Vivi MT20UL

Vivi MT20UL Electric Bike User Manual

Model: MT20UL

1. Introduction

Welcome to the Vivi MT20UL Electric Bike user manual. This guide provides essential information for the safe assembly, operation, maintenance, and troubleshooting of your new electric bicycle. Please read this manual thoroughly before your first ride to ensure optimal performance and safety.

The Vivi MT20UL is a versatile 20-inch fat tire electric bike designed for various terrains, featuring a powerful motor, a removable battery, and a convenient folding design. It is UL2849 certified, ensuring high safety and quality standards.



Image: The Vivi MT20UL Electric Bike in its unfolded state, showcasing its design, alongside a smaller inset image of the bike in its folded, compact form.

2. Safety Guidelines

Your safety is paramount. Always wear a helmet and appropriate safety gear when riding. Adhere to local traffic laws and regulations. Perform a pre-ride inspection before each use, checking brakes, tire pressure, and battery level.

UL2849 Certification

The Vivi MT20UL electric bike is UL2849 certified (Certificate Number: SGSNA/24/SZ/00183), signifying that it meets rigorous safety standards for electrical systems of e-bikes. This certification provides assurance regarding the safety of the battery, motor, and controller components.



Image: A certificate of compliance indicating UL2849 certification for Vivi electric bikes, including a QR code to verify the certificate online. For more details, visit the official SGS certificate page: SGS UL2849 Certificate.

3. Assembly (Setup)

Your Vivi MT20UL electric bike arrives 90% pre-assembled, simplifying the setup process. The package includes a tool kit with necessary items for final assembly.

Assembly Steps:

1. Carefully remove the bike and all components from the packaging.
2. Unfold the bike frame and secure the folding mechanism.
3. Install the front wheel (if not already attached) and secure it properly.
4. Attach the handlebars, ensuring they are aligned and tightened.
5. Install the pedals, noting that the left pedal (L) and right pedal (R) have different threads.

6. Adjust the seat post height for a comfortable riding position.
7. Perform a thorough check of all bolts, nuts, and quick releases to ensure they are securely fastened.



Image: A person riding the Vivi MT20UL electric bike, illustrating its ready-to-ride state after minimal assembly, highlighting the 90% pre-assembled feature.

4. Key Components Overview

Familiarize yourself with the main components of your Vivi MT20UL electric bike:

- **Motor:** 500W (Peak 900W) high-speed brushless motor, providing powerful assistance up to 21.7 MPH and a climbing ability of 15 degrees.
- **Battery:** Removable 48V 10.4AH (499.2WH) Lithium-Ion battery, offering a range of 22-25 miles in pure electric mode and 44-50 miles in pedal-assist mode.
- **Tires:** 20" x 3.0 all-terrain fat tires for enhanced stability and shock absorption on various surfaces.

- **Brakes:** Dual disc brakes for reliable stopping power.
- **Suspension:** Front suspension fork to absorb shocks and provide a smoother ride.
- **Gears:** 7-speed gear system for versatile riding conditions.
- **Display:** LCD display showing speed, battery level, pedal assist levels, and mileage.



Image: An exploded view diagram highlighting the 500W high-speed brushless motor, detailing its 21.7 MPH max speed, 50NM high torque output, and 15-degree climbing ability.



Image: A visual representation of the 48V 10.4Ah removable lithium-ion battery, indicating its 4-6 hour fast charging time, 499.2Wh capacity, 1-year service, and over-voltage protection, along with estimated range for throttle and pedal-assist modes.

5. Operating Your Vivi MT20UL

Turning On/Off:

Insert the key into the battery lock and turn it to the 'ON' position. Press and hold the power button on the LCD display to turn the bike's electrical system on. Repeat to turn off.

LCD Display:

The LCD display provides real-time information. Use the control buttons to navigate through different display modes and adjust pedal assist levels.

7-Speed Gear System:

Use the gear shifter on the handlebar to change gears according to terrain and desired speed. Lower gears are for climbing, higher gears for flat terrain and speed.

Working Modes:

Your Vivi MT20UL offers five distinct working modes:

- **Normal Bike Mode:** Ride the bike like a traditional bicycle without any electrical assistance.
- **Pedal-Assist Mode:** The motor provides assistance as you pedal. This mode is ideal for extending range and making climbs easier. You can adjust the level of assistance.
- **Electric Mode (Throttle):** Engage the throttle for full electric power without pedaling. Suitable for flat roads or short bursts of speed.
- **Cruise Control Mode:** Maintain a constant speed without continuously holding the throttle. Activate this mode for long-distance cycling on open roads.
- **Walk Mode:** Provides low-speed assistance (typically 3-4 mph) to help you push the bike when walking alongside it, useful for navigating pedestrian areas or steep inclines where riding is not feasible.



Image: A visual guide illustrating the five working modes of the Vivi electric bike: Normal Bike, Pedal-assist, Electric Mode, Cruise Control, and Boost Mode (which encompasses Electric and higher Pedal-assist levels).

