

# User manual for the electric cargobikes



# Congratulations!

## You are now going on your first adventure on an electric cargo bike

### Get off to a good start

In this original user manual, we help you get started with your first adventure on cargo bikes. We give you an overview of the bike's parts and show you how to get out on the first ride, stop it again and maintain the bike so it can ride around the whole kingdom, several times.



#### **IMPORTANT: PLEASE NOTE**

If you pay attention to the following in relation to using your electric bicycle you minimize the risk of accidents and injuries:

- Only use the cargo bike if you are familiar with all its characteristics and functions.
- Only use the cargo bike in the manner described in this user manual.
- You must not let people use the electric bicycle who do not have the sufficient physical or mental abilities or the lack of experience and knowledge required to drive it.

# Table of Contents

<b>Warranty</b>	p. 4
<b>Standards</b>	p. 7
<b>Frame number</b>	p. 8
<b>Before your first adventure</b>	
Overview of the bicycle's parts	p. 9
Quick start guide – 8 steps	p. 10
Display	p. 12
Battery	p. 15
Saddle	p. 22
Lock	p. 22
<b>This is how you get out on your first adventure</b>	
Securing passengers	p. 23
Seat belts of passengers	p. 23
Need to put up the canopy?	p. 25
How to get started	p. 27
Use of handlebars	p. 28
Optimal use of your electric bicycle while driving	p. 30
Change your riding style	p. 31
How to stop the electric bicycle	p. 32
Change the brightness of the rear light	p. 33
<b>After the adventure</b>	
Cleaning and maintenance	p. 34
You must be aware of this in winter	p. 35
Be aware of this regarding your tires	p. 36
The chain and rear sprocket	p. 36
Gear hub	p. 36
Pay extra attention to your brake	p. 37
This is how you deal with the spokes	p. 37
Keep an eye on bolts and screws	p. 38
Lubricate and check the cables	p. 38
Got stone chips or scratches?	p. 38
Been in an accident?	p. 38
Error codes	p. 39
<b>Service sheets</b>	p. 42
<b>Customer service</b>	p. 43

---

## Warranty

### Upon receipt of the electric bicycle

We have adjusted and tested your new electric bike before it is sent from the factory to your home. If damage or missingness has nevertheless occurred, you must immediately contact [support@aitourebikes.com](mailto:support@aitourebikes.com) and attach documentation within 24 hours after you have received it. Otherwise, your claim for compensation will not be valid.

When it arrives, you should therefore first check whether the frame and the box have been scratched or scratched. Afterwards, you should examine the following:

- That the gear on the electric bicycle fits correctly
- That there is no gap in the bearing between frame and box
- That the front and rear brakes work.
- That the front and rear lights and brake lights work
- That the control module/display switches on, switches off and otherwise works

### 2 years of warranty

you have a two-year right of complaint. Therefore, remember to save your proof of purchase or invoice.

According to the Consumer Act, the right to complain applies to faults that may occur in the electric bicycle's material and/or its production. However, the right to complain does not apply to wear and tear or faults that have arisen due to incorrect operation of the product or wear and tear.

Parts such as brake pads, crankcases, LEDs/bulbs, tires, batteries, chain as well as elastics and zips on canopy etc. will wear out over time and must therefore be replaced on an ongoing basis in order for the electric bicycle to function properly. Therefore, you must expect to spend money on maintenance and adjustment of the mechanical parts.

You also get a 5-year guarantee for frame breakage.

## Unique about the electrical parts and the batteries

The electrical parts are covered by a warranty against manufacturing defects for 12 months from the date of purchase.

Battery capacity decreases over time. The more you use the electric bike, the less capacity and thus the range decreases.

Over time, you can expect the capacity to decrease by 30-40 percent. Also be aware that periods of low temperatures negatively affect both the battery's capacity and performance. Note: Use only an original charger!

It is also worth noting that there are a number of factors that have a major impact on how far the electric bicycle can travel. These are aspects such as the total weight of the vehicle, how you drive, where you are driving and how much you yourself help to step on the pedals (see pp. 17-21 for additional information on optimal battery use).

In normal use, your battery has a lifespan of up to 500 cycles (charges and discharges).

### Battery test

Do you find that your battery is defective or has deteriorated in performance, we can carry out a test of the battery's functionality.

This test gives us analysis data that shows whether the battery has been neglected, which includes that it has been improperly stored or used. It is also if it has been exposed to cold or hot temperatures that are lower or higher than recommended and how many charge cycles the battery has gone through in total.

