



**Change the way you see the world.**  
**Be Electric.**



**OWNER'S MANUAL**  
**JOBOb Henry | Electric Bike**  
[www.jobobike.pl](http://www.jobobike.pl)

## Welcome to the JOBOBIKE family!

## We are happy that you have chosen the HENRY JOBOBIKE.

This top-quality electric bike will give you comfortable and fun rides.

This manual you have received contains the guide for assembling and using your bike.

Please read this manual carefully and follow the instruction when assembling this bike.

If you still have any questions after reading this manual, please visit our website,  
send us an email, and/or give us a phone call.

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The logo for JOBOBIKE features the brand name in a bold, italicized, sans-serif font. The letters are a vibrant teal color. Each letter is outlined with a thin white border, and there are horizontal white lines underneath each letter, creating a sense of motion and depth.

## Manual use instruction

This manual contains the details of the equipment, operation, and maintenance of the product along with our advice to you.

Before you start using your new bike, it is necessary to read through the instructions. If you are unclear about any steps, you can always find additional information and instructions on our website: [www.jobobike.pl](http://www.jobobike.pl)

The purpose of this manual is to inform you the safe ways to operate this bike.  
However, if any unpredicted situations take place, please inform us through our website.

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# General Information

## Vehicle Category

The **HENRY** E-bike is a 250 watt (W) e-bike.

E-bikes should be operated according to legal regulations made by laws of each country.

So, you are obliged to follow the regulations of your country.

## Mandatory Equipment and Locations

Before each ride, make sure that you are following all laws pertaining to using an E-bike in your region with all required safety equipments set up. For example, the laws may include requirements of certain mandatory equipments, guides for the use of hand signals, and limitations on where you are allowed to ride an E-bike.

## Assembly and Fit

Correct assembly and fit are essential to ensure your safety and comfort. If you have the experience, skills, and tools to assemble your bike before the first ride, JOBOBIKE recommends having a certified bike mechanic to check your work.

### **NOTICE:**

If you do not have the experience, skill, or tools to assemble the bike, JOBOBIKE highly recommends having a certified bike mechanic to complete the assembling procedures as well as any future adjustments or tuning for you.

### **NOTICE:**

A critical aspect of assembling your JOBOBIKE is securing the front wheel and checking the tightness of the rear wheel axle nuts. All JOBOBIKES use quick-release front wheels with bolt on rear wheels. These mechanisms may become less secured during shipment and after use. The security and torque of all wheel mounting hardware should be inspected upon arrival as well as on a regular basis. Both wheels must be properly secured before operating your bike.

### **Safety Check Before Each Ride**

In addition to regular maintenance, always check the condition of your bike before each ride. If you are unsure of how to conduct a complete check of your bike's condition before every ride, you should consult a certified bike mechanic for assistance. See the "Safety Checklist" section of this manual for more information.

### **Electrical System**

The electrical system of your E-bike offers various levels of power assistance and lighting for different operating conditions and users' preferences. It is critical that you familiarize yourself with all aspects of your E-bike's electrical system and check if everything is working correctly before each ride. The power assist should provide smooth, gradual acceleration when applied. If the power assist, pedal assistance, or lighting is functioning abnormally, intermittently, or not working at all, please discontinue the use of your E-bike immediately and contact our team for assistance.

### **Tyres and Wheels**

Your wheels should always spin straight and must be repaired or replaced if they wobble from side to side or up and down when spinning. If your wheels are loosened, which could happen after use, we recommend having a certified bike mechanic to tune the wheels of your E-bike. Do not attempt to tune wheels or tighten spokes unless you have adequate knowledge, tools, and experience. Ensure the tyres and inner tubes to be in good working condition with the correct amount of air pressure as indicated on the tyre sidewall and without any visual damage. Always replace tyres and inner tubes if they have punctures, cuts, or damages before your rides. Tyres without the correct amount of air pressure could reduce performance, cause tyres to wear faster, and make riding your bike dangerous. See the Tyre Inflation and Replacement section of this manual for more information.

### **Quick Release Levers**

Quick release levers are for securing the seat post and the front wheel to the bike. They allow the user to remove the front wheel and to adjust the seat posts without tools. Since quick release levers could be loosened during transportation, or accidentally between or during rides, it is important that you regularly check to ensure these components to be properly secured.

### **Handlebar, Grips, and Seat Adjustments**

Make sure that the handlebar and the handlebar stem are properly aligned, fitted to the user, and secured to their corresponding, recommended torque values. Handlebar grips should not move easily at the ends of the handlebar. Loose, worn, or damaged handlebar grips should be replaced before rides. The seat and seat post should be properly aligned, fitted to the user, and the seat post quick release should be properly tightened, fully closed, and secured before riding.

### **Battery Charged, Secured, and Unplugged**

Make sure that the battery is adequately charged and operating properly. The battery gauge on the LCD display and charging status indicator on the battery should read similarly. Ensure the battery charger to be unplugged from the outlet and the battery to be stored in a safe location before you ride. The battery MUST be locked onto the battery mount properly before use. Do not operate the electrical system if the battery is removed.

### **Accessories, Straps, and Hardware**

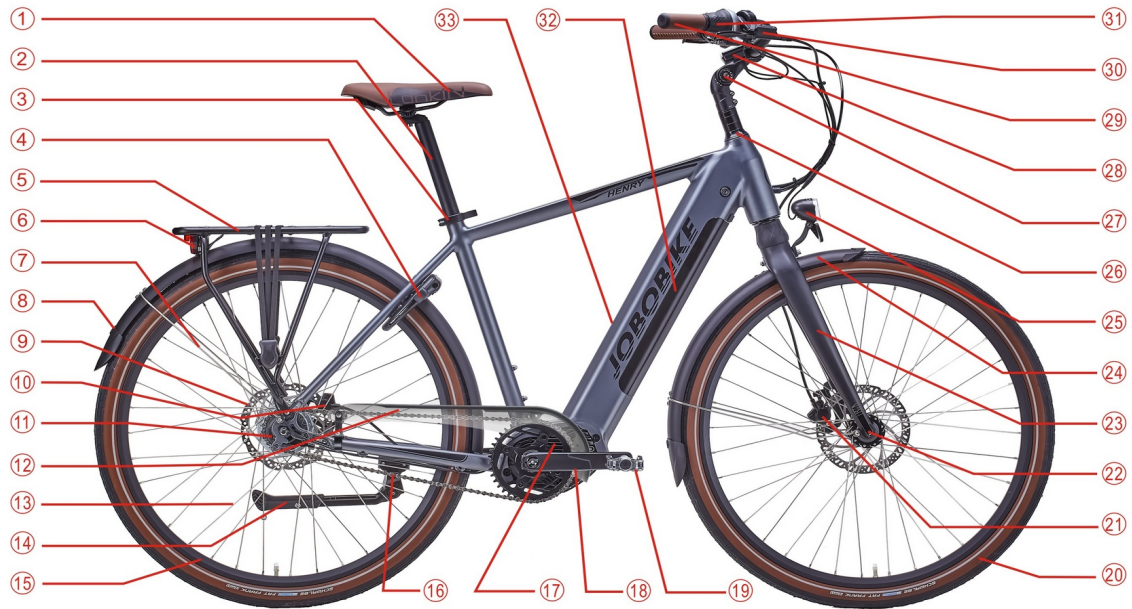
Ensure all hardware to be secured and all approved accessories to be properly attached following the instructions of specific component's manufacturer. It is always helpful to look over all hardware, straps, and accessories before each ride and, if you discover something wrong or find something you are unsure of, have it checked by a certified bicycle mechanic.

### **Changing Components or Attaching Accessories**



The use of non-original components or spare parts can jeopardize the safety of your E-bike, void your warranty and, in some cases, cause your E-bike to not conform with laws pertaining to operating your bike.

