

# Manual instruction for Tourism



## Table of contents:

### **1. Your e-bike**

1.1. Introduction

### **2. Function Display: Bigstone C300S**

2.1. About the user manual

2.2. Button definition

2.3. Function summary

2.4. Full view area

2.5. Normal view area

2.6. Normal operation

2.7. Normal setting

2.8. Distance indicator

2.9. Battery indicator

2.10. Cable definition

2.11. Auto sleep after 10 minutes

2.12. Error code table

### **3. Using the bike**

3.1. Riding the bike

3.2. Self-assembly

3.3. How to adjust the saddle height to suit the rider

3.4. Precautions required prior to each use

### **4. The battery**

4.1. Li-on battery

4.2. Installing and removing the battery

4.3. Charging the battery

4.4. Protecting the battery

4.5. Using the charger

### **5. Safety maintenance and recommendations**

5.1. Safety recommendation

5.2. Maintenance

### **6. Accessories**



## 1. Your e-bike

### 1.1. Introduction

We would like to thank you for your e-bike purchasing. The e-bike, equipped with pedals and an auxiliary electric motor, cannot be propelled exclusively by means of this auxiliary electric motor. You will thoroughly enjoy riding this new and electrical power- assisted bike.

Riding an e-bike means that you're helping preserve the environment, since any CO2 or other polluting gases will not be released. For your safety and for the safety of others, we recommend that you obey all road regulations and wear a protective helmet. For optimal, safe and enjoyable use of the e-bike, make sure you thoroughly read this user guide before you first use it.

Use the e-bike according to the user guide, or it may shorten the life cycle.

**Have a pleasant ride!**

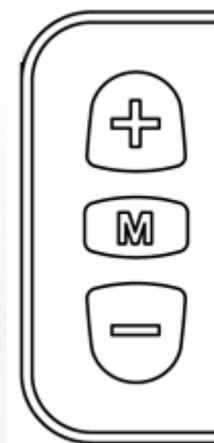
## 2. Function display: Bigstone C300S

### 2.1. About the user manual

To ensure better performance of your e-bike, please read through the C300S-LCD product introduction carefully before using it. We will inform you all the details concisely (including hardware installation, setting and normal use of the display), when using our display. Meanwhile, the introduction will also help you solve possible confusion and malfunction.

### 2.2. Button definition

C300S has three buttons, including MODE, UP and DOWN. "MODE" names to "M", "UP" names to "+" and "DOWN" names to "-".

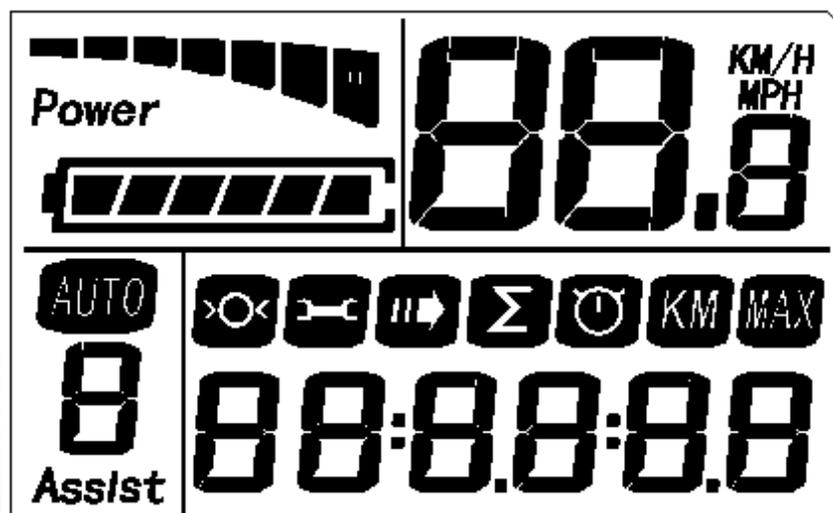


### 2.3. FUNCTION SUMMARY

C300S provides a wide range of functions and indicators to fit the users' needs. The indicated contents are as below.

