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ENGWE X20

ENGWE X20 Electric Bike User Manual

Model: X20

1. INTRODUCTION

This user manual provides essential information for the safe operation, maintenance, and troubleshooting of your ENGWE X20 Electric Bike. Please read this manual thoroughly before your first ride to ensure proper usage and to maximize the lifespan of your e-bike.

2. SAFETY INFORMATION

Your safety is paramount. Always wear a helmet and appropriate safety gear. Adhere to all local traffic laws and regulations. Avoid riding in adverse weather conditions or on slippery surfaces.

General Safety Precautions:

- Perform a pre-ride inspection before each use.
- Ensure brakes are functioning correctly.
- Check tire pressure and condition.
- Do not exceed the maximum weight recommendation of 330 pounds.
- Keep hands and feet clear of moving parts.
- Do not modify the e-bike's electrical system or components.
- Always turn off the power before performing any maintenance or adjustments.

3. PACKAGE CONTENTS

Upon unpacking, please verify that all components are present:

- ENGWE X20 Electric Bike (85% pre-assembled)
- Main Battery (48V 14.4Ah)
- Secondary Battery (48V 7.8Ah)
- Battery Charger

- Two Pedals
- Saddle
- Tool Kit
- User Manual (this document)

4. SETUP AND ASSEMBLY

Your ENGWE X20 Electric Bike arrives 85% pre-assembled. The remaining assembly steps are straightforward and can be completed with the included tool kit.

Assembly Steps:

1. **Unpacking:** Carefully remove the bike and all components from the packaging.
2. **Handlebar Installation:** Secure the handlebar stem into the fork tube and tighten the bolts. Ensure the handlebar is aligned with the front wheel.
3. **Front Wheel Installation:** If not already installed, attach the front wheel, ensuring it is properly seated in the fork dropouts and the quick-release skewer or axle nuts are securely tightened.
4. **Pedal Installation:** Identify the left (L) and right (R) pedals. The left pedal threads counter-clockwise, and the right pedal threads clockwise. Apply a small amount of grease to the threads and tighten them securely.
5. **Saddle and Seatpost Installation:** Insert the seatpost into the seat tube and adjust to a comfortable riding height. Secure with the quick-release lever.
6. **Battery Installation:** Ensure both batteries are securely seated in their compartments. Refer to the "Battery Information" section for charging instructions before first use.
7. **Final Checks:** Double-check all bolts, quick releases, and connections for tightness. Ensure brakes are properly adjusted and functional.



Figure 4.1: Fully assembled ENGWE X20 Electric Bike.

This image shows the ENGWE X20 Electric Bike in its fully assembled state, highlighting its robust frame, fat tires, and overall design. It provides a visual reference for the completed assembly.



Figure 4.2: ENGWE X20 Electric Bike in folded configuration.

This image illustrates the ENGWE X20 Electric Bike in its folded state, demonstrating its compact design for storage and transport. The folding mechanism is a key convenience feature.

5. COMPONENTS OVERVIEW

Familiarize yourself with the key components of your ENGWE X20 Electric Bike:

- **Motor:** 1000W Peak Power Hub Motor (Sustained 750W).
- **Batteries:** Dual Removable Battery System (48V 14.4Ah + 48V 7.8Ah).
- **Tires:** 20" x 4.0" Fat Tires, motorcycle-style for enhanced stability and traction.
- **Suspension:** Triple Suspension System (Hydraulic Front, Mechanical Center, Air Rear).
- **Brakes:** Hydraulic Disc Brakes for reliable stopping power.
- **Gears:** Shimano 8-Speed System.
- **Display:** Intuitive LCD interface for real-time data.
- **Frame:** All-aluminum foldable frame.

1000W

Peak Power



MAX Speed

50KM/H



20 x 4.0 inches

Fat tires

 **x3**

Triple
Suspensions



Hydraulic
Disc Brakes

14.4Ah+7.8Ah Dual Batteries



Figure 5.1: Overview of ENGWE X20 key features.

