



 CESTROM

# ASTRO

user manual

**Please turn to the final  
page**

**for tool kit check list** 



# C3STROM

## User Manual

C3STROM ASTRO / ASTRO PRO

Scan QR code below: Ebike Assembly Video




Thank you for purchasing this C3STROM ebike.

# Using This Manual

This manual contains detailed information about the product and its equipment, as well as information about operation, maintenance and other useful tips for the owner. Please read it carefully and familiarize yourself with the ebike before use to ensure safe use and prevent accidents. This manual contains many warnings and cautions regarding safe operation and the consequences if proper setup, operation and maintenance are not performed. All information in this manual should be read carefully and if you have any questions, contact C3STROM immediately.

This manual and any other documents accompanying the ebike should be retained for future reference, but all contents of this manual are subject to change without notice.

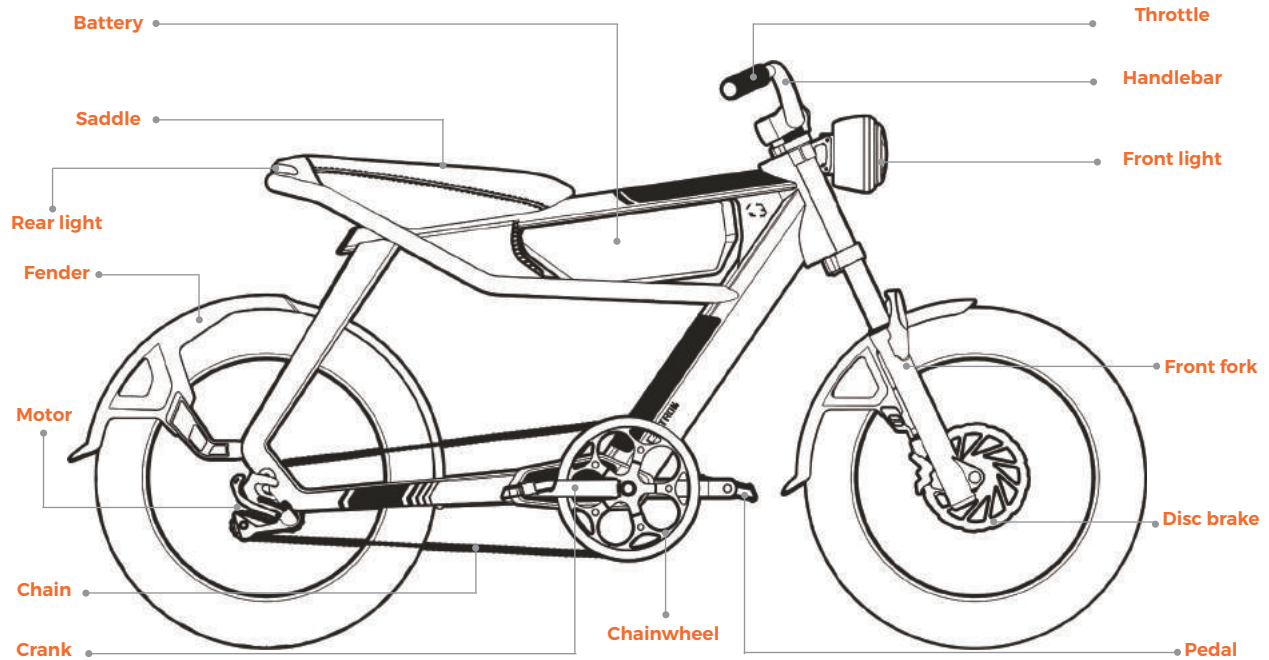
 **NOTICE:** This manual is not intended to be an extensive reference book about service, maintenance and / or repairs. Please consult your dealer for service and technical support. You can find more information about our products or find a dealer via [www.c3strom.com](http://www.c3strom.com).

# CONTENTS

<b>1</b>	General Information ----- 1 1.1. Frame Components ----- 1 1.2. Size & Specification ----- 2 1.3. PAS & Throttle ----- 3	<b>5</b>	Safety & Warning ----- 21
<b>2</b>	Assembly ----- 4 2.1. What's in the box ----- 4 2.2. Assembly Process ----- 6	<b>6</b>	Maintenance ----- 22 6.1. Cleaning ----- 22
<b>3</b>	Apps & Display ----- 12 3.1. App instructions ----- 12 3.2. Finger-tip Control ----- 13 3.3. Display instructions ----- 14	<b>7</b>	Warranty ----- 23 7.1. What's covered ----- 23 7.2. What is not covered ----- 23 7.3. Submitting a claim ----- 25
<b>4</b>	Battery ----- 18 4.1. Battery Information ----- 18 4.2. Battery Charging ----- 19 4.3. Battery & Charger Safety Warning - 20	<b>8</b>	Tool Kit Check List ----- 27

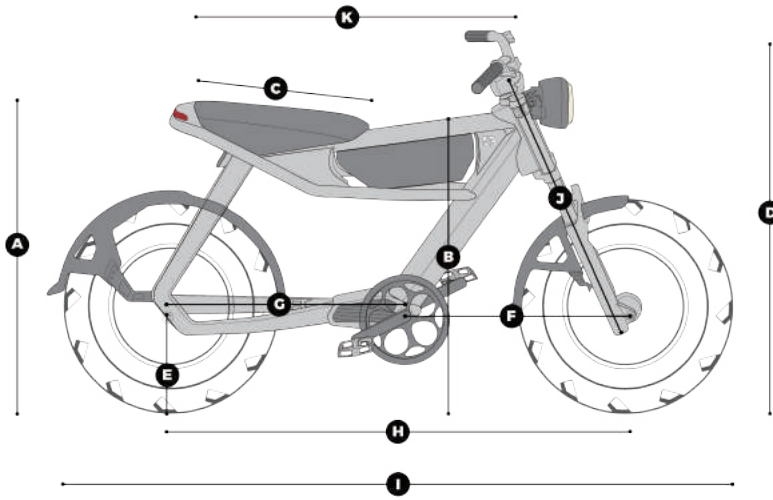
# 1. General Information

## 1.1. Frame Components



## 1.2. Size & Specification

C3STROM ASTRO / ASTRO PRO Specification					
Motor	Display	Battery	Controller	Throttle	Brake
750W *Up to 1500W on OFF-ROAD mode	3.5" LCD display with USB	52V20Ah / 52V15Ah Samsung 21700 battery with 52V4A charger	35A peak frame-intergrated controller	Half twist throttle	Hydraulic disc brake
Derailleur	Frame	Shifter	Crank Set	Tires	
Shimano 7-speed	6061 aluminium alloy	Shimano 7-speed ASLRS45R7AT thumb shifter	56T. 170mm	Kenda 20x4-1/4	



**A -- Maximum Seat Height** 32.5"

**B -- Standover Height** 30.6"

**C -- Seat Length** 18.5"

**D -- Handlebar Height** 42"

**E -- Bottom Bracket Height** 10.5"

**F -- Front-Center** 23"

**G -- Chainstay Length** 24.4"

**H -- Wheelbase** 47.4"

**I -- Total Length** 70"

**J -- Head Tube Angle** 65°

**K -- Top Tube Horizontal** 34.6"

## 1.3. PAS & Throttle

Due to the powerful support of the motor you will be able reach high speeds faster than when riding a conventional bicycle. To get used to this, we advise to use the e-bike in a familiar setting without too much traffic in the surrounding area when driving it for the first time.

