

winegoo

USER MANUAL



E20

Please carefully and completely read the user manual before use it.

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Product Safety Notice


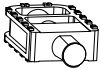
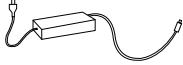



Don't ride until you read this:

1. Always wear a helmet when you ride electric bike.
2. Keep the two keys properly. If the unique keys are lost, you will not be able to turn on the bike or replace the battery. If necessary, you should get more spare keys (We don't have a backup key)
3. Make sure your electric bike has a full battery before taking it out to ride.
4. Always be aware of local road laws, and follow them.
5. Do not ride the electric bike under the influence of drugs or alcohol.
6. Always respect pedestrians.
7. Do not ride under wet conditions. The electric bike may slide from under your feet causing injury. Wet conditions may damage the electronics and void the warranty.

Warning Message

1. **Avoid water** - The electric bike is not waterproof. The electronics may be damaged due to water and water damage is not covered by our warranty. Riding in wet conditions is also very dangerous and may result in injury.
2. **Avoid prolonged exposure to sun or rain and avoid storage in places with high temperatures or corrosive gas.**
3. We do not cover physical damage due to negligent care and extreme riding.
4. **Whenever you ride** the electric bike, you risk severe injury or even death from loss of control, collisions, and falls. Use caution and ride at your own risk.
5. **Do not modify** the product from the manufacturer's original design.
6. **Do not exceed** the posted speed limit and obey all traffic laws.
7. **Avoid touching** the charging port directly and do not let it make contact with a metal object.
8. **Keep hands and all body parts away** from moving parts while operating the electric bike.
9. **Before riding** - be sure to check the electric bike over and make sure the electric bike is operating correctly before each use.
10. **Before riding** - be sure to check that the braking system is functioning properly; also be sure to check that all safety labels are in place and you understand the safety warnings.
11. **Before riding** - be sure that all axle guards, chain guards, or other covers or guards supplied by the manufacturer are in place and in serviceable condition.
12. **Before riding** - be sure to check that the tires are in good condition, inflated properly, and have sufficient tread remaining.
13. **No more** than 264.5 lbs (120kg) maximum load rating.
14. **The electric bike should never** be used by children under the age of 18.
15. **Maximum Speed** - Your electric bike goes the maximum speed of 25 km/h.
16. **Make note that additional insurance may be required to** cover situations you encounter while riding an electric bike. It is recommended that you contact an insurance company or broker for advice and consultation.
17. **To conserve electricity**, use assist mode and avoid zero starting, frequent braking, driving against the wind, carrying heavy loads including other people and riding with insufficient air pressure.

Unboxing

 <p>User Manual x 1</p>	 <p>Pedals x 2</p>	 <p>Charger x 1</p>
 <p>Wrench x 3</p>	 <p>Key x 2</p>	 <p>Electric Bike x 1</p>

Product Overview



- | | | |
|---------------------------|--------------------------|----------------------|
| 1. Grip | 11. Front Suspension | 21. Motor |
| 2. Brake handle | 12. Front disc brake | 22. Rear disc brake |
| 3. Derailleur | 13. Front disc | 23. Back fender |
| 4. Bell | 14. Tire | 24. Back light |
| 5. LED display | 15. Pedal | 25. Back seat |
| 6. Gear shift | 16. Middle folding clasp | 26. Seat tube |
| 7. Pole height adjuster | 17. Crankset | 27. Seat |
| 8. Vertical folding clasp | 18. Wheel Chain | 28. Seat post binder |
| 9. Headlight | 19. Kickstand | 29. Key hole |
| 10. Front fender | 20. Rear disc | 30. Battery |

Assembly

If you can't install bike accessories well, we recommend taking your new bike to a bikeshop for assembly and inspection. If you are willing to assemble the bike yourself, be sure to follow all instructions, properly adjust gears and brakes, and set tire pressure.

Unfold

1. Be careful not to position your fingers between the latch and the frame. You may get injured if you do it.
2. Unfold the rear wheel/ section and hold your e-bike up right with the kickstand. Push the latch closed so that it's parallel with the bike's frame then turn the latch lock down towards the latch to lock it in place.
3. Open the kick stand and place the entire bike.

Seat

1. Open the quick release lever by swinging the lever open and outward fully.
2. Move the seat up and down by sliding the seat post in or out of the seat tube.
3. Adjust the seat and the head of the seat is parallel with the top tube.
4. Close the quick release lever using your palm or finger.

Pedals

1. Locate the right-side/ left side pedal, which is marked "R," "L," should have an "R" "L" sticker attached.
2. Thread the right pedal onto the right crank gently by hand, turning clockwise. Then tighten pedal by allen wrench.
3. Thread the left pedal onto the left crank gently by hand, turning counter-clockwise. Then tighten pedal by allen wrench.
4. Check the chain alignment. Rotate the right pedal and crank toward the back of the bike as though pedaling backward. Watch the chain and ensure the chain runs through the drivetrain (the rear cog, chain tensioner, and around the front chainring) smoothly.

