



# EBIKE USER MANUAL

Pathfinder/Pathfinder ST





# Thanks for your Pathfinder Ebike purchase!

We take pride in bringing you a quality product that will offer years of enjoyment. Please feel free to contact us if there are any questions about the bike.

Congratulation on your purchase of a new Rattan Ebike! The bike comes 85% assembled and here is the guide that helps you get familiar with your new bike in unboxing.

The bike may need adjustments in this process as shipping can sometimes be bumpy. We recommend an adjustment and inspection by a reputable, certified bicycle mechanic before the first riding.

Please read the whole manual patiently before you use the new electric bike, for technical assistance or warranty claims contact Rattan Ebike at

**Phone: (562) 488-5588** 9am-5pm (PST)

**E-mail: [info@rattanebike.com](mailto:info@rattanebike.com)**

**Web: [www.rattanebike.com](http://www.rattanebike.com)**

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# USING THIS MANUALS

This manual contains details of the product, its equipment, and information on operation, maintenance, and other helpful tips for owners. Read it carefully and familiarize yourself with the ebike before using it to ensure safe use and prevent accidents. This manual contains many warnings and cautions concerning the safe operation and consequences if proper setup, operation, and maintenance are not performed. All information in this manual should be carefully reviewed and if you have any questions you should contact Rattan immediately.

The notes, warnings, and cautions contained within the manual and paragraphs marked by the **triangular Caution Symbol** on the left side and should be given special care. Users should also pay special attention to information marked in this manual beginning with **NOTICE**.

Keep this manual, along with any other documents that were included with your bike, for future reference, however all content in this manual is subject to change or withdrawal without notice.

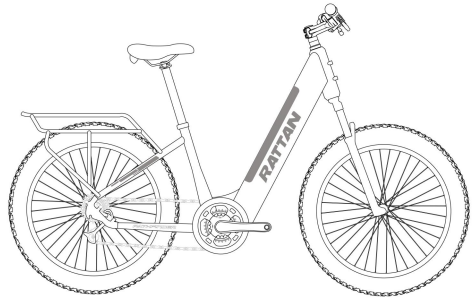
Visit [www.rattanebike.com/pages/user-manual](http://www.rattanebike.com/pages/user-manual) accuracy of its documentation and assumes no responsibility or liability if any errors or inaccuracies appear within.

Rattan E-bike assumes no liability for any harm, injury, or death of the rider. Because it is impossible to anticipate every situation or condition that will occur while riding, this manual makes no representations about the safe use of bikes under all conditions. There are risks associated with the use of any bike that cannot be predicted or avoided and are the sole responsibility of the rider.

# GENERAL INFORMATION



**Fully assembled Pathfinder**



**Fully assembled Pathfinder**

Please note that your Pathfinder may include components that look different from those in the illustrations above and elsewhere in this manual. Such changes help ensure uninterrupted shipping. Our engineers rigorously test each component to guarantee quality and compatibility.

## ASSEMBLY INSTRUCTIONS FOR PATHFINDER SERIES

### 1. Unpack

 **WARNING**

Incorrect assembly, maintenance, or use of your ebike can cause component or performance failure, loss of control, serious injury, or death. If you are not sure you could correctly perform all assembly steps in the manual, consult a local, certified, reputable bike mechanic.

## 2. Front Fork



1. Loosen the hub quick release to make enough space for the fork.
2. In case of the spring drops from the quick release, here are the original position images of both sides of the hub quick release.
3. The two feet of the front fork must be aligned with the hub quick release position before the fork can be installed.

## 3. Handlebar



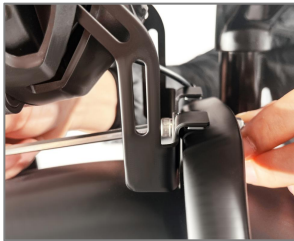
1. Tighten the screws on the stem.
2. Loosen the screws on the handlebar.
3. Hold the handlebar in the middle of the joint, tighten the screws.

## 4. Front fender



Fix the fender to the front fork with the screws on each side as the pic shown.

## 5. Headlight



1. Unscrew the screw for headlight.
2. Connect the front fender, the connector of the front fork, and the headlight at the right position as the pic shown, then tighten the screw.

## 6. Pedal





1. " L " indicates the left side, " R " indicates the right side.
2. Make sure to tighten the screws connecting the pedals and cranks.
3. Twist to left when install the left side and twist to right when installing the right one.

