GENUINE

CU 500

Owner's Manual

NOTICE

This owner's manual contains important safety, operational and maintenance information. Any person operating this bicycle should carefully read and fully understand the entire contents of the owner's manual prior to riding the bicycle. If you are a parent or guardian, you are responsible for the activities and safety of your children. The CU 500 E-Bike is not designed for use by children.

If you have any questions, please ask your customer service representative for assistance.

This manual contains many NOTICE, WARNING and CAUTION statements concerning the safe operation and potential consequences if safe setup, operation and maintenance are not performed. The notes, warnings and cautions contained within the manual and marked by this triangular Caution Symbol should also be given special care. For your safety, follow all safety warnings contained within the owner's manual and the labels applied to your bicycle.

⚠ WARNING

Lithium-Ion Batteries and/or products that contain Lithium-Ion Batteries can expose you to chemicals including cobalt, lithium, nickel oxide, and nickel, which are known to the State of California to cause cancer and birth defects or other reproductive harm.
For more information go to www. P65Warnings.ca.gov.

INTRODUCTION

Your bicycle can provide many years of riding enjoyment. You must take responsibility for your own safety and the safety of others. There are many steps you can take to protect yourself and others while riding. Following operational guidelines within this manual and wearing proper safety apparel are two ways to begin cultivating safe riding habits.

Because it is impossible to anticipate every situation or condition which can occur while riding, this manual makes no representations about the safe use of bicycles under all conditions. There are risks associated with the use of any bicycle which cannot be predicted or avoided, and which are the sole responsibility of the rider.

You should keep this manual, along with any other documents that were included with your bicycle, for future reference, however all content in this manual is subject to change or withdrawal without notice. Visit https://www.genuinescooters.com/owners-manuals/ to download the latest version.

GENUINE makes every effort to ensure accuracy of its documentation and assumes no responsibility of liability if any errors or inaccuracies appear within.

Assembly and first adjustment of your bicycle requires special tools and skills and it is recommended that these actions should be performed by a trained bicycle mechanic whenever possible. For your safety, please check to ensure all parts are in good condition and adjusted properly prior to riding your bicycle. Contact your customer service representative in the event you have difficulty or questions.

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Product Specifications

Battery	48v 13Ah Lithium Battery	Max Load	300 lbs
Motor	500W Brushless Geared Motor	Frame	26” * 18” 6061 Aluminum
Display	LCD Display	Brake	Tektro Aries 180mm
Derailleur	Shimano-Altus-7 Speed	Charger	US Standard 3.0 A Quick Charger
Max Speed	20mph throttle, 25mph pedal assist	Freewheel	Shimano 7 Speed
Estimated Range	40+ Miles	Lighting	LED
Pedal Assist	Intelligent 5 Level Pedal Assist	Shifter	Shimano Tourney
Throttle	Half Twist Throttle	Tires	27.5” x 2.4”
Charging time	5 ~ 6 Hours	Weight	62 lbs
Recommended Rider Height	5' 2” ~ 6' 4”	Front Fork	Adjustable spring preload / rebound dampening with lockout capability

Product Specifications

Maximum Load Capactiy

300 LBS

Seat Height

34+ Inches

Tires

27.5" X 2.4"

Motor

500W

Handlebar Reach

28 inch

Total Length

74 inch

Wheelbase

46.5 inch

Safe Riding

Wear a Helmet
Rider safety begins with quality head protection. A head injury is one of the most serious injuries that can occur. Always wear a quality DOT approved helmet that is properly buckled. If the helmet does not have a face shield, wear suitable eye protection.

Wear Protective Apparel
Choose quality eyewear, footwear, gloves, and other riding apparel specifically designed with protective features. Loose clothing can be unsafe when riding your bicycle.

Make Yourself Visible
Wear bright, reflective apparel to make yourself more visible. Position yourself on bicycle pathways where other bicyclists and / or motorists can easily see you. Use your hand signs, bell and other methods to help others locate you and understand your intended actions. Turn on your lights even during daylight hours to become more visibile

Know Your Limits
Ride within the boundaries of your own skill at all times. Do not ride under the influence of drugs or alcohol. Strictly observe all traffic regulations. Always adapt your riding to account for traffic and road conditions.

Surface Conditions
Surface conditions can vary greatly. Your riding stability and braking power are limited by the grip of the tires on the surface of which you are riding. When encountering loose or slippery surfaces, braking distance will increase significantly, and riding stability will be reduced. Reduce speed and perform all actions in a gradual and deliberate manner to prevent accidents.

⚠ WARNING

Not wearing safety apparel increases the chance of serious injury or death in a crash. Be sure you always wear a helmet and proper protective gear.

