



The manufacturer reserves the right to make changes to the product, release firmware updates, and update this manual at any time.

<https://www.okai.co/>

# OKAI EB60



User Manual

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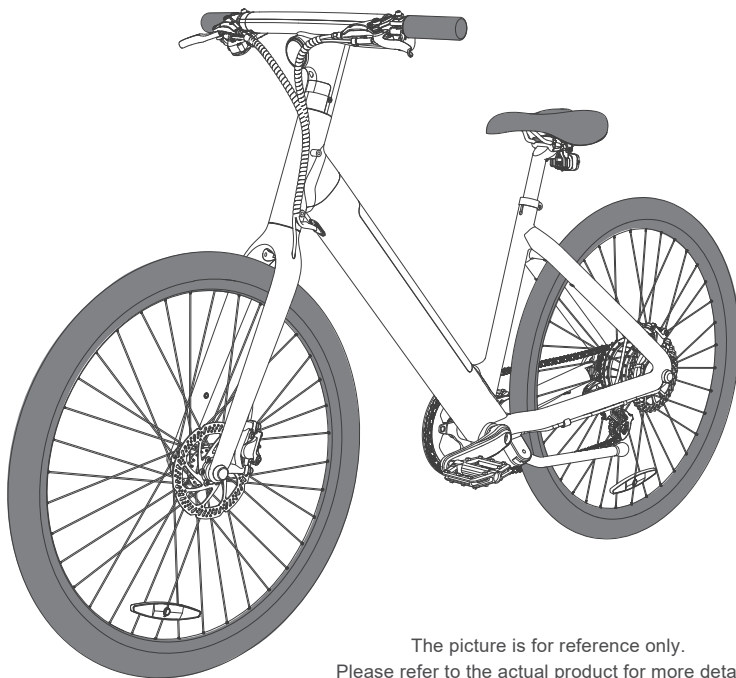
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Thank you for purchasing the OKAI electric bike.

We wish you to ride OKAI electric bike safely. As there could be risks in riding an electric bike, please read this manual carefully before using and keep it for future references. For safety reasons, please make sure to pass on this manual to anyone you wish to lend your e-bike to. Failure to follow the instructions in this manual could cause severe damage to the product. To facilitate readability, the OKAI electric bike will be referred to as the product.



The picture is for reference only.  
Please refer to the actual product for more details.



## 1-1.MODEL SPECIFICATIONS

Items	Specifications	EB60
Product Parameters	Dimensions(Unfolded): LxWxH	1821*671*1086mm
	Frame Size	27.5"
	Net Weight	50.71lbs
	Maximum Speed	20mph
	Typical Range*	43-62miles
	Terrain Adaptation	Flat
	Operating Temperature	0~40 °C
	Storage Temperature	-20~60 °C
	IP Rating	IPX5
	Charging Time	2A<6H
Battery Parameters	Rated Voltage	36V
	Rated Capacity	9.6Ah
	Battery Management System	Negative Point Port
	Battery (Cell) Quantity	20 PCS
	Swappable Battery	Yes
Motor Parameters	Maximum Torque	50N.m
	Rated Voltage	36V
	Rated Power	350W
	Maximum Power	550W
	Motor Control Mode	Brushless Gear Reduction Motor
Brakes	Braking Distance	≤ 33ft
	Brake Mode	Front & Rear: Disc Brake
Tires	Tire Size	Front & Rear: 27.5*1.95 inch
	Tire Material	Pneumatic Tire

Items	Specifications	EB60
Charger	Input Voltage	100-240V
	Output Voltage	42V
	Output Current	2A
Rider	Maximum Payload	265lbs
	Recommended Age	>16 years old
	Required Height	For 5'1" - 6'1" Riders
Features	Brake Light	Normally on
	Riding Mode	Torque Sensor, Rear-Drive
	Certifications	FCC*, CPSC, UL
Package	Packaging	1pcs/ctn
	Gross Weight	73.19lbs

\*There will not be further notifications if the specification changes.

\*Range: Riding on a full charge, with 165.34lbs of payload, 25 °C, and a consistent speed (60% of the maximum) on a flat terrain.

\*The range is affected by many variables including: speed, temperature, terrain, number of starts and stops.

**\*FCC Statement:**

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.

Caution: The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**\*FCC Radiation Exposure Statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

**ISED Statement:**

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- 1.This device may not cause interference.
- 2.This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- 1.L'appareil ne doit pas produire de brouillage;
- 2.L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This equipment complies with ISED RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and any part of your body.

Pour se conformer aux exigences de conformité CNR 102 RF exposition, une distance de séparation d'au moins 20 cm doit être maintenue entre l'antenne de cet appareil et toutes les personnes.

