

LET'S STAY IN TOUCH

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Newsletter

TENWAYS

LONGTAIL DUO

USER MANUAL



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Newsletter

FIND YOUR LANGUAGE

Scan the QR code to access the user manuals in German / Dutch / French / Italian / Spanish.

User manuals in English / German / Dutch / French / Italian / Spanish are also available inside the **TENWAYS** App.



User Manuals

UNLOCK THE TRUE POTENTIAL OF YOUR E-BIKE WITH THE TENWAYS APP

Download the **TENWAYS** app and get the most out of your **TENWAYS** e-bike. You will also be rewarded with 500 Rider Points.



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TENWAYS app

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TOOLBOX CHECKLIST

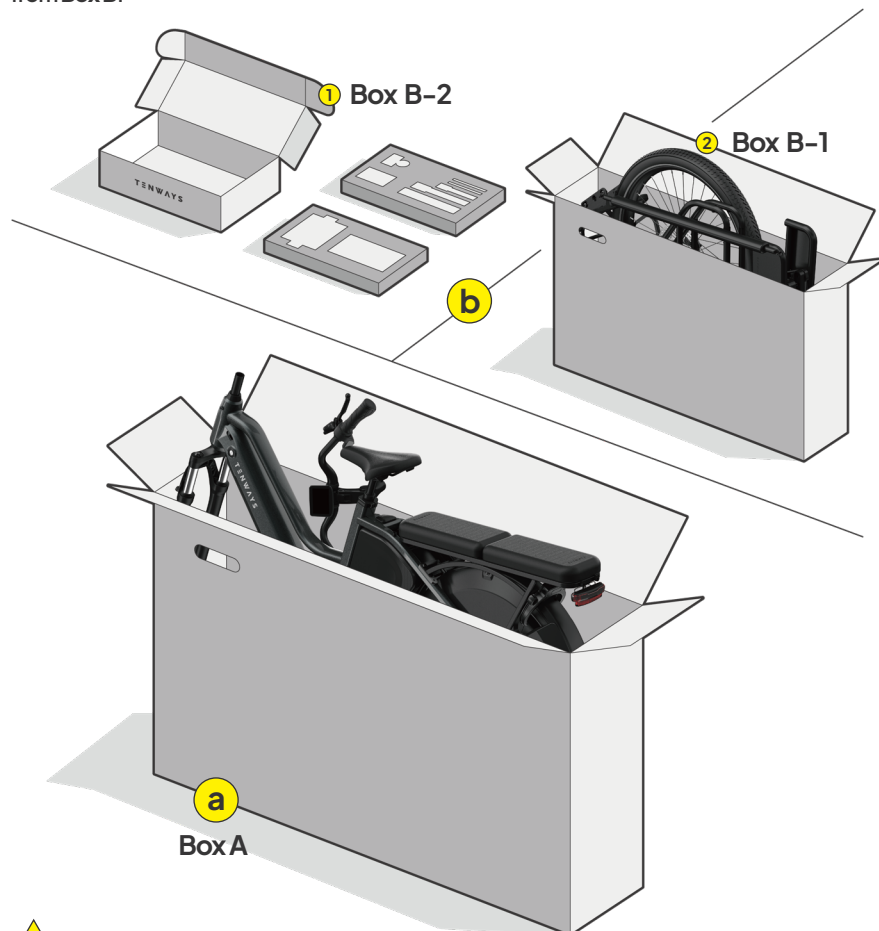
Unpack the e-bike.

01

Remove the e-bike from **Box A**; take out the battery, front wheel, front carrier, rear handrail rack, rear pedals, and toolbox from **Box B**.

02

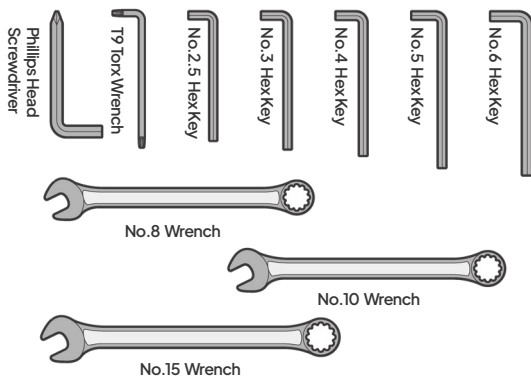
Remove and recycle all wrapping materials.



Note: The e-bike has many metal parts, particularly the mudguards, discs, and chain wheel components, which have sharp edges. Ensure the e-bike is stable and upright during assembly. Handle with care and take appropriate protective measures to prevent injuries from bumps or scratches to hands, feet, or other body parts.

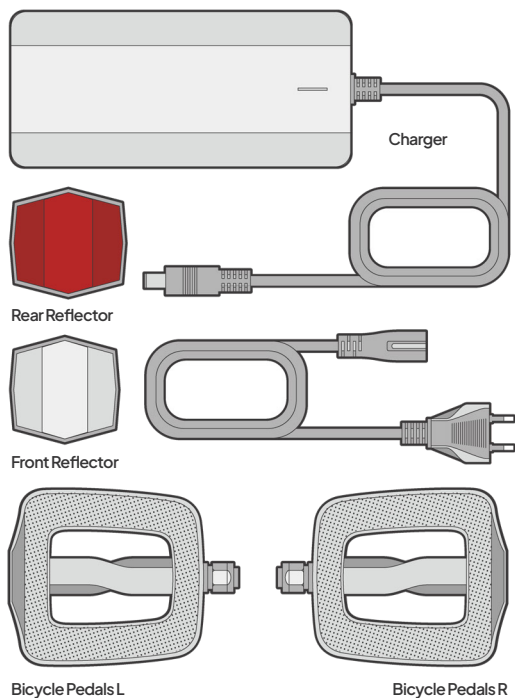
01 Tools

No.15 Wrench
No.10 Wrench
No.8 Wrench
No.2.5 Hex Key
No.3 Hex Key
No.4 Hex Key
No.5 Hex Key
No.6 Hex Key
T9 Torx Wrench
Anti-theft Screw Wrench
Phillips Screwdriver

