

# HOVER-1

PRO SERIES



## *ALTAI R500*

Owner's Manual  
Assembly & Maintenance



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# HOVER-1 PRO SERIES

Thank you for choosing a Hover-1 Altai. It is our pleasure to guide you through setting up your Altai and hitting the road!

Please read through this Owner's Manual to get familiar with the proper operation of your Altai E-Bike's controls, features, capabilities, and limitations.

This manual will be your guide for general maintenance, safety precautions, assembly, and servicing of the unit.

Before riding your Altai E-Bike, be sure all the parts are properly torqued, tightened, and connected (particularly the parts that had to be manually installed). Remember to always use your best judgment and obey all traffic laws.

Additional instructions and media will be available to assist you with repairs or maintenance of your Hover-1 Pro Series E-Bike.



***Join our Hover-1 Community  
of riders wherever you are!***



ridehover1



@ridehover1



hover1rideables



hover1rideables



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# 01 BASICS



DIAGRAM OF THE ALTAI







## GENERAL SYMBOLS

### **DANGER**

Possible dangers to your life and health if respective calls to action are ignored.

### **WARNING**

Warns about a situation that can cause death, serious physical injury and/or heavy material damage if safety instructions are ignored.

### **NOTICE**

Recommendations and meaningful additional information.

## SAFETY ADVICE

**Please adhere to the following safety instructions while operating your Altai Pro:**

- Always wear a properly fitted helmet and protective gear while riding.
- See and be seen. Wear reflective clothing while riding at night.
- Learn the rules of the road before riding. Obey all traffic laws.
- Make sure handlebar grips are not damaged and are properly installed.
- Always check brakes before riding.
- Check for traffic. Always be aware of the traffic around you.
- Watch for and avoid road hazards.
- Reduce speed when riding on wet terrain.
- To prevent skidding or potential injuries, do not accelerate or brake suddenly while making turns.
- To avoid water damage, do not leave your E-Bike in inclement weather.
- When activating pedal assist, increase speed slowly to avoid injury.
- Do not use and/or leave the charger outdoors in hot or wet weather conditions.
- Do not ride up or down extremely steep inclines.

- Do not touch the body of the motor immediately after riding, as the surface may be hot.
- Do not make any aftermarket modifications to your Altai Pro that are not expressly approved by Hover-1 Pro Series.
- Do not ride the E-Bike if you exceed the maximum weight limit of 264 lbs.
- Ride slowly in rainy and snowy weather and on slippery surfaces. Give yourself more room to stop to ensure your safety. When braking on wet surfaces, use the rear brake lever first, then the front brake lever.
- Avoid the following hazards: drain grates, potholes, ruts, soft road edges, gravel, and leaves, especially when they are wet.
- The rider must be able to straddle the E-Bike with at least 1 inch of clearance above the top tube when standing as pictured.
- This E-Bike is not designed for riders under 15 years old.



### **WARNING**

#### **INSTRUCTIONS PERTAINING TO RISK OF FIRE OR ELECTRIC SHOCK - IMPORTANT SAFETY INSTRUCTIONS**

**WARNING** - When using this product, basic precautions should always be followed, including the following:

##### **Read all the instructions before using the product.**

To reduce the risk of injury, close supervision is necessary when the product is used near children.

Do not put fingers or hands into the product.

Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or any other signs of damage.

This equipment is not intended to be used at ambient temperatures less than 0°C (32°F) or above ambient temperatures of 30°C (86°F).

The battery is intended to be charged when the ambient temperature is between 0°C (32°F) and 30°C (86°F). Never charge the battery when ambient temperatures are outside this range.

Modifying or attempting to repair the E-Bike system except as indicated in the instructions for use and care is prohibited.

Charging of the E-Bike shall only be performed with the manufacturer's recommended charger.

#### **SAVE THESE INSTRUCTIONS**

# 02 ASSEMBLY

Visually examine your shipping box and E-Bike to ensure that everything arrived without shipping issues. Take pictures if you suspect rough handling and contact: [support@hover-1.com](mailto:support@hover-1.com)

If you require additional assistance, please reach out to [support@hover-1.com](mailto:support@hover-1.com) for more information. We often update user guides based on the feedback we receive from our customers.