Recommended Torque Values

Hardware Location	Torque Required (Nm)
Handlebar	18–20
Stem	18–20
Saddle	18–20
Front Wheel (For Bikes with Bolt on Front Wheel)	16–25
Rear Wheel	35–40
Bottom Bracket Parts	35–55
Pedals	35
Disk Mounting Bolts	6
Disk Caliper Mount	10
Crank Bolts	40
Rear Derailleur Cable Pinch	6
Front Derailleur Clamp	7

Bicycle Layout

Bicycle Layout

After the bike has been properly assembled, all components are secured correctly, and you have run through all safety checks, you may now proceed to set up and operate the vehicle. Familiarize yourself with all controls and settings prior to operation.

Front Brake Lever

Left Grip

Bell

Digital Display

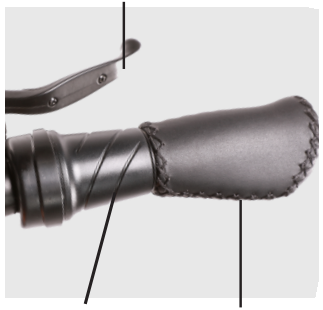
Mode Increase

Decrease

Gear Indicator Down Shift

Up Shift

Rear Brake Lever



Throttle Right Grip

Bicycle Layout

After the bike has been properly assembled, all components are secured correctly, and you have run through all safety checks, you may now proceed to set up and operate the vehicle. Familiarize yourself with all controls and settings prior to operation.

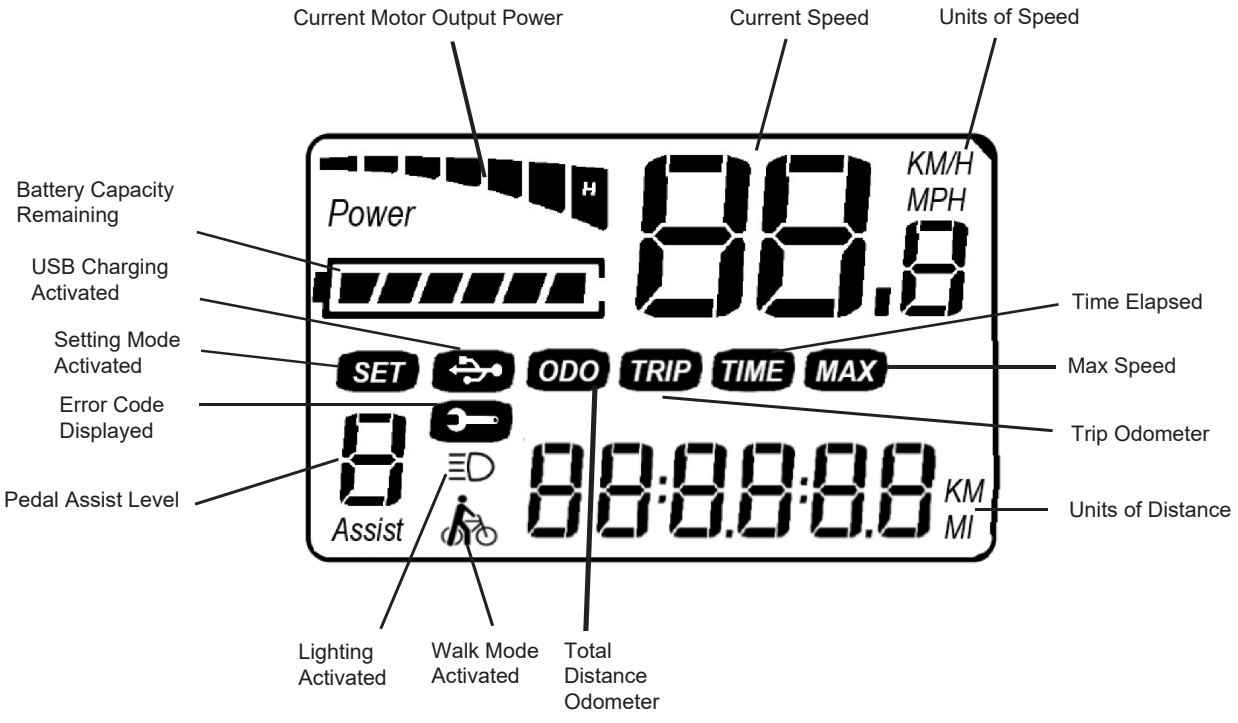
Fork Pre-Load Adjuster

Fork Rebound Adjuster / Lockout

WARNING

Failure to familiarize yourself with vehicle settings and controls can result in serious injury or death. Make sure you understand all operational settings prior to riding your e-bike.

