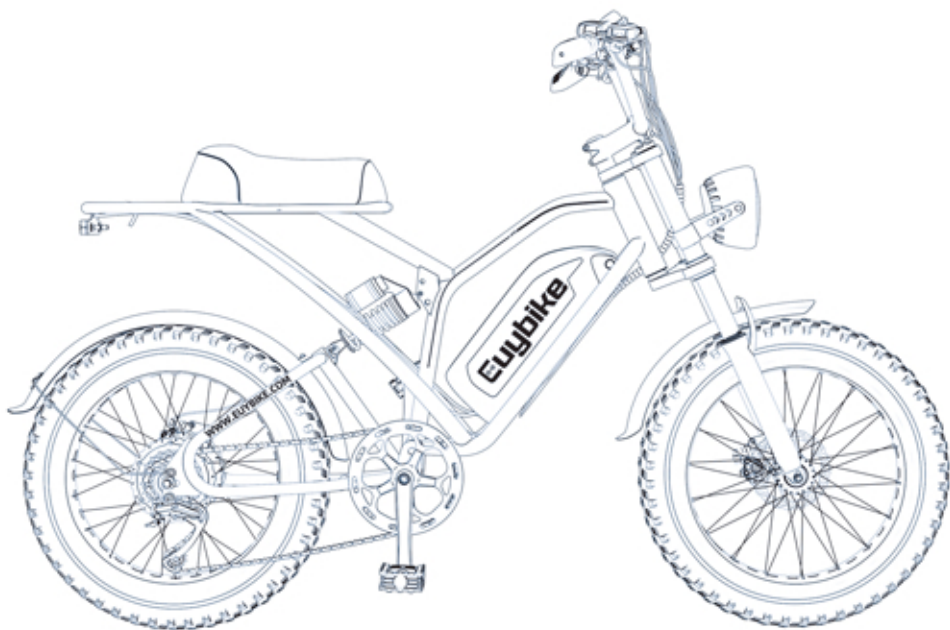


# EUYBIKE S4 User Manual

# **Euybike**®





# Congratulations!

We appreciate you for choosing EUY eBike and we hope you are fully satisfied with our product.  
You always deserve the best!

*Before start-up your new ebike, we would like you to read this manual  
carefully and familiarize yourself with your ebike.*

*Once you are ready, please keep in mind  
that be safe and have fun!*

-----EUY EBIKE

**We will always be here for you!**

If you required any further assistance, please do not hesitate to reach out our customer service team.  
Of course we also want to hear from you, we are glad to receive your comments.

## CONTACT INFORMATION

**E-MAIL:** [SERVICE@EUYBIKE.COM](mailto:SERVICE@EUYBIKE.COM)

**WEBSITE:** [WWW.EUYBIKE.COM](http://WWW.EUYBIKE.COM)

Please keep this manual for product instruction in use.

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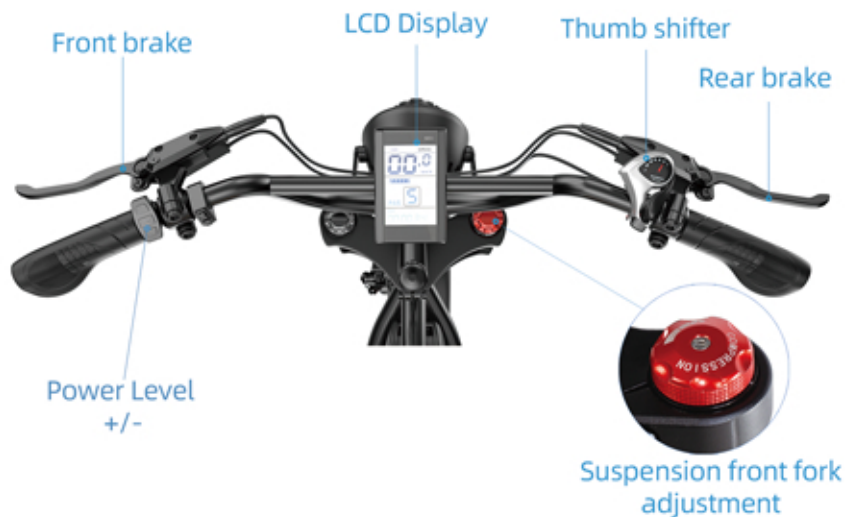
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 | Product Overview

## EUY Model S4 - Ebike Anatomy



## EUY Model S4 - Handlebar Anatomy



 | Product Overview

Please always be aware of local road laws and follow them.



Do not modify, disassemble, or replace the original electrical components on your ebike. Doing so may cause invalidate warranty or put rider in serious danger.



Riding/Operating any ebikes, or other vehicle always involves some risk of serious injury or death. Your safety depends on various factors such as your skill, your ebike's maintenance, unexpected failure and riding conditions.



#### **Bike Performance Disclaimer**

The bikes listed range and top speed are estimates (not guarantees) of expected performance. Performance will vary with rider weight, cargo weight, rider/cargo shape (both contribute to drag), terrain, tire pressure, brake adjustment, throttle vs PAS usage, pedal power, battery charge level, ambient temperature and wind conditions Under certain conditions it is possible to get ranges and top speeds that are different from the listed estimates.



