

*e-JOE*

## **JADE USER MANUAL**

Please, read the manual in its entirety  
before operating your new e-JOE electric bicycle

# INTRODUCTION

Congratulations on the purchase of your new e-JOE electric bicycle! We want to make you happy and believe your new bicycle will bring you lots of fun.

We ask that you read this manual thoroughly, paying special attention to the safety warnings.

Please, observe traffic regulations and do not lend your bicycle to anyone unfamiliar with it. The minimum age requirement for riding electric bicycles ranges from 14 to 16 years and is a direct function of the e-bike's motor wattage and maximum speed limit. Be sure to check local bicycle laws, guidelines, and standards.

Remember that this manual makes no representations about the safe use of bicycles under all conditions. There are risks associated with the use of any bike which cannot be predicted or avoided, and which are the sole responsibility of the rider.

We strongly advise you to always wear a bicycle helmet when using your e-bike. If you are unfamiliar with cycling, we suggest taking a cycling proficiency course. If you decide to install and use a child carrier, a child must be wearing a helmet and seated as per the carrier manual instructions.

Before you ride your bike for the first time, please, make sure it is correctly assembled. You can do this either by taking it to your nearest bicycle shop or by inspecting it yourself if you are proficient in bicycle mechanics. You must make sure you have the pedals, saddle, handlebar, and other items correctly fitted, and the brakes function properly.

Test your brakes every time before using the bicycle and remember the bicycle will not stop as quickly in wet or icy conditions as it would on a dry road.

Frequently check tire pressure and inflate as needed to a level recommended by a tire manufacturer. Low tire pressure will result in damage to the tires and will massively reduce your speed and range.

NEVER drink alcohol and ride your electric bike. The use of alcohol greatly reduces reflexes and limits your ability to ride safely. Even a small amount of alcohol will limit your ability to be safe on the road.

Please, note that small details or components of e-JOE electric bikes may vary as we continuously update our product throughout the year. This does not affect basic installation and assembly.

e-JOE cares for the environment and encourages its customers to dispose of e-JOE products per local regulations. When you need to dispose of a lithium-ion battery, please, either dispose of the unwanted battery through an approved recycler or send it back to us and we will make sure it is properly recycled.

Happy cycling!

## YOUR FRIENDS AT E-JOE BIKE

# OPENING YOUR BICYCLE BOX

When receiving your bicycle, your package should contain the following items:

- Main body of the electric bike consisting of:
  - Frame
  - Front suspension fork
  - Rear wheel
  - Tires & tubes installed and partially inflated
  - Drivetrain
  - Brake and shifter systems
  - Handlebar subassembly (connected to the main body by the brake/shifter cables and electrical wires)
- Electric System consisting of:
  - Battery (inside the frame)
  - Hub motor
  - LCD Pedal Assist Display and thumb throttle
  - Pedal Assist Sensor
  - Controller
  - Wire harnesses
- Front wheel with quick-release axle
- Seat attached to the pedestal stem
- Fenders with supports
- Head- and tail- lights
- Bell
- Kickstand
- Rear rack
- Pedals (2)
- Battery charger (in a separate box)
- Battery keys (2)

After unpacking, do not discard the box and protective material until you test the bike and make sure it operates properly. Should you discover missing items, concealed loss, or damage, report it to your dealer or e-JOE immediately.

# STRUCTURE OF YOUR E-BIKE



# SIZING



# MAIN SPECIFICATIONS

BIKE	
Weight (with battery)	60 lbs.
Max Capacity	300 lbs.
Dimension	68" x 28" x 41"
Max Speed	25 mph
Full Charge Distance	up to 45 miles (depending on terrain and rider's weight)
Climbing Grade	≤ 10%
Pedal Assist System	Thumb Throttle Control, KD58C LCD Display with 5-Level Pedal Assistance
Frame	6061 Aluminum Alloy with Hidden Battery (Step-Thru Design)
Tires	26" x 2.125" Puncture Resistant
Seat	VELO Plush Padded with Vinyl Top, Black
Brakes	Front/Rear: TEKTRO Hydraulic Disc Brakes HD-E350
Gearing	7-speed Shimano Altus Derailleur with Rapid Fire Shifter
Crank Set	PROWHEEL 3/32" x 46T x 170mm
Accessories	Fenders, Rear Rack, Headlight, Taillight, Bell, Kickstand, Wheel Reflectors
MOTOR	
Description	MXUS Rear Brushless Geared Hub Motor
Power	1000 Watt Peak 750 Watt Rated
Noise Grade	< 55 dB
Rated Efficiency	80%
BATTERY	
Type	Samsung 18650-Cells Lithium Ion
Voltage	48V 14Ah
Capacity	672 Wh
CHARGER	
Input Voltage	110-240
Charging Time	4-6 hrs (at low battery)

