



E-BIKE User Manual

S20



Attention

Please read this manual carefully before using the electric bicycle. If you do not understand this manual, or if you do not solve the issues covered in this manual, please contact the seller.

User Manual Deepower S20 Electric Bike



Scan to watch the assembly video

Thank you for choosing the Deepower S20 E-Bike!

We're excited to provide you with a powerful, high-quality electric bike built for performance and adventure.

Please take a few minutes to read this manual carefully before your first ride to ensure proper assembly, operation, and safety.

If you have any questions or need assistance, our Deepower support team is always here to help.

You can reach us by email or phone:

Email: Deepowery@outlook.com

WhatsApp: +86 177 4857 5115

Product Safety Guidelines

Please Read Before Riding:



Helmet and protective gear must be worn at all times while riding.



Never ride under the influence of alcohol or drugs.



Keep your keys secure; losing them may prevent the bike from starting or the battery from being removed. Consider having spare keys, as no backup keys are provided.



Be mindful of pedestrians and stay alert at all times.



Ensure the battery is fully charged before each ride.



Avoid riding in wet or slippery conditions to prevent slipping or damaging the electronics.



Follow all traffic laws and ride responsibly.

Warning Message

- Avoid water - The electric bike is not waterproof. The electronics may be damaged due to water and water damage is not covered by our warranty. Riding in wet conditions is also very dangerous and may result in injury.
- Avoid prolonged exposure to sun or rain and avoid storage in places with high temperatures or corrosive gas.
- Abuse - We do not cover physical damage due to negligent care and extreme riding.
- Whenever you ride the heybike Electric Bike, you risk severe injury or even death from loss of control, collisions, and falls. Use caution and ride at your own risk.
- Do not modify the product from manufacturer's original design.
- Do not exceed the posted speed limit and obey all traffic laws.
- Avoid touching the charging port directly and do not let it make contact with a metal object.
- Keep hands and all body parts away from moving parts while operating the electric bike.
- Before riding - be sure to check the electric bike over and make sure the electric bike is operating correctly before each use.
- Before riding - be sure to check that the braking system is functioning properly; also be sure to check that all safety labels are in place and you understand the safety warnings.
- Before riding - be sure that any and all axle guards, chain guards, or other covers or guards supplied by the manufacturer are in place and in serviceable condition.
- Before riding - be sure to check that the tires are in good condition, inflated properly, and have sufficient tread remaining.
- Never exceed the 330 lbs (150 kg) maximum load rating.
- The electric bike should never be used by children under the age of 18.
- Maximum Speed - Your electric bike goes at a maximum speed of 20 mph.
- Make note that additional insurance may be required to cover situations you encounter while riding an electric bike. It is recommended that you contact an insurance company or broker for advice and consultation.
- To conserve electricity, use assist mode and avoid zero starting, frequent braking, driving against the wind, carrying heavy loads including other people, and riding with insufficient air pressure.

🔍 Operational Instructions



🔍 Operational Instructions



Package Contents

Carefully check package contents, if anything is missing or damaged, please contact Deepowercustomer service for support:
https:Deepowery@outlook.com

Unpack the bike. Open the bike box and remove the small box inside. With the help of another person capable of safely lifting a heavy object, remove the bike from the bike box. Carefully remove the packaging material protecting the bike frame and components. Please recycle packaging materials especially cardboard and foam whenever possible. Open the small box and carefully set out all contents.

1 x Electric Bike 	2 x Pedals 	2 x Turn Signals 	1 x Front Fender 	1 x Headlight 	1 x Phone Holder 
1 x Front Head 	1 x Front Wheel 	1 x Battery 1 x Keys 	1 x Charger 	2 x Wrenches 4 x Allen Key Wrenches 	1 x User Manual 

