



ELECTRIC BICYCLE USER MANUAL



Thank you for your purchase.

Please contact us if you have difficulty with assembly or need replacement parts.

Pexmor Customer Service is here to assist you.

Email: support@pexmor.com Website: www.pexmor.com

Please attach your User name or Order ID so that we can assist you better

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Assembly Video& Diaplay Operation Video



Safety Information

Warning!

- Install and adjust this bicycle **ONLY** in accordance with these instructions. Read them completely prior to installation and use. Contact customer service if any point is unclear.
- **ALWAYS** obey all applicable local and national laws and regulations while riding. Do not ride this bicycle in any area prohibited to electric bicycles. Always wear your helmet and other required protective gear. Always maintain your reflectors and other required safety equipment.
- Check whether the brakes function well using the brake levers before riding. Even after power is cut to the motorized wheel, the inertia of the bike will often require active braking power.
- **ALWAYS** ensure all fasteners and components are intact and securely tightened before and after every use.
- **DO NOT** ride this bicycle if any part is damaged or malfunctions. Repair or replace worn and broken parts before further use.
- Pay attention to the remaining power before setting out and during use. Recharge your battery as needed to ensure it never runs out of power at a moment where you are taken by surprise.
- **DO NOT** allow children or persons unfamiliar with these instructions to operate this bicycle without strict supervision.
- **DO NOT** wear loose footwear or clothing that may become caught in the wheels or any other moving parts.
- It is recommended that you not ride your bike fast when getting started. This can be ensured by setting the bike's maximum speed limit low until you are fully familiar with your new electric bike and its controls.
- **ALWAYS** be alert for people, animals, or any obstacles that may appear in front of you while riding your bicycle. Be aware that pedestrians and drivers may not expect the speed or responsiveness of your bike. Adjust your behavior accordingly. It is advisable to install warning devices to draw their attention, but always be ready to turn safely out of their way if needed. Do not focus on the LCD display for extended periods of time while riding.
- **NEVER** ride at a speed where your stopping distance exceeds your visibility. We do not recommend that you ride your bicycle at night or in an environment with poor visibility. If you have an emergency that makes it necessary to do so, keep your light on and limit your speed appropriately.
- **DO NOT** get the battery, its charger, or its power cord wet or operate them with wet hands.
- **NEVER** use the pedal assist system (PAS) or timed shutoff in any situation, road condition, or terrain where doing so might impair your control of your bicycle.
- **NEVER** adjust 03, 06, or 07 on the LCD display panel. Adjustment of these parameters should only be made when using the display with other compatible motorized wheels of differing voltage, diameter, or magnet arrangements. In any other case, any adjustment of these parameters should be undone immediately and the original settings restored before any further use of this bicycle.
- Disconnect the battery from this bicycle before any cleaning, servicing, and storage.

Specifications

Wheel	27.5inch/ 70cm
Motor	250W
Battery	36V 13AH
Max speed	15.6mph /25km/h
Max torque	40N.M
Charging time	6.5H
Pure Electric Mileage	70km
Assistant-Mileage	80-90km
Weight	25kg
Max load	150kg
Uphill	15degree
Waterproof	IP65

Parts List

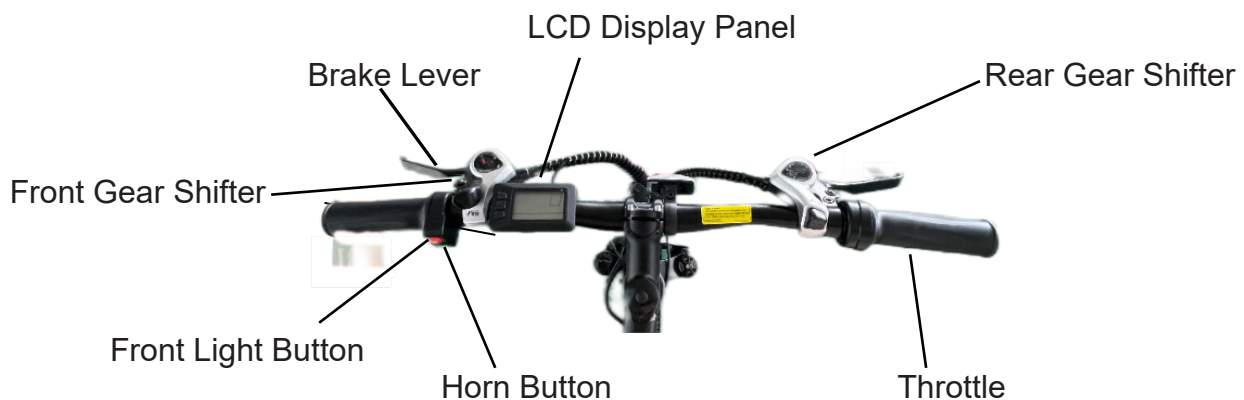
Item	Name	Qty.
A	Main Frame with Motorized Rear Wheel, Brake Disc, Chain, & Derailleur	1
B	Handlebars with LCD Display Panel	1
C	Front Wheel with Brake Disc & Caliper	1
D	Pedals	2
E	Seat	1
F	Front Light	1
G	Battery	1
H	Charger	1
I	Power Cord	1
J	4mm Hex Wrench	1
K	5mm Hex Wrench	1
L	8×10mm Wrench	1
M	13×15mm Wrench	1
N	Phillips Screwdriver	1

