



**BAKCOU™**

OWNER'S MANUAL



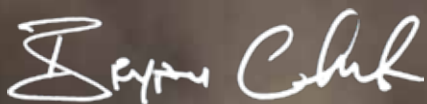
We want to thank you for purchasing a Bakcou eBike and would like to welcome you as one of our newest Tribe Members. We know that you are going to love your new eBike as much as we love ours and it will no doubt change the way you access the backcountry!

We want you to know that customer service is at the center of our business model. We encourage you to email, call, or use the online chat on our website to contact us with any questions, concerns, or assistance.

We are committed to the design and manufacturing of the best electric bicycles, bicycle components, and related products on the market. To ensure that our bikes are of the highest quality we are uncompromising in our choice of materials, manufacturing processes, development of new products and commitment to innovation.

Our company was founded on a few basic principles. First, was our love for the backcountry and the desire to access these remote areas with minimal disturbance to wildlife and their habitat through quiet and non-pollutant means. Second, was to design and build the most durable and efficient, yet affordable, electric bikes on the market. Our goal wasn't to create a mountain bike conversion kit by simply adding a motor to a bicycle frame that wasn't designed and intended to operate with one. Instead, we designed the eBike around the motor and the drive train with the necessary framework and durability needed to withstand the abuse and demands placed on it. Third, Bakcou was built by sportsmen and outdoor enthusiasts for those that want the same thing we do, which is to climb higher, go farther, and explore more without adding stress to the environment.

Welcome to the Tribe. Now get out and enjoy the backcountry, like you've never done before!



Bryan Child, Owner



Dave Andre, Owner



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# FOREWORD ON SAFETY

An electric bicycle can be a great way to access terrain that may be impossible by any other means. It can also be dangerous, especially if you ride terrain above your ability or beyond the capability of the eBike itself. If you are headed into the backcountry, be prepared. Bakcou recommends riding with a first-aid kit and a Trailside Repair Kit that includes a bicycle pump, flat repair kit, chain links, chain tool, and bike multi-tool. Bring water, food and clothing appropriate for the season and the environment. A dry trail with good traction may turn impassable with a little rain. If this occurs, you may need to walk the eBike. Always practice proper backcountry safety protocols.

The eBike will not protect you in an accident. There are no seat belts or air bags, and therefore a crash, even at low speeds, can result in injury or death. If you are in an accident, inspect the eBike thoroughly before continuing with your ride. If you aren't sure, do not ride the eBike. Take it to a professional bicycle mechanic or repair shop for a professional inspection.

If you experience any mechanical problems while on a ride, immediately turn off the electric power at the battery prior to attempting any repairs. Repairs include anything such as putting the chain back on, adjusting brakes, or adjusting accessories. Attempting to replace or re-engage the chain while the power is on could result in serious injury.

Secure all cargo and ensure loose straps are secured to avoid interference with the moving parts on the eBike. Be aware of loose clothing, especially on the drive side (right side) of the bicycle, to avoid interference between your clothes and the drivetrain. Be sure the wheels spin freely and there is nothing that could get caught in the spokes or prevent the wheels from turning freely. If you get a piece of clothing or equipment caught in the front chainring, immediately turn the power off. You may need to be prepared to cut or remove clothing that gets caught in the drivetrain in order to remove it from the system.

The Bakcou eBike is a fun and exciting ride! Always be aware of your surroundings and your environment. Be cautious of other riders and pedestrians. Always stay in control and within your ability. Bakcou recommends the use of a DOT (Department of Transportation) rated helmet at all times.



# INTRODUCTION

Your Bakcou eBike comes with a tremendous amount of torque and power. It is equipped with gearing for steep climbing, as well as higher speed straightaways. The larger cogs, on the rear cassette, are for climbing and the smaller cogs, are for flatter ground and higher speeds. This makes riding your eBike correctly, even more important. Sometimes riders get caught up in “throttle only” riding, to such a degree, that they forget to shift gears. Similar to driving a car, it is important to shift into the appropriate gear for the terrain you are riding. As with driving a car, you certainly wouldn’t start from a standstill in 6th gear. This would cause a tremendous amount of stress on your drivetrain. An eBike is no different. Make sure your eBike is in 1st or 2nd gear when you start off, and then shift into higher gears, as you pick up speed. Then, as you prepare to stop, down shift into 1st or 2nd gear, so that you are once again in a lower gear for when you take off.

Just to be clear, the largest cog on the rear cassette is 1st gear and is thus for climbing, and the smallest cog is 9th gear and is for flatter ground and higher speeds. The significantly increased torque, created by your electric motor at take-off, can be easily distributed across a large cog. Whereas, a small cog does not have enough teeth to appropriately distribute the increased torque. Starting in a higher gear will cause premature wear and tear on your chain and gears, among other drivetrain components.

