



# *Owner's manual*

## Electric Bike



TRANSER  
[www.hjmbike.com](http://www.hjmbike.com)

## Welcome to the HJMBIKE family!

Thank you for your purchase of our products. We feel honored for your support and trust.

HJM team is engaged in E-bike manufacturing and innovation. We are devoted to providing cost-effective E-bikes and high-quality services. A green, healthy lifestyle is what we pursue, and joyful transportation mode is what we offer.

Now, before enjoying the easy ride with your new **TRANSER** E-bike, please read this manual carefully and follow the instructions when assembling and operating the E-bike.

After reading this manual, please refer to our website or contact us by email if you have any questions.

Website: [www.hjmbike.com](http://www.hjmbike.com)

Email: [support@hjmbike.com](mailto:support@hjmbike.com)

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## Manual Use Instruction

This manual contains details of the product, assembly procedure, operation method, maintenance as well as some useful tips for users.

It is necessary to read through the manual carefully before you start to use your new E-bike. You should pay the most attention to all tips, suggestions, cautions, and warnings to ensure your safety and enjoy each ride. Please always keep it for future reference even if you have read it. The E-bike is expected to be your powerful partner and friend after years with your endless love and care.

The content in this manual is subject to change or withdrawal without notice. You can refer to our website for the latest version. The purpose of this manual is to inform you of the safe ways to operate the bike. However, it is impossible to promise your safety in any riding conditions and/or unexpected situations . Any risks occurred should be the responsibility of the rider.

Any other questions, please get in touch with us via our website/e-mail.

## Product Overview



NO	Accessory name	NO	Accessory name	NO	Accessory name
1	Saddle	14	Kickstand	27	Handlebar stem
2	Seat post	15	Hub motor	28	Frame
3	Quick release of seat post	16	Chain	29	Battery
4	Controller	17	Crank set	30	Bell
5	Rear rack	18	Pedal	31	Turn Signal Switch
6	Multifunctional tail light	19	Brake rotor	32	LCD Display Remote
7	Rear fender	20	Tyre	33	USB Port-LCD Display
8	Guard plate	21	Front disc brake	34	LCD Display
9	Freewheel	22	Quick release of front wheel	35	Shifter
10	Rear disc brake	23	Integrated front fork	36	Brake lever
11	Footplate	24	Front fender	37	Throttle
12	Derailleur	25	Headlight		
13	Rim	26	Headset		

**NOTICE** Transer standard configuration is a set of battery.

## Specification

Electronic		components			
<b>Battery</b>	48V15Ah(720Wh) LG battery	<b>Fork</b>	Customized aluminum alloy integrated front fork	<b>Chain</b>	KMC C7NP
<b>Charger</b>	48V2A	<b>Frame</b>	6061 aluminum alloy	<b>Tires</b>	20*3.0 CST tires with reflective patches and puncture-proof
<b>Hub motor</b>	750W brushless gear motor	<b>Derailleur</b>	Shimano 7-speed	<b>Rims</b>	Alloy, 12G*36H
<b>Controller</b>	48V20A Brushless controller	<b>Freewheel</b>	Shimano 7-speed 14-34T	<b>Fenders</b>	Black PVC front and rear, full coverage
<b>Pedal assist</b>	0-5 level pedal assist	<b>Gearing</b>	1*7-speed	<b>Spokes</b>	12-gauge stainless steel
<b>Throttle</b>	Half twist throttle	<b>Brake</b>	Mechanical disc brake	<b>Crank set</b>	42T 170mm pioneer forged alloy
<b>LCD Display</b>	Colorful screen with USB charging port	<b>Brake lever</b>	Tektro comfort grip levers with motor cutoff switch and integrated bell	<b>Pedal</b>	Wellgo mountain type
<b>Headlight</b>	48V waterproof cable	<b>Handlebars</b>	Custom formed aluminum	<b>Saddle</b>	Velo leather comfort seat
<b>Tail Light</b>	Waterproof cable with brake light and turn signal	<b>Stem</b>	0-90° angle adjustment 31.8*110	<b>Seat post</b>	Promax ∅ 31.8*350MM
<b>USB ports</b>	5v	<b>Grips</b>	Comfort sewed ergonomic grip	<b>Kickstand</b>	Double-leg aluminum alloy

## Assembly Instructions

### NOTICE

- The following steps are only a general guide to assist the assembly process of your E-bike. It's not a complete or comprehensive manual of all aspects of assembly, maintenance, and repair.
- A person/friend is highly recommended to give you a hand in the process of e-bike assembly.
- If you are a novice in E-bike assembly, please turn to a certified bike mechanic for assembly, future maintenance and repair.
- HJM bike suggests having a certified mechanic check your E-bike before the first ride to ensure your safety and comfort even if you are experienced and skilled.
- The detailed assembly video for the **TRANSER** e-bike is available on our website ,[www.hjmbike.com](http://www.hjmbike.com).

## Step 1

### Unwrap the packing

Before opening the box, keep the box right side up. Check the box around carefully to make sure the package is in good condition without serious damage. HJM suggests taking out your phone and shooting the complete ebike information on the side of the box. Record the whole process of opening the box, which is necessary for your after-sale service.