If, on the other hand, the battery has had a congenital manufacturing defect, the warranty covers up to 12 months from the date of purchase.

## Our bike smiths are ready to help you

If you have been unlucky enough to damage something yourself, our workshop is of course available to service you both before and after the warranty period expires.

We also work with a number of authorized bicycle dealers throughout the country, to whom we can refer if you cannot find a repairer in your local area yourself. In many areas of the country, we have working bicycle mechanics who come to your home.



### **IMPORTANT: PLEASE NOTE**

- If you adjust the electric bike's parts yourself (batteries, lights and other electrical parts), you risk them failing. So don't do it. If you do so despite our warning, voids the warranty.

### **Need more information?**

Telephone: +49 15226823020

Email: [support@aitourebikes.com](mailto:support@aitourebikes.com)

**Go into [aitourebikes.com](http://aitourebikes.com) to see our selection of robust locks, rain cover and other accessories**

## The number on the frame and lock

If your electric bicycle is stolen, you will need your frame number when you have to make a report to the insurance company and the police.

You will find the serial number of the frame close to the engine.

If you have bought a lock that is insurance-approved, permanently mounted or on a chain lock, you will also find the number on the accompanying certificate.

Feel free to write the numbers here so you can easily find them.

Date of purchase (customer writes here): \_\_\_\_\_

Frame number (customer writes here): \_\_\_\_\_

Key number (customer writes here): \_\_\_\_\_

Possibly. additional lock: \_\_\_\_\_



## Standards

At Aitour We naturally comply with the European standards.

The bike is fitted with two reflectors at the front of the bike, two at the back of the cargo box and one in the rear light. In addition to that, there are reflective stripes in the tires as well as reflectors all around the included canopy.

The cargo bike also comes with secure Y harnesses for four bench seats. The battery is RoHS approved and CE certified.



### How to dispose of batteries and electrical parts



According to EU Directive 2012/19/EU, you must dispose of that electrical equipment or recycle it in an environmentally sound manner when it can no longer be used.

This also applies to used accumulators and batteries. In accordance with EU directive 2006/66/EC, you must dispose of them or recycle them in an environmentally sound manner when they can no longer be used.

You can often hand in the electrical components such as batteries at the nearest recycling center or with assistance from the individual municipality's environmental disposal schemes. Check your municipality's website if you want to know more.



## Before your first adventure

### Overview of the most important parts of the bicycle



1. **Strong 120Nm Ananda central motor**
2. **Comfortable saddle**
3. **Spacious wooden cabin with matching canopy**
4. **Hub gear from Shimano nexus 7**
5. **Durable rain cover**
6. **Puncture-free 26" rear tire with reflective line**
7. **Puncture-free 20" front tire with reflective line**
8. **Integrated LED front light**
9. **Integrated LED rear light and brake light**
10. **Control with on-board computer, control panel and bell**
11. **Luggage carrier**

## **8-step quick start guide**

To make it extra easy for you to set out on your adventure, we have created an 8-step guide here. After check the guide, everything will be explained in more detail, including what you should pay special attention to.

### **1. Check if there is a battery on the e-bike**

You can see the battery level on the display by holding the power button for three seconds and looking at the icon at the top left. It gives you an approximate picture of the battery life. The most accurate is to see the battery life on the battery itself. Here you remove the battery (see below and p. 16) in the charging case and look at the indicator lights. Green diode lights indicate power, while red indicates that it lacks power. Read more on p. 18.

### **2. How to charge the e-bike**

If there is no power on the electric bicycle, you can charge it in one of two ways

- directly in the electric bicycle or by removing the battery. If charging the battery while it is mounted on the bike, it is charged via the power socket on the back of the bike's charging case. If you want to remove the battery, you must unlock the battery compartment, release the battery with the key on the left, then pull the battery forward to the left, pick it up and unplug it. Read more on p.19-20.

### **3. Starting the bike**

Switch on the display by holding the power button for three seconds. You then select an assistance level between 0 and 5 by briefly clicking on the plus and minus buttons. If you need walk-assist, hold the walk button for five seconds so that the bike runs silently by itself. Remember that walk-assist switches off if you let go of the button or if you squeeze one of the two hand brakes. Read more on p. 12-14 and p. 28.

### **4. Fitting and removing Canopy and Canopy Pole**

If you need to put the canopy on, it's easy. Fix the canopy pole to

the frame first. The canopy is then put on and secured with small metal buttons. Read more P. 25.