This manual is not intended to use as a detailed service manual and makes no representations about the safe use of this product under all possible conditions.



## Assembly Instructions

The following steps provide an overview of how to assemble your new ebike from EUY EBIKE. They are not a complete or comprehensive manual of all aspects of assembly, maintenance, and repair, which involve specialized tools and skills. Your safety is our top priority.

EUY ebike would like to recommends you to have done assembly and first adjustment of your new ebike by a professional and reputable mechanic.

If the assembly instructions of the manual is not cleared enough for you, you can also view the latest assembly video at YouTube or EUY page by scanning the QR codes below.



**EUY  
PAGE**



**EUY  
YOUTUBE**

## | Unpacking

Unpack the bike box and, with the help of another person capable of safely lifting a heavy object, remove the ebike and place it upright on the back wheel and front fork protector plate.

Carefully remove the packaging material protecting the bike frame and components. Keep the packaging materials in case you want to ship the bike later.

Otherwise, recycle these materials, especially cardboard and foam, wherever possible. Remove the small boxes and carefully set out the contents.

Ensure all of the following items are included with the ebike:



**1\*User Manual**



**1\*Front Fender**



**1\*Wrench**



**1\*Charger**



**2\*Keys**



**1\*Repair Multi tool**



**1\*Front Wheel**



**1\*Headlight**



**2\*Pedals**



**1\*54 Seat Extension**

Carefully check your package contents, if anything is missing or damaged, please contact EUY EBIKE.

 | Install the Handlebar


- 1** Locate the Bike stem on the suspension front fork, and thread out the four bolts from the stem.



- 2** Orient the handlebar properly. The brake levers should face forwards and the twist power assist should be on the right side. Trace the brake housing from the left brake lever to the brake calliper and make sure the bundle of cables is not twisted.



- 3** Place the handlebar into the stem so it's centred and the handlebar is approximately parallel with the front fork when viewed from the side.



- 4** Holding still the handlebar and place the stem faceplate over the handlebar, then thread in the four bolts. Must use repair multi-tool to tighten/torque the bolts evenly.



## Install the Front Wheel



- 1** Locate the front fork, thread off the stud bolts and separate them as preparation.



- 2** Locate the flanged bolts at the both sides of the front wheel, thread them off as well.



- 3** Slightly place the front fork into and match the position as photo shown.



- 4** Put the gap back in first, then the nut. Use wrench/spanner to tighten the bolts of the both sides of the wheel evenly.

**⚠ CAUTION:** Do not exceed 80% of the recommended tire pressure when inflating. When inflating, ensure that the contours on both sides of the tire are even. If they are uneven, release excess air and re-inflate to achieve even contours.



## Install the Front Fender

**1**

Locate the arch of the front fork, thread off the bolt.

**2**

Place the fender and align the holes, so that the bolt connect the holes.

**3**

Slightly place the front fork into and match the position as photo shown.

 | Install the Pedals


1

Locate the right-side/left side pedal; which is marked "R" and "L", stickers attached as well.



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.

 | Install the Headlight


**1** Take out the headlight brackets and thread off the bolts on them.



**2** Put them onto the positions one by one of the front fork as photo shows below, then thread off bolts evenly.



**3** Thread off the bolts which on the left and right hand sides of the headlight.



**4** Place your headlight between the two brackets, thread the bolts which got from step 3 into the holes of brackets and the holes of headlight. tighten them as well.

**\*Note:** Tighten your headlight brackets will be able to keep your headlight from being jostled or falling off the header.



## Cables Connecting

**⚠ CAUTION:** The pins of connectors is quite easy to break off, line up the internal notch and pins with the external arrows, and press directly together without twisting.

**1**

Connect the cable of headlamp and the cable of controller/power on your handlebar (blue to blue). Make sure you have connected the connector tighten.

**2**

To be sure all of your connectors are always tightened down before riding your ebike (Blue to blue, red to red etc).

 | **Adjusting Front Fork****Twist it to left or right for adjusting:**

The suspension fork can move up and down up to 80mm to cushion bumps in the riding surface, which can make riding on a rough road or trail smoother and more comfortable. Depending on a rider's preference, the suspension fork can be locked out as a rigid fork, which will typically yield higher efficiency while pedaling.



## Start-Up Procedure

Once you have assembled your ebike completely and properly, please pay more patience to make inspection of your ebike again. Ensure all components are secured correctly, a certified, reputable mechanic has checked the assembly, and you have your helmet ready, then you are good to go.

### Follow the steps below to start-up your ebike:

1. Check your battery has been installed and locked properly on the position of frame.
2. Switch your power button of the battery to "I" (power on) .
3. Locate your display which is near the left handlebar grip.
4. Hold down the power button of display for approximately 3 seconds until power is delivered to the LCD display and turned on (see page 18 for more information).
5. Select the desired level of pedal assistance (PAS) between levels 0 through 5 using the + and - on the display remote. Level 1 corresponds to the lowest level of pedal assistance. Level 5 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. Rotating your throttle slowly and carefully backward toward the rider. Do not use the throttle unless you are on the bike.



