

TENWAYS  
CARGO ONE  
USER MANUAL



Energized Urban Ride

# SIGN UP FOR THE TENWAYS NEWSLETTER

Scan the QR code and subscribe to keep up to date with our latest news, promotions, and e-bike tips. Everything you need for happy e-biking!



Newsletter



If you receive your Cargo One fully assembled, please proceed to **“Display Operations”** and **“Bike Usage”**.



If you receive your Cargo One in the packaging, please assemble it according to the instructions in the Cargo One User Manual.

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## IMPORTANT REMINDERS

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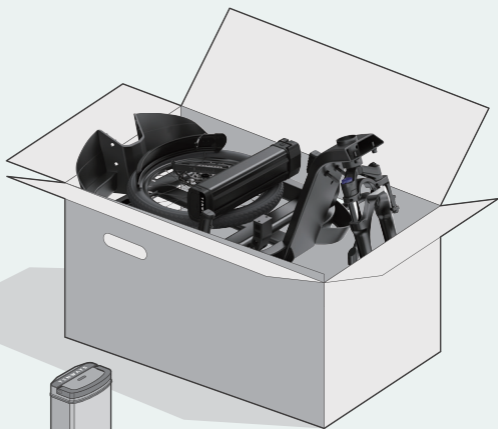
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# BOX

---

1

**Front frame box**  
**Front mudguard**  
**Front frame**  
**Canopy seat**  
**Front wheel**  
**Headlight**  
**Front fork**  
**kickstand**  
**Canopy**  
**Battery**

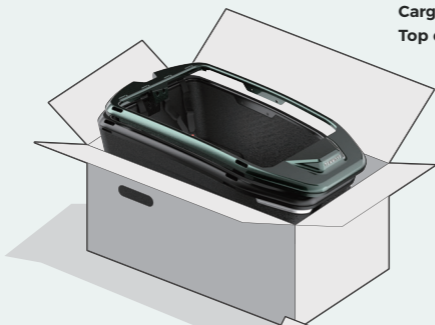


# BOX

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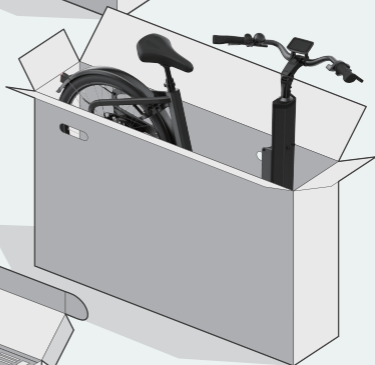
2

**Cargo box**  
Cargo box  
Top cover \* 2



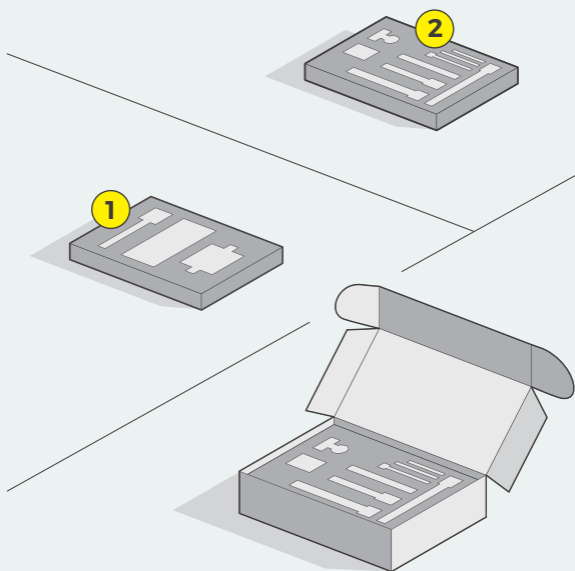
3

**Rear frame box**  
Steering rod  
Rear frame  
Cartridge  
Rear fork  
Toolbox



# TOOLBOX CHECKLIST

---



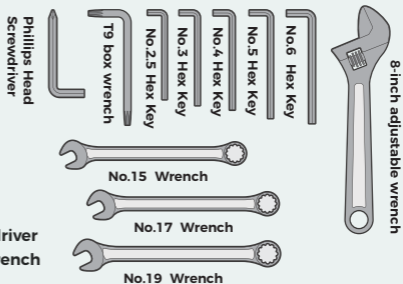
**Toolbox**

# TOOLBOX CHECKLIST

---

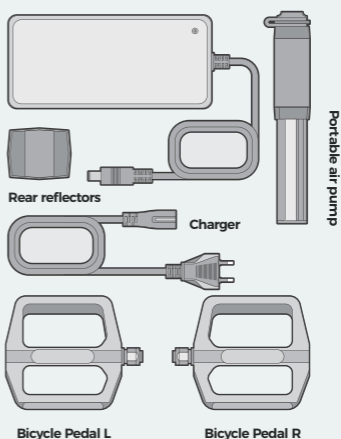
## Tools

- No.15 wrench
- No.17 wrench
- No.19 wrench
- No.2.5 hex key
- No.3 hex key
- No.4 hex key
- No.5 hex key
- No.6 hex key
- T9 box wrench
- Phillips head screwdriver
- 8-inch adjustable wrench



## Accessories

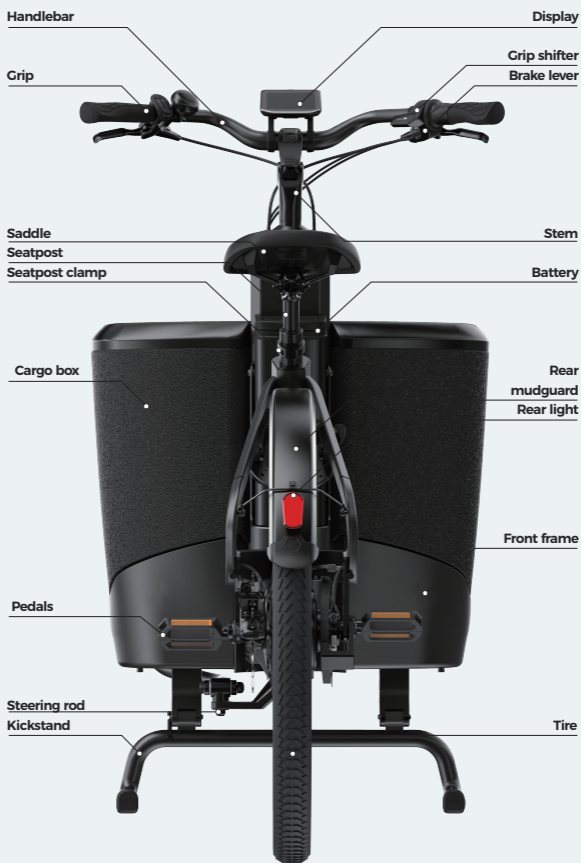
- Charger
- Rear reflector
- Bicycle pedal L
- Bicycle pedal R
- Portable air pump