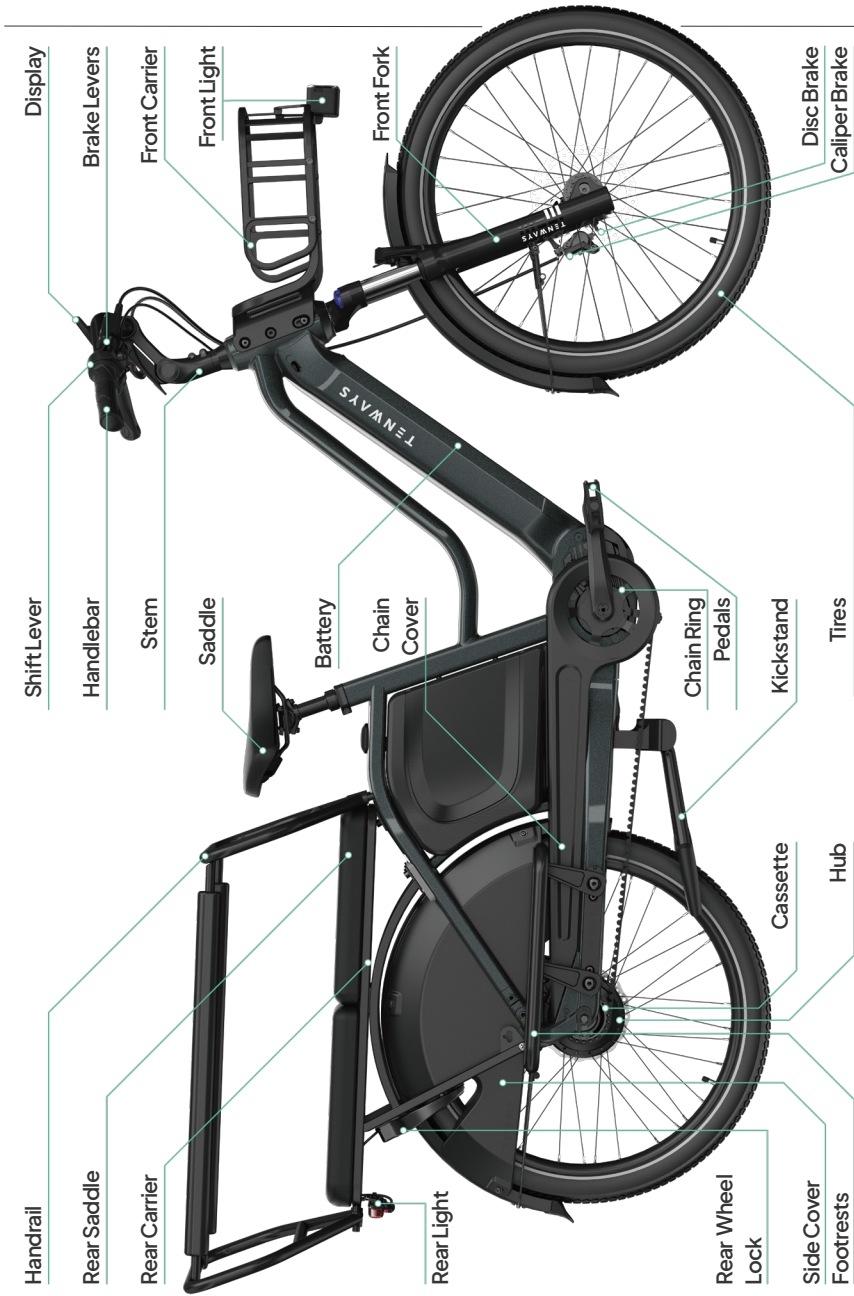


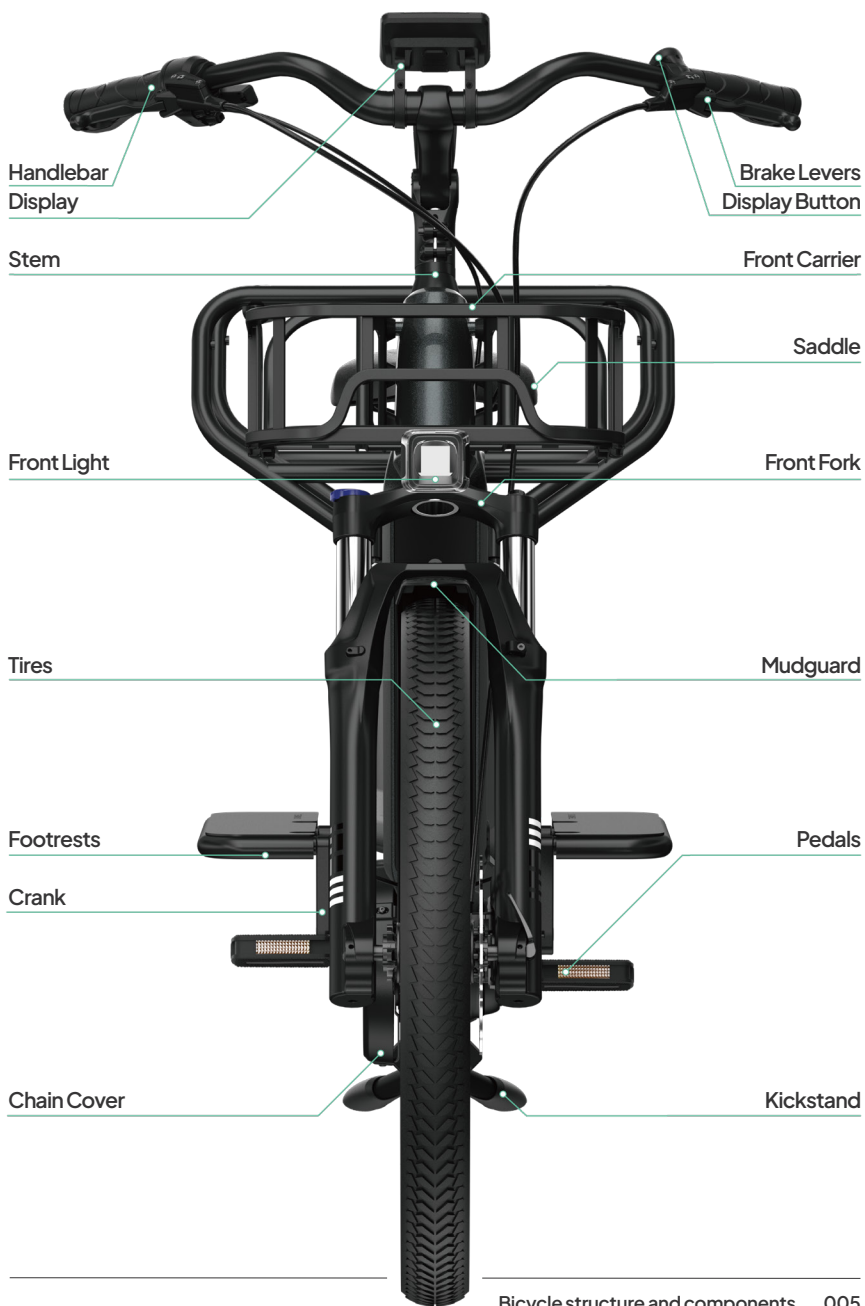
02 Accessories

Charger
Pedals
Front Reflector
Rear Reflector



BICYCLE - STRUCTURE AND COMPONENTS





ASSEMBLY PROCEDURE



Note: The bike has a lot of metal parts (in particular, the mudguards, brake discs and sprockets have sharp surfaces). Keep the bike steady and in an upright position during assembly. Handle the bike with care and take personal protective measures to prevent injury during assembly.