Product Diagram

Bicycle



Handlebars



1. Installing the Handlebars



1. Unscrew the top bolt and remove the cap from the stem of the handlebars (B).
2. Loosen the two side bolts on the left and right of the stem.
3. Slide the stem into the head tube of the main frame (A), ensuring the brake and derailleur cables are in the front of the bicycle.
4. Replace the cap, tightening the top bolt with the 5mm hex wrench (K).
5. Set the front fork facing forward, placing the brake caliper to the rear of the fork.
6. Retighten the two side bolts with the 4mm hex wrench (J) until the handlebars are locked in place.

2. Installing the Front Wheel



1. Loosen each nut on the axle of the front wheel (C), adjust each washer to leave a space.
2. Rotate the handlebars, placing the front wheel's brake disc at the same side of the brake caliper to the rear of the front fork.
3. Please turn the front fork 180° clockwise before attaching the front wheel to the front fork, sliding the brake disc into the slot of the brake caliper and placing the axle onto the slots of the fork's tips.
4. Rotate the captive washers and seat their tabs into the holes above the front wheel axle.
5. Tighten the nuts with the 15mm opening of the wrench (M).

Assembly

3. Aligning the Handlebars



1. Secure the bicycle using a bike stand.
2. Loosen the two side bolts on the stem of the handlebars with the 4mm hex wrench.
3. While holding the front wheel firmly, rotate the handlebars to the desired position.
4. Retighten the bolts with your wrench.
5. Test that the handlebars are secure enough.

4. Installing Front Disc Brake



1. Pull the brake wire of the front brake tightly.
2. Use the L-shape 5mm inner hexagonal tool to fix the 3 screws on the brake.
3. Make sure that the disc is in the middle of the brake.
4. Test that the brake levers and brakes work smoothly and firmly before continuing.

5. Installing the Front Light



1. Remove the nut and bolt from the top of the front fork.
2. Fit the connecting plate of the front light (F) onto the top of the fork, aligning their holes.
3. Replace the bolt and nut, tightening them with the 5mm hex wrench and the 10mm opening of the wrench (L) respectively.

Assembly

6. Installing the Pedals



Note: The two pedals (D) **ARE** different and should **NOT** be mixed up. The right pedal is marked with an **R** and the left with an **L**.

1. Attach the pedals to the crank arms on the appropriate side, screwing them into place.
2. Tighten their locking nuts with your 15mm wrench.

7. Installing the Seat



1. Loosen the clamp underneath the seat (E) by rotating its lever.
2. Insert the seat post into the tube until your preferred height is reached.
3. Retighten the clamp using its lever.
4. Check that the seat is secure. If needed, loosen the clamp, tighten its adjustment nut on the other side, and retighten the clamp.
5. Lock the rear fender on the seat tube, fix the front fender with screws to the hole on the front side of the fork.

8. Inflating the Tires

1. Remove the valve cap on a wheel.
2. Connect the valve to an appropriate pump.
3. Inflate the tire until it feels firm. For best results, stop inflation when the pressure reaches 50 psi (3.4 bars).
4. Disconnect your pump from the wheel, replacing the valve cap immediately.
5. Inflate the other tire following the same steps.

Assembly

9. Installing the Battery




1. Insert the attached key beside the battery (G) into the keyhole on the battery.
2. Turn the key counterclockwise to unlock the battery.
3. Fit the battery onto its mount on the down tube, pressing until it clicks into place.
4. Turn the key completely clockwise to lock the battery in place.
5. To activate or deactivate the LCD display panel and the motor, flip the battery's power switch to **I** or **O**.


