



OWNERS MANUAL

www.elevateebikes.com

1-888-820-9060



To prevent PROPERTY DAMAGE, SERIOUS INJURY, or DEATH, you should read, understand, and follow the warnings and instructions in this manual. Keep for future reference.



Thank you for purchasing an Elevate E-Bike and WELCOME TO THE ELEVATE E-BIKES FAMILY!

Carefully read this Owner's Manual before setting up your bicycle and riding. You should become thoroughly familiar with the proper operation, features, capabilities, and limitations of your Elevate E-Bike. To ensure a long, trouble-free life for your Elevate E-Bike, provide it with the proper care and maintenance as described in this manual. Of course, it is not practical or possible to warn you about all of the hazards associated with operating or maintaining your Elevate E-Bike. For this, you must use your own good judgment.

If you have any doubts about the assembly or your ability to properly assemble and maintain this E-bike, you must have it assembled and maintained by a professional bicycle mechanic.

For replacement parts and accessories, you should always use Elevate E-Bikes approved parts, as they have been specially designed for your bicycle and manufactured to meet Elevate E-Bikes' demanding standards.

This manual should be considered a permanent part of your bicycle and should remain with the bicycle when it is sold.

If you require any assistance, please reach out to us at any one of the contacts below.

Email: info@elevateebikes.com

Website: elevateebikes.com

Phone: 1-888-820-9060

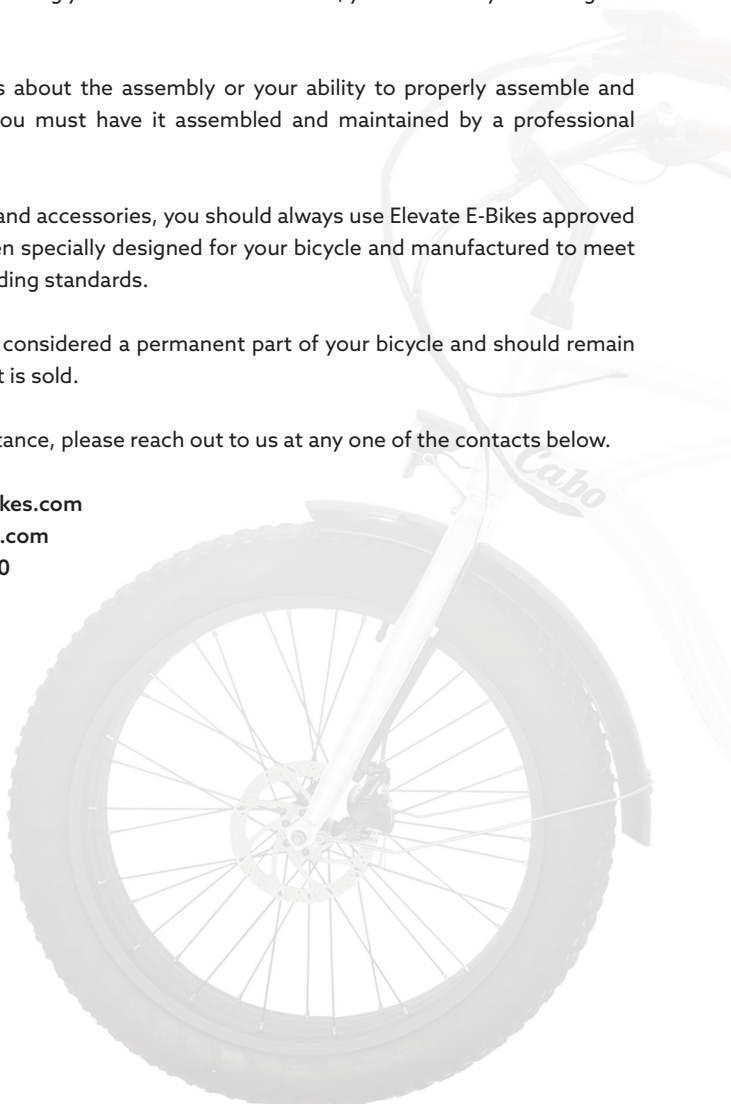


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IMPORTANT SAFETY INFORMATION

Read and Understand Owner's Manual Before Riding-

Read this entire Owner's Manual before you take the first ride on your new E-Bike and keep it for reference. This Owner's Manual contains important safety, performance, and service information. Understand how to operate this E-bike and all equipment on it before the first use and be certain anyone allowed to use the bike knows how to properly and safely use this E-bike as well.

Like any sport, bicycling involves risk of injury and damage. By choosing to ride a bicycle, you assume the responsibility of that risk: you need to know and practice the rules of safe and responsible riding as well as proper use and maintenance. Proper use and maintenance of your bicycle reduces the risk of injury. If you have any questions or do not understand any aspect of using or maintaining your bike, take responsibility for your safety and consult with your local bicycle shop, or contact us for assistance.

This manual is not intended as a comprehensive use, service, repair or maintenance manual. Please see your local dealer for all service, repairs, or maintenance. Your local dealer may also be able to refer you to classes, clinics, or books on bicycle use, service, repair, and maintenance.

Your Elevate E-Bike is classified as an EPAC (Electrically Power Assisted Cycle, otherwise known as a Pedelec), and is referred to in this manual as a bicycle unless otherwise noted.

Responsibility Of The Owner/Rider -

It is the owner/rider's responsibility to understand and obey the regulations that apply to your Elevate E-Bike. The bicycle laws covering the use of your Elevate E-Bike vary from state to state and even by municipality in certain locations. You must comply with the local regulations related to the minimum age of the rider, driver's license, insurance, license plate, traffic, and maximum speed regulations. Wearing a helmet, light or reflective clothing, using lights and reflectors are examples of additional rules which may exist and which make sense as rider safety precautions at all times.



INTENDED USE

The intended use of your Elevate E-Bike is to be ridden by one adult rider (age 18 and up) at an appropriate time and place for general transportation and/or recreational use. Any other use is prohibited and may result in **SERIOUS INJURY** or **DEATH**.

Your bicycle is **NOT INTENDED** for off-road or mountain bicycle use, or for any kind of jumping. Some of these bicycles have suspension features, but these features are designed only to add comfort, not off-road capabilities.

Riders should be proficient cyclists (ages 18+), riding on paved surfaces where the tires are always on the ground, on roadways, or dedicated bicycle-only lanes where permitted by law (not on pedestrian-use shared lanes or sidewalks). Your bicycle should not be used to tow another bicycle. For trailer towing, consult this Owner's Manual and the trailer owner's manual for towing instructions and towing compatibility.

NOTE: Max weight of rider+luggage+bike = 330lbs or 150kgs

SERIAL NUMBER

The bike serial number is located on the front post as shown below. Write it down at for your records in the provided space below.

Warranty claims will be based on this serial number.

You may be asked for your bicycle's serial number as part of a warranty request or in the case your bike is ever stolen.



E-BIKE SERIAL NUMBER

www.elevateebikes.com

SAFETY MESSAGES

To prevent serious injury or death:

- Read all safety warnings and all instructions included with this bike and accessories.
- Always ride within your physical limits and the limits of your Elevate E-Bike.
- Elevate E-bikes are only for use by persons 18 years of age and above. Riders must have the physical coordination, reaction, and mental capabilities to control a bicycle and manage traffic, in addition to managing road conditions and sudden situations with respect to the laws and instructions governing bicycle use. If you have an impairment or disability such as visual/hearing/physical, cognitive/language impairment, a seizure disorder, or any other physical condition that may impact your ability to safely operate this E-bike, consult your physician before use.
- Never ride under the influence of any drugs, alcohol, or controlled substances. These will impair motor functions, judgment, and/or the ability to safely operate this bike and could harm yourself and/or the safety of others.
- Consult a doctor before using the device if you have any medical condition or issue that affects your ability to safely perform physical activities, or if you:
 - * are or may be pregnant;
 - * have heart, respiratory, back, joint, or other orthopedic conditions;
 - * have high blood pressure;
 - * have difficulty with physical exercise; or
 - * have been instructed to restrict physical activity.
- Always keep small parts away from children. Some E-Bike accessories may present a choking hazard to small children/toddlers.
- Never modify your frame, wiring, battery, or bicycle in general in any way. Do not cut, sand, drill, file, or remove parts from your bicycle. Do not install incompatible components or hardware.
- Always use proper lifting techniques to prevent injury. Your E-Bike may be significantly heavier than a traditional bicycle without a battery pack and motor.
- Take responsibility for your own SAFETY. If you have any questions or do not understand any aspect of using or maintaining your bicycle, contact Elevate E-Bikes at info@elevateebikes.com or call 1-888-820-9060.

