



X-HUNTER ELECTRIC BIKE USER MANUAL



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The manufacturer reserves the right to make changes to the product and manual at any time
Visit www.jasionbike.com to download the latest user manuals

THANK YOU FOR PURCHASING THE JASION X-HUNTER EBIKE!

We are delighted to provide you an excellent product. To ensure you have the best user experience, please read and understand this manual thoroughly before assembling and riding the electric bicycle.

You can download the latest product manual at www.jasionbike.com. After reading the manual, if you have any questions, please contact us via email or phone. For more information about Jasion, visit our Help Center. We are always here, ready to assist you!

Thank you for riding Jasion Electric Bikes!

Jasion Help Center: jasionbike.com/pages/help-center
Email: support@jasionbike.com
TEL: 1(888) 825 6366

Table of Contents

Instructions Before Use	02
Product Safety Warnings	03
Product Safety Notice	04
Warning Message	05
Package Contents	06
Product Overview	07
Specifications	08
Assembly	09
Adjusting the Seatpost	14
Adjusting the Front Suspension	15
Battery Key Positions	16
Remove the Battery	17
Charge Your E-Bike	18
Display and Setting	21
Maintenance & Storage Instructions	25
Recommended Service Intervals	26
Pre-Ride Safety Checklist	27
Troubleshooting	30
Limited Warranty	31
Contact Us	32

Instructions Before Use

This manual will help you safely operate and use your new Ebike. It is essential to read all the information in this manual before riding. Please keep this manual and any other accompanying documents that came with the packaging for future reference. The content of this manual may be subject to change, so please visit the Jasion official website to check and download the latest version. Due to the unpredictable nature of riding, this manual does not make any representations regarding safe use under all conditions. The rider assumes full responsibility for any unforeseen risks during Ebike usage.

IMPORTANT NOTE: To all riders under 16 years old, obtain parental permission before riding an electric bicycle.

If you need any assistance, please feel free to contact the Jasion Support Team.



Product Safety Warnings

INSTRUCTIONS PERTAINING TO RISK OF FIRE OR ELECTRIC SHOCK

The owner's manual provides important operation and maintenance instructions for your Ebike. Read the owner's manual carefully before riding and save it for future reference. Failure to follow any instructions in the owner's manual may result in electric shock, fire, and/or serious injury.

IMPORTANT SAFETY INSTRUCTIONS

WARNING – When using this product, basic precautions should always be followed, including the following:

- a) Read all the instructions before using the product.
- b) To reduce the risk of injury, close supervision is necessary when the product is used near children.
- c) Do not put fingers or hands into the product.
- d) Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or any other signs of damage.
- e) This equipment is not intended to be used at ambient temperatures less than -10 °C or above ambient temperatures of 40 °C.
- f) The battery is intended to be charged when the ambient temperature is between 0 °C and 40 °C. Never charge the battery when ambient temperatures are outside this range.

SAVE THESE INSTRUCTIONS

! Product Safety Notice



Always wear a helmet when riding your electric bike.



Please keep the bike key secure. If the key is lost, you will not be able to start your Ebike or replace the battery. If necessary, you can obtain spare keys (Jasion does not provide or sell spare keys).



Ensure your electric bike is fully charged before taking it out to ride.



Strictly adhere to local road regulations.



Do not ride an Ebike after consuming medication or alcohol.



Always respect pedestrians.



Avoid use under rainy conditions as it may result in potential injuries caused by slippery roads. Moisture can also damage electronic components and void the warranty.