01. INSTALL THE STEM
AND HANDLEBAR

02. INSTALL THE
FRONT WHEEL

03. INSTALL THE FRONT
MUDGUARD

04. INSTALL THE REAR
HANDRAIL RACK

05. INSTALL THE
FRONT CARRIER

06. INSTALL THE
HEADLIGHT

07. INSTALL THE
PEDALS

08. INSTALL AND ADJUST
REAR FOOTRESTS

09. INSTALL THE BATTERY

10. BATTERY
CHARGING

11. ADJUST THE HEIGHT
OF THE SADDLE

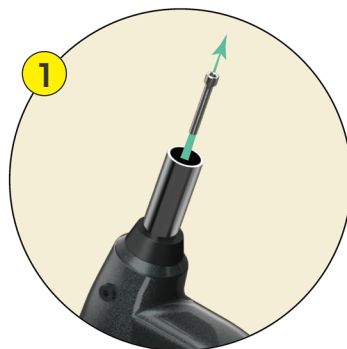
12. INSTALL THE REAR
REFLECTOR

01. INSTALL THE STEM AND HANDLEBAR

Tools needed: No.4 Hex Key and No.5 Hex Key

01

Use the **No.5 Hex Key** to remove the stem cover and compression screw used for packaging (we recommend keeping them for future handlebar disassembly and packing).



02

Insert the stem onto the front fork stem, push the buckle on the stem to open the compression lever, and tighten the compression screw using the **No.5 Hex Key**. (Torque: 8 to 14 Nm)



03

Center the handlebar and close the stem compression lever.

04

Center the stem and tighten the screws securing the stem to the front fork stem using the **No.4 Hex Key**. (Torque: 6 to 8 Nm)



02. INSTALL THE FRONT WHEEL

Tools needed: No.5 Hex Key and No.6 Hex Key

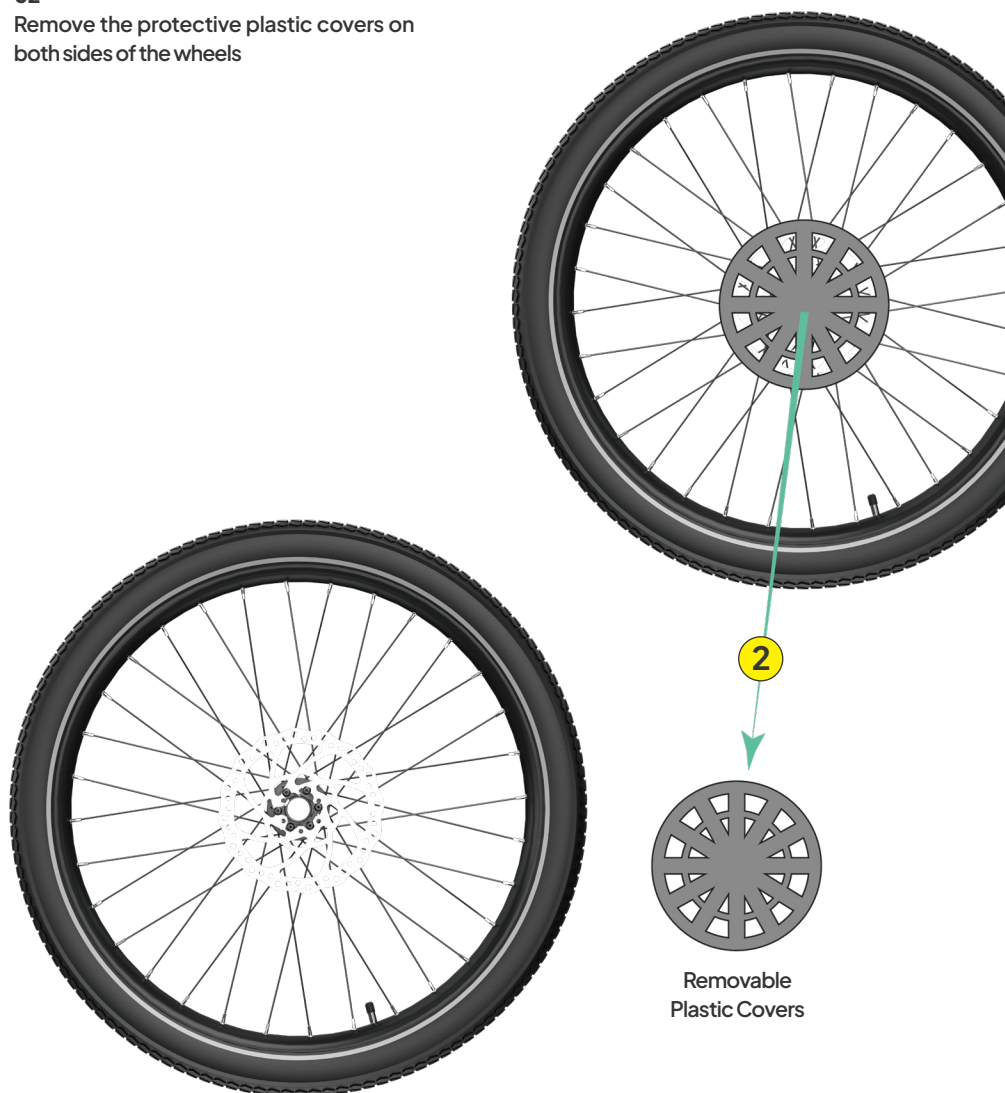
01

Deploy the kickstand, take out the front wheel.



02

Remove the protective plastic covers on both sides of the wheels



02. INSTALL THE FRONT WHEEL

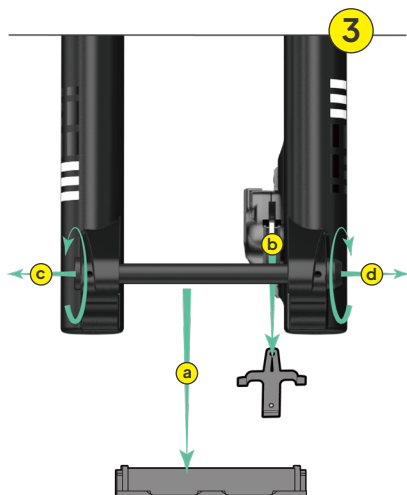
Tools needed: No.5 Hex Key and No.6 Hex Key

03

Use the **No.6 Hex Key** to remove the barrel shaft from the fork, remove the protective insert from the front brake clamps, and install the front wheel. Make sure that the brake disc is in the middle of the brake clamps, then tighten the barrel shaft. (Torque: 10 to 12 Nm)

04

Hold the front brake lever and push the bike back and forth to check for any wheel wobble; if present, check if the barrel shaft and front brake caliper are properly tightened. (Tightening torque of front brake clamps: 9 to 14 Nm)



05

Turn the front wheel by hand and ensure there is no scraping.