# BICYCLE

## STRUCTURE AND COMPONENTS

---





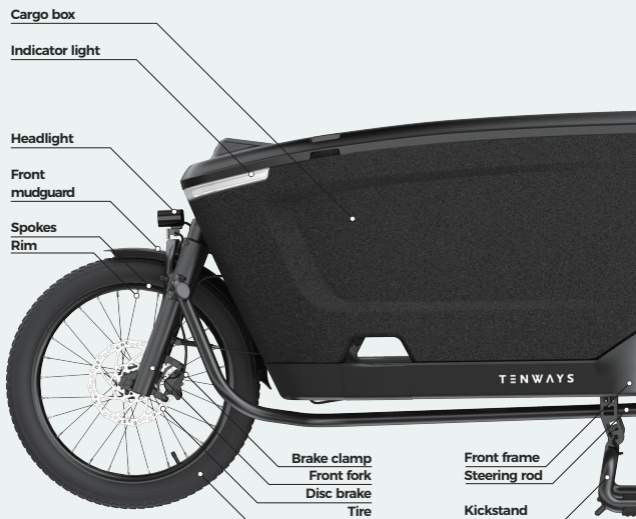
# BICYCLE STRUCTURE AND COMPONENTS

---



# BICYCLE STRUCTURE AND COMPONENTS

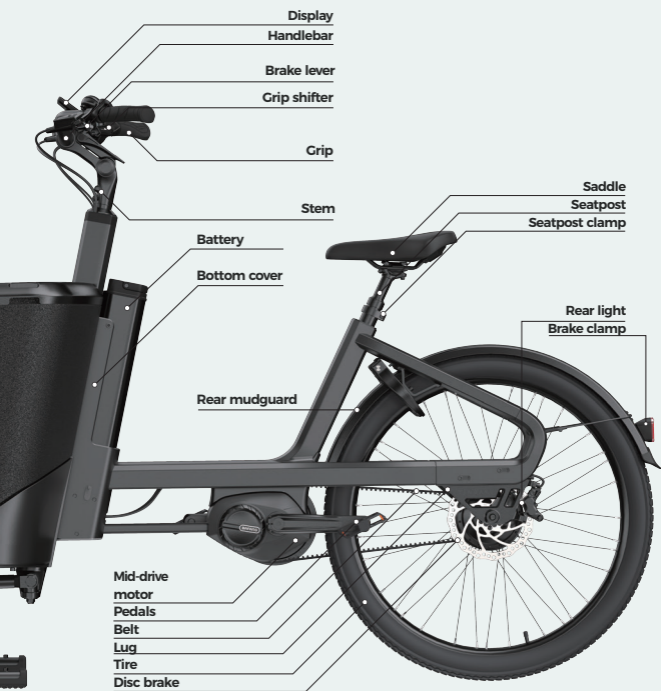
---



# BICYCLE

## STRUCTURE AND COMPONENTS

---



# **ASSEMBLE YOUR TENWAYS E-BIKE**

**01.**

**ROTATE THE HEAD OF THE  
HANDLEBAR AND ADJUST ANGLES**

**02.**

**INSTALL THE KICKSTAND**

**03.**

**INSTALL THE FRONT WHEEL**

**04.**

**INSTALL THE HEADLIGHT AND  
FRONT MUDGUARD**

**05.**

**INSTALL THE FRONT  
FRAME AND REAR FRAME**

**06.**

**INSTALL THE FRONT BRAKE CLAMP**

**07.**

**INSTALL THE STEERING ROD**

**08.**

**INSTALL THE CARGO BOX**

**09.**

**INSTALL THE BATTERY**

**10.**

**INSTALL THE PEDALS**

**11.**

**ADJUST THE HEIGHT OF THE SADDLE**

**12.**

**INSTALL THE  
REAR REFLECTOR**

**13.**

**INSTALL THE  
CANOPY**

# 01.

## ROTATE THE HEAD OF THE HANDLEBAR AND ADJUST ANGLES

---

Tools needed: No.5 hex key

### 01

Open the stem adjustment clamp and adjust the angles of the handlebar and stem.



**Note:** If the tightening force on the handlebar is insufficient, tighten the internal screw of the adjustment clamp by using the No.5 hex key. Maximum torque: 15 Nm.



No.5 Hex Key



# 01.

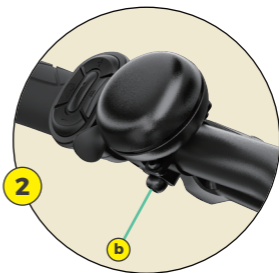
## ROTATE THE HEAD OF THE HANDLEBAR AND ADJUST ANGLES

---

Tools needed: No.4 Hex Key and No.2.5 hex key

### 02

Rotate the stem, adjust the angles of left and right brake levers, then tighten the brake levers by using the No.4 hex key. Torque: 5-6 Nm.



# 01.

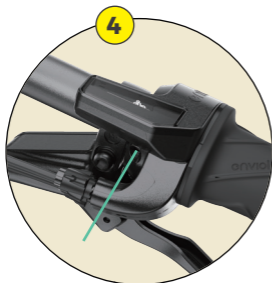
## ROTATE THE HEAD OF THE HANDLEBAR AND ADJUST ANGLES

---

**Tools needed:**  
Phillips head screwdriver

**03**  
Adjust the angle of the display and tighten with the No.2.5 hex key.  
Torque: 1.5-2 Nm.

**04**  
Adjust the angle of the grip shifter and tighten with the No.3 hex key.  
Torque: 2-3 Nm.



Phillips Head  
Screwdriver





## 02.

### INSTALL THE KICKSTAND

---



**01**  
Turn over the chassis.



**02**  
Align the holes on the kickstand with those on the front frame and tighten with the No.6 hex key. Torque: 8-10 Nm.



No.6 Hex Key



# 03.

## INSTALL THE FRONT WHEEL

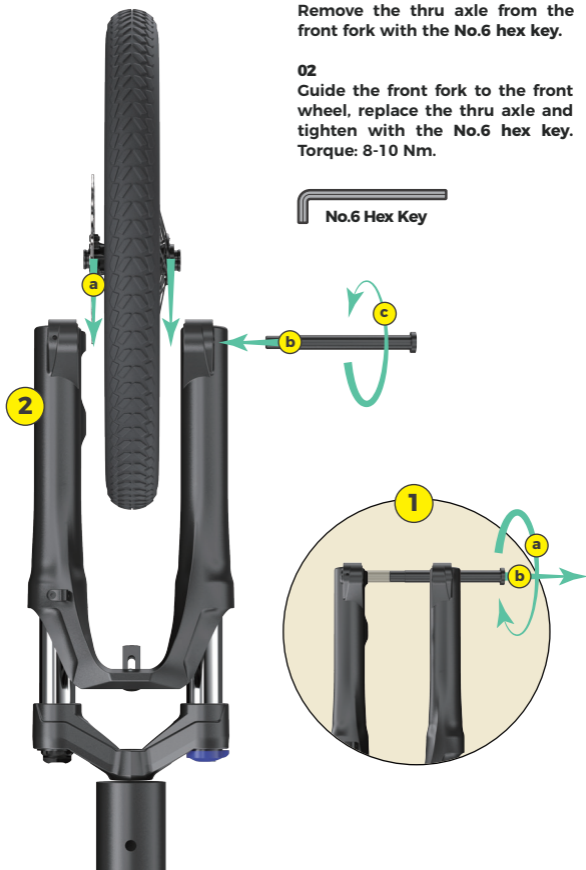
Tools needed: No.6 hex key

01

Remove the thru axle from the front fork with the No.6 hex key.

