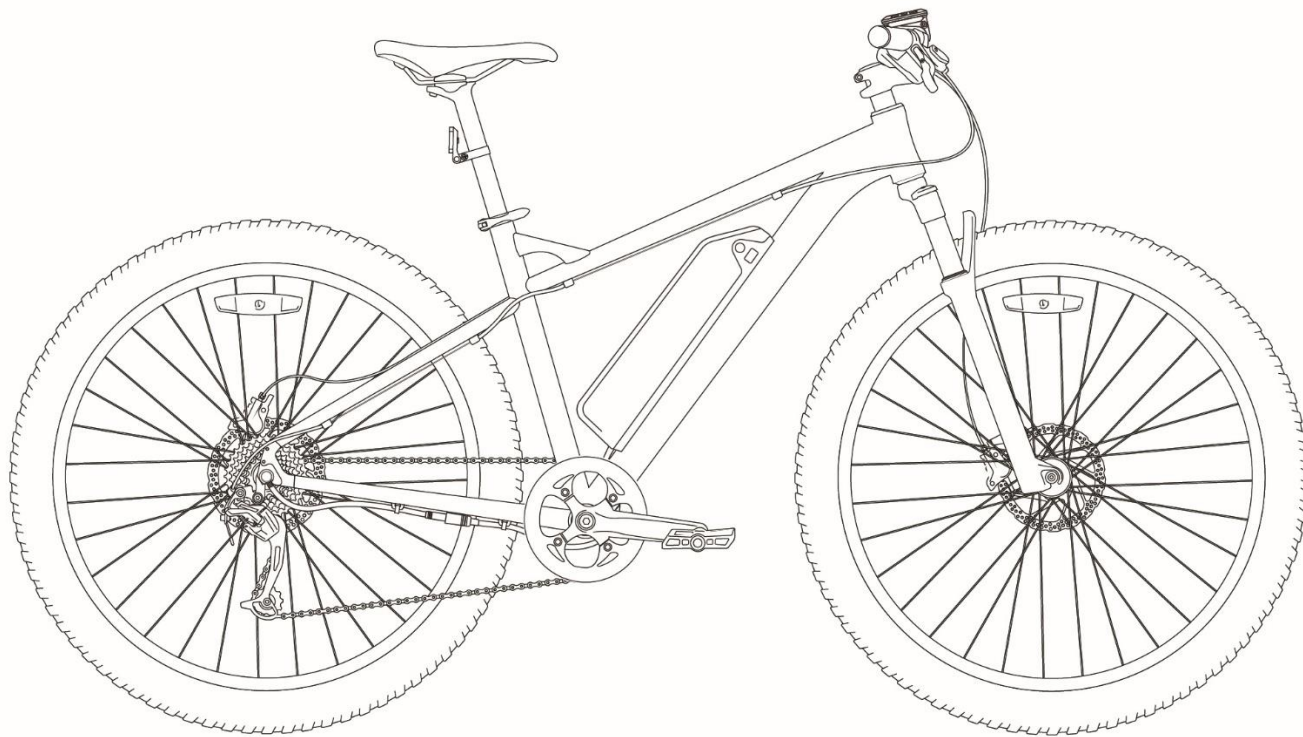


Powertrail Power Assisted Bicycle – User Instruction Manual



For assistance or questions regarding this product, please call our customer service at 1-800-268-6407

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Welcome word

Congratulations on buying a power assisted bicycle! Whether it is to make your daily commute to work easier, extend your riding time, help you keep up with your friends or family or simply to enjoy all the comfort, efficiency and fun that this type of bicycle allows, we are confident that you will appreciate all the features and benefits your new bicycle has to offer.

Safety Information

Although modern power assisted bicycles look a lot like their regular counterparts, there is quite a lot of technology behind it and some notable differences in their riding behavior, handling, and maintenance requirements.

This manual has been created to provide you with the instructions needed to safely handle and operate your power assisted bicycle, understand its function and maintenance.

It is important that you carefully read and understand this manual before you ride your power assisted bicycle. It should also be kept handy for future reference.

This document is not a complete service manual. We recommend that you seek advice from a qualified technician if anything is unclear.

Note that some manufacturers may not honour their warranty if the handling and operation has not been done properly.

The following symbols will be used throughout the manual. They represent important Warnings and Cautions about the proper handling and operation of your power assisted bicycle. They should be carefully observed because failure to do so might result in serious injuries, damage or loss of performance of the system.

For other information not related to the power assist system but regarding your bicycle such as part assembly, adjustments, maintenance, or riding basics, please refer to your Owner Manual provided separately at the time of purchase.



Indicates important information or a caution about the proper use of a component of the system.



Indicates a warning about important safety information.



Always use your power assisted bicycle according to the local laws and regulations.



Don't attempt to alter or disassemble any component of the power assist system. Maintenance should only be performed by a qualified technician.



Only use the original equipment provided to operate and charge the system. For replacement parts, contact the bicycle dealer where the product was purchased.



A power assisted bicycle handles differently than a regular, human powered bicycle. The acceleration can be surprisingly effective, and you should get familiar with its behavior progressively before riding on public roads or crowded bicycle-designated paths.



Power assisted bicycles are heavier than most other bicycles. Always keep in mind that the required distance needed for braking may be longer than what you are used to on a regular bicycle. This also calls for more attention to the maintenance of your brake system and tires.



