



DENAGO

QUICKSTART GUIDE

eXC 1



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)

A man with a beard and glasses, wearing a grey helmet and a yellow long-sleeved shirt, is riding a mountain bike on a dirt trail. He is smiling and looking towards the camera. The background is a lush, green forest with sunlight filtering through the trees.

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

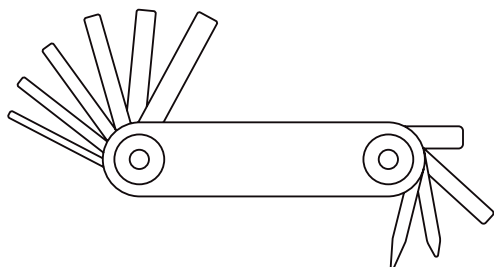
DENAGO

EXC MODEL 1

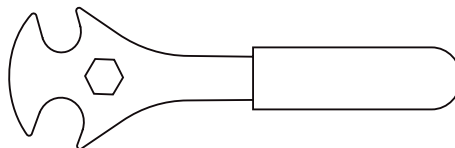


■ WHAT'S IN THE BOX

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



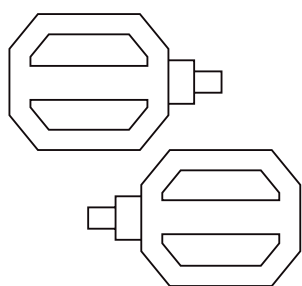
Multi Tool



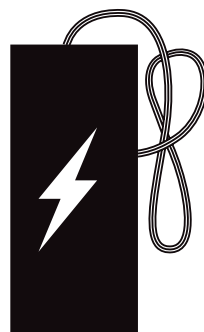
Pedal / Wheel Wrench



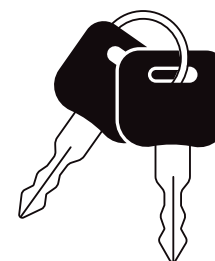
Bicycle grease packet



Pedal



Battery Charger



Battery Keys

A close-up photograph of a Denago eBike. The frame is dark grey with 'DENAGO' written in white on the down tube. The front fork is black with 'KCM132' and 'SR SUNTOUR' written on it. The front wheel has 'MAXX' on the tire. The background is a blurred natural setting.