02

Guide the front fork to the front wheel, replace the thru axle and tighten with the No.6 hex key. Torque: 8-10 Nm.



# 04.

## INSTALL THE HEADLIGHT AND FRONT MUDGUARD

**Tools needed:**

No.3 hex key, No.4 hex key and No.5 hex key

**01**

Fasten the headlight and the lug of the front mudguard to the shoulder of the front fork with the No.5 hex key. Torque: 6-8 Nm.

**02**

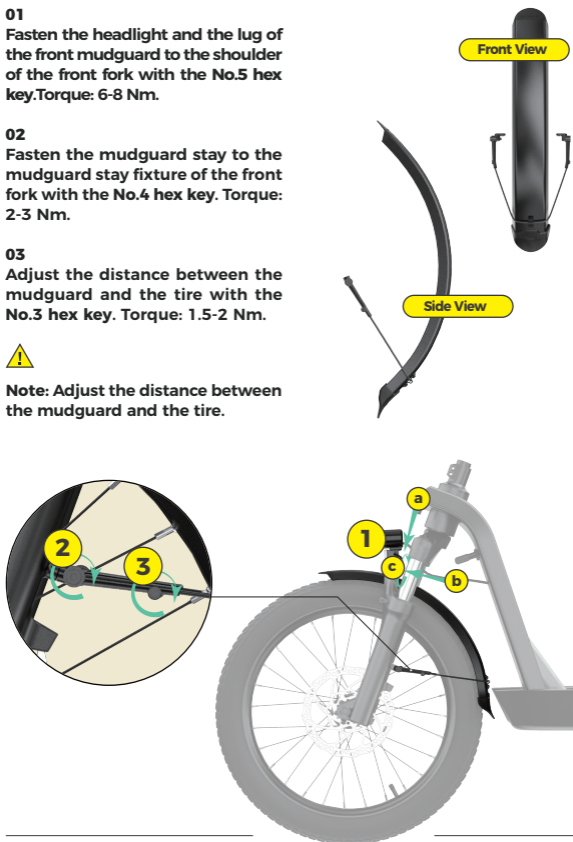
Fasten the mudguard stay to the mudguard stay fixture of the front fork with the No.4 hex key. Torque: 2-3 Nm.

**03**

Adjust the distance between the mudguard and the tire with the No.3 hex key. Torque: 1.5-2 Nm.



**Note:** Adjust the distance between the mudguard and the tire.



# 05.

## INSTALL THE FRONT FRAME AND REAR FRAME

---

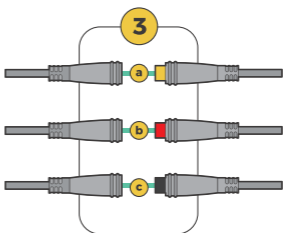
**Tools needed: No.6 Hex Key**

### 01

Release the kickstand to keep the front frame standing.

### 02

Place the front post of the rear frame into the front frame along the guiding groove, align the holes, then tighten with the No.6 hex key.  
Torque: 10-14 Nm.



### 03

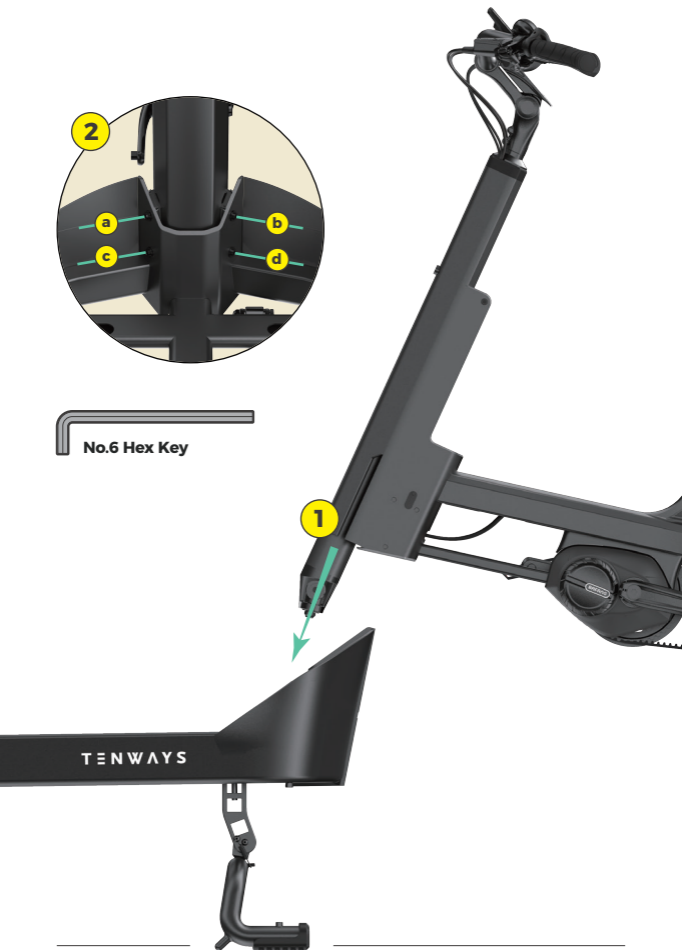
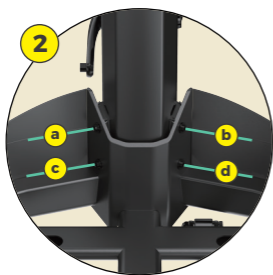
The cables for the connectors are color-coded. Distinguish all cable colors, and install the connectors on the front and rear frames based on these colors.



# 05.

## INSTALL THE FRONT WHEEL

---



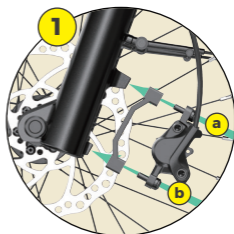
# 06.

## INSTALL THE FRONT BRAKE CLAMP

**Tools needed: No.5 hex key and No.3 hex key**

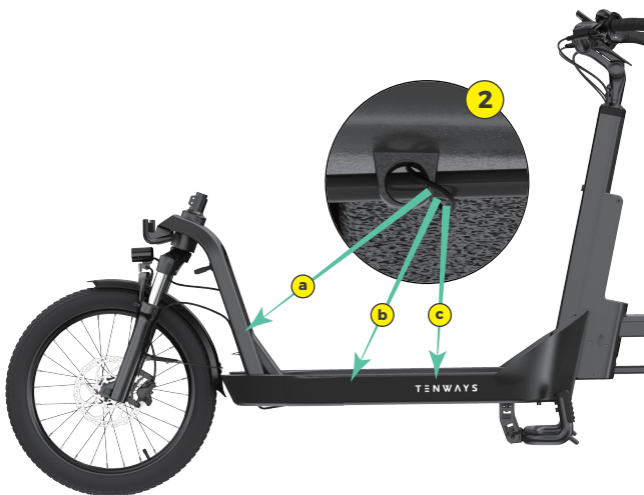
### 01

Remove the clamp block from the front brake clamp, install the brake clamp on the brake seat of the front fork, place the brake disc in the middle of the brake clamp, and tighten with the No.5 hex key. Torque: 8-10 Nm.