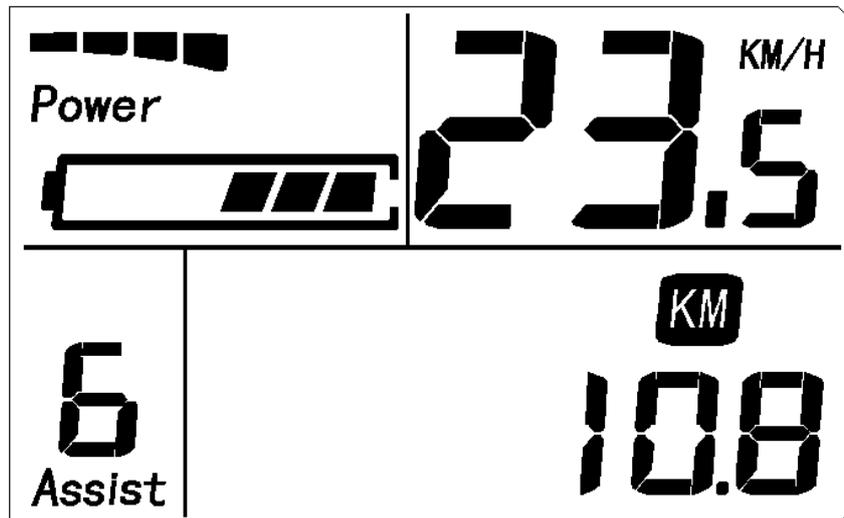
1. MODE
2. Current display
3. Speed display
4. KM/H & MPH
5. Backlight indicator
6. 6KM/H work
7. Assist level selection
8. Error code indicator
9. SET operation
10. Distance indicator
11. Battery indicator
12. Cable definition
13. Auto sleep after 10 minutes

### 2.4 Full view area



## 2.5 Normal view area

The normal viewing area of the C300S is shown below.



## 2.6. Normal operation

### 2.6.1. MODE

Hold MODE and start the display. The display will provide power for the controller. Hold MODE again can open the backlight. With display on, press MODE for 1.5 seconds to turn off the power. With the display off, there is no battery consumption. The leakage current is no more than 2  $\mu$ A.

- ✓ The panel will go to sleep when speed is less than 2 km/h for 10 minutes.

### 2.6.2. CURRENT DISPLAY

That represents the discharging current of the controller currently, each segment is 2A, six segments is  $\geq 12$ A.



### 2.6.3. SPEED DISPLAY

It displays the current riding speed of e-bike. The speed display is as below.



### 2.6.4. KM/H & MPH

Select KM/H or MPH for the speed and mileage, display will be the currently selected units display.

### 2.6.5. BACKLIGHT INDICATOR

With the power on, hold UP for 1.5 seconds and turn on the backlight. Click it again and turn off the backlight.

### 2.6.6. KM/H WORK

Hold DOWN for 1.5 seconds and enter into the mode of power assist walk. The e-bike is traveling at 6Km/h. Display as shown below.



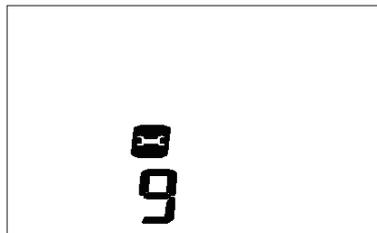
### 2.6.7. ASSIST LEVEL SELECTION

Click UP or DOWN to change the stages and output power ratio, the output power range from level 1 to level 6 for the default (the levels can be customized by user) , the default value is level 1.



### 2.6.8. ERROR CODE INDICATOR

If there is something wrong with the electronic control system, the display will flash at 1 HZ and show the error code automatically. Different error code is corresponding with different fault information, please see the last page Error code table for details.

