

YAMEE



User Manual

Suitable for Yamee XL





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Part 1 Unboxing

The Yamee ebike come with 95% assembled.

Only three steps to unfold:

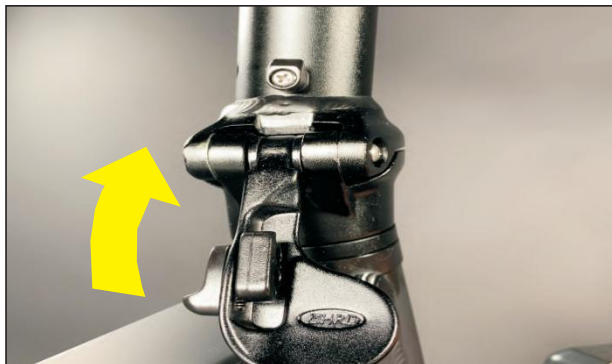
(1) Frame Unfolding

Push the clamp to lock the frame solidly and make sure it is tight.



(2) Handlebar

1. Turn the hinge upward until the handlebar is fixed.



2. Push and lock the clasp.



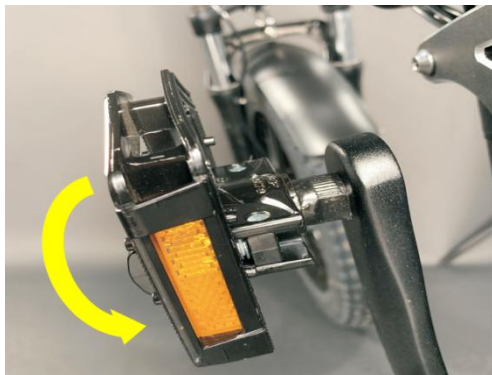
3. Make sure the clasp is locked.



(3) Pedal

Unfold

Rotate the pedal up until the pedal is fully engaged.



Fold

To fold the pedal, push it from the front first, and then rotate it downward.



(4) Battery Removal and Charging

When the charger light turns red, it means the battery is being charged; When the light turns green, it means the battery is fully charged.

***Two ways to charge:**

1. Remove the battery and charge.

Insert the key and rotate until the battery is released, then pull the key out to remove the battery .

2. There is a charging access port behind the back of the bicycle's frame hinge. You can charge directly through this charging port without having to remove the battery.

(5) Transmission System

1. This function can only be adjusted while pedaling.
2. Depress this lever to shift to a higher gear.



3. Depress this lever to shift to a lower gear.



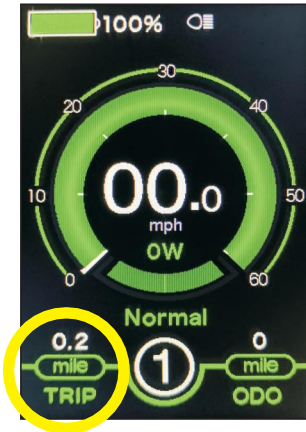
Part 2 Display Instruction

I Display Interface

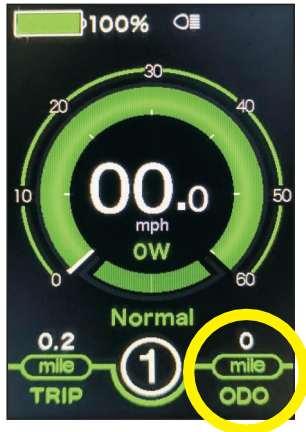


(1) Press the “i” button to display different information.

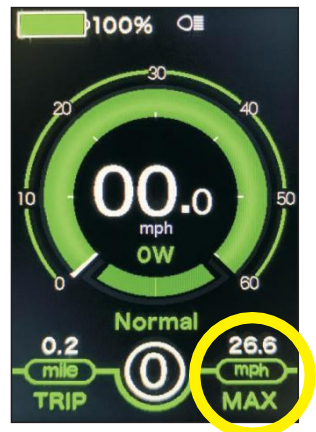
1. Miles traveled



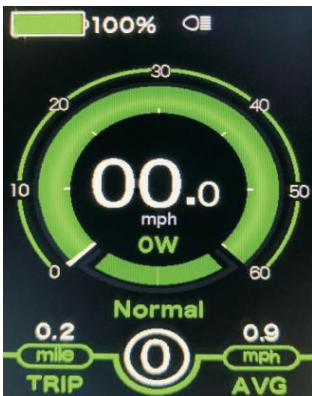
2. Total miles traveled



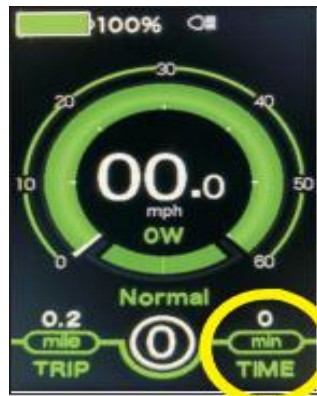
3. Maximum speed



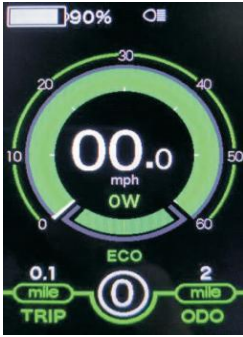
4. Average speed



5. Total traveled time



(2) Driving Mode switching.



