

# OWNERS MANUAL



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# E-Bike Owner's Manual

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## **1. WARRANTY**

We pride ourselves on having one of Canada's best quality ebikes and stand behind every ebike. As parts change and warranties get better a current copy of your warranty will be provided by your local dealer.

Some of our ebikes come with lifetime motor, brake and frame warranties and any work performed on an ebike by an unauthorized dealer or person will void any warranty on the ebike or product. Always bring your ebike back to your authorized dealer for service.

What will not be covered by your warranty?

Any modifications, any service performed by unauthorized dealer, corrosion, salt damage, vehicle overload, abuse, neglect, or a collision. Dealers will provide a copy of full current warranty details

Contact your dealer of purchase for service and parts or [www.ebikepros.com](http://www.ebikepros.com)

## **2. SAFE RIDING**

Always obey the law

Always wear a helmet

Always remain seated

Always adjust your speed to the riding conditions

Always use your turn signals

Always use your lights in low lighting conditions

Always wear eye protection

Always have a firm grip on the handlebars

Always check the tires and brakes before riding (Recommended pressure located on side wall of tire)

## **3. BATTERY AND CHARGER CARE**

Your battery is the fuel tank for your Ebike and we only use the highest quality batteries that will provide the most power and distance possible. For your battery to provide years of enjoyment you need to properly take care of it.

Our batteries do not have a memory and it is recommended to keep your battery fully charged after every ride. Draining your batteries until empty will result in premature battery failure.

Every ebike has a charging port located below the front of the seat hinge. (Read charger use and care for proper charging)

Some ebikes have built in batteries and some have removable batteries so you can take the batteries inside to charge. You would just connect the charger the same way as you would to the external charging port.

Never let your battery freeze

Charge and store your battery indoors in colder weather

## **IMPORTANT**

***When storing your Ebike long term remove the battery from the Ebike and charge once per month***

***If the battery is not removable the ebike must be stored above 20 degrees Celsius and charged once per month. Improperly maintained batteries will not be covered under warranty.***

### ***Charger use and care***

Our high quality smart chargers automatically shut off when your battery is fully charged.

Chargers have computer chips in them and are designed to precisely charge your battery to the optimal charge level. They are very sensitive electronics and should be treated as a lap top computer when traveling. Always keep your charger in the box and keep it from bouncing around when traveling.

Follow these tips for caring for your charger

Always plug the Ebike or battery in first then to the wall outlet, When removing always remove the wall outlet plug first then the Ebike or battery last.

Your smart charger will turn red when it is charging and green when finished charging. Charging time will vary depending on how low the battery is from 30 minutes to 12 hours.

Never charge you battery for more than 12 hours. If it does not turn off after 12 hours take your charger and battery to an authorized dealer.

Never expose your charger to rain or direct sunlight (you wouldn't charge your cell phone all night outside would you?)

Never use an extension cord

Never drop your charger it will damage the sensitive electronics

Never enclose your charger always have adequate ventilation for your charger

When traveling with your charger always keep it in the box and wrapped in clothing or bubble wrap not bouncing around

## **4. REGENERATIVE BRAKING AND BRAKES**

Brakes are located on your handlebars just like a bicycle and should be applied equally starting with the rear brake then the front brake.

Your Ebike may be equipped with regenerative braking. This feature uses the energy normally wasted during braking and captures it and returns it to the battery increasing the range of your Ebike. You can feel the regen engage by slowly squeezing the brake lever and feeling your Ebike slow down and your battery meter or voltmeter

rise. It is a great feature that should be used frequently to slow your bike down without actually using the brake pads. It will save the life of your brakes by up to 50% when used regularly.

### ***Adjusting Your Brakes***

During normal usage your brake pads will wear and you will notice your brake lever will travel closer to your handlebar before the brake engages. They will need to be adjusted so they engage when your brake lever is depressed half way between the normal position of your brake lever and handlebar.

Adjusting your front and back brake is easy and no tools are needed. Just turn the adjustor bolt with your fingers clockwise a few turns to tighten the brake then check to make sure the brake lever are braking in the proper position. Always spin the wheel after adjustment to insure the brake is not over adjusted and creating drag that will reduce range. (If equipped with disk brakes no adjustments are needed)

### **Stopping in an emergency:**

Always check front and rear brakes before operating, and never operate an electric scooter without doing so first. If they are not working and you are not able to remedy this using the information contained in this book, then please proceed to your local dealer for repairs or adjustments. Safety is the most important thing, and brake failure is particularly dangerous on declines or in situations when something pulls or runs out in front of you. If the brakes do fail while riding, try to slow down before you hit something, seek an alternate escape route. Remember: It isn't the speed that can hurt, it is the sudden stop! Always assume that automobiles cannot see you, and never drive dangerously, without a properly fitted and secured helmet, under the influence, when over-tired, in bad weather, or on unsafe road conditions.