Open the bike box and remove the small box inside. With the help of someone who is capable of safely lifting a heavy object, remove the E-bike from the bike box. Carefully remove the packaging materials protecting the bike frame and all other components. Please recycle packaging materials. Open the small box and carefully set out all contents. The following should be included with the Transer HJMBIKE:

Outer box:	Inner box:
Half Assembled Bike	Front Wheel Quick Release Lever
Front Wheel	Assembly Toolkit
Front Fender	Charger
Keys (2 identical)	Headlight
Foot Plates (left and right)	Pedals(left and right)
	Manual
	USB for display

If there are any missing parts, please contact HJMBIKE.

## Step 2

### Install handlebar onto stem

- 1. Straighten the handlebar stem and front fork.** Ensure the handlebar stem and front fork are in the same direction, and the four stem faceplate bolts are facing forward.
- 2. Loosen the four stem faceplate bolts** with the 5mm Allen wrench. Remove and put them aside. Notice the washer on the bolt, and don't lose it.
- 3. Place the handlebar on the stem correctly.** Put the wire harness in order, and ensure that the cables and wires are not twisted.
- 4. Center the handlebar** and adjust to the angle for your comfortable ride, then tighten the four stem faceplate bolts evenly.
- 5. Adjust the stem angle** using the 5mm Allen bolts on the side of the stem if desired. Adjust the handlebar so the grips are approximately parallel to the ground.
- 6. Locate the side of the green LCD display connector,** carefully press the wiring harness, and LCD display interface directly together without twisting.





### Step 3

#### Install the front fender and headlight

##### 1. Place the fender.

From the front tire's front, align the front fender mounting port with the front fork arch.

##### 2. Place the headlight.

Attach the headlight and front fender to the fork arch. Pass the bolt and washer through the headlight port, fender mounting port and front fork arch in turn. Then use a 4mm Allen wrench to tighten the front fender bolt.

##### 3. Locate the headlight cable.

Locate the two sides of the red, two-pin headlight connector, carefully align the internal pins and notches and external arrows, then press directly together without twisting to fully seat the connection.



##### 4. Install the fender bracket.

Loosen the fender bracket bolts with 4mm Allen wrench, align the fender bracket mounting port with front fork leg mounting port, then tighten the fender bracket bolts with 4mm Allen wrench.



##### 5. Adjust the headlight angle to illuminate the road ahead and not blind oncoming traffic.

Use a 3 mm Allen wrench and 8 mm wrench to loosen the headlight angle adjustment bolt, tilt the headlight to the optimal position, and then tighten in place securely.

### Step 4

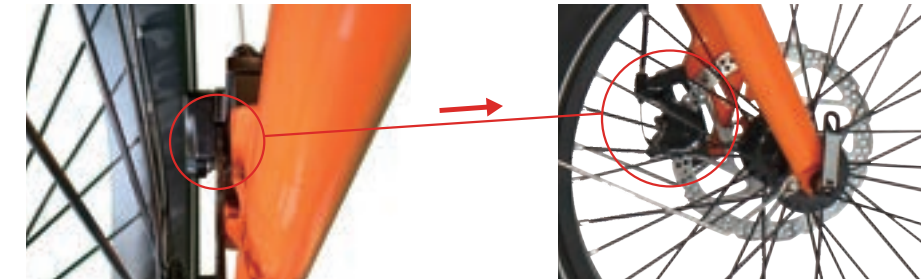
#### Install the front wheel

##### 1. Put down the kickstand to let the ebike stand stably.

**2. Loosen the fork plate bolts with 14mm wrench** and remove the front fork plate.

**3. Prepare the wheels.** There are two wheel hub protections on the two sides of the wheel, please rotate and remove them.

**4. Install the front wheel.** Lift the front of the e-bike and put the wheel in the middle of the front fork. pay attention that the brake rotor on the wheel and disc brake on front fork are on the same side. Install the front wheel axle into the front fork fluted legs and ensure the brake rotor is smoothly placed in the disc brake.



**5. Locate the quick release lever,** which put into accessory box during shipment. Open the lever and remove the thumb nut and one cone spring(opposite to the lever). Keep the washer and other cone spring in place on the lever side.

**6. Install the lever into the front wheel axle.** Insert from either side is ok. Next, reinstall the cone spring pointing towards the wheel hub, then thread the thumb nut onto the lever and turn tightly with lever open. Then close the lever by hand without touching the brake rotor.

**7. When properly installed,** the front wheel should be at the center of the front fork, the brake rotor should be between the brake pads in the brake caliper, and the quick-release lever should be fully secured. Ensure that the front wheel and quick release lever are properly secured before moving on to the next step.



**NOTICE**

- Never touch the brake rotor, especially when the wheel and/or bike is in motion, or serious injury could occur.
- Hand oils can cause squeaking and decrease brake performance; do not touch the brake rotor while inspecting, opening, or closing the quick-release lever.

**Step 5**

**Install the pedals**

Locate the pedal that has a smooth pedal axle exterior and a “R” stamp at the right end. The right pedal goes onto the crank on the right side of the bike (which has the drivetrain gears and locates at the rider’s right side when riding.)

**The right pedal is threaded to tighten by turning clockwise.**

Carefully thread the right pedal onto the crank on the right side of the bike a 15mm wrench. Do not cross thread or damage the threads.

**The left pedal is reverse-threaded and tightens counterclockwise.**

Ensure that the remaining pedal has notches on the exterior of the axle and a “L” stamp at the left end of the axle, indicating it is the left pedal. Carefully thread the pedal onto the left crank slowly by 15mm wrench. Do not cross thread or damage the threads.