1. Eco Mode

Activates at a slow speeds providing low acceleration (Low energy consumption).



2. Normal Mode

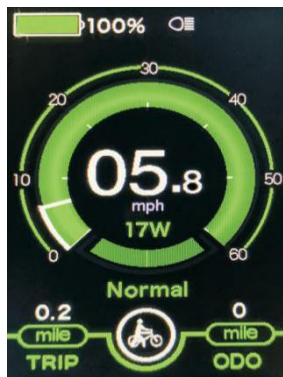
Activates at a normal speeds providing normal acceleration (Normal energy consumption).



3. Sport Mode

Activates at a high speeds providing high acceleration (Higher energy consumption).

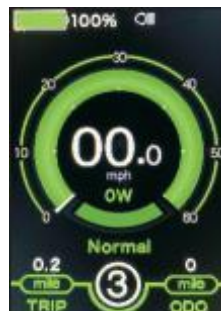
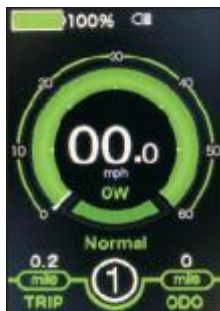
(3) Switching Walk-assistance Mode On/Off



1. Walk-assistance function may only be used when you walking the E-bike.
2. To activate the walk-assistance function, press the down-arrow button for 2 s.
3. The walk-assistance function will be switched off as soon as you release the button.

(4) Assistance Level Selection

1. Press "+" or "-" button to switch the E-bike system assistance level to change the motor output power.
2. The default assistance level ranges from level "0" to level "3".
3. The output power is zero on Level "0". Level "1" is the minimum power. Level "3" is the maximum power.
4. The default value is level "1".



II Introduction of common functions

The following functions must restart the display after setting the instrument to take effect .

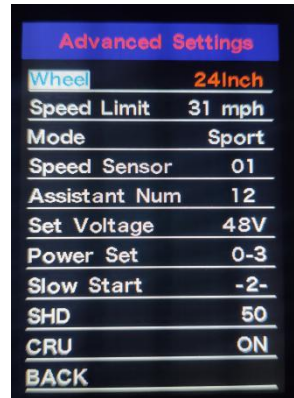
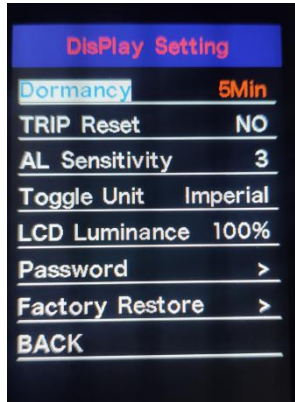
(1) Setting Access

1. press both the “+” button and the “-” button for 2s to access general settings menu.
2. All the Settings are operated in this page.



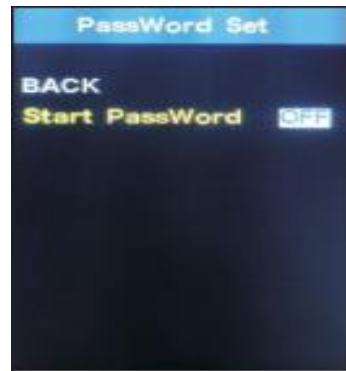
(2) Default Settings

In case of the rider change the settings and then don't remember the default settings, here are two images for reference.



(3) Password Setting

1. This setting means power-on password setting when you turn on the display.
- 2 . After accessing the password settings, press the“+”or the“-”button to adjust the number and then press the“i”button to confirm digit one by one until the correct 4-digit password is completed.



(4)Cruise Control

Advanced Settings	
Wheel	24Inch
Speed Limit	31 mph
Mode	Sport
Speed Sensor	01
Assistant Num	12
Set Voltage	48V
Power Set	0-3
Slow Start	-1-
SHD	0
CRU	ON
BACK	

1. Cruise Control is to ride your bike at a constant speed.
2. Press the“i” button to access the CRU setting.
3. Press the“+”or“-”button to turn “off” into “on” to activate the Cruise Control.
4. Press the throttle at a constant speed you want for 5s. The bike will then maintain

(5)Kinetic Energy Recovery

1. Turn on the power set, adjust to 0- 3.
2. And then turn on the SHD function to 50 to start the energy recovery function.
3. When the speed reaches 15MPH, the kinetic energy can be automatically recovered.