## Battery

Your ebike is equipped with a lithium-ion battery. To protect the battery away from stolen and damaged situation, EUY bike has applied a unique design of lockable set for the battery. Therefore, please pay close attention on the next section below to remove or install your battery properly.

**Keyhole(1):** Use your key to lock or unlock your battery from the frame and to turn the battery on (make its power available to your ebike's electrical system). The positions of turning to "lock" / "open" have indicated under the keyhole. Always remove your key from the battery before your riding.



**Power Switching Button(2):** Check the power switch are turned on before you ride and turned off before you charging . If you don't ride your bike for long or need to transport it long distance, make sure this switch off, which will help extend battery's life ( "I" is on, "O" is off ).



**Battery Levels Indicator(3):** On the top of your battery there is a button and 5 charge indicator LED lights. The first is red, the others are green. When you press the button, the LEDs will give you an approximation of your charge level: zero lights indicate zero or nearly zero charge, one light indicates about a 20% charge, two lights indicate about a 40% charge, and so on. When the battery is nearly empty, the first LED will blink. "E" represents EMPTY and "F" represents FULL.



**⚠ CAUTION:** Do not put any object into your battery's charging port other than the EUY Ebikecharging plug designed for this purpose. Inserting other objects into the charging port could damage your battery.



## Remove and Install the battery

### Battery Removal:



**1** Turn the power switch of battery off (switch to "0").



**2** Turn its key to the "open" / unlock position and remove the key from the keyport.



**3** Carefully hold up the battery forwards by using both hands until the battery detaches from the battery mount.

**\*Note:** Do not touch the terminal contacts of the battery.

## Battery Installation:

- **(1):** Make sure the battery keyport is on the "open/unlock" position, and remove the key.



- **(2):** Make sure the power switch of battery is off condition (switch to "O").



- **(3):** Align the notches on the back of the battery between those in the battery mount. Slowly slide the battery down until it's secure. Do not force the battery into the battery mount.



- **(4):** Turn the key on the battery to the locked position.



- **(5):** Test the security of the battery by carefully pulling up on it with both hands. The battery should not move during this test.




**⚠ CAUTION:** When removing or installing your battery from the frame, take care that it does not drop/fall on the ground.



## Something you want to know before charging

- Letting a battery charge unattended increases the risk that a charging problem will go undetected and lead to component damage or a fire hazard. Always charge your battery where you can monitor it.
- You can charge your battery either on or off your ebike. If you remove it for charging, storage, transportation, security, or some other reason, keep these procedures to prevent battery damage.
- Always charge the battery in a dry, clean and indoor area which is not on excessively hot and cold condition/temperature (within 10 degree of room temperature).
- Do not charge your battery when it is warm from riding or in ambient temperatures above 38°C (100°F) to prevent unnecessary wear and tear on battery and charger. If the battery has turned off to prevent heat damage, wait until the battery cools down to turn the battery back on. Never charge your battery on or near heat-generating devices.
- Temperature of the charger may rise heat while charging, please do not touch the body of charger.
- The charger will automatically stop charging once the battery reaches its full capacity.
- Ensure the condition and capacity of the battery before charging, make sure the battery, charger, and electrical cables show no signs of damage. The terminals on the battery and its mount should be free of dirt, rust, corrosion, and leakage.
- Stop the charging procedure immediately if you notice anything unusual.
- Charging your battery with a charger other than one supplied by EUY ebike can cause damage to your ebike's electrical system or create a safety hazard.
- After using the battery, charging may take approximately 4-8 hours to complete.

 | Charge the battery

-  Please notice that the e-bike battery has to be completely discharged/drained before it is first charged.

1. Locate the charging port of the battery.
2. Check out the percentage of battery capacity, conditions of the battery and charger before charging (should do every time before charging).
3. Uncover the rubber cover of the charging port on the battery.
4. Insert the charging cable into the charging port.
5. Place the charger on a flat, secure surface if you have removed it from your ebike. The charging indicator light should face up.
6. Charger plug to power (wall) outlet, successfully charging when red light is on which shows on the charger.
7. Charging status can be known on the charger, the red light indicates it is in charging and the green light indicates it has completely charged.



 | 

## Extend Battery Life

- ◆ If you do not use the battery for more than a day, please ensure you retain 75% capacity of the battery everyday.
- ◆ If you do not use your battery for long while, at least re-charge your battery once to reach 75% capacity of the battery less than 3 months.
- ◆ Never run down your battery power completely before charging.
- ◆ Avoid sudden start and stop.
- ◆ Pedal to assist the motor when driving through tough terrains.
- ◆ Battery long-term storage range is 5°C to 25°C (40°F to 77°F).
- ◆ Battery short-term storage range is -10°C to 25°C (14°F to 77°F).













