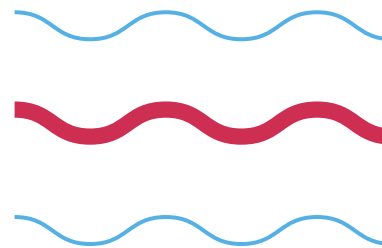


**WINDONE**

**WINDONE**



**E20**  
Electric Bike



**USER MANUAL**

The manufacturer reserves the right to make changes to the product and update this manual at any time.

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## IMPORTANT! BEFORE RIDING, YOU SHOULD

- Make sure your electric bike is fully charged before the first ride
- Make sure the pedals are tight
- Make sure the front wheel is installed properly and tightly
- Check to be sure the tires are inflated properly
- Learn how to use the display
- Wearing a helmet when riding is highly advised

### When riding, please

- Always respect pedestrians
- Obey local traffic rules
- Pay attention to other running vehicles around you

### After riding

- If there is any abnormality or loosen parts, please check and repair as soon as possible
- After riding on a rainy day, please clean up the rainwater and sediment immediately

If you have any trouble with the installation, please contact WINDONE customer service for [support@windone.com](mailto:support@windone.com)

## IMPORTANT! AVANT DE CONDUIRE, VOUS DEVEZ

- Assurez-vous que votre vélo électrique est complètement chargé avant le premier trajet
- Assurez-vous que les pédales sont bien serrées
- Assurez-vous que la roue avant est installée correctement et fermement.
- Vérifiez que les pneus sont correctement gonflés.
- Apprenez à utiliser l'écran
- Le port d'un casque lors de la conduite est fortement conseillé

### Lorsque vous roulez, s'il vous plaît

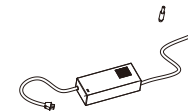
- Respectez toujours les piétons
- Respectez les règles de circulation locales
- Faites attention aux autres véhicules en marche autour de vous

### Après avoir roulé

- S'il y a une anomalie ou des pièces desserrées, veuillez vérifier et réparer dès que possible
- Après avoir roulé un jour de pluie, veuillez nettoyer immédiatement l'eau de pluie et les sédiments.

Si vous rencontrez des problèmes avec l'installation, veuillez contacter le service client WINDONE pour  
[support@windone.com](mailto:support@windone.com)