! Warning Message

1. Avoid Water - The electric bicycle is not waterproof, and electronic components may be damaged by water, voiding our warranty policy. Riding in wet conditions is also highly dangerous and may result in injury.
2. Avoid prolonged exposure to direct sunlight or heavy rain. Store the bike in a place free from high temperatures or corrosive gases.
3. Avoid Misuse - We do not provide warranty coverage for physical damage as a result of extreme riding or lack of routine maintenance.
4. When riding the electric bicycle, there is a risk of severe injury or even death due to loss of control, collision, or falls. Please ride cautiously and be aware of potential riding risks.
5. Modifying the product beyond the original manufacturer's design is strictly prohibited.
6. Do not exceed the speed limits set by authorities in your local area and comply with all traffic regulations.
7. Avoid direct contact between the human body and charging port. Also, prevent the charging port from coming into contact with metal objects.
8. Before riding - Conduct a thorough inspection of the electric bicycle to ensure all components are functioning properly. Check whether the braking system is operating correctly and become familiar with the safety warning content. Ensure that the axle protection device, chain guard, or any other covers or protective devices provided by the manufacturer are in place and in usable condition.
9. Do not exceed the maximum total payload of 400 lbs.
10. The electric bike should never be used by children under the age of 16.
11. You may need additional insurance coverage to protect against specific situations that may arise while riding the electric bicycle. We recommend contacting an insurance company or broker for advice or consultation.
12. To conserve power, use the assist mode, avoid frequent braking, riding against strong winds, carrying heavy loads (including passengers), and riding with low tire pressure.

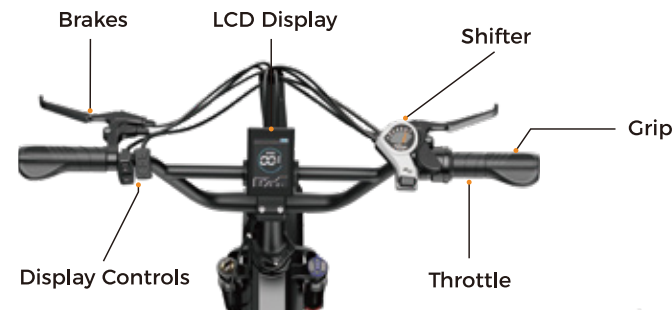
Package Contents

Carefully check package contents, if anything is missing or damaged, please contact Jasion customer service for support: support@jasionbike.com

Unpack the bike. Open the bike box and remove the small box inside. With the help of another person capable of safely lifting a heavy object, remove the bike from the bike box. Carefully remove the packaging material protecting the bike frame and components. Please recycle packaging materials especially cardboard and foam whenever possible. Open the small box and carefully set out all contents.

			
Manual Flyer x1	Front Wheel Screw x1	Pedals x2	Front Wheel x1
			
Keys x2	Charger x1	Tools x9	Seat x1
			
Front Fender x1	Stem x1	Electric Bike x1	

Product Overview



⚙️ Specifications

ITEM	SPECIFICATIONS
Model	X-Hunter
Product Dimensions	1830*660*1080 (mm)
Package Dimensions	1490*280*720 (mm)
Max Load	400lbs (181.5kg)
Package Weight	84lbs (38kg)
E-Bike Weight	71lbs (32kg)
Max Speed	28mph
Range: Pedal-Assist ; Pure Electric Mode	65-71 miles (105-115km); 60-63miles (97-102km)
Battery	48V 13Ah
Charger	54.6V
Charging Time	6.5-7 Hours
Tire	20*4.0"
Bell/Horn	Electric Horn Installed
Motor	750W
Frame Material	Aluminium Alloy
IP Level	IPX 4

🔧 Assembly

Step 1: Head Tube Installation



1 Loosen the fork mounting screws. Take the gaskets out.



2 Put the handlebar into the fork and lock the screws.



3 Unfold the stem.



4 Lock the folder.

✂ Assembly

Step 1: Head Tube Installation



① Remove the 4 screws.



② Put it in the center of the handlebar.



③ Tighten the 4 screws.



④ Complete assembly display picture.

✂ Assembly

Step 2: Front Wheel Installation



① Remove the protective device before assembling the front wheel.



② Line up the fork with the axle at the center of the wheel. Make sure there's a spacer between the fork and wheel on each side. The disc brake is on the left.



③ Hold the nut on one side and tighten the nut on the other side of the wheel onto the fork.



④ Ensure the front wheel and quick release lever are properly secured before moving on to the next step.

Note: Closing the quick release lever should require enough pressure that it leaves an imprint in your hand. If it's too easy or too difficult to close, adjust the lever tension by turning the adjustment nut opposite the quick release lever.

✂ Assembly

Step 3: Front Light & Fender Installation



- 1 Take out the fender, remove the nut, washers and bolt at the top and bottom of the front fork.



