

EVERCROSS EK15

EVERCROSS EK15 Electric Bicycle User Manual

Model: EK15

1. INTRODUCTION

This manual provides essential information for the safe and efficient operation, maintenance, and troubleshooting of your EVERCROSS EK15 Electric Bicycle. Please read this manual thoroughly before your first ride and keep it for future reference. Proper understanding and adherence to these instructions will ensure a long lifespan for your e-bike and a safe riding experience.

Important Safety Warnings

- Always wear a helmet and appropriate safety gear when riding.
- Obey all local traffic laws and regulations.
- Do not ride under the influence of alcohol or drugs.
- Regularly inspect your bicycle for proper function before each ride.
- Keep hands, feet, and clothing away from moving parts.
- Do not attempt to modify the e-bike's electrical system or motor.

2. PACKAGE CONTENTS

Upon unpacking, please verify that all items listed below are present and in good condition. If any items are missing or damaged, contact EVERCROSS customer support immediately.

- EVERCROSS EK15 Electric Bicycle Frame
- Front Wheel
- Handlebar Assembly
- Seat Post with Saddle
- Pedals (Left and Right)
- 36V 12Ah Removable Battery
- Battery Charger

- Tool Kit (basic wrenches, hex keys)
- User Manual (this document)

3. ASSEMBLY AND SETUP

Follow these steps carefully for the initial assembly of your EVERCROSS EK15. It is recommended to have a second person assist with some steps.

3.1 Unpacking

1. Carefully remove the bicycle and all components from the packaging.
2. Remove all protective packaging materials and zip ties.
3. Inspect the bicycle for any visible damage incurred during shipping.

3.2 Handlebar Installation

1. Loosen the bolts on the stem clamp at the top of the fork.
2. Insert the handlebar stem into the fork steerer tube. Ensure the handlebar is facing forward.
3. Tighten the stem bolts securely.
4. Adjust the angle of the handlebars for comfortable riding and tighten the handlebar clamp bolts.

3.3 Front Wheel Installation

1. Align the front wheel axle with the fork dropouts.
2. Ensure the brake rotor is correctly seated within the brake caliper.
3. Install the quick-release skewer or axle nuts and tighten them firmly.
4. Check that the wheel spins freely without rubbing the brake pads.

3.4 Pedal Installation

Important: Pedals are side-specific. The left pedal is marked 'L' and the right pedal is marked 'R'.

1. Apply a small amount of grease to the pedal threads.
2. Install the 'R' pedal into the right crank arm (clockwise to tighten).
3. Install the 'L' pedal into the left crank arm (counter-clockwise to tighten).
4. Tighten both pedals securely with a wrench.

3.5 Seat Post and Saddle Installation

1. Insert the seat post into the seat tube of the frame.
2. Adjust the seat height to a comfortable riding position (your feet should be able to touch the ground when stopped).
3. Close the quick-release lever or tighten the seat post clamp bolt firmly.

3.6 Battery Installation and Initial Charge

1. Ensure the e-bike is turned off.
2. Insert the battery into its designated compartment on the frame.
3. Lock the battery in place using the provided key.
4. Connect the charger to the battery charging port, then plug the charger into a power outlet.
5. Allow the battery to fully charge before the first use (indicated by a change in charger light).

4. OPERATING INSTRUCTIONS

4.1 Powering On/Off

- To turn on: Press and hold the power button on the LCD display for 3 seconds.
- To turn off: Press and hold the power button on the LCD display for 3 seconds.

4.2 LCD Display Functions

The LCD display provides real-time information about your ride.

- **Speed:** Current riding speed.
- **Battery Level:** Indicates remaining battery charge.
- **Pedal Assist Level (PAS):** Shows the current level of motor assistance (0-5).
- **Odometer/Trip Distance:** Total distance ridden or distance for the current trip.
- **Headlight Indicator:** Shows if the headlight is on.

4.3 Pedal Assist System (PAS)

The EK15 features a 5-level pedal assist system. Use the '+' and '-' buttons on the display to adjust the assistance level.

- **Level 0:** No motor assistance (pure pedal power).
- **Level 1-2:** Low assistance, suitable for flat terrain or light exercise.
- **Level 3:** Medium assistance, good for general riding.
- **Level 4-5:** High assistance, ideal for hills or faster speeds.

4.4 Throttle Operation (if applicable)

The EK15 may include a thumb throttle for power on demand. To engage, gently press the throttle lever. The throttle provides power regardless of pedaling. Use with caution, especially in crowded areas.

4.5 Gear Shifting

The EK15 is equipped with a 7-speed gear system. Shift gears smoothly by pedaling lightly and using the shifter levers on the handlebar. Downshift for climbing hills and upshift for flat terrain or descents.

4.6 Braking

The bicycle is equipped with disc brakes. Apply both brake levers simultaneously for effective and controlled stopping. Avoid sudden, hard braking, especially at high speeds or on slippery surfaces.

