Contacting Vanpowers

Vanpowers Bike USA
Vanpowers Bike Service Center
1120 US-22 BRIDGEWATER TOWNSHIP, NJ 08807, USA
1 (800) 819-5929
service@vanpowers.bike
www.vanpowers.bike
General Warning

CAUTION: Wear a protective helmet!
To reduce the risk of injury, wear a suitable helmet when riding!

Risk of accident and injury

- Incorrect operation of the bicycle due to insufficient knowledge may cause an accident. Please familiarize yourself with the features of the bike before riding.
- Familiarize yourself with the brake lever in advance if you are not sufficiently aware of the front and rear brakes' placement. Please also adjust accordingly before riding.
- Please make sure the brakes are properly adjusted and function well.

CAUTION: Hardware may not be fully tightened, including but not limited to bolts, nuts, the front hub shaft, the rear wheel, steering mechanisms (handlebar, stem), the brake system, the driving system, pedals, etc.
To reduce the risk of injury, ensure that all bike hardware is locked tightly and correctly into position and that there is no loss of equipment, breakage, or other types of damage.
General Warning

CAUTION: This bike is designed for adults. Children may only ride under the supervision of adults.

To reduce the risk of accident and injury, make sure that the bike and any of its structures are not within the reach of children under the age of 3.

CAUTION: Component breakage due to improper use of the bicycle may occur. Risk of accident and injury!

- Do not ride over ramps or mounds with the bicycle.
- Do not ride this bicycle in cross-country cycling.
- Do not ride the bicycle over stairs, rocks, or other steps with a height greater than 15 cm.

Improper additions or alterations to the bicycle and incorrect accessories can cause the bicycle to malfunction.

To reduce the risk of accident and injury, do not add any extra accessories that are not purchased from the seller or without getting permission from the seller, including but not limited to child safety seats, trailers, etc.
General Warning

CAUTION: Do not ride the bicycle in a risky way.

To reduce the risk of accident and injury, ride the bicycle only in the correct way. Make sure you are able to control the bike, and do not try dangerous actions, including but not limited to riding with no hands, jumps, and wheelies.

DANGER: Lack of bicycle maintenance presents risk of accident and injury

Check the bike before every ride, including but not limited to brake function, tire wearing and PSI, bolt and nut condition, steering, and spokes tension.

If you hear any abnormal noise while riding, stop immediately and check the entire bike.

CAUTION: Ensure full compliance with local law.

Risk of fines and confiscation!

Before riding the bike, make sure the bike aligns with the standards of your local law.
Dimensions

Let's get into the bike's geometry.

Choosing the right size can guarantee safety and comfort when riding your electric bike. Please seek professional help if you are not sure which size fits you well.

<table>
<thead>
<tr>
<th>Frame Size</th>
<th>19 inches (48CM)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suggested Rider Height</td>
<td>5’5”–6’3”</td>
</tr>
<tr>
<td>A Seat Tube Length</td>
<td>19 inches</td>
</tr>
<tr>
<td>B Reach</td>
<td>15.8 inches</td>
</tr>
<tr>
<td>C Standover Height</td>
<td>29.5 inches</td>
</tr>
<tr>
<td>D Wheelbase</td>
<td>46.8 inches</td>
</tr>
<tr>
<td>E Bottom Bracket Height</td>
<td>11.8 inches</td>
</tr>
</tbody>
</table>
Package Contents

Accessories box

Check the entire box and make sure every single part is present.

Please open all the boxes, gently take out the parts, and check all the contents according to the information on Pages 8-9. In the case of any missing or damaged parts, please contact Vanpowers Bike Service Center.
Accessories Box

Bell

Pedals

Charger

Front reflector

Rear reflector

Throttle
Accessories Box

- 0.12 inch (3 mm) Allen Key
- 0.20 inch (5 mm) Allen Key
- 0.32 inch (8 mm) Long Allen Key
- 0.16 inch (4 mm) Allen Key
- 0.24 inch (6 mm) Long Allen Key
- 13-15 open-end Wrench
- 8-10 open-end Wrench
- Phillips Screwdriver
Assembly Guide

STEP 1. Mount front wheel
1. Take off the quick release lever tied to the front wheel

2. Mount the front wheel on the front fork and insert the quick release lever from the disc end as shown in the right figure
Assembly Guide

3. Tighten the quick release lever clockwise and adjust the direction of the quick release handle to the position shown in the right figure.