## 7. Battery

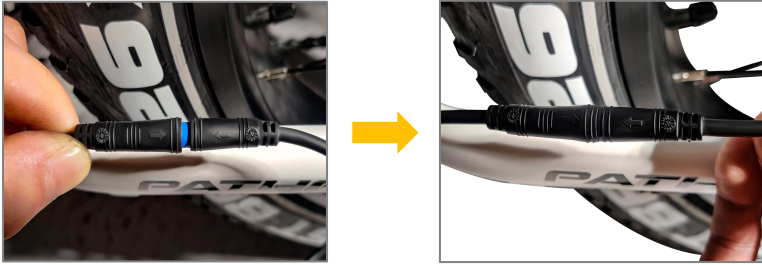


1. Plug in the key and turn left to unlock the battery.
2. Picture 2 shows an **Locked** battery.
3. Picture 3 shows a **Unlocked** battery.
4. Take out the battery from the bike.

Charge the Ebike without removing the battery or Remove the battery, and charge it.

## 8. Rear light cable





1. Fix the cable to the frame with the binder as the pic shown.
2. Connect the cable connector according to the direction of the arrow on the two sides connector.

Connect all the connections following the color and the arrow direction like this.

## ADJUSTING FOR COMFORT & SAFETY

### **WARNING**

The following steps are critical for your comfort and safety, and must be performed before your first bike ride. We recommend that you consult a bike fitting professional such as a certified, reputable bike mechanic who specializes in bike fit.

### 1. Adjust the Seat Height

An ideal seat height for most riders allows them to be comfortable and get the best pedaling efficiency. When the rider is seated, they should be able to place the ball of their feet on the pedal at its lowest position

while their legs are almost fully extended, with the knee slightly bent. The seat should never be so high that the rider must rock side to side or fully straighten their legs while pedaling. And the seat must never be pulled out so far that the minimum insertion point is above the seat tube (see illustration).

## **WARNING**

Overextending the seatpost can cause it to break or fall off your bike, which will put you at a very high risk of serious injury or death. Avoid this danger by inserting your seatpost into the seat tube far enough that the minimum insertion point is no longer visible.

## 2. Derailleur



1. Adjust the screw on the shifting wire when it is hard to switch the shifter.
2. Loose screw 1 slightly when the shifter can't switch to the 7th gear. on the contrary, if it can't gear down to the 1st level, loose screw 2 slightly and try again.

3. Loosen screw 1 and 2 to make the derailleur move slightly away from the rim in case of the chain rubs the tire.
4. Tighten the screw when the shifter can't switch to the highest gear.

## PREPARING TO RIDE

### Checklist

01. Make sure all components especially fasteners and accessories are tightened. Adjust the height of the handlebar and the seat post. **DO NOT** raise it above the safety line.
02. Make sure the brakes can cut off the power supply to the motor, and whether it is sensitive and reliable.
03. Make sure the front and rear axle nuts are tightened.
04. Make sure the display, brakes and lights can work properly.
05. Make sure the chain is tight.
06. Make sure the pedals and all the connection parts are firm and would not loose, and whether the crank is flexible without jamming.
07. Check if the tire pressure exceeds the recommended one marking on the side of tire walls.
08. Make sure the throttle works well without jamming, and whether it feels tight or loose when pressing the throttle.
09. Make sure the battery has been locked.
10. Check if the total weight the bike carried is higher than 300lbs, which is the maximum weight capacity of the bike.



## **WARNING**

Incorrect assembly, maintenance, or use of your ebike can cause component or performance failure, loss of control, serious injury, or death. If you are not sure you could correctly perform all assembly steps in the manual, consult a local, certified, reputable bike mechanic.

# **RIDING GUIDANCE**

## **Three Modes**

### **• Pedal Mode**

This mode does not require any power. It allows the ebike to work like other regular bikes. You will be automatically switched to this mode when the battery dies while riding.

### **• Electric Mode**

Turn on the display and press the throttle slowly to get started. When releasing the throttle slowly, the riding speed will gradually drop until power off.

### **• Pedal Assist Mode**

The rider can engage the pedal assist system (PAS) while pedaling, and it will call up assistance from the motor to help propel the bike forward. Pedal assist uses a cadence sensor built into the drive train of the bike. The cadence sensor detects when the rider revolves the pedals and signals the electric motor to provide the level of pedal

assistance (0-5)(0-4) that the rider has selected.

**Notice** Accelerate slowly and use the pedal assist at the beginning of riding. When riding against the wind or climbing the hill, avoid using the pedal assist to protect the battery.

