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**E26**

PLEASE READ THIS MANUAL CAREFULLY BEFORE USING YOUR E-BIKE

THANK YOU FOR CHOOSING TO BE PART OF THE ENGWE E-BIKES FAMILY.

We invite you to read through this owner's manual to learn about your e-bike and what it's like to own one.

First of all, remember to be safe outside. Your bike is an accessory to your lifestyle and activities. Always follow best practices and traffic rules.

Even in this ever-evolving technology, your e-bike is essentially a bicycle, and as such requires basic maintenance and care to always function properly.

Preventative maintenance is the name of the game. We invite you to grow with us, taking advantage of our modular design for technology.

Instructions, videos, and live support are being created to provide all the knowledge you need to get the most out of your Engwe E-bike.

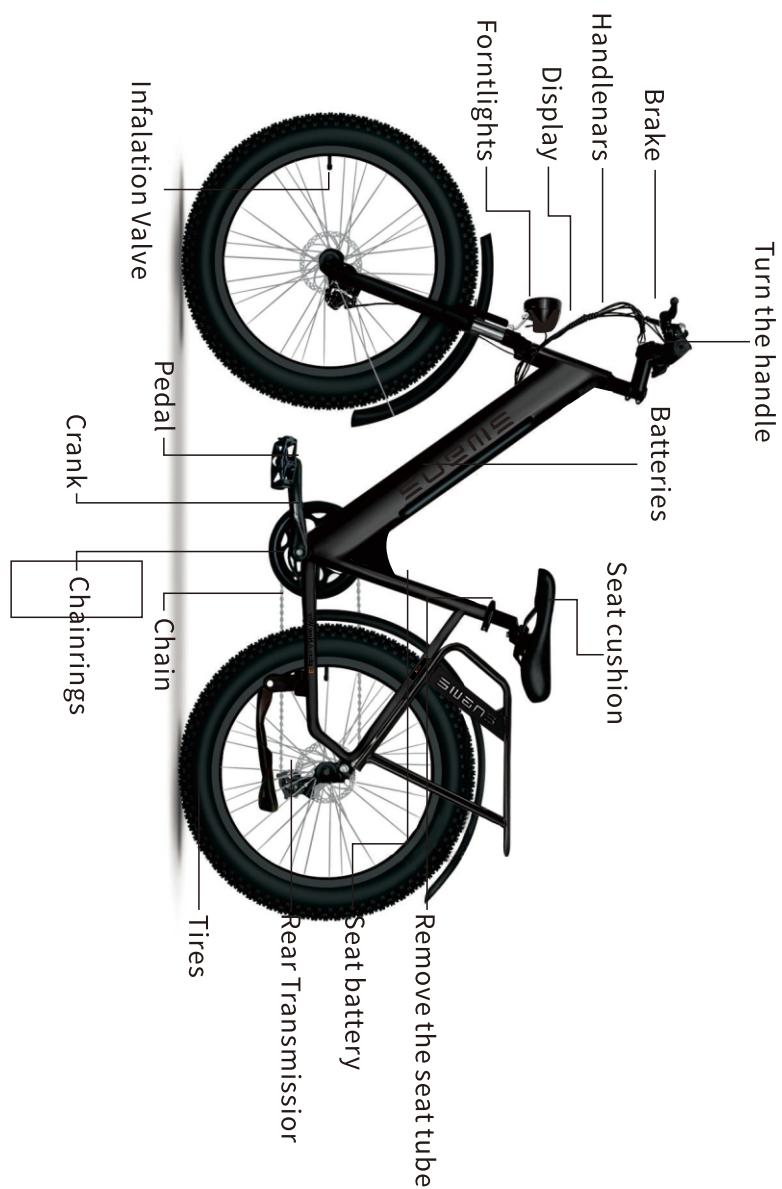
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### General Information



### PRODUCTS INTRODUCTION AND ASSEMBLY INSTRUCTION

Performance index	Project	E26		E26 ST	
		US	EU	US	EU
Basic parameters	Vehicle Size	1960*690*1200	1960*690*1200	1960*690*1200	1960*690*1200
	Wheel Size	26Inches	26Inches	26Inches	26Inches
	Body Material	Aluminium alloy	Aluminium alloy	Aluminium alloy	Aluminium alloy
	Maximum Load	330 lbs(150KG)	330 lbs(150KG)	330 lbs(150KG)	330 lbs(150KG)
	Vehicle Weight	76lbs(34.5KG)	76lbs(34.5KG)	73lbs(33.3KG)	73lbs(33.3KG)
Main Parameters of the Whole Vehicle	Maximum Speed	19.8mph(32km/h)	15.5mph(25km/h)	19.8mph(32km/h)	15.5mph(25km/h)
	Maximum Gradient	30°	30°	30°	30°
	Rear Derailleur	7-Speed	7-Speed	7-Speed	7-Speed
	Mileage Range	38miles (62km)	50miles (80km)	38miles (62km)	50miles (80km)
	Working Temperature	23°F-95°F(-5~35)	23°F-95°F(-5~35)	23°F-95°F(-5~35)	23°F-95°F(-5~35)
Battery Parameters	Bated Voltage	48V	48V	48V	48V
	Battery Capacity	16AH	16AH	16AH	16AH
	Service Life	500 Times	500 Times	500 Times	500 Times
Motor Parameters	Motor Power	750W	250W	750W	250W
	Motor Type	Brushless Gear Motor	Brushless Gear Motor	Brushless Gear Motor	Brushless Gear Motor
	Maximum Torque	70Nm	70Nm	70Nm	70Nm
Charger Parameters	Input Voltage	100-240V	100-240V	100-240V	100-240V
	Output Voltage	54V	54V	54V	54V
	Output Current	3A	3A	3A	3A