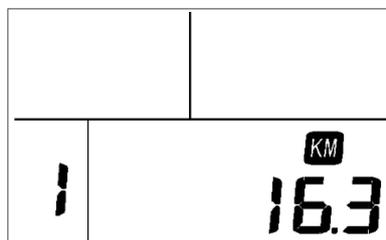


### 2.7. Normal setting

Hold DOWN & UP 2 seconds to enter into the mode of setting. Click MODE to choose setting parameters and click DOWN & UP to exit setup.

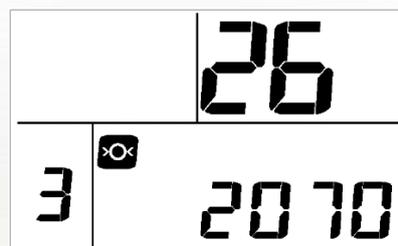
#### 2.7.1 Reset trip distance, trip time and max speed

Click DOWN to clear trip distance, trip time and max speed.



#### 2.7.2. Wheel diameter setting

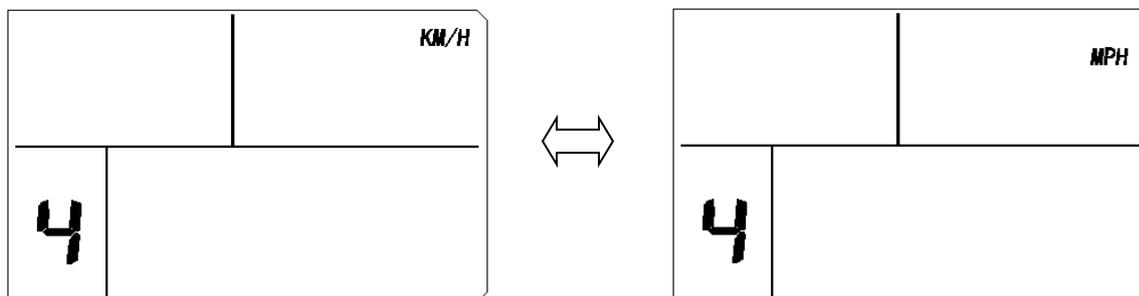
Select the accurate wheel diameter value to ensure the accuracy of display about speed and mileage.



✓ Click **UP** or **DOWN** to set the wheel diameter.

### 2.7.3. KM/H & MPH

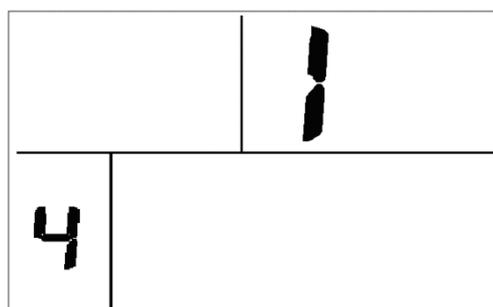
Click UP or DOWN to switch the KM/H & MPH selection.



### 2.7.4. Riding Mode Selection

There are three modes for riding selection:

1: ECO 2:NORMAL 3:POWER

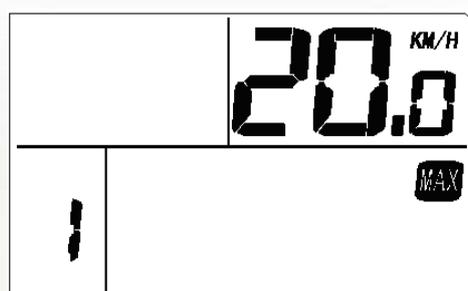


### 2.7.5. Max speed setting

Hold DOWN and UP for 5 seconds and enter into password in putting interface, the password is "12", Click MODE to choose setting parameters and click DOWN & UP to exit setup.

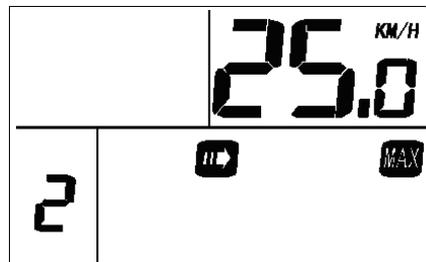
#### Throttle speed limit

Click UP or DOWN to choose different throttle speed as Max speed limited.