## 1. Package Contents



Charger x 1



Bottle Holder x 1



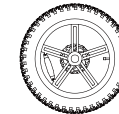
Phillips screwdriver x 1



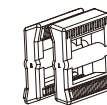
Installing tool x 2



Battery key x 2



Front wheel shaft x 1



Pedals[R and L] x 2



Hexagon wrench x 4



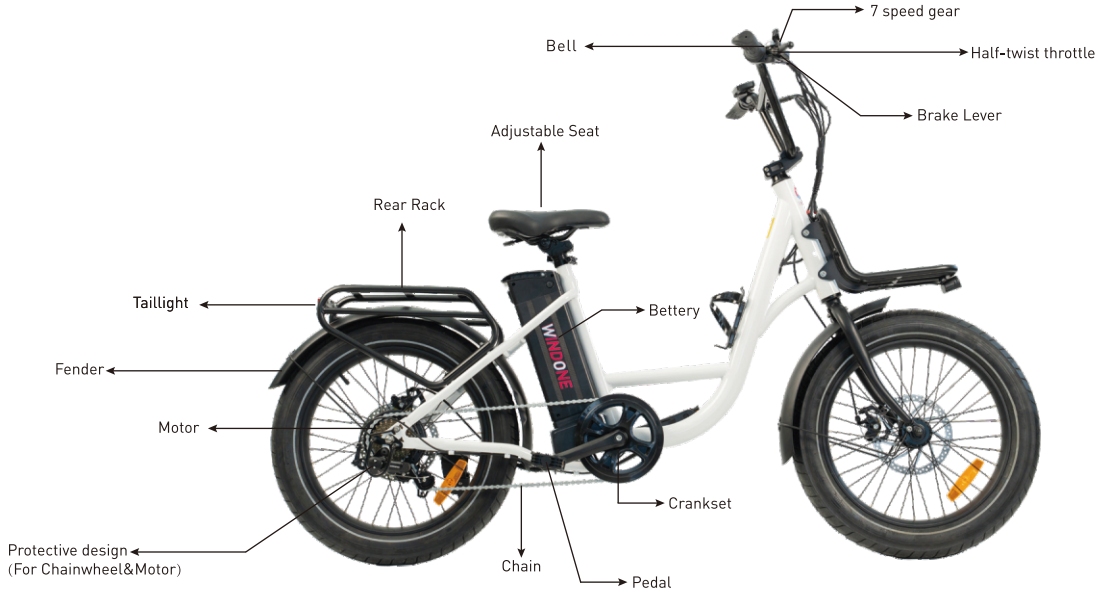
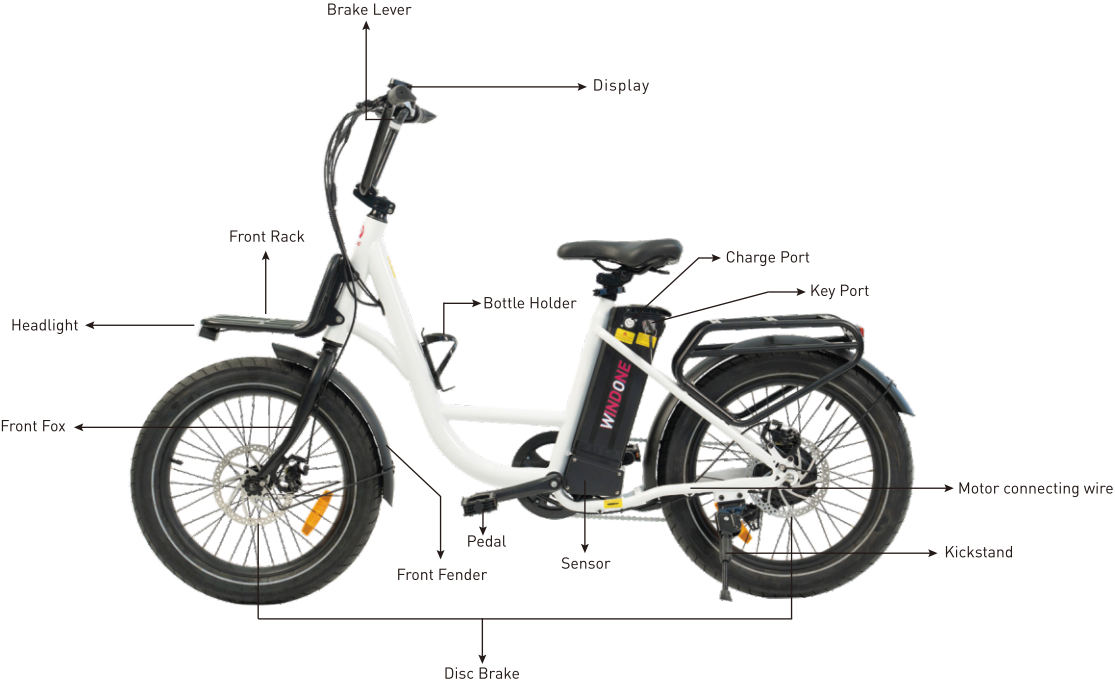
User manual x 1



Front Rack x 1

Please check package contents carefully, if anything is missing or damaged, please contact WINDONE customer service for  
[support@windone.com](mailto:support@windone.com)

2. Product Overview





### 3.Installation Instructions

#### Overview of installation steps

- ① Open the box, take out all the parts and check the packing list
- ② Installation of Front Wheel
- ③ Installation of Handlebar
- ④ Installation of Front Fender
- ⑤ Installation of Front Rack
- ⑥ Installation of Pedals
- ⑦ Installation of Bottle Holder

#### After installation, perform the ebike pre-ride commissioning

**Step1:** All mounted parts must be checked for tightness of screws.

**Step2:** Check if there are any deformed parts, if there is any problem, please contact us in time!

**Step3:** If the brakes make noise during the test ride, you need to tighten the screws of the brake handle until there is no noise.