Specifications

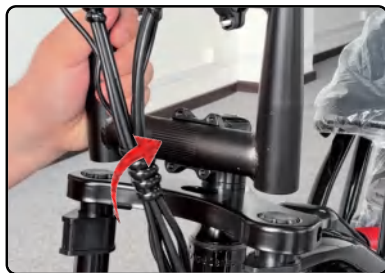
ITEM	48v13Ah	48v20Ah	48v25Ah
Model Name	S20	S20	S20
Max. Load Capacity	330 Lbs	330 Lbs	330 Lbs
Max. Speed	28 MPH	28 MPH	28 MPH
Motor	1500 W Peak Motor	1500 W Peak Motor	1500 W Peak Motor
Battery	48V624 WH	48V960 WH	48V1200 WH
Pure Electric Mode	25 Miles	35 Miles	45 Miles
Pedal-Assist Mode	35 Miles	55 Miles	70 Miles
Wheel Size	20 x 4" Front /Rear	20 x 4" Front /Rear	20 x 4" Front /Rear
Tire Pressure	15-25 P.S.I	15-25 P.S.I	15-25 P.S.I
Charger	48V2A	48V2A	48V2A
Charging Time	Approx.5-6 Hours	Approx.5-6 Hours	Approx.5-6 Hours
Water Resistance	IPX4	IPX4	IPX4
E-Bike Weight	75 lbs (34 kg)	75 lbs (34 kg)	75 lbs (34 kg)
Product Dimenslons	195 x 72 x 120 cm	195 x 72 x 120 cm	195 x 72 x 120 cm
Light	Front / Rear	Front / Rear	Front / Rear

✂ Ncomponent Installation Notes

Part 1: Handlebar Assembly



A) Take out the tool kit and unscrew the four screws



B) Also remove the cover and install the head assembly at the designated position.



C) Cover and secure the lid properly.



D) First, install the two diagonal screws, and screw them in halfway.



E) Screw the four screws in halfway one by one for adjustment.



F) Tighten the four screws one by one.

✂ Ncomponent Installation Notes

Part 2: Front Wheel Assembly



A) Remove the original fork axle.



B) Take out the metallic-colored axle from the box and insert it.



C) Insert the metal disc into the disc brake



D) Align the two forks simultaneously and place them on the axle



E) The installation sequence of the metal parts is as shown in the figure.



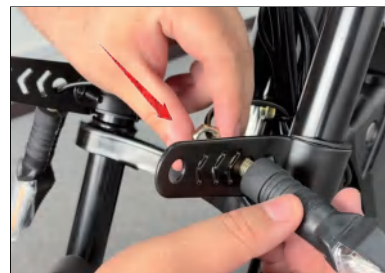
F) Finally, secure the nuts with a wrench

✂ Ncomponent Installation Notes

Part 3: Headlight & Turn Signals Assembly



A) Spread out the two parts



B) Secure the nuts of the turn signals on both sides



C) Tighten the nuts of the turn signals on both sides with a wrench



D) Take out the headlight and secure it as shown in the figure



E) Take out the wrench and tighten on both sides



F) Finally, connect the connector

✂ Ncomponent Installation Notes

Part 4: Pedals & Front Fender Assembly



A) Take out the pedals, where the corresponding installation positions are marked



B) Secure in the corresponding positions



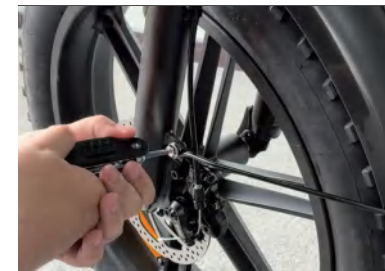
C) Take out the wrench and tighten the pedals



D) First, remove the screws with a tool



E) Then, secure the front fender in the corresponding position and tighten the screws.



F) Use the same method to secure both sides

✂ Ncomponent Installation Notes

Part 5: Battery Disassembly/Assembly And Use



A) First, rotate the key counterclockwise to unlock



B) Push upward along the battery with both hands, that's all



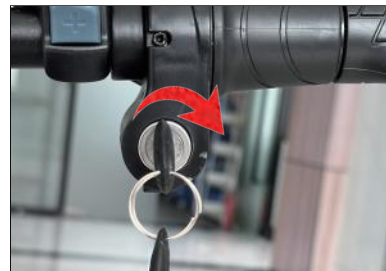
D) Hold the battery, align it with the card slot of the base,



E) then lower it slowly



C) Press and hold the button to check the battery level



F) Turn the key to check the instrument panel.

🔋 Dual Charging Modes

Connect The Battery First, Then Connect The Power Supply And Make Sure The Red LED Of The Charger Is Lit, The Charger Will Charge The Completed Battery Within 3 To 7 Hours. A Red Light Indicates That The Battery Is Charging, A Green Light Indicates That The Battery Is Fully Charged.



Charger



Remove The Battery To Charge



Direct Charging

Led Display

The speed listed here are only for reference, Actual speed will be affected by rider weight, temperature, road situations, incline, battery status, etc.