HELMETS

- Always wear a helmet when riding a bike. Wearing a helmet properly may reduce the risk of a severe head injury. When riding, always wear a helmet that meets or exceeds the standards of the Consumer Product Safety Commission (CPSC). Check the manual that comes with your helmet.
- Ensure your helmet fits your head and is properly secured. If you attach a child's seat to the bicycle, the child must wear a properly fitted helmet at all times.
- Read your helmet manual to make sure it is adjusted properly according to the fitting instructions provided by the helmet manufacturer.
- A proper-fitting helmet should be comfortable and should neither rock forward/backward nor side to side.

Pre-Ride Safety Check

- Before each ride, inspect your E-Bike for damage. If damage is found, do not ride.
- Verify that the front and rear axles are secure.
- Verify that the handlebar and seat clamps are closed and tightened to the torque specified in the Owner's Manual on page 19.
- Verify that both the handlebar latch and frame latch are secure and fully closed.
- Check tire pressure of both wheels.
- Pull the brake levers to ensure the brakes are working properly and adjust if necessary. See page 22 for proper adjustment guide.
- NEVER exceed the maximum total weight limit of 330 lbs. (150 kg). This includes accessories and cargo
- The rear rack can hold a maximum of 75 lbs.

Follow E-Bike Regulations On and Off the Road

- Be aware of E-Bike regulations in your area. Generally, the regulations for the use of an electric bicycle are the same as those for a standard bicycle. However, there may be local differences such as where you can ride, minimum rider age, or required equipment and license and registration regulations. It is your responsibility to know the local regulations that apply to an electric bicycle and to obey them.

RIDE AT YOUR OWN RISK AND USE COMMON SENSE

- Do not ride distracted and always remain alert to your riding conditions. Using the LCD Display or other technology such as mobile phone could distract you from riding. Only adjust the LCD Display when E-bike is stopped and turned off.
- Always keep both hands on the handlebar grips at all times and close to the brake levers so they are within reach while riding.
- Never use headphones or a cell phone to talk or text when riding.
- Watch out for potential obstacles that could force you to swerve suddenly or lose control and always ride defensively. Braking when front tire is straight is preferred, braking while steering may reduce your ability to control your bicycle and cause a rear slide.
- Look ahead and brake sooner. You may be moving faster on your E-Bike, and it may be heavier, compared to a traditional bicycle, which means you may need to react and brake sooner when riding. Other road users may not expect you to be traveling at higher speeds. Riding faster may increase your risk of a crash.
- Stop pedaling well before approaching corners to avoid entering a corner too quickly. You should also pay particular attention to terrain conditions as you may approach obstacles faster than expected.
- Parents and Guardians. Elevate E-bikes are not designed for use by children under the age of 18. This E-bike should be properly stored and/or locked when not in the use of a person of 18 years or older.

Wet Weather Riding

- Use caution when riding in wet conditions as it will take longer to brake and to stop. Your tires may slip when turning. Risk of a crash is dramatically increased in wet conditions.
- Your electric bicycle can withstand light rain and small splashes, but it is not designed to be subjected to inclement weather, extremely heavy showers, or submersion in water. The electric bike's components have an IP rating of 65. Water damage is not covered under the warranty.

RIDING AT NIGHT

- Riding at night comes with more risks than riding during the day due to decreased visibility; riders are encouraged to exercise increased caution in nighttime conditions.
- Turn lights ON for safety. For increased visibility, ensure that the front headlight and rear taillight are turned ON and adjusted such that other people on the road can see them clearly. Also check your front, rear, and wheel reflectors.
- Riders should wear reflective clothing at night. You may want to attach additional flashing lights to your clothing or helmet.

California Proposition 65

The wires of this product contain lead. Lead compounds and other chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. Wash hands after handling.

SIGNAL WORDS



DANGER

Indicates a hazardous situation that, if not avoided, will result in death or serious injury.



WARNING

Indicates a hazardous situation that, if not avoided, could result in death or serious injury.



CAUTION

Indicates a hazardous situation that, if not avoided, could result in minor or moderate injury.

NOTICE

Indicates information considered important, but not hazard-related (e.g. messages relating to property damage)

SYMBOL INDEX



Safety Alert Symbol. This symbol is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible serious injury or death. Read, understand, and follow the warnings and instructions in this manual.

On-Product Warning Labels

There are warning labels on your Elevate E-Bike for your protection.

If a label is missing or is not legible, contact Elevate E-Bikes for a replacement

STEM LABEL



To prevent **SERIOUS INJURY** or **DEATH**,
BEFORE each ride:

- Check STEM and FRAME latches are closed and secure.
- Check TELESCOPING STEM and SEATPOST are inserted past the minimum insertion point inscribed on them. AND that the clamps on each are closed and tightened to the torque specified in the Owner's Manual

CLASS 2 LABEL



To prevent **SERIOUS INJURY** or **DEATH**,
BEFORE each ride:

- **ALWAYS** wear a Helmet.
- Know and follow local E-Bike rules & Regulations.

CLASS 2 E-BIKE
500-750W
Top Speed: 20mph

States that recognize three classes of E-Bikes require a label to be placed on the bicycle denoting the class of your Elevate E-Bike, the motor's wattage rating, and the top speed of your Elevate E-Bike. Your bicycle comes as a Class 2 bicycle by default and has a label with this information posted under the carry handle, near the seat post on the bicycle.

E-BIKE PARTS DIAGRAM

ABACO

Diagram on Page 11

- 26" x 2.20" Tires
- 500 Watt Motor
- 11.6AH Lithium Battery
- Shimano 7 Speed Gears
- Mechanical Disc Brakes
- LCD Display
- ZOOM Front Fork Suspension
- Front/ Rear LED Lights



HIGHRISE

Diagram on Page 12

- 26" x 2.35" Tires
- 500 Watt Motor
- 11.6AH Lithium Battery
- Shimano 7 Speed Gears
- Mechanical Disc Brakes
- LCD Display
- ZOOM Front Fork Suspension
- Front/ Rear LED Light



TREMOR

Diagram on Page 13

- 26" x 3" Tires
- 750 Watt Motor
- 13AH Lithium Battery
- Shimano 7 Speed Gears
- Mechanical Disc Brakes
- LCD Display
- Front Fork & Rear Shock Suspension
- Front Headlight & Rear Reflector
- Foldable



Cabo

Diagram on Page 14

- 26" x 4" Tires
- 500 Watt Motor
- 11.6AH Lithium Battery
- Shimano 7 Speed Gears
- Mechanical Disc Brakes
- LCD Display
- Front/Rear LED Lights



NOMAD

Diagram on Page 15

- 20" x 4" Tires
- 750 Watt Motor
- 13AH Lithium Battery
- Shimano 7 Speed Gears
- Mechanical Disc Brakes
- LCD Display
- Front Headlight
- Foldable
- Front Fork & Rear Shock Suspension



info@elevateebikes.com

ABACO

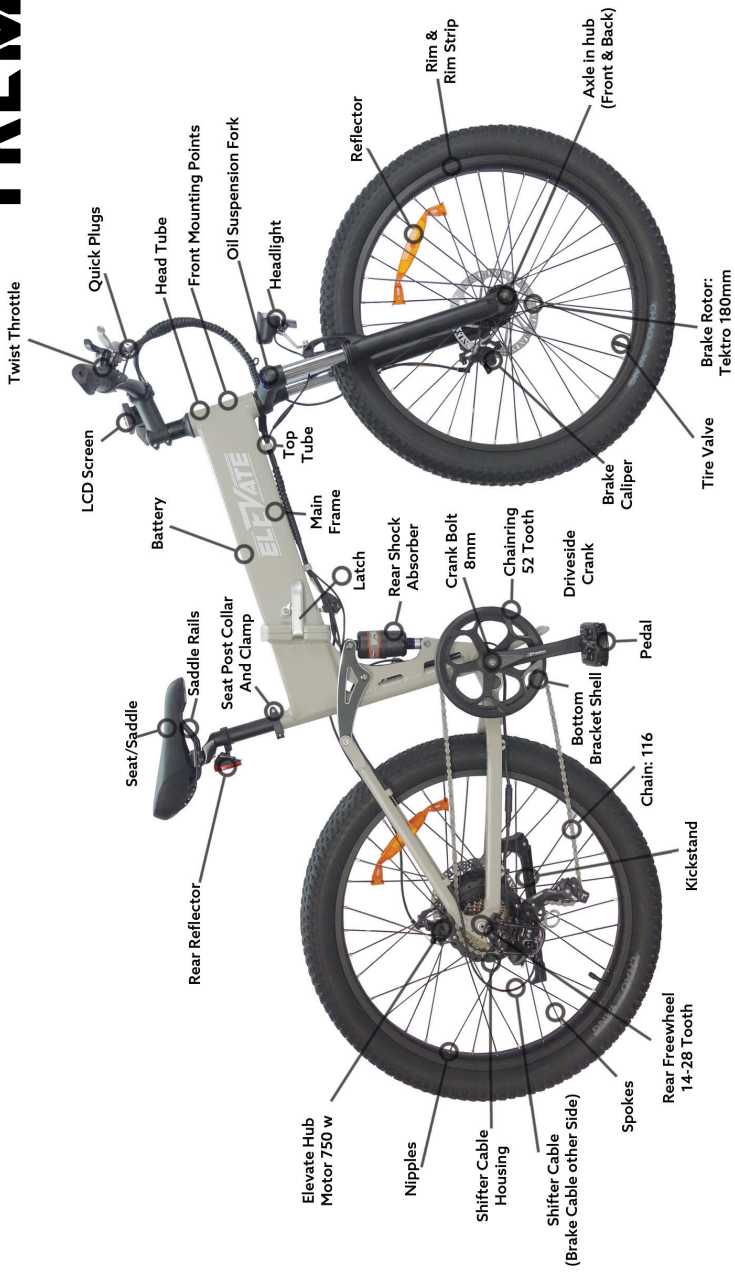


info@elevateebikes.com

HIGHRISE



TRENDOR



NOMAD



1-888-820-9060

UNBOXING

These instructions are intended to assist you in setting up and getting familiar with your new bicycle. Please use caution when cutting zip-ties from bike to avoid damaging bike parts of yourself.