Advanced Settings	
Wheel	24Inch
Speed Limit	32 mph
Mode	Normal
Speed Sensor	01
Assistant Num	12
Set Voltage	48V
Power Set	0-3
Slow Start	-0-
SHD	50
CRU	OFF
BACK	

Advanced Settings	
Wheel	24Inch
Speed Limit	32 mph
Mode	Normal
Speed Sensor	01
Assistant Num	12
Set Voltage	48V
Power Set	0-3
Slow Start	-0-
SHD	50
CRU	OFF
BACK	

Part 3 Common problems and solutions

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

- ✓ Use a multimeter to check if the battery still has 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)

? 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.

? When an error code appears on the display.

Error Code	Definition
21	Current Abnormality
22	Throttle Abnormality
23	Motor Abnormality
24	Motor Hall Signal Abnormality
25	Brake Abnormality
30	Communication Abnormality

- Error code 21 and 30 indicates controller problem.
- Error code 25 indicates brake problem. Do following steps to confirm which brake is defective:
- Unplug both brake wires to see if there is any error code showing on the display.
- Only unplug the front brake wire to see if an error code shows on the display.
- Only unplug the rear brake wire to see if an error code shows on the display.

- ? It appears that oil is leaking from the front fork.

✓ This is a normal phenomenon that occurs after a bicycle has been used for a period.
- ? Can people sit on the back seat?

✓ The maximum load of the back seat is 25kg. It is prohibited to sit on.
- ? Water leaks into the display.

✓ Do not ride in heavy rain. Add protection to the display if you must ride in rainy conditions. Warranty will not cover the display problems caused by water damage.
- ? Why the ebike comes with flat tire?

✓ The tires will not be filled with air. Ride the bike after inflating the tires. (The pumping range is 17-18 psi)
- ? Can I refit the bike?

✓ The bike can be disassembled and refitted. But our warranty will not cover any bike problems after the refit.
- ? Can I do some upgrades on the bike?

✓ We provide upgrade service for some accessories. Contact Rattan for more details.
- ? 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.

Part 4 Use and Maintenance

➤ **Battery Maintenance**

- ✓ Fully charge the battery for the first use.
- ✓ 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 in a ventilated area.
- ✓ 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 charge the battery before each use. 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**

- ✓ Frame maintenance is important. Wipe the bike dry if you've gotten it wet during a ride.

➤ **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 there is any oil leakage.
- ✓ Clean the brake regularly.

➤ **Motor Maintenance**

- ✓ Do not try to disassemble the motor.
- ✓ If there are 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 has bent to affect the derailleur or not.

➤ **Riding on Rainy Days**

- ✓ The ebike should not be used on rainy days.



Common failures and check

NO.	Problem	Possible reason	Remedy
1	The speed adjuster doesn't work or the maximum speed is too low	<ol style="list-style-type: none"> 1. Battery voltage is too low. 2. Speed adjusting handle connection may have become loose. 3. The spring is stuck. 	<ul style="list-style-type: none"> ✓ Make sure the battery is fully charged ✓ Disconnect and reconnect the wire ✓ Change the spring
2	The motor doesn't work	<ol style="list-style-type: none"> 1. The connection of the battery wires have become loose. 2. The left or right brakes don't bounce back after the cutting off the power. 3. Connecting wire of the motor wheels becomes loose or damaged. 	<ul style="list-style-type: none"> ✓ Repair and reconnect. ✓ Contact our support team.
3	Mileage shown on the display is not accurate	<ol style="list-style-type: none"> 1. Lack of charging 2. Battery aged or damaged 3. Going uphill, strong winds, braking frequently, riding with an overweight load. 4. Low tire pressure. 	<ul style="list-style-type: none"> ✓ Charge fully. ✓ Replace battery. ✓ Ride with pedals. ✓ Pump up the tires.
4	Charger does not work	<ol style="list-style-type: none"> 1. The charger socket doesn't work or the connection between the plug and the socket become loose. 2. The fuse inside the charger is burned out. 3. The connecting wire of the battery goes off or the fuse blown. 	<ul style="list-style-type: none"> ✓ Fasten the socket and the connectors. ✓ Replace the fuse. ✓ Reconnect the connecting wire and change the fuse.