## **5. Headlight and taillight**

The lights are automatically turned on when you turn on the bike and it is dark. Do you need to adjust the taillight brightness? Then read more on p. 33.

## **6. Engine assistance**

As soon as you turn the pedals, the bike's motor automatically starts to help you. How much it supports you depends on what level of pedal assist is turned on. You change this on "plus" and "minus" to the right of the display (up to max. 25 km/h). Read more on p. 12-14 and p. 28.

## **7. How to use the brakes**

If you need to brake, you must use the handbrake on the left or right side of the handlebars (there are no foot brakes). The one on the left is connected to the front wheel, while the one on the right is connected to the rear wheel. We recommend that you use both brakes every time. Read more on page 28.

When you stop and switch off the bike, make sure that the bike is completely stationary using the parking brake. You will find a parking brake on each handbrake. There is a small split on them. You hold the handbrake in and push in the small metal split - then it is locked. Read more on page 33.

## **8. Contact us if you need it**

If you have problems with your electric bicycle, you are always welcome to contact us on +49 15226823020  
support@aitourebikes.com

## Display

On an electric charge bike, It's controlled by means of a control module on the bike's handlebar. It consists of a few parts:

1. Display
2. Walk assist button
3. The plus and minus buttons
4. Power button



## How to turn the bike on and off

You turn on the bike by holding down the switch button for 3 seconds (see no. 3 in the picture above). The screen is then switched on and the power supply to the control unit begins.

You turn it off by holding down the switch button while the screen is in boot mode. In this way, you switch off the power supply, so that the screen no longer uses battery power, and the waste current is less than 1uA.

## What do the various icons on the display show?

On the display there are a number of different numbers and icons that give you information about your journey. On the following pages we show you what they stand for.

You switch to a new page by pressing the switch button. If you need to reset, you simply press the "light button" while you are in either "single time mileage " or "single riding time".

## Icons on displays



Real time speed ,accumulative mileage



Average speed, single time mileage

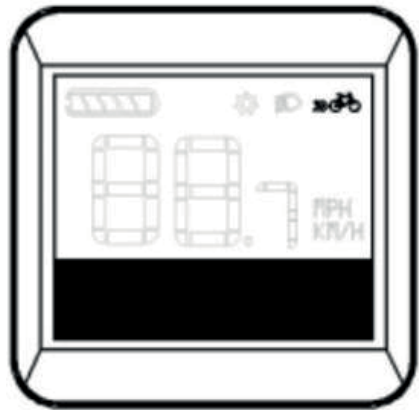


Max. speed、 single time riding time

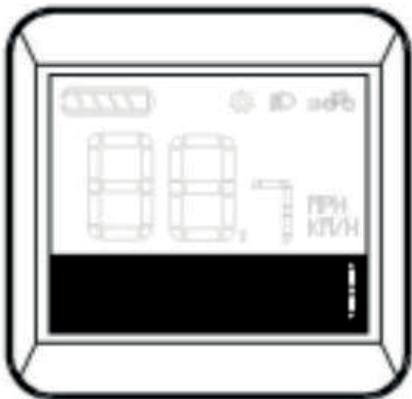
## More icons on the display



Headlight on



Walking assistance on



Pedal assistance  
1 gear and 5 gear



Battery's Lifetime: Fully charged

## Battery

One of the particularly advantageous things about buying an electric bike is that it does not require you to take care of it. However, it has other aspects that you need to do. Here we show you how to make sure your battery is in tip-top condition so you're ready for your first adventure.

The battery is in the small box under the seat.



### Do you need to disassemble it?

You can remove the battery in five simple steps:

1. Unlock the small cabinet under the seat



2. Loosen the battery with the key on the left side



3. Pull the battery forward and then to the left



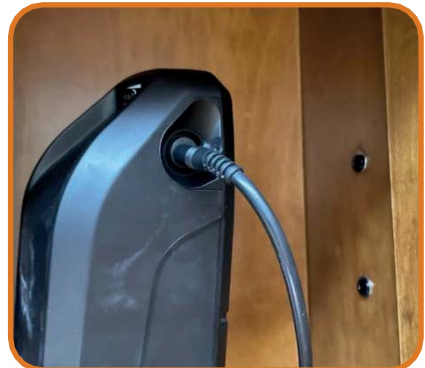
4. Take it up



5. Pull out the plug

Note: Never pull the cables when removing the cable. Grasp the plug and carefully pull it from the battery.