Always look far in front of you while riding to make sure you have enough time to react if any situation occurs. Avoid looking at the LCD controller unit for a long period. Instead, learn how to operate it with only a quick glance.



A power assisted bicycle is not suited for use by children or certain persons with reduced physical or mental capabilities. Make sure you know and understand local laws and regulations regarding this type of vehicle.



Laws and regulations regarding the limitations and use of a power assisted bicycle varies among countries and even sometimes among states and provinces. Make sure you know and understand local laws and regulations if you plan to travel with your power assisted bicycle.

Important information about battery storage



Do not expose your power assisted bike to extreme cold environments, even for a short period. Cold temperatures can damage the battery.



Store your bike away from high heat sources such as direct sunlight or inside a vehicle during summer.

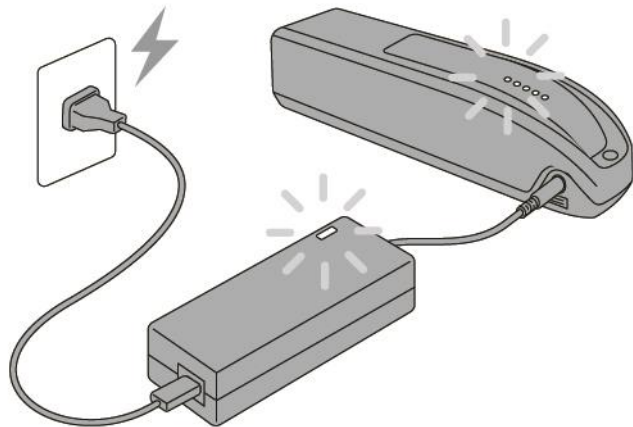


Make sure to follow all the instructions described in section Storing a power assisted bicycle when storing the bike for a long period.



Quick Start Instructions

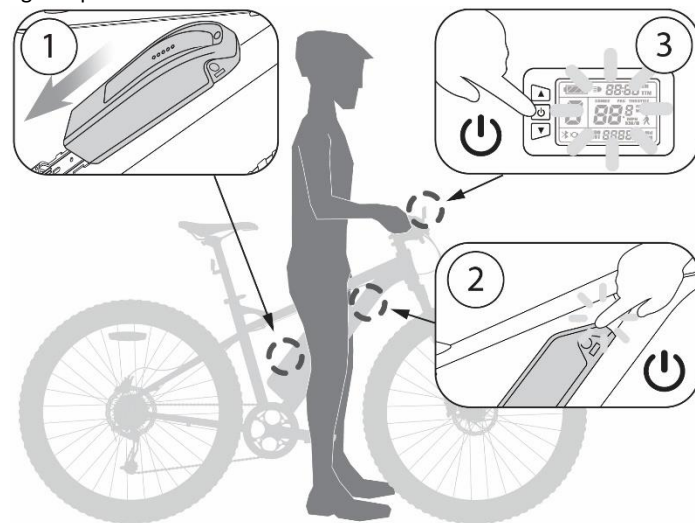
STEP 1: Charge the battery

1. Connect the AC power plug into the charger.
2. Plug the AC power plug into an electrical outlet. The LED indicator on the charger will light up.
3. Lift the battery's plastic protector cap and connect the charging plug into the battery's charging port. The LED indicators on the battery will light up, confirming that charging is underway. Let the battery charge until it is fully charged.
4. The light on the charger will turn green when fully charged.
5. Pull the charging plug from the battery's charging port and replace the plastic protector cap.



STEP 2: Turn the system on

1. Slide and lock the battery onto its support on the frame.
- Mount the bicycle and stand still over it or sit on the saddle with a foot resting steady on the ground -
2. Press the power button  on the battery. The LED indicator will light up showing the battery is On.
3. Press and hold the  button on the LCD Controller until the screen lights up.

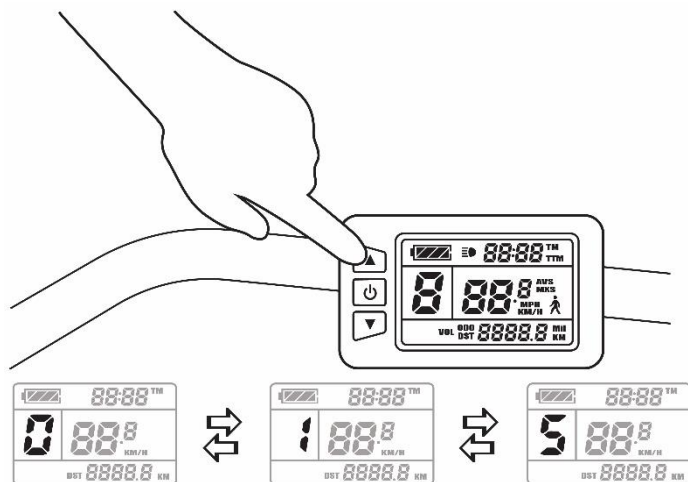


It is strongly recommended not to turn the power assist system on before having mounted the bicycle and being seated properly with at least one foot on the ground. An unexpected ignition of the power assistance while mounting the bicycle can result in serious injuries.

STEP 3: Select your assistance level

1. Press the button ▲ on the LCD Controller to switch to a higher power assistance mode.
2. Press the button ▼ on the LCD Controller to switch to a lower power assistance mode.

Note: Level 1 provides the least power assistance, while level 5 provides the most.