RIDING MODES Power Assist System(PAS)

PAS 1:Low speed level
PAS 2:Medium speed level
PAS 3:High speed level

Mileage setting

Turn on the right turn signal to power on.
Turn on/off the headlights for 7/8 times
within 10 seconds to clear the total mileage.

Icons on the Instrument Panel

Note:the above is the description of the icons. For actual appliance. It must be compatible with the controller!

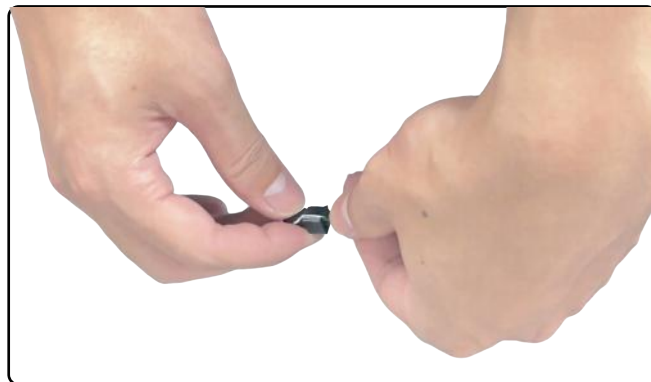
 km/h	 High beam	 Controller Malfunction Indicator
 Speed indicator	 Parking light	 Dipped beam
 Left turn indicator	 Speed gear switch indicator	 Low battery level alarm
 Right turn indicator	 TRIP/single, ODO/total distance, TIME/Time mode switch indicator	 Brake Malfunction Indicator
 E-BIKE LOGO	 Single trip, total distance, time display	 Motor malfunction indicator
 READY Departure preparation indicator	 battery level indicator	 Horn Malfunction Indicator

Speed limit Ended

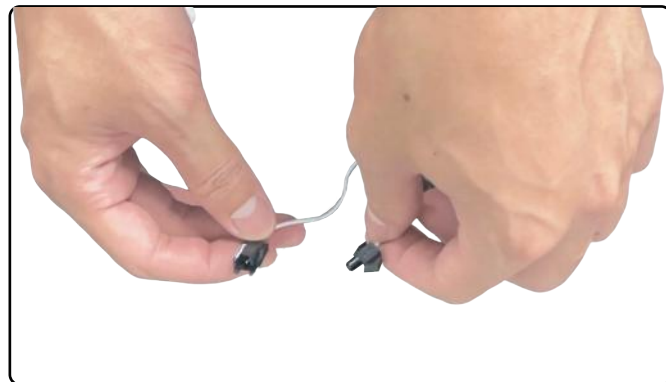
Simply Plug In The Two White Wire Harnesses(Under The Seat Bag) Leading Out From The Controller To Remove The Speed Limit



The Speed Limit Should Be Lifted Only After It Complies With The Local Legal Risks And Policy Status Quo.



After The Speed Limit Is Lifted, Changes In Vehicle Performance May Bring About A Chain Of Problems, Such As Longer Braking Distance, Shortened Battery And Motor Life, Weakened Handling Stability, And Reduced Driving Range.



7-Speed

Reduced Gear, More Labor-Saving, Strong Output Power, Suitable For Uphill And Acceleration. Add Gears, It's Faster But It's Hard.



PRESS TO RESTORE TO GEAR 1



FREELY ADJUST GEARS 1-7



Inspection & Maintenance

Power off	When your E-Bike is not in use, please turn off the power.
Charge indicator	Red indicates charging, green indicates that the battery is full. Note: The battery switch must be turned off using the switch on the bottom when the battery is charging. The battery must be fully charged before the first use. We recommend you charge the battery for a full 6 hours after your first 3 uses. If the bike is not used for a long time, you should fully charge and remove the battery. While not in use, keep the battery turned off and recharge every 2 months. Make sure to keep the battery and charger away from children during charging. Do not attempt to disassemble or modify the battery or charger. Do not use the battery or charger for any use other than its intended purpose.
Battery charging	Plug in the connector between the charger and the battery, then plug the charger into an electrical outlet. The LED indicator on the charger will show red, which means charging. When the indicator light turns green, the battery is fully charged. When you are finished charging, first unplug the charger from the power supply, and then unplug the connector between the battery and the charger. During the charging process, the charger and battery should be placed in a stable and cool place. The battery operating temperature range should be between 32 and 110 degrees Fahrenheit. Do not put any cover on the battery or charger. Make sure that no liquid comes into contact with the charger.