 | 

## Battery Safety

- ✓ Keep the battery out of reach for children.
- ✓ Never open the battery housing.
- ✓ Never immerse or submerge the battery in water or liquid.
- ✓ Never using un-known battery accessories or products that have not been tested by EUY eBikes for safety and compatibility.
- ✓ Never touch the positive and negative terminals at the back of the battery.
- ✓ Battery charging frequency will be increased with battery's age and usage.
- ✓ Contact EUY ebike immediately if noticed irregular condition or situation happened in your battery.
- ✓ Battery must be recycle or disposed of in an environmentally sound manner.
- ✓ Do not disposed the battery in a fire. The battery may explode or leak.
- ✓ Do not disposed of a battery in your regular household trash.

 | Display and Settings




- \* **ODO:** These numbers show odometer data (i.e., cumulative distance).
- \* **MAX:** These numbers show maximum speed data for a single trip.
- \* **AVG:** These numbers show average speed data for a single trip.
- \* **Battery Level:** This icon indicates how much battery life you have left.

Sign	Description
	Light Indicator
	Battery Level Indicator
TRIP ODO DST TIME VOLT CUR 00-00-00 MILE 00-00 K/m	Multifunctional Display Area; ODO: Total Mileage, TIME: Each Riding Time, VOLT: Current Voltage, CUR: Running Current.
	Pedal Assist Level Indicator
	Speed Indicator
	Walking Mode or 6km/h Cruise Mode Indicator
	Cruise Control Indicator
	Pedal Assist Mode Indicator
	Battery Under-voltage Indicator
	Brake Indicator
	Controller Abnormal
	Motor Abnormal
	Handlebar Abnormal


## 1. Power on/off


Press and hold the **M** button for 3 seconds, the display and the electric controller will be started to work/stopped working.

## 2. Power Assist Level(PAS) Switching

By pressing the button  / , the ebike assist level will be switched to change the motor output power. There are 5 levels will be indicated.

## 3. 6km/h Cruise/Walking Mode:

By pressing and holding the button , the electric push assist mode will be enabled.

Your ebike will run at the constant speed of 6km/h. The display will show , by releasing the button, your ebike will immediately stop power output and return to the state before walking mode.

## 4. Auto Cut-off/LCD Hibernation:



when power on, the display will power off automatically after 10 minutes of inactivity.

## 5. Phone Charging:

You can also charge your phone while riding ebike by using charging cable to connect with the USB interface which is located under the LCD Display.





## 6. Custom Setting:

In the setting interface, press  or  to add/minus value to the parameter, which will blink after modified. After selecting the parameter that needs to be set,

6.1 Press and hold **M** to save the current value, and the parameter will stop blinking.

6.2 Short press **M** to switch to the next parameter and the previously set value will be saved at the same time.

6.2 Press and hold  +  to enter or exist the setting, parameters will be saved once you exist the setting. They system will automatically exist and save the modified parameters after 10 seconds anyoperations.



## Custom Programming Setting

Parameters	Default	Definition	Descriptions
P01	003	Screen Brightness	Brightness level between 1 (dim) to 3 (bright)
P02	000	Units Setting: Mileage or kilometrage	00 - kilometer & km/h; 01 - miles & mph
P03	048	Battery Voltage Class Setting	Always set as default value.
P04	010	LCD Hibernation	010 - 10 minutes
P05	005	Assistance sensor/ Power Gear setting	003 - 3 levels assisting mode 005 - 5 levels assisting mode 009 - 9 levels assisting mode
P06	024	Wheel Diameter Setting	024- 24 inches (Tire Size: 20" *4" )
P07	001	Magnets Steel Number for Speed Test Range	Motor does not work if modify others than 001.
P08	100	Speed Limitation setting	100 - Unlimited Speed (km/h)
P09	000	This feature has not been activated.	
P10	002	Drive Modes Setting	000 - Pedal-assist only 001 - Throttle-only 002 - Pedal-assist & throttle
P11	002	Sensitivity for Pedal Assist	Always set as default value.
P12	003	Assist Power Intensity Range	Always set as default value.
P13	012	Power Magnet Steel Number	Always set as default value.
P14	012	This feature has not been activated.	
P15	041	This feature has not been activated.	
P16	/	This feature has not been activated.	

**WARNING:** EUY ebike does not suggest our customer to change the parameters frequently and messily. Wrong setting may put you in a serious risk, please only modify parameters when necessary.




## | Maintenance

### Placing and cleaning your ebike

1. Always place/store your ebike in a cool and dry place.
2. Do not clean your ebike with alcohol, gasoline, kerosene or other corrosive and volatile chemical solvents to prevent dire damage.
3. Do not wash the bike with a high-pressure water spray.
4. Make sure that all electric equipment is power off and the battery has removal during cleaning.
5. Store under shelter and in an upright position; avoid leaving the ebike in the rain or exposed to corrosive substances such as water, salt, or deicing substances. If exposed to rain, dry your ebike afterwards, and apply an anti-rust treatment to the chain and other unpainted steel surfaces.
6. To clean your ebike, (make sure you have shut the ebike and the battery off) wipe the frame with a clean, damp cloth. If needed, apply a mild, non-corrosive detergent mixture to the damp cloth and wipe the frame. Dry by wiping with a clean, dry cloth.