(1) E26 ST

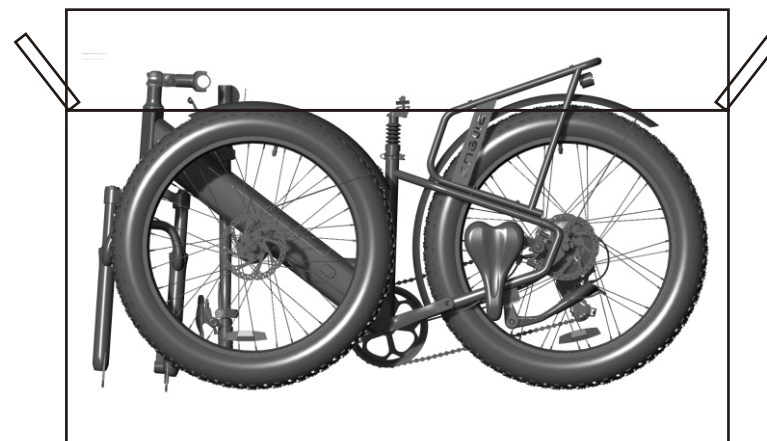


(2) E26

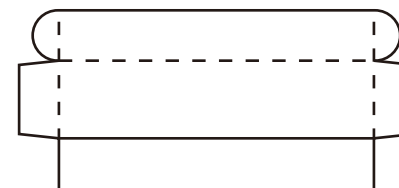


**What's in the Box**

- Take out the bike, the seat post, and the toolbox.
- Remove (and recycle) all wrapping material.
- Save the bike box and toolbox for future use.

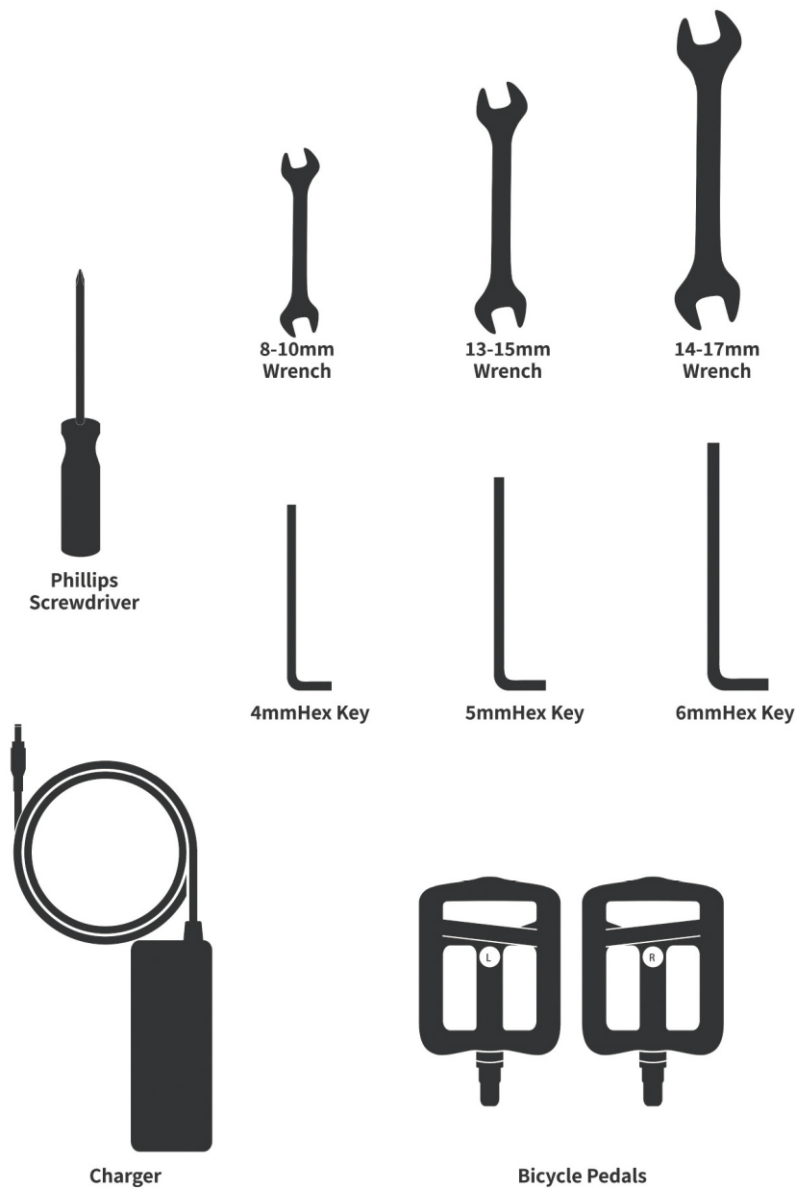


**Bike box**



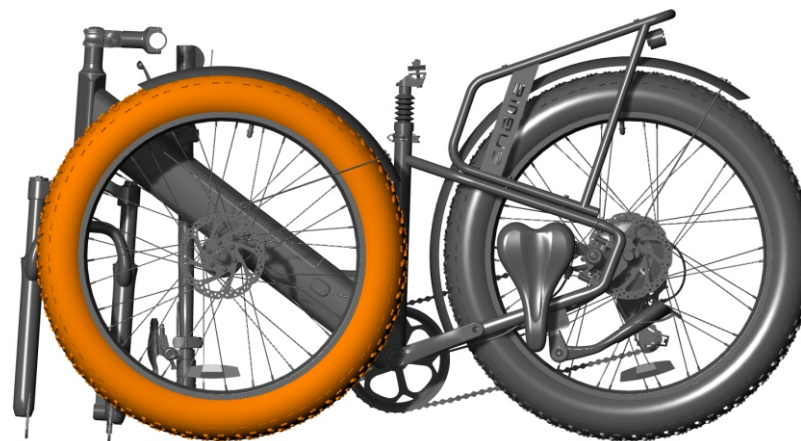
**Tool box**

## Tool Box Checklist

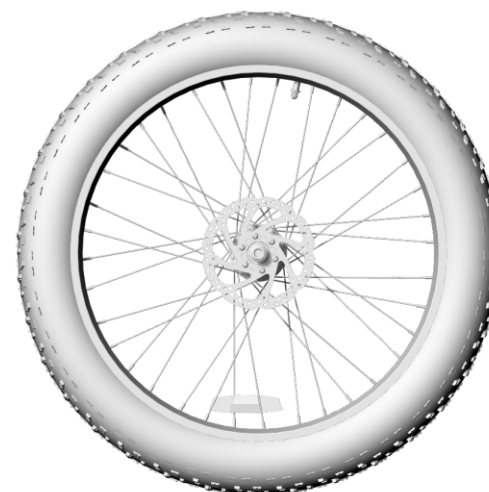


## Assembly Instruction

- Take out the front wheel.

