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EBIKE M10

USER MANUAL

US Based Support
Mon-Fri: 8AM-4PM (PDT)
US: +1 (888) 496 8123

Contents

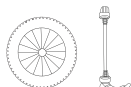
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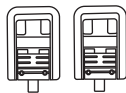
1. What's Included in the Box



1x Bike Frame
+ Rear Wheel



1x Front Wheel
1x QR Skewer



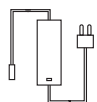
2x Pedal



3x Hex Key



1x Bicycle Pump



1x Charger



1x Wrench



1x User Manual



2x Battery Key



2. Installation Instructions

Before Installation

- Please read this manual thoroughly and follow its instructions.
- Make sure all parts are intact.
- Do not install the battery or start the computer until the bike is fully installed.
- If you have any questions or can't find the information you need in the manual, Please contact us via email.



2.1 Adjust the stem



After taking out the E-bike from the package, use an appropriate wrench to loosen the stem clamp screws, rotate the stem 180°, and retighten the screws.



2.2 Install the handlebar



Sit the handlebar in place and put on the handlebar clamp. Adjust the handlebar to make it vertical to the E-bike frame. Then tighten the handlebar clamp screws.



2.3 Install the kickstand



1. Remove the two screws and nuts pre-installed on the chain stay with an appropriate hex wrench and open-ended wrench.



2. Align the screw holes of the kickstand with the kickstand mounting holes on the chain stay. Insert and tighten the two screws with screw heads outwards and nuts inwards.



2.4 Assemble and install the front wheel



1. Take out the front wheel and front wheel QR. There are two cone springs on the QR.



2. Remove the thumb nut from the QR.



2.4 Assemble and install the front wheel



3. Slide the QR skewer through the axle. Lightly screw the thumb nut back on.

⚠ Make sure the QR lever and the brake rotor are on the same side and the spring's narrow end close to the wheel. Keep the lever open and spin the nut a few times to leave enough space to close the lever.



4. Place the wheel axle into the fork slots completely with the brake rotor sitting inside the brake caliper.

⚠ Make sure the wheel axle is fully placed into the fork slots.



5. Tighten the thumb nut until you can close the lever with resistance when the lever is fully opened.

⚠ The quick-release skewer secures the front wheel on the front fork. Thus, the thumb nut must be tightened firmly so the closed QR lever has enough grip to hold the axle and the front wheel in place.



2.5 Install the front light



1. Loosen the screw that holds the light stand with an appropriate hex wrench and open-ended wrench.



2. Adjust the light and make it face forward. Make sure the gasket is between the screw head and the light stand.



2.6 Install the pedals



1. Identify the right pedal and left pedal by the "R" and "L" marks on the pedals.



2. First, tighten the pedals by spinning the right pedal clockwise and the left pedal counter-clockwise with your hand. Then tighten the pedals with the provided open-ended wrench.



2.7 Install the seat



1. Open the seatpost clamp on the seat tube. Pull up or push down the seat to adjust the height of the seat.



2. Close the seatpost clamp to clamp the seatpost in place.

Note: Keep the minimum insertion line at least below the top end of the seat tube.



2.8 Battery lock switch

(Before riding, familiarize yourself with the battery lock switch and the charging port.)



1. When the key is in the "locked" position, the battery is locked on the frame. You can remove the key and then ride the bike.

2. When the key is in the "unlocked" position, the battery is unlocked, and you can remove the battery from the frame. To prevent accidents, ensure the battery is locked (turn the key clockwise to the "locked" position) before moving or riding the E-bike.





2.9 Remove the battery (For your convenience, isinwheel designed the battery to be removable.)



When removing the battery, do not drop or damage the battery. To install the battery, align the battery terminals with the battery slots and then push down the battery. When you hear a clicking sound, it means the battery is installed in place and will not move around.



1. Power off the E-bike, insert the key, and turn the key counterclockwise to the "unlocked" position.



2. When the battery is unlocked, push up the battery and you can remove the battery from the E-bike. Hold the battery when removing it.