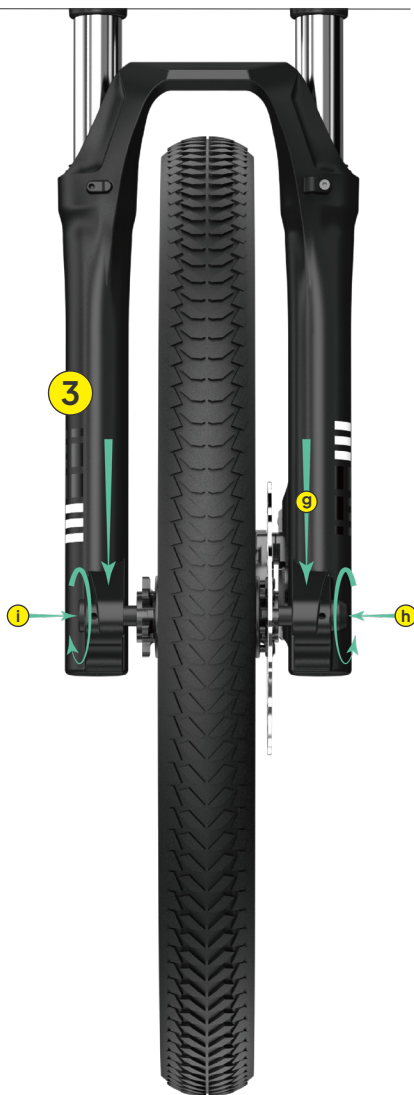
06

If you notice any scraping, follow these steps to fix it:

1. Use the **No. 5 Hex Key** to slightly loosen the mounting screws of the brake clamps so that they can move slightly.
2. Press the front brake 3 to 5 times.
3. Hold the front brake and tighten the mounting screws of the brake clamps.
4. Turn the front wheel by hand and check for the sound of friction.
5. If you hear friction, loosen the mounting screws of the brake clamps.
6. Manually adjust the position of the brake clamps to center the disc, and tighten the screws again.



Note: This step is very important. Please follow the instructions carefully.
(Keep the protective sheets of the brakes for future use.)



03. INSTALL THE FRONT MUDGUARD

Tools needed: No.3 Hex Key and No.5 Hex Key

01

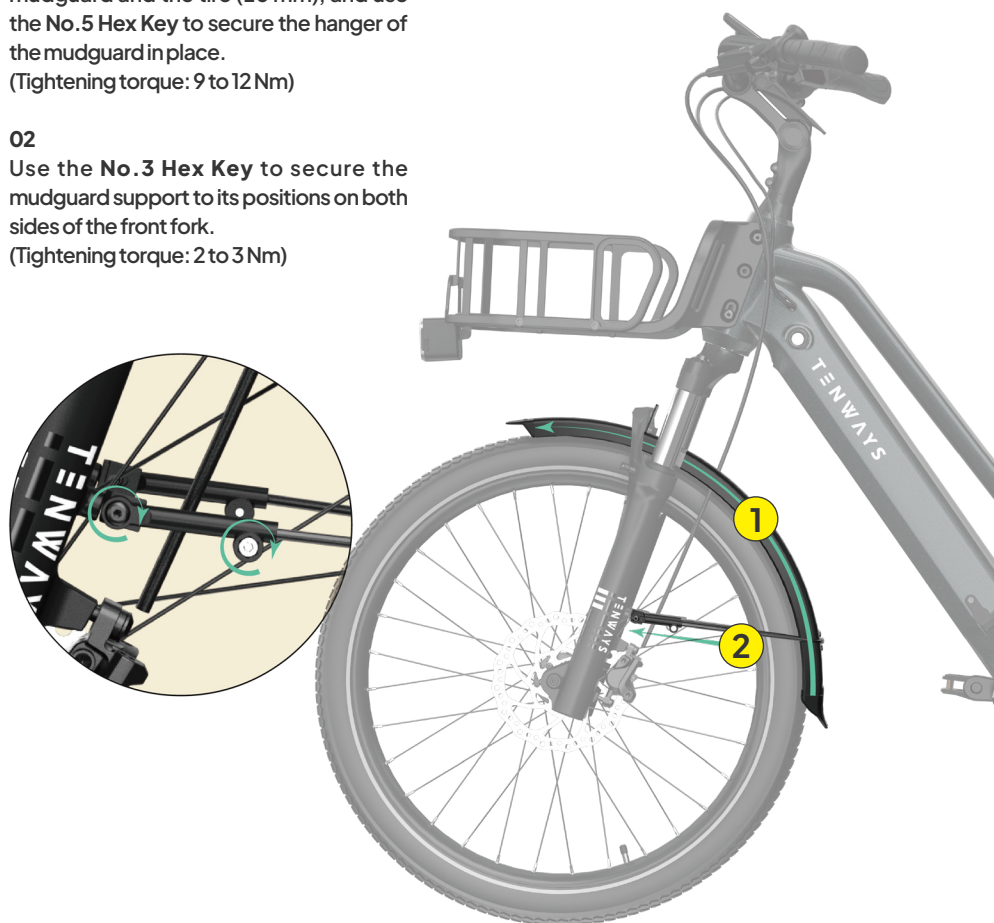
Remove the screw on the rear side of the shoulder of the front fork, adjust the clearance between the bottom of the mudguard and the tire (≥ 6 mm), and use the No.5 Hex Key to secure the hanger of the mudguard in place.

(Tightening torque: 9 to 12 Nm)

02

Use the No.3 Hex Key to secure the mudguard support to its positions on both sides of the front fork.

(Tightening torque: 2 to 3 Nm)



INSTALL THE REAR HANDRAIL RACK 04.

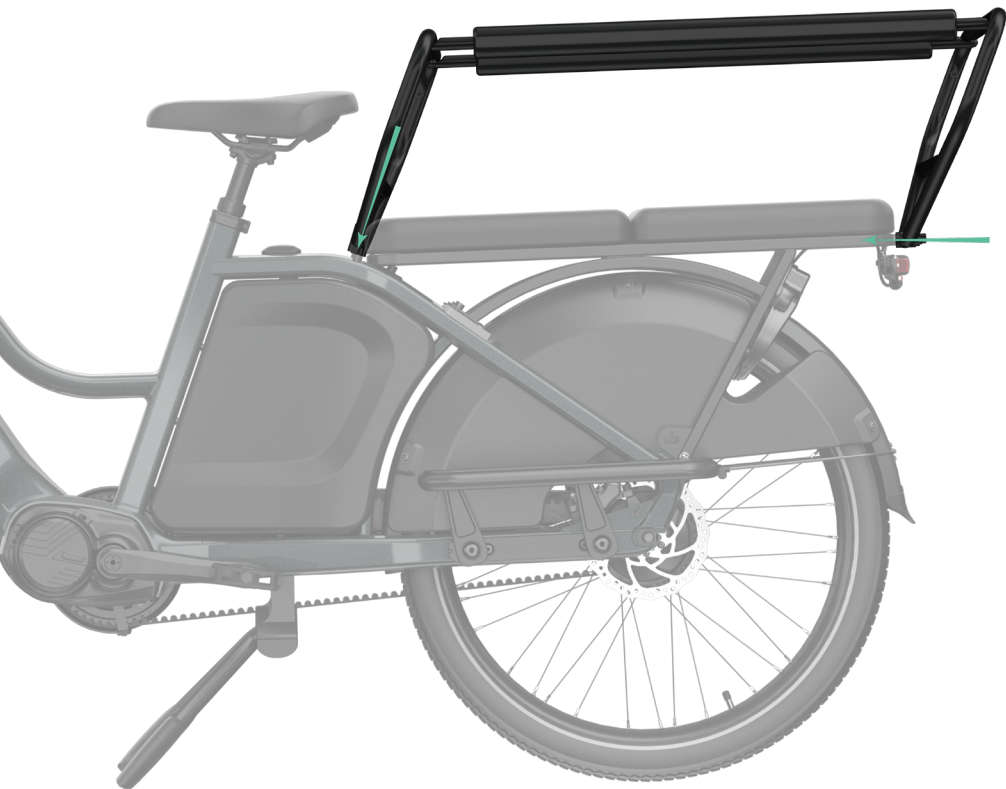
Tools needed: No. 4 Hex Key and No. 6 Hex Key

