

Osprey Electric Mountain Bike - Owner's Manual – Version 4.1



Thank You!

From everyone at TotemUSA, we would like to extend a sincere thank you for choosing Totem. We are committed to our customers' satisfaction with our products. We pride ourselves on providing an excellent customer experience from the day of purchase throughout the life of the product. If you have any questions, comments, or concerns about your Totem electric bike please reach out to us directly at support@totemusa.com



Updates: For the latest updated manual for your Totem Osprey mountain bike, please visit:
<https://www.totemusa.com/customer-support>

General Warning:

Like any sport, bicycling involves risk of injury and damage. By choosing to ride an electric bicycle, you assume the responsibility for that risk. This manual provides some general guidelines for safe and responsible riding and proper use and maintenance of your new bicycle. We recommend that you also seek additional information about general bicycle safety as well as the local rules and regulations regarding the use of this product on public roadways and trails. Failure to adhere to the guidelines for proper use and maintenance of your electric bicycle could increase the risk of injury and reduce the lifespan this product.

A special note for parents:

As a parent or guardian, you are responsible for the activities and safety of your minor child, and that includes making sure that the electric bicycle is properly fitted to the child; that it is in good repair and safe operating condition; that you and your child have learned and understand the safe operation of the electric bicycle; and that you and your child have learned, understand and obey not only the applicable local motor vehicle, bicycle and traffic laws, but also the common sense rules of safe and responsible bicycling. Please read this entire manual, as well as review its warnings and operating procedures with your child before letting them ride the electric bicycle.

This owner's manual includes the following information:

- Getting Started – Unboxing and Assembly
- Battery Installation & Safety
- Electric Function
- Display Function & Troubleshooting
- Proper Maintenance
- Warranty Registration & Return Policy
- Customer Support

Unboxing & Assembly

Now that you have received your new Totem electric bike, you are ready to set it up and go! The good news is that the bike ships 85% assembled, but there are a few things to accomplish before your first test ride. Proper assembly, set-up, and safety checks are vital to your safety. The multi-tool included with your bike has the appropriate tools for assembly and adjustment to make set-up a breeze!

We kindly ask that you hold onto the original packaging for the first two weeks while ensuring you are satisfied with your purchase. Neither you as the customer, nor TotemUSA wishes to ship a large item unnecessarily. For returns, while TotemUSA will pay for return shipping, **we do not provide empty boxes to ship the bike**. Because the packaging was specifically engineered for your bike, the box itself can be re-used to ship your bike anywhere.

1. With the bike removed from the box, remove all the protective packaging, foam and cardboard inserts, and zip-ties. Make sure to locate the two small boxes with parts inside. One box will contain the charger. The other box will contain the pedals, multi-tool, and manual.



2. Attach the handlebars as shown below by first removing the locking plate's Allen screws.



3. Mount and align the handlebars evenly both vertically and horizontally, then tighten the four screws.



4. Install the front wheel using the quick release clasp on the fork. The tension on this clasp can be adjusted by turning clockwise to tighten, and counter-clockwise to loosen. Carefully align the disc brake rotor into the caliper. For more tips on proper adjustment of disc brakes please visit our website.



5. Install the pedals. ****IMPORTANT**** The right side pedal threads into the pedal crank clockwise, and the left side pedal threads into the pedal crank counter-clockwise. Failure to install the left side pedal correctly will result in stripped threads on the left side pedal crank.



6. Inflate the Tires – The maximum tire pressure for the Osprey mountain bike is **40 PSI**. Tire pressure has a direct effect on performance and mileage and should be checked regularly. Failure to inflate the tires properly can lead to unwanted flat tires and potential injury.

7. Adjust the seat-post height and saddle using the swing-clasps. Please see information below regarding proper rider fit and stand-over height.

Rider Fit: The correct rider fit is an essential element of cycling safety, performance, and comfort. Making the adjustments to your electric bicycle that result in correct fit for your body and riding conditions requires experience, skill and special tools.