When you start biking, be aware of the electrical that will instantly be provided by the motor. We advise to use the lowest power level when driving driving off for the first time.

When switching off pedal assistance the ebike can still be used just like a regular bike. However, be aware that the lights of the ebike will not work when driving around without using the battery.

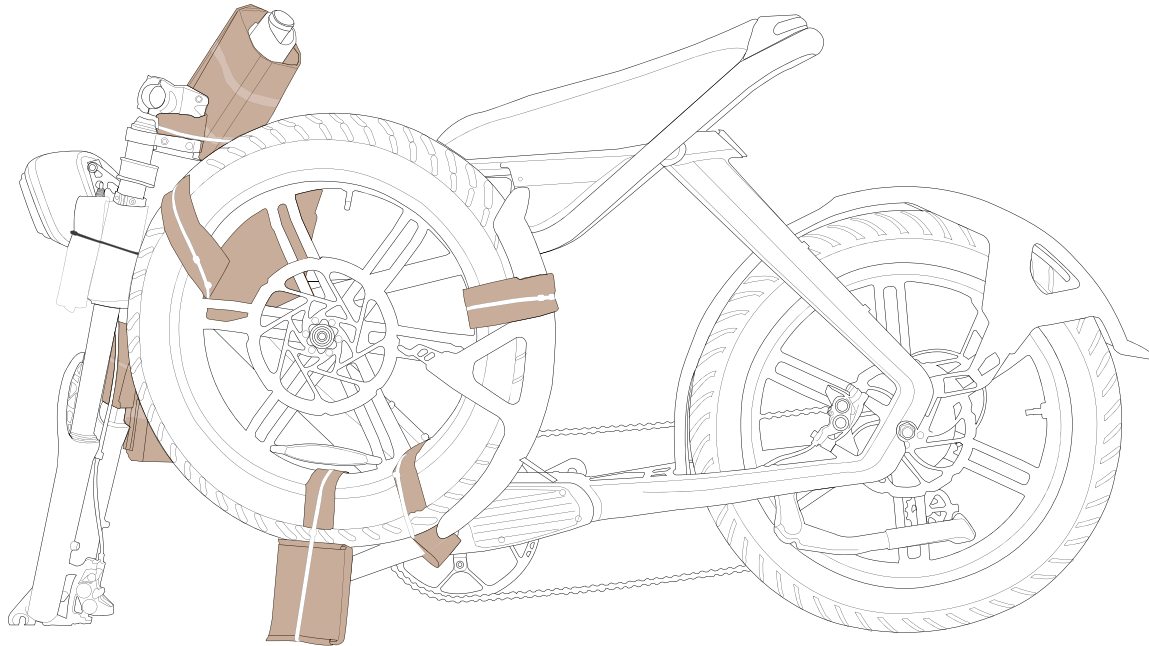
The throttle should provide smooth acceleration when gradually applied. If the throttle, brake lever, pedal assistance, or lighting are functioning abnormally, intermittently, or not working, please stop using your ebike immediately.

With throttle on demand you can use the throttle from a complete stop, rather than pedalling first, which can help when riding up steep hills or through an area with lots of stop signs. However, we generally recommend always pedalling first then using throttle wherever possible to ensure stability.