### 02

Route the hydraulic cable along the bottom of the front frame and fasten with cable ties.



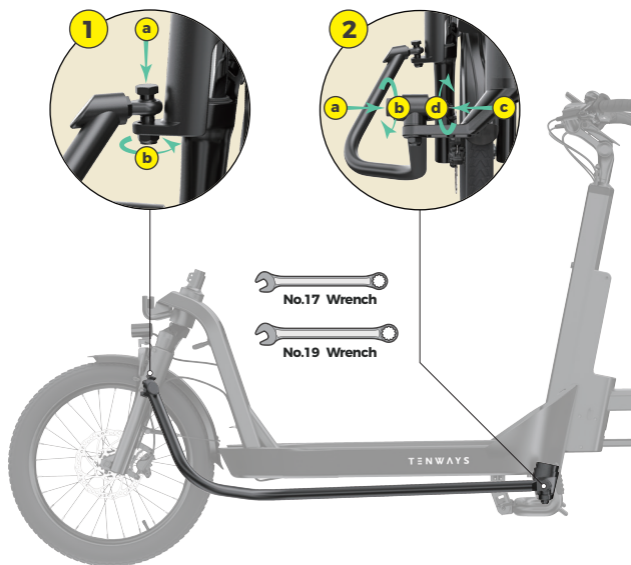
# 07.

## INSTALL THE STEERING ROD

**Tools needed: No.17 wrench, No.19 wrench and 8-inch adjustable wrench**

**01**  
Fasten the steering rod to the guide rod of the front fork with the **No.19 wrench** and 8-inch adjustable wrench.  
Torque: 25-30 Nm.

**02**  
Fasten the steering rod to the main steering shaft with the **No.17 wrench**.  
Torque: 20-25 Nm.



# 08.

## INSTALL THE CARGO BOX

---

01

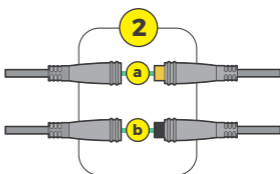
Connect the other connector on the front frame to the connector on the rear frame.



**Note:** Distinguish cable colors and install the cables in place.

02

Connect the main cable and light cable on the cargo box to the cables of the front frame. Then, slightly press the bottom of the cargo box to install it in place.





# 08.

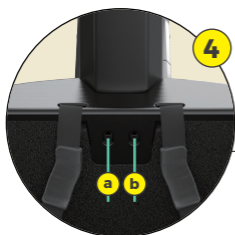
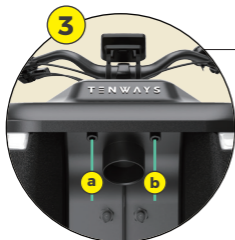
## INSTALL THE CARGO BOX

---



**03**  
Fasten the cargo box to the front frame by using the No.6 hex key.  
Torque: 4-5 Nm.

**04**  
Fasten the cargo box to the rear frame by using the No.5 hex key.  
Torque: 6-8 Nm.



# 09.

## INSTALL THE BATTERY

**01**  
Place the battery into the battery groove.

**02**  
Insert the key and turn the lock cylinder to install the battery in place.



**Note:** The battery's lock is integrated with the portable battery itself.

Front View



Side View



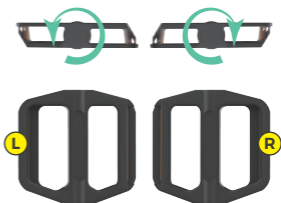
# 10.

## INSTALL THE PEDALS



Tools needed: No.15 wrench

**01**  
Tighten the right pedal clockwise and the left pedal counterclockwise with the No.15 wrench.

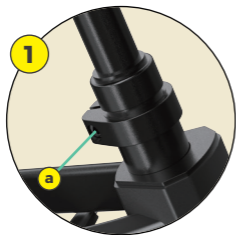


No.15 Wrench

# 11.

## ADJUST THE HEIGHT OF THE SADDLE

---



01

Open the seatpost clamp, adjust the saddle to a suitable height, and lock the clamp. We recommend that you stand naturally and make sure that the height of the saddle is the same as that of your hip.



**Note:**

a. The height of the seatpost should not exceed the marked safety line.

b. The height of the seatpost is set to the minimum when fully inserted.



# 12.

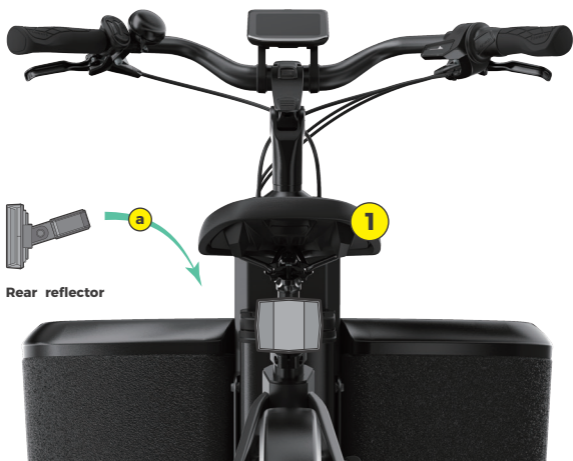
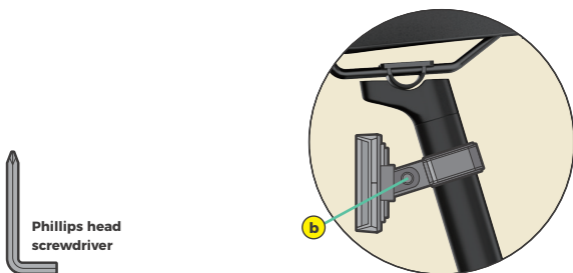
## INSTALL THE REAR REFLECTOR

---

**Tools needed: Phillips head screwdriver**

**01**

Fasten the red rear reflector to the seatpost by using the Phillips head screwdriver. Torque: 1.5-2 Nm.



# 13.

## INSTALL THE CANOPY

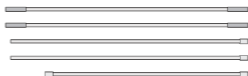
---

**01**  
Unpack the canopy package and take out the materials.

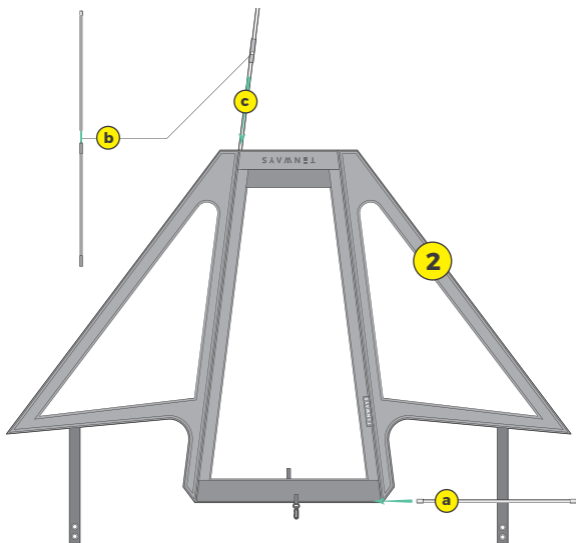


**Note:** Distinguish cable colors and install the cables in place.

**02**  
Assemble the support struts for both sides of the canopy, and then insert the upper strut, followed by the sides struts to install the canopy into place.



support column



# 13.

## INSTALL THE CANOPY

---

### 03

Remove the two screws used to fasten the front side of the cargo box with the No.6 hex key and install the front canopy seat. Torque: 4-5 Nm.