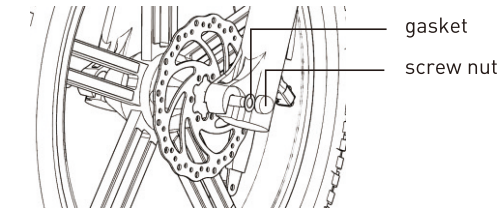
**Step4:** Switch on the battery power, start the ebike and check the battery and headlight work properly.

**Step5:** Take a test ride to make sure the ebike rides properly and the LCD screen doesn't report any abnormal errors.

\*If you encounter any problem of E20 during installation and test ride, please contact : support@windone.com, we will solve the problem for you.

#### ① Open the box, take out all the parts and check the packing list

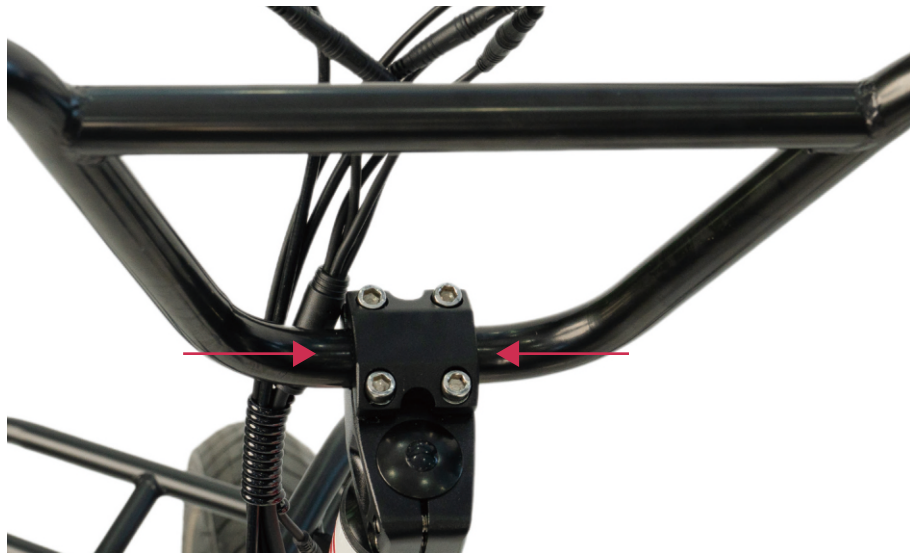
#### ② Installation of Front Wheel



- Loosen the screws and gaskets on both sides of the front axle.
- Place the fork ends on both sides of the front axle.
- Reinstall the spacers and screws.

\*Please note that the screws here are very important and must be fitted correctly and tightened.

### ③ Installation of Handlebars



Please follow the centring point on the frame for installation.

\*Please note that the screws here are very important and must be fitted correctly and tightened.

### ④ Installation of Fender



The correct way to install the fender (like the picture)

- Install the fender according to the correct orientation, the long end going backward and the short end going forward.
- Install the fender screws in the correct holes and tighten firmly.

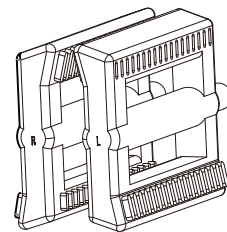
## ⑤ Installation of Front Rack



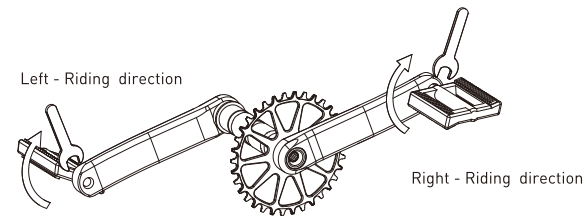
- Align the four holes to secure the front rack.
- Connect headlight wire according to the arrow.

