

Dear User, before enjoying a smooth ride, please be sure to read this user manual carefully. Familiarize yourself with the relevant usage guidelines and properly store this manual and the product certificate that comes with the bicycle. Do not use the electric assist bicycle before understanding its performance!

SAFETY INSTRUCTIONS

Dear User,

In This Manual, We Will Introduce The Basic Knowledge Of Using And Maintaining The Electric Assist Bicycle. For A Better Riding Experience, Please Make Sure To Carefully Read And Understand The Product's Performance, Features, Precautions, And Maintenance Guidelines. If You Have Any Questions, Please Contact The Official After-sales Team Or Your Local Authorized Service Station. We Will Provide Diagnosis And Assistance As Soon As Possible.

Safety Instructions

1. Please Understand And Follow The Precautions In This User Manual To Effectively Reduce Risks. When Entering Public Areas, Comply With National And Local Laws And Regulations. Remain Alert While Riding And Maintain A Reasonable Safe Distance From Other People And Vehicles.
2. The Electric Assist Bicycle Must Be Operated According To The Instructions In The Manual. Any Losses Incurred Due To Failure To Follow The Manual Will Be The Responsibility Of The User.
3. This Product Is Not A Professional Off-road Bike. Do Not Use It As An Off-road Vehicle.
4. For Your First Ride, Please Use The Bicycle In A Non-public Area With No Traffic. Once You Have Adapted To The Product, Try Riding On Public Roads.
5. Before Each Ride, Carefully Check For Any Loose Fasteners Or Damaged Parts. If The Product Emits Abnormal Sounds, Stop Riding Immediately And Seek Diagnostic Help From The Official After-sales Team.
6. Do Not Exceed Speed Limits. Under No Circumstances Should You Ride On Roads Frequented By Motor Vehicles.
7. For Safety Reasons, Users Under 16 Years Of Age Are Prohibited From Riding This Product. The Following Are Strictly Prohibited From Using This Product:
 - Individuals Under The Influence Of Alcohol Or Drugs.
 - Individuals Who Are Unable To Engage In Strenuous Physical Activities Due To Illness.
 - Individuals Who Cannot Maintain Balance Or Lack Proficiency In Riding.
 - Individuals Whose Total Weight Exceeds The Maximum Weight Limit.
 - Pregnant Women.
8. Use Caution When Riding In Severe Weather Conditions Such As Snow, Rain, Slippery Roads, Or Ice.
9. Do Not Attempt To Charge The Product When The Charger Or Power Source Is Wet. If Charging In A Public Place, Please Comply With Local Safety Laws And Regulations.
10. To Effectively Protect And Ensure The Proper Functioning Of The Bicycle, Please Only Use Officially Designated Parts.
11. If You Need To Modify Your Electric Assist Bicycle, Please Consult The Official After-sales Team And Proceed With Caution, Ensuring Compliance With Local Laws And Regulations. The Manufacturer Is Not Responsible For Any Injuries Or Damage Caused By Unauthorized Modifications.
12. To Reduce The Risk Of Injury, Please Carefully Read And Follow All "cautions," "dangers," And "warnings" In This User Manual.

- **Danger:** Ignoring This Warning May Result In Personal Injury Or Accidents. To Reduce The Risk Of Harm To Yourself Or Others, It Is Crucial To Follow These Specific Actions Or Avoid Certain Behaviors.
- **Warning:** Ignoring This Warning May Cause Damage To The Vehicle Or Its Components. It Is Important To Follow These Specific Actions Or Avoid Certain Behaviors To Prevent Damage.
- **Caution:** Ignoring This Warning May Cause Minor Damage To The Equipment Or Prevent The Vehicle From Functioning Properly. Please Be Informed About What Actions Should Or Should Not Be Taken.

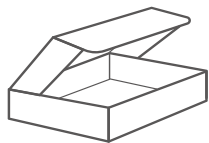
1. Product Introduction	2. Quick Start Guide	3. Maintenance Instructions	4. Service Guide
1.1 Packing List	2.1 Installation Guide	3.1 Usage Precautions	4.1 After-sales Service And
1.2 Component Description	2.2 How To Remove The Battery	3.2 Maintenance And Self-inspection	Warranty Coverage
1.3 Function Description	2.3 How To Charge	3.3 Troubleshooting And Solutions	4.2 Warranty Card And
	2.4 Quick Usage		Maintenance Records
			4.3 Product Specification Sheet