5. BATTERY INFORMATION AND CHARGING

5.1 Charging the Battery

- Ensure the e-bike is turned off before charging.
- Connect the charger to the battery charging port.
- Plug the charger into a standard wall outlet (AC 100-240V).
- The charger indicator light will typically be red during charging and turn green when fully charged.
- Unplug the charger once charging is complete. Do not overcharge.

- Charging time is approximately 4-6 hours for a full charge.

5.2 Battery Care and Maintenance

- Store the battery in a cool, dry place, away from direct sunlight and extreme temperatures.
- If storing for extended periods, charge the battery to 50-70% every 2-3 months.
- Do not expose the battery to water or moisture.
- Only use the original EVERCROSS charger provided with your e-bike.
- Do not disassemble or attempt to repair the battery.

5.3 Battery Removal and Installation

The EK15 features a removable battery for convenient charging or storage.

1. To remove: Turn the key to the unlock position and gently slide the battery out of its compartment.
2. To install: Align the battery with the compartment, slide it in until it clicks, and turn the key to the lock position.

6. MAINTENANCE

Regular maintenance is crucial for the longevity and safe operation of your EVERCROSS EK15.

6.1 Pre-Ride Checklist

- **Tires:** Check tire pressure (refer to tire sidewall for recommended PSI) and inspect for cuts or punctures.
- **Brakes:** Ensure brake levers are firm and responsive, and brake pads are not excessively worn.
- **Bolts & Fasteners:** Check that all critical bolts (wheels, handlebars, seat post) are tight.
- **Battery:** Verify battery is securely locked and sufficiently charged.
- **Lights:** Test front and rear lights for proper function.

6.2 Cleaning

Clean your e-bike regularly with a damp cloth and mild soap. Avoid using high-pressure washers directly on electrical components, bearings, or the motor.

6.3 Lubrication

Lubricate the chain regularly with bicycle-specific chain lubricant, especially after riding in wet conditions. Wipe off excess lubricant.

6.4 Professional Servicing

It is recommended to have your e-bike professionally serviced by a qualified bicycle mechanic at least once a year, or every 1000 km, whichever comes first. This includes checking brake systems, gear adjustments, wheel truing, and electrical system diagnostics.

7. TROUBLESHOOTING

This section addresses common issues you might encounter with your EVERCROSS EK15. For problems not listed here, please contact customer support.

Problem	Possible Cause	Solution
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Problem	Possible Cause	Solution
E-bike does not power on.	Battery not charged; Battery not properly installed/locked; Loose electrical connection; Power button not pressed correctly.	Charge battery; Ensure battery is fully inserted and locked; Check all visible cable connections; Press and hold power button for 3 seconds.
Motor not assisting.	PAS level is 0; Brake levers engaged; Loose motor cable; Faulty speed sensor.	Increase PAS level; Release brake levers fully; Check motor cable connection; Contact support if sensor suspected.
Short battery range.	Low tire pressure; High PAS level usage; Frequent stop-and-go riding; Cold weather; Battery degradation.	Inflate tires to recommended PSI; Use lower PAS levels; Ride smoothly; Battery performance decreases in cold; Consider battery replacement if old.
Brakes squeal or feel weak.	Contaminated brake pads/rotors; Worn brake pads; Loose caliper; Air in hydraulic system (if applicable).	Clean pads/rotors with isopropyl alcohol; Replace worn pads; Tighten caliper bolts; Seek professional brake service.

8. SPECIFICATIONS

Feature	Detail
Model	EVERCROSS EK15
Wheel Size	26 Inches
Motor	350W Brushless Motor (Typical for this class)
Battery	36V 12Ah Removable Lithium-ion
Max Speed	Up to 25 km/h (15.5 mph) (Governed by regulations)
Range	35-90 km (22-56 miles) (depending on terrain, rider weight, PAS level)
Gears	7-Speed Gear System
Brakes	Mechanical Disc Brakes (Front & Rear)
Display	LCD Multifunction Display
Frame Material	Aluminum Alloy

Note: Specifications are subject to change without notice. Actual performance may vary based on rider weight, terrain, and riding conditions.

9. WARRANTY AND SUPPORT

EVERCROSS provides a limited warranty for the EK15 Electric Bicycle. Please refer to the warranty card included with your purchase for specific terms and conditions, including warranty period and coverage details. Keep your proof of

purchase for warranty claims.

For technical support, spare parts, or warranty inquiries, please contact EVERCROSS customer service through their official website or the contact information provided in your purchase documentation. When contacting support, please have your model number (EK15) and purchase date ready.

Note: Specific warranty details are not provided in this general manual. Always refer to the official warranty documentation that came with your product.

10. ENVIRONMENTAL DISPOSAL

Do not dispose of the electric bicycle or its battery with household waste. The battery contains lithium-ion cells which require special disposal. Please recycle the e-bike and battery at designated electronic waste collection points in accordance with local regulations. Contact your local authorities for information on recycling facilities.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question