



AMERICAN BIKE PATROL SERVICES

ATR 528 EBIKE

OWNERS MANUAL





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INTRODUCTION TO THE ATR 528

This user manual specifically for the ATR 528 Patrol eBike for law enforcement provides important information on safety precautions, e-bike components, operation instructions, maintenance, troubleshooting, legal compliance, and warranty. Please read this manual thoroughly before using the ATR 528 patrol eBike.

It is highly advisable that all riders attend the ABPS eBike patrol course offered nationwide for Public Safety.

The ATR 528 model is not available nor sold to the general public. It's strictly a law enforcement patrol eBike.

For more information regarding our eBike safety course please visit www.bikepatrol.info.

2.0 SAFETY PRECAUTIONS

2.1.0 General Safety Guidelines:

2.1.1 Follow traffic rules and local regulations according to the law and your departments policies.

2.1.2 Be aware of your surroundings and ride defensively

2.1.3 Do not operate the e-bike under the influence of alcohol or drugs.

2.1.4 Only one rider should be on the e-bike at a time.

2.1.5 Do not modify the e-bike without manufacturer's approval. This will void all warranties and can be dangerous.

2.1.6 Keep hands and feet away from moving parts.

2.1.7 Do not ride the e-bike in extreme weather conditions.

2.1.8 Battery Temperature use

a) The ideal temperature that allows the batteries to operate at peak efficiency is when temperatures are somewhere between 60 and 80 degrees. Battery

b) performance can deteriorate when temps dip below 40 degrees and above 110 degrees.

2.2.0 Safety Gear:

2.2.1 Always wear a helmet while utilizing the e-bike for any purpose

2.2.2 Wear suitable clothing and closed-toe shoes while riding.

2.0 SAFETY PRECAUTIONS

2.2.3 Approved Uniform for eBike patrol is always recommended for comfort and safety.

2.2.4 Use approved gloves for hand protection and comfort

2.2.5 Use of eye protection is recommended with proper UVA/UVB protection

2.3.0 Riding Conditions:

a) Avoid extreme off-road jumps whenever possible and rugged terrain unless the e-bike is equipped with proper off-road tires

b) Do not ride the e-bike on wet or slippery surfaces.

c) Reduce speed when riding on uneven surfaces or gravel roads.

d) Avoid deep puddles or flooded areas.

3.0 EBIKE COMPONENTS

3.1.0 ATR Frame:

- a) Familiarize yourself with the ATR 528 e-bike's frame structure, configuration and design.
- b) The frames weight limits has an acceptable range up to 400lbs
- c) The maximum weight capacity is 500 lbs
- d) Ensure the frame is free from cracks or damage before each ride

3.2.0 Pedal Assist Drive Motor:

3.2.1 Understand the location and power rating of the motor.

3.2.2 ATR 528 uses a center drive motor

3.2.3 ATR uses a 1000 watt motor with a 1500 watt peak torque

3.2.4 Do not touch the motor while it is running or immediately after use.

- a) The motor may be hot to the touch
- b) avoid placing any objects near the motor during operation.

3.3.0 Battery:

3.3.1 Know the location of the batteries and how to securely install/remove it.

- a) Battery one is located under the down tube.
- b) The key will be required to unlock the mechanism which will release the battery from its position.

3.0 EBIKE COMPONENTS

3.3.2 Make sure to move the tab at the top of the battery compartment to allow the removal of the battery

3.3.3 Do not completely drain the battery.

3.3.4 If storing the e-bike for an extended period, remove the batteries and store it separately in a cool, dry place.

3.3.5 Charge the battery using the provided charger and follow the manufacturer's instructions.

3.3.6 Keep the battery away from extreme temperatures and moisture.

3.3.7 Do not expose the battery to direct sunlight or heat sources.

3.3.8 If you notice any damage or abnormalities with the battery, discontinue use and contact customer support.

3.4.0 HMI (Human-Machine Interface) Bafang Display Panel:

3.4.1 Understand the functions and information displayed on the panel.

3.4.2 Familiarize yourself with the different settings and modes available.

3.4.3 Keep the display panel clean and free from water or debris.

3.5.0 Brakes:

3.5.1 The ATR 528 utilizes a quad-piston hydraulic brake system

3.0 EBIKE COMPONENTS

3.5.2 Regularly check the brake pads for wear and replace them if necessary.

3.5.3 Test the brakes before each ride to ensure proper functionality.

3.6.0. Gears and Drivetrain:

a) the ATR 528 utilizes a front single chainring and by 9 speed cassette gearing system

b) Understand how to shift gears smoothly.

c). Do not shift while applying pressure to the pedals

d) Mitigate shifting during throttle and pedal pressure

e) Keep the drivetrain clean and lubricated for optimal performance.

f) If you encounter any issues with shifting or chain tension, consult a professional bike mechanic.