Be careful if you chose to start off with a high power assistance mode as the first pedal stroke may result in an unexpectedly quick acceleration!

STEP 4: Start off

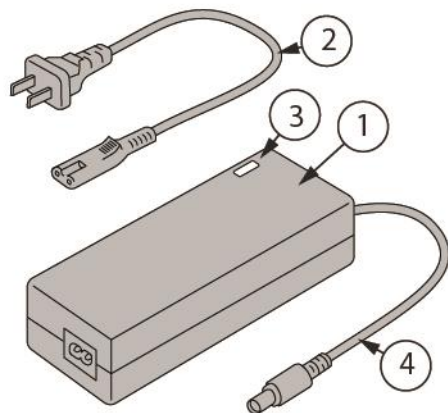
1. Make sure the path in front of you is clear.
2. Hold on to the handlebar with both hands and push on the pedals. The power assist will quickly kick in!

Note: The power assist will only stay engaged when the rider is pedaling.



Ride safely!

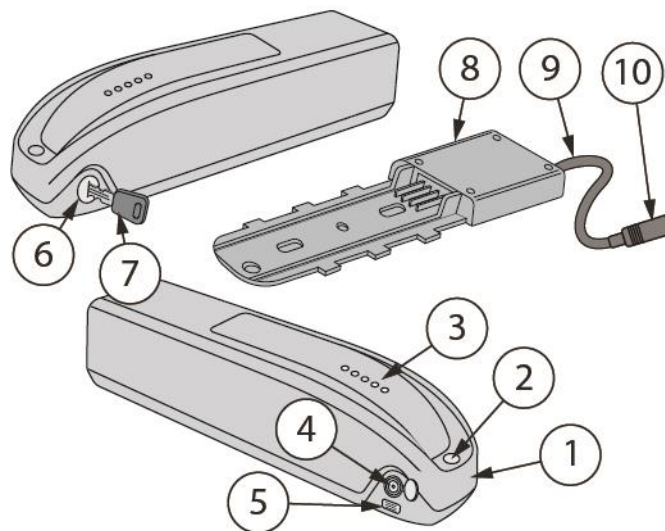
System component presentation



Charger unit

1. Charger block
2. AC Power cord
3. LED Indicator
4. Charging plug

*Charger may not be exactly as shown

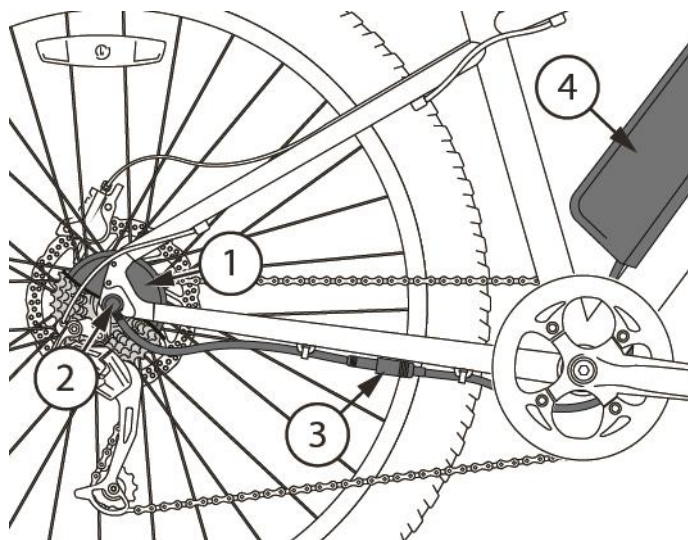


Battery unit

- | | |
|--------------------------------|-------------------------|
| 1. Battery casing | 6. Key lock |
| 2. Power button switch | 7. Key |
| 3. Charge level LED indicators | 8. Battery support base |
| 4. Charging socket | 9. Power cord |
| 5. USB auxiliary port | 10. Coupler |

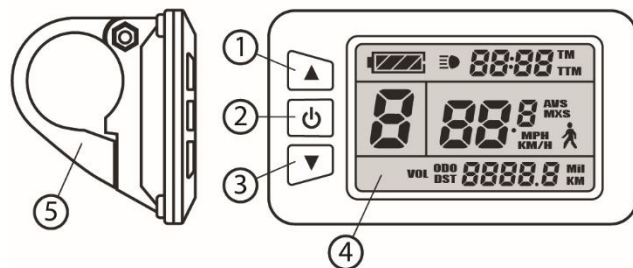


The battery unit has been built and sealed by the manufacturer. Do not attempt to open the battery casing for any reason. Only the original equipment manufacturer is allowed to perform maintenance or repair on the battery.



Motor unit

1. Rear hub motor shell
2. Power cord junction cap
3. Power cord coupler
4. Battery casing



LCD Controller unit

1. Up Button
2. Power Button
3. Down Button
4. LCD Screen
5. Handlebar bracket

Component features

Charger unit

- Converts input electrical current from wall outlet to charge the battery.
- Red LED light while charging battery.
- Green LED light once battery is charged.