Digital Display Layout



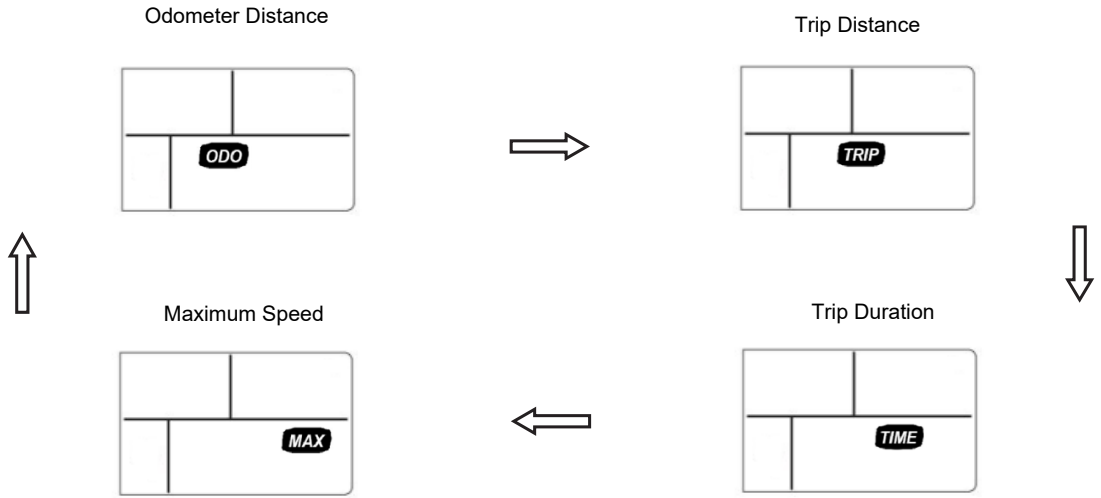
Digital Display Operation

◆ **POWER ON / OFF**

Long Press the "M" Mode button for 2 seconds to power on the E-bike. Once on, **Long press** the "M" Mode button for 2 seconds to power off. If the electric bike is not used for more than 10 minutes, the E-bike will automatically power off.

◆ **DISPLAY INTERFACE**

When the E-bike is turned on, the meter displays the total mileage odometer by default. **Short press** the “M” Mode button to display additional information. Trip Distance, Trip Time, Maximum Speed can also be displayed.



Digital Display Operation

In the power-on state, while the vehicle is stationary, press and hold the **“+”** and **“-”** buttons simultaneously for more than 2 seconds to enter "Settings" mode. The "SET" icon will flash while you are in setting mode. Each setting item needs to be carried out while the e-bike is stationary.

◆ 1 TRIP DISTANCE RESET

Short Press the “-” button to clear the trip distance.
Short press the “M” button to confirm your choice and subsequently enter the next setting option.
Press and hold the “+” and "-" buttons simultaneously to confirm and exit if you do not wish to continue to adjust other settings.

◆ 2 TOP SPEED - Not Editable

◆ 3 WHEEL SIZE - Not Editable

◆ 4 IMPERIAL / METRIC UNITS

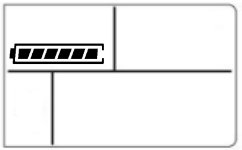
Press the “+” button to change between Imperial and Metric Units
"KM/H" will display metric units for speed and distance. "MPH" will display Imperial units for speed and distance.
Short press the “M” button to confirm your choice and subsequently enter the next setting option.
Press and hold the “+” and "-" buttons simultaneously to confirm and exit if you do not wish to continue to adjust other settings.

◆ 5 BATTERY VOLTAGE - 36V or 48V

DO NOT CHANGE THE BATTERY VOLTAGE SETTING. IT SHOULD REMAIN ON 48V.

Digital Display Operation

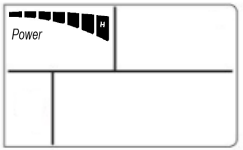
◆ BATTERY CAPACITY INDICATION



The display on the handlebar of your bike features a battery capacity gauge. It is recommended that users charge the battery as soon as possible once there is one bar remaining on the display. Once the battery is fully depleted, the last remaining bar will being to flash communicating to the user that they should cease power assisted operation immediately and charge the battery as soon as possible.

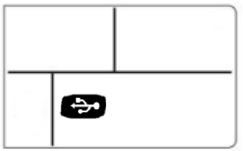
Flashing

◆ MOTOR POWER OUTPUT



The current power output of the motor can be read via the dashed bars directly above the word "Power". The higher the number of bars indicated, the more power your E-Bike is using to propel you forward.

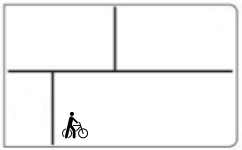
◆ USB CONNECTION INDICATOR



The "USB" indicator will illuminate when a USB charger is connected to the charging port.

Digital Display Operation

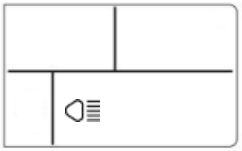
◆ **WALKING MODE**



Press and HOLD the **" – "** Decrease button. After 2 seconds, the electric bike enters power-assisted "Walking" mode. The electric bike travels at a constant speed of 2.6 miles per hour. At the same time, the screen displays the walk icon next to power level. Release the " – " Decrease button and the electric bike will immediately stop the power output and return to the state before walk mode.

The walking mode can only be used while the user walks along side the electric bike. Do not use "Walk" mode while riding on the e-bike.