3. Charging Instructions



3.1 Charge the E-bike with the battery on the bike



- Open the rubber cover of the charging port on the right side of the E-bike.
- Power off the E-bike.
- Insert the DC connector of the charger cable into the battery charging port.
Note: Place the charger on a flat and safe surface during charging.
- Plug the AC connector of the charger cable into an outlet. The LED indicator on the charger is red during charging and turns green after the battery is fully charged.
- After charging, unplug the AC connector before unplugging the DC connector from the charging port.



3.2 Charge the E-bike with the battery off the bike



- Make sure to power off the E-bike.
- Turn the key to the “unlocked” position. (Refer to the “remove the battery” section for specific information.)
- Insert the DC connector of the charger cable into the battery charging port. Note: Place the charger on a flat and safe surface during charging.
- Plug the AC connector of the charger cable into an outlet. The LED indicator on the charger is red during charging and turns green after the battery is fully charged.
- After charging, unplug the AC connector before unplugging the DC connector from the charging port.

For Convenience, The Battery of the isinwheel M10 Electric Bike is Removable.

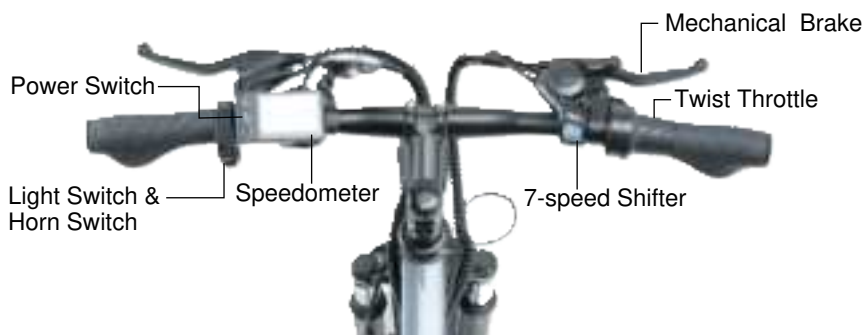
- The battery can be charged when installed on the bike. To remove the battery, Turn the key to the unlock position. (See the Battery Removal section above). Then carefully pull the battery up until the battery comes out of the socket.
- Remove the rubber cover on the charging port opposite the battery key switch. Connect the charger's DC output plug to the charging port on the battery.
- Plug the charger AC plug into a power outlet to start charging and the LED indicator will glow red. When battery is fully charged, the indicator turns green. Unplug the charger from the wall outlet before unplugging the charger output plug from the battery charging port.

Battery Safety

- Please fully charge the battery before first use. It takes about 4-5 hours.
- Periodically visually inspect the battery connector and charging cable.
- Always keep the charging environment clean and dry.
- Do not charge the e-bike if there is liquid on the charging port.
- Avoid charging your e-bike in extremely hot or cold conditions to take full advantage of the battery's maximum efficiency. Under no circumstances should you use the bike while it is charging or connected to a charger.
- The charging time is about 8 hours. Prolonged charging may reduce battery life and performance.
- Only use the charger that comes with the M10 e-bike. If the official charger is lost or damaged, Please contact Customer Service for a replacement.
- Before using the e-bike, be sure to lock the battery with the provided battery key and remove the battery key.



4. Product Overview (Bike & Computer)



Speed Modes	Full Throttle	Pedal Assist
0	×	×
1-5	✓	✓
Display OFF	×	×

Full throttle mode:

After powering on the E-bike, you can twist the throttle to move forward and adjust the speed level from 1 to 5 by pressing the “+” and “-” buttons.

PAS mode:

After powering on the E-bike, you can adjust the PAS level from 1 to 5 by pressing the “+” and “-” buttons.

Normal bike mode:

After powering off the E-bike, you can ride it like a normal bike.