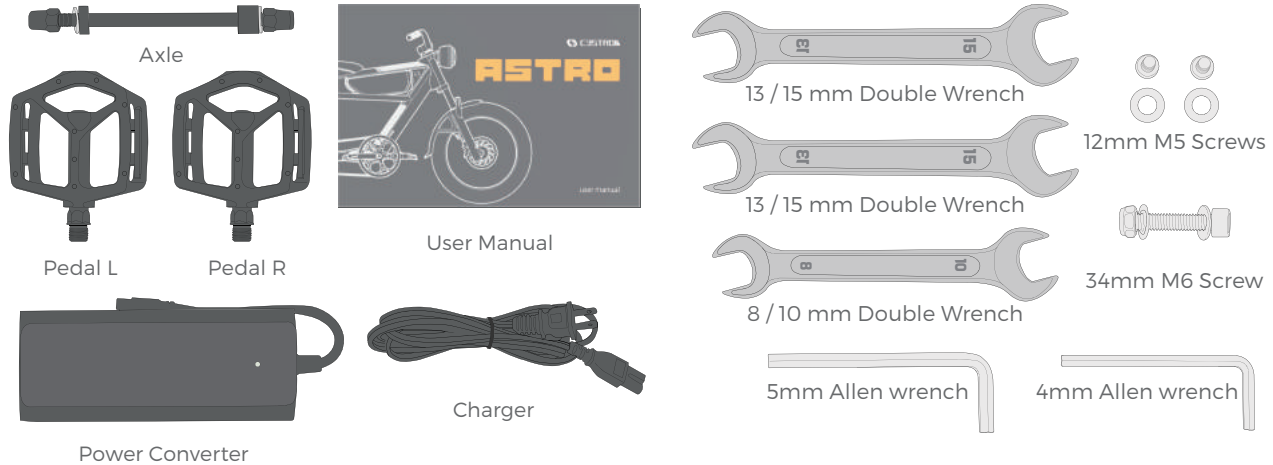
## 2. Assembly

### 2.1. What's in the box



Fully wrapped C3STROM ASTRO / ASTRO PRO with foam and cardboard

## 2.1. What's in the box



### Battery box

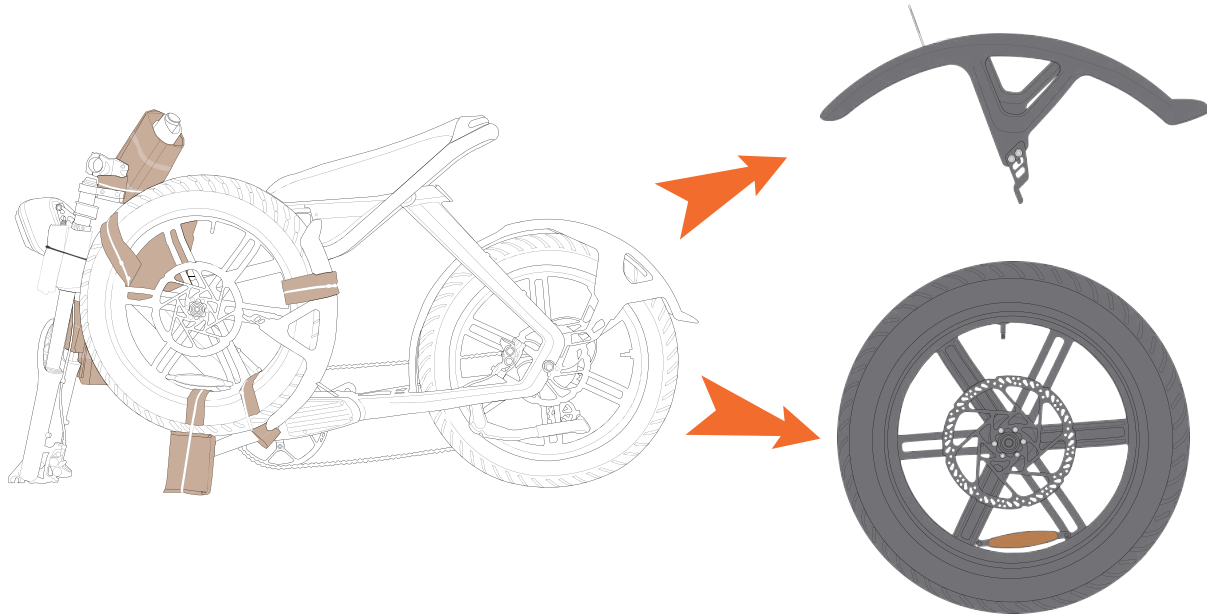
Axle\*1  
 Pedal L\*1  
 Pedal R\*1  
 Power Converter\*1  
 Charger\*1  
 User Manual\*1

### Tool box

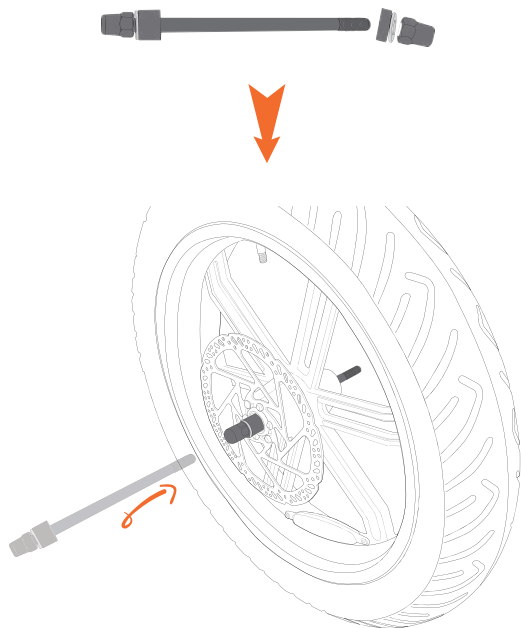
13 / 15 mm Double Wrench\*2  
 8 / 10 mm Double Wrench\*1  
 4mm Allen wrench\*1  
 5mm Allen wrench\*1  
 12mm M5 Screws\*2  
 34mm M6 Screw\*1

## 2.2. Assembly process

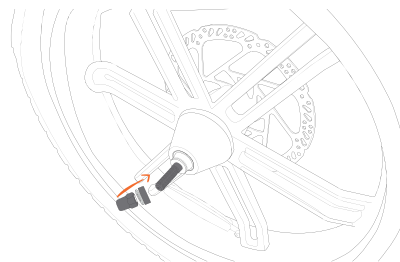
a. Please loosen the front wheel.



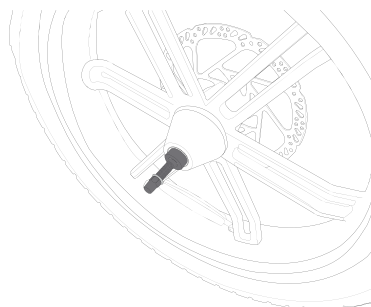
b. Please take the screw nut of the axel off as shown in the picture and insert it into the hole in the middle of the wheel.



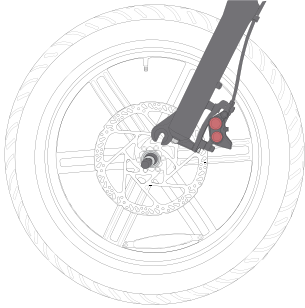
c. Turn the wheel around to tighten the screws.



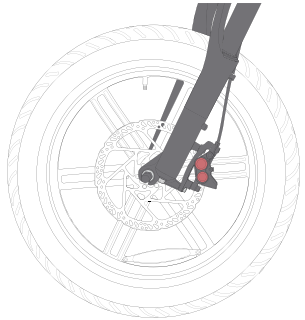
 **NOTICE:** Please leave some space for further tightening after following the next steps.



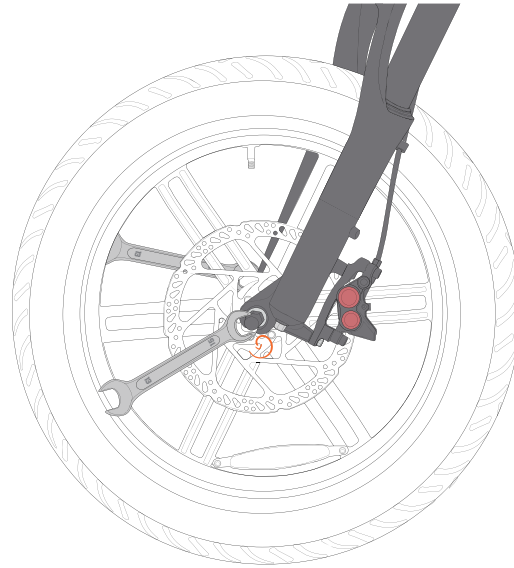
d. Place the front fork onto the wheel.