## ⑥ Installation of Pedals

①



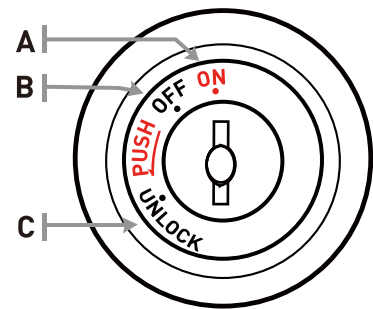
②



1. Identify the Left and Right labels on the pedals. They can only be installed on their respective sides. INCORRECT INSTALLATION WILL CAUSE DAMAGE, PLEASE BE AWARE TO DISTINGUISHING BETWEEN LEFT & RIGHT BEFORE INSTALLATION.
2. "L" stands for the Left pedal of the riding direction; "R" is for the Right pedal of the riding direction, the chain side.
3. Take the wrench integrated in the multi-function installation tool and use it to tighten the nut in the direction of the arrow.

## 4. Battery key positions

Familiarize yourself with the keyport and key positions before riding the bike.



Key Position/Icon	Description
A	Power on, battery locked to frame
B	Power off, battery locked to frame
C	Power off, battery unlocked from frame (for battery installation and removal)

1. Any time the battery is in key position A, (power on, battery locked to the frame) the battery cannot be removed.
2. If the battery is in key position B, (power off, battery locked to the frame) no buttons or controls can be activated, the bike will remain off and the battery cannot be removed.
- 3 Any time the battery is in key position C, (power off, battery unlocked from the frame) the battery must be removed from the bike before moving or riding the bike. Ensure the key is removed before sliding the battery out of the mount.

**NOTICE:**You have to press the key then you can switch to unlock position

## 5. Remove the battery



1. Turn the key counterclockwise to the left to the UNLOCK icon.
2. Carefully slide the battery up and lift it off the frame.

To reinstall the battery, align the slot at the bottom of the battery and reinsert it into the frame. Turn the key to the locked position.

To check the battery level without turning on the bike, press and hold the button located on the top of the battery for a few seconds. The current capacity of the battery will be displayed



## 6.How to Charge The Battery

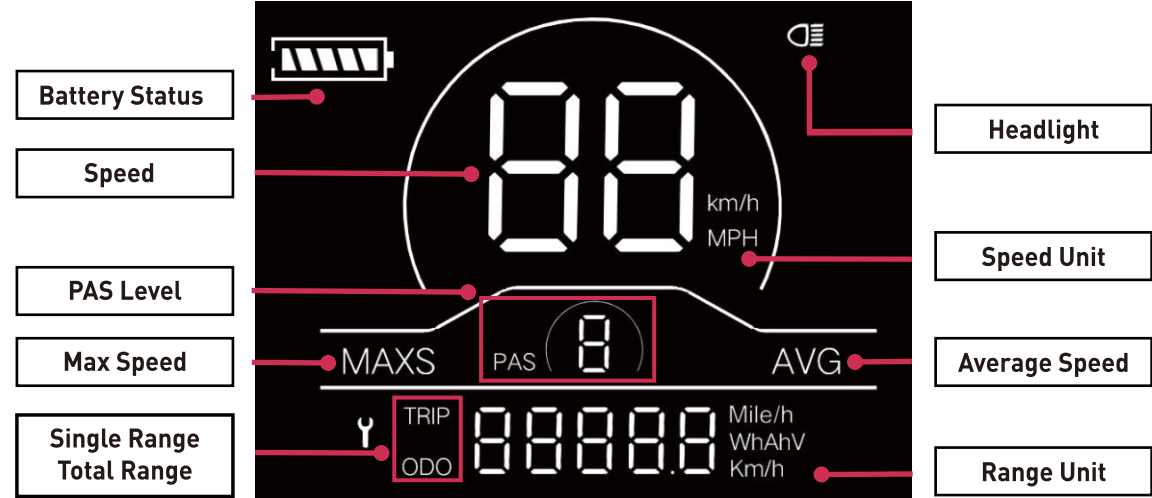


Your electric bike will be fully charged when the LED light on the charger changes from red (charging) to green (fully charged). After reaching full charge, it will automatically stop charging. Even so, we still don't recommend charging your electric bike for an extended period. Do not connect the charger if the charging port is wet. Remember to cover the charging port when not in use.