This image highlights the core features of the ENGWE X20, including its 1000W peak power, 50 km/h max speed, 20x4.0 inch fat tires, triple suspension, 14.4Ah + 7.8Ah dual batteries, and hydraulic disc brakes.

Powerful Hub-Motor

Sustained 750W

1000w

Peak



Peak Power

Other eBikes 500W

50% stronger

ENGWE X20 1000W

Accelerate swiftly and slope roads with a 750W motor (1000W peak power).

Figure 5.2: Detailed view of the ENGWE X20's powerful hub motor.

This image focuses on the powerful 1000W peak (750W sustained) hub motor of the ENGWE X20, illustrating its robust design and highlighting its strength compared to other e-bike motors.

Triple Suspension

Triple shock system, 3 times more powerful shock absorbance than normal e-bikes.

Front
Hydraulic Shock



Rear Air Shock



Middle
Mechanical Shock



Figure 5.3: Illustration of the ENGWE X20's triple suspension system.

This image details the triple suspension system of the ENGWE X20, showing the front hydraulic shock, rear air shock, and middle mechanical shock, emphasizing their role in providing a smooth ride.

Ultimate stability Saving Every Ride

Fight compression better than other eBike wheels.



One-piece Wheels **vs** Other Wheels

One-Piece Wheel Spoked Wheel

Built Solid and Durable Easy to Bend or Break

Steady and Pressure Resistant Wobble and Easily Deformed

Easy to Maintain Easy to Rust

Figure 5.4: Comparison of ENGWE X20 one-piece wheels versus traditional spoked wheels.

This image compares the one-piece wheels of the ENGWE X20 with traditional spoked wheels, highlighting the superior stability, durability, and ease of maintenance offered by the one-piece design.

6. OPERATING INSTRUCTIONS

Powering On/Off:

- To power on, press and hold the power button on the LCD display.
- To power off, press and hold the power button again until the display turns off.

Riding Modes:

The X20 features three riding modes:

- **ECO Mode:** Provides minimal motor assistance for maximum range.
- **NORMAL Mode:** Offers balanced assistance for general riding.
- **SPORT Mode:** Delivers maximum motor power for challenging terrain or higher speeds.

Switch between modes using the controls on the handlebar, typically indicated on the LCD display.

Gear Shifting (Shimano 8-Speed):

Use the twist grip shifter on the handlebar to change gears. Shift to lower gears for climbing hills and higher gears for flat terrain or downhill riding. Always pedal lightly when shifting to ensure smooth transitions.

Braking (Hydraulic Disc Brakes):

The ENGWE X20 is equipped with hydraulic disc brakes for superior stopping power. Apply both front and rear brakes simultaneously for effective and controlled stopping. Avoid sudden, hard braking, especially with the front brake, to prevent skidding.

Intelligent Speed Control:

The intelligent speed control system helps maintain a constant speed, enhancing riding comfort on longer stretches.

Lighting:

The bike features automatic headlights and taillights for enhanced visibility. Light-sensitive headlights adjust automatically to ambient light conditions.

7. BATTERY INFORMATION

The ENGWE X20 features a dual removable battery system (48V 14.4Ah and 48V 7.8Ah) providing a combined energy capacity of 22.2Ah and a range of up to 95 miles.

Charging the Batteries:

- Always use the original charger provided with your e-bike.
- Ensure the bike is turned off before charging.
- You can charge the batteries while they are installed on the bike or remove them for charging.
- Connect the charger to the charging port on the battery, then plug the charger into a standard wall outlet.
- The charger indicator light will typically show red during charging and turn green when fully charged.
- Do not overcharge the batteries. Disconnect the charger once charging is complete.

Battery Care and Maintenance:

- Store batteries in a cool, dry place, away from direct sunlight and extreme temperatures.
- If storing for extended periods, charge the batteries to approximately 50-60% capacity and recharge every 1-2 months to prevent deep discharge.
- Avoid exposing batteries to water or excessive moisture.
- Do not puncture, drop, or disassemble the battery pack.