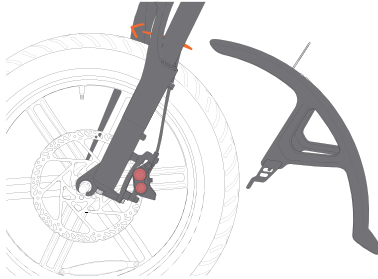
ⓘ Make sure it's placed on that part that was tightened.



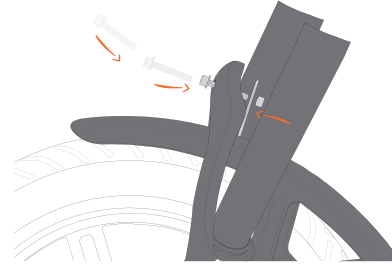
e. Use the two 13/15 wrenches at the same time (both on the 15 inch side) to tighten the screws.



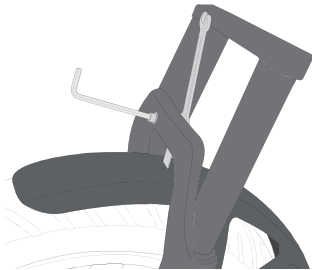
**f.** Place the fender between the front wheel and the front fork. (As the picture shows)



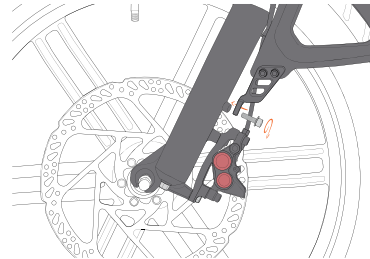
**g.** Put the screw through the hole on the front fork and the lifting eye on the fender. (As the picture shows)



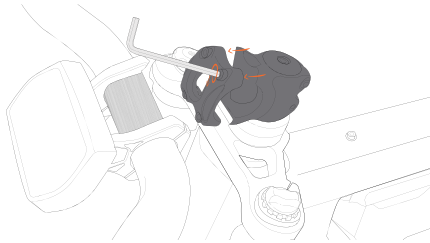
**h.** Use the 5mm allen wrench to keep the screw in place and tighten the screw using the 8/10mm double wrench (the 10mm side). (As the picture shows)



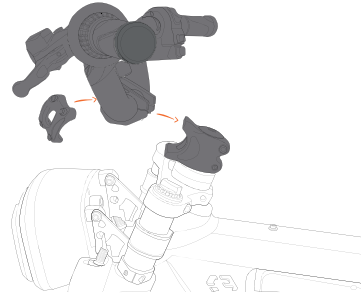
**i.** Put the M6 34mm screws through the fender and front fork, and tighten them with the 4mm allen wrench. (As the picture shows)



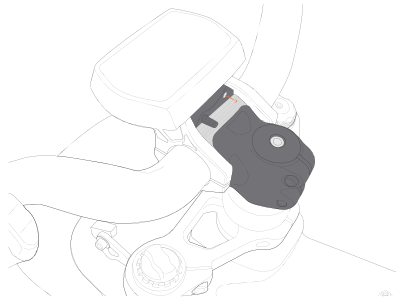
**j.** Loosen the screws using the 4mm allen wrench and take the cap off here. (As the picture shows)



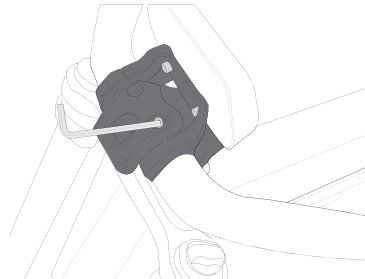
**k.** Put the screws back in place and tighten it here. (As the picture shows)



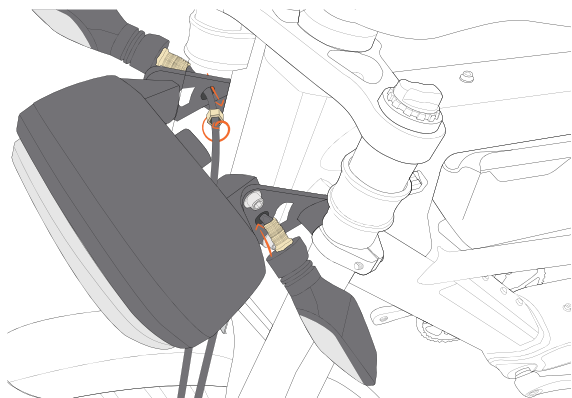
**l.** Put the screws back in place. (As the picture shows)



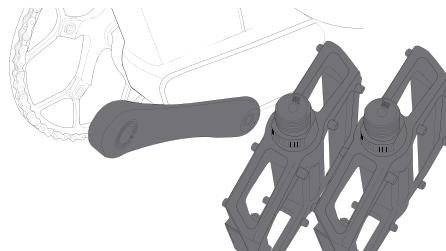
**m.** Tighten the screws here. (As the picture shows)



n. Insert the two turn signals in the position as shown in the picture below and then tighten the screws.



o. Identify the left and right sides of the pedal. Left is mark with WL, right is mark with WR.



p. Insert the pedals into the holes of the crank on each respective side and tighten them in a counterclockwise direction with a 15mm wrench.