Assembly Video



Riding with Throttle Control

1. Hold  until the display panel turns on.
2. Twist the throttle to activate the motorized wheel.
3. To speed up, twist the throttle further. The bicycle will not exceed the maximum speed limit you have set on flat pavement but may do so on slopes.

To slow down, ease the throttle back and/or press your brake levers. Pressing either brake lever completely will cut off all power from your battery to the motorized wheel, temporarily leaving it in neutral. Release the brake to restore power at its previous level. To toggle to pedal assist control during a ride, fully release the throttle while pedaling your bike.



4. To stop your bicycle, release the throttle completely and apply your brakes as needed.
5. To turn off the motorized wheel, release the throttle and brake levers while the bike is completely stopped. Hold  until the display panel turns off.

Riding with Pedal Assist Control



1. Make sure the throttle is fully released.
2. Turn the pedals on your bicycle once. The pedal assist system (PAS) will activate and turn the wheels using the motor's power immediately, allowing the bike to reach the maximum speed at the current level.
3. Turn off the pedal assist system by turning the throttle or pressing either brake lever. The bike will default to throttle control or neutral.

Riding with Manual Control



To ride your bike normally, it is recommended to simply leave the LCD display panel or battery turned off. You can also leave them activated while riding with manual control as follows:

1. Hold  until the display panel turns on.
2. Hold **+** and **-** simultaneously until setup mode is displayed.
3. Press  9 times to toggle to "09".
4. Press **+** to toggle from "0" to "1" on the bottom right of the display.
5. Make sure the throttle is fully released.
6. Turn the pedals on your bicycle, keeping the speed less than 3.5 mph (6 km/h). Exceeding this will toggle the bike to pedal assist control.
7. To deactivate this, repeat Steps 1–3 and press **-** to toggle from "1" to "0".

Adjusting Pedal Assist Intensity



1. Make sure the throttle lever is fully released.
2. Hold  until the display panel turns on.
3. Hold **+** and **-** simultaneously until setup mode is displayed.
4. Press  5 times to toggle to "05".
5. Press **+** or **-** to toggle between Levels 1-3 and Levels 1 - 5 for pedal assist from the motor.
6. Wait until the panel returns to its initial display.
7. Press **+** or **-** to shift up or down the pedal assist levels by "1" on the top right of the display. The higher the level is, the higher the assist intensity and running speed will be.

Adjusting Pedal Assist Initiation

1. Make sure the throttle is fully released.
2. Hold  until the display panel turns on.
3. Hold **+** and **-** simultaneously until setup mode is displayed.
4. Press  12 times to toggle to "12".
5. Press **+** or **-** to adjust the value by "1" up or down within Levels 0–5 on the bottom right of the display for pedal assist initiation. The higher the level is, the sooner the bike will receive full pedal assist and reach the maximum speed at the current level when riding with pedal assist control.

Setting of Driving Mode

This bike coexists with both throttle and pedal assistance by default. To change the driving mode:

1. Hold  until the display panel turns on.
 2. Hold **+** and **-** simultaneously until setup mode is displayed.
 3. Press  10 times to toggle to "10".
 4. Press **+** and **-** to toggle between "000" and "002".
- "000" means this bike only has pedal assistance mode;
"001" means this bike only has throttle driving mode;
"002" means that this bike coexists with throttle driving and pedal assistance.
The default value is "002".

Adjusting Gear Shift Assist



To receive further assistance from the sprockets to your pedaling:

1. Turn the gear shifters' knobs on the handlebars to toggle among the gears on the bike during a ride. Turning further will ease your pedaling while helping to speed up the bike.
2. For the 3 gears of the front sprocket, use the gear shifter on the left handlebar.
For the 7 gears of the rear sprocket, use the gear shifter on the right handlebar

Setting the Maximum Speed Limit


When the actual speed surpasses the maximum speed limit, the bicycle will cut off its power automatically and become in neutral. For this, the system applies 15.6mph (25km/h) by default.

To see or adjust the value:

1. Hold  until the display panel turns on.
2. Hold **+** and **-** simultaneously until setup mode is displayed.
3. Press  8 times to toggle to "08". "15.6" will be shown on the bottom right of the display, which refers to 15.6mph as the current maximum speed limit.
4. Press **+** or **-** to adjust the value by 1 mph ("1") up or down within 0–100. 0–15.6 refer to 15.6mph (25 km/h). 16–100 refer to 15.6mph (25 km/h).