Chargers produced by JOBOBIKE are the ONLY chargers that can be used for your bike. Using chargers that are NOT produced by JOBOBIKE would void your warranty. If any damages occur, our company does not take any responsibility.





| NO | Accessory name  | NO | Accessory name     | NO | Accessory name  |
|----|-----------------|----|--------------------|----|-----------------|
| 1  | Saddle          | 12 | Chain cover        | 23 | Suspension fork |
| 2  | Seat post       | 13 | Spoke              | 24 | Front fender    |
| 3  | Seat post clamp | 14 | Kickstand          | 25 | Front light     |
| 4  | Lock            | 15 | Rim                | 26 | Headset         |
| 5  | Rear rack       | 16 | Chain              | 27 | Stem            |
| 6  | Rear light      | 17 | Middle motor       | 28 | Display         |
| 7  | Fender support  | 18 | Crank set          | 29 | Grips           |
| 8  | Rear fender     | 19 | Pedal              | 30 | Brake lever     |
| 9  | Brake rotor     | 20 | Tyre               | 31 | Nexus-8-shifter |
| 10 | Rear brake      | 21 | Front brake        | 32 | Battery         |
| 11 | Nexus-8 hub     | 22 | Quick release axle | 33 | Frame           |

# Assembly Instructions

**NOTICE:** The following steps are only a general guide to assist the assembling process of your E-bike and is not a complete or comprehensive manual of all aspects of assembly, maintenance, and repair. We recommend you to consult a certified bike mechanic to assist in the assembly, repair, and maintenance of your E-bike.

## Step 1

### **Unpack the bike.**

Open the bike box and remove the small box inside. With the help of someone who is capable of safely lifting a heavy object, remove the E-bike from the bike box. Carefully remove the packaging materials protecting the bike frame and all other components. Please recycle packaging materials, especially the cardboard and the foam. Open the small box and carefully set out all contents. The following should be included with the Henry JOBOBIKE:

|   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Front Wheel</li><li>• Assembly Toolkit</li><li>• Front Fender and Rear Fender (installed)</li><li>• Front wheel axle</li><li>• Manual</li></ul> | <ul style="list-style-type: none"><li>• Charger</li><li>• Keys ( 2 identical)</li><li>• Headlight</li><li>• Pedals</li><li>• Stem tube cover</li></ul> |
|---|--|

**If there are any missing parts, please contact Jobobike.**

## Step 2

**install handlebar onto stem** as shown in the assembly video for the Henry JOBOBKE located on the web page [JOBBIKE.pl/instructions/](http://JOBBIKE.pl/instructions/).

**Use 4# L-shaped wrench to loosen** the four stem faceplate bolts. **Place the handlebar on the stem correctly.**

Trace the front brake cable directly up from the front brake caliper to the left handlebar and ensure that the cables and wires are not twisted.

**Centre the handlebar** and tighten the four stem faceplate bolts evenly.

**Adjust the stem angle** using the Allen bolts on the side of the stem if desired. Adjust the handlebar so the grips are approximately parallel to the rear rack.

**Secure to the recommended torque value.** Once adjusted properly, use a torque wrench with a 4 mm Allen bit to evenly tighten the four stem faceplate bolts to the recommended torque value, 6 Nm.

**Get help from a bike-fitting professional.** Consult a certified bike-fitting specialist for assistance to fit the bike properly for safety, optimal fit, and bike ergonomics.



### Step 3

Install the front wheel as shown in the **HENRY** Assembly Video available on the web page [JOBBIKE.pl/instructions/](http://JOBBIKE.pl/instructions/)

**3.1. Put the E-bike in a safety, stable position** – under the hard foam that came in carton box under the fork.

**3.2. Prepare the wheels** – if there are any wheel hub protection, please remove.

**3.3. Locate the quick release lever**, which holds the protector plate in place during shipment. Open the lever and remove the thumb nut and cone spring (opposite to the lever). Remove the quick release skewer from the plate, keeping the washer and other cone spring in place on the lever side.

**3.4. Install the skewer into the front wheel axle** from the brake rotor side. Reinstall the cone spring so that it points towards the wheel hub then thread the thumb nut onto the skewer with only a few turns, leaving room for the fork dropouts. Make sure the lever is open and then carefully lower the fork onto the axle and brake caliper

**3.5. Fully seat the skewer in the fork dropouts** (and the brake rotor in the caliper) and then add tension to the lever by turning the thumb nut. When there is enough resistance to hold the quick release lever in line with the axle, close the lever using the palm of your hand without touching the brake rotor.

**3.6. When properly installed**, the front wheel should be at the center of the front fork, the brake rotor should be between the brake pads in the brake caliper, and the quick release lever should be fully secured. Make sure that the front wheel and quick release lever are properly secured before moving on to the next step.



**NOTICE:** For safety reasons, the quick release lever **MUST** be locked tightly enough.



Never touch the brake rotor, especially when the wheel and/or bike is in motion, or serious injury could occur. Hand oils can cause squeaking and decrease brake performance; do not touch the brake rotor while inspecting, opening, or closing the quick release lever.

#### **Step 4**

Install the front fender and headlight as shown in the assembly video available on the web page [JOBBIKE.pl/instructions/](http://JOBBIKE.pl/instructions/)

**4.1. Remove the fender and headlight mounting bolt** from the fork arch and set aside.

**4.2. Place the fender in position.**

From the back of the front tyre, pass the front fender mounting point under the front fork arch.

**4.3. Plug in the headlight.**

Locate the two sides of the red, two-pin headlight connector, carefully align the internal pins and no directly together without twisting to fully seat the connection.

**4.4. Attach the headlight and fender to the fork arch.**

Pass the headlight mounting bolt through a washer, the headlight mount, the fender mounting point, the fork arch mounting point, a second washer, and thread the locknut onto the bolt end. Use a 5 mm hex wrench at the bolt head and a 10 mm wrench on the locknut at the bolt end and tighten partway. Attach the fender mounting arms to the front fork. Ensure the fender is centred and torque all mounting bolts to the recommended torque value (6 Nm). Ensure the fender clamps on both sides are parallel.

**4.5. Adjust the headlight angle to illuminate the road ahead and not blind oncoming traffic.**

Use a 3 mm hex wrench and 8 mm wrench to loosen the headlight angle adjustment bolt, tilt the headlight to the optimal position, and then tighten in place securely.

#### **Step 5**

**Install the pedals.**

Locate the pedal that has a smooth pedal axle exterior and a "R" stamp at the right end. The right pedal goes onto the crank on the right side of the bike (which has the drivetrain gears and locates at the rider's right side when riding).



The right pedal is threaded to tighten by turning clockwise (towards the bike's front).

Carefully thread the right pedal onto the crank on the right side of the bike by hand. Do not cross thread or damage the threads.

The left pedal is reverse-threaded and tightens counterclockwise (towards the bike's back).

Ensure that the remaining pedal has notches on the exterior of the axle and a "L" stamp at the left end of the axle, indicating it is the left pedal. Carefully thread the pedal onto the left crank slowly by hand. Do not cross thread or damage the threads.

**Torque each pedal to 35 Nm.** Use a pedal wrench to avoid damage caused by wider wrenches.



Left pedal tightens counter clockwise



Right pedal tightens clockwise



Letters "L" and "R" on the pedal screws stand for "left" and "right"

**Step 6:**

**Inflate the tyres.** Check that the tyre beads and tyres are evenly seated on the rims. Use a pump with a Schrader valve and pressure gauge to inflate each tyre to the recommended pressure value indicated on the tyre sidewall, 30-65 psi (2.0 – 4.5 bar). Do not overinflate or underinflate tyres.

**Step 7**

**Set the desired seat height.**

Open the quick release lever by hinging it open fully. Ensure that the seat post clamp opening is aligned with the notch at the front of the seat tube. Adjust the seat post up or down to a comfortable height, while ensuring that the seat post is inserted into the frame past the minimum insertion point. If needed, use the thumb nut to add tension to the clamp so there is enough resistance when the lever is in line with the clamp bolt, but do not overtighten. Close the quick release lever to secure the seat post and make sure that it does not move. See the Adjusting the Seat section of this manual for more details.