**FCC Supplier's Declaration of Conformity**

**Unique Identifier(Model Name):** EB60












**Responsible Party -U.S Contact Information**

Company name: OKAI INC

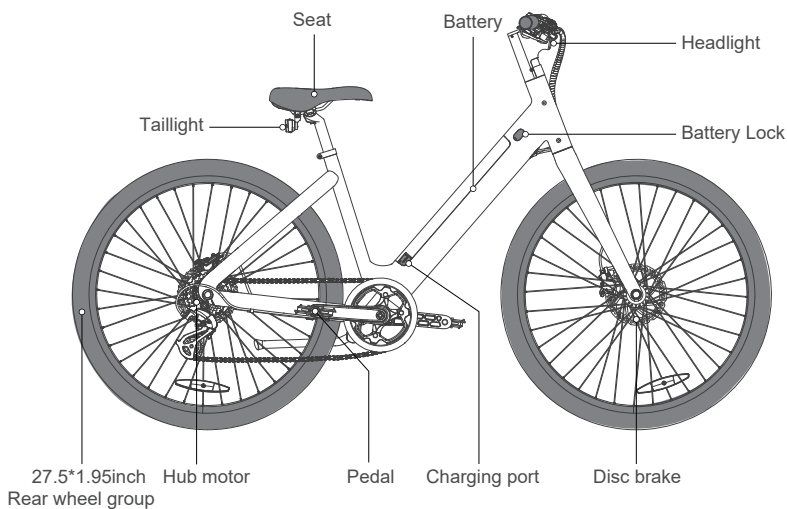
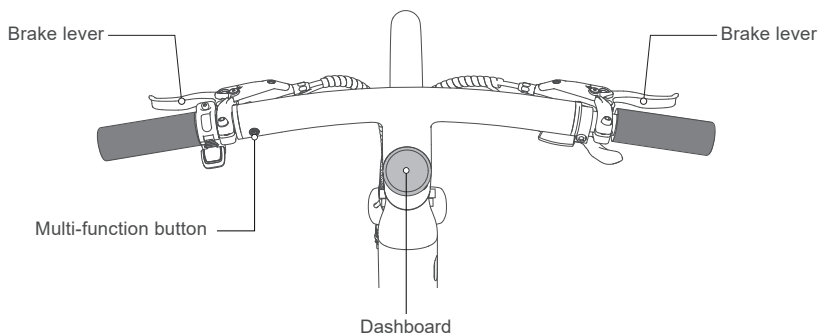
Company Address: 1458 E Mission Blvd, Pomona, CA 91766

Telephone number or internet contact information: support.us@okai.com

**1-2.ICON DESCRIPTIONS**

	Indicates a danger condition that could lead to severe injuries or death.
	Indicates a warning condition that could lead to severe injuries or death.
	Indicates a caution condition that could lead to severe injuries or death.
	Marks the additional information regarding the product and its usage.
	Please read this manual carefully before use.
	Display of positive and negative poles.
	Indicates that this is a Class II protective product.
	Please wear personal protective equipment (PPE).
	Please do not use this product after intake of alcohol, sedatives, or psychoactive medications.
	Minimum age requirement: 16 yrs.
	Please do not enter roads with these symbols.

1-3.VEHICLE AND ACCESSORY LIST



Dimensions: L:1821mm\*W:671mm\*H:1086mm

- The electric bike is designed primarily for recreational riding and exercise rather than solely as a means of transportation. However, when riding an e-bike on public roads or areas (where permitted by local laws), it is then considered a motor vehicle. As such, all applicable traffic laws and safety regulations apply. To help ensure safety and legal operation, it is important to thoroughly read and follow all instructions in this manual. Proper usage and compliance with national, state/provincial and local statutes will help reduce risks to the rider and others on the roadway.
- Please understand that riding an e-bike on public roads and areas carries some risks. There are inherent risks from other vehicles or drivers not following traffic laws, even if you comply with all safety instructions in this manual. The level of risk is comparable to walking or cycling on roads. Like other vehicles, increased braking distances are required at higher speeds on this e-bike. Sudden braking may cause slipping or loss of control, especially on smooth surfaces. Therefore, it is crucial to ride cautiously at appropriate speeds with adequate distance between yourself and pedestrians or other vehicles. Especially in unfamiliar environments, stay alert and reduce your speed accordingly.
- Please respect the right-of-way of pedestrians when riding. Avoid startling pedestrians, especially children.
- When riding in countries and regions without established national standards or regulations for electric bikes, please be sure to follow the safety instructions in this manual. OKAI assumes no direct or shared liability for any financial losses, loss of life, legal issues, or other adverse outcomes resulting from failures to operate the electric bike as described in this user manual. Riders take full responsibility for obeying all applicable laws and operating the e-bike safely at their own risk.
- Do not allow new or inexperienced riders to operate the electric bike without supervision. If lending the e-bike to another person, you are responsible for ensuring their safety. Provide guidance until they are familiar with basic handling and controls. Also verify any riders wear the appropriate safety equipment as recommended in this manual.
- Before each ride, conduct a basic inspection of the electric bike. Check for any loose or worn parts, significantly low battery capacity, excessively worn tires, abnormal steering noises or function issues. If you observe defects like these, immediately stop operating the bike. Do not attempt to ride it in an unsafe condition.

## 3.IMPORTANT SAFETY INSTRUCTIONS

This section lists the safety instructions that should be followed when using this product.

### 3-1.GENERAL SAFETY INSTRUCTIONS

Operating this electric bike comes with inherent risks. Take time to carefully read all instructions and practice riding the e-bike. Following all safety guidelines can help reduce risks, but would not eliminate them entirely. Even with proper training, unforeseeable accidents may occur due to loss of control, collision, or falling. Ride cautiously at all times.

1. Keep the printed instructions for further reference and read carefully before use.
2. Maximum speed allowed: 20mph.
3. This vehicle should not be operated by expectant mothers, individuals with physical disabilities, or those with preexisting medical conditions affecting the heart, head, back or neck - including those who have had surgery in these areas.
4. Do not use this product after taking alcohol, sedatives or psychoactive drugs.
5. Maintain a minimum distance of 1 meter from pedestrians, other vehicles, and obstacles while riding.
6. This product can only be used when the environment permits it and the personal safety of bystanders is guaranteed.