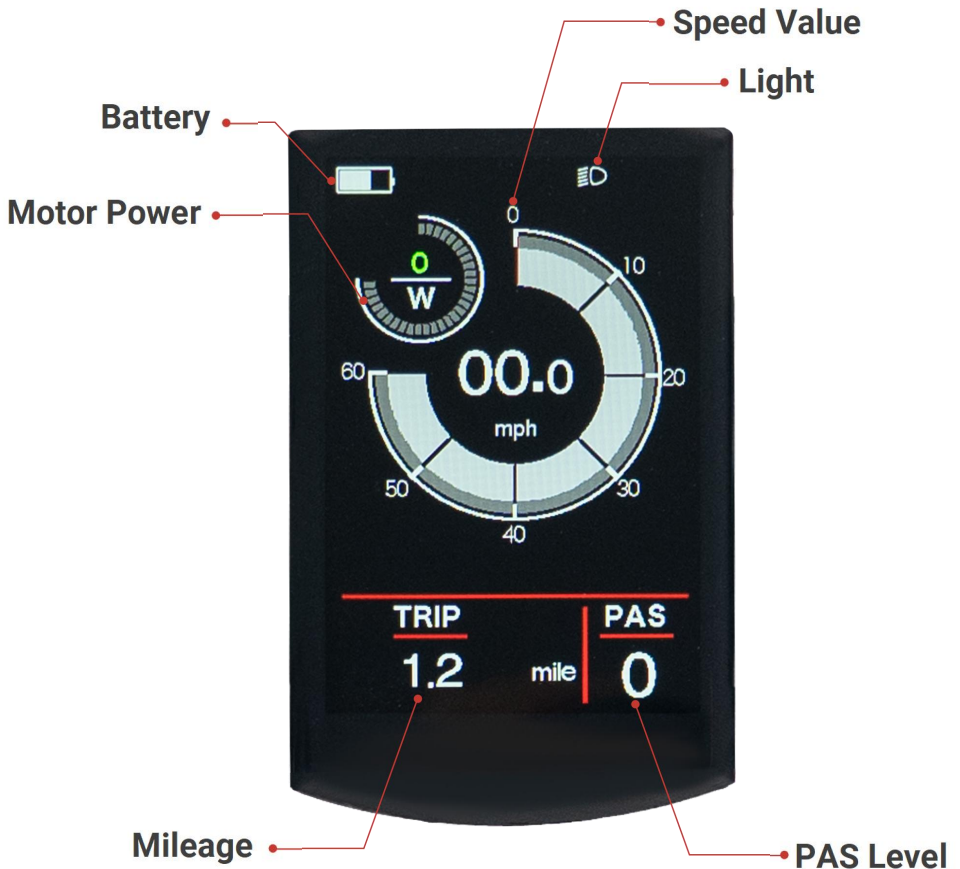
### • **Throttle Mode**

The throttle is located on the right side of the handlebar. The rider can use it with a twist of the throttle grip to propel the bike forward without pedaling.

To engage the throttle while riding, slowly and carefully rotate it toward yourself. The more you twist, the more powerfully the motor will propel the bike forward. Once you release the throttle or apply the brakes, the throttle will no longer propel the bike forward. Always keep one hand on the brake lever and be prepared to squeeze the lever to disengage the throttle if needed, or turn off the bike to prevent accidentally engaging the throttle.

# DISPLAY

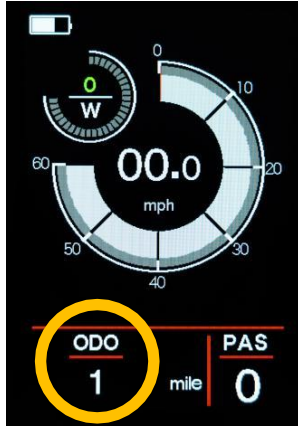
- Display Interface



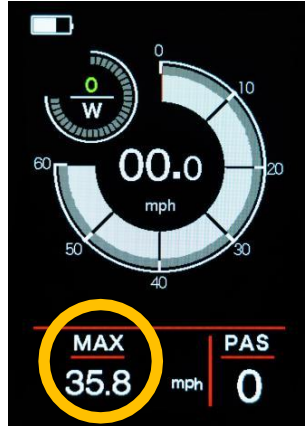
1. Press the “i” button to display different information.