- 2 Hold the front fender and the headlight onto the bike frame and tighten them with the screw.



- 3 Tighten the screw on the right/left side.



- 4 Connect the headlight cable. Please note to connect it aim at the direction of the arrow.

✂ Assembly

Step 4: Seat Installation



- 1 Open the quick release lever by swinging the lever open and outward fully.



- 2 Move the seat up and down by sliding the seatpost in or out of the seat tube. DO NOT raise the seatpost beyond the minimum insertion marking etched into the seatpost tube.



- 3 Adjust the seat and the head of the seat is parallel with the top tube.



- 4 Close the quick release lever using your palm or finger.

For better pedaling, safety and overall riding comfort, positioning the seat at the right height is important. The rider's leg length is used to determine the seat's position. When you pedal, your hips should remain level and your legs should be almost fully extended at the bottom of the pedal stroke, but not over-extended.

✂ Adjusting the Seatpost

To determine the right seat height, sit on the E-bike with one pedal at its lowest point and place the ball of your foot on the pedal. Your leg should be almost fully extended(not lockedout) with a slight bend at the knee.

(1) NOTICE: Ensure the seat post and seat are properly adjusted before riding. DO NOT raise the seat post beyond the lowest insertion marking etched into the seat post tube (as shown on the right). If the seat post is extended past these markings, the seat post or frame may break, potentially harming the rider and damaging the bike irreparably. Ensure the lowest insertion markings on the seat post are INSIDE the seat-tube of the frame.

(2) Before using the bike, always check that the latches, levers, and quick releases are properly secured and undamaged. Ensure that they are correctly secured before every ride and after every time the bike is left unsupervised, even momentarily. Otherwise, the handlebar stem and/or seat post may come loose and result in loss of bike control, damage to the rider and/or bike, additional property damage, serious injury, and/or death.



✂ Adjusting the Front Suspension

The suspension fork can be adjusted up to 80mm to cushion riding surfaces, making rides on rough roads or trails smoother and more comfortable. Depending on the rider's preference, the suspension fork can be locked into place, providing less cushioning but greater pedaling efficiency.

The lockout lever (1)

Located to the top-right of the suspension fork, the lockout lever can be turned counter-clockwise to adjust resistance or fully lock the suspension in place. To unlock, turn the lever completely clockwise.

The preload adjustment knob (2)

Located to the top-left of the suspension fork, to soften resistance, turn the preload adjustment knob counter-clockwise towards the minus sign (–) on the knob. To increase suspension stiffness, turn the adjustment knob towards the plus sign (+) on the knob.

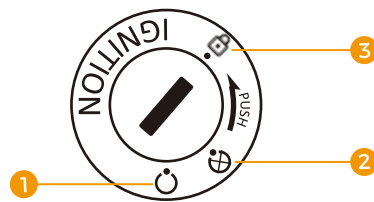




Battery Key Positions

Before setting out on your ride, familiarize yourself with the key ports and crucial positions. The diagram below illustrates three vital key ports:

Key Position/Icon	Directions
1	ON, Locked to Frame
2	OFF, Locked to Frame
3	OFF, Unlocked from Frame (for battery removal)



1. With the battery in key position 1, the power button on the display screen will activate and deactivate the bike. However, the battery and key cannot be removed.
2. If the battery is in key position 2, no buttons or controls can be activated, the bike remains off, and the key can be withdrawn, but the battery cannot be removed.
3. If the battery is in key position 3, both the key and battery can be removed before moving or riding the bike.



- 1 On the right side of the e-bike, insert the key into the lock hole, now the e-bike is off.



- 2 Turn the key to the right, being mindful that the circled part will pop out. Now, you're ready to start the e-bike.



Remove the Battery

For your convenience, the Jasion battery is designed to be removable. Follow these steps to effortlessly take out and reinstall your battery:



- 1 Open the frame quick-release lever and fold the bicycle.



- 2 On the right side of the e-bike, press the key inward and simultaneously rotate it to the left until the button recesses.



- 3 Withdraw the key and carefully pull the battery out from the frame.

