



FREEDOM TO EXPLORE



cargo 1

QUICKSTART GUIDE



DENAGO

eBikes

CARGO 1 USER MANUAL



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

Please read this manual very carefully before using the product.
The manual contains important instructions for the safe use
and longevity of your bike.

If you need any type of support or warranty information for your
Denago eBike, please reach out and let us know how we can help.

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

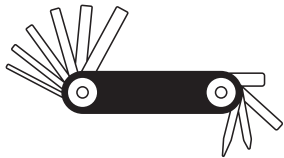




* Cargo 1 is pictured with all optional accessories installed

1 WHAT'S IN THE BOX

The following accessories are included with your 90% pre-assembled Denago eBike. To prepare for the assembly of your Denago eBike, first take out all pieces from the box and remove all packaging. Open the accessory box and remove all tools, parts and everything else that's inside of it.



Multi Tool



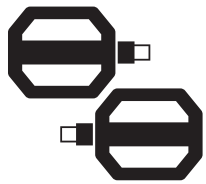
Pedal /
Wheel Wrench



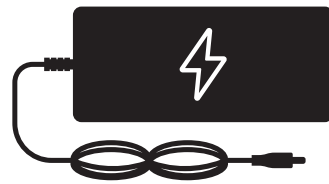
Battery Keys



Bicycle Grease
Packet

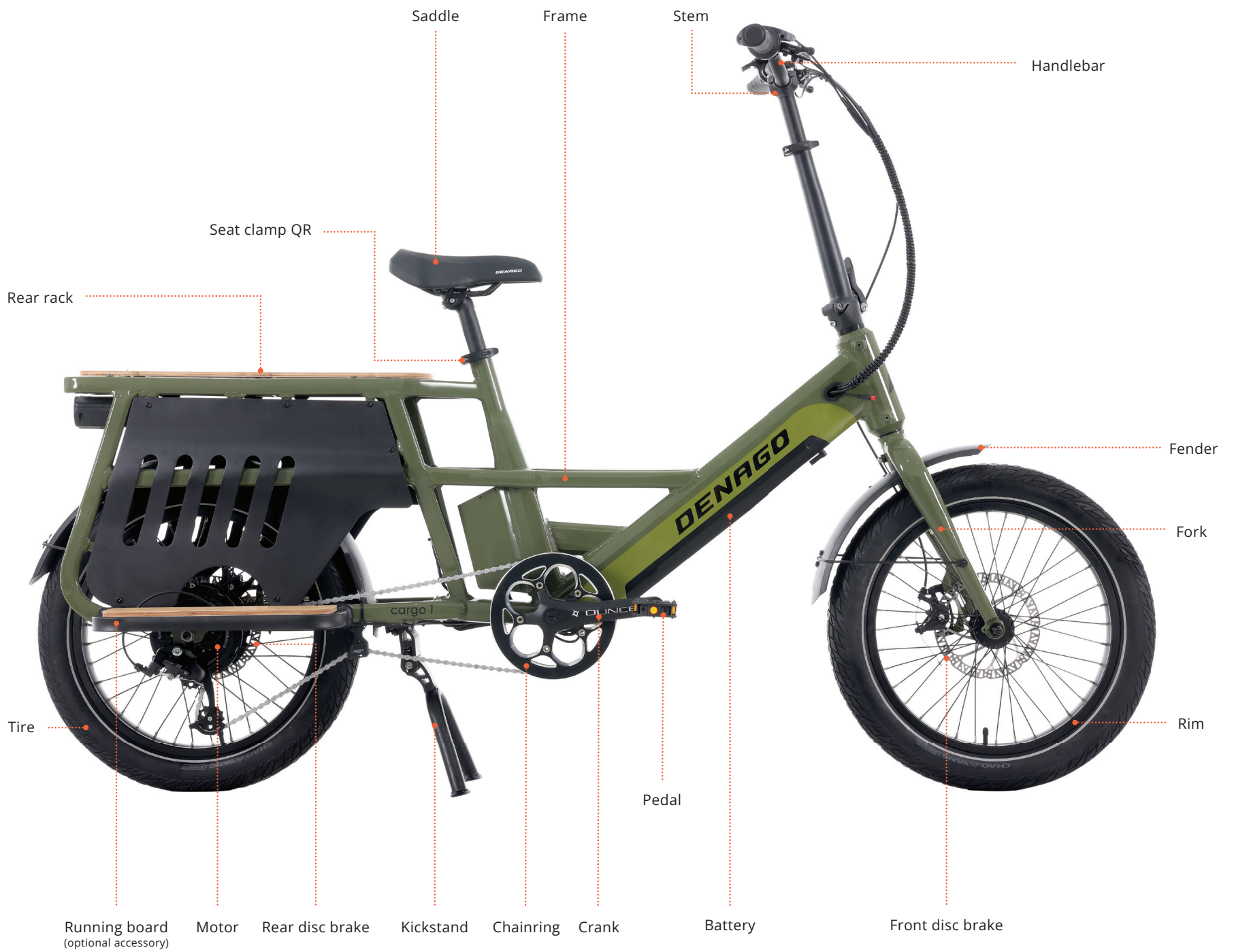


Pedals



Battery Charger







YOUR DENAGO BIKE IS 90% ASSEMBLED

This quickstart guide will assist you in completing the assembly of your new Denago eBike. By following these 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.

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.

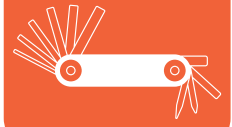
For more information, please visit: denago.zendesk.com



2 HANDLEBAR

Handlebar components have been pre-assembled
Please tighten and secure all bolts

Multi Tool
4 & 5mm allen key



1. Slide the handlebars into the folding stem.



2. Tighten the quick release clamp.
Make sure the stem is inserted past the MIN
Insertion Marking.



3. Close the folding stem, tighten the folding
handle

3 SADDLE

Bicycle Grease Packet



1. Apply grease inside Seat Tube.



2. Place Seat Post inside Seat Tube. Insert past MIN Insertion Marking.



3. Adjust the seat height. Secure clamp/tighten and close the quick release clamp.



4. Make sure seat post is inserted to at least the minimum insertion mark. The minimum insertion mark should be hidden inside the seat tube and **NOT** be visible.

