

Ebikes-Canada

ELECTRIC

User **manual**



Power Brings Joy



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► What is Included in the Box?



Keys



Bike



Charging Cable



Battery



Tool Box



Manual

► Vehicle introduction

EBC-S18



► Vehicle parameters

EBC-S18

500 WATT



Battery	48V 10.4 AH Li-ion Battery
Motor	500w rear Bafang motor
Controller	48V 22A
Charge Time	4-6 hours
Max Speed	45 km/h
Range Distance	60-80 km
Brake	F/R disc brake
Light	With F/R light
Display	LCD display
Fork	Al alloy suspension fork.
Tire	26x4.0
Derailleur	Outer 7 speed SHIMANO
Packing Size & Container Loading	163*27*82cm

► Vehicle introduction

EBC-S05



► Vehicle parameters

EBC-S05

500 WATT



Battery	48V 10.4 AH Li-ion battery
Motor	500 W Bafang rear motor
Controller	48V 22 A
Charge Time	4-6 hours
Max Speed	47 km/h
Range Distance	60-80 km
Brake	F/R disc brake
Light	With F/R light
Display	LCD display
Fork	Al alloy suspension fork.
Tire	26x2.5
Derailleur	Outer 7 speed SHIMANO
Packing Size & Container Loading	163*27*82cm

► Vehicle introduction

EBC-S07-B



► Vehicle parameters

EBC-S07-B

500 WATT



Frame	6061 aluminum alloy
Battery	48V 13AH Li-ion battery
Motor	500W Rear Bafang hub motor
Controller	48V 22A
Charge Time	4-6 hours
Max Speed	35 km/h
Range Distance	50-70 km
Brake	F/R disc brake
Light	F:Light R:Reflector
Display	SW-U-LCD display
Fork	Al alloy suspension fork.
Tire	26x4.0
Derailleur	Outer 7 speed SHIMANO
Packing Size & Container Loading	158 X 27 X 83CM

► Vehicle introduction

EBC-S07-D



► Vehicle parameters

EBC-S07-D

500 WATT



Frame	6061 aluminum alloy
Battery	48V 13 Ah lithium battery
Motor	500W Rear Bafang brushless hub motor
Controller	48V 22A
Charge Time	4-6 hours
Max Speed	40 km/h
Range Distance	50-70 km
Brake	F/R disc brake
Light	F:Light R:Reflector
Display	SW-U-LCD display
Fork	Al alloy suspension fork.
Tire	26x4.0
Derailleur	Outer 7 speed SHIMANO
Packing Size & Container Loading	158 X 27 X 83CM

► Vehicle introduction

EBC-S03



► Vehicle parameters

EBC-S03

350
WATT

Frame	6061 aluminum alloy
Battery	36V 10.4 AH Li-ion battery
Motor	350W Rear Bafang brushless hub motor
Controller	36V 15A
Charge Time	6-8 hours
Max Speed	45 km/h
Range Distance	80-100 km
Brake	F/R disc brake
Light	Front light, rear reflector
Display	LCD display
Fork	Al alloy suspension fork.
Tire	26x1.95
Derailleur	Outer 7 speed SHIMANO
Packing Size & Container Loading	147*27*86cm





► Vehicle parameters

EBC-S04

350 WATT



Frame	6061 aluminum alloy
Battery	36V 10.4 AH Li-ion battery
Motor	350W Rear Bafang brushless hub motor
Controller	36V 15A
Charge Time	4-6 hours
Max Speed	28 km/h
Range Distance	30-40 km
Brake	F/R disc brake
Light	With front light, rear reflector
Display	LCD display
Fork	Al alloy suspension fork, unlock MOZO
Tire	20x4.0
Derailleur	Outer 7 speed SHIMANO
Packing Size & Container Loading	138*27*63cm