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

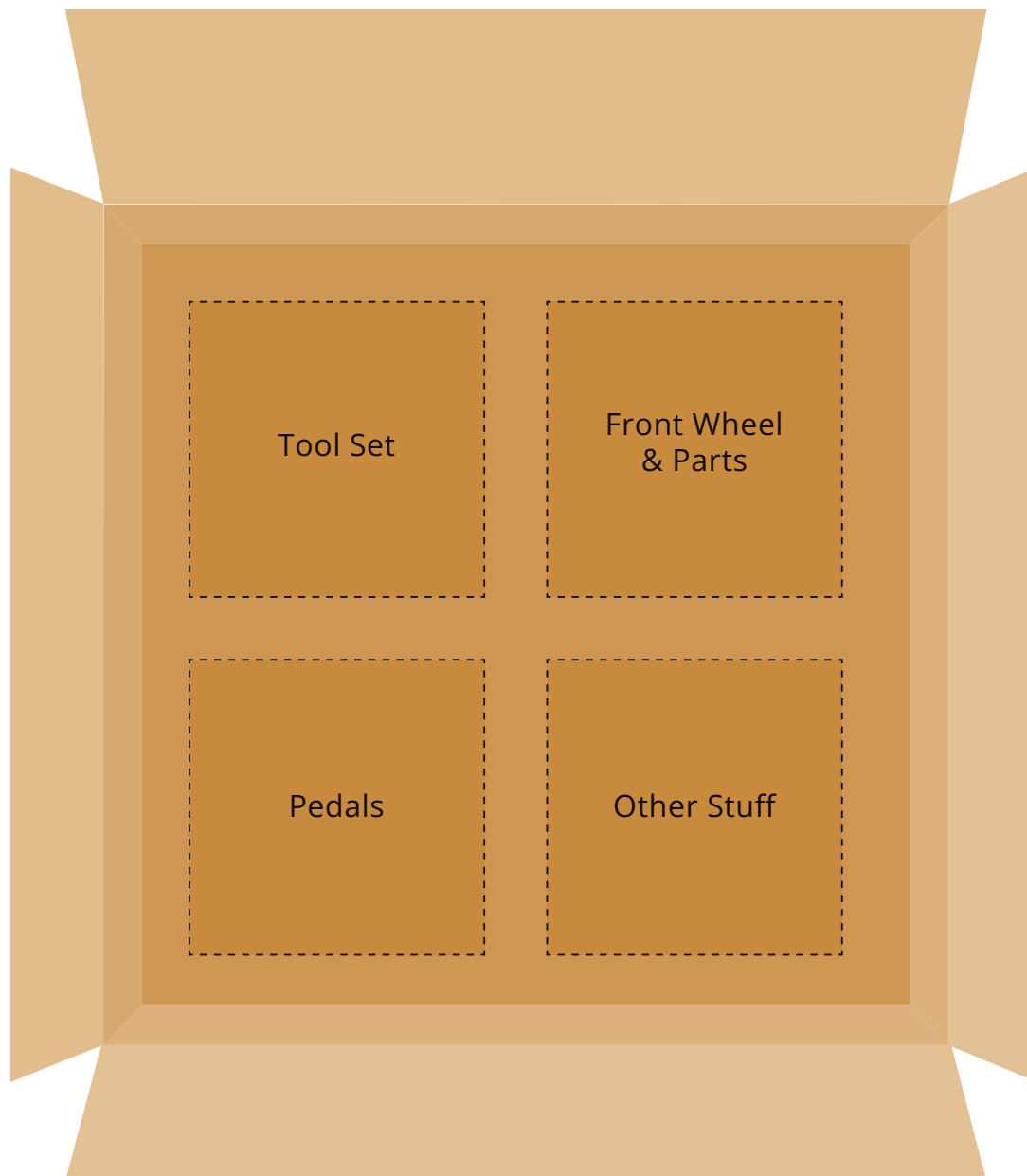


Unpack and Unwrap your **DENAGO** eBike



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

6. ADJUSTMENTS

Please tighten and secure all bolts

You will use the 5mm 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 riser pipe according to the figure.



3. Attach the cover and bolt to the stem, straighten the handlebars and tighten the bolts above with a 4mm hex tool.



4. Also tighten on both sides of the stem with a 4mm hex tool.



5. Tighten the front reflector with the cross head screw-driver.

THE SEAT WAS PRE-ASSEMBLED

SEAT | ASSEMBLY ■



1. Grease the interior of the seat tube.



2. Loosen the seat clamp with a 6mm hex tool.



3. Pull the seat post up and push the lower outlet line of the seat post to the middle tube.



4. Tighten the rear reflector with the cross head screw-driver.



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





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 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.

ASSEMBLY | PEDALS



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 15mm 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 15mm wrench to pedal and tighten and secure.

