



DENAGO

QUICKSTART GUIDE

CITY MODEL 2



DENAGO

With over 100 years collectively in the bike industry, our team loves to share with you what we learned from riding, working in bike shops and working in the bike industry.

We are looking forward to you joining us for a ride.

THANK YOU and welcome to the Denago team.
We value and appreciate you and your choice.

If there is anything you need, please reach out
and let us know how we can help.

Email: cs@denago.com
Call Us: 877-755-2453 (BIKE)



ALWAYS WEAR A HELMET

Please make sure you read, understand and follow the instructions in the **quickstart guide** as eBikes are new to most riders.

For more information, please visit:
denago.zendesk.com

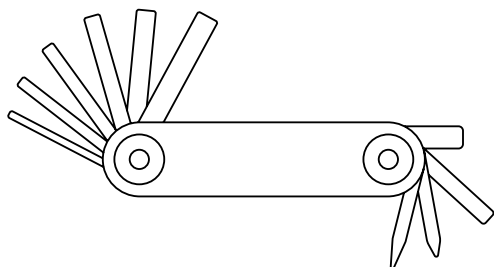
DENAGO

CITY MODEL 2

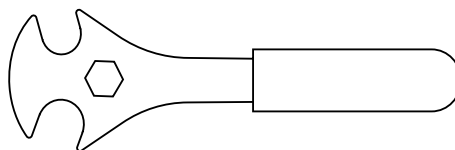


■ WHAT'S IN THE BOX

The following accessories are included with your 90% pre-assembled Denago bike.



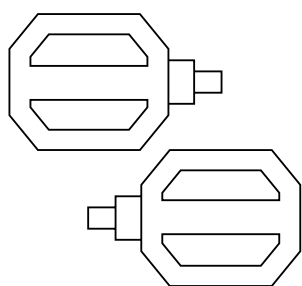
Multi Tool



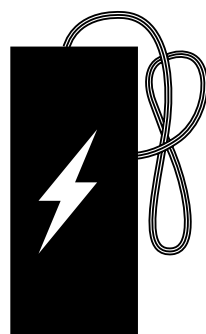
Pedal / Wheel Wrench



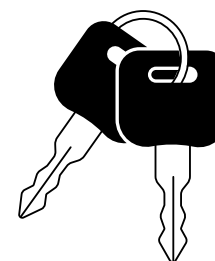
Bicycle grease packet



Pedal



Battery Charger



Battery Keys

A man with a beard and a black helmet is sitting on a black Denago eBike. He is wearing a dark grey long-sleeved shirt and blue jeans. The bike has "DENAGO" written on the frame. He is in a park-like setting with a pond, trees, and outdoor furniture. The background shows a modern building with large windows.

YOUR DENAGO BIKE IS 90% ASSEMBLED

The **quickstart guide** will assist you in completing the assembly. By following the directions, you will be able to get outside and start riding your new Denago eBike in less than 30 minutes.

If you are not comfortable or confident, please take your bike to your local shop and ask for assistance.