When you have to mount it again, you do the same - this time in reverse order.





## Tips to use the battery

Below we have collected some good advice so that you get an optimal range from your battery:

- Try various riding modes to get better battery efficiency. Use the lower setting mode when riding on flat roads or on downhills.
- Pedal lightly and shift gears depending on the nature of the trail or road.

In the following scenarios, it will be easier to consume power

- uphill
- against the wind
- with increased weight



### **IMPORTANT: PLEASE NOTE**

- If you damage the battery, it can cause overheating and the release of gases and liquids.
- Always ensure that the battery is at a good distance from fire and heat.
- If you drop the battery or otherwise possibly damage it, a dealer must check the battery.
- You must never open, drill through, deform or disassemble the battery/battery housing. A damaged battery emits lithium, which can damage both skin and eyes.
- Only handle damaged batteries with protective gloves.
- If you use the battery incorrectly, you risk that it is damaged.
- Do not charge the battery if it may be damaged.
- Only charge the battery with the original charging unit.
- A battery which is damaged or which has been used incorrectly, can irritate or damage the respiratory tract, eyes or skin.

## Battery life on the display

You can get an indicative estimate of the battery life on the display. When all five segments are lit, the battery is fully charged. If the battery is almost empty, the last segment flashes as a warning.



Fullcharged



Low battery



Almost empty

## Battery life on the battery itself

It is possible to see the battery life on the battery itself. Simply remove it by following the five steps on page 16. When you hold the battery in your hand, you can press the small button in the middle. The battery's diodes then light up.

If all red and green LEDs are on, the battery is fully charged. If only the red lights are on, the battery lacks power.



### IMPORTANT: PLEASE NOTE

- The battery's capacity decreases the more you use the e-bike.
- If you drive in hilly terrain, you will experience that the capacity and performance are reduced during the life of the battery.
- The weight of the bike, where you ride, what you ride on, and how hard or soft tyres, gives a noticeable difference in range.
- You get a lower range when you drive at a lower temp. e.g. 10°

## Charging the battery

Before you head out on your first adventure, the battery needs to be charged

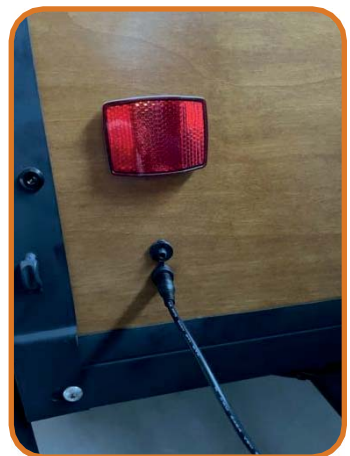
When charging the battery, pay attention to the following:

- Make sure to charge the battery to 100% for the first trip
- When you charge it, always do it in a dry place
- Always switch on the charger before inserting the plug into the battery
- Before your first ride and after your ride, always store it safely and out of the reach of children
- You must never use outdated products to charge your battery
- Is your battery fully discharged, charge it immediately. Otherwise, the cells in the battery take irreversible damage
- The battery must be charged at room temperature. It must never be charged at temperatures below twelve degrees
- Remember that the charger cannot withstand shocks

There are two different ways to charge the battery:

### Charging while the battery is in the small box

Plug in the charger directly by opening the small charging port on the back of the charger and plug in the included cable.



### After you have removed the battery

Remove the battery (p. 15-16) and install then the small charging plug directly into the battery (read more about how to discharge the battery on p. 18). We recommend this method.



### Avoid wear and tear on the battery

It wears the most on the battery to be half to completely discharged. Therefore, the battery is best charged if you fully charge it - better once too much than once too little.

If you cycle out on a long adventure where the battery is close to empty when you return home, consider buying an extra charger and charge the battery at, for example, your workplace.

**Go into [aitourebikes.com](http://aitourebikes.com) to see our selection of extra chargers**



### **IMPORTANT: PLEASE NOTE**

- Improper use of electricity and components that are electrical conductors can cause electric shock and serious injury.
- Always check the charging unit, main cable and main plug for damage before charging.