### **FOR DISK BRAKES (if equipped)**

Disk brakes do not need adjusting, But should be checked annually by an authorized Ebike Pros dealer.

### **5. SECURITY ALARM (if equipped)**

Your Ebike is equipped several anti theft features to protect your bike against theft.

1. High security alarm that comes with 2 remotes to arm and protect your Ebike. Range of the remote is up to 100 feet away. When armed your Ebike will give a warning if anybody accidentally touches it. After the first warning if someone is still touching it the full alarm mode will be activated. Full alarm mode has an ear piercing 120 decibel siren and will electronically lock your rear wheel to prevent your Ebike from moving when the alarm is engaged. It will sound for 30 to 60 seconds then turn off to conserve battery life unless someone is still touching the Ebike then it will sound until no motion is detected.
2. The steering lock is engaged by turning the handlebars all the way to the left then turning the ignition key all the way to the left to engage the steering lock

It is advisable to purchase a bicycle or motorcycle lock to discourage theft.

A cover for your Ebike is a wise investment and will also keep your Ebike out of sight and out of mind as well as protect it from the elements.

## **6. STORAGE**

Ebikes may have several storage compartments

1. Front storage compartment (if Equipped)
2. Great for storing items that you use regularly like water bottles, wallet, cell phones etc...
3. Under seat storage(if equipped)
4. This is a great lockable storage compartment used to store larger or more valuable items
5. Rear oversized storage trunk
6. The rear trunk is oversized to handle helmet storage and larger items
7. Tip: For more storage saddle bags or larger trunks are a good option.

Tip: Try to travel with what you need for you daily commute and remove any unnecessary items from your Ebike to improve range.

## **7. DISPLAY**

Your ebike may be equipped with a digital display or analogue display. Every display will show the battery level indicator and speed. Some displays may have additional features such as a voltage meter, trip meter and odometer (if equipped) or a combination of these features.

## **8. SHOCKS**

### ***Rear Shocks:***

Some models have adjustable rear shock absorbers. If so, they may have up to 5 settings on the lower coil spring retainer that can be rotated to either stiffen or soften the suspension. This is to allow for the most appropriate spring rate, depending on how much weight the suspension is to support.

To adjust the spring rate, simply insert a round dowel of the correct diameter into the hole on the side of the lower spring retainer and rotate it to the desired intent, making sure that both sides are set to the same desired height.

This may also be done with large pliers, but you should be careful not to scratch the coil spring retainer as you rotate it. If in doubt, consult your dealer. Front shocks are not adjustable.

**NOTE: SOME MODELS MAY HAVE ADJUSTABLE HIGH PRESSURE AIR SHOCKS AND SHOULD BE ADJUSTED AT AN AUTHORIZED DEALER**



## **9. THROTTLE**

Throttle is located on the right side of the handlebar. Rotate throttle towards you to accelerate and away from you to slow down. It's more efficient if you add power gradually when accelerating and coast as far as possible before braking. Mobility scooter throttles may have a 3 speed button and lights on the throttle

Some models may be equipped with a 2 or 3 speed mode selection switch on the throttle.

Speed 1 (will use the least power but most range)

Speed 2 is 25km/h to 32km/h power saver mode (For most riding conditions)

Speed 3 is 32 km/h hill climbing mode (will use the most power)

**NOTE:** Some scooters may feature cruise control that has to be engaged by a button or applies automatically when holding the throttle for approx. 10 seconds. In order to disengage cruise control, slightly apply brakes.

Always keep your hands on the brake levers in order to control the speed and be able to disengage cruise control.

## **10. MOTOR:**

EBIKE PROS electric scooter features a high torque, high efficiency, permanent magnet (brushless) motor.

The motor is maintenance-free, but it is generally advisable to check all other components for loose or corroded connections on a regular basis, and it is normal for the motor to make some noise when activated.

Ebikes are not designed to be driven in heavy rain or in water deeper than the height of the motor. It is unsafe to operate any 2 wheeled vehicle in heavy rain or slippery conditions and likely to cause severe damage to components resulting in costly repairs or total replacement.

Ebike pros Ebike motors are built to last and come with a lifetime warranty to the original owner against defects for ebikes only.

1 year for mobility scooters

**NOTE:** Water damage and abuse are not covered under warranty. (Refer to warranty section)

All rear motor flat tires or tubes must be replaced by an authorized dealer in order to maintain the lifetime motor warranty

## **11. CIRCUIT BREAKER**

All models have a circuit breaker located under the seat. The breaker will automatically cut the power in case of an overload or problem with the ebike to protect the critical components of your ebike. If your ebike breaker is tripped or triggered just reset it to the on position just like a breaker in your home.