## 7. Notes of Charging

1. Charging time: 80% full charge in 4 hours, full charge in 6-7 hours.
2. The small light on the charger in RED indicates it is in charging; GREEN indicates it is fully charged.
3. Insufficient charging will not affect the battery's lifespan. AVOIDING deep discharge is helpful to protect the battery and extend its lifecycle.
4. Pay attention to check whether the surface temperature of the battery case rises too high during charging. It is FORBIDDEN to cover the battery while charging.
5. Due to the high temperatures in summer, it is NOT advised to charge it immediately after riding. In winter, it is forbidden to charge the battery OUTSIDE where the temperature is below 32 degrees Celsius. You are recommended to charge it at room temperature.
6. If the battery will not be used for a long time, remove it from the bike and discharge its capacity to 60%-80% for storage. Disconnect the device from the charger and place it in a dry, ventilated area without direct sunlight. In order to maintain a long lifecycle, it is recommended to charge the battery every two months.
7. Leave it indoor when charging or not riding.
8. Charging of the eBike shall only be performed with the manufacturer's recommended charger.

8.Display Introduction



Error code displays page

Error Code

\*If you encounter these errors, please contact us ([support@windone.com](mailto:support@windone.com))

Error Code	Code Name	Error Code	Code Name
E001	Controller failure	E004	Handle fault
E002	Communication failure	E005	Brake lever failure
E003	Hall fault	E006	Motor fault



- Hold button for 2S to switch on/off the display and ebike

- Press button for menu transition



- Hold the button for 2S to switch on/off the headlight

- Press button to increase PAS level



- Press button to decrease PAS level



## Push Assist Mode

Press and hold the [-], the ebike enters the electrically-assisted push state. The ebike at a constant speed of 6 kmh. Release the [-] and the ebike will immediately stop power output and return to the state before power assisted driving.

\*For more screen adjustments, please contact us if you are interested.

## 9. Important Safety Instructions

**WARNING - When using this product, basic precautions should always be followed, including the following:**

1. Read all the instructions before using the product.
2. To reduce the risk of injury, close supervision is necessary when the product is used near children.
3. Do not put fingers or hands into the product.
4. Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or any other signs of damage.
5. This equipment is not intended to be used at ambient temperatures less than -10°C (14°F) or above ambient temperatures of 45°C (113°F). The equipment's recommended storage temperature is between 10°C (50°F) and 45°C [113°F].
6. The battery is intended to be charged when the ambient temperature is between 10°C (50°F) and 40°C (104°F). Never charge the battery when ambient temperatures are outside this range. The battery is not intended to be used at ambient temperature less than -10°C (14°F) or above ambient temperature of 45°C (113°F). The battery's recommended storage temperature is between 15°C (59°F) and 25°C (77°F).

**ATTENTION - Lors de l'utilisation de ce produit, des précautions de base doivent toujours être suivies, notamment les suivantes:**

1. Lisez toutes les instructions avant d'utiliser le produit.
2. Pour réduire le risque de blessures, une surveillance étroite est nécessaire lorsque le produit est utilisé près d'enfants.
3. Ne mettez pas les doigts ou les mains dans le produit.
4. N'utilisez pas ce produit si le cordon d'alimentation flexible ou le câble de sortie est effiloché, a une isolation brisée ou tout autre signe de dommage.
5. Cet équipement n'est pas destiné à être utilisé à des températures ambiantes inférieures à -10°C (14°F) ou supérieures à des températures ambiantes de 45°C (113°F). La température de stockage recommandée de l'équipement se situe entre 10°C (50°F) et 45°C [113°F].