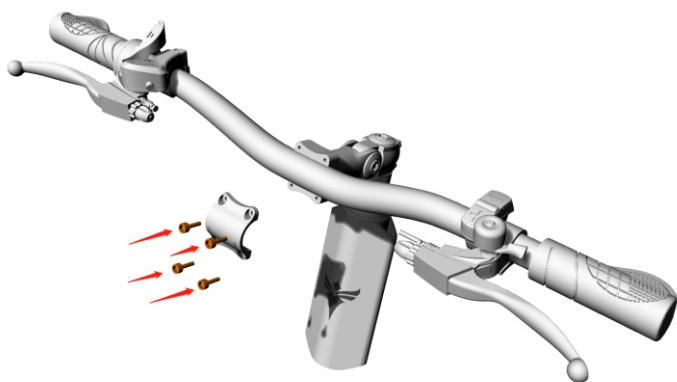


- Remove the protection cap from both sides of the front wheel.

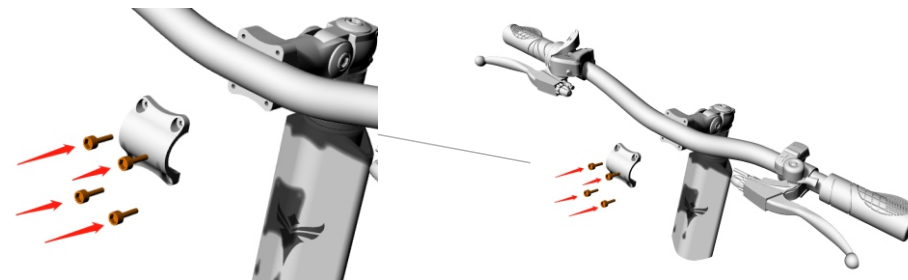
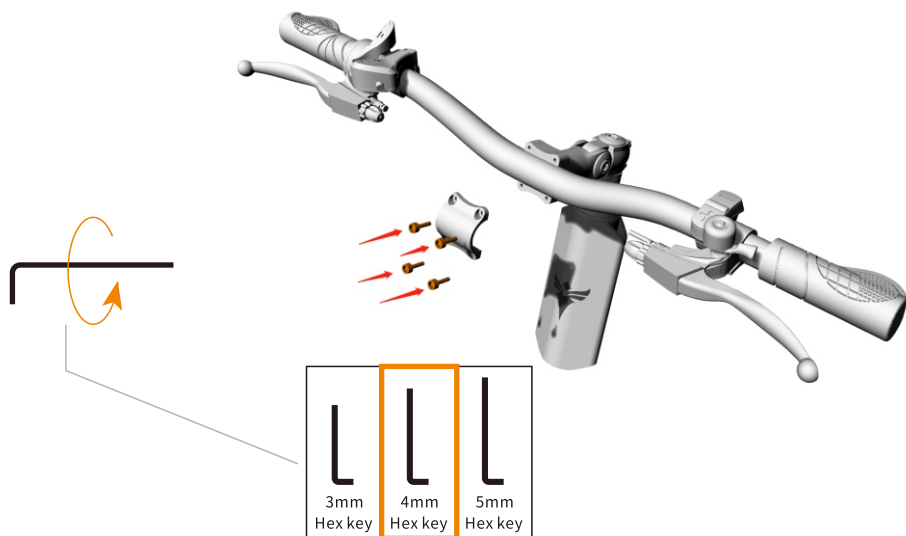


### Tool Box Checklist

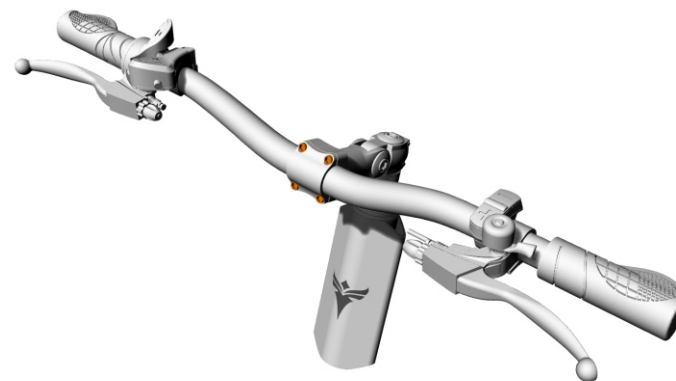
- Dismantle the foam, and then rotate the instrument to the top of the handlebar.



- Place the handlebar at an appropriate position, and make sure the "cross symbol" is located at the center.



- Use a 4mm hex key to install the 4 bolts by turning clockwise. The sequence is shown in the picture above. Please do not fully tighten them yet.
- Once the bolts and the handlebar are in the right place, tighten the bolts fully with appropriate force.



· Take the headlight out of the carton.



