension. Adjust if necessary.

4.Quarterly

- Check all items on the Monthly service list above.
- Check tire tread for excessive wear. Replace if necessary.
- Check that electrical connectors and cable housings are secured away from moving parts and are free from damage. Replace if necessary.
- Go into your local bike shop for a tune-up by a certified and reputable bike mechanic.



SAFETY

Helmets and Local Laws

Always wear a helmet when riding your e-bike. Ensure that the helmet fits your head and is securely tightened down. Before riding, read local laws and comply with all rules relating to e-bike cycling in your area. If you attach a seat for children to the e-bike they must also be wearing a properly fitted helmet at all times.

Pre-ride Safety Check and Inspection

Before each ride make sure to inspect your e-bike to ensure there are no loose fasteners or accessories. Make sure to specifically check that both the front and rear axles are secure. Also, make sure both the handlebars and the handlebar stem are not loose. Check the tire pressure of both wheels before riding to ensure the tires are inflated to the recommended pressure. Pull the brake levers to make sure your brakes are working properly and adjust if necessary. Make sure that both the handlebar latch and frame latch are fully closed and locked. Note that the handlebar latch has a safety pin that needs to be inserted sideways in order to prevent it from opening during a ride.

Riding in Wet Conditions

This electric bicycle can withstand light rain and small splashes but is not designed to be subjected to inclement weather, heavy showers, or submersion in water. Use caution when riding in wet conditions as it will take longer to use the brakes to slow down, and also when turning as the tires may slip. The electrical components on the e-bike are not waterproof, and water damage is not covered under warranty.

Riding at Night

Riding at night comes with more risks than riding during the day due to decreased visibility so riders are encouraged to exercise increased caution. Before riding at night make sure that reflectors are installed on your e-bike. For increased visibility also ensure the front headlight and rear taillight are turned on and adjusted such that other people on the road can see them clearly. Riders should wear bright-colored clothing at night.

Recommended Load

The recommended loading : ≤ 265 lbs. Heavier loading than 265lbs will affect the e-bike performance. Failure to adhere to these weight limits may result in damage to the e-bike, the rack, or cause serious injury to the rider. Note range and top speed will be affected by the total weight being carried by the e-bike.



WARRANTY

Every SAMEBIKE E-bike is covered under one year warranty for the original owner against all manufacturing defects. Warranty parts will only be shipped within the continental United States. If you purchased a bike and had it then shipped to another country, parts will only be sent to the country in which the bike was originally sent.

Terms of Warranty

1. This warranty is only applied to the original owner of SAMEBIKE e-bike.
2. One of the following conditions does NOT qualify for warranty:
 - The e-bike is damaged due to improper assembly or improper use, including operator error, water damage, extreme riding, stunt riding, or improper follow-up maintenance.
 - The e-bike has been modified.
 - Poor and damaged due to natural disasters, man-made disasters, irresistible forces or chemical attack.
 - For accessories that do not need to be returned, proof materials such as videos or pictures cannot be provided.
 - Damage caused by modification or addition or subtraction of other accessories.
 - It is a vulnerable or consumable item in normal use (accessory coating, inner tube, thread tube, order piece, sprocket, chain, pedal). It is not covered by human injury, damage, normal wear and tear.



Warranty Coverage:

Part	Warranty Period	Warranty Scope
Motor	5 Months	quality fault/break down/ performance failure
Battery	12 Months	quality fault/power capacity is tested lower than 50% of the rated capacity
Controller	5 Months	performance failure
Charger	5 Months	performance failure
Display/Dashboard	5 Months	performance failure
Headlight	5 Months	performance failure
Bell	5 Months	performance failure
Frame	12 Months	desoldering/material fracture
Front/Middle axle	5 Months	performance failure
Fork	5 Months	performance failure
Tires	5 Months	crack/leaking
Saddle	5 Months	crack/damaged
Other Parts	5 Months	damaged/performance failure

NOTE:

- 1.The specific warranty time is subject to the SAMEBIKE official website.
- 2.If the motor breaks down after it has been replaced for once within the warranty period, we will charge for replacement and freight by then.
- 3.The battery housing is not under warranty scope.

RETURN POLICY

- 1.No e-bikes returns or e-bike replacements after 15 days of receiving.
- 2.The damages caused by transportation like scratches, defective parts are NOT valid for returns.
- 3.Any e-bike returns should be authorized by SAMEBIKE in advance via emails.
- 4.“Don’t like it”, “Don’t want it anymore”, or any delayed delivery caused by the carrier can NOT be deemed as a valid reason for a return. If the customer insists on a return and hasn’t open the package yet, he/she will have to pay the ACTUAL round-trip freight. The freight will be deducted from the refund.



5. Without quality fault, the e-bike can't be return after unpacking or assembly.
6. Proof for quality fault is needed for any e-bike returns or replacements. The customer should cooperate with SAMEBIKE and complete necessary tests.
7. Returned items must keep the original package. The box must be sealed. The e-bike and its outer packaging must NOT be damaged. Accessories and parts should NOT be missing.
8. Please provide SAMEBIKE with photos of all the returned items and the outer package before shipment. SAMEBIKE will have to check the status of the returned e-bike.
9. The customer should ship the returned item within 48 hours after SAMEBIKE provides a return label. Or the return will be deemed as canceled by the customer.
10. The customer should paste the printed return label on the carton before shipment.
11. Returns without authorization will be sent back to the customer, while a refund will NOT be issued and the freight will be borne by customers.
12. Any damages during the return period will be deducted from the refund. If necessary, the customer can purchase insurance for returns on his/her own.
13. If any parts of the returned items, including the original packing, are missing, the cost will be deducted from the refund.
14. Refund will be issued to the customer after the returned items are confirmed received and inspected.



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