### **IMPORTANT: PLEASE NOTE**

- Improper use of the charging unit may damage it. Therefore, never use the charging unit if you discover or suspect that it is damaged.
- Only use the charging unit indoors under supervision.
- Only connect the charging unit to plugs that are properly installed.
- Make sure that the charging unit never comes into contact with water, liquids or is damp for a long time.
- Ensure that the charging unit is placed exclusively on fire-resistant material during charging.
- Only charge the original battery with the original charging unit.
- Always pull the main plug out of the socket after charging.
- Read the supplementary safety information on the charging unit.

### **Storage of the battery over a longer period when not in use**

- Remove the battery from the compartment at the bottom of the wooden bench.
- Charge the battery for approx. 50% of its capacity.
- Store the battery in a frost-free, dry and well-ventilated place without direct sunlight, where it is protected from large temperature fluctuations. The temperature should ideally be between 10-20°C.
- Store the battery in a way so that it cannot fall down and at the same time is protected from moisture and out of the reach of children or animals.
- If it's only one diode light flashing on the battery, the battery must be charged for at least 10 minutes.
- If you want to use the battery after it has not been used for one to six months, the battery must be charged before use.
- If you store the battery in above 1 month, you should check the battery capacity once every month.

## Saddle

When you get the bike, the saddle is not adjusted to your needs. You therefore have to do it yourself. It's easy to do by following these steps:

1. Loosen the small Allen bolt at the bottom of the saddle
2. Adjust the saddle up or down so it aligns with your hip
3. Tighten the Allen bolt again

Then you are ready to jump on the saddle.



## Lock

A lock is not included with Aitour ebikes. You must therefore acquire a lock yourself. If you have obtained a lock yourself, follow the instructions for use that come with it.

If you have purchased a lock from Aitour ebikes, follow the detailed instructions that come with it.

**Do you want to buy a bicycle lock?**

**Go into [aitourebikes.com](https://aitourebikes.com) There you can see our selection of approved locks.**

## This is how you get out on your first adventure

The battery is charged, you and your passengers are trained. You are now ready to go on an adventure. Here we show you how to get started.

### Fastening passengers

Before you get on the bike, the children have to get into the wooden shed. You can either carry the children up into the cabin or let them step up themselves by using the small step above the wheel.



### Seat belts of passengers

Transports your children, we strongly recommend that you use three-point seat belts. Four three-point harnesses for the bike's frame are included. How to fasten them securely:



1. Fasten the harness around the child's shoulder and place the shoulder pads at the child's collarbone



2. Before buckling the seat belt, fasten them in the harness holder



3. Fasten the seat belt tightly using the seat belt straps



## Need to put up the canopy?

Family-C and Family-S have different systems. If you have a Family-S , the bars are already fixed to the box. This means that they can be easily taken up and down using a quick release.

If you have a Family-C, follow the guide below.

Pick up the three rods and find the nuts sitting in one of the four small pipes in the cabin.



Then insert the metal braces into the tubes so they are crosswise and fit the strut onto the braces.



Turn the canopy over and fasten it with the small metal buttons.





### **IMPORTANT: PLEASE NOTE**

- Your electric bike itself weighs approximately 65 kilos with a load capacity of 100 kilos, which is approximately 25 kilos per seat belt space in the load. Four children can therefore easily sit there.
- The driver of the electric bicycle must weigh a maximum of 100 kilos.
- If you have a higher load than that, you put a lot of strain on the bike's parts, which also counts the battery, and your warranty is void if you have worn out the parts due to too high a load.
- The bike is not designed to be loaded by adults.
- In addition, your braking distance will be much longer.

## How to get started

When you start riding the bike, it's important that you don't step on the pedals before you sit on the saddle - that's when you ride!

Instead, step onto the center fork of the bike and position yourself on the saddle with both feet on the pedals.



Then turn on the bike by holding the small button for three seconds to turn on the display. The screen will automatically turn off if you do not use the electric charging bike for 10 minutes.



## Use of handlebars

On the left are two buttons. This is where you adjust how much help you get from the bicycle's pedal assistance. On the button on the left, "plus", you turn up pedal assistance, and on the button on the right, "minus", you correspondingly turn down pedal assistance.



Depending on the bike's gear type, the gear lever looks different. If your electric bike has stepless gear, you get countless options. Here, you simply control with the shifter lever how lightly or how hard you want to step on the pedals.



If it's the 7-speed system, see it as below. If you pull down the gears, you switch to a higher gear. If you pull up the gears, you change to a smaller one. Remember that when changing gears, keep the pedals still. Feel free to step backwards a little when you have changed gears before stepping forward again.