**Step 8**

**Always check that the battery is locked to the frame of the E-bike before riding**

Operate the electrical system when the battery has been adequately charged and the battery is secured to the mounting receptacle on the frame



## Step 9

Ensure all hardware is tightened properly following recommended torque values. Recommended Torque Values

| Hardware Location             | Hardware                               | Torque Required (Nm) |
|-------------------------------|--|----------------------|
| Handlebar Area                | Handlebar Stem Clamp Bolts             | 15                   |
| Handlebar Area                | Handlebar Stem Faceplate Bolts         | 6-8                  |
| Handlebar Area                | Brake Lever Clamp Bolt                 | 6                    |
| Handlebar Area                | Shifter Clamp Screw                    | 3                    |
| Brakes                        | Calliper Adapter to Frame              | 6-8                  |
| Brakes                        | Calliper to Adapter                    | 6-8                  |
| Brakes                        | Brake Cable to Calliper Clamp          | 6-8                  |
| Brakes                        | Brake Rotor to Hub                     | 7                    |
| Seat post area                | Seat Angle Adjustment Bolt             | 18                   |
| Rear Dropout Area             | Rear Axle Nuts                         | 45                   |
| Rear Dropout Area             | Rear Torque Arm Bolt                   | 5                    |
| Rear Dropout Area             | Derailleur Bash Guard Mounting Bolts   | 5                    |
| Rear Dropout Area             | Derailleur Hanger Mounting Bolt        | 6                    |
| Rear Dropout Area             | Derailleur Mounting Bolt               | 10                   |
| Rear Dropout Area             | Derailleur Cable Pinch Bolt            | 6-8                  |
| Rear Dropout Area             | Kickstand Mounting Bolts               | 8                    |
| Bottom Bracket and Crank Area | Bottom Bracket and Lockring            | 45                   |
| Bottom Bracket and Crank Area | Crank Arm Bolt into BB spindle         | 35                   |
| Bottom Bracket and Crank Area | Pedal into Crank Arm                   | 35                   |
| Bottom Bracket and Crank Area | Chainring Bolts                        | 10                   |
| Bottom Bracket and Crank Area | Controller Mounting Bolts              | 6                    |
| Fenders                       | All Fender Mounting Bolts and Hardware | 6                    |



## **Step 10**

### **Review the remainder of the manual.**

Once the bike has been assembled following the instructions above, read, understand, and follow the procedures outlined in the remainder of the manual before operating the bike.

#### **NOTICE:**

If you have any questions regarding the assembly of your bike, contact JOBO Bikes. If you are unsure if all the assembly steps in the assembly video are performed properly, or you are unable to view the assembly video, please consult a certified local bike mechanic for assistance in addition to contacting JOBO Bikes for help.

#### **NOTICE:**

Ensure that all hardware is tightened properly following recommended torque values. Also ensure that all safety checks in the following sections are performed before the first use of the bike.



Do not extend any components including the handlebar stem, seat post, or seat saddle beyond any minimum insertion marking etched into the components. Ensure that all hardware is properly tightened (to the values in the Recommended Torque Values table) and components are secured before moving on to the next step, otherwise, bike damage, serious injury, or even death could occur.

### **Rider's Comfort**

Generally, for the most comfortable riding position and the best pedaling efficiency, the seat height should be set correctly in relation to the rider's leg length, as described in the Adjusting the Seat Height section, allowing the knees to be slightly bent with the ball of the foot still on the pedal when the pedal is at the lowest point at the bottom of each stroke.

Depending on a rider's preference, ability, and amount of experience with bikes and E-bikes, lowering the seat so the rider can put one or both feet on the ground without dismounting from the seat. This may offer a safer and more comfortable experience while operating the bike.

To obtain the maximum comfort, riders should not overextend their arms' reach when riding. It is generally advised to ensure that the handlebar and brake lever angles allow a comfortable arm position and relatively straight line from forearms, wrists, and hands. Ensure that the handlebar angle is adjusted so that the handlebar does not contact the rider's body while turning. A bike fitting professional, such as a certified bike mechanic who specializes in bike fitting, should be consulted to ensure you have a good fit.

**NOTICE:**

If you have any questions regarding the proper fit of your bike, please consult a certified local bike mechanic for assistance or contact JOBOBIKE.

**Adjusting the Seat Height**

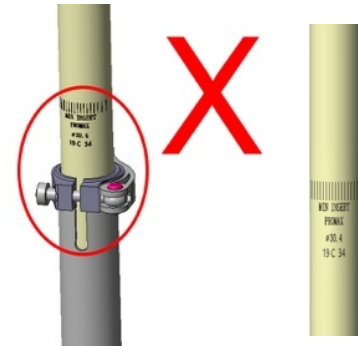
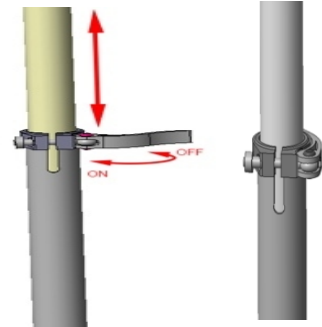
For most users, the seat height should be set by placing the ball of their foot on the pedal when the pedal is at its lowest point. In this orientation, their legs should be almost fully extended, with a slight bend at the knee. The correct seat height should not allow leg strain from overextension and the hips should not rock from side to side when pedaling. To adjust the seat height:

1. Open the quick release lever by swinging the lever open and outwards fully .
2. Move the seat up and down by sliding the seat post in or out of the seat tube. Set the desired seat height.

**NOTICE:**

Ensure that both the seat post and seat are both properly adjusted before riding. DO NOT raise the seat post beyond the minimum insertion marking etched onto the seat post tube (as shown at figure). If the seat post projects from the frame beyond these markings (shown far right), the seat post and the frame may break, which could cause a rider to lose control and all. Ensure that the minimum insertion markings on the seat post are inside the seat tube of the frame (as pictured ).

3. After tightening the adjustment nut (opposite the quick release lever) on the seat post quick



release properly, close the quick release lever fully so it looks like the image below and the seat cannot move up, down, to the left, or right.



Before using the bike, always check to ensure all latches, levers, and quick releases are properly secured and undamaged. Check that they are correctly secured before every ride and after every time the bike is left unsupervised, even for a short time. Otherwise, the handlebar stem and/or seat post may come loose and can result in loss of control, damage to the bike/property, serious injury, or death.

### **Adjusting the Seat Position and Angle**

To change the angle and horizontal position of the seat:

1. Use a 6 mm hex wrench to loosen the seat adjustment bolt (picture on the right) underneath the seat on the clamp positioned right under the seat, above the rear wheel.
2. Once the bolt and clamp are adequately loose, rotate the front of the seat up or down to adjust the angle of the seat; a seat position horizontal to flat ground is desirable for most riders. Move the seat backwards or forwards within the white limit markings on the seat rail, which show the minimum and maximum horizontal movement allowed for this component. Do not exceed these limits.
3. While holding the seat in the desired position, use a 6 mm hex wrench to tighten the seat adjustment bolt securely.

#### **NOTICE:**

Prior to first use, be sure to tighten the seat clamp via the seat adjustment bolt properly. A loose seat clamp or seat post adjustment bolt can cause bike/property damage, loss of control, a fall, serious injury or death. Periodically check to make sure that the seat clamp is properly tightened.



# Battery Charging

Charging Procedure:

The battery can be charged both when it is located inside of the frame or when you take it out of the frame.

1. When battery is located inside of the frame:

- Turn E-bike power off.
- Locate charging port under the frame and remove the rubber cover.
- Plug the charger into the charging port first; then connect it to a power outlet (AC 180V-240V, 47-63HZ).

2. When the battery is outside of the E-bike:

- Use the key to unlock battery and pull it out of the frame.
- Place battery in a secure place and plug the charger into the charging port first; then connect it to a power outlet (**AC 180V-240V, 47-63HZ**).

3. Unplug the charger from the outlet, then the charging port. If the battery is charged outside of the bike, put it back inside, lock it in frame by the key. Charging will be indicated by the LED charge status lights on the charger – Red indicates that the battery's charging, and green indicates that the battery's fully charged.

Always charge your battery when the surrounding temperature is between 10 °C – 25 °C (50 °F – 77 °F) and ensure that the battery and charger are not damaged before starting. If you notice anything unusual while charging, please discontinue charging and the use of the bike and contact JOBO Bikes Product Support for help.



## Battery Charging Information

- Check the charger, charger cables, and battery for damage before beginning each charge.