In addition to the proper shifting described above, we strongly encourage using pedal assist to start rather than throttling from a standstill. Using the throttle at a standstill is similar to pushing the gas pedal to the floor in your car when taking off. While this may create some excitement, it’s also very stressful on the drive train components of your eBike.

You will notice while riding that your eBike has shift and brake sensors. For obvious reasons, the power to the motor is cut off when the brakes are applied. However, power to the motor is also cut while shifting gears. This sensor allows for tension on the chain to be relieved so that proper and smooth shifting can occur.







## STORM

### FULL-SUSPENSION MID DRIVE

750 W / 1000 W Bafang Ultra Motor  
17.4ah, 21ah Lithium-Ion Battery  
Shimano Alivio 9 Speed / SRAM XS  
6061 Aluminum Alloy Frame  
Rockshox Monarch  
203mm Hydraulic Quad Piston Disc Brakes  
26x4 Traction & Control Maxxis 120 TPI  
Air Suspension Fork Travel 120mm



## MULE ST 26"

### HARD-TAIL MID DRIVE

750 W / 1000 W Bafang Ultra Motor  
14.5ah, 17.4ah, 21ah Lithium-Ion Battery  
Shimano Alivio 9 Speed  
6061 Aluminum Alloy Frame  
203mm Hydraulic Quad Piston Disc Brakes  
26x4 Traction & Control Maxxis 120 TPI  
Air Suspension Fork Travel 100mm



## FLATLANDER

### HARD-TAIL HUB DRIVE

750 W / 1000 W Bafang Ultra Motor  
14.5ah, 17.4ah, 21ah Lithium-Ion Battery  
Shimano Alivio 9 Speed  
6061 Aluminum Alloy Frame  
203mm Hydraulic Dual Piston Disc Brakes  
26x4 Traction & Control Maxxis 120 TPI  
Air Suspension Fork Travel 100mm

## MULE

### HARD-TAIL MID DRIVE

750 W / 1000 W Bafang Ultra Motor  
14.5ah, 17.4ah, 21ah Lithium-Ion Battery  
Shimano Alivio 9 Speed  
6061 Aluminum Alloy Frame  
203mm Hydraulic Quad Piston Disc Brakes  
26x4 Traction & Control Maxxis 120 TPI  
Air Suspension Fork Travel 100mm



## MULE ST 24"

### HARD-TAIL MID DRIVE

750 W / 1000 W Bafang Ultra Motor  
14.5ah, 17.4ah, 21ah Lithium-Ion Battery  
Shimano Alivio 9 Speed  
6061 Aluminum Alloy Frame  
203mm Hydraulic Quad Piston Disc Brakes  
24x4 Traction & Control CST BFT Tires  
Air Suspension Fork Travel 100mm



## FLATLANDER ST 24"

### HARD-TAIL HUB DRIVE

750 W / 1000 W Bafang Ultra Motor  
14.5ah, 17.4ah, 21ah Lithium-Ion Battery  
Shimano Alivio 9 Speed  
6061 Aluminum Alloy Frame  
203mm Hydraulic Quad Piston Disc Brakes  
24x4 Traction & Control CST BFT Tires  
Air Suspension Fork Travel 100mm



# TIRE PRESSURE, POWER, BATTERY

## TIRE PRESSURE

Pump tires to desired pressure. The range for the tires is from 5 psi to 30 psi, with 5 psi being the lowest the tire is rated for. Lower pressures can provide more traction, however increase the risk of pinch flats, and decrease the range of the motor. Higher pressures can decrease the possibility of pinch flats, but also can decrease grip on softer and varied terrain. We recommend using a 2 psi difference between the front tire and rear tire (+2 psi in the rear tire) to maximize traction in the front and stability in the rear, for example 15 psi front, 17 psi rear.

### 5-15 PSI

for very soft sand  
or snow

### 15-25 PSI




for most off-road riding,  
depending on terrain

### 25-30 PSI

for pavement or hard,  
smooth surfaces

If you are riding in an area with a lot of thorns, we recommend puncture proof tire liners and/or a tube/tire sealant.

## POWERING THE UNIT ON

1. Make sure the battery is fully inserted and locked on your bike.
2. Get on the eBike, ready to ride.
3. Turn the battery on using the power switch  on the left side of the eBike.
4. Press and hold the power button  on the keypad for a couple seconds until the display turns on.
5. When the power comes on, the power level will be set to 1, and therefore engaged for throttle or pedal assistance.
6. Use the + or - key on the keypad to change your pedal assist power level from 0-5 (0 is no assistance, 5 is maximum assistance).
7. Press and hold (-) key for walk-assist mode.
8. Hold (+) key for 2 seconds for Sport Mode. This makes the torque sensor more aggressive.
9. Hold (+) key again for Eco Mode. This will increase battery efficiency.
10. To turn off, press and hold the power button  again for a couple seconds.