GETTING STARTED

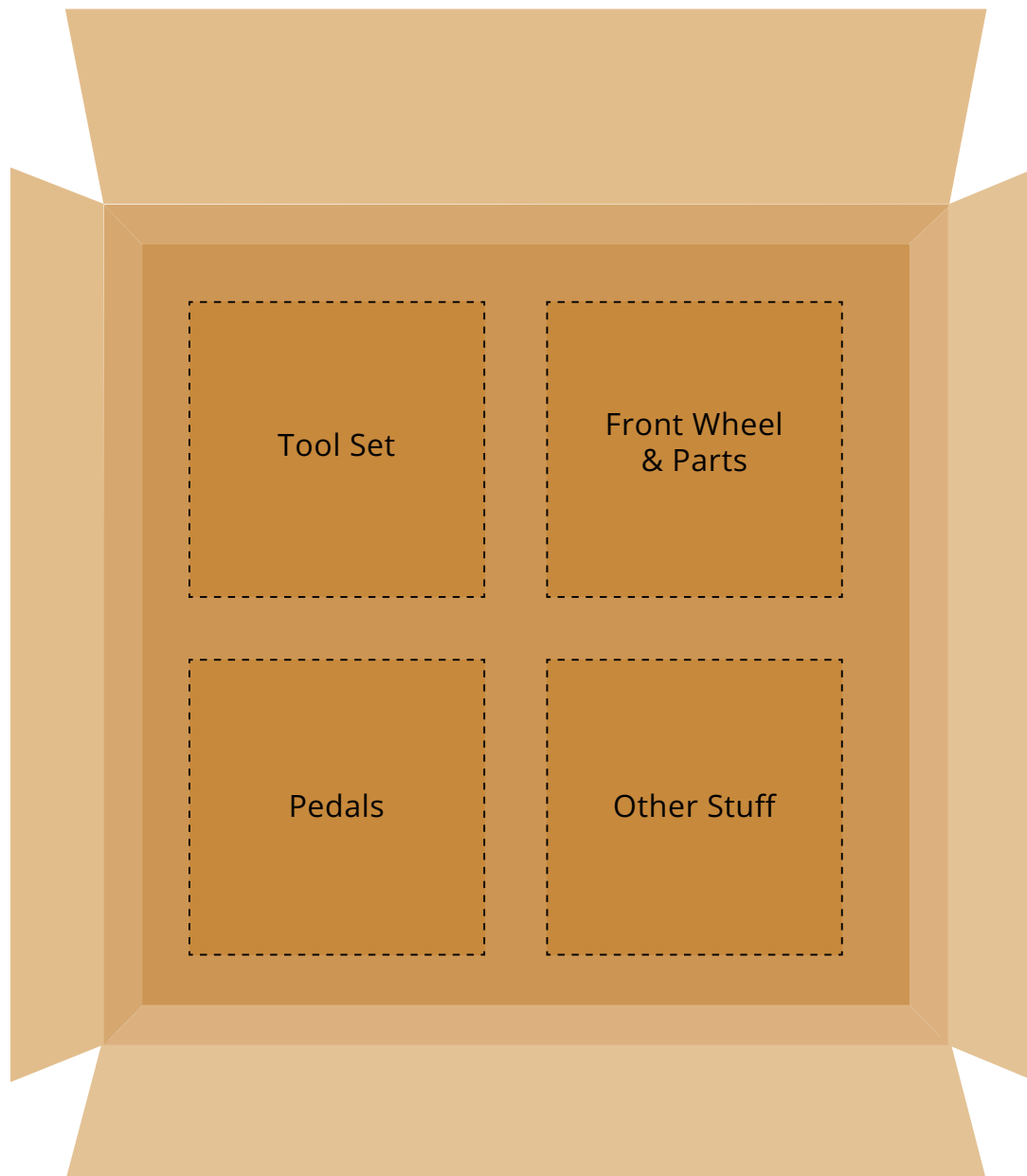


Unpack and Unwrap your **DENAGO** eBike



LAY OUT THE PARTS AND TOOLS

We'd like to make your assembly process a bit easier.
So we made a Parts & Tools layout inside the box.
Please lay Parts & Tools into each area.



ASSEMBLY STEPS

1. HANDLEBAR

2. SEAT

3. FRONT WHEEL & BRAKE

4. PEDALS

5. MONITOR

ASSEMBLY | HANDLEBAR

HANDLEBAR COMPONENTS HAS BEEN PRE-ASSEMBLED

Please tighten and secure all bolts

You will use the 5mm allen key on the multi tool for these steps.



1. Unscrew the bolts and remove the covers, bolts and sleeves, leaving all washers in place.



2. Place the handlebar riser on the front fork, tighten the bolts on the top of the stem, and fix the stem on the front of the bicycle.



3. Loosen the fixing screws between the stem and the handlebar, and adjust the handlebar to an angle which is comfortable for riding.



4. Align the handlebar with the center position, tighten and fix the bolts on both sides of the handlebar.



5. Add Top Cap to Stem Bolt.



6. Upon final assembly, revisit this step to confirm alignment with stem and front wheel.

NOTE: BRACKET ON FRONT OF STEM ARE FOR AN AFTERMARKET FRONT HEADLIGHT.

You will need the 3mm allen key on the multi tool to install.



Monitor Installation.

Remove bolts and place monitor on handlebar with a bracket on each side of the stem. Make sure that you can clearly see the monitor while sitting the the seat. Insert the bolts - tighten and secure.

You will need the +/phillips screw driver in the multi tool to install.



Front Reflector Installation.

