



COMPASS

USER MANUAL



www.rattanebike.com

Thanks for your Compass Ebike purchase

We really appreciate your business cooperation with us and we wish you a good time with the ebike.

Please feel free to contact us if there is any questions about the bike.

Contact details

Email: info@rattanebike.com

Website: rattanebike.com

Phone: [5626086600](tel:5626086600)

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WARNINGS

Rattan Ebike LLC assumes no liability for any harm, injury, or death of the rider.

Congratulations on your purchase of a new Rattan Ebike! The bike comes 85% assembled and here is the guide helps you get familiar with your new bike in unboxing. The bike may need adjustments in this process as shipping can sometimes be bumpy. We recommend an adjustment and inspection by a reputable, certified bicycle mechanic before the first riding.

Please read the whole manual patiently before you use the new electric bike

- do not modify or disassemble the original electrical components of the bike.

This manual is not intended to be used as a detailed service manual. Please feel free to contact us if there is any thing you would like to know. Rattan Ebike recommends a comprehensive security check before the bike begins his first travel.

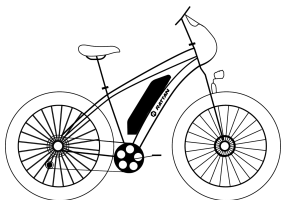
Any of the above will invalidate the warranty and even bring hurt to you. There will be some risks during the process of experiencing the bike.

For technical assistance or warranty claims contact Rattan Ebike at

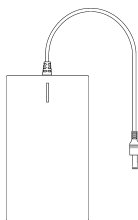
Phone: **(562) 608-6600**

E-mail: **info@rattanebike.com**

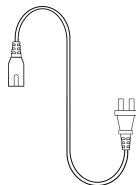
MAINPARTS INTRODUCTION



Compass Ebike



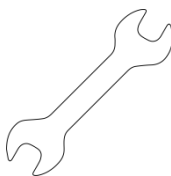
Power adapter



Charger cable



Key



Tool



User manual

ASSEMBLY INSTRUCTIONS

Front fork:



1. Loosen the hub screws to make enough space for the fork.
2. The two feet of the front fork must be aligned with the hub screws position before the fork can be installed.
3. Tighten the screws

Handlebar:



1. Tighten the screws on the stem
2. Loosen the screws on the handlebar,
3. Hold the handlebar in the middle of the joint, tighten the screws.

Headlight:



1. Unscrew the screw for headlight
2. Place the headlight at a right position, then tighten the screw.

Pedal:



1. “L” indicates the left side, “R” indicates the right side.

2. Make sure to tighten the screws connecting the pedals and cranks.

3. Twist to left when installing the left side and twist to right when installing the right one.

Battery:



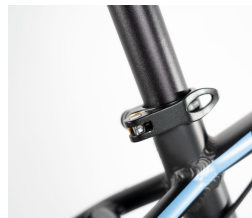
1. place the battery on the bike

2. Turn the key to lock/unlock the battery on the bike according to the position attached to the battery as the picture shown.

Charge the Ebike without removing the battery
Or Remove the battery, and charge it.

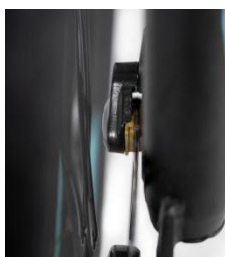
ADJUSTMENT

Seat post:



1. Search a comfortable height of saddle by sitting on the saddle with your feet on the ground.
2. The height of the Saddle should not be pulled higher than the safety tick marks on the Saddle Post.
3. Then please lock the seat post clamp tightly.

Brake:



1. Make sure the brake disc is in the middle of two brake pads.
2. Adjust the brake tension according to your riding habits. Loosen the screw and adjust the brake wire to the suitable brake tightness. Loosen the screws to adjust the brake disc (abnormal noise or brake stuck

Deraillleur:



1.Adjust the screw on the shifting wire when it is hard to switch the shifter.

2.Loose screw 1 slightly when the shifter can` t switch to the 7th gear; on the contrary, if it can` t gear down to the 1st level, loose screw 2 slightly and try again.

Loosen screw 1 and 2 to make the derailleur move slightly away from the rim in case of the chain rubs the tire.

4.Tighten the screw when the shifter can` t switch to the highest gear.