- **Always charge in a safe place** that is cool, dry, indoors, away from direct sunlight, dirt, or debris, in a clear area away from potential to step on the charging cords and possible damage to the bike, battery, or charging equipment while parked and/or charging. Always charge your battery when the surrounding temperature is between **10 °C–25 °C (50 °F–77 °F)**.
- **The battery should be recharged after each use** so that it is ready to go with a fully charged battery the next ride. There is no memory effect, so charging the battery after short rides will not cause damage.
- **Charging the battery normally takes 3–7 hours**. The time the charger takes to fully charge the battery depends on various factors including distance travelled, riding characteristics, terrain, payload, and battery age.

**NOTICE:**

The battery may take longer to charge when fully depleted, when very new, and after 3–5 years of regular use. If your battery does not seem to be charging normally, is taking longer to charge than expected, or you are experiencing substantial reduction in range, please discontinue your use of this E-bike and contact JOBO Bikes Product Support immediately.



The charge indicator lights will show one red light while the battery charges. When charging is complete, the indicator light will turn green. Ensure that the indicator lights face upwards when charging.

- **Remove the charger from the battery within one hour after the indicator light turns green**. The charger is designed to automatically stop charging when the battery is full, but unnecessary wear of the charging components could occur if the charger is left attached to the battery and a power source for longer than 12 hours. Detach the charger within one hour, or as soon as possible, once the green light indicates a complete charge to avoid unnecessary wear of charging components.
- **Never charge a battery for more than 12 hours at a time**.
- **Do not leave a charging battery unattended**.

Failure to follow Battery Charging Best Practices could result in unnecessary wear to the charging components, battery, and/or charger, and could lead to an under performing or non-functional battery, and replacement will not be covered with warranty.

**When the Battery Is Removed**



- Be careful not to drop or damage the battery when lifting the battery off the frame or when it is loose from the bike.
- Do not touch or damage the “+” and “-” terminal contacts at the bottom of the battery and keep them clear of debris.
- Do not turn the bike on if you are riding it without the battery installed, or else damage to the electrical system could occur.

**Use caution to avoid damage to battery connector terminals, which are exposed when the battery is unlocked or removed from the frame of the bike. In the case of damage to the terminals or battery mounts, please discontinue the use of your bike and contact JOBOBIKE Product Support immediately.**

#### **When Installing the Battery into the bike**

- Do not force the battery onto the battery mount; carefully align and gently push the battery down onto the mount.
- Ensure that the battery has been properly secured to the bike before each use. Verify that the battery is in a locked position.

#### **Charger Safety Information**

- The charger should only be used indoors in a cool, dry, and ventilated area on a flat, stable, hard surface.
- Always charge your battery when the surrounding temperature is between **10 °C–25 °C (50 °F–77 °F)**.
- Avoid contact between the charger and any liquids, dirt, debris, or metal objects.
- Do not cover the charger while in use.
- Store and use the charger in a safe place away from children and away from potential damages caused by falling.
- Fully charge the battery before each use to ensure that it is ready to perform to its best ability every ride, to extend the life of the battery, and to reduce the chance of over-discharging the battery.
- Do not charge the battery with any chargers other than the one originally supplied by the JOBO Bikes or a charger designed for your specific bike and purchased directly from JOBO Bikes.
- The charger works on **180V-240V, 47-63HZ** standard home AC power outlets and automatically detects and accounts for incoming voltage. Do not open the charger or modify voltage input.
- Do not yank or pull on the cables of the charger. When unplugging, carefully remove both the AC and DC cables by pulling on the plastic plugs directly, not pulling on the cables.

- The charger is designed to get hot when operating. If the charger gets too hot to touch, you notice a strange smell, or any other indicator of overheating, discontinue charging immediately and contact JOBO Bikes Product Support.

**Charge the battery only with the charger originally supplied with the bike, or a charger purchased directly from JOBOBIKE, designed for your specific bike serial number. Never use an aftermarket charger, which can result in damage, serious injury, or death.**

**Please take special care in charging your bike in accordance with the procedures and safety information detailed in this manual. Failure to follow proper charging procedures can result in damage to your bike, the charger, or personal property, and/or cause serious injury or death.**

### **Long-Term Battery Storage**

If you intend to store your bike for more than two weeks at a time, follow the instructions below to maintain the health and longevity of your battery.

- Charge (or discharge) the battery to approximately 75% charged.
- Power off the battery and leave it locked to the frame. Alternatively, you can unlock and remove the battery from the frame for storage.
- Store the battery in a dry, climate-controlled, indoor location where the temperature is between **10 °C–25 °C (50 °F–77 °F)**.
- Check on the battery every month, and if necessary, use the charger originally supplied with the bike to charge the battery to 75% charged.

## Operation

### **NOTICE:**

Do not perform any of the steps in the Operation section of this manual until you have read this entire manual, since there are important details related to safety in the following sections.

**Read and understand all sections of this entire manual before operating the bike for the first time. There are important safety warnings throughout the whole manual that MUST be followed to prevent dangerous situations, accidents, damage to the bike, damage to property, injury, or death. Users must follow the instructions and warnings in this manual for safety reasons. Do not attempt to operate your bike until you have adequate knowledge about controlling and operating the bike. Damage caused by failing to follow instructions is not covered with warranty and could result in dangerous situations,**

accidents, injury to you and others, damage to the bike, damage to your property, injury, or death. Contact JOBO Bikes if you have any questions about assembly or operation. Users must become accustomed to the bike's power control system before operating.

### Handlebar Features

- 1 LCD Display Remote
- 2 Bell
- 3 LCD Display
- 4 Shifter
- 5 Brake

### LCD Display Controls

The display can be controlled manually using the 5-button LCD display remote mounted on the left side of the handlebar

- 1 - "+" button
- 2 - Headlight switch key
- 3 - The power button
- 4 - The information button
- 5 - "-" button

Reference the LCD Display Operations table in this manual for instructions on how to perform various operations using these buttons .



### LCD Display Information

The table below show the various features and information displayed on the LCD display.

- 1. Time display: The time shows the current time in the 24-hour system; time can also be manually set in "Set Clock".
- 2. USB charge display: When external USB is connected, it displays a symbol indicating the connected USB.
- 3. Headlight indication: Only shows when the headlight is on.
- 4. Speed scale display: the scale value is in accordance with the digital value.



5. Mode select: single-trip distance (TRIP) → total distance ODO → maximum speed (MAX) → average speed (AVG) → remaining distance (RANGE) → energy consumption (CALORIES) → time (TIME).

6. Battery level display: Display current battery level value.




7. Voltage display/percentage display:


Display actual voltage level value; display mode can be set in the “Soc View”.

8. Speed digital display: Display current speed value, the unit of the speed can be set in “Unit”.

9. Power scale display/current scale display: Display current output value, the unit of the output can be set in “Power View”.

10. Power assistant level display/walk assistance:

Display the seven levels as “0”/“1”/“2”/“3”/“4”/“5”/“”, briefly press (0.5S)  or 

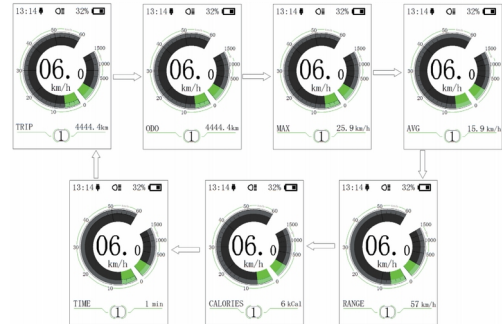
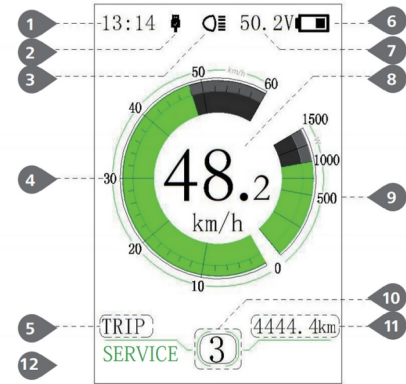
to switch the level. Touch and hold (2S) start the mode “walk assistance”, display  symbol.

Data: Display data, which corresponds to the current mode.

### Start-Up Procedure

After the bike has been properly assembled following the assembly video, all components are secured correctly, and you have read this entire manual, you may turn on the bike and select a power level following the steps outlined below:

### Switching the E-bike System On/Off




Press the power button to turn on the E-bike system. When holding the power button for 2s, the E-bike system would be switched off. When turned off, the E-bike system no longer uses battery power. When parking the E-bike for more than 10 minutes, the E-bike system switches off automatically.