◆ **LIGHTING ON / OFF**



Press and Hold the **" + "** Increase button for 2 seconds. The dash backlight will turn on & the front headlight will illuminate.
Press and Hold the **" + "** Increase button for 2 seconds again to turn off the LCD backlight and to turn off the headlight.

◆ **PEDAL ASSISTANCE LEVEL SELECTION**

Press the “+” or “—” button to select the desired level of pedal-assistance. The default output power range of the meter is 0-5. In the 0 position, there will be no assistance from the motor. 1 is minimum assistance and 5 is the maximum level of pedal-assistance. The higher the level of pedal-assistance, the more power the motor will provide and the quicker your battery will deplete over time.

Safety Checklist

NOTICE: *Before every ride, it is important to carry out the following safety checks.*

Safety Check	***Basic Steps***
Brakes	o Ensure front and rear brakes function properly with sufficient lever pressure. o Ensure brake pads are not over worn and are correctly positioned in relation to the calipers. o Ensure brake cables show no obvious signs of fraying or damage. o Ensure brake control levers are adjusted, lubricated and tightly secured to the handlebars.
Wheels and Tires	o Ensure tires are inflated to within the recommended limits displayed on the tire sidewalls. o Ensure ties have tread and have no BULGES OR EXCESSIVE WEAR. o Ensure all wheel spokes are tight, rims run true and have no obvious wobbles or kinks.
Steering	o Ensure handlebar and stem are correctly adjusted and tightened, and allow proper steering. o Ensure the handlebar is set correctly in relation to the forks and the direction of travel.
Chain	o Ensure the chain is lubricated, clean and runs smoothly. o Extra care and frequent cleaning is required in wet or dusty conditions.
Cranks and Pedals	o Ensure pedals are secured tightly to the cranks. o Ensure the cranks are securely tightened and are not bent.
Derailleurs	o Check that the derailleur is adjusted and functioning properly. o Ensure shift and brake levers are attached to the handlebar securely. o Ensure all brake and shift cables are properly lubricated.

⚠ WARNING

Failure to perform equipment safety checks increases the chance of vehicle failure which can result in serious injury or death. Be sure you check your equipment before each ride.

Safety Checklist

NOTICE: *Before every ride, it is important to carry out the following safety checks.*

Safety Check	***Basic Steps***
Motor Drive Assembly and Throttle	o Ensure hub motor is spinning smoothly and the motor bearings are in good working order. o Ensure all power cables on the bicycle are secured and undamaged. o Make sure the hub motor axle bolts are secured and all torque arms and torque washers are in place.
Battery Pack and Wiring	o Ensure battery is charged before use and securely locked into the frame. o Ensure there is no damage to wiring or battery pack. o Ensure wiring connections are interlocked and wiring is appropriately secured to the bicycle.
Suspension	o Ensure there is no damage, binding or fluid leaks from shocks and fork. o Ensure the Shock mounting bolts are secure and to torque specification
Lighting	o Ensure the headlight is securely mounted and fully functional. o Ensure the tailight is functional and brake light flashes when brake is applied.
Reflectors	o Ensure the reflectors are securely mounted to the chassis o Ensure the reflectors are clean and free of damage
Racks, Fenders, Accessories and Cargo.	o Ensure any racks, fenders, accessories and cargo are securely mounted to the chassis o Ensure any racks, fenders, accessories and cargo are not in contact with moving components of the bicycle such as wheels, handlebars, suspension, crank, etc.

⚠ WARNING

Failure to perform equipment safety checks increases the chance of vehicle failure which can result in serious injury or death. Be sure you check your equipment before each ride.

Bicycle Operation

◆ **SIDESTAND**

Before you ride your E-Bike, raise the side stand upward to a secure position.

◆ **PEDAL ASSIST POWER LEVEL**

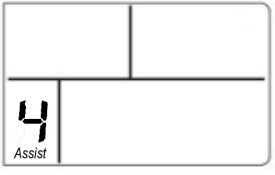
Press the **"M"** button to turn the E-Bike on or off.

Press the **Increase** button to increase the motor power

Press the **Decrease** button to decrease the motor power.

Power level 0 will provide no power from the motor.
Power level 1 is minimum and power level 5 is the maximum level of pedal assist power.
The motor power provided using throttle only operation is the same regardless of power level setting.
Operating your E-Bike at higher power levels will deplete your battery more rapidly over time.

Pedal Assist Level



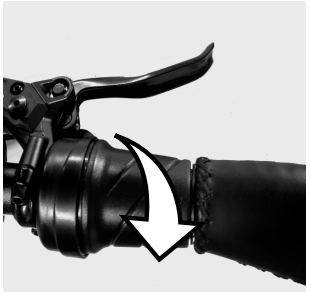
⚠ WARNING

Only power on and power off your e-bike while securely mounted on the bicycle. Powering on prior to mounting or leaving the power on while dismounted can cause unexpected acceleration of the E-Bike if the throttle or pedals are accidently applied. This could cause injury or death.