# 13.

## INSTALL THE CANOPY

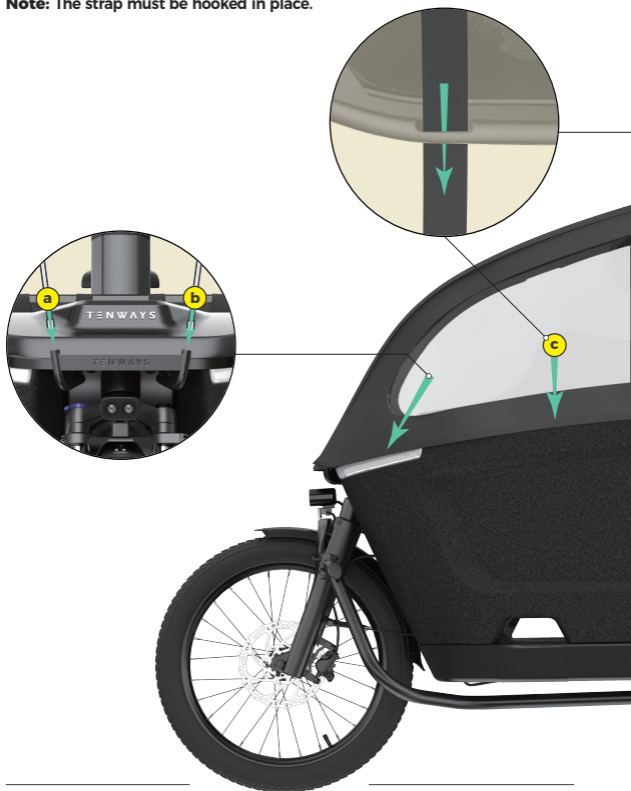
---

04

Insert the canopy support into the front canopy seat, install the canopy along the support, and hook the strap to the bottom of the front frame.



**Note:** The strap must be hooked in place.





# 13.

## INSTALL THE CANOPY

---



# DISPLAY OPERATIONS

01.  
DISPLAY SIZE

02.  
BUTTONS

03.  
OPERATION METHODS

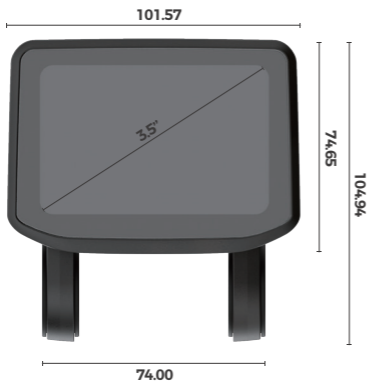
04.  
USER MENU

# 01.

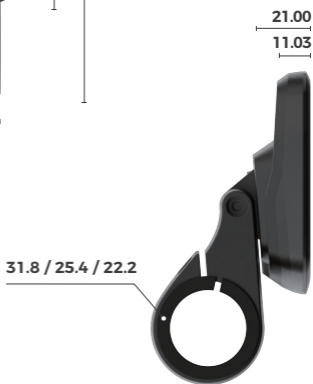
## DISPLAY SIZE

---

Front view



Side view








Top view



## 02. BUTTONS



Button	Name	Functions
	[ Power ] button	<ol style="list-style-type: none"> <li>1. Turn the display on or off.</li> <li>2. Turn the left indicator light on or off.</li> </ol>
	[ + ] button	<ol style="list-style-type: none"> <li>1. Adjust parameters.</li> <li>2. Operate menus.</li> <li>3. Turn the white light on the front cargo box on or off.</li> </ol>
	[ - ] button	<ol style="list-style-type: none"> <li>1. Adjust parameters.</li> <li>2. Enable/disable the assistance function.</li> <li>3. Operate menus.</li> </ol>
	[ Light ] button	<ol style="list-style-type: none"> <li>1. Turn the headlight on or off.</li> <li>2. Turn the right indicator light on or off.</li> </ol>
	[ i ] button	<ol style="list-style-type: none"> <li>1. Change the information bar.</li> <li>2. Confirm functions.</li> <li>3. Operate menus.</li> </ol>

# 03.

## OPERATION METHODS

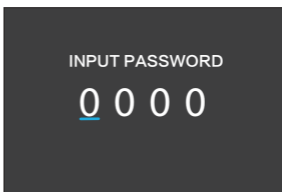
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### 3.1 Turn the display on or off

---

Press and hold the [ Power ] button for 2 seconds to enter the logo interface. Wait for 2 seconds for the password interface to be displayed. The default password is 0000. You can enter the riding interface after entering the correct password.

Turn off the display: When the display is on, press and hold the [ Power ] button for 2 seconds to turn off the display.

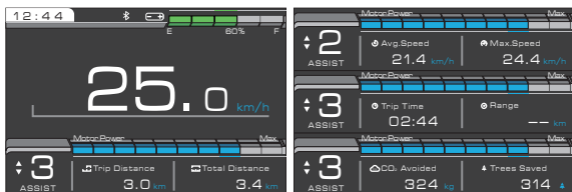


**Note:** Please only take the display operations mentioned in this manual as a reference, as the actual interface may vary slightly if the software is updated over time. If you have any questions, please email [support@tenways.com](mailto:support@tenways.com).

### 3.2 Riding interface

---

Riding parameters are shown in the following main interface. Table 1 below describes the parameters.



# 03.

## OPERATION METHODS

---

### 3.2 Riding interface

---

Table 1

Information Area	Display	Range	Unit
ODO	Total Distance	Calculation range: 0.0 - (32 digits) Display range: 0 - 999999 km/ miles	km or mile
Trip	Trip Distance	Calculation range: 0.0 - 99999.9 Display range: 0.0 - 99999.9 km/miles	km or mile
Trip time	Trip Time	9999:59	HH:MM
Average speed	Avg. Speed	0.0 - 99.9	km/h or mph
Maximum speed	Max. Speed	0.0 - 99.9	km/h or mph
Remaining distance	Range	0 - 999	km or mile
Carbon emission	CO <sub>2</sub>	0 - 999,999	kg
Trees saved	Trees Saved	0 - 999,999	trees

# 03.

## OPERATION METHODS

---

### 3.3 Change assistance level

---

Press the [ + ] or [ - ] button to increase or decrease assistance level.

Press and hold the [ - ] button for 1 second to enter the “6km/h” assistance mode. After the [ - ] button is released, the assistance mode is exited.



### 3.4 Turn the headlight on or off

---

Press and hold the [ Light ] button for 1 second to turn the headlights and rearlights on or off.

