

*Colours and designs may vary*

# Vista Electric Bikes

## User Manual

[Revision 1.0]

*Please note the user must be pedalling for the motor to activate.*

**THE BATTERY MAY HAVE SOME CHARGE ON ARRIVAL, IT IS IMPORTANT HOWEVER THAT THE BATTERY IS CHARGED PRIOR TO USE.**

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**READ THIS MANUAL CAREFULLY BEFORE USE – FAILURE TO DO SO MAY RESULT IN INJURY, PROPERTY DAMAGE AND MAY VOID WARRANTY. • KEEP THIS MANUAL FOR FUTURE REFERENCE. • Products covered by this manual may vary in appearance, assembly, inclusions, specifications, description, and packaging. • Check local regulations regarding the use of eBikes in your state or territory.**

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# Safety

Safety messages are designed to alert you to possible dangers or hazards that could cause death, injury or equipment or property damage if not understood or followed. Safety messages have the following symbols:



You **WILL** be **KILLED** or **SERIOUSLY INJURED** if you do not follow instructions.



You **CAN** be **KILLED** or **SERIOUSLY INJURED** if you do not follow instructions.



You **CAN** be **INJURED** if you do not follow instructions or equipment damage may occur.

It is vital that you read and understand this user manual before using the product, including safety warnings, and any assembly and operating instructions. Keep the manual for future reference.

Safety precautions and recommendations detailed here must be fully understood and followed to reduce the risk of injury, fire, explosion, electrical hazard, and/or property damage.

Safety information presented here is generic in nature – some advice may not be applicable to every product. The term "equipment" refers to the product, be it electrical mains powered, battery powered or combustion engine powered.

- **Before Use** - If you are not familiar with the safe operation/handling of the equipment or are in any way unsure of any aspect of suitability or correct use for your application, you should complete training conducted by a person or organization qualified in safe use and operation of this equipment, including fuel/electrical handling and safety.
- Do NOT operate the equipment in flammable or explosive environments, such as in the presence of flammable liquids, gases, or dust. The equipment may create sparks or heat that may ignite flammable substances.
- Keep clear of moving parts.
- Equipment may be a potential source of electric shock or injury if misused.
- Do NOT operate the equipment if it is damaged, malfunctioning or is in an excessively worn state.
- Do NOT allow others to use the equipment unless they have read this manual and are adequately trained.
- Keep packaging away from children - risk of suffocation! Operators must use the equipment correctly. When using the equipment, consider conditions and pay due care to persons and property.

### General Work Area Safety

- Work areas should be clean and well lit.
- Do not operate the equipment if bystanders, animals etc are within operating range of the equipment or the general work area.
- If devices are provided for connecting dust extraction / collection facilities, ensure these are connected and used properly. Dust collection can reduce dust-related hazards.

### General Personal Safety

- Wear appropriate protective equipment when operating, servicing, or when in the operating area of the equipment to help protect from eye and ear injury, poisoning, burns, cutting and crush injuries. Protective equipment such as safety goggles, respirators, non-slip safety footwear, hard hat, hearing protection etc should be used for appropriate equipment / conditions. Other people nearby should also wear appropriate personal protective equipment. Do not wear loose clothing or jewellery, which can be caught in moving parts. Keep hair and clothing away from the equipment.
- Stay alert and use common sense when operating the equipment. Do not over-reach. Always maintain secure footing and balance.
- Do not use the equipment if tired or under the influence of drugs, alcohol, or medication.
- This equipment is not intended for use by persons with reduced physical, sensory, or mental capabilities.

### General Fuel Safety

- Petrol/fuel/gasoline is extremely flammable – keep clear of naked flames or other ignition sources.
- Do not spill fuel. If you spill fuel, wipe it off the equipment immediately – if fuel gets on your clothing, change clothing.
- Do NOT smoke near fuel or when refuelling.
- Always shut off the engine before refuelling.
- Do NOT refuel a hot engine.
- Open the fuel cap carefully to allow any pressure build-up in the tank to release slowly.
- Always refuel in well-ventilated areas.
- Always check for fuel leakage. If fuel leakage is found, do not start, or run the engine until all leaks are fixed.

### General Carbon-Monoxide Safety

- Using a combustion engine indoors **CAN KILL IN MINUTES**. Engine exhaust contains carbon-monoxide – a poison you cannot smell or see.
- Use combustion engines **OUTSIDE** only, and far away from windows, doors, and vents.

### General Equipment Use and Care

- Keep packaging away from children and pets, potential risk of suffocation or choking.
- The equipment is designed for domestic use only.
- Handle the equipment safely and carefully.
- Before use, inspect the equipment for misalignment or binding of moving parts, loose components, damage, or any other condition that may affect its operation. If damaged, have the equipment repaired by an authorised service centre or technician before use.
- Prevent unintentional starting of the equipment - ensure equipment and power switches are in the OFF position before connecting or moving equipment. Do not carry equipment with hands or fingers touching any controls. Remove any tools or other items that are not a part of the equipment from it before starting or switching on.
- Do not force the equipment. Use the correct equipment for your application. Equipment will perform better and be safer when used within its design and usage parameters.
- Use the equipment and accessories etc. in accordance with these instructions, considering working conditions and the work to be performed. Using the equipment for operations different from those intended could result in hazardous situations.
- Always keep equipment components (engines, hoses, handles, controls, frames, housings, guards etc) and accessories (cutting tools, nozzles, bits etc) properly maintained. Keep the equipment clean and, where applicable, properly lubricated.
- Store the equipment out of reach of children or untrained persons. To avoid burns or fire hazards, let the equipment cool completely before transporting or storing. Never place or store the equipment near flammable materials, combustible gases, or liquids etc.
- The equipment is not weather-proof, and should not be stored in direct sunlight, at high ambient temperatures or locations that are damp or humid.
- Do not clean equipment with solvents, flammable liquids, or harsh abrasives.
- For specific equipment safety use and care, see Equipment Safety.

**General Electrical Safety**

- Inspect electrical equipment, extension cords, power bars, and electrical fittings for damage or wear before each use. Repair or replace damaged equipment immediately.
- Ensure all power sources conform to equipment voltage requirements and are disconnected before connecting or disconnecting equipment.
- When wiring electrically powered equipment, follow all electrical and safety codes.
- Always use a Residual Current Device (RCD) (GFCI) / Earth Leakage Circuit Breaker / Safety Switch when operating this item (electrical items only).
- High voltage / high current power lines may be present. Use extreme caution to avoid contact or interference with power lines. Electrical shock can be fatal.

**General Electrical Safety**

- Electrically grounded equipment must have an approved cord and plug and be connected to a grounded electrical outlet.
- Do NOT bypass the ON/OFF switch and operate equipment by connecting and disconnecting the electrical cord.
- Do NOT use equipment that has exposed wiring, damaged switches, covers or guards.
- Do NOT use electrical equipment in wet conditions or in damp locations.
- Do NOT use electrical cords to lift, move or carry equipment.
- Do NOT coil or knot electrical cords, and ensure electrical cords are not trip hazards.

**General Service Information**

- The equipment must be serviced or repaired at authorised service centres by qualified personnel only.
- Replacement parts must be original equipment manufacturer (OEM) to ensure equipment safety is maintained.
- Do NOT attempt any maintenance or repair work not described in this manual.
- After use, the equipment and components may still be hot – allow the equipment to cool and disconnect spark plugs and/or electrical power sources and/or batteries from it before adjusting, changing accessories, or performing repair or maintenance.
- Do NOT adjust while the equipment is running.
- Perform service-related activities in suitable conditions, such as a workshop.
- Replace worn, damaged or missing warning/safety labels immediately.

**Child Choking Hazard!**



**• WARNING: CHOKING HAZARD - CHILDREN UNDER 8 YRS. CAN CHOKE OR SUFFOCATE ON SMALL PARTS. ADULT SUPERVISION REQUIRED.**

- Carefully inspect anything a baby or child could gain access to, including this product & packaging.
- Dangers include anything of a size that could become stuck or lodged in a baby or child's airway.
- Dangers include things like raw, hard fruit and vegetable pieces, large pieces of meat, bones or sausage skins, popcorn, nuts, hard lollies and corn chips, small magnets and batteries, coins, beads, marbles and small uninflated balloons, broken toys and smaller toys, buttons, keys, and coins. But there are also many more.
- Pay particular attention to accessories, nuts, bolts, screws, washers, caps, covers, loose parts, parts that could be removed or break off, pieces of packaging, staples, tape etc.
- In the case of any doubt, secure the item of concern in an appropriate manner, or completely remove the possibility of access by a baby or child.