6.La batterie doit être chargée lorsque la température ambiante est comprise entre 10°C (50°F) et 40°C (104°F).Ne chargez jamais la batterie lorsque les températures ambiantes sont en dehors de cette plage.La batterie n'est pas destinée à être utilisée à une température ambiante inférieure à -10°C (14°F) ou supérieure à une température ambiante de 45°C (113°F). La température de stockage recommandée de la batterie se situe entre 15°C (59°F)et 25°C (77°F).

## 10. Moving And Storage

### Moving warning:

When transporting the electric bike , ensure that the device is in the off position to avoid accidental activationby inadvertent switch contact.

Advise users to adopt the correct lifting posture by raising the electric bike vertically to prevent the device from tilting or falling. When handling, please hold it gently.

Lors du transport de la vélo électrique , assurez-vous que l'appareil est éteint pour éviter une activation accidentelle par contact involontaire avec l'interrupteur.

Conseillez aux utilisateurs d'adopter la posture de levage correcte en soulevant la vélo électrique verticalement pour éviter que l'appareil ne bascule ou ne tombe.

### Storage warning:

When the electric bike's not in use, keep it indoors where it is dry and cool.

Do not put it outdoors for a long time.

Excessive sunlight, overheating and overcooling accelerate tire aging and compromise the electric bike and the battery pack's lifespan.

Lorsque le vélo électrique n'est pas utilisé, conservez-le à l'intérieur dans un endroit sec et frais.

Ne le laissez pas à l'extérieur pendant une longue période.

L'exposition excessive au soleil, la surchauffe et le refroidissement excessif accélèrent le vieillissement des pneus et compromettent la durée de vie du vélo électrique et de la batterie.

## 11. Daily Care And Maintenance

### Cleaning

If you see stains on the electric bike body, wipe them off with a damp cloth. If the stains won't scrub off, put on some toothpaste, and brush them with a toothbrush, then wipe them off with a damp cloth. If you see scratches on plastic parts, use sandpaper or other abrasive materials to polish them.

Notes: do not clean the electric bike with alcohol, gasoline, kerosene or other corrosive and volatile chemical solvents to prevent dire damage. Do not wash the electric bike with a high-pressure water spray. During cleaning, make sure that the electric bike turned off, the charging cable is unplugged as water leakage may result in electric shock or other major problems.

### WARNING!

Battery maintenance

1. Use original battery packs, use of other models or brands may bring about safety issues;
2. Do not touch the contacts. Do not dismantle or puncture the casing. Keep the contacts away from metal objects to prevent short circuit which may result in battery damage or even injuries and deaths;
3. Use original power adapter to avoid potential damage or fire;
4. Mishandling of used batteries may do tremendous harm to the environment. To protect natural environment, please follow local regulations to properly dispose used batteries;
5. After every use, fully charge the battery to prolong its lifespan.

Do not place the battery in an environment where the ambient temperature is higher than 104°F or lower than 14°F [e.g., do not leave the electric bike or the battery pack in a car under direct sunlight for an extended time]. Do not throw the battery pack into fire as it may lead to battery failure, battery overheating, and even another fire. **If the electric bike is expected to be left idle for more than 30 days, please fully charge the battery and place it in a dry and cool place. Keep in mind to recharge it every 60 days to protect the battery from potential damage which is beyond limited warranty.**

Always charge before exhausting the battery to prolong the battery's lifespan. The battery pack performs better at normal temperature, and poor when it is below 32°F. For instance, when it is below -4°F, the riding range is only half or less at normal state. When the temperature rises, the riding range restores. The damage caused by prolonged no charge is irreversible and is beyond limited warranty. Once the damage is done, the battery can not be recharged.