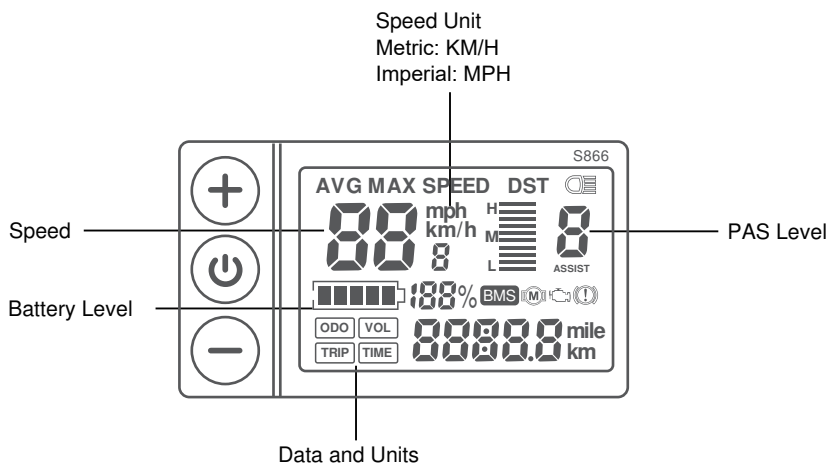
- Before riding, fully charge the battery and make sure the key is in the “locked” position.
- Press and hold the power button for 2 seconds to power on the E-bike.
- The maximum speed is 32 km/h (20 mph).
- Switch the speed level by pressing the “+” or “-” button.
- To stop the E-bike: release the throttle and squeeze the brake levers to decelerate the front and rear wheels until the bike stops.



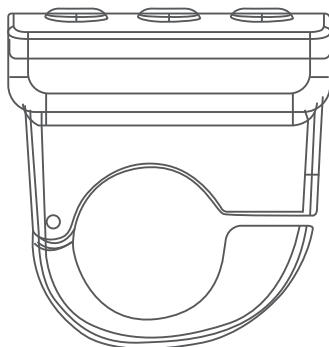
5.Display and Buttons

I. Computer Display

Front view



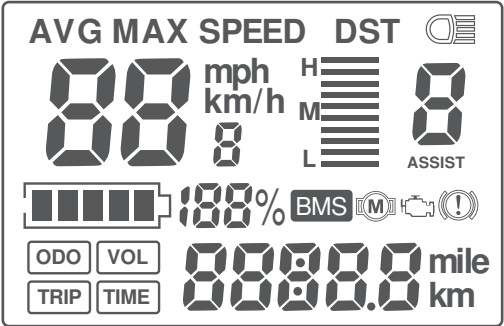
Side view



III. Function Description

Functions:

- 1. On the screen
Speed, Battery Level, Error Code, Total Distance, and Trip Distance
- 2. Controls and settings
Power on/off, set wheel diameter, set auto sleep time, set backlight brightness, set power on method, set drive mode, set voltage level, set controller current limit
- 3. Communication protocol: UART
Displays all data for 1 second after startup.



What's on the screen

	3.1 Battery level
	3.2 Multifunction display section ODO: odometer; TRIP: trip distance (unit: mile, km); TIME: trip time; VOL: battery voltage; DST: trip distance
	3.3 Speed section AVG: average speed; MAX: top speed; SPEED: current speed; mph and km/h: speed unit The speed signal comes from the Hall signal in the motor, and is sent to the computer by the controller (the time of a single Hall cycle, unit: 1ms). Then the computer will calculate the real speed based on the wheel diameter and signal data (the number of magnets needs to be set in the motor Hall).

		3.4 Pedal assist level adjustment: displayed in the form of numbers 0-9 and 10 level bars;	
		3.5 Bike status section	
			
Motor Fault	fault	brake applied	front light on

4. Settings

P01: backlight brightness (1 means the weakest and 3 means the brightest)

P02: travel distance unit (0 means KM and 1 means MILE)

P08: speed limit, range: 0-100 km/h (100 means no speed limit)

The number means the top speed, e.g., when you input 25, then the bike's top speed will not exceed 25km/h, and the speed will maintain at the preset value with an error of ± 1 km/h (apply for both PAS mode and throttle mode).

Notice: P09-P15 are only available when in communication state.

P09: switch between zero start and non-zero start (0 means zero start and 1 means non-zero start)

P16: zero ODO by holding the “+” button for 5 seconds

P17: 0 means cruise control off and 1 means cruise control on; auto cruise control is optional (only works with number 2 protocol)

IV. Buttons

1. In the power-off state, press and hold  to power on the bike; after power-on, press  to switch between ODO, TRIP, VOL, and TIME.
2. In the power-on state, press  and hold to power off the bike, press  to increase the PAS level by 1 and  to decrease the PAS level by 1.
3. Press and hold  and  to enter settings

In the status of a certain parameter, press  to switch parameters, press  to increase the value, press  to decrease the value. After setting the value, press  to save the value and then switch to the next parameter; after setting the parameters, hold  and  to exit the settings interface or wait for 8 seconds and it will automatically exit and save the settings.