Adjusting the Display Panel

Adjusting the LCD Display Brightness

1. Hold  until the display panel turns on.
2. Hold **+** and **-** simultaneously until "01" is displayed.
3. Press **+** or **-** to adjust the display brightness, toggling from low ("1") to medium ("2") to high ("3").




Adjusting Unit Displays

All measurements on the display are given in imperial by default. To change this:



1. Hold  until the display panel turns on.
2. Hold **+** and **-** simultaneously until setup mode is displayed.
3. Press  once to toggle to "02".
4. Press **+** or **-** to toggle between metric ("km") and U.S. customary units ("mile").

Timed Shutoff

The default setting for the display panel and the bicycle is to remain in standby indefinitely once parked. To activate an automatic timed shutoff:

1. Hold  until the display panel turns on.
2. Hold **+** and **-** simultaneously until "01" is displayed.
3. Press  4 times to toggle to "04".
4. Press **+** or **-** to toggle among 1 -60 minutes as the length of the system's standby mode. Once activated, parking the bicycle will start a countdown after which the system will automatically shut off completely.
5. Restart the panel and the bicycle as normal, holding  until the panel activates.

Resetting the Odometer

1. Hold  until the display panel turns on.
2. Hold **+** and **-** simultaneously until setup mode is displayed.
3. Press  16 times to toggle to “16”.
4. Hold **+** until the number beside “ODO” resets to “0”.

Operation Video



Charging the Battery

You can see the remaining power on the battery's LED power display and the top left of the LCD display panel. When recharging is necessary:

1. Unlock the battery by inserting the key and turning counterclockwise.
2. Remove the battery from the bicycle.
3. Connect the charger (H) to a stable compatible power source.
4. Connect the battery to the charger using the provided power cord (I). The battery's power indicator light should turn red and charging should begin.
5. When the light turns green, the battery has been fully charged. Disconnect the charger first from your power source and then remove the battery from the charger.

Miscellaneous

- Disconnect the power after each use and prior to any cleaning or other maintenance.
- Check the parts of the bicycle for any looseness, wear, or damage after use. Tighten, repair, or replace any problematic parts before further use.
- The exterior of the bicycle can be cleaned with a soft damp cloth. Do not use abrasive or caustic chemicals.
- Lubricate the chain and any moving part using a standard bike lubricant as needed.
- If the bicycle will not be used for an extended period of time, store in a cool dry place inaccessible to children.

Battery Maintenance Warm Tips

After receiving the bike should charge it first.

Correct Charging Method

- 1. After receiving the electric bike should charge the battery first. Start first riding after fully charging.
- 2. The plugs at both ends of the charger should be connected to the battery first, and then to the power supply.
- 3. If the green light is displayed after the charger is connected for the first time, it may be that the power supply is not connected properly. Try reconnecting, the red light shows that it is charging normally.
- The battery should be charged in time on the day after the battery is exhausted during the ride on the day;
- Make sure to fully charge the battery every 3 months even in the case of infrequent use.

LCD Instrument Use Instructions

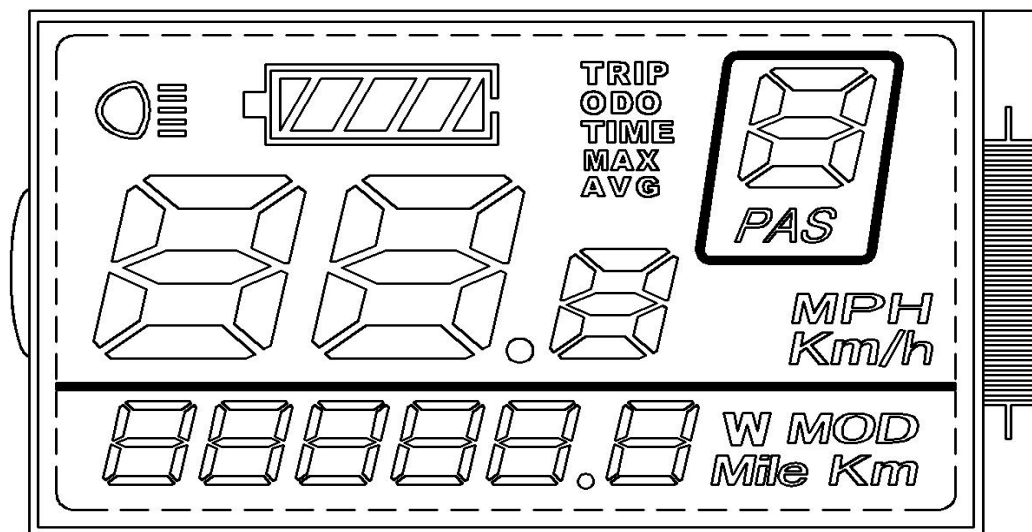
Please read the operation manual in detail before using LCD-Instrument. This manual will guide you to use the instrument correctly to achieve a variety of vehicle control and vehicle status display functions.