**WARNING: BUTTON BATTERY INCLUDED**





















**IF SWALLOWED THE BATTERY CAN CAUSE SEVERE OR FATAL INJURY IN 2 HOURS OR LESS. DO NOT SWALLOW OR PLACE INSIDE ANY PART OF THE BODY. MEDICAL ATTENTION SHOULD BE SOUGHT IMMEDIATELY IF IT IS SUSPECTED THE BATTERY HAS BEEN SWALLOWED OR PLACED INSIDE ANY PART OF THE BODY.**














**Other eBike Safety Reminders**

- This manual is provided to help you to get the best performance, comfort, enjoyment, and safety from your bicycle. The manual describes specific care and maintenance procedures that help protect your warranty and ensure trouble-free use. Please pay particular attention to the section on battery charging and maintenance.
- Read the manual before assembling and riding your bicycle.
- Note that the manual is not intended to be an extensive reference source for servicing, maintenance and/or repairs. For additional assistance, contact an authorised Valk service centre.
- In the interests of your safety and the safety of others, it is highly recommended to have your bicycle assembled and serviced / adjusted by a skilled bicycle mechanic.
- **WARNING! AUTOMATIC OR UNINTENDED ACTIVATION OF CRUISE CONTROL (IF EQUIPPED) WHILE CORNERING AT THE LIMITS OF THE VEHICLE OR RIDER, OR DURING PERFORMANCE OF A WHEELIE, COULD RESULT IN LOSS OF CONTROL, ACCIDENT, INJURY OR DEATH.**

# Safety Symbols

The product may have safety warning labels attached to it, explained below. Understand the symbols on your product and their meanings. If any stickers become unreadable, unattached etc., replace them.

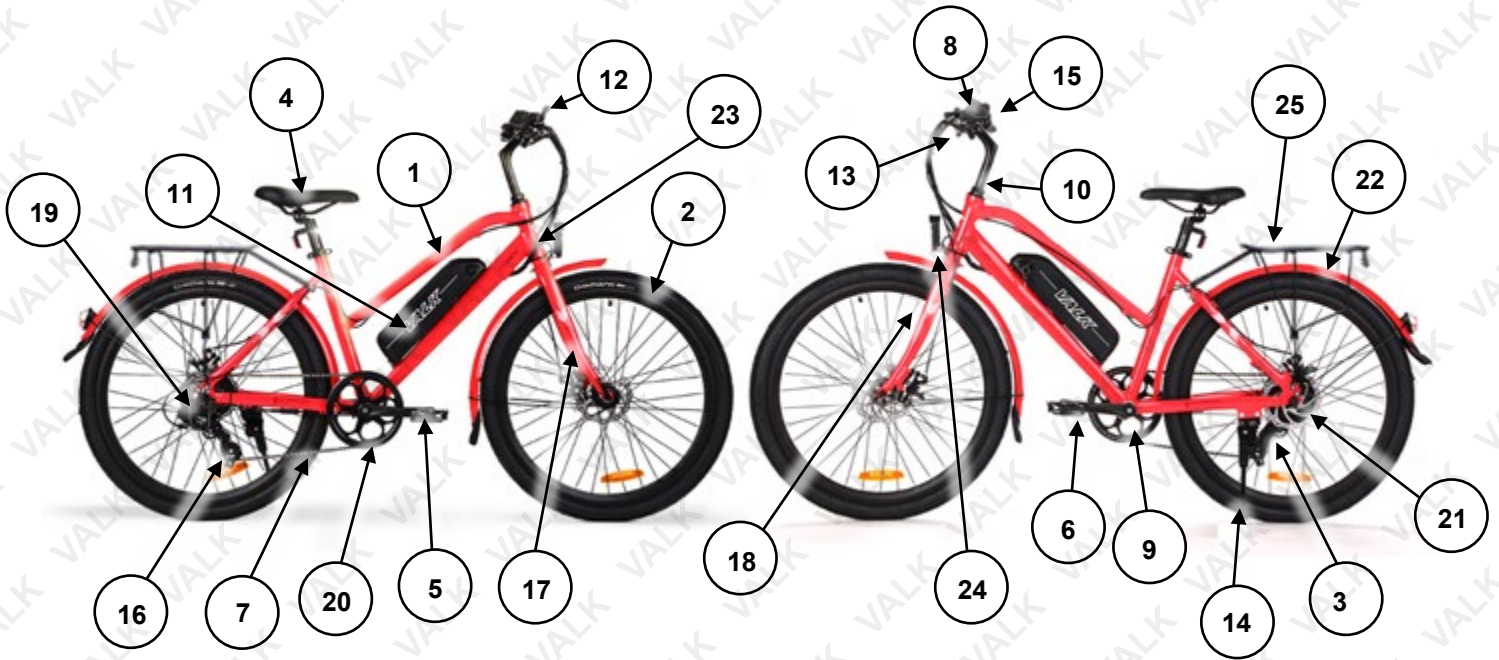
 <p><b>Flammable Material Hazard</b> Flammable liquids, gases, or substances etc may present. Avoid ignition sources and open flames. Danger of fire.</p>	 <p><b>Read User Manual</b> Read and fully understand product safety warnings, operation, procedures etc before using the product.</p>	 <p><b>Use Hand Protection</b> Wear appropriate hand protection and take due care as the product or use of the product may present hand hazards.</p>	 <p><b>Carbon-Monoxide Hazard</b> Do not use the product in confined areas or without adequate ventilation. Carbon-monoxide poisoning can be fatal.</p>
 <p><b>Electrocution / Electrical Shock Hazard</b> High voltage or high current electricity may be present or required by the product. Take due care when handling electrical products, cables, plugs and leads. Electrical shock can be fatal.</p>	 <p><b>Toxic Fumes / Dust Hazard</b> Using the product or by-products from use may produce fumes, smoke or particles that could be harmful if inhaled. Wear appropriate breathing protection and have adequate ventilation.</p>	 <p><b>Explosive Material Hazard</b> Combustible liquids, gases, or substances etc may be present. Avoid ignition sources and open flames. Danger of explosion.</p>	 <p><b>Cutting / Amputation Hazard</b> The product may have blades, edges or mechanical devices that can cause severe cut injury to fingers, limbs etc. Take due care when handling and using the product.</p>
 <p><b>Crush Hazard</b> The product may have blades, edges or mechanical devices that can cause severe crush injury to fingers, limbs etc. Take due care when handling and using the product.</p>	 <p><b>Single Operator Only</b> The product must be operated by a single person only. More than one person operating the product may introduce additional hazards.</p>	 <p><b>Use Face Protection</b> Wear appropriate full-face protection and take due care as the product or use of the product may present face and eye hazards.</p>	 <p><b>Use Foot Protection</b> Wear appropriate foot protection and take due care as the product or use of the product may present foot hazards.</p>
 <p><b>Use Eye / Ear / Head Protection</b> Wear appropriate eye and / or ear and / or head protection and take due care as the product or use of the product may present eye, hearing, and head hazards.</p>	 <p><b>Running Hazard</b> Do not run on or near the product as doing so may present a fall hazard.</p>	 <p><b>Diving Hazard</b> Do not dive into the product as doing so may present a neck / head injury hazard.</p>	 <p><b>Adult Supervision Required</b> Always supervise children and other users of a product to prevent drowning or injury.</p>
 <p><b>Skin Penetration / Puncture Hazard</b> The product may produce pressure, emit liquids or objects that can cause severe injury to fingers, limbs, blood etc. Take due care when handling and using the product.</p>	 <p><b>Hot Surface Hazard</b> Be aware that the product may produce high temperatures and hot surfaces that can cause burn injuries.</p>	 <p><b>Flying Debris Hazard</b> Be aware that the product or use of the product may present hazards produced by flying debris. Wear appropriate clothing and protective devices.</p>	 <p><b>Moving Parts Hazard</b> Be aware that the product contains or uses mechanical devices that move or rotate. Always wait for moving parts to stop fully before handling the product, adjusting, maintenance etc.</p>

 <p><b>Carbon-Monoxide Hazard</b> Do not use the product in confined areas or without adequate ventilation. Carbon-monoxide poisoning can be fatal.</p>	 <p><b>Pull Hazard</b> Be aware that the product contains or uses mechanical devices that can pull in objects and can cause severe injury to fingers, limbs etc. Take due care when handling and using the product.</p>	 <p><b>Slope / Fall Injury Hazard</b> Be aware that using the product on sloping surfaces or in slippery conditions may present additional dangers from falls and contact with blades, moving parts, hot surfaces etc.</p>	 <p><b>"Slam Dunk" Warning</b> Do NOT attempt "slam dunk" manoeuvres as this may result in severe injury due to falling, product breakage or collapse etc.</p>
 <p><b>Electrocution / Electrical Shock Hazard - Outdoor</b> High voltage or high current electricity may be present or required by the product. Do NOT use in rain, damp, or wet conditions. Electrical shock can be fatal.</p>	 <p><b>Electrocution / Electrical Shock Hazard - Disconnect</b> High voltage or high current electricity may be present or required by the product. Always disconnect the product from the electrical supply before handling the product, adjusting, maintenance etc.</p>	 <p><b>Power Line Electrocution Hazard</b> High voltage / high current power lines may be present. Use extreme caution to avoid contact or interference with power lines. Electrical shock can be fatal.</p>	 <p><b>"Kick-Back" Hazard</b> High level of "kick-back" hazard that can cause the machine to suddenly rotate towards operator. Kick-back injury can be fatal.</p>
 <p><b>Winch Operator Position Hazard</b> Do NOT stand between winch and load. Do NOT use winch to move people.</p>	 <p><b>Winch Lift Hazard</b> Do NOT LIFT load vertically. Use machine to PULL only.</p>	 <p><b>Cable Hazard</b> Ensure that load bearing cable is not kinked or knotted.</p>	 <p><b>Winch Cable Hazard</b> Ensure that there is a minimum number of cable coils on winching mechanism.</p>
 <p><b>Winch Hook Hazard</b> Carry hook to load – do NOT throw or run.</p>	 <p><b>Flash / Blinding Hazard</b> Wear appropriate eye protection for welding. Direct exposure to weld arcs may cause permanent eye injury.</p>	 <p><b>Laser Hazard</b> Laser may be in use – do NOT look directly at laser or allow others to.</p>	 <p><b>Choking Hazard</b> Children under 8 yrs. Can choke or suffocate on small parts. Adult supervision required.</p>