After you make your first adjustments and inspect your bicycle, we recommend seeking professional help from a reputable and certified bicycle mechanic to check your bicycle before your first ride.

Before removing the packaging material from your bicycle, remove all items from the box and make sure you have the following:



Elevate E-Bike



Elevate E-Bike Charger



Manufacturer
Manuals



2 Battery Keys

If anything is missing or is damaged, contact Elevate E-Bikes immediately for assistance.

ASSEMBLING YOUR E-BIKE

NOTE: This manual is not intended to be an extensive reference book about service, maintenance, and/or repairs. You can find more information on our website: elevateebikes.com

INSTALLING FRONT FENDER, WHEEL, BRAKE, & HEADLIGHT

INSTALL YOUR FRONT FENDER & HEADLIGHT FIRST:

- 1., For models that include a front fender you must install the fender before the wheel. *Nomad models can skip to the wheel install.*
2. Slide the fender between the front forks and secure the fender mounting arms using the Allen head screws located in the outside of front forks as shown with a 4mm Allen Head Wrench.
3. Attach the upper fender mounting tab and headlight together to the front fork as shown using a 5mm Allen Head Wrench.



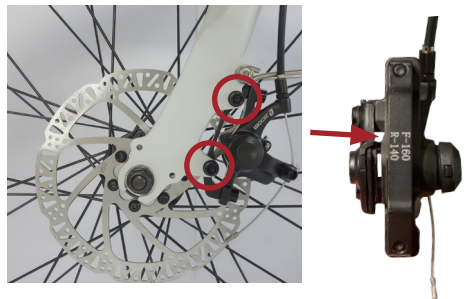
NEXT INSTALL YOUR FRONT WHEEL:

1. Back the wheel nuts out enough to allow the wheel to slide between the front forks. Note: Brake Rotor goes on Left hand side from seated saddle position.
2. Push wheel into front fork wheel mounts until they are fully seated into notch. Then torque each nut to 40Nm with a 15mm Socket.



THEN ATTACH YOUR FRONT BRAKE:

1. Secure front caliper to front forks using the supplied Allen Head Screws. Ensure the brake rotor goes between the brake pads as shown
2. Once both bolts are started into threads and rotor is seated in pads, tighten using a 5mm Allen Wrench.



FOLDING AND UNFOLDING STEM (For Nomad Folder only)

To lock in your Handlebar:

1. Begin with handlebars in the folded position.
2. Pull the handlebar stem to its upright position.
3. Push the latch in firmly until it locks in position.
4. Pull on the latch to confirm it is locked and the handlebars cannot fold.



To fold:

1. Pull up on the silver button labeled "open" to unlock the latch.
2. Pull the latch away from the stem while still holding the "open" button.
3. Fold the stem by lowering it to the side.



FOLDING AND UNFOLDING FRAME

To unfold:

1. To unfold the bike frame, stand near the frame where the battery is exposed. Grab the stem and rear end of the bike. Lift the bike slightly off the ground and swing to the closed position.

2. Push down the latch firmly until it locks into position. Pull on the latch to confirm that the latch has locked and that the frame cannot fold.

To fold:

3. To unlock the bike frame and return it to the folded position, start by sliding the switch labeled "open" to the right.

4. Pull the latch while still holding the switch to the "open" position. You may now fold the bike.

1



2



3



4



NOMAD MODEL PEDALS

1. Push each pedal down until you hear an audible click as they lock into position.

To fold:

2. Grasp pedal and push lightly toward bicycle.

3. Continue pushing while raising pedal into its folded position.

4. The pedal will click into the folded position

1



2



3



4



SOLID FRAME MODEL PEDALS

1. Locate the (L) and (R) on each pedal and attach it to the corresponding side from the seated saddle position. Hand thread pedals into pedal arms to get started and tighten with a 15mm Wrench to 35Nm.

NOTE: The left side pedal is reverse threaded and tightens counter-clockwise.



ADJUST HANDLEBAR HEIGHT



- Always tighten fasteners to the correct torque to prevent serious injury or death. Bolts that are too tight can stretch and deform. Bolts that are too loose can move and fatigue. Either condition can lead to a sudden failure of the bolt and result in a crash. See Tightening Torque (p. 19).



- Always insert the telescoping stem past the minimum insertion point marked on the stem. A stem that is positioned too high can damage the bike and can cause you to lose control and crash.

Select a height that is comfortable for you. **DO NOT** extend past minimum insertion point. To adjust your handlebars, unlatch the clamp. Move the handlebars to the desired height and close the clamp. Re-tighten the stem clamp to the recommended torque. See Tightening Torque (p. 19)

ADJUST SEAT HEIGHT

- Always tighten fasteners to the correct torque to prevent serious injury or death. Bolts that are too tight can stretch and deform. Bolts that are too loose can move and fatigue. Either condition can lead to a sudden failure of the bolt and result in a crash. See Tightening Torque (p. 19).

- ALWAYS insert seat post past the minimum insertion point marked on the seat post. A seat post that is positioned too high can damage the bike and can cause you to lose control and crash.



Correct seat adjustment is an important factor in getting the most performance and comfort from your bicycle. If the seat position is not comfortable for you, you may want to go to your local bicycle shop for assistance.

To achieve correct seat height:

- Sit on the seat;
- Place one heel on a pedal;
- Rotate the crank until the pedal with your heel on it is in the down position and the crank arm is parallel to the seat tube.

If your leg is not completely straight, your seat height needs to be adjusted. If your hips must rock for your heel to reach the pedal, the seat is too high. If your leg is bent at the knee with your heel on the pedal, the seat is too low.

- Loosen the seatpost clamp. The open and closed positions of the seatpost clamp are shown below (open position on left, closed position on right);
- Raise or lower the seat post in the seat tube;
- Check that the seat is straight before and after; and
- Re-tighten the seat post clamp to the recommended torque. See Tightening Torque (p. 19)



ADJUST SEAT POSITION

WARNING

Always tighten fasteners to the correct torque to prevent serious injury or death. Bolts that are too tight can stretch and deform. Bolts that are too loose can move and fatigue. Either condition can lead to a sudden failure of the bolt and result in a crash. See Tightening Torque (p. 23)



Front and back adjustment: Loosen nuts on both sides of the seat. Make sure the clamp mechanism is clamping on the straight part of the seat rails and is not touching the curved part of the rails. Ensure that you are using the recommended torque on the clamping fastener(s). See Tightening Torque (p. 23).

Seat angle adjustment: Most people prefer a horizontal seat; but you may prefer the seat nose angled slightly up or down. Loosen the clamp bolt to allow any serrations on the clamp mechanism to disengage before changing the seat angle, and to fully re-engage the serrations before you tighten the clamp bolt to the recommended Tightening Torque (p. 23).

Charge Battery Before First Use

Locate charging port on the side of the battery pack. Use this port to charge when battery pack is installed or not installed.

You should fully charge your battery before your first ride.

Fire and explosion hazards. Never leave your battery pack unattended while charging to prevent serious injury or death.