ENGWE
SCAN TO WATCH
ASSEMBLY VIDEO

ENGWE
SCAN TO READ
THE MANUAL

1. Product Introduction



User Manual



8-10 15-17 15-17

Wrench



Charger



Hex Wrench



Front Wheel
Axle Assembly



Z-type T25 Torx
Tool/cross Tool



Cable Ties X3



Socket Tool



Disc Brake



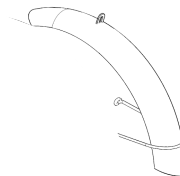
Saddle



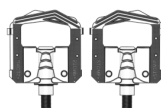
Kickstand



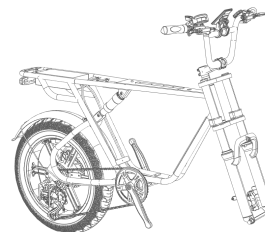
Footrest X2



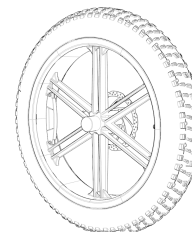
Front Mudguard



Pedals X2

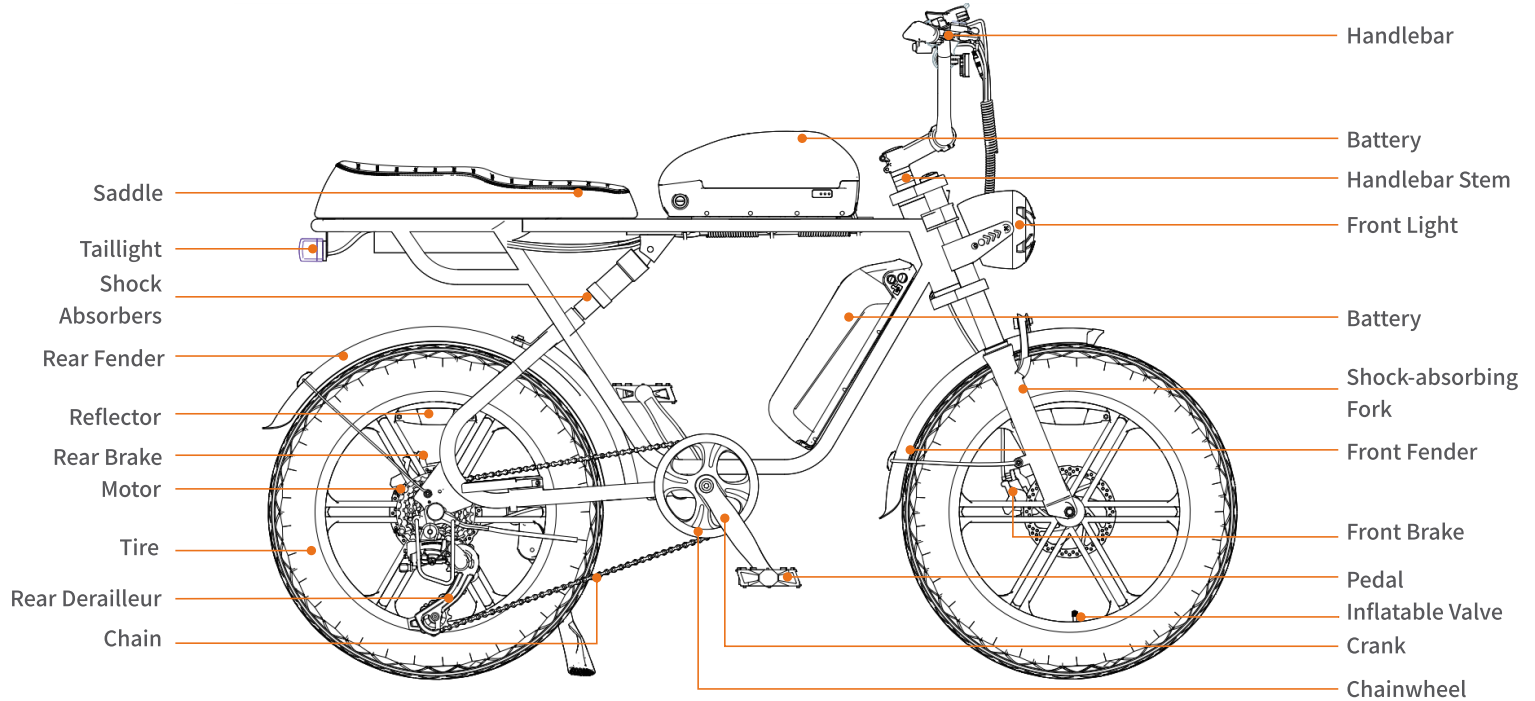


Main Frame

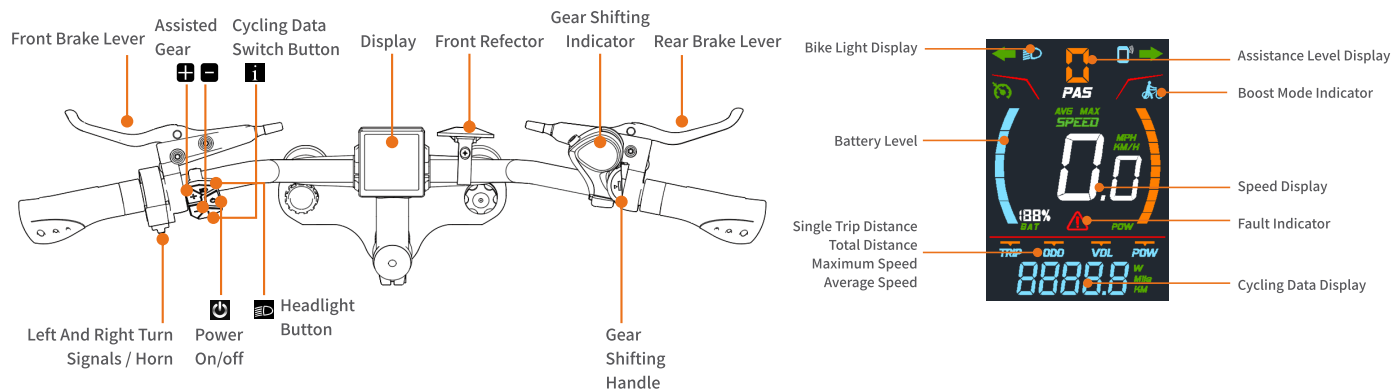


Front Wheel Assembly












1.1 Packing List



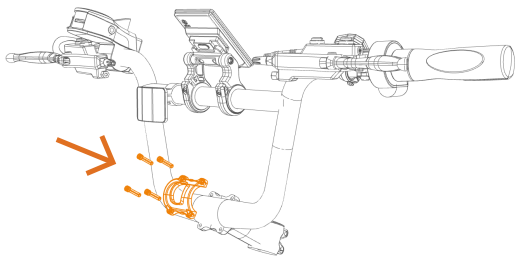
1. Product Introduction



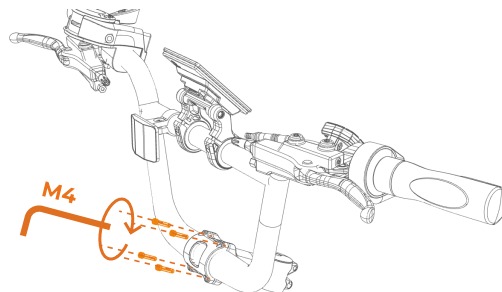
Common Function Descriptions

1. POWER ON/OFF: PRESS AND HOLD FOR  3 SECONDS TO TURN ON, PRESS AND HOLD FOR  3 SECONDS TO TURN OFF.
2. ASSIST LEVEL ADJUSTMENT: USE THE  AND  BUTTONS TO ADJUST THE ELECTRIC ASSIST LEVEL.
3. BOOST MODE: PRESS AND HOLD THE  BUTTON FOR 2 SECONDS TO ENTER BOOST MODE, WITH A SPEED OF 6 KM/H. THE SCREEN WILL DISPLAY THE BOOST MODE ICON . RELEASE THE  BUTTON TO IMMEDIATELY STOP THE ELECTRIC ASSIST, AND THE BOOST MODE ICON  WILL DISAPPEAR.
4. FRONT LIGHT SWITCH: PRESS THE  BUTTON ONCE TO TURN ON THE HEADLIGHT, PRESS  AGAIN TO TURN OFF THE HEADLIGHT.
5. RIDING DATA SWITCH: AFTER TURNING ON THE DISPLAY, IT WILL SHOW REAL-TIME SPEED AND SINGLE-TRIP MILEAGE BY DEFAULT. PRESS THE  BUTTON ONCE TO CYCLE THROUGH SINGLE-TRIP MILEAGE, TOTAL MILEAGE, MAXIMUM SPEED, AND AVERAGE SPEED.
6. ERROR CODE DISPLAY: WHEN THE ELECTRIC ASSIST BICYCLE' S CONTROL SYSTEM ENCOUNTERS A FAULT, THE DISPLAY WILL AUTOMATICALLY SHOW AN ERROR CODE. PLEASE REFER TO SECTION 3.3 FOR THE DETAILED ERROR CODE DEFINITIONS.