# 3. Apps & Display

## 3.1. App instruction



iOS / Android

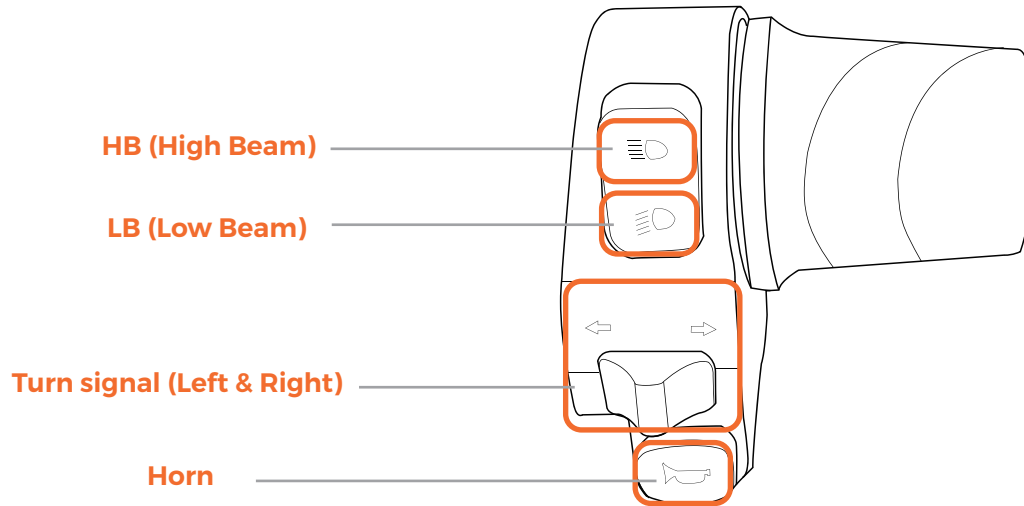


C3STROM APP Tutorial

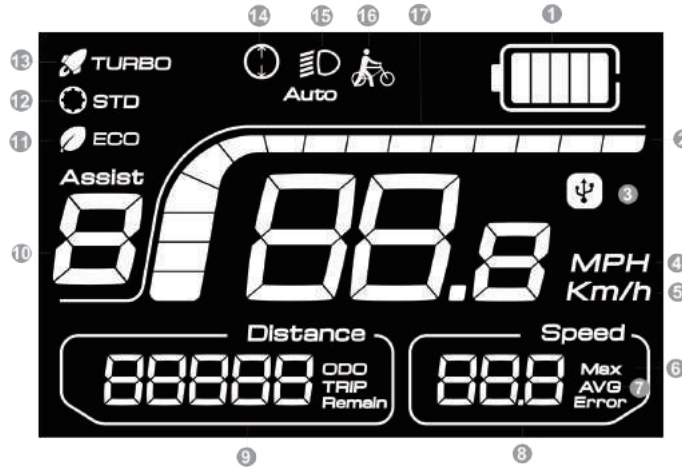
Please scan the QR codes to download the APP and video for APP tutorial.

## 3.2. Finger-tip Control

Slide button to use turn signal. (Press ← to turn on left signal, press → to turn on right signal)



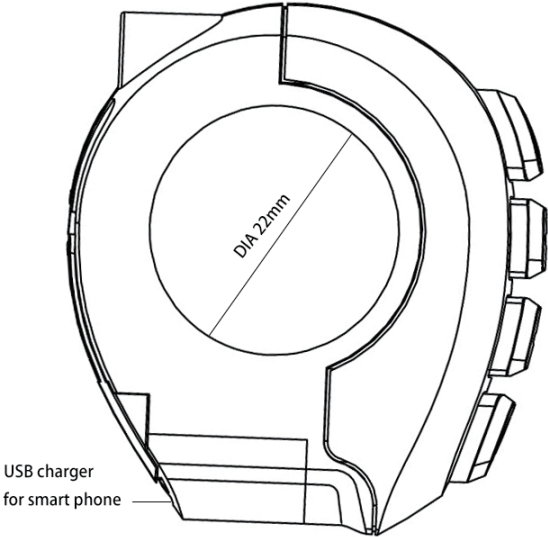
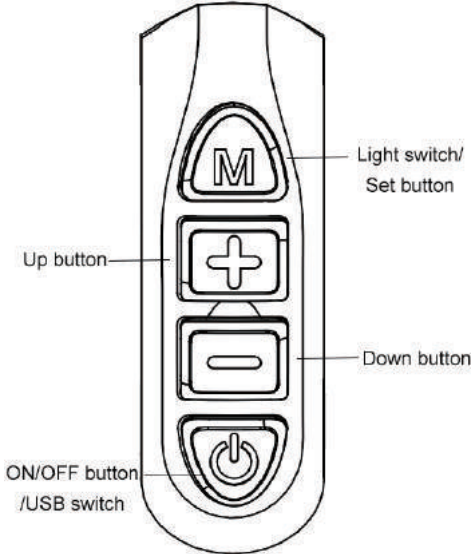
### 3.3. Display Instructions



Functional Area Distribution



- |                  |  |  |
|------------------|--|--|
| 1. Battery power | 8. Error code  | 14. Wheel diameter   |
| 2. Motor power   | 9. Total mileage display / Single time range display | 15. Lights   |
| 3. USB charging  | 10. Power gear display                               | 16. Walk mode (under 6km/h)  |
| 4. MPH           | 11. ECO mode   | 17. Real time speed display / wheel diameter setting display / Version information display |
| 5. Km/h          | 12. Standard mode                                    |  |
| 6. Maximum speed | 13. Turbo mode                                       |  |
| 7. Average speed |  |  |


# Functional Area Distribution

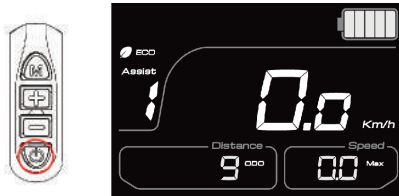


# Display Operating Instruction

## a. Display on / off

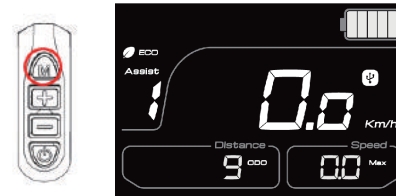
Click the  button to start display. Hold  button for 3 seconds to turn off the display.

 **NOTICE:** The display will no longer consume battery power after turning off. The leakage current is less than 2μA.




## b. USB Charging Function

When the display is on, please press the  to turn on the USB charging function






## c. Front Light on / off

After turning on the display, click  to turn on / off the front light.



## d. PAS Level Selection

When the display is on, you can click the  and the  buttons to adjust the PAS level which will change the output power of the motor. The start level is normally set at 1; you can adjust it from 0 to 5. Pressing the  for a long time will enter the Walk mode (under 6km/h).