## DANGER

Before performing any work on your Altai, turn off the power system and remove the battery. Be sure to also turn off the power system and remove the battery when transporting your E-Bike in a vehicle (involuntary activation of the electrical assistance system presents a risk of damage or injury).

## NOTICE

- Do not open the box from the top, set the packaging box upright.
- A second person is recommended to help unpack and assemble your Altai.

## WARNING

All riders of the E-Bike should follow these safety instructions.



## Tools Needed

Assembly Parts:	Quantity
Keys for the battery	2
Set of pedals	1
Battery charger	1
Battery	1
Handlebar assembly	1

Tool Kit:	Quantity
Multi-tool	1
M6 Hex key (included in multi-tool) for handlebar assembly	1
M15 Wrench (included in multi-tool) for pedal assembly	1



## WARNING

Please read all assembly instructions in full before beginning to build your new E-Bike.



## UNPACKING INSTRUCTIONS

- 1 Please exercise caution when lifting the box, as it weighs about 73 lbs.



- 2 Remove the 4 plastic tabs at the bottom of the package by pinching and pulling them.



- 3 Remove the top lid of the box completely off the E-bike.



- 4 Remove the E-Bike and engage the kickstand to stand the E-Bike up.



- 5 Locate the parts box.



- 6 Take all parts and tools out of the box. Please refer to the 'Tools Needed' section to ensure that you have all the necessary parts for assembly.



- 7 Lift the E-Bike onto the parts accessory box. Do not press the chain onto the box.



- 8 Adjust the gap between the tire and the hub. Ensure there are no deviations.



- 9 Pump the front & rear tires to 26-30 PSI.



### **WARNING**

Check the gap again between the tire and hub. Ensure there are no deviations. Deviations between the tire and hub could lead to injury.



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**⚠ DANGER**

Properly inflate the tires between 26-30 PSI. Do not over-inflate the tires.

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- 10 Remove all the wrapping from each part.



- 11 Set the parts accessory box aside and engage the kickstand to stand the E-Bike up.



## INSTALL THE HANDLEBARS

- 1 Attach the handlebars to the E-Bike frame.
- 2 Tilt the handlebars forward or back to adjust their position to your riding preference.



- 3 Position the handlebar plate over the center of handlebar grooves. The edges of the plate should cover the grooves.
- 4 Use the hex key to tighten the hex screws. Start with the top left and bottom right screws and tighten them halfway.
- 5 Repeat step 4 for the top right and bottom left screws.



- 6 Tighten all screws completely.





## **WARNING**

Do not over tighten the stem bolt. Over tightening the stem bolt can damage the steering system and cause loss of control.

## **CONNECT THE DISPLAY CABLES**

Match the colored cables to the same-colored ports behind the display:

- 3 green cables
- 1 black cable
- 1 blue cable
- 1 black main cable



## **INSTALL THE PEDALS**

- 1 Identify the left and right markings on the pedals.

- 'L' stands for the left pedal and should be installed on the left crank arm.
- 'R' stands for the right pedal and should be installed on the right crank arm.



- 2 Install and tighten the pedals using the multi-tool. Ensure that the right pedal is screwed on clockwise. Screw the left pedal on counterclockwise.



## **NOTICE**

It is always good practice to perform regular maintenance to ensure the E-Bike is in proper working condition.

## **PRIME THE BRAKES**

Your E-Bike is equipped with hydraulic disc brakes. Squeeze the brake handles 3-5 times to ensure optimal performance before your first ride and after your E-Bike has been stored for an extended period of time.

## **INSTALL THE REAR MUDGUARD**

(Comes pre-installed. See instructions if reinstallation is needed)

- 1 Find rear mudguard and locate the right side of rear tire for installation.
- 2 Match bolts with rear mudguard hole and loosely tighten the mudguard.
- 3 Use the multi-tool to tighten the rear mudguard completely. Ensure it is tightened properly and does not move. Check and re-tighten the pedals after each ride.





## INSTALL THE BATTERY PACK

- 1 Match all the notched joints of the battery to the E-Bike frame and slide the battery into place.
- 2 Insert the key into the battery and twist it clockwise to lock the battery into place.