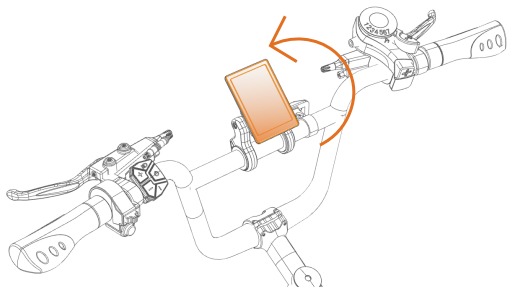
1.3 Function Description



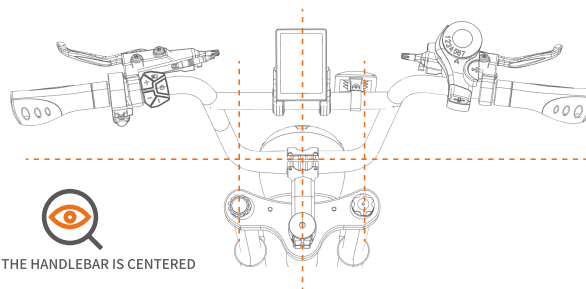
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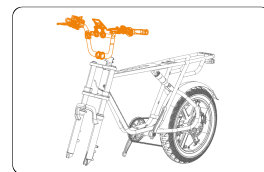
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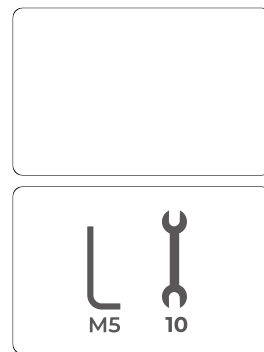
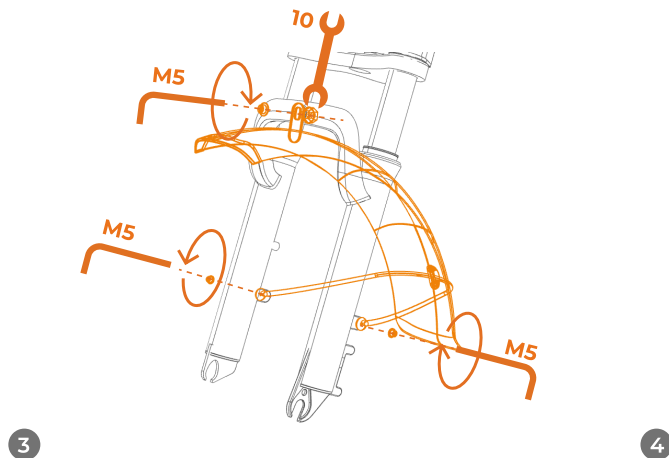
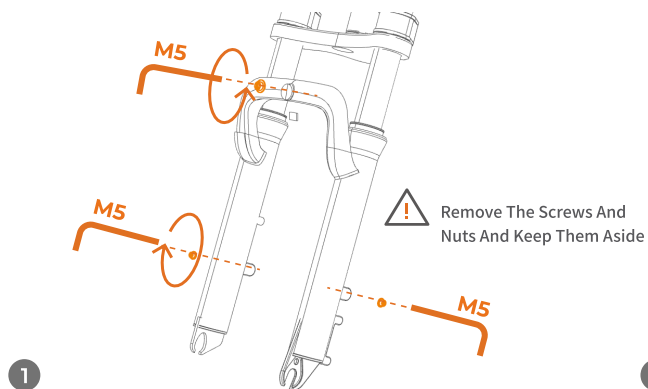
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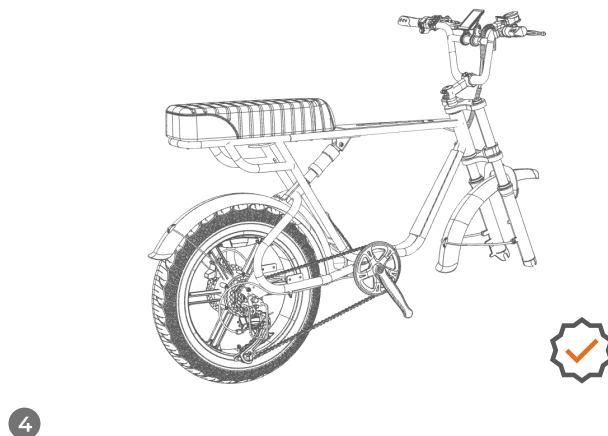
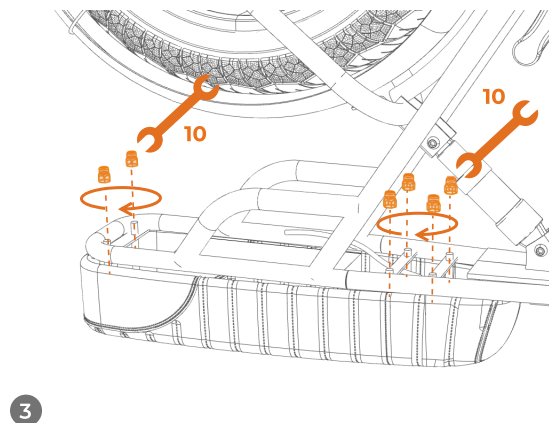
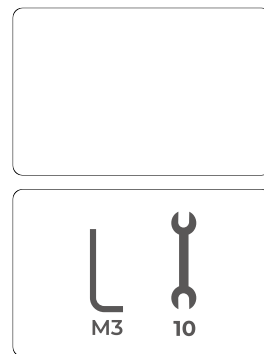
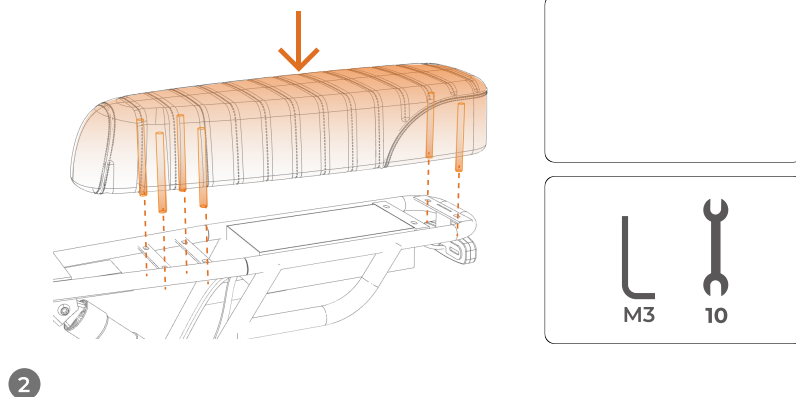
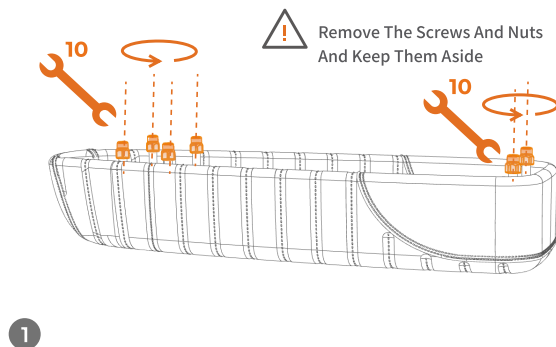
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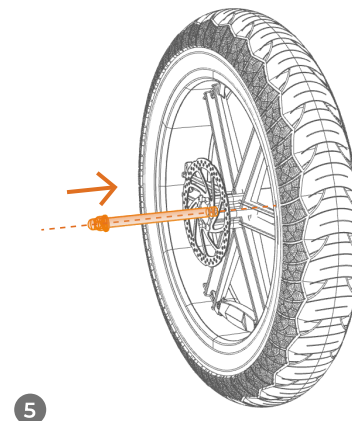
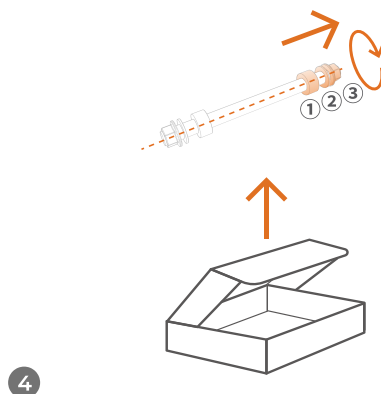
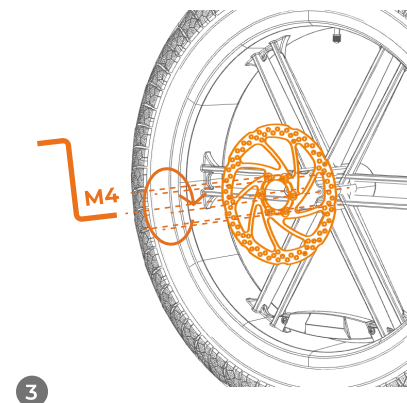
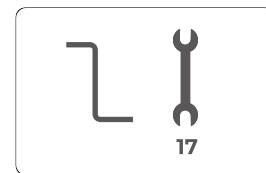
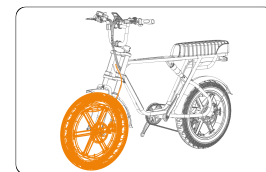
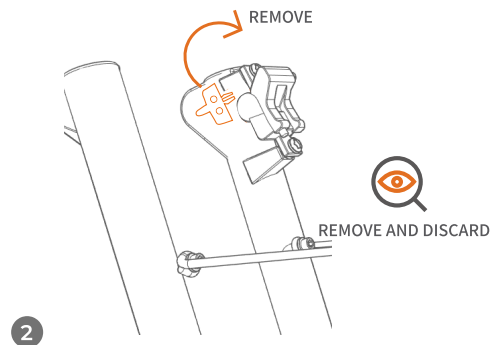
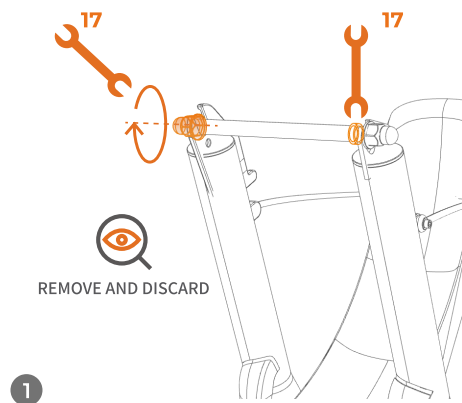