Bicycle Operation

◆ PEDAL ASSIST

When the E-Bike power is on, the power level is set to 1 or higher, and you are pedaling your bicycle, your E-Bike will provide pedal assistance via the motor.
When the E-Bike power is on, and the power level is set to 0, or the power is off, the motor will not provide pedal assistance while you are pedaling your bicycle.



◆ THROTTLE

The inner portion of the right hand grip contains the throttle.
When the vehicle is powered on and the motor power setting is 1 or higher, twisting the throttle toward your body will provide power to the rear wheel without the need for pedaling.
Turn the throttle gently to accelerate forward.

Throttle speed is limited. Once the E-Bike reaches maximum speed, the E-Bike will automatically maintain a steady speed by managing power delivered to the motor.

Using throttle only operation will deplete the battery much faster than using pedal assist.

◆ USB CHARGING

Your E-Bike is equipped with USB charging capability.
The USB charging port is located on the top, right side of the battery.
Remove the rubber cover to expose the USB charging port.

Once a device is connected and charging, a USB indicator will illuminate on the digital display to indicate charging is on-going.

Once you have finished charging your device, replace the rubber cover over the USB charging port to prevent water, dirt and other debris from entering the charging port.
Using the USB port to power electronic devices may decrease the battery's range.

Bicycle Operation

◆ GEAR SHIFT

The gear shift control is located on the right handlebar.

ONLY CHANGE GEARS WHILE PEDALING THE BICYCLE.

To **Up Shift** into a higher gear, press the "+" button with your thumb toward the handlebar while pedaling the bicycle.

To **Down Shift** into a lower gear, press the "-" lever with your thumb toward the front brake lever while pedaling the bicycle.

There are 7 gear options available.

The current gear selection is indicated by the numbered dial on the switch contols.

UP SHIFT

DOWN SHIFT

◆ BRAKES

Extend your fingers over the brake lever.

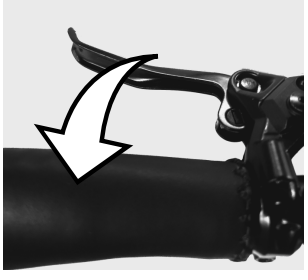
Pull lever toward the grip to actuate brake.

The brake lever will slow the vehicle with firm pressure.

For maximum stopping power, use both front and rear brakes simultaneously.

Do not overly apply brake lever pressure as this may lock the brakes and cause a crash.

FRONT BRAKE LEVER



REAR BRAKE LEVER

⚠ WARNING

The brake lever should not touch the handlebar. If the brake lever feels soft or touches the handlebar when applied, have your brake system inspected and adjusted or repaired if necessary.

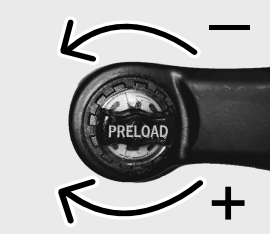
Bicycle Operation

◆ **SUSPENSION PRELOAD ADJUSTMENT**

Preload is the measurement of how much a fork or shock spring is mechanically compressed.
Preload adjustment allows you to change how the bicycle reacts to weight that's applied via loading or through surface irregularities.
Increasing preload will increase the amount of force required to compress the spring making the suspension firmer.
Decreasing preload will decrease the amount of force required to compress the spring making the suspension less firm.
Your E-Bike has shock and fork preload adjustment capability.

Front Fork Pre-Load Adjustment

The fork preload adjuster is located on the top of the left fork tube.
To Increase Fork Preload, turn the preload adjuster clockwise.
To Decrease Fork Preload, turn the preload adjuster counter-clockwise.
There are 10 fork preload settings. Each setting is 1/2 turn.
There will be a noticeable "Click" for each preload setting selected.



Bicycle Operation

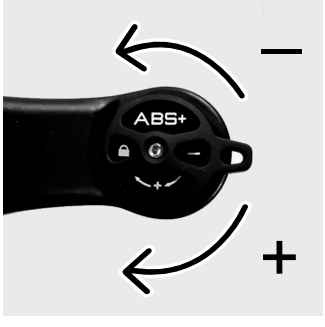
◆ **SUSPENSION REBOUND ADJUSTMENT**

Rebound Dampening is the measurement of how quickly a fork or shock returns to fully extended after compression.
Rebound Dampening adjustment allows you to change how responsive the bicycle suspension is to surface irregularities.

Increasing rebound dampening will increase the amount of dampening force within the fork and the fork will extend at a slower rate after compression.
Decreasing rebound dampening will decrease the amount of dampening force within the fork and the fork will extend at a faster rate after compression.
Your E-Bike has fork rebound adjustment capability with 8 levels of adjustment and a fork "lockout" setting where the fork will not compress at all.