### PAS level speed limit

Click UP or DOWN to choose different PAS speed as Max speed limited.



### 2.8 DISTANCE INDICATOR

With the display on, click the MODE to switch the display information. In turn shows ODO and trip time, trip distance, max speed, auto cycle display.

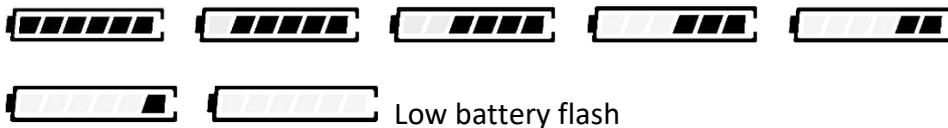


 Means auto cycle display.

### 2.9 BATTERY INDICATOR

When the battery capacity is high, the six battery segments are all light. When the battery is low, the battery frame will flash. It indicates that the battery is severely low and needs to be recharged immediately.





## 2.10. CABLE DEFINITION

1. Red: Battery +
2. Blue: Weak lock
3. Black: Battery-
4. Green: UART-RECEIVE (RXD)
5. White: UART- SEND (TXD)

## 2.11. AUTO SLEEP AFTER 10 MINUTES

When the riding speed is less than 2 km/h for 10 minutes, the system will go to sleep automatically.

## 2.12. Error code table

The error code is corresponding with the fault definition.

Error code	definition
21	Current error or MOS damaged
22	Throttle error(Start detection)
23	motor no phase position
24	Hall error
25	Brake error(Start detection)
9	communication display receiving error

## 3. Using the bike

### 3.1. Riding the bike

Before each start, make sure that your bike is technically sound and check the following items in particular:

- Properly tighten the screws.
- Fasteners or any parts of the bicycle are not damaged.
- Is the ride position adequate?
- Proper steering wheel alignment.

- Wheel adjustment.
- Appropriate tire pressure.
- Pedal adjustment.
- Derailleurs are adjusted appropriately.
- The lighting is properly set.

After checking all the above items, make sure that the cables in the bike are not damaged and are in the correct position. Every 6 months, the bike should be provided with a comprehensive service at any service point to ensure that the user is completely safe while using.

### 3.2. Self-assembly

Below you will find useful information about the installation of our bicycles, especially those that require self-assembly:

#### Step 1: Preparation:

Pull the bike out of the carton with all the components in it. Be careful not to scratch your bike and be careful not to damage any cables or other components. Make sure your bike does not miss any items.



Step 2: Unfold the bicycle frame and then close using the clamp and the lock.



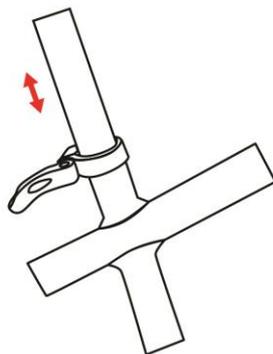
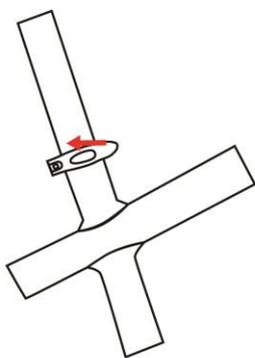
Step 3: Position the bicycle handlebar up and lock using the clamp.





#### Step 4: Assemble the seat

- 1) Unscrew the clamping nuts (on both sides).
- 2) Insert the seat into the frame.
- 3) Tighten the seat bolts on both sides.
- 4) Unscrew the saddle on the saddle yoke and then slide the seat end up or down so that it is parallel to the ground.