Right pedal tightens  
**counterclockwise**



Left pedal tightens  
**clockwise**



Letters "L" and "R" on the pedal  
for "left" and "right"

## Step 6

### Install the foot plates.

Find the position of the two foot plates. In order to securely mount the foot plates on the frame, please follow the installation procedures below:

1. Install the front bolts first but do not tighten at all, and install the rear bolt, then tighten the front and rear bolts with a 15mm wrench.
2. The installment of the right foot plate is the same as the left.



## Step 7

### Set the seat height.

1. Open the quick release lever by hinging it open fully. Ensure that the seat post clamp opening is aligned with the notch at the front of the seat tube.
2. Adjust the seat post up or down to a comfortable height, while ensuring that the seat post is inserted into the frame past the minimum insertion point.
3. If needed, use the thumb nut to add tension to the clamp so there is enough resistance when the lever is in line with the clamp bolt, but do not overtighten.
4. Close the quick release lever to secure the seat post and make sure that it does not move. See the Adjusting the Seat section of this manual for more details.

## NOTICE

For most riders, the seat height should be set by placing the ball of their foot on the pedal when the pedal is at its lowest point. Their legs should be almost fully extended in this orientation, with a slight bend at the knee. The correct seat height should not allow leg strain from overextension, and the hips should not rock from side to side when pedaling.



## Step 8

### Adjusting for comfortable riding

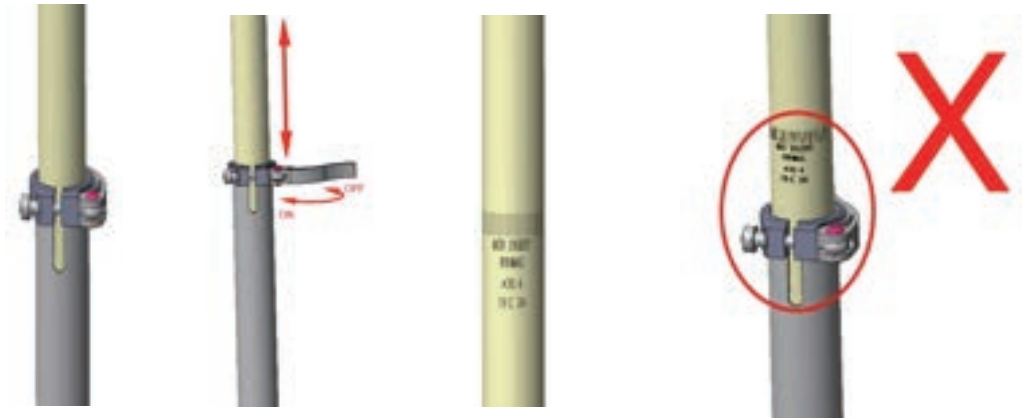
#### • Adjust the seat height

1. Open the quick release lever by swinging the lever open and outwards fully.
2. Move the seat up and down by sliding the seat post in or out of the seat tube.
3. Set the desired seat height.
4. After tightening the adjustment nut (opposite the quick release lever) on the seat post quick release properly, close the quick release lever fully so it looks like the image below and the seat cannot move up, down, to the left, or right.



Ensure that the seat post and seat are both properly adjusted before riding. DO NOT raise the seat post beyond the minimum insertion marking etched onto the seat post tube (as shown below). If the seat post projects from the frame beyond these markings, the seat post and the frame may break, which could cause a rider to lose control and fall.

Ensure that the minimum insertion markings on the seat post are inside the seat tube of the frame.



#### • Adjusting the Seat Position and Angle

To change the angle and horizontal position of the seat:

1. Use a 6 mm Allen wrench to loosen the seat adjustment bolt under the seat, be careful not to remove the whole bolt.

2. Once the bolt and clamp are adequately loose, rotate the front of the seat up or down to adjust the angle of the seat; a seat position horizontal to flat ground is desirable for most riders. Move the seat backwards or forwards within the white limit markings on the seat rail, which show the minimum and maximum horizontal movement allowed for this component. Do not exceed these limits.
3. While holding the seat in the desired position, use a 6 mm Allen wrench to tighten the seat adjustment bolt securely.

#### **NOTICE**

Prior to first use, be sure to tighten the seat clamp via the seat adjustment bolt properly. A loose seat clamp or seatpost adjustment bolt can cause bike/property damage, loss of control, a fall, serious injury or death. Periodically check to make sure that the seat clamp is properly tightened.

#### **Step 9**

#### **Review the remainder of the manual.**

Once the ebike has been assembled following the instructions above, read, understand, and follow the procedures outlined in the remainder of the manual before operating the ebike.

#### **NOTICE**

If you are unsure about the assembly steps or the assembly video is not available, please contact HJMBIKE for help, or consult a certified local bike mechanic for assistance.

## Battery Charging

The TRANSER is designed for family travel with your babies, pets or for cargo transportation. So Transer can be equipped with two batteries, for long-distance travel.

### Charging Procedure

1. Check the charger, charger cables and battery for damage before each charge.
2. Always charge in a safe place with suitable environment.
3. The battery can be charged both when it is located inside of the frame or when you take it out of the frame.

#### When battery is located inside of the frame:

- a. Turn E-bike power off.
- b. Locate charging port on the left side of the frame and remove the rubber cover.
- c. Plug the charger into the charging port first; then connect it to a power outlet.