Folding

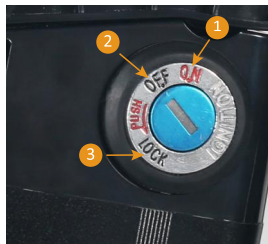


1. Open the vertical folding clasp to fold the handle part.
2. Open the middle folding clasp to fold the bike.
3. Done, to make it smaller, you can remove the saddle.

Battery Key Positions

Familiarize yourself with the key port and key positions before riding the bike. The photo below shows the key port aligned in key position 1, in line with the ON icon. In key position 1, the battery is in the "on" position, with the battery locked to the frame, and the key can't be removed.

Key Position/Icon	Directions
1	ON, Locked to Frame
2	OFF, Locked to Frame
3	OFF, Unlocked from Frame (for battery removal)



- Anytime the battery is in key position 1, (on, locked to the frame) the display power button will turn the bike on and off, but the battery cannot be removed.
- If the battery is in key position 2, (off, locked to the frame) no buttons or controls can be activated, the bike will remain off, and the battery cannot be removed.
- Anytime the battery is in key position 3, (off, unlocked from the frame) the battery must be removed from the bike before moving or riding the bike. The key can be removed from battery.

NOTICE: You have to press the key then you can switch to unlock position.

Start-up procedure

After the bike has been properly assembled according to the assembly video, all components are secured correctly, a certified, reputable mechanic has checked the assembly, and you have read this entire manual, turn on the bike and select a pedal assist level following the steps below:

1. Test the battery lock security. Ensure the key port is aligned with the OFF icon, which indicating the battery is off and locked onto the frame mount. Carefully use both hands to pull up on the battery to test that the lock is secure.
2. Ensure proper handlebar and seat adjustment. Note that lowering the seat so the rider can put one or both feet flat on the ground without dismounting from the seat may offer a safer and more comfortable introduction to operating the bike. Ensure the handlebar faceplate bolts and seatpost quick release are fully and properly secured.
3. Turn the bike on/off. Insert the key and turn clockwise to the ON position. Locate the LCD Display (near the left handlebar grip). Press and hold the center power button "M" for approximately 3 seconds to turn on/off the bike.
4. Front light: Long press the "+" button to turn on/off the front light.
5. Select the desired level of pedal assistance (PAS) between level 0 through 3 using

the + and- on the display remote. Level 1 corresponds to the lowest level of pedal assistance, and level 3 corresponds to the highest level of pedal assistance. Level 0 indicates pedal assistance is inactive. Start in PAS level 0 or 1 and adjust from there.

6. Begin riding carefully. With the proper safety gear and rider knowledge, you may now operate your bike. On a flat surface, in a low gear (1 or 2), most riders should be able to begin pedaling the bike with pedal assist level 0 or 1. You may also use the throttle to accelerate and maintain your desired speed.

7. The throttle is used by slowly and carefully press the throttle downward. Do not use the throttle unless you are on the bike.



Do not use the throttle while dismounted. Avoid accidental application of the throttle while dismounted; anytime you are moving the bike while dismounted, ensure the bike is powered off to prevent accidental application of the throttle.

Remove the battery

For your convenience, the bike battery can be removed.



Locate the seat quick release lever and turn over the saddle.



Press and rotate the key to the UNLOCK icon.



Carefully slide the battery upwards and lift it off the frame.

To reinstall the battery, align the slot at the bottom of the battery and reinsert it into the frame. Turn the key to the locked position.

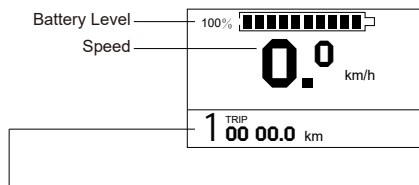
If you want to know the battery level without turn on the bike, long press the button on the top of the battery to display the current capacity.

Charge Your E-Bike

Before using the electric bike, you must fully charge the battery.

1. Ensure the battery is off, by rotating the key to align with the off icon.
2. Remove the rubber cover on the charging port on the opposite side of the battery from the key switch.
3. Plug the charger into the battery's charging port. With the battery on or off the bike, place the charger in a flat, secure place, and connect the DC output plug from the charger to the charging port on the side of the battery.
4. Plug the charger into a power outlet, charging should initiate and will be indicated by the LED charge status lights on the charger turning red. Once fully charged, the charging indicator light turning green. Unplug the charger from the wall outlet first and then remove the charger output plug from the battery charging port.

Display and Setting



TRIP: This figure shows distance data for a single trip. Data is automatically cleared when the bike is powered off.

Display Control

Direction	Operation
Turn on/off the bike	Press and hold the M button for 3 seconds
Increase pedal assist (PAS) level	Press the + button
Decrease pedal assist (PAS) level	Press the - button
Turn on/off headlight	Press and hold the + button for 3 seconds after the display is turned on

Personalized Setting

Setting Mode

When the bike is on, press and hold + and - buttons at the same time to enter the setting mode. Press M to confirm and enter the next setting, press + or - to change the parameters.