## DISPLAY SCREEN FOR STORM AND MULE

### FIVE BUTTON KEYPAD

Power Button: Turns power and display on and off

(+) Button: Increase power

(-) Button: Decrease power

Light Button: Turns on/off headlight if one is installed

(i) Button: Scrolls through information screens on the Analyst Display. Quickly double click to view settings and information.



### ANALYST DISPLAY

Current Speed                      Total Distance

Trip Distance                      Battery Level

Power Level                      Watts Output

## DISPLAY SCREEN FOR FLATLANDER

### FOUR BUTTON KEYPAD

Power Button: Bottom Right Button

(+) Button: Increase power

(-) Button: Decrease power

Press and hold (+) to turn light on/off

Press and hold (-) key for walk-assist mode.



### ANALYST DISPLAY

Current Speed                      Total Distance

Trip Distance                      Battery Level

Pedal Assist Level                      Watts Output



## LITHIUM ION BATTERY

The battery typically has a partial charge straight from box. We recommend fully charging your battery prior to initial use. Your battery can be charged while on your bike, or it can be charged off your bike.

To charge the battery, remove the circular rubber plug from the **LEFT** side of your bike. Plug the charger into a power outlet and wait until the light on the charging unit is illuminated red. Plug the other end of the cord into the battery. The light will change to green once it's fully charged. Allow approximately 4-8 hours for a full charge (depending on battery size). Always charge in dry, ventilated conditions away from sunlight, ideally 50-80 degrees Fahrenheit.

To remove the battery from your bike, insert your key, turn it 90 degrees and pull the battery out.

During normal use, you can charge it after every ride regardless of battery level, there is no battery memory and therefore consistent charging won't damage the battery. For safety, the charging unit will automatically stop charging once the battery is full. It's never good to completely run the battery dead.

The charger will get hot, so make sure to keep it away from all flammable materials and surfaces. Only use the original charger, **DO NOT** use any aftermarket chargers or charging accessories.

For long term storage, it is best to leave the battery at about 50%-80% (2-3 lights) state of charge (SOC). Always store the battery in a cool place. For best results, do not store for longer than 4 months without cycling the battery.



BATTERY LEVEL INDICATOR



BATTERY TO EBIKE CONNECTOR



POWER CHARGING PORT



## RIDING TIPS TO MAXIMIZE YOUR BATTERY

To increase battery life and reduce wear on the components, follow these tips:

- » Use the pedals as often as possible, especially when starting.
- » DO NOT simply rely on the throttle for power.
- » Start in a low gear and low power. This means looking ahead, and possibly shifting to a lower gear before coming to a stop so you are in the right gear to resume riding again.
- » Use low gears for climbing steep hills. Avoid putting unnecessary torque on the transmission.
- » Minimize starts and stops by looking ahead and planning your route.
- » Use higher tire pressure.

In the first 20 miles or so, the cables and system components will settle and therefore may need to be adjusted. If you are unfamiliar with adjusting the derailleur, Google, "Derailleur Adjustment Video" or reach out to your local bike shop for help.



## HOW TO ADJUST THE FRONT SUSPENSION FORK

The dial over the right fork is to lock out the fork. Turn clockwise to lock suspension travel. Turn counter-clockwise to unlock suspension, and allow the suspension to travel.

The cap over the left fork covers a valve to adjust the pressure in the air forks. Use a high-pressure shock pump to adjust the air pressure. (Given the size of the valve, do not use a compressor or any other type of pump). You may purchase a shock pump at [www.bakcou.com](http://www.bakcou.com) on the Accessories page.

Recommended air pressure is 140 psi and then adjust accordingly to rider weight, terrain and personal preference.



# IMPORTANT SAFETY INFORMATION

Read this important safety information before riding your ebike.

## **AN EBIKE CANNOT PROTECT YOU IN AN ACCIDENT**

The most common cause of injury on an eBike is falling. In a crash or impact, it is not uncommon for your eBike to sustain damage and for you to fall. Cars have bumpers, seat belts, air bags, and crumple zones. eBikes do not. If you fall, your eBike cannot prevent injury. If you are involved in any kind of impact, crash, or accident, check yourself thoroughly for injuries. Then have your eBike thoroughly inspected by a local bike shop before you ride it again.

## **KNOW YOUR LIMITS**

An eBike can be dangerous, especially if you try to ride beyond the limits of your ability. Know your skill level and don't ride beyond it.