Reinstall the battery:

1. Align the groove on the bottom of the battery and gently insert it into the frame.
2. Turn the key to the locked position and your bike is ready to go.



Charge Your E-Bike

Before using the electric bike, you must fully charge the battery.



1. Ensure the battery is off, by rotating the key to align with the off icon.
2. Remove the rubber cover on the charging port on the opposite side of the battery from the key switch.
3. Plug the charger into the battery's charging port. With the battery on or off the bike, place the charger in a flat, secure place, and connect the DC output plug from the charger to the charging port on the side of the battery.
4. Plug the charger into a power outlet, charging should initiate and will be indicated by the LED charge status lights on the charger turning red. Once fully charged, the charging indicator light turning green. Unplug the charger from the wall outlet first and then remove the charger output plug from the battery charging port.



Charge Your E-Bike



The battery can be removed from the bicycle for charging. To remove the battery, turn the key to the position 3. (see the previousre move battery section for details).



Remove the rubber cover on the charging port. Connect the DC output plug from the charger to the charging port on the side of the battery.



Plug the charger into a power outlet, charging should initiate and will be indicated by the LED charge status lights on the charger turning red. Once fully charged, the charging indicator light turning green. Unplug the charger from the wall outlet first and then remove the charger output plug from the battery charging port.

Start-up Procedure

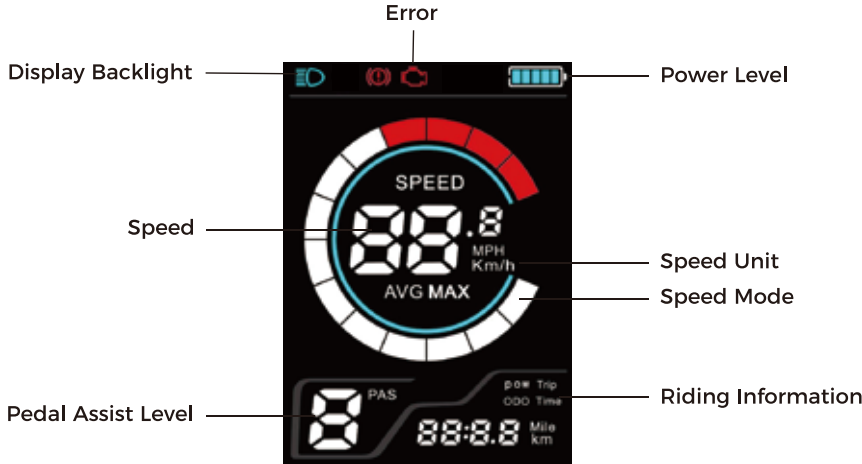
After the bike has been properly assembled according to the assembly video, all components are secured correctly, a certified, reputable mechanic has checked the assembly, and you have read this entire manual, turn on the bike and select a pedal assist level following the steps below:

1. Test the battery lock security. Ensure the key port is aligned with the 1 position, which indicating the battery is on and locked onto the frame mount.
2. Ensure proper handlebar and seat adjustment. Note that lowering the seat so the rider can put one or both feet flat on the ground without dismounting from the seat may offer a safer and more comfortable introduction to operating the bike. Ensure the handlebar faceplate bolts and seat post quick-release are fully and properly secured.
3. Turn on the bike. With the battery locked in place. Locate the LCD display controls (near the left handlebar grip). Hold down  for approximately 1 seconds until power is delivered to the LCD display and turn on.
4. Turn on the front light or taillight if needed or desired. Long press  button (1 seconds), the brightness of the backlight of LCD Display will decrease. Long press  button again (1 seconds), the backlight of LCD Display returns to it's original brightness.
5. Select the desired level of pedal assistance (PAS) between level 0-5 using the  +  on the LCD display. Level 1 corresponds to the lowest level of pedal assistance, and level 5 corresponds to the highest level of pedal assistance. Level 0 indicates pedal assistance is inactive. Start in PAS level 0 or 1 and adjust from there.
6. Begin riding carefully. With the proper safety gear and rider knowledge, you may now operate your bike. On a flat surface, in a low gear (1 or 2), most riders should be able to begin pedaling the bike with pedal assist level 0 or 1. You may also use the throttle to accelerate and maintain your desired speed.
7. The throttle is used by slowly and carefully rotating the throttle backward toward the rider. Do not use the throttle unless you are on the bike.



