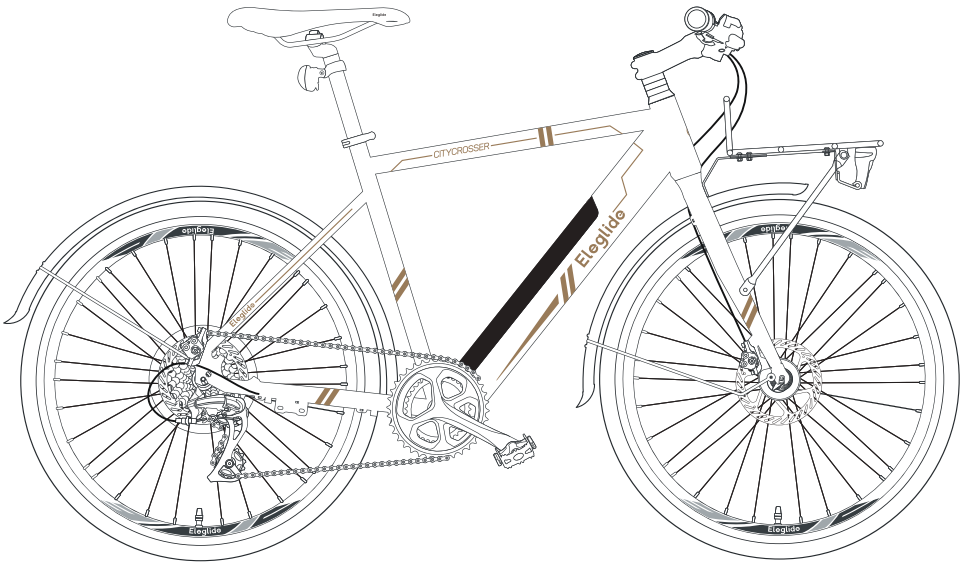


Eleglide



User Manual

CATALOGUE

ENGLISH 1~15

FRANÇAIS 16~30

DEUTSCHE 31~45

ESPAÑOL 46~60

ITALIANO 61~75

POLSKI 76~90

*Before your first operation, please read the user manual carefully!

Contents

- 1.Note
- 2.Warning
- 3.Diagram
- 4.Specification
- 5.Package List
- 6.Assembly Guide
- 7.Display Guide
- 8.Maintenance
- 9.Troubleshooting
- 10.Warranty

1. Note

Before your first ride, it is important for you to know your new e-bike well, so that you can get the best performance, comfort, enjoyment and safety from it during your ride. To understand the new bicycle and the correct operation, you should first read the manual carefully.

Second, it is significant to take your first ride under a safe and controlled circumstance, like staying away from cars, obstacles and other cyclists.

Third, bicycles are vehicles with certain risks. Please follow the traffic rules during cycling. It's better to learn the local traffic rules about riding an e-bike on public roads before your first ride in case you violate the regulations. For your own safety, never forget to put on a qualified helmet before you get on the e-bike.

Fourth, the electric bike is supplied without basic mandatory equipment, which may vary from place to place. Therefore, if you intend to use the e-bike on public roads, it's necessary to equip the bike with the basic mandatory equipment, in accordance with the relevant laws and regulations.

In addition, this product is designed for your personal use. Do not use it for commercial or other purposes.

Last, keep this manual safe for reference.

2. Warning

Before each charge, check the charger, cable and plug. If there is any damage, do not use the charger.

Before riding, check the tire pressure and check whether the wheels and handlebar are installed correctly and tightly.

Before riding, check whether the headlights are securely fastened in the correct position, clean and not covered by anything. Damaged reflectors must be replaced.

Besides, if the seat post in the seat tube is not inserted deep enough to reach the minimum insertion mark, the seat post may break. Check whether it is inserted deeper than the minimum insertion depth. When braking on a wet road, the braking distance is usually longer than on a dry road. Therefore, brake earlier for a safer stop.