PREPARING TO RIDE

Serial number:



There is a serial number attached on head-tube or on the bottom axis connecting the pedals as shown in the following picture. Please take a picture ahead once you received the bike. You may be asked for a picture of your bike 's serial number as a part of warranty requests and may also be asked to provide this number to law enforcement provided that your bike is stolen.

check:

- ▶ Make sure all components are tightened. Adjust the height of the handlebar and the seat post. DO NOT raise it above the safety line.
- ▶ Make sure the brakes can cut off the power supply to the motor, and whether it is sensitive and reliable.
- ▶ Make sure the front and rear axle nuts are tightened.
- ▶ Make sure the display, brakes and lights can work properly.
- ▶ Make sure the chain is tight.
- ▶ Make sure the pedals and all the connection parts are firm and would not loose, and whether the crank is flexible without jamming.
- ▶ Make sure the front and rear tire pressure and tire wear are suitable for your journey ahead.
- ▶ Make sure the throttle works well without jamming, and whether it feels tight or loose when pressing the throttle.
- ▶ Make sure the battery has been locked.

RIDING GUIDANCE

Three modes:

Pedal Mode:

This mode does not require any power. It allows the E-bike to work as other regular bike. You will be automatically switched to this mode when the battery dies while riding.

Electric Mode:

Turn on the display and press the throttle slowly to get started. When release the throttle slowly, the riding speed will gradually drop until power off.

Pedal Assist Mode:

Accelerate slowly and use the pedal assist in the beginning of riding. When riding against the wind or climbing the hill, avoid using the pedal assist to protect the battery.

Display:

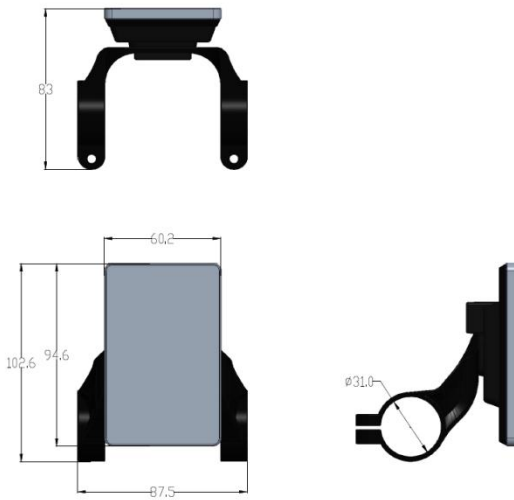


1. Material&Dimension

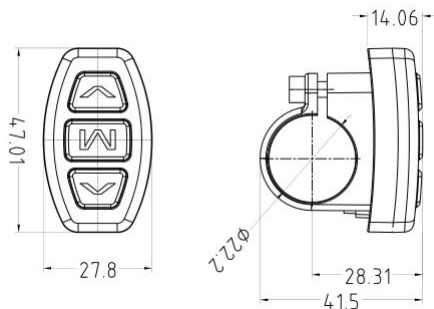
1) Material

Caser and Cover and Press button: ABS,
LCD window: PMMA

2) Outside and mounting dimensions(mm)



3) Press button outside and mounting dimensions(mm)



4) Installation

● Install the display in the middle of handlebar, then adjust to suitable angle, install the press button to left side of handlebar.

- Power off the device, connect the device to controller.
- Power on



2. Overview of GD06

1) 5s protocol:

Equipped with independent press buttons

2) Speed:

Real-time SPEED

3) kmh/mile:

Kmh/MPH according to habit

4) Battery level:

Indicates the battery level in real time

5) Head light control:

Press button to power on/off

6) Back light adjustment: 3-level adjustment

7) Assist level:

From 0 to 5, press button to change assist level, 0–no assist, default value

8) Distance:

ODO/Trip/Driving duration

9) Error code:

Please refer to appendix table 1 for definition

10) 6km mode:

In this mode, it will display “WALK” on the screen

11)Parameter setting:

Set parameters, such as: wheel size, speed limit etc

3. Presentation of screen

1) Battery level: 5 levels, voltage interval could be customized

2) Speed: Real-time SPEED

3) Speed unit: Kmh/MPH

4) 6km mode

5) Assist level: actual assist level 0~5. 6) Head light icon: indicates when head light and back light are on

7) Distance: Trip/ODO

8) Driving Duration

4. Press button definition

GD06 uses independent press button, in total three buttons:



UP



MODE



DOWN

5.Operation instructions

1) Power ON/OFF

When the power is off, Long press (MODE) during 3seconds, screen will display all contents and start to normal working mode, and controller will be turned on When the power is on, Long press (MODE) during 3 seconds,screen will be powered off, and controller will be turned off. If no any operation both on bike and display during 10minutes(time could be set), the display will turn off automatically, in this case, no power consumption for both display and controller.