## **IMPORTANT: PLEASE NOTE**

For your own and your children's safety, you should pay attention to the following safety instructions:

- When riding a bicycle, you should always stay seated on the saddle
- When cycling, you should always make sure that the cargo bike is stable
- You must never let children play with the cargo bike
- Wet, slippery or dirty surfaces can extend the braking distance
- Adapt your driving style and speed to the weather conditions and the surface you are driving on
- Clothing and body parts can get stuck in the moving parts of the cargo bike
- Never leave loose clothing or objects hanging freely, e.g. shoelaces or jacket belts
- Always wear tight-fitting clothing on your legs or bicycle clamps/trouser straps
- Use non-slip shoes
- If you use the electric bicycle incorrectly, it can cause the electric bicycle's parts to wear down faster or break
- Never ride the cargo bike over steps or other edges
- Never drive the cargo bike diagonally over ramps
- Never ride the cargo bike downhill at high speed
- If you both have too heavy a load on your electric bike and you don't pedal enough yourself, you may find that the system overheats and switches off. Only after cooling down will it be possible to use the electric bicycle again

## Optimum use of your electric bicycle while driving

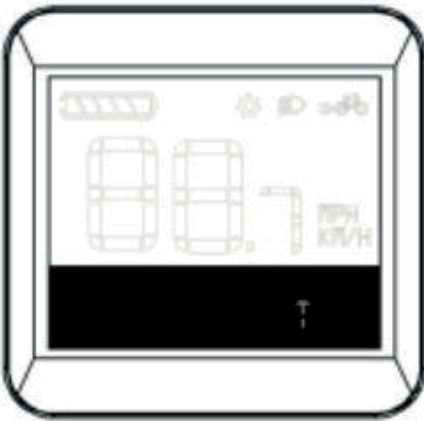
Here we have created a short guide that provides safe and efficient use of your electric bicycle while driving.

- Always start in the lowest gear and with as little pedal assistance as possible.
- While cycling, pay attention to the balance between how much you pedal and how much help you get – and avoid setting pedal assistance to more than you can give yourself. This means that the engine has to use much more energy to help you, which makes your range significantly lower.
- Feel free to purchase a small yellow flag and put it on your bike so that you are extra visible on the road.
- Because the bike is heavier than a traditional bike, it is also important that you are generally careful on your first rides. Therefore, drive slowly so that you get used to the increased weight.
- When turning, for example, you must be aware that the bike is heavier than what you are used to. Therefore, stop earlier than usual and take the turn slowly the first few times.
- As an electric cyclist, you are almost always bigger than the other cyclists on the cycle path. Therefore, you should also pay extra attention to consider the others.

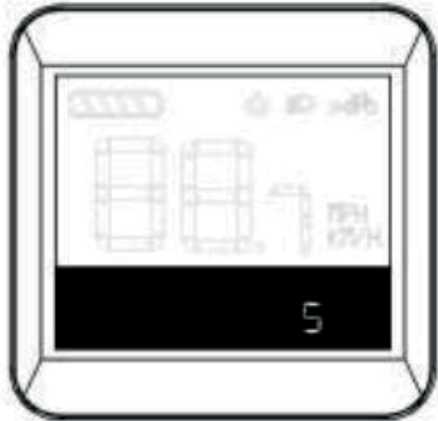
## Change your driving style

During your trip, you have the opportunity to adjust the settings on your drive by pressing the "push" button. There are four different ones:

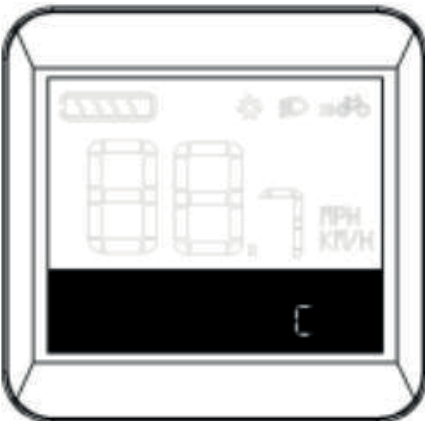
- T-Tour
- S-Sport
- C-Customized
- E-Eco



T-Tour



S-Sport



C-Customize



E-Eco

## How to stop the electric bicycle

You have now been out on a fantastic adventure, but all good things come to an end, and when your cycling trip ends, you should know how to stop the bike and ensure that it stops properly.

You do this by putting the bike in the lowest speed and the lowest gear. Then switch off the engine by pressing the "switch" button. It's the best way to get the bike ready for the next ride.