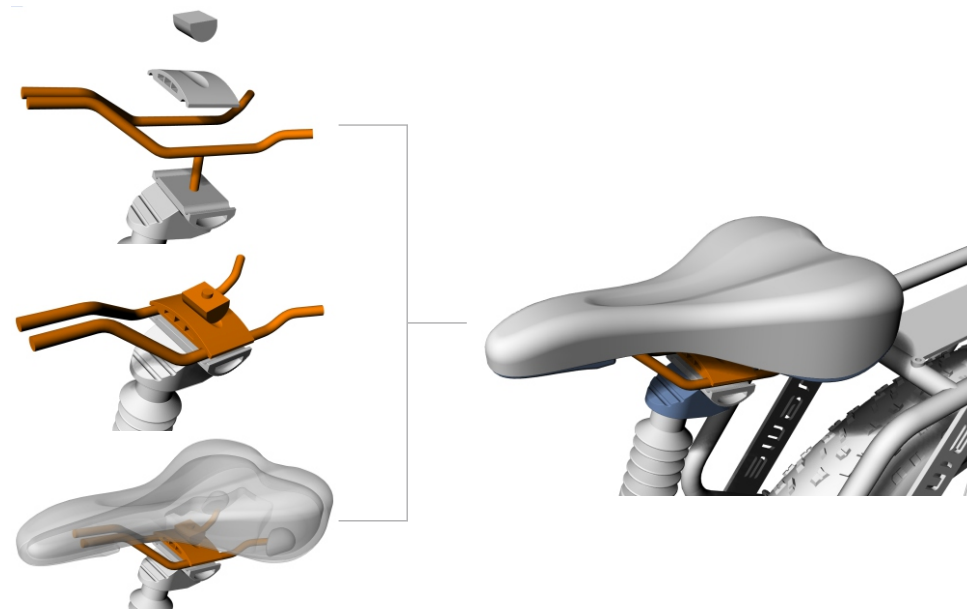
· Align the installation position.



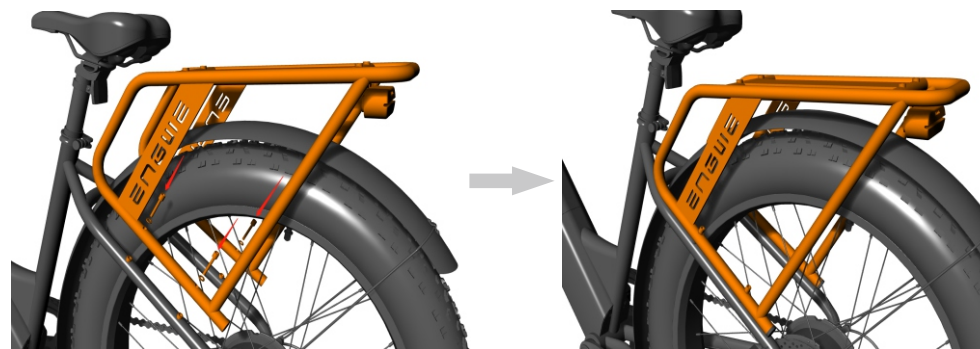
· The fixing piece shall be inserted into the mounting hole.

· Align the screw hole, and then insert the screw to tighten it.

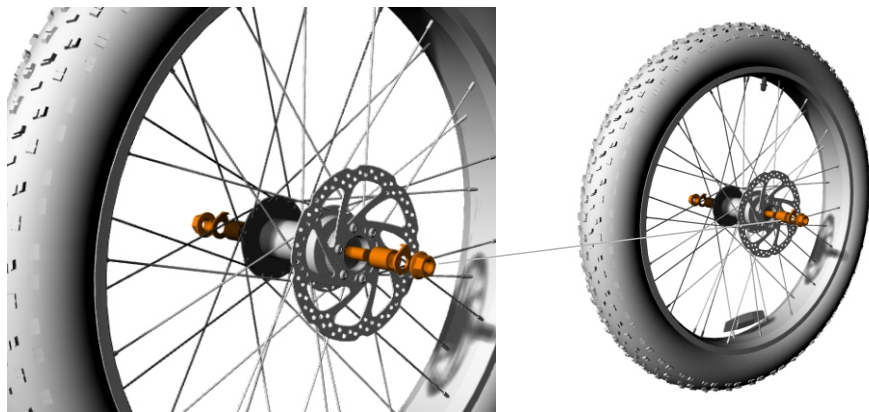
· Tighten with screws in the sequence shown in the figure.



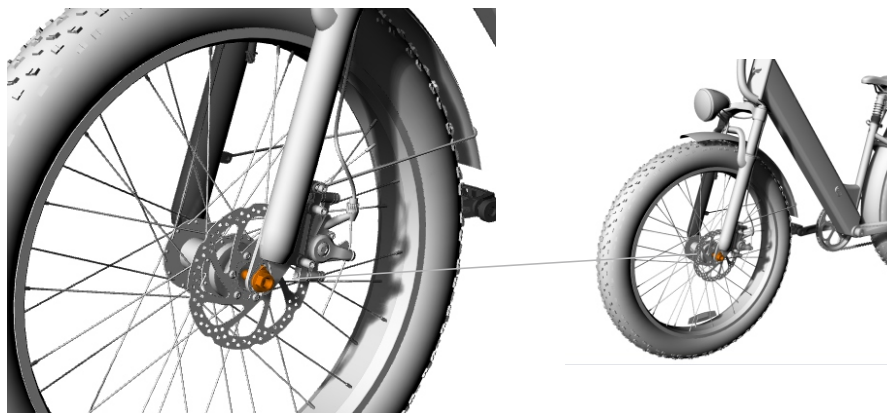
· The shelf holes should be aligned, put the screws one by one according to the instructions in the figure below, and tighten them.



· The screws and gaskets shall be installed according to the picture.

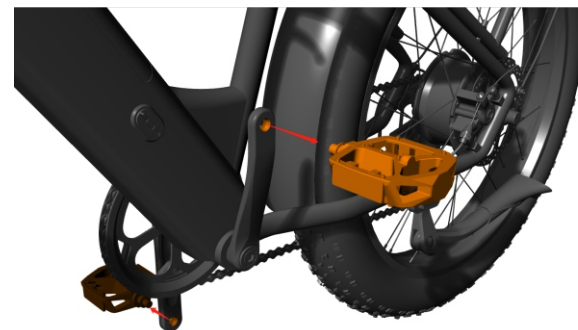


· Clamp the front wheel with the front fork and lock the front wheel screw with a wrench.