# ASSEMBLY

*NOTICE: The following assembly steps are only a general guide to assist in the assembly of your e-JOE Bike and are not a complete or comprehensive manual of all aspects of the assembly, maintenance, and repair. We recommend you consult a certified bicycle mechanic to assist in the assembly, repair, and maintenance of your bicycle.*

JADE Comfort Cruiser is shipped 95% assembled. To fully assemble the bike and prepare it for use, follow these steps:

## STEP 1: UNBOXING

- Place the box on the floor as per the “This Side Up” sign on the side of the box.
- Prepare the following tools: scissors/cutter, hex key set, adjustable wrench, and tire inflator.
- Open the box from the top. If the box has staples on the top fold, be cautious when opening as they may be sharp.
- Remove top packing material and a charger box. Carefully remove the bike out of the box by lifting it up or by placing the box on a side and sliding the bike out.
- Remove all remaining protective material and put them aside. Be extra careful when working with the scissors/cutter to avoid scratches.

*NOTE: Do not discard the box or any shipping material until you test the bike and make sure it is in good working order.*

## STEP 2: HANDLEBAR INSTALLATION

Stand the main body of the electric bike on the rear wheel and the front suspension fork (tip: to avoid scratches, cover the surface under the fork or the entire bicycle). Use a hex key to loosen 4 stem bolts and remove a faceplate. Orient the handlebar accordingly and place it in the stem groove. Place the faceplate over the bar and thread the bolts in evenly to secure the bar in the stem. Check the wires to make sure they are securely connected.

## STEP 3: FRONT FENDER INSTALLATION

Remove 2 bolts from the suspension fork end eyelets and 1 top bolt holding the headlight. Place the front fender in the middle under the crown of the fork. Guide the top bolt through the headlight bracket, fender mounting tab, and fork. Adjust the tab position to prevent tire rub. Use a nut to tighten the bolt. Attach the wire fender stabilizers (brackets) to fork end eyelets using the remaining nuts and bolts.

## STEP 4: FRONT WHEEL INSTALLATION

Remove protective covers from the sides of the front wheel as well as a temporary support axle from the fork ends. Locate the included quick-release axle. Loosen and remove a threaded cap and one spring from the side of the axle. Insert the skewer rod into the wheel hub while keeping the second spring at the quick-release lever side. Slide the removed spring onto the axle with a narrow end inward. Screw the cap on.

Slide the front wheel evenly up into the fork dropouts while guiding the disc rotor between the brake pads. While holding the quick-release lever in place, tighten the cap on the opposite side until you feel resistance when closing the lever. It should feel tight, but it should not be too difficult to close the lever. Push the lever into a closed position. Make sure the wheel is securely installed, does not “wobble”, and spins freely.

## STEP 5: PEDALS, SEAT, AND TIRES

To attach pedals, begin by identifying the right and left pedals. Look for “L” and “R” markings on the axles, wrench flats, or stickers. If no “L” and “R” markings are seen, use pedal thread direction to identify pedals. Left threaded pedals (threads sloping upward to the left) go to the left crank. Right threaded pedals (threads sloping upward to the right) go to the right crank. See the image on the right if in doubt (Left: left-hand threads on the left pedal. Right: right-hand threads on the right pedal).



Be sure to grease the pedal threads before installation. Choose the appropriate pedal and start it into the correct crank arm by hand turning the pedal axle toward the front of the bike (both pedals thread in this direction). If it will not start, do not force it - you are probably trying to install the left pedal on the right side or vice versa. Thread both pedals into the crank arms as far as you can by hand. Then fully tighten them with a wrench so they do not loosen from pedal pressure. Be careful to not *overtighten* the pedals as it may cause difficulties with their removal in the future.

Inflate the tires to the proper pressure.

Adjust the seat height to a comfortable position. Make sure the seat post quick-release clamps are properly tightened. Never exceed the safety mark on the stem when finding the appropriate seat height. If used inappropriately, serious damage/injury may be caused to the rider (go to page 14 for more details).

## FINAL PRE-RIDE CHECK

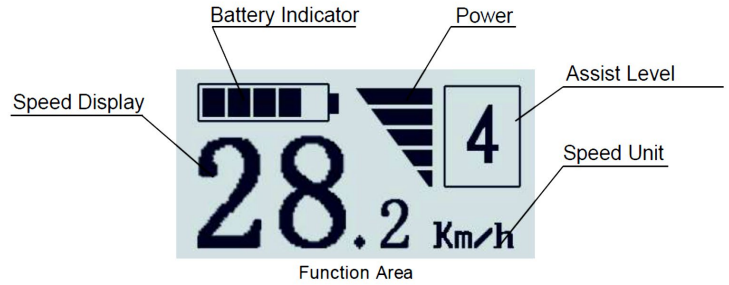
- Check the handlebar and handlebar stem are properly tightened.
- Check all nuts and bolts and make sure they are properly tightened, paying particular attention to the front wheel axle nuts, rear wheel axle nuts, kickstand, yoke, and steering head bearings.
- Test the brakes to ensure they function properly.
- Make sure the tires are properly inflated and have no signs of damage.
- Make sure the battery is properly seated against its housing connector base, locked, and fully charged.
- Turn on the LCD Display on the handlebar as per instructions on page 9.
- Turn the head- and tail lights on.
- Wear a helmet and... continue reading this manual thoroughly, paying particular attention to the safety warnings before you start riding your bicycle.