STEP 2. Mount handlebars

1. Open the accessories box and remove the four bolts on the stem with a 4 mm hex wrench.
2. After the handlebars are mounted on the stem, both ends of the handlebars should be slightly cocked from the front (as shown in the right figure).

3. From the side, the included angle between the brake lever and the horizontal line should be about 15° (as shown in the right figure).
Assembly Guide

4. Tighten the four bolts of the stem alternately after operating according to steps 2 and 3

STEP 3. Mount seat / bell / front and rear reflectors

1. Mount the seat in such a way that the seat is angled toward the handlebars without deflection
Assembly Guide

2. Take out the bell / front reflector / rear reflector and cross screwdriver from the accessories box, and mount the front reflector (transparent mirror) and bell on the right side of the handlebars.

3. Install the rear reflector (red mirror) onto the safety pipe (as shown in the right figure).
Assembly Guide

STEP 4. Mount pedals
1. Take out the pedals and 13×15 mm open-end wrench from the accessories box
2. Find the corresponding left and right pedals as shown in the figure (the letter L on the left pedal and the letter R on the right pedal)
3. Mount the pedal with the letter L on the left crank and tighten it counterclockwise with the 15 mm side of a 13×15 mm open-ended wrench
4. Mount the pedal with the letter R on the crank with the toothed disc on the right, and tighten it clockwise with the 15 mm side of a 13×15 mm open-ended wrench

STEP 5. Remove the key
Remove the key from the front of the handlebars and keep it after the whole vehicle is assembled (the key will not affect the use of this electric bicycle; it can only be used when the battery is removed). Please keep it safe.
Maintenance

Inspection Intervals

<table>
<thead>
<tr>
<th>Inspection</th>
<th>Distance travelled</th>
<th>Hours of operation</th>
<th>Duration of use</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Inspection</td>
<td>after 300 km / 190 mi* or</td>
<td>after 15 hours of operation* or</td>
<td>after 3 months*</td>
</tr>
<tr>
<td>2nd Inspection</td>
<td>after 2,000 km / 1,250 mi* or</td>
<td>after 100 hours of operation* or</td>
<td>after one year*</td>
</tr>
<tr>
<td>Each subsequent inspection</td>
<td>after a further 2,000 km / 1,250 mi* or</td>
<td>after a further 100 hours of operation* or</td>
<td>after a further year*</td>
</tr>
</tbody>
</table>

*whichever is the earliest

If you use the bike under challenging conditions or ride more than 2,000 km/1,250 mi per year, shorten the inspection intervals and have an inspection carried out by professionals every 6 months.
Maintenance

Screw joints
• Check the vehicle regularly for loose screw connections according to the maintenance schedule and tighten loose screws with a torque wrench.
• Do not ride the bike if you find that any screw joints have loosened.
• Have loose screw joints checked by a professional if you lack the necessary expertise and required tools.

Frame and forks
• Check the frame and rigid fork for cracks, deformation, or discoloration.
• If the frame or the forks is cracked, deformed, or discolored, contact a professional immediately.
• Do not use the bike if you find any cracks, deformation, or discoloration.

Saddle
• Check whether you can twist the saddle.
• If you can twist the saddle, tighten the seat post clamp. Observe applicable torques.
• Check whether you can move the saddle horizontally in the direction of travel or the opposite direction.
• If you can move the saddle, adjust the saddle clamp.
Maintenance

Wheels
- Check whether the front or rear wheel can move sideways and whether the wheel nuts move.
- If the wheel nuts move, have a professional check the screw joints.
- If the quick-release axle moves, adjust the axle.
- If the front or rear wheel moves sideways, have a professional check the wheel.
- Check whether there is equal distance on both sides between the front wheel and the front fork and between the rear wheel and the frame.
- If the distances are not identical, have a professional check the front and rear wheels.
- Lift the bike and turn the front or rear wheel. Check whether the front or rear wheel swings sideways or outwards.
- If the front or rear wheel swings sideways or outwards, have a professional check the wheel.
- Check the front and rear rims for cracks, deformation, or color changes at regular intervals.
- Check whether the rim is under the inner tube and the rim tape.
- Do not use the bike if the rim is cracked, deformed, or discolored.
- Have a professional check whether there is any damage on the rim, materials, or aluminum.
- Squeeze the spokes together gently with your thumb and fingers to check whether the tension is the same for all spokes.
- If the tension varies or spokes are loose, have a professional check the spokes’ tension.
Maintenance

