

HillMiles Mile 1

# HillMiles Mile 1 Electric Bicycle User Manual

Your comprehensive guide to setup, operation, and maintenance.

## 1. SETUP GUIDE

### 1.1 Unboxing and Initial Inspection

Carefully remove all components from the packaging. Inspect the bicycle and all accessories for any signs of damage during transit. If any damage is found or parts are missing, please contact customer support immediately.

Expected components include:

- HillMiles Mile 1 Electric Bicycle Frame
- 36V 10.4AH Battery Pack
- Battery Charger
- Pedals (Left and Right)
- Tool Kit (wrenches, hex keys)
- User Manual (this document)

### 1.2 Assembly

Follow these steps to assemble your HillMiles Mile 1 electric bicycle:

1. **Handlebar Installation:** Loosen the stem bolts on the front fork. Insert the handlebar stem into the fork tube, ensuring it is aligned with the front wheel. Tighten the stem bolts securely.



Detailed image of handlebar installation, showing the stem being inserted and aligned.

2. **Seat Post Installation:** Insert the seat post into the seat tube of the frame. Adjust the height to a comfortable riding position, then secure it with the quick-release lever or bolt.
3. **Pedal Attachment:** Identify the Left (L) and Right (R) pedals. The left pedal screws counter-clockwise, and the right pedal screws clockwise. Apply a small amount of grease to the threads and screw them firmly into the crank arms.

*Detailed image of pedal attachment, highlighting the L/R markings and tightening direction.*

## 1.3 Battery Installation and Initial Charge

Before your first ride, fully charge the battery. Slide the 36V 10.4AH battery into its designated slot on the frame until it clicks securely into place. Use the provided key to lock the battery if applicable.

*Image illustrating the correct method for installing the battery into the bike frame.*

Connect the charger to the battery charging port and then to a standard wall outlet. The indicator light on the charger will show charging status (e.g., red for charging, green for fully charged). The initial charge may take 6-8 hours.

*Image demonstrating how to properly connect the battery charger to the bicycle's charging port.*

## 2. OPERATING YOUR HILLMILES MILE 1

### 2.1 Powering On/Off

To power on the bicycle, ensure the battery is installed and locked. Press and hold the power button on the display unit (usually located on the handlebars) for a few seconds until the screen illuminates. To power off, press and hold the same button until the display turns off.

### 2.2 Display Functions

The LCD display provides essential riding information:

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

Use the '+' and '-' buttons on the display to navigate through different information screens or adjust settings.

### 2.3 Pedal Assist System (PAS)

The HillMiles Mile 1 features a Pedal Assist System (PAS) with multiple levels. When you pedal, the motor provides assistance based on the selected level. Use the '+' button to increase assistance and '-' to decrease it. Level 0 provides no assistance, while higher levels provide more power, making pedaling easier.

### 2.4 Braking

The bicycle is equipped with front and rear brakes. The right lever typically controls the rear brake, and the left lever controls the front brake. Apply both brakes simultaneously for effective and safe stopping. Avoid sudden, hard braking, especially with the front brake, to prevent skidding.

### 2.5 Riding Safely

Always prioritize safety when riding your electric bicycle:

- Always wear a helmet that meets safety standards.
- Familiarize yourself with local traffic laws and regulations for electric bicycles.
- Perform a pre-ride check before each use: inspect tires, brakes, and ensure all bolts are tight.
- Be aware of your surroundings and anticipate potential hazards.
- Adjust your riding style to weather conditions and road surfaces.
- Use the integrated lights for visibility, especially during low-light conditions.

Your browser does not support the video tag.

*This video demonstrates essential safety tips for riding the HillMiles Mile 1 electric bicycle, including helmet use, hand signals, and pre-ride checks.*

## 3. MAINTENANCE AND CARE

### 3.1 Regular Checks

To ensure the longevity and safe operation of your HillMiles Mile 1, perform these checks regularly:

- **Tires:** Check tire pressure before each ride. The 14"\*2.0" tires typically require 30-50 PSI. Inspect for wear or punctures.