**For your safety, you need to understand how things work on your bicycle and make certain, all parts are correctly assembled. We urge you to consult your dealer before the first use and have your dealer check your work before you ride the bike. If you have even the slightest doubt about your knowledge or bike’s assembly, talk to your dealer or e-JOE Support Team.**



# LCD

JADE Comfort Cruiser comes with the multifunctional LCD power assist display. The display is mounted on the left side of the handlebar and has three main buttons (**Power**, **-**, **+**), and a monitor.



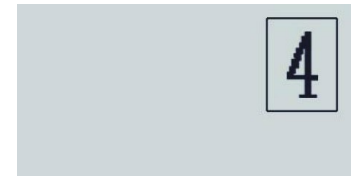
## ON/OFF

By pressing the Power button for a couple of seconds, the display turns on and activates the power supply. To turn the display off and deactivate power supply to the bike, long press the Power button again. When the bike is not in operation, and no buttons are pressed for 10 minutes, the display will automatically turn off. When the e-bike system is switched off, the leakage current is less than 1  $\mu$ A.

## DISPLAY CONTENT

- **Pedal Assist System (PAS) – Level selection**

JADE comes with 5 levels of pedal assistance. To change the PAS level, click (+) or (-) buttons to increase or decrease the levels. To avoid accidental use of the PAS or throttle, make sure to keep the LCD turned off at all times when the bike is not in use.



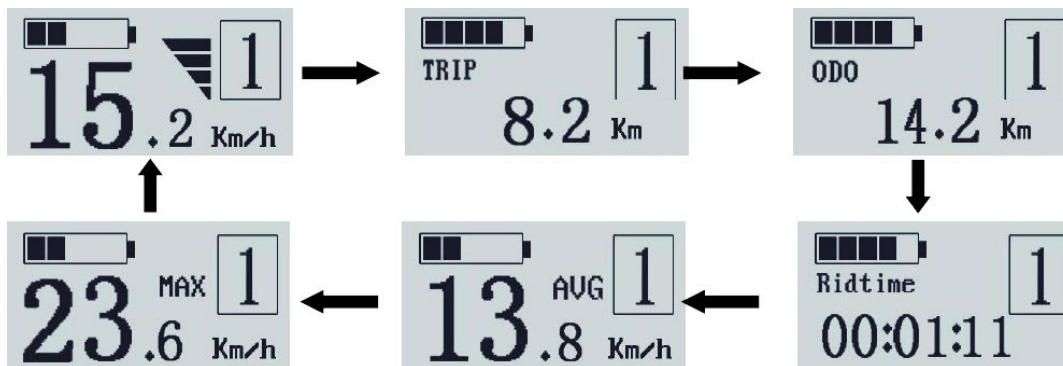
- **Walk Power Assist**

Riders can use up to 6 km/h power assist function when pushing the bike. Hold (-) button to activate the Walk Power Assist function. **P** letter will appear on the screen and the bike will start moving at the speed of no more than 6 km/h. Release (-) button to exit Walk Power Assist function.



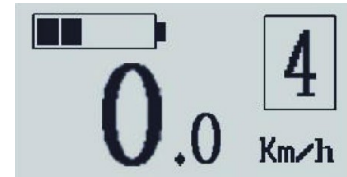
- **Speed**

After the e-bike system is switched on, the display shows current speed by default. To change the indicating information, press **Power** to show in turn: Current Speed (Km/h) → Trip Distance (Km) → ODO (Km) → Trip Time (Hour) → Average Speed (Km/h) → Max Speed (Km/h). Each state will display for 2 seconds and then automatically return to current speed interface. If the display is set to miles, the data will be presented respectively.



- **Battery Capacity Indicator**

When the battery is fully charged, the icon shows five full bars on the top left corner of the display. When the battery is low on charge, the indicator starts flashing.



- **Power**

The output power of the motor is indicated in the middle of the interface.



- **Error Code Definition**

When the electric control system of the bike is out of order, the display automatically displays the error code and stops working correctly. The reason for the error is shown in the error code definition table below.



Error Code	Definition
21	Current Abnormality
22	Throttle Abnormality
23	Motor Phase Abnormality
24	Motor Hall Signal Abnormality
25	Brake Abnormality
30	Communication Abnormality

## FAQ

*Why does the display not turn on?*

Check the connections between the display and the controller. Make sure the battery is charged.

*The display shows an error. What to do?* The error code will disappear once the issue associated with it is resolved. Check bicycle components and wires for any signs of damage. Disconnect and re-connect the main wire harness at the handlebar, recharge battery, and check LCD again. Contact your dealer or e-JOE for further instructions.