For safe riding, please read the following information carefully. Before riding, Be sure to check that your brakes are working properly.

Before Your First Ride

- Check whether the quick-release screws and seat are firm, And whether the brakes are effective.
- Check seat, Gears, And tire pressure. Proper tire inflation can reduce flat tires and improve performance, Including distance traveled per inflation.
- Check the handlebar and screws at least weekly.
- Performing the above routine checks before and after each ride can help you keep your bike performing at peak performance and spot potential problems before they become a safety hazard.

Bike Mechanic Check Every Six Months

- Bikes require regular maintenance. Take your bike to your local bike shop twice a year for tuning. Critical components should be inspected frequently, Repaired and adjusted by an experienced mechanic.

Notice

- Wear an approved helmet and other protective equipment to reduce any possible injury.
- Helmets can reduce serious head injuries by 85%.
- Elbow pads can reduce elbow injuries by 82%.
- Knee pads can reduce knee injuries by 32%.

Warning

- To avoid accidental movement while waiting at a traffic light, Set the speed mode to zero, Or apply brakes.
- When riding, Make sure your feet are always on the pedals and your hands on the handlebars. It is dangerous to take your feet off the pedals in riding.
- Never ride the electric bike for dangerous actions. Failure to exercise good judgment or heed the above warning increases the risk of serious injury and, In rare cases, Death.
- Make sure the battery is fully charged, Especially for long trips.
- For your own safety and the safety of others, Obey the speed limit, Ride at a speed you are comfortable with, And be prepared to stop at any time.
- Keep a safe distance from other riders to avoid collisions.
- Be aware of your surroundings and avoid obstacles and unsafe surfaces.
- Ride in the open and flat. Try to avoid slopes or places with many pedestrians.
- Do not ride at high speeds, On uneven terrains, In bad weather or in other unsafe conditions.
- Never use the electric bike for anything that could cause personal injury or property damage.
- Do not attempt to carry passengers or heavy objects. This bike can only hold the weight of one person at a time. Do not exceed the weight limit.
- Ride e-bikes only where permitted. You must obey local laws and be courteous to pedestrians.



7. Battery Maintenance

A well-maintained battery performs well even after high mileage. Charge the battery after each ride to prevent the battery from draining from a full charge. Batteries perform best when used at room temperature (70°F [22°C]). However, Using it at temperatures below 32°F (0°C) will degrade performance. In general, at -4°F (-20°C), Battery performance drops to half of that at 70°F (22°C). When the temperature rises, Battery life will resume.

Refer to local laws and regulations regarding battery recycling and/or disposal.

Under normal circumstances, A fully charged battery can hold power for 90 days in standby mode. Remember to charge the battery after each use. Draining the battery may cause permanent damage to the battery. Electronics inside the battery record the charge and discharge of the battery. Damages due to over-discharge or over-discharge are not covered by the warranty.

Notice

- Do not perform any maintenance while the e-bike is powered on or charged.
- Do not store or charge the battery within the temperature range of 20°C-25°C / 68°F-77°F. Do not pierce the battery.
- Do not attempt to disassemble the battery to avoid fire.
- When the ambient temperature exceeds the maximum operating temperature (see instruction manual), Do not ride it electric bike.
- Temperature will limit maximum power/torque. Otherwise, Personal injury or property damage may occur. Before cleaning, Make sure the power is turned off and the charging cable is unplugged. Otherwise, You may damage electronic components. Proper cleaning of your e-bike can guarantee a longer lifespan and a smoother ride.
- Wipe the outer body of the e-bike with a soft and dry microfiber cloth.
- Check around the wheel to make sure there are no foreign objects. The design of this electric bike makes wheel maintenance easy.
- The E-Bike has IPX4 water resistance, Which means it can withstand splashes. However, Don't submerge the E-Bike in water.

Note

- Do not use alcohol, Gasoline, Acetone, Or other corrosive/volatile solvents to clean the bike. These substances can damage the exterior and the internal structure of the bike.
- Do not allow water and liquids to enter the electric parts or battery of the e-bike.