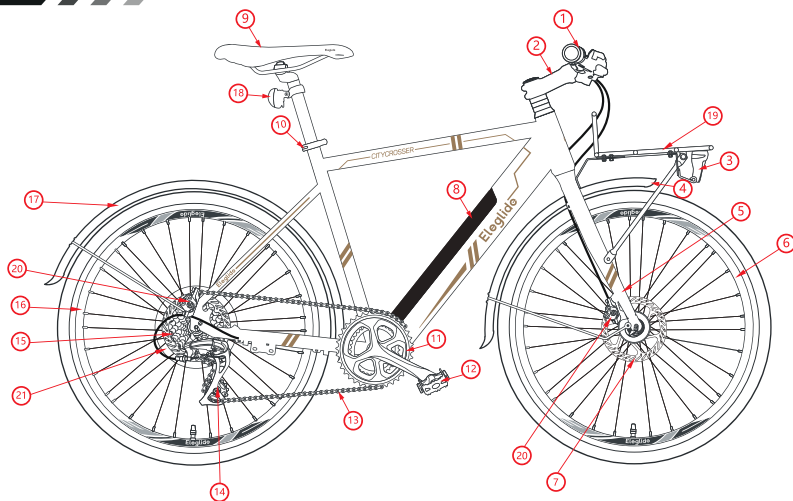
When you have to brake urgently, please hit the right hand brake first to stop the rear wheel, and then hit the left hand brake, especially when you brake at a high speed. If the front wheel stops suddenly while the rear wheel is still cycling at a high speed, you may fall over and get hurt. So please ride it carefully.

Furthermore, avoid puddles, wet mud, swamps, water, snow or ice. Try not to use the e-bike on a rainy, stormy or snowy day. If the bicycle's electric parts (control unit, engine and battery) get damp, wet or soaked, it will cause irreversible damage, or even a battery explosion.

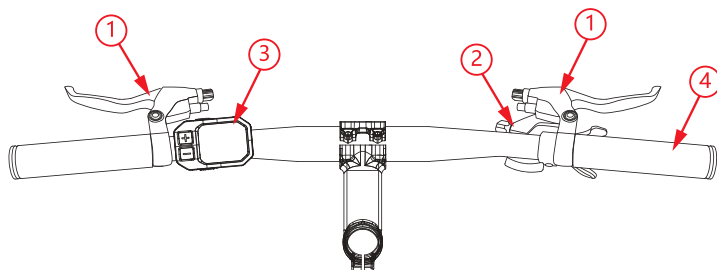
This product can only be used by one adult at a time. Do not carry any extra passengers.

This vehicle is not a toy. Same as other vehicles, it is possible to fall, crash or encounter other dangerous situations. Please don't offer your e-bike to anyone that doesn't know how to use it correctly. If you let anyone else ride your bike, it will be your responsibility to ensure that all riders understand all warnings, cautions, instructions and safety precautions, and to ensure that they are able to use this product safely and responsibly and protect themselves and others from injury.

3. Diagram



1. Handlebar with Display	2. Stem	3. Front Light
4. Front Mudguard	5. Front Fork	6. Front Wheel
7. Brake Disc	8. Battery	9. Saddle
10. Quick Release	11. Chainwheel	12. Pedals
13. Chain	14. Rear Derailleur	15. Flywheel
16. Rear Wheel	17. Rear Mudguard	18. Rear Reflector
19. Front Rack	20. Brake Caliper	21. Motor



1. Brake Lever	2. Gear Shifter	3. Display	4. Handle
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4. Specification

Model		Citycrosser		
Basic Spec.	Unfolded Size	1790x680x1070mm		
	Recommended Rider Heights	165-200cm		
	Length of Handlebar	680mm		
	Waterproof Level	IPX4		
	Material of Frame	Aluminium Alloy (AL6061)		
	Max Load	120kg		
	Max. Range	Assist Mode	75km	
		Manual Mode	No Limit	
	Max. Speed	25km/h		
	Push Mode	6 km/h		
Pedal Assist Ratio	Level 1	1:0.2		
	Level 2	1:0.5		
	Level 3	1:1		
	Level 4	1:1.5		
	Level 5	1:2		
Derailleur	Number of Gears, Brand	7 (Rear), Shimano		
Motor	Rated Power, Voltage	250W, 36V		
	Max. Inst. Power	400W		
	Max. RPM	250		
	Max. Output Torque	45Nm		
Battery	Capacity, Voltage	10Ah, 36V		
	Power Capacity	360Wh		
	Charging Time	6.5h		
	Protection System	Yes		
Brake	Type	Disc Brake & Auto Power-off Design		
Brake Disc	Outside Diameter	160mm		
	Thickness	1.9mm		
Tire	Size	700C x 38C		
	Type	CST Pneumatic Rubber Tires with Steel Wires, Reflective Lines and AL Stab-Proof Design		
	Tire Pressure	50-75PSI		
	Best Tire Pressure	60PSI (Front), 65PSI (Rear)		
Display	Size, Type	1.5" LCD		

Note: the max speed and range data are provided by the Eleglide lab. The max range is achieved under the following conditions: a full charge, a 75kg load, 26°C temperature, 15km/h constant speed, on flat roads with no strong wind.

The actual data may vary based on different road conditions, temperature, humidity, wind speed, and the rider's habits (the frequency of braking, speed shifting, etc.) and rider's weight.