► Assembly Instructions



INSTRUCTIONS

1. Open Carton.
2. Remove Small Accessories Box- set aside.
3. Remove bike from carton, place on a soft surface to avoid scratches.
4. Cut zip ties attaching front wheel- set aside
5. Remove protective foam and remaining zip ties.
6. Open your accessories package and remove your tool kit.
7. Keys are tied to the handle bar stem clamp, cut zip tie and remove this clamp with the allen wrench in your tool kit.
8. Place handle bars in center position, attach stem clamp and tighten screws with included allen wrench.
9. Flip bike upside down.
10. Remove large securing bolt on front fork.
11. Grab front tire, loosen side bolts on tire and align brakes with rotors, then drop tire into place.
12. Tighten both bolts with the included 15 mm wrench
13. Attach Pedals. The right pedal is turned clockwise and the left pedal is turned counter clockwise.
14. Flip bike upright
15. Push seat into post, hold at desired position, tighten screw and flip the lever.
16. Grab your bike light, twist lens to open. Then, remove the plastic insulator, Twist lens back on and press the power button. Attach your bike light to the screw above the front fork.

****Test brakes and functionality before riding.**

*****Remember to charge your battery for 8-10 hours on your initial charge to extend your battery life.**

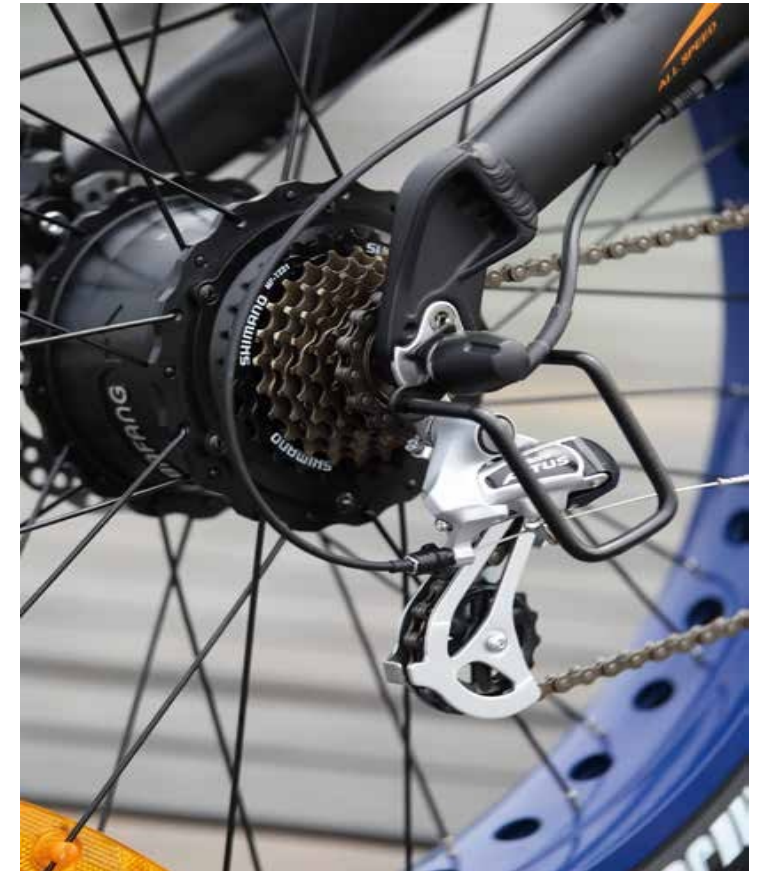
**IMPORTANT- IF YOU ARE MISSING PARTS OR ASSISTANCE, CONTACT OUR CUSTOMER SERVICE TEAM FOR PROMPT SUPPORT.
DO NOT DISPOSE OF THE SHIPPING BOX UNTIL YOUR BIKE IS FULLY ASSEMBLED.**

► Daily Checks



To Ensure Your Safety, Make the Following Functional Checks Before Driving:

1. Test brake system, throttle, and power system.
2. Tire pressure should be at 30 psi.
3. Check front wheel lug-nuts, securely tighten before every ride.
4. Battery charge level- found on side of battery
5. Braking system adjustment and free operation.