4 FRONT WHEEL / BRAKE

Your bike has a **BOLT ON** mechanism

Tighten nuts securely to the fork dropouts

Multi Tool
5mm allen key



1. Remove Packing Block from disc brake caliper, do **NOT** throw away, save and re-install packing block whenever you remove your front wheel.



2. Position the front wheel so it's centered between the front fork legs.



3. Align the disc brake rotor so it is centered in the slot of the brake caliper. Tighten and secure it by tools.



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.

5 FENDERS



1. Remove the bolt from the front fork, align the fender tab with the front fork mounting hole on the back of the fork. Reinstall bolt through the front and tighten nut from behind.



2. Rotate the front fender bar to the nuts on both sides of the front fork leg, adjust the center of the front fender plate and lock the bolts on both sides using the 4mm allen.

6 PEDALS

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 **COUNTER-CLOCKWISE**

Confirm Pedals are tightened and secure, check frequently.



1. On 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.



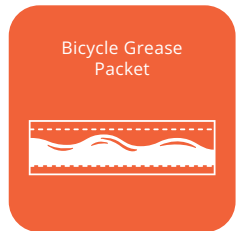
1. On NON Drive Side of bike select L-Left pedal.
2. Apply grease to pedal threads.
3. Insert pedal into Crank Arm/NON Drive side and start to turn **COUNTER-CLOCKWISE**.
4. Once hand tight apply pedal wrench to pedal and tighten and secure.



Apply grease to threads on both Right pedal.



Apply grease to threads on both Left pedal.



7 BATTERY REMOVAL / INSTALLATION

Battery keys



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



2. Lifting battery out turn the forks so the frame area is clear of the battery.



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



1. With open battery cavity, check connectors.
Key is needed to install battery.



2. Align bottom of battery into frame cavity and push the top of the battery into the cavity to connect.



3. Battery should be inside cavity, press closed to hear a click. Remove the key if in place.
Enjoy the ride.

8 BATTERY CHARGING

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).



WARNING

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.