2. Quick Start Guide

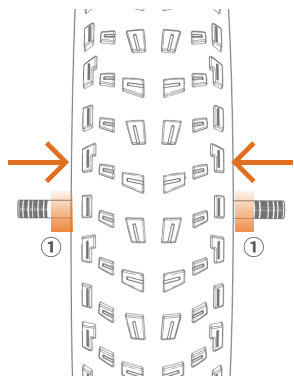


2. Quick Start Guide

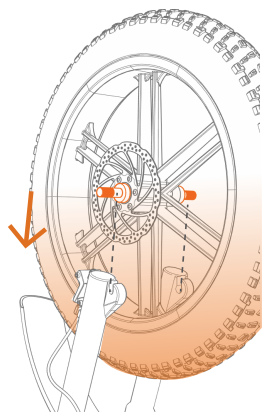




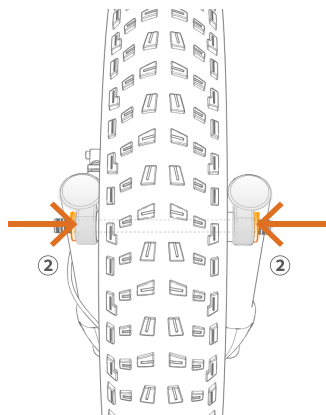
2. Quick Start Guide



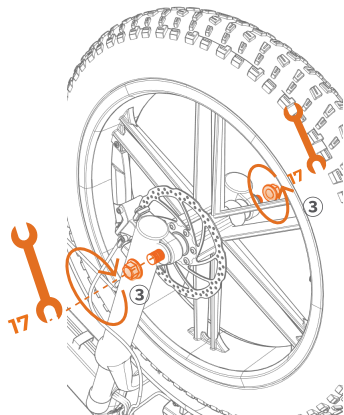
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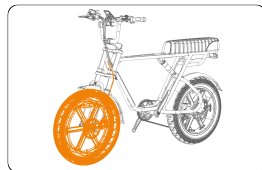
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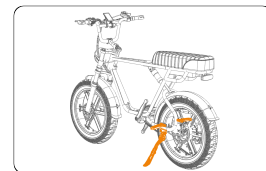
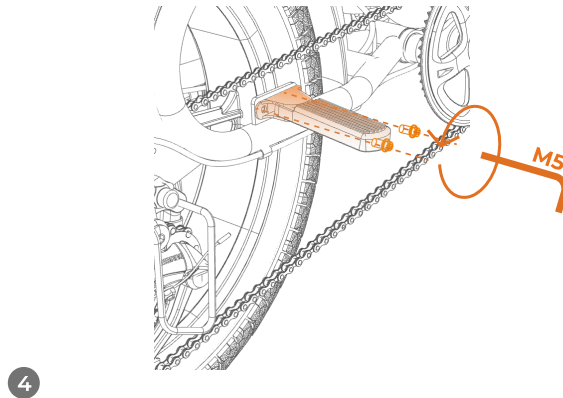
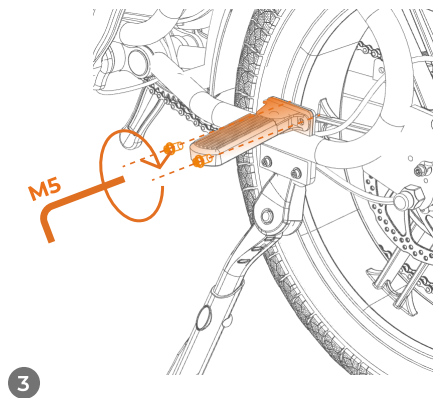
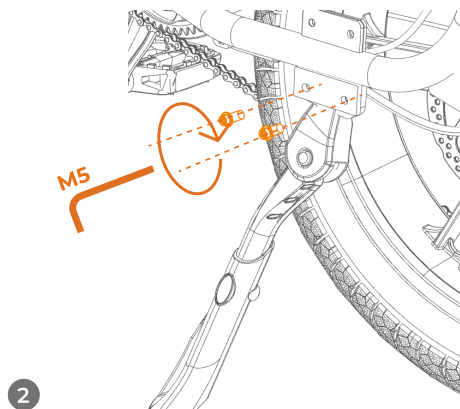
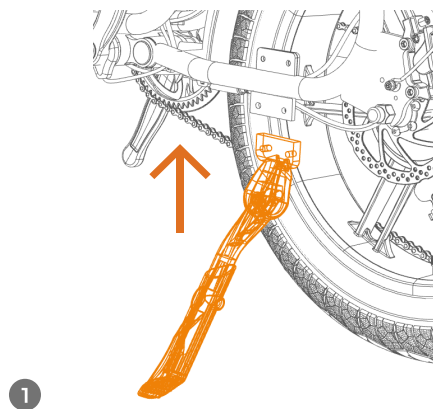