01

Assemble the handrail rack using the **No. 4 Hex Key**. (Torque: 6 to 8 Nm)

02

Use the **No. 6 Hex Key** to install the handrail rack at its position on the rear carrier. (Torque: 16 to 20 Nm)



05. INSTALL THE FRONT CARRIER

Tools needed: No.4 Hex Key

01

Use the **No.4 Hex Key** to secure the front carrier to its position on the head tube.
(Torque: 8 to 10 Nm)

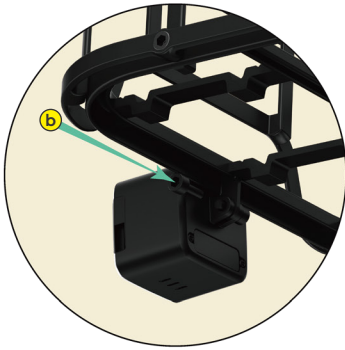


INSTALL THE HEADLIGHT 06.

Tools needed: No.2.5 Hex Key, No.4 Hex Key, and No.8 Wrench

01

Clip the cabling buckle onto the headlight wire, use the **No.2.5 Hex Key** to secure the cabling buckle to its position under the front carrier. (Torque: 2 to 3 Nm)



02

Use the **No.4 Hex Key** and **No.8 Wrench** together to secure the headlight in its slot under the front carrier.

Sequence: screw > washer > front carrier slot > headlight > front carrier slot > gasket > nut. (Tightening torque: 2 to 4 Nm)



07. INSTALL THE PEDALS

Tools needed: No.15 Wrench

01

Separate the left and right pedals. The right and left pedals are marked by an R and an L respectively. The right pedal is used for the side with the crankset, while the left one is used for the other side.



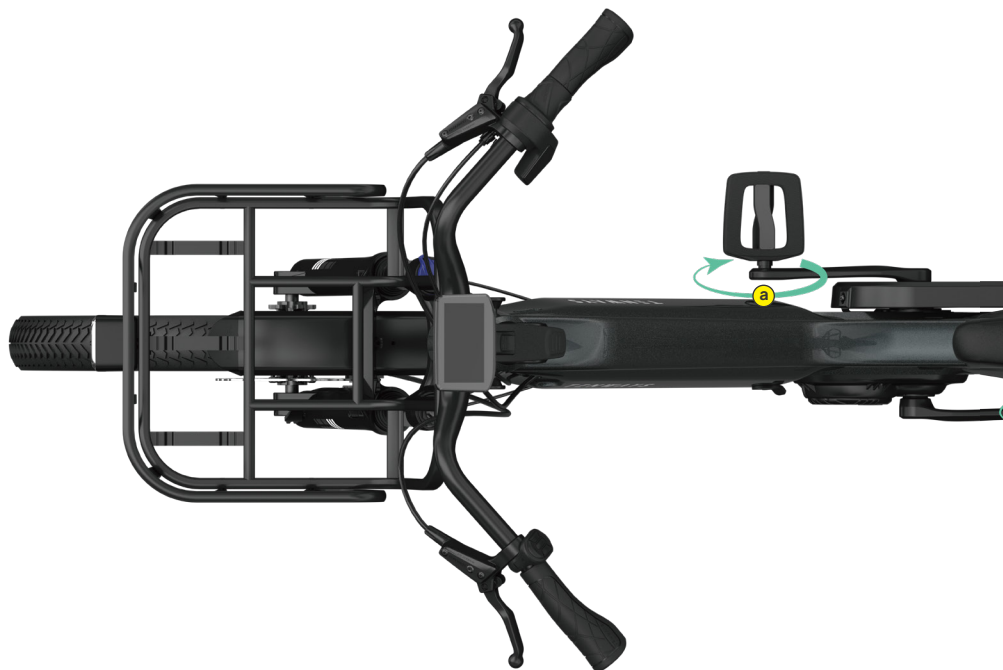
Note: Do not force the installation if you feel a lot of resistance.

02

Tighten the right pedal clockwise and the left pedal counterclockwise.

03

Please stop tightening the pedals if you feel a lot of resistance. If this happens, align and reinstall the pedals.



INSTALL AND ADJUST REAR FOOTRESTS 08.

Tools needed: No. 6 Hex Key

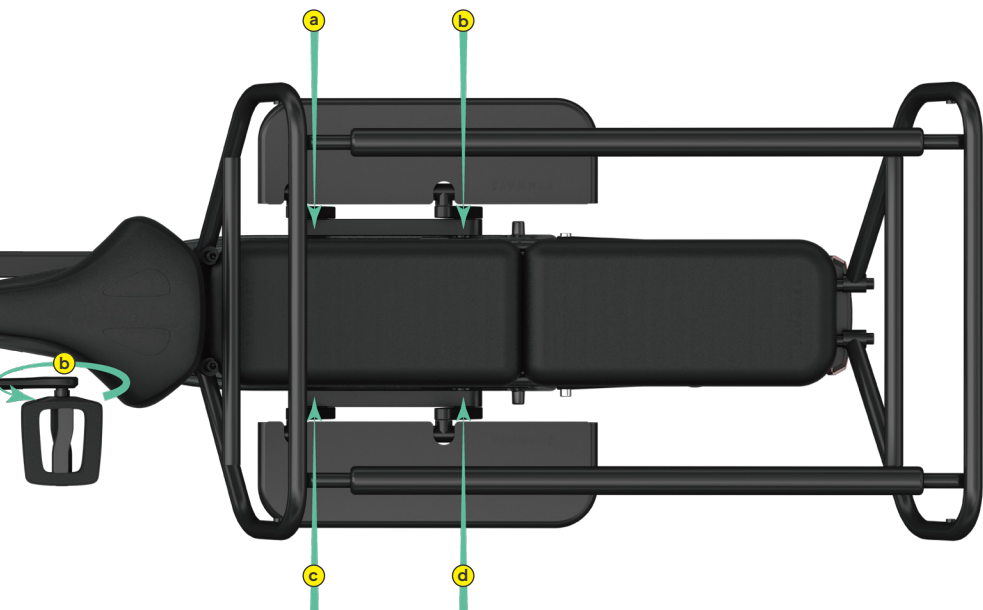
01

Distinguish between left and right footrests (L/R), and use the **No. 6 Hex Key** to secure the rear footrests to the frame. (Torque: 10 to 14 Nm)



02

The height and front-to-back position of the rear footrests can be adjusted by first loosening the two screws that secure the footrests to the support rod, and then loosening the two screws that secure the support rod to the frame. After adjusting to the desired position, retighten the screws (Torque: 10 to 14 Nm).