Battery unit

- Stores energy to power the motor unit.
- Lithium-ion Type
- Charging port
- USB port to charge devices
- Key lock to secure on the bicycle's frame

Motor unit

- Provides power assistance to the bicycle's drivetrain
- Gear drive rear hub motor type

LCD controller unit

- Built-In LCD screen
- On / Off control for the system
- Power assistance mode control
- Displays information such as:
 - Current speed
 - Average speed
 - Maximum speed
 - Current power assist mode
 - Motor power output
 - Battery level
 - Riding time
 - Trip distance
 - Malfunction error code
- Auto Off function

Sensor unit

- Built-in Sensor unit
- Detects pedalling
- Measures speed

Components technical specs

Battery

- Voltage: 36V
- Capacity: 10.4 Ah
- Energy content: 375 Wh
- Operating temperature
 - Discharge: -10 to 40°C
 - Charging: 0 to 40°C
- Storage temperature: 5 to 40°C

Motor unit

- Power: 250 W
- Assistance cut-off speed: 25 km/h*

**Power assistance cut-off speed may be different depending on the country where the bike is distributed.*

Operating Range

The distance you will be able to ride with a single battery charge depends on many factors. Some are under your control and some are not. The factors you have no control on are weather conditions such as wind direction, wind strength, and temperature. Difficult road surfaces also influence the range you can achieve. Loose and irregular ground surfaces will increase your tires rolling resistance and therefore require more power and decrease the range you can cover.

The factors you have control over are the following:

- The power assistance level you choose
- Tires pressure and condition
- The weight of cargo you are carrying
- Condition of the battery

Here are some tips to help you reach maximum range of a battery charge:

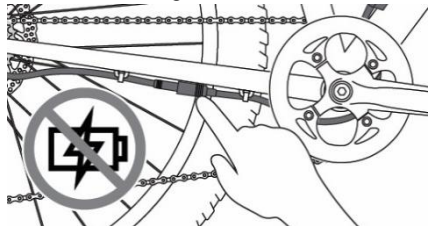
- Only use the power assistance you need for each condition during your ride. (You may not need maximum assistance while riding on flat ground or with a tail wind).
- After a stop, start off again on an easy gear combination and shift up progressively as you gain speed. (Think of it as driving a car with a manual transmission where you would not start accelerating in a high gear).
- Keep your tires inflated at the recommended pressure. (This will significantly reduce the rolling resistance of your tires and require less power to propel the bicycle).
- Only bring the necessary equipment to keep your overall weight as low as possible.
- Always charge your battery according to the instructions described in section Charging the battery of this manual to extend its life and performance.



It is recommended that you plan your ride to make sure you can make it back home on a single charge or have a charging stop planned in advance.

Using your power assisted bicycle

General handling instructions



Disconnect the power cord coupler next to the hub motor before proceeding to mechanical adjustments, maintenance or before shipping your bicycle with a transport company.



Disconnect and remove the LCD Controller unit when packing the bicycle for travelling to prevent damage to these components.



Power assisted bicycles are considerably heavier than regular bicycles, therefore you should take extra caution before lifting your bicycle and use a proper lifting technique in order to not hurt your back.



If you are using a bicycle rack to transport your power assisted bicycle on your vehicle, make sure it can support the bicycle's weight.



Do not move your bicycle while the battery is connected and charging to prevent damage to the power cord and connections.



Your bicycle's "Walk" mode is designed to help you push your bicycle uphill. See section 'Power assist mode description' to learn how to use this function.



Always advise shipping companies that you are shipping dangerous goods and follow their requirements for packaging or ask your bicycle dealer on recommendations regarding the packaging of your battery for transport.



Never submerge the bike in water and avoid washing it with a high-pressure washer. Although it has been designed to be water resistant, the battery's shell is not fully sealed.



Never attempt to modify or disassemble the battery. This could lead to serious injuries, cause serious damage and will void the manufacturer's warranty. Only a qualified technician should

perform repair or maintenance on any parts of the power assist system.



Only use genuine parts provided by the manufacturer to charge the battery and always follow the charging instructions and warnings.



Do not place the bike near heat sources or throw in fire.



To prevent battery leakage, do not leave your bike under direct sunlight for prolonged periods or inside a vehicle on a hot day.



If a battery has suffered a strong impact it may be damaged. You should have it checked by a qualified dealer to make sure it is safe to use before riding your power assisted bicycle again.



Always respect the battery's operating temperature limits described in section [Components Technical Specs](#).



If the battery starts leaking, stop using it immediately and contact a qualified dealer for instructions.



If a leakage from the battery occurs, avoid touching it as it is corrosive. If the liquid gets in contact with your clothes, wash them with clean water. If it gets in contact with your eyes, do not rub but wash thoroughly under clean water and contact a physician.



When charging your battery, make sure the connectors are clean and free of water or dirt before connecting the charger.



The warning labels on the battery and charger present important information for your safety. Make sure to follow the instructions carefully.

Turning the system on




Do not turn the power assist system On before standing over the bike or being seated properly with at least one foot on the ground. An unexpected ignition of the power assistance while getting on the bike can result in serious injuries.

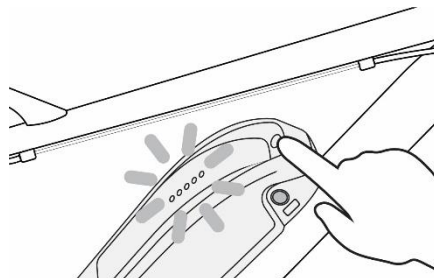


This power assist system has an auto shut off function. If there is no operation or input from the LCD controller for some time, it will shut down automatically.