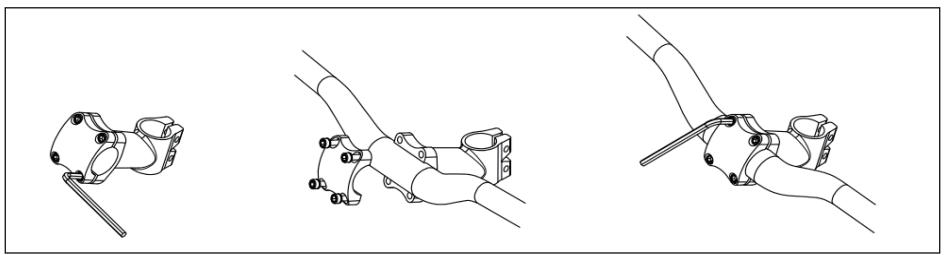
5. Package List >>>>

Eleglide E-bike x 1	User Manual x 1	Pedal x 2
Charger x 1	Power Cord x 1	Front Light x 1
Spoke Reflector x 2	Rear Reflector x 1	Display x 1
Front Mudguard x 1	Rear Mudguard x 1	Front Rack x 1
Key x 2	Saddle x 1	Tool Kit x 1

6. Assembly Guide >>>>

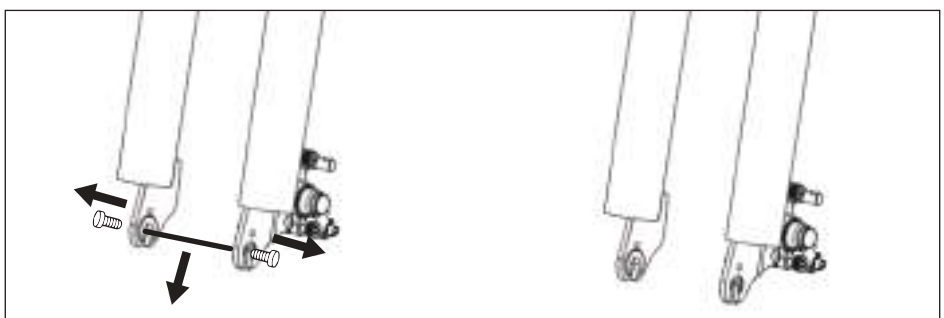
Step 1 Install The Handlebar

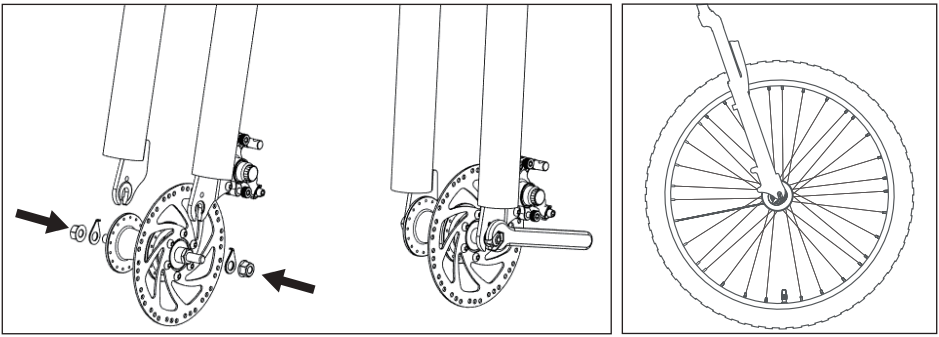
- A) Take out the bike and make it stand up.
- B) Open the stem clamp by loosening the screws on it.
- C) Place the handlebar in the right position and make sure the clamp is in the middle of the bar.
- D) Close the clamp and secure the handlebar by tightening the screws.