*Image demonstrating how to check and maintain proper tire pressure.*

- **Brakes:** Test brake levers for proper function and ensure brake pads are not excessively worn.
- **Chain:** Keep the chain clean and lubricated to prevent rust and ensure smooth pedaling.
- **Bolts and Fasteners:** Periodically check that all bolts, especially on the handlebars, seat post, and wheels, are securely tightened.

### 3.2 Cleaning

Clean your e-bike with a damp cloth and mild soap. Avoid using high-pressure washers or directing water directly at electrical components (motor, battery, display) as the IP65 rating protects against splashes, not direct jets.

### 3.3 Battery Care

To maximize the lifespan of your 36V 10.4AH battery:

- Avoid completely draining the battery before recharging.
- Charge the battery regularly, even if the bike is not used frequently.
- Store the battery in a cool, dry place, ideally between 10°C and 20°C (50°F and 68°F).
- If storing for extended periods, charge the battery to about 50-70% every 1-2 months.

## 4. TROUBLESHOOTING COMMON ISSUES

This section provides solutions for common problems you might encounter. For issues not listed here, please contact customer support.

Problem	Possible Cause	Solution
Bike won't power on	Battery not installed correctly, battery discharged, power button not pressed long enough.	Ensure battery is fully seated and locked. Charge the battery. Press and hold the power button for 3-5 seconds.
Motor not assisting	PAS level is 0, battery low, brake levers engaged, loose motor cable.	Increase PAS level. Charge battery. Release brake levers. Check motor cable connection.
Brakes squeak	Dirty brake pads/rotors, misaligned calipers, worn pads.	Clean brake pads and rotors. Adjust caliper alignment. Replace worn brake pads.
Battery not charging	Charger not connected properly, faulty charger/battery, power outlet issue.	Ensure secure connections. Try a different outlet. Contact support if issue persists.

## 5. TECHNICAL SPECIFICATIONS

- **Model:** HillMiles Mile 1
- **Motor:** 250W Brushless Hub Motor
- **Battery:** 36V 10.4AH Lithium-ion
- **Max Speed:** 25 km/h (15.5 mph)
- **Range:** 40-65 km (25-40 miles) per charge (depending on terrain, rider weight, and assist level)
- **Tires:** 14" x 2.0" Pneumatic
- **Frame Material:** Aluminum Alloy
- **Water Resistance:** IP65 (Protected from dust and low-pressure water jets from any direction)
- **Brakes:** Front and Rear Disc Brakes
- **Weight:** Approx. 18 kg (39.7 lbs)

*Note: Specifications are subject to change without notice. Actual performance may vary based on usage conditions.*

## 6. WARRANTY INFORMATION

HillMiles provides a limited warranty for the Mile 1 Electric Bicycle against defects in materials and workmanship under normal use. The warranty period typically covers:

- **Frame:** 1 year
- **Battery:** 6 months
- **Motor and Controller:** 1 year
- **Other Components:** 6 months

This warranty does not cover normal wear and tear, damage caused by misuse, neglect, accidents, unauthorized modifications, or improper maintenance. Proof of purchase is required for all warranty claims.

For full warranty terms and conditions, please refer to the official HillMiles website or contact customer support.

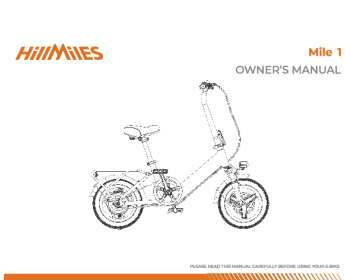
# 7. CUSTOMER SUPPORT

If you have any questions, require technical assistance, or need to make a warranty claim, please contact our customer support team:

- **Website:** [www.hillmiles.com/support](http://www.hillmiles.com/support)
- **Email:** [support@hillmiles.com](mailto:support@hillmiles.com)
- **Phone:** +1-800-XXX-XXXX (Available Monday-Friday, 9 AM - 5 PM EST)

Please have your product model and purchase date ready when contacting support.