### WARNING

Before each ride, please ensure your E-Bike is safe to ride.

### NOTICE

After assembly is complete, please proceed by:

1. Making sure that the headlight is pointing forward.
2. Making sure all the bolts on the E-Bike are properly torqued, tightened, and connected.
3. Inflating the tires to 26-30 PSI. Excessive tire pressure could rupture the tires.

## INSTALL THE FRONT AND REAR REFLECTORS

1. Remove the clamp screw from each reflector bracket. The front reflector is white, and the rear reflector is red.
2. Push open the front reflector bracket loop and slide it onto the mid-section of the handlebar assembly, next to the display. Align the reflector horizontally (parallel to the ground), with the reflective piece facing the front of the E-Bike.
3. Clamp the front reflector to the handlebar assembly and completely tighten the clamp's screw with the multi-tool.

4. Push open the rear reflector bracket loop and slide it onto the E-Bike frame, next to the rear tire. Align the reflector horizontally (parallel to the ground), with the reflective piece facing the rear of the E-Bike.
5. Clamp the rear reflector to the E-Bike frame and completely tighten the clamp's screw with the multi-tool.



### WARNING

Be sure the reflectors are horizontally aligned and parallel to the ground. If the reflectors are aligned vertically, aimed up, or aimed down, light may not reflect properly, making you less visible to traffic. If the reflectors are not horizontally aligned and/or parallel to the ground, loosen the clamp screws and readjust them.

## ASSEMBLY IS FINISHED!

You're almost ready to ride! Your Altai should look like this:



# 03 SAFETY CHECKLIST



## WARNING

Please be sure all the items you installed are properly torqued, tightened, and connected! If there are any questions, please contact us: support@hover-1.com

To be sure your E-Bike is safe on the road, please use the following checklist before your first ride:

### 1. Handlebars

- Check that the handlebars are tight by applying the front brake and pushing the handlebars forward and back.

### 2. Tires

- Check the condition of the tires. Maintain proper tire pressure of 26-30 PSI. Check the tire treads for cracks, punctures, and deformations.

## NOTICE

Tire wear and tear depends on several factors, such as the weight of the rider and type of terrain.

### 3. Battery

- Check that the battery is inserted securely.
- Check that the battery is fully charged.

## NOTICE

Follow battery charging and maintenance instructions.

### 4. Brakes system

- Pull both brake levers. You should feel an obvious pressure and the levers should not be able to touch the handlebar.

### 5. Lighting

- Check if the headlight and taillight are working properly.

## NOTICE

Do not cover any lighting fixtures or reflectors.

### 6. Cables

- Check for any loose cables.

### 7. Chain

- Keep the chain lubricated and clean.

### 8. Gears

- Check if the gears are shifting smoothly.

### 9. Display

- Check if your display turns on and functions properly.

### 10. Kickstand

- Check if the kickstand is tightly secure, not rubbing against the ground or tires.

## NOTICE

Do not sit on the E-Bike if the kickstand is engaged.

# 04 OPERATIONS



## FIRST RIDE

We recommend that you ride your E-Bike without using pedal assist at first, to get familiar with the braking and gear shifting. Then, you can start testing the pedal assist levels incrementally to determine the optimal settings for your riding style.

## START YOUR E-BIKE

### Turn On the Altai

- 1 Press the button on the right side of the battery.  
'+' stands for on.  
'o' stands for off.



- 2 Press and hold the power button on the left side of the handlebar to turn the unit on.



### Turn Off the Altai

Press and hold the power button.  
Then, press the battery button to 'o'. The E-Bike will shut off.

## THROTTLE

The throttle control is located on the right-side handlebar. Twist the throttle toward you to activate it. Use the throttle and pedal assist at the same time or either one individually. The Altai E-Bike has a range of 35+ miles on a full battery charge when exclusively using the throttle. Battery range results will vary based on road conditions, temperature, rider weight, surface incline, and other factors.

## PEDAL ASSIST CONTROL

Pedal assist offers 5 levels.

Press '+' to increase the pedal assist level.  
Press '-' to decrease the pedal assist level.