8. MAINTENANCE

Regular maintenance ensures the longevity and safe operation of your ENGWE X20 Electric Bike.

Routine Checks (Before Each Ride):

- **Brakes:** Test both front and rear brakes for proper function and responsiveness.
- **Tires:** Check tire pressure (refer to tire sidewall for recommended PSI) and inspect for any cuts, punctures, or excessive wear.
- **Bolts & Fasteners:** Ensure all visible bolts, nuts, and quick releases are tight and secure.
- **Battery:** Check battery charge level on the display.
- **Lights:** Verify that headlights and taillights are working.

Periodic Maintenance:

- **Cleaning:** Clean the bike regularly with a damp cloth. Avoid high-pressure washing directly on electrical components.
- **Chain Lubrication:** Lubricate the chain every 100-200 miles or after riding in wet conditions.
- **Brake Pads:** Inspect brake pads for wear and replace them when necessary.
- **Suspension:** Check suspension components for any leaks or damage. Keep them clean.
- **Professional Service:** It is recommended to have your e-bike professionally serviced at least once a year or every 500 miles, whichever comes first.

9. TROUBLESHOOTING

This section addresses common issues you might encounter with your ENGWE X20 Electric Bike. For problems not listed here, please contact customer support.

Problem	Possible Cause	Solution
Bike does not power on.	Battery is low or not properly seated.	Charge the battery. Ensure batteries are fully inserted and locked into place.
Motor not assisting.	Pedal Assist System (PAS) level is zero; brake levers engaged; loose motor connection.	Increase PAS level on display. Release brake levers. Check motor cable connection.
Brakes feel weak or spongy.	Worn brake pads; air in hydraulic line; misaligned calipers.	Inspect and replace brake pads. Bleed hydraulic brakes (professional service recommended). Adjust caliper alignment.

Problem	Possible Cause	Solution
Unusual noises from drivetrain.	Dry or dirty chain; misaligned derailleur.	Clean and lubricate the chain. Adjust derailleur (refer to Shimano manual or seek professional help).
Short battery range.	Under-inflated tires; riding in high assist modes; frequent stops/starts; cold weather.	Ensure tires are properly inflated. Use lower assist modes. Ride smoothly. Battery performance decreases in cold weather.

10. SPECIFICATIONS

Feature	Specification
Model Name	X20
Bike Type	Electric Bike
Motor Power	1000W Peak (750W Sustained) Hub Motor
Battery Capacity	Dual 48V (14.4Ah + 7.8Ah) = 22.2Ah Total
Max Speed	Up to 50 km/h (31 mph)
Max Range	Up to 95 miles (depending on riding conditions and mode)
Wheel Size	20" x 4.0" Fat Tires
Frame Material	Aluminum
Suspension Type	Triple (Hydraulic Front, Mechanical Center, Air Rear)
Brake Style	Hydraulic Disc
Number of Speeds	8 (Shimano)
Maximum Weight Recommendation	330 Pounds
Folded Dimensions	40x26x31 inches (approximate)
Certification	UL 2849 Certified/GCC

11. WARRANTY AND SUPPORT

Warranty Information:

ENGWE offers a one-year limited warranty for the motor, batteries, and controller of your X20 Electric Bike, starting from the date of purchase. This warranty covers manufacturing defects and material flaws under normal use. It does not cover damage resulting from misuse, accidents, unauthorized modifications, or normal wear and tear.

Customer Support:

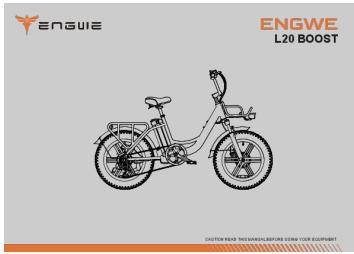
Our dedicated customer support team is available 24/7 to assist you with any questions, concerns, or technical issues you may encounter. For assistance, please refer to the contact information provided on the ENGWE official website or your purchase documentation.