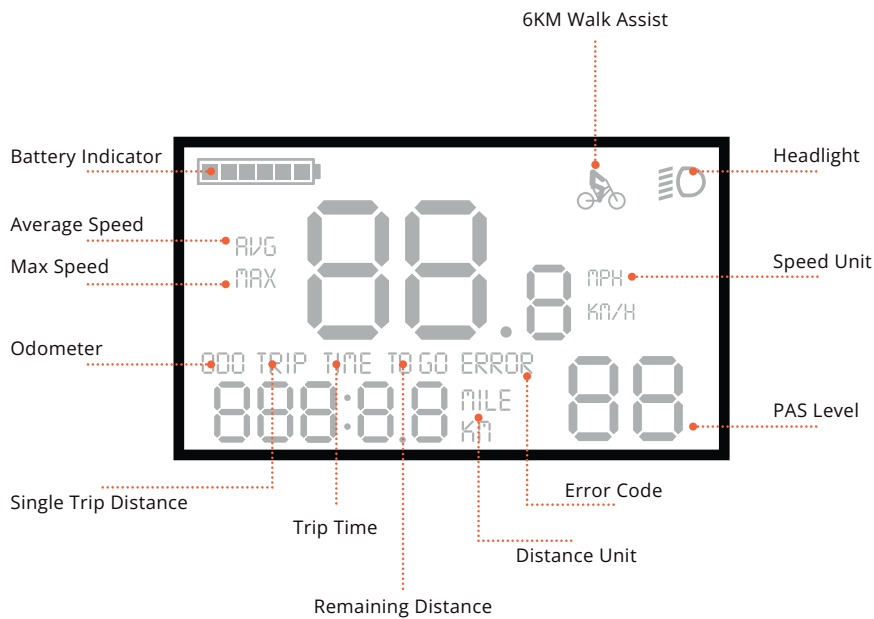
DO NOT open the battery housing. You will void all warranties
and potential for serious injury and or death could occur.

9 DISPLAY

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.

DISPLAY INFORMATION



- Battery indicator.
- Speed display (Including real-time speed, Max speed and Average speed display).
- Distance display (Including single trip distance and Odometer display).
- Single trip time display.
- 6km/h Walk assist function display.
- Headlight on / off
- Error Codes display.
- Various Parameters Settings.
- Default parameter recovery.

KEY DEFINITION



NORMAL OPERATION

Switching the System ON/OFF Long press "MODE" button for 2 seconds then the display will power on, and the display will turn on the controller. In power on state, long press "MODE" button to turn off the power supply of the e-bike. In power off state, the display no longer use the battery power.

Speed / Single Trip distance / Odometer After the display is powered on, the display will show the current default speed.

Short press the "MODE" button briefly to switch the display information. The sequence of display is:

Real-time speed (MPH) → Average speed of this trip (MPH) → Maximum speed of this trip (MPH) → Real-time speed (MPH)



After the display is powered on, the display will show the odometer by default in the bottom of the display (Km) Press and hold "MODE" and "DOWN" button for 2 seconds to switch the display information. The sequence of display is:

Odometer (Km) → Single trip distance (Km) → Single trip time → Odometer (Km).



Walk Assist Mode Hold "DOWN" button for 2 seconds to enter the mode of walk assistant. The e-bike will go on at speed of 6 Km/h.

The walk assist icon will shows on the top of the display.



**** The walk assist mode can only be used when the user is pushing the E-bike. Do not use it when riding. ****

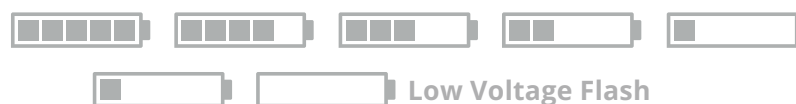
9 DISPLAY

Turn On/Off the Headlight Press and hold “UP” button for 2 seconds to turn on the backlight of the display, and the controller will be informed to turn on the headlight. When the external light is insufficient or riding at night, user can turn on the LCD backlight .Long press the “UP” button again to turn off the backlight.



PAS Level Setting Short press the “UP” or “DOWN” button to switch the PAS level, the motor output power will be changed accordingly by the PAS level of E-bike. The output power of the motor are 1-5 levels. The level 1 is the lowest output level, and the level 5 is the highest output power level of the motor. The default start up level is level 1.

Battery Power Display The 5 battery bars represent the capacity of the battery. When the battery is in low voltage, battery frame will flash to notice that the battery needs to be recharged immediately.



Error Code When the E-bike electric system fails, the display will shows the error code automatically.



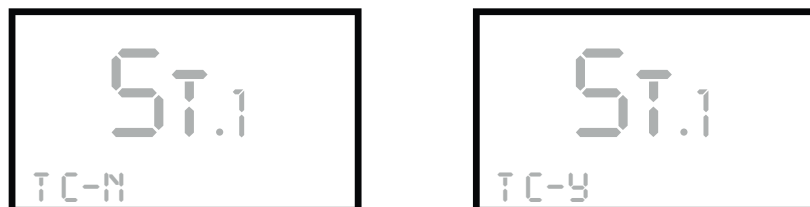
Error code	Definition
31	Over-voltage protection
32	Under voltage protection
33	Controller power tube damage or over-current fault
34	Rotation-Clogging protection
35	Motor Hall failure
36	Motor phase cable failure
37	Throttle fault
38	Controller over temperature protection
39	Controller voltage failure
21	Abnormal assist failure
22	MCU self-check failure
23	Run-away failure
24	Pedel sensor failure
25	Speed sensor failure
26	Brake lever failure

GENERAL SETTINGS

Press and hold **"MODE"** button to turn on the display, then hold both **"UP"** and **"DOWN"** button for 2 seconds to enter the setting menu.