Remove the screw and place bracket over the handlebar on the left side closest to the monitor, if you are sitting on the seat. Tighten and secure the screw.



1. Open the seat clip and apply grease to the inside of seat tube



3. Place Seat Post inside Seat Tube
- Insert past MIN Insertion Marking.



4. Adjust the seat height. Clamp secure/
tighten the quick release clamp.



CAUTION

Make sure seat post is inserted to at least minimum insertion markings are **NOT** visible



1. Remove Packing Block from disc brake caliper – Do Not Throw Away – Re-install Packing Block whenever you remove your front wheel.



2. Position the front wheel so it's centered between the front fork legs with the axle resting inside the fork drop outs.



3. Align the disc brake rotor so it is centered in the slot of the brake caliper.

NOTE: IF MISSING AXEL NUT CHECK THE BLACK PACKAGING DISC IT MIGHT BE STUCK INSIDE



4. Tighten one axle nut part way then tighten the other nut, repeat until both sides are tightened securely. Be sure that the wheel is centered between the fork legs.

CAUTION

Tighten nuts securely to the fork dropouts



WARNING

Do **NOT** touch the brake rotor, especially while in motion. Be **CAUTIOUS** and do not allow oils to be applied or added to the **DISC/ROTOR**. This can cause squeaking and decrease braking performance.

Improper installation of the front wheel and or handlebar stem can cause loss of control, accidents, serious injury or death. Check regularly that the front wheel and handlebar stem are **ALWAYS** properly secure and in good working condition.



Apply grease to threads on both Left and Right Pedal.

MATCH PEDAL and CRANK ARM CAREFULLY

Right pedal is applied to drive side/side with crank and gears and threads/twist on **CLOCKWISE**

Left pedal is applied on **NON-DRIVE** side/side with disk rotors and twist **COUNTERCLOCKWISE**

USE PEDAL WRENCH AND CONFIRM PEDALS ARE TIGHTENED AND SECURE

Check frequently



1. Drive Side of Bike select R-Right pedal
2. Apply grease to pedal threads
3. Insert Pedal into Crank/Drive side and start to turn **CLOCKWISE**.
4. Once hand tight apply pedal wrench to pedal and tighten and secure.



1. **NON Drive Side** of Bike select L-Left pedal
2. Apply grease to pedal threads
3. Insert Pedal into Crank Arm/**NON- Drive side** and start to turn **COUNTER CLOCKWISE**.
4. Once hand tight apply pedal wrench to pedal and tighten and secure.



ASSEMBLY | MONITOR

The monitor is connected in a number of ways to your eBike. It interfaces with the HMI to adjust your PAS levels, advises if you have a problem with your brakes and also tracks a number of great features. Like speed, distance, MAX speed, battery level etc. The following will show you how to confirm and make needed adjustments.



RIDE READY SCREEN



STEP 1 - Press and hold **M (MODE)** button until screen turns to either MAX speed or AVE speed.

STEP 2 - Press and hold **+ - (UP/Down)**

simultaneously for 2-4 seconds until screen flashes and goes to setting interface.

You have 4 settings, use the + - to toggle thru each screen and the M to move to the next setting.



SETTING 1 - inCH: Wheel size setting.
Your Denago City 2.0 is 27.5.



SETTING 3 - BL: This is screen brightness.
You have 3 levels.



SETTING 2 - LS: Limited Speed.
This is your max speed setting.



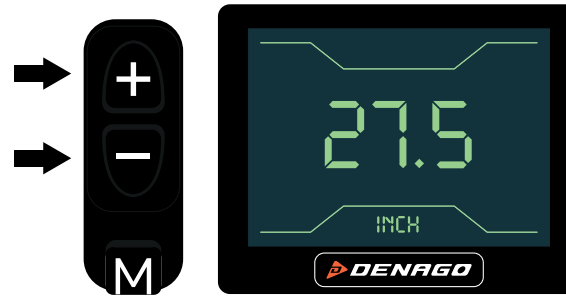
SETTING 4 - unit: This is the speed
and distance setting MPH or KPH.

The following instructions will outline how you set the MAX Speed in Pedal Assist (PAS) level 5. Once this is set it will adjust each of the other levels by a preset percentage.



STEP 0 – Locate the HMI - Human Machine Interface.

STEP 1 – Press **M (MODE)** button to engage screen.