See Battery Pack section (p. 45) for additional information

TIGHTENING TORQUE	SPEC
Bottom Bracket	65 Nm
Brake Caliper Mounting Bolts	7 Nm
Brake Lever Clamp Bolts	7 Nm
Crank Bolts	45 Nm
Disc Rotor Mounting Bolts	7 Nm
Fender Mounting Bolts	6 Nm
Headlight Mounting Screw	7 Nm
Headset Parts	34 Nm
Kickstand Mounting Bolts	10 Nm
Pedals	35 Nm
Rear Derailleur Cable Clamp Bolt	4 Nm
Rear Derailleur Mounting Bolt	8 Nm
Rear Rack Mounting Bolts	7 Nm
Seat Rail Binder	22 Nm
Seatpost Clamp	9 Nm
Shifter Clamp Bolt	5 Nm
Spokes	160-180 (KGF)
Stem Clamp Bolts	10 Nm
Stem Plate	7 Nm
Torque Arm Bolt	7 Nm
Wheel Axle Nuts	40 Nm

FEATURES

Motor

Never modify your frame or bicycle in any way as this could cause serious injury or death. Do not sand, drill, file, or remove parts from your bicycle. Do not install incompatible components or hardware.

To prevent serious injury or death:

- Do not open the drive unit yourself. The drive unit must only be repaired by qualified personnel using only original parts. This will ensure that the safety of the drive unit is maintained.
- Unauthorized opening of the drive unit will render warranty claims null and void.
- All components fitted to the drive unit and all other components of your Elevate E-Bike PAS system (e.g. chainring, chainring receptacle, pedals) must only be replaced with identical components or components that have been specifically approved by Elevate E-Bikes. This should help protect the motor from overloading.
- Always remove the battery pack from your Elevate E-Bike before beginning work (e.g. inspection, repair, assembly, maintenance, work on the chain, etc.), transporting it with a car or on an airplane, or storing it. Battery pack removal should prevent unintentional activation of your Elevate E-Bike.
- Do not make any modifications to your Elevate E-Bike or attach any other products that might increase the performance of your Elevate E-Bike. Doing so will generally reduce the service life of the system and risks damaging the drive unit and the bicycle. You also run the risk of losing the guarantee and warranty claims on the bicycle you have purchased.

By handling the system improperly you are also endangering your safety and that of other road users, thus running the risk of high personal liability costs and possibly even criminal prosecution in the event of accidents that can be attributed to manipulation of the bicycle.

- Under extreme conditions, such as continuously high loads at low speed when riding up hills or carrying loads, parts of the motor can reach high temperatures.

THROTTLE

The right handlebar features a half-twist throttle.

To operate:

Check that the Pedal Assist (PAS) level is set above 0, then twist the throttle back slowly to achieve your desired speed and acceleration.

To shift up:

Press the lower button marked with the plus (+) sign.

To shift down:

Push the upper lever marked with the minus (-) away from you.

Multi-Speed Gear System

Your Elevate E-Bike comes with a 7-speed freewheel.

The freewheel is the cluster of sprockets on the rear wheel of your bicycle. While pedaling in 1st gear (lowest gear using the largest sprocket), it will be easier to pedal up hills. In 7th gear (highest gear using the smallest sprocket), it will be easier to reach higher speeds on flat or downhill terrain.

Throttle

The right handlebar features a half-twist throttle.

To operate:

Check that the Pedal Assist (PAS) level is set above 0, then twist the throttle back slowly to achieve your desired speed and acceleration.



MECHANICAL DISC BRAKES

WARNING

Your Elevate E-Bike is equipped with mechanical disc brakes.

To prevent serious injury or death:

- ALWAYS apply right brake lever (rear wheel) before and during use of the front brake.
- ALWAYS apply even pressure to both brake levers when slowing down or stopping. If only the front brake is applied while slowing or stopping quickly, you may be ejected over the front handlebars.

Before riding, check to ensure brake levers do not touch the handlebars when fully applied. If either lever touches the handlebars, screw or unscrew the barrel adjuster to increase tension in the brake cable. If this does not fix the problem, take your bicycle to an experienced bicycle mechanic for further adjustment.

To brake the rear wheel:

Pull right brake lever to activate rear brake.

To brake the front wheel:

Pull left brake lever to activate front brake.

Disc brake rotors will become hot during use and will stay hot for a short period after use. To prevent burns, do not touch the disc rotor right after use.

BIKE CONTROL SYSTEM

Instruments



DISPLAY CONTROLS



What is Pedal Assist (PAS) and how does it operate:

The motor output always depends on your pedaling and the PAS level you have set. Pedal Assist functions only when you are pedaling. If you do not pedal, the PAS will not activate.

PAS automatically switches off at the maximum speed set for your Elevate E-Bike. When the speed falls below the maximum set speed, PAS automatically engages again. You can also use your Elevate E-Bike as a normal bicycle without assistance if you choose by setting PAS to 0. PAS will not function if the battery needs to be charged.

Note: the display will automatically shut down when the bicycle has not been used for 10 consecutive minutes. The PAS and throttle features will no longer work when the display is OFF.

WARNING

To prevent serious injury or death:

- Set the display brightness such that you can adequately see important information like speed or warning symbols. Display brightness that is incorrectly set can result in dangerous situations.
- The electrical components on the bicycle are not waterproof. The electrical components on the bike have an IP rating of 65.
- If you want to change any settings other than the PAS level, always stop before changing the settings. Do not allow yourself to be distracted by the display. If you do not concentrate on the traffic around you, you risk being involved in a crash
- The electrical components on the bicycle are not waterproof. The electrical components on the bike have an IP rating of 65.
- Check the display and plug. If damage is detected, do not use the display. A damaged display or cables or plugs increase the risk of a fire, explosion and personal injury.
- Do not disassemble the display. There are no user serviceable parts inside the display. Incorrect reassembly or damage may result in fire or explosion.

Pedal Assist and Shifting Gears

You should shift gears on your Elevate E-Bike in the same way you would shift with a normal bicycle. By selecting the proper gear, you can increase your speed and range while applying the same amount of force.

You should test the range of your Elevate E-Bike under different conditions and terrains before planning longer and more demanding trips. Refer to the Range Estimates section below to learn about the factors to consider when planning longer rides

SUSPENSION FORK (Select Models Only)

The suspension fork will affect the handling of the bicycle, primarily when going over bumps and stopping. In some situations, it may be advantageous to lock the suspension so it is fully rigid.

Check to ensure your suspension fork is properly adjusted for the terrain and your weight. The black knob does not have a function.



To increase stiffness:

Turn the blue knob clockwise towards the "lock" direction indicated.

To reduce stiffness:

Turn the blue knob counterclockwise towards the "open" direction. indicated.

To fully lock suspension:

Turn the knob clockwise towards the "lock" direction indicated until it cannot be turned further.

Front and Rear Lights

Your Elevate E-Bike comes with integrated front and rear lights.

To turn lights ON: Hold plus (+) button on the display control pad for about 3 seconds until the lights turn ON.

To turn lights OFF: Hold plus (+) button on the display control pad for about 3 seconds until the lights turn OFF

Always turn lights ON for your safety, especially when riding at night or in low visibility situations.

BATTERY RANGE ESTIMATES

The single charge battery range can vary significantly based on weather conditions, slopes/terrain, rider input, and additional cargo weight.

Range Estimates Under Test Conditions

Throttle and PAS Level

Up to 25 miles

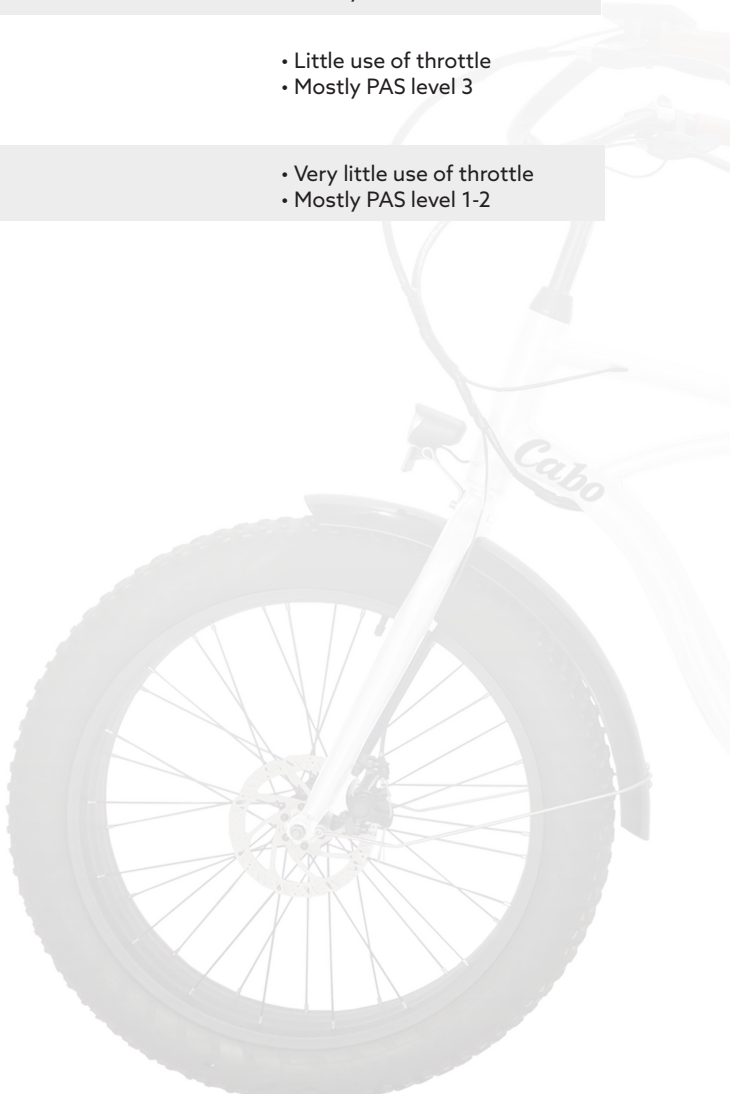
- Pure throttle use
- Mostly PAS level 5