5	The indicating light doesn't turn green, the battery becomes seriously hot	The charger and the battery parameters don't match.	Turn to the supplier for adjustment or replace the charger.
6	Others	<ol style="list-style-type: none"> 1. If your problem is not listed above. 2. When the motor wheel, controller, charger or battery groups have inside damage. 	Contact the designated store or sales dealer for help. Do not open the above components by yourself, or the warranty will be void.

Part 5 After Sales and Warranty

✧ After sales

Thanks for choosing Rattan Ebike as your green travel solution. Let's ride together to keep our earth and home green.

If you have any questions about our products, or would like to get the latest news and current deals from us, please feel free to follow us at:



Website:

www.yameebike.com

Facebook:

Yamee bike

Instagram:

Yamee ebike

Service email:

yameebike.com (Official Store)

reibokservice@gmail.com (Amazon store)

petreill2019@gmail.com (Amazon store)


Service hotline:

+1 909 - 235 - 8465

Warehouse address:

13825 NORTON AVE
CHINO CA 91710

***Note: To get the fastest service, please email us with the information of the store you purchased from.**



Q&A

1. If there is something wrong with my electric bike, who I should go for help?

Yamee: Take a video or some pictures, bring the order detail information of the bicycle, and then contact customer service directly asap.

2. If my electric bike is broken, can I get a warranty?

Yamee: Yes, you can absolutely get a warranty, but different parts have different warranty periods, please look up the table below for details.

3. Can I modify the electric bike?

Yamee: Yes, you can. But we don't provide modification service and once you modify your bike, we will not provide warranty service.

4. What is the shipping date?

Yamee: Generally, we ship within 1-2 working days after you place an order. If this time is exceeded, please contact our customer service.

5. Refund matters

Yamee: If you request for a refund, please contact us and provide relevant information. If the refund is due to damage, please provide relevant videos or pictures. If not, please explain the reason for the refund request.



Warranty



Warranty

The main parts of the warranty provisions

Problems caused by Motor, Battery and Controller(Electricity System) are all under 2 years warranty.

Other Parts Warranty

Check all the parts and make sure they are working perfectly, if there is any part which doesn't work properly initially, contact Yamee asap.

The warranty will be automatically expired if any unauthorized modification occurs. During the service ordering process, you must notify us of any unauthorized modifications, or any repairs or replacements not performed by Yamee, that have been made to your product. We will not be responsible for any damage to the product that occurs during the repair process that is a result of any unauthorized modifications, repairs or replacements not performed by YAMEE.

The warranty will NOT cover the problems caused by any of the following causes:

1. Any misuse of the product, such as using the bike for commercial/rental uses, play dangerous act, etc., riding the bike on the abnormal road conditions
2. Any unauthorized modification to the product, such as

disassembling of the bike without direction by Yamee, faulty installation, repair, or maintenance by anyone other than Yamee.

3. The product has been in any accidents, such as traffic accidents
4. The product has been in extreme environment (including extreme temperature or humidity), extreme physical or electrical stress or interference, fluctuation or surges of electrical power, lightning, static electricity, fire, acts of God or other external causes
5. Anti-rust layer damage caused by misuse (the damage of anti-rust layer can lead to the corrosion and fracture of the parts).

■ Services

If you notice any problems under the warranty with your bike, please contact us at **info@yameebike.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)
2. Order number/ID
3. The email and shipping address you used when the order was placed
4. Pictures/Short videos of the problem(s) and a brief description of the problem(s)

■ Parts and Labor.

Yamee may provide both parts and labor, but may direct that you replace certain readily installable parts yourself, as described below. In most cases, we do not require you send the defective parts back to us. If applicable law requires Yamee to return a replaced item to you, you agree to pay Yamee the retail cost of the replacement item and shipping.

■ Do-It-Yourself (DIY) Parts Service.

DIY Parts Service allows you to service your own product. If Yamee determines that DIY Parts Service is available to you, Yamee will ship to you a replacement part for your product. The replacement part will be accompanied by instructions on installation and any requirements for the return of the replaced part. Yamee reserves the right to decide if the labor costs relating to DIY Parts Service will be covered or not.

■ For any repair outside the Warranty.

Even if your problems are not covered by the Warranty, you can purchase the replacement parts from us. As the manufacturer, we offer competitive prices for the parts of our bikes. To purchase replacement parts from us, please contact us at info@yameebike.com for further information.

***Note:**

We DO NOT accept return of the bike except for any unsolvable quality problem. We don't accept return of the bike for personal reasons.

If you have any problems with the product, please contact us at info@yameebike.com. Our dedicated customer support will be more than happy to assist you.

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



YAMEE



Yamee bike



Yamee bike



Yamee Bike



info@yameebike.com



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yameebike.com

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