The pedal assist levels are as follows:

Level 0	Off
Level 1	Battery Efficiency
Level 2	Tour
Level 3	Medium
Level 4	Sport
Level 5	Super

The LCD display will indicate the pedal assist level that you selected. Once you start pedaling, the controller will engage the motor accordingly. The Altai E-Bike has a range of 90+ miles on a full battery charge when exclusively using pedal assist level 1 and a range of 55+ miles when exclusively using pedal assist level 5. Battery range results will vary based on road conditions, temperature, rider weight, surface incline, and other factors.

## CRUISE CONTROL

Cruise control is set to 'off' by default. You must enable cruise control through the E-Bike's setting menu (refer to pages 24-25) or through the Hover-1 E-Mobility app. To initiate the cruise control function, maintain your speed for at least 5 seconds. When you hear the beep, release the throttle and the E-Bike will continue at the current speed. Apply the brakes or activate the throttle again to cancel cruise control. Use caution when using cruise control in areas of heavy traffic.



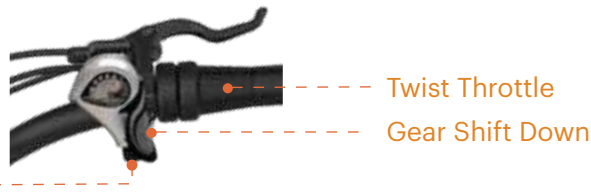
## USB OPERATION

Quickly press the 'M' button to get 'USB' to show on the display. Then, open the USB port located underneath the power button to connect with your smartphone.



## WARNING

If an error indicator appears on the display, please check the error code list. If you still require assistance, please contact customer support at: [support@hover-1.com](mailto:support@hover-1.com)



## NOTICE

- ⏻ Button: Power on and power off the E-Bike.
- Button: Pedal assist level down.
- + Button: Pedal assist level up.
- M Button: Self-setting function button.

## SETTING MENU

(Press & hold the 'M' button to access your E-Bike's settings.  
Quick-press the 'M' button to cycle through the available options)

### P01: Unit Setting

Press '+' or '-' to switch units between km/h and mph.



When prompted for a password, enter '1919'. Use the '+' and '-' buttons to cycle through the numbers. Press the power button to select a number, then repeat for the remaining numbers until finished.



### P02: Wheel Diameter Setting

Press '+' or '-' to switch the figure from 12C to 28C (FACTORY SETTING! DO NOT TOUCH!).



### P03: Rated Battery Voltage Setting

Press '+' or '-' to switch the voltage.



### P04: Speed-Limiting Setting

Press '+' or '-' to switch speed modes. You can switch to the following levels of top speed: 6 km/h, 25 km/h, 32 km/h, 45 km/h (3.73 mph, 15.53 mph, 19.88 mph, 27.96 mph).







### P05: Cruise Control

Press '+' or '-' to turn cruise control on/off.



### P06: Pedal to Start Setting

Press '+' or '-' to toggle pedal to start mode. '0' will engage the motor without a pedal start. '1' will require a speed of 3 mph before pedal assist or the throttle will engage.



### P07: Bluetooth Reset

Press '+' or '-' to reset the Bluetooth function.

'no' indicates you do not want to reset the Bluetooth function.

'yes' indicates you would like to proceed with resetting the Bluetooth function.



### P08: Software Version

To display the current version of software.



### P09: Display Version

To display the current version of display.



## LIGHT SYSTEM

### Turn On/Off the Halo Light

Click the L-shaped button above the high/low beam combo switch to turn the headlight on. Click the button again to turn it off.

### Turn On the High/Low Beam Light

Use the combo switch located on the left side of the handlebar and push the switch up to activate the high beam light.

### Turn Off the High/Low Beam Light

Use the combo switch located on the left side of the handlebar and push the switch down to activate the low beam light.

### Horn Operation

Press the button with the horn icon located on the left side of the handlebar.

### Turning Signals Operation

The turning signals are operated from the left handlebar.

#### ● Turn on the left turning signal

Use the combo switch located below the headlight button. Switching it to the left will activate the left turn signal.

#### ● Turn on the right turning signal

Use the combo switch located below the headlight button. Switching it to the right will activate the right turn signal.