7. Pay attention to the obstacles in front and of those far away.
8. This electric bicycle is designed for a single rider only. Do not carry passengers or children, and avoid abrupt turns at high speeds.
9. Do not operate this electric bicycle in an unsafe or unauthorized manner. Avoid using it on road shoulders, ramps, skate parks, empty pools, icy or slippery surfaces, or other areas not intended for standard bicycle use.
10. Do not ride this electric bicycle over obstacles or surfaces it is not designed for, such as slopes, stairs, escalators, ice, snow, or submerged areas. Do not expose this product to heavy rain.
11. Do not ride this electric bicycle in bodies of water deeper than 10cm/3.94in, as submersion can damage internal components like the motor.
12. Don't jump on this product. Don't try to use this product to do any acrobatics or activities not intended.
13. To ride safely and be aware of your surroundings, avoid distractions like using headphones, earplugs, making phone calls, taking photos or videos, or engaging with mobile devices while riding.
14. Please keep both hands on the handlebar while riding.
15. Do not use the product in the dark or in low visibility conditions.
16. When encountering pedestrians or obstacles, assess whether you can pass safely before proceeding.
17. Only use this electric bicycle and its accessories within the specified operating temperature range. Also follow temperature guidelines for battery charging.
18. Wear proper protective equipment such as a helmet, wrist guards, knee pads and elbow pads to minimize risk of injury. Check your local laws regarding helmets or other required safety gear.
19. Traffic laws in France require electric bike riders wear reflective clothing and helmets for visibility when riding.
20. Do not hold onto or attach this electric bicycle to any other moving vehicle while riding.
21. Always park the vehicle securely on its kickstand on a flat, stable surface.
22. Adding excessive weight to the handlebars may compromise stability and safety.
23. **WARNING!** Braking distances can be extended in wet conditions - brake earlier than usual.
24. **WARNING!** Mechanical components under prolonged stress or friction may deteriorate faster than expected. Check frequently for cracks/damages and replace worn parts to avoid potential injuries from sudden failure.
25. Take time to properly learn riding skills through practice before facing traffic, to avoid accidents from inexperience.
26. Contact the seller for information on available safety training if desired.
27. When passing pedestrians or other cyclists, gently ring the bell as a courtesy warning signal.
28. Dismount and carefully walk the electric bike past any sections lacking sufficient space or clearance for safe riding.
29. Always prioritize safety - your own and those around you.
30. This electric bicycle is solely intended for transporting the rider in a seated position. Do not modify or overload it for unapproved uses.
31. **Caution!** Avoid touching the braking components immediately after use, as heat from friction may cause burns.
32. Conduct regular safety checks by inspecting all bolts, especially around the axles, steering column and brake components, ensuring proper tightness.
33. Do not tamper with or modify the vehicle. Otherwise, it may seriously impair the handling, stability, and other aspects of the vehicle, making it unsafe to ride and voiding the warranty.
34. Only use the accessories approved by the manufacturer.
35. The noise of riding shall not exceed 70dB.
36. Please wear shoes when using the product.
37. Persons above 16 years old with physical, sensory, or cognitive disabilities/impairments or lack of experience and knowledge can use the product only under supervision and guidance regarding the safety operation and hazards. People under 16 years old should not use the product. Children are not allowed to clean or maintain this product without supervision.

38. Obstacles like curbs and steps are common in city traffic. It is recommended to avoid riding over obstacles. Before moving across these obstacles, carefully monitor pedestrians' movement and trajectory. Obstacles presenting safety hazards due to characteristics like shape, height or slippery surfaces should not be ridden over. Dismount and push the vehicle instead.
39. Contact your seller and ask him to recommend you a suitable training institution.
40. Avoid riding in areas with heavy traffic or crowds.
41. Plan your own path and speed while complying with the road regulations, sidewalk regulations, and regulations of the most vulnerable groups.
42. When approaching pedestrians or cyclists without being seen or heard by them, press the bell to alert them.
43. When pushing the vehicle, please walk in the safe passage.
44. Power-off the vehicle during charging.
45. Don't use the vehicle for other purposes.
46. Do not attempt stunts, tricks or acrobatics with this vehicle.
47. Remove sharp edges resulting from use.
48. Self-tightening nuts and other fasteners can become loose over use. Please check regularly and tighten them up.
49. **WARNING!** This vehicle will subject to pressure and wear over time. Inspect regularly for cracks, scratches or discoloration - signs of exceeded lifespan. Immediately replace any parts showing these indications to avoid risks from sudden break or failure.
50. It is recommended to use mechanical locks to prevent the vehicle from being stolen.
51. Prolonged exposure to sunlight, rain and weathering can degrade enclosure materials over time. When not in active use, store your vehicle indoors.

Failure to follow safety precautions and guidelines above greatly increases the risk of injury or accident. Please ride with caution and good judgment at all times.

### 3-2.RF EXPOSURE WARNING

- The device has been evaluated to meet general RF exposure requirement.
- The device can be used in portable exposure condition without restriction.
- Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- 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:
  1. Reorient or relocate the receiving antenna.
  2. Increase the separation between the equipment and receiver.
  3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
  4. Consult the dealer or an experienced radio/TV technician for help.