Stand over height is the basic element of electric bike fit. It is the distance from the ground to the top of the bicycle's frame at that point where your crotch would be if you were straddling the bike and standing half way between the saddle and the handlebars. To check for the correct stand over height, straddle the electric bike while wearing shoes in which you'll be riding and bounce vigorously on your heels. If your crotch touches the frame, the bike is too big for you and would not be safe for you to ride.

Saddle Position Correct saddle adjustment is vital to getting the most performance and comfort from your bicycle. Up and Down Adjustment - This adjustment is usually all that is required for most riders. To make this adjustment, use the swing clasp located on the seat-post. Forward and Backward Adjustment - The saddle can also be adjusted forward or backwards to help you get the optimal position on the bike. This is not usually required.

To check for correct saddle height, follow the steps below:

- Sit on the saddle
- Place one heel on a pedal
- Rotate the crank until the pedal with your heel on it is in the lowest position
- Check the extension of your leg. If the saddle is in the correct position, your leg should be slightly bent. If your leg is nearly straight, then the saddle should be lowered. If your leg is bent more than 30 degrees, it should be raised. Between these two extremes, you should ride it to find the comfortable position for your riding style.

WARNING: Check to make sure you have set the seat between the Minimum Insertion and Maximum Extension marks! Extension of the post outside of this range will put you at risk damaging the bike and injuring yourself.

WARNING: After any saddle adjustment, ensure that the saddle is properly and securely tightened before riding. A loose saddle clamp or seat post binder can cause damage to the seat post and loss of control while riding. A correctly tightened saddle will have no movement in any direction.

Battery Installation & Safety

The battery for your Totem Osprey mountain bike ships separately. You will receive a separate package containing the battery for your bike. The battery is integrated into the frame of the bike using a cover plate with a locking key for anti-theft. The keys will be attached to the bike. The keys are not for starting the bike. The following photos illustrate the battery, cover, charging port, lock & keys, and installation.





Safety Lithium-ion batteries have a high energy content when charged. The contents of these cells can be flammable in the right conditions. These batteries should always be handled and stored carefully. Temperatures below 15° F and above 140° F should be avoided. Avoid mechanical stresses such as dropping your battery on hard surfaces. Avoid contact with moisture; always remove the battery prior to washing your bike. **NEVER** open the battery's black plastic housing. Failure to do so will void any warranty, implied or otherwise.

Charging The lithium-ion battery included with your new bike ships partially charged. Batteries should be charged in a dry location at room temperature. The best charging practice is to fully discharge the battery, then fully charge it. The charger is equipped with over-current protection for safety. The LED light on the charger is red during charging and green when fully charged. Once the battery is fully charged it should be removed from the charger. Never leave a battery connected to a charger for long period of time unattended. Charging time depends on the battery capacity, but typically can be charged from zero to 100% in 6 hours.

Distance There are many variables that can affect the total range on a fully charged battery. Environmental factors that affect distance are road surface type, terrain type (including steep hills), frequent stopping and starting, temperature, and wind. Rider variables including total weight and riding posture will affect the range. Bike factors such as tire tread, gear shifting, and the level of selected pedal assist will all influence the total range.

Lifespan The "power loss curve" for lithium-ion batteries is a depiction of how the battery loses its full potential over its lifetime. This is a gradual curve downward caused by many variables such as charging habits, workload, temperature, and age. During the initial 500 charges a single charge may last 4 days or 40 miles. Over time, it may drop to 80% of the original potential, then 70%, and so on until the battery must be charged too frequently to use. Near the end of the usable life of the battery, a typical 6-hour charge may only result in a 10-mile range. Lithium-ion batteries degrade over time, even if you do not use them.

Storage & Transport Optimal storage locations are dry, well-ventilated areas with smoke detectors. **NEVER** store your battery near heat sources or flammable materials. Avoid storing the battery inside the bike in direct sunlight. For long periods of storage, the battery should have a 50% charge. Prolonged

storage in a fully charged or discharged state will decrease the life of the battery. We recommend that the battery be removed from the bike for transport.