For more information about the display and its advanced settings, refer to the official LCD manual.

## THROTTLE

JADE Comfort Cruiser is equipped with a throttle that allows you to speed up to 25 mph without pedaling at all. The thumb throttle is mounted on the left side of the handlebar.

The throttle is activated once the LCD Display is turned on. To use the throttle and apply power to the motor, slowly press its lever down with a thumb. The throttle provides smooth acceleration when pressed slowly and gradually.



The throttle mechanism allows to activate pull power from a stop, and inexperienced users should take extra care when first applying the throttle. We recommend beginning the ride with pedaling first and then applying the throttle. Always be aware of your surroundings. Do not use the throttle unless you are ready to ride. As a precaution, turn the LCD off after riding to avoid accidental activating of the throttle or PAS.

# PEDAL ASSIST SYSTEM (PAS)

A pedal assistance feature is a powerful option, and users must understand how to operate it before the first ride.

JADE offers 5 levels of cadence PAS. The cadence sensor is attached to the bottom bracket behind the pedal crank arm. Switching from level 0 to 1 activates the pedal assist sensor. As soon as the pedals start rotating (PAS level 1-5), the sensor catches the signal and turns on the motor to provide a cyclist with an appropriate amount of power. The higher the level of PAS, the more power it provides. The electric motor can assist up to 25 mph and cuts out if pedaling faster than that. Squeezing the brake levers will automatically cut the power to the motor.

It is recommended to pedal the bicycle with the PAS mode ON, choose appropriate gear, refrain from unnecessary braking, and coast as much as possible. When riding downhill, do not turn the power off, otherwise, the controller and motor can be damaged. As a precaution, switch the PAS level to 0 or turn off the LCD after riding to avoid accidental activating of the throttle or PAS.

# BATTERY & CHARGER

## BATTERY

JADE Comfort Cruiser is delivered with the battery pre-installed inside the frame and partially charged. A charger is shipped in a separate box. A unique set of keys is provided. A lock keeps the battery in place and provides safety from theft. Before each ride, make sure that the battery is properly seated against its housing connector base, locked, and charged.

To check the level of battery charge, use the charge indicator on the LCD screen when it is turned ON. The battery is removable and can be charged either inside or outside of the frame.

To charge the battery when it remains installed in the frame, open a side rubber cover on the right side of the frame to access the charging port.

To remove the battery, insert the key into the lock on the left side of the bike frame. Turn the key counter-clockwise. Locate a safety tab above the battery; press the tab gently to the left while preparing to catch the battery as it falls out.

To reinstall the battery, slide the bottom portion of the battery into the housing base. Push the top portion of the battery up into the frame until it clicks in place. Turn the key clockwise to secure the battery and protect it from theft.

*NOTE: The keys provided are used to lock and unlock the battery. Turning the key DOES NOT act as an ignition for the battery or motor. Please, keep in mind that e-JOE does not carry copies of the keys. It is recommended to store one key in a safe location in case the first key is misplaced or lost.*

## BATTERY CHARGER

Always use the charger provided by e-JOE for your specific bicycle and battery type. If you plan on moving from the USA, double-check the charger specifications and the local standards.

## CHARGING PROCEDURE

- 1) Place the charger and battery indoors in a dry ventilated area away from sunlight with the temperature 50-80F.
- 2) Locate the battery charging port.
- 3) Connect the AC input plug into the outlet. The LED light on the charger should turn GREEN (Charge).
- 4) Connect the DC output plug from the charger to the battery port. The LED light on the charger should turn RED (Charge in the process).
- 5) When the battery is fully charged, the LED light on the charger should turn GREEN (Fully Charged).
- 6) Unplug the charger from the battery first and then from the outlet.

While the charger automatically stops charging when the battery is full, we strongly recommend to not leave the battery connected to the charger and outlet for a lengthy period. The average time for charging from low to full is approximately 4 to 6 hours. As the battery ages after 2-3 years of use, you may notice increased charging times and decreased range. If the battery does not seem to be charging as usual, discontinue charging/using it and contact e-JOE or dealer for assistance.

## BASIC BATTERY CARE & MAINTENANCE

- **Keep your lithium battery charged.** Lithium batteries are generally best kept 80% charged. Do NOT use your battery in a very low state. Completely discharging a lithium battery below safe levels can cause irreparable damage to the cells and diminish its capacity. If you do "flatten" your battery, fully re-charge it as soon as possible. To prevent the battery from irreparable damage, never leave a battery wholly depleted or drained.
- **Keep your electric bike battery clean and dry.** Contacts on the battery should be clean and dry to avoid oxidation and corrosion. Check the contacts every few months.
- **Keep your lithium battery cool.** The lithium battery is best stored in cool conditions. While storing batteries in cool conditions is good, remember to warm the battery to room temperature before charging or using it on the bike.
- **Plan for the long-term storage of your electric bike.** If you know you are not going to use your battery for a few months, it is wise to take some extra precautions. To reduce the loss of capacity over time, yet still preserve the battery, it is best to store it at about 80% charge. You can estimate this by riding your e-bike for about 20% of the average distance with a fully-charged battery. It's best then to store the battery in a cool well-ventilated place. To prevent premature failure of your battery and for the warranty on your battery to remain in effect, it is recommended to charge the battery at least once a month.