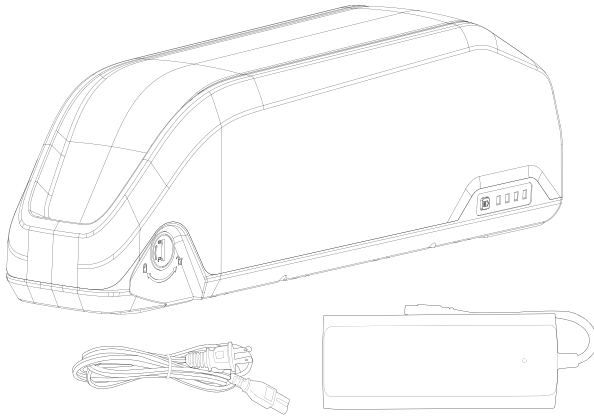


## **NOTICE: Display Error Code**

- 1. Error code 0x01:** The display is in normal condition.
- 2. Error code 0x03:** The ebike is braking.
- 3. Error code 0x04:** The throttle is not homing (staying in the hing position).
- 4. Error code 0x05:** The throttle is broken.
- 5. Error code 0x06:** Battery is under voltage protection.
- 6. Error code 0x07:** Overvoltage protection.
- 7. Error code 0x08:** The hall sensor is broken
- 8. Error code 0x09:** The motor phase is broken.
- 9. Error code 0x10:** The controller temperature is high enough to reach the protection point.
- 10. Error code 0x11:** The motor temperature is high enough to reach the protection point.
- 11. Error code 0x12:** The current sensor is broken.
- 12. Error code 0x13:** The battery temperature is broken.
- 13. Error code 0x14:** The temperature sensor in motor is broken.
- 14. Error code 0x15:** The temperature sensor in controller is broken.
- 15. Error code 0x21:** The PAS is broken.
- 16. Error code 0x22:** The BMS communication is failed.
- 17. Error code 0x23:** The front light is broken.
- 18. Error code 0x24:** The front light is failed.
- 19. Error code 0x25:** The torque signal of the torque sensor is failed
- 20. Error code 0x26:** The speed signal of the torque sensor is failed.
- 21. Error code 0x30:** The protocol is failed.

## 4. Battery

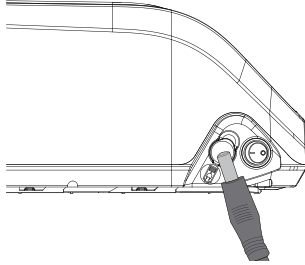
### 4.1. Battery Information



<b>Cell</b>	21700 Samsung cell
<b>Power</b>	1040WH / 780wh
<b>Charging time</b>	5 hours / 4 hours
<b>Dimensions(L*W*H)</b>	368mm*95mm*125mm
<b>Charger</b>	52V4A

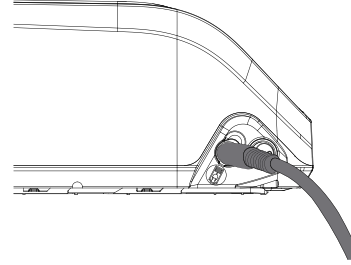
## 4.2 Battery Charging

a.



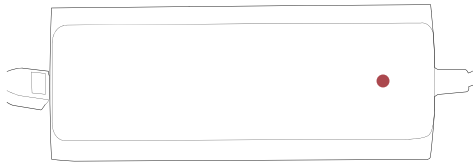
Open the charging port

b.



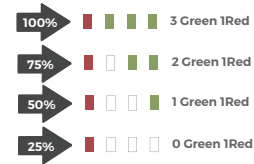
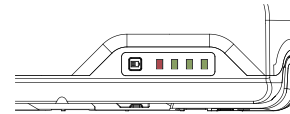
Connect the charger

c.



Battery charging indicator light will turn on

d.



You can now view the power display



## 4.3. Battery & Charger Safety Warning

Keep the battery & charger away from water and open fire.

Do not use the battery & charger for other purposes.

Do not connect terminals.

Keep the battery away from children and pets.

Do not subject the battery & charger to shocks (e.g. by dropping).

Do not cover the battery & charger or place objects on top of it.

Stop the charging procedure immediately if you notice a strange smell or smoke.

The charger should only be used indoors in a cool, dry, ventilated area, on a flat, stable, hard surface.

Avoid exposing the charger to liquids, dirt, debris or metal objects. Do not cover the charger while in use.

Store and use the charger in a safe place away from children.

Charging the battery before each use will reduce the chance of excessive discharge.

Do not charge the battery with any charger other than the one originally provided by C3STROM or the charger designed for use with the specific bike you purchased directly from C3STROM.

The charger works on a 110/240V 50/60Hz standard household AC outlet and automatically detects and calculates the input voltage. Do not open the charger or modify the voltage input.

Do not pull or tug on the charger cable. When unplugging the charger, pull at the base of the charger - not on the cable - to prevent damage to the cable.

Do not charge in the bedroom and other closed spaces, charging should be as far as possible from the crowd, and always pay attention to the battery while charging.

The charger is expected to become relatively warm while charging. If the charger becomes too hot to touch, please unplug the charger instantly.

If you notice any signs of overheating, stop using the charger and contact C3STROM support.

## 5. Safety & Warning

The notes, warnings and cautions contained in the manual are marked with the triangular warning symbols on the left side of this page and should be especially noted. Users should also pay special attention to the information in this manual that begins with NOTICE.

### Safe use of the ebike

Before using the ebike on the open road, ride the bike in a secure area to get acquainted with riding a bike with electric pedalling support. Try all settings on the bike and get familiar with the effects of said settings.

**ⓘ NOTICE:** Do not perform any of the steps in the Operation section of this manual until you have read this entire manual, since there are important details related to safety in the following sections. Read and understand all sections of this entire manual before operating the bike for the first time. There are important safety warnings throughout the manual that must be followed to prevent dangerous situations, accidents, damage to the bike, damage to property, injury, or death.

Users must follow the instructions and warnings contained in this manual for safety. Do not attempt to operate your ebike from C3STROM until you have adequate knowledge of its control and operation. Damage caused by failing to follow instructions is not covered under warranty and could result in serious injury or death. Contact C3STROM if you have any questions about assembly or

operation.

Users must become accustomed to the bike's power control system before operating. The pedal assistance feature is also a powerful option and users should fully research and understand how to operate it before first use. Not taking the time and care to familiarize yourself and practice the operation of the power system on your bike from C3STROM can lead to damage, serious injury, or death.

When you start biking, be aware of the electrical assistance that will instantly be provided by the motor. We advise to use the lowest power level when driving off.

When switching off electrical pedal assistance the e-bike can still be used just like a regular bike. However, be aware that the lights of the ebike will not work when driving around without a battery inserted.

## 6. MAINTENANCE

If you do not have the experience, skill, and tools to complete maintenance and adjustment of the bike on your own, C3STROM strongly recommends having a certified, reputable bike mechanic maintain, tune, and ensure the bike is safe to ride.

### 6.1. Cleaning

Do not use high-pressure water or air hoses for cleaning. It can force water into electric components, which may cause malfunctioning.

Do not wash the ebike components with excessive water. If the internal electrical parts are submerged in water, the insulator may corrode which leads to power-drain or other problems.

Do not use non-neutral soap solutions to wash plastic components. Non-neutral solutions may cause colour-change, distortion, scratching etc.