## 12. Specifications

E20	Items	Specifcations
Dimensions	Package Size	56,3*9,4*28 inch （143 *24*74 cm）
	Tire	Pneumatic tire 20*3,0 in
Weight	Item Weight	62 lbs （28KG）
Riding Requirements	Max. load	264.5 lbs(120KG)
	Age	16-50
Main Parameters	Max.Speed （Pure Electric）	17 mph (27KM/H)
	Max.Speed （PAS）	20 mph (32KM/H)
	Pure Electric Range	23 miles (38KM)
	Pedal Assist Range	40 miles (64 KM)
	Max Angle of Climb	20%
	IP Rating	Bike IPX4, Battery IPX5
	Variable Speed	7 speeds
	Frame Material	Iron
Battery Pack	Rated Voltage	36V
	Max.input Voltage	42V
	Rated Capacity	10,4Ah
Motor	Rated power	350W
	Maximum power	500W
Charging Adapter	Input Vol	AC 100-240V
	Output Vol	DC 42V 2A
	Charging Time	6-7 hours

\*Pure Electric Range/Pedal Assist Range: On flat surfaces, no wind, and 77°F, the bike was pedal-assisted in 1st gear assist with a fully charged load of 165 lbs.

## 13. Limited Warranty Statement

### 30 DAY SATISFACTION GUARANTEE RETURN POLICY

If you are unsatisfied with your purchase, WINDONE's return policy allows you to return your undamaged WINDONE product purchased through the authorized channel within 30 days from the date of receipt of shipment and request a refund from the authorized channel for any reason. Note: The customer will be responsible for the cost of return shipping if the product has no quality issue.

For the return request, WINDONE is not responsible for lost packages due to the carrier, or products received that cannot be verified. Damaged products determined to have been caused by the end-user may be subject to denial of the return request.

### TO QUALIFY FOR A REFUND,ALL THE FOLLOWING CONDITIONS MUST BE MET

1. A Return Merchandise Authorization (RMA) must be requested from WINDONE within 30 days from the date of receipt of the shipment. To request an RMA, please contact WINDONE Service Team at support@windone.com.
2. The cost of return shipping will be borne by the customer.
3. For warranty service, please keep your receipt and/or invoice to validate proof of purchase.
4. Returned products must be in good physical condition (not physically broken or damaged).
5. All accessories originally included with your purchase must be included with your return.
6. If you return a product to WINDONE, [a] without an RMA from WINDONE [b] without all parts included in the original package, WINDONE retains the right to refuse delivery of such return.

### LIMITED PRODUCT WARRANTY

WINDONE products will be free from defects in materials and workmanship under normal use for the aforementioned period. WINDONE does not warrant that the operation of the product will be uninterrupted or error-free. WINDONE is not responsible for damage arising from failure to follow instructions related to the product's usage.

## REMEDIES

If a hardware defect is found and a valid claim is received by WINDONE within the warranty period, WINDONE will, at its option and to the extent permitted by law, either [1] repair the product at no charge, using new or refurbished replacement parts or, [2] replace the product with a new or refurbished product. In the event of a defect, to the extent permitted by law, these are your sole and exclusive remedies. Shipping and handling charges may apply except where prohibited by applicable law. This Limited Warranty is valid only in the jurisdictions where the products are sold by [www.windone.com](http://www.windone.com), and is valid to the extent permitted by the applicable laws of such jurisdictions. Any replacement hardware product will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer, or for any additional period of time that may be applicable in your jurisdiction.

## HOW TO OBTAIN WARRANTY SERVICE

A warranty service order must be requested from WINDONE within the warranty period from the date of receipt of the shipment. To request a Warranty Service Order, contact the WINDONE Service Team at the after-sales email address. To obtain warranty service, you must deliver the product in its original packaging or in packaging that provides an equal degree of protection to the address specified by WINDONE. In accordance with applicable law, WINDONE may require the customer to furnish proof of purchase details and/or comply with registration requirements before receiving warranty service. The warranty period is thirty (30) days or any additional period of time that may be applicable in your jurisdiction.