## IMPORTANT SAFETY WARNINGS!

- Connect the charger to the outlet first, and then to the battery. Connecting the unplugged charger directly to the battery may create a spark.
- While charging, place the battery and charger in a secure place where children or pets cannot reach it.
- Avoid any contact with water while charging; prevent liquids, metal, and metal filings from permeating the charger.
- Do not put anything on top of the charger while charging; it must be well ventilated to allow the heat that is generated to dissipate.
- Stop charging the battery immediately if you notice a peculiar smell or the charger gets too hot to touch.
- Do not touch the poles of the battery. The battery poles should not be touched with any other metal or other material that conducts electricity.
- Be careful not to drop or hit the battery or the charger as it may damage its components.
- It is normal for the distance range to reduce as a result of cells aging or battery use in low or high temperatures.
- Do not attempt to open or repair your charger or battery. Doing so voids the warranty and can result in a safety hazard. Contact your local e-JOE Bike Dealer or e-JOE technical support.
- When you need to dispose of a lithium-ion battery, either dispose of the unwanted battery through an approved recycler or send it to e-JOE. Never dispose of batteries in a fire because they may explode.

# BRAKES

JADE Comfort Cruiser has a hydraulic disk brake system installed on both wheels, front and rear, to control the braking of the bicycle. The system has an electrical cut-off function, an important safety feature of all e-JOE bikes. It disengages the motor when the brake levers are squeezed. Therefore, it is critical to make sure the brake system works properly.

- Test your brakes every time before using the bicycle and remember the bicycle will not stop as quickly in wet or icy conditions as it would on a dry road.
- Remember which wheel is controlled by which brake. Do not brake too strongly or abruptly, as it will make it easier for you to fall. Incline your body backward to reduce the influence of inertia.
- The brake system requires regular cleaning, maintenance, and adjustment. Have your brakes inspected and serviced regularly by an experienced mechanic (every six months to a year should be sufficient for occasional cyclists). Take your bike in more often if you ride or use brakes frequently.
- The brake system includes brake pads which gradually wear down due to normal use. When the brake pads wear out, replace them as soon as possible.
- With use over time, brake fluid will become contaminated with dirt and moisture and should be replaced. It is recommended to use mineral oil for brake fluid replacement. For additional information, follow the brakes manufacturer's instructions.
- DO NOT ride the bike if the brake oil is leaking as the system may suddenly lose braking power.
- The bike should not be stored or turned upside down, as air may enter the brake lines. If the bike has been upside down, allow it to sit several minutes before use, and test the levers by pulling with force.
- Over time disc brakes lose some of their effectiveness. This leads to longer response times, less efficient braking, and less bike control. If you start experiencing such issues, hear a squeaking noise when braking, lack stopping power, refrain from using the bike and bring it to a local bike shop for inspection & service.

# DRIVETRAIN & GEARS

The drivetrain of the bicycle consists of all parts that you use to push or pull the bike along. The key components are the pedals, cranks, chain, freewheel, gear shifter, and rear derailleur.

Gears are there to enable you to maintain a comfortable pedaling speed (or cadence) regardless of the gradient or terrain, something that single gear is not capable of. JADE comes with the seven-gear system. To change the gears while riding, press + or – of the shifter on the right side of the handlebar until you reach your desired gear. The gears are switched by the rear derailleur located on the right side of the rear wheel. The derailleur moves the chain up or down the freewheel setting it to the desired gear.

- The gear setting is displayed on the shifter. The higher the gear, the more resistance is given when pedaling.
- The combination of pedaling and gear affects the battery range when riding with pedal-assist. If you are riding uphill or in the areas where it becomes difficult to pedal, shift to a lower gear. If you find that you are moving faster than you can comfortably pedal, try moving to a higher gear. This will help conserve battery power and achieve comfortable pedaling.
- It is easier to start riding if the bike is set to a lower gear.
- If you experience “skipping” of gears, noisy switching, bring the bike to an experienced mechanic for adjustment.
- Keeping your derailleur, chain, and freewheel clean, lubricated, and moving freely will expand their service life and avoid costly repairs.
- If you need to service the pedals, follow instructions on page 8 for their removal and installation.

# SEAT

Appropriate adjustments can be made to seat (or saddle) & handlebar height according to personal preference.