For more information and support, visit the official ENGWE store:[ENGWE Store on Amazon](#).

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Related Documents - X20

 <p>Some questions about the X20</p> <table border="1"><thead><tr><th>Question</th><th>Answer</th></tr></thead><tbody><tr><td>Q1: What is the range and speed of the X20?</td><td>With a 36V 250W motor and a 36V 10Ah battery, the X20 can travel up to 25-30 km on a single charge. It has a top speed of 25 km/h.</td></tr><tr><td>Q2: What is the weight of the X20?</td><td>The X20 weighs approximately 18 kg.</td></tr><tr><td>Q3: How to unlock speed and limit it?</td><td>Unlock speed: 1. Press the power button for 3 seconds to turn on the bicycle, then long-press the right handlebar button. 2. Press the power button again to turn off the bicycle. 3. Repeat steps 1 and 2 to unlock the speed. Limit speed: 1. Press the power button for 3 seconds to turn on the bicycle, then long-press the left handlebar button. 2. Press the power button again to turn off the bicycle. 3. Repeat steps 1 and 2 to limit the speed.</td></tr><tr><td>Q4: How to charge the X20?</td><td>Charge the X20 using the provided charger. It takes approximately 4-5 hours to fully charge the battery.</td></tr></tbody></table>	Question	Answer	Q1: What is the range and speed of the X20?	With a 36V 250W motor and a 36V 10Ah battery, the X20 can travel up to 25-30 km on a single charge. It has a top speed of 25 km/h.	Q2: What is the weight of the X20?	The X20 weighs approximately 18 kg.	Q3: How to unlock speed and limit it?	Unlock speed: 1. Press the power button for 3 seconds to turn on the bicycle, then long-press the right handlebar button. 2. Press the power button again to turn off the bicycle. 3. Repeat steps 1 and 2 to unlock the speed. Limit speed: 1. Press the power button for 3 seconds to turn on the bicycle, then long-press the left handlebar button. 2. Press the power button again to turn off the bicycle. 3. Repeat steps 1 and 2 to limit the speed.	Q4: How to charge the X20?	Charge the X20 using the provided charger. It takes approximately 4-5 hours to fully charge the battery.	<p>X20 Electric Bicycle Troubleshooting and Features</p> <p>A guide to common questions, error codes, and speed unlocking/limiting for the X20 electric bicycle.</p>
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	<p>Engwe X20 Electric Bike User Manual and Assembly Guide</p> <p>Comprehensive guide for the Engwe X20 electric bike, covering assembly, display functions, riding tips, safety precautions, maintenance, troubleshooting, and warranty information.</p>										
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[ENGWE L20 Boost E-Bike User Manual: Safety, Installation, and Operation Guide](#)

Comprehensive user manual for the ENGWE L20 Boost electric fat tire bike. Covers safety guidelines, product components, technical specifications, step-by-step installation, display functions, battery care, charging, and warranty information.

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PLEASE READ THIS MANUAL CAREFULLY BEFORE USING YOUR BIKE
THANK YOU FOR CHOOSING TO BE PART OF THE ENGWE BIKE
FAMILY
We hope you will find this manual easy to understand and useful.
Please read the manual carefully. This manual is intended for your
Engwe and only one. Always follow the best practices and safety tips.
Engwe X20 electric bike manual guide, and it is the correct model of Engwe, and
as such, please take care of maintenance and use it. We advise following properly.
Please read the manual carefully and follow the instructions to ensure your
safety, enjoyment, and a long life of the bike.
Remember, rules, and the respect are safety, pleasure, as well as all the
local laws and traffic rules, and follow your local laws.

CONTACT INFORMATION
Email: support@engwe-electric-bikes.com
www.engwe-electric-bikes.com

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