### 3.5 Turn the white light on the front cargo box on or off

---

When the power is switched on, the white lights on the front cargo box illuminate once and then go out by default when the automatic greeting has finished; the white lights on the front cargo box then switch on and off in synchrony with the front light and rear lights.

# 03.

## OPERATION METHODS

---

### 3.6 Turn the left and right indicator lights on or off

---

You can use the display to turn the left and right indicator lights on or off. Press the [ Power ] button on the display to turn the left indicator light on or off. Press the [ Light ] button on the display to turn the right indicator light on or off.



### 3.7 Remaining distance

---

The remaining distance ranges from 0 to 999. Unit: km or mile. If no value is calculated, "--" is displayed.





# 03.

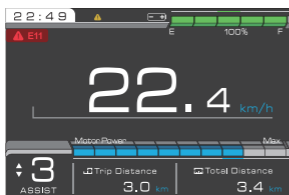
## OPERATION METHODS

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### 3.8 Error codes

---

Common error codes (Error codes can be generated by various parts and accessories or external causes. If you encounter an error code, please contact **TENWAYS** customer service.)



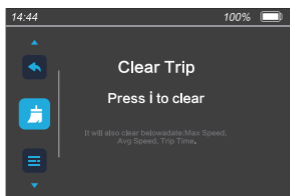
# 04.

## USER MENU

---

Press and hold the [ i ] button for 2 seconds to enter the user menu, only when the e-bike is stationary and no errors are displayed.

On the user menu, you can view or manage the trip information, unit, backlight brightness, auto power-off time, speed limit, user password, system information, and date and time. The system returns to the riding interface automatically if no operation is performed on the user menu for more than 60 seconds.



# 04.

## USER MENU

---

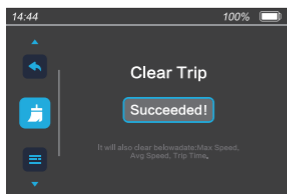
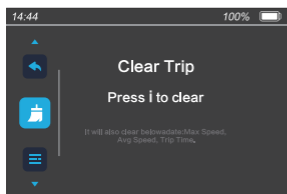
### 4.1 Clear the trip mileage

---

On the menu preview interface, press the [ i ] button to select the "Clear Trip" item. Then press the [ + ] or [ - ] button to switch between "Yes" or "No" (default) and press the [ i ] button to confirm and save the setting. The next menu item is displayed. If you return to the riding interface, both "Trip" and "Trip Time" are reset.



**Note:** The maximum speed, average speed, and total trip time will also be reset when the trip mileage is reset.



# 04.

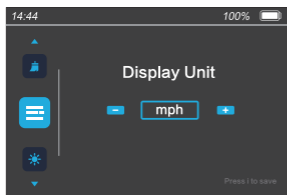
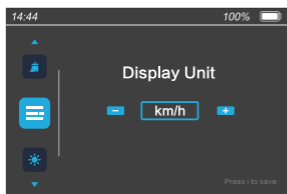
## USER MENU

---

### 4.2 Clear the trip mileage

---

On the menu preview interface, press the [ i ] button to select the "Display Unit" item. Then press the [ + ] or [ - ] button to switch between "km/h" and "mph". Press the [ i ] button to confirm and save the setting. The next menu item is displayed.



# 04.

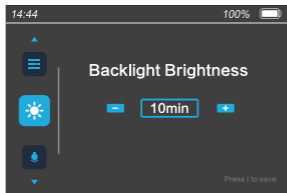
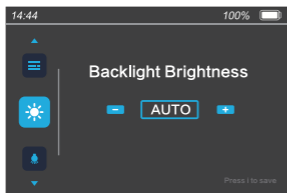
## USER MENU

---

### 4.3 Clear the trip mileage

---

On the menu preview interface, press the [ i ] button to select the "Backlight Brightness" item. Then press the [ + ] or [ - ] button to set the brightness. The brightness values are "AUTO", "1", "2", "3", "4", and "5". "AUTO" indicates that the brightness changes depending on the ambient lighting. Press the [ i ] button to confirm and save the setting. The next menu item is displayed.



# 04.

## USER MENU

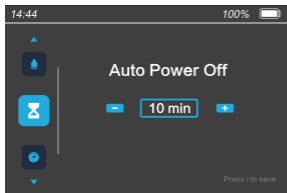
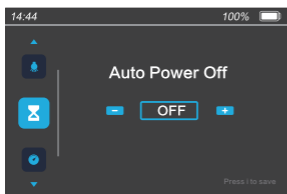
---

### 4.4 Set the auto power-off time

---

On the menu preview interface, press the [ i ] button to select the "Auto Power Off " item. Then press the [ + ] or [ - ] button to set the auto power-off time. The auto power-off time ranges from 1 to 99 minutes.

"OFF" indicates that the auto power-off function is disabled. Press the [ i ] button to confirm and save the setting. The next menu item is displayed.



# 04.

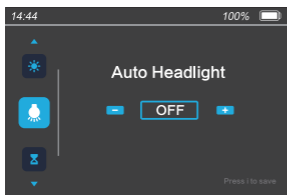
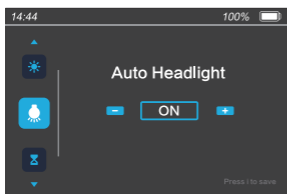
## USER MENU

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### 4.5 Set the auto headlight

---

On the menu preview interface, press the [ i ] button to select the "Auto Headlight" item. Then press the [ + ] or [ - ] button to set "Auto Headlight" to "ON" or "OFF". Press the [ i ] button to confirm and save the setting. The next menu item is displayed.



# 04.

## USER MENU

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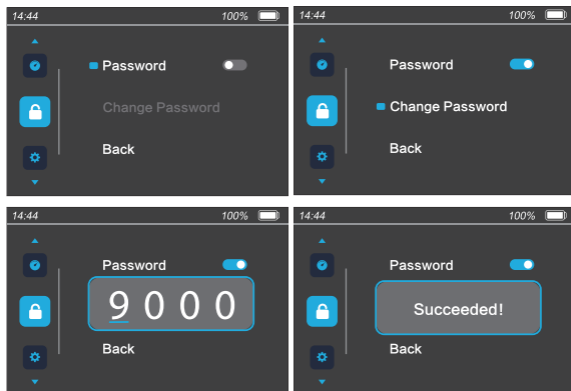
### 4.6 Set the user password

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On the menu preview interface, press the [ i ] button to enter the "Password" menu item. Press the [ + ] or [ - ] button to select the "Password" item, and press the [ i ] button to enable or disable the password. Press the [ i ] button to confirm the setting and exit.

If "Password" is enabled, press the [ Power ] button to confirm and enter the "Change Password" item. Change the current password by starting from the first number. Press the [ + ] or [ - ] button to select a number from 0 to 9, press the [ i ] button to confirm the number, and set the second number. Repeat the preceding steps to change the password.

Select "Back" to exit the password setting interface.