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# Parts Identification



No.	Name	No.	Name
1	Frame	14	Kickstand
2	Front Wheel	15	Display and Horn
3	Rear Wheel and Drive Motor	16	Rear Derailleur
4	Seat Post / Seat	17	Front Fork
5	Pedal (Right)	18	Brake Calliper (Front)
6	Pedal (Left)	19	Gear Cluster
7	Chain	20	Chain Wheel
8	Pedal Assistance / Gear Change Controls	21	Drum brake (Rear)
9	Crank Assembly (Bottom Bracket)	22	Rear Mudguard
10	Handlebar	23	Front Rack
11	Battery Pack	24	Headlight
12	Front Brake Lever	25	Storage rack
13	Rear Brake Lever		



# Assembly

## Before Riding

Your new bicycle was assembled and tuned in the factory and then partially disassembled for shipping. The following instructions will enable you to prepare your bicycle for years of enjoyable cycling. For more details on inspection, lubrication, maintenance, and adjustment of any area please refer to the relevant sections in this manual. If you have questions about your ability to properly assemble this bicycle, please consult a qualified bicycle mechanic before riding.

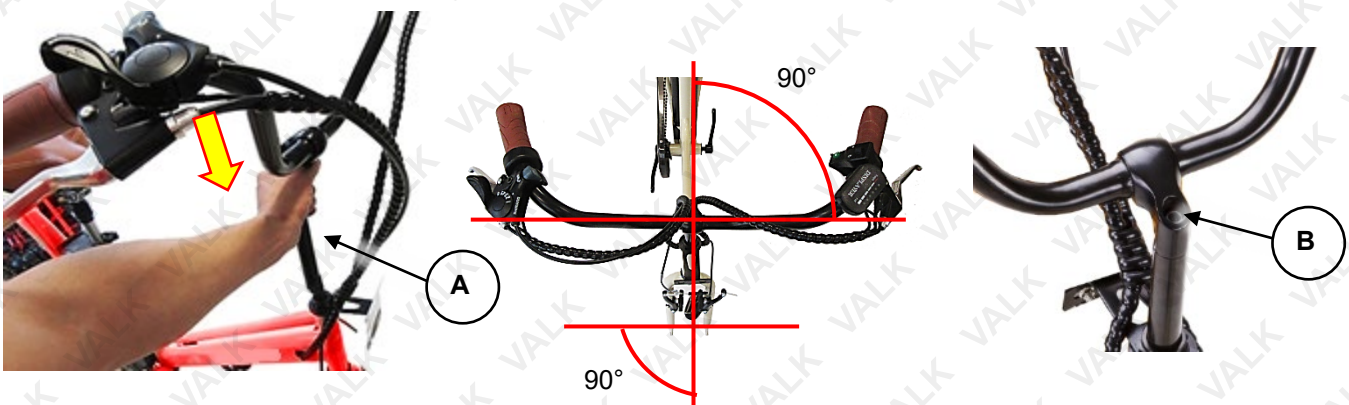
Before riding, ensure that all required fasteners are tightened to the correct torque. This should be checked after every 3 hours of use for the first 20 hours of ownership. • Ensure that the tyres are inflated to within specification (printed on the tyre sidewall), and that the brakes are operating correctly. • Assembly may require 2 people. • Do NOT allow children to perform the assembly. • Additional tools to those supplied (if any) may be required for assembly, such as a torque wrench, pliers etc.

**TO AVOID INJURY, THIS PRODUCT MUST BE PROPERLY ASSEMBLED BEFORE USE. WE STRONGLY RECOMMEND THAT YOU COMPLETELY REVIEW AND PERFORM CHECKS SPECIFIED IN THIS USER MANUAL BEFORE RIDING.**

The bicycle comes with some minor assembly required and may include some necessary tools.

## Handlebars

1. Carefully place the bicycle assembly on a flat surface so that it rests on the front fork and rear wheel.
2. Slide the handlebar stem (A) into the fork tube until fully inserted.
3. Rotate the handlebar assembly, if required, so it is aligned "square" to the front fork. That is, the handlebar will be at 90° to the bicycle frame when the front wheel is straight.
4. Using a 6mm Allen key and torque wrench, tighten the handlebar stem bolt (B) to the specified torque.

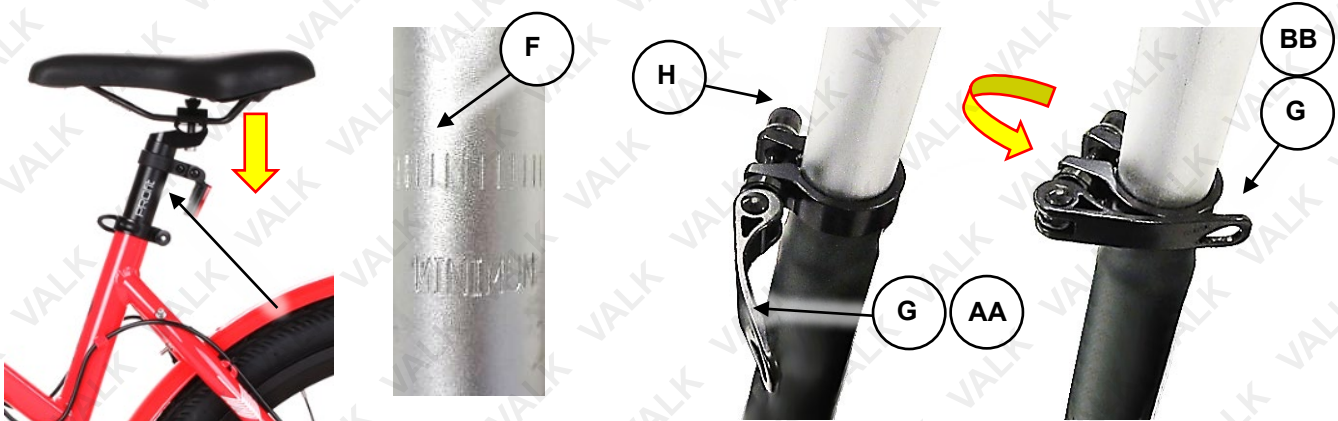


The orientation of the front fork is correct when the brake calliper is facing forward. The orientation of the handlebar is correct when the control cables and brake levers are facing forward. **It is ESSENTIAL that the fork and handlebar are assembled correctly.** The adjacent image (bicycle shown fully assembled) shows correct fork / handlebar assembly.

## Seat

When setting seat height, it is important to ensure that the resulting ride position is not only comfortable, but also safe. You should be able to remain stable and properly handle the bicycle when at a standstill, touch the ground etc. You should also be able to comfortably reach the pedals when riding and comfortably and safely operate the handlebars and all controls. A good reference height for the seat is at hip height. Do NOT have the seat raised enough so you can see the maximum height marker on the seat post. • Ensure that when the seat is clamped, you cannot rock it back and forth or rotate it.

1. Insert the seat post/seat assembly (E) into the bicycle frame and lower it to a comfortable position – do NOT have the seat raised enough so you can see the maximum height marker (F) on the seat post.
2. Rotate the clamp lever (G) from the unlock position (AA) to the lock position (BB). If the seat post is not clamped firmly, increase pressure by unlocking the clamp, then rotating the adjustment knob (H) right (clockwise) a ¼ turn, then re-test and adjust as necessary.



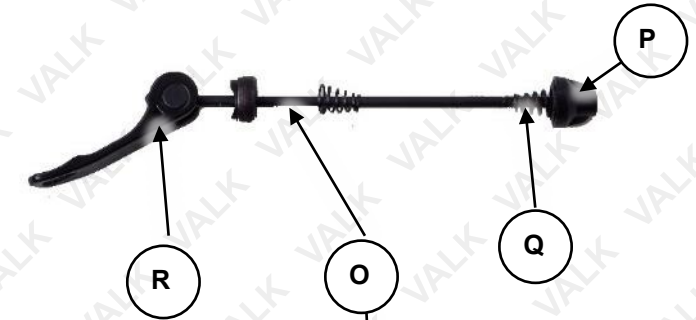
The seat angle can also be adjusted, again for best comfort. To adjust angle, using a 13mm spanner, loosen (rotate left) the seat clamp nuts (CC) on either side of the seat until the front of the seat can be moved up/down. Set the angle as required, then tighten the nuts securely.

Note that small changes in seat position can have a substantial effect on comfort. It is recommended to make seat adjustments in small increments and test the position, then re-adjust as necessary.



## Front Wheel

1. Turn the bicycle over so it is resting on the handlebar and seat. Remove the black plastic spacer from the wheel fork.
2. Install the front wheel by lowering it into the slots at the bottom of the fork legs, making sure that the brake disc (M) sits into slot on the brake pad assembly (N).
3. Remove the plastic nut (P) and washer (Q) from the axle skewer (O) and then slide the skewer through the centre of the wheel.



