



DENAGO

QUICKSTART GUIDE

eXC 2



DENAGO

With over 100 years of collective experience, 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

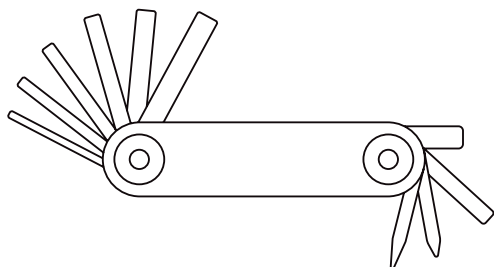
DENAGO

EXC MODEL 2

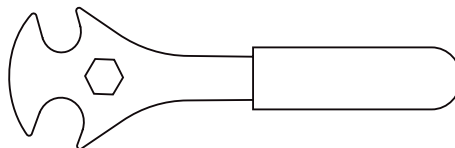


■ WHAT'S IN THE BOX

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



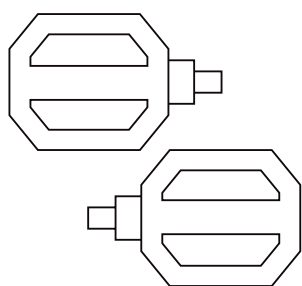
Multi Tool



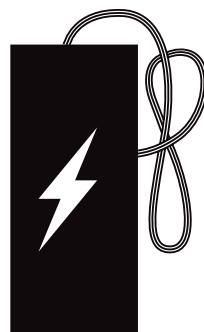
Pedal / Wheel Wrench



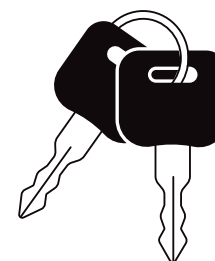
Bicycle grease packet



Pedals



Battery Charger



Battery Keys

A person wearing a blue long-sleeved shirt and black shorts is riding a black Denago eBike on a dirt trail. The person is wearing yellow gloves and is holding the handlebars. The bike has a red logo on the frame. The background is a blurred green forest.