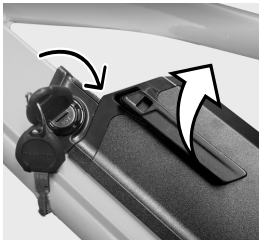
Front Fork Rebound Dampening Adjustment

The fork Rebound Dampening adjuster is located on the top of the right fork tube.
To Increase Fork Rebound Dampening, turn the adjuster clockwise.
To Decrease Fork Rebound Dampening, turn the adjuster counter-clockwise.
There are 8 fork rebound settings.
There will be a noticeable "Click" for each setting selected.
If you turn the rebound adjuster fully clockwise as far as it will turn, the fork will be in "lockout" mode. The fork will not compress in lockout mode. This setting is most often used on smooth, firm terrain where suspension is least beneficial.



Battery

◆ **BATTERY REMOVAL / INSTALLATION**



To remove the battery from the E-Bike:

1) Insert the key into the key fob on the left side of the downtube
2) Turn the key clockwise.
3) Pull outward then upward on lever to remove battery from frame.
4) Turn the key counterclockwise and remove the key from the E-Bike.

To reinstall the battery:

1) Insert the key and turn clockwise.
2) Insert battery pack in the E-Bike with the top portion of the battery entering the downtube channel first. Do not force the battery into the locked position. Slowly align and secure the battery in the channel.
3) Press down firmly on the bottom portion of the battery to lock the battery in the bike.
4) Turn the key counter-clockwise to lock and remove the key. Failure to remove the key before riding may damage the key and/or lock. Check that the battery has been properly secured to the bike before each use by pulling upward on the battery to ensure it has securely locked into the E-Bike.

Leaving the bicycle battery installed in the E-Bike will cause the battery state of charge to drop faster over time than removing the battery from the E-Bike.

It is recommended that you remove the battery from the E-Bike under the following circumstances:

1) You do not have a convenient location to charge the E-Bike with the battery installed.
2) You are not riding the E-Bike for a long period of time. Remove the battery and charge fully before storing.
3) You are parking the E-Bike in a non-secure location. Remove the battery for safe storage.
4) You are storing the E-Bike in a very cold or hot location. Remove the battery and store in an environment between 32° and 95° F.

Battery

◆ **BATTERY CHARGING**

The battery is the single most complex and expensive part of your E-Bike. Properly maintaining the battery state of charge is a very important part of owning an electric bicycle.

The battery can be charged while it is connected to your E-Bike or you can remove the battery for charging.

To charge the battery while it is in the E-Bike, remove the rubber cover to expose the battery charging port on the bottom left side of the battery. Follow the charging instructions below to charge the battery while it remains inserted into your bicycle.

To charge the battery:

1) With the battery on or off the bike, place the charger on a flat surface in a secure location, uncovered, away from sunlight and debris.
2) Inspect the charger cables, charger and battery for damage before beginning each charge.
3) Plug the DC charger into the wall socket
4) Connect the DC output plug from the charger to the charging port on the lower, left side of the battery pack.
5) Observe the charging light on the DC charger. While charging, the LED light on the charger will remain red in color. During charging, the charger may become warm to the touch. Charging normally takes 6~9hours, however it may take longer when you first receive the bike as the battery pack is balancing. Once the charge cycle has completed, the LED light will turn green indicating that battery charging is completed.
6) Disconnect the battery from the DC charger. Unplug the DC charger from the wall socket.

The battery must maintain a state of charge at all times. The battery should be recharged after each use. There is no memory effect, so you can charge the battery after short rides without damage. If the battery state of charge drops too low, the battery will become non-functional. Failure to maintain the battery state of charge will not be covered under any warranty that may otherwise apply.

⚠ WARNING

The battery state of charge must be maintained at all times. If the battery state of charge drops too low, the battery cannot be recharged. Do not expose battery to sources of high heat or liquids. Catastrophic failure of the battery may occur and subsequently cause injury or death.

Battery

◆ BATTERY RANGE

The battery range is the distance the E-Bike will travel on a single full charge of the onboard battery pack. The range will vary greatly based on usage including tire presuure, elevation change, speed, payload, acceleration, number of starts and stops, surface type, ambient air temperatue and level of pedal assist among other factors.

We suggest that you select a lower level of pedal assistance when you first ride your E-Bike to get to know the range of your bike along your travel routes. Once you become familiar with the range requirements of your travel routes, and the capabilities of your E-Bike you can then adjust you riding characteristics if you so desire.

Best Practices for Extending Range and Battery Life

- ◆ Do not climb hills steeper than 15% grade.
- ◆ Avoid throttle-only operation. Pedal to assist the motor when climbing hills and accelerating from a stop.
- ◆ Avoid sudden starts and stops.
- ◆ Accelerate slowly.

◆ BATTERY SAFETY

In order to prevent possible leakage, overheating, smoking, fire or explosion, please follow these instructions:

- The battery should be used between the temperatures of 15° and 115° F.
- Do not expose the battery terminals or submerge battery in water, beverages or corrosive liquids
- Keep the battery away from heat sources, open fire, flammable and explosive gases and liquids.
- Prevent metal objects from touching the "+" and "-" battery terminals which could cause a short.
- In the event you smell an odd odor, notice overheating or deformation of the battery or external damage. Cease use immediately
- Be careful not to drop or damage the battery when removed from the bicycle.