### 3-3.BATTERY SAFETY

- The battery shall not be exposed to extreme temperatures, such as prolonged sunlight or other heat sources. High temperatures present a risk of fire or explosion.
- Fully charge the battery before a storage of over 30 days.
- Fully charge the battery every 90 days to avoid over-discharge, which could cause permanent damage to the battery.
- Stop using the product if the battery emits a strong odor or becomes abnormally hot. Do not make any attempt to disassemble the battery.
- Dispose of and recycle the battery in a correct and safe manner.

### 3-4.CHARGING SAFETY

- Only use charging devices and batteries provided by the manufacturer.
- The battery charger should not be used by children, people with physical, sensory, or cognitive disabilities/impairments, etc., unless they are under the supervision or guidance of their guardians.
- Inspect the charger plug and cable for any cracks, fraying or other damage before each use. Damaged plugs or cables must only be replaced by the manufacturer or an authorized service technician to ensure safety.
- Disconnect the battery charger from the power source and let it cool before cleaning, storage and transport.
- Protect electrical parts from water. To avoid electric shock, do not immerse them in water or other liquids during cleaning or operating. Do not place the battery charger in water. When charging, the product must be placed in a well-ventilated area. Disconnect the charger from the power source as soon as the battery is fully charged.
- Inspect the battery charger regularly for cracks or other signs of damage. Damaged chargers must be repaired or replaced before use. Do not use chargers exposed to weather or outdoor conditions for extended periods.
- Do not attempt to charge a product that shows any signs of damage. Damaged products risk electric shock or fire when charged.
- Do not attempt to disassemble or repair the battery charger. Repairs must only be conducted by qualified service personnel. Improper disassembly poses risks of electric shock, fire or injury.
- Do not use the charger near flammable and explosive materials, which could cause fire or explosion.
- Check the specifications before connecting the battery charger to the power source. Improper use may cause fire! The battery charger is for indoor use only.
- Do not misuse the battery charger. The battery charger is only applicable to this product. Other uses may result in fire or electric shock.
- Ensure the charger is fully connected to the port before charging. Do not obstruct the connection.
- Keep the charging port clean and dry, free from dust and moisture. Do not place any object on the battery charger and do not cover it, as this will cause the battery to overheat. Do not place the battery charger near a heat source.
- Be sure to place the power cord where no one will trip, step on, or damage it. Otherwise, there is a risk of property damage and personal injury.
- When unplugging the charger, always disconnect from the power outlet by pulling the plug, not the cord.
- Do not use non-rechargeable batteries.

### 3-5.INSTRUCTIONS PERTAINING TO A RISK OF FIRE OR ELECTRIC SHOCK

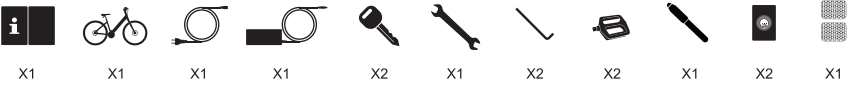
#### GROUNDING INSTRUCTIONS

- This product must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment grounding conductor and a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded in accordance with all local codes ordinances.
- WARNING!** Improper connection of the equipment grounding conductor is able to result in a risk of electric shock. Check with a qualified electrician if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.



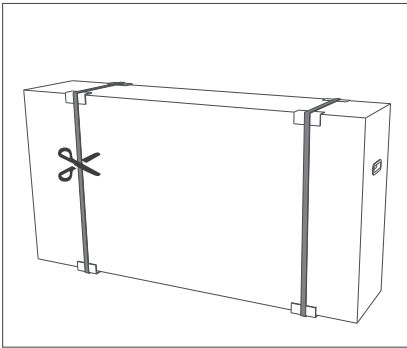
## 4-1.INSTALLATION INSTRUCTIONS

This section provides information on how to use the product correctly. For the safety of users and a prolonged service life of the product, it is crucial to follow these instructions.

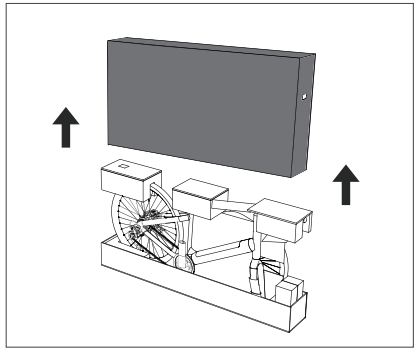


: Please retain the original packaging for future transportation and storage.

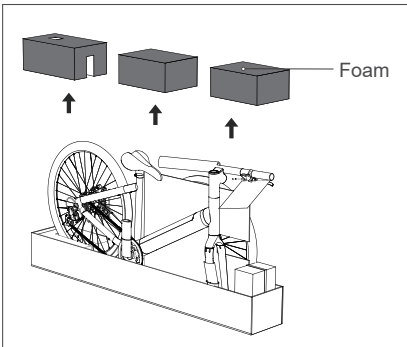
### 1. Cut the packing straps.



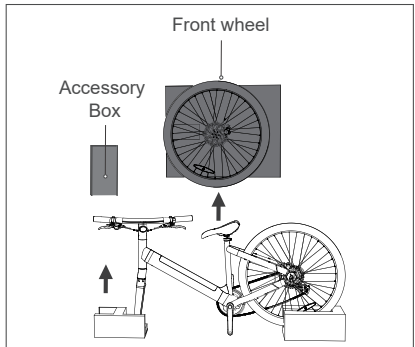
### 2. Lift up the carton.