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

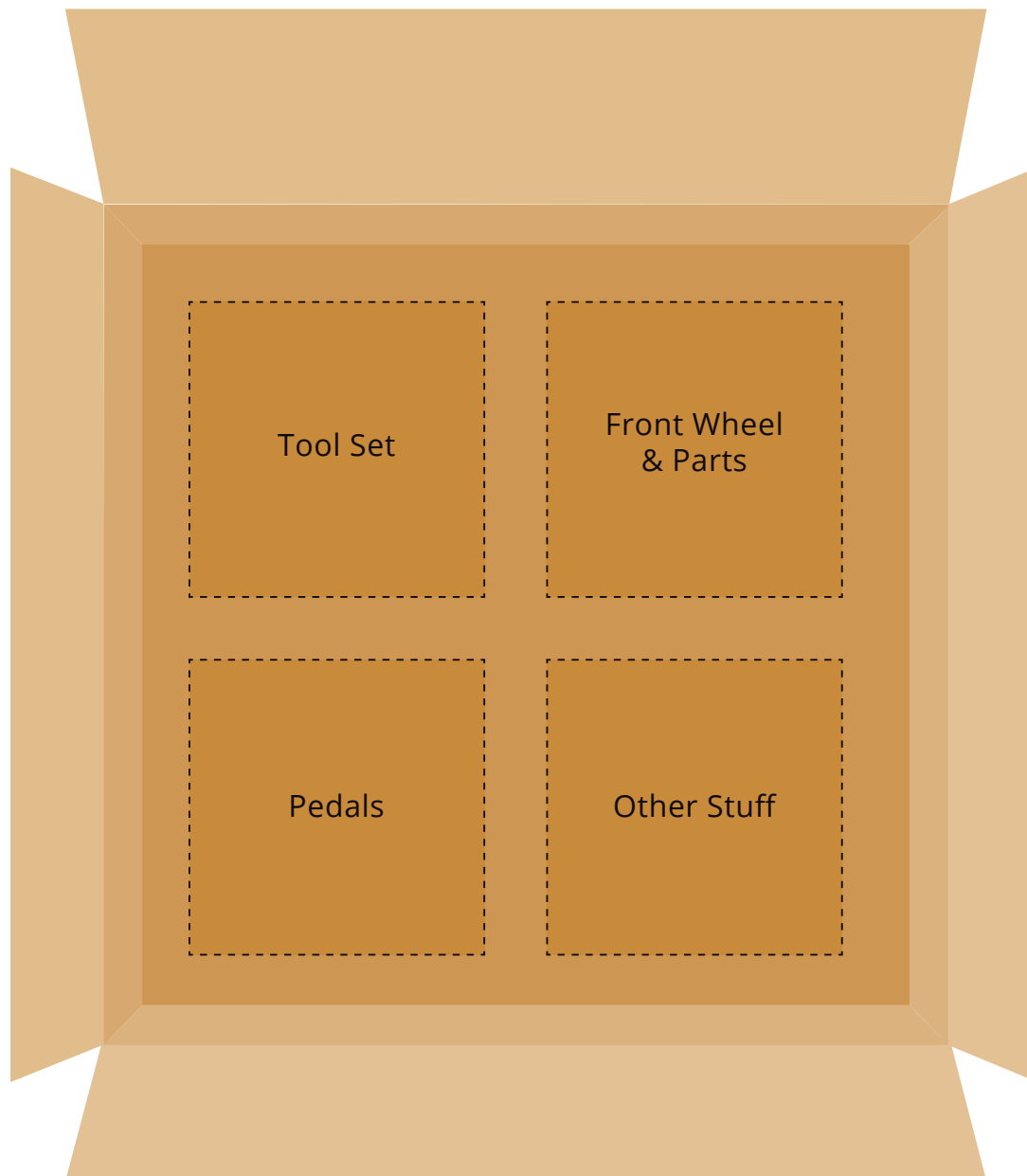


Unpack and Unwrap your **DENAGO** eBike



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. SADDLE

3. FRONT WHEEL & BRAKE

4. PEDALS

5. DISPLAY

6. ADJUSTMENTS

Please tighten and secure all bolts

You will use the 4mm allen key on the multi tool for these steps.



1. Disassemble the package, unscrew the bolt and remove the cover, bolt and paper tube, leaving all spacers in place.



2. Put the handlebar riser into the front fork steerer tube according to the figure.



3. Attach the cover and bolt to the stem, straighten the handlebars, and tighten the top bolt first and then tighten bolts on both sides of the stem with a 4mm hex tool.



4. Install the display on the right side of the stem with a 2.5mm hex tool after removing the fixing screws



5. Finally, lock the display with the 2.5mm hex tool.



6. Tighten the front reflector with a Phillips screw-driver

THE SEAT WAS PRE-ASSEMBLED

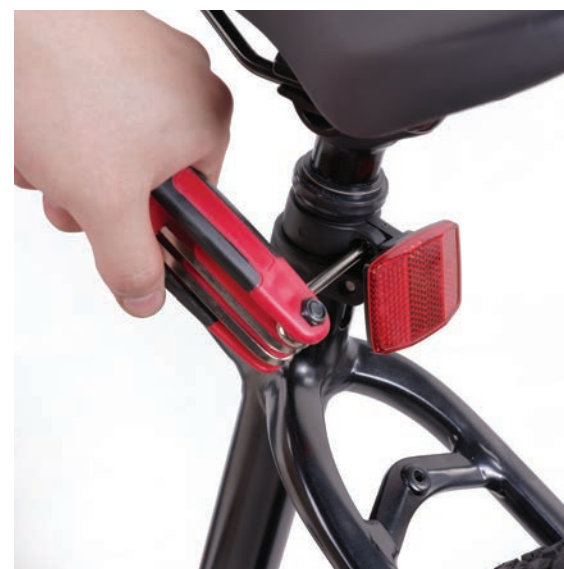
SEAT | ASSEMBLY ■



1. Loosen the seat clamp with a 6mm hex tool. To pull the seatpost up, push or feed the dropper remote cable into the downtube and up the seat tube.



NOTE: DO NOT EXCEED THE MINIMUM INSERTION MARK WHEN SETTING THE SADDLE HEIGHT



2. Tighten the seatpost clamp. Set the rear reflector to an appropriate height and then tighten with a Philips screwdriver.

THE USAGE OF DROPPER POST



1. Without weight on the saddle, press the remote to raise the seat post.



2. To lower the seatpost, press the remote while applying bodyweight on the saddle.



1. Remove the shaft and the filler block from the front disc brake caliper with a 6mm hex tool.

NOTE: DO NOT THROW IT AWAY, YOU NEED TO REINSTALL THE PACKING BLOCK EACH TIME YOU REMOVE THE FRONT WHEEL.