### Display Interface

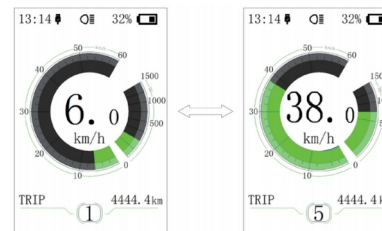
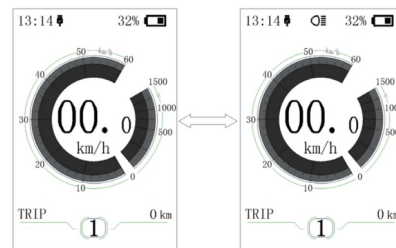
After switching on the E-bike system, the display shows Speed and Trip Distance as default. Briefly press (0.5s) “I” button to switch the display between the distance and speed; the cycle is: signal-trip distance (TRIP) → total distance (ODO) → maximum speed (MAX) → average speed (AVG) → remaining distance (RANGE) → energy consumption (CALORIES) → time (TIME). Energy consumption unit CALORIES means kCal.

### Switching Push-assistance Mode On/Off

To activate the push-assistance function, hold the “-” button. After 2s, The E-bike is activated at a uniform speed of 6 Km/h while the screen displays “”. The push-assistance function is switched off as soon as you release the “-” button on the operating unit. The E-bike system stops the power output immediately. Push-assistance Mode Walk mode should be used only when the rider is off the seat with both hands on the handlebar. Always keep at least one hand on a brake lever to allow quick cutoff of the motor if necessary and to maintain control of the bike.

### Switching the Lighting On/Off and backlighting

To switch on the headlight, press the “” button. The backlight brightness is automatically reduced. Press the “” button again, the lighting can be switched off. If the display/Pedelec is switched on in a dark environment, the display backlight/headlight will automatically be switched on.



If the display backlight/headlight has been manually switched off, the automatic sensor function is deactivated. You can only turn on the light manually. After switching on the system again.

### **Assist Level Selection**

Briefly press "+" or "-" button to switch between assistance levels so as to change the motor output power, The default assistance level ranges from level "0" to "5", The output power is zero on Level "0". Level 1 is the minimum power, and level 5 is the maximum power. When you press the "+" button again after reaching level 5, the interface would still show "5", and blinks at "5" to indicate that the power is already at its highest. After the power downshift reaches "0", if you press the "-" button again, the interface would still show "0" and blinks at "0" to indicate that it has reached the power minimum. The default value is level "1".

Assist Level Interface

**To avoid accidental application of the twist power assist, while dismounted, ensure that the bike is powered off.**

**NOTICE:** Even if you are an experienced bike user, please take time to read and implement the guidelines described in the owner's manual that come with your E-bike, and any manuals included with subcomponents.

### **Battery SOC Indicator**

The five battery bars represent the capacity of the battery. The five battery bars are bright when the battery is in high voltage. When the indicator shows 0%, the battery needs to be recharged immediately.

The table below show the various features and information displayed on the LCD display.

### **Driving Range**

The range of your bike is the distance the bike is able to travel on a single ride with a completely charged battery. Some of the factors that affect range include changes in elevation, speed, payload, acceleration, number of starts and stops, ambient air temperatures, tyre pressure, and terrain. We suggest that you select a lower assistance level when you first get your bike from JOBOBIKE to get to know your bike and travel routes. Once you become familiar with the range requirements of your travel routes and the capabilities of your bike, you can then adjust your riding characteristics as you desire.

### **Carrying Loads**

Maximum payload capacity for the E-bike

The total maximum weight limit, or payload capacity, (130 kg or 286 lb) includes the weight of the rider as well as clothing, riding gear, cargo, accessories, passengers.

**Total maximum payload: 130 kg (286 lb)**

**Optional rear rack maximum payload: 18 kg (39 lb)**

**Optional front rack maximum payload: 10 kg (22 lb)**

**You MUST hold onto the bike when loading passengers or cargos. The kickstand is not designed to be used for loading passengers or cargos. Do not assume the bike is stable and balanced when using the kickstand. Always hold onto the bike when passengers or cargo are being loaded, in place, or attached to the ebike.**

**Never leave the bike unattended with a child on the bike. Ensure that the child is taken with you when you look away or walk away from the bike, otherwise the bike could tip over and cause serious injury or death to your most precious cargo.**

### **Carrying Cargo**

Carrying a cargo load involves additional risks, which requires special attention and care. Braking, acceleration, and balancing are all significantly affected by the cargo loaded on the E-bike. To safely operate your E-bike while carrying cargos, you must get used to the differences in braking, steering, balance, etcetera that come with the extra weight. Users should practice riding on a flat and open area with light cargos before attempting to carry heavier loads.

#### **NOTICE:**

The following list provides important tips for safe operations of the E-bike when used for carrying cargo.

- Cargo should be loaded at a position that is as low as possible to lower the centre of gravity, thus improving stability, but cargo should not interfere with any moving components of the bike or the ground.
- Ensure that your loads are properly secured and check periodically that nothing loosens or at risks of interfering with any moving components, or touching or dragging on the ground.
- Become proficient at controlling the E-bike with cargo in a flat, open area before riding on roads or hills. Know your limits and plan routes accordingly.

**Hills that are normally easy to climb and descend without cargo can become challenging and dangerous once cargo is loaded onto the bike, as the extra weight affects steering, braking, balancing as well as the amount of power it takes to go uphill.**



Do not use the front brake by itself. Apply the rear brake first, and then the front brake. Use both brakes for all braking operations. Braking with only the front brake can cause excessive stress on components, damage to the bike and parts, and/or loss of control.

**It is always the user's responsibility to ensure that cargos and passengers loaded on the E-bike do not interfere with the user's ability to safely operate the E-bike. Serious injury or death can occur if the user's ability to safely operate the E-bike is compromised by the cargos or passengers onboard.**

### **Parking, Storage, and Transport**

Please follow these basic parking, storage, and transportation tips to ensure that your bike is well taken care of both on and off the road.

- When pushing or carrying the bike manually, turn off the power to avoid accidental acceleration from the motor.
- Turn the power and any lights off to conserve battery.
- Ensure that the battery is locked to the frame when the power is off, or use the key to remove the battery and bring it with you for safety reasons.
- Park indoors when possible. If you must park outdoors in rain or wet conditions, you should leave your E-bike outside for only a few hours and then park it in a dry location as soon as possible to allow the entire system to dry out. Compared to a regular bike, an E-bike used in wet conditions needs more frequent maintenance to prevent rust and corrosion to make sure that all systems are working safely.
- Locking up your bike is recommended so that your bike is secure and the chance of theft is reduced. We do recommend you to take appropriate precautions to keep your bike safe from theft.
- Do not park, store, or transport your bike on a rack not designed for the bike's size and weight.
- Use a rack compatible with the width of tyres of your bike. Some racks may not accommodate all tyre widths.
- When storing your bike or carrying your bike on a rack for transport, unlock, remove the key, then remove the battery to reduce the weight of the bike, which makes lifting and loading easier and protects the battery by transporting it in the cab of a vehicle.
- Avoid transporting E-bikes on a vehicle rack during rain, as this may cause water damage to the electrical components.

# Maintenance

## Basic Bike Care

To ensure safe riding conditions, you must maintain your bike properly. Follow these basic guidelines and see a certified bike mechanic at regular basis to ensure your bike is safe for use and comfortable to ride. See the Safety Checklist and Recommended Service Intervals sections of this manual for more detailed information.