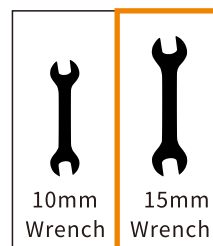


The shaft sleeve is clamped inside the front fork.

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



· Manually install the left pedal by turning counterclockwise, and install the right pedal by turning clockwise. Tighten the pedal securely with a 15mm wrench.



· Fill up the air with the hand pump before riding.



## DISPLAY GUIDE

### Function overview

The Display provides a variety of functions to meet your riding needs, including:

- Battery level indicator
- Motor power indicator
- Assist level adjustment and indication
- Speed indicator (including real-time speed, maximum speed, and average speed)
- Distance indicator (including trip distance and ODO)
- Push assistance control and indication
- Headlight control and indication
- Error code indicator
- USB connection indicator (reserved)
- Heart rate indicator (reserved)
- Bluetooth connection indicator (reserved)
- Custom parameter setting (e.g., wheel diameter, speed limit, battery level, assist level, power-on password, controller current limit, etc.)
- Reset function

## 1. Function overview and functional area layout

### 1.1 Functional overview

Display provides a variety of functions to meet the riding needs of users, including:

- Battery level indicator
- Pedal assist (PAS) level indicator
- Speed (current speed, maximum speed, average speed)
- Mileage display (single and total mileage)
- Walk boost mode
- Light ON/OFF
- Error code indicator

### 1.2 Functional areas

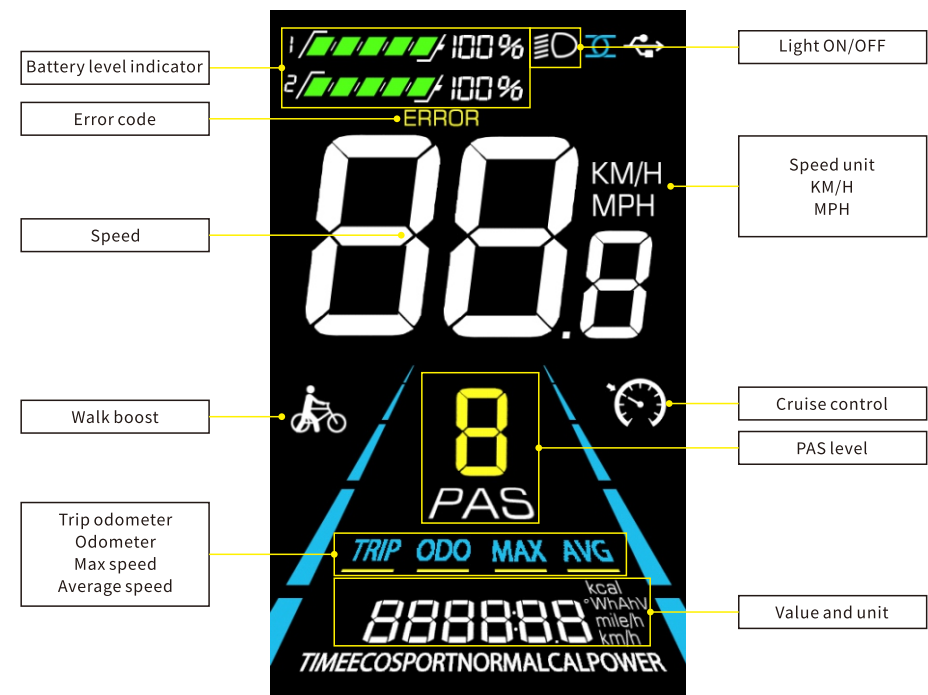







Figure 1-1 Functional area distribution interface

### 1.3 Button definitions

The display is equipped with five buttons on the corresponding operating unit: power on/off , plus , minus , light  and toggle 

## 2. Routine operation

### 2.1 Power on/off

Long press to power on/off the display. When the display is off, it will not use the battery power and the leakage current is less than 1uA.

The display will automatically shut off if it is not used for more than 10 minutes.

### 2.2 Display interface switching

When the display is powered on, it will show the Current Speed (km/h) and Trip Odometer (km) by default. Short press to switch between Trip Odometer (km), Odometer (km), Maximum Speed (km/h), and Average Speed (km/h).

