

# ENGWE-BIKES



# Electric Bicycle General Manual

T14



## Operation and maintenance manual

Before using the e-bike, please read the attached operating instructions.  
Carefully read the safety rules.

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## IMPORTANCE

When using the electric bicycle, basic safety precautions should always be followed, including the following:

1. Read all instructions.
2. To protect against fire, electric shock and injury to persons, do not immerse cord, plugs, or e-bike in water or other liquid.
3. Close supervision is necessary when the e-bike is used by or near children.
4. Unplug from outlet when not in charging and before cleaning.
5. Do not operate the e-bike with a damaged cord or plug or after the e-bike malfunctions, or has been damaged in any manner. Take the e-bike to the nearest authorized service bike shop for examination, repair or adjustment.
6. The use of accessory attachments not recommended by the e-bike manufacturer may result in fire, electric shock or injury to persons.
7. Do waterproof when using on a rainy or snowy day.
8. Do not let cord hang over the edge of table or counter, or touch hot surfaces.
9. Do not place on or near a hot gas or electric burner, or a heated oven.
10. Always attach the plug to the battery first, then plug the cord into the wall outlet.
11. Do not use the bike for other than intended use.
12. Save these instructions.

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### **Read This First: Safety and Compliance with the Law**

Congratulations on your purchasing of your new e-bike. Your new e-bike is an excellent piece of personal transportation equipment that will give you good service for many years.

Before you start using your e-bike, we want you to be aware of a few important points. Please read this section carefully.

- **Observe Laws Regarding the Use of Battery-Operated Bicycles**

Your e-bike is designed and manufactured to meet safety requirements as a battery-operated bicycle. However, state and local laws governing the use of battery-operated bicycles on public roadways, parks, and other open areas may differ. Please check with your local authority before using your e-bike in public areas.

- **Observe Laws Regarding the Use of Bicycles**

Note that all laws regarding the use of bicycles in public areas, such as those mandating the use of helmets and the use of infant seats, will automatically apply for e-bikes. Check with your local authority on what restrictions might apply.

- **The Lithium-ion Battery of Your e-Bike**

Your e-bike is equipped with the latest battery technology. The lithium-ion battery is much lighter than lead- or nickel-based batteries that are being used in some older models.

- **Your First Ride**

Please be VERY CAREFUL when you are ready to get on your e-bike for the first time because that the e-bike moves significantly faster than a regular bicycle at active power-assisted mode. Take your e-bike to an area with a lot of open space before you start. Do not start pedaling hard as soon as you get on the e-bike (as you normally would so with a regular bicycle), as the e-bike will accelerate under pedal-assist mode and you may be unprepared for the sudden increase in speed. However, after a few times, you will enjoy using the pedal-assisted function.

## Name of main parts of electric bicycle



## Main technical parameters of electric bicycle

Vehicle parameters						
L*W*H(in)	54.7*20.7*40.2	Front brake	Model	160disc brake		
Body width (in)	8.27		Form and method of operation	Disc type: Manual operation		
Front and rear wheel center distance(in)	34.25					
Hanger flat section maximum width(in)	5.9	Rear brake	Model	160disc brake		
The maximum distance between the outer sides of two shanks(in)	7.87		Form and method of operation	Disc type: Manual operation		
Saddle high(in)	35.24					
Overall saddle height (in)	9.84	Front and rear tires	Specifications	Front wheel:14*2.125 Rear wheel:14*2.125		
Toe space(in)	7.68		Factory fixed air pressure (KPa)	Front wheel:250 Rear wheel:250		
Mass(lb)	63.5	Frame	Material	High-carbon steel		
Maximum design speed(mph)	19.2					
Headlight	model	MGQ-1	Rear light	Model	/	
Motor and electrical system parameters						
Motor	Model	US:GT-350W	EU:GT-250W	Battery	Model	LTN-4810C
	Type	Permanent magnet			Type	Lithium battery
	Rated voltage(V)	48			Nominal voltage(V)	48
	Nominal power(W)	US:350	EU:250		Capacity(AH)	10.4
	Rated speed(r/min)	460			Total mass(LB)	7.5
Controller	model	48V6G		charger	model	DZLS4820- 01
	Overcurrent protection value (A)	15±2		converter	model	/
	Undervoltage protection value (V)	38±2			manufacturer	/