2. Position the front wheel so that it is centered between the front fork legs and the shaft is in the front fork rack.



3. Align the disc brake of the front wheel set with the disc brake seat to mount the disc on the front fork.



4. Finally, insert the shaft into place on the right side of the front fork and lock it with 6mm hex tool.

CAUTION

Tighten Thru-axle 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.

ASSEMBLY | PEDALS



Apply grease to threads on both Left and Right Pedal.

MATCH PEDAL and CRANK ARM CAREFULLY

Right pedal is installed on the Drive side/side with crank and gears and threads/twist on **CLOCKWISE**

Left pedal is installed on the NON-Drive side/side with disk rotors and twist **COUNTERCLOCKWISE**

USE PEDAL WRENCH AND CONFIRM PEDALS ARE TIGHTENED AND SECURE

Check frequently



1. For the 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 15mm wrench to pedal and tighten and secure.



1. For the 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 15mm wrench to pedal and tighten and secure.

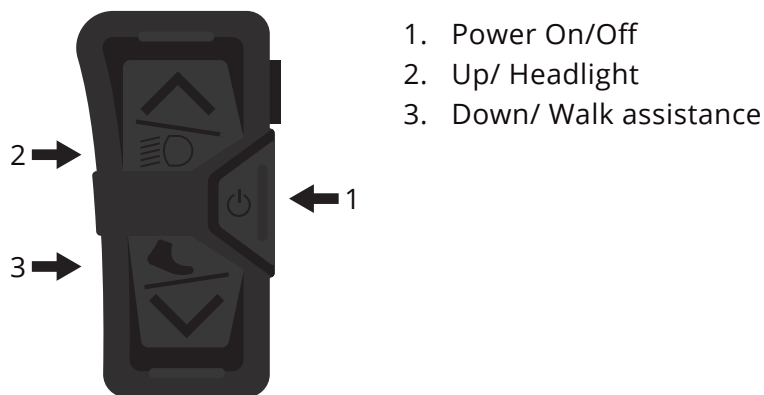
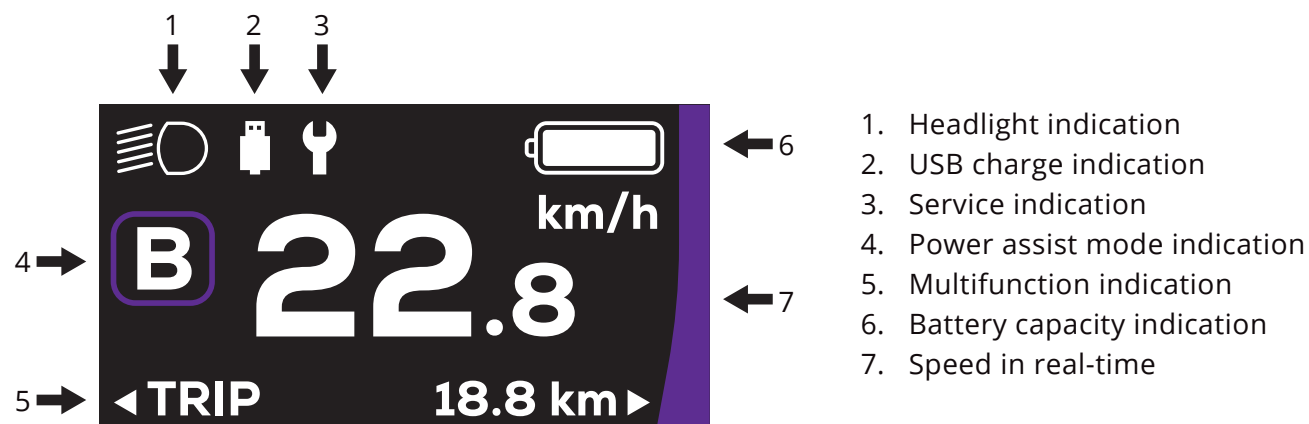




ASSEMBLY | DISPLAY

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.