## QUICK-RELEASE CLAMP

The clamps that hold handlebar or seat posts in place are called quick-release clamps. If you need to tighten or loosen the clamp, use an adjustment knob located on the opposite side from the quick-release lever. Open the lever and turn the adjustment knob clockwise. As you tighten the adjustment knob, you'll be able to close the lever more securely. In case you tighten the knob too much, you won't be able to close the lever at all. Repeat this process until you find a "happy medium" point where the lever is tight enough to hold the post, but not so tight that you cannot close the lever all the way.

## MAX MARK LINE

When adjusting the height of the seat or handlebar posts, it is forbidden to expose the MAX mark line (also called, the safety line or infix notation). If used inappropriately, it may cause serious injury to the rider.

## SEAT HEIGHT ADJUSTMENT

Stand over the frame and sit on the saddle. Step on the pedal with your heel. Rotate the pedal to its lowest position while straightening the leg. The height is best suited when the leg is straightened out with a slightly bent knee. If the leg is excessively bent, raise the seat. If your knee is fully extended, lower the seat.

To do so, unlatch the quick-release lever on the seat tube and move the vertical stem to the appropriate height, making sure not to exceed the safety MAX mark. Point the front tip of the seat towards the handlebar along the frame. Close the quick-release lever while making sure it's tight enough to keep the seat post in place.

## SEAT POSITION ADJUSTMENT

The seat should be at a neutral position allowing the rider to sit on the middle portion of it without sliding forward onto the nose or backward off the rear of the saddle. The seat position can be adjusted by loosening the seat clamp under the seat and sliding the seat forward or backward. Be sure to loosen the clamp only enough to move the seat. You may need to test-ride the bike with the new adjustment several times until you make sure this seat position is the most comfortable.



# GENERAL OPERATION & MAINTENANCE

Like any other means of transportation, electric bicycle and its components are subject to wear and tear. When comparing to regular bicycles, the rate of wear for electric bikes is higher due to its weight and speed; it does not mean the components are defective or of low quality. The rate of wear depends on the way of use (mileage, terrain, weather conditions, etc.), as well as the level of care and maintenance.

The use of a bicycle in competitive events, aggressive riding, riding on severe terrain/climates, riding with heavy loads, commercial activities, and other types of non-standard use can dramatically shorten the life of the bicycle and its components. Be sure to use your bicycle for its intended purpose only.

- Always follow the instructions described throughout this manual and abide by local regulations.
- If you have the slightest doubt about your knowledge about the bicycle, its assembly or operation, visit the local dealer.
- Have the bike inspected by a professional mechanic after the first 60 miles of riding and every 300 miles.
- Wheel spokes should be adjusted every 300 miles of riding.
- Keep your lithium battery charged, dry, and stored in cool conditions.
- Handlebar and saddle posts should never be raised beyond the maximum safety line.
- Your bike has a rear derailleur that will automatically tension your chain. However, if the chain becomes loose or frequently comes off the front cog, you can adjust the chain tension by loosening the rear axle nuts slightly and adjusting the tension bolts. Make sure the chain runs freely and retighten the axle nuts.
- Disc brake calipers, rotors, and brake pads get extremely hot after bike use. Do not touch these parts after a ride and be sure to allow some time for the brake system to cool down before attempting service.
- Bell and reflectors are important safety cycling devices. Check reflectors and their mounting brackets regularly to make sure they are clean, straight, unbroken, and securely mounted.
- Ensure handlebar grips are not damaged and properly installed. Loose/damaged grips can cause loss of control and falling.
- In case you hear an unusual noise, experience “wobbly” motion of wheels, lack of braking power, intermittent pedal assistance, or other unusual signs when operating the bicycle, stop using it and visit a local dealer for inspection.
- Leaving a bicycle standing in the open or not using it for long periods may be subject to increased wear through weathering and deterioration. You should have your bicycle, and its components checked periodically by your dealer for indicators of stress and potential failure, including cracks, corrosion, deformation, dents, paint peeling, and any other indicators of potential problems, inappropriate use, or abuse. These checks are important to ensure all components function safely and reliably and to help prevent any accidents or injuries to the rider.

**IMPORTANT!** Do not attempt to open the casings of the battery, motor, or controller; it could be dangerous and will void any warranties by doing so. If you experience a problem, please contact our service department or your local dealer.

## **WATER**

- Your electric bicycle is rain and splash resistant. Please, use caution; do not operate your bicycle or leave outside in bad weather conditions.
- The electric components, such as the LCD, motor, battery, and controller, **MUST NOT** be submerged in water.
- To prevent rust or corrosion, dry off the bicycle and its components after riding and store the bike and the battery in a dry location. **DO NOT** turn on the bike after exposure to water. Dry it thoroughly first!
- To avoid electric shock and damage to your product, do not charge the battery while it is wet or in an area where it could get wet. Do not handle a bicycle, charger, or cords with wet hands while charging.

# WARRANTY

## STANDARD LIMITED WARRANTY

e-JOE warrants every new e-JOE electric bicycle to be free from manufacturer defects in material and workmanship for ONE (1) year provided that the product is used in a standard and controlled manner, and maintained according to its owner's manual.