(1) Miles



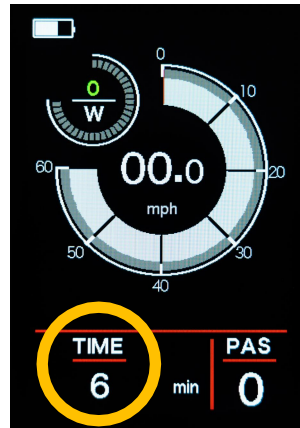
(2) Total miles



(3) Maximum



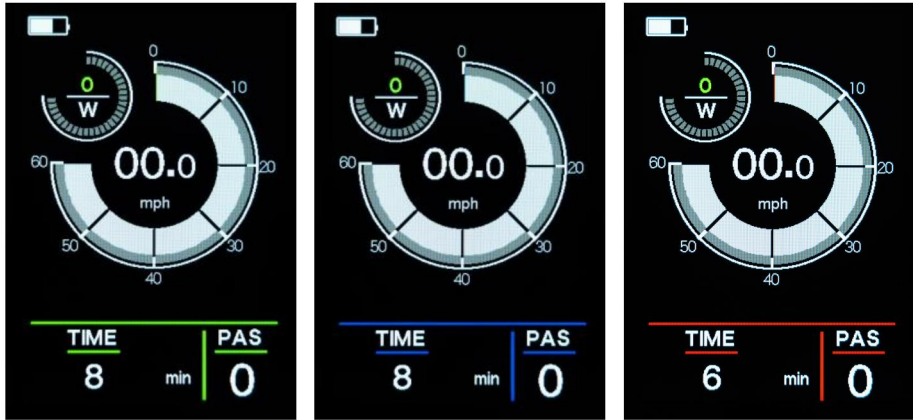
(4) Average



(5) Total traveled



## 2. Driving Mode Switching.



### (1) Eco Mode

Activates at a slow speeds providing low acceleration (Low energy consumption).

### (2) Normal Mode

Activates at a normal speeds providing normal acceleration (Normal energy consumption).

### (3) Sport Mode

Activates at a high speeds providing high acceleration (Higher energy consumption).

## 3. Switching Walk-assistance Mode On/Off

- (1) Walk-assistance function may only be used when you walking the E-bike.
- (2) To activate the walk-assistance function, press the “-” button for 2s.
- (3) The walk-assistance function will be switched off as soon as you release the button.

## 4. Assistance Level Selection

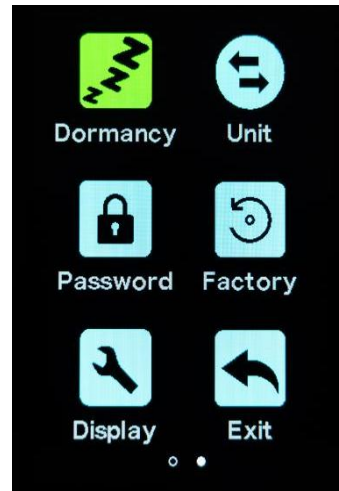
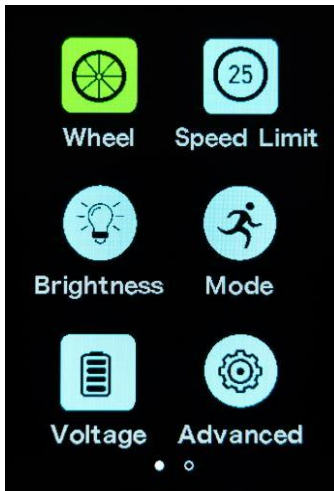
- (1) Press "+" or "-" button to switch the E-bike system assistance level to change the motor output power.
- (2) The default assistance level ranges from level "0" to level "5".
- (3) The output power is zero on Level "0". Level "1" is the minimum power. Level "5" is the maximum power.
- (4) The default value is level "0".

## • Introduction of Common Functions

The following functions must restart the display after setting the instrument to take effect.

### 1. Setting Access

- (1) Press both the "+" button and the "-" button for 2s to access general settings menu.
- (2) All the Settings are operated in this page.