To turn the power assist system On:

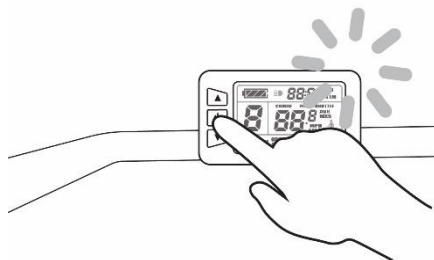
1. First turn the battery power On

Press and hold the Power button  on the battery casing. LED indicator will light up confirming the battery is On.



2. Then turn the LCD Controller On

Press and hold the LCD controller's power button  for 2 seconds. The LCD screen will light up.




In the event that an error logo shows up when the LCD screen lights up do not ride your bicycle. Contact a qualified dealer to have your power assist system checked.

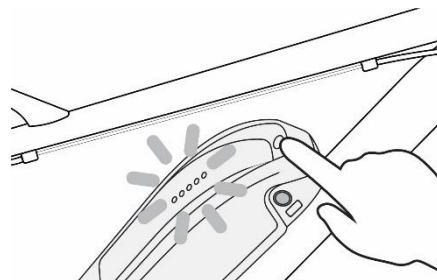
Turning the system off



Do not get off the bike before having turned the power assist system Off. An unexpected ignition of the power assistance while getting off the bike can result in serious injuries.

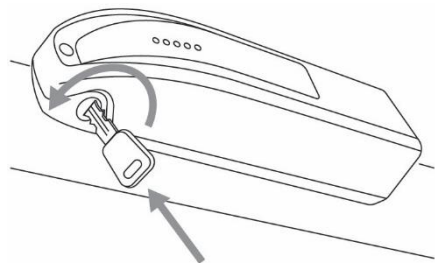
To turn the power assist system Off:

Press and hold the Power button  on the battery casing. The button's LED indicator will turn off. The motor and LCD controller won't receive power anymore. LCD screen will quickly shut down. The power assist system is then Off.

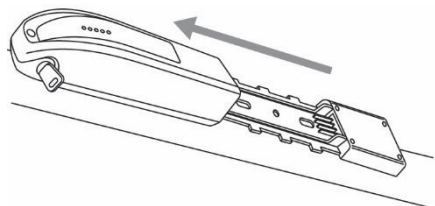


Removing or inserting the battery

To remove the battery:

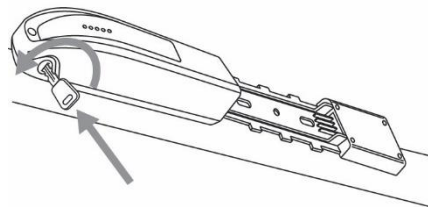


- Insert the key into the key lock of the battery.
- Turn the key for half a turn, counter clockwise (to the left) to unlock the battery.

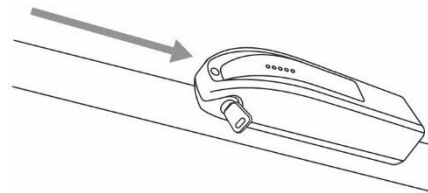


- Firmly push the battery along the battery holder bracket towards the front, being careful not to hit the bicycle frame.

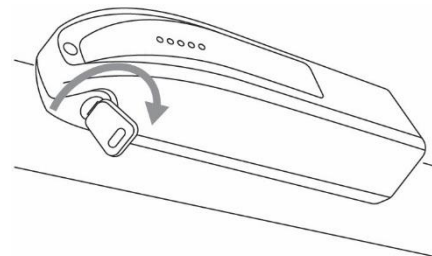
To Insert the battery:



- Insert the key into the key lock of the battery.
- Turn the key for half a turn, counter clockwise (to the left) to unlock the battery.



- Check the battery holder bracket to ensure there isn't any water accumulation, then align and firmly push the battery along the battery holder bracket towards the rear.



- Turn the key for half a turn, clockwise (to the right) to lock the battery in position.



Your key is needed to remove the battery to prevent it from unintentional detachment or from theft.



Put the provided key double in a safe place for the event that you lost the first key.

Specific riding maneuvers

There are some maneuvers that should be avoided when riding a power assisted bicycle. A sudden, ignition of the power assist system in an unexpected situation can cause the bicycle to accelerate when it is not required and handle erratically.

In the following riding situations, it is recommended not to put pressure on the pedals to avoid a sudden acceleration from the power assist system:

- While walking besides the bicycle.
- While taking a curve at high speed.
- While riding on a patch of water, mud, snow, ice, or any slippery surface.
- While lifting the front wheel up to clear an obstacle.

Choosing a power assistance mode

Once the system is powered up, you may want to choose your power assistance level. This will change the amount of power assistance that the motor provides you while pedalling.

It is recommended to start off with the lowest level of assistance and increase it gradually if needed. Doing so will offer a

much smoother acceleration, helping you to keep control over your speed as well as to save the battery's capacity.

Keep the assistance level lower while riding casually on flat surfaces. Increase the assistance level when approaching an incline to help you climb with less effort.

If you wish to walk beside the bicycle on an incline or if the bicycle is heavy to push because of the load it is carrying, you may want to use the Walk mode that will make the bicycle self propel at a speed of 6 Km/h.

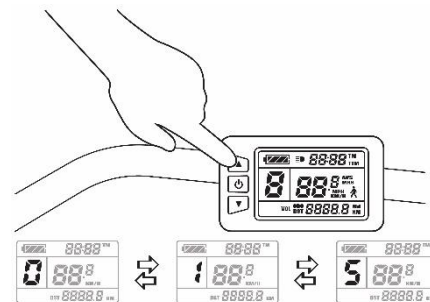
Power assist level and modes

Your power assist system can be used at many levels and on different modes. Get to know each of the options available so you can choose the right one for each riding situation.