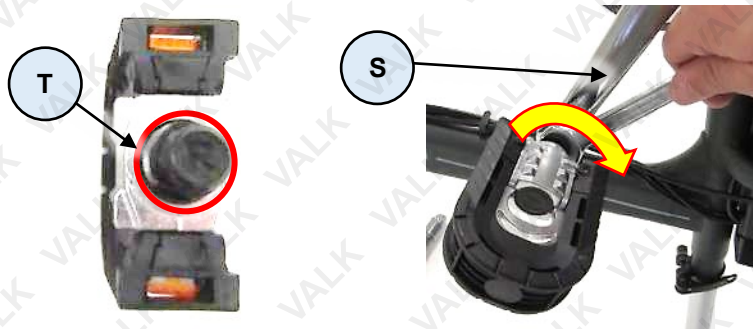
4. Fasten the nut and washer back onto the skewer. As you tighten, check the tension on the quick release handle (R), it should require firm pressure to close, locking the wheel in place.

## Pedals



It is critical that you follow the pedal to crank arm attachment procedure carefully to ensure correct assembly. • During assembly, do NOT use excessive force to screw the pedals into the crank arms – this may indicate misalignment of the pedals or mis-matched threads. If the pedal does not "feel right" when being screwed in, STOP immediately and check that it is the correct pedal and that it is aligned properly with the crank arm. **Failure to follow the instructions here or take due care may damage the equipment and void any product warranty.**

1. Starting with the right-hand crank arm (**S**), identify the right-hand pedal assembly (**T**), which is identified by having the pedal bolt stamped "R".
2. Very carefully begin screwing the pedal bolt into the crank arm (rotate right / clockwise). If the bolt does not "feel right" when being screwed in, STOP immediately and check that it is the correct bolt and that it is aligned properly with the crank arm. Screw the pedal bolt in fully, then tighten to the specified torque using a 15mm spanner and torque wrench.



3. Repeat the above procedure for the left-hand crank arm, noting that the pedal bolt and crank arm thread is left-hand (rotate left / anti-clockwise to tighten) and that the pedal bolt is stamped "L".

**NOTE:** If there are no Left and Right markings on the pedals, sit the pedals side by side and inspect the thread on each. As shown in the image below, the thread on the left pedal starts high on the left side, and the thread on the right pedal starts high on the right side.



## Ancillary Parts

1. Place the front mudguard (**Q**) in position so the "eyes" on the end of the mounting arms align with the holes in the fork legs, and the mounting tab at the top of the mudguard is against the steering head. Secure the mounting arms with the supplied screws, and the mounting tab with the supplied screw and nut (remove the fasteners from the fork legs and steering head first) and firmly tighten (rotate right) using a 10mm spanner.



2. Align the storage rack with the mounting holes and secure the x4 supplied screws as shown.



**Assembly is complete. The bicycle should resemble the following image.**



# Operation

Before riding, ensure that all required fasteners are tightened to the correct torque. • Charge the battery prior to use. • Ensure that the pedal assistance system is switched OFF when the bicycle is not in use. • Always wear a helmet and appropriate safety equipment and always keep both hands on the handlebars and both feet on the pedals whilst riding. Read, understand and follow all safety recommendations before riding. • Avoid riding in damp conditions, rain etc. as this may affect operation or possibly damage the bicycle electronics.

**WARNING!** AUTOMATIC OR UNINTENDED ACTIVATION OF CRUISE CONTROL (IF EQUIPPED) WHILE CORNERING AT THE LIMITS OF THE VEHICLE OR RIDER, OR DURING PERFORMANCE OF A WHEELIE, COULD RESULT IN LOSS OF CONTROL, ACCIDENT, INJURY, OR DEATH.

## Pedal Assistance

Video Tutorial:  
[Pedal Assist Settings](#)



Charge the battery prior to use. • Pedal assistance is not mandatory for riding – normal bicycle riding ("pedal power") alone can be used. It is recommended to use pedal assistance when necessary and not rely on it solely. When using pedal assistance, also pedal for best efficiency. • The bicycle must be moving, or have enough pressure placed on the pedals (in a forward direction) to activate pedal assistance. • If you apply the brakes when pedal assistance is active, the drive provided by the motor reduces in proportion to how much braking pressure you apply. Once the bicycle reaches a sufficiently slow speed or stops completely, pedal assistance automatically deactivates.

The bicycle pedal assistance system comprises an electric motor (A) built into the rear wheel hub, a battery pack (B) with key security (C) and charging port (on the other side of the battery pack), pedal assist throttle (D), and display (E).



# Touchpad Controls

## 1. Starting the Bike

- **MODE:** Three assist levels (Low / Medium / High)
- **POWER:** Five-bar battery level indicator

Press and hold the “M” (Power) button for 2 seconds to switch on the power system. The indicator light on the display will illuminate, indicating the bike is ready for use.

To switch off the system, press and hold the “M” (Power) button again for 2 seconds.

**If the e-bike is not used for more than 10 minutes, the display will automatically power off.**



## 2. Push Assist Mode

Press and hold the “-” button while pushing the bike. The motor will provide a gentle forward assist, making it easier to move the bike.

**Push Assist must only be used while walking beside the bike. Do not use this function while riding.**

## 3. Normal (Non-Assisted) Mode

When the display is switched off, the motor is inactive. The bike operates as a standard bicycle, and all 21 gears are available for manual shifting.

## 4. Pedal Assist Mode

- Press and hold the “M” button for 2 seconds to turn the system on. When the display indicator is illuminated, the bike is in Pedal Assist Mode.
- There are three assist levels available: Low, Medium, and High.
- The default setting is Low assist, with a maximum assisted speed of 15 km/h.
- When pedalling, the motor provides proportional assistance to make riding easier. Select a higher assist level as required.

## 5. Electric (Throttle) Mode

With the system switched on, press the M button until none of the low, mid and high mode indicators are lit, then rotate the throttle. In this mode, the bike can move without pedaling.

**Increased throttle use will drain the battery more quickly. Throttle mode provides convenience and ease of riding.**

## 6. Speed Limit Release

By default, the maximum assisted speed is 25 km/h.

In High speed mode, press and hold the “-” and “+” buttons together for 3 seconds to release the speed limit.

Once released, the maximum speed increases to 32 km/h.

**Local road rules may restrict the use of higher speeds. Always comply with applicable regulations.**

## 7. Lighting System

Press and hold the “+” button for 2 seconds to switch the lighting system on or off.

## Pre-Ride Checks

Complete these checks before every ride:

- Check to make sure all nuts/fasteners are properly tightened.
- Check that your tires are inflated sufficiently (see tire sidewall for inflation pressure).
- Check that the brakes are working correctly. (These are set by the factory and should not require adjusting).
- Check your battery for charge (Note: your new battery is supplied with a partial charge).

## Important Safety Information

**WARNING!** Do not disassemble or modify the product. Doing so may cause malfunction, which could result in loss of control and serious injury.

### NOTICE

- Continue pedalling while operating the shift lever.
- Refer to the user manuals for the front and rear derailleurs.
- Products are not covered against normal wear, deterioration, or ageing.
- For best performance, use lubricants and maintenance products recommended by the manufacturer.

## Pre-Ride Inspection

Before riding, check the following items. If any issues are found, contact the place of purchase or an authorised distributor.

- Gear shifting operates smoothly
- Shift levers are securely mounted to the handlebar
- No cracks, damage, or peeling on the levers
- No unusual noises during operation

## Operation

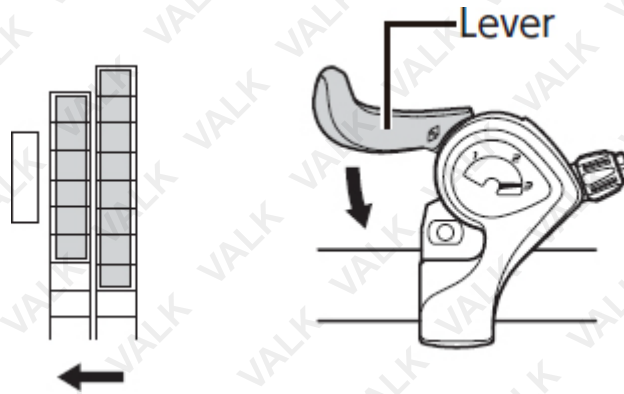
### Gear Shifting

Always continue pedalling while operating the shift levers.

### Left-Hand Lever Operation

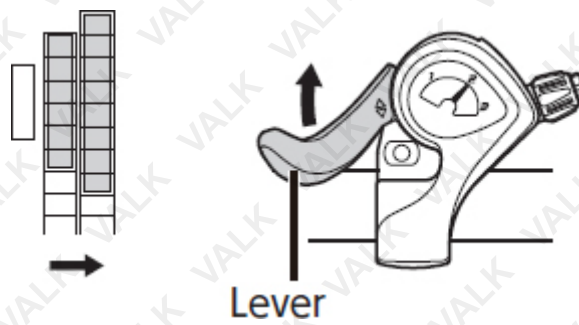
Push the lever in the direction indicated to shift gears.