## Activating the parking brake

It is important to activate the parking brake so that you are sure that:

- the bike stays completely still in windy weather and does not roll down when you park on a slope.
- the wheel rolls back and forth and damages your lock and spokes. The spokes in particular can suffer irreversible damage.

You will find the parking brake on each handbrake. You hold them in and press the small metal split in - then it is locked.





## Change the brightness of the rear light

When it gets dark, you may need to adjust the brightness of the rear lights. However, you must be still before you can do that.

1. Hold down the "plus" and "minus" buttons to make the screen show setting point 1.
2. Press the "switch" button to get to the rear light level setting point, BL, which stands for back light.



You have three steps to choose from: 1 is the factory state value and darkest, 2 is standard and 3 gives the most light.

Press "plus" and "minus" to select up or down. Then press the "switch" button to confirm the brightness.

## After the adventure

Here we have collected the most common advice to keep your bike Cleaning.

### Cleaning and maintenance

Even if your cargo bike is only slightly dirty, we advise you to clean it regularly.

Below was the one-year you use for:

- Clean cloths
- A sponge or a soft brush
- Cleaning and maintenance products intended for electric bicycles
- Use only mild, lukewarm water without soap or other chemicals when cleaning the disc brakes

How to clean your electric bike:

- Remove the battery
- Scrub all surfaces and parts with a sponge moistened with soapy water
- Wipe all surfaces and parts after cleaning
- Clean and lubricate the gear system and gear hub

Especially for cleaningof the electrical parts:

- Clean your battery with a damp cloth
- Do not use harsh cleaning agents. This causes changes in the surfaces
- Always dry the plug on the electric bicycle and lubricate it with silicone spray
- If you are in doubt, get in touch Aitour ebikes, your local bike shop



## **IMPORTANT: PLEASE NOTE**

For your own safety, you should also pay attention to the following safety instructions.

- Make sure that all electric bike's moving parts are clamped before you clean or maintain it
- If you use the wrong cleaning agents, you can damage the electric bicycle. Therefore, ask your local bicycle mechanic or us about the best for your bicycle
- Do not use sharp, pointed or metallic tools to clean with

## **You must be aware of this in winter**

You should pay extra attention to how the low temperatures affect your bike.

Therefore, you should:

- Detach your battery and take it inside after each trip to charge it
- Clean your bike
- Care and maintain your chain, especially when it is salty and wet.
- Have a bike smith lubricate your gear and brake cables before winter comes. This reduces the risk of the cables freezing.

## **Be aware of this regarding your tires**

Always make sure the tire pressure is at the recommended level. Otherwise, it wears down the tire unnecessarily, and you run the risk of your electric bike getting a puncture because of it.

In addition to that, a tire with too little or too much pressure will make your range significantly lower, as it does not provide optimal friction between the tire and the road.

## **The chain and rear sprocket**

Over time, it is common for you to change the chain and the rear sprocket. They wear out at the same time and should therefore also be replaced at the same time. If you maintain the gears correctly, you will get an optimal service life.

When you put the rear derailleur on, it must sit parallel to the fork end.

## **Gear hub**

The gears must be set optimally and work perfectly. It provides the ideal period of function.

If you are in doubt as to whether the gears work as they should, contact us immediately at [Aitourebiks](#) or your local bicycle man. Otherwise, you run the risk of the gear hub becoming defective.

## **Pay extra attention to your brakes**

On your electric bike, the brakes have a critical function. Therefore, you should also pay extra attention to them. Therefore, get them tensioned and adjusted, and regularly replace the discs and other brake parts.

## **This is how you deal with the spokes**

When you use the e-bike regularly, the spokes will eventually wear out. Therefore, have them reviewed by a professional from time to time. And if an oak tree breaks, contact your local bicycle mechanic immediately.

If you continue to drive with a cracked spoke, you run the risk of other spokes also breaking and the wheel spinning. Ultimately, both rims and spokes will need to be replaced.

Be extra careful when driving on potholesroads, roads with curbs or cobblestones. This puts a strain on the spokes.

## **Keep an eye on bolts and screws**

Bolts and screws are exposed to a variety of small and large vibrations when you ride a bike. Therefore, pay attention to continuously fastening them.

## **Lubricate and check the cables**

To ensure that your electric bicycle has the ideal mobility, you should regularly lubricate the cables. We recommend doing it regularly. In addition to that, you should also check if the wire has broken or if there are signs of wear. If there is, you run the risk of the cable breaking.