1、Display function

Speed display、Assist gear display、Power indicator、Failure indication、Odograph、TRIP DIST、single trip time display

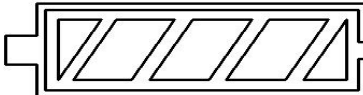
2. Control and setting functions

Power switch control、6Km/h point motion control、Wheel diameter setting、Maximum speed setting、Idle automatic sleep time setting、Backlight brightness setting、Voltage rating setting

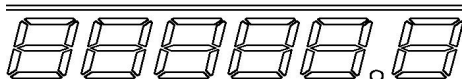


Display content introduction

3.1 Headlight 

3.2 Battery power display 

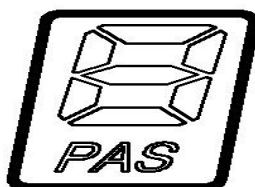
TRIP
ODO
TIME

3.3 Multifunction display area  W MOD
Mile Km

TRIP DIST (TRIP) 、Odograph (ODO) 、single trip time (TIME)

4 Current voltage display area  

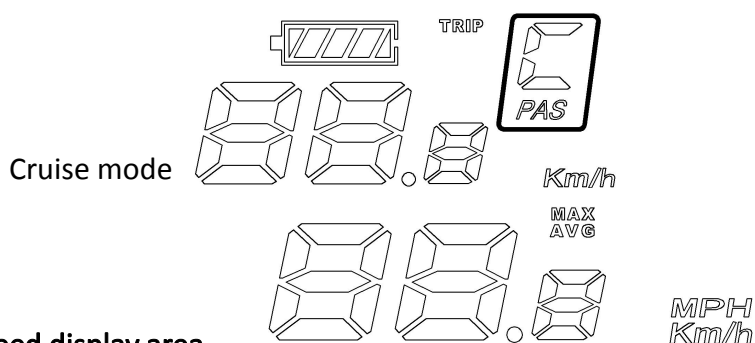
Instrument Functional Instructions



3.5 Vehicle assist gear adjustment

0-5 adjustable; usually 3 file modes and 5 file modes available.

3.6 The vehicle model



3.7 Speed display area

The current speed、Maximum speed(MAX)、The average velocity(AVG),Unitmph, km/h;

The Instrument calculates true speed based on wheel diameter and signal data:

3.8 Vehicle status display area

Error code Err



Vehicle status code meaning :

Status code (decimal)	State meaning	note
0	The normal state	
1	keep	
2	The brake	
3	Assist sensor fault (Riding logo)	Not implemented here
4	6 km/H cruise	
5	Real-time cruise	Not implemented here
6	Battery under voltage	
7	Motor fault	
8	Turn the fault	
9	Controller failure	
10	Communication receiving failure	
11	Communication transmission failure	

Instrument Functional Instructions

3.9.Set up

P01: Backlight brightness, level 1 darkest, level 3 brightest;

P02: Unit mileage, 0: KM; 1: MILE;

P03: Voltage grade: 24V, 36V, 48V, default 36V;

P04: Sleep time: 0, no sleep; Other Numbers are sleep time, range: 1-60; Unit: minutes

P05: Assist gear: there are 3, 5 and 9 gears adjustable;

P06: The wheel diameter: Unit, inch; precision: 0.1;

P07: Speed measurement magnetic steel number: range: 1-255;

P08: The speed limit: range: 0-100km/h, 100 is the maximum speed limit,

1. Communication status (controller control) : drive speed remains at set value,

error: $\pm 1\text{km/h}$; (Assist, turn the handle speed limit)

Note: The value here is based on kilometers. When the unit is set to convert from kilometers to miles, the speed value of the display interface will be automatically converted to the correct value of miles, however, the speed limit data set at this menu under the mile interface are not converted, which is inconsistent with the actual speed limit value of the mile shown.