▶ Battery Charging



Charging Methods

Charge the battery while it is attached to the bike. Or, detach battery from bike and charge separately. Please follow the best practices listed below for charging your battery and extending your battery life span.



With Battery Removed

1. Unlock the battery from the base using the included key (turn left)
 2. Remove battery from the base by grabbing handle and sliding upwards towards handlebars
- **Do not force removal, doing so may damage the base rails. Double check battery is unlocked and give it a push on the rear to help loosen.
3. Rotate and pull rubber charging socket to expose charging port.
 4. Plug input charger into battery first, then plug 120v into wall outlet.

► About Charging



With Battery Attached to Bike

1. Turn off the Battery and LCD Display, Remove Key
2. Rotate and pull rubber charging socket to expose charging port
3. Insert input plug into battery first, then plug 120v into wall outlet

**Avoid overcharging- do not leave on charger over 24 hours.



Duration of Charging

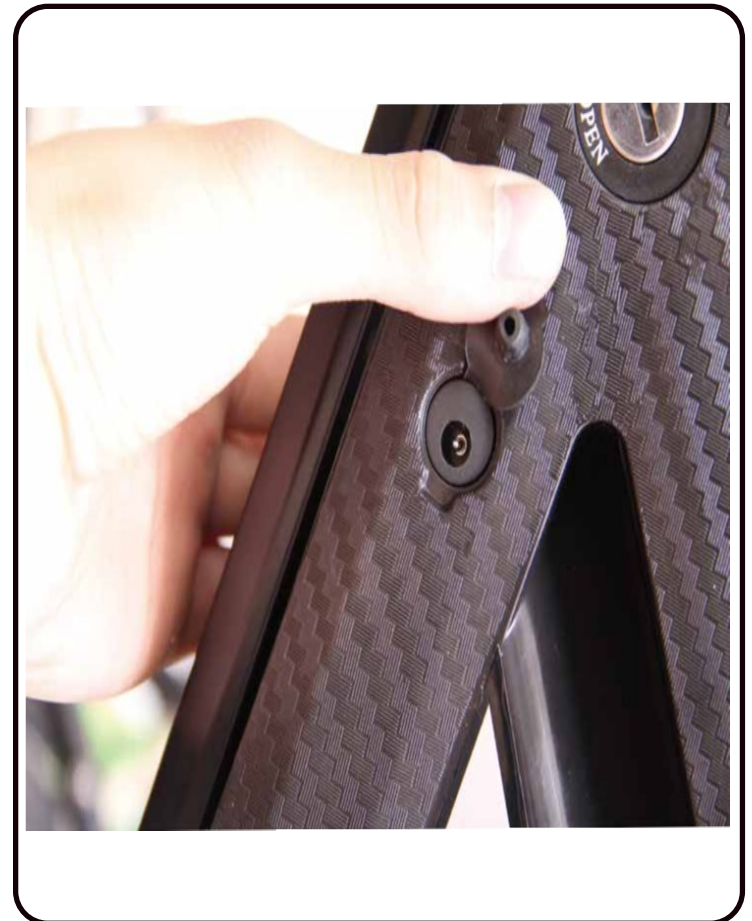
1. When the input and output terminal are connected, the red indication light of the charger will be turned on, showing that the power is being connected.
2. When the battery is charged for the first time, 8 to 10 hours should be spent for charging. When the green indication light of the charger is turned on, showing that the battery is basically full and it will switch to trickle charge mode to ensure that over-charging will not occur, it takes 2 to 8 hours for normal charging.
3. This charger has the protection device for over-charging. Long time charging should not be more than 24 hours without affecting the life time of the battery.