This warranty is valid in the United States only and applies to the person or entity that originally purchased the product from e-JOE or its authorized dealers in the United States (not transferable to a subsequent purchaser). The warranty period commences upon the date of original purchase. Proof of purchase from an authorized e-JOE dealer and photo/video evidence of the defect are required to receive the warranty support.

### What is covered by this warranty?

e-JOE warrants every new e-JOE product against defects in material and workmanship as follows:

#### Limited ONE (1) Year Components Warranty

*e-JOE electric bicycle*: frame, suspension fork, stem, handlebar, headset, LCD display, seat post, saddle, brake levers, cables, bottom bracket, crankset, pedals, chain, rims, wheel hub, freewheel, cassette, derailleur, calipers, shifter, brake discs/rotors, brake/shifter cables, motor, throttle, controller, wiring harness, kickstand, grips, head and tail lights, rear rack, fenders, reflectors, and hardware;

#### Limited ONE (1) Year Lithium-Ion Battery Warranty

Lithium-Ion batteries are warranted to be free from manufacturer defects in materials and workmanship for ONE (1) year period from the date of original purchase. The battery warranty does not include damage from power surges, use of an improper charger, improper maintenance, misuse, normal wear, or water damage.

#### Limited 30 Days Full Replacement Warranty

If an e-JOE product is not working properly because of a major manufacturer defect within the first 30 days of original purchase, e-JOE Bike will repair or replace any defective product at its sole option and expense upon determining whether the damage, failure, or loss is due to a major manufacturer defect. e-JOE will first issue replacement parts for a reasonable number of tries (as determined by e-JOE). If the product does not function properly after the parts replacement attempts, e-JOE will send a full replacement bicycle or scooter upon receipt and inspection of the original product and replacement parts.

e-JOE reserves the right to charge 10% of the product price in case the original product is returned in a bad manner, with the insufficient protective material, not by the instructions provided by e-JOE, or shows signs of excessive use, neglect, dirt, dust. A full replacement product will be issued only after such fee is paid in full.

#### Limited 7 DAYS Shipping Damages Coverage

e-JOE will repair or replace the parts damaged during shipping at its sole option provided that such damage is documented on the bill of lading and reported to the dealer or e-JOE within the first seven days after delivery. It is the customer's responsibility to inspect the box and the product at the time of delivery, take pictures of any damage and keep all packaging and paperwork until the damage claim process is complete.



## What is NOT covered by this warranty?

- e-JOE product without presented proof of purchase from an authorized e-JOE dealer AND photo/video evidence of the defect;
- e-JOE product purchased from an unauthorized e-JOE dealer;
- e-JOE product with an expired warranty period;
- e-JOE product transferred to a subsequent purchaser or owner;
- normal wear and tear (scrapes, scratches, etc.);
- consumables (components that are subject to a short life and periodic replacement due to their functions including, but not limited to tires, tubes, brake pads, spokes, alkaline batteries, saddle covering, paint, mineral oil, other lubricants);
- assembly or tune-up fees;
- costs associated with inspection, labor, packaging material, shipping of warranted products;
- damage or defects resulting from failure to follow instructions in the owner's manual, improper assembly, use of incompatible and non-original parts, improper maintenance, storage, and transportation, alterations, modifications, acts of God, accidents, misuse, neglect, abuse, water damage, operator's error, commercial activities, extreme or excessive riding, and other types of non-standard use;
- damage or defects resulting from an attempted repair unless performed by an authorized e-JOE Dealer with e-JOE's knowledge and approval;
- damage or defects caused by flood, lightning, earthquake, war, vandalism, theft, brownouts or sags (damage due to low voltage disturbances).

## How to obtain warranty support?

### Step 1

Make sure to have the following available: the original bill of sale with unexpired warranty period (proof of purchase), photo/video evidence of the defective part or product, and main product information (such as model, serial number, battery voltage, motor wattage).

### Step 2

Read the respective manual and FAQs for troubleshooting and repair instructions. If the solution is not found, contact the authorized e-JOE Bike dealer (seller) from whom you purchased your product and report an issue. As your number one resource, the dealer shall evaluate the problem, provide instructions for troubleshooting, and make attempts at resolving it.

### Step 3

If the issue is deemed as manufacture defect in materials and workmanship, fill out the warranty claim form below. e-JOE shall repair or replace parts that are found by e-JOE to be defective and covered by the limited warranty.

If within the warranty period, identical materials are unavailable at the time of repair or replacement, e-JOE reserves the right to substitute materials of equal or better quality. Replacement products may be new or reconditioned. All products that are replaced will become the property of e-JOE and must be returned upon request. Any item repaired or replaced under these terms will be covered by the limited warranty for the remainder of the original warranty period.