09. INSTALL THE BATTERY



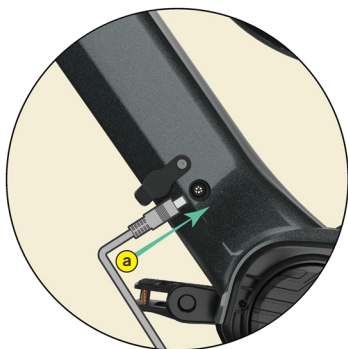
01

Tilt and clip the lower end of the battery into the battery slot, and then press the upper end in.

02

You will hear a click when the battery is firmly seated.

BATTERY CHARGING 10.



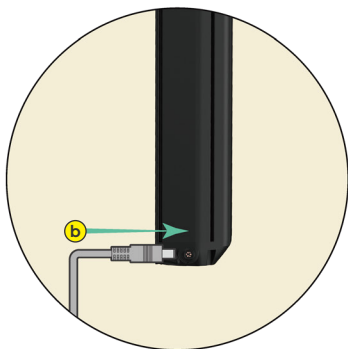
You can choose to charge the battery either while it is installed on the bike or after removing it. However, it is recommended to remove the battery and charge it indoors.

01

After placing the bike in a safe location, you can charge the battery directly through the charging port located on the side of the battery.

02

Insert the key and turn it clockwise to release the battery. When the battery pops out, press the buckle on the top of the battery to remove it from the bike.



02

Charge the battery with the charger

1. Plug the charger into a standard power outlet. Note: The charger is a multi-voltage unit and can operate between 100V and 240V.
2. Lift the small rubber cover on the battery's charging port.
3. Insert the charger cable into the charging port.
4. The charger has an LED status indicator:
 - Green light (when not connected to the battery) = Ready to charge.
 - Red light (when connected to the battery) = Battery is charging.
 - Green light (when connected to the battery) = Battery is fully charged.
5. Once charging is complete, disconnect the charger from the battery.
6. Unplug the charger from the power outlet and store it properly.



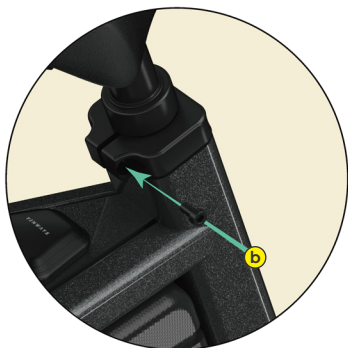
Note: Ensure the battery charger is disconnected from the power outlet once the battery is fully charged or if it's not being used to charge the battery.

11. ADJUST THE HEIGHT OF THE SADDLE

Tools needed: No.5 Hex Key

01

Loosen the post clamp bolt, adjust the saddle to a suitable height, then tighten the clamp bolt. (Torque: 8 to 10 Nm)



Note:

1. This model uses a cable-actuated dropper seat post. If you need to further adjust the seat post height by loosening the clamp bolt, locate the control cable housing at the head tube exit point, and feed in or pull out the cable housing according to the desired seat post height (ensure that during the seat post movement, the cable housing moves up and down accordingly).
2. The seat post height cannot exceed the marked safety line, and its lowest position is when it is fully inserted into the frame.
3. When the bike is stationary, simultaneously press the dropper seatpost lever and the saddle to adjust it to your desired height, then release the lever. The saddle will remain at that height.
4. While riding, press the dropper seatpost lever to release the seatpost's suspension. Adjust your seating position to the desired height, then release the lever. The saddle will remain at that height.



INSTALL THE REAR REFLECTOR

12.

Tools needed: Phillips head screwdriver

01

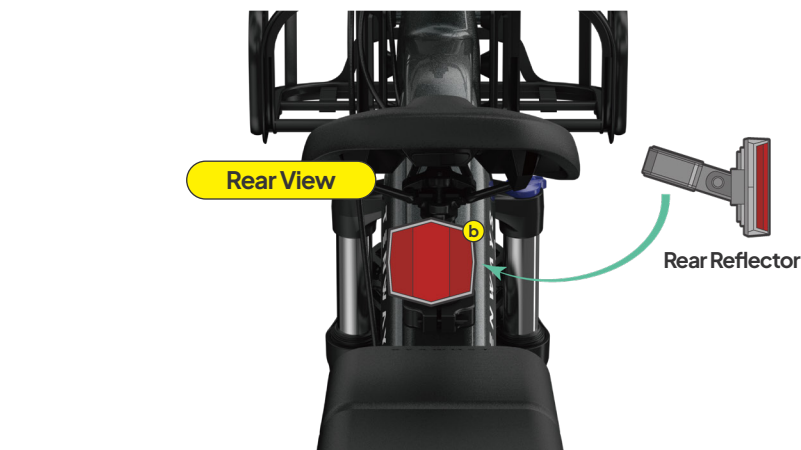
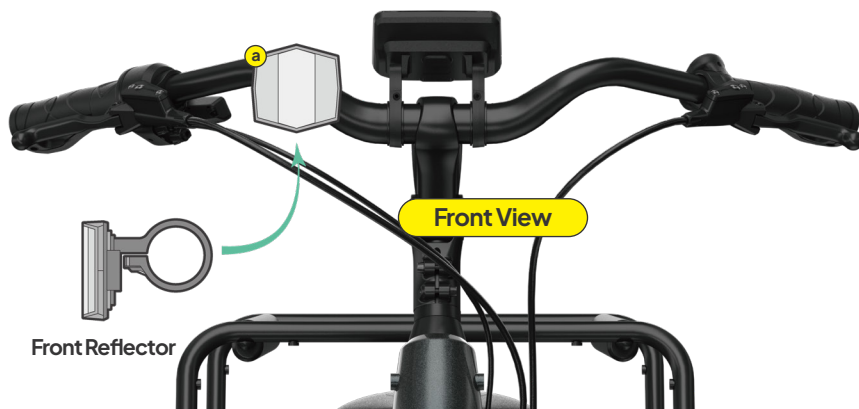
Distinguish between the front reflector (white) and the rear one (red).



Note: Both front and rear reflector brackets are plastic components; the screw tightening torque is 1 to 2 Nm.

02

Use the **Phillips head screwdriver** to install the rear reflector to the saddle post and the front one to the handlebar.



PANEL OPERATIONS

01. CONTROLLER
DIMENSIONS

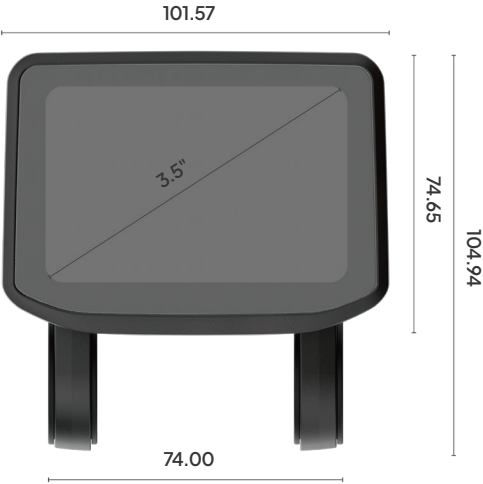
02. BUTTONS

03. OPERATION
METHODS

04. USER
MENU

CONTROLLER DIMENSIONS 01.