# 7. Warranty

The C3STROM offers a 2 years warranty . Your ebike' s warranty and other binding legal terms (e.g., terms of purchase, etc.) are subject to change at any time. To view your terms of purchase and know current warranty, please go to [www.c3trom.com](http://www.c3trom.com).

## 7.1. What's covered

As part of its new bike guarantee, C3STROM will provide full replacement of any defective parts / components with free shipping within the first 30 days of purchase. After 30 days, the customer is responsible for all return shipment costs to C3STROM. This warranty applies only to products, parts, and components that are manufactured, assembled, and sold as new by C3STROM. The following components are covered under this warranty against manufacturer defects:

- Drive unit
- Frame
- Batteries
- Mechanical components
- Electrical components

## 7.2. Wha is not covered

This warranty does not cover normal wear and tear of the products. Furthermore, this warranty will not cover any damage resulting from the abuse or neglect of the products. examples of abuse and neglect include, but are not limited to:

- Racing or competitive use, modification of the original parts, abnormal strain.
- Water damage.
- Lack of proper maintenance, installation of parts or accessories that are not equivalent in design and quality to genuine C3STROM parts (“Incompatible Parts”)
- Use of lubricants that are not suitable for ebikes.
- Damage as a result of accidents, collisions, road hazards, or operation on surfaces, such as stairs, not intended for conventional e-bike use; damage from external factors such as salt air or saltwater, bird droppings, or chemicals.
- Commercial use of the bike, such as for transporting cargo, delivering newspapers, and rentals.
- Temporary decrease in power or distance that can be traveled on a single battery charge, due to operating conditions such as ambient temperatures, load, inclines, frequent starting and stopping, and normal system-protection functions, as well as temperature-related performance of the battery charger.
- Normal deterioration, including the gradual decrease of battery capacity over the warranty period as long as the battery capacity is still 50% or more of the initial capacity before the warranty expiration and the total number of battery charging cycles is 1000 or less. Other normal deterioration includes natural fading of painted or plated surfaces, and cosmetic ozone or weather cracking in tires.

**Any non-warranty work done concurrently with a warranty repair / replacement will be subject to ordinary parts / labor fees.**

## 7.3. SUBMITTING A CLAIM

Upon receiving a properly submitted warranty claim, C3STROM will examine the claimed defect, and at its sole discretion, C3STROM will either repair or replace any products that it determines to be defective. The warranty claim process is as follows:

Retain the original packaging that the bike was shipped in, even if it has been damaged in shipping. C3STROM is not responsible for providing a box for return shipping.

Apply for a claim by emailing [support@c3strom.com](mailto:support@c3strom.com). C3STROM will not replace any product without first receiving photos and / or videos illustrating the purported damage or defect of said product.

C3STROM will contact the customer to arrange for inspection of the damaged or defective product, and then arrange for any warranty repairs.

All claims under this warranty must be made directly to C3STROM. Proof of purchase will be required with a warranty request. Before making a claim, it is recommended that the customer contact the technical support team by asking for support as there may be a simple fix for the problem.

Customer must promptly provide all of the information requested by C3STROM including photos of any defective products as requested.