## 2. Key-Disp App Guide

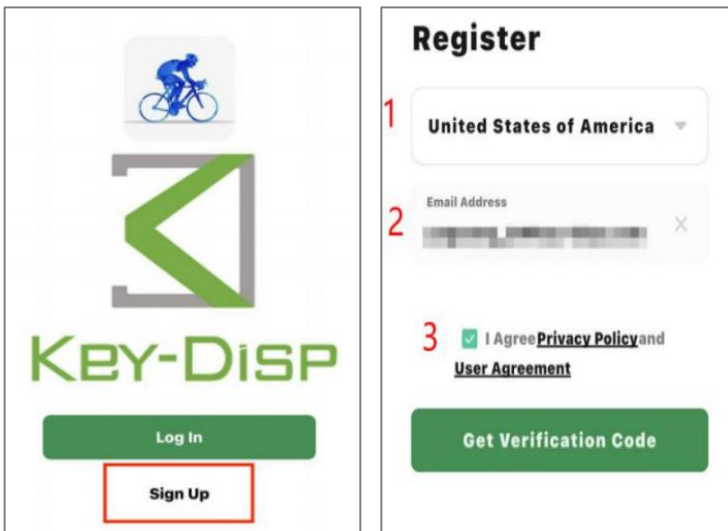
### (1) Download

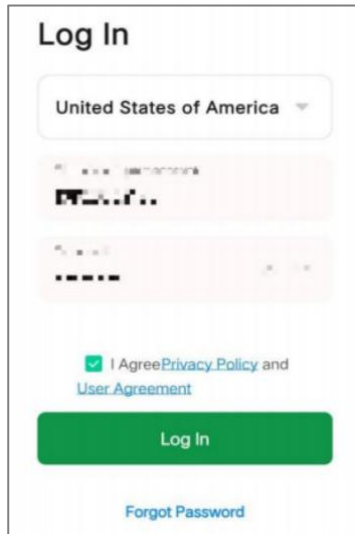
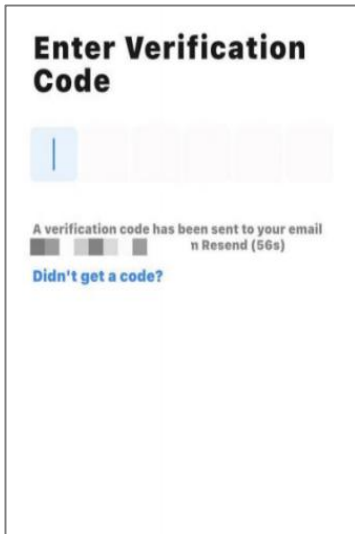
Download from apple store/google store by key words “Key-Disp”. App logo is as follow:



### (2) Sign Up & Log In

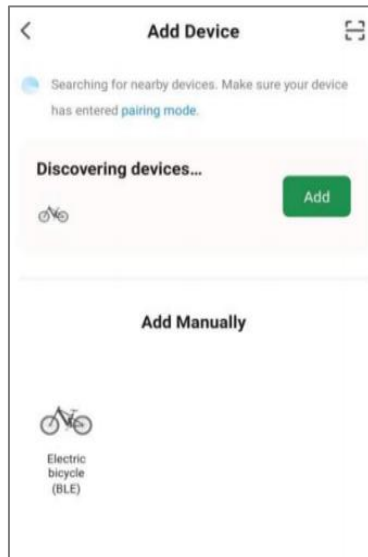
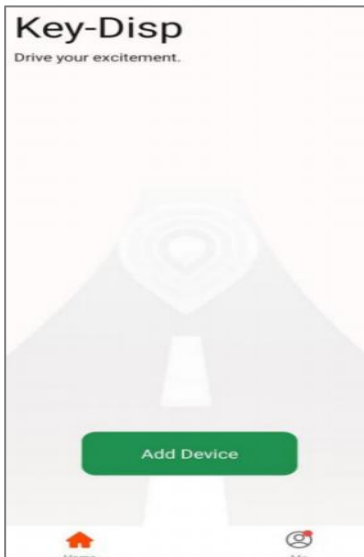
Fill in the required information according to pictures below to sign up and log in.

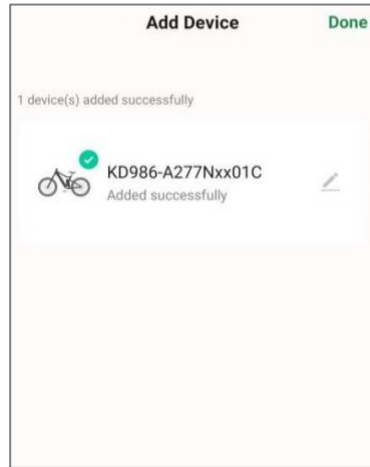
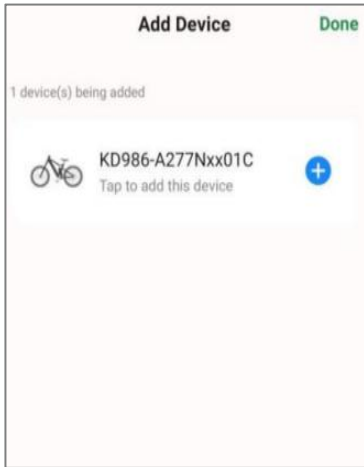
The image displays two screenshots from the Key-Disp app. The left screenshot shows the login screen with a blue cyclist icon, the Key-Disp logo, and two buttons: 'Log In' and 'Sign Up'. The 'Sign Up' button is highlighted with a red border. The right screenshot shows the registration screen titled 'Register'. It features a dropdown menu for 'United States of America' (marked with a red '1'), an 'Email Address' input field (marked with a red '2'), a checkbox for 'I Agree [Privacy Policy](#) and [User Agreement](#)' (marked with a red '3'), and a green 'Get Verification Code' button.



