



PASELEC



Intelligent
electric bicycles

E-PAS TECHNOLOGY

Preface

Dear friends, thank you for choosing paselec, we wholeheartedly provide you with quality products and services. We uphold the principle of customer satisfaction first to provide you with high-quality design, technology and products. We are committed to do a good job in each product, if you have any questions about the product, please feel free to contact our customer service team.

What is Paselec's most advanced technology?

E.PAS. Technology,

It is double the duration of regular ebike under the same battery capacity and motor usage. It also allows the battery to get recharged when it is at high speed or downhill.

How does the brand Paselec ensure the stability?

All the parts and accessories on the ebikes are the known brand, for example, Samsung battery. Every bike is fully inspected under QC standards. Paselec's mission is to address all the customer issues in the fastest manner. All the issues or concerns will be solved within 24 hours

What makes Paselec most attractive?

The fact that our battery is equivalent to two batteries in other ebikes makes it super attractive.

Manual's Page

03

E-PAS
Technology

04-05

Introduction of
PASELEC Series

06-07

Assembly

08

Usage guidance

09

Battery charging and
maintenance

10-12

Troubleshooting

13-15

Warranty

16

Return policy

17

Maintenance cost policy

18

Service

19

Notes on cycling

20

Warning

www.paselec-ebikes.com





E.pas. Technology

E-PAS Technology is a patented technology of Paselec , which has the characteristics of ultra-long mileage, energy saving loss, prolonging the service life of transmission system and so on.



Paselec Bikes



Other Bikes





G9 Series



27.5*17"



Intelligent Controller



48v10.4AH



5h



SHIMANO 7S



Endurance 50-70 mi



Alloy Lock-out suspension



500 w



Mechanical disc brake



5'4"-6'4"



Product Specification

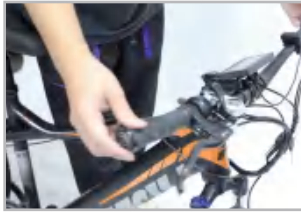
- E-BIKE: Paselec G9 series
- Frame: Paselec 27.5inch aluminum alloy manual smooth welding
- Front suspension: Alloy Lock-out suspension
- Brake: Mechanical Disc Brake
- 160mm rotors tire: CST 27.5"*2.1"
- Throttle Type: Thumb throttle
- E-DRIVE: 500W
- Speed: 18km/h to 24km/h depends on power, PAS level, load, terrain and weather.
- Battery: 48v 10.4Ah
- Range: 50 miles to 70 miles depends on riding mode, load, terrain and weather.
- Charger: 54.6V 2A DC charging Time: 4 to 5 hours
- Display: LCD dashboard, waterproof, password-protected (Can be upgraded to a color display)
- Freewheel: SHIMANO 7-speed
- Maximum load: 220 lbs
- Rider's height: 5'4"-6'4"



Handlebar installation



Put the handlebar on the stem



Move in the right direction



Screw on and tighten



Install the pedals



Looking for "R" mark



Installed on the chainwheel side crank



Rotate clockwise to tighten



Looking for "L" mark



Rotate counterclockwise



Tighten



Seat installation



Open the clamp and put the stem into the tube



Adjust the height and lock

Front wheel installation



Install the front wheel into the fork



Release the rod



Put it in the wheel



Both sides must be tightened



Assemble video

<http://www.paselecbikes.com/video>



Usage Guidance

Power switch on/off

The power button locates on the button pad on the left handlebar. Pressing and holding the button to switch on/off.

Power assist level setting

Setting a power assist level 1,2,3, or 4,5 by pressing up or down button.

Thumb throttle

The thumb throttle locates on the button pad on the right handlebar. The thumb throttle is valid in 1,2 or 3. The deeper you press down the throttle, the much power you can get. You can set power assist level 0 to turn off the throttle.

Head light switch on/off

Press the head light switch/up button on the button pad on the left handlebar.

Multi-function button

Press the multi-function button to change the display index of riding.

The shifter

Push the lever to let gear up. Press the button to let gear down. (Notice: please shift the gear when the rear wheel is rotating. Gear shifting when the rear wheel stops may damage the components.)

The pedals

Setting power assist level 0 or 1 with the speed of 14mph made by pedal can charge the battery manually.