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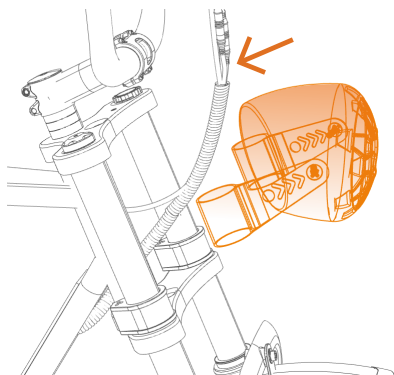


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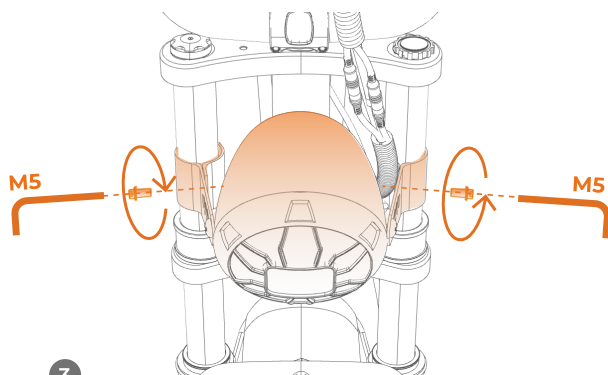




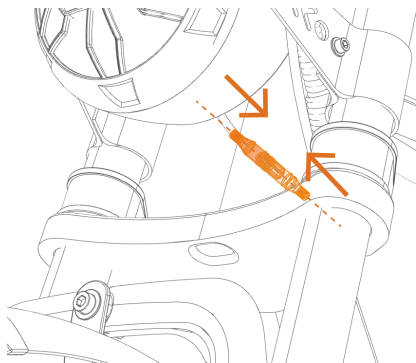
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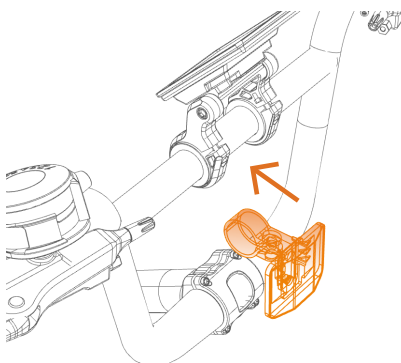
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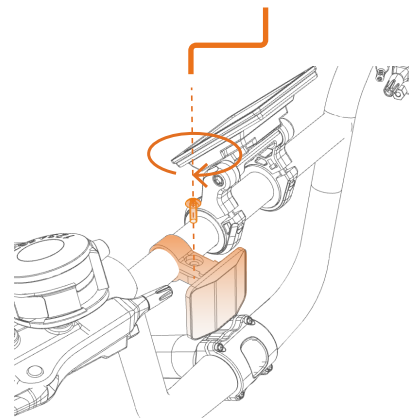
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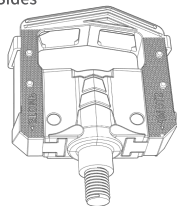


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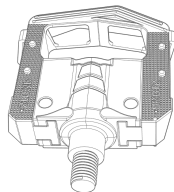




Note The Left
And Right Sides



L



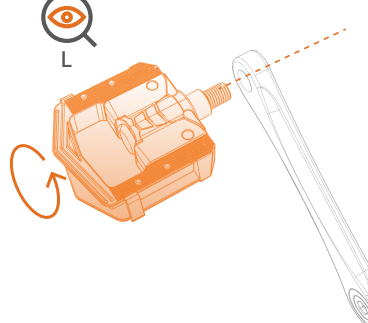
R

1

L LOCKS COUNTERCLOCKWISE



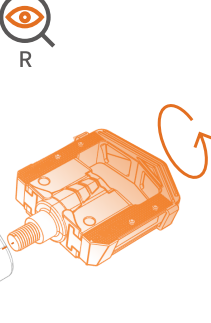
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R LOCKS CLOCKWISE