► About Charging



Important Charging Information

1. Avoid overcharging- do not leave on charger over 24 hours
2. When battery is detached, do not touch the “+” and “-” contacts, especially with wet hands or metallic objects
3. Do not charge the battery in an inverted position. If you do, you risk drastically reducing its lifespan
4. Only use the battery when fully charged, starting on a partial charge will decrease the lifespan
5. To prevent overheating, do not cover charger or battery while charging
6. The charger is only for indoor use. Please keep it in dry and ventilated place
7. If you notice a strange smell coming from the charger, or it is too hot, please stop charging, and contact an Authorized retailer.
8. Keep the charger in a safe place, away from children



► Driving



Important Tips While Driving:

1. In order to reduce consumption, increase autonomy and extend the motors lifespan, use the pedals during initial startups and climbs.
2. Tire pressure- Maintain 30 PSI. Low pressure will influence autonomy and decrease speed
3. Do not push the throttle too fast. The bike should accelerate slowly, reducing consumption and risk damage to the electrical system
4. To increase security and reduce power consumption, is advised to avoid sudden stops and starts
5. The vehicle controller has a charge overload protection. In case of energy overload, power will be automatically cut , then restored when it returns to normal load.
6. While driving, avoid using the throttle as you brake as it may damage the motor
7. The maximum load is 200 Pounds. Avoid driving with superior weights
8. This bike has a top speed limiter. For security reasons, it's removal is strictly prohibited.



Important Tips When Parking:

1. When pushing the bike manually, turn off the power to avoid unintentional acceleration and accidents.
2. It is recommended to park indoors. Do not forget to switch off the power and remove the key.
3. In a public place, the bike must be parked in accordance with local traffic rules. Do not forget to switch off the power, remove the key and lock the bike well to something solid.

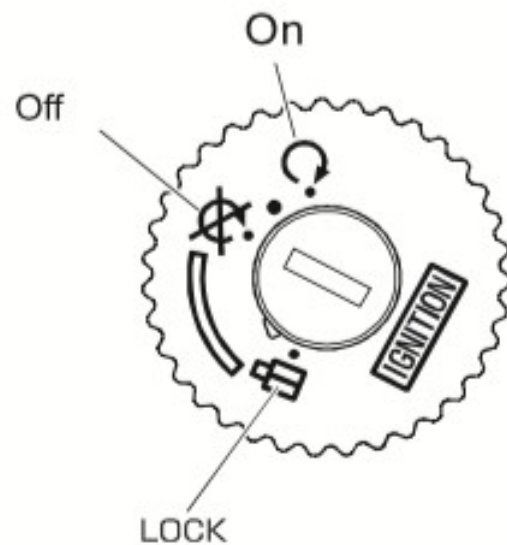
► Driving



How to Start Up the Bike:



A: Insert key and turn it to the ON position. At this point, the charge indicator light will turn on, indicating that the bike is powered on.



B:



Press mode to select the pedal assistant power with pedals(Low-Med-High).

L-H is indicating the battery power

Low=60% of Max speed

Med=80% of Max speed

High=100% of Max speed

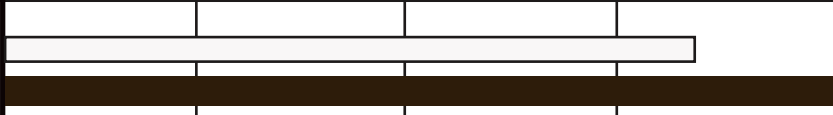
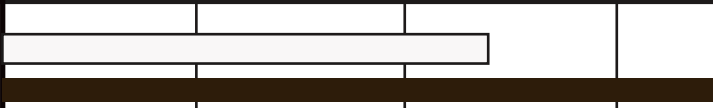

(The meter in the picture is for reference only,
the meter is subject to the actual product)

► Driving

Maximum mileage on a single charge:

1. Pedal Assist Mode - 43 MPH / 70 KPH
2. Electric Throttle Mode- 22 MPH / 35 KPH.

You can enjoy hours and hours of riding between charging and also seamlessly switch between Pedal Assist and Throttle Modes.