Tires
• Check whether the tire pressure is correct according to the data on the tire side wall.
• Check whether the tires are free of cracks and damage from foreign bodies.
• Check whether you can clearly feel the tire tread.
• If a tire is cracked or damaged, or the tread depth is too low, have the tire replaced by a professional.

Brake
It’s important that you learn and remember which brake lever controls which brake (front/rear) in order to ensure your safety.
To check which configuration your bike is set up with, squeeze one brake lever and see if the front or rear brake engages. Now do the same with the other brake lever. Remember this configuration.
While you are testing the brake configuration, make sure that your hands can comfortably reach and squeeze the levers with no issues. If you experience any issues or discomfort when operating the brakes, please reach out to us before riding.

Review the brake manufacturer’s user manuals and be sure to properly maintain your brakes. It’s your responsibility to be able to recognize when your brake pads need to be replaced.
Maintenance

Battery
It’s essential to follow these instructions and safety tips in order to preserve the longevity of your battery’s life and ensure proper performance.

• Fully charge the battery before each ride to ensure it is ready to go the entire trip. It will help reduce the chance of overdischarging the battery.
• If the battery becomes physically damaged or non-functional, if it has been dropped or involved in a crash, or if you notice that it is performing abnormally, please discontinue use and contact the seller immediately.

Charging your battery
• The charger is rated for 100–240V. Be sure to check the charger, the charger cables, and the battery for damage before beginning each charge.
• Charging takes about 7–9 hours. On rare occasions, it may take longer to fully charge the battery, particularly when the bike is new or left unused for a long time.
• Only charge the battery with the supplied charger, as others may cause damage to the battery or increase the possibility of fire or explosion.
• While the charger is designed to automatically stop charging once the battery is full, do not leave it plugged in for more than 12 hours.
• Make sure your charger is isolated from liquids, dirt, and debris.
Maintenance

Charger notes

- The charger may get hot when in use. However, if it gets too hot or you notice a strange smell or other indications, it may possibly be caused by overheating. Immediately stop use and contact the seller.
- Do not cover the charger when using it.
- Do not open the charger or alter the voltage input.
- If there appears to be an issue with the charger or battery, stop riding and contact the Service Center immediately.
Maintenance

Balancing your battery
When you first receive your bike, it is important to follow these steps to ensure that your battery cells are properly balanced in order to keep them as efficiently as possible.
1. For the first initial charge upon receiving your bike (or after prolonged storage time), be sure to charge the battery for at least 10 hours before riding.
Note: We recommend letting the battery charge for at least 10 hours for the first three charges to ensure that the cells balance properly.
2. After the first three rides, you may begin routine charging procedures.

Storing your battery
If you plan on storing your bike (or spare battery) for longer than two weeks, please be sure to follow these guidelines to maintain your battery’s lifespan.
1. Periodically check the battery and be sure to keep the charge up to at least 80%.
2. Store your battery in a cool, dry place at a temperature between 50 °F and 77 °F (10 °C–25 °C).

Failure to follow proper battery care can result in unnecessary damage to the components, battery, and charger, leading to underperformance or malfunction. Loss of battery capacity is not covered by warranty.
Maintenance

Checking the electric drive system
• Check all cables to ensure that there is no damage.
• Examine the display for cracks and damage. Check if it is firmly in place.
• Check the control unit for cracks and damage. Check if it is firmly in place.
• Check the rechargeable battery to ensure that there is no damage.
• Check that all plug contacts are correctly in place and reconnect them if necessary.
• Check the cable and the outer casing to confirm that there is no damage.
• Check the motor to ensure that there is no damage.
Service Info

WARNING
TECHNOLOGICAL ADVANCES HAVE MADE BICYCLES AND BICYCLE COMPONENTS MORE COMPLEX, AND THE PACE OF INNOVATION IS INCREASING. IT IS IMPOSSIBLE FOR THIS MANUAL TO PROVIDE ALL THE INFORMATION REQUIRED TO PROPERLY REPAIR AND/OR MAINTAIN YOUR BICYCLE.
To help minimize the chances of an accident and possible injury, you must have any repair or maintenance, including those not specifically described in this manual, performed by a professional. Equally important is that your individual maintenance requirements will be determined by everything from your riding style to geographic location.
Consult a professional for help in determining your maintenance requirements.