## **KNOW YOUR EBIKE'S LIMITS**

Your eBike is made to withstand the stress of rough, rugged conditions but within "normal" riding conditions. If you misuse your eBike by riding outside those conditions, it can be damaged by stress or fatigue. Any damage can drastically reduce the life of the frame, fork, or other parts.

## **HANDLE WITH CARE**

Some parts of your eBike can injure you if mishandled. There are sharp points, for example, on the teeth of the chainrings and some pedals. Brakes and their parts get hot. Rotating brake rotors can cut skin and even break bones. Clamps and pivoting parts such as brake levers can pinch, as can the chain where it runs onto sprocket teeth. eBike components are especially vulnerable. Electric cables, connectors, battery dock, battery, and the controller can be easily damaged if handled incorrectly.



## **LIFESPAN**

An eBike is not indestructible, and its parts will not last forever. Our eBikes are made to withstand the stress of “normal” riding because those stresses are well known and understood.

However, we cannot predict the forces that might occur if it is involved in an accident. With damage, the life of any part can be drastically reduced and may fail without warning. The life of a part is determined by its construction, materials, use, maintenance, rider weight, speed, terrain, and environment (humidity, salinity, temperature, etc.), so it is not possible to give an accurate timetable for replacement. Any crack, scratch, or change of color in a high-stress area indicates the part (including the frame or fork) has reached the end of its life and should be replaced. If you are not sure or you don't feel comfortable inspecting or repairing your eBike, consult your local bike shop. Regular maintenance, frequent inspections, and frequent replacement of parts are necessary for a high-performance eBike.

## **THINK SAFETY**

Stay tuned to your environment and avoid dangerous situations which are usually obvious (traffic, obstacles, drop-offs, and so on) but sometimes are not. Many of those situations are shown in this manual. Some of the high-risk stunts and jumps seen in magazines or videos are very dangerous; even skilled athletes get severe injuries when they crash, *and they do crash*. Modifications to your eBike can make it unsafe. Each part of your new eBike has been carefully chosen and approved. The safety of accessory or replacement parts, and especially how those parts attach and interface with other parts of the eBike, are not always apparent. For this reason, you should only replace parts with original equipment or parts that are approved. If you are not sure what parts are approved, ask your bike shop.

Some examples of modifications include physically altering existing parts (sanding, filing, drilling, etc.), using adapters for brake systems, installing accessories, and changing parts.







ANTHONY

BAKCO

MAXXIS

ANTHONY

ANTHONY





# GET TO KNOW YOUR EBIKE

For the most possible enjoyment from your eBike, familiarize yourself with the pedals, brakes, shifting, and suspension. You will enjoy yourself more if you are confident with your eBike.

## **BEFORE EVERY RIDE**

Before riding your eBike, perform a safety check on level ground and away from traffic. If any part doesn't pass the safety check, fix it or have your eBike serviced before riding.

## PRE-RIDE CHECKLIST

### **CHECK THE HANDLEBAR**

1. Make sure the bar is at 90 degrees to the wheel.
2. Check that the handlebar is tightened sufficiently so that it will not twist out of alignment and does not rotate in the stem.
3. Make sure that no cables are pulled or caught when you turn the handlebar from side to side.

### **ADJUST YOUR HANDLEBAR AND STEM**

Handlebar position is important for control and comfort. Special tools and training are necessary to align, adjust, and torque your stem, so only your eBike shop should do this. Do not attempt to make the adjustments yourself as these changes may also require adjustments to the shift levers, brake levers, and cables.

### **CHECK THE SADDLE AND SEAT POST**

1. Make sure the saddle is in line with the center of the eBike.
2. Check that the saddle rails or collar is tightened sufficiently so that it will not twist out of alignment or move up or down.

### **ADJUST YOUR SADDLE**

Test that you have the right height by sitting on the saddle with your heel on the lower pedal and your leg slightly bent. If your leg is bent more than slightly, your seat should be adjusted up. If you can't reach the pedal, your seat should be adjusted down. To avoid damage to the seat post or eBike frame, do not position the saddle beyond the minimum insertion line on the seat post. If you can't properly position your saddle, see your bike shop.

**WARNING:** A wheel attachment device, including a quick-release, not correctly adjusted and closed can move independently and catch in spokes or a brake rotor. In addition, the wheel may become loose or come off, suddenly stop the wheel, decrease your control, and cause you to fall. Make sure your wheel is correctly installed and firmly attached before you ride your eBike.

### CHECK THE WHEELS

1. Check rims and spokes for damage. Give the wheel a spin. It should spin straight through the fork (front) and chainstays (rear).
2. Check that the axles are fully seated in the dropouts.
3. Lift your eBike and hit the top of the tire with a solid blow. The wheel should not come off, be loose, or move from side to side.
4. If your wheel is equipped with a quick-release, make sure the lever is properly closed and positioned (in-line with the chain stay or front fork) and does not interfere with the spokes or disc brake system as the wheel rotates.