Surface \ Range					
	6.2 miles	12.42 miles	18.6 miles	25 miles	
Flat					Wind level: 2-3 Normal temperature: 77 F Normal load
Flat					Against Wind Level Normal temperature: 77 F Normal load
Upslope/downslope					Degree of slope<2 degree Wind level:2-3 normal temperature: 77 F Normal load

Max speed: 25 MPH / 40 KPH

Power consumption of one time charge: <0.5kw.h

The load haul and speed is directly impacted by road surface, start-up and braking frequencies, wind direction, atmospheric temperature, tire pressure and proper charging.

► Basic Maintenance

For a safe driving experience, please keep your bike in optimal riding condition, regular maintenance should be performed.



Regular Self- Checks

1. Tightening front wheel lug-nut, test for correct tire rotation and alignment
2. Tire pressure, maintain 30 PSI at all times.
3. Correct Gear-shift operation.
4. Test braking systems- kinks, bends, or too much tension on the brake line can temporarily disable motor
5. Braking system operating properly.
6. If you do not use the bike for long periods of time, change the battery monthly, to avoid reducing it's lifespan.



Maintenance and Cleaning Tips

1. Do not wash with high pressure jets or water will infiltrate and destroy the electrical system.
2. Dirt on painted surfaces should be removed with a non-abrasive cleaner. Then, wipe with a dry cloth.
3. Lubricate chain, always remove any debris, dust and dirt/sand. Do not apply lubricant on the brakes, brake levers, rims, tires, battery and controller.
4. If you do not use the bike for long periods of time, charge the battery at least once every month, to prevent reducing it's overall lifespan.
5. This bike has a top speed limiter. For security reasons, it's removal is strictly prohibited.

► Diagnose and Troubleshooting

	Symptoms	Possible Causes	Most Common Solutions
I	It doesn't work	(1) Insufficient battery power (2) Faulty connections (3) Key in wrong position	(1) Charge the battery (2) Clean the connections (3) Turn the key into the correct position
J	Irregular acceleration and/or reduced top speed	(1) Insufficient battery power (2) Loose throttle magneto (3) Damaged throttle spring	(1) Charge the battery (2) Weld and adjust (3) Contact an Authorized Service Center
P	Bike powers on, motor does not engage	(1) Loose wiring (2) Loose throttle magneto (3) Loose or Damaged motor wiring plugs	(1) Repair and/or reconnect (2) Weld and adjust (3) Contact an Authorized Service Center
S	Reduced Range	(1) Low tire pressure (2) Low or faulty battery charge (3) Driving with too many hills headwind, breaking, departures and excessive load. (4) Battery discharged for long period of time, without regular charges, aged or damaged (5) Brake wires bent or too much tension on line	(1) Adjust the tire pressure (2) Check the connections and/or fully charge the battery (3) Help with the pedals (4) Replace the battery (5) Make a prolonged battery charge (6) Inspect brake line, remove kinks, and loosen tension.
T	The battery won't charge	(1) Charger not well connected (2) Battery cases fuse blown (3) Battery wiring disconnected or with a bad contact	(1) Adjust the connections (2) Replace the fuse (3) Reconnect/ Repair the wiring
U	Driving wheel makes strange noises	(1) Damaged motor bearing (2) Bent or misaligned rim	(1) Replace the bearing (2) Adjust/Replace the fuse