### 3. Remove the top three pieces of protective foam.

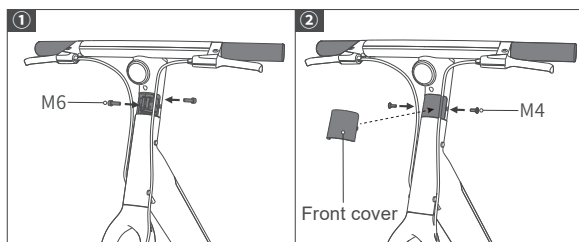


### 4. Take out the front wheel and the accessory box.

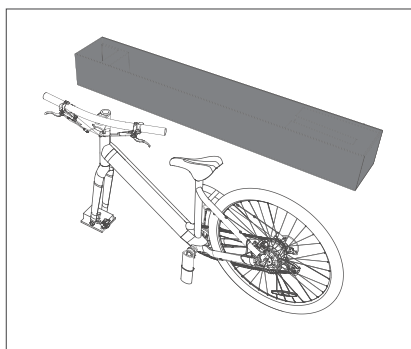


## 5. Install the handlebar

- ① Use a 5mm hex wrench to securely tighten the two M6 hex screws.
- ② Use a 3mm hex wrench to tighten the two M4 screws attaching the front cover. (The front cover and M4 screws can be found in the accessory box.)

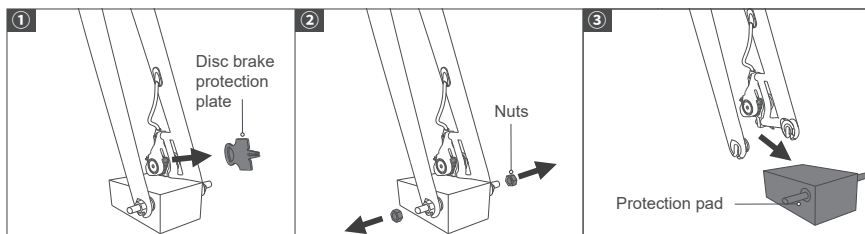


## 6. Remove the vehicle from the packaging materials and put down the kickstand.



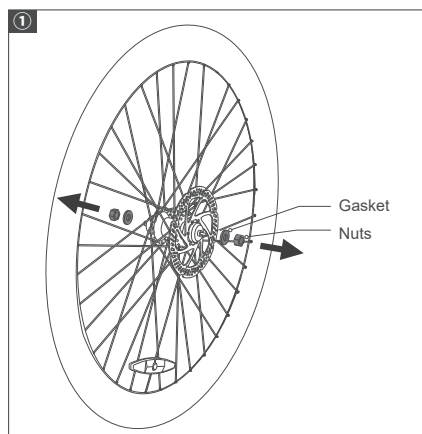
## 7. Remove the protector

- ① Remove the disc brake protection insert.
- ② Use a 13mm wrench to loosen the nuts securing each side of the front fork protection pad.
- ③ Remove front fork protection pad.

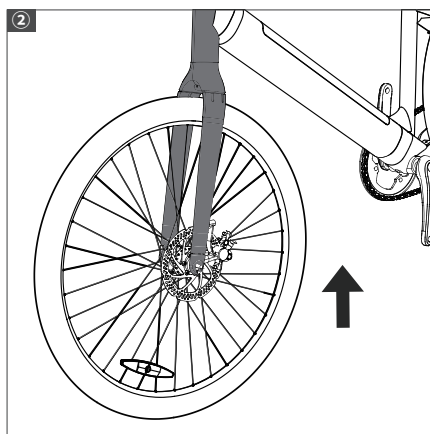


## 8. Install front wheel

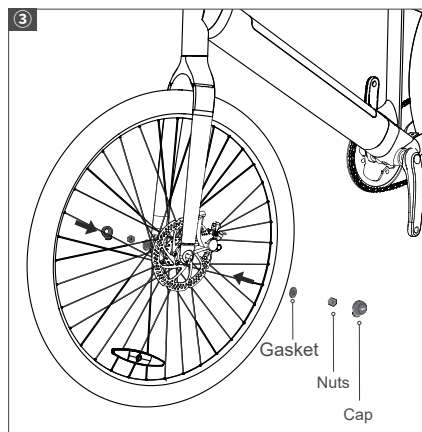
① Loosen the nuts and gaskets on the axle of the front wheel.



② Align the front wheel hub with the front fork.

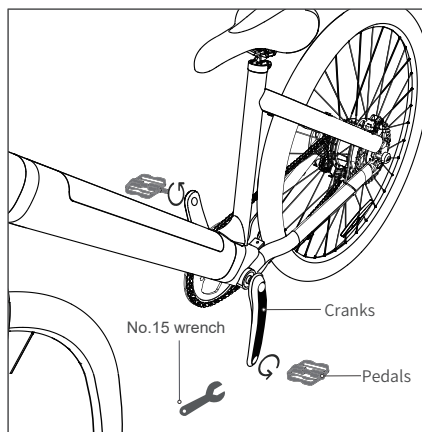


③ Install the gaskets, tighten the nuts, install the nut cap.



## 9. Install the pedals

Tighten the pedals with the No.15 wrench.