**WARNING:** Securely clamping the wheel with a quick release system takes considerable force. If the wheel is not properly secured, the wheel can become loose or fall off causing serious injury. The nut should be tightened enough that you need to wrap your fingers around the fork to close the lever.

### CHECK THE TIRES

Use a tire pump with a gauge to make sure your tires are inflated within the recommended pressure range. Do not exceed the pressure limit as stated on the side of the tire or rim; whichever is lowest.

**NOTE:** It is better to use a hand or foot pump than a service station pump or electric compressor. The latter are more likely to allow for over-inflation, which can cause the tire to blow out.





## CHECK THE BRAKES

1. While standing still, make sure you can apply full braking force without the brake lever touching the handlebar. (If the lever touches, your brakes may need adjustment.)
2. Check that the front wheel brake is working properly. Ride the eBike at slow speed and apply the front wheel brake. The eBike should come to an immediate stop. Repeat the process with the rear wheel brake.

**WARNING:** Brake force applied to the front wheel suddenly or too fully could lift the rear wheel off the ground. This could decrease your control and cause you to fall. For best results, apply both brakes at the same time.

## CHECK THE CHAIN

1. Make sure your chain has the correct tension so that it can't fall off. If you're unsure of the correct tension, see your bike shop.
2. Check that the chain has no kinks, rust, broken pins, plates, or rollers.

## CHECK THE CABLES

Make sure all cables and housings are properly secured to the frame or fork so that they cannot interfere with or get caught on moving parts.

## CHECK REFLECTORS, LIGHTS, & ACCESSORIES

1. Make sure your reflectors, lights and any other accessories are securely attached, properly positioned, and working properly.
2. Position your lights parallel to the ground. Make sure your batteries are charged.

## CHECK YOUR BATTERY AND CONTROLLER

Check that your battery is locked in the dock and fully charged, and your controller and eBike system are functioning properly.

## CHECK YOUR SUSPENSION

Adjust your suspension for your use, and make sure that no suspension component can "bottom out" or be fully compressed.

## CHECK YOUR PEDALS

1. Make sure your pedals and shoes are clean and free of debris that could affect your grip or interfere with the pedal system.
2. Grab your pedals and crank arm and wiggle to see if there's any looseness. Also spin the pedals to make sure they rotate freely.

Don't forget to register your bike with us to activate your product warranty  
[www.bakcou.com/product-registration](http://www.bakcou.com/product-registration)





# SAFETY PRECAUTIONS

Follow these essential safety precautions to reduce your risk of harm when riding your eBike.

## GEAR UP

1. Always wear a helmet when riding your eBike to reduce the risk of head injury in an accident.
2. Make sure your helmet fits you properly and meets the required safety standards.
3. Dress appropriately. Loose clothing or accessories can get caught in your wheels or other moving parts and cause you to fall (e.g. pants leg in the chainring).
4. Make sure all loose straps & accessories are secured (backpack, tie-down, bungee cord, panniers, etc).
5. On an eBike, the unique up and down pedaling motion is what makes you recognizable on the road. At night, highlight your feet, ankles, and legs with products that feature reflective material.
6. When on the road use front and rear lights, day and night.
7. Make sure your reflectors are clean and properly positioned.

**WARNING:** Reflectors, which function only when light shines on them, are not a substitute for lights. Riding in dark conditions or at times of poor visibility without adequate lighting is extremely hazardous.

## RIDE SMART

1. Know your skill level and do not ride above it.
2. Do not ride distracted. Using a mobile phone, music player, or other devices while riding can lead to an accident.
3. Do not ride too fast. Higher speed creates higher risk, and results in higher forces if a crash occurs (you may be surprised at the power of your Bakcou eBike).
4. Do not ride hands-free. Always keep at least one hand on the handlebar.
5. Do not ride while intoxicated or while using medications that can make you drowsy or less attentive.
6. Always obey all laws, rules and/or regulations regarding the use of electric assisted bicycles.



# SAFEGUARD YOUR EBIKE

Follow these safeguards to keep your eBike in good shape for the long haul.

## KEEP IT CLEAN

Clean your eBike with water or mild detergent and a non-abrasive sponge if your eBike is very dirty. Never spray your eBike using high pressure, and never spray directly onto bearing points or electrical parts. Never use harsh chemicals or alcohol wipes to clean your eBike.

## PART REPLACEMENT

If you need to replace any eBike parts (worn brake pads, for example, or broken parts from an accident), visit your bike shop or the Accessories page of [www.bakcou.com](http://www.bakcou.com). Use only genuine replacement parts. If you use anything other than genuine replacement parts you may compromise the safety or performance of your eBike.