Up to 35 miles

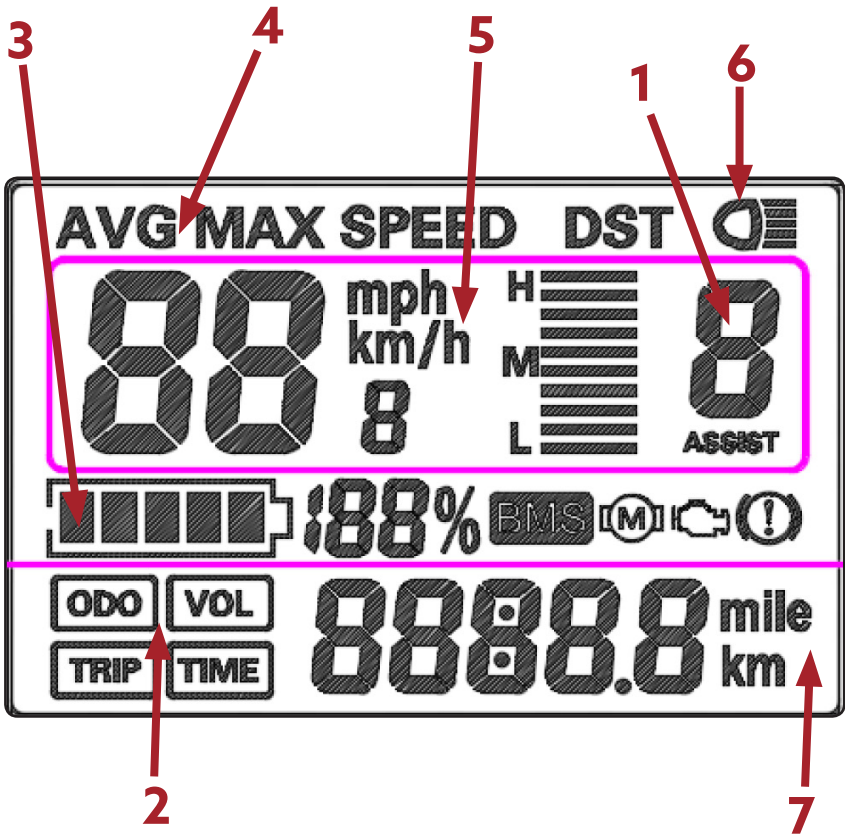
- Little use of throttle
- Mostly PAS level 3

Up to 45 miles

- Very little use of throttle
- Mostly PAS level 1-2



DISPLAY FUNCTIONS



- 1- Walk Mode, Cruise Control, and Pedal assist (PAS) Level Indicator
- 2- Odometer, Trip A, Voltage, Current, Trip timer (TM) readouts
- 3- Battery Level indicator bar
- 4- Maximum and Average Speed
- 5- Speedometer in MPH or KM/H
- 6- Light On/Off Indicator
- 7- Mile and Kilometer indicators

BATTERY LEVEL INDICATOR BAR

The "Energy Bar" near the top of the display is your battery indicator and shows the estimated charge level remaining in your battery pack.

As the battery charge depletes, the remaining marks will display the approximate remaining charge in the battery pack.

The battery display will flash when there is no charge remaining.



OPERATING COCKPIT SYSTEM

Turn the bicycle ON/OFF	Press and hold Power button
Increase PAS Level	Press plus (+) button
Decrease PAS Level	Press minus (-) button
Turn lights ON/OFF	Press and hold the plus (+) button for about 3 seconds or until lights turn ON; repeat to turn OFF
Toggle Odometer, Trip A, Voltage, Current, Trip Timer (TM)	Press Power button
Max Speed and Average Speed	Press and hold the plus (+) button and Power button simultaneously to toggle between the speedometer, max speed and average speed

NOTE: The trip meter, as well as maximum and average speed will reset when the bicycle is powered OFF.

SETTINGS MENU

WARNING

Do not tamper with your bicycle. Tampering is defined as removing or replacing any original equipment, or modifying your bicycle in any way that may change its design and/or operation. Such changes may seriously impair the handling, stability, and other aspects of the bicycle, making it unsafe to ride. Tampering can void the warranty and render your bicycle noncompliant with the applicable laws and regulations. Elevate E-Bikes is not responsible for any direct, incidental, or consequential damages, including, without limitation, damages for personal injury, property damage, or economic losses due to tampering.

To change display settings, hold the plus (+) and the minus (-) buttons simultaneously to enter into the Settings Menu. Press the Power button to toggle between each numbered setting. To adjust the value of each setting, click the plus (+) and the minus (-) buttons as needed.

There are 21 settings (P01-P21). You should only change the settings listed below.

WARNING

To prevent serious injury or death, **DO NOT** change settings excluded from the table. Changing setting not listed in the following table may cause your bike to stop working properly. If you need the default setting values of setting not listed, contact Elevate E-Bikes. **DO NOT** ride your bicycle until the default settings have been restored.

Setting	Function	Default	Explanation
P01	Brightness	1	Backlight display brightness. The darkest level is 1 and the brightest level is 3
P02	Mileage Unit	1	0: KM; 1: MILE
P04	Sleep	10	LCD Display sleep timer. The default setting will turn the display OFF after it has not been used for 10 minutes.
P06	Tire Size	22	Used to compute speed and distance traveled
P09	Throttle Zero Start	0	0: Throttle active from standstill. 1: Throttle active only when already moving.
P10	Mode Toggle	2	0: PAS Active, Throttle Inactive 1: PAS Inactive, Throttle Active 2: Both PAS and Throttle Active
P11	PAS Sensitivity	3	PAS Help Start sensitivity Range 0-5
P12	PAS Strength	1	When set to higher numbers, the motor will come on stronger. Lower numbers will be more gentle.
P16	Odometer Reset	NA	Hold the plus (+) button for 5 seconds to reset odometer

WALK MODE

Electric bicycles are heavier than bicycles. To make walking the bicycle easier, your Elevate E-Bike is equipped with Walk Mode, which can be toggled on or off in the settings menu. Walk Mode may be subject to local regulations. Check your local regulations to determine if allowed.

To activate:

Hold down the minus (-) button on the display control pad and the motor will engage at a speed similar to a slow walk.

NOTE: When Walk Mode is active, "P" will appear on the display.

ALWAYS keep wheels in contact with the ground when using Walk Mode.

To deactivate:

Pull either brake lever to disengage Walk Mode OR press and hold the minus (-) button on the display control pad.

CRUISE CONTROL

Cruise control on your Elevate E-Bike works similarly to cruise control on a car. The bike will try to maintain a speed based on the position of the throttle when cruise control was activated. For example, if the throttle is twisted all the way from its resting position (to a position that would normally maintain 20 mph) and the minus button is held, cruise control will be activated and set at 20 mph. Even if the bike is currently going slower than 20 mph, the bike will try to accelerate and maintain that speed because it was set based on that throttle position.

To activate:

Hold the minus (-) button while twisting the throttle.

To cruise at low speeds, only slightly twist the throttle and hold the minus (-) button.

NOTE: When Cruise Control is active, "P" will appear on the display.

To deactivate:

Pull either brake lever to disengage Cruise Control.

PREPARING TO RIDE

WARNING

To prevent serious injury or death:

- Before each ride, inspect your E-Bike to ensure the front axle, the rear axle, the handlebars, and the seat are secure.
- Check that both the handlebar latch and frame latch are fully closed and locked.
- Check the tire pressure of both wheels.
- Pull the brake levers to make sure your brakes are working properly and adjust them if necessary.
- **NEVER** exceed the maximum total weight limit of 330 lbs. (150 kg). The rear rack can hold a maximum of 75 lbs. (35 kg). As an example, if you have 40 lbs. (18 kg) of cargo, then the maximum weight of the rider would be 290 lbs. (131 kg)
- Only carry the cargo you need. More weight will drain the battery faster and affect how the bike handles.
- Ensure all components are properly secured.
- Make sure your battery is fully charged.
- Properly secure your helmet

YOUR FIRST RIDE

The acceleration of your Elevate E-Bike may be faster than anticipated, and may feel unusual at first. Before your first ride, you should use the lowest level of pedal assist (PAS 1) and become familiar with the operation of your Elevate E-Bike by practicing starting, stopping, cornering, and navigating obstacles in a safe environment away from other bicycles, pedestrians, and/or vehicles. You should also pay particular attention to terrain conditions as you may approach obstacles faster than expected.