## Fault and Troubleshooting

<b>Fault Description</b>	<b>Fault Reason</b>	<b>Solution</b>
Speed regulation failure or speed below 6.2mph	<ol style="list-style-type: none"> <li>1. The battery voltage is too low</li> <li>2. The speed control lever is faulty</li> <li>3. Transmission group failure</li> </ol>	Fully charge the battery
Motor hub does not work after power on	<ol style="list-style-type: none"> <li>1. The battery wiring is loose</li> <li>2. The battery wiring plug is loose</li> <li>3. The speed control lever is faulty</li> </ol>	<ol style="list-style-type: none"> <li>1. Take out the battery box and reinstall it</li> <li>2. Fasten the wiring plug</li> </ol>
Insufficient cruising range after charging	<ol style="list-style-type: none"> <li>1. Insufficient tire pressure</li> <li>2. Insufficient charging or faulty charger</li> <li>3. The battery is aging or damaged</li> <li>4. Uphill / headwind / heavy load / poor road conditions / low temperature</li> </ol>	<ol style="list-style-type: none"> <li>1. Full of gas</li> <li>2. Fully charge or check the charger</li> <li>3. Replace the battery</li> <li>4. It is recommended to use pedal assist</li> </ol>
Charger not charging	<ol style="list-style-type: none"> <li>1. The plug is not inserted properly</li> <li>2. The charger fuse is blown</li> <li>3. The battery pack fuse is blown</li> </ol>	<ol style="list-style-type: none"> <li>1. Fasten the socket</li> <li>2. Replace the fuse</li> </ol>
The battery is fully charged but no voltage is displayed, the motor hub is difficult to start	<ol style="list-style-type: none"> <li>1. The voltage is lower than 30V when starting the electric hub</li> <li>2. The battery switch wire falls off</li> <li>3. The monitor patch cord is loose</li> <li>4. Controller failure</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the battery with a new one</li> <li>2. Reconnect/tighten</li> </ol>
After opening the electric door lock, it is found that the signal part is normal and the driving part is abnormal	<ol style="list-style-type: none"> <li>1. Battery undervoltage</li> <li>2. The left and right brake levers are damaged</li> <li>3. The controller or motor is damaged</li> <li>4. Line abnormality</li> <li>5. The speed control handle is damaged or the circuit is abnormal</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the speed control handle and overhaul the circuit</li> <li>2. Timely charging</li> <li>3. Replace the left and right brake levers</li> <li>4. Replace the controller or motor</li> </ol>
Abnormal zero start mode (switch left and right position)	<ol style="list-style-type: none"> <li>1. The start mode switch or speed control handle is damaged</li> <li>2. Line abnormality</li> </ol>	Replace damaged parts/repair wiring
Non-zero start mode exception (switch is in the middle)	<ol style="list-style-type: none"> <li>1. The starting mode switch is incorrectly selected or the booster is damaged</li> <li>2. Line abnormality</li> </ol>	Check switch position/replace booster/repair circuit



If the product has problems with the following forms during the protection period, we will provide customer service as part of the product quality guarantee.

Accessories	Quality problem	Warranty period	Service content
Motor	Motor will not be able to use	1 year	Free delivery of parts
Accelerator	Natural conditions (such as impact force cannot be used except damage)	1 year	Free delivery of parts
Controller	Failure occurs under normal use	1 year	Free delivery of parts
Charger	Failure occurs under normal use	1 year	Free delivery of parts
Lithium Battery	Can't charge discharge under normal use	1 year	Free delivery of parts

### Notes:

Dear customer !

Thank you for purchasing ENGWE series products!

Warranty service: Please enter into the official website <https://engwe-bikes.com/> to view the warranty policy of Engwe.

After purchasing Engwe products, please kindly contact Engwe after-sales service for help when there is a quality issue: [service@engwe-bikes.com](mailto:service@engwe-bikes.com).

Please provide your order number, purchase interface, picture of the Motor number, videos of the issue.