P09: Zero start, non-zero start Settings, 0: Zero start; 1: non-zero start;

P10 : Drive mode setting

0 :Power-assisted drive (the power-assisted gear determines how much power is output)。

1 : Electric drive (by turning the handle, the assist gear is invalid)。

2 : Both the power-assisted drive and the electric drive coexist simultaneously (the electric drive is invalid under zero start condition).

P11: Assist sensitivity setting range: 1-24;

P12: Assist start intensity setting range: 0-5;

P13: Type setting of booster magnetic steel disc 5,8,12 magnetic steel types

P14: The controller's current limiting value is set by default 12A range: 1-20A

P15: Controller underpressure value

P16: Cruise on and off Settings, 0: start the cruise, 1: close the cruise P17:

ODO zero setting: long press up key for 5 seconds

P17 : Power-on password setting, 0 unlock password, 1 open password, default is 0

Instrument Key Instructions

The key introduction :

Key operations are short press and long press, as well as combination key long press and short press are used for fast and frequent operations, for example:

1. When riding, press the up or down button to modify the power/speed gear;
2. When cycling, press the power button to switch the multi-function display data.

Long press power button is mainly used for switching mode/switching state.

The compound key (long press) is used to set parameters because of the complexity of the operation, which can reduce misoperation (Short press does not make compound key, because easy to trigger by mistake, operation is too difficult).

In the setting interface, you can press the up key or the down key to add or subtract the setting value. After the parameter is modified, it will flash.

1. Press the power button for a long time to save the current value;
2. Press the power button to switch to the next parameter and save the set value of the previous parameter;

Press the up + down key to exit the Settings and save the parameters. If you do not press it, it will exit automatically after 10 seconds and save the modified parameters.

Specific operation explanation:

1. Modify assist ratio/power gear

Let's say we're in assist mode

- 1) Short press the up key, assist add one;
- 2) Short press the down key, assist minus 1.

2. Switching speed display:

Long press, power key + up key switch speed display mode.

3. Set/remove 6Km/h cruise, ODO zero

When the vehicle is in a static state, long press the down key, and it will enter 6KM/h cruise mode;
When P16 menu interface, press and hold the up button for 5 seconds, ODO is cleared.

4. Switch the liquid crystal display

If the current display is working, pressing the power button for a long time will close the display and turn it on.

5. Switch the multifunction display area content

Press the power button to switch the value of the display area.

6. Set the parameters

Long press the up key + down key will enter the parameter setting interface, the parameters that can be set include:

Wheel diameter (Unit: inch), Number of magnets, Liquid crystal brightness,
(See Settings: p01-p17).

Note: Because of the company's product upgrade, it is possible that the part of products you get will be different from the specifications, but it will not affect your normal use.

Bicycle Parts Warranty List

Bicycle parts warranty list					
Number	Type	Part name	Unit	Quantity	Shelf life
1	Non quick parts	Frame	Set	1	One Year
2	Non-wearable parts	Fork	Package	1	One Year
3	Non-wearable parts	Chain Cover	Package	1	One Year
4	Non-wearable parts	Seat Post	Package	1	One Year
5	Non-wearable parts	Handlebar	Piece	1	One Year
6	Non-wearable parts	Stem	Piece	1	One Year
7	Quick-wear parts	Grip	Pair	1	Half a year
8	Non-wearable parts	Rim	Pair	1	One Year
9	Non-wearable parts	Spoke	Stick	1	One Year
10	Non-wearable parts	Front Hub	Piece	1	One Year
11	Non-wearable parts	Rear Hub	Piece	1	One Year
12	Non-wearable parts	BB Parts	Stick	1	One Year
13	Non-wearable parts	Chain Wheel	Set	1	One Year
14	Non-wearable parts	Free Wheel	Package	1	One Year
15	Quick-wear parts	Sticker	Set	1	Half a year
16	Quick-wear parts	Front Brake Line	Stick	1	Half a year
17	Quick-wear parts	Rear Brake Line	Stick	1	Half a year
18	Quick-wear parts	Fender	Pair	1	Half a year
19	Quick-wear parts	Bell	Piece	1	Half a year
20	Quick-wear parts	Tyre	Piece	2	Half a year
21	Quick-wear parts	Inner Tyre	Piece	2	Half a year
22	Quick-wear parts	Pedal	Pair	1	Half a year
23	Quick-wear parts	Chain	Piece	1	Half a year
24	Quick-wear parts	Saddle	Piece	1	Half a year
25	Quick-wear parts	Brake Lever	Pair	1	Half a year
26	Quick-wear parts	Front Brake	Piece	1	Half a year
27	Quick-wear parts	Rear Brake	Piece	1	Half a year
28	Quick-wear parts	Seat Bolt	Set	1	Half a year
29	Quick-wear parts	Stander	Piece	1	Half a year
30	Quick-wear parts	Front Reflector	Piece	1	Half a year
31	Quick-wear parts	Rear Reflector	Piece	1	Half a year
32	Quick-wear parts	Wheel Reflectors	Set	1	Half a year
33	Electric parts		Set	1	One Year
Note	The warranty is natural wear, except for man-made damage and irresistible causes. You need to provide broken sample parts, send us photos and videos with Bike Numbers.				