## LIMITATION OF DAMAGES

Except to the extent prohibited by applicable law, WINDONE shall not be liable for any incidental, indirect, special, or consequential damages, including but not limited to loss of profits, revenue, or data, resulting from any breach of express or implied warranty or condition, or under any other legal theory, even when WINDONE has been advised of the possibility of such damages. Some jurisdictions do not allow the exclusion or limitation of special, indirect, incidental, or consequential damages, so the above limitation or exclusion may not apply to you.

# 14. Question & Answer

1. Is there any necessary information that needs to be included before contacting the WINDONE Support Team?

A: Yes, if you need any support from WINDONE, please contact us at [support@windone.com](mailto:support@windone.com), and please always include your order number, correct model No. descriptions of the problem, pictures, and videos that can show details about the issue in the email, thanks.

2. My electric bike cannot be turned on. What can I do?

A: First, please make sure you do not turn on the electric bike while it is charging. For safety reasons, we have set the electric bike so that it cannot be turned on during charging. Secondly, please ensure that the electric bike has been charged for a while to have enough battery power to support its operation. If it cannot be turned on, please contact us at [support@windone.com](mailto:support@windone.com) for further assistance.

3. I can't charge my electric bike. What's the problem?

A: Please note that if the electric bike is charging, the LED on the charger will show a red color. If the electric bike is fully charged, the LED on the charger will show a green color. To verify if the charger is defective, please follow these steps: Plug the charger into the socket without connecting it to the electric bike. If the charger LED is not on or is not green, it indicates that the charger is defective. If the charger is not defective, please contact us at [support@windone.com](mailto:support@windone.com) for further support.

4. What should be done if the electric bike arrives with missing accessories or broken parts?

A: Please take a photo and send it to WINDONE Support Team's email: [support@windone.com](mailto:support@windone.com). The WINDONE Support Team will reply to you promptly and send the correct accessory or replacement part.

5. My electric bike has been stolen. Can you help me?

A: Unfortunately, we are unable to track the location or serial number of the electric bike. Please contact the local police for assistance.

6. I have written several emails to [support@windone.com](mailto:support@windone.com), but I have not received any responses. Why?

A: Our WINDONE Support Team will reply to you within one working day. If you don't receive any response from us, please check your spam folder. Also, add [support@windone.com](mailto:support@windone.com) on your whitelist to ensure our replies are not blocked. In addition, you can also contact us on the platform where you purchased the electric bike, for example, Amazon chat box, leave a message on the WINDONE.com website, eBay chat box, etc.

7. Why the speed can't reach 20 mph?

A: Please note that the E20 has a max speed of 17mph in electric-only riding mode and a maximum speed of 20mph via pedal assist mode.If the speed still can't reach 20 mph, please contact the WINDONE support team to change the controller.In addition,the battery status,rider weight, and road conditions will also affect the maximum speed. With enough battery, a weight of up to 165 lbs, and riding on flat roads, the electric bike can easily reach a speed of 20 mph

8. Why is the maximum distance lower than the advertised maximum distance?

A: Please note that the maximum distance is measured under no wind conditions, with the electric bike fully charged, riding at a consistent speed and centred weight . The real battery life varies with diferent factors such as the load, humidity, wind speed,and operational habits, etc.

9. Can I ride the electric bike on rainy days?

A: Please note that the electric bike has a waterproof rating of IPX4. We do not recommend riding it on rainy days.

10. Is there any precaution for storing the electric bike if I need to go out for a long vacation?

A: Please ensure that the electric bike is stored in a dry and cool place. Do not leave it outdoors for an extended period. If the electric bike is expected to be idle for more than 30 days, please fully charge the battery. Remember to recharge it every 60 days to protect the battery from potential damage that is beyond the limited warranty.

## 15. Contact Us

Contact us if you experience issues relating to riding, maintenance and safety, or errors/faults with your WINDONE electric bike E20.E-mail Service:supportd@windone.com