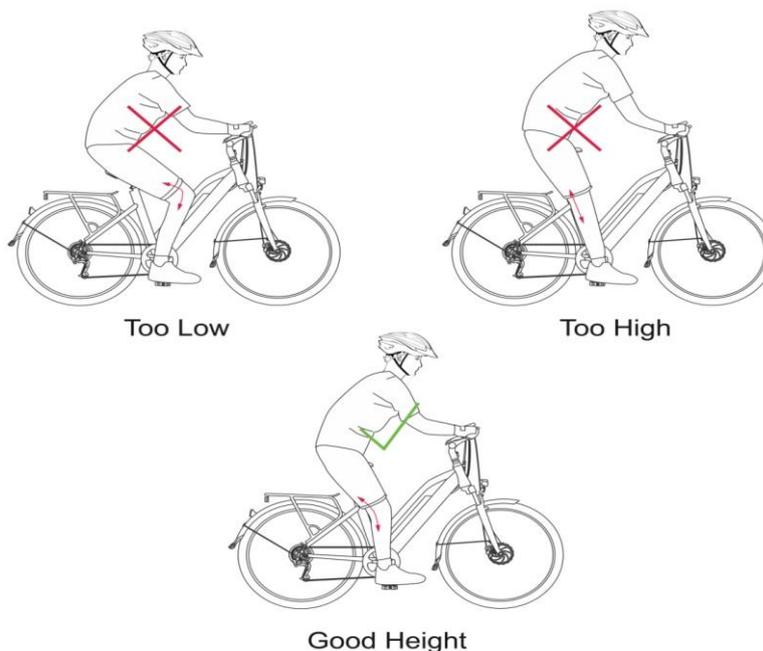
### Step 3: Folding pedals



### Step 4: Adjust the brakes

The brakes should be set up already at the factory, but the cables tend to deregulate, so they need to be checked after the first test drive. Adjustments should also be made during use of the bicycle in case of necessity. If you need additional consultation, please contact a professional cycling center.

### 3.3. How to adjust the saddle height to suit the rider.



### **3.4. Precautions required prior to each use**

Verify that the brakes and the front & rear lights are all working properly. Also, check the pressure of the tires.

On derailleur geared bicycles the rear derailleur automatically tensions the chain.

Make sure that the hinges on your bike are properly locked. Indeed, when using the bike on a regular basis, the tension of the hinges' adjustment and locking systems can change slightly. Whenever necessary, adjust the tension once again.

This bike is not designed for rough usage condition, such as jumps, riding up or off of pavements, and riding on unpaved roads. For your own safety, do not modify the bike.

**Please note: if you use the bike frequently, it is recommended that you inspect the state of the fork, the frame, the suspension and the fasteners. The materials and components may be subject to different reactions to usage and wear.**

If you have any doubts, contact your dealer, who will proceed with the necessary inspection.

## **4. The battery**

### **4.1. Li-on battery**

ECOBIKE uses high quality lithium-ion batteries in their bikes. These batteries are light and do not pollute the environment.

In addition, they are characterized by:

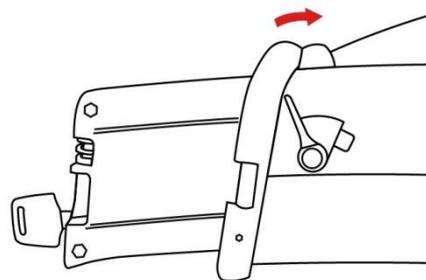
- ✓ No memory effect during charging
- ✓ High capacity despite small size of housing
- ✓ Long lifetime
- ✓ Wide temperature range: -10 ° C to + 40 ° .

## 4.2. Installing and removing the battery

If a power point is close to your bike, you can charge the battery directly on the bike.



- ✓ To remove the battery out you need to fold the frame and turn the key in the lock to the left, and remove the battery from the frame.
- ✓ To insert the battery you need to load the battery into the frame and turn the key in the lock to the right. Then unfold the frame and then close using the clamp and the lock.



## 4.3. Charging the battery

Make sure that the battery switch is off. Then open the charging socket cover on the upper part of the battery.



Never leave the battery charging unattended.

Battery level is indicated by four LEDs on the side of the battery and on the LCD display. Charge the battery at ambient temperature, on a non-flammable and dry surface, away from heat, moisture or flammable materials. Observe the following steps when charging the battery:

- ✓ Insert the charger plug into the battery charging socket, and then connect the charger cable to the power point.
- ✓ When the charger light is red, the battery is charging. When the red light turns green, the battery is fully charged.