Battery Replacement Additional batteries and chargers for are available for purchase on our website at www.totemusa.com Batteries that can no longer be used should be properly disposed of at a recycling facility.

Electric Function

Your Totem electric bike has four modes: manual pedaling for traditional cycling without power assistance, Pedal Assist Mode with five levels of motorized assistance, Throttle Mode for full electric riding without pedaling, and Walk Assistance Mode where the bike will use a small amount of power to assist when walking with the bike. For more information about each mode please see the Display Function section below.

Display Function – Your Totem Osprey is equipped with a Vinka DR25 LCD Smart Display.



When the display is powered off you will see a blank screen. Using the orange power button, you can turn on the display.

The display shows your current speed, battery level, Pedal Assist level, total mileage odometer, as well as the trip odometer, or remaining range based on the current battery level. The “headlight” button activates the back light on the display for riding in low-light conditions. This button **does not** control a headlight for night riding.

The “up” and “down” buttons select the level of motorized assistance, with level 1 being the least power and level 5 being the most power.

By cycling through the “Mode” button functions, you can alternate the display to show the total mileage odometer, the current trip odometer, and the remaining range based on the current battery level. The “Range” function is affected by many variables and should not be interpreted as an absolute figure. For example, if the first half of your trip is on flat terrain, but the second half is on a steep grade, the range will diminish.

In the “Trip” mode, you can reset the Trip odometer by holding the “up” and “down” buttons together. The total odometer mileage can’t be reset without a special dealer tool.

By pressing and releasing the “Mode” button, then pressing and holding the “down” button, you will enter the Walk Assistance Mode. Release the “down” button to exit the Walk Assistance Mode.

Settings: By holding the “Mode” and “down” button together for 3 seconds, you can enter the Settings interface. Once in the Settings interface, using the “up” and “down” buttons you can select between different settings to adjust. Pressing the “mode” button again then allows you to change the Walk Assistance speed, switch between MPH and Km/h, and adjust the backlight setting brightness.

“bLG” indicates the backlight brightness, select between 60%, 80%, or 100%

“PSH” indicates the Walk Assistance Speed, select from levels 3 to 6.

“Unit” indicates the unit of measurement for speed, select from MPH or Km/h

Note: the “dPs, dPb, CLS, and CLb” settings are for the display and controller software and should not be changed.

Troubleshooting

Having trouble? Please reach out to the TotemUSA Support Team so that we may assist you. We offer a comprehensive Frequently Asked Questions page, as well as a detailed trouble-shooting guide on our website for each Totem electric bike model.

Error Codes – Your smart display communicates with the bike’s controller to record any electronic or mechanical errors. These errors are indicated with a wrench icon on the display and a corresponding code. The bike is equipped with several safety mechanisms that disable the electric function of the bike and protect the rider when something isn’t right. If you see the gear icon and a corresponding error code consisting of numbers and letters, please reach out to us for assistance. Alternatively, you can visit our website for the detailed trouble-shooting guide.

Maintenance

Although not required, it is a good idea to fine tune the bike either by yourself or with a professional bicycle mechanic upon arrival as things may have moved during shipping. Tires ship partially inflated and must be inflated to the proper PSI before your first ride. It is especially important to maintain proper tire pressure for both safety and performance.

Bicycles tend to last longer when they are stored inside. When constantly exposed to the elements, the life expectancy of the bicycle's electrical system, chain, braking system, and paint finish all greatly diminish. Similarly, bicycles ridden in wet and dirty conditions will require more cleaning and service to properly maintain.

Before each ride: Check the tire pressure of both the front and rear tires. Look at the tread on the tires for embedded debris to avoid getting a flat tire while riding. Check the quick-release adjustment points on the handlebars and seat post to make sure they are tight. Check both the front and rear brakes to make sure they are fully engaging. Visually inspect the bicycle chain to make sure it is properly lubricated. Do not use products like "WD-40" to lubricate your bike chain. These lubricants do not last in outdoor environments and can actually remove the thicker grease needed for proper lubrication.