The Pedal Assist may be activated as soon as you step onto the pedals and the bicycle is in motion. ALWAYS be seated on the bicycle and engage at least one brake before starting to pedal. DO NOT place one foot on a pedal then throw your other leg over the bicycle or your E-Bike could accelerate unexpectedly.

TO START:

1. Insert key and turn counterclockwise to the ON position. The key will be parallel with the frame and you will not be able to remove the key from the battery pack.
2. Hold down the button located on the left handlebar until the display comes on.
3. Select a Pedal Assist (PAS) level using the plus (+) and minus(-) buttons. PAS 0 provides no motor assist. PAS 1 is the lowest level of assist and PAS 5 is the highest level of assist.



To prevent serious injury or death:

- Exercise extreme caution when using the twist throttle. When at a complete stop with the bicycle turned ON, be careful not to twist the throttle or the bicycle could accelerate and cause you to crash.
- Do not engage Walk Mode when riding or sitting on your Elevate E-Bike. Holding the minus (-) button will engage the motor up to a walking speed.

TO END YOUR RIDE:

When the bicycle is at a complete stop, press and hold the Power button to turn the display OFF. This ensures the motor will not activate until the display is turned ON again and you are ready to ride.

BATTERY PACK

The term battery pack refers to all original Elevate E-Bike battery packs.

The safety of both our customers and our products is important to us. Our E-Bike batteries are lithium ion batteries, which have been developed and manufactured in accordance with the latest technology. We comply with or exceed the requirements of all relevant safety standards. When charged, these lithium ion batteries contain a high level of energy. If a fault occurs (which may not be detectable from the outside), in very rare cases and under unfavorable conditions, lithium ion batteries can catch fire.

Take care when using and charging your battery. Failure to follow the guidelines below could result in damage to property and/or serious injury. Contact Elevate E-Bike immediately if you have any questions regarding battery safety.

Your Elevate E-Bike battery must not be opened, even for repairs. There is a risk your E-Bike battery could catch fire, e.g. due to a short circuit. This risk increases if an E-Bike battery which has already been opened is reused at a later point in time. Do not attempt to repair an E-Bike battery in the event of a fault. Have it replaced with an original Elevate E-Bike battery pack.

The battery is protected against deep discharge, overloading, overheating, and short-circuiting by Electronic Cell Protection (ECP). In the event of a fault, a protective circuit switches the battery pack off automatically.

BATTERY SAFETY



Only use original Elevate E-Bike batteries for your E-Bike. Using other batteries can lead to injuries and pose a fire hazard. Elevate E-Bike accepts no liability or warranty claims if other batteries are used. To prevent serious injury or death:

- Do not leave your battery unattended while charging.
- When removing the battery, unplug the rubber stopper on the charging point.

- Battery leakage may occur under extreme usage or temperature conditions. Avoid contact with skin and eyes. Battery liquid is caustic and could cause chemical burns. If battery liquid comes in contact with skin, wash quickly with soap and water. If the liquid contacts your eyes, immediately flush eyes with water for a minimum of 15 minutes and seek medical attention.
- Always remove the battery from the bicycle when not in use and store in a secure location to prevent unauthorized use.
- Do not submerge the battery in liquid of any kind.
- Do not touch the terminals on your battery.
- Turn display OFF when not in use and before removing battery pack.
- The battery pack should not be excessively difficult to insert or to remove. Do not force the battery pack in or out of the bike frame.
- Battery charging times may increase with battery age and usage.
- Only grab the charger by the plug and not the cable when plugging and unplugging from the wall.
- If the battery has trouble charging, stop charging and contact Elevate E-Bike immediately.
- Do not puncture or crush the battery pack. Do not impact the battery pack or modify it in any way. Do not use the battery pack if it shows visible damage. The aforementioned can increase danger of fire or explosion.
- Protect the battery pack from heat (e.g., temperature >140°F), fire, and immersion in water. The aforementioned can increase danger of fire or explosion.
- Always remove the battery pack before beginning work (e.g. inspection, repair, assembly, maintenance, work on the chain, etc.) on your Elevate E-Bike, transporting it via car or airplane, or storing it. Unintentional activation of the Elevate E-Bike poses a risk of injury.
- Do not open the battery. There is a risk of short circuiting. Opening the battery voids any and all warranty claims.
- When the battery is not in use, keep it away from paper clips, coins, keys, nails, screws, or other small metal objects that could make a connection from one terminal to another. A short circuit between the battery terminals may cause burns or a fire. Short circuit damage which occurs in this instance voids any and all warranty claims against Elevate E-Bike.

- Avoid mechanical loads and exposure to high temperatures. These can damage the battery cells and cause the flammable contents to leak out.
- Do not place the charger or the battery near flammable materials. Ensure the battery is completely dry and placed on a fireproof surface before charging. There is a risk of fire due to the heat generated during charging.
- Your Elevate E-Bike battery must not be left unattended while charging.
- If used incorrectly, liquid may leak from the battery. Contact with this liquid should be avoided. If contact occurs, rinse off with water. If the liquid comes into contact with your eyes, seek additional medical attention. Liquid leaking from the battery may cause irritation or scalding.
- Batteries must not be subjected to mechanical shock. If battery is dropped or struck with another object, the battery may be damaged.
- The battery may give off fumes if it becomes damaged or is used incorrectly. Ensure the area is well ventilated and seek medical attention should you experience any adverse effects. The fumes may irritate the respiratory system.
- Only charge the battery using original Elevate E-Bike chargers. When using chargers that are not made by Elevate E-Bike, the risk of fire cannot be excluded.
- Use the battery only in conjunction with your Elevate E-Bike. This is the only way in which you can protect the battery against dangerous overload.
- Use only original Elevate E-Bike battery packs that the manufacturer has approved for your E-Bike. Using other batteries can lead to injuries and pose a fire hazard. Elevate E-Bike accepts no liability or warranty claims if other batteries are used.
- Keep the battery away from children.
- Always turn display OFF before removing the battery pack.
- Always remove the key from the battery pack after each use. This prevents both unauthorized use of the powered features of your Elevate E-Bike and removal of the battery by unauthorized persons when your Elevate E-Bike is not in use. Failure to secure your bicycle from unauthorized use can result in death or serious injury to others.

CHARGING

Locate the charge port on the side of the battery. You can charge the battery from this port while the battery is in or out of the bicycle.



To prevent serious injury or death:

- Do not leave your battery unattended while charging.
- Do not connect the battery pack to the charger until it has reached an allowable charging temperature.
- Do not charge the battery with chargers other than the charger provided by Elevate E-Bike.
- Only charge the battery indoors and in dry spaces which are not excessively hot or cold (within 10°F of room temperature).
- Ensure there are no flammable items, dirt or debris nearby when using the charger.
- The charger will automatically stop charging once the battery reaches its full capacity.
- The light on the charger will be red when the battery is charging and will turn green when charging has finished.
- Avoid leaving the charger plugged in when the battery is fully charged.
- Do not charge the battery if you notice the battery is damaged, excessively hot, leaking, smells, or is discolored.
- Charging the battery should take approximately 4-6 hours if the battery is mostly empty.
- Store the battery indoors in a dry space, away from heat or flame sources and out of direct sunlight.
- The charger may get hot (>165°F) when charging. Use caution and avoid touching the body of the charger.
- To reduce risk of injury, charge only batteries of your Elevate E-Bike. Other types of batteries may burst, causing personal injury and damage.
- Only charge Elevate E-Bike approved lithium ion battery packs. The battery pack voltage must match the battery pack charging voltage of the charger. Otherwise, there is risk of fire and explosion.