4.0 EBIKE OPERATIONS

4.1.0 Powering On/Off:

4.1.1 Place the e-bike is on a level surface if possible

4.1.2 Press the power button to turn on the e-bike using the left side handlebar control panel.

4.1.3 The display pane (HMI) should activate and the ATR “All Terrain Response” will be displayed

4.1.4 The system will automatically default to the level 1 power assist system (PAS)

4.1.4 To turn off the e-bike, press and hold the power button until the HMI display panel shuts off.

4.2.0 Riding Modes:

a) Depending on your e-bike model, there may be different riding modes available (e.g., eco, normal, sport).

b) Use the appropriate riding mode based on your preference and terrain conditions.

c) Familiarize yourself with the controls to switch between riding modes.

4.3.0 Pedal Assist System:

4.3.1 The pedal assist system provides assistance when pedaling.

4.3.2 Choose the desired assist level using the control buttons on the handlebar.

a) The assist level determines the amount of motor assistance provided while pedaling.

4.0 EBIKE OPERATIONS

b) Be cautious of starting at a higher power without proper training

4.4.0. Throttle Operation:

4.4.1 If your e-bike has a throttle, familiarize yourself with its operation.

4.4.2 The throttle allows you to accelerate without pedaling.

4.4.3 Use the throttle in a controlled manner to maintain balance and control.

4.5.0. Regenerative Braking (if applicable):

4.5.1 Some e-bikes feature regenerative braking, which helps recharge the battery while slowing down.

4.5.2 Understand how to engage the regenerative braking system (if available) and adjust its intensity if possible.

4.5.3 Be aware that regenerative braking may affect the e-bike's braking performance.

5.0 MAINTENANCE & CARE

5.1.0 Cleaning and Storage:

5.1.1 Clean the e-bike regularly with mild soap and water.

5.1.2 Dry the e-bike thoroughly to prevent rust and corrosion.

5.1.3 Store the e-bike in a dry and secure location, away from extreme temperatures and direct sunlight.

5.2.0 Battery Maintenance:

5.2.1 Follow the manufacturer's instructions for battery maintenance and charging.

5.2.2 Do not overcharge or completely drain the battery.

5.2.3 If storing the e-bike for an extended period, remove the battery and store it separately in a cool, dry place.

5.3.0. Tire Pressure:

5.3.1 Check the tire pressure regularly and maintain it within the recommended range.

5.3.2 Inflate the tires as needed, usually a couple times a month for a smooth and comfortable ride.

5.3.3 The recommended tire pressure for the ATR 528 is 25-30 lbs

5.4.0. Brake Adjustment:

5.4.1 Periodically check the brake performance and adjust the brake pads if necessary.

5.0 MAINTENANCE & CARE

5.4.2 Consult a professional bike mechanic for brake adjustments or replacements

5.4.3 Brake bleeds are required periodically and require specific maintenance

5.5.0. General Inspection:

5.5.1 Before each ride, inspect the e-bike for any visible damage or loose components.

5.5.2 Ensure the handlebars, pedals, and saddle are securely fastened.

5.5.3 Test the lights, siren, and other accessories for proper functioning.

5.5.4 Make sure wheels are true with no visible damage

5.5.5 Properly inflate tires to the recommended pressure as needed (25-30 lbs)

5.6.0 Regular Servicing:

5.6.1 Schedule regular maintenance and servicing with a qualified bike mechanic.

5.6.2 Follow the recommended service intervals provided by the manufacturer.

5.6.3 Regular servicing helps maintain the eBike unit for safety and proper maintenance.

6.0 TROUBLESHOOTING

6.1.0 Common Issues:

6.1.1 If you encounter any issues with the e-bike's performance, such as power loss or strange noises, refer to this troubleshooting section of the this manufacturer's manual.