8. Storage

The bike should be fully charged before storage to prevent the battery from being over-discharged after long-term storage.

If the electric bike is to be stored for more than a month, Discharge and charge the battery at least once a month.

Notice

Do not store the electric bike outdoors for extended periods of time. Exposure to sunlight and extreme temperatures (Both hot and cold) accelerates the aging process of plastic parts and can reduce battery life.

Store in a cool dry place.

Do not store in dusty environments as damage may occur over time. Cover the bike to prevent dust from entering.



9. Scrap Disposal

- This product cannot be disposed of by incineration, Landfilling or mixing with household waste. Improper handling of the battery in this product may cause the battery to heat, Rupture, Or ignite, Which could result in serious injury. The substances inside the battery pose a chemical risk to the environment. The end-of-life disposal recommendation for any iSinwheel product is to dispose of the entire device at an e-waste recycling center or through an e-waste recycling center, Project or facility.

- Local regulations and laws related to the recycling and disposal of lithium-ion batteries and/or products containing lithium-ion batteries vary by national, State, And local government. In order to properly dispose of batteries and/or products containing batteries, You must check the laws and regulations that correspond to where you live.

- It is the user's responsibility to properly dispose of waste equipment in accordance with local regulations and laws. For additional information on disposing of batteries and electronics or electronic waste, Please contact your local waste management office or household waste disposal service.

10. Specification

Item	Meaning
Model Name	M10
Net Weight	47.4LBS / 21.5KG
Product Dimensions	70*24.8*40.6 IN / 178*63*103 CM
Package Dimensions	58.3x10.2x29.9 IN / 148*26*76 CM
Max. Incline	11° (Rider Weighs 220.4 LBS / 100KG)
Max. Capacity	330 LBS / 150 KG
Max. Speed	20 MPH / 32 KM/H
Range	39-43 Miles / 63-70KM
Motor	500W
Battery Voltage	36V 10.4Ah
Charge Voltage	100-240V/2A
Wheel Size	26 IN
Charge Time	4-5 Hours
Water Resistance	IPX4
Storage Temperature	20°C-25°C / 68°F-77°F
Operating Temperature	-4°F-140°F / -20°C~60°C
Charging Temperature	32°F-104°F / 0°C-40°C
Warranty	1 Year Limited



11. Warranty

Dear Customer

Thank you for purchasing our foldable lithium battery bicycle! After purchasing our products, please provide correct, Complete, And true personal information and fill in the warranty card to ensure that you receive high-quality service. For products that meet the warranty conditions, Free maintenance is provided. We make the following commitments:

1. You can receive warranty service with the warranty card. The serial number on the bike body must match the serial number on the warranty card. If you can't provide proof of the repair date, Then the factory date or the order date will be the start date of the warranty and we will confirm if it is still within the repair date.
2. From the date of sale to the warranty expiration day, If there is a performance failure caused by non-human damage, once confirmed, Our company promises to repair it free of charge. If the performance failure caused by man-made damage, Once confirmed, Our company will carry out paid maintenance.

Warranty Disclaimer

The following situations are not covered by the warranty service, And you need to pay the relevant service fees. Beware:

1. Total riding distance is over 100 Kilometers.
2. Any damage caused by not following the instructions for use of the electric bike.
3. Lost or changed electric bike number.
4. Product damage caused by accidental factors or improper use, Such as mechanical damage, Breakage, And serious impact on the product, Oxidation, Etc.
5. Overload, Over obstacles (Including but not limited to bottom pedals, falls, etc.), Or damage caused by extreme conditions.
6. Any damage caused by abnormal storage conditions or electrical resistance, Such as fire, Immersion, High temperature, And earthquake.
7. Loss of wearing parts, Such as packaging materials and various technical materials.
8. Other failures or damages not caused by product design, Technology, manufacturing, Quality, or other issues.
9. Not purchased from the isinwheel online store.



12. Contact Us

Contact us if you experience issues relating to riding, Maintenance and safety, Or errors/faults with your isinwheel M10 Electric Bike.

✉ E-mail Service: support@isinwheel.com

🌐 www.isinwheel.com

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