Step 2 Install The Front Wheel

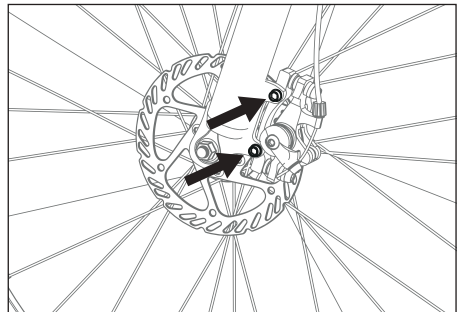
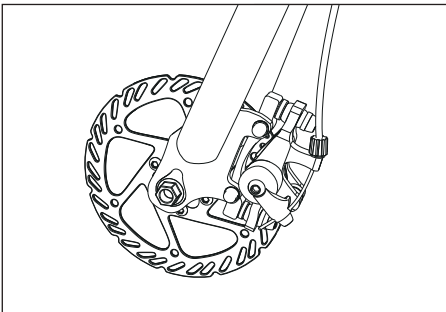
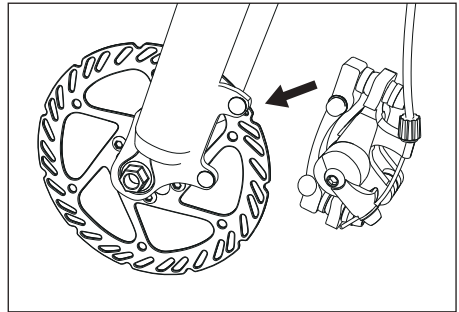
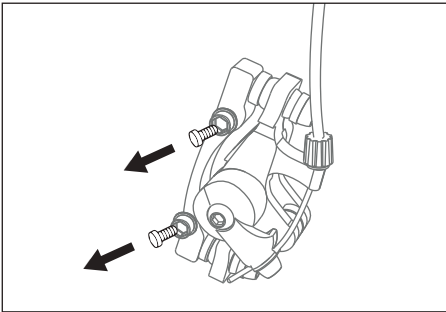
- A) Remove the temporary protected bar by loosening the nuts on it.
- B) Loosen the nuts on the front wheel and insert the front wheel between the fork blades so that the axle can seat firmly at the fork dropouts (the slots at the tip of the fork blades).
- C) Tighten the nuts to secure the front wheel.





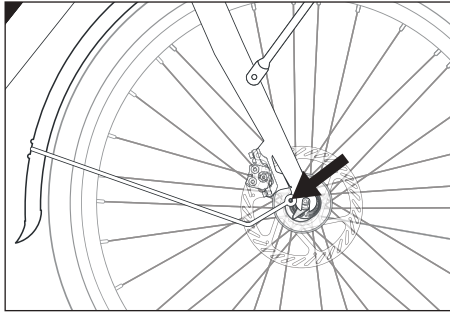
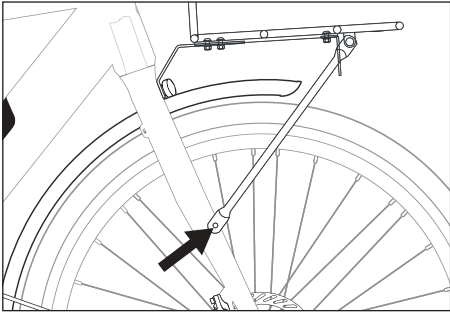
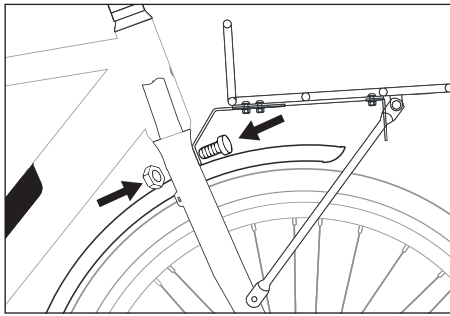
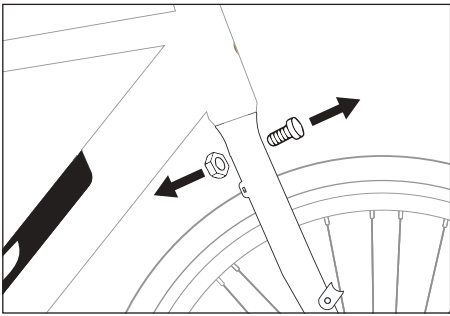
Step 3 Install The Front Brake Caliper

- Loosen the two screws on the caliper.
- Insert the caliper into the front brake disc.
- Slide the two screws through the front fork and caliper, and then tighten the screws.