STEP 2 – Press **+ - (UP/Down)** simultaneously for 2-4 seconds until screen flashes and goes to setting interface.

STEP 3 – First screen to pop up is wheel size.

Press **M (MODE)** to go to next screen.



STEP 4 – Limited Speed mode - (**LS**) this is where you can adjust MAX speed.

Use the **+ - (UP/Down)** to adjust MAX limit.

Your range is **28 -11 mph** as the lowest limit.



STEP 5 – Press **M (MODE)** for 2 seconds to return to main screen. You are ready to ride.

ASSEMBLY | MONITOR

Denago City 2.0 PAS (Pedal Assist System) comes with the ability to set your MAX speed while also adjusting your PAS level speeds.

Custom Pedal Assist Settings - The rider is able to adjust the MAX speed setting with 18 micro adjustments

- 28mph MAX down to 11mph
- With adjustment it will proportional adjust each of the other PAS levels accordingly (chart included)
- Adjustment made with 4 easy steps
- Easy to do anywhere
- Allows for better rider comfort, control, confidence, and safety
- Assist in better pedal engagement when rider preferred settings are achieved

MPH	PAS1	PAS2	PAS3	PAS4	PAS5
28	16.8	19.6	22.4	25.2	28
27	16.2	18.9	21.6	24.3	27
26	15.6	18.2	20.8	23.4	26
25	15	17.5	20	22.5	25
24	14.4	16.8	19.2	21.6	24
23	13.8	16.1	18.4	20.7	23
22	13.2	15.4	17.6	19.8	22
21	12.6	14.7	16.8	18.9	21
20	12	14	16	18	20
19	11.4	13.3	15.2	17.1	19
18	10.8	12.6	14.4	16.2	18
17	10.2	11.9	13.6	15.3	17
16	9.6	11.2	12.8	14.4	16
15	9.1	10.5	12	13.5	15
14	8.4	9.8	11.2	12.6	14
13	7.8	9.1	10.4	11.7	13
12	7.2	8.4	9.6	10.8	12
11	6.6	7.7	8.8	9.9	11

Owner's Manual and more comprehensive details are available online.
Please go to **DENAGO.ZENDESK.COM** for content and video support

You're almost finished, but now is the time for the final adjustments and safety check. Then you will be ready for a test ride.

You will be making safety, fit and comfort adjustments.

1. Handlebar

Alignment and tighten and secure all bolts on stem and handlebar.
Confirm stem and front wheel are in alignment.

2. Brake Check

Confirm brakes work properly- Physical check Front and Rear Brakes.

3. Wheel Check

Confirm axle nuts are tight.
Check tire wear, bead line, and air pressure.

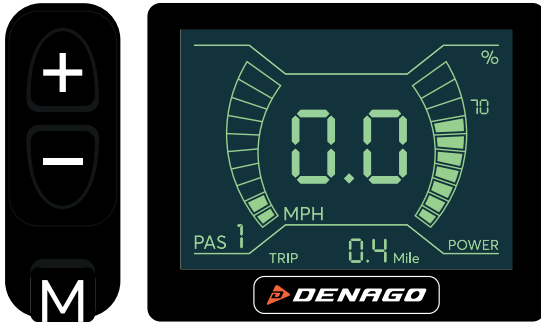
4. Seat Height Adjustment

Confirm comfort and proper leg extension and seat clamp is secure.

**IF YOU HAVE ANY QUESTIONS OR CONCERNS,
PLEASE CONTACT US OR SEEK PROFESSIONAL SERVICE
FROM YOUR LOCAL BIKE SHOP**

Getting Ready for your First Ride and Each Future Ride

1. Confirm you battery is fully charged and installed correctly.
 - a. Your monitor will not turn on if you are charging your battery
To Turn on the Monitor Press the M button on the HMI.
 - b. The key is only to secure and remove the battery. It is not an ON/OFF key.



2. Check you tire pressure
3. Check your wheels are secure and mounted correctly
4. Check you brakes for function
5. Check your wheels to insure true
6. Go thru and check all bolts for being tight and secure.

Your Ready to Go

Always wear a helmet and be safe

Standing over the bike you have the **HMI** (Human Machine Interface) controller on the left side. It has **+** - and **M** button
Press the **M** button until the monitor/display turns on.

Check the PAS setting - Ideally you want to start in **PAS0** or **PAS1**.