Terms of warranty published on <https://ejobike.net/warranty/> are considered current and controlling when a warranty claim is made. In no event shall e-JOE Bikes be responsible for any direct, indirect or consequential damages, including without limitation, damages for personal injury, property damage, or economic losses, whether based on contract, warranty, negligence, or product liability in connection with their products.

e-JOE reserves the right to refuse any warranty claim.

# SIMPLE TROUBLESHOOTING

PROBLEM	SOLUTIONS
A. Speed is too slow	<ol style="list-style-type: none"> <li>1. Fully recharge and reinstall the battery</li> <li>2. Check tire pressure and spokes tension, make sure the brake handles are fully released</li> <li>3. Motor, battery, or controller need to be replaced</li> </ol>
B. Riding shorter distance per recharge	<ol style="list-style-type: none"> <li>1. Check tire pressure; recharge the battery</li> <li>2. Make sure bike is not overloaded, adjust the route</li> <li>3. Battery or charger needs to be replaced</li> </ol>
C. LCD does not turn on, or LCD flashes for a second and does not turn on	<ol style="list-style-type: none"> <li>1. Make sure LCD cable is properly connected and not damaged</li> <li>2. Fully recharge and reinstall the battery</li> <li>3. LCD, battery, or main wire harness need to be replaced</li> </ol>
D. LCD turns on but motor not working (neither with the throttle nor with the PAS)	<ol style="list-style-type: none"> <li>1. Make sure motor cable is properly connected and not damaged</li> <li>2. Check whether the brake levers are fully released and brake cut-off switch is not activated</li> <li>3. Check if PAS level is on 1 to 5</li> <li>4. Recharge and reinstall the battery</li> <li>5. Motor, controller, battery, or wire harness need to be replaced</li> </ol>
E. LCD is on; bike works with the throttle, but not with the pedal assist.	<ol style="list-style-type: none"> <li>1. Make sure PAS wire is connected and not damaged</li> <li>2. Make sure PAS is clean and not damaged</li> <li>3. PAS, controller, wire harness, or motor needs to be replaced</li> </ol>
F. LCD is on; bike works with the pedal assist, but not with the throttle	<ol style="list-style-type: none"> <li>1. Make sure throttle wire is connected and not damaged</li> <li>2. Check whether the brake levers are fully released and brake cut-off switch is not activated</li> <li>3. Throttle, controller or main wire harness need to be replaced</li> </ol>
G. LCD is on; when switching to PAS 1, the bike takes off without pressing the throttle or pedaling	<ol style="list-style-type: none"> <li>1. Check if the throttle lever is down in ON position</li> <li>2. Throttle, PAS, or controller need to be replaced</li> </ol>
H. After stopping, PAS or throttle do not work	<ol style="list-style-type: none"> <li>1. Check whether the brake handles are fully released</li> <li>2. Check if PAS level is on 1 to 5.</li> <li>3. Begin the ride with pedaling first, and then applying the throttle</li> <li>4. Throttle, PAS, or controller need to be replaced</li> </ol>
I. When the charger is connected to the outlet, the indicator light does not come on.	<ol style="list-style-type: none"> <li>1. Check whether there is electricity to the charger</li> <li>2. Make sure the charger cables are properly connected</li> <li>3. If you have a voltage meter, check if the charger produces the correct current</li> </ol>
J. When connecting the unplugged charger to the battery, it sparks	<ol style="list-style-type: none"> <li>1. Connect charger to outlet first. When indicator lights come on, connect charger to battery.</li> <li>2. If sparks again, stop charging and contact e-JOE technical support</li> </ol>
K. When plugging in the charger into an outlet and then into the battery, the green light stays on.	<ol style="list-style-type: none"> <li>1. The battery is full or not charging. Check LCD indicator if the battery is fully charged</li> <li>2. Check whether the charger is plugged in properly to both outlet and battery</li> <li>3. Check the voltage of charger and battery</li> <li>4. Charger or battery needs to be replaced</li> </ol>
L. Squeaking noise when braking	<ol style="list-style-type: none"> <li>1. Braking system needs to be cleaned and adjusted</li> <li>2. Brake pads need to be cleaned or replaced</li> <li>3. Disc rotor needs to be straightened, cleaned, or replaced</li> </ol>
M. Grinding noise comes from the rear wheel when riding	<ol style="list-style-type: none"> <li>1. Check the condition of the rim &amp; spokes, spokes tension</li> <li>2. Check braking and shifting systems</li> <li>3. Make sure the fender, derailleur, and kickstand do not rub</li> <li>4. Motor needs to be replaced</li> </ol>

# CONTACT US

We hope you enjoy your new e-JOE Bike!

If you have any questions/comments/concerns or would like to share your e-JOE bike experience, please contact us at:

Telephone: 855-888-1891

Email: [sales@ejoebike.com](mailto:sales@ejoebike.com)

Website: [www.ejoebike.net](http://www.ejoebike.net)

Follow us on social media!

@ejoebike #ejoebikes #simplyelectrifying