Cruise control system and walk-power assist

Holding down button for 5-8 seconds, cruise control system will start.

Press and hold down button, the bike will keep in the speed of 3.7mph to help you easily to walk with the bike.



Battery Charging and Maintenance

- Two keys are provided to lock or unlock the battery.
- The battery can be charged in the compartment or taking off.
- Please do not use any other chargers. Select a suitable charger based on applicable voltage.
- The charging environment should be cool, dry and non-conductive.
- Unplugging the socket immediately as soon as the battery gets charged fully (Green light on).
- Do not store the battery at the temperature above 60°C or below -20°C.
- In winter, the effective power of the battery can decrease by 1/3 when working in 0°C.
The power volume will return to normal after the environment temperature raise to 20°C or higher.
In summer, heat dissipation is important to keep the battery healthy. The battery should not be charged immediately after exposure to the strong sunshine.
- Charging battery immediately after cycling or power consumption can to a large extent avoid the loss of battery capacity and lifetime.

Warning!

The battery connector cannot touch metals. Many cases shows the battery can be burned out if the customers use metals to touch the battery connector.



Troubleshooting

Disc brake system fault

Brake level

The display shows error code , which illustrates the failure to stop the bike by brake lever.

This means the wires are not connected well or the brake lever is damaged. We suggest the customer can check whether any screw is loose and the lever can be returned to the position after grabbing. Ruling out the reasons above, the customer should replace the brake lever.

Disc brake

After bike assembly, the rubbing noise from disc brake can be heard when riding, which means the disc brake needs adjustments. (Please refer to our disc brake adjustment video) Notice: The abnormal condition of disc brake usually results from the crush of shipment. This is a universal situation in our industry. The customer should do adjustment after assembly. The customer can search "bike disc brake adjustment" on Google or contact us to get a video link. The customers can turn to local bike shop's staff for help if they fail to do adjustment. Please do not grip the brake lever before assembling the brake disc, otherwise the oil will leak.

Shifter system fault

The failure to change the speed by shifter with the noise or chain beating illustrates the adjustment is not complete. The customer needs to adjust the shifter lever and rear shifter. (Please contact us to get a video link)

Notice: The abnormal condition of shifter usually results from the crush of shipment. The customer should do adjustment after assembly. This is a universal situation in our industry. The customer can search "bike shifter adjustment" on Google or contact us to get a video link. The customers can turn to local bike shop's staff for help if they fail to do adjustment.

Driver system fault

Error code

Error code on display and no response from throttle could be caused from controller wires damage, throttle extension wire damage or the loose of wires connections. Ruling out the reasons above, the customer should replace the throttle and extension wires.

The sensor issue

No power assist in power assist riding mode. The customer should check whether the wires damage or loose connection between the sensor and controller. Ruling out the reasons above, the customer should replace the sensor.



Battery fault

Battery voltage loss

Even if the customers had not ridden the bike for a long time, the battery should be charged one time in sixty days to avoid the battery voltage loss. The original charger cannot be used to charge the battery when the battery voltage is lower than the charger voltage.

The battery cannot get charged(The charger green light on)

The battery voltage loss can lead to the failure to charge the battery through the original charger. The customer needs to look for a lower voltage charger to charge the battery. For instance, the customer can try to charge 48V battery deeply one time by 36V charger till the red light turn to green light, then continuing to charge by original 48V charger to see whether red light of the charger is on. The issue will be solved after the light turns green. If the issue cannot be solved, the customer should replace a battery.

Endurance mileage decrease

The battery gets charged fully in a few minutes, but running out shortly. The endurance mileage is much less than described, which can be caused by the protective board or electric core fault. The customer should replace the battery to local bike shops staff for help if they fail to do adjustment.

The battery stops working when the bike climbing

The battery always stops working when the bike goes up the hill, but works normally on flat roads. This can be caused by the protective board or electric core fault. The customer should replace the battery.

Motor fault

The display shows error code , which means the motor stops working because the Hall sensor got burned, or motor overload got burned, or motor gear got damaged with noise. The customer should replace the motor.

Notice: The customer should check whether the wires loose, the function buttons are in the normal place.