### Additional Care

1. If painted metal parts become scratched or chipped, use touch up paint or nail polish to prevent rust.
2. Never immerse or submerge the ebike or any components in water or liquid, which can damage the electrical system.
3. Avoid riding on the beach, in coastal areas with high-salinity fog, or on surfaces treated with salt or deicing compounds. Doing so exposes your ebike to salt or other substances that are very corrosive. Corrosion of electrical components can lead to permanent damage that can cause battery failure, electrical system failure, or electrical fire. Damage from corrosion, water and rust is not covered under warranty.

 **Warning:** Damage to your ebike's electrical system caused in any manner, including water intrusion, can lead to battery failure, electrical system malfunction, or electrical fire and consequent property damage, injury, or death.

### Wear-in Period

Ebikes can travel higher average speed than regular bicycles, thus components of ebike will reach in a "wear-in period" which may cause components getting into an exhaust condition, the function of components is not working properly as usual.

Therefore, Euy ebike highly recommends you to take serious inspection of your ebike by a professional and reputable mechanic after riding over 100 miles or 5 times full battery charged. Typical components affected are the tyres, brake pads and rotors, forks, spokes, wheels, and the battery.

**WEEKLY, 160-320 KM (100-200 MILES)**

## Inspect

- Check hardware for proper torque.
- Check drivetrain for proper alignment and function (including chain, freewheel, chainring, and chain tensioner).
- Check wheel trueness and spoke tension, and check for quiet wheel operation (without spoke noise).
- Check frame for any damage.

## Service

- Clean frame by wiping frame down with damp cloth.
- If needed, adjust the brake tension.
- Clean and grease the chain.

## Replace

- Replace any components confirmed to be broken or damaged beyond repair by a professional mechanic/EUY Ebike.
- Bikes Product Support or a professional, reputable bike mechanic.

**MONTHLY, 400-1200 KM (250-750 MILES)**

## Inspect

- Check brake pad wear, alignment, and the brake lever tension.
- Check chain stretch.
- Check chain alignment and drive-train functioning.
- Check brake cables for corrosion and fraying.
- Check and spoke tension, and check for quiet wheel operation (without spoke noise).

## Service

- Clean and lubricate drive-train.
- Check crank-set and pedal torque.
- Clean brake cables.
- Tension spokes and true wheels if any loose spokes are found.

## Replace

- Replace brake cables if necessary.
- Replace brake pads if necessary (typically when the pad material is thinner than the backingplate).

**EVERY 6 MONTHS, 1200-2000 KM (750-1250 MILES)**

## Inspect

- Inspect drivetrain (chain, chainring, freewheel, and chain tensioner).
- Inspect all cables and housings.

## Service

- Standard tune-up by professional, reputable bike mechanic.
- Grease bottom bracket.

## Replace

- Replace brake pads.
- Replace tyres if necessary.
- Replace cables and housings if necessary.

**EVERY 6 MONTHS, 1200-2000 KM (750-1250 MILES)**

## Inspect

- Inspect drivetrain (chain, chainring, freewheel, and chain tensioner).
- Inspect all cables and housings.

## Service

- Standard tune-up by professional, reputable bike mechanic.
- Grease bottom bracket.

## Replace

- Replace brake pads.
- Replace tyres if necessary.
- Replace cables and housings if necessary.

 **Safety Checklist**

Your safety is always our top priority, EUY ebike has listed down a safety checklist below to you self-check. (noted: This checklist does not represent all the the subjects of inspection.)

 **Before Your First Ride**

- ✓ Make sure handlebar cables were routed correctly when the handlebar was installed. Turn the handlebar fully to the left and right and make sure this doesn't pull any of the cables or wires taut.
- ✓ Make sure your pedals are secure using a pedal wrench or a torque wrench fitted with a crowfoot bit.
- ✓ Check that the cable connectors on the ebike are all plugged in securely and that nothing loosened in shipping.
- ✓ Check the brake functions, but note that brakes can rub a little the first few times you ride. This is okay and normal; any squeak or noise should go away with use.
- ✓ Check everything on the "Before every ride" list below.

 **Before Every Ride**

Before every, follow the safety checklist in the table below. On very long rides, check every ride or every 40-72 km (25-45 miles). If you find anything amiss with your ebike, don't ride it until you're sure it's fixed. Consult a local, professional, reputable bike mechanic or explore our Help Centre if you have any questions.

**Fasteners**

- ✓ Ensure all fasteners are correctly tightened.
- ✓ Check that all quick-release levers, including the quick release on the front wheel and the seatpost, are tight and properly secured. Ensure the front wheel quick-release lever is positioned so that the front fork lower doesn't prevent it from closing fully.
- ✓ Check that the fasteners on any accessories you've added are properly tightened according to the manufacturer's instructions.