Front view



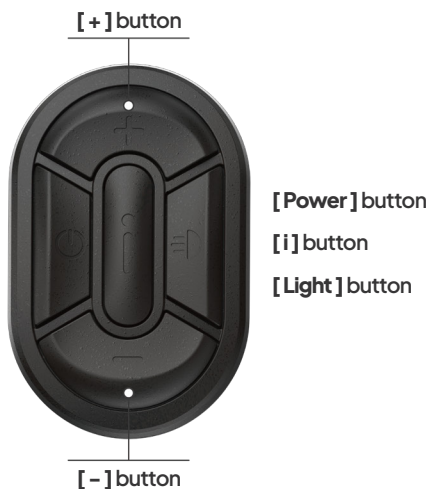
Side view



Top view



02. BUTTONS



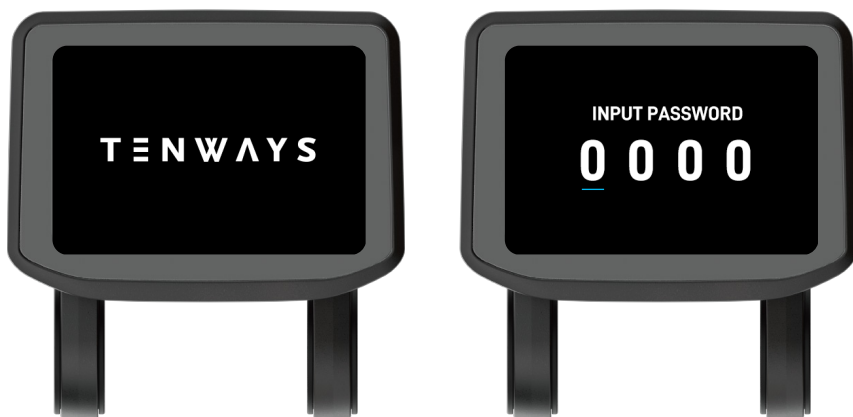
Button	Name	Functions
	[Power] button	1. Turn the display on or off.
	[+]button	1. Adjust parameters. 2. Operate menus.
	[-]button	1. Adjust parameters. 2. Enable or disable the assistance function. 3. Menu operations.
	[Light] button	1. Turn the headlight on or off.
	[i] button	1. Change the information bar. 2. Confirm functions. 3. Operate menus.

OPERATION METHODS 03.

3.1 Power On/Off

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

In the power-on state, press and hold the **[Power]** button for 2 seconds to turn off the panel.



03. OPERATION METHODS

3.2 Riding interface

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

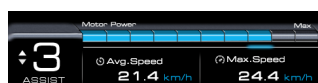


Table 1

Parameter Description	Parameter on the 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: 0.0–99,999.9 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	Co2	0–999999	kg
Trees saved	Trees Saved	0–999999	trees
Distance	Range	0–999	km or mile

03. OPERATION METHODS

3.3 Gear shifting

Press **[+]** or **[-]** to shift gears.

Press and hold the **[-]** button for 1 second to enter the 6km/h assistance mode. Release the **[-]** button to exit assistance mode.



3.4 Turn the lights on/off

Press and hold the [+] button for 1 second to turn the lights on or off.

3.5 Distance

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



03. OPERATION METHODS

3.6 Error codes

Common error codes (Error codes are related to other accessories of your e-bike. For more information, contact **TENWAYS** customer service.)



USER MENU 04.

Press and hold the [i] button for 2 seconds to enter the user menu when the e-bike is stationary, and no error occurs. 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, date and time, and Bluetooth connection.

The system returns to the riding interface automatically if no operation is performed on the user menu interface for more than 60 seconds.



04. USER MENU

4.1 Clear the trip mileage

On the menu preview interface, press the [i] button to enter this 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: After the trip mileage is reset, the maximum speed, average speed, and total trip time are also reset.



4.2 Set the units

On the menu preview interface, press the [I] button to enter this 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 Backlight brightness settings

After entering the menu preview interface, press the [i] button to enter this menu item, and then click the [+] or [-] button to set the brightness to AUTO, 1, 2, 3, 4, or 5. AUTO means automatic backlight.

Press the [i] button to confirm and save the setting. The next menu item is displayed.



4.4 Set the auto power-off time

On the menu preview interface, press the [I] button to enter this menu 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 means 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

4.5 Auto headlight settings

On the menu preview interface, press the [i] button to enter this menu item, and then click the [+] or [-] button to select ON or OFF.

Press the [i] button to confirm and save the setting. The next menu item is displayed.

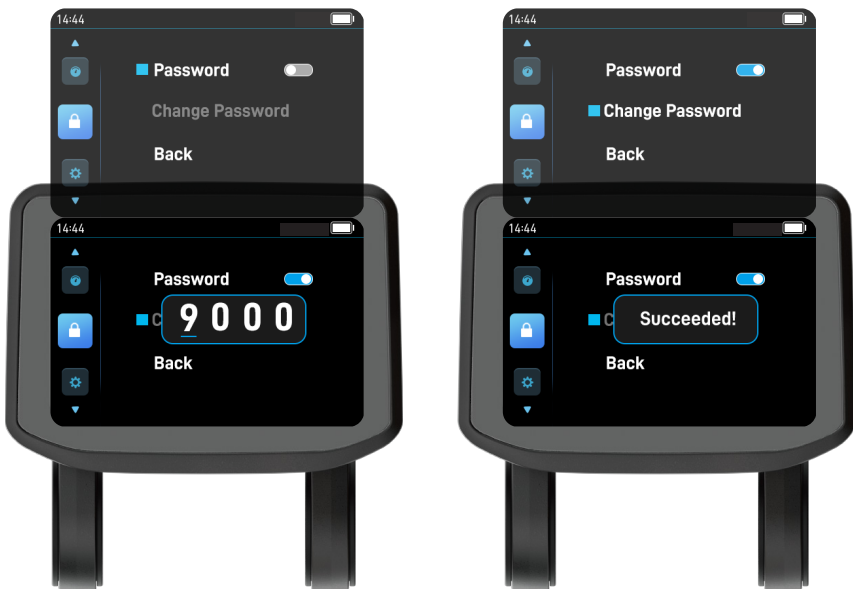


4.6 User password settings

On the menu preview interface, press the [i] button to enter this menu item. Press the [+] or [-] button to select the "Password" item, and press the [i] button to enter the "Password" item to select ON or OFF. 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 [Power] 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

4.7 System information

Go to the menu preview interface to view system information such as the software version. The following figure is for reference only.



4.8 Set the date and time

On the menu preview interface, press the [I] button to enter this menu item. The date and time are set by stepping through each unit from year (2000–2099), month (01–12), day (01–31), hour (00–23) to minute (00–59).

Press the [Power] button at each stage to confirm before moving to the next unit. For each unit, press the [+] or [–] button to select the required value. When the date and time are entered, press the [I] button to confirm and save the setting. The next menu item is displayed.