- To make pedalling lighter: Shifts to a smaller chainring



- To make pedalling heavier: Shifts to a larger chainring

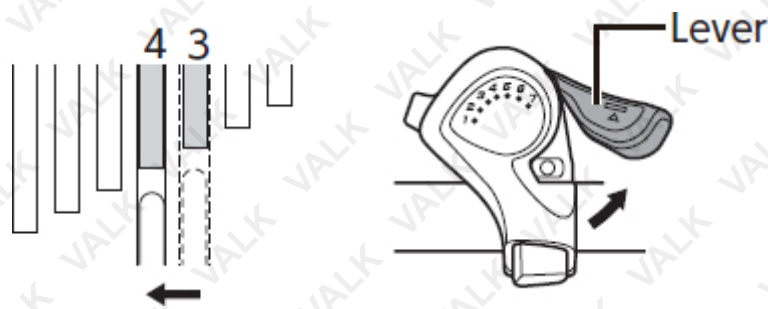
With LN (friction-type) systems, gear changes are stepless, allowing smooth adjustment rather than fixed gear steps.



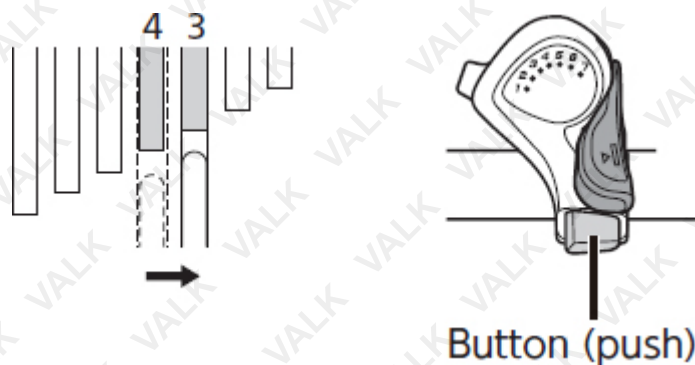
### Right-Hand Lever Operation

Push the lever or button in the direction indicated to change gears.

- To make pedalling lighter: Shifts to a larger sprocket



- To make pedalling heavier: Shifts to a smaller sprocket



With LN (friction-type) systems, gears are adjusted steplessly rather than one gear at a time.

## Guidelines for Using Gears

To get the best performance and service life from the gear change system, understand and apply the following techniques:

- You **MUST** be pedalling during gear changes.
- Do not attempt to change multiple gears in a single action. Allow each gear change to complete fully before the next change.
- Always use an appropriate gear for your speed, the terrain and incline. This helps you ride most efficiently.
- Keep the chain and gears properly lubricated and clean.
- If you notice noise after changing gear or an ability to select a gear or the chain not running smoothly, have the gear system inspected and adjusted by a bicycle mechanic or suitably qualified person.

## Using Brakes

All bicycle models are equipped with a front and rear wheel braking system. Brakes are used to slow the bicycle down. The braking systems may use different mechanics; however, the functionality is the same, and that is to change the energy of the moving bicycle into heat energy ("friction"):

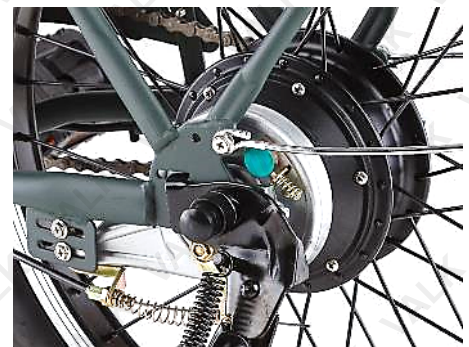
- For disc brakes, this means pads made from a special friction material pinching against a disc mounted to the centre of the bicycle wheel.
- For rim type "calliper" or "noodle" brakes, this means rubber blocks pinching the outer rim of the bicycle wheel (not the tyre).
- For drum brakes, this means pushing sections (known as "shoes") of special friction material against the inside of cylinder fixed to the centre of the bicycle wheel.



Typical Disc Brake



Typical Rim Brake



Typical Drum Brake

The brakes are operated by the rider through levers mounted to the handlebars. The left-hand lever operates the rear brake, the right-hand lever operates the front brake. The ability of the rider to adequately slow and/or stop the bicycle depends largely on the skill of the rider, the surface being ridden on and other factors such as rain, tyres, adjustment and condition of the brake parts etc.



## Guidelines for Using Brakes

To get the best performance and service life from the brake system, understand and apply the following techniques:

- **In wet conditions, which reduces friction, always provide additional distance for braking and adjust how quickly you apply the brakes.**
- When applying the brakes, particularly the front brake, use a lower pressure to start with until you feel the brakes starting to "bite", then increase pressure as required. Do NOT over-apply the brakes and cause the wheel to stop rotating – this may result in loss of control.
- Maintain the brake friction components (pads, shoes, rubbers) in good condition and replace when they reach the wear limit.
- Maintain brake adjustment so that the brakes perform effectively, the levers are comfortably positioned, and there is not excessive play in adjustable components.
- If the brakes are not performing effectively, making abnormal noise or any part is not serviceable or cannot be adjusted correctly, have the brakes inspected and adjusted by a bicycle mechanic or suitably qualified person.
- If the brake cables become frayed or otherwise damaged, have them replaced by a bicycle mechanic or suitable qualified person.

# Batteries and Battery Charging



**Never modify the electrical system. Alterations may cause a fire, resulting in serious injury and could also damage the electrical system.**

- Charge with the supplied charger only. Use of the wrong charger may cause a fire or explosion, resulting in serious injury.
- Ensure the voltage and frequency of the charger is compatible with mains electrical supply.
- Use the battery charger in dry locations only.
- The battery must be charged before first use.
- For maximum battery performance and service life, charge the battery after each use, and charge at temperatures between 0 and 40°C (32 and 104°F).
- Battery charging generally takes up to 8 hours from discharged to fully charged. Do NOT charge the battery continuously for more than 24 hours.
- Always switch the bicycle OFF after each use.

## IF THE BICYCLE HAS NOT BEEN USED FOR OVER 4 WEEKS, CHARGE THE BATTERY BEFORE USE.

The battery pack can be recharged repeatedly. However, rechargeable batteries eventually need to be replaced. A significantly reduced operating period after charging indicates that the battery is no longer serviceable and should be replaced. Discard old batteries in an environmentally responsible manner.

The battery charger has a charge status LED indicator:

- **Red** - Battery charging.
- **Green** - Battery fully charged.

To charge the battery:

1. Plug the charger connector into the charging port (A).
2. Connect the charger to a mains electrical supply and switch ON. The indicator LED on the charger illuminates red to show the battery is charging.
3. When the battery is charged (approximately 6 hours), the charger indicator LED illuminates green. Disconnect the charger from the electrical supply, then disconnect it from the bicycle. Lower the battery pack handle to protect the bicycle charging port.



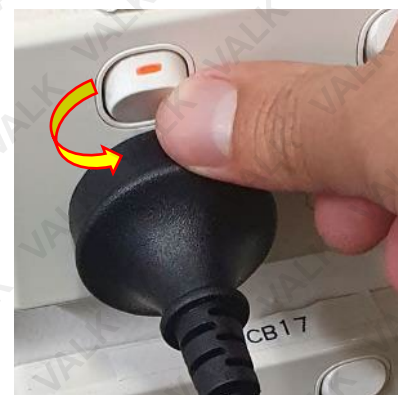
**We recommend charging the battery as shown below to avoid power surges which may burn out the fuse.**



**Step 1:** Plug power cable into power inlet (Do not switch on).



**Step 2:** Plug the other end of the cable into the battery.



**NOTE:** Turn on the power point.






## Removing the Battery Pack

1. To remove the battery, insert the key into the keyhole in the ON position. Apply pressure to push the key towards the battery pack so that the keyhole is depressed. While it's depressed, turn the key anti-clockwise towards the OFF position.
2. The battery pack is now unlocked and can be released from the bicycle.



# Lithium Battery Care and Maintenance

## Top 3 Battery Care Requirements

1. **Charge battery before first use.** The battery may arrive with some charge, regardless of this the battery must be charged for 6 - 6.5hours on the initial charge and 6 - 6.5hours for each subsequent charge. 
2. **Charge battery immediately when it is depleted.** Do not store a depleted battery. This will permanently impact the life of the battery. If the battery is going to be stored for a period of time, fully charge the battery before storing. 
3. **Disconnect battery when not in use.** To prolong the life of a battery, disconnect it from the unit when not in use. Disconnect chargers from the battery once charged. 

To ensure the battery maintains optimum performance, follow the guidelines outlined below.

- For best results, charge batteries in temperatures between 10°C and 30°C
- When battery is charged, disconnect the charger from the power supply and remove the battery from the charger.
- If a battery is stored or otherwise unused for an extended period, and the battery has no charge remaining when you check it, consider it to be damaged. Do not attempt to recharge it or to use it. Replace it with a new battery.
- Use only with the battery charger specified by the manufacturer.
- Ensure that the battery charger electrical cord is not subjected to damage or stress. Do not operate the battery charger if it has a damaged electrical cord or plug.
- Do not use the charger in wet areas or expose it to rain or water.
- The typical estimated life of a Lithium-Ion battery is about two to three years or 300 to 500 charge cycles, whichever occurs first. One charge cycle is a period of use from fully charged, to fully discharged, and fully recharged again
- Explosion hazard – protect the battery against heat, for example, direct sunlight and fire. Do not store batteries in vehicles or locations subject to heat.
- Batteries can explode in the presence of an ignition source, such as a pilot light. To reduce the risk of serious personal injury, never use any cordless product in the presence of open flame. Exploding batteries can propel debris and chemicals.
- Do not open the battery – danger of short-circuiting and/or explosion.
- Do not attempt to destroy or disassemble the battery pack or remove any of its components.
- Do not touch the battery terminals with metal objects and/or body parts as short-circuit and/or personal injury may result.
- Explosion hazard – do not open and/or short-circuit the battery.
- Poison hazard – battery leakage (liquid ejection). Under extreme conditions, liquid may be ejected from the battery – avoid contact. If contact accidentally occurs, immediately seek medical attention, and flush with water. If liquid contacts eyes, immediately seek medical attention, flush with clean water for at least 10 minutes. Liquid ejected from the battery may cause irritation or burns.
- Dispose of non-serviceable batteries in an environmentally responsible manner and according to local regulations.