- Do not expose the charger to rain or wet conditions. If water enters a charger, there is a risk of electric shock.
- Only use the original Elevate E-Bike battery charger supplied with your E-Bike or one approved for your E-Bike by the manufacturer and purchased from a trusted source. Bypassing the battery charger or the use of a non-approved or counterfeit battery charger can lead to death or serious injury.
- Keep battery charger clean. Contamination can lead to the risk of an electric shock. Clean only with the use of a damp cloth (mild soap/water).
- Always check the charger, cable, and plug before use. Stop using the charger if you discover any damage. Do not open the charger. Damaged chargers, cables, and plugs increase the risk of electric shock.
- Do not operate the charger on an easily ignited surface (e.g. paper, textiles, etc.) or in a flammable environment. There is a risk of fire due to the charger heating up during operation.
- Take care if you touch the charger while it is charging. The charger can get very hot, especially when the ambient temperature is high.
- The battery may give off fumes if it becomes damaged or is used incorrectly. Ensure the area is well ventilated and seek medical attention should you experience any adverse effects. These fumes may irritate the respiratory tract.
- Batteries must not be subjected to mechanical shock. There is a risk of damage to the battery pack.
- Keep the battery charger away from children. This will ensure that children do not play with the charger.
- Persons who are not capable of safely operating the charger because of their physical, sensory, or mental limitations, or because of their lack of experience or knowledge, may only use this charger under supervision or after having been instructed by a responsible person. Otherwise, there is a risk of operating errors and injuries.
- Note the household voltage! The voltage of the power supply must correspond to the specifications given on the battery charger nameplate.

To Charge:

Plug the cable from the charger into the port on the side of the battery pack.

Plug the charger power cable into an electrical mains wall socket.

Use only the supplied input connection: standard AC power cord when connecting to the household electrical supply.

Note: The charging process is only possible when the temperature of your Elevate E-Bike battery is within the permitted charging temperature range.

Note: PAS is deactivated during the charging process.

After charging is complete and the light on the charger is green, disconnect the cable from the battery port and power cord from wall socket. If you have charged the battery in the bicycle frame, carefully insert the plug after charging, so that no dirt or water can enter the battery port.

INSTALLING AND UNINSTALLING BATTERY PACK

WARNING

To prevent serious injury or death:

- Only place battery pack on clean surfaces. Avoid getting dirt, e.g. sand or soil, in the charging port and contacts.
- Do not charge or use battery pack if it is damaged. Contact Elevate E-Bike to order a replacement

Your bike comes with a 48V lithium ion battery. The bike's battery comes with a unique set of keys that are used to turn it on/off as well as keep it unlocked/locked to the frame.

The battery has 3 key positions: UNLOCKED, OFF, and ON. These positions are marked on the battery and can only be seen when the battery is removed from the bike.



To install:

1- Fully insert battery pack into the bicycle frame with the key removed. The locking pin will be retracted.



2. Key position shown: UNLOCKED. Insert the key into the battery through the hole in the bottom of the frame. Push the key into the battery and continue pushing until you have twisted the keys to the desired position.

Locking Pin retracted



NOTE: When the battery is locked, the locking pin will protrude through the frame and will be visible. The location where the locking pin will be visible is indicated by the arrow pointing to the circle in the image to the side and below.

3- Key position shown: OFF. Turn the key clockwise. There will be one audible click, and the locking pin will now protrude through the frame. In this position, the battery pack will be secured to the frame, but the power will not be active.

Locking Pin protruding through frame



4- Key position shown: ON.

Turn the key clockwise so the key is parallel with the frame. The power will be active, and the key will be locked into the battery so that it cannot be removed. The key must be turned to the ON position for your bicycle to function.



To Uninstall:

To unlock the battery and remove it from the frame, follow the steps listed above in reverse order. Be sure to remove the key from the battery before removing the battery from the bicycle. If the key is still in the battery, it will prevent the battery from being removed from the frame.

When unlocking and removing your battery pack from the frame, take care that it does not slide out while the bicycle is folded. If your battery impacts the ground and is damaged, discontinue use and contact Elevate E-Bike immediately.

STORING

Charging Battery pack Before and During Storage

When the battery pack will not be used for weeks or months, remove it from the E-Bike and store the battery pack at about 60% charge as indicated by the Energy Bar on the display. At about 60% charge, the battery will degrade less, compared to higher charge levels. Every 2-3 months check the battery charge level and recharge to 60%, if necessary.

Note: If the battery is stored with no charge for an extended period of time, it may be damaged despite the low self-discharge and may reduce the battery capacity.

For optimum service life for your battery pack, charge the battery pack to 100% a few hours before you plan to ride. For example, if you ride the bicycle and the charge level falls to 50% but you plan to use the bicycle again in a few days, wait until the day before you plan to use it again to charge it to 100%.

DO NOT charge battery unattended or leave battery connected to charger overnight.

Leaving the battery permanently connected to the charger is not recommended. As the battery pack ages, capacity will diminish and the battery pack will eventually need to be replaced. A significantly reduced operating period after charging indicates that the battery pack is worn out and must be replaced. You may replace it yourself by purchasing a replacement battery pack from Elevate E-Bike.

Storage Conditions

If possible, store the battery pack in a dry, well-ventilated place.
Protect it from moisture and water.

Always store your Elevate E-Bike battery pack in a location that:

- Is in a room with a smoke alarm;
- Is away from combustible or easily flammable objects; and
- Is away from heat sources.

For an optimum service life, store your Elevate E-Bike battery at temperatures between 50° F and 68° F. Never store it at temperatures below 14° F or above 140° F.

Make sure the maximum storage temperature is not exceeded. Do not leave the battery in your car during the summer, for example, and store it away from direct sunlight.

NOTE: Leaving the battery installed on the bicycle for long-term storage is not recommended.

TROUBLESHOOTING

Issue

Most Common Solutions

Charging indicator lights do not illuminate.

1. Check that the cord is connected to the charger.
2. Check power availability at the main plug location.
3. If the battery does not charge, unplug and contact Elevate E-Bikes. Do not attempt to repair cord or charger.

Charging indicator light is always red

Battery pack may be defective. Contact Elevate E-Bikes customer support for assistance.

BATTERY RECYCLING

When your battery is no longer usable, dispose of your battery according to state and federal regulations. State regulations regarding battery disposal vary so it is important you find out and follow the rules in your state.

Lithium Ion batteries cannot be put in with standard garbage bins.

STORING YOUR ELEVATE E-BIKE

Please observe storage temperatures for your Elevate E-Bike.

Protect the Drive Unit, Cockpit System, and Battery Pack against extreme temperatures (e.g. from intense sunlight without adequate ventilation). Extreme temperatures can cause the components (especially the battery) to be damaged.

TRANSPORTING YOUR ELEVATE E-BIKE

To prevent serious injury or death:

- Always remove the battery pack before transporting your Elevate E-Bike on a bicycle rack mounted on your vehicle.
- Always use a bicycle rack that is compatible with your Elevate E-Bike. Check your bicycle rack manual to be sure your rack has sufficient capacity. Overloading a bicycle rack could cause the rack to fail and your eBike to be damaged.
- Never attempt to use a roof-mounted bicycle rack. ONLY use hitch-mounted racks.
- Always use proper lifting techniques when lifting your Elevate E-Bike. Electric bicycles are generally heavier than bicycles

DISPOSAL OF YOUR ELEVATE E-BIKE

When your Elevate E-Bike is no longer usable, dispose of your E-Bike according to state and federal regulations. The motor, display, battery, speed sensor, accessories, and packaging should be disposed of in accordance with these regulations. State regulations regarding electronics disposal vary, so it is important you abide to the rules in your state.

NOTE: Do not dispose of eBikes and their components with household waste

TROUBLESHOOTING

If you have any questions at all regarding the basic troubleshooting below, reach out to Elevate E-Bikes customer support by email at info@elevateebikes.com, or call **1-888-820-9060**.

Issue

Most Common Solutions

Bicycle will not turn ON.

1. Charge the battery until the light on the charger turns from red to green. This may take up to 8 hours.
2. Insert key in the battery and turn counterclockwise to the ON position, or until the key is parallel with the frame. Then press and hold the button to turn ON.
3. Follow the cable coming from the display down to the quick plug. You may need to unravel some of the plastic wrapping to access it. With a quick pull (do not twist), unplug the quick plug, inspect both sides of the plug, and reconnect by lining up the arrows on both ends. After checking the quick plug, press and hold the button on the display control pad to turn on.

Pedal assist or throttle do not work.

1. Check that the PAS level is set between 1-5.
2. To test if PAS is working, do not operate throttle.
3. To test if the throttle is working, do not pedal.
4. Check all quick plugs

ERROR CODES

The components of your Elevate E-Bike are continuously monitored automatically. If a fault is detected, the corresponding error code will appear on the display.

Error Code	Meaning	Most Common Solution
E003	PAS Sensor Fault	Check PAS quick plug
E006	Battery Undervoltage	Fully charge battery
E007	Motor Fault	Check motor quick plug
E008	Throttle Fault	Check throttle quick plug
E009	Controller Fault	Check controller connections
E010	Display Communication Reception Failure	Check display quick plug
E011	Display Communication Send Failure	Check display quick plug

MAINTENANCE

You should have your bicycle maintained at regular service intervals at your local bicycle shop.