BIKE USAGE

01. CONNECT TO
THE TENWAYS APP

02. BEFORE YOUR
FIRST RIDE

03. ROUTINE
MAINTENANCE

04. FRAME
CODE

CONNECT TO THE TENWAYS APP

01.

-
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. Fill in the color and saddle height of your e-bike, and give your e-bike a name.
 5. Turn on the panel of your e-bike, and enter the password.
 6. Next time, when you turn on the controller and log into your account on the app, your e-bike will be automatically connected in 10 seconds.

02. BEFORE YOUR FIRST RIDE

- Charge the battery to 100% before your first ride.
- When charging your e-bike:
 1. Charge the e-bike indoors and keep it away from direct sunlight, rain, or snow.
 2. Use only the **TENWAYS** charger to charge the e-bike.
 3. Make sure that you charge your e-bike at an appropriate ambient temperature. The best ambient temperature for the charger is 20°C to 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 is fully charged to prevent battery overcharging.
 5. To charge the battery, connect the charger to the battery charging port and to a power outlet. When removing the charger, disconnect the charger from the power outlet and from the battery charging port.
- Check the tire pressure by hand or with a tool and ensure the pressure is within the range of 40–65 PSI/2.8–4.5 BAR.
- Press the driving belt to check whether the belt tension is proper (you should be able to press the middle part of the belt down 10–15 mm if the tension is moderate).

-
- 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.
 - When properly adjusted, the saddle should be at hip height.
 - Check and ensure that the front wheel quick release, handlebar, brakes, pedals, and other related parts of the e-bike are properly fastened before you start to ride.
 - The brake settings vary by country or region. 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 the two 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

Daily inspections

- 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 disc brakes and frame or front fork
 5. Screws between the discs and bottom brackets
- Use the tools provided to tighten loose screws.
- After all screws are properly tightened before the first ride, check if they maintain the same fastening performance when your e-bike reaches a 200-km riding distance and at every 1,000 km after the initial 200 km.
- We recommend checking the fastening performance of screws at every 600 km of riding if you usually ride under complex road conditions.

Daily cleaning

- Use a rag or large brush to clean dust off when there is not much mud on your e-bike.
- When there is a lot of sludge on your e-bike, use a brush and soapy water to wash off the sludge, 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 as soon as possible.
- 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. Doing so might damage the mechanical pivots and related mechanical fittings.

03. ROUTINE MAINTENANCE

How to maintain the battery

Operating and storage temperatures of the battery.

- The working temperature of the lithium battery is 0°C to 40°C.
- We recommend that you store the lithium battery in an environment where the temperature is 0°C to 25°C with 65 ± 20% RH.
- 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 charged above 95% or discharged below 10% to prevent decreasing its life. This has been factored into the design by **TENWAYS**, so simply charge until the red light on the **TENWAYS** standard charger turns green. A reasonable charging and discharging solution 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.

How to maintain the brakes

- The new brake blocks and discs feature relatively smooth surfaces, so the braking effect will improve after you ride 100 km or brake on long downhills 3 to 5 times, when such surfaces are roughened.
- Check screws between the brake lever and the handlebar, as well as screws between the disc brakes and frame or front fork:
 1. When the riding distance reaches the first 200 km, verify that the screws maintain the same fastening performance as they did initially.
 2. Check the fastening performance at every 1,000 km after the initial 200 km.
 3. We recommend checking the fastening performance of screws at every 600 km of riding distance if you often ride under complex road conditions.
- The wear degree of the brake blocks should be checked after you've ridden on normal roads for 1,000 km, or 600 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

Professional store maintenance

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

- 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 professional store should lubricate the internal pivots to ensure the smoothness of pivots in front fork parts, front hub bearings, bottom bracket, and other parts.
- The wear degree of the tires.
- The fastening performance of sensors and other electronic control parts (battery, controller, motor, and odometer).

FRAME CODE 04.

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.

Provide your frame code information when contacting us for consultation. 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

WARRANTY 01.

- This product has passed the relevant certification of EN15194–2017 electrically powered assisted cycles regulations.
- All original components are covered by warranty for a period from 3 months to 2 years, from the date of delivery. For details, contact **TENWAYS** customer service.
- 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
 6. Damage or defects due to accidents

02. FAQ

Q: What is the model of this e-bike?
Which terrains is this e-bike targeted at?

A: It's a longtail cargo bike intended for urban pavement or slightly potholed roads. Do not ride it on mountain roads. Otherwise, accidents may occur.

Q: What is the weight of the whole bike including the battery?

A: It's about 42 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 a professional cycle store for inspection and maintenance.

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

A: About eight hours.

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

A: 65 to 100 km.

Q: What are the tire pressure requirements?

A: The air pressure of the tires should be within the range of 40–65 PSI or 2.8–4.5 bar.

Q: What is the proper belt tension?

A: The tension value should stay within 45 to 60 Hz (35 to 45 lbs), which means the middle part of the belt should sink for 10 to 15 mm when you press it down by hand.

Q: What is the overall noise level of this product while riding?

A: This product has passed the relevant certification of EN 15194–2017, meaning the rider will not hear any sound higher than 70 dB from this e-bike during riding.

WARNINGS 03.

- This bike is designed for urban riding. Do not use it for racing, mountain biking, or other non-urban usage scenarios. Understanding your e-bike and its intended use is crucial, as personal safety incidents may occur when you use it in the wrong usage scenarios.
- This bike is not suitable for use at altitudes above 2,000 meters.
- It should also be parked in a suitable environment. Prolonged exposure to ultraviolet rays, rain, or other natural elements may damage the bike's casing materials.
- Inspection and maintenance are 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.
- If you choose to attach a spring-loaded child seat, please make sure it is installed and fitted correctly to avoid possible injury.
- Your 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 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.

03. WARNINGS

- Like all mechanical parts, 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 a component has reached the end of its lifespan and it should be replaced.
- Extra caution should be exercised when you install any third-party accessories on your bike. Adding accessories may increase the overall weight or raise the center of gravity of the bike. This could lead to a loss of control, which may result in injury or even death.
- Do not touch the brake discs while the front and rear wheels are turning, or after you use the brakes. You may be injured or burned.
- 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 by country or region. 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. Riding without a helmet can result in serious injuries or even death.

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- Do not use a headset or talk on the phone while riding.
 - Do not ride when you don't have full control of the bike.
 - Ride with extra caution on slippery surfaces or under 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 rotors 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.
 - Do not place the e-bike in a strong magnetic field, or put any magnetic objects near the bottom bracket.
 - The bike is designed to withstand a maximum weight of 250 kg (including the weight of the e-bike itself). Exceeding this weight may cause life-threatening accidents.
 - Do not hang bags, umbrellas, or other excessively large or heavy items on the handlebar.

03. WARNINGS

- 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 break the motor violently, or immerse it in water.
- Unless required for maintenance, do not attempt to remove the controller.
- 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 problems.
- The contents of this manual are subject to change without notice. If you have any questions, please contact **TENWAYS** customer service.



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