Single Trip Distance Clearance "TC" means **Single trip distance clearance**, the setting parameter can be N / Y.

The default setting "N" means the single trip distance is not cleared. Y / N can be selected by pressing the **"UP"** and **"DOWN"** button. "Y" means the single trip distance needs to be cleared, and "N" means the single trip distance does not need to be cleared. Press mode to confirm and enter the backlight setting interface.



Backlight Setting "BL" means **backlight**. Setting option levels are 1, 2 and 3, level 1 is the lowest brightness. Level 2 is the standard brightness. Level 3 is highest brightness. The default level is 1. Press **"UP"** and **"DOWN"** button to modify the backlight brightness.



Wheel Size Setting "LD" means **wheel size**. The setting option values are: 16, 18, 20, 22, 24, 26, 700C and 28inch. Press **"UP"** and **"DOWN"** to select the value.

Select the wheel diameter corresponding to the E-bike to ensure the accuracy of speed and distance display.

Press **"MODE"** button to confirm then enter the speed limit setting interface.



Speed Limit Setting "LS" means **speed limit**. The default maximum riding speed setting of the display is 25Km/h. Changing this value can set the maximum riding speed of the E-bike. When the electric power exceeds the set value, the controller will stop the power supply to the motor to protect the safe driving of the rider.

The maximum speed setting value can be selected from 12Km/h to 40Km/h. You can modify by pressing **UP/DOWN** button.

Long press **"MODE"** button to confirm and exit the setting interface.



Exit Setting In the settings state, short press **"MODE"** button to confirm the input and enter the next setting; long press **"MODE"** button for saving the setting, then quit the setting state.

10 ACCESSORIES - EXTERNAL BATTERY

Battery keys



1. Insert the rear 2nd battery into the battery box, turn the key to lock it tightly.

10 ACCESSORIES - RUNNING BOARD

More comprehensive detailed instructions on how install optional accessories are available online at [DENAGO.ZENDESK.COM](https://denago.zendesk.com)



1. Use a 12mm wrench (not included) to unscrew the bolts.



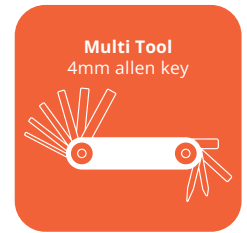
2. Install the left running board and tighten bolts using a 12 mm wrench.



3. Install the right running board and tighten bolts using a 12mm wrench.

10 ACCESSORIES - FRONT RACK

More comprehensive detailed instructions on how install optional accessories are available online at [DENAGO.ZENDESK.COM](https://denago.zendesk.com)



1. Assemble the headlight in the front rack, insert the headlight wire into the bottom buckle of the front rack.



2. Use 4mm allen to unscrew the bolts on the original headlight.



3. Remove the original headlight.



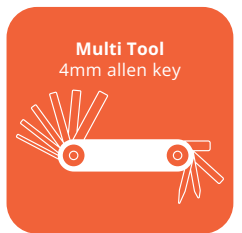
4. Using the 4mm allen, tighten the bolts to secure front rack to front of bike.



5. Connect the headlight wire.

10 ACCESSORIES - KID HALO REAR RACK

More comprehensive detailed instructions on how install optional accessories are available online at DENAGO.ZENDESK.COM



1. Remove the wooden board with a 4mm allen. Remove the four corner bolts in the frame.



2. Put the Rear Rack Kid Halo on the frame.



3. Replace the four bolts through the Rear Rack Kid Halo and tighten with 4mm allen.



4. Align the pins under the seat into the large holes on the Rear Rack Kid Halo and slide forward in the grooves to lock in to place.



5. Under the seat, screw in the one 4mm retaining allen bolt through the base of the Kid Halo Rear Rack and into the seat to secure it from moving.



6. Assemble the backrest onto the kid halo using a 4mm allen.



11 SOME OTHER IMPORTANT THINGS

Owner's Manual and more comprehensive details are available online.
Please go to [DENAGO.ZENDESK.COM](https://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 - Make a visual check that the pads are centered over the rotor,
a physical test that the levers stop at about half way (levers never reach the bars).

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

12 SAFETY CHECK

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

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.

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.



**WARRANTY INFORMATION
OWNER'S MANUAL
HOW-TO VIDEOS
AND MORE INFO**

Available at denago.zendesk.com

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