## **Got stone chips or scratches?**

Then you should have them checked immediately. Otherwise, you risk that there is rust formed on electric bikes. Under the paint, these can spread.

## **Been in an accident?**

If parts of the bicycle such as the handlebars, frame and pedals have been damaged, contact your local bicycle mechanic immediately, as these parts must be replaced.

## Error codes

Below we have collected most error codes and what they mean. It looks like on the right:



Error code	Definition	Solution
21	Current abnormal	Check whether the three phases of the motor shorted
22	Handle abnormal	Check whether handle is restored to initial state
23	Motor lack of phase	Check if the phase line is good ; Check whether the motor phase line is Connected to the controller
24	Motor hall Abnormal signal	No hall controller:check whether the phase line is good with hall controller: check whether hall is in good condition
25	Braking abnormal	Before turn on display,check whether Brake is reset
30	Communication abnormal	Check whether display and controller Connect in good condition

## First inspection

The first inspection must be carried out after a maximum of three months or 100kilometers and must include the following (note that all items must be completed in order to maintain the warranty):

Check box	Description:
x	<i>"On the left, an example of ticking the check box is shown."</i>
	Visual inspection of the entire bike for rust, dents and other damage. Note: (to be completed by the bicycle mechanic if there is rust, dents or other damage). <i>Eg. "There isa dent in the frame that the customer does not want repaired."</i>
	The gear is adjusted.
	All nuts and bolts are retightened.
	All moving parts are lubricated.
	Tire pressureis checked. The tires are inflated if necessary.
	The chain is tightened.
	Control of light.
	The bike is test driven by a bike smithand checked for errors and noise. Note: (to be filled in by the bicycle smith if there are errors and noises). Eg. "Noisy sound from the right brake disc. The brake disc has been replaced and the fault rectified."
Mileage:	
Frame number:	
Date of performance of service:	



## Second inspection

Second inspection must be carried out after a maximum of six months or 300 kilometers and must include the following (note that all items must be carried out in order to maintain the warranty):

Check box	Description:
x	<i>"On the left, an example of ticking the check box is shown."</i>
	Visual inspection of the entire bike for rust, dents and other damage. Note: (to be completed by the bicycle mechanic if there is rust, dents or other damage). <i>Eg. "There isa dent in the frame that the customer does not want repaired."</i>
	The gear is adjusted.
	All nuts and bolts are retightened.
	All moving parts are lubricated.
	Tire pressure is checked. The tires are inflated if necessary.
	The chain is tightened.
	Control of light.
	Tightening the spokes in all wheels.
	Adjustment of front and rear brakes.
	Lubrication of electrical connectors.
	The bike is test driven by a bike smith and checked for errors and noise. Note: (to be completed by the bicycle smith. if there are errors and noises). Eg. "Noisy sound from the right brake disc. The brake disc has been replaced and the fault rectified."
Mileage:	
Frame number:	
Date of performance of service:	

## Third inspection

Third inspection must be carried out after a maximum of twelve months or 700kilometers and must include the following (note that all items must be completed in order to maintain the warranty):

Check box	Description:
x	<i>"On the left, an example of ticking the check box is shown."</i>
	Visual inspection of the entire bike for rust, dents and other damage. Note: (to be completed by the bicycle smith if there is rust, dents or other damage) . <i>Eg. "There isa dent in the frame that the customer does not want repaired."</i>
	The gear is adjusted.
	All nuts and bolts are retightened.
	All moving parts are lubricated.
	Tire pressureis checked. The tires are inflated if necessary.
	The chain is tightened.
	Control of light.
	Tightening the spokes in all wheels.
	Adjustment of front and rear brakes.
	Lubrication of electrical connectors.
	Front hub adjustment.
	The gear is separated and lubricated.
	The bike is test driven by a bike smithand checked for errors and noise. Note: (to be filled in by the bicycle smith if there are errors and noises). Eg. "Noisy sound from the right brake disc. The brake disc has been replaced and the fault rectified."
Mileage:	
Frame number:	
Date of performance of service:	

## Customer service

If you have more questions, you are of course always welcome to contact our customer service:

### Contact Aitour ebikes at:

Telephone: +49 15226823020

Email: [support@aitourebikes.com](mailto:support@aitourebikes.com)

Address: 36 Marconistraat 7575 Oldenzaal NL