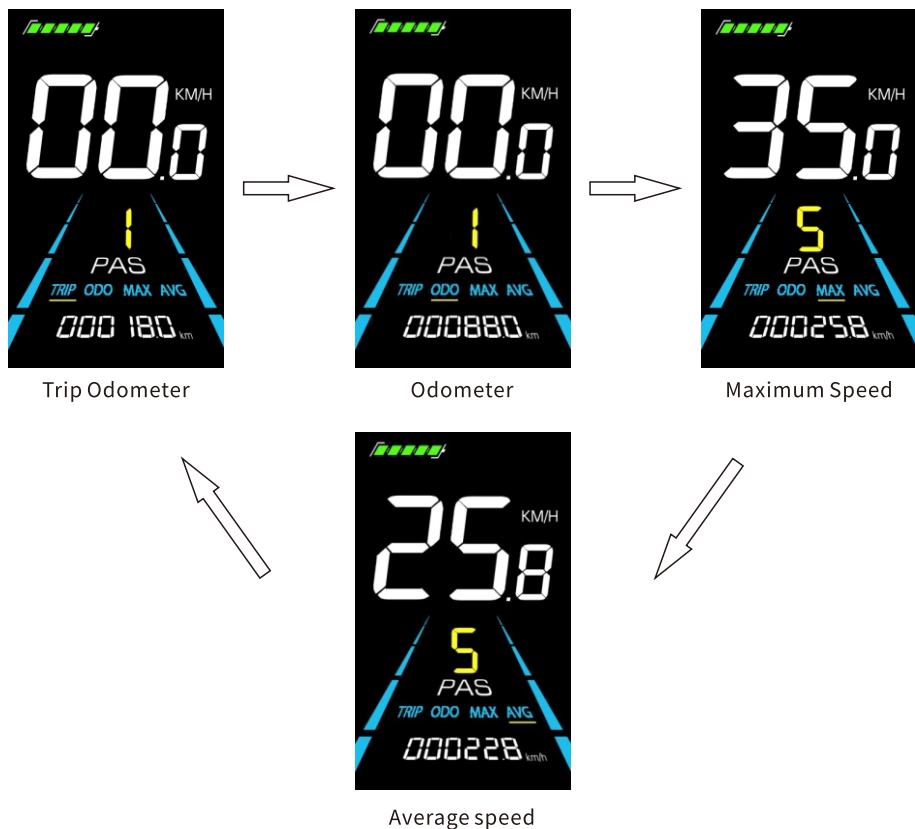


Figure 2-1 Display Interface Switching

### 2.3 Walk boost mode

Long press and hold , the electric bicycle enters the walk boost mode. The electric bicycle will drive at a constant speed and the display shows . Release the button to stop the power output immediately and restore to the state before walk boost.



Figure 2-2 Helping to implement the display screen

The walk boost mode can only be used when pushing the electric bicycle, please do not use it while riding.

### 2.4 Turning on/off lights

Press the to make the controller turn on the lights and the display backlight becomes dim. Press again to make the controller turn off the lights and the backlight restore brightness.



Figure 2-3 Backlight display interface

### 2.5 PAS level selection

Press **+** / **-** to switch PAS level of electric bicycle, thus changing the motor output power.

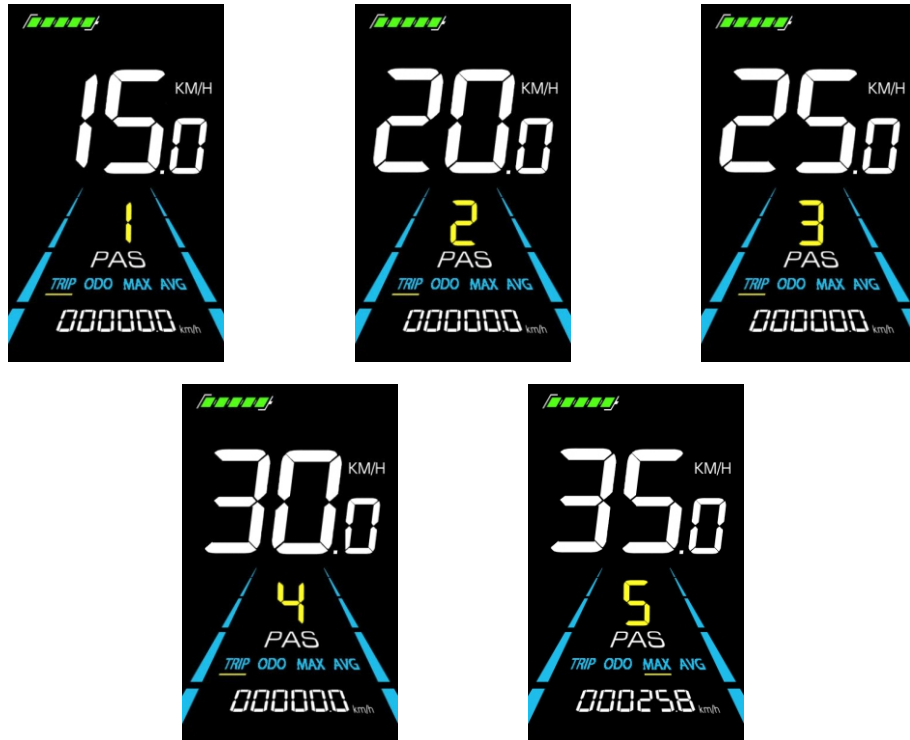


Figure 2-4 PAS level display interface

### 2.6 Battery level display

The Battery level is shown as 5 bars. When the battery is full charged, all of the 5 bars lighten up. When the battery is fully depleted, the bar will begin to flash, warning the user to charge the battery as soon as possible.

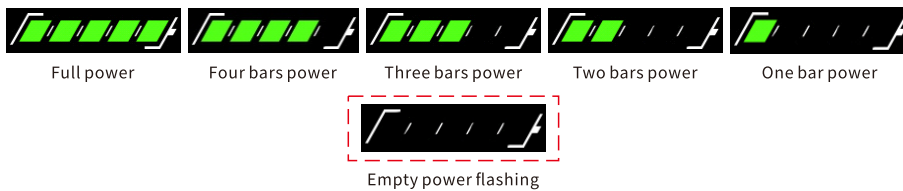


Figure 2-5 Battery Level Display Interface

### 2.7 Error code display

If there is a fault occurs in the electronic system of the electric bicycle, the display will automatically show an error code, see Schedule 1 for a detailed definition of the error code.

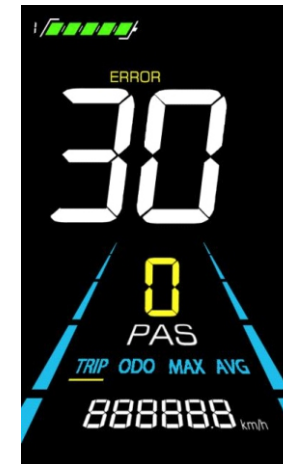


Figure 2-6 Error Code Display

**⚠** When the error code appears on the display, please troubleshoot the problem in time, the electric bicycle will not be able to drive normally after the problem occurs.