The LCD screen unit shows which power assist level or mode you're currently in. Use a power assist level according to the current riding conditions. Choose a high assistance level when going uphill or against a head wind and switch to a lower assistance level if you are riding on a flat road or with a tail wind.

To shift through power assist levels:

Switch through the 6 power assist levels (0 > 1 > 2 > 3 > 4 > 5) using the LCD controller's ▲ and ▼ buttons.





Level 0 – No assistance

At this level, there will be no power assistance coming from the motor. Use this level to save battery capacity while descending.



Level 1 – Minimum assistance

Compensates for the power assist system's own weight without reaching high speed. Use on flat surface with low wind resistance. Operating range is at its highest.



Mode 2 – Low assistance

Helps to reach a steady, slightly higher speed than normal. Use on flat surface with low to medium wind resistance. High operating range.



Level 3 – Intermediate assistance

Maintains a steady speed on variable incline surfaces with medium wind resistance. Optimal balance between power assistance and operating range.



Level 4 – High assistance

Reach greater speeds. Use on long inclines and against strong wind resistance. Expect a reduced operating range if riding with this assistance level for a long period.



Level 5 – Maximum assistance

Reach the highest speeds or get maximum help to climb steeper inclines. Keep a close watch at your battery capacity if using this mode for a long trip.



Walk Mode

Use Walk Mode when walking beside your bicycle and you're in need of power assistance. For example, when walking your bike up on an incline or carrying a heavy luggage. As soon as Walk mode is activated, the motor will propel the bike at a steady speed of 6 Km/h until the button is released.

To activate Walk mode:

Press and hold Down button ▼ for 2 seconds (from any mode). Walk mode will instantly shut down once you release the button.



Switching to Walk mode will instantly ignite the motor and propel the bicycle to a steady speed of 6 km/h. Before activating Walk mode, make sure you are properly holding on to your handlebar and that the path in front of you is clear. For safety reasons, the Walk mode will automatically shut down once the button is released.



The operating range (battery autonomy) of your bicycle is significantly influenced by the power assistance level you choose and how you manage it during your ride. For more details on how to extend your ride time, refer to the section Operating Range.

Charging the battery



It is recommended to take the battery off its support base and to place it in a room at a tempered temperature and humidity before proceeding to the charge.



It is possible to charge the battery while its on the bike but in this situation, you should make sure the bike is resting in a stable position so it can't move or fall during the charging process or

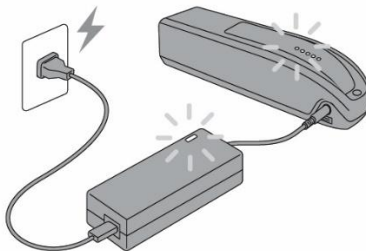


If the battery is not fully charged after 7 hours, unplug the battery and contact a qualified dealer to have the battery checked.



A battery will wear out with age. Following the best charging and storing practices will help preserve its life span to a maximum. However, when an abnormally short battery capacity after a full charge is noticed, it is likely that it needs to be replaced.

To charge the battery:



- Connect the AC power plug into the charger block.
- Plug the AC power plug into an electrical outlet. Check that the LED indicator on the charger lights up to confirm that power is going through.
- Lift the rubber protector and connect the charging plug into the socket on the battery.
- Check that the LED indicators on the battery lights up to confirm that charging is underway.
- Let the battery charge until it is fully charged.
- Pull the charging plug from the charging port and replace the rubber protector cap.

Battery capacity level indicator



- Capacity 70% or more



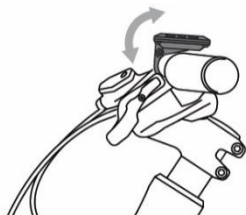
- Capacity less than 15%

- Voltage shortage – shutting down

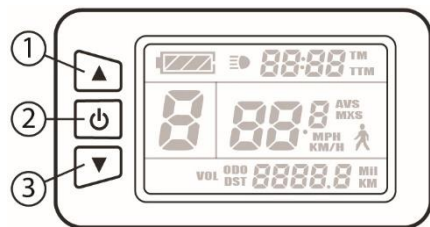
Using the LCD controller

Positioning the LCD controller

Position the LCD controller on the left-hand side of your handlebar, facing up, slightly at angle so it's easy to look at, and close to your hand so you can easily reach it while holding on to the grip.

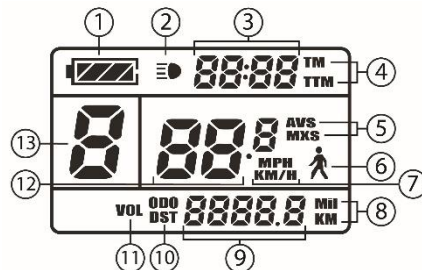


LCD controller buttons description



1. UP button
2. POWER button
3. DOWN button


LCD screen icons description




1. Battery charge level status
2. LCD screen backlight status
3. Time display
4. Current time / Trip time displayed
5. Average speed / Maximum speed displayed
6. Walk mode activated icon
7. Current speed unit displayed
8. Current distance unit displayed
9. Distance display
10. Current trip distance / Odometer displayed
11. System voltage status
12. Speed display
13. Current power assist level

LCD controller commands


Turning the system ON or OFF:

Press and hold the Power  button for 2 seconds to turn the system On or Off (The battery power must have been turned on before)


Switch to a higher Power Assist level:

Press the Up  button to switch to a higher Power Assist level

Switch to a lower Power Assist level:

Press the Down  button to switch to a lower Power Assist level


Activate Walk mode:

Press and hold the Down  button for 2 seconds from any level to activate Walk mode. Maintain the button pressed for the time you need the Walk assistance. Walk mode will instantly shut down once you release the button.