#### When the battery is outside of the E-bike:

- a. Use the key to unlock battery and pull it out of the frame.
  - b. Place battery in a secure place and plug the charger into the charging port first; then connect it to a power outlet.
  - c. Unplug the charger from the outlet, then the charging port.
4. If the battery is charged outside of the bike, put it back inside, lock it in frame by the key. Charging will be indicated by the battery status - Red indicates that the battery's charging, and green indicates that the battery's fully charged. And also you can see the charging from LCD display.

**NOTICE** Transer standard configuration is a set of battery



### NOTICE

#### When Charging

- A safe place with suitable environment should be cool, dry and indoors away from direct sunlight, dirt, or debris. And it is away from potential to strip on the charging cords and possible damage to the ebike, battery, or charging equipment while parked and/or charging. Always charge the battery when the surrounding temperature is between 10 °C -25 °C (50 °F -77 °F).
- Ensure that the battery and charger are not damaged before charging. If you notice anything unusual while charging or experience substantial reduction in range, please stop charging and usage of the bike.
- Charging the battery normally takes 3 -7 hours. The charging time varies depending on distance travelled, riding characteristics, terrain, payload, battery age, etc.
- Remove the charger from the battery within one hour after the indicator light turns green. The charger is designed to automatically stop charging when the battery is full, but unnecessary wear of the charging components could occur if the charger is left attached to the battery and a power source for longer than 12 hours. Detach the charger within one hour, or as soon as possible, once the green light indicates a complete charge to avoid unnecessary wear of charging components.
- Never charge a battery for more than 12 hours at a time.
- Do not leave a charging battery unattended.
- The battery should be recharged after each ride so that it is ready to go full range for the next ride.

### **When the Battery Is Removed**

- Be careful not to drop or damage the battery when lifting the battery off the frame or when it is loose from the bike.
- Do not turn the bike on if you are riding it without the battery installed, or else damage to the electrical system could occur.

### **Charger Safety Information**

- The charger should only be used indoors in a cool, dry, and ventilated area on a flat, stable, hard surface.
- Always charge your battery when the surrounding temperature is between 10 °C -25 °C (50 °F -77 °F).
- Avoid contact between the charger and any 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 and away from potential damages caused by falling.
- Fully charge the battery before each use to ensure that it is ready to perform to its best ability every ride, to extend the life of the battery, and to reduce the chance of over-discharging the battery.
- Do not charge the battery with any chargers other than the one originally supplied by the HJM Bikes or a charger designed for your specific bike and purchased directly from HJM Bikes.
- The charger works on 180V-240V, 47-63HZ standard home AC power outlets and automatically detects and accounts for incoming voltage. Do not open the charger or modify voltage input.
- Do not yank or pull on the cables of the charger. When unplugging, carefully remove both the AC and DC cables by pulling on the plastic plugs directly, not pulling on the cables.
- The charger is designed to get hot when operating. If the charger gets too hot to touch, you notice a strange smell, or any other indicator of overheating, discontinue charging immediately and contact HJM Bikes.

### **Long-Term Battery Storage**

If you intend to store your bike for more than two weeks at a time, follow the instructions below to maintain the health and longevity of your battery.

- Charge (or discharge) the battery to approximately 75% charged.
- Power off the battery and leave it locked to the frame. Alternatively, you can unlock and remove the battery from the frame for storage.
- Store the battery in a dry, climate-controlled, indoor location where the temperature is between 10 °C -25 °C (50 °F -77 °F).
- Check on the battery every month, and if necessary, use the charger originally supplied with the bike to charge the battery to 75% charged.
- If you have not used the e-bike for a long time, please remember to charge the e-bike every three months. Remember discharge before charging. If you have not charge the e-bike regularly, the battery will be damaged quickly.

# Operation

## NOTICE

- Read and understand all sections of this entire manual before operating the bike for the first time. There are important safety warnings throughout the whole 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 in this manual for safety reasons. Do not attempt to operate your bike until you have adequate knowledge about controlling and operating the bike. Damage caused by failing to follow instructions is not covered with warranty and could result in dangerous situations, accidents, injury to you and others, damage to the bike/property, injury, or death.
- Users must become accustomed to the bike's power control system before operating. The twist power assist mechanism allows full power to be activated from a stop, and inexperienced users should take extra care when first applying the twist power assist. The pedal assistance feature is also a powerful option, and users should thoroughly research and understand how to operate it before first use. Not familiarizing yourself or practicing the operation of the power system on your bike can lead to damage, serious injury, or death.

## Handlebar Features

1. Bell
2. Turn Signal Switch
3. LCD Display Remote
4. USB Port - LCD Display
5. LCD Display
6. Shifter
7. Brake lever
8. Throttle



Refer to the LCD Display Operations table in this manual for instructions on how to perform various operations with these buttons.

## Turn Signal Information

1. Left Turn
2. Right Turn
3. Double Flash Button



## LCD Display Information

The table below show the various features and information displayed on the LCD display.

1. Battery and battery percentage indication
2. Motor power indicator
3. Assistance-level indication
4. Speed indication (incl. running speed, Max. speed + Ave.speed)
5. Odometer and trip distance
6. The push-assistance function
7. Trip time indication
8. Light On/Off
9. Error code indication
10. USB connection indicator



## Start-Up Procedure

After the bike has been properly assembled following the assembly video, all components are secured correctly, and you have read this entire manual, you may turn on the bike and select a power level following the steps outlined below:

### Switching the E-bike System On/Off

- Press the power button "i" to turn on the E-bike system. When holding the power button "i" for 2s, the E-bike system would be switched off.
- Press the power button "i" for 2s to turn off the E-bike system. When turned off, the E-bike system no longer uses battery power.