#### Schedule 1: Error Code Definition

Error codes			
Error	codeDefinition	Error	codeDefinition
E021	Current failure	E024	Hall failure
E022	throttle failure	E025	Brake failure
E023	Motor phase failure	E030	Communication failure



## YOUR FIRST RIDE

NOTE: Please be VERY CAREFUL when you are ready to get on your e-bike for the first time because the e-bike moves significantly faster than a regular bicycle in active power-assisted mode. Take your e-bike to an area with a lot of open space before you start. We recommend that you ride your e-bike with the pedal assist off at first, to get familiar with the braking and gear shifting. Then, you can start testing the pedal assist levels incrementally to gain familiarity with the optimal settings for your riding style.

### Safety Checks Before Every Ride

- The battery pack must be charged and installed correctly.
- The display must be on and functioning properly.
- The brakes must be working properly.
- Tires must be inflated to the proper psi.
- The front and rear lights must be working properly.
- Cable connections must be secure.

### Operating Your New e-Bike

The method to turn on the bike is:

- Press the power button on the left handlebar until the display lights on;
- Ride on the bike and twist the throttle bar or pedal the bike, the bike will move and you can change the power level with control buttons, level 1 is the slowest and level 5 is the fastest, and level 0 is the human model.



### Other Function

· Hand Throttle Control. In the hand throttle mode, the amount of power assist is determined by the throttle switch controlled by your hand. You control the throttle by twisting it from its resting position, the farther the throttle switch is from its resting position, the more power is delivered to the motor to accelerate the e-bike. When you want to slow down, you simply release the throttle and let it return to its resting position, and simultaneously apply the brakes if necessary. You do not need to pedal the e-bike if you use the hand throttle. However, you can pedal while commanding power assist. If you pedal to help the movement, you conserve energy and the charge in the battery will last longer.



## SECURITY AND WARNINGS

### Before Riding the e-BIKE

Always perform a mechanical inspection before riding an e-bike:

- Hardware is properly secured
- Tires are properly inflated
- Brakes are working properly
- Adjusted and fixed handle
- Front wheels are secure and properly locked

### When Riding the e-Bike

- Obey all road rules and local traffic laws.
- Respect motorists, pedestrians, and other cyclists. Do not race or taunt other cyclists.
- Ride cautiously as others may not see you. Do not get too close to other cyclists or vehicles.
- Ride on bike lanes and trails.
- Obey traffic stop signs and signals.
- Use appropriate gestures when turning and parking.
- Do not wear headphones.
- Do not bring adult passengers.
- Do not carry anything that obstructs your view or control of your e-bike.



Avoid riding in the following situations:

- Visibility is poor, such as at dawn, dusk, or in the dark
- bad weather
- Extreme rider fatigue
- E-bike maintenance required

### Off-road Riding

- Obey local laws regarding off-road riding.
- Practice riding on easier terrain to enhance your skills.
- Always wear proper safety gear.
- Always ride with a companion in the backcountry.

### Riding in the Rain

- Avoid riding in wet weather as much as possible.
- Reduce your speed if you need to ride in wet weather.
- Wet weather can affect the visibility, braking, and traction of an e-bike and affect others sharing the road.
- Accidents increase in wet weather conditions.

### Riding at Night

- Riding at night is far more dangerous than riding during the day.
- Be sure to wear reflective clothing.



- Make sure you obey local laws regarding night riding.
- Reflectors are not a substitute for the required lights. Reflectors help others see you by picking up and reflecting cars and street lights. Before riding at night, make sure your reflectors are in good condition. Do not remove the reflectors from the e-bike.
- Always use an adequate lighting system when riding at night or any other time of poor visibility. Riding at night or any other time of poor visibility without adequate lighting systems and reflectors could result in death or serious injury. Equip your e-bike with aftermarket batteries or a generator lighting system if necessary.

#### Extreme and Aggressive Riding

Electric bike designs have limitations in terms of strength and integrity. Extreme, stunt, and competition riding may exceed these limits. The manufacturer does not recommend these types of rides. Additionally, extreme, stunt, and competition riding increase the risk of death and serious injury.



#### Tips for Increasing Range

The bike's range on a single charge will vary widely based on rider, terrain, wind conditions, user input, and additional cargo weight. The table below shows an estimate of the potential range a rider might expect under different conditions.

All tests use:

To get the most range per battery charge, there are a few simple things you can do:

- Ride at a lower PAS level.
- Use lower PAS levels and pedals when climbing hills.
- Pedaling when starting from a standstill.

#### Battery Recycling

When your battery is no longer usable, dispose of it according to state and federal regulations. State regulations regarding battery disposal vary, so it's important to know and follow your state's regulations. Lithium-ion batteries cannot be placed in standard trash cans.

#### Recommended Maintenance Interval

Regular inspection and maintenance are key to ensuring your Engwe bike performs as intended and reducing wear and tear on its systems. The suggested maintenance intervals are for guidance only. Actual wear and service needs will vary with usage conditions. We generally recommend inspections, service, and necessary replacements at the first time or mileage interval in the table below.



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## BATTERY AND MAINTENANCE

### Charging Your e-Bike Battery

Follow these steps for charging your e-bike battery from Engwe Bikes:

- Open the cover of the charging port and fold the bicycle;
- Insert the key into the battery, and hold it down until it is screwed clockwise to the end (note: the lock lever is completely retracted into the battery to remove the battery);
- Slide off the battery, the battery is quite heavy, you should be careful not to drop it.

### Battery Charging Information

- You can charge the battery while it is installed on the e-bike or after it is removed from the e-bike.
- You should turn off the battery before you charge it.
- The charging time depends on the remaining capacity of the battery. If the battery is fully discharged, it will take 6 hours to fully charge. When the battery is fully charged, the LED on the charger will change from red to green. At this point, you should disconnect the charger.
- Do not leave the charger connected to the battery for a long time after charging is full (keep it connected and charge overnight.)

It is normal for the charger and battery to heat up slightly during charging. If you notice anything unusual while charging, please stop charging and using the bike and contact Engwe Bikes Product Support for assistance.



