

Product FAQ's / Troubleshooting

Brake abnormal sound or wheel rotation resistance	1.Check whether the end of the brake cable is stuck.
	2.Slight friction can be adjusted by fine-tuning the end of the line
	3.Adjust the brakes to ensure that the brake pad and brake disc clearance is balanced
	4.If the brake pads are worn, replace brake pads.
Seat tube slide down	1.The set screw of the seat tube clamp is not tightened. Adjust the set screw.
	2.Check whether the anti-skid bushing inside the seat tube clamp is damaged ,if it's broken, replace the anti-skid bushing.
Difficulty in folding bicycle	1.Check whether the spring at the folding joint is out of shape, or the spring is pulled out without return, if the spring is damaged ,it needs to be replaced.
	2.Dry folding joints cause folding difficulties, can use lubricating oil to lubricate the joints.
Handlebars are not straight	1.Loosen the standpipe fixing screw, readjust the handlebar, and then tighten the standpipe fixing screw.
Saddle loose (slide up and down)	1.Check whether the saddle fixing screw is tightened. Retighten the saddle bottom fixing screw with the hex tool
	2.The loose fixing screw of the saddle slides up and down, resulting in the sliding teeth of the rack of the seat tube clamp code.It need to replace the seat tube clamp code.
Chain often falls off	1.Check whether the chainset is deformed and if the chainset is deformed ,it need to replace the chainset
	2.Check whether the rear derailleur is loose,relcock the rear derailleur and then lock the screw.
Fault code	
E001	Controller fault
E002	Display communication fault
E003	Motor hall fault
E004	Handlebar fault
E005	Motor fault
E006	Motor phase fault

- * When the battery is used up, it should be fully charged in time. The green light on the charger indicates full charge. Long-term underpowered storage will affect the performance of the battery.
- * When cross the pool, water section, please pay attention to the wading height is not higher than the hub, prevent motor damage due to water inflow. Do not use high pressure water gun to clean, so as not to damage the electronic components and wiring due to humidity.
- * Add some lubricating oil to the chain and flywheel of the bike to avoid wading and rusting.
- * It is best to charge the battery in an ventilated, dry place. Direct sunlight or rain can have a bad effect on the performance of batteries and chargers. When charging, the battery and charger should be away from other sources of heat.
- * Connect the battery before charging, and then plug it into the electric supply .After charging, pull out the electricity first, and then pull out the battery end. If do not follow the steps, it will cause a fire when connecting the battery end.