6.1.2 Check the connections, battery charge, and ensure all components are properly secured.

6.1.3 If the issue persists, contact ABPS customer support for assistance.

6.2.0 Error Codes (if applicable):

6.2.1 The HMI display may display error codes on the control panel in the event of a malfunction. Contact ABPS for further assistance. We will work with your departments to help resolve any issues.

6.3.0 Contacting Customer Support:

6.3.1 If you require technical assistance or have specific questions about your e-bike, contact the manufacturer's customer support team at **(800) 488-6960**

6.3.2 Provide detailed information about the issue you are experiencing to help diagnose and resolve the problem efficiently.

7.0 LEGAL & REGULATORY COMPLIANCE

7.1.0 Local Regulations:

7.1.1 Familiarize yourself with the local laws and regulations pertaining to eBike usage in your area.

7.1.2 Understand the maximum speed, power limitations, and any specific requirements or restrictions.

7.2.0 Traffic Laws:

7.2.1 Observe all traffic laws and regulations while riding your eBike.

7.2.2 Signal your intentions, yield to pedestrians, and follow the same rules as regular bicycles or motor vehicles (depending on the classification of your e-bike).

7.3.0 Battery Disposal:

7.3.1 Dispose of the e-bike battery responsibly and in accordance with local regulations.

7.3.2 Do not dispose of the battery in regular trash bins.

7.3.3 Contact recycling centers or battery disposal facilities for proper disposal methods.

7.4.0 Warranty Information:

7.4.1 Please refer to the ATR 528 warranty information download on our website: www.bikepatrol.info

7.0 LEGAL & REGULATORY COMPLIANCE

7.4.2 Read and understand the warranty terms and conditions provided by the manufacturer.

7.4.3 Follow the specified guidelines for warranty claims and repairs.

7.4.4 Keep all necessary documents, such as purchase receipts and warranty certificates, for future reference.

7.5.0 Accessories and Add-ons:

7.5.1 Ensure that any additional accessories you install are compatible with the ATR 528 e-Bike and do not compromise its safety or performance.

7.5.2 The ATR 528 comes with an integrated front light

a) The power switch for the front light is located on the power control panel

7.5.3 The ATR 528 comes with an integrated rear light

a) The power switch for the rear light is located under the rear battery on the left side

7.6.0 Optional Accessories

7.6.1 Police light system with dual front police lights and system integrated rear taillight.

7.6.2 Front safety siren with 115 decibels

7.6.3 Water bottle cage

7.0 LEGAL & REGULATORY COMPLIANCE

7.7.0 Useful Informs

7.7.1 Environmental Considerations:

- a) Be conscious of the environmental impact of your eBike.
- b) Minimize unnecessary energy consumption by using the appropriate riding modes and optimizing battery usage.
- c) Dispose of any waste generated during maintenance or repairs in an environmentally responsible manner

7.7.2 Riding Tips and Techniques:

- a) Use hand signals to indicate turns or stops.
- b) Yield the right of way when necessary
- c) Ride in a predictable manner and be aware of blind spots
- d) Learn and practice proper riding techniques to maximize efficiency and safety
- e) Maintain a balanced and stable posture while riding.
- f) Gradually apply acceleration and deceleration for smoother rides.
- g) Use your gears effectively to maintain an appropriate cadence

7.7.3 Community Resources:

- a) Engage in discussions, share experiences, and learn from agencies utilizing the ATR 528 eBike

8.0 UPDATES & UPGRADES

ABPS automatically insures that

8.0.1 Stay informed about any firmware updates or software upgrades released by the manufacturer.

8.0.2 Regularly check the manufacturer's website or contact customer ABPS support for information on the latest updates that may enhance your eBike's performance or address known issues.

9.0 CONCLUSION

9.1.1 If you have any further questions or concerns, refer to this user manual or reach out to the manufacturer's customer support for assistance.

9.1.2 Customer service can be reached at: **800-488-9690**. Hours of operation Monday - Friday between 8AM PST to 5PM PST. You can also reach us for customer service questions and concerns via email **abps@bikepatrol.info**.

9.1.3 Remember, safe and enjoyable e-biking starts with understanding and following the guidelines provided in this user manual.