- Properly maintain batteries by keeping them fully charged when there are two weeks or longer between uses. See Long-Term Battery Storage section of this manual for information on storing the battery for longer than two weeks between rides.
- Never immerse or submerge the bike or any components in any liquid as the electrical system may be damaged.
- Periodically check wiring and connectors to ensure that the connectors are secure without damages.
- To clean, wipe the frame with a damp cloth. If needed, apply a mild, non-corrosive detergent mixture to the damp cloth and wipe the frame. Dry the frame by wiping with a clean, dry cloth.
- Store under shelter; avoid leaving the bike in the rain or to any corrosive materials. When the bike is exposed to rain, dry your bike and apply anti-rust treatment to the chain and other unpainted steel surfaces.
- Riding on a beach or in coastal areas exposes your bike to salt, which is very corrosive. Wipe down your bike frequently and wipe or spray all unpainted parts with anti-rust treatment. Damage from corrosion is not covered under warranty so take special care to extend the life of your bike if you use it in coastal areas or areas with salty air or water.
- If the hub and bottom bracket bearings have been submerged in water or liquid, they should be taken out and re-greased. This will prevent accelerated bearing deterioration.
- If the paint has become scratched or chipped in the metal, use touch up paint to prevent rust. Clear nail polish can also be used as a preventative measure.
- Regularly clean and lubricate all moving parts; tighten and adjust components as required.

- Regularly inspect all pre-attached and optional component hardware to ensure proper torque spec, secure attachment, and good working condition.

### Recommended Service Intervals table

Regular inspection and maintenance are the keys to ensure that bikes function properly, and to reduce wear and tear on their systems. Recommended service intervals are meant to be used as guidelines. Real world wear and tear, and the need for service, vary with conditions of use. We generally recommend inspections, service, and necessary replacements to be performed at the time or mileage interval that comes first in the following table.

| Interval  | Inspect   | Service   | Replace   |
|---|---|---|---|
| <p><b>Weekly</b><br/>150–300km<br/>(62.5–187.5 mi)</p>          | <ul style="list-style-type: none"> <li>- Check hardware for proper torque: See Recommended Torque Values chart.</li> <li>- Check drivetrain for proper alignment and function (including the chain, freewheel, chainring, and derailleur).</li> <li>- Check wheel trueness and for quiet wheel operation (without spoke noise).</li> <li>- Check condition of frame for any damage</li> </ul>                   | <ul style="list-style-type: none"> <li>- Clean frame by wiping frame down with damp cloth.</li> <li>- Use barrel adjuster(s) to tension derailleur/brake cables if needed.</li> </ul>   | <ul style="list-style-type: none"> <li>- Replace any components confirmed by JOBOBIKE Technical Support or a certified, reputable bike mechanic to be damaged beyond repair or broken.</li> </ul> |
| <p><b>Monthly</b><br/>350-1200km<br/>(220–750 mi)</p>           | <ul style="list-style-type: none"> <li>- Check brake pad alignment, brake cable tension.</li> <li>- Check bike is shifting properly, proper derailleur cable tension.</li> <li>- Check chain stretch.</li> <li>- Check brake and shifter cables for corrosion or fraying.</li> <li>- Check spoke tension.</li> <li>- Check accessory mounting (rack mounting bolts, fender hardware, and alignment).</li> </ul> | <ul style="list-style-type: none"> <li>- Clean and lubricate drivetrain.</li> <li>- Check crankset and pedal torque.</li> <li>- Clean brake and shift cables.</li> <li>- True and tension wheels if any loose spokes are discovered.</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><b>Every 6 Months</b><br/>1200–2080 km<br/>(750–1300 mi)</p> | <ul style="list-style-type: none"> <li>- Inspect drivetrain (chain, chainring, freewheel, and derailleur).</li> <li>- Inspect all cables and housings.</li> </ul>   | <ul style="list-style-type: none"> <li>- Standard tune-up by certified, reputable bike mechanic is recommended.</li> <li>- Grease bottom bracket.</li> </ul>  | <ul style="list-style-type: none"> <li>- Replace brake pads.</li> <li>- Replace tyres if necessary.</li> <li>- Replace cables and housings if necessary.</li> </ul>                               |

Before every ride, and after every 32-80 km (20-50 mi), we recommend following this safety checklist.

| Safety Check                            | Basic Steps   |
|---|---|
| <b>Brakes</b>                           | Ensure that front and rear brakes work properly. Check brake pads for wear and ensure that they are not over worn. Ensure that brake pads are correctly positioned in relation to the brake rotors. Ensure that brake cables are lubricated, correctly adjusted without any obvious wear. Ensure that brake levers are lubricated and tightly secured to the handlebar. Test if the brake levers are firm and that the brake, motor cutoff functions, and the brake light are functioning properly.                     |
| <b>Wheels and Tyres</b>                 | Ensure that tyres are inflated within the recommended limits posted on the tyre sidewalls and hold air. Ensure that tyres have good tread with no bulges, excessive wear, or any other damage. Ensure that rims run true without any obvious wobbles, dents, or kinks. Ensure that all wheel spokes are tight and not broken. Check axle nuts and front wheel quick release to ensure that they are tight. Ensure that the locking lever on the quick release skewer is correctly tensioned, fully closed, and secured. |
| <b>Steering</b>                         | Ensure that the handlebar and stem allow proper steering and are correctly adjusted, tightened. Ensure that the handlebar is set correctly in relation to the forks and the direction of travel.  |
| <b>Chain</b>                            | Ensure that the chain is clean, oiled, and runs smoothly. Extra care is required in wet, salty/otherwise corrosive, or dusty conditions.  |
| <b>Bearings</b>                         | Ensure that all bearings are lubricated, run freely, and display no excess movement, grinding, or rattling. Check headset, wheel bearings, pedal bearings, and bottom bracket bearings.   |
| <b>Cranks and Pedals</b>                | Ensure that pedals are securely tightened to the cranks and the cranks are securely tightened, not bent.  |
| <b>Derailleur and Mechanical Cables</b> | Check to make sure that the derailleur is adjusted and functioning properly. Ensure shifter and brake levers to be attached to the handlebar securely. Ensure that all shifter and brake cables are properly lubricated.  |
| <b>Frame, Fork, and Seat</b>            | Check to make sure that the frame and fork are not bent or broken. If either frame or fork is bent or broken, they should be replaced. Check that the seat is adjusted properly, and seat post quick release lever is securely tightened.   |



|                          |  |
|--------------------------|--|
| <b>Battery</b>           | <p>Ensure that battery is charged and without damage before each use.<br/> Lock battery to frame and ensure that it is secured.<br/> Charge and store the bike in a dry location with a temperature between 10 °C–25 °C (50 °F–77 °F).<br/> Let bike dry completely before using again.</p>  |
| <b>Electrical Cables</b> | <p>Look over connectors to make sure they are fully seated and free from debris or moisture.<br/> Check cables and cable housing for obvious signs of damage.<br/> Ensure that the headlight is functioning and adjusted properly without being unobstructed.</p>  |
| <b>Accessories</b>       | <p>Ensure that all reflectors are properly fitted and not obscured.<br/> Ensure that all other fittings on bike are properly secured and functioning.<br/> Inspect helmet and other safety gears for signs of damage.<br/> Ensure that the rider is wearing a helmet and other required riding safety gears.<br/> Ensure that the mounting hardware is secured when fitted with a front rack, rear rack, basket, etc.<br/> Ensure that the taillight and taillight power wire are properly secured when fitted with rear rack.<br/> Ensure that the fender mounting hardware is properly secured with no cracks or holes in fenders.</p> |



Your cables, spokes, and chain will stretch after an initial break-in period of 80-160 km (50-100 mi), and bolted connections could loosen. Always have a certified bike mechanic perform a tune-up on your bike after your initial break-in period of 80–160 km (50–100 mi) (depending on riding conditions such as total weight, riding characteristics, and terrain). Regular inspections and tune-ups are particularly important for ensuring that your bike remains safe and comfortable to ride.

### **Inflation and Replacement**

The **HENRY** employs 28" x 2.0" rubber tyres with inner tubes. The tyres are designed for durability and safety during regular cycling activities; they should be checked before each use for proper inflation and condition. Proper inflation, care, and timely replacement ensure that your bike's operational characteristics are maintained, avoiding unwanted, unsafe situations. JOBOBIKE recommends 30 - 65 psi/2.0 – 4.5 bar for both the front and rear tyres. Always stay within the manufacturer's recommended air pressure range as listed on the tyre sidewall.