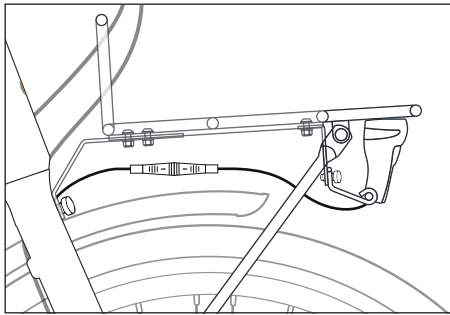
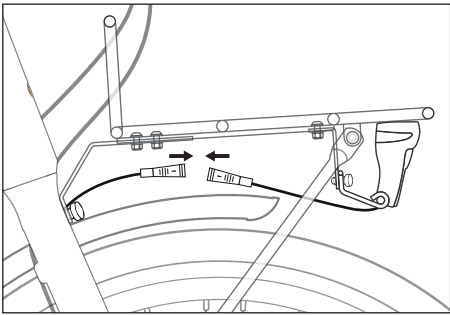
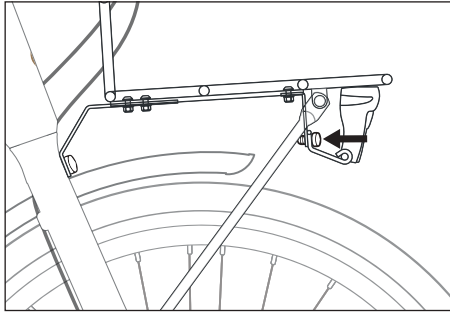
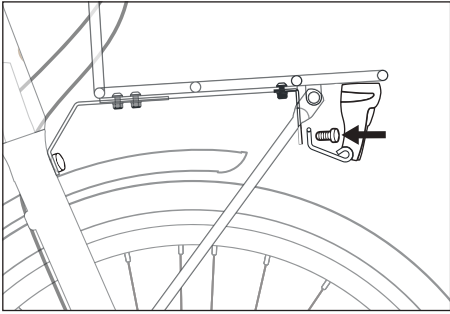
Step 4 Install The Front Rack and Front Mudguard

- Loosen the screws on the fork crown and take them out.
- Place the front rack and the front mudguard in the right position.
- Slide the screws through the front rack, front mudguard and front fork, and then tighten them.
- Secure the front rack and mudguard. (There are 2 screws on the fork blades for securing the front rack and 2 screws on the dropouts for securing the mudguard.)



Step 5 Install The Front light

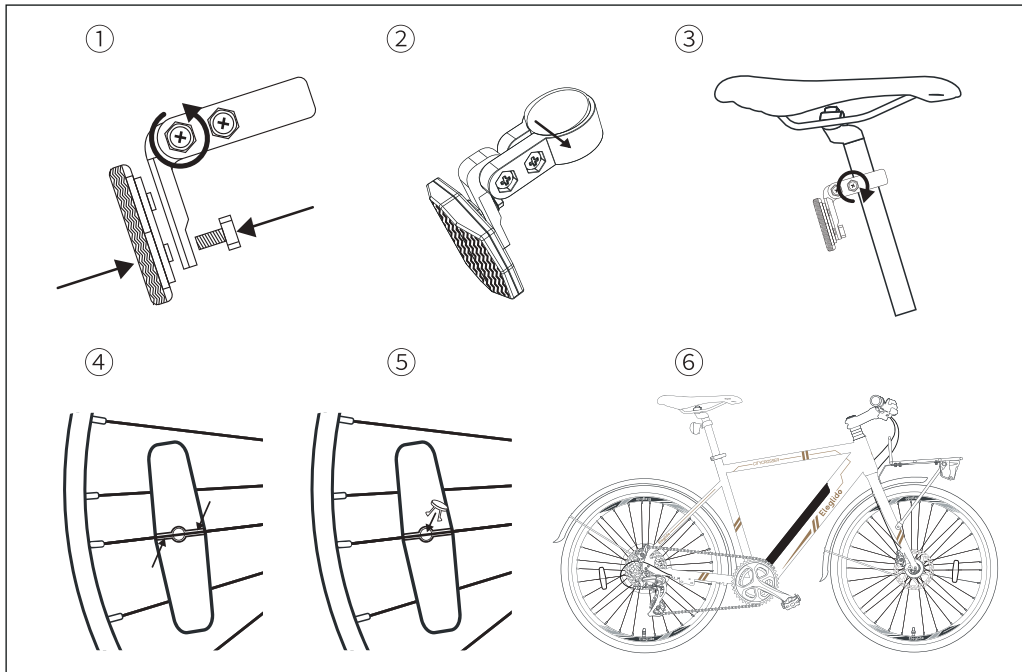
- A) Place the front light in the right position as the picture shows.
- B) Slide the screw through the front light and front rack.
- C) Secure the light by tightening the screw.
- D) Connect the light cable with the bike cable.



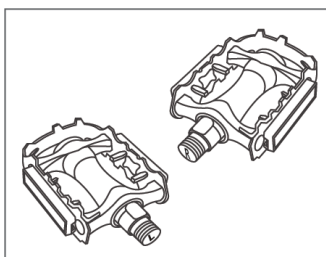
Step 6 Install The Reflectors

A) Install the rear reflector.

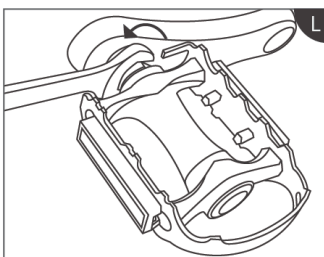
B) Install the spoke reflectors.