# 04.

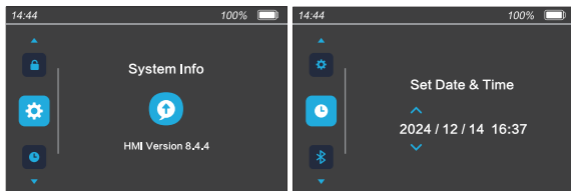
## USER MENU

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### 4.7 View system information

---

Go to the "System Info" interface to view system information such as the software version. The following figure is for reference only.



### 4.8 Set the time

---

On the "Set Date & Time" interface, press the [ i ] button to enter the date and time. Press the [ + ] or [ - ] button to select a value ranging from 2000 to 2099 when the year flashes. Press the [ Power ] button to confirm the setting. The month item is selected. Select a value ranging from 01 to 12 and press the [ Power ] button to confirm the setting. The day item is selected. Select the current date and press the [ Power ] button to confirm the setting.

The hour item is selected. Select a value ranging from 00 to 23 and press the [ Power ] button to confirm the setting. The minute item is selected. Select a value ranging from 00 to 59. Press the [ i ] button to confirm and save the setting. The next menu item is displayed.

### 4.9 Exit the menu

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Press the [ i ] button to exit the user menu.

# **BIKE USAGE**

**01.  
CONNECTING TO THE TENWAYS APP**

**02.  
BEFORE YOUR FIRST RIDE**

**03.  
ROUTINE MAINTENANCE**

**04.  
FRAME CODE**

# 01.

## CONNECTING TO THE TENWAYS APP

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1. Enable Bluetooth on your phone.
2. Open the **TENWAYS** app.
3. Tap "Register" and scan the QR code on the e-bike frame.
4. Input the color and frame size of your e-bike, and give your e-bike a name.
5. Turn the e-bike display on and enter the password.
6. Select the Bluetooth name starting with **CARGO** and tap it to connect. After connecting, your **TENWAYS** account is bound to the connected e-bike. The next time you use the app, it automatically connects to the e-bike within 10 seconds.

# 02.

## BEFORE YOUR FIRST RIDE

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- Charge the battery to 100% before your first ride.
- When charging your e-bike:
  1. Charge the e-bike battery indoors and keep it away from direct sunlight, rain, or snow.
  2. Use only the **TENWAYS** charger to charge the e-bike battery.
  3. Make sure that you charge your e-bike battery at an appropriate ambient temperature. The best ambient temperature for charging is between 20°C and 25°C. A lower temperature may lead to insufficient charging, while a higher temperature may lead to overcharging.
  4. We recommend that you remove the charger immediately after the e-bike battery is fully charged to prevent battery overcharging.
  5. To charge the battery, connect the charger to the battery charging port and to the power socket. When removing the charger, disconnect the charger from the power socket and from the battery charging port.

# 02.

## BEFORE YOUR FIRST RIDE

---

- **Check the tire pressure by hand or with a gauge. Make sure that the tire pressure is within the range of 30-55 PSI or 2.0-4.0 bar.**
- **Before riding your e-bike on roads, understand local riding regulations. When riding your e-bike on roads, comply with local riding regulations, such as those governing riding equipment, control lights, and reflectors.**
- **Make sure that you wear the correct protective equipment. Always wear a helmet and ensure that your vision is clear.**
- **Before riding, adjust the height of the saddle. We recommend that you stand naturally and make sure that the height of the saddle is the same as that of your hip.**
- **Verify that the front wheel quick release, handlebar, brakes, pedals, and other parts of the e-bike are properly fastened before you start to ride.**
- **The brake settings vary based on countries or regions. Check which brake lever acts on which brake first. If the brake settings do not meet your habits, we recommend that you ask an expert to change the settings. This helps you accurately brake the front and rear wheels if an emergency occurs while riding. If you encounter any problems while riding, brake first (brake both wheels at the same time to stop within the shortest possible distance).**
- **Check the steering. The steering has a crucial impact on braking and riding safety.**
- **We recommend that you purchase relevant insurance for bikes or e-bike riding in your area so that you can contact your insurance company or agency promptly to get adequate protection in the event of an accident.**

# 03.

## ROUTINE MAINTENANCE

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### Daily inspections

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- Before riding, check whether the screws in the following key parts are properly tightened:
  1. Screws between the stem and the front fork stem
  2. Screws between the stem and the handlebar
  3. Screws between the brake lever and the handlebar
  4. Screws between the brake clamps and frame or front fork
  5. Screws between the discs and bottom brackets
  
- Use the tools provided to tighten loose screws.
  
- Before the first ride, make sure that all screws are properly tightened. When the riding distance reaches 200 km for the first time, verify that the screws maintain the same fastening performance. After the initial 200 km, check the fastening performance once every 500 km of riding distance.
  
- If you often ride in complex road conditions, we recommend that you check the fastening performance of screws once every 300 km of riding distance.

# 03.

## ROUTINE MAINTENANCE

---

### Daily cleaning

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- Use a rag or large brush to clean off dust.
- When there is a lot of dirt on your e-bike, use a brush and soapy water to wash off the dirt, rinse the e-bike with clean water, and then dry it with a cloth.
- After cleaning, check the wear degree of the brake blocks and verify that braking is normal. If brake blocks are seriously worn, replace them in a timely manner.
- We recommend that you clean the e-bike after you ride it for about 200 km. If you plan on not riding for a long period of time, clean the e-bike first before you put it into storage.



**Note:** Do not clean the e-bike with a high-pressure water gun. This method might damage the mechanical pivots and related mechanical fittings.

# 03.

## ROUTINE MAINTENANCE

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### How to maintain the battery

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#### Operating and storage temperatures of the battery

- The working temperature of the lithium battery is 0°C to 30°C.
- We recommend that you store the lithium battery in an environment where the temperature is 0°C to 25°C with a relative humidity of 65% ± 20%.
- The performance of lithium batteries is affected by the ambient temperature. Don't worry if the performance of your battery degrades in cold weather. The battery performance will be restored when the temperature rises.
- If possible, the battery should not be regularly charged above 95% or discharged below 10%, to prevent decreasing battery life. A reasonable charging and discharging routine can mitigate accelerated battery deterioration or damage.
- Keep the power at 50% to 70%, check the battery condition every 2 months to avoid damage caused by over-discharging, and charge and discharge the battery every 3 months if it is not used for a long time.

# 03.

## ROUTINE MAINTENANCE

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### How to maintain the brakes

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- New brake blocks and discs feature relatively smooth surfaces, so braking will improve when such surfaces are roughened after you ride 100 km or brake on long downhills 3 to 5 times.
- Check screws between the brake lever and the handlebar, as well as screws between the brake clamps and frame or front fork:
  1. When the riding distance reaches 200 km for the first time, verify that the screws maintain the same fastening performance.
  2. After the initial 200 km, check the fastening performance once every 500 km of riding distance.
  3. If you often ride in complex road conditions, we recommend that you check the fastening performance of screws once every 300 km of riding distance.
- The wear degree of brake blocks should be checked after you have ridden on normal roads for 500 km, or 300 km if the road conditions are complex. The blocks should be replaced promptly when two thirds or more are worn.
- If you feel the brakes are obviously loose but the wear degree of brake blocks is still acceptable, and there is no sign of oil leakage on the brakes, contact a professional store and ask technicians to replenish the lubricant.
- If you notice obvious abnormal noise during riding, clean the oil on the brake blocks and discs. If the issue persists, contact a professional store and ask technicians to identify the reason for the abnormal noise and provide a solution.