2) ODO/TRIP

Long press (UP)and (MODE) switch different speed information,Real time speed (SPEED) → Max speed (MAX SPEED) →Average speed (AVGSPEED)

3)ODO/TRIP/ Driving Time/Error Code

Short press(MODE) to switch ODO/TRIP/ Driving Time/Error Code Trip(Single trip distance)→ODO(Accumulated distance) →TM(Driving Time)→REE(Error Code).

4) Assist level

Short press (UP) or (DOWN) to change assist level, default value is level 1

5) Head light control

Long press (UP) for 3 seconds turn on/off the head light.

6) 6km mode

When the bike is stopped, long press (DOWN), will enter 6km/h mode, the speed will be 4.5~7.5km/h according to different road conditions, "WALK" will show up on screen, long press again or short press, will quit 6km/h mode. Long press or short press could be customized by clients.

6. Parameter setting

1. When the display is powered on, long press (UP) and (DOWN), will enter parameter setting mode, in this mode, can change parameter values, long press again and will quit parameter setting mode or no operation during 10s will also quit this mode.

2. In parameter setting mode, short press (UP) / (DOWN) will change parameter value, short press (MODE) will save current value and switch to next parameter.

1) P01-back light lightness:

short press (UP) / (DOWN) will switch from 1 to 3, Level 3 is lightest. Level 2 is default value.

2) P02–kmh/MPH:

Short press(UP) /(DOWN) to Switch kmh/MPH.

3) P03–Working voltage:

short press (UP)/ (DOWN)to switch 48V.

4) P04–Auto shutdown time: short press(UP) /(DOWN) to switch from 0 to 60, it is the time(in minutes) to shut down the screen automatically if no operation 0 means never shut down, Default value is 10 minutes

5) P05–Number of Assist levels:

Short press (UP)/(DOWN) to change level 3->5->9. 3: 3 assist levels

5: 5 assist levels

9: 9 assist levels

06) P06–Wheel size selection: short press(UP) /(DOWN) to switch wheel size,step: 16 inch,20 inch,22 inch,24 inch,26 inch,700C,28 inch.

07) P07–Number of magnets for speed sensor:

short press(UP) / (DOWN)to switch from 1 to 15.

08) P08–speed limit: short press (UP)/ (DOWN)to set the speed limit from 10 to 41km/h.

09)This feature is reserved: display P09, invalid.

10)This feature is reserved: display,invalid.

- 11) P11-assist sensitivity setting: short press(UP) / (DOWN)to switch from 1 to 24.
- 12) P12-assist starting power setting:short press(UP) /(DOWN) to switch from 0 to 3.
- 13) P13-Assist magnetic disc types short press (UP)/(DOWN)to switch from
5->6->8->10->12 ,different numbers of magnets.
- 14) P14-Current limit for the controller : short press(UP) / (DOWN)to switch from 1 to 20A
- 15) This feature is reserved:display P15,invalid.
- 16) P16-Reset ODO distance:long press(UP) during 5 seconds.
- 17) P17-The signal direction of the booster sensor: short press (UP)/(DOWN) to switch from 0 to 1; 0: Booster signal; 1Power signal negative.
- 18) P18-Shift gears with gear: short press(UP) /(DOWN) to switch from 0 to 1; 0: Don't shift gears; 1: Shift gears.
- 19) P19- Throttle the 6KM function: short press (UP)/ (DOWN) to switch from 0 to 1; 0: Turn to the normal; 1: Throttle 6Km.