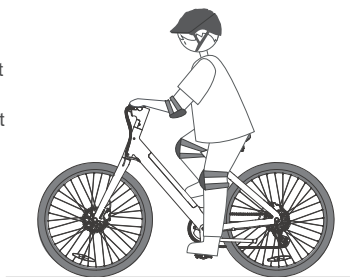


## 10. Install the seat

- ① Insert the seatpost into the seat tube.
- ② Adjust seat post to a comfortable height.

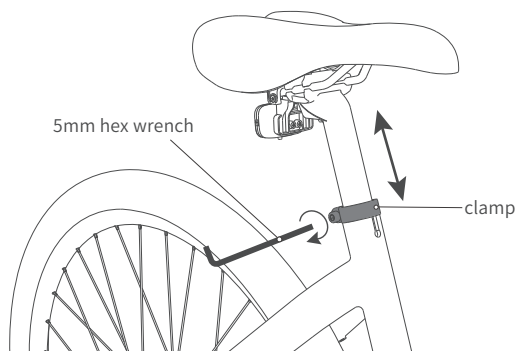
The saddle position can be tested when you sit on the saddle with your heel on the lower pedal. Before performing the adjustment of the saddle position, a saddle height test is needed.

- If your leg is straight and your knee is fully extended, it indicates that the saddle is in an appropriate position.
- If your leg is bent at the knee, it indicates that the saddle should be adjusted up.
- If you cannot reach the pedal, it indicates that the saddle should be adjusted down.



- ③ Tighten the seat post clamp screws with a 5mm hex wrench.

**⚠ Do not lift the seatpost above the safety line.**



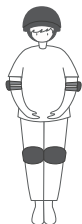
### Installation Complete

You have now finished installing the vehicle. If this is the first time using this vehicle, please follow these steps:

1. Connect the vehicle charger to activate the vehicle.
2. Refer to Section 4-3 for detailed battery charging instructions.

## 4-2.LEARN TO RIDE

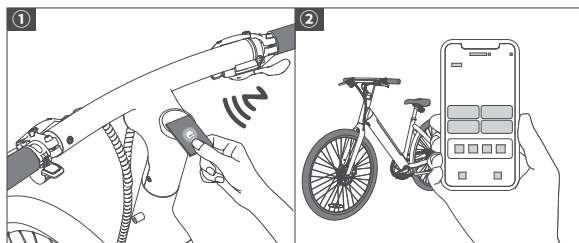
### 1. Wear a helmet and other protective equipment.



### 2. Power on.

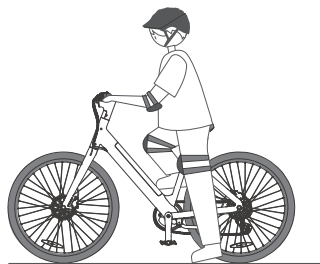
Two ways to start:

- ① NFC: Touch the NFC card to the display to power on/off.
- ② APP: Use the OKAI App on your phone to power on/off.

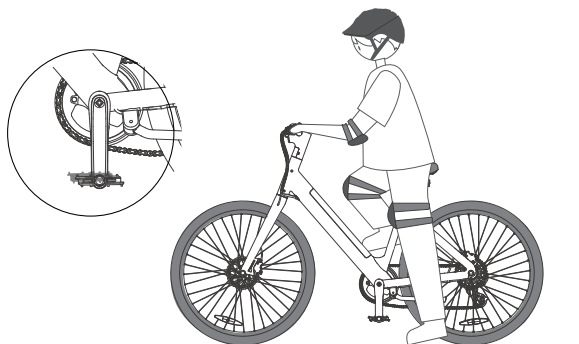


### 3.Check that the brake levers are working properly.

### 4. Straddle the bike and place one foot firmly on the pedal, the other foot on the ground for balance.

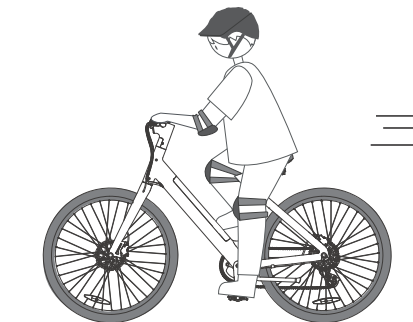


5. Use the foot on the pedal to push down and forward, spinning the crank and smoothly gain speed.

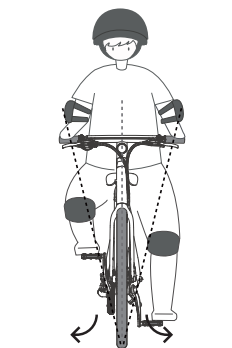


6. To reduce speed, gradually stop pedaling and squeeze the brake lever gently to brake.

(Left brake lever controls front wheel braking, right brake lever controls rear wheel braking.)



7. To shift your center of gravity while turning, turn the handlebars slightly.



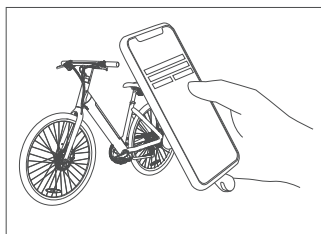
## 8. Activate the APP

To get started, scan the QR code to download the APP. Please charge and activate the vehicle before connecting it to the App. Discover additional features and customize your riding experience on OKAI APP.