6. Charging and Battery Care

Battery Removal and Installation:

To remove the battery, unlock it with the key and slide it out. To install, align the battery with the frame slot and slide it in until it clicks into place, then lock it with the key.

Charging:

Connect the charger to the battery charging port (either on or off the bike) and then plug it into a standard wall outlet. The indicator light on the charger will show the charging status. A full charge typically takes 4-6 hours.

Battery Care:

- Avoid completely draining the battery.
- Charge the battery regularly, even if the bike is not in use for extended periods.
- Store the battery in a cool, dry place away from direct sunlight and extreme temperatures.
- The battery is equipped with over-voltage protection for safety.

7. Folding and Unfolding

The Vivi MT20UL features a convenient two-step folding design for easy storage and transport.

Folding Steps:

1. Lower the seat post and handlebar stem.
2. Open the main frame folding latch, typically located in the middle of the frame.
3. Fold the frame in half.
4. Fold the pedals inward (if applicable).
5. Secure the folded bike with any integrated straps or magnets.

Unfolding Steps:

1. Release any securing straps.
2. Unfold the frame until it is fully extended and secure the main folding latch.
3. Raise and secure the handlebar stem and seat post to your desired riding height.
4. Ensure all quick releases and latches are securely fastened before riding.



Image: A step-by-step visual guide demonstrating the two-step folding design of the Vivi electric bike, showing how it transforms from a full-sized bike to a compact, portable unit that can easily fit into a car trunk.

8. Maintenance

Regular maintenance ensures the longevity and safe operation of your e-bike.

Daily Checks:

- Check tire pressure before each ride.
- Verify brake functionality.
- Ensure all quick releases and folding mechanisms are secure.

Weekly/Monthly Checks:

- Inspect the chain for lubrication and tension.

- Check for loose bolts and tighten as necessary.
- Clean the bike frame and components with a damp cloth. Avoid high-pressure washing directly on electrical components.
- Inspect brake pads for wear.

Battery Maintenance:

Refer to the "Charging and Battery Care" section for detailed battery maintenance guidelines.

9. Troubleshooting

This section addresses common issues you might encounter with your Vivi MT20UL electric bike.

Problem	Possible Cause	Solution
Bike does not power on	Battery not inserted/locked; Battery low/dead; Power button not pressed correctly; Loose electrical connection.	Ensure battery is fully inserted and locked with the key; Charge the battery; Press and hold power button firmly; Check all visible cable connections.
Motor not assisting	Pedal assist level set to 0; Brake levers engaged; Loose motor cable; Faulty sensor.	Increase pedal assist level on display; Release brake levers completely; Check motor cable connection; Contact customer support if issue persists.
Battery not charging	Charger not plugged in correctly; Faulty charger; Battery not properly connected.	Ensure charger is securely plugged into battery and wall outlet; Try charging the battery off the bike; Contact customer support for charger replacement if needed.
Brakes feel weak	Worn brake pads; Loose brake cable; Air in hydraulic system (if applicable).	Inspect and replace brake pads; Adjust brake cable tension; Consult a bike mechanic for hydraulic brake issues.

If you encounter an issue not listed here or if the suggested solutions do not resolve the problem, please contact Vivi customer support for assistance.

10. Specifications

Detailed specifications for the Vivi MT20UL Electric Bike:

Feature	Specification
Model Name	MT20UL
Bike Type	Folding Electric Bike

Feature	Specification
Motor	500W (Peak 900W) Brushless Motor
Max Speed	21.7 MPH
Battery	48V 10.4AH (499.2WH) Removable Lithium-Ion
Charging Time	4-6 Hours
Range (Pure Electric)	22-25 Miles
Range (Pedal-Assist)	44-50 Miles
Wheel Size	20 Inches x 3.0 Fat Tire
Number of Speeds	7-Speed
Frame Material	Carbon Steel
Suspension Type	Front
Brake Style	Disc
Max Load Capacity	330 lbs
Bicycle Weight	62 lbs
Recommended Height	4.9 - 6.3 FT
Included Components	Motor, Battery, Electric Bike, Charger, Tool Kit



Image: A detailed diagram showing the product specifications including total length (63in), handlebar height (39-45in), seat height (29-37in), wheel diameter (20*3.0in), and folded dimensions (35in length, 25in height), along with recommended height, max load capacity, and bicycle weight.

11. Warranty and Support

Warranty:

The Vivi MT20UL Electric Bike comes with a 1-year warranty from the date of purchase, covering manufacturing defects. Please retain your proof of purchase for warranty claims.

Customer Support:

Vivi is committed to providing excellent customer service. If you have any questions, concerns, or require technical assistance, our professional online customer service team is available to help. We also offer a 365-day assurance and long-term after-sales parts supply to ensure your satisfaction.

For support, please refer to the contact information provided with your purchase or visit the official Vivi website.

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