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## BATTERY AND MAINTENANCE

Any damage or defect in the warranty component caused by failure to follow the instructions in the electric bicycle owner's manual, acts of God, accident, misuse, neglect, abuse, commercial use, alteration, modification, improper assembly, installation of non-original parts or accessories or Incompatibility with electric bikes sold, mishandling, water damage, extreme riding, stunt riding, or improper subsequent maintenance. Any unauthorized servicing or use of unauthorized parts.

- Batteries are not warranted against damage caused by electrical surges, use of an incorrect charger, improper maintenance or other such misuses, normal wear and tear, or water damage.



Interval	Inspect	Service	Replace
<p>Weekly 160-321km (100-200mi)</p>	<ul style="list-style-type: none"> <li>- Check the hardware for proper torque.</li> <li>- Check the drivetrain for proper alignment and function (including chain, cassette, sprockets, and derailleurs).</li> <li>- Check the correctness of the wheels and quiet wheel operation (no spoke noise)</li> <li>- Check the condition of the frame for any damage.</li> </ul>	<ul style="list-style-type: none"> <li>- Wipe the frame with a damp cloth to clean the frame.</li> <li>- Use the barrel adjusters to tension the derailleur/brake cables if needed.</li> </ul>	<ul style="list-style-type: none"> <li>- Replace any component that has been confirmed by Engwe Bikes Product Support or a certified reputable bicycle mechanic to be damaged beyond repair or damaged.</li> </ul>
<p>Monthly 402-1207km (250-750mi)</p>	<ul style="list-style-type: none"> <li>- Check brake pad alignment and brake cable tension.</li> <li>- Check that the bike moves correctly, proper derailleur tension.</li> <li>- Check chain tension.</li> <li>- Check the brake and shifter cables for corrosion or fraying.</li> <li>- Check spoke tension.</li> <li>- Check accessory installation (rack mount bolts, fender hardware, and alignment).</li> </ul>	<ul style="list-style-type: none"> <li>- Clean and lubricate the drivetrain.</li> <li>- Check crankset and pedal torque.</li> <li>- Clean the brake and shift cables.</li> <li>- If any loose spokes are found, adjust and tension the wheel.</li> </ul>	<ul style="list-style-type: none"> <li>- Replace brake and shift cables if necessary.</li> <li>- Replace brake pads if necessary.</li> </ul>



<p>Every 6 months 1207-2011km (750-1250mi)</p>	<ul style="list-style-type: none"> <li>- Check the drivetrain (chain, sprockets, freewheel, and derailleur).</li> <li>- Check all cables and housings.</li> </ul>	<ul style="list-style-type: none"> <li>- Tuned by certified standards, well-respected bike mechanics.</li> <li>- Lubricate the bottom bracket.</li> </ul>	<ul style="list-style-type: none"> <li>- Replace the brake pads.</li> <li>- Replace tires if necessary.</li> <li>- Replacement of cables and housings if necessary.</li> </ul>
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Failure Phenomena	Causes of Failure	Solutions
- Can not turn on the e-bike	- Battery is off - The Battery is out of power - Battery aging or damaged - Poor contact with the display line - Failure of computer - Failure of the controller	- Turn on the battery - Fully charge the battery - Replace the battery - Reconnect the display - Replace the computer - Replace the controller
- Pedal assist doesn't work - Gear doesn't work well - Brake doesn't work well - Display doesn't light on	- Failure of the speed sensor - Rear derailleur mismatch - Brake caliper mismatch - Brake Disc is bent - Poor contact with the display line	- Replace the speed sensor - Adjust the rear derailleur - Adjust brake caliper or disc - Reconnect the display line
- Can not adjust the speed - Speed is less than 10km/h	- The battery's voltage is too low - The throttle governing bar is damaged - Poor contact with the controlling line - Spring failure or being locked	- Fully charge the battery - Replace the throttle governing bar - Replace the spring
- E-Bike's mileage is inadequate after fully charged	- Inadequate tire pressure - Failure of charger - The battery cannot be fully charged - Failure of the controller - Battery aging or battery damaged - E-Bike has not been well assembled - Too much upgrade road - Strong wind - Bad road - Overweight - Too many braking times - Temperature is too low	- Inflate the tire with appropriate air pressure - Repair the charger - Examine and repair the controller - Replace the controller - Replace the battery - Re-adjust the e-Bike - Boost the e-Bike by manpower - Warm the battery above 0°C(32°F)
- The wheel hub stopped running after switching on the power	-The connection of the battery is loosened - Poor contact of controlling line -The connection of the wheel hub is loose or damaged -The protective board of the battery is broken	-Re-connect the battery -Replace the connection line -Replace the battery's protective board with a new one

## LIMITED WARRANTY

This limited warranty only covers the original owner of an electric bike purchased from Engwe online or in-store. The warranty period begins when you receive the e-bike and shall end immediately upon the end of the warranty period or when the e-bike is sold or transferred to another person, and in no event shall the limited warranty applicable to any subsequent owner or owner of the e-bike other assignees.

Accessories	Quality Problem	Warranty Period	Service Content
Motor	The motor will not be able to use	1 year	Free delivery of parts
Accelerator	Natural conditions (such as impact force cannot be used except for damage)	1 year	Free delivery of parts
Controller	Failure occurs under normal use	1 year	Free delivery of parts
Charger	Failure occurs under normal use	1 year	Free delivery of parts
Lithium Battery	Can't charge under normal use	1 year	Free delivery of parts

This Limited Warranty Does Not Cover the:

- Normal wear and tear of any covered components.
- Consumable or normal wear parts (including but not limited to tires, inner tubes, brake pads, cables and housings, handlebars, chains, and spokes).



Dear customer !

Thank you for purchasing ENGWE series products!

Warranty service: Please enter into the official website <https://engwe-bikes.com/> to view the warranty policy of Engwe.

After purchasing Engwe products, please kindly contact Engwe after-sales service for help when there is a quality issue, which means that you can contact customer service of the seller where you buy your e-bike from.

Please provide your order number, purchase interface, videos of the issue.