### ***IMPORTANT***

***If the breaker does not reset or keeps tripping, STOP and take your ebike to an authorized dealer for service.***

In some cases the scooter is shipped while the breaker is OFF. In order to use the scooter make sure the breaker is ON.

## **12. SIDE AND MIDDLE KICKSTAND**

Most ebikes have 2 kick stands a side kick stand that used for parking on a flat road and a main kick stand that used for parking on hills and/or windy weather conditions.

The side kick stand is located in the center of the ebike on a left side at the bottom. In order to apply side kick stand, push the lever down and tilt the scooter to the left.

The Main kick stand is located at the back of the ebike. Push the foot lever on the left side down and raise the back end using handle on the trunk rack. Push the ebike forward to disengage the middle kickstand.

TIP: Lubricate the kickstand pivot point and check the kickstand bolts for tightness once per month.

### **13. LIGHTS AND SIGNALS: Your vehicle may have a forward and reverse function**



The main headlight switch is located on the right handle grip. It has 3 positions:



- 1 OFF – Lights are off
- 2 Day Light – ONLY rear and display lights are on
- 3 Running Lights – ALL lights are on

### **14. TIPS FOR GETTING THE MOST RANGE FROM YOUR EBIKE**

Always ensure your tire pressure is what is stated on the side wall of the tire, Low tire pressure is the #1 reason for range loss.

Remove unused items from your ebike. Unused items add weight and can reduce range.

Make sure your wheels are spinning freely, Check to make sure your brakes are not adjusted too tight, Spin the front and back wheel after brake adjustments to assure they spin freely. Always charge your ebike after every ride.

### **15. TIRES AND TUBES**

Your ebike may be equipped with tubed or tubeless tires. The size will be marked on the side wall of the tire and the tube. Always replace the tire or tube with the same size as removed from the ebike.

#### ***IMPORTANT:***

***Having the proper tire pressure is a crucial safety issue. Next to the brakes, the tires are the most important safety devices on your ebike. Incorrect tire pressure will compromise cornering, braking and stability. Improper tire pressure can lead to tire failure — and a serious accident. Incorrect tire pressure also will affect your comfort, range and tire life.***

***The recommended tire pressure will be located on the side of your tire.***

***You should check your tire pressure at least once per week***

## **16. WINTER STORAGE:**

When storing your ebike for the winter, we suggest removing the batteries and storing them inside. For ebikes not equipped with removable batteries, it is highly recommended to keep your ebike stored indoors.

While batteries are connected inside the scooter, we recommend keeping the scooter wire unplugged.

You should always store and recharge your batteries in a well-ventilated, cool and dry location. You should never store your batteries or recharge your batteries in an area where the batteries are exposed to high heat sources.

You should recharge your batteries fully prior to putting them in storage for any period of time and then recharge them once per month when they're not in use.

NOTE: You should never recharge your batteries unattended. If at any time you notice your batteries getting hot to the touch or if they emit any odor, immediately stop the charging process and contact your local dealer.

Always use a charger that is designed to work with your batteries.

Recharging your e-bike batteries on a monthly basis should take no longer than a few hours (until charger light turns green). Is it advised to use a timer and charge no more than 12 hours)

### ***Effects of Temperature:***

Temperature plays a critical role in the battery performance and life cycle. At higher temperatures, battery capacity generally increases; as the temperature drops, so does the capacity. This is why riding your scooter at 20°C will give you better performance and range than say riding at 5°C.

While keeping the batteries cold may seem like a great idea in theory, you need to make sure that they do not get too cold. In our climate here in Canada, storing ebike batteries in an unheated garage, garden shed or outdoors will most likely cause them to freeze. This results in permanent damage to the internal lead plates or plastic casings and will not be covered under warranty.

You must make sure that you store your batteries where they won't freeze and charge once per month in storage

## **17. PASSENGERS**

Some of our ebikes are designed for passengers and some are not.

Models designed for passengers will have a backrest on the rear trunk a space on the seat for the passenger and/or footrests. If the model is not equipped with footrests the passenger can use the pedals and the driver would use the middle floor foot rest.

## **18. WEIGHT CAPACITY**

All Ebike Pros ebikes are equipped with the finest shocks and rigid frame combined with premium tires to handle weights up to 350 lbs.

## **19. Maintenance and repairs**

Maintenance and repairs should only be performed by authorized dealers. If you need repairs you should take your ebike to an authorized dealer. Ebikes are very complicated and can like anything else can be dangerous if you are not properly trained and qualified to work on them. Some of our ebikes come with lifetime motor, brake and frame warranties and any work performed on an ebike by an unauthorized dealer or person will void any warranty on the ebike or product.

\*\*\*\* IMPORTANT NOTE \*\*\*\*

Ebike should undergo an annual inspection from an authorized ebike pros dealer in order to maintain the lifetime warranty.

If you have any further questions please contact your local dealer or [www.ebikepros.com](http://www.ebikepros.com)