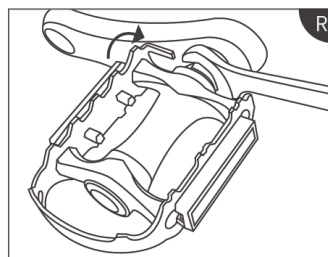
Step 7 Install The Pedals



Pedal



Left

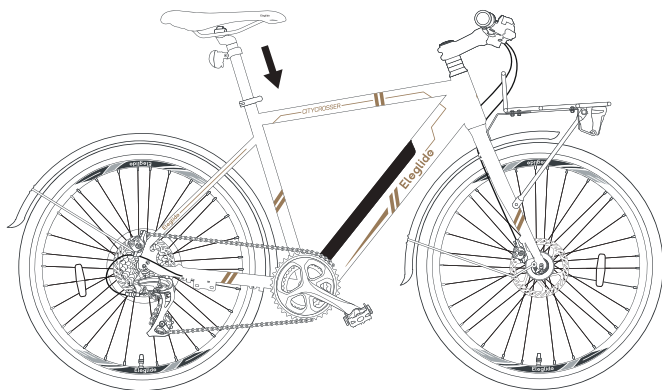


Right

Step 8 Install The Seat

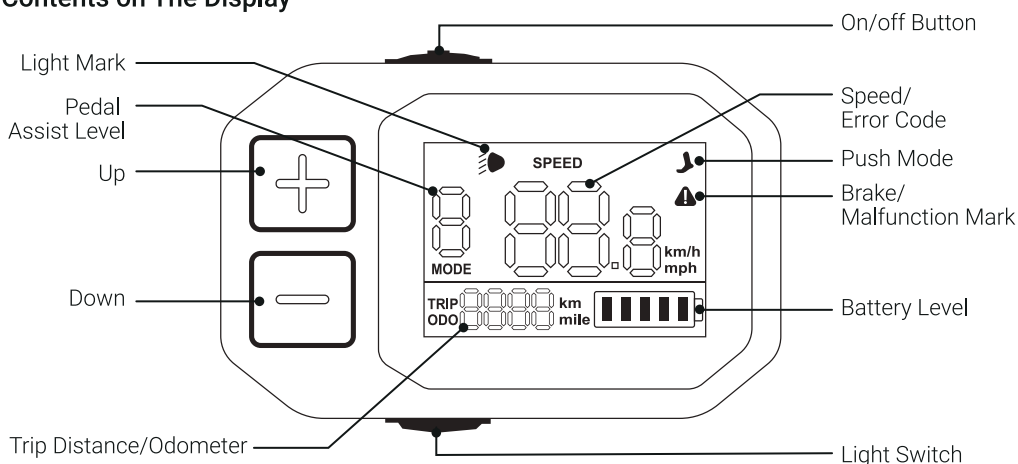
A) Slide the seat post into the support frame.

B) Adjust the seat to a suitable height and fix it by tightening and locking the quick-release clip.



7. Display Guide

Contents on The Display



Battery Level Indicator



≤20%



≤40%



≤60%



≤80%



≤100%

Functions



Power on/off

Long press the on/off button for 3 seconds to turn the display on/off.

Light on/off

Short press the light switch to turn the light on/off.

Shifting Pedal Assist Level

Short press  or  to shift among 5 assist levels.

6km/h Push Mode

When the bike is at zero speed, long press the light switch to activate the push mode.

Switching Trip Distance/Odometer

Short press the light switch twice to switch trip distance with odometer.







Changing Speed Unit

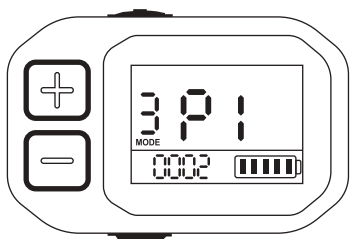
Short press the light switch 3 times to switch between "km" and "mile".

Removing ODO Data

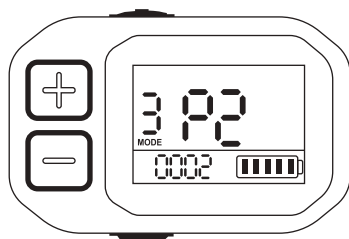
When the display is on, long press the on/off button for 8 seconds till the display flashes. The ODO data will be removed when the display reboots.

Hidden Menu

First, long press both  and  to enter the hidden menu. Second, short press  or  to shift among different menu pages. Different pages are for setting different functions. Third, after selecting the page you want, short press the light switch to stay on this page and short press  or  to set the item on the page. Fourth, short press the light switch again to remain your setting. Last, short press the on/off button to exit the hidden menu.