Troubleshooting

SYMPTOMS	COMMON CAUSES	POSSIBLE SOLUTIONS
E-Bike won't power on	1. Insufficient battery power 2. Faulty connections 3. Battery not fully seated in tray 4. Improper power on sequence 5. Brakes are applied	1. Charge the battery pack 2. Clean and repair connectors 3. Install battery correctly 4. Power on bike using proper sequence 5. Disengage brakes, check brake switch
Irregular acceleration and / or reduced top speed	1. Insufficient battery power 2. Loose or damaged throttle	1. Charge or replace battery 2. Replace throttle
E-Bike is powered on, but the motor does not respond	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
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 of time without regular charges, aged or damaged 5. Brake drag	1. Adjust tire pressure 2. Check connections or charge battery 3. Assist by using pedals or adjust route 4. Replace the battery 5. Adjust, repair or replace cable, pad, rotor
The battery won't charge	1. Charger not well connected 2. Charger damaged 3. Battery damaged 4. Wiring damaged	1. Adjust the connections 2. Replace 3. Replace 4. Repair or replace
Wheel or motor makes strange noises	1. Damaged motor bearings 2. Damaged wheel spokes or rim 3. Damaged motor wiring	1. Replace 2. Repair or replace 3. Repair or replace motor

Troubleshooting

SYMPTOMS	COMMON CAUSES	POSSIBLE SOLUTIONS
Brake power diminished	1. Brake pads worn 2. Cable stretched 3. Brake rotor worn or warped 4. Brake overheating	1. Replace the brake pads 2. Inspect free play, adjust or replace 3. Replace the brake rotor 4. Check for brake drag. Adjust brakes.
Irregular ride quality	1. Fork and/or shock adjustment 2. Insufficient suspension fluid in fork or shock 3. Tires or Tube Issue	1. Adjust preload, rebound settings 2. Repair or replace shocks or fork 3. Check tires / tube for surface irregularities. Check tire pressure.

◆ **FAULT CODE INDICATOR**

Your E-Bike is equipped with an error detection system integrated into the display and controller. In the event of an electronic control system fault, an error code should display. The following error codes are the most common and can aid in troubleshooting.

Code	Fault Description	Code	Fault Description
21	Abnormal Current	24	Motor Hall Defect
22	Throttle Fault	25	Brake Failed or Brake Applied When Powering On
23	Motor Phase Problem	30	Abnormal Communication Error

When an error code is displayed, promptly perform any necessary repairs. After a fault occurs, the electric bike will not function normally. It is highly suggested that you take your e-bike to a skilled technician for diagnosis and repair.

Parking, Transport and Storage

Please follow these basic parking, storage and transport tips to ensure your bike is well cared for on and off the road.

◆ PARKING

- Park in a flat, steady, well-ventilated and dry area if available. It is recommended to park indoors whenever possible.
- Remove the key from the bike and ensure the battery is locked to the frame or removed and brought with you for security.
- Avoid exposure to direct sunlight and rain to reduce potential damage and aging. If you must park outdoors in rain, or wet conditions, you should only leave your E- Bike outside for a few hours and proceed to park the bike in a dry location afterwards to allow all systems to dry out. Use in wet conditions mandates a more regular maintenance schedule to ensure all systems are always working safely and reduce corrosion

◆ TRANSPORT

- Do not transport your E-Bike on a rack that is not designed for the size and weight of the bike.
- Wide tires, as used on your E- Bike, cannot fit into all bike racks, please select an appropriate rack for the width of tires on your E-Bike.
- Remove the battery pack to reduce the weight of the E-Bike and make lifting and loading easier.

◆ STORAGE

- Store your E-Bike indoors if at all possible. Store in a warm, dry location to reduce corrosion.
- Remove the battery from your E-Bike and charge periodically to ensure the battery does not fully discharge during storage period
- Hang you E-Bike if possible to prevent flat spots on your tires. If hanging is not possible, rotate the tires every couple of weeks.
- Lubricate the chain and cables prior to storing to ensure corrosion does not damage components during storage period.
- Cover your E-Bike to eliminate dirt and debris from accumulating on critical components.
- After long periods of storage, complete full safety check and perform the full maintenance schedule to place E-Bike back in service.

Cargo

◆ **LOADING**

Total maximum payload: 300 lb.

• The total maximum weight limit of your E-Bike includes the weight of the rider, riding gear, cargo, etc.

• The kickstand is not designed to be used for loading cargo. Do not assume the bike is stable and balanced when using the kickstand, always hold onto the bike firmly when cargo is being loaded or unloaded.

• All Cargo should be secured properly to the E-Bike. Improperly secured cargo can become entangled in the wheel or gear system and cause injury or death in the event of an accident.

◆ **RIDING WITH CARGO**

Carrying a cargo load involves additional risks which need to be paid close attention to, users should practice riding on a flat and open area with light cargo before attempting to carry heavier loads. Braking, acceleration, and balancing are all significantly affected by the addition of cargo loaded on the E-Bike

The following bulleted list provides important tips for the safe operation of your E-Bike when carrying cargo.