### (3) App Connection

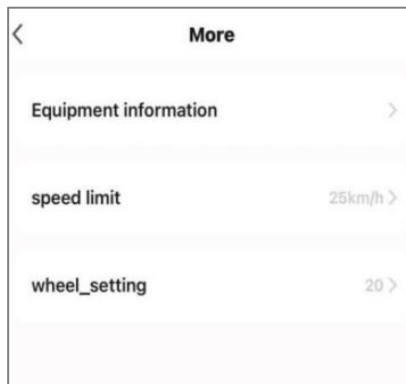
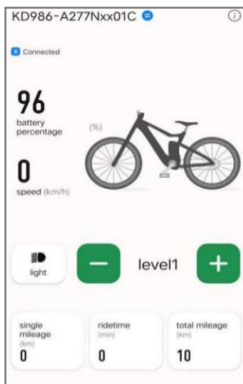
App must connect with the ebike system to realize all its functions.  
When display is on, Add Device > Add > “+” Button > Done.





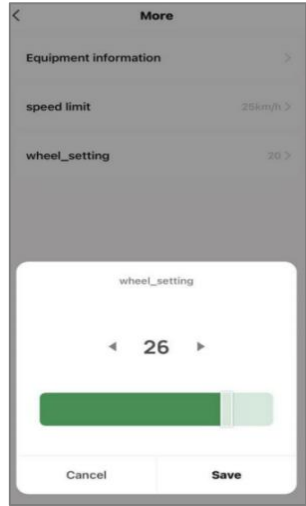
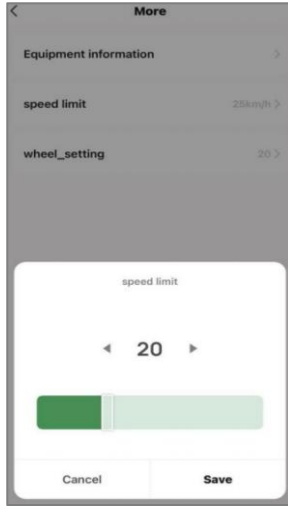
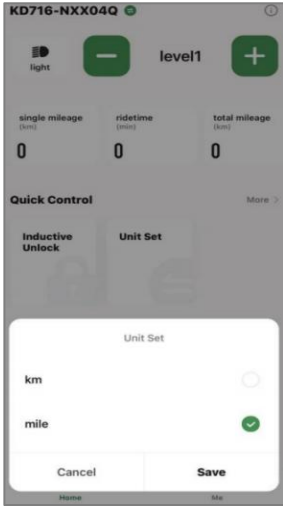
#### (4) App Operation & Indication Info

Bluetooth connection icon, battery power, speed, trip distance, riding time and ODO. The app can be operated to control the headlight status of the whole bike and switch the assist levels on the display.

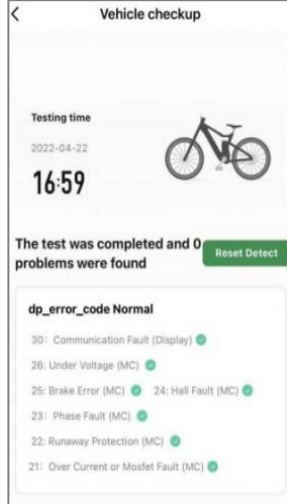
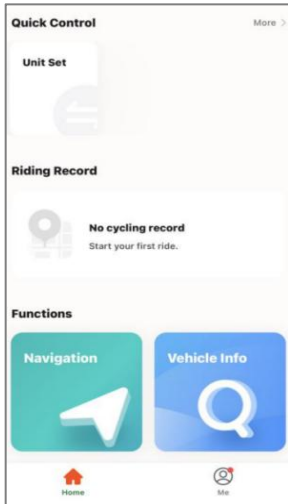


#### (5) Fast operations: unit set (metric vs imperial), speed limit set, wheel size set

Remarks: if display complies with new EN standard, wheel size and speed limit are not settable on either display side or app side.

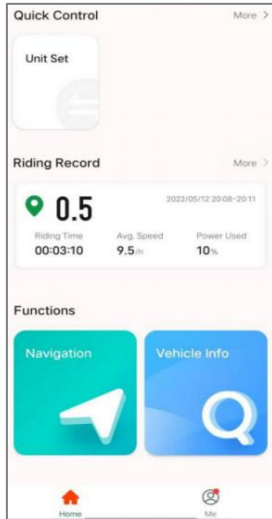


## (6) Map Navigation, Ebike Check-Up



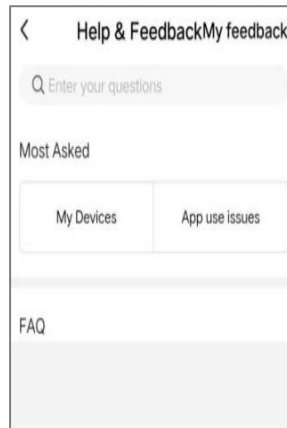
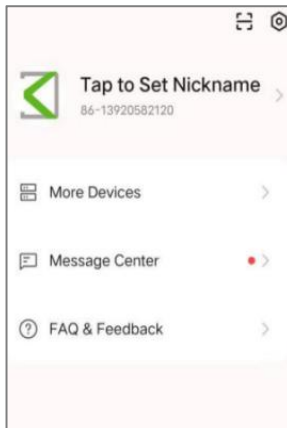
## (7) Riding Record

If single trip distance is > 0.1km, the riding record will be saved.