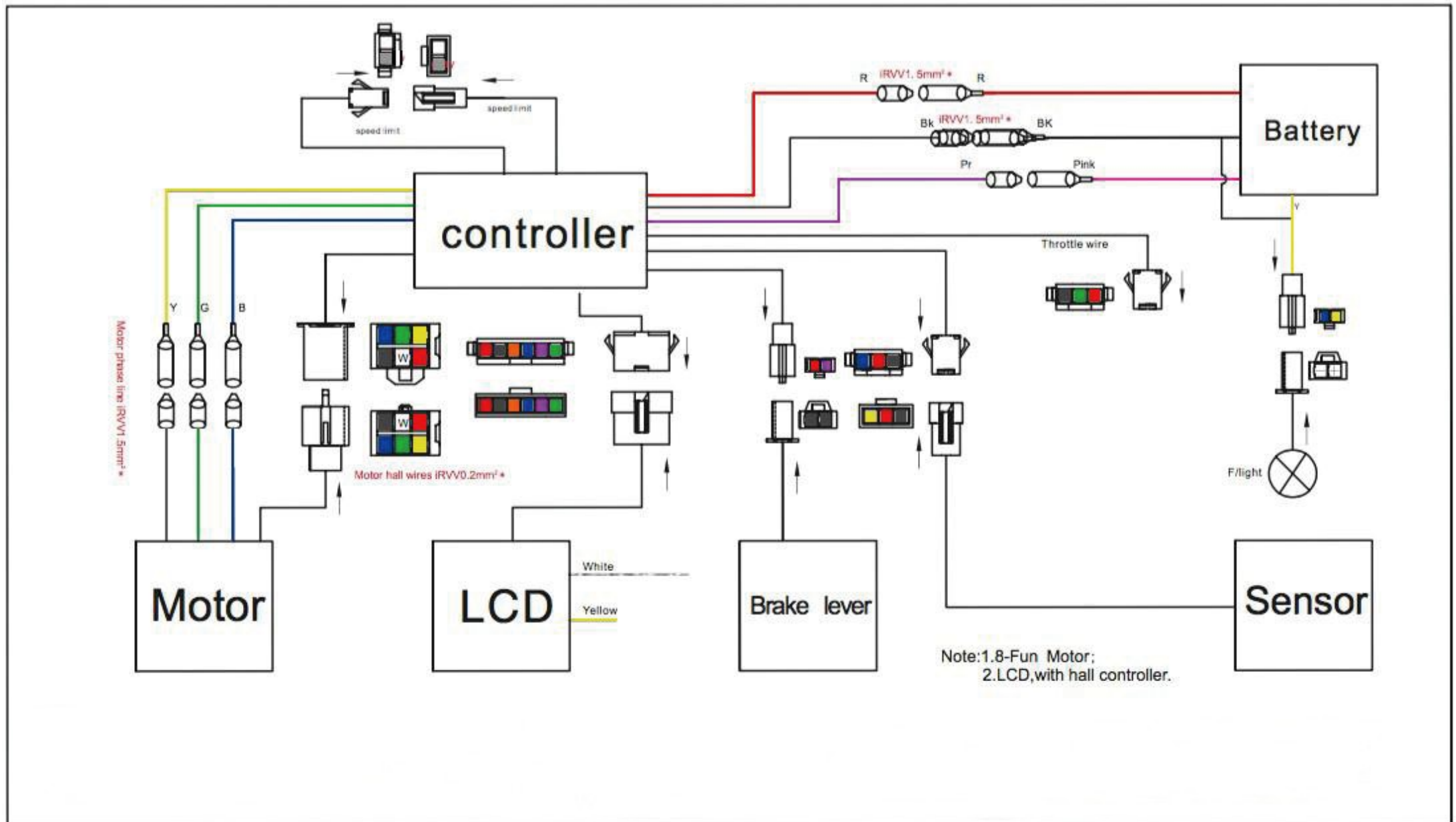
**For your safety, perform regular maintenance and tightening checks.
If you find any abnormality, repair immediately.**

This bike has a top speed limiter. For security reasons, it's removal is strictly prohibited.

► Recommended Torque Values for Threaded Fasteners

No.	Parts	Torque Required(N.M)
I	Handlebar	18-20
J	Handlebar-stem	18-20
P	Saddle	18-20
S	Seat-pillar	18-20
T	Front Wheel	16-25
U	Rear Wheel	25-35
V	B.B Parts	35-55

► LCD Display & Controller Operating System



▶ FAQ

How far can I go? What is the distance I can go on a single charge?