Pre-Ride

Safety Checklist

Notice: Before every ride, and after every 25-45 miles (40-72 km), we advise following the pre-ride safety checklist.

1.Brakes	Ensure front and rear brakes work properly. Check brake pads for wear and ensure they are not worn. Ensure brake pads are correctly positioned in relation to the rims. Ensure brake cables are lubricated, correctly adjusted, and display no obvious wear. Ensure brake levers are lubricated and tightly secured to the handlebar. Test that the brake levers are firm and that the brake, and the brake light are functioning properly.
2.Wheels and Tires	Ensure tires are inflated within the recommended limits posted on the tire sidewalls and hold air. Ensure tires have good tread, have no bulges or excessive wear, and are free from any other damage. Ensure rims run true and have no obvious wobbles, dents, or kinks. Ensure all wheel spokes are tight and not broken. Check axle nuts and front wheel quick release to ensure they are tight. Ensure the locking lever on the quick release skewer is correctly tensioned, fully closed, and secured.
3.Steering	Ensure the handlebar and stem are correctly adjusted, tightened, and allow proper steering. Perform a handlebar twist test (see assembly step 4) to ensure the stem clamp bolt security. Ensure the handlebar is set correctly in relation to the fork and the direction of travel.
4. Chain	Ensure the chain is clean, oiled, and runs smoothly. Extra care is required in wet, salty/otherwise corrosive, or dusty conditions.
5. Bearings	Ensure all bearings are lubricated, run freely, and display no excess movement, grinding, or rattling. Check headset, wheel bearings, pedal bearings, and bottom bracket bearings.
6. Cranks and Pedals	Ensure pedals are securely tightened to the cranks. Ensure the cranks are securely tightened and are not bent.

7. Derailleur and Mechanical Cables	Check that the derailleur is adjusted and functioning properly.Ensüre shifter and brake levers are attached to the handlebar securelyEnsure all shifter and brake cables are properly lubricated.
8. Frame, Fork, and Seat	Check that the frame and fork are not bent or broken. If either frame or fork are bent or broken, they should be repiáced. Check that the seat is adjusted properly, and seatpost Quick release lever is securely tightened.
9. Motor Drive ssembly and Throttle	Ensure hub motor is spinning smoothly and motor bearings are in good working order.Ensure all power cables running to hub motor are secured and undamaged.Make sure the hub motor axle bólt is secured and the torque arm, torque arm bolt, and torquewashers are in place.
10. Battery	Ensure battery is charged before use. Ensure there is no damage to battery. Lock battery to frame and ensure that it is secured. Charge and store bike and battery in a dry location, between 50 'F - 77 *F (10 *C- 25 'C). Let bike dry completely before using again.
11.Electrical Cables	Look over connectors to make sure they are fully seated and free from debris or moisture. Check cables and cable housing for obvious signs of damage. Ensure headlight, taillight, and brake light are functioning, adjusted properly, and unobstructed.
12.Accessories	Ensure all reflectors are properly fitted and not obscured,Ensure all other fittings on bike are properly secured and functioning.Inspect helmet and other safety gear for signs of damage.Ensure rider is wearing a helmet and other required riding safety gear.Ensure mounting hardware is properly secured if fitted with a front rack, rear rack, basket, etc.Ensure the taillight and taillight power wire are properly secured if fitted with rear rack.Ensure thefender mounting hardware is properly secured if fitted with fenders.Ensure there areno cracks or holes in fenders.



Basic Maintenance

- To ensure that your E-Bike is in the best condition, maintain and clean regularly.
- The frame and other parts are made of aluminum alloy.Avoid friction or collision and clean it regularly.
- Regularly check that the tires are inflated correctly.
- Do not take apart the motor,battery,or controller yourself.If necessary,take your E-Bike to a professional bicycle technician for repairs.
- Make sure that quick release,nuts and bolts are tightened.
- Do not use high-pressure water to clean your E-Bike.Keep water away from the controller,battery and motor.
- After a period of riding,check that the spoke tension is normal.Adjust as needed.
- Lubricate the chain,flywheel,head parts, kickstand,etc.when necessary

Mileage

Performance of electric bicycles is affected by road conditions,rider/load weight,and weather conditions.We recommend that you manually pedal as often as possible to

Inclines

improve your travel distance and When riding uphill on an incline of 15 degrees or more,we recommend using the pedal to assist your climb.