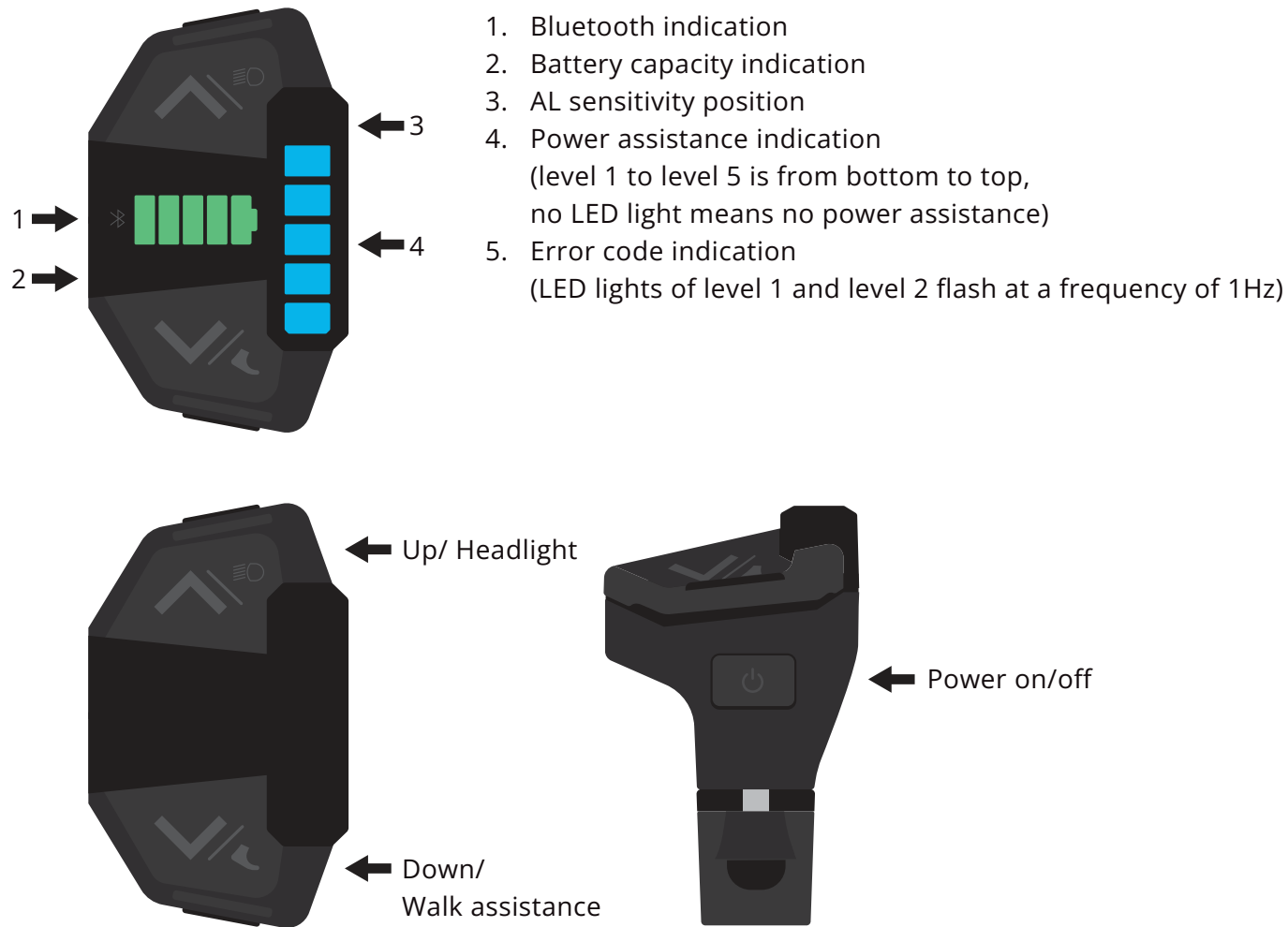







ASSEMBLY | MONITOR

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.



STEP 1 - Press  and hold (>2S) to power on the system.
Press  and hold (>2S) again to power off the system.

STEP 2 - When the display is turned on, press  (<0.5S) to switch to the power assisted level and change the output power of the motor.
The default level is level 0-5, of which the lowest is 1, the highest is 5, and level 0 is no power assistance.

STEP 3 – Briefly press \checkmark (<0.5S) to the level 0 (no indication of the power assistance), then press and hold \checkmark (>2S) to enter the walk assistance mode.

In the walk assistance mode, 5 LED lights flash at a frequency of 1Hz and the real-time speed is less than 6km/h.

Once releasing the \checkmark button, it will exit the walk assistance mode.

If no operation within 5s, the display will automatically return to level 0.

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- Physical 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.

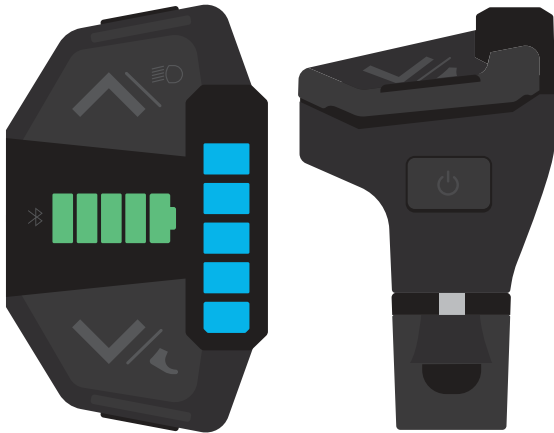
**IF YOU HAVE ANY QUESTIONS OR CONCERNS,
PLEASE CONTACT US OR SEEK PROFESSIONAL SERVICE
FROM YOUR LOCAL BIKE SHOP**

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


1. Press  and hold (>2S) to power on the system. Press  and hold (>2S) again to power off the system.
2. When the display is turned on, press  (<0.5S) to switch to the power assisted level and change the output power of the motor. The default level is level 0-5, of which the lowest is 1, the highest is 5, and level 0 is no power assistance.



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

Press  and hold (>2S) to power on the system.

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 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.



UNINSTALLING THE BATTERY | BATTERY

1. Pull down the battery cover shifter to remove the cover
2. Drag the battery with your hand and turn the key to remove the battery.

3. Frame area is clear of battery.
Check connectors toward 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 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.