When parking the E-bike for more than 10 minutes, the E-bike system switches off automatically.

## Display Interface

Briefly press the "i" button to switch between following elements:

**Trip(Km) → ODO (Km) → Max. Speed (Km/h) → Avg. Speed (Km/h) → Time (Min.)**

### NOTICE

Walk mode should be used only when the rider is off the seat with both hands on the handlebar. Always keep at least one hand on a brake lever to allow quick cutoff of the motor if necessary and to maintain control of the ebike.

### Switching Push-assistance Mode On/Off

To activate the push-assistance function, hold the "WALK" button. After 2s, The E-bike is activated at a uniform speed of 6 Km/h while the screen displays "🚶". The push-assistance function is switched off as soon as you release the "WALK" button on the operating unit. The E-bike system stops the power output immediately.

Push-assistance function may only be used when pushing the E-bike. Be aware of danger of injury when the wheels of the E-bike do not have ground contact while using the push-assistance function.

### Switching the Lighting On/Off

To switch on the headlight, hold the "+" button. The backlight brightness is automatically reduced. Hold the "+" button again, the lighting can be switched off.



### Assist Level Selection

Briefly press "+" or "-" button to switch between assistance levels so as to change the motor output power. The default assistance level ranges from level "0" to "5", the output power is zero on Level "0". Level 1 is the minimum power, and level 5 is the maximum power. When you press the "+" button again after reaching level 5, the interface would still show "5", and blinks at "5" to indicate that the power is already at its highest. After the power downshift reaches "0", if you press the "-" button again, the interface would still show "0" and blinks at "0" to indicate that it has reached the power minimum. The default value is level "1". To avoid accidental application of the twist power assist, while dismounted, ensure that the bike is powered off.

#### NOTICE

Even if you are an experienced bike user, please take time to read and implement the guidelines described in the owner's manual that come with your E-bike, and any manuals included with subcomponents.

### Battery SOC Indicator

The five battery bars represent the capacity of the battery. The five battery bars are bright when the battery is in high voltage. When the indicator shows 0%, the battery needs to be recharged immediately.



<p><b>Motor Power Indicator</b></p> <p>The Watt can be read via the interface, the lower blue rim.</p>	<p><b>USB connection indication</b></p> <p>When a USB external device is inserted, the display interface would show up as the top.</p>	<p><b>Error Code Indication</b></p> <p>The components of the E-bike system are continuously and automatically monitored. When an error is detected, the respective error code would be indicated in text indication area. There is the detail message of the error code in Error Code Detection section(Page 42) of this manual. Make sure to repair the detected error when error code appears. Otherwise, you will not be able to ride the bike normally.</p>

#### NOTICE

- Use the display with caution. Don't attempt to release or link the connector when battery is on.
- Try to avoid hitting the display.
- Don't modify system parameters to avoid parameter disorder.
- Make the display repaired when error code appears.

## Cautions and Warnings

### General Operating Rules

- When riding, obey the laws applicable in your area as any other vehicles.
- For additional information regarding traffic/vehicles laws, contact the road traffic authority in your area.
- Try to predict the unexpected such as opening car doors or cars backing out of driveways.
- Be careful at intersections when preparing to pass other vehicles or other cyclists.
- Familiarize yourself with all features and operations of the bike by HJMBIKE. Practice and become proficient at shifting gears, applying brakes, using power assist system, and using twist power assist in a controlled setting before riding in riskier conditions.
- Check your local rules and regulations before carrying cargo.
- When braking, apply the rear brake first, then the front brake.
- Maintain a comfortable stopping distance from all other objects, riders, and vehicles. Safe braking distances vary based on factors such as road surface and lighting conditions.

### Safety Warnings

- All users must read and understand this manual before riding their bike. Additional manuals for individual components should also be reviewed before installing or using those components.
- Ensure that you comprehend all instructions and safety notes/warnings.
- Ensure that the bike fits you properly before first use. You may lose control or fall if your bike is too big or too small.
- Always wear an approved bicycle helmet when riding a bike . Failure to wear a helmet when riding may result in serious injury or death.
- Ensure that the handlebar grips are undamaged and properly installed. Loose or damaged grips can cause you to lose control and fall.
- Off-road riding requires close attention and specific skills because there are potential conditions that could cause hazards. Wear appropriate safety gear and do not ride alone in remote areas. Check local rules and regulations about whether off-road E-bike riding is allowed.
- Do not engage in extreme riding. This includes but is not limited to jumps, stunts, or any behaviors that exceed your capabilities. Although many articles/advertisements/catalogue depict extreme riding as admirable, it is not recommended nor permitted, and you can be seriously injured or killed if you perform extreme riding. Bikes and their components have strength limitations, and extreme riding, including but not limited to jumps, stunts, etc., should not be performed as it can damage your bike's components and/or cause or lead to dangerous riding situations in which you may be seriously injured or killed.
- Failure to perform and confirm proper installation, compatibility, proper operation, or maintenance of any component or accessory can result in serious injury or death.
- After any incident, you must consider your bike unsafe to ride until you consult with a certified bike mechanic for a comprehensive inspection for all components, functions, and operations of the bike.