Your safety depends on the correct maintenance of your eBike. After any repair or accessory installation, check your eBike as shown in the Before Every Ride section on page 13 of this manual.

## PARKING, STORING, AND TRANSPORTING YOUR EBIKE

Prevent theft! Do not park your eBike unless you secure it to a fixed object with a bike lock that resists bolt cutters and saws. Lock the battery in place and remove the controller, if necessary. When using a bike rack ensure that the rack is rated to carry the increased weight of an eBike.

## MAINTENANCE

Technological advances have made eBikes and eBike parts more complex, and the pace of innovation is increasing. It's impossible for this manual to provide all the information required to properly repair and/or maintain every eBike. To help minimize the chances of an accident and possible injury, it's critical that you have your bike shop perform any repair or maintenance not specifically described in this manual. Many variables, from your riding style to geographic location, will determine your maintenance requirements. The longer you neglect maintenance, the more it becomes critical. Your bike shop can help you decide your maintenance requirements. After initial use, new eBikes should be checked. As an example, cables stretch through use, and this can affect the operation of shifting or braking. Approximately two months after you purchase your new eBike, have your bike shop fully check it. Have your bike shop fully service your eBike each year even if you did not ride your eBike much. Before each ride, perform an inspection as outlined in the Before Every Ride section. If a part malfunctions, check and service it immediately, or consult your bike shop. If a part has wear or damage, replace it before you ride your eBike again.



# INSPECTION

Perform the following inspections and maintenance when indicated.

## CHECK TIGHTNESS

Your new eBike left the shop with bolts and connections properly tightened — but those bolts and connections loosen over time and sometimes even during shipping. This is normal. It's important to check and adjust them to make certain they are tight.

## KNOW YOUR TORQUE SPECS

Torque is a measure of the tightness of a screw or bolt. Too much torque can stretch, deform, or break a bolt (or the part it attaches). Too little torque can allow the part to move and may lead to fatigue and breakage of the bolt (or the attached part). A torque wrench is the only reliable method of determining correct tightness. If you do not have a torque wrench, you cannot properly inspect for tightness and should consult your bike shop. The torque specification is often written on or near the bolt or part. If a part does not have a specification on it, ask your local bike shop or contact the Bakcou customer service department. It shouldn't take more than a few minutes to check the following and adjust as necessary to proper torque specs:

- » Saddle clamp bolt(s)
- » Seatpost clamp bolt
- » Stem bolts
- » Shift lever attachment bolts
- » Brake lever attachment bolts
- » Brake bolts, front and rear, including any bolt that attaches a cable housing stop
- » Suspension attachment bolts and crank arm bolts

## HANDLEBAR

Check that the handlebar grips are secure (they shouldn't move or rotate).

**WARNING:** A handlebar end that is not plugged or covered can cut the rider in a crash. Inspect regularly.

## FRAME AND FORK

Examine your frame and fork, especially near junctions, and clamping or attachment areas. Look and feel for signs of fatigue: dents, cracks, scratches, deformation, discoloration, unusual noises (e.g. chain slap or brake rub during acceleration). If you find any, contact your bike shop before riding the eBike.

## BRAKES

1. Check the brake pads for wear.
2. On the disc brakes, replace brake pads that are thinner than 1mm.
3. Check the thickness/wear of the rotors.
4. The minimum thickness is often printed on the disc.

## WHEELS AND TIRES

Check the tires for damage or a worn area. As a tire wears thin, it may become more susceptible to puncture. If a cut goes all the way through the casing, or any casing thread shows through the tread, replace the tire. Your bike shop should fix or replace loose spokes or spokes with damage.

## FENDERS

When re-installing a fender, make sure you use the bolt(s) supplied with the eBike or fender assembly. These bolts have specific sizes and locking capabilities. Failure to use these bolts may result in a loose or detached fender contacting the tire causing an abrupt stop.

## DERAILLEURS

Shift gears through all the sprocket combinations to make sure the derailleurs operate correctly and smoothly, and the chain does not come off.

## PEDALS

1. Wiggle the pedals to make sure they're secure on the crank arms.
2. Rotate the pedals on the crank arm. If the pedals don't rotate smoothly, see your bike shop to adjust your pedal bearings.
3. If necessary, tighten your pedals. The right pedal is threaded in the usual direction. The left pedal is left-hand threaded.

## CHAIN

1. Check the chain for stiff link pins or wear and dirt.
2. Clean and lubricate the chain.

## CABLES

1. Check the cables for problems: kinks, rust, broken strands, or a frayed end. Cables should have an end cap to prevent fraying.
2. Also check the cable housing for loose wire strands, bent ends, cuts, and worn areas. If there is a problem with a cable or housing, do not ride your eBike. Unless you feel comfortable adjusting your wire cables, take your eBike to your bike shop for service.