Do not use the throttle while dismounted. Avoid accidental application of the throttle while dismounted; anytime you are moving the bike while dismounted, ensure the bike is powered off to prevent accidental application of the throttle.

Display and Setting



SPEED MODE: Average speed (AVG SPEED), maximum speed (MAX SPEED), real-time speed (RT SPEED).

SPEED UNIT: Km/h and MPH.

POWER LEVEL: This icon indicates how much battery life you have left.

ERROR:  will be displayed when a fault is detected.

DISPLAY BACKLIGHT:  will be displayed when the backlight function is turned on.

PEDAL ASSIST LEVEL: 0-3, Display the current power assisted mode.

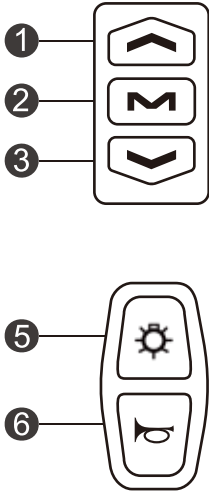
RIDING INFORMATION: TRIP (a single trip), ODO (odometer data), TIME (riding time), POW (power).

Error Code

21	Current issue	24	Power motor signal issue
22	Throttle issue	25	Braking handle issue
23	Power motor issue	30	Communication issue

⚙️ Display and Setting

Operation	Directions
Turn on bike	Press and hold  button (2)
Turn off bike	Long Press  button (2)
Increase pedal assist(PAS) level	Press  button (1)
Decrease pedal assist (PAS) level	Press  button (3)
Toggle odometer, trip odometer	Press once  button (2)
Turn on walking mode	While dismounted, press and continue to hold  button (3)
Turn on headlight	Press once  (5)
Activate Electric Bell	Press once  (6)



LCD Display Operations

Setting Mode: When the bike is on, press and hold  +  buttons at the same time to enter the setting mode.

- 1. In the setting interface, you can short press  /  to add or subtract the setting value,the parameter will blink after modification, after selecting the set value.
 - a. Long press  to save the current value.
 - b. Short press  to switch to the next parameter and save the set value of the previous parameter at the same time.

⚙️ Display and Setting

Number	Set up the item	Specific	The screen appears
P01	Backlight brightness Setting	1 level darkest, 3 levels brightest	
P02	Mileage unit Setting	0 for KM; 1 for MILE	
P03	Voltage level Setting	Default voltage setting is 48V.	
P04	Sleeping time Setting	0 for no sleep,the other numbers are sleep time. Range: 1-60(minutes)	

⚙️ Display and Setting

Number	Set up the item	Specific	The screen appears
P05	Pedal assist Setting	The default mode is 0-3	
P06	Wheel diameter Setting	Do not change	
P08	Speed limit Setting	Default setting is 63 km/h	
P16	Restore factory Setting	Tune to menu P16, long pressdown key 5s	

Note: Please do not change the setting values of P09-P20, contact Jasion at support@jasionbike.com if you have any questions.

📄 MAINTENANCE & STORAGE INSTRUCTIONS

Cleaning and Storage

If you see stains on the bicycle, use a damp cloth to wipe them away, or use a toothbrush with toothpaste.

Warning: Do not use alcohol, gasoline, kerosene, or other corrosive and volatile chemical solvents to clean the bicycle, as they may cause severe damage. Do not use a high-pressure washer for cleaning. During the cleaning process, ensure that the bicycle is turned off, the charging cable is unplugged, and the charging port rubber cover is properly closed to prevent water leakage and avoid potential electrical short circuits or other major issues.

When the bicycle is not in use, store it indoors in a dry and cool place. Prolonged outdoor storage or exposure to excessive sunlight, heat, or extremely cold or wet environments can accelerate the aging of the bicycle and its battery.

Battery Maintenance

All Jasion Ebikes are equipped with advanced lithium batteries. To ensure safety and optimal performance for longer riding time and distance, proper battery maintenance is necessary.