#### ● Turn off the turning signal

Use the combo switch located below the headlight buttons. Switching it to the middle will turn off the turn signal.



Halo Light  
Turn On/Off

Horn Button



High Beam Button

Low Beam Button

Turning Signals

## BRAKING

Altai is equipped with front and rear hydraulic disc brakes. Brake sensors cut power to the motor when either of the levers are compressed.

- The right lever will activate the rear brakes when compressed.
- The left lever will activate the front brakes when compressed.



## HOVER-1 E-MOBILITY APP



Download the app to access all of your Altai E-Bike's exciting features!

## BLUETOOTH CONNECTIVITY

### Pairing Your E-Bike for the First Time

- 1 Turn on your smartphone's Bluetooth.
- 2 Open the Hover-1 E-Mobility App, search for the E-Bike, and connect.



## Reset Instructions for Pairing a New Phone to Your E-Bike (Read through all the steps before you begin)

- 1 Press the power button to turn the display on.



- 2 Press and hold the 'M' button until the setting menu shows up on the display (around 4 seconds).



- 3 Quickly press the 'M' button again to activate the reset menu.



- 4 Press the '+' or '-' button to switch the number from 0 to 9.

- The '+' button will increase by one number until it reaches 9.
- The '-' button will decrease by one number until it reaches 0.



When the first number has switched to 1, press the power to confirm your selection. Then, enter the second number. Do this until the password '1919' has successfully been entered into the settings menu.

- 5 Continue pressing the 'M' button to cycle to P07

Once the unit is switched to P07, press the power button.



- 6 Quick-press '+' or '-' until 'YES' is shown on the display.



- 7 Quickly press the power button until 'SUCC' is displayed on the screen (this stands for 'reset successful'). Now you can pair the E-Bike to your smartphone. The Bluetooth icon will display once paired with a device.



- 8 Press and hold the 'M' button to exit the setting menu and return back to the main display.





## How to Unpair Your E-Bike

Open the Hover-1 E-Mobility App. Press and hold the E-Bike you want to remove. Select 'Remove device' and click 'Confirm'.

## Limit Speed Through the App

You can change the max speed of your Altai Pro E-Bike in the Hover-1 E-Mobility app. Here are the top speeds of each speed mode:

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**6 km/h = 3.73 mph**

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**25 km/h = 15.53 mph**

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**32 km/h = 19.88 mph**

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**45 km/h = 27.96 mph**

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**no = unrestricted**

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## LEGAL REQUIREMENTS

Please check your country or state's regulations on electric bikes before riding. There are variations on age limit, speed, motor wattage, and road accessibility. Visit this website for more information:

<https://peopleforbikes.org/our-work/E-Bikes/policies-and-laws/>

In most European countries and Australia, the rules of public traffic pertaining to bicycles also apply to E-Bikes traveling up to 25 km/h. However, there are some notable differences (such as the age limit of the cyclist).

## In North America

Each Altai Pro E-Bike comes programmed in speed restriction mode, which allows for throttle operation and pedal assist up to 19.88 mph. This allows the Altai Pro to be legally ridden on most bike paths without a license or insurance.

For areas where throttle-powered electric bicycles are not allowed, the Altai Pro can be operated using pedal assist up to 28 mph.



## WARNING

Never adjust settings while in motion. Pull over and practice safe riding. Simultaneously operating your E-Bike and using the app puts you at risk for collision and serious injury.

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## In Europe

Altai Pro follows EPAC (Electrically Power Assisted Cycles) operating standards with pedal assist up to 25 km/h and 250 watts of power output (street legal for all European countries).

Pedal assist up to 45 km/h is available only for private land use.

It is the rider's responsibility to follow local E-Bike regulations. Be sure that you are up to date with your local motor vehicle codes.