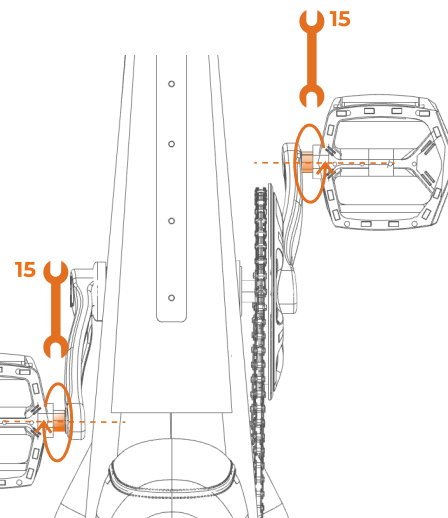
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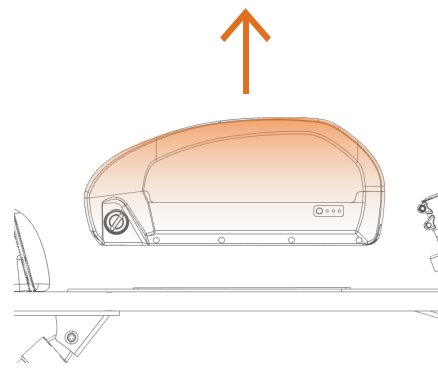
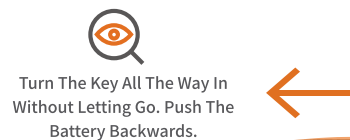
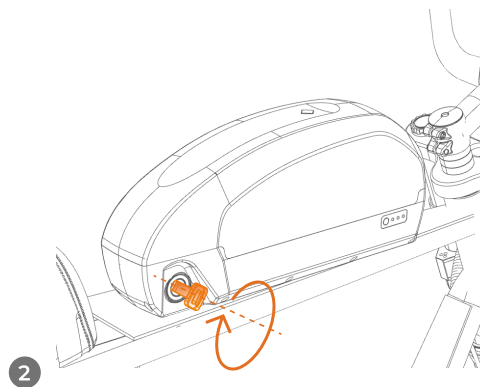
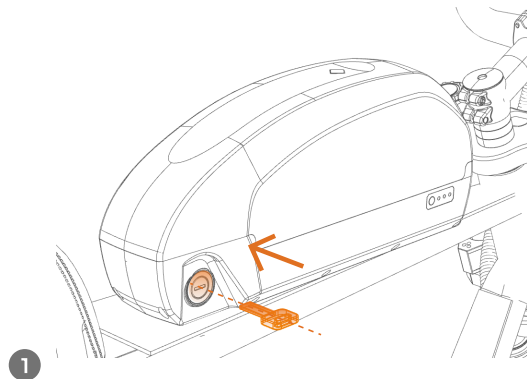
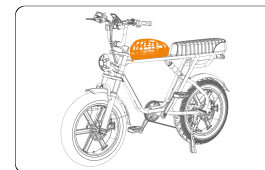
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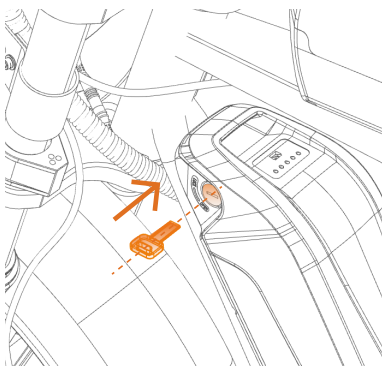
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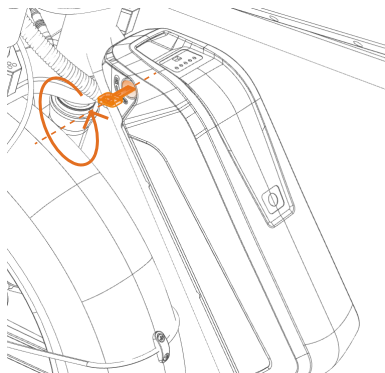
**CONGRATULATIONS!
YOUR BIKE IS NOW ASSEMBLED!**



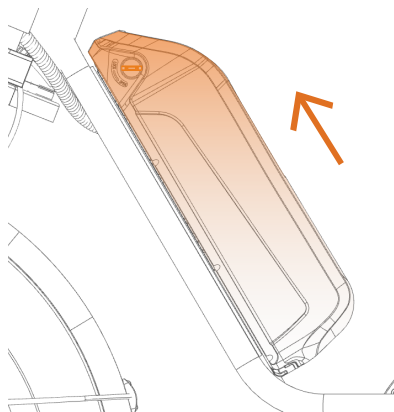
2. Quick Start Guide



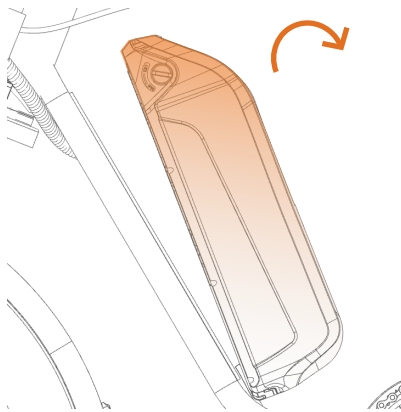
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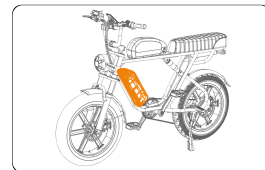
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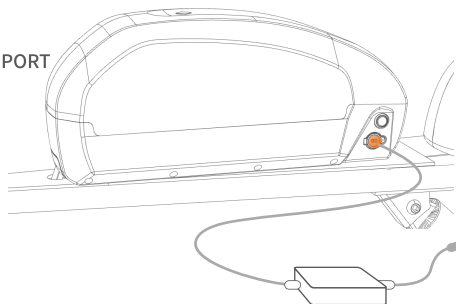


4



Two Charging Methods

① Charging The Battery Directly On The Frame.



② Removing The Battery For Charging (see Section 2.2 For Battery Removal Instructions).



• **Note:** The Battery Contains A Small Amount Of Charge Upon Delivery. Before First Use, Fully Charge The Battery.

Steps:

1. **Charging:** Fully insert the charger plug into the battery's charging port, then plug the charger's power plug into a power outlet.
2. **Status Indicator:** The charger's indicator light will turn red during charging. When it turns green, the battery is fully charged.
3. **Charging Time:** Approximately 8–9 hours.
4. **Ending the Charging Process:** First, unplug the charger from the power outlet, then disconnect the charger from the battery. For Method ①, simply close the battery's dust cover. For Method ②, reinsert the battery into the frame before closing the battery's dust cover.

- **Caution:** The Charger Contains High-voltage Components. Do Not Attempt To Repair It Yourself To Avoid Hazards. The Battery And The Charging Charger Should Be Placed In A Safe Location Out Of Children's Reach, Away From Flammable Or Explosive Materials (such As Seat Cushions, Sofas, Etc.), In A Well-ventilated And Dry Area. Do Not Charge Outdoors To Prevent Accidents Such As Electrical Short Circuits Or Fires Due To Rain.
- **Warning:** If You Detect An Unusual Odor Or Excessive Heat During Charging, Stop Charging Immediately And Contact Customer Support.

2. Quick Start Guide

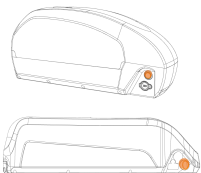
Before Using the Product, Follow the installation guide to properly install all components, check for any loose fasteners, ensure the battery is fully charged, and take necessary safety precautions for riding.

- **Note: Adjust the handlebars to a comfortable height based on your riding preference. The saddle should be set at hip height for optimal comfort but must not exceed the safety limit mark.**

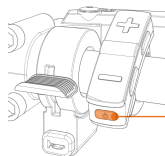
Step 1: Power On & Adjust Headlight

1. Turn On The Battery Switch And The Low-voltage Switch.
2. Press And Hold The Power Button For About 3 Seconds Until The Screen Lights Up.
3. Short Press The Headlight Button To Turn On The Front Light And Adjust It For Optimal Illumination.

①

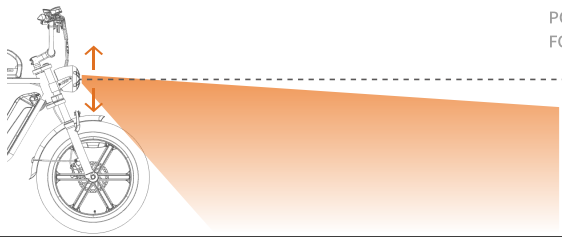


②



 **TURN ON:** PRESS AND HOLD THE POWER BUTTON FOR 3 SECONDS. **TURN OFF:** PRESS AND HOLD THE POWER BUTTON FOR 3 SECONDS.

③

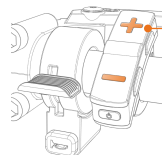


Step 2: Adjust Gears

Adjust The Riding Mode Based On Road Conditions And Personal Preference. The Bike Has 5 Pedal-assist Levels; Press The “+” Or “-” Button To Switch Between Them.