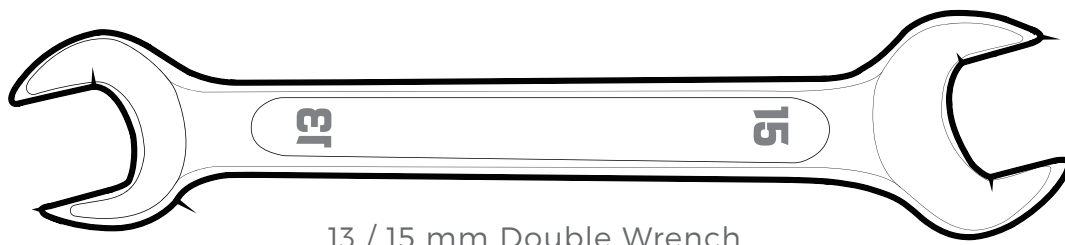


# 8. Tool Kit Check List

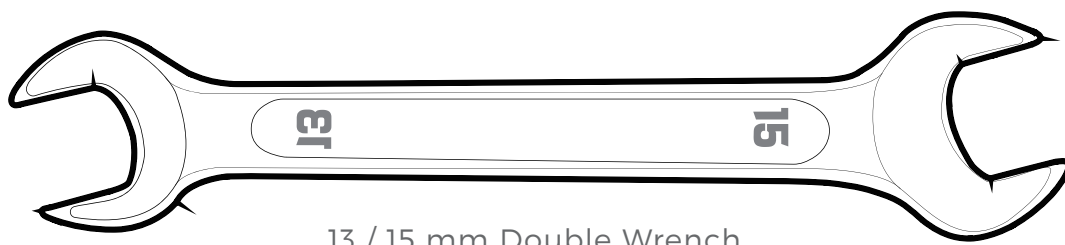
## C3STROM

**Images are actual size: you can place the tool on the paper  
to check if you have selected the correct one**

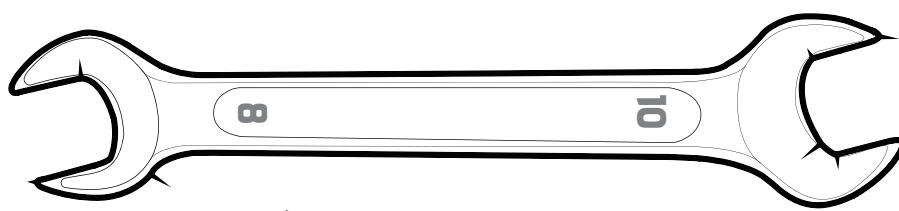




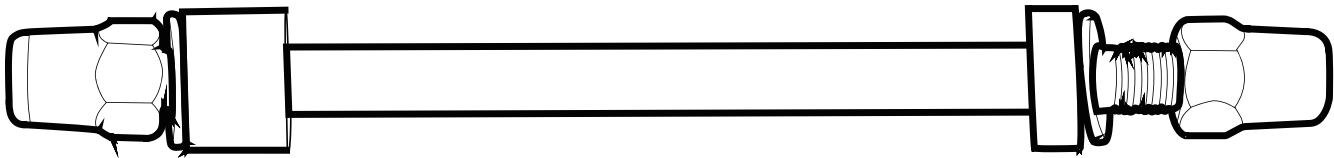
13 / 15 mm Double Wrench



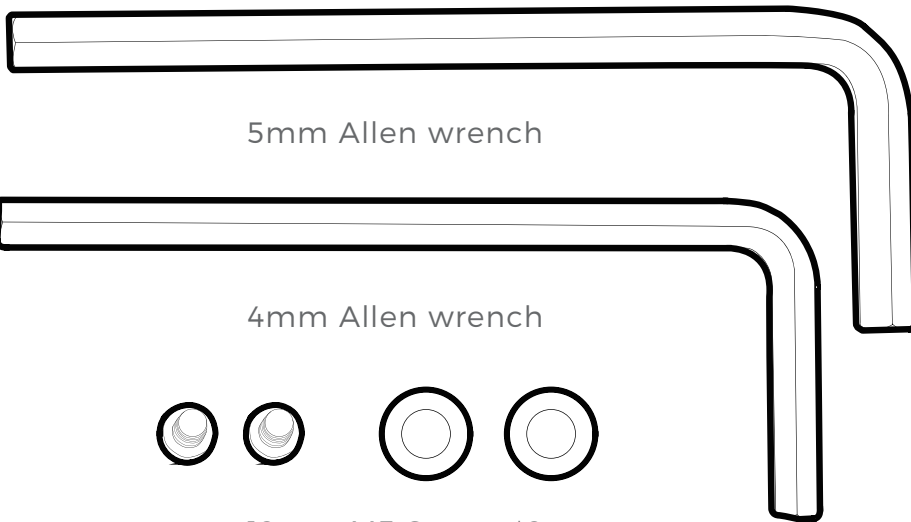
13 / 15 mm Double Wrench



8 / 10 mm Double Wrench

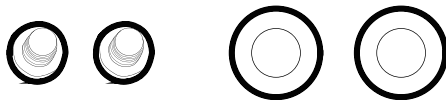


Axle



5mm Allen wrench

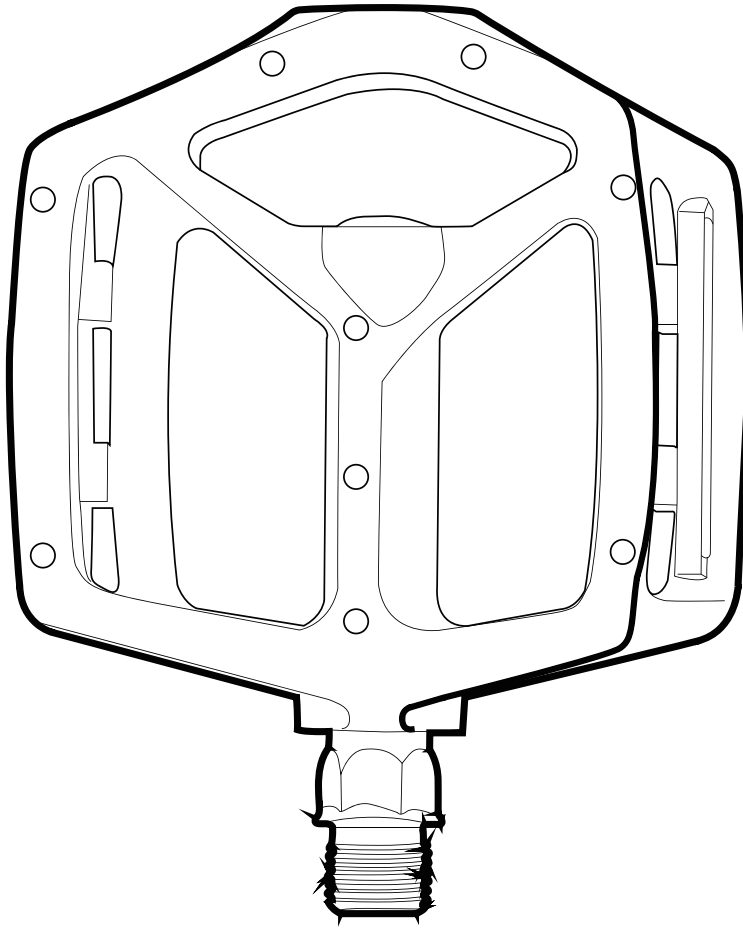
4mm Allen wrench



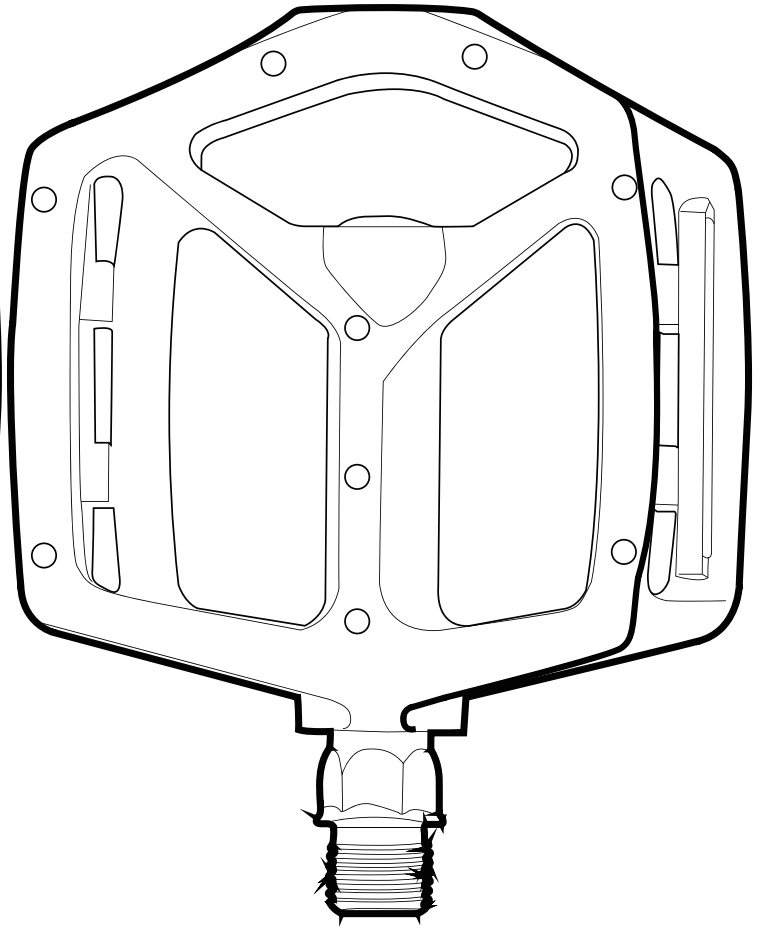
12mm M5 Screws\*2



34mm M6 Screw



Pedal L



Pedal R

[www.C3STROM.com](http://www.C3STROM.com)