7.Specifications

- 1) Power supply: 24V,36V,48V
- 2) Rated current: 10mA
- 3) Max current: 30mA
- 4) Leakage current after power off: $<1\mu\text{A}$
- 5) Current supply to controller:50mA
- 6) Working Temperature: $-10\sim60^{\circ}\text{C}$
- 7) Storage temperature: $-20\sim70^{\circ}\text{C}$

8. Error code definition

When an error appears, GD06 will notice users by different codes,
please refer to table 1 for different codes:

Code (Decimal)	Signification
0	Normal
6	Low Battery level
30	Communication failure
21	current sensor fault
22	Throttle failure
23	Failure of motor phase line
24	Motor hall failure
25	Brake abnormality

9. Notices

Power on and power off must keep an interval of at least 3 seconds, please don't press "MODE " button frequently when it is powered off. When the temperature is under -10°C , the screen will be a little darker than normal, when the temperature increases, the screen can go back to normal

10. FAQ

1) Q: Why I can not power off?

A: Please check connection between display and controller.

2) Q: What can I do if an error code displays?

A: Find a nearest shop to get repair. We offer

1 year of warranty for quality issue except frame is broken.

11. Version

This is a universal manual for GD06. It could be customized by each client. Please confirm all details before purchasing.

OPERATING SAFETY

1.This Ebike will power off when braking. It ensures safety of riding.

2.Do not carry people on the rear seat. The weight limit of the rear seat is 25kg.

3.Do not ride exceed the speed limit set by the local traffic laws. Comply with the CLASS 1 maximum speed limit: 20MPH.

4.Always wear a helmet that meets the standards and make sure having the necessary protection to ensure the safety when riding the Ebike,

5.Turn on the headlight when riding at night. Use the headlight for a long time will consume part of the electric energy and reduce the mileage.

6.Avoid pressing the throttle frequently and rapidly to start the Ebike when stationary to extend the service life of the motor, battery and electrical components.

7.Turn off the display when parking or leaving the Ebike to prevent accidents caused by accidentally turning the throttle and the Ebike suddenly moving.

***Recommendation: Press the throttle slowly for safety.**

TROUBLESHOOTING

? The battery cannot be charged, the display shows an abnormal battery power.

Use a multimeter to check if the battery still have voltage.

Check if the charger indicator is normal. (Red light means charging, green light means fully charged)

The battery case is damaged, stop using the battery and contact us.

? The brakes make abnormal noise.

Adjust the brake pads or brake discs, as we noted in the picture above.

? The rear wheel motor makes abnormal noise.

Lift the rear wheel off the ground and press the throttle to see if the rear works. Then contact us with a video for further solutions.

? The derailleur is pressed or the chain falls.

Try to strengthen or adjust the derailleur (refer to the relevant part in above)

? Can I refit the bike?

The bike can be disassembled and refitted. But our warranty will not cover any bike problems after the refit.

? The tires got flat or could not be inflated.

The tires will not be filled with air. Ride the bike after inflating the tires. (The pumping range is 17–18 psi)

Please check if there is an hole at inner tube and if there is something sharp punctured the inner-tube.

? The Ebike comes without keys.

The keys are hung on the wires in front of handle bar , Check the wires in front of the handlebar and see if it falls into the box.

? It looks like the oil leaks from the front fork?

This is a normal phenomenon that occurs after a bicycle has been used for a period of time.

? Can people sit on the back seat?

The maximum loading of the back seat is 25kg. It is prohibited to sit on it.

? Water leak into the display

Do not ride in rainy days, and it is forbidden to ride in heavy rain. Add protection to the display if you ride in rainy days. Warranty will not cover the display problems caused by water damage.

? I need to return the bike, what should I do?

We only accept returns with original package. Any returns without original package will not be accepted.

? Bike won't turn on

Make sure the battery has been fully charged. Make sure the key on battery turned to ON position.

Reconnect the display cable to see if it could work.

Safety

Please check before riding



1. Check if all the fasteners and accessories are well tightened.
2. Check if the front and rear axle are secure to ride.
3. Check if the handle bar and stem are loose
4. Check if the tire pressure exceed the recommended one marking on the side of tire walls.
5. Check if the brake is tightened enough
6. Check if the seat post is higher than the safety tick marks on it.
7. Check if the total weight the bike carry is higher than 300lbs, that's the maximum weight capacity of the bike.