Level 1 Is Suitable For Flat Terrain. Increase The Level For Steeper Inclines.

Note: In Pas 0 Mode, The Motor Provides No Power, And The Bike Functions Like A Regular Bicycle.



START RIDING: BEGIN AT LEVEL 1 AND ADJUST GEARS AS NEEDED WHILE RIDING.

Step 3: Start Riding

Wear A Helmet Before Starting Your Ride.

Step 4: Braking Instructions

Left Brake: Front Wheel

Right Brake: Rear Wheel

Always Apply The Rear Brake First, Then The Front Brake To Slow Down Safely.

- **Warning: Never Use The Front Brake Alone Suddenly, As It May Cause Instability And Increase The Risk Of Falling.**

2.4 Quick Usage

3. Maintenance Instructions

1. Do not park the electric bike in the building lobby, evacuation stairs, walkways or safety exits;
2. Do not charge and park the electric bike in the residential building. Keep the bike away from combustibles during charging. The charging time should not be too long, generally not more than 12 h;
3. Prevent water from entering the electrical components. When cleaning the bike, avoid water flow impacting the charging interface, harness connectors and other electrical components;
4. When adjusting the height of the saddle and stem, be careful not to expose the safety scales on the saddle and stem;
5. Users and dealers are prohibited from modifying the bike without authorization. For example: modification of battery configuration, modification of circuit, increase of bulb power, add-on installation of audio devices, etc.;
6. Do not touch the live components of the electric bicycle with wet hands or metal objects. for example: the battery interface, battery charging port, charger connector, etc.;
7. Do not disassemble the electrical components without authorization to prevent liquid and metal filings from entering the components.
8. Do not expose the bike to sunlight/rainstorm for a long time to prevent parts from aging;
9. If the bike needs to be cleaned, please wipe down the frame using water mixed with a neutral detergent. Do not remove and wash the internal parts with water to prevent short circuits.

Note: Maintenance by non-professionals is strictly prohibited. In case of failure of the bike, contact the customer service center or go to a designated professional maintenance station for repair.

Ride safely: Always adhere to national and local traffic laws and remain vigilant for your safety while riding.

1. Individuals under the age of 16 are strictly prohibited from operating electric bikes on the road. Do not lend the bike to those who are not proficient in its use to prevent potential hazards.
2. Please ride in the non-motorized lane, with the maximum speed not more than the speed limit in local regulations;
3. The electric bike must carry people or articles in accordance with the laws;
4. Always wear an appropriate safety helmet and secure the chin strap while riding;
5. When riding in rainy and snowy days, the braking distance will be extended, so pay attention to slowing down; Do not ride in bad weather such as rainstorms;
6. Please carefully abide by traffic rules. Do not ride after drinking, or ride with one hand or with both hands off;
7. When riding, try to wear bright color clothes, not tight, without open cuffs and allowing for free movement, and wear low-heeled shoes or sports shoes when possible.

Notes during ride

1. For the safety of yourself and others, please consciously abide by traffic rules;
2. Wear a safety helmet and take other relevant safety precautions before ride;
3. When starting the bike, gradually accelerate to prevent losing control;
4. In rainy and snowy weather, as the braking distance increases, please concentrate on riding slowly and carefully when riding to prevent sideslip and fall;
5. Before stop, please shift down the mechanical gear to facilitate the next ride.

Inspection before ride

1. Turn on the power supply, check whether the indicator lamps on the instrument are normal, and check whether the power of the battery is sufficient;
2. Check whether the front and rear lights are normal and whether the lighting angle of the headlight is normal;
3. Check whether the horn of the electric bike is in good condition;
4. Check whether the handlebar and seat post are adjusted to the proper positions, and confirm that the fastening screws (or quick-release hoop) are fastened;
5. Check the brake levers. the brakes shall be adjusted to be reliable and flexible in resetting. The taillight shall be on during braking;
6. Check whether the tire pressure is normal, whether there is cracking and abnormal wear, and whether there are nails, stones, glass and other sharp objects inserted;
7. Check whether the wheel screws are tightened firmly, and ensure the pedal reflector is not lost, damaged or contaminated.

Notes for push and stop

1. The power switch must be off while pushing to avoid accidents from unexpected activation of the throttle grip.
2. When pushing the bike uphill or carrying heavy objects, the boost mode can be on to assist the push;
3. When stopping the bike, please set the kickstand on the flat ground and power off the bike;
4. Please maintain and clean the bike regularly to keep it in the best condition.

3.1 Usage Precautions

Maintenance and self-inspection of bike

1. The electric bike has been adjusted before leaving the factory. If you have any questions, please contact the manufacturer or supplier;
2. Always check the tire pressure to keep it within the normal range;
3. Always check and adjust the main components such as handlebar, foldable riser, saddle, seat post, front and rear axles, bottom bracket, flywheel and chain, front and rear wheels to make sure the transmission parts are flexible and free of abnormalities. The loosened nuts or screws shall be tightened in time;
4. It is recommended that the parts to be lubricated (such as front axle bearing, bottom bracket bearing, rear axle bearing, fork bowl group, pedal bearing, etc.) Be filled with 3# calcium-based lubricating oil (grease) every six months during use; Add 30# oil to the chain, derailleur cable, kickstand and other parts about every two months;
5. If it is found that the wearing parts are damaged, such as brake pad, chain and tires, they can be replaced with parts of the same model and specification at a nearby maintenance center .



Maintenance of motor

1. Do not open the motor base and end cover after sealing;
2. The motor shall be kept clean, and no foreign matter, corrosive liquid or gas shall enter the motor. The motor housing shall not be knocked or baked to avoid damage to the motor.
3. The waterproof grade of the motor is ipx5. Do not flush the motor with a water gun or submerge the motor in water. When the water level reaches the center of the motor hub, it may cause an internal short circuit of the bike and damage the electrical components.



Maintenance of battery

1. The lithium battery features a large capacity, long service life and light weight. its service life is closely related to your use method. Do not use the bike till the battery is low. Do not store the bike for a long time. Please develop the habit of frequent charging;
2. Please fully charge the bike for the first time. It is recommended that the bike be charged for 6-8 h each time, not more than 12 h.
3. In the case of no use for a long term, it is necessary to charge the lithium battery for more than 2 h every month. It is strictly forbidden to store the bike with the battery in under-voltage state; Once the battery reaches the under-voltage state, it will be subject to great and irreversible damage.

Danger: Do not disassemble the old battery without authorization. The battery shall be recovered at the location designated by the local government or at the company's authorized maintenance site.