1. Please use the original battery pack, as using battery from other models or brands may pose safety risks.
2. Do not touch the battery contacts. Keep them away from metal objects to prevent short circuits that could damage the battery or cause harm to individuals.
3. Use the original power adapter to avoid potential damage or fire hazards.
4. Improper disposal of used batteries can cause significant harm to the environment. Please follow local regulations for the proper disposal of used batteries.
5. Always fully charge the battery after each use to extend battery lifespan.
6. Store the bicycle in a dry and cool place at temperatures between 50°F-77°F (10°C-25°C). Moisture in the environment can lead to condensation or water accumulation, which could damage the battery.
7. Avoid fully depleting the battery during regular use. If the battery level is low, recharge it as soon as possible. If the bicycle is not in use, make sure to recharge it every month to protect the battery.



Recommended Service Intervals

Regular inspection and maintenance are key to ensure bikes from jasion function as intended, and to reduce wear and tear on their systems. Recommended service intervals are meant to be used as guidelines. Real world wear and tear, and the need for service, will vary with conditions of use. We generally recommend inspections, service, and necessary replacements be performed at the time or mileage interval that comes first in the following table.

Interval	Inspect	Service	Replace
Weekly, 100-200 mi (160-321 km)	– Check drivetrain for proper alignment and function (including the chain, freewheel, chainring, and derailleur). – Check wheel trueness and for quiet wheel operation (without spoke noise). – Check condition of frame for any damage.	– Clean frame by wiping frame down with damp cloth. – Use barrel adjuster(s) to tension derailleur/brake cables if needed.	– Replace any components confirmed by jasion Product Support or a certified, reputable bike mechanic to be damaged beyond repair or broken.
Monthly, 250-750 mi (402-1207 km)	– Check brake pad alignment, brake cable tension. – Check bike is shifting properly, proper derailleur cable tension. – Check chain stretch. – Check brake and shifter cables for corrosion or fraying. – Check spoke tension. – Check accessory mounting (rack mounting bolts, fender hardware, and alignment).	– Clean and lubricate drivetrain. – Check crankset and pedal torque. – Clean brake and shift cables. – True and tension wheels if any loose spokes are discovered. – Balance the battery.	– Replace brake and shift cables if necessary. – Replace brake pads if necessary.
Every 6 Months, 750-1250 mi (1207-2011 km)	– Inspect drivetrain (chain, chainring, freewheel and derailleur). – Inspect all cables and housings.	– Standard tune-up by certified, reputable bike mechanic is recommended. – Grease bottom bracket.	– Replace brake pads. – Replace tires if necessary. – Replace cables and housings if necessary.



Pre-Ride Safety Checklist

Safety Check	
1.Brakes	Ensure front and rear brakes work properly. Check brake pads for wear and ensure they are not overworn. Ensure brake pads are correctly positioned in relation to the rims. Ensure brake cables are lubricated, correctly adjusted, and display no obvious wear. Ensure brake levers are lubricated and tightly secured to the handlebar. Test that the brake levers are firm and that the brake, and the brake light are functioning properly.
2.Wheels and Tires	Ensure tires are inflated within the recommended limits posted on the tire sidewall and hold air. Ensure tires have good tread, have no bulges or excessive wear, and are free from any other damage. Ensure rims run true and have no obvious wobbles, dents, or kinks. Ensure all wheel spokes are tight and not broken. Check axle nuts and front wheel quick release to ensure they are tight. Ensure the locking lever on the quick release skewer is correctly tensioned, fully closed, and secured.
3.Steering	Ensure the handlebar and stem are correctly adjusted, tightened, and allow proper steering. Perform a handlebar twist test (see assembly step 4) to ensure the stem clamp bolt security. Ensure the handlebar is set correctly in relation to the fork and the direction of travel.
4. Chain	Ensure the chain is clean, oiled, and runs smoothly. Extra care is required in wet, salty/otherwise corrosive, or dusty conditions.
5. Bearings	Ensure all bearings are lubricated, run freely, and display no excess movement, grinding, or rattling. Check headset, wheel bearings, pedal bearings, and bottom bracket bearings.
6. Cranks and Pedals	Ensure pedals are securely tightened to the cranks. Ensure the cranks are securely tightened and are not bent.
7. Derailleur and Mechanical Cables	Check that the derailleur is adjusted and functioning properly. Ensure shifter and brake levers are attached to the handlebar securely. Ensure all shifter and brake cables are properly lubricated.