Cleaning

When cleaning your electric bicycle,wipe with a dry or damp cloth,do spray directly with a hose.Do not put oil on the front brake.The seat tube should be cleaned and lubricated if necessary.

Troubleshooting

Symptoms	Possible Causes	Most common Solutions
1.The bike does not work	1.insufficient battery power 2.Faulty connections 3.Battery not fully seated in tray 4.Improper turn on sequence 5.Brakes are applied6. Blown discharge fuse	1.Charge the battery 2.Clean and repair connectors 3.Install battery correctly 4.Turn on bike with proper sequence 5.Disengage brakes6. Replace discharge fuse
2.Irregular accelerationand/ or reduced top speed	1.insufficient battery power 2.Loose or damaged throttle 3.Misaligned or damaged magnet ring	1.Charge or replace battery 2.Replace throttle 3.Align or replace magnet ring
3.The motor does notrespondwhen the bike is powered on	1.Loose wiring 2.Loose or damaged throttle 3.Loose or damaged motor plug wire 4.Damaged motor	1.Repair and or reconnect 2.Tighten or replace 3.Secure or replace 4.Repair or replace
4. Reduced range	1.Low tire pressure 2.Low or faulty battery 3.Driving with too many hills, headwind.braking, and/or excessive load 4.Battery discharged for long period oftime without regular charges, aged.damaged, or unbalanced 5.Brakes rubbing	1.Adjust tire pressure 2.Check connections or charge battery 3.Assist with pedals or adjust route 4.Balance the battery; contact tech supportif range decline persists
5. The battery will not charge	1.Charger not well connected 2.Charger damaged 3.Battery damaged 4.wiring damaged 5.Blown charge fuse	1.Adjust the connections 2.Replace 3.Replace 4.Repair or replace 5.Replace charge fuse
6. Wheel or motor makesstrange noise!	1.Loose or damaged wheel spokes or rim 2.Loose or damaged motor wiring	1.Tighten, repair. or replace 2.Reconnect or replace motor

Keys

Your electric bike comes with an ignition key and a battery key



Ignition key



The key to the battery holder on the bicycle frame



WARNING

Keep out of reach of children,Always keep

your keys in a safe place to avoid losing them.



20×4 Fat Tire E-Bike Tire Inflation Guide

note	Tire pressure should be adjusted based on rider weight, terrain, and riding style. Recommended range: 5–15 PSI, starting at 10 PSI.		Never exceed the maximum pressure shown on the tire sidewall. Use a low-pressure pump with a 0–30 PSI gauge for accurate adjustment.
Recommended Pressure	Tire Pressure	Terrain	Description
	5–8 PSI	Soft terrain (snow, sand, mud)	Better traction and float, but too low may cause rim damage
	8–12 PSI	Mixed terrain (trail, forest, packed snow)	Balanced traction and rolling efficiency
	12–15 PSI	Hard surface (pavement, ice)	Lower rolling resistance, but may sink on soft terrain
Adjustment Steps	Check Max Pressure Never exceed the PSI rating printed on the tire sidewall. Set Pressure by Rider Weight		Under 150 lbs → 6–9 PSI 150–200 lbs → 8–12 PSI Over 200 lbs → 10–15 PSI (do not exceed max limit)
Sag Test	Sit on the bike as in normal riding posture. The tire should flatten slightly but not touch the rim. Too firm → release some air; too soft → add air.		Fine Tune by Terrain Too hard to pedal → add 1–2 PSI Tire slips or sinks → reduce 1–2 PSI
Tips & Safety	Front tire can be 1–2 PSI lower than the rear. Cold weather lowers tire pressure — check regularly.		Stop inflating immediately if the tire bulges or a “pop” sound occurs.
Summary:	Start at 10 PSI, then fine-tune based on weight and terrain for the best balance of comfort, traction, and control.		



Frequently Asked Questions

Q1: What should I do if parts are missing or damaged when my electric bike arrives?

A1: Please take photos and contact Deepower Customer Service. Our team will respond promptly and ship the correct accessories or replacement parts.

Q2: Is my bike fully assembled upon delivery?

A2: Your bicycle will arrive partially assembled. We also provide tools and a comprehensive assembly video guide for completing the remaining installation.

Q3: What should I do if my electric bike malfunctions during the warranty period?