## DISPLAY SCREEN INFORMATION

The main display presents several important metrics as follows:

<b>Battery level graphic</b>	Representation of how much charge remains in the battery.
<b>Assist level</b>	The current pedal assist mode the E-Bike is in (the assist levels progress from 0 to 5).
<b>Current power consumption</b>	The current consumption of the E-Bike battery.
<b>Total distance</b>	Displays how far the E-Bike has traveled until the rider resets it. It is measured in kilometers (km) or miles (mi).
<b>Current speed</b>	Displays the current speed that the E-Bike is traveling. It is measured in mph or km/h depending on your unit settings.
<b>Average speed</b>	Shows the average speed the E-Bike is currently traveling. The speed can be displayed in mph or km/h.
<b>Maximum speed</b>	Displays the max speed the E-Bike has traveled. The speed can be shown in mph or km/h.
<b>Trip time/Trip distance</b>	Displays the time and distance the E-Bike has traveled until reset.

## ERROR CODES

The electronics system has the ability to self-diagnose and report a limited set of errors. Errors will appear on the screen as error codes.

The chart below explains the meaning of each error code:

### ADVANCED MATRIX DISPLAY - ERROR CODE CHART

Error Code	Error	Solution
01	Controller Communication Fault	Check whether the meter cable is properly connected.
02	Controller Internal Protection	Check whether the three-phase power line is short-circuited.
03	Three-Phase Power Abnormal	Check whether the three-phase power line is loose.
04	Battery Under-voltage Protection	Check if the battery should be charged.
05	Brake Fault	Check the connection to the brakes. If it is properly connected but displaying an error, replace the brakes.
06	Motor Hall Signal Abnormal	Check whether the connection of the motor wire is short-circuited or loose.
07	Throttle Abnormal	Check the connection to the throttle. If it is properly connected but showing an error, replace the throttle.
08 OR SC	Controller Fault	Check if the integrated cable is short circuited. If so, replace the integrated cable. If not, replace the controller.





# 05 MAINTENANCE

It is recommended to do a maintenance check-up of your E-Bike at least once a year. It is advised that the first maintenance check-up be performed after the first 155 miles/250 kilometers traveled or 3 months from receipt. Additional service is recommended as necessary.

## TIRES

1. Frequently check the tire pressure, as all tires lose air slowly over time.
2. Do not use unregulated air hoses to inflate the tires/tubes.
3. Replace worn tires immediately.

## BATTERY

Remove the battery pack when storing or transporting the Altai.

### Removing Your Battery

When removing the battery, follow these steps:

- 1 Turn off the E-Bike.
- 2 Stand on the left side of the E-Bike. Locate the keyhole on the E-Bike near the top of the battery pack.
- 3 Insert the key into the battery pack lock keyhole.
- 4 Turn the key counterclockwise and hold.
- 5 Pull the upper portion of the battery pack toward you.
- 6 Pivot the battery pack sideways and lift it away from the E-Bike.

### Charge the Battery Pack

It is recommended that the battery be charged for about 7-8 hours prior to your first use to help prime the lithium-ion battery cells for optimal performance.

### WARNING

Please read all instructions before charging. Failure to follow all instructions listed below could result in death or serious injury. The charger will be warm during charging.

When charging the E-Bike, follow these steps.

- 1 Ensure that the E-Bike is powered off.
- 2 Plug the charger into a 100-240V outlet.
- 3 Plug the charger into the E-Bike (the charger connector can be found nearby the power button on the battery pack).



When the charger is connected to the E-Bike, it will display a red light. When the charging is finished, the indicator light will turn green. Put the rubber cap back on the battery pack connector to ensure that it does not break while riding.

- Use only the charger supplied with the Altai. Do not charge the battery pack with any charger that is not supplied or approved to charge the E-Bike.
- Do not cover the body of the charger while it is charging. Do not let children charge the E-Bike without adult supervision.
- Do not leave the E-Bike unattended while charging.
- Do not use the charger in damp or wet locations.
- Do not drop the charger or subject it to strong vibration.



- Do not use any charger that has been dropped. Do not short-circuit the battery pack's terminals.
- Do not overcharge the battery.
- Do not charge the battery pack while the temperature is over 140°F (60°C).
- Do not place the battery pack near fire or heat.
- Do not charge a frozen battery pack.
- Do not dispose of the battery in your trash. Please follow your local municipality's procedures for disposing of lithium-ion batteries.