### Brake system

- ✓ Check brake pads and ensure the brake pad material isn't thinner than the backing plate it attaches to.
- ✓ Ensure brake pads are correctly positioned in relation to the brake rotors.
- ✓ Ensure brake cables are lubricated, correctly adjusted, and show no obvious wear.
- ✓ Ensure brake levers are properly positioned and tightly secured to the handlebar.
- ✓ Ensure the brake lever tension is appropriate.
- ✓ Check that the taillight brightens when you squeeze each brake lever.

### Bearings

- ✓ Check that headset, wheel, pedal, and bottom-bracket bearings are lubricated, run freely, and display no excess movement, grinding, or rattling.

### Drivetrain: cranks, pedals, chain, chain tensioner

- ✓ Ensure pedals are securely tightened to the cranks, that cranks are not bent, and that cranks are securely tightened to the bottom bracket.
- ✓ Ensure the chain is clean, lubricated, and runs smoothly. Take extra care with chain maintenance if the ebike is used in wet, salty, dusty, or otherwise damaging conditions.
- ✓ Check that the chain tensioner is aligned and functioning properly.

### Motor drive assembly & twist power assist

- ✓ Ensure all fasteners are correctly tightened.
- ✓ Ensure the power cable running to the hub motor is secured and undamaged.
- ✓ Check the axle nuts to ensure they are correctly tightened
- ✓ Ensure the torque washers, torque arm, and torque arm bolt are in place and secured.
- ✓ Ensure the twist power assist and pedal assistance are operating normally.

### Steering

- ✓ Ensure the handlebar and stem are correctly aligned, adjusted, and tightened for proper steering.
- ✓ Ensure the handlebar grips are secure and undamaged.

### Wheels and tyres

- ✓ Ensure tyres are holding air and inflated to within the PSI limits displayed on the tyre sidewalls.
- ✓ Ensure tyres have good tread, have no bulges or excessive wear, no cracks, and are free from any other damage or foreign objects.
- ✓ Ensure rims run true and have no obvious wobbles, dents, or kinks. See
- ✓ Check each wheel spoke. If any are loose or broken, seek help from a professional, reputable mechanic.
- ✓ Check the security of all wheel mounting hardware (wheel axle nuts, quick-release levers).
- ✓ Check wheel security and hardware torque on a regular basis. Wheels can become loose or unsecured with normal use (an improperly secured front or rear wheel can cause loss of control, accidents, serious injury, or death. Check that the wheels are properly secured during assembly and before each ride).

### Frame, fork, and seat

- ✓ Check that the frame and fork are not bent or broken.
- ✓ Check that the seat is adjusted properly, that the seatpost quick-release lever is securely tightened, and that the seat does not move when the lever is closed. Ensure that the seatpost minimum insertion marking is fully inserted into the frame.

### Battery

- ✓ Ensure the battery is charged.
- ✓ Ensure there is no damage to the battery.
- ✓ Lock the battery to frame and check that it is secured. Remove the key before riding.
- ✓ Ensure the battery gauge on the LED Display and the charge status indicator on the battery read similarly.

### Cables

- ✓ Look over electrical cable connectors to make sure they are fully seated and free from debris or moisture.
- ✓ Check cables and cable housing for obvious signs of damage.
- ✓ Ensure cables are secured away from moving parts.
- ✓ Ensure headlight, taillight, and brake light are functioning, adjusted properly, and unobstructed.

### Accessories & safety gear

- ✓ Ensure all reflectors are properly fitted and not obscured.
- ✓ Ensure all accessories and components installed on the ebike are properly secured and functioning according to their manufacturer's specifications.
- ✓ Check all safety gear, clothing, cargo, and accessories for loose or potentially loose elements and secure them.
- ✓ Ensure rider and any passengers are wearing a helmet and other required riding safety gear, and inspect these items for signs of damage.
- ✓ If your ebike has fender/mudguards: Ensure they are centred over the wheels, adjusted properly, properly secured, and have no cracks or holes.



## After Every Ride

- ✓ Store your ebike and battery in a dry location.
- ✓ Guard against damage from the elements.
- ✓ Charge