- Always use the lowest assist level until you are comfortable with the bike and feel confident in controlling the power.
- Any aftermarket changes to your bike that are not approved could void the warranty and create an unsafe riding experience.
- Take extra care while riding in wet conditions. You should slow down and increase braking distances. Feet or hands slip more easily in wet conditions and could lead to serious injury or death.

### **Parking, Storage, and Transport**

Please follow these basic parking, storage, and transportation tips to ensure that your bike is well taken care of both on and off the road.

- When pushing or carrying the bike manually, turn off the power to avoid accidental acceleration from the motor.
- Turn the power and any lights off to conserve battery.
- Ensure that the battery is locked to the frame when the power is off, or use the key to remove the battery and bring it with you for safety reasons.
- Park indoors when possible. If you must park outdoors in rain or wet conditions, you should leave your E-bike outside for only a few hours and then park it in a dry location as soon as possible to allow the entire system to dry out. Compared to a regular bike, an E-bike used in wet conditions needs more frequent maintenance to prevent rust and corrosion to make sure that all systems are working safely.
- Locking up your bike is recommended so that your bike is secure and the chance of theft is reduced. We do recommend you to take appropriate precautions to keep your bike safe from theft.
- Do not park, store, or transport your bike on a rack not designed for the bike's size and weight.
- Use a rack compatible with the width of tires of your bike. Some racks may not accommodate all tire widths.
- Avoid transporting E-bikes on a vehicle rack during rain, as this may cause water damage to the electrical components.

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- Avoid transporting E-bikes on a vehicle rack during rain, as this may cause water damage to the electrical components.

### **Wet Weather**

Toury is a waterproof ebike, but never immerse or submerge this product in water or any other liquid as the electrical system may be damaged.

- In wet weather you need to take extra care when operating this bike.
- Decrease riding speed to help you control the bike in slippery conditions.
- Brake earlier since it will take brakes longer to slow down than when operated in dry conditions.
- Be more visible to others on the road. Wear reflective clothing and use approved safety lights.
- Road hazards are more difficult to see when wet; proceed with caution.

### **Night Riding**

**It is not recommended to ride at night. Ride at night only when it is necessary.**

- Wear reflective and light-colored clothing.
- Slow down and take familiar routes with street lighting, if possible.
- Ensure that tyre wall, pedal, and other reflectors are properly installed, positioned, clean, and unobstructed.
- Use a properly functioning lighting set comprised of a white front lamp and red rear lamp.

### Note for Parents and Guardians

As a parent or guardian, you are responsible for the activities and safety of your child. The e-bike is not designed for use by children. If you are carrying a passenger in a child safety seat, they must also be wearing a properly fitted and approved helmet.

## Components Notice

### Carrying Loads

**Total maximum payload: 140kg(310lb).**

**Optional rear rack maximum payload: 50 kg (110 lb)**

**Optional front rack maximum payload: 10 kg (22 lb)**

You MUST hold onto the bike when loading passengers or cargoes. The kickstand is not designed to be used for loading passengers or cargoes. Do not assume the bike is stable and balanced when using the kickstand. Always hold onto the bike when passengers or cargo are being loaded.

Never leave the bike unattended with a child on the bike. Ensure that the child is taken with you when you look away or walk away from the bike, otherwise the bike could tip over and cause serious injury or death.

### Carrying Children

- The use of certified and approved child seating and equipment is required whenever carrying children. Rear wheel guards must be in place whenever carrying passengers to ensure feet and hands are kept away from wheels when the bike is in motion.
- Check all regulations in the area to ensure carrying passengers, children, pets or cargo is allowed. Follow the stated weight limits in the section above; do not overload. The Transer should never be operated by persons under the age of 18 years old. And the passengers should be above 4 years old unless they are seated in a properly fitted and approved Child Safety Seat.
- The Transer Rear Rack is equipped with two installation windows for the child seats. The "Windows" are located under the included Transer Board, which needs to be removed to install the child seats. For installation instructions, safety notices, general information and tips on safe operation of this accessory, visit the [www.hjmbike.com](http://www.hjmbike.com) or contact [support@hjmbike.com](mailto:support@hjmbike.com).



### NOTICE

- Do not allow passengers to sit sideways or backwards on the Rear Rack.
- Do not allow passengers to stand or kneel on the Rear Rack.
- Never leave the bike unattended with children on the bike, otherwise the bike could tip over and cause serious injury to passenger(s).
- Never leave the bike unattended with cargo on the bike, otherwise the bike could tip over and cause serious injury to your cargo.
- Increased weight from passenger(s) will increase the time it takes to slow the bike when braking; and because passengers sit behind the rider, they cannot see bumps or upcoming turns, please ride carefully.

- Increased weight from passenger(s) will increase the time it takes to slow the bike when braking; and because passengers sit behind the rider, they cannot see bumps or upcoming turns and, please riding carefully.
- When carrying passenger(s) 4 years old or above you must have the safety-certified baby seat, rear wheel side covers, and an appropriate handle accessory, and so on, available from [www.hjmbike.com](http://www.hjmbike.com).
- Ensure that the passengers are safely seated before beginning to ride.
- Ensure that you and your passenger(s) is/are wearing a properly fitted and approved helmet.
- It is the rider's responsibility to ensure the passenger(s)' safe.
- It is the rider's responsibility to ensure the passenger(s) loaded on the Transer will not interfere the rider's ability to ride safely. If passenger(s) or cargo impact the rider's ability to ride safely, serious injury or death can occur.