There are many variables that affect exactly how far you will be able to travel on a single charge like wind, hills, payload, and level of assist, and rider size, but the range is typically between 20-40 miles. When you pedal you extend your range. The more you pedalling you do, the less power your motor will consume, and the longer you will be able to travel!

How fast does it go?

The ebike has a top speed of 24 MPH without pedalling. The 48 Volt battery pack and high torque geared hub motor means you go from 0 to 20 MPH very quickly but the bike is limited to a 24 MPH top speed by design.

How much power does it have?

S05, S07B, S07D, S18 and S18Mini have Bafang 500 watt motors, the S03 and S04 models have Bafang 36V 350W motors

How do you control the motor?

Our ebikes are equipped with both a throttle and a pedal sensor. You can use either system to control the speed of the electric motor. If you want to cruise without pedalling, the twist throttle can be used, or if you enjoy pedalling and want to feel more like you are riding a regular bike (with an awesome silent electric motor) you can use the pedal sensor by entering one of the 5 levels of pedal assist.

What is pedal assist, how does it work and why do your ebikes have it?

Pedal assist uses a cadence sensor built into the drive train of the ebike which reads when you are pedalling and automatically turns the electric motor on to provide assistance when you are pedalling. Start pedalling and the sensor tells the motor to turn on. You can adjust the level of assistance with the LCD screen from 1 (lowest amount of assistance) to 5 (highest amount of assistance) to match your desired speed. Using your ebike in pedal assist mode will generally result in a longer ride through conservation of your battery. Throttle only mode will drain your battery the fastest.

▶ FAQ

How many charges will my battery last for?

The lithium-ion battery cells will provide approximately 800 “full” charge cycles before a replacement is recommended. A full cycle is considered one complete discharge, so if you only discharge the battery halfway before recharging normally, your battery will last for twice as many trips!

Does the battery have a memory effect?

No, the battery has no memory effect unlike other battery chemistries meaning you can charge your battery after each and every use, even if you just take a spin down the block. The battery is completely self managing and the charger stops automatically when the battery is fully charged.

How long does it take to charge the battery?

On average the battery takes 4-6 hours to charge with the included 2 amp charger, but that time is cut in half on shorter trips where you only partially discharge the battery pack.

Do I have to pedal?

No, you do not need to pedal! There is both a twist throttle and a pedal assist system. You can pedal and the electric motor will kick in and provide you with assistance, and there is also a twist throttle that will override the pedal assist and allow you to ride the ebike more like a motorcycle, only silent! The level of pedal assistance will determine how much boost power the motor provides based on your pedalling input. Level 1 will be just a little and level 5 will get you moving like a pro cyclist. The throttle is always 0-100% power depending on how much you twist your wrist!

► FAQ

Do your ebikes have regenerative braking?

No, instead of using a direct drive hub motor which would allow the ebike to have regenerative braking enabled, we opted for a brushless geared hub motor which increases the efficiency on hills and at lower speeds. The geared hub motor also freewheels when you are coasting or just pedalling making it feel more like pedalling a regular bike without fighting cogging / magnetic resistance.

Is it street legal?

Electric bikes are considered bicycles and can be used in the same way as a pedal only bicycle in most locations, however there are a multitude of localities with restrictions so users must check with local law enforcement to be sure they are riding within the law.

Users should take extra care ensuring that they operate within the law and check their local regulations on peak power (normally 500 Watts in Canada) and top speeds (normally 32 kph in Canada). Ebike-Canada brand ebikes will have motors that are rated at a maximum 500 Watt and are programmed at the factory to a maximum speed of 32 KPH as per current Canadian laws. We also supply a label for your ebike stating it is a Power Assisted Vehicle as per Canadian regulations.

It is our job as e-bikers to obey the rules of the road so please ride responsibly.

Will your ebike fit me?