Failure to adhere to the requirements above may result in the battery becoming inoperative or battery life being reduced. In extreme cases or abuse, battery overheating, or fire may result.

## **DANGER - BATTERY CHARGING, USE AND STORAGE**

Like mobile phones, laptops, cordless vacuum cleaners etc, this product may contain or be related to a lithium ion battery pack (lithium ion batteries and lithium ion battery related items only). Lithium ion batteries allow fast charging and high capacities, however care must be taken to reduce chances of a fault, and increase safety in case a fault occurs. Catastrophic incidents involving lithium ion batteries have a tendency to result in large amounts of smoke and fire. Be sure to follow the points below to reduce the likelihood of danger whenever you use, charge or store any lithium ion battery.

- Never charge a battery that has been damaged or subjected to a forceful impact.
- Never charge a battery that has been exposed to moisture or water.
- Never charge a battery with a charger that wasn't supplied with the battery.
- Never use a battery in a device that it wasn't specifically designed for.
- Never use a battery with a modified or damaged device.
- Never modify the battery, product, charger, circuitry or wiring.
- Never charge a battery in an exit path that may be used by people to leave a room or building in case of an emergency, for example, the hallway or foyer of a residence.
- Never charge a battery in an area or building that doesn't have the recommended number of working smoke detectors that have been tested in accordance with local guidelines.
- Never charge a battery when the battery or charger is displaying a problem or charging incorrectly.
- Always charge batteries on a non-combustible surface, for example, on a concrete floor.
- Always charge batteries at least 3m away from anything combustible, such as floors, wall surfaces, furniture, storage shelves etc.
- Always charge batteries in an open area (outside if possible) ensuring the battery and charger are away from moisture and water.
- Always disconnect batteries from the charger after charging.
- Always remove or disconnect batteries from the device/product when not in use.
- Always ensure batteries are charged under adult supervision. Do not charge unattended. Do not charge batteries while no one is home or while people are sleeping.
- Keep batteries away from heat and moisture.
- Damaged batteries should be disposed of through your local e-waste collection service.
- Avoid mixing and matching chargers. Unplug products when fully charged, and charge batteries in a cool, dry place away from combustible materials like beds, lounges, or carpet.
- During charging and use, check your lithium-ion batteries for overheating, signs of swelling, leaking, or venting gas. Immediately stop using your product if these signs are present.
- Allow batteries to cool after use and before charging.

# Maintenance



Some maintenance activities described may be beyond the scope of some users. Do NOT attempt procedures that you are not comfortable with, or do not have the necessary tools, experience, or knowledge for – take the unit to an authorised service centre or qualified technician for servicing. Items in the maintenance schedule below that are recommended to be performed by a qualified technician are highlighted yellow. • **Failure to follow the maintenance recommendations, using incorrect or non-compatible accessories or replacement parts, or general negligence may result in making the product warranty void.** Improper adjustment or service may result in damage to the bicycle or make it hazardous. • Maintenance requirements may be affected by any number of factors from your riding style to geographic location. • When new, parts of the bicycle may "break-in" over the course of the first approximate 100km of riding, possibly including the stretching of cables, spoke tension changes etc. It is recommended to have the bicycle inspected and serviced at an authorised service centre or by a qualified technician. • The bicycle components are subject to wear and stress. If a component is weakened through stress, age etc, it may fail without warning. It is important to regularly inspect the bicycle for any signs of component fatigue – look for cracks, fraying, discoloration etc, as this may indicate that a part is near the end of its useful life and should be replaced.

- Clean the bicycle with a soft, damp cloth – do NOT use high-pressure water cleaners or hoses, pressurised air, solvents, abrasives etc. For the console, battery, and motor, do NOT use any liquids.
- When transporting in a vehicle, it is recommended to have the battery out of the bicycle during transport.
- Store the bicycle where it will be protected from rain, sun etc to help prevent corrosion, fading etc.
- For safety, longest possible service life and reliability, maintain the bicycle properly. Use the maintenance schedule below for guidance. It is very important that you check certain systems and components before each ride. The proper condition and function of these systems is critical to your safety.

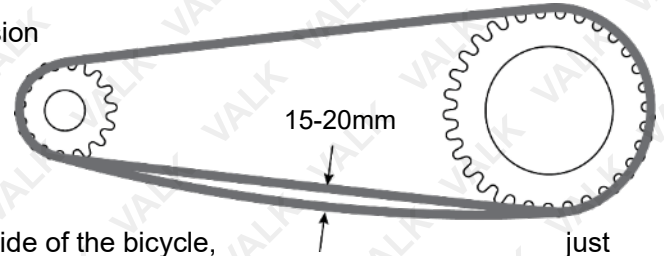
Maintenance Schedule				
Component / Condition	Check Before Every Ride	*Check Periodically	Clean / Lubricate	Adjust / Tighten / Replace as Required
Tyre Pressure	■			■
Tyre Wear / Damage	■			■
Brake Adjustment	■			■
Handlebar Tightness	■	■		■
Controls and Displays	■			
Seat Post Tightness	■			■
Fasteners / Mounting Hardware				■
Brake Pads		■		■
Brake Cable Wear		■		■
Chain		■	■	■
Reflectors		■		
Battery / Charger		■		■
Steering Head Bearings		■	■	■
Derailleur		■	■	■
Wheel Spoke Tension		■		■
Wheel Trueness		■		■
Wheel Bearings		■	■	■
Bottom Bracket (Crank) Bearings		■	■	■

\* Every 5 to 10 rides depending on ride length and conditions.

## Chain Care

The chain periodically requires lubrication, depending on frequency of use and conditions etc. If the chain is noisy or running roughly, lubricate it by applying a small amount of bicycle chain lubricant to it. Do not allow the lubricant to get on to the tyres.

**For bicycles without derailleur type gears**, the chain tension should be set so that there is approximately 15 to 20mm of free play. If the chain or drive sprockets requires any maintenance further than lubrication and basic chain tensioning, contact an authorised service centre. To adjust chain tension:



1. Using a 19mm spanner, loosen the axle nuts on either side of the bicycle, enough so they are not clamping up hard against the frame. The axle may have caps on the ends – remove the caps.
2. Using a 10mm spanner, rotate the adjustor nut on the chain side of the bicycle to adjust chain tension. Rotate the nut right (clockwise) to increase chain tension (reduce free-play); rotate left (anti-clockwise) to reduce chain tension (increase free-play).
3. Pull the wheel to the side so it is aligned straight with the frame – check that the wheel is straight by looking down the length of the chain – it should be perfectly straight between front and rear sprockets.
4. Using a torque wrench, tighten the axle nuts to the specific torque. Re-install any axle caps.

## Torque Settings

It is important to regularly check all fasteners for adequate tightness. The following are considered highly important and should be adjusted to the specified torque values using a suitable bicycle torque wrench, sockets, and adaptors. Depending on bicycle model and design, some fasteners listed below may not be applicable:

- Handlebar Clamp Bolt – 10Nm
- Handlebar Stem Bolt – 24Nm
- Pedal Bolts – 35Nm
- Brake Calliper Mounting Bolt – 7Nm
- Brake Cable Anchor Bolt – 7Nm
- Quick release skewer – 7Nm

## Battery Storage

### When storing the batteries for a long period of time:

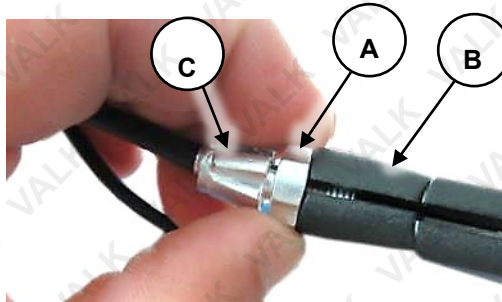
- Charge the batteries at least every 30 days to avoid capacity loss. Batteries slowly self-discharge when unused over a long period. If the battery cells are left at a critically low charge state, the lifespan and capacity will be permanently reduced.
- Always disconnect the charger from the mains electrical supply and battery before storing the battery.
- Avoid storing batteries in extreme temperatures, whether hot or cold. The recommended battery storage temperature is between 0 and 25°C (32 to 77°F). Avoid exposing batteries to temperatures at or above 40°C (104°F) for extended periods.
- Batteries are best kept in a cool, dry place. Do not allow batteries to accumulate condensation, as this may cause shorting or corrosion.