Maintaining your bike

Battery Maintenance

- ✓ Fully charge the battery for the first use.(more than 6 hours)
 - ✓ Do not use the battery in low power level.
 - ✓ Must use the specified charger for charging.
 - ✓ Do not charge the battery at high temperature (over 212 Fahrenheit/100°C). Charge at ventilate place.
 - ✓ If the battery is not in use for a long time, charge the battery at least once a month to keep the battery active.
 - ✓ Keep the battery away from water or any other liquid.
 - ✓ Turn off the battery when not in use.
 - ✓ Fully charged the battery before use each time. It will extend the battery life.
- If there are problems with the battery, do not charge it anymore and contact us for further solutions.

Frame Maintenance

- ✓ Pay attention to the frame maintain. Wipe the bike and keep it dry.
- ✓ Any merchandise with electrical components is not recommended to be exposed to water and the warranty of the Rattan does not cover water damage. So please try not to store or use the bike in wet condition.

Brake Maintenance

- ✓ Check brake pads regularly.
- ✓ Check the brake disc regularly to prevent deform.
- ✓ If it is a hydraulic brake, check regularly to see if any oil leakage.
- ✓ Clean the brake regularly.

Motor Maintenance

- ✓ Do not try to disassemble the motor.
- ✓ If there is any problems with the motor, contact Rattan with a video.

Tire Maintenance

- ✓ Check regularly to prevent air leak.
- ✓ Check spokes regularly.

Derailleur Maintenance

- ✓ Check the rear derailleur regularly to see if it changed to every gear (contact us for the video about how to adjust the shifter).
- ✓ Check the rear derailleur guard to see whether it bent to affect the derailleur or not.

Warranty & Disclaimer

The main parts of the warranty provisions

Component	Warranty period	Performance failure	Remark
Front fork handle bar	1 year	❖ Natural sealing off. ❖ Fracture key parts crack..	Except damaged caused by riders
Motor	1 year	❖ Internal gear break. ❖ Bearing broken. ❖ The wheel hub shell cracking. ❖ Coil burned. ❖ Magnets off. ❖ Clamping stagnation or have strange noise	Except damaged caused by rider
charger	1 year	❖ Doesn't work	Disassemble personally will not be replaced.
controller	1 year	❖ Short circuit or open circuit. ❖ Burnout. ❖ Mousse tube damaged	Disassemble personally will not be replaced.
Battery	1 year	❖ Not working	Disassemble personally will not be replaced.
Display	1 year	❖ Not working	Disassemble personally will not be replaced.

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). Accessories sold on rattanebike.com are not covered under warranty (except in cases of shipping damages). 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 invalid the warranty.

Items including the chain, tires, wheels, tubes, battery handle, brake pads, cables and housing, grips, and spokes are considered wear items. These items wear down with normal use and are not covered under warranty.

We will replace any parts deemed to have been damaged during shipping. Shipping damage must be reported to Rattan Ebike 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 Rattan Ebike. Rattan Ebike may request additional documentation (such as video) to assist with accurately diagnosing the problem and processing the warranty claim.

Services

If you notice any problems under the warranty with your bike, please contact us at info@rattanebike.com with the Following Information:

- 1.Platform of the purchase, such as Amazon, Brand Store, etc. (If purchased on Amazon, Please also include the seller name on your order) Order number/ID
- 2.The email and shipping address you used when placed order Pictures/Short videos of the problems and a brief description of the problems

DISCLAIMER



Ebike 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.



Rattan Ebike should be operated in accordance with the Rattan Ebike manual provided with the bike. The warranty will be activated automatically from the date of shipment in a period of one year when Rattan Ebike used in accordance with the user manual. All other obligations and conditions or liabilities, including obligations for consequential damages are hereby excluded. Damage caused by failing to adhere to instructions and warnings issued by Rattan Ebike is not covered under warranty.



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For warranty services, please contact Rattan Ebike online support by email at info@rattanebike.com. Bikes or parts returned without proper documentation may result in delayed service or denied warranty coverage. All unauthorized returns will be refused.



Damage as a result of an accident is not covered under this warranty, and Rattan Ebike is not responsible for repair or replacement of damaged bikes or parts.

Rattan Ebike reserves the right to change its warranty at any time and without notice.



Under no circumstances is Rattan Ebike 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.

Thanks for shopping with us. Let's
keep riding to keep our planet clean
and green