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 **DANGER**

Do not open the battery. There is a risk of short-circuiting. If the battery is opened, or tampered with, the warranty will be voided. Keep children away from the battery.

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 **NOTICE**

Fully charge the battery pack before your first ride. Recharge the battery pack at least once per month. Leaving the battery pack unused for several months may result in permanent charging capacity loss.

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## LIGHT SYSTEM

1. Before replacing lights, disconnect the cables on both the headlight and taillight.
2. Make sure the headlight and taillight are clean before riding.
3. If the headlight and taillight are dirty, clean them with a damp cloth for optimal visibility and safety.

## SEAT MAINTENANCE

1. If the seat is dusty or dirty, use a cloth with gentle soap and water for cleaning.
2. Do not leave the seat exposed to the sun for prolonged periods of time, as the sun's UV rays can damage the fabric.
3. Avoid wearing clothes that may puncture or tear the seat.

## SUSPENSION

1. Clean and grease the suspension system regularly to keep the suspension components in optimal working condition.
2. Regularly check and properly adjust the suspension system. Failure to do so may result in injury.

## HYDRAULIC BRAKES

There are several components that make up the braking system. The hydraulics need to be inspected and serviced for wear and tear.

1. If the hydraulic brakes are worn, they must be replaced. The time frame for when a replacement is needed varies by riding time, mileage, riding style, and terrain.
2. Maintenance is required on the pads, rotors, and hydraulic brake line.
3. Avoid contamination of the pads and the disc brakes from greasy substances.
4. Regularly check the condition of your cables, ducts, harness, and pads.

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 **NOTICE**

If there appears to be any issues with your braking system (or any other parts), do not ride your E-Bike. Contact our support team or visit your local authorized mechanic store.



## CHAIN

It is recommended that you inspect the chain tensioner for wear and tear. Periodically lube the chain. If the chain is sagging or seems more loose than normal, you may need to tighten the chain.

It is recommended that you purchase chain lube for daily chain maintenance.

To apply the chain lube, deposit a drop on the top of each chain link. The lube will work its way into the chain.



## WARNING

Wipe off any excess lube as it can attract dirt. Be careful to not get lube in the brake calipers or pads.

## SPECIFICATIONS

**Model:** H1-ALT50

**Net Weight:** 72 lbs

**Max Supported Weight:** 264 lbs

**Max Speed:** 20 mph Class-1 mode / 28 mph Unlimited mode

**Average Range:** 60 miles

**Motor:** 48V/500W

**Battery:** 48V/960Wh, 21,700 cells

**Battery Type:** Lithium-ion

**Charger:** Output 3A (7-8 hour charge time)

**Charging, Riding, and Storage Temperature:** 32°F - 86°F (0°C - 30°C)

**Charging, Riding, and Storage Humidity:** 0% - 75%

**Frame:** Lightweight aluminum alloy

**Suspension Fork:** High strength spring suspension fork

**Rims:** Aluminum alloy 20" x 4" fat tire hollowed wheel, double wall

**Tires:** CST 20" x 4" fat tire

**Brakes:** Hydraulic disc front and rear, 180 mm

**Crankset:** Aluminum alloy crank 170 mm and steel chainwheel

**Pedals:** Aluminum alloy flat MTB pedals with reflector

**Rear Derailleur:** Shimano 7 speed

**Saddle:** Racing seat

**Display:** Mid-mounted LCD display

**App:** IOS/Android compatible

**Headlight:** High output LED light, high/low beam, turn signal functions

**Taillight:** LED driving light, braking light, flowing turn signal functions

CAN ICES-002 / NMB-002

# 06 WARRANTY



This warranty is non-transferable and is limited to the original purchaser only. It is not transferable to any subsequent purchaser. The manufacturer warranty only applies to products purchased through an authorized Hover-1 retailer. Any items purchased from private sellers, online auction sites (including eBay, liquidators, or items sold “as-is” or “final sale”), or from clearance or going-out-of-business sales are not covered by the warranty. The warranty period begins on the date of receipt. Please retain a copy of your receipt as this will be required to prove the date of purchase should a warranty claim be activated.