WARNING
MANY BICYCLE SERVICE AND REPAIR TASKS REQUIRE SPECIAL KNOWLEDGE AND TOOLS.
Do not begin any adjustments or service on your bicycle until you have learned from a professional how to properly complete them. Improper adjustment or service may result in damage to the bicycle or in an accident which can cause serious injury or death.
Service Info

If you want to learn to carry out major service and repair work on your bike, you have three options:
1. Ask the Service Center for copies of the manufacturer’s installation and service instructions for the components on your bike or contact the component manufacturer.
2. Ask the Service Center to recommend a book on bicycle repair.
3. Ask the Service Center about the availability of bicycle repair courses in your area.

We recommend that you ask a professional to check the quality of your work the first time you work on something and before you ride the bike, just to make sure that you did everything correctly. Since that will require the time of a mechanic, there may be a modest charge for this service. We also recommend that you ask a professional for guidance on obtaining spare parts, such as inner tubes, light bulbs, etc., as it would be useful once you have learned how to replace such parts when they require replacement.
Warranty Terms

LENGTH OF WARRANTY
Every bicycle has a useful product lifespan. This limited warranty does not suggest or imply that the frame or components can never be broken or will last forever. This limited warranty covers manufacturing defects that occur within the normal lifespan and use of the product. Other components are covered by the stated warranty, if any, of their manufacturer, and they are not covered under this limited warranty.
WARRANTY CONDITIONS

This limited warranty applies only to bicycles purchased in assembled and adjusted condition from authorized Vanpowers Bike retailers. This limited warranty applies only to the original owner of the bicycle and is not transferable to subsequent owners. The original receipt of purchase is required to establish proof of purchase and must be provided to Vanpowers Bike for any claims. Vanpowers Bike will require customers to complete a mandatory standard procedure for warranty claims that will involve media such as photos and videos to help Vanpowers Bike establish the fault with the product. Only the individual components themselves are covered by the warranty. The removal, assembly, and tuning requirements of the components are borne by the customer making the claim. The costs and inconvenience that result from a loss of use of the product are not covered whilst the warranty procedure takes place.
WARRANTY CONDITIONS

Damage resulting from normal wear and tear, including the results of fatigue, is not covered. It is the owner’s responsibility to regularly inspect and properly maintain his/her bicycle. Some items that typically exhibit damage from normal wear and tear include:

- Brake pads
- Spokes
- Tubes
- Flywheel pinion
- Saddle
- Kickstand

Paint fading caused by the effects of ultraviolet light (UV) or outdoor exposure is not covered by this limited warranty.

All labor charges for warranty service, including the transfer of components and/or any installation of new components, are the responsibility of the bicycle owner.

Due to product evolution and obsolescence (such as products that have been discontinued or are no longer kept in stock), some frames or components may not be available for older models. In these cases, Vanpowers Bike may elect to provide a replacement that it determines to be the most nearly comparable model, but sourcing and paying for components is the responsibility of the bicycle owner.

All determinations under this limited warranty will be made at the sole discretion of Vanpowers Bike, including but not limited to the decision to repair or replace a defective product and what replacement product is the most nearly comparable product then available.
WARRANTY EXCLUSIONS

This warranty does not cover:

• Damage or failure from abuse, neglect, misuse, or accident.
• Damage from stunt riding; ramp jumping; acrobatics; competitive events, such as bicycle racing, bicycle motocross racing, or similar activities; or any activity that is not consistent with the intended use of the product.
• Damages resulting from improper charging of the battery pack or use of any charger not supplied by Vanpowers Bike.

All warranties are void if the bicycle is subjected to abuse, neglect, improper repair, improper assembly, lack of proper maintenance according to the owner's manual, alteration, modification, installation of incompatible parts, corrosion, an accident, or other abnormal, excessive, or improper use. Additionally, this warranty does not cover damage associated with commercial use.