**It is critically important that proper air pressure is always maintained in pneumatic tyres. Do not underinflate or overinflate your tyres. Low pressure may result in loss of control, and overinflated tyres may burst. Failure to always maintain the air pressure rating indicated on pneumatic tyres may result in tyre and/or wheel failure. Inflate your tyres from a regulated air source with an available pressure gauge. Inflating your tyres from an unregulated air source could overinflate them, resulting in a burst tyre.**

Even tyres equipped with built-in flat-preventative tyre liners can get flats from punctures, pinches, impact, and other causes. When tyre wear becomes evident or a flat tyre is discovered, you must replace the tyres and/or tubes before operating the bike or injury to operators and/or damage to your bike could occur.

**When changing a tyre or tube, ensure that all air has been removed from the inner tube prior to removing the tyre from the rim. Failure to remove all air pressure from the inner tube could result in serious injury, unsafe riding condition, or damage to your bike. If required by law, and for adequate visibility, ensure replacement aftermarket tyres have sufficient reflective sidewall striping.**

# Troubleshooting

| Symptoms  | Possible Causes  | Most Common Solutions  |
|---|--|--|
| <b>The bike does not work</b>                                 | <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 40a 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 40a discharge fuse</li> </ol>                |
| <b>Irregular acceleration and/or reduced top speed</b>        | <ol style="list-style-type: none"> <li>1. Insufficient battery power</li> <li>2. Loose or damaged twist power assist</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 twist power assist</li> <li>3. Align or replace magnet ring</li> </ol>   |
| <b>The motor does not respond when the bike is powered on</b> | <ol style="list-style-type: none"> <li>1. Loose wiring</li> <li>2. Loose or damaged twist power assist</li> <li>3. Loose or damaged motor plug wire</li> <li>4. Damaged motor</li> </ol>   | <ol style="list-style-type: none"> <li>1. Repair and or reconnect</li> <li>2. Tighten or replace</li> <li>3. Secure or replace</li> <li>4. Repair or replace</li> </ol>  |
| <b>Reduced range</b>  | <ol style="list-style-type: none"> <li>1. Low tyre pressure</li> <li>2. Low or faulty battery</li> <li>3. Riding up steep hills, headwind, and/or heavy payload</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 tyre 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> |
| <b>The battery will not charge</b>                            | <ol style="list-style-type: none"> <li>1. Charger not well connected</li> <li>2. Charger damaged</li> <li>3. Battery damaged</li> <li>4. Wiring damaged</li> <li>5. Blown charge fuse</li> </ol>   | <ol style="list-style-type: none"> <li>1. Adjust the connections</li> <li>2. Replace</li> <li>3. Replace</li> <li>4. Repair or replace</li> <li>5. Replace charge fuse</li> </ol>  |
| <b>Wheel or motor makes strange noises</b>                    | <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>   |

**Error code Detection** Your bike is equipped with an error detection system integrated into the display and controller. In the case of an electronic control system fault, an error code should display. The following error codes are the most common and can aid troubleshooting. If your bike has an error code displayed at any time, it is recommended that you cease operation and contact JOBOBIKES immediately.

| Error code | Definition  | Solution   |
|------------|---|--|
| 07         | High voltage protection   | 1. Remove and re-insert the battery to see if it resolves the problem. 2. Use the BESST tool to update the controller.                                   |
| 08         | Fault with motor hall sensor inside   | 1. Check if all connectors from the motor are correctly connected.<br>2. If the problem still occurs, please change the motor.                           |
| 09         | Error with the Engine's phases  | Please change the motor.   |
| 10         | The motor temperature reachesthe max protection value                                     | 1. Turn off the system and allow the Pedelec to cool down.<br>2. If the problem still occurs, please change the motor.                                   |
| 11         | The temperature sensor inside the motor has an error                                      | Please change the motor.   |
| 12         | Error with current sensor inside controller   | Please change the controller or contact your supplier.   |
| 14         | The protection temperature inside the controller has reached its maximum protection value | 1. Allow the pedelec to cool down and then restart the system.<br>2. If the problem still occurs, please change the controller or contact your supplier. |
| 15         | Error with the temperature sensor inside the controller                                   | 1. Allow the pedelec to cool down and restart the system.<br>2. If the problem still occurs, please change the controller or contact yoursupplier.       |

|    |  |  |
|----|--|--|
| 21 | Error with wheel speed detecting sensor        | <ol style="list-style-type: none"> <li>1. Restart the system</li> <li>2. Check that the magnet attached to the spoke is aligned with the speed sensor and that the distance is between 10 mm and 20 mm.</li> <li>3. Check that the speed sensor connector is connect edcorrectly.</li> <li>4. Connect the pedelec to BESST, to see if there is a signal from the speed sensor.</li> <li>5. Using the BESST Tool- update the controller to see if it resolves the problem.</li> <li>6. Change the speed sensor to see if this eliminates the problem. If</li> </ol> |
| 25 | Torque signal Error                            | <ol style="list-style-type: none"> <li>1. Check that all connections are connected correctly.</li> <li>2. Please connect the pedelec to the BESST system to see if torque can be read by the BESST tool.</li> <li>3. Use the BESST Tool to update the controller to see if it resolves the problem, if not, please change the torque sensor or contact your supplier.</li> </ol>   |
| 26 | Speed signal of the torque sensor has an error | <ol style="list-style-type: none"> <li>1. Check that all connections are connected correctly.</li> <li>2. Please connect the pedelec to the BESST system to see if speed signal can be read by the BESST tool.</li> <li>3. Change the Display to see if the problem is solved.</li> <li>4. Use the BESST Tool to update the controller to see if it resolves the problem, if not, please change the torque sensor or contact</li> </ol>  |
| 27 | Overcurrent from controller                    | Use the BESST tool to update the controller. If the problem still occurs, please change the controller or contact your supplier.   |

|    |                       |  |
|----|-----------------------|--|
| 30 | Communication problem | <ol style="list-style-type: none"><li>1. Check if all connections on the pedelec are correctly connected.</li><li>2. Use the BESST Tool to run a diagnostics test, to see if it can pinpoint the problem.</li><li>3. Change the display to see if the problem is solved.</li><li>4. Change the EB-BUS cable to see if it resolves the problem.</li><li>5. Use the BESST tool to re-update the controller software. If the problem still occurs, please change the controller or contact your supplier.</li></ol> |
|----|-----------------------|--|

## Warnings and Safety

### Additional Information on Wear

Components of the E-bike are subject to higher wear when compared to bikes without power assistance. This is because the E-bike can travel at higher average speeds than regular bikes and has a greater weight. Higher wear is not a defect in this product and is not subject to warranty. Typical components affected are the tyres, brake pads and rotors, suspension forks, spokes, wheels, and the battery.

**When life of a component has surpassed, it can cause unexpected loss of function, which can result in serious injuries or even death. Therefore, pay attention to indications of wear, such as cracks, scratches, or changes in the color or operation of components, which show that useful life has been exceeded. Worn components should be replaced immediately. If you are unfamiliar with regular maintenance, a certified bike mechanic should be consulted.**

## General Operating Rules

### *Notice:*

Pay special attention to all the general operating rules below before operating your bike.

- When riding, obey the laws applicable in your area as any other vehicles.
- For additional information regarding traffic/vehicles laws, contact the road traffic authority in your area.
- Ride predictably, in a straight line, and with the flow of traffic. Never ride against traffic.
- Use correct hand signals to indicate turning.
- Ride defensively because to other road users, you may be hard to see.
- Concentrate on the path ahead. Avoid potholes, gravel, wet or oily roads, wet leaves, curbs, train tracks, speed bumps, drain gates, thorns, broken glass, and other obstacles, hazards, and puncture flat risks.
- Cross train tracks at a 90-degree angle or walk your bike across.
- Try to predict the unexpected such as opening car doors or cars backing out of driveways.
- Be careful at intersections when preparing to pass other vehicles or other cyclists.
- Familiarize yourself with all features and operations of the bike by JOBOBIKE. Practice and become proficient at shifting gears, applying brakes, using power assist system, and using twist power assist in a controlled setting before riding in riskier conditions.
- Wear proper riding clothes including closed-toe shoes. If you are wearing loose pants, secure the bottom using leg clips or elastic bands to prevent them from being caught in the chain or other gears. Do not use items that may restrict your hearing.
- Check your local rules and regulations before carrying cargo.
- When braking, apply the rear brake first, then the front brake. If brakes are not correctly applied, they may lock up, you may lose control and fall.