# 03.

## ROUTINE MAINTENANCE

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### Professional store maintenance

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We recommend that you go to a professional store for maintenance 2-3 times a quarter, or after every 1,000 km of riding distance. The following items should be checked during such maintenance:

- The performance of the hydraulic brakes
- The fastening performance of screws in key parts, especially those between the discs and bottom brackets
- The wear degree of the front fork parts
- The wear degree of the front hub bearings
- The wear degree of the pedal pivots
- The smoothness of pivots in the freewheel, front fork parts, front hub bearings, bottom bracket, pedals, and other parts
- The wear degree of the tires
- The fastening condition of the battery, controller, motor, odometer, and other electronic control parts

# 04.

## FRAME CODE

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The frame code, which is in the form of a QR code, can be found near the bottom bracket at the bottom of the frame down tube. You can scan the QR code with your phone to see the 18-digit frame code. You can use the frame code to purchase insurance. Provide your frame code information when contacting us for consultation.

# **IMPORTANT REMINDERS**

**01.  
WARRANTY**

**02.  
FAQ**

**03.  
WARNINGS**

# 01.

## WARRANTY

---

- Starting from the date of delivery, the warranty period for all original components is stipulated in the **TENWAYS** warranty terms.
- Claims within the warranty period must be made directly to **TENWAYS** and proof of purchase is required.
- The warranty applies to original owners and is transferable to further owners.
  
- The warranty does not cover the following circumstances:
  1. Incorrect assembly or installation of the product by the user.
  2. Improper or negligent use, operation or transformation of the product.
  3. Maintenance contrary to the maintenance instructions of the product (e.g., lack of maintenance of the brakes).
  4. Normal wear and tear.
  5. Defects inherent to the normal useful life or service life of the product.

# 02.

## FAQ

**Q:**  
What is the weight of the e-bike with the battery installed?

**A:**  
Approximately 56 kg.

**Q:**  
What should I do if any parts are damaged or any abnormality occurs when I ride the e-bike?

**A:**  
Contact TENWAYS customer service immediately or turn to relevant professionals for inspection and maintenance.

**Q:**  
How long does it take to fully charge the battery?

**A:**  
Approximately seven hours.

**Q:**  
What is the maximum riding distance after the e-bike battery is fully charged?

**A:**  
If the battery is fully charged and the cargo box is empty, the maximum riding distance is 60-100 km. Range varies depending on road and weather conditions, rider weight, and other factors.

**Q:**  
What are the tire pressure requirements?

**A:**  
The air pressure of the tires should be within the range of 30-55 PSI or 2.0-4.0 bar.

# 03.

## WARNINGS

---

- This e-bike is designed for urban riding and cargo transportation. Do not use it for mountain biking or other non-urban application scenarios. It is important to understand your e-bike and its intended use. Personal safety incidents may occur when you use your e-bike in the wrong application scenarios.
- Inspection and maintenance is very important for the safety and service life of your e-bike. You should regularly check the brakes, tires, handlebar, and rims. Any unmaintained parts may break or perform poorly, possibly causing life-threatening accidents.
- Your e-bike must comply with legal regulations for riding on public roads in all conditions, including inclement weather, at night, early morning or dusk. It is your responsibility to familiarize yourself with and comply with all applicable laws in your country, including properly equipping you and your e-bike as required by law.
- Improper fitting, installation, operation, or maintenance of any accessories or parts may cause serious personal injuries or even death. Do not modify the frame or original components in any way. Modifications may cause damage to your e-bike or lead to life-threatening accidents. Mismatched accessories or incorrect installation can affect product performance and make riding unsafe.
- Like all mechanical products, e-bikes are subject to wear and stress. Different materials and components may react to wear or stress fatigue in different ways. Make sure you have spare parts ready for tires, brake blocks, and other fragile parts. If the lifetime of a component has been exceeded, it may suddenly fail, causing injuries to the rider. Any cracks, scratches or color changes indicate that the life of a component has been reached and it should be replaced.
- Extra caution should be exercised when you install any third-party accessories on your e-bike. Select third-party accessories in accordance with regulations. Improper use or installation may cause damage and life-threatening accidents.
- Do not touch the brake discs while the front and rear wheels are turning, or immediately after you use the brakes. You may be injured or burned.

# 03.

## WARNINGS

---

- If you have any questions related to the battery, contact **TENWAYS**.
- A great deal of concentration is required when you're riding. Sudden braking or steering may result in an accident.
- Do not modify or tamper with the motor or built-in computer system of the e-bike. Modification or tampering of any kind will void your warranty and may cause a life-threatening accident.
- The brake settings vary based on countries or regions. Check which brake lever acts on which brake first. If the brake settings do not meet your habits, we recommend that you ask an expert to change the settings.
- Urban cycling can be dangerous. While riding, both the rider and passenger must wear helmets. Riding without a helmet can result in serious injuries or even death.
- Do not use a headset or talk on the phone while riding.
- Do not ride when you are not familiar with the e-bike or do not have full control of it.
- Ride with extra caution on slippery surfaces or in humid weather. Ride slowly and brake lightly to allow for longer braking distances.
- Your riding speed should fit the road conditions, your capabilities, and local laws and regulations.
- Featuring better braking ability, our disc brakes may perform differently from other brake systems. Please familiarize yourself with their special feeling before you ride for the first time.
- Make sure that all lights function properly and are not blocked. We recommend that you use lights in all environments to ensure maximum visibility.
- Do not keep the motor running under high load for a long time.
- Do not charge the e-bike with any non-TENWAYS chargers.

# 03.

## WARNINGS

---

- Do not place the e-bike in or near a strong magnetic field, or put any magnetic objects near the bottom bracket.
- The e-bike is designed to withstand a maximum weight of 250 kg. Exceeding this weight may cause a life-threatening accident.
- Do not hang bags, umbrellas, or other excessively large or heavy items on the handlebar.
- Do not wear overly long clothes while riding, as they may get entangled in the wheels or crankset.
- Do not attempt to open or touch the internal components of the e-bike. Doing so may cause permanent damage.
- Do not strike the motor violently, or immerse it in water.
- Unless required for maintenance, do not attempt to remove the display.
- Do not use components of other e-bike brands on **TENWAYS** e-bikes.
- This manual cannot cover the installation and maintenance methods for each e-bike part, and the technical details shown in texts and illustrations in the manual may also change. Contact **TENWAYS** if you cannot find answers to your technical questions.



 **ATTENTION**

- The battery pack **MUST** be locked onto the frame battery mount before use.
- Ensure the battery and charger are not damaged before charging.
- Don't connect the positive and negative terminal of the battery pack.
- Don't expose the battery to high temperatures.
- Ensure the battery charger is unplugged from the battery pack and put away before you ride.
- Always charge your battery in temperatures between 10 and 26 degrees Celsius.
- Do not subject the battery to salt water or leave the bike for extended periods in the rain.
- Only use original equipment for charging.

RoHS    

Li-ion