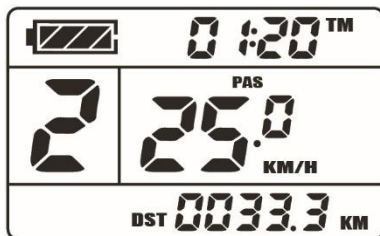
Switching to Walk mode will instantly ignite the motor and propel the bicycle to a steady speed of 6 km/h even with no pressure on the pedals. Make sure you are holding your bicycle steadily and that the path in front of your bicycle is clear. Walk mode will automatically shut down once you release the button.

Switch to a different LCD screen mode:

Press the Power  button briefly to switch between different LCD screen modes (1 > 2 > 3) displaying information about your speed, travelled distance and power assist system status.

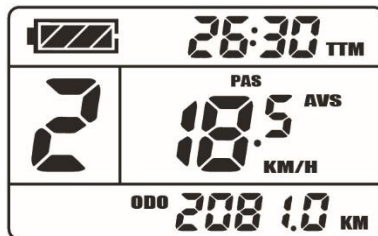
LCD screen Mode 1 (default) displays:

- Battery charge level
- Current power assist level
- **Current speed**
- **Current trip timer**
- **Current trip distance**



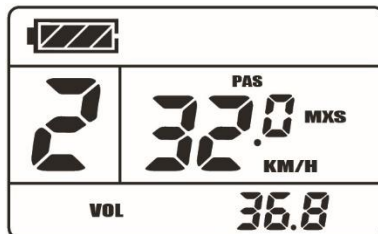
LCD screen Mode 2 displays:

- Battery charge level
- Current power assist level
- **Average speed**
- **Total trip timer**
- **Odometer**





LCD screen Mode 3 displays:


- Battery charge level
- Current power assist level
- **Maximum speed**
- **Current system voltage**




Reset the latest trip data:


(Wait at least 5 seconds after the LCD controller has been turned On)

Press and hold both the Up  and Down  buttons for 2 seconds until the *current trip timer* and *trip distance* values are flicking.

Then, while they are still flicking, briefly press the Power  button to reset the values to zero.

Turn the LCD screen backlight On / Off:

With the LCD controller On, Press and hold the Up  button for 2 seconds until the backlight is lit.

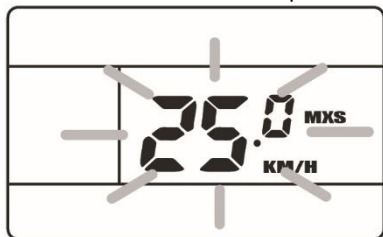
Press and hold the Up  button for 2 seconds again to turn it Off.

Adjusting the system parameters

To access Parameters Adjustment Menu:

(Within 5 seconds after turning the LCD controller On)

Press and hold both the Up ▲ and Down ▼ buttons for 2 seconds to access the first parameter menu: Maximum speed



1. Maximum speed

This is the system's cut-off speed limit. When this speed value is reached when riding, the motor will stop providing power assistance.



The maximum speed value has been set at the factory according to the Country, State or Province your bike has been distributed.

Press the Power ⏻ button to proceed to the next parameter (Wheel diameter)

2. Wheel diameter



The wheel diameter value has been set at the factory according to your bike's specific configuration. Do not modify the default value of this parameter. Proceed to the next parameter.

Press the Power ⏻ button to proceed to the next parameter (Speed/Distance unit)

3. Speed / Distance unit

The unit used to measure and display speed and distance on the LCD screen can be adjusted to the user's preference in between *Metric* (KM/H – KM) and *Imperial* (MPH – Mil) standards.

To set the speed / distance unit:

Use the Up ▲ or Down ▼ button to set the desired value while it is flicking.

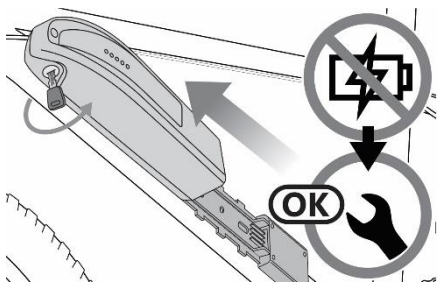
Press and hold the Power ⏻ button for 2 seconds to exit the Parameters Adjustment Menu.



Parameters adjustment mode quits automatically when there is no input given to the controller for 1 minute.

Maintenance & storage

Besides your bicycle's regular mechanical maintenance, for which the requirements are well described in the generic bike user manual that was provided with your bicycle at the moment of purchase, and the minimum battery care described in this section, there is no specific maintenance related to the Power assist system required by the user. Do not attempt to open any of the Power assist system components.



Always remove the battery before proceeding to regular bicycle inspection, maintenance, or repair so there is no risk of injury from an electrical shock or sudden motor ignition.

Servicing, maintenance or repairs must be carried out only by a qualified technician.