- Maintain a comfortable stopping distance from all other objects, riders, and vehicles. Safe braking distances vary based on factors such as road surface and lighting conditions.

## Safety Notes

**The following safety notes provide additional information on the safe operation of your bike and should be closely reviewed. Failure to review these notes can lead to serious injury or death.**

- All users must read and understand this manual before riding their bike. Additional manuals for individual components should also be reviewed before installing or using those components.
- Ensure that you comprehend all instructions and safety notes/warnings.
- Ensure that the bike fits you properly before first use. You may lose control or fall if your bike is too big or too small.
- Always wear an approved bicycle helmet when riding a bike and ensure that all instructions provided by the helmet manufacturer are used for fit and care of your helmet. Failure to wear a helmet when riding may result in serious injury or death.
- Ensure that you have the correct setup with adjusting to the recommended torque values before your first use; check the setup, tightening, and condition of components and hardware regularly.
- It is your responsibility to familiarize yourself with the laws and requirements of operating this product in the area(s) where you ride.
- Ensure that the handlebar grips are undamaged and properly installed. Loose or damaged grips can cause you to lose control and fall.
- Off-road riding requires close attention and specific skills because there are potential conditions that could cause hazards. Wear appropriate safety gear and do not ride alone in remote areas. Check local rules and regulations about whether off-road E-bike riding is allowed.
- Do not engage in extreme riding. This includes but is not limited to jumps, stunts, or any behaviors that exceed your capabilities. Although many articles/advertisements/catalogues depict extreme riding as admirable, it is not recommended nor permitted, and you can be seriously injured or killed if you perform extreme riding. Bikes and their components have strength limitations, and extreme



riding, including but not limited to jumps, stunts, etc., should not be performed as it can damage your bike's components and/or cause or lead to dangerous riding situations in which you may be seriously injured or killed.

- Failure to perform and confirm proper installation, compatibility, proper operation, or maintenance of any component or accessory can result in serious injury or death.
- After any incident, you must consider your bike unsafe to ride until you consult with a certified bike mechanic for a comprehensive inspection for all components, functions, and operations of the bike.
- Failure to properly charge, store, or use your battery will void the warranty and may cause a hazardous situation.
- You should check the operation of the motor cutoff switches before each ride. The brake system is equipped with an inhibitor that cuts off power to the electric motor whenever the brakes are squeezed. Check proper operation of brake motor cutoff switches before riding.
- Extreme care should be taken when using the pedal assistance sensor and twist power assist on this product. Ensure that you are prepared for the power assistance to engage as soon as pedaling is underway.
- Users must understand the operation of the twist power assist and pedal assistance sensors before using the bike and must travel at speeds appropriate for certain usage area, riding conditions, and user experience level. Always use the lowest assist level until you are comfortable with the bike and feel confident in controlling the power.
- Any aftermarket changes to your bike that are not approved could void the warranty and create an unsafe riding experience.
- Because electric bikes are heavier and faster than normal bikes, they require extra caution and care while riding.
- Take extra care while riding in wet conditions. You should slow down and increase braking distances. Feet or hands slip more easily in wet conditions and could lead to serious injury or death.
- Do not remove any reflectors or the bell.

Like any sport, cycling involves risks of damage, injury, and death. By choosing to ride a bike, you take the responsibility for that risk, so you need to practice the rules for safe riding and to perform proper use and maintenance of this bike. Proper use and maintenance of your bike reduces risk of damage, injury, and death. Biking and controlled substances should not mix. Never operate a bike while under the influence of alcohol, drugs, or any substance or condition that could impair motor functions, judgment, or the ability to safely operate a bike or another vehicle. The e-bike is designed for use by persons 18 years old and older. Riders must have the physical condition, reaction time, and mental capability to manage traffic, road conditions, sudden situations, and respect the laws governing electric bike use where they

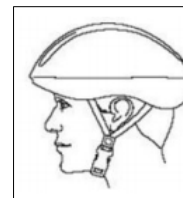
ride, regardless of age. If you have an impairment or disability such as a visual impairment, hearing impairment, physical impairment, cognitive/language impairment, a seizure disorder, or any other physical condition that could impact your ability to safely operate a vehicle, consult your physician before riding any bike.

### **Helmets**

It is strongly advised that an approved, fitted bicycle safety helmet is always worn during rides.



We recommend riders wear a properly fitted helmet that covers the forehead when riding a bike. Child passengers also should wear a properly fitted helmet.



### **Wet Weather**

**It is recommended to not ride in wet weather if avoidable. Ride in wet weather only when it is necessary.**

This electric bike is not meant for use in puddles, heavy rain, or streams. Never immerse or submerge this product in water or any other liquid as the electrical system may be damaged.

- In wet weather you need to take extra care when operating this bike.
- Decrease riding speed to help you control the bike in slippery conditions.
- Brake earlier since it will take brakes longer to slow down than when operated in dry conditions.
- Be more visible to others on the road. Wear reflective clothing and use approved safety lights.
- Road hazards are more difficult to see when wet; proceed with caution. Night Riding

### **Night Riding**

**It is recommended to not ride at night. Ride at night only when it is necessary.**

- Wear reflective and light-colored clothing.
- Slow down and take familiar routes with street lighting, if possible.
- Ensure that tyre wall, pedal, and other reflectors are properly installed, positioned, clean, and unobstructed.
- Use a properly functioning lighting set comprised of a white front lamp and red rear lamp.

### **A Note for Parents and Guardians**

As a parent or guardian, you are responsible for the activities and safety of your child. The e-bike is not designed for use by children. If you are carrying a passenger in a child safety seat, they must also be wearing a properly fitted and approved helmet.

## After Sales Policy

### **Return policy**

Should your purchased Jobobike model not meet your needs (such as the size of the bike not being suitable for you) you can return it back to us within 14 days from the delivery date. When returning your ebike, please mind that it must be re-sent in the original box and be in the exact same condition in which it was sent (it cannot be scratched, dirty, etc.). Once we make sure that the bike is in perfect condition, and that all the accessories are returned with it, we will refund the full cost of the purchase. This is according to the EU Consumer Rights directive.

### **Technical support**

If you have any technical problems with your e-bike, please fill out the contact form on our website [www.jobobike.pl](http://www.jobobike.pl) and specify the technical issue. We will contact you regarding your issue with the bike as soon as possible. Should it be a small technical issue (such as changing parts in your bike) and you will be able to fix it yourself, we will send you replacement parts and assist you by phone or email. If the issue is more severe and your e-bike will need additional help, we will help you with finding a local service center (or you can choose a service center of your own preference) to avoid shipping your Jobobike back to us. We can refund all the costs related to the repair but please contact us before so we can identify your problem with the bike and accept repair costs in advance.

## Guarantee

The rights and claims arising from this warranty are in addition to your statutory rights.

As a matter of principle, we grant a warranty of 24 months from the date of purchase within the EU for all our products. Bike components are warranted to be free from manufacturer defects in materials and/or workmanship. The battery warranty does not include damage from power surges, use of improper charger, improper maintenance or other such misuse, normal wear or water damage. Defects caused by accidents, wear and vandalism are generally excluded from the warranty.

The warranty does not cover any of the following:

- Accidents or other circumstances beyond the control of the manufacturer
- This warranty does not cover any damage or defects resulting from failure to follow instructions in the owner's manual
- Repairs by third parties or repairs in a workshop not authorized by the manufacturer
- Natural wear parts – like: tyre, brake pads, disc brake etc.
- Bicycles where the frame number has been changed, removed or made illegible.

**Proof of purchase must be shown upon any warranty request**

## Assembly instruction support

You can find all our assembly instruction videos on official JOBOBIKE website as well as the official JOBOBIKE YouTube channel. If you have any more questions, please contact JOBOBIKE Technical Support Team at [support@jobobike.pl](mailto:support@jobobike.pl) or using contact form at [www.jobobike.pl](http://www.jobobike.pl) The guarantee can not be claimed if changes have been made to the original construction, if the wheel is not used as intended or if there is any other overuse. Also, there is no claim for late damage resulting from previous falls or accidents.



**Thank you for choosing JOBOBIKE**

**JOBO Europe sp. z o.o.**

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