Warning: Keep the battery away from open flames or high-temperature heat sources. Never throw the battery into a fire. avoid exposing the battery to direct sunlight in hot and high-temperature conditions.

3. Maintenance Instructions

Troubleshooting

Symptom	Possible cause	Common solution
The bike fails to work	Low battery Poor connection of electrical parts Incorrect start sequence	Charge the battery Clean and re-tighten the connector Start the bike in the correct sequence (see 2.5)
Insufficient range	Insufficient tire pressure Excessive uphill travel, high wind speeds, frequent braking, and overloading The battery is faulty, damaged or aging	Check whether the tire leaks and inflate the tire adequately Utilize the pedal for assistance while riding or modify your route accordingly Contact the engwe after-sales team for assistance
The battery fails to be charged	Poor connection of charger The charger is damaged the battery is stored for a long time and not charged regularly	Reconnect the charger Replace the charger Contact the engwe after-sales team for assistance
The motor fails to work after power-on	The motor cable is loose or damaged The throttle grip is loose or damaged. The motor is damaged	Reconnect or replace the cable Tighten or replace the throttle grip Contact the engwe after-sales team for assistance
Unusual acceleration or excessively low speed	The throttle grip is loose or damaged, or the battery charge is too low.	Tighten or replace the throttle grip and fully charge the battery

Fault code

The engwe electric bike comes with a fault detection system. If the electrical system fails, the instrument will display a fault code. Here are the most common fault codes to assist you with troubleshooting. If a fault code is displayed, please stop operation immediately and contact the after-sales team of engwe.

Error Code	Fault Conditions	Error Code	Fault Conditions
E02	Brake Failure	E08	Throttle Failure
E06	Battery Low	E09	Controller Failure
E07	Motor Failure	E10	Controller Reception Failure
E11	Controller Transmission Failure	E30	Communication Failure
E14	Motor Hall Failure		

3.3 Troubleshooting And Solutions

4. Service Guide

Warranty principles

1. The user shall use the product as described in this manual. For any performance failure caused by the product quality, the company will fulfill its warranty obligations according to the provisions of the consumer protection laws;
2. The company is responsible for repairing faults outside the warranty coverage and the main components after the warranty period has expired. However, appropriate charges will apply.
3. For the replacement of the battery beyond the warranty period, the company will provide the battery at the factory cost. However, the corresponding battery must be collected and sent back to the manufacturer to ensure safety and prevent environmental pollution.

Warranty coverage and duration

Item	Accessory name	Warranty period	Notes for warranty
Basic parts	Frame	12 months	In cases of natural deformation, cracked welds, loose welds, fractures, and other quality issues resulting from substandard manufacturing, the manufacturer will provide replacements in accordance with the warranty terms. Unauthorized modifications, damage from collisions, etc., are not covered under the warranty.
	Fork, handlebar, foldable riser, seat post	12 months	
	Tire	1 month	Tires punctured by sharp objects, parts damaged due to collision, etc. are not covered under the warranty.
	Saddle, brake, brake disc, brake lever	3 months	
	Crank set, pedal, kickstand, mudguard, seat post quick-release hoop, foldable stem quick-release hoop, hub, thumb shifter, rear derailleur, flywheel, chain, bottom bracket, shock absorber	6 months	Man-made damage, modification without authorization, parts and accessories damaged due to collision, etc. are not covered under the warranty.
Electrical Parts	Control unit, charger, main/auxiliary cables, instrument, throttle grip, torque sensor, battery cover, power-off brake lever	12 months	The manufacturer will make replacement as per the warranty terms for short circuits, burnout, performance failure caused by poor manufacturing, etc.; Water ingress, cable disconnection, man-made damage, etc. are not covered under the warranty.
	Headlight, taillight	6 months	
Motor	Motor core, Hall element, bearing, clutch	12 months	The manufacturer will make replacement as per the warranty terms for problems such as phase loss, burned Hall elements, demagnetization, and abnormal sound of the bearing; Faults such as cable disconnection and water ingress are not covered under the warranty.
Battery	Battery top cover, battery bottom cover, battery case, motor core	12 months	If the battery fails to charge and its capacity is less than 70%, the manufacturer will make replacement as per the warranty terms (the new battery's warranty period will be calculated according to the remaining warranty period, rather than being calculated from the beginning). Faults due to man-made damage are not covered under the warranty.

4.1 After-sales Service And Warranty Coverage

Notes for warranty

- 1. The accessories will be covered in the warranty in strict accordance with the warranty period;
- 2. The warranty period starts from the date of purchase;
- 3. The charger, battery and motor disassembled without authorization will not be covered under the warranty;
- 4. Other parts of the bike are only covered under the three-month warranty in case of quality problems;
- 5. When other parts of the bike fail, the maintenance must be carried out at a professional maintenance site. It is not allowed to disassemble and assemble the bike without authorization. The control unit, battery and charger must have intact labels;
- 6. For repair of the bike, the warranty card, invoice, certificate of conformity and other relevant documents must be presented;
- 7. The battery shall be subject to a separate warranty, that is, in case of battery problems, the battery shall be returned to the manufacturer to determine whether it is under the warranty coverage according to the battery test, and then the warranty liability shall be carried out accordingly.

Warranty card

User	Organization			
	Name		Tel	
Address				
Purchase Date			Color	
Bike Model			Invoice Number	
Frame Number			Motor Number	

Repair record

Date	Repair Content	Remarks

Product Specifications

Model	M1
Frame Material	High-carbon Steel
Max Load Capacity	150kg / 330lbs.
Top Speed	25km/h Eu Version
Motor Torque	65nm Max
Battery Capacity	Single Battery: 748.8wh Li-ion. Dual Battery: 1372.8wh Li-ionli-ion
Max Range	Single Battery: 65km; Dual Battery: 120km
Tire Size	20 X 4" Front/rear
Tire Pressure	15-30psi
Charger	Output 54.6v 2a
Charging Time	8-9 Hours
Waterproof Rating	IPX5
Bike Weight	Single Battery: 39.5kg (86.9 Lbs). Dual Battery: 43kg (94.6 Lbs)
Rear Rack Max Load	Not Available

- Max Range Is Tested Under Fully Charged Conditions, With A 75kg Load, At 25°c Temperature, 70% Humidity, On Flat Roads, Using Pas Level 1. Actual Performance May Vary Due To Factors Such As Speed Settings, Temperature, Load, Wind Conditions, Terrain, And Other Environmental Influences.

Service hotline:

+33805980036(EU)Working time: 9am to 6pm(GMT+1), Monday to Friday.

+39 800776809 (Eu) Working time: 9am to 6pm(GMT+1), Monday to Friday.

+18442007117 (U.S.)Working time: 9 a.m. to 6 p.m.(PST-8 Time), Monday to Friday

Website: engwe.com, www.engwe-bikes.com, www.engwe-bikes-eu.com, www.engwe-bikes-uk.com, www.engwe-bikes.de

If you have any questions or suggestions about the manual, please send them to the email address below.

Email: service@engwe-bikes.com



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