## Brakes

### Cable Adjustment

The brake levers are fitted with cable adjusters to compensate for cable stretch and/or adjust how much lever travel is required to activate the brake. A looser cable requires more lever travel to activate the brake, a tighter cable requires less lever travel to activate the brake. Do not over-tighten the brake cable as this may cause the brake to drag when not being pulled, which will affect the performance. Set brake adjustment so there is enough free-play at the lever for a comfortable reach and brake action, however, NOT so much that the lever can be pulled back to the handlebar. The brake can be adjusted at the lever and at the brake calliper:

1. Rotate the lock nut (A) on the brake lever (B) to the left (anti-clockwise) to loosen it, then rotate the cable screw (C) left (anti-clockwise) to tighten the cable, or right (clockwise) to loosen the cable, as required.



2. When adjustment is complete, tighten the lock nut (rotate right). Check that the wheel can spin freely when the brake is not being applied, and that it cannot be rotated when the brake is applied.

If the cable cannot be adequately adjusted at the lever, further adjustment can be made at the brake calliper.

## Tyre Pressures

The tyres must always be inflated to the correct pressure (as specified on the tyre sidewall) before every ride. Riding the bicycle with either too low or too high pressures will affect bicycle performance, may affect effective electrical assistance range, and may render the bicycle as dangerous. Use an accurate pressure gauge when checking pressures.

## Inflating the Tyres

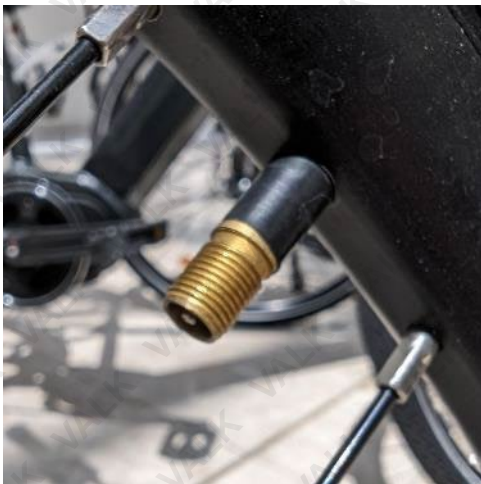
### Schrader Valve

A Schrader valve is commonly found on mountain bikes and hybrids. It's also used on cars.

The valve stem is surrounded by a threaded valve cylinder: to press down on the stem, you need to use a tool like a pen cap or your thumbnail.

Schrader valves are typically wider in diameter and short than a Presta.

### Valve Type



To open a Schrader valve, simply unscrew the cap at the top.

Place the pump on the valve, pump to the required pressure and remove the pump.

The required pressure is printed on the side wall of the bicycle's tyres.

**EXAMPLE: MIN.50/MAX.85 PSI (Pressure per square inch):** This means that the pressure required in your tyre is no less than 50psi and no more than 85psi. A pump with a pressure gauge will be required.

## Frequently Asked Questions

### ***Is it normal for batteries to get warm when charging?***

Yes, it is normal that the batteries will become warm during the charging process.

### ***How long will my batteries last before needing replacement?***

Average battery life depends on use and conditions. Even with proper care, rechargeable batteries do not last forever. Generally, lithium-ion batteries will last more than 800 charge-discharge cycles. A partial charge/discharge counts fractionally against those numbers; discharging the battery to 50% then recharging it completely uses up one half of a charge cycle.

"End of useful life" refers to the point at which a battery can no longer supply 60% or more of its original rated ampere-hour (Ah) capacity. At this point, degradation of the battery being able to be fully charged accelerates and the battery will need to be replaced.

### ***What happens if the battery discharges while riding?***

Pedal assistance will stop when battery charge reaches a minimum level (check level on the console, if applicable). Lights (if applicable) may still function for a period. Your bike can be ridden without pedal assistance.

### ***Is this suitable for the beach or on sand?***

Yes, but it is recommended you clean any excess sand from the cassette or bearings area after use. Keep in mind these bikes are not waterproof so compressed air or a brush is advisable.

# Troubleshooting

Malfunction	Possible Cause	Possible Solution
<b>Pedal assistance not working</b>	<ol style="list-style-type: none"> <li>Under-charged battery.</li> <li>Battery no longer serviceable.</li> <li>Battery charger faulty.</li> <li>Motor electrics or switches damaged / faulty.</li> </ol>	<ol style="list-style-type: none"> <li>Charge battery. Follow battery care procedures.</li> <li>Have battery checked. Replace if faulty.</li> <li>Have charger checked. Replace if faulty.</li> <li>Seek diagnosis and repair from authorised service centre.</li> </ol>
<b>Reduced range and/or speed</b>	<ol style="list-style-type: none"> <li>Under-charged battery.</li> <li>Battery no longer serviceable.</li> <li>Low tyre pressure.</li> <li>Brakes dragging.</li> <li>Terrain, headwind, etc.</li> </ol>	<ol style="list-style-type: none"> <li>Charge battery. Follow battery care procedures.</li> <li>Have battery checked. Replace if faulty.</li> <li>Inflate to recommended pressure.</li> <li>Adjust.</li> <li>Normal.</li> </ol>
<b>Gear change (where applicable) rough / not changing</b>	<ol style="list-style-type: none"> <li>Derailleur cables sticking / stretched / damaged.</li> <li>Derailleurs / shifter not correctly set.</li> </ol>	<ol style="list-style-type: none"> <li>Lubricate / adjust / replace cables.</li> <li>Adjust.</li> </ol>
<b>Chain slip / jumping off sprockets</b>	<ol style="list-style-type: none"> <li>Worn sprockets.</li> <li>Stretched chain.</li> <li>Front sprocket loose / out of true.</li> <li>Sprocket teeth bent / broken.</li> <li>Derailleur / shifter not correctly adjusted.</li> </ol>	<ol style="list-style-type: none"> <li>Replace.</li> <li>Replace.</li> <li>Re-true / tighten.</li> <li>Replace.</li> <li>Adjust.</li> </ol>
<b>Clicking noises when pedalling</b>	<ol style="list-style-type: none"> <li>Stiff chain link.</li> <li>Loose pedals / bearings.</li> <li>Loose bottom bracket / bearings.</li> <li>Bent bottom bracket or pedal bolt.</li> <li>Loose pedal arm bolts.</li> </ol>	<ol style="list-style-type: none"> <li>Lubricate chain.</li> <li>Tighten / adjust bearings.</li> <li>Tighten / adjust bearings.</li> <li>Replace.</li> <li>Tighten.</li> </ol>
<b>Grinding noise when pedalling</b>	<ol style="list-style-type: none"> <li>Pedal bearings too tight.</li> <li>Bottom bracket bearings too tight.</li> <li>Rear wheel not straight.</li> <li>Chain too tight.</li> <li>Derailleur dirty.</li> </ol>	<ol style="list-style-type: none"> <li>Adjust.</li> <li>Adjust.</li> <li>Align so chain is straight.</li> <li>Adjust.</li> <li>Clean and lubricate.</li> </ol>
<b>Brakes not effective</b>	<ol style="list-style-type: none"> <li>Pads worn.</li> <li>Pads / discs dirty.</li> <li>Brake cables binding / stretched / damaged.</li> <li>Brakes levers binding.</li> <li>Brakes require adjustment.</li> </ol>	<ol style="list-style-type: none"> <li>Replace.</li> <li>Clean and degrease.</li> <li>Lubricate / adjust / replace cables.</li> <li>Clean pivots.</li> <li>Adjust.</li> </ol>
<b>Brakes squeal</b>	<ol style="list-style-type: none"> <li>Pads / discs dirty.</li> <li>Brakes not centred.</li> <li>Calliper fasteners loose.</li> </ol>	<ol style="list-style-type: none"> <li>Clean and degrease.</li> <li>Centre brakes and adjust.</li> <li>Tighten.</li> </ol>