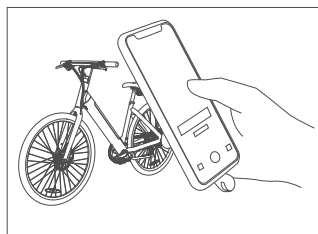
Note: System and Bluetooth requirements may vary from this instruction based on the actual app.



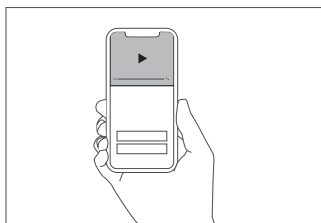
① Install APP, please register/login.



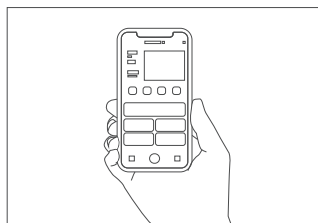
② Open the APP and start searching device automatically, follow the prompts to connect to your e-bike.



③ Watch the riding tutorial.

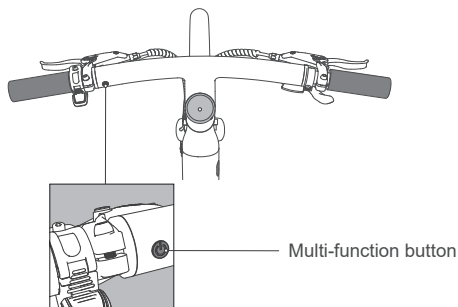


④ Start exploring and optimizing your riding experience.



Now, you can use your bike, check the status and detect the ride through the app.

## 9. Multi-function button



**Gear shift:** Short press the Multi-function button twice to shift 0-3 gear;

0 gear: the motor will not output power;

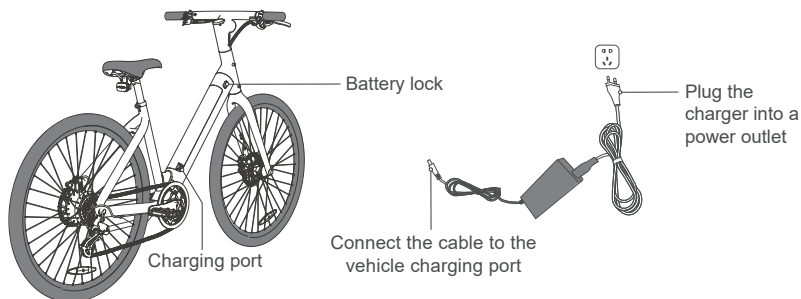
1-3 gear: the motor power increases gradually;

**Light on/off:** Short press the Multi-function button to turn on/off the front light.

Now, you can use your vehicle, check for status, and inspect the vehicle from the APP. We wish you a pleasant ride.

## 4-3.BATTERY CHARGING

### 1. Charging the battery



**⚠ Note:** For first use, please connect the charger to activate vehicle.

### 2. Removing the battery

To remove the battery from the bike, insert the key and turn clockwise to release the battery.



## 4-4.PREPARATIONS BEFORE RIDING

Checklist:

- Wheels – Make sure the wheels are not damaged or excessively worn.
- Loose parts – Make sure all parts, such as nuts, bolts, and fasteners are well adjusted. There should be no abnormal sound from any part of the vehicle. Check it before each ride.
- Operating areas – Make sure the operating area is open, flat, and free of obstacles.
- Laws and regulations – Check and comply with local laws and regulations, especially when using this product on public roads.
- Safety equipment – Always wear personal protective equipment (for wrist, knee, head, and elbow protection). In some regions, there may be laws and regulations that require wearing helmets.

**⚠WARNING** : Do not ride with only one hand. Do not do stunts or tricks while riding. Always ride with shoes on.

**⚠WARNING** : Riding at a moderate speed can extend range. Riding at high speed constantly and frequent acceleration, deceleration, start, stop, and idling will reduce range.

**⚠WARNING** : Do not touch the brake parts with your hands after continuous braking.

## 5. MAINTENANCE, CLEANING, STORAGE AND TRANSPORT

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### 5-1.MAINTENANCE

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

Regular maintenance is important to your safety and the longevity of your e-bike. Any part of a poorly maintained e-bike can break or malfunction leading to an accident. OKAI strongly recommends that you follow a regular maintenance schedule based on normal use. If you ride your e-bike more than the time indicated, perform maintenance more frequently than recommended. If a part malfunctions, check and service it immediately, or seek help from a qualified mechanic. If a part has worn or damaged, replace it before the next time you ride the e-bike.

Read and understand the recommendations and the recommended service schedule below.

#### Recommended Service Schedule

##### Weekly

- Inspect
- Inspect the fasteners for proper torque.
  - Inspect the drivetrain for proper alignment and function (including chain, cassette, chainset, and derailleur).
  - Inspect the wheel trueness and inspect for quiet wheel operation on (without spoke noise).
  - Inspect the condition of frame and its welds for damage.
  - Inspect and test the brake pads.
  - Inspect the tire pressure.

- Service
- Clean the frame with damp cloth and mild soap as needed.
  - Clean and lubricate the chain.
  - Turn barrel adjuster(s) to tighten derailleur/brake cables if needed.

- Replace
- Replace any worn or damaged components.

### Monthly

- Inspect
- Inspect the brake pad alignment and brake cable tension.
  - Inspect shifting.
  - Inspect the chain stretch.
  - Inspect the brake and shifter cables for corrosion or fraying.
  - Inspect the rims and check spoke tension.
  - Tighten any attached accessories ( i.e. fenders, racks, reflectors) that may interfere with spokes or the drivetrain.