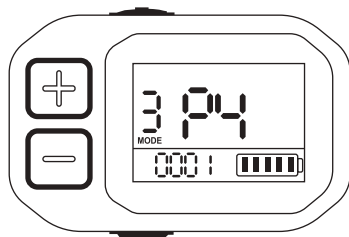
P1: turning the backlight on/off; 1 means the backlight is off, and 2 means on.



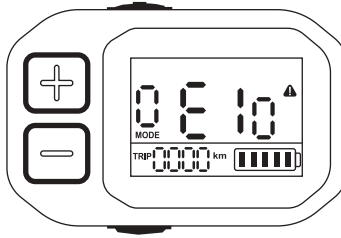
P2: setting the screen timeout within 0-30 minutes; 0 means it never sleeps.



P3: setting the speed limit;



P4: setting the default speed level; 0 means starting at speed level 0, and 1 means starting at speed level 1.



Error Codes	Causes	Solutions
E01	The motor is out of phase.	a. Replace the motor; b. Replace the motor adapter cable; c. Replace the controller;
E04	Communication error;	a. Re-connect the display and controller; b. Replace the display; c. Replace the controller;
E05	Both E01 and E04 are occurring.	Check the above solutions of E01 and E04.
E08	Under-voltage fault;	a. Charge the battery; b. Re-connect the battery and the controller; c. Replace the controller; d. Replace the display;
E10	Controller fault;	a. Re-connect the controller; b. Replace the controller;
E11	Both E01 and E10 are occurring.	Check the above solutions of E01 and E10.
E40	Motor hall signal abnormality;	a. Replace the motor; b. Replace the motor adapter cable; c. Replace the controller;

8. Maintenance

Cleaning

Use a soft and wet cloth to wipe the mainframe clean. Dirt that is hard to remove can be scrubbed with a toothbrush and toothpaste, then cleaned with a soft and damp cloth. Do not wash your e-bike with alcohol, gasoline, acetone, or other corrosive/volatile solvents. These substances may damage the appearance and internal structure of the e-bike. Do not soak the bike or wash it with a pressure washer or hose.

Storage

A) Bicycle

1. Do not expose the e-bike to direct sunlight or rain for an extended period of time, and avoid storing it at a high temperature. It's better to store the bike in a dry and safe place at a temperature of 0°C-25°C.
2. Avoid corrosive gas, so as to avoid chemical corrosion and damage to the electrical parts and painted surfaces, which may lead to operational failure and accident.
3. Don't store it in an explosive or flammable environment or near flammable liquids.

B) Lithium-ion Battery

1. Charge the battery after each ride and avoid draining the battery completely. Because completely draining the battery may cause permanent damage to it. Never keep the lithium-ion battery discharged for a long time. If the voltage of the cell drops under allowed limit due to self-discharge, it will cause damage. For maximum durability, store the battery charged up to 50% of the maximum capacity.
2. Never charge the battery in an explosive or flammable environment or near flammable liquids. Do not charge the battery on a flammable substrate, such as paper, textiles, etc., when the battery is detached from the vehicle. Charge it at a safe place away from flammable items.
3. Never charge a battery which is already damaged or is leaking.
4. Don't charge the battery too long. Stop charging when it gets full.
5. Charge or discharge the battery at a temperature within 0~45°C.
6. It is better to store the battery indoors within 20°C~25°C temperature while it is not being used for a long time. (When used at 25°C, the battery range and performance is at its best. But using it at a temperature below 0°C can decrease its mileage and performance.)
7. Do not store the battery at a too high or too low temperature.
8. The humidity of the storage place should be 60±25%RH. As for the working place, the humidity should be 5~85%RH.
9. Do not puncture, hit or crash the battery.
10. Don't try to disassemble the old or damaged battery or throw it away. Please take it to the local professional battery recycling facility.

C) Other Parts

Head Sets	Remove, clean and lubricate the rims annually. Replace them if necessary.
Joints	Continuously check all nuts, bolts and quick-release devices for tightness.
Brakes	Lubricate the brake cables slightly with oil monthly. Check the adjustment and replace the brake parts (blocks, shoes, pads) in time if they are worn. The cables must be replaced if they are damaged/down.
Front Suspension Fork	Entrust it to experts.
Tires	Regularly check for damage, wear, cut and air leakage.
Wheel Hubs	Lubricate the hub bearings monthly. Check and adjust the cones, if necessary, to prevent the hubs from rubbing against the forks.
Pedals	Lubricate the bearings and check for tightness.
Cranks	Lubricate the bearings monthly (unless a maintenance-free center bracket is installed on the bike). Check whether all center bracket parts are correctly tightened.
Chain	Take it off and clean it every 6 months. The chain must be clean but not dry.
Rims	Frequently check whether the wheels are tight and secure. The rims should be protected from oil, wax, grease, adhesive, etc. Check whether the spokes are loosening or missing.
Sprockets	Clean regularly as necessary and grease lightly. Keep the front and rear derailleur running smoothly by adjusting.
Saddle and Seat Post	Check whether the screws, nuts and quick-release devices are tight.
Kickstand	Clean and lightly grease it annually.