See Speed Adjustment to help find your most comfortable setting.

YOU ARE READY to RIDE. ENJOY!

SOME OTHER IMPORTANT THINGS

DETAILS | **BATTERY** ■

You can charge your battery while it is in your bike.

1. Plug Charger into the PORT on the Battery
2. Plug Charger into the WALL OUTLET (110V)



Only use factory supplied battery and battery charger. Failure to do so could result in damage, fire, serious injury or death.

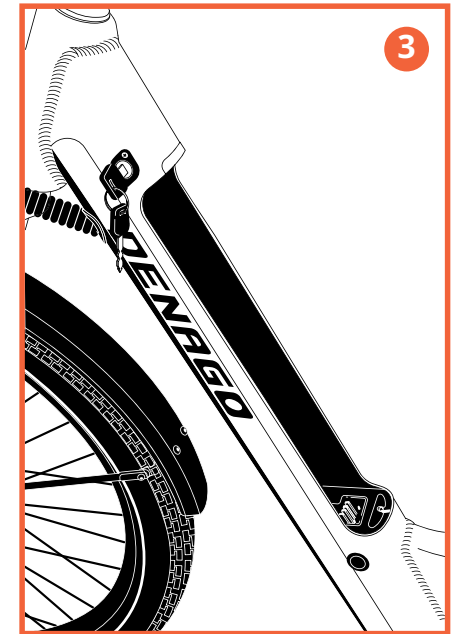
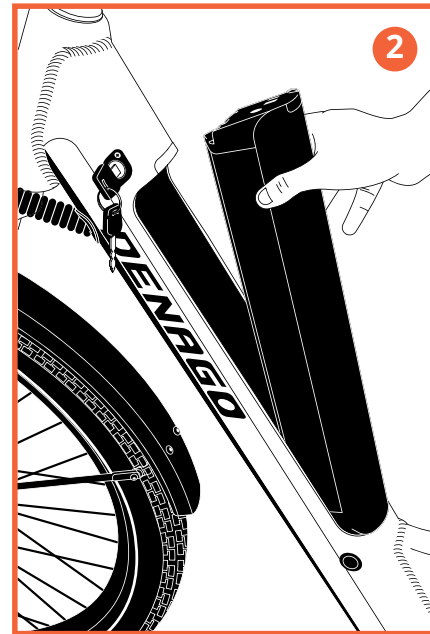
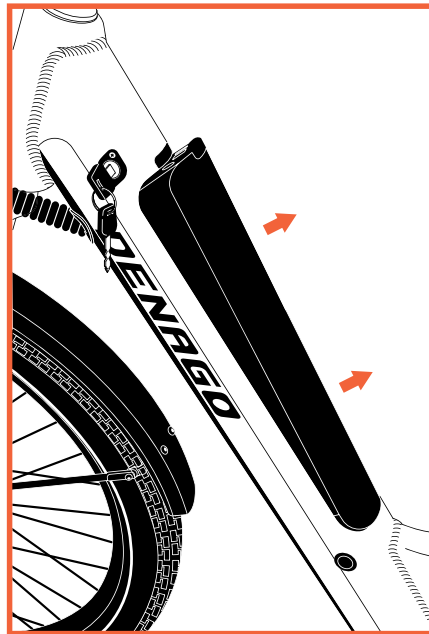
Keep battery and charger away from children.

DO NOT ever cover the battery or charger. This could cause overheating and potential fire.

DO NOT open the battery housing. You will void all warranties and potential for serious injury and or death could occur.

BATTERY | UNINSTALLING STEP-THRU

1. Turn Key Until you hear CLICK.
2. Lifting battery out.
3. Frame area is clear of battery.
Check connectors toward the bottom of battery cavity.