- Plan your route accordingly as hill climbing ability, steering and braking are all impacted when cargo is loaded on the E-Bike. Hills that are normally easy to climb and descend without cargo can become challenging and dangerous once cargo is loaded.
- Cargo should be loaded as low as possible to lower the center of gravity and improve stability, but ensure that cargo does not interfere with any moving components or the ground.
- Ensure your loads are properly secured and periodically check that nothing loosens.
- Get a feel for the cargo load in a flat and open area before riding on roads.

⚠ WARNING

Do not exceed the maximum payload of your E-Bike. Ensure cargo is securely fastened to the E-Bike and balanced properly. Improperly secured cargo can become entangled in the moving bicycle components and overloading your E-Bike can create instability causing an accident which could lead to injury or death.

Bicycle Care

To ensure safe riding conditions you must ensure your bike is properly maintained. You should follow these basic guidelines and see your certified bicycle mechanic at regular intervals to ensure your bike is safe for use.

1. Properly maintain batteries by keeping them fully charged when not in use.
2. Never immerse the bike or any components in water as the electrical system may become damaged.
3. Periodically check wiring and connectors to ensure there is no damage and the connectors are secure.
4. To clean, wipe the frame with a damp cloth soaked in a mild non-corrosive detergent mixture. Dry with a cloth.
5. Store your E-Bike under shelter; avoid leaving it in the rain or exposed to corrosive materials. If exposed to rain, dry your bicycle afterwards and apply anti-rust treatment to chain and other unpainted steel surfaces.
6. Riding on the beach or in coastal areas exposes your bicycle to salt which is very corrosive. Wash your bicycle frequently and wipe or spray all unpainted parts with anti-rust treatment. Damage from corrosion is not covered under warranty so special care should be given to extend the life of your bike when used in coastal areas or areas with salty air or water.
7. If the hub and bottom bracket bearings have been submerged in water, they should be removed and re-greased. This will prevent accelerated bearing deterioration.
8. If the paint has become scratched or chipped in the metal, use touch up paint to prevent rust. Clear nail polish can also be used as a preventative measure to protect any exposed metal from surface scratches.
9. Regularly clean and lubricate all moving parts, tighten components and adjust as required per the maintenance schedule.
10. If your E-Bike has fallen or impacted another object while parked or riding, you should consider your bike unsafe to ride until you consult with a certified bicycle mechanic for a comprehensive inspection and repair if necessary.
11. Any aftermarket modifications to your E-Bike could create an unsafe riding condition and/or void the warranty. Consult with a certified E-Bike mechanic for any modifications you wish to make to your E-Bike.
12. E-Bike components are subject to higher wear when compared to bicycles without power assistance, because E-Bikes travel at higher average speeds than regular bicycles and have a greater weight. Higher wear is not a defect in the product and is not subject to warranty. Typical components affected are the tires, brake pads, suspension forks, spokes/wheels and battery pack. Proper maintenance is extremly important to extend the useful life of your E-Bike.

Maintenance Schedule

Perform maintenance actions as instructed per the periodic schedule shown below I - Inspect **C** - Clean **E** - Exchange **L** - Lubricate

Component	Action	First 100 miles	250 miles or Every 3 Months	500 miles or Every 6 Months	1000 miles or Every Year	2000 miles or Every 2 Years
General Inspection	Inspect bike thoroughly	I	I	I		I
Controls	Inspect bike controls for function, lubricate cables	I			I / L	I / L
Steering Bearings	Inspect steering bearings for play, lubricate	I				I / L
Electrical Wiring	Inspect electrical wires for frays / damage	I			I	
Lights	Inspect all lighting for proper function	I			I	
Wheels / Rims	Inspect wheels for damage or wobble	I			I	
Tires	Inspect tires for tire pressure / wear / damage	I	I	I	I	E
Brake Pads / Rotors	Inspect brake pads / rotors for wear, replace			I	I	E
Brake Cables	Inspect brake free play, adjust or replace.	I		I	I	E
Telescopic Fork	Inspect fork mount torque, inspect for fluid leaks	I		I	I	I
Shocks	Inspect shock mount torque, inspect for fluid leaks	I		I	I	I
Throttle	Inspect throttle operation, lubricate	I		I / L	I / L	I / L
Kickstand	Inspect mounting torque, lubricate	I / C / L	I / C / L	I / C / L	I / C / L	I / C / L
Chain / Gearset	Inspect for wear, remove excess debris, lubricate	I, L	I / C / L	I / C / L	I / C / L	I / C / L

⚠ WARNING

Failure to inspect and maintain your E-Bike can result in a hazzardous operating condition that can cause an accident which could lead to injury or death. If you are incapable of performing the maintenance as shown in the maintenance schedule, bring your E-Bike to a qualified mechanic for service.

Maintenance Log

Mileage	Maintenance Performed	Date	Mileage	Maintenance Performed	Date

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