### Carrying Cargo

Carrying a cargo load involves additional risks, which requires special attention and care. Braking, acceleration, and balancing are all significantly affected by the cargo loaded on the E-bike.

To safely operate your E-bike while carrying cargoes, you must get used to the differences in braking, steering, balance, etc that come with the extra weight.

- Ensure that your loads are properly secured and check periodically that nothing loosens or at risks of interfering with any moving components, or touching or dragging on the ground.
- Hills that are normally easy to climb and descend without cargo can become challenging and dangerous once cargo is loaded onto the bike, as the extra weight affects steering, braking, balancing as well as the amount of power it takes to go uphill.
- With the user's ability to safely operate the E-bike. Serious injury or death can occur if the user's ability to safely operate the E-bike is compromised by the cargos or passengers on board.



### Electrical System

The electrical system of your E-bike offers various levels of power assistance and lighting for different operating conditions and users' preferences. It is critical that you familiarize yourself with all aspects of your E-bike's electrical system and check if everything is working correctly before each ride. The front and rear brake levers contain motor cutoff switches. They disable the hub motor's assistance. Both levers should be checked if they are working correctly. When choosing higher power assist level, hub motor should provide smooth, gradual acceleration of engine's power. Should the power assist, lighting or motor levels function abnormally, intermittently, or not work at all, please stop the using your e-bike immediately and contact our support team for assistance.

### Brake System

Do not use the front brake by itself. Apply the rear brake first, and then the front brake. Ensure that brakes function normally and all components of the braking system are properly secured without any damage. When you fully squeeze the brake levers, ensure that neither the front nor the rear brake lever touches the handlebars. Add tension to the brake cables or take your bike to a certified bike mechanic to have the brakes repaired when you face any problems.

### Derailleur

Because the derailleur is easy to damage, after assembling the e-bike, first check whether the protection of derailleur is bent, if you find the protection of derailleur is bent, you can take it perpendicular to the ground by hand.



### **Tires and Wheels**

Your wheels should always spin straight and must be repaired or replaced if they wobble from side to side or up and down when spinning. If your wheels are loosened, which could happen after use, we recommend having a certified bike mechanic to tune the wheels of your E-bike. Do not attempt to tune wheels or tighten spokes unless you have adequate knowledge, tools, and experience. Ensure the tires and inner tubes to be in good working condition with the correct amount of air pressure as indicated on the tire sidewall and without any visual damage. Always replace tires and inner tubes if they have punctures, cuts, or damages before your rides. Tires without the correct amount of air pressure could reduce performance, cause tires to wear faster, and make riding your bike dangerous.

### **Suspension, Handlebar, Grips**

The suspension fork should be properly adjusted for your weight and terrain. Make sure that the handlebar and the handlebar stem are properly aligned, fitted to the user, and secured to their corresponding, recommended torque values. Handlebar grips should not move easily at the ends of the handlebar. Loose, worn, or damaged handlebar grips should be replaced before rides.

### **Quick releases, Accessories, Straps, and Hardware**

Quick release levers are for securing the seat post and the front wheel to the bike. They allow the user to remove the front wheel and to adjust the seatposts without tools. Since quick release levers could be loosened during transportation, or accidentally between or during rides, it is important that you regularly check to ensure these components to be properly secured.

Ensure all hardware to be secured and all approved accessories to be properly attached following the instructions of specific component's manufacturer. It is always helpful to look over all hardware, straps, and accessories before each ride and, if you discover something wrong or find something you are unsure of, have it checked by a certified bicycle mechanic.

Before using the ebike, always check to ensure all levers, quick releases, and latches are properly secured and undamaged.

### **Changing Components or Attaching Accessories**

The use of non-original components or spare parts can jeopardize the safety of your E-bike, void your warranty and, in some cases, cause your E-bike to not conform with laws pertaining to operating your bike.



### **Helmets**

We recommend riders wear a properly fitted helmet that covers the forehead when riding a bike. Child passengers also should wear a properly fitted helmet.

# Maintenance

## Basic Bike Care

To ensure safe riding conditions, you must maintain your bike properly. Follow these basic guidelines and see a certified bike mechanic at regular basis to ensure your bike is safe for use and comfortable to ride.

1. Keep the E-bike clean after each ride.
2. Forbidden to immerse the e-bike in any liquid.
3. Check the paint on the frame, if the paint has slightly scatched, use paint to prevent the frame from rusting every month.
4. Check all moving parts every month, make sure the bolts and quick releases are tightened.
5. It is recommended to charge the battery after each ride, and if you don't use the E-bike for a long time, remember to charge the battery every three months and store in a dry and cool place.
6. Check the dual flashing switch is in perfect working order every month.
7. Check that the wiring and connectors are secure and not damaged every month.
8. Check the suspension effect of the front fork every month, if have any problem, please find help from bike mechanic or [www.hjmbike.com](http://www.hjmbike.com).
9. If the "Tread Wear Indicator"(T.W.I.) mark on the tire is worn, please replace the tire at once.



10. Check the brake system by a bike mechanic every year(according to your riding conditions).
11. Disc rotors and pads must be kept clean and free from oil/grease based contamination.
12. If the disc rotor is cracked or deformed, please replace it at once.
13. Disc pads should be replaced when total thickness is less than 2.5mm.
14. On a flat road, clean and lubricate chain every 310miles(500km) ; on a rough road, clean and lubricate chain every 93miles(150km).
15. Keep the freewheel clean and lubricate it regularly.
16. If the protection of derailleur is damaged, please replace it at once to prevent damage to the derailleur.