The customer should rule out the problem caused by controller and display before checking the motor

Charger fault

The red light of charger will be on when charging, while the green light will be on when it stops charging. The normal charging time is 4 to 6 hours.

**Cannot charge**

The green light of charger keeps on. The charger cannot deliver electricity to the battery. The customer should replace the charger.

The light cannot turn green

The light of charger cannot turn green after 8 hours charging. The battery cannot get charged from charger. The customer should replace the charger.

ANY DOUBT

**PLEASE SCAN THE QR CODE OR ENTER
THE URL BELOW FOR MORE SOLUTIONS**



<https://www.paselecbikes.com/video>



Warranty

Warranty info

- Every bike is covered under our manufacturer's 1-year all-inclusive warranty for the original owner against all manufacturing defects. Warranty parts will only be shipped within the continental United States, UK, Germany. Even If you purchased a bike and had it then shipped to another country, parts will only be sent to the country which the bike was originally sent to. Paselec bikes warrants this product, including all individual components against defects in material or workmanship as follows:

Paselec 1-year warranty for electric components

- Paselec bicycle electric components including lights, motor, throttle, controller, wiring harness LCD display, etc. are warranted to be free from manufacturer defects in materials and/or workmanship for a 1-year period from the date of original purchase. Abrasion is not covered under warranty. Paselec lithium ion batteries are warranted to be free from manufacturing defects in materials and/or workmanship for a 1-year period from the date of original purchase. The battery warranty does not include damage from power surges, use of improper charger improper maintenance or other such misuse, normal abrasion or water damage.

What will we do

- If a component is deemed to be defective or damaged without users fault, we will send a replacement part.
We will assist you in replacing any defective parts.
We will replace any parts deemed to have been damaged during shipping.
We will provide the customers with a replacement product if the product cannot be repaired after several tries.

What will we not do

- We will not replace any parts without evidence such as photos or video of the damaged part.
We will not offer warranty services to the second owners. We will not replace any part damaged by the user.
We will not pay for any third-party services or part replacements unless agreed upon prior to the fix.
We will not pay for return shipping on any damaged or defective products or components.
Our warranty will not cover any damages that may occur during shipping if the owner chooses their own shipping options or if the bike is shipped with a freight forwarder or similar service.



Warranty

Terms of warranty

1. This warranty is only applied to the original owner of Paselec bicycle.
2. This warranty is expressly limited to the replacement of defective parts at the sole discretion of Paselec.
3. This warranty does not cover any damage or defects resulting from failure to follow instructions in the owners manual, natural disasters, accident, misuse, neglect, abuse commercial use, alterations, modification, improper assembly, abrasion, installation of parts or accessories not originally intended or compatible with the bicycle as sold, operator error, water damage, extreme riding, stunt riding, or improper follow-up maintenance.
4. We will only allow an entire replacement of the bike in extreme cases. The original bike may have to be shipped back to the Paselec warehouse or factory for inspection/repairs before a new bike is sent out. If original bike can be repaired successfully, a new bike may not be sent.
5. This warranty does not include consumables or normal abrasion (tires, tubes, brake pads, cables and housing, grips, chain, spokes).
6. Paselec will not be liable and/or responsible for any damage, failure or loss caused by any unauthorized service or use of unauthorized parts.
7. Shipping damage must be reported to Paselec within a reasonable time after shipment arrival.
8. Paselec will not be responsible for any direct, indirect or consequential damages, including without limitation, damages for personal injury, property damage, or economic losses, whether based on contract, warranty, negligence, or product liability in connection with their products.

Claims

- All claims to this warranty must be made through Paselec. Proof of purchase may be required with any warranty requests. Before making a warranty claim, we suggest that you contact our technical support team at **Service@paselecbike.com**.
- Valid warranty claims will be processed through Paselec within one year since initial purchase. Warranty claims may be submitted to **Service@paselecbike.com**.