Attention: when lubricating, make sure the lubricant doesn't get on the brake discs and pads.

Otherwise, the brake system may fail to function.

9. Troubleshooting

Please check the following issues and solutions before sending the product to designated repair offices.

Problem	Possible Causes	Solutions
The display fails to work or the vehicle can't be turned on.	<ul style="list-style-type: none"> a. No power supply; b. The electric wire is not plugged in properly or tightly; c. The display is damaged; d. Controller burnout or water damage; 	<ul style="list-style-type: none"> a. Charge the battery; b. Reconnect the electric wire properly and tightly; c.& d. Contact the re-seller for help;
The front light fails to work.	<ul style="list-style-type: none"> a. The wire isn't plugged in properly; b. It is damaged; 	<ul style="list-style-type: none"> a. Plug the wire in properly; b. Contact the re-seller;
The battery fails to charge.	<ul style="list-style-type: none"> a. The charger isn't plugged in properly; b. It is out of the recommended temperature range; c. The battery is charged below rated voltage; d. It is damaged; 	<ul style="list-style-type: none"> a. Plug it in properly and charge it again; b. Charge it at a proper temperature; c. Charge it under rated voltage; d. Contact the re-seller;
Insufficient Riding Distance	<ul style="list-style-type: none"> a. Battery isn't fully charged; b. Low tire pressure; c. Frequent braking; d. Battery aging or battery capacity attenuation; e. Low ambient temperature; 	<ul style="list-style-type: none"> a. Fully charge the battery; b. Check the tire pressure before each use; c. Develop good riding habits; d.& e. It's normal;

Attention: if any other failures occur and you can not find any solution from the chart above, please contact the re-seller to solve it. Any other maintenance and repair that need to be done by using professional tools and techniques, should be performed by a qualified bicycle mechanic designated by manufacturer or the maintenance center.

10. Warranty

Eleglide provides an easy, reliable and efficient service for all products under our warranty. Please refer to the chart below for the warranty periods of various products and accessories starting from the date of purchase.

Our distributors, partners, sellers and re-sellers should provide after-sale services directly to their customers. If your Eleglide product has a warranty-related issue, please contact the seller from whom you purchased the product. You should provide all relevant order information, such as order numbers, invoices, receipts, etc.

Model	Components	Warranty
Citycrosser	Frame	3 years
	Front Fork	1 year
	Controller	1 year
	Motor	1 year
	Charger	1 year
	Battery	6 months
	Display	6 months
	Chainwheel	6 months
	Freewheel	6 months
	Brake Assembly	6 months
	Thumb Shifter	6 months
	Rear Derailleur	6 months
	Kickstand	3 months
	Front Light	6 months
	Pedal	3 months
Others	14 days	

Warranty Process

- ❖ Buyers have to provide sufficient proof of purchase.
- ❖ A description of the defect needs to be provided in order to issue a warranty claim.
- ❖ Visible proof of defect must be provided along with the item's serial number (if any).
- ❖ Eleglide must document what happens when buyers troubleshoot the products.
- ❖ You may need to return an item for quality inspection.
- ❖ When you return the defective product, you should put it in the original packaging or the packaging approved by the dealer.

Valid Proof of Purchase

- ❖ The order number of your online purchase from the Eleglide's authorized reseller;
- ❖ Sales invoice;
- ❖ Dated sales receipt from the authorized Eleglide's reseller;

Note: more than one type of proof of purchase may be required to process a warranty claim (such as receipt of money transfer and confirmation of address that the item was originally shipped to).

Warranty will be void in the following situations:

- ❖ The product is out of the warranty period.
- ❖ The product is lost or stolen.
- ❖ The product is free or complimentary.
- ❖ The product is used in inappropriate ways or conditions, including but not limited to: falls, extreme temperatures, water, improper operations.
- ❖ The product is not in its original state, such as modifications.
- ❖ The product has been used in combinations with accessories that is not compatible with the product.
- ❖ Buyers have no sufficient proof of purchase of products.
- ❖ Unsupported software or firmware has been installed to the product.
- ❖ When damage is caused by the customer, the customer is responsible for the costs for the repairs and shipment.
- ❖ Customers' personal items are sent to Eleglide, instead of the Eleglide products.