MALFUNCTION	POSSIBLE CAUSES	MOST COMMON SOLUTIONS
Charger shows "FULL" in an unusually short amount of time	<ol style="list-style-type: none"> <li>1. Faulty charger</li> <li>2. Faulty battery</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace</li> <li>2. Replace</li> </ol>
The battery won't charge	<ol style="list-style-type: none"> <li>1. Charger not well connected</li> <li>2. Charger damaged</li> <li>3. Battery damaged (Stop using immediately)</li> <li>4. Wiring damaged</li> <li>5. Blown charge fuse</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust the charger connection</li> <li>2. Replace</li> <li>3. Replace</li> <li>4. Repair or replace</li> <li>5. Replace charge fuse</li> </ol>
Wheel vibration/wobble	<ol style="list-style-type: none"> <li>1. Axle bent or broken</li> <li>2. Wheel hub bearings loose/not serviceable</li> <li>3. Quick-release (if equipped) mechanism loose</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace</li> <li>2. Adjust/replace</li> <li>3. Adjust</li> </ol>
Steering not accurate	<ol style="list-style-type: none"> <li>1. Wheels not aligned to frame</li> <li>2. Steering head loose/binding</li> <li>3. Front fork or frame bent</li> </ol>	<ol style="list-style-type: none"> <li>1. align wheels</li> <li>2. Adjust</li> <li>3. Straighten</li> </ol>
The bike does not work	<ol style="list-style-type: none"> <li>1. Insufficient battery power</li> <li>2. Faulty connections</li> <li>3. Battery not fully seated in tray</li> <li>4. Improper turn on sequence</li> <li>5. Brakes are applied</li> <li>6. Blown discharge fuse</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge the battery</li> <li>2. Clean and repair connectors</li> <li>3. Install battery correctly</li> <li>4. Turn on bike with proper sequence</li> <li>5. Disengage brakes</li> <li>6. Replace discharge fuse</li> </ol>
Irregular acceleration and/or reduced top speed	<ol style="list-style-type: none"> <li>1. Insufficient battery power</li> <li>2. Loose or damaged throttle</li> <li>3. Misaligned or damaged magnet ring</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge or replace battery</li> <li>2. Replace throttle</li> <li>3. Align or replace magnet ring</li> </ol>
Throttle not returning to neutral position	<ol style="list-style-type: none"> <li>1. Grip jamming against throttle</li> <li>2. Faulty throttle</li> </ol>	<ol style="list-style-type: none"> <li>1. Reposition grip so gap to throttle is 1 to 2mm</li> <li>2. replace</li> </ol>
Brakes not effective	<ol style="list-style-type: none"> <li>1. Pads worn</li> <li>2. Pads/discs dirty</li> <li>3. Brake cables binding/stretched/damaged</li> <li>4. Brake levers binding</li> <li>5. Brakes require adjustment</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace</li> <li>2. Clean and degrease</li> <li>3. Lubricate/adjust/replace cables</li> <li>4. Clean pivots</li> <li>5. adjust</li> </ol>

MALFUNCTION	POSSIBLE CAUSES	MOST COMMON SOLUTIONS
Reduced range	<ol style="list-style-type: none"> <li>1. Low tire pressure</li> <li>2. Low or faulty battery</li> <li>3. Driving with too many hills, headwind, braking, and/or excessive load</li> <li>4. Battery discharged for long period of time without regular charges, aged, damaged, or unbalanced</li> <li>5. Brakes rubbing</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust tire pressure</li> <li>2. Check connections or charge battery</li> <li>3. Assist with pedals or adjust route</li> <li>4. Balance the battery; contact tech support if range decline persists</li> <li>5. Adjust the brakes</li> </ol>
Wheel or motor makes strange noises	<ol style="list-style-type: none"> <li>1. Loose or damaged wheel spokes or rim</li> <li>2. Loose or damaged motor wiring</li> </ol>	<ol style="list-style-type: none"> <li>1. Tighten, repair, or replace</li> <li>2. Reconnect or replace motor.</li> </ol>
Brake makes noises	<ol style="list-style-type: none"> <li>1. Pads/discs dirty</li> <li>2. Brakes not centred; calliper fasteners loose</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean and degrease</li> <li>2. Centre brakes and adjust/tighten</li> </ol>
Any other problems	Provide detailed in words and photos/videos	Contact EUY immediately

## Cautions



### Temperature Protection

In order to ride more safely, our controller and battery have temperature protection, when the temperature reaches a certain level, it will start the self-protection function to suspend work, and will resume work after the temperature returns to normal conditions.



### Pedal Assist Warning

The ebike has pedal assist, when you start and pedal it, the motor will generate power. Please turn off the power when not in use, and make sure to ride in a safe environment. To avoid accidents or danger due to sudden acceleration of the ebike.



### Check the Breaks Before Riding and Keep Distance

The ebike comes with EBS brake system, but to avoid danger or accident due to emergency brake or brake failure, please check the brake before riding and keep a safe distance from pedestrians or vehicles when you riding.



### Electrical System Failure Caused by Damage

Damage to your ebike's electrical system caused in any manner, including water intrusion, can lead to battery failure, electrical system malfunction, or electrical fire and consequent property damage, injury, or death.





### **Assembled Your Ebike Properly**

Improperly securing your handlebar, stem, or stem riser can result in loss of control of your ebike, serious injury, or death. If you are not sure you have the experience, skills, and tools to correctly perform all steps to secure and verify the security of the handlebar, front wheel, and handlebar stem you **MUST** consult a professional, reputable bike mechanic to check your work and/or secure those components to the ebike properly.



### **Operator should be over the age of 18**

This ebike is not to be operated by anyone under the age of 18. Children or teenager under the age of 18 may lack the necessary judgment and skill to safely operate the ebike, potentially resulting in damage to the ebike, damage to other property, serious injury, and/or death.



### **Avoid riding in an low-visibility conditions/weather**

Riding at night or in other low-visibility conditions (dawn, dusk, fog, rain, mist, snow, etc.) makes it harder to see and avoid hazards and makes it harder for others to see and avoid you, which increases risk of accidents, serious injury, or death. Wet, slippery surfaces will compound your risk of injury or death. Avoid these conditions whenever possible.