## ACCESSORIES

Check all accessories to make sure they're correctly and securely attached.





# EASY FIXES EVERY RIDER SHOULD KNOW

We know not everybody is mechanically inclined, but every rider should master these basic skills.

## CHECK YOUR TIRES

Properly inflated tires make for an enjoyable ride. Checking your tires for inflation and wear is your first step to improve your eBike's performance. Check your tire pressure. Use a tire gauge, or a pump equipped with a gauge, to check your tire pressure. Inflate (or deflate) your tires to proper air pressure. Use a hand pump to inflate your tires to the air pressure recommended. Make sure your pump is suitable for a Schrader valve.

## WASH YOUR EBIKE

1. It just feels better to ride a clean eBike. Not only does it look good, it will also add to the life of the eBike. Constant attention to your eBike's details will keep you up to date with maintenance as well.
2. All you need is a water hose, a bucket, mild soap, a soft brush, and a towel. Wet your eBike with the hose, then work with the brush from the top down using plenty of soapy water. Rinse the soap off and wipe it down.

High pressure water may damage eBike parts. Do not clean your eBike with a high-pressure washer as it may seep into electric connectors, motors, controllers or other parts of the electric system.

## DEGREASE AND LUBE YOUR CHAIN

Proper lubrication will keep your chain running smoothly and quietly and will prolong the life of your chain. We recommend you clean (degrease) the chain prior to lubrication.

**Degrease:** It's a dirty job so leave your dress clothes in the closet. You'll need a bike-specific degreaser (a biodegradable option is good). There are designated chain-cleaner tools, but you can also use a toothbrush. Apply the degreaser with a toothbrush or a chain-cleaner tool to the bottom length of the chain and pedal backwards. After degreasing, wash the chain with soapy water and a brush, rinse it clean, and allow to dry. Always re-lube your chain after degreasing.

**WARNING:** Do not get lubricant on rim sidewalls, disc brake rotors or brake pads. Lubricant on brake surfaces can cause decreased braking function, and increase the possibility of an accident or injury. Wipe off any lubricant that contacts brake surfaces.

**Lubricate:** Use a bike-specific chain lubricant. Apply lubricant to each link pin as you slowly pedal backwards. Wipe off any excess lubricant.



## **REMOVE & REPLACE YOUR WHEELS**

Be careful not to press the brake lever after removing the wheel. This may close the brake pads making it difficult for the rotor to go back inside the pads.

### **REMOVE THE REAR WHEEL**

1. Shift down to the smallest gear in the cassette.
2. Loosen the thru-axle on the wheel.
3. Grab the derailleur body and push down, then back and release the wheel from the dropouts.
4. Tilt the wheel and remove the chain from the cassette. Set the wheel and your eBike down with the gears up.

### **REPLACE THE REAR WHEEL**

1. Standing at the rear of the eBike, with the wheel between your knees, grab the rear derailleur with your right hand and pull back and push down making sure the top of the chain drops over the first (or smallest) gear on the cassette. Make sure the wheel axle fits all the way into the frame of the eBike.
2. Tighten the thru-axle bolts.

## **REMOVE & REPLACE YOUR TIRE**

1. Deflate the inner tube.
2. Loosen the tire from the rim.
3. Use your hands or tire levers to remove the tire from one side of the rim. Do not use a sharp object such as a screwdriver to remove the tire.
4. With one side of the tire removed, you can reach in and remove the inner tube.
5. To remove the tire completely use your hands or tire levers to remove the other side of the tire from the rim.

### **REPLACE THE TIRE ON THE WHEEL**

1. Take this opportunity to examine the tire and the rim for defects.
2. Inflate the inner tube just enough for it to take shape.
3. Place the inner tube in the tire so that it is inside the tire all the way around. Insert the valve stem through the hole in the rim.
4. With your hands only, push one side of the tire over the rim. Make sure the tube is now inside the rim.
5. Push the other side of the tire over the rim.
6. From the outside of the tire, prop the valve stem up through the rim.
7. Inflate the tire to the pressure indicated on the side of the tire. Do not over-inflate.
8. Check to make sure the tire bead is set on the rim.



# WARRANTY & CLAIMS

## First 30 Days of Purchase

We cover shipping, labor and parts for the following: Frame, Motor, Display, Battery

We also offer 30% off all components

## After 30 Days & Within First Year

We cover parts only for the following:  
Frame, Motor, Display, Battery

Manufacturer's defects only. Not normal wear and tear.

Every eBike from BAKCOU comes with a one year limited warranty against manufacturing defects in materials or workmanship on its frame, motor, display and battery.