- ✓ When charging is completed, at first unplug the power cord from the power point and then from the battery.

**WARNING:**

- Only use the original charger to charge the battery, otherwise the battery may be damaged and the warranty will be lost.
- When charging, both the charger and the battery must not be less than 10 cm away from other items!
- Before starting to fully charge, read the entire user manual.

#### 4.4 Protecting the battery

In order to prolong the life of the battery and protect it from damage, observe the following guidelines:

- It is best to charge the battery when it is empty.
- If you ride not often, fully charge the battery once a month.
- If you do not intend to use the bike for a long period of time, fully charge the battery and leave it at room temperature and after about 3 months repeat the operation.
- The li-on battery should be used at  $-10^{\circ}\text{C}$  to  $+40^{\circ}\text{C}$ ,  $65 \pm 20\%$  humidity; stored at room temperature.

**WARNING:**

1. Failure to observe section 4.4.3 may damage the battery.
2. Never use any metal tools to connect the battery to the charger as it will short circuit and damage the battery.
3. Never place batteries near fire or hot items.
4. Never shake, never hit and never throw the battery.
5. When you remove the battery from your bicycle, keep it away from children.

#### **4.5. Using the charger**

- Do not use the charger in a potentially explosive atmosphere and near corrosive substances.
- Never shake, shake or throw the charger.
- Protect the charger against rain and moisture
- The charger should be stored and used at temperatures between 0°C and +40°.

### **5. Safety and maintenance recommendations**

#### **5.1. Safety recommendations**

##### **Helmet**

For safe riding, use a bicycle helmet.

##### **Tires**

Inspect the wear of your tires on a regular basis and verify the tire pressure at least once a month. Tire pressure: 40-65 PSI depending on the weight of the user.

##### **Wheel-rims**

Take care of any risk of damage in case of defective wheel-rims. Swap them immediately when the rim is worn out.

**Important: braking distance increases on humid or slippery ground**



## Gears

Like the chain, freewheel must be kept clean and well lubricated. If the chain has become worn and need to be replaced, then it is likely that freewheel will also have become worn and should also be replaced. Take the chain off freewheel and rotate it with your hand. If you hear a grinding noise of freewheel stops suddenly after spinning it, it may need to be adjusted or to be replaced. The nexus gear does not require any sort of maintenance.

## Signaling device

The bike is silent. In order to alert others as to your presence, you have an approved signaling device located on the left brake lever: Use it only when absolutely necessary, don't abuse it!

**WARNING:** As with all mechanical components, the bicycle is subjected to wear high stresses. Different materials and components may react to wear or stress fatigue in different ways. If the design life of a component exceed, it may suddenly fail possibly causing injuries to the rider.

## 5.2. Maintenance

### Caution:

Bike maintenance and repair require specific skills and appropriate tools. Do not repair your bike or change any of its settings if you have the slightest doubt regarding your ability to correctly proceed with such work. Contact your dealer. Any adjustments or repairs that are not properly done can damage the bike and lead to accidents resulting in extensive injuries. Use only genuine replacement parts for safety-critical components.

### Cleaning

Always remove the battery when cleaning. Use soapy water or water mixed with a gentle detergent, and then rinse it with clean water. Make sure that the controller located behind the battery compartment is not exposed to humidity as it contains. Electronic components. Do not use a high pressure washer!



## **Maintenance**

Make sure your bike is safe for the environment. Used parts must be disposed of in appropriate selective sorting recycling bins. A battery which no longer works must be returned to your dealer so that he may pass it to a recycling company.

Replacing the rear light batteries: remove the screw to access the batteries. (It is recommended that you need to replace them every year)

*Engine:* the engine does not require any sort of maintenance.

### *Chain:*

It is recommended that you lubricate your bike's 7 speed gearwheels and chain on a regular basis using appropriate products (ask your dealer for advice).