Malfunction	Possible Cause	Possible Solution
<b>Brakes chatter / vibrate</b>	<ol style="list-style-type: none"> <li>1. Brake mounting bolts loose.</li> <li>2. Brakes out of adjustment.</li> <li>3. Steering head bearings loose.</li> </ol>	<ol style="list-style-type: none"> <li>1. Tighten.</li> <li>2. Centre brakes and adjust.</li> <li>3. Adjust bearings.</li> </ol>
<b>Wheel vibration / wobble</b>	<ol style="list-style-type: none"> <li>1. Axle bent or broken.</li> <li>2. Wheel out of true.</li> <li>3. Wheel hub bearings loose / not serviceable.</li> <li>4. Quick-release (if equipped) mechanism loose.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace.</li> <li>2. True wheel.</li> <li>3. Adjust / replace.</li> <li>4. Adjust.</li> </ol>
<b>Steering not accurate</b>	<ol style="list-style-type: none"> <li>1. Wheels not aligned to frame.</li> <li>2. Steering head loose / binding.</li> <li>3. Front forks or frame bent.</li> </ol>	<ol style="list-style-type: none"> <li>1. Align wheels.</li> <li>2. Adjust.</li> <li>3. Straighten.</li> </ol>
<b>Motor "clicks" / has reduced power and/or shuts off</b>	<ol style="list-style-type: none"> <li>1. Under-charged battery.</li> <li>2. Motor internal fault.</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge battery. Follow battery care procedures.</li> <li>2. Replace.</li> </ol>
<b>No power when pedal assistance switched ON</b>	<ol style="list-style-type: none"> <li>1. Blown fuse.</li> <li>2. Loose connectors / wiring damage.</li> <li>3. Faulty switch.</li> <li>4. Faulty controller.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace.</li> <li>2. Check connectors / wiring. Replace as required.</li> <li>3. Replace.</li> <li>4. Replace.</li> </ol>
<b>Pedal assistance OK, but no display</b>	<ol style="list-style-type: none"> <li>1. Loose connectors / wiring damage.</li> <li>2. Faulty controller.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check connectors / wiring. Replace as required.</li> <li>2. Replace.</li> </ol>
<b>Display OK, but no pedal assistance</b>	<ol style="list-style-type: none"> <li>1. Loose motor connectors / wiring damage.</li> <li>2. Poor contact at battery terminals.</li> <li>3. Faulty braking sensor.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check connectors / wiring. Replace as required.</li> <li>2. Inspect and clean terminals.</li> <li>3. Replace.</li> </ol>
<b>Bicycle runs at full speed without pedalling</b>	<ol style="list-style-type: none"> <li>1. Faulty crank sensor.</li> <li>2. Faulty throttle.</li> <li>3. Faulty controller.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace.</li> <li>2. Replace.</li> <li>3. Replace.</li> </ol>
<b>Throttle (if equipped) not returning to neutral position</b>	<ol style="list-style-type: none"> <li>1. Grip jamming against throttle.</li> <li>2. Faulty throttle.</li> </ol>	<ol style="list-style-type: none"> <li>1. Reposition grip so gap to throttle is 1 to 2mm.</li> <li>2. Replace.</li> </ol>
<b>Pedal assistance operating intermittently or not as expected</b>	<ol style="list-style-type: none"> <li>1. Loose connectors / wiring damage.</li> <li>2. Faulty controller.</li> <li>3. Faulty crank sensor.</li> <li>4. Faulty throttle.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check connectors / wiring. Replace as required.</li> <li>2. Replace.</li> </ol>
<b>Charger shows "full charge" in an unusually short amount of time</b>	<ol style="list-style-type: none"> <li>1. Faulty charger.</li> <li>2. Faulty batteries.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace.</li> <li>2. Replace.</li> </ol>

Malfunction	Possible Cause	Possible Solution
<b><i>Charger indicator not illuminating when charger is plugged into outlet</i></b>	<ol style="list-style-type: none"> <li>1. Outlet has no power.</li> <li>2. Faulty charger.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check charger plugged in and electrical supply ON.</li> <li>2. Replace.</li> </ol>
<b><i>Charger indicator flashes red and never changes to green</i></b>	<ol style="list-style-type: none"> <li>1. Damaged wire from charger to battery.</li> <li>2. Faulty batteries.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace charger.</li> <li>2. Replace.</li> </ol>

# Specifications

<b>Battery Type</b>	Li-Ion
<b>Battery Voltage</b>	36V
<b>Battery Capacity</b>	10.4Ah
<b>Input Voltage</b>	220-240V
<b>Max Assisted Speed</b>	25km/h
<b>Maximum Range</b>	55km (dependent on terrain, pedalling effort and rider weight)
<b>Drive System</b>	Rear Hub
<b>Charge Time</b>	6-6.5h
<b>Max Speed</b>	25km/h
<b>Frame &amp; Chassis Material</b>	Alloy
<b>Frame Size</b>	Medium
<b>Power (Watts)</b>	250W
<b>Tyres</b>	Kenda 26 x 1.95
<b>Motor Type</b>	Brushless
<b>Gears</b>	Shimano Tourney 7 Speed
<b>Brake Type</b>	Front and Rear Discs
<b>Mudguards</b>	Yes
<b>Recommended User Height</b>	155 - 185cm
<b>Max User Height</b>	185cm
<b>Max User Load</b>	110kgs
<b>Power Plug</b>	AU Standard



**Some experts believe that the incorrect or prolonged use of almost any product may cause serious injury or death. To help reduce your risk of serious injury or death, refer to the information below. For more information, see [www.datastreamserver.com/safety](http://www.datastreamserver.com/safety)**

- Consult all documentation, packaging, and product labelling before use. Note that some products feature documentation available online. It is recommended to print and retain the documentation.
- Before each use, check the product for loose/broken/damaged/missing parts, wear, or leaks (if applicable). Never use a product with loose/broken/damaged/missing parts, wear, or leaks.
- Products must be inspected and serviced (if applicable) by a qualified technician every 6 months. This is based on average residential use by persons of average size and strength, and on a property of average metropolitan size. Use beyond these recommendations may require more frequent inspections/servicing.
- Ensure that all users of the product have completed a suitable industry recognised training course before being allowed access to the product.
- The product has been supplied by a general merchandise retailer that may not be familiar with your specific application or description of application. Be sure to attain third-party approval from a qualified specialist for your application before use, regardless of any assurances from the retailer or its representatives.
- This product is not intended for use where fail-safe operation is required. As with any product (for example, automobile, computer, toaster), there is the possibility of technical issues that may require the repair or replacement of parts, or the product itself. If the possibility of such failure and the associated time it may take to rectify could in any way inconvenience the user, business, or employee, or financially affect the user, business, or employee, then the product is not suitable for your requirements. This product is not intended for use where incorrect operation or a failure of any kind, including but not limited to, a condition requiring product return, replacement, parts replacement, or service by a technician may cause financial loss, loss of employee time or an inconvenience requiring compensation.
- If this product has been purchased in error when considering the information presented here, contact the retailer directly for details of their returns policy, if required.





## E-micromobility vehicle information

**1**

Brand:

Product name:

Serial number:

Certificate approval number (required from 1 August 2025):

This product complies with the following standards:

**2**

### Vehicle specifications

Maximum speed:

Maximum weight:

Maximum continued rated power output (for e-bikes):

**3**

### Before using this vehicle, check the applicable local laws relating to your intended use of the vehicle on roads, footpaths, shared paths, bicycle lanes and bicycle paths.

- e-bikes: [transport.nsw.gov.au/ebikes](https://transport.nsw.gov.au/ebikes)
- other vehicles: [transport.nsw.gov.au/skateboards-scooters-rollerblades](https://transport.nsw.gov.au/skateboards-scooters-rollerblades)

**4**

### WARNING! Follow these safety instructions to reduce the risk of fire, explosion and electric shock.

**DO:**

- Only use batteries and chargers supplied or recommended by the manufacturer.
- Compatible products:

*Model details and number:*

*Model details and number:*

- Maximum charging time this vehicle should be charged for:
- Charge your vehicle and batteries in an open area away from combustible and highly flammable materials, such as beds, sofas and carpets.
- Store and charge your vehicle and batteries in a cool, dry place away from direct sunlight.
- Store and charge your vehicle and its batteries away from doorways.
- Allow time for batteries to cool before recharging or storing.
- Keep batteries away from moisture, heat and impact.

### WARNING! Modifying or tampering with your vehicle can result in a fire, explosion or electric shock.

**DON'T:**

- Modify or tamper with any component of this vehicle.
- Charge this vehicle for more than the recommended charge time.
- Leave charging batteries unattended or on charge overnight.
- Use or charge a damaged battery.
- Use or charge this vehicle if it is damaged.
- Use batteries or vehicles that are overheating or showing signs of failure, such as swelling, leaking or venting gas.
- Buy or use a vehicle or battery that has been altered or modified.

Learn more about lithium-ion battery safety: [nsw.gov.au/lithium-ion-battery-safety](https://nsw.gov.au/lithium-ion-battery-safety)

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**5** *This section is optional*

**Do not attempt to repair your damaged vehicle, take it to a qualified repair person**

For further information on service and repair of your vehicle or battery,

*Insert preferred contact method, such as website, email or phone number*

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**6** **WARNING! Fires involving lithium-ion batteries can occur rapidly and can be violent, involving toxic smoke and vapours, flames, and molten projectiles.**

**If your vehicle or battery emits sparks, smoke or flames, evacuate the area and call Triple Zero (000). Close doors if safe to do so.**

Warning signs include:

- Pungent odours
- Discolouration, blistering, bulging, or swelling of the casing
- Leaking electrolyte
- Heating up and becoming extremely hot to touch
- Abnormal popping, hissing or crackling sounds, smoke, and fumes

Never touch a swollen or ruptured device or battery with bare hands.

Seek urgent medical assistance if anyone has been exposed to spilled electrolyte, flying debris, smoke or vapours, or flames.

Make sure you know what to do if your device or battery is smoking or on fire:

[fire.nsw.gov.au/batteries/what-to-do](https://fire.nsw.gov.au/batteries/what-to-do)

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**7** *For vehicles where the battery can be separated from the vehicle*

**Safely separate your vehicle battery for disposal by following these instructions:**

*Insert device specific instructions or link to instructions on how to safely separate battery*

*For all vehicles*

**WARNING: Do not dispose of this vehicle or components of this vehicle in household or kerbside garbage bins. When disposing of this vehicle or components of this vehicle, check the applicable local waste and disposal laws.**

Learn how to safely dispose of your device and battery at: [epa.nsw.gov.au/safe-battery-recycling](https://epa.nsw.gov.au/safe-battery-recycling)

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**8** **Other important safety information**

*Insert further safety information if required*

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**9** *Insert name of business providing this information*

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**10** *Insert publication date of document*

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