Within the first 30 days of purchase this warranty includes shipping, labor and parts for the frame, motor, display, battery and 30% off all other components. After 30 days the warranty includes only the cost of parts on the frame, motor, display and battery, labor and shipping are the owner's responsibility.

This warranty applies only to the original registered owner of the eBike from Bakcou and is not transferable. This limited warranty does not apply to normal wear and tear, malfunctions, or failures due to abuse, neglect, improper repair, improper maintenance, alteration, modification, accidents, or other improper use. The one-year warranty on Bakcou lithium-ion batteries from the date of original purchase does not include damage from power surges, use of improper charger, improper maintenance or other such misuse, normal wear or water damage.

If a component is deemed to be defective or damaged without user error or other improper use, Bakcou will assist in replacing that part. This includes any parts deemed to have been damaged in shipping. We will not replace any part deemed to be damaged by the user.

In the case of a repair or parts replacement under warranty, we will work with the owner to find a local certified bicycle repair shop to make the necessary fix. Bakcou will also cover the associated repair labor fees, only if the scope of service is agreed upon prior to the fix. The owner may also return the unit to Bakcou to make the needed repairs, but will be responsible for shipping costs each way.

### WARRANTY CLAIMS

All claims to this warranty must be made through Bakcou, LLC and can be submitted by visiting [www.bakcou.com](http://www.bakcou.com). Proof of the original purchase may be required with any warranty request. Before making a claim, please contact our service department by calling 844-227-1096, as there may be a simple fix for the problem. Valid warranty claims will be processed within one year of the initial purchase.

### SHIPPING DAMAGE CLAIMS

Upon delivery, immediately inspect your products for damage. Freight damage claims are extremely time sensitive, and we will not accept freight damage claims later than 3 business days from delivery. Note any damage to your products on the Bill of Lading before you and the delivery driver sign-off on the shipment. Take photos of any damage that is found and date the images when possible. Report shipping damage claims within 3 business days of delivery to Bakcou, LLC at 844-227-1096 or [www.bakcou.com](http://www.bakcou.com).

# RETURN POLICY

Bakcou will accept the return or cancellation of an order under the following conditions:

eBikes & scooters may be returned within 14 days of delivery if the eBike shows no sign of use. However, 15% of the purchase price is non-refundable and purchasers are responsible for return shipping fees. The original shipping charges are non-refundable.

Bakcou will not accept the returns of products after 14 days.

In the event of a product return, Bakcou will not accept the return of promotional items associated with that sale. The MSRP value of the promotional items will be deducted from the refund.

Before a return is made, the customer must receive written approval of the return and a Return Authorization Number from Bakcou, LLC. If a customer sends a return without the written consent of the company, a refund will not be issued. The customer who sends a unit back without consent will be responsible for shipping costs back to them, or will sacrifice the item. Once a return is approved by Bakcou, LLC, you may receive an exchange, company credit or a refund.

Please address your return to:

Bakcou, LLC

c/o Return Authorization # \_\_\_\_\_

2840 Wadman Drive, Unit B

Ogden, Utah 84401

All purchases made through authorized Bakcou retailers are subject to the dealer's return and refund policies. Bakcou does not accept direct returns of products sold through authorized retailers. All products sold through dealers must be returned to the original seller.

Don't forget to register your bike with us  
to activate your product warranty  
[www.bakcou.com/product-registration](http://www.bakcou.com/product-registration)

# BAFANG MID MOTOR ERROR CODE DEFINITIONS

ERROR CODE	ERROR DESCRIPTION	ERROR-SHOOTING METHOD
"03" is displayed	The braking system has been applied	Check whether a brake cable is stuck
"04" is displayed	The throttle has not returned home	Check whether the throttle has returned home
"05" is displayed	Throttle fault	Check the throttle
"06" is displayed	Low voltage protection	Check the battery voltage
"07" is displayed	Overvoltage protection	Check the battery voltage
"08" is displayed	Motor hall signal cable fault	Check the motor module
"09" is displayed	Motor phase cable fault	Check the motor module
"11" is displayed	Controller temperature sensor failure	Check the controller
"12" is displayed	Current sensor failure	Check the controller
"13" is displayed	Battery temperature fault	Check the battery
"21" is displayed	External speed-detecting sensor fault	Check the installation position of the external speed-detecting sensor
"22" is displayed	BMS communication failure	Replace the battery
"30" is displayed	Communication failure	Check the controller connectors









**THANK YOU FOR YOUR PURCHASE  
AND WELCOME TO THE TRIBE**

**2840 SOUTH WADMAN  
OGDEN, UT 84401  
(844) 227-1096**

**WWW.BAKCOU.COM**