## (8) Help & Guide

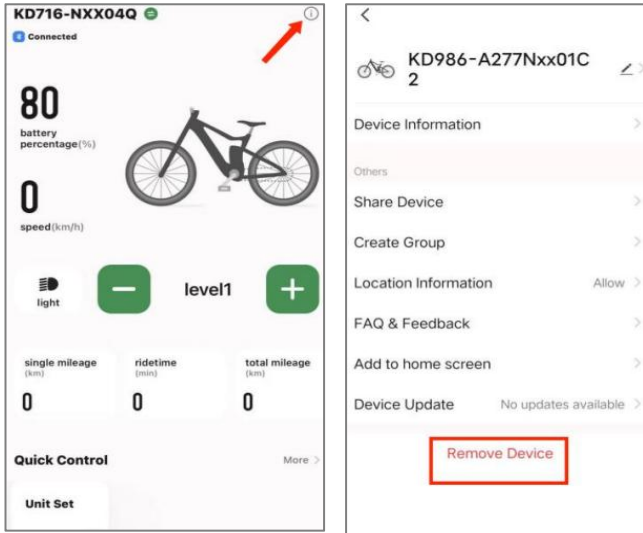
Click the icon to view FAQ and feedback.



## (9) Bluetooth Connection & Disconnection

After the first time of connection, Bluetooth it will automatically connect to the app when you turn it on.

**Note:** mobile network must be connected for Bluetooth connection.



### \*Solution for: app unable to search Bluetooth device

When the device is powered on, press and hold the "i" and "-" for 2s at the same time, or make the display reset to factory settings.

### • Password Setting



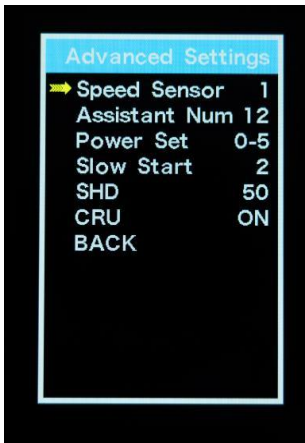
1. This setting means power-on password setting when you turn on the display.
2. After accessing the password settings, press the "+" or "-" button to adjust the number and then press the "i" button to confirm digit one by one until the correct 4-digit password is completed.



## • Ruise Control (CRU)

1. Cruise Control is to ride your bike at a constant speed.
2. Press the throttle at a constant speed you want for 5s. The bike will then maintain this speed at constant speed after releasing the throttle, which can help minimize the energy consumption of the motor.
3. It can be inactivated if you do not need this function, access the CRU and press "i" to switch on/off.

## • Kinetic Energy Recovery(SHD)



When the speed reaches 15MPH going downhill, adjust the pas level to 0, the kinetic energy can be automatically recovered, this will also happen during braking.

# OPERATING SAFETY



## WARNING

Ride Rattan by taking the sensible measures outlined in this section to maximize your safety. Bicycling is an exciting, delightful, and practical way to get around, but like any sport, it involves risk of injury and death. By choosing to ride a bike, you assume responsibility for those risks.

## Be Thoroughly Educated About Your Bike Before Riding It.

Practice riding your bike, braking, shifting gears, and using the throttle and pedal assist systems in a controlled location before venturing into traffic or other risky conditions. The electrical system on your ebike offers various levels of power assistance and lighting for different operating conditions and user preferences. Be sure you understand these features before riding.

The throttle should provide smooth acceleration when gradually applied. If the pedal assistance, throttle, or lighting is functioning abnormally, intermittently, or not at all, please discontinue using your ebike immediately and contact Rattan Ebikes Product Support for assistance. Take extreme care getting to know and learn to control the pedal assist and brake systems.

Your Pathfinder/Pathfinder ST is probably heavier than other bikes you've ridden, and it will handle quite differently from lighter bikes, especially when you're accelerating or decelerating. Learn to maintain a comfortable stopping distance from all other objects, riders, and vehicles at different speeds, conditions, and with varying payloads.

Some localities may require ebike riders to be older than 16. It is your responsibility to know and obey local regulations regarding the rider age and other qualifications.