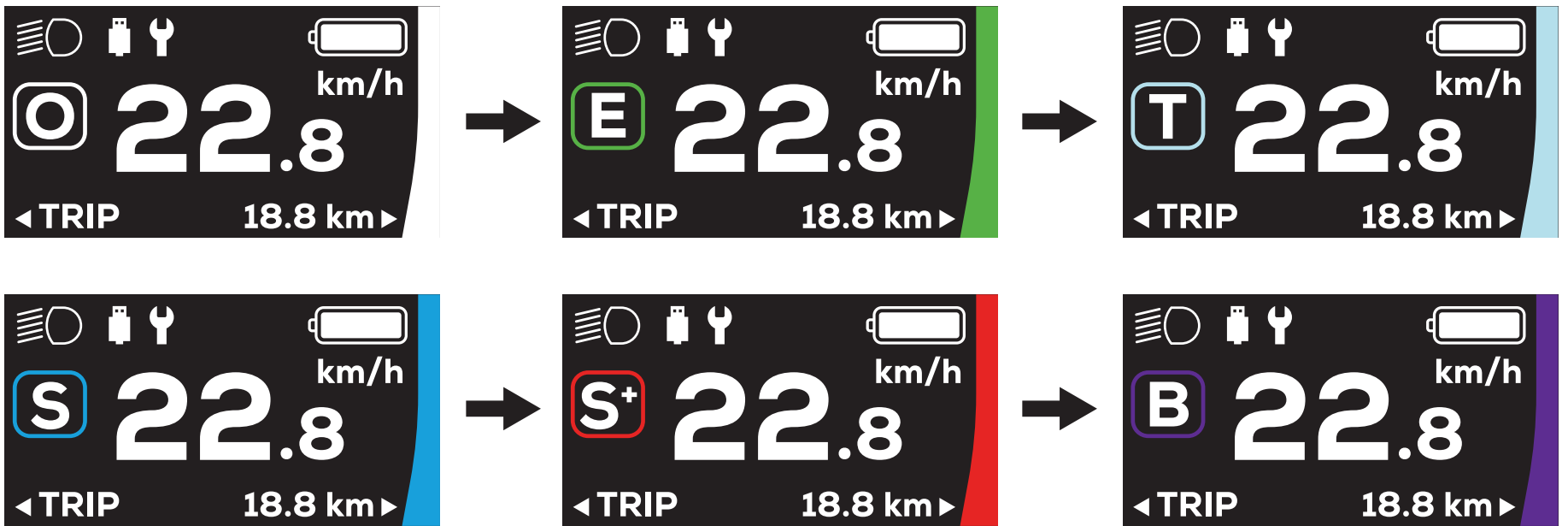
The following will show you how to confirm and make needed adjustments.



STEP 1 – Press and hold (>2S) to power on the HMI, and the HMI begin to show the boot up LOGO.
Press and hold (>2S) again to power off the HMI.
If the automatic shutdown time is set to 5 minutes (set in function “Auto Off”), the HMI will be automatically turned off within this set time, when it is not operated.

STEP 2 – When HMI powers on, briefly press or to select the power assist mode and change the output power.
The lowest mode is E, the highest mode is B (which can be set).
On the default is mode E, number “0” means no power assistance.

Power Assist Mode Selection		
Mode	Color	Definition
Eco	Green	the most economic mode
Tour	Light Blue	the most economic mode
Sport	Blue	the sport mode
Sport+	Red	the sport plus mode
Boost	Purple	the strongest sport mode



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

ASSEMBLY | ADJUSTMENTS

Please confirm **HANDLEBARS AND FRONT WHEEL** are in alignment.



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

Align 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 - Physically check Front and Rear Brakes.

3. Wheel Check

Confirm hex fittings on thru-axles 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

Confirm your battery is fully charged and installed correctly.

a. Your monitor will not turn on if you are charging your battery

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2. When HMI powers on, briefly press  or  to select the power assist mode and change the output power.
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3. Check your tire pressure
4. Check your wheels are secure and mounted correctly
5. Check your brakes for function
6. Check your wheels to insure true
7. 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.

Press  and hold 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**

■ BATTERY | DETAILS

You can charge your battery while it is on or off the bike.

1. Plug Charger into the charging PORT on the frame or 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.



UNINSTALLING THE BATTERY | BATTERY

1. Pull down the battery cover latch to remove the cover.
2. Pull out on the battery handle while turning the key to remove the battery.
3. After removing battery, check connectors towards the bottom of battery cavity.



REINSTALLING THE BATTERY | BATTERY

1. With Open Battery Cavity, check connectors.
Key is not needed to install battery.
2. Place bottom of battery into frame and push battery into the top.
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.