## 6. Accessories

Mudguards (Place the mudguard assembly between the stays, make sure the mudguard bracket holes line up with those in the frame. Tighten all bolts and screws until snug.)

Helmet, baskets and storage pouch are not provided with the vehicle.  
*To order these accessories, get in touch with your dealer.*

*Using only genuine replacement parts for safety-critical components.*

**Have a pleasant ride!**



1. The seller grants a 24-month warranty on the purchase of an electric bicycle from the date of purchase or a 12-month warranty for persons running a business from the date of purchase.
2. The battery warranty is 12 months from the date of purchase.
3. The basis for acknowledging the complaint during the warranty period is valid and completed with a warranty card with proof of purchase. Warranty card not filled or partially filled, (without a bicycle model, battery number, date of sale, stamp) or seller's signature is invalid.
4. The guarantor within the meaning of this charter is the seller.
5. The user undertakes to carry out a review of the purchased Ecobike bike after driving from 70 to 120 km. The cost of this review is the responsibility of the user. Failure to do so will void the guarantee for mechanical components. Confirmation of the performance of the review is a fiscal document confirming the performance of the service.
6. The warranty provides the purchaser with a free removal by repairing physical defects (defects in construction, assembly or material defects occurring during normal operation).
7. The warranty does not cover the replacement of faulty items.
8. Only service points indicated by the Guarantor are eligible for damage assessment. The rating is determined by the manufacturer, which is the same for all users of the equipment.
9. The warranty does not apply to: tires, brake pads, brake discs, centered wheels, components that have been damaged by mechanical shocks or damages, paint splashes, crankshaft rupture and wear of light bulbs, natural chain wear, mode lenses, on the basis of an expert opinion, the defective parts or components are repaired or replaced under the warranty.
10. User (Buyer) loses his / her warranty rights if:
  - use the bike improperly (jumps, acrobatics, driving, etc.)
  - damages the equipment mechanically, improperly stores the equipment,
  - does not lubricate and maintain equipment,
  - use improper materials or use equipment not in accordance with the instructions,
  - damage equipment due to a random event (eg traffic accident);
  - does not have a fiscal document for the bicycle survey (section 5.)

- tries to repair the equipment by unauthorized persons or performs other activities than those specified in point 9 of this warranty card.
11. It is the responsibility of the user (the Purchaser) to perform;
    - maintenance and regulatory functions,
    - checking and eliminating any loose bolt connections
    - the activities of checking and updating the air in the tires
    - cleaning all equipment, in particular chains, racks and other moving parts.
    - in the case of batteries, care should be taken first;
    - when used for the first time or if it has not been used for a long time, the battery should be fully charged and fully charged,
    - the exhausted battery should be charged within 24 hours,
  12. If the bike will not be used for a long time, the battery should be charged to its maximum, pulled out and left in a dry and warm place. Minimum storage temperature is a minimum of about 10 degrees Celsius
  13. If the bike is not in use, the battery should be recharged once a month.
  14. The advertised equipment user (the Purchaser) is obliged to deliver at his own expense to the point of purchase after prior cleaning of it from mud, sand and other impurities.
  15. Complaint proceedings start when the advertised product reaches the service.
  16. The Contractor should complete the repair within 14 working days from the date of submission of the complaint. Warranty repairs will be made directly to the dealer's warranty service. In case the bike has been submitted to the expert's opinion, the time limit for considering the complaint may be extended by another 7 working days (21 working days in total).
  17. The costs incurred by filing an unjustified complaint (expert opinion) shall be borne by the complainant.
  18. The decision of the Guarantor to decide whether to recognize or not to accept a complaint is not an appeal to the Guarantor.
  19. The warranty does not cover compensation for loss of time, temporary malfunction of the set, inconvenience, and inconvenient or costly complaints. The rights and obligations of the Guarantor are defined in the Civil Code.
  20. Any disputes related to the performance of warranty obligations shall be settled by the court competent for the seat of the Guarantor.