FAQ and Suggest Solution

FAQ and Suggest Solution	
Question	Suggest Solution
<p>① Battery cannot be charged normally</p> <p>② Battery indicator light is abnormal</p>	<p>(1) First confirm that the charging method is correct.</p> <p>The correct method to charge the battery:</p> <ol style="list-style-type: none"> 1.The plugs at both ends of the charger should be connected to the battery first, and then to the power supply. 2. If the green light is displayed after the charger is connected for the first time , it may be that the power supply is not connected properly. Try reconnecting, the red light shows that it is charging normally. 3.It is normal for the battery indicator to show 3 green and 1 red when it is fully charged. <p>(2) If confirm that the charging method is correct and battery still won't charge</p> <p>Provide video to sellers to judge specific problems:</p> <p>What the video needs to show:</p> <p>please bring the battery to a brighter space, then plug the charger into the socket.Take a video of the charging process including the battery and the charger.</p> <p>Seller need to observe the charger indicator and battery indicator status.So that judge the specific problem based on how the charger and battery react when charging</p>
	<p>Charger and battery indicator status meaning</p> <p>(1) If the indicator light of the charger does not light up</p> <ul style="list-style-type: none"> -Try plugging in a separate charger (without connecting the battery), observe the indicator light - If it does not light up, the charger is damaged, and arrange for a replacement charger; <p>(2) If the indicator light of the charger is on but the indicator light of the battery is off</p> <ul style="list-style-type: none"> - You need to measure the voltage of the battery with a multi-meter <p>The normal charging voltage range of 36V battery should be between 42-30V.</p> <ul style="list-style-type: none"> - If it is lower than 30V, it may be that the battery cannot be charged. <p>It needs to be replaced charged with a charger that starts from 0V. - After fully charged the battery can be charged and used normally</p> <p>PS:It is normal for the battery indicator to show 3 green and 1 red when it is fully charged.</p>


FAQ and Suggest Solution

Question	Suggest Solution
Fast battery drain	<p>① When the new bike is fully charged the voltage should be 42V</p> <p>It is normal for the indicator lights to be 3 green and one red after the battery is fully charged.</p> <p>When you are charging the battery, if the charger already shows a green light, don't unplug the charger first.</p> <p>You'll need to let it charge for another hour after the charger already shows a green light to fully charge the battery.</p> <p>② Provide video to sellers to judge specific problems:</p> <p>What the video needs to show:</p> <ol style="list-style-type: none"> 1. Fully charge the battery, then start riding and record the kilometers displayed on the instrument when you start riding. 2. Then wait until the battery power is exhausted, shoot the video again and record the kilometers displayed on the instrument <p>PS : The battery voltage and cruising range are related to the number of years of use of the battery</p>
Motor does not work/abnormal sound	<ol style="list-style-type: none"> ① First, you need to confirm whether the wiring is normal. ② If confirm that there is no problem with the wiring. Try to check whether there is a problem with the controller or the handle ③ If any abnormality is found, provide a video to the seller to explain the problem, and contact the seller to reissue the corresponding accessories
PAS mode can't last	<p>Open the controller box and check whether the connection between the sensor and the controller is loose or not in good contact</p>
Gear Level cannot be adjusted	<p>Electric mountain bike has 3 riding modes</p> <ol style="list-style-type: none"> 1. Throttle-only mode (motor): Switch the display to Level 0, twist the handlebar, and the motor will give power. <p>PS: In throttle mode, the shift lever cannot be adjusted</p> <ol style="list-style-type: none"> 2. Pedal-assist mode (pedal+motor) : As you pedal, switch between different levels using LCD display (Level 1~5). The higher the level is, the faster the bike will go and more battery power it will cost. 3. Pedal-only mode (turn off display): As you pedal, shift gears using bike shifter (Level 1~7)."