First Ride	Before Each Ride
Make sure the bolts and nuts of the e-bike components are tight. In particular, check the self-assembled parts to ensure that the bolts and quick release have been tightened.	Make sure the bolts and quick release have been tightened. Especially the quick release of front wheel and seat post, and bolts of pedal.
Make sure the brakes are in perfect working order.	Keep the E-bike clean.
Make sure the wires on the e-bike are plugged in securely and not loosened in transit.	Make sure the battery is above 80% and securely locked in the E-bike.
Make sure the handlebar can be turned to the left and right easily and flexibility.	Make sure the handlebar can be turned to the left and right easily and flexibility.
Switch the e-bike system on by pressing “i” button for about 2 seconds, see the manual for details.	Check if the brake pads need to be replaced, and the brake system is in perfect working order.
Make sure the battery is securely locked in the e-bike.	Make sure the tires are fully inflated.
Adjust the suspension fork, seat height and seat angle for you most comfortable riding	Check the chain for proper alignment and function.

**NOTICE**

Your cables, spokes, and chain will stretch after an initial break-in period of 80-160 km (50-100 mi), and bolted connections could loosen. Always have a certified bike mechanic perform a tune-up on your bike after your initial break-in period of 80–160 km (50–100 mi) (depending on riding conditions such as total weight, riding characteristics, and terrain). Regular inspections and tune-ups are particularly important for ensuring that your bike remains safe and comfortable to ride.

## Troubleshooting

Symptoms	Possible Causes	Most Common Solutions
<b>The bike does not work</b>	<ol style="list-style-type: none"> <li>1. Insufficient battery power</li> <li>2. Faulty connections</li> <li>3. Battery not fully seated in tray</li> <li>4. Improper turn on sequence</li> <li>5. Brakes are applied</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge the battery</li> <li>2. Clean and repair connectors</li> <li>3. Install battery correctly</li> <li>4. Turn on bike with proper sequence</li> <li>5. Disengage brakes</li> </ol>
<b>Irregular acceleration and/or reduced top speed</b>	<ol style="list-style-type: none"> <li>1. Insufficient battery power</li> <li>2. Loose or damaged twist power assist</li> <li>3. Misaligned or damaged magnet ring</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge or replace battery</li> <li>2. Replace twist power assist</li> <li>3. Align or replace magnet ring</li> </ol>
<b>The motor does not respond when the bike is powered on</b>	<ol style="list-style-type: none"> <li>1. Loose wiring</li> <li>2. Loose or damaged twist power assist</li> <li>3. Loose or damaged motor plug wire</li> <li>4. Damaged motor</li> </ol>	<ol style="list-style-type: none"> <li>1. Repair and or reconnect</li> <li>2. Tighten or replace</li> <li>3. Secure or replace</li> <li>4. Repair or replace</li> </ol>
<b>Reduced range</b>	<ol style="list-style-type: none"> <li>1. Low tyre pressure</li> <li>2. Low or faulty battery</li> <li>3. Riding up steep hills, headwind, and /or heavy payload</li> <li>4. Battery discharged for long period of time without regular charges, aged, damaged, or unbalanced</li> <li>5. Brakes rubbing</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust tyre pressure</li> <li>2. Check connections or charge batter</li> <li>3. Assist with pedals or adjust route</li> <li>4. Balance the battery; contact Tech Support if range decline persists</li> <li>5. Adjust the brakes</li> </ol>

<b>The battery will not charge</b>	<ol style="list-style-type: none"> <li>1. Charger not well connected</li> <li>2. Charger damaged</li> <li>3. Battery damaged</li> <li>4. Wiring damaged</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust the connections</li> <li>2. Replace</li> <li>3. Replace</li> <li>4. Repair or replace</li> </ol>
<b>Wheel or motor makes strange noises</b>	<ol style="list-style-type: none"> <li>1. Loose or damaged wheel spokes or rim</li> <li>2. Loose or damaged motor wiring</li> </ol>	<ol style="list-style-type: none"> <li>1. Tighten, repair, or replace</li> <li>2. Reconnect or replace motor.</li> </ol>

### Error code Detection

Your bike is equipped with an error detection system integrated into the display and controller. In the case of an electronic control system fault, an error code should display. The following error codes are the most common and can aid in troubleshooting. If your bike has an error code displayed at any time, it is recommended that you cease operation and contact HJMBIKES immediately.

**Error Code Definition Table**

<b>Error code</b>	<b>Definition</b>
21	Current Abnormality
22	Throttle Abnormality
23	Motor Abnormality
24	Motor Hall Signal Abnormality
25	Brake Abnormality
30	Communication Abnormality

## Assembly instruction support

You can find all of our assembly instruction videos on official HJMBIKE website as well as the official HJM BIKE YouTube channel.

If you have any questions, please contact HJMBIKE Technical Support Team at support@hjmbike.com or submit the contact form at www.hjmbike.com.

**Please refer to [www.hjmbike.com](http://www.hjmbike.com) for detailed after-sale policies and more helpful information.**



**Let's start the ride of HJM!**

**Contact us**

Email: [support@hjmbike.com](mailto:support@hjmbike.com)

Website: [www.hjmbike.com](http://www.hjmbike.com)