A3: We believe communication is the best way to resolve issues. Please contact us promptly. To expedite your resolution, provide a detailed description of the malfunction along with photos/videos and your order number.



Error Code

Error Code	Describe	Scroll Tip
	Brake Malfunction Indicator	Step 1: Open the electric door lock and check the dashboard for the fault indicator shown in the right image. Step 2: Remove the seat cushion to inspect the brake lever connector. If it's not properly connected, reconnect it and verify if the fault indicator disappears. Step 3: If the fault indicator persists after reconnection, replace the brake lever.

Error Code	Describe	Scroll Tip
	Motor malfunction indicator	Step 1: Open the electric door lock and check the instrument panel for the fault indicator shown in the right image. Step 2: Verify if the motor wiring is properly connected. If not, reconnect it and check if the fault resolves. Step 3: If the fault persists after reconnection, replace the motor. Note the color code of the motor connector
	Speed controller indicator	Step 1: Open the electric door lock and check the dashboard for the fault indicator shown in the right image. Step 2: Remove the seat cushion to inspect the speed control lever connector. If it's not properly connected, reconnect it and verify if the fault indicator disappears. Step 3: If the fault indicator persists after reconnection, the speed control lever is damaged and needs replacement.
	Controller Malfunction Indicator	Step 1: Open the ignition lock and check the instrument panel for the fault indicator shown in the right image. Step 2: Remove the seat cushion and replace the controller directly. When replacing the controller, pay attention to the moisture-proof wire status of the controller motor.



Warranty Certificate

Important	Warranties Against Manufacturer Defects for All of Our Regular Electric Bikes and Parts, Except Accessories. The Warranty Period Begins on the Delivery Date Within Twelve(12)Months. Please Note This Warranty Only Covers the Initial Purchaser and Does Not Cover Accessories.
Validity	The warranty is valid only when: a)The Product is purchased from authorized dealers or outlets. b)The Product is NOT transferable to any third party either in ownership or during the period of contract. c)The model and serial label should not be defaced or removed from the Product.
Exclusion	a) Damage or Loss Caused by Modification, Alteration, or Repair by Any Unauthorized Party. b) Damage or Loss Caused by Mishandling by the Customer or Person(s) with Access to the Product on the Customer's Premises. c) Normal Wear and Tear. d) Damage or Loss Caused by Acts of God or Any Other Causes Beyond Control. e) Damage or Loss as a Result of External Bodies. f) Damage or Loss Caused by Another Device That Is Connected to the Product. g) Damage Resulting from Accidents, Misuse, Abuse, Tampering, or Failure of the Customer to Follow Normal Operating Procedure in the User Manual. h) General Maintenance and Servicing.

Warranty Certificate

E-Bike Warranty	In the rare case that your E-Bike arrives and does not work, in order to honor the warranty the following must be followed:
	If your E-Bike is received with a defect, we will take care of the shipping fees (at instruction) and immediately ship replacement equipment or repair the equipment. If your E-Bike is in need of repairs, the owner must contact us, we will receive a Return Authorization (RA) Number and all of the necessary information. We will not accept returns without an RA. All returns must be properly packaged to prevent damage during shipment. An explanation of the problem or damage and a proof of purchase must be submitted with the return which will be shipped by the owner. The RA number must be clearly visible. The owner will be responsible for insurance of the merchandise (at owner's cost) because we will not be responsible for damages or losses during shipment.
The warranty is void if	The damages are a result of an accident, abuse, alteration, non-authorized usage, or use of electricity other than that indicated in this manual.
The warranty is void if	The owner or user neglected to do routine maintenance required and the damages or problems are directly related to such neglect. It is the user's responsibility to keep the E-Bike in proper condition.

Warranty Certificate

Certain parts of the equipment are not covered by the warranty due to the fact that they require re- Placement after multiple uses. For example: buttons, pedals, seats, tires, etc. These parts will eventually require replacement at the owner's cost.	The manufacturer will not be held responsible for damages or monetary losses related to the purchase or use of their products. We deny responsibility for all physical and moral damages linked to the purchase and use of their products. In all cases, the damages can not exceed the purchase price paid by the initial owner. The final decision to honor the warranty is taken by personal after a technical inspection when the owner returns defective products.
The warranty excludes	1. Replacement and shipping costs of products worn out by normal use 2. Replacement and shipping costs of products due to problems related to neglect, abuse, or lack of maintenance.