FAQ and Suggest Solution

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Instrument display the error code	<p>When the instrument is abnormal and the error code is displayed.</p> <p>Please refer to the picture for the meaning of the error code and then check whether the corresponding parts are faulty</p> <p>Vehicle status code meaning:</p> <table><tr><th>Status code (decimal)</th><th>State meaning</th><th>note</th></tr><tr><td>0</td><td>The normal state</td><td></td></tr><tr><td>1</td><td>keep</td><td></td></tr><tr><td>2</td><td>The brake</td><td></td></tr><tr><td>3</td><td>Assist sensor fault (Riding logo)</td><td>Not implemented here</td></tr><tr><td>4</td><td>6 km/H cruise</td><td></td></tr><tr><td>5</td><td>Real-time cruise</td><td></td></tr><tr><td>6</td><td>Battery under voltage</td><td></td></tr><tr><td>7</td><td>Motor fault</td><td></td></tr><tr><td>8</td><td>Turn the fault</td><td></td></tr><tr><td>9</td><td>Controller failure</td><td></td></tr><tr><td>10</td><td>Communication receiving failure</td><td></td></tr><tr><td>11</td><td>Communication transmission failure</td><td></td></tr><tr><td>12</td><td>BMS communication failure</td><td></td></tr><tr><td>13</td><td>Headlight fault</td><td></td></tr></table>	Status code (decimal)	State meaning	note	0	The normal state		1	keep		2	The brake		3	Assist sensor fault (Riding logo)	Not implemented here	4	6 km/H cruise		5	Real-time cruise		6	Battery under voltage		7	Motor fault		8	Turn the fault		9	Controller failure		10	Communication receiving failure		11	Communication transmission failure		12	BMS communication failure		13	Headlight fault	
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Error code 07	<p>Reason</p> <p>Motor temperature is too high due to the excessive current of the bike during the climbing process.</p> <p>The instrument will display error 07 code and turn off to protect the motor.</p> <p>Suggest Solution</p> <p>-Try to turn off the instrument and restart it after 5 minutes</p> <p>-The error code will disappear when the motor temperature drops, and the motor will return to normal.</p> <p>Notice:</p> <p>Do not ride uphill for a long time and do not use the electric mode all the time.</p> <p>The electric mode and power-assisted mode need to be used in conjunction with switching.</p>																																													

FAQ and Suggest Solution

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<p>Instrument does not work</p>	<p>2 different situations when the instrument does not work</p> <p>(1) The battery is exhausted and the instrument cannot be turned on</p> <p>-Try charging the battery and turning the instrument back on</p> <p>(2) The battery is charged but the instrument cannot be turned on</p> <p>- The first choice is to rule out whether there is a problem with the wiring.</p> <p>- If it is confirmed that there is no problem with the wiring, the instrument may be damaged and needs to be replaced</p>
<p>Instrument shows that the max speed cannot reach the initial value</p>	<p>1. Confirm whether the battery can be fully charged</p> <p>2. Check whether the wheel diameter setting has been changed.</p> <p>PS: 26-27.5-29 three sizes, each size is not the same speed.</p>
<p>Pedals fall off</p>	<p>Notice:</p> <ol style="list-style-type: none"> 1.The Right 【Left】 pedal needs to be rotated clockwise 【rotated counterclockwise】 and installed on the Right 【Left】 crank 2. When installing for the first time, be sure to tighten the pedals according to the installation video to avoid pedal falling or damage. 3. During riding, please check the pedals regularly. <p>If there are signs of loosening, please tighten them in time to avoid damage to the parts.</p> <p>Installation and Care of Pedals Notice</p> 

FAQ and Suggest Solution

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<p>① Front fork is bent and the front wheel is out of alignment</p> <p>② Front wheel is unbalanced after installation</p>	<p>① Please check whether the installation direction of your front fork is correct.</p> <p>② When installing the front fork, you need to rotate the front fork 180 degrees and straighten it. Then install the front fork according to the instructions</p> <ul style="list-style-type: none">- P1: Correct installation direction- P2: Wrong installation direction
P1 Correct installation direction	
P2 Wrong installation direction	