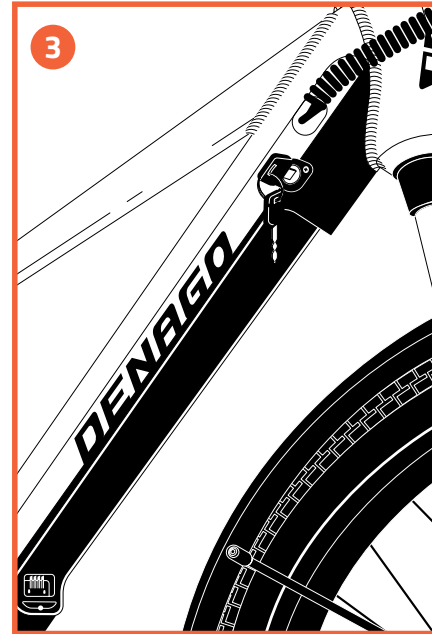
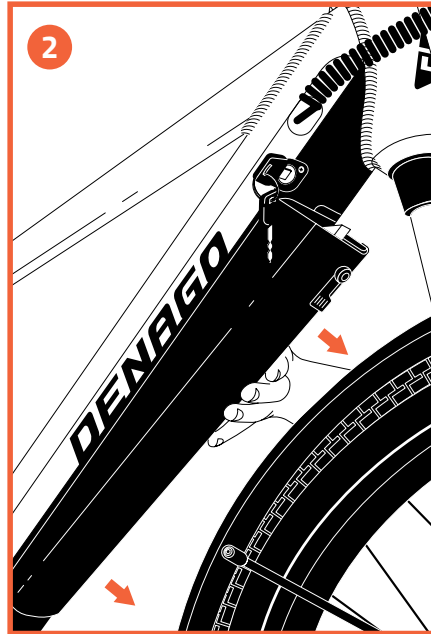
BATTERY | REINSTALLING STEP-THRU

1. With Open Battery Cavity, check connectors.
Key is not needed to install battery.
2. Place bottom of battery into frame cavity
and slide down to connect.
3. Battery should be inside cavity and press closed to hear a click.
4. Key is not needed to install battery but if in place remove
and enjoy the ride.

UNINSTALLING TOP TUBE | BATTERY

1. Turn Key Until you hear CLICK
2. Move latch holder at top of battery and pull top of battery away from the frame.

3. Lifting battery out
4. Frame area is clear of battery. Check connectors toward the bottom of battery cavity



REINSTALLING TOP TUBE | BATTERY

1. With Open Battery Cavity, check connectors. Key is not needed to install battery
2. Place bottom of battery into frame cavity and slide down to connect

3. Battery should be inside cavity and press closed to hear a click
4. Key is not needed to install battery but if in place remove and Enjoy the Ride

INTENDED USE AND SAFETY CHECK

**Warranty Information
Owner's Manual
How-to Videos
and more info**

Available at [**denago.zendesk.com**](https://denago.zendesk.com)

If you need any help,
please give us a call **877-755-2453 (bike)**
or email [**cs@denago.com**](mailto:cs@denago.com)

INTENDED USE

Your bike is intended to be ridden on paved roads. Please always wear a helmet and follow all local and common-sense safety. Perform a safety check before and after EACH ride.

SAFETY CHECK

For your safety, please do the following inspection before and after each ride. If you discover any concerns with your bike, please seek professional service or contact us at **CS@DENAGO.COM** or **877-755-2453 (BIKE)** to help resolve any issues.

- Make sure your battery is at FULL Charge.
- Do a Brake, Wheel and Tire CHECK- Both Front and Rear.
- Check tire inflation, make sure there are no foreign objects or bulges in tires.
- Spin Wheels freely and confirm NO brake rub or wobbles.
- Confirm Wheels are tightened and secured.
- Do a BRAKE CHECK - Both Front and Rear.
 - Lift wheel off ground and spin wheel.
 - Squeeze brake to insure no rub and immediate stop.
- Check Gears by lifting rear wheel, rotating crank and shifting gears.
Make sure gears move smoothly and chain is properly lubricated.
- Know and understand how all aspects of the eBike components work and be sure to understand how to accelerate and control the bike along with braking. If needed adjust the payload for even balance.
- If you notice any cracks, dents, or abnormal issues please seek immediate professional support.
- Know your area, the local laws and the terrain you are riding on.
- The key is not needed to ride or start your bike it is only needed when removing the battery.
- To initiate a ride on your monitor press the M button on the left side of the handlebar.

NOTE: If wet or at dawn, dusk, or dark, your riding will be impaired. Do not ride or ride with more caution. You will need to plan for extended braking and possible road differences. Be sure to be visible with lights and safety gear.

RIDE with CAUTION and RIDE with SAFETY. Always wear a helmet.
If have any issues above or any concerns, please seek immediate professional support prior to riding your bike.