Monthly: Wipe the bike frame down with a cloth to remove and build-up of dirt and debris. Visually inspect the bike for signs of wear including loose screws, or cracks or dents at stress points. Using a brush, rag, and degreaser, wipe the dirty grease build-up from the chain, chainring, and rear sprockets. Make sure to re-grease these parts after cleaning to maintain proper lubrication. Check the spokes on the tires to make sure they are not loose. Rotate each wheel off the ground to make sure it is rotating true and not wobbling. Lastly, using wrenches and screwdrivers make sure that all the connection points are securely tightened around the bike.

Annually: Check the bike for signs of corrosion and rust. Visually inspect the brake system cables and brake pads or discs and replace as needed. Inspect the tire tread for signs of uneven wear and dry-rotting and replace as needed. Clean, degrease, and apply fresh clean lubricant to the chain and sprockets. Using a wire brush, remove any signs or rust or corrosion from metal parts. Check and re-grease the bearings in the pedal crank. Check all connection points and accessories for signs of wear.

TotemUSA Warranty & Return Policy

Congratulations on your Totem electric bike purchase! We are excited to share our products with you and strive to achieve 100% customer satisfaction throughout ownership of your Totem. We genuinely want you to be happy with your Totem electric bike. From the moment you unbox and assemble the bike throughout the life of the product, we will be here to support you.

Totem bikes purchased directly from TotemUSA will receive the following service regarding returns and refunds:

The Totem Warranty:

Frame & Fork – Lifetime Warranty

Battery – 1 Year Warranty

Motor – 2 Year Warranty

Display – 2 Year Warranty

Wearable Parts – Tires, Tubes, Brakes – 30 days from delivery

Warranty Registration: You must register your Totem electric bike for our warranty program within 30 days of delivery. Please visit our website at www.totemusa.com to register by providing your original order details, including retailer and order number, along with the model and serial number, which can usually be found on the bottom bracket underneath the pedals. For mid-drive motors, the serial number may be located on the bottom face of the motor.

First things first – Did your bike arrive in good condition?

Throughout our experience shipping electric bicycles direct to customers nationwide we have designed and engineered our packaging to withstand its journey to your door. Finding what works and what does not work is the key to successfully shipping a large item to our customers. Our box has been approved by Bike Flights, the national bicycle shipping experts, as well as UPS and FedEx parcel courier services, to withstand multiple six-foot drops without damage to the bike. We kindly ask that you hold onto the original packaging for the first two weeks while ensuring you are satisfied with your purchase. While shipping bicycles is not rocket science, neither you as the customer, nor TotemUSA wishes to ship a large item unnecessarily. For returns, while TotemUSA will pay for return shipping, but **we do not provide empty boxes to ship the bike**. Because the packaging was specifically engineered for your bike, the box itself can be re-used to ship your bike anywhere.

Shipping Damage - TotemUSA offers a specific set of guidelines for handling issues with shipping damage:

We kindly ask that you thoroughly inspect the bike upon arrival for any components damaged in shipping. We ask that this initial visual inspection be completed within 14 days of the delivery. This window allows us to process shipping damage claims with our agents to resolve situations outside of



both parties' control. Loose parts, paint scratches, dented fenders or frame damage, and missing components due to packaging damage are all items to consider.

If you believe that your bike has been damaged in shipping please contact us right away at support@totemusa.com We kindly ask that you submit clear photos of the damage to both the bike and the packaging.

What TotemUSA will do: Depending on the extent of the damage, we will make arrangements with you to repair or replace a Totem bike damaged during shipping. We distinguish between major and minor damage thresholds to determine whether repair or replacement is the right resolution on a case by case basis. An example of minor damage – a broken reflector. We will ship you a free replacement part right away for minor damage. **TotemUSA will not replace the entire bike for minor damage.** An example of major mechanical damage – a bent fork. TotemUSA will arrange return shipping for bikes with major damage and replace them with a new one.

No shipping damage? Great! Now that we are confident that the bike has arrived in good condition, we can begin assembly and test riding. We strongly encourage customers to take advantage of our free tune-up offer.