## **WARNING**

Riding any bike under the influence of alcohol, drugs, or any substance or condition that could impair your motor function, judgment, reaction time, or ability to safely operate a vehicle puts you at **VERY HIGH RISK** of serious injury or death. Operate bikes and other vehicles only when you're sober and otherwise physically and mentally prepared to ride safely.

Riders must also have the physical ability, reaction time, and mental capability to understand and obey all local laws governing ebike usage and to manage traffic, variable road conditions, and sudden situations. If you have an impairment or disability (e.g., visual impairment, hearing impairment, physical impairment, cognitive or language impairment, seizure disorder) or any other limitation that could affect your ability to safely operate a vehicle, consult your physician before riding any bike.

# Obey All Relevant Local Laws

It is your responsibility to research and understand relevant laws where you ride your bike. Such laws may cover required helmets and safety gears, required lights and reflectors, required hand signals, where you can legally ride a bike ( bikes and ebikes may have different restrictions ), how fast you can go, what ( if any ) cargo or passengers you can carry, the rider age, and more.

Before using public transportation—buses, trains, etc.—to transport your ebike, check with the relevant transportation authority for any rules governing weight limits, tire widths, lithium-ion batteries, or any other rules that might pertain to ebikes. When you ride on the road, assume you must, at minimum, follow all of the rules that cars must follow. For additional information regarding traffic and vehicle laws, contact the road traffic authority in your area.

# TROUBLESHOOTING

Problems	Most Common Solutions
Battery cannot be charged	<ol style="list-style-type: none"><li data-bbox="528 1161 975 1230">1. Use a multimeter to check if the battery still have voltage.</li><li data-bbox="528 1241 975 1390">2. Check if the charger indicator is normal. (Red light means charging, green light means fully charged.)</li><li data-bbox="528 1401 975 1469">3. The battery case is damaged, stop using the battery and contact us.</li></ol>

<b>Problems</b>	<b>Most Common Solutions</b>
The brakes make abnormal noise	Adjust the brake pads or brake discs, as we noted in the picture above.
Motor makes abnormal noise	Lift the rear wheel off the ground and press the throttle to see if the rear works. Then contact us with a video for further solutions.
The tires got flat or could not be inflated	The tires will not be filled with air. Ride the bike after inflating the tires. (The pumping range is 17-18 psi)

## **Bike won't work**

<b>Possible Causes</b>	<b>Most Common Solutions</b>
Insufficient battery power	Charge the battery
Battery hasn't been turned on	Turn on the battery with the switch control besides the key hole
Battery not fully seated in tray	Install battery correctly
Faulty connections	Clean and reconnect connectors
Brakes are squeezed	Disengage brakes
Battery non-functional	Test the battery voltage with multimeter and contact us

# DISCLAIMER

Ebike performance will vary with rider weight, cargo weight, rider/cargo shape (both contribute to drag), terrain, tire pressure, brake adjustment, throttle vs PAS usage, pedal power, battery charge level, ambient temperature, and wind conditions.

Rattan Ebike should be operated in accordance with the Rattan Ebike manual provided with the bike. The warranty will be activated automatically from the date of shipment in a period of one year when Rattan Ebike used in accordance with the user manual. All other obligations and conditions or liabilities, including obligations for consequential damages are hereby excluded. Damage caused by failing to adhere to instructions and warnings issued by Rattan Ebike is not covered under warranty.

We will replace any parts deemed to have been damaged during shipping. Shipping damage must be reported to Rattan Ebike within 14 days of shipment arrival. This applies to all products including bikes and accessories. You will NOT be refunded as compensation for your time or efforts in replacing damaged parts. Replacement parts will not be sent until photographic evidence has been provided to Rattan Ebike.

Rattan Ebike may request additional documentation (such as video) to assist with accurately diagnosing the problem and processing the warranty claim.

For warranty services, please contact Rattan Ebike online support by email at [info@rattanebike.com](mailto:info@rattanebike.com). Bikes or parts returned without proper documentation may result in delayed service or denied warranty

coverage. All unauthorized returns will be refused.

Damage as a result of an accident is not covered under this warranty, and Rattan Ebike is not responsible for repair or replacement of damaged bikes or parts.

Rattan Ebike reserves the right to change the warranty at any time and without notice. Under no circumstances is Rattan Ebike responsible for any damage resulting from damaged, defective, or improperly secured parts. This includes, but is not limited to, damage to personal property, personal injury, or death.

## **LIMITED WARRANTY**

Your bike's warranty and other binding legal terms (e.g., terms of purchase, etc.) are subject to change at any time. To view the current warranty, please go to **[www.rattanebike.com/pages/warranty-policy](http://www.rattanebike.com/pages/warranty-policy)**.



[amazonsupport@rattanebike.com](mailto:amazonsupport@rattanebike.com)

**Contact us for more owner benefit.**