## Documents - HillMiles – Mile 1



[pdf] User Manual Installation Guide  
Mile 1 250314 HILLMILES 1 USER MANUAL EUHILLMILES 14 Step through E bike For Women 250W Motor 36V 10 4 GleerideHILLMILES EUcdn shopify s files 0627 2532 4996 EU v 1749090502 |||  
First, use tools to remove the transportation fixed shaft on the front fork, then install the front wheel on the front fork and fix the nuts on both sides with an open-ended wrench, and check whether the front wheel is fastened. - First put the handlebar into the top of the handlebar stem a...  
lang:en score:16 filesize: 3.54 M page\_count: 22 document date: 2025-06-05



[pdf] X HILLMILES CE LVD CertificateHILLMILES Mile 1 14 Step through E bike For Women 250W Motor 36V 10 4 GleerideHILLMILES Certificatecdn shopify s files 0627 2532 4996 Certificate v 1749090435 |||  
...  
lang:en score:10 filesize: 795.64 K page\_count: 1 document date: 2025-04-16



[pdf] X HILLMILES Mile1 ROHS CertificateHILLMILES Mile 1 14 Step through E bike For Women 250W Motor 36V 10 4 GleerideHILLMILES Certificatecdn shopify s files 0627 2532 4996 Certificate v 1749090714 |||  
...  
lang:en score:10 filesize: 742.69 K page\_count: 1 document date: 2025-04-16

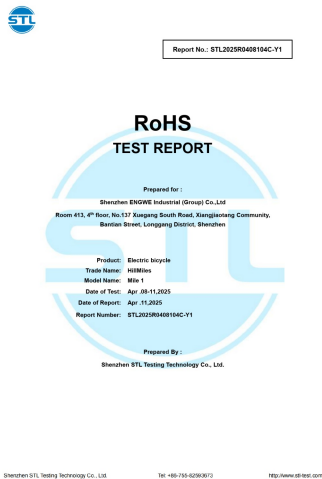


[pdf]

X HILLMILES CE EN 15194 CertificateHILLMILES Mile 1 14 Step through E bike For Women 250W Motor 36V 10 4 GleerideHILLMILES Certificatecdn shopify s files 0627 2532 4996 Certificate v 1749090431 |||

...

lang:en score:10 filesize: 795.44 K page\_count: 1 document date: 2025-04-16



[pdf]

Legend User HILLMILES Mile1 ROHS ReportHILLMILES Mile 1 14 Step through E bike For Women 250W Motor 36V 10 4 GleerideHILLMILES Reportcdn shopify s files 0627 2532 4996 Report v 1749090721 |||

...

lang:en score:10 filesize: 4.86 M page\_count: 14 document date: 2025-04-16



[pdf]

Microsoft Word DSS OTS PRO SHHG1212044816BC SYSTEM HILLMILES CE EN 15194 ReportHILLMILES Mile 1 14 Step through E bike For Women 250W Motor 36V 10 4 GleerideHILLMILES Reportcdn shopify s files 0627 2532 4996 Report v 1749090468 |||

...

lang:en score:9 filesize: 6.78 M page\_count: 50 document date: 2025-04-16



APPLICATION FOR LOW VOLTAGE DIRECTIVE  
On Behalf of  
Shenzhen ENGWE Industrial (Group) Co., Ltd  
For  
Electric bicycle  
Model No.: Mile 1

Prepared for : Shenzhen ENGWE Industrial (Group) Co., Ltd  
Room 412, 4th floor, No.137 Xiangang South Road, Xianggang  
Community, Bantian Street, Longgang District, Shenzhen

Prepared By : Shenzhen STL Testing Technology Co., Ltd.  
Unit C, 8F, Building A, Shengliang Industrial Park, No. 127 Fuyuan 1  
Road, Jingling Community, Fuyang Street, Bantian District, Shenzhen, China

Date of Test: Apr-08-11-2025  
Date of Report: Apr-11-2025  
Report Number: STL20250408102C-Y1

[pdf] Test Report

TEST REPORT FORM TEMPLATE IEC60335-1 TRF CB Scheme JMW HILLMILES CE LVD

ReportHILLMILES Mile 1 14 Step through E bike For Women 250W Motor 36V 10 4 GleeideHILLMILES

Reportcdn shopify s files 0627 2532 4996 Report v 1749090469 |||

...

lang:en score:9 filesize: 6.8 M page\_count: 67 document date: 2025-04-16