### **Put Your Helmets On While Riding**

Riding any bike, ebike, or similar vehicle without a helmet puts you at **VERY HIGH RISK** of serious head injury or death. Always wear a properly fitted helmet that covers the forehead. Many locations require specific safety devices.



## Limited Warranty

### RETURN & REFUND POLICY

- If you are unsatisfied with your purchase, EUY ebike return policy allows you to return the product purchased on the authorization Channel within 30 days counting from the date of receipt of shipment, and request are fund from the authorization Channel. Note: Express shipping cost is non-refundable.
- To be eligible for a return, your item must be in the same condition that you received it, unworn, unused, and the bike must have less than ten (10) miles on the odometer, be free of any wear and tear, dirt, dust, fragrance, or any other signs of use and must include all items that were inside the box (charger, keys, hardware, etc.).
- We will deduct the shipping fee or restocking \$200/per when we are making a refund for non-defective products and non-longer needed products.
- For the return request, EUY ebike is not responsible for lost packages due to the carrier, or products received that can not be verified. Received products that have damage.
- Over 30 days: Return is not acceptable; Accept exchange new product or partial refund.

### TO QUALIFY FORARE FUND, ALL THE FOLLOWING CONDITIONS MUST BE MET:

- 1.A Return Merchandise Authorization(RMA) must be requested from EUY EBike within 30 days from the date of receipt of shipment. To request an RMA, please contact EUY ebike Support.
- 2.The cost of return shipping will be paid by the customer.
- 3.For warranty service, please keep your receipt and/or invoice to validate proof of purchase.
- 4.Returned product must be in good physical condition(not physically broken or damaged).
- 5.All accessories originally included with your purchase must be included with your return.
- 6.If you return a product to EUY ebike, (a) without an RMA from EUY ebike(b) without all parts included in the original package, EUY ebike retains the right to refuse delivery of such return.

## LIMITED WARRANTY AGREEMENT

- EUY EBike warrants the original purchaser that your EUY EBike product shall be free from defects in materials and workmanship under normal use for a period aforementioned. EUY EBike does not warrant the operation of the product will be uninterrupted or error-free.
- Only the original owner of an ebike purchased from EUY EBike online or physical storefront is covered by this Limited Warranty. The Warranty Period begins upon your receipt of the ebike and shall end immediately upon the earlier of the end of the Warranty Period or any sale or transfer of the ebike to another person, and under no circumstances shall the Limited Warranty apply to any subsequent owner or other transferee of the ebike.
- The Limited Warranty is expressly limited to the replacement of a defective lithium ion battery (the "Battery" ), frame, forks, stem, handlebar, headset, seat post, saddle, brakes, lights, bottom bracket, crank set, pedals, rims, wheel hub, freewheel, cassette, derailleur, shifter, motor, throttle, controller, wiring harness, LCD display, kickstand, reflectors and hardware (each a "Covered Component" ).
- The Covered Components are warranted to be free of defects in materials and/or workmanship during the Warranty Period.

## THIS LIMITED WARRANTY DOES NOT COVER

- Normal wear and tear of any Covered Component.
- Consumables or normal wear and tear parts (such as tyres, tubes, brake pads, cables and housing, grips, chain, spokes), unless defective when received.
- Any damage or defects to Covered Components resulting from failure to follow instructions in the user's manual, acts of God, accident, misuse, neglect, abuse, commercial use, alterations, modification, improper assembly, installation of parts or accessories not originally intended or compatible with the ebike as sold, operator error, water damage, extreme riding, stunt riding, or improper follow-up maintenance.
- For the avoidance of doubt, EUY ebike will not be liable and/or responsible for any damage, failure or loss caused by any unauthorized service or use of unauthorized parts.
- The Battery is not warranted from damage resulting from power surges, use of an improper charger, improper maintenance or other such misuse, normal wear or water damage.
- Damage that occurs during shipping if the owner sets up their own shipping option or if the bike is shipped using a freight forwarder or similar service.
- Any products sold by EUY ebike that is not an E-Bike.
- Shipping damage if such damage is not reported to EUY ebike within 30 days from receipt of product.

**DETERMINING WHETHER DAMAGE OR DEFECT TO AN E-BIKE OR COVERED COMPONENT IS PROTECTED BY THIS LIMITED WARRANTY SHALL BE IN SOLE DISCRETION OF EUY EBIKE.**

## CLAIMS PROCESS

EUY EBIKE WILL NOT REPLACE ANY COVERED COMPONENT UNDER THIS LIMITED WARRANTY WITHOUT **FIRST SEEING PHOTOS OR VIDEO OF THE DAMAGED COVERED COMPONENT.**

Before making a warranty claim or refund request, we suggest that you contact our customer service team at [service@euybike.com](mailto:service@euybike.com) (if you purchased ebike from EUY official website), or [zhengbikes@outlook.com](mailto:zhengbikes@outlook.com) (if you purchased ebike from Amazon) as there may be a simple solution for your problems.



Scan the QR code and join our Euybike Owners Facebook Group.  
Share your riding experience with other riders and get an exclusive bonus!