To prevent serious injury or death:

- NEVER open any of the components, including the battery, display, motor, or PAS sensor. Service should only be performed by a bicycle repair shop.
- Always remove the battery pack before performing any bicycle inspection, maintenance, or repair.

info@elevateebikes.com

- If you suspect that something is loose, do not ride your bicycle. All nuts, bolts, and screws require the proper tightening force. Too little force and the fastener may not hold securely. Too much force and the fastener can strip threads, stretch, deform, or break. Either way, incorrect tightening force can result in component failure, which can cause you to lose control and crash. Take your bicycle to a bicycle repair shop for service.
- Do not paint any components of your Elevate E-Bike as they may cause premature failure of the component.
- Do not submerge your Elevate E-Bike or its components in water or use a pressure washer to clean

CARING FOR YOUR E-BIKE

Always observe the operating and storage temperatures of your Elevate E-Bike and its components. Protect motor, display, and battery pack against extreme temperatures (e.g. from intense sunlight without adequate ventilation). Extreme temperatures can damage components (especially the battery pack).

Please have your Elevate E-Bike serviced at least once a year.

WARNING

Do not tamper with your bicycle. Tampering is defined as removing or replacing any original equipment or modifying your bicycle in any way that may change its design and/or operation. Such changes may seriously impair the handling, stability, and other aspects of the bicycle, making it unsafe to ride. Tampering can void your warranty and render your bicycle noncompliant with the applicable laws and regulations. Elevate E-Bike is not responsible for any direct, incidental, or consequential damages. This includes, without limitation, damages for personal injury, property damage or economic losses due to tampering.

To ensure safety, quality, and reliability, use only original parts or Elevate E-Bike authorized replacements for repair and replacement.

TUNE-UPS

100 MILE TUNE-UP

After 100 miles, or 5 full battery charge cycles, have the following services performed at a bicycle shop:

- Brake cables may need to be adjusted and tensioned properly.
- Shifting cables will stretch during the wear-in period. The derailleur may need to be adjusted.
- All hardware should be adjusted to the specified Tightening Torque (p. 23). If any hardware is damaged, it may need to be replaced by a bicycle mechanic.

MONTHLY (OR ABOUT EVERY 250-500 MILES)

- Inflate tires to pressure within recommended range printed on tire sidewalls.
- Lubricate chain.
- Check that all hardware is tightened to the torque specifications listed in the Torque tightening (p. 23) section of this manual.
- Check your brake pads for signs of wear. Replace if necessary.
- Check your bicycle's shifting performance. Adjust the derailleur if necessary.
- Clean the bicycle with low residue cleaner and dry completely. Lubricate after cleaning where necessary.
- Check spoke tension and adjust if necessary. See Tightening Torque (p. 23)

QUARTERLY (OR ABOUT EVERY 750-1500 MILES)

Check all items on the monthly service list above.

- Check tire tread for excessive wear. Replace if necessary.
- Check electrical connectors and cable housings are secured away from moving parts and are free from damage. Replace if necessary.

CLEANING

Do not submerge your Elevate E-Bike or its components in water, or use a pressure washer to clean.

Clean your Elevate E-Bike carefully with a soft, damp cloth (using only mild soap and water). Rinse with water. The electrical components on your Elevate E-Bike are IP 65 rated.

LEGAL

WARRANTY

ELEVATE E-BIKES WARRANTS TO THE ORIGINAL REGISTERED PURCHASER THAT ELEVATE E-BIKES SHALL BE FREE FROM ALL DEFECTS IN MATERIAL AND WORKMANSHIP FOR A PERIOD OF ONE YEAR FROM THE DATE OF PURCHASE.

DISCLAIMER OF CONSEQUENTIAL AND INCIDENTAL DAMAGES: THE ORIGINAL REGISTERED PURCHASER OF THIS BIKE, SUBSEQUENT OWNERS AND ALL OTHER INTENDED AND UNINTENDED USERS OF THIS BIKE, SHALL NOT BE ENTITLED TO RECOVER FROM ELEVATE E-BIKES ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES. THERE IS NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. The warranty is non-transferrable and only applies to the original owner. This warranty gives you specific rights and purchasers may also have other rights, which may vary from state to state. Damage caused by failing to follow instructions in the manual, acts of God, accident, misuse, neglect, abuse, commercial use, alterations, modification, improper assembly, installation of parts or accessories not originally intended or compatible with the Elevate E-Bike as sold, operator error, water damage, extreme riding, stunt riding, or improper follow-up maintenance is not covered under this warranty. Warranty parts will only be shipped within the continental United States and Canada.

Parts covered by the warranty: frame, forks, stem, handlebars, headset, seat post, saddle, brakes (excluding brake pads), lights, bottom bracket, crank set, pedals, rims, wheel hub, freewheel, cassette, derailleur, shifter, motor, throttle, controller, wiring harness, display (excluding damage due to water), kickstand, reflectors, and hardware. The battery warranty does not include damage from power surges, use of 3rd party charger, improper maintenance or other such misuse, normal wear, or water damage (including rust).

Stolen bikes are not covered under warranty.

Necessary precautions must be taken to ensure the bike and battery are not exposed to severe weather conditions. Exposure to very wet, hot, or cold conditions may void the warranty.

Elevate E-Bikes will replace any parts deemed to have been damaged during shipping. Shipping damage must be reported to Elevate E-Bikes within 14 days of shipment arrival. This applies to all products, including bikes and accessories.

You will NOT be refunded as compensation for your time or efforts replacing damaged parts.

Replacement parts will not be sent until photographic evidence has been provided to Elevate E-Bikes. Elevate E-Bikes may request additional documentation (such as video) to assist with accurately diagnosing the problem and processing the warranty claim.

Most warranty parts are fulfilled 1-10 business days after the request is put into our system by a customer service representative. Warranty parts are sent using USPS First Class, FedEx Express, or FedEx Ground, depending on the size of the part. Warranty parts will not be expedited.

Items including the chain, tires, wheels, rims, tubes, battery handle, brake rotors, brake pads, cables and housings, grips, and spokes are considered wear items. These items wear down with normal use and are not covered under warranty. You are responsible for replacing and maintaining these wear items.

Any unauthorized alterations or repairs are not covered and may void this warranty.

For warranty services, please contact Elevate E-Bikes online support by email at info@elevateebikes.com. Bikes or parts returned without proper documentation may result in delayed service or denied warranty coverage. Warranty return shipping costs along with duties and taxes are the responsibility of the claimant. All unauthorized returns will be refused.

Note that your insurance policies may not provide coverage for accidents involving Elevate E-Bikes. To determine if coverage is provided, you should contact your insurance company or agent. Damage as a result of an accident is not covered under this warranty, and Elevate E-Bikes is not responsible for repair or replacement of damaged bikes or parts.

Elevate E-Bikes reserves the right to change its warranty at any time and without notice. Any action, lawsuit or other proceeding, under this warranty or otherwise related to the bike must be commenced within ninety (90) days after expiration of the one-year warranty period.

THIS WARRANTY GIVES THE ORIGINAL REGISTERED PURCHASER SPECIFIC LEGAL RIGHTS AND YOU MAY HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

BIKE PERFORMANCE DISCLAIMER

The bikes listed range and top speed are estimates (not guarantees) of expected performance. Performance will vary with rider weight, cargo weight, rider/cargo shape (both contribute to drag), terrain, tire pressure, brake adjustment, throttle vs PAS usage, pedal power, battery charge level, ambient temperature, and wind conditions. Under certain conditions it is possible to get ranges and top speeds that are different from the listed estimates.

LIABILITY DISCLAIMER

Riding any kind of bicycle comes with inherent risks and dangers that cannot be predicted or avoided. These dangers could result in a serious accident, injury, or death of the rider. It is the sole responsibility of the rider to become properly educated and prepared to ride safely. Once in possession of the bike, Elevate E-Bikes strongly encourages and recommends that all customers have a certified and reputable bicycle mechanic complete a full inspection of each component on the bicycle to ensure it is safe for operation. Elevate E-Bikes makes no claims or guarantees that the brakes, battery, frame, motor, motor controller, display, electrical cables, electrical cable housings, fasteners, grips, fork, stem, shifters, headset, seat post, seat post clamp, handlebar stem clamp, saddle, wheel hubs, handlebars, spokes, rims, tires, tubes, derailleur, freewheel, cassette, throttle, kickstand, lights, reflectors, hardware, bottom bracket, or any other part or accessory, will be properly secured and adjusted upon arrival. Before every ride, fully inspect your bicycle to ensure everything is secured and adjusted properly.

Under no circumstances is Elevate E-Bikes responsible for any damage resulting from damaged, defective, or improperly secured parts. This includes, but is not limited to, damage to personal property, personal injury, or death.

FCC

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Please note that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with radio frequency exposure limits set forth by the FCC for an uncontrolled environment.

This equipment should be installed and operated with a minimum distance of 5 mm between the device and the user or bystanders.

This device must not be co-located or operating in conjunction with any other antenna or transmitter.