Warranty

Shipping damage claims

IMMEDIATELY check your product(s) comprehensively after you receive the product(s). Claim to us as soon as possible as if you found shipping damage. We will not accept shipping damage claims later than 7 days since receipt of product. Note existent damage on your product(s) before you and the driver sign-off on the lading bill. Take pictures of any damage that is found, and mark the date the images if possible. Keep all packaging and paperwork until the inspection process is complete. Report damage claims within 10 days of delivery to an Paselec customer service representative. Please contact our customer service team for return/replacement instructions at:

www.paselec-ebikes.comService@paselecbike.com

Respect really matters to

- Our staffs are kind, patient, friendly and trustworthy. We understand that you call/email our customer support team because you have an issue or even trap in problem, which can make you frustrated and sometimes angry. However, we will NOT tolerate rude/vulgar language towards our staffs. If this occurs, we will give a warning and reserve the right to refuse to provide services, refunds, warranties, and cancel orders. This decision is final and cannot be revised.



Return Policy

Purchased but not shipped or not processed with our fulfillment center:

100% full refund

Return within 7 days after receipt of the bike.

1. Purchased but not shipped or not processed by our fulfillment center: 100% full refund.
2. Return within 7 days after receipt of the bike:
Please contact us by email in advance.
Please give an appropriate reason for return (Note: The bike cannot be returned out of 7 days since your receipt in any ways)
3. Please keep the original packaging, the bike and the bike's outer packaging should not be damaged, which will lead to the unavailable second sale.
4. Complete accessories and not smelly (including bikes, power cords, chargers, pedals, manuals, warranty cards, etc.)
The box must be sealed and not opened.
Customer should pay the shipping cost of the order. (this is exclusive from refund)
Customer should pay the shipping cost for the return. (this is exclusive from refund)

Reminder: The electric bike would be required to change some parts in some conditions before the factory production batch or upgrade. The company will not make another description. The company will always guarantee the quality of the changed parts will be the same or better. We will only choose the same or higher quality accessories. The difference in components or accessories cannot be used as a reason for return.



Maintenance Cost Policy

Within 1 month since receipt

- The maintenance cost and round-trip freight cost caused by the manufacturing defects of the vehicle itself are borne by the company.
- The maintenance cost incurred by the buyer's man-made damage shall be borne by the company, and the return freight shall be borne by the buyer.

From the 2nd to 3rd month since receipt

- The maintenance cost incurred due to the manufacturing defects of the vehicle itself shall be borne by the company, and the returning cost shall be borne by the buyer.

From the 4th month since receipt to the end of the warranty period

- The maintenance cost incurred due to the manufacturing defects of the vehicle itself shall be borne by the company, and the return shipping cost shall be borne by the buyer.
- The repair cost and the return shipping cost incurred by the buyer's human damage shall be borne by the buyer.

Beyond the warranty period

- Replacement of parts and return shipping costs are borne by the buyer.
- The maintenance cost and the return shipping cost caused by the buyer's human damage are borne by the buyer.



Service concept



Passion



Honesty



Efficiency



Improvement

Service timeline



48 hours
online service

Warehouse and pick-up site

Bestone

995 E Cedar St

Bestone

CA

Ontario

91761

- GERMANY:Stoltenstr. 21 22119 Hamburg
- UK:Mussenden Lane, Horton Kirby, Kent DA4 9JW



Notes on Cycling

- Please charging immediately every day to effectively prolong the service life of the battery
- Please do not use other brand chargers or other accessories, disassemble or modify bicycles without authorization. We are not responsible for the accidents caused by the above situation.
- Before cycling, please make sure that the quick removal screws, folding parts and safety buttons of brakes, frames, handlebars and other parts are locked to avoid accidents.
- This product can be used in rainy and snowy weather, but cannot wade or soak in water.
- When the average speed is 15 mph, the loss of the motor power is minimum, and the effect of ultra-long mileage can be achieved. Different usage habits and different road conditions will directly affect the battery and mileage.
- For the safety of your cycling, please do not use electric bicycles for kids, pregnant women and the elderly.
- Electric bicycles are suitable for one person to ride. In order to avoid the wheel center of gravity shift or unstable operation, please do not carry people.
- The charger must be stored in a cool and dry place to avoid a short circuit inside the charger. Do not carry it with the bike to a larger extent to avoid damage caused by collision.



Warning

- (1) You are required to wear a helmet to protect yourself during cycling.
- (2) You have to learn and obey the local law for cycling.
- (3) You have to check the bike carefully before riding.
- (4) You should charge and store the battery according to our guidance.

PASELEC



Paselecbike



service@paselecbike.com



@paselecbikes