Set speed unit

Press the M button to enter the P1 setting interface, and press the + or - button to switch the values. If you select 0, it is KM/H, and if you select 1, it is MPH. After setting, press the M button several times to exit the setting interface.

Setting wheel diameter

Press the M button to enter the P2 setting interface, and press the + or - button to switch values. After setting, press the M button several times to exit the setting interface.

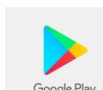
Quick Setup

Control your Windgoo E20 pro Ebike and interact with us in Windgoo Smart APP.

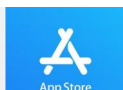
1. Download "Windgoo Smart" App



Windgoo Smart



Google Play



App Store

2. Add a device

Open "Add Devices" to connect your E20.

Reminder: 1 device can only connect to 1 cellphone, remember to disconnect the device when switching to another phone.

Daily Care and Maintenance

Cleaning and Storage

If you see stains on the bike body, wipe them off with a damp cloth. If the stains won't scrub off, put on some toothpaste, and brush them with a tooth brush, then wipe them off with a damp cloth.

Notes: Do not use alcohol, gasoline or kerosene to clean the bike. Do not wash the bike with a high-pressure water spray. During cleaning, make sure that the bike turned off, the charging cable is unplugged, and the rubber flap is closed as water leakage may result in electric shock or other major problems. When the bike not in use, keep it indoors where it is dry and cool between 14°F and 104°F. In extremely humid environments the interior of the bike may suffer condensation or even water accumulation, which may damage the battery rapidly.

Battery Maintenance

1. Don't use other brands or models of batteries, as they may pose safety risks;
2. Do not touch the contacts. Do not dismantle or puncture the casing. Keep the contacts away from metal objects to prevent short circuit which may result in battery damage or even injuries and deaths;
3. Use original power adapter to avoid potential damage or fire;
4. Mishandling of used batteries may do tremendous harm to the environment.
5. After every use, fully charge the battery to prolong its life span.
6. Try to avoid recharging the bike after completely exhausting the battery. If the Battery power is low, charge it as soon as possible.
7. Charge the battery every month if it is not in use.

Troubleshooting

	Symptoms	Possible Causes	Most Common Solutions
1	The bike does not work	<ol style="list-style-type: none">1. Insufficient battery power2. Faulty connections3. Battery not fully seated in tray4. Improper turn on sequence5. Brakes are applied6. Blown discharge fuse	<ol style="list-style-type: none">1. Charge the battery2. Clean and repair connectors3. Install battery correctly4. Turn on bike with proper sequence5. Disengage brakes6. Replace discharge fuse
2	Irregular acceleration and/or reduced top speed	<ol style="list-style-type: none">1. Insufficient battery power2. Loose or damaged throttle3. Misaligned or damaged magnet ring	<ol style="list-style-type: none">1. Charge or replace battery2. Replace throttle3. Align or replace magnet ring
3	The motor does not respond when the bike is powered on	<ol style="list-style-type: none">1. Loose wiring2. Loose or damaged throttle3. Loose or damaged motor plug wire4. Damaged motor	<ol style="list-style-type: none">1. Repair and or reconnect2. Tighten or replace3. Secure or replace4. Repair or replace

4	Reduced range	<ol style="list-style-type: none"> 1. Low tire pressure 2. Low or faulty battery 3. Driving with too many hills, headwind, braking, and/or excessive load 4. Battery discharged for long period of time without regular charges, aged, damaged, or unbalanced 5. Brakes rubbing 	<ol style="list-style-type: none"> 1. Adjust tire pressure 2. Check connections or charge battery 3. Assist with pedals or adjust route 4. Balance the battery; contact tech support if range decline persists 5. Adjust the brakes
5	The battery will not charge	<ol style="list-style-type: none"> 1. Charger not well connected 2. Charger damaged 3. Battery damaged 4. Wiring damaged 5. Blown charge fuse 	<ol style="list-style-type: none"> 1. Adjust the connections 2. Replace 3. Replace 4. Repair or replace 5. Replace charge fuse
6	Wheel or motor makes strange noises	<ol style="list-style-type: none"> 1. Loose or damaged wheel spokes or rim 2. Loose or damaged motor wiring 	<ol style="list-style-type: none"> 1. Tighten, repair, or replace 2. Reconnect or replace motor.

Specifications

	ITEM	SPECIFICATIONS
Dimensions	Unfold Size	1770*530*1200mm
	Folding Size	870*380*660mm
	Tire Size	20**3.0 fat tire
Performance	Max Load	120kg
	Maximum Speed	25km/h
	Product Weight	26.5kg
	Max Range	71-75km
	Operation Temperature	-10 C -60 C
Electronics	Battery Type	Lithium-ion battery
	Battery Capacity	12.5A
	Rated Battery Voltage	36V
	Motor Power	250W
	Rated Motor Voltage	36V
	Charging Time	7-8h
	Input Voltage	42V 2A
	Display	Multi- functional LCD Display
	Front light	Yes
Brake method	Dual disc brakes	