Free Tune-Up: Your safety is our top priority. TotemUSA offers a free tune-up for your new bike at no cost to you. We feel this is an important part of the process as an online retailer of electric bikes. Traditional brick and mortar bike shops assemble and test their bikes in-house so that you can ride it out of the showroom. Bicycles purchased online and shipped to customers require some assembly and can benefit from a professional tune-up. Most basic bicycle tune-ups cost between \$40 and \$75 and include – proper rider sizing and fit, derailleur and gear set adjustments, disc brake adjustments, proper torque specification for fasteners, spot wheel truing, and a safety check. TotemUSA does not have an agreement with any particular bike shop – this allows customers to choose their favorite highly-reviewed local bike shop based on positive community feedback. Simply choose your shop, schedule your service appointment, and share their contact and appointment information with us. Our Support Team will reach out to your preferred shop directly to leave payment. Alternatively, you can submit an invoice directly to us for reimbursement.

In the first two weeks: Ride, ride, ride! The best way to judge an electric bike's quality is to ride it. Whether you ride on weekends for recreation, or a daily commute to work, getting some miles on the odometer in the first two weeks is important. Test the capability of the bike to your standards and typical riding conditions. Each rider and riding environment is unique. It is imperative that the bike's performance standards meet your expectations. If you have any questions about the performance of your bike, please let us know.

Manufacturer's Defects Each Totem bike is rigorously tested and tuned by our knowledgeable engineers and technicians before it arrives to your door. If you believe that your Totem electric bike has a manufacturer's defect, we ask that you reach out to us describing the issue. Documenting photos or videos of suspected defects will greatly improve the process for both of us. Distinguishing between damage sustained during shipping versus manufacturer's defects is important. TotemUSA distinguishes between major and minor defects and their appropriate resolution on a case by case basis. For example:

A defective display or battery can easily be replaced by the user. TotemUSA will not replace an entire bike where the display alone should be replaced. We are committed to your satisfaction and promise to resolve any issues promptly and professionally. We take responsibility for the craftsmanship of our products and stand by our quality control.

User Error – Damage caused by user error will not be covered by TotemUSA. Please remember that your safety is our top priority. Cycling on public roadways involves inherent risks. The use of electric motors with bicycles adds a level of risk, primarily because others around you may not anticipate your speed. Please wear appropriate safety equipment, use proper lighting at night, and always use cycling hand signals for navigating traffic. Damage caused to components through accident, negligence, or misunderstanding of local traffic regulations are examples of user error. Set-up errors, such as incorrect pedal installation resulting in stripped pedal crank threads, are another example of user error. Another example: motor overheat – where the motor is damaged from operating in high temperatures with a heavy load. Your Vinka Smart Display will record any error codes from the onboard computer. TotemUSA will review these error codes for manufacturer's defects to determine the appropriate resolution.

Refunds – If you find that you are unhappy with your Totem electric bike within the first 14 days, TotemUSA will refund your purchase in full. Any returns beyond 14 days from delivery of the bike will be subject to a **restocking fee**. This restocking fee represents 20% of the retail value of the model and helps us cover the cost of warehousing and reconditioning of used bikes. This fee is non-negotiable and is agreed to by both parties at the time of purchase. Again, while TotemUSA will pay for return shipping, we do not provide empty boxes to ship the bike. If you no longer have the original packaging for the bike, you will need to source an appropriate box and packaging to ensure a safe return to us. Refunds are processed once we receive the returned bike at our office located at: **119 South Tennessee St. McKinney, TX 75069**. Please make sure to include the keys, pedals, multi-tool, charger, and any additional components that were originally included with your bike.

TotemUSA Support Team

Our Support Team is standing by to assist you with any questions, comments, or concerns you have with your Totem electric bike. Please do not hesitate to reach out to us via call, text, or email.

Call or Text – 812-807-1570

Email – support@totemusa.com

Did we miss anything? If you have a question about anything not discussed in this manual, please check for the latest updated manual on our website. There you will find a comprehensive Frequently Asked Questions guide, as well as a detailed troubleshooting guide.