Pre-Ride Safety Checklist

Safety Check	
8. Frame, Fork, and Seat	Check that the frame and fork are not bent or broken. If either frame or fork are bent or broken, they should be replaced. Check that the seat is adjusted properly, and seatpost quick release lever is securely tightened.
9. Motor Drive Assembly and Throttle	Ensure hub motor is spinning smoothly and motor bearings are in good working order. Ensure all power cables running to hub motor are secured and undamaged. Make sure the hub motor axle bolts are secured and the torque arm, torque arm bolt, and torque washers are in place.
10. Battery	Ensure battery is charged before use. Ensure there is no damage to battery. Lock battery to frame and ensure that it is secured. Charge and store bike and battery in a dry location, between 50°F-77°F (10°C-25°C). Let bike dry completely before using again.
11. Electrical Cables	Look over connectors to make sure they are fully seated and free from debris or moisture. Check cables and cable housing for obvious signs of damage. Ensure headlight, taillight, and brake light are functioning, adjusted properly, and unobstructed.
12. Accessories	Ensure all reflectors are properly fitted and not obscured. Ensure all other fittings on bike are properly secured and functioning. Inspect helmet and other safety gear for signs of damage. Ensure rider is wearing a helmet and other required riding safety gear. Ensure mounting hardware is properly secured if fitted with a front rack, rear rack, basket, etc. Ensure the taillight and taillight power wire are properly secured if fitted with rear rack. Ensure the fender mounting hardware is properly secured if fitted with fenders. Ensure there are no cracks or holes in fenders. If installed, ensure the optional rear wheel lock is secured in the unlocked position and the key is removed before every ride.



Your cables, spokes, and chain will stretch after an initial break-in period of 50-100 mi (80-160 km), and bolted connections can loosen. Always have a certified, reputable bike mechanic perform a tune-up on your bike after your initial break-in period of 50-100 mi (80-160 km) (depending on riding conditions such as total weight, riding characteristics, and terrain). Regular inspections and tune-ups are particularly important for ensuring that your bike remains safe and fun to ride.



Pre-Ride Safety Checklist

Tire Inflation and Replacement

The X-Hunter employs 20x4.0" rubber tires with inner tubes. The tires are designed for durability and safety for regular cycling activities and need to be checked before each use for proper inflation and condition. Proper inflation, care, and timely replacement will help ensure that your bike's operational characteristics will be maintained, and unsafe conditions avoided.

Always stay within the manufacturer's recommended air pressure range as listed on the tire sidewall.



It is critically important that proper air pressure is always maintained in pneumatic tires. Do not underinflate or overinflate your tires. Low pressure may result in loss of control, and overinflated tires may burst. Failure to always maintain the air pressure rating indicated on pneumatic tires may result in tire and/or wheel failure.



Inflate your tires from a regulated air source with an available pressure gauge. Inflating your tires from an unregulated air source could overinflate them, resulting in a burst tire.

Even tires equipped with built-in, flat-preventative tire liners, like those that come with bikes from Jasion, can and do get flats from punctures, pinches, impact, and other causes. When tire wear becomes evident or a flat tire is discovered, tires and/or tubes must be replaced before operating the bike or injury to operators and/or damage to your bike from Jasion could occur.



When changing a tire or tube, ensure that all air pressure has been removed from the inner tube prior to removing the tire from the rim. Failure to remove all air pressure from the inner tube could result in serious injury.



Using aftermarket tires or inner tubes, not provided by Jasion may void your warranty, create an unsafe riding condition, or damage to your bike. If required by law, ensure replacement aftermarket tires have sufficient reflective sidewall striping.

For more information on tire or tube replacement procedures, or questions about tire inflation, visit jasionbike.com/pages/help-center or contact Jasion Product Support.