Generally speaking our ebikes are built for adults and are suitable to most people between 165 and 195 cm (5'5" and 6'4"). We do have options for both smaller and larger people but would discuss these with interested individuals one on one. Fat tire ebikes also add height to the ebike so they tend to be better suited and comfortable for taller people.

▶ FAQ

What is the weight limit?

The recommended weight limit for the ebike is 200 lbs or 90 Kg including rider and gear.

Can I put a rear rack on it?

Yes. Most of our ebikes already come with rear racks. The exception is our line of full-suspension models S05, S18 and S18Mini which are not designed to be able to accommodate a normal rear bike rack.

How steep of a hill can the bike go up?

Hill performance depends on the weight of rider and gear, the steepness of the hill, as well as some other factors. The 48 volt 22 Amp motor controller surprises everyone we have had test ride the ebike, the hill climbing power is what distinguishes our bikes from competitors with lower voltage battery packs and lower current controllers.

What is the lowest and highest the seat sits off the ground?

With the seat post fully extended the top of the comfort saddle sits 45" from the ground and at its lowest point the seat is 31 " from the ground.

How much does the bike weigh?

The bike weighs 60 lbs out of the box.

How much does the battery pack weigh?

The battery weighs 7.2 pounds.

► FAQ

How many gears does the ebike have and why does it have gears if it is electric?

The eike has a thumb shift Shimano 7-speed gearing system. Although we find that users rarely change gears because the electric motor takes away all the strain, it is still useful to have gears whenever you decide to pedal while cruising or trying to get more exercise or extend your range. The combination of gearing and the 5 levels of variable pedal assistance from the motor means you can always find the most efficient gear and pedal level to go the distance.

Is there a power usage or battery gauge on the bike?

Yes, there is a full screen LCD display. There is also an additional LED battery gauge on the battery pack. 2x the info!

Is there a switch to prevent accidental starting?

Yes, there is an on / off button on the battery pack. The brake levers also come standard with a safety power stop switch built in to cut power to the motor when any braking is applied.

How do I lock it up and what can I do to help minimize the chance of it being stolen?

The ebike has some great anti-theft features including a locking battery pack that can either be locked onto the frame or removed and brought inside for charging and safekeeping and a rear wheel which is bolted down to the dropouts to reduce the chances of a thief stealing the wheel from the bike. Most standard U-locks and cable locks work fine to secure the ebike. We recommend using the strongest possible lock when locking your bike.

Does it work in the rain?

The components are all water resistant and work very well in wet conditions, but you should take care to keep your bike parked indoors whenever possible and in a dry location when in storage. The display, motor, battery pack, and throttle are all designed to operate just fine in heavy rain, normal drizzle, or a soggy wet morning commute in Seattle, but you should always take care to dry off your bike and to store it properly between use to prevent corrosion.

WARRANTY AND REPAIR

Can I replace or add parts to the ebike?

If you require replacement parts check with your local bike experts or reach out to us if you have any questions about compatibility. Adding unapproved after market parts may void the warranty. The motor and controller were programmed to work together and perfectly balance energy loads, adding additional parts may conflict with this balance.

How do I replace the tires when they have worn?

Your tires are on standard 26" or 20" rims. The tires can be obtained from your local bike shop.

What Is the Warranty?

Every bike is covered under our manufacturer's one-year warranty, for the original owner, against manufacturing defects. Damage that occurs during shipping is also covered under warranty.

What Will We Do To Correct a Problem with Your Bike?

Any damaged components that are covered under warranty will be replaced. We will assist you in replacing any defective part. If our team feels the repairs should be addressed by a reputable bike shop, it is likely we will reimburse you for those charges as well.

What Is Not Covered?

Items that are classified as consumables (parts that are designed to wear out over time) are not covered under warranty. Parts such as tires, tubes, brake pads, chains, etc..... are classified as consumables and are not covered under this warranty. We do carry some of these parts in-house, so you may also be able to purchase them directly from us.

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Ebikes-Canada

www.Ebikes-Canada.com