Minimum battery care

As for every battery powered product, it is good to discharge and charge the battery at regular intervals. When possible, run down the battery capacity completely before putting it to a complete charge.

It is normal for a battery to heat up under normal use. It is recommended to let it cool down before putting it to charge.

Do not expose your bike to extreme heat (more than 40C) or cold (less than -10C)

Never leave the charger cord connected to the battery's charging port for a prolonged period. It should be disconnected after a complete charge period, or at least after a maximum of 24 hours.

Make sure to follow the instructions and to respect the minimum charge periods described in the section Storing your power assisted bike when storing your bike for a prolonged period such as the off season.

Washing your power assisted bicycle



The bicycle user manual that was provided to you separately contains a more detailed bicycle washing procedure and recommendations. It is suggested to refer to it.

Never submerge any of the components of the Power assist system in water.

Always wait for the battery to cool down before washing your bike. A sudden change of temperature can damage your battery.

Wash your bicycle with water and mild soap. Do not use a high-pressure washer to prevent water from making its way inside the sealed components. Make sure that the plastic protector cap is closed on the battery charging port.

Keep the battery port and power cord coupler's contact prongs and holders clean. Use a damp cloth to remove grit, dust, mud, etc.

Disposal

Check with your local waste management services for the proper way to dispose of the components of the Power assist system. **Do not dispose of electrical or battery components with other household waste.**

Storing your power assisted bike

Battery care:

Before storing your bike for the off season, run the battery capacity down to zero, let it cool down, then put it to a complete charge cycle.

When not used for a long period, a battery will lose some of its capacity.

The battery must be maintained above 70% of its capacity during the storing period. It is recommended to charge to full every 3 months.

Storage environment:

Store the battery in a dry, tempered room away from humidity at room temperature (around 20°C).



Do not store the battery in a cold environment such as a garage or shed in the winter, even for a short period. Cold temperature can damage the battery.



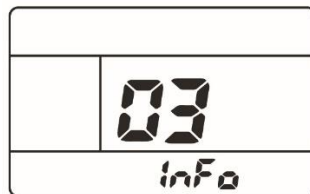
Store the battery away from high heat sources such as direct sunlight or inside a vehicle during summer.

Troubleshooting

System malfunction sign and error codes

The LCD controller unit can communicate a problem related to the power assist system to the user through an error code.

If an abnormality is detected, the LCD screen will display the related error code flicking as per the example below:



If such an error code should appear on your LCD screen, please contact a qualified technician or get in touch with our customer service for instructions as soon as possible.



Do Not Return to Store!

*For service, troubleshooting and questions, please contact:
1-800-268-6407*



*Don't attempt to alter or disassemble any component of the power assist system. Maintenance and servicing **MUST** only be performed by a qualified technician.*



For other mechanical issues not related to the power assist system, such as derailleurs or brakes malfunction, please refer to section Troubleshooting of the Owner Manual provided separately at the time of purchase.



The information provided in this section is for reference only.

Refer to the following most common error code list applicable to your power assisted bicycle:

Error code	Description
03_info	Motor hall signal abnormality
06_info	Motor or controller has short circuit abnormality

Troubleshooting guide

Problem	Possible causes	Solution
Pedaling feels stiff	<ul style="list-style-type: none">▪ Improper tire pressure (may be too low)▪ Either the controller or battery or both are turned off▪ Battery is low	<ul style="list-style-type: none">▪ Add air▪ Make sure the display is lit up on the controller and the lights are on on the battery▪ Charge battery
Pedal assist is not activated	<ul style="list-style-type: none">▪ Battery is empty▪ Are you overusing the battery? eg. Above or below the operating temperature, and/or with excessive cargo weight▪ You're pedaling over 25km/h▪ You're not pedaling▪ Internal connections may be loose.▪ Either the controller or battery or both are turned off▪ Motor temperature exceeds 100 degrees	<ul style="list-style-type: none">▪ Check the battery and charge if needed▪ Turn off the battery and bring indoors to cool off. Try again later▪ Check the speedometer, assistance is only provided up to 25km/h▪ You must pedal for the power-assist to activate▪ Contact a qualified technician or place of purchase▪ Make sure the display is lit up on the controller and the lights are on on the battery▪ Turn off the battery and bring indoors to cool off. Try again later
The battery loses it's charge very fast	<ul style="list-style-type: none">▪ The battery may be almost expired	<ul style="list-style-type: none">▪ Contact the place of purchase to order a new battery
The battery won't charge	<ul style="list-style-type: none">▪ Are the charger cords connected properly to the battery and the wall?	<ul style="list-style-type: none">▪ Make sure plugs are clean and fully connected. If the battery still won't charge contact the place of purchase

Problem	Possible causes	Solution
There is an odor, smoke or fluid coming from the battery		<ul style="list-style-type: none"> ▪ Stop using the battery and contact the place of purchase
Controller won't turn on after pressing power button	<ul style="list-style-type: none"> ▪ Is the power on the battery turned on? 	<ul style="list-style-type: none"> ▪ Make sure the battery is charged and turned on
The travelling distance seems to be short per charge	<ul style="list-style-type: none"> ▪ This can depend on the amount of cargo weight, road, wind and temperature conditions ▪ The battery is towards the end of its life after many charges 	<ul style="list-style-type: none"> ▪ This is normal. If the battery is empty recharge it ▪ Have the battery replaced with a new one by a qualified technician