Email: support@jasionbike.com

Phone: [+1 \(888\) 825 6366](tel:+18888256366)



Troubleshooting

	Symptoms	Possible Causes	Most Common Solutions
1	The bike does not turn on	1. Insufficient battery power 2. Faulty connections 3. Battery not fully seated in tray 4. Brakes are applied 5. Blown discharge fuse	1. Charge the battery 2. Clean and repair connectors 3. Install battery correctly 4. Disengage brakes 5. Replace discharge fuse
2	Irregular acceleration and/or reduced top speed	1. Insufficient battery power 2. Loose or damaged throttle 3. Misaligned or damaged magnet ring	1. Charge or replace battery 2. Replace throttle 3. Align or replace magnet ring
3	The motor does not respond when the bike is powered on	1. Loose wiring 2. Loose or damaged throttle 3. Loose or damaged motor plug wire 4. Damaged motor	1. Repair and or reconnect 2. Tighten or replace 3. Secure or replace 4. Repair or replace
4	Reduced range	1. Low tire pressure 2. Low or faulty battery 3. Battery discharged for long period of time without regular charges, aged, damaged, or unbalanced 4. Brakes rubbing	1. Adjust tire pressure 2. Check connections or charge battery 3. Balance the battery; contact tech support if range decline persists 4. Adjust the brakes
5	The battery will not charge	1. Charger not well connected 2. Charger damaged 3. Battery damaged 4. Wiring damaged 5. Blown charge fuse	1. Adjust the connections 2. Replace 3. Replace 4. Repair or replace 5. Replace charge fuse
6	Wheel or motor makes strange noises	1. Loose or damaged wheel spokes or rim 2. Loose or damaged motor wiring	1. Tighten, repair, or replace 2. Reconnect or replace motor.



Limited Warranty

30 DAY SATISFACTION GUARANTEED RETURN POLICY

Jasion warrants the original purchaser that your Jasion product shall be free from defects in materials and workmanship under normal use for a period aforementioned. Jasion does not warrant the operation of the product will be uninterrupted or error-free.

Only the original owner of an Ebike purchased from Jasion online or physical storefront is covered by this Limited Warranty. The warranty period begins upon your receipt of the Ebike and shall end immediately upon the earlier of the end of the warranty period or any sale or transfer of the Ebike to another person, and under no circumstances shall the Limited Warranty apply to any subsequent owner or other transferee of the Ebike.

The Limited Warranty is expressly limited to the replacement of a defective lithium-ion battery (the "Battery"), frame, forks, stem, handlebar, headset, seat post, saddle, brakes, lights, bottom bracket, crank set, pedals, rims, wheel hub, freewheel, cassette, derailleur, shifter, motor, throttle, controller, wiring harness, LCD display, kickstand, reflectors and hardware (each a "Covered Component").

The Covered Components are warranted to be free of defects in materials and/or workmanship during the warranty period.

Limited Warranty Does Not Cover

Normal wear and tear of any Covered Component.

Consumables or normal wear and tear parts (including but not limited to tires, tubes, brake pads, cables and housing, grips, chain and spokes).

Any damage or defects to Covered Components resulting from failure to follow instructions in the Ebike user manual, acts of God, accident, misuse, neglect, abuse, commercial use, alterations, modification, improper assembly, installation of parts or accessories not originally intended or compatible with the Ebike as sold, operator error, water damage, extreme riding, stunt riding, or improper follow-up maintenance.

For the avoidance of doubt, Jasion will not be liable and/or responsible for any damage, failure or loss caused by any unauthorized service or use of unauthorized parts.

The battery is not warranted from damage resulting from power surges, use of an improper charger, improper maintenance or other such misuse, normal wear or water damage.

Any product sold by Jasion that is not an Ebike.

DETERMINING WHETHER DAMAGE OR DEFECT TO AN EBIKE OR COVERED COMPONENT IS PROTECTED BY THIS LIMITED WARRANTY SHALL BE IN THE SOLE DISCRETION OF JASION.

Contact Us

**Contact us if you experience issues relating to riding, maintenance and safety,
or errors/faults with your JASION**

Tel: 1 (888) 825 6366

Support Email : support@jasionbike.com



Scan the QR code and join our Facebook Group.
Share your riding experience with other rides and get an exclusive bonus!

JASION LTD

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