- Service
- Lubricate the front fork and brakes.
  - Clean and lubricate the drivetrain.
  - Clean brake and shift the cables.
  - True and tension wheels if any loose spokes are identified.

- Replace
- Replace the brake and shift cables if necessary.
  - Replace the brake pads if necessary.

### Every 6 Months

- Inspect
- Inspect the drivetrain (chain, chainset, cassette, and derailleur).
  - Inspect all the cables and housings.

- Service
- Standard tuneup by a qualified mechanic is recommended.
  - Grease the bottom bracket.

- Replace
- Replace the brake pads if worn.
  - Replace the tires if worn.
  - Replace the cables and housings if necessary.

## 5-2.CLEANING

- Please turn off the power and unplug the battery charger from the product before cleaning.
- Do not use solvents or abrasive detergent. Do not use hard brushes, metal, or sharp objects to clean as they may severely damage both the exterior and interior of the vehicle.
- Clean the battery charger and the product with a wet cloth, then wipe off with a dry cloth.

**⚠WARNING** : Do not immerse the product or battery charger in water or other liquids. Do not place the product or battery charger under running water. There is a risk of electric shock!

**⚠WARNING** : Do not clean this product with a power washer.

### 5-3.STORAGE AND TRANSPORT

- Store the product in a dry and clean place away from children, preferably in its original packaging.
- Shut down the product before transport.
- Only transport the product in its original packaging. Do not throw away the packaging as it could be used for future transportation. Protect the product during transport (e.g., use Bungee straps) and prevent it from falling, overturning, external impact, and shake, especially when it is transported by vehicles.



#### **WARNING**

: This product contains an embedded lithium battery. Lithium batteries are considered as dangerous goods that can only be transported if local laws and regulations allow.



: If you plan to travel with the product by air or other means of transportation, please confirm with your transportation company whether the product is allowed to transport.

Please refer to the warranty card for more information.

## 6. DISPOSAL



This mark indicates that this product should not be disposed of with other household waste throughout the European Union regions. To prevent possible harms to the environment and health of human beings from unbounded waste disposal, it is our responsibility to recycle it in order to promote the sustainable use of resources. To dispose of used products, please contact recycling organizations or the retailer of the product. They will recycle this product in an environmentally friendly manner.



Dispose of the battery according to environment protection requirements. Do not throw away the battery together with the household waste. Contact the recycling organization in your community or the retailer of this product.



Packaging materials can be transferred back to the raw material cycle. Dispose of packaging materials in accordance with legal requirements. Information can be obtained from your community's recycling organization.

Error number	Error name	The reason	Troubleshooting method
1	Overcurrent protection	The instantaneous output current of the controller exceeds the current limit range.	Recovered When the output current of the controller is less than MAX current.
2	Low-voltage protection	Battery voltage lower than 30±1 V.	1:The fault will be relieved after charging. 2:Change the battery.
3	Motor phase wire failure	Motor phase line short circuit when unlocking.	1:Please check the cable connector, make sure that they connect properly. 2:Change the motor extension cable to check if the cable is available. 3:Change the display to check the display is available. 4:Change the motor to check the motor is available. 5:Change the controller to check the motor is available.
7	Motor hall signal abnormality	Hall line sequence is wrong or poorly connected.	1:Please check the cable connector, make sure that they connect properly. 2:Change the motor extension cable to check if the cable is available. 3:Change the display to check the display is available. 4:Change the motor to check the motor is available. 5:Change the controller to check the motor is available.
8	Motor Over temperature protection	Motor temperature higher than normal working temperature.	1.Stop riding and cool down, wait for the error to be removed by itself. 2.Change the motor.
11	Communication failure between instrument and electronic controller	Instrument problem or poorly connector for the communication signal wire.	1:Check the controller connection, make sure that they connect properly. 2:Check the display connection, make sure that they connect properly. 3:Change the display. 4:Change the controller.
16	BMS firmware missing	Battery program upgrade failed.	1: Re-upgrade battery program. 2: Change the battery.
21	BMS hardware fault information alarm	BMS damaged	Change the battery
22	BMS level 1 fault information alarm	It appears when the battery discharge exceeds 9s~ 11s with 22A~ 28A current.	Back to normal after staying still for 55s~65s.
23	BMS lever 2 fault information alarm	It appears when the battery discharge exceeds 1000ms~4000ms with 35A~ 45A current.	Back to normal after staying still for 55s~65s.
24	BMS lever 3 fault information alarm	Appears when the battery discharge exceeds 250ms~350ms with 55A~65A current.	1:Recovery after charging 2:Recovery after power cut off
27	Battery heartbeat error	The battery heartbeat packet cannot receive data, or the battery user code does not match the central control user code.	Change the battery
29	Overvoltage	The battery voltage exceeds 60V	1:Change a new battery to check if the battery is available. 2:Change a new controller to check if the controller is available.
30	Torque sensor failure	Loss of torque sensor signal	1:Change the torque sensor 2:Change the controller
31	Controller overheating	Controller temperature reaches the protection value.	1:If the Error shows when you are riding, the system needs to cool down. Don't worry. 2:If the Error shows when the bike doesn't work too much, update the software of the controller to check the latest software. 3:Change the controller to check the controller is available.