## Warranty in effect

1. Hover-1 reserves the right to exchange the returned product for a replacement product of equal or greater value if it is deemed that the product cannot be repaired within a reasonable time or at a reasonable cost. The warranty will be fulfilled on a case-by-case basis at Hover-1 Pro Series’ discretion. Products and/or parts that have been replaced or exchanged become the property of Hover-1 Pro Series.
2. Warranties that have been activated do not cause the warranty period to be extended, nor do they trigger a new warranty period. The warranty period for replacement parts installed ends with the warranty period for the entire product.
3. The manufacturer’s responsibility shall be limited to the repair or replacement of the product at its sole discretion.

## The warranty excludes

1. Physical abuse, improper installation, modification, or repairs done by an unauthorized third party.
2. The manufacturer will not take any responsibility if the unit’s failure has resulted from accidents, abuse, misuse, or unauthorized repair, modification, or disassembly.

3. Overcharging or damages due to improperly maintaining the lithium-ion battery installed in the unit.
4. Tires, charge ports, or other parts which are considered consumables such as glass or plastic or defects based on normal wear and tear.
5. Marginal differences compared to the target appearance and workmanship provided, as these have negligible effects on the product’s fitness for use.
6. Damage to the product caused by chemical or electrochemical effects, water, moisture, debris, or abnormal conditions.
7. Acts of God.

## The warranty will be considered void if:

1. You use any charger other than a genuine Hover-1 Pro Series charger or the charger designed for your specific model as this could pose a risk of a serious fire hazard.
2. Repairs or modifications are performed without the written consent of Hover-1 Pro Series or if a Hover-1 Pro Series product is equipped with additional parts or accessories not approved for the product by Hover-1 Pro Series.
3. The E-Bike is exposed to water, moisture, mud, dirt, or debris.
4. Units have missing or unreadable serial numbers.

**Hover-1 Pro Series is not liable for accidental, indirect, or other consequential damage of any kind, which leads to usage restrictions, data loss, and loss of earnings or interruption to business. If you have purchased an extended warranty, please contact the seller for assistance.**

**Any further claims are excluded, including those for replacement due to damage caused to the outside of the product, provided there is no obligatory legal liability.**

## Submitting a warranty claim

1. To take advantage of your warranty services, please submit a ticket to the Hover-1 Pro Series Customer Support by visiting [www.hover-1.com](http://www.hover-1.com)
2. Hover-1 Pro Series will attempt to diagnose and resolve your issue. Hover-1 Pro Series may require photos and/or videos to properly diagnose the issue and verify warranty eligibility. A copy of your receipt or online order confirmation with the purchase date, seller, and item name visible is required. Hover-1 Pro Series reserves the right to verify purchases with the retailer and/or asset protection databases. Warranty claims will be denied if the receipt is invalid, cannot be verified, or if the item has been returned or exchanged. If it is determined that a valid warranty claim exists. Hover-1 Pro Series may send replacement parts or issue an RMA number (Return Material Authorization) to return the damaged product as Hover-1 deems appropriate.
3. If an RMA is issued, the package must be shipped within 14 days of the RMA issuance. If a package is received outside of this time frame, the package will be refused and returned to the sender.
4. In the event that Hover-1 Pro Series' technicians find that the product lacks a manufacturer defect, and the malfunction is due to abuse, water damage, debris, moisture exposure, or improper maintenance, the customer will be charged for return shipping and no repairs will be performed.

## Hover-1 Pro Series will only accept parcels that have been assigned an active RMA number.

YOU EXPRESSLY UNDERSTAND AND AGREE THAT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, HOVER-1 PRO SERIES' TOTAL LIABILITY IN CONNECTION WITH THE APPLICABLE HOVER-1 PRO SERIES' PRODUCTS OR THIS WARRANTY POLICY WILL NOT EXCEED THE AMOUNT ORIGINALLY PAID FOR THE PRODUCT. PARTS AVAILABILITY IS NOT GUARANTEED.

## FCC STATEMENT

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Please note that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC INSTRUCTIONS FOR A CLASS B DIGITAL DEVICE OR PERIPHERAL

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## REGISTER YOUR HOVER-1 PRO SERIES AT HOVER-1.COM

AFFIX SERIAL NUMBER LABEL HERE: