

# ALWAYS BIKES

## Outa'Here 2S Owner's Manual

Class 3 Electric Bicycle

Thank you for purchasing an ALWAYS Bikes electric bicycle. We are proud to provide a quality product that will provide an un-paralleled ownership and riding experiences for years.

Please read and understand this manual fully before assembling and/or riding your e-bike. If you have questions after reading this manual, please refer to ALWAYS Bikes Online Support.

eBliss Global, Inc.

<https://www.ALWAYSBikes.com>

<https://www.ebliss.global>



# Warnings

Electric Bicycles are powered, street legal vehicles and demand full awareness while operating the e-bike and knowledge of local driving laws.

While not all states require a drivers license to operate an e-bike, eBliss Global **STRONGLY** recommends that only licensed drivers operate this e-bike on public roads and paths.

This e-bike is not to be sold to or operated by anyone under the age of 16.

Anyone operating or riding on an e-bike **MUST** wear a helmet for safety & protection.

Any modification of this e-bike, whether to hardware or software, can significantly jeopardize the safety of users, the reliability of the vehicle and voids all warranties.

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# 1. Using This Manual

This manual contains details of the product, its equipment, and information on operation, maintenance, and other helpful tips for owners. Read it carefully and familiarize yourself with the ebike before using it to ensure safe use and to prevent accidents. This manual contains many warnings and cautions concerning the safe operation and consequences if proper setup, operation, and maintenance are not performed. All information in this manual should be carefully reviewed and if you have any questions, you should contact ALWAYS Bikes immediately.

The notes, warnings, and cautions contained within the manual and paragraphs are marked with a bold CAUTION or WARNING on the left side should be given special care. Users should also pay special attention to information marked in this manual beginning with **NOTICE**.

Keep this manual, along with any other documents that were included with your bike, for future reference, however all content in this manual is subject to change or withdrawal without notice. Visit <https://www.ALWAYSBikes.com> for further information or to request the latest version of the manual. ALWAYS Bikes makes every effort to ensure the accuracy of its documentation and assumes no responsibility or liability if any errors or inaccuracies appear within.

Because it is impossible to anticipate every situation or condition that will occur while riding, this manual makes no representations about the safe use of bikes under all conditions. There are risks associated with the use of any bike that cannot be predicted or avoided and are the sole responsibility of the rider.

## SAVE THESE INSTRUCTIONS

## 2. General Safety

Like any sport, bicycling involves risk of damage, injury, and death. By choosing to ride a bike, you assume the responsibility for that risk, so you need to know and practice the rules of safe and responsible riding and the proper use and maintenance of this bike. Proper use and maintenance of your bike reduces risk of damage, injury, and death.

Biking and controlled substances do not mix. Never operate a bike while under the influence of alcohol, drugs, or any substance or condition that could impair motor functions, judgement, or the ability to safely operate a bike or another vehicle.

This e-bike is designed for use by persons 16 years old and older. Riders must have the physical condition, reaction time, and mental capability to ride safely and manage traffic, road conditions and sudden situations, as well as respect the laws governing electric bike use where they ride, regardless of age. If you have an impairment or disability such as a visual impairment, hearing impairment, physical impairment, cognitive/language impairment, a seizure disorder, or any other physical condition that could impact your ability to safely operate a vehicle, consult your physician before riding any bike.

### **A Note for Parents and Guardians**

As a parent or guardian, you are responsible for the activities and safety of your child. This e-bike is not designed for use by children under the age of 16. If you are carrying a passenger in a child safety seat, they should also be wearing a properly fitted and approved helmet.

**CAUTION!** ALWAYS Bikes is not liable for accidents, injuries or product malfunctions that result from any unauthorized changes, modifications or tampering with any part of original specifications or assembly.

# 3. IMPORTANT SAFETY INSTRUCTIONS

## A. RISK OF FIRE or ELECTRIC SHOCK

**WARNING! When using this product, basic precautions should always be followed, including the following:**

- a) Read all the instructions before using the product.
- b) To reduce the risk of injury, close supervision is necessary when the product is used near children.
- c) Do not put fingers or hands into the product.
- d) Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or any other signs of damage.
- e) This equipment is not intended to be used at ambient temperatures less than -0.4°F (-18°C) or above ambient temperatures of 104°F (40°C).
- f) The battery is intended to be charged when the ambient temperature is between 32°F (0°C) and 104°F (40°C). Never charge the battery when ambient temperatures are outside this range.

## B. USING THE EBIKE

**WARNING! It is your responsibility to comply with all traffic-related laws and to use proper safety equipment. This includes wearing appropriate cycling attire and performing bike maintenance.**

- Observe all local bicycle traffic laws and regulations.
- Observe regulations about bicycle lighting, riding on pavements/sidewalks, bike path and trail use, helmet laws, child laws relating to cycling, and special bicycle traffic laws. It is your responsibility to know and obey your local laws.
- When riding a bike, always wear a properly fitted helmet that covers the forehead and that has securely fastened chinstrap. Many locations require specific safety devices. It is your responsibility to familiarize yourself with the local laws, rules, and regulations where you ride and to comply with all applicable laws, including equipping yourself and your bike as the law requires.
- Before you ride your bike, always check to make sure everything is working properly and correctly aligned – brakes, handlebars/front wheel and seat.
- Be familiar with the controls of your bicycle, such as brakes, pedals and shifting etc.
- Keep all body parts, clothing and other objects away from the belt when pedaling. Failure to wear proper attire could lead to injuries.
- While riding, remember you are sharing the road or path with others. i.e. motorists, pedestrians and other cyclists.
- Always be a defensive rider. Always assume that others do not see you and be prepared for the unexpected. Always be aware of your surroundings.
- Ride in designated bike lanes when available and always ride in the direction of traffic.
- Acknowledge and stop at ALL stop signs and traffic lights.
- Look both ways at street intersections before continuing onward.
- Use official hand signals for turning and stopping.
- Do not weave through traffic or make unexpected moves or turns.
- Rules that govern the right-of-way for motorists apply to cyclists. A bicyclist should always be prepared to yield.
- Avoid riding in bad weather or when visibility is obscured, for examples dawn, dusk, or in the dark as such conditions increase the risk of accident.

## 4. OPERATING & MAINTAINING YOUR EBIKE

### A. Assembly and Fit

- Correct assembly and fit are essential elements to ensure your bicycling safety, performance, and comfort.
- Even if you have the experience, skill, and tools to complete these essential steps before your first ride, ALWAYS Bikes recommends having a certified, reputable bike mechanic to check your work.
- **NOTICE:** If you do not have the experience, skill, and tools to complete assembly and fit, ALWAYS Bikes highly recommends having a certified, reputable bike mechanic complete these procedures as well as any future adjustments or tuning.
- **NOTICE:** A critical aspect of assembling your bike is securing the front wheel and checking the tightness of the rear wheel axle nuts. ALWAYS Bikes bikes use bolted on, through axle or quick release front wheel mounting mechanism and the rear wheel is bolted on. These mechanisms may become loose or unsecured during shipment or over time. The torque and security of all wheel mounting hardware should be inspected upon arrival and on a regular basis. Both wheels need to be properly secured before operating your bike.

### B. Mandatory Equipment and Use Locations

- Before riding, ensure you have all required and recommended safety equipment and are following all laws pertaining to the use of an electric bike in your region. For example, these laws may specify the need for mandatory equipment, use of hand signals, and where you can ride.

### C. Changing Components or Attaching Accessories

- The use of non-original components or spare parts can jeopardize the safety of your ebike, void your warranty and, in some cases, cause your ebike to not conform with laws pertaining to your bike.

## OPERATING & MAINTAINING YOUR EBIKE

### Safety Check Before Each Ride

- Always check the condition of your bike before you ride in addition to having regular maintenance performed. If you are unsure of how to conduct a complete check of the condition of your bike before every ride, you should consult a certified, reputable bike mechanic for assistance.
- **The replacement of original components or installation of third-party accessories or accessories not explicitly recommended for your bike model by ALWAYS Bikes is at your own risk. Using aftermarket accessories or components that have not been tested by ALWAYS Bikes for safety and compatibility may void your warranty, create an unsafe riding condition, damage property or your bike, or result in serious injury or death.**

### Electrical System

- The electrical system powers several components of your ebike that control different operating functions and user preferences. It is critical that you familiarize yourself with all aspects of your ebike's electrical system and check to see if it is working correctly before every ride. The front and rear brake levers should be checked for correct operation prior to riding. The throttle should provide smooth acceleration while operating your ebike. If these or other aspects of your ebike are not working correctly, please discontinue the use of your ebike immediately and contact the ALWAYS Bikes Support team for assistance.

### Brakes

- Ensure that the brakes and their system components are free from damage, properly secured and working correctly. When fully squeezed, both front and rear brake levers should not be touching the handlebar. If you find a problem, take your bike to a certified, reputable bike mechanic to have the brakes repaired.



## **OPERATING & MAINTAINING YOUR EBIKE**

### **Tires and Wheels**

- Your wheels should always spin straight and must be repaired or replaced if they wobble side to side or up and down when spinning. If your wheels become untrue or spokes loosen, which can happen with normal use, we recommend that a certified, reputable bike mechanic perform all wheel tuning and tuning operations on your bike from ALWAYS Bikes. Do not attempt to true wheels or tighten spokes unless you have adequate knowledge, tools, and experience. Ensure the tires and inner tubes are in good working condition without any visual damage and have the correct amount of air pressure (as defined in the Specifications table of this manual). Always replace tires and inner tubes with punctures, cuts, or damage before you ride. Tires without the correct amount of air pressure can reduce performance, increase tire and component wear, and make riding your bike unsafe.

### **Accessories, Straps, and Hardware**

- Ensure all hardware is secured and all approved accessories are properly attached per the specific component manufacturer's instructions. It is good practice to look over all hardware, straps, and accessories before each ride and if you do discover something wrong or something that you are not sure about, have it checked by a certified, reputable bike mechanic.

### **Suspension, Handlebar, Grips, and Seat Adjustments**

- Ensure the handlebar and handlebar stem are properly aligned, fitted to the user, and secured to the recommended torque values. Handlebar grips should not move easily on the handlebar end. Loose, worn, or damaged handlebar grips should be replaced before you ride. The seat and seatpost should be properly aligned, fitted for the rider's height, and the seatpost quick release should be properly tightened, fully closed, and secured before riding.

## OPERATING & MAINTAINING YOUR EBIKE

### Battery Charged, Secured, and Unplugged

- Ensure the battery is adequately charged and operates properly. Ensure the battery charger is unplugged from the outlet and battery and then stored in a safe location before you ride.

### Charger Safety Information

- The charger should only be used indoors in a cool, dry, ventilated area on a flat, stable, hard surface.
- Avoid charger contact with liquids, dirt, debris or metal objects. DO NOT cover the charger while in use.
- Store and use the charger in a safe place away from children.
- Fully charging the battery before each use can help extend the life of the battery and reduces the chance of over-discharging.
- **WARNING!** DO NOT charge the battery with any chargers other than the one originally supplied by ALWAYS Bikes or a charger designed for use with your specific bike purchased directly from ALWAYS Bikes.
- **WARNING!** The charger works on 110/240V 50/60 Hz standard home AC power outlets and automatically detects and accounts for incoming voltage. DO NOT open the charger or modify voltage input.
- **WARNING!** DO NOT yank or pull on the cables of the charger. When unplugging carefully remove both the AC and DC cables by pulling on the plastic plugs directly, and not on the cables.
- The charger is expected to get relatively warm as it charges the battery. If the charger gets too hot to touch, you notice a strange smell, or any other indicator of overheating, discontinue using the charger and contact ALWAYS Bikes Support.

# 5. INSTRUCTIONS for BATTERY CHARGING

## Charging Procedure

Follow these steps for charging your e-bike battery from ALWAYS Bikes:

1. **Ensure ebike is OFF**
2. **Remove the rubber cover on the charging port.**
3. **Plug the charger into the battery' s charging port:** place the charger in a flat, secure place, and connect the DC output plug from the charger (round barrel connector) to the charging port on the side of the battery.
4. **Plug the charger into a power outlet:** Connect the charger input plug (110/220 -volt plug) to the power outlet. Charging should initiate and will be indicated by the LED charge status light on the charger illuminating as red light.
5. **Unplug the charger from the outlet, then the charging port:** Once fully charged, as indicated by one charging indicator light turning green, unplug the charger from the wall outlet first and then remove the charger output plug from the battery charging port.

**Always charge your battery in temperatures between 32°F – 104°F (0°C – 40°C ) and ensure the battery and charger are not damaged before initiating charge. If you notice anything unusual while charging, please discontinue charging and using the bike and contact ALWAYS Bikes Product Support for help.**

## 6. Product components



1. SADDLE

2. SEAT POST LATCH

3. MOTOR/TRANSMISSION

4. FREEWHEEL

5. REFLECTOR

6. BELT DRIVE

7. CRANKSET

8. PEDALS

9. REMOVABLE BATTERY

10. TIRE

11. DISC BRAKE

12. REFLECTOR

13. LCD DISPLAY

14. BELL

# 7. E-Bike Specifications

	Specifications
<b>Model</b>	<b>Outa'Here 2S</b>
<b>MAX load</b>	<b>264lbs (120 kg)</b>
<b>E Bike Net Weight</b>	<b>68 lbs. (31kg)</b>
<b>MAX speed</b>	<b>20 mph with throttle, 28 mph with pedal assist</b>
<b>Battery parameter</b>	<b>48V 14.5AH (696 Wh)</b>
<b>Avg. Pedal-assisted mode</b>	<b>Approx. 40-45 miles (60-65KM) - Load 75kg, paved road</b>
<b>Avg. Pure electric mode</b>	<b>Approx. 35-40 miles (40-50KM) - Load 75kg, paved road</b>
<b>Maximum Angle of climb</b>	<b>10 degrees</b>
<b>Charging time</b>	<b>4-5 (h)</b>
<b>Charger</b>	<b>Input 100-240V 50/60HZ AC plug; Output 54.6V 3A DC</b>
	<b>Production according to UL requirements, energy efficiency level6 and CE EN15194</b>
<b>Tire Size</b>	<b>26" x 4.8"</b>
<b>Tire pressure</b>	<b>Recommend pressure 5-15 PSI Max 30 PSI</b>
<b>Bell/horn specifications</b>	<b>Bell</b>
<b>USB charging port</b>	<b>Output voltage 5V 1A, integrated on back side of display</b>
<b>Frame material</b>	<b>6061 Aluminium alloy</b>
<b>IP level</b>	<b>IPX4</b>

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# 8. Packing List



1. Manual



2. Additional Contents:  
13 & 15mm box wrench, 4mm + 5mm +6mm hex tool, charger, wall cord, 2 pedals (L & R)

# 9. Assembly

## 9.1 Unbox and Remove Protective Covers

**Hint: Leave covers on handlebars until ready to install to prevent nicks or marring of the paint.**

## 9.2 Install handlebars



1. Use hex tool to loosen screws from head piece



2. Center the handlebars start all screws partially in – do not tighten completely



3. Rotate the handlebars to a comfortable position



4. Tighten the screws

## 9.3 Adjusting the Saddle height and position



1. Open the clamp lever on the seat tube



2 Adjust the height and rotate the seat to a comfortable position.



3. Finally lock the clamp.



4. Further forward & back adjustments can be made by loosening the 6mm hex bolt under the saddle.

## 9.4 Mounting pedals



1. Pedals are marked for the Left and Right sides. The Left pedal is lefthand threaded, opposite the normal righthand screw and bolt threading



2. Find supplied wrench – use 15mm end



3. The right side pedal (R) is screwed in normally and tightened with the wrench in a clockwise direction.



4. The left side pedal (L) is screwed in counter-clockwise and tightened with the wrench in a counter-clockwise direction.

# 10. Battery Removal and Charging

## 10.1 Removing the battery



1. Open the battery key.



2. Take out the battery – top angles out first.



3. After taking out the battery.



4. Removed battery. Inserting the battery is the reverse steps.

## 10.2 Charging methods – in the e-bike, removed from the e-bike



1. Take out the battery charger.



2. Charger hole is on the left side of the frame towards the bottom of the downtube



3. Plug the charger into AC power supply.



4. Red light shows the battery is charging, green light is full.



1. Take out the battery.



2. You can take the battery inside to charge.



3. Plug one end of the charger into the battery and the other end into the AC power supply.



4. Red light shows the battery is charging, green light is full.



# 11. Operating the e-bike

## 11.1 Turning on your e-bike

1. Power On/Off. Hold down the button until screen becomes active.
2. Do not put any weight (feet, bags, etc) on the pedals during start-up. The system calibrates the torque sensor at this time.

Behind



3. + button to increase the pedal assist level – levels: 0-5

4. - button to decrease the pedal assist level – levels: 0-5

# 12 USER MANUAL FOR DP C221.CAN



## CONTENT

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# 12.1 IMPORTANT NOTICE

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- If the error information from the display cannot be corrected according to the instructions, please contact your retailer.
- The product is designed to be waterproof. It is highly recommended to avoid submerging the display under water.
- Do not clean the display with a steam jet, high-pressure cleaner or water hose.
- Please use this product with care.
- Do not use thinners or other solvents to clean the display. Such substances can damage the surfaces.
- Warranty is not included due to wear and normal use and aging.

# 12.2 INTRODUCTION OF DISPLAY

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- Model: DP C221.CAN BUS
- The housing material is ABS and Acrylic.



- The label marking is as follows:



- i** **Note:** Please keep the QR code label attached to the display cable. The information from the Label is used for a later possible software update.

## 12.3 PRODUCT DESCRIPTION

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### 1. Specifications

- Operating temperature: -20°C~45°C
- Storage temperature: -20°C~50°C
- Waterproof: IPX5
- Storage room Humidity: 30%-70% RH


### 2. Functional Overview

- Speed display (including top speed and average speed, switching between km and miles)
- Battery capacity indicator
- Lighting control
- Brightness setting for backlight
- Walk assistance
- Indication of performance support
- Motor output power indicator
- Time display for single journeys
- Kilometer stand (including single-trip distance, total distance and remaining distance)
- Setting the support levels
- Energy consumption indicator CALORIES (Note: If the display has this function)
- Display for the remaining distance (Depends on your riding style)
- Information View (battery, controller, HMI and sensor)
- Error messages view
- Bluetooth function

## 12.4 DISPLAY

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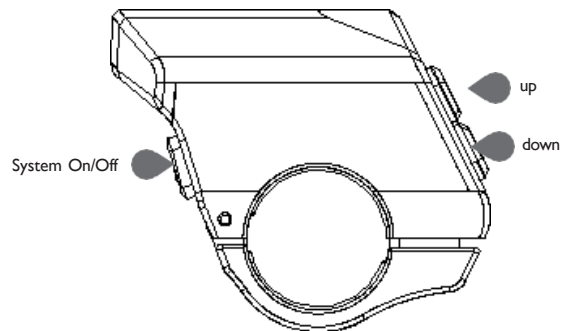
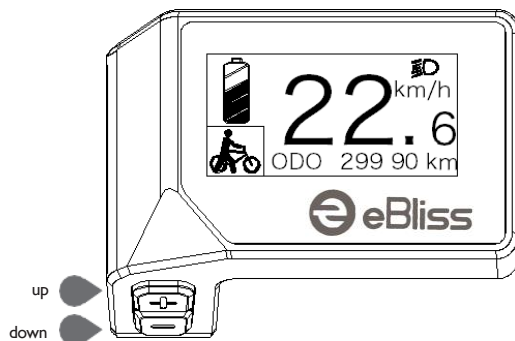


- 1 Display of battery capacity in real time.
- 2 Indicator of support level/walk assistance.
- 3 The display shows this symbol  , When the lights are turned on.
- 4 Indicator of bluetooth
- 5 Unit of speed
- 6 Digital speed display
- 7 Trip: Daily kilometers (TRIP) - Total kilometers (ODO) - Top speed (MAX) - Average speed (AVG) - Rremaining distance (RANGE) - Energy Consumption (CALORIES) - Output power (POWER)- Travel time (TIME).

Service: Please see the service section



## 12.5 KEY DEFINITION

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## 12.6 NORMAL OPERATION



### 12.6.1 Switching the System ON/OFF

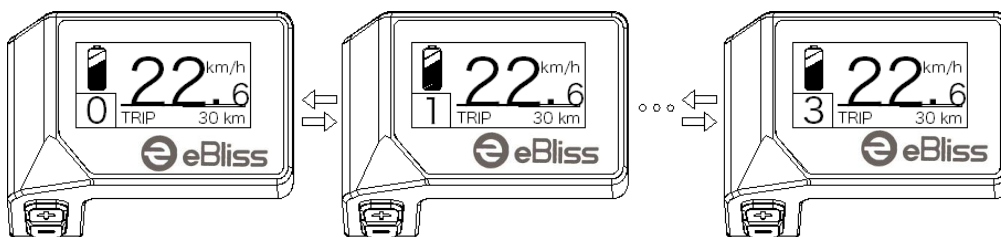
Press and hold  (>2S) on the display to turn on the system. Press and hold  (>2S) again to turn off the system.

If the "automatic shutdown time" is set to 5 minutes (it can be reset with the "Auto Off" function, See "**Auto Off**"), the display will automatically be turned off within the desired time when it is not in operation. If the password function is enabled, you must enter the correct password to use the system.




### 12.6.2 Selection of Support Levels

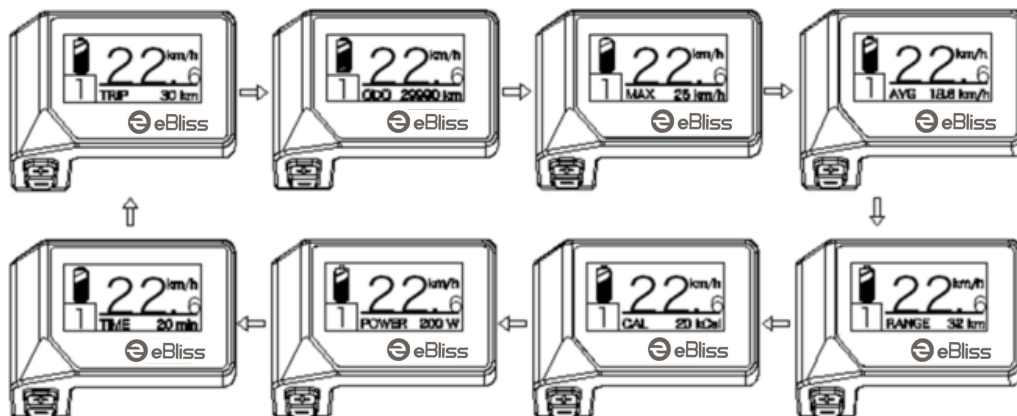
When the display is turned on, press the  or  button (<0.5S) to switch to the support level, the lowest level is 0, the highest level is 3. When the system is switched on, the support level starts in level 1. There is no support at level 0.



### 12.6.3 Selection mode


Briefly press the  button (<0.5s) to see the different trip modes.

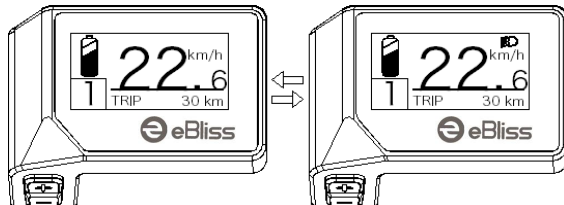
Trip: daily kilometers (TRIP) - total kilometers (ODO) - Maximum speed (MAX) - Average speed (AVG)  
- Remaining distance (RANGE) - Energy consumption (CALORIES) - Output power (POWER) - Travel time (TIME).



### 12.6.4 Headlights / backlighting







Hold the  button (>2S) to activate the headlight and taillights.

Hold the  button (>2S) again to turn off the headlight. The brightness of the backlight can be set in the display settings "**Brightness**".



### 12.6.5 Walk Assistance

The Walk assistance can only be activated with a standing pedelec.

Activation: Press the  button until this symbol  appears. Next press and hold down the  button whilst the  symbol is displayed, now the Walk assistance will activate. The symbol  will blink and the pedelec moves approx. 4.5 km/h. After releasing the  button or no button is pressed within 5S, the motor stops automatically and switches back to level 0.



### 12.6.6 SERVICE

The display shows "SERVICE" as soon as a certain number of kilometers or battery charges has been reached. With a mileage of more than 5000 km (or 100 charge cycles), the "SERVICE" function is displayed on the display. Every 5000 km the display "SERVICE" is displayed every time. This function can be set in the display settings.



### 12.6.7 Battery capacity indicator

The battery capacity is shown in the top left of the display. Each full bar represents a remaining capacity of the battery in a percentage.

(as shown in the diagram below):

Capacity Range	Indicator
80%-100%	
60%-80%	
40%-60%	
20%-40%	
5%-20%	
<5%	nking

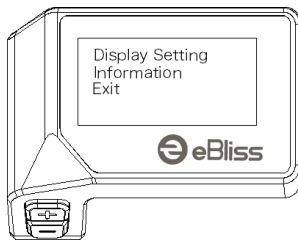


# 12.7 SETTINGS

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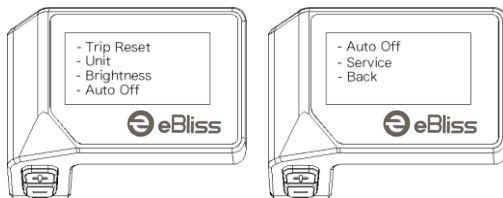
After the display is turned on, press and hold the **+** and **-** buttons (at the same time) to enter into the setting menu. By pressing the **+** or **-** button (<0.5S), you can highlight and select Display Setting, Information or Exit. Then press the **⏻** button (<0.5S) to confirm your selected option.

Or highlight "EXIT" and press the **⏻** button (<0.5S) to return to the main menu, or highlight "BACK" and press (<0.5S) the **⏻** button (<0.5S) to return to the Settings interface.



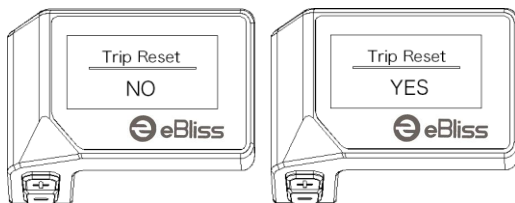
## 12.7.1 "Display Setting"

Press the **+** or **-** button (<0.5S) and highlight Display Setting, and then briefly press the **⏻** button (<0.5S) to access the following selections.



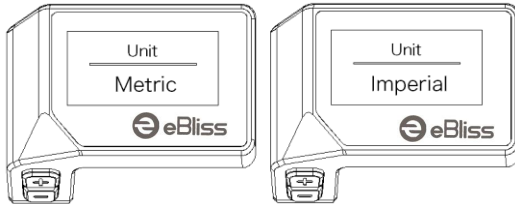
### 12.7.1.1 "TRIP Reset" Reset mileage

Press the **+** or **-** button (<0.5S) to highlight "Trip Reset" in the Display setting menu, and then press **⏻** button (<0.5S) to select. Then with the **+** or **-** button choose between "YES" or "NO". Once you have chosen your desired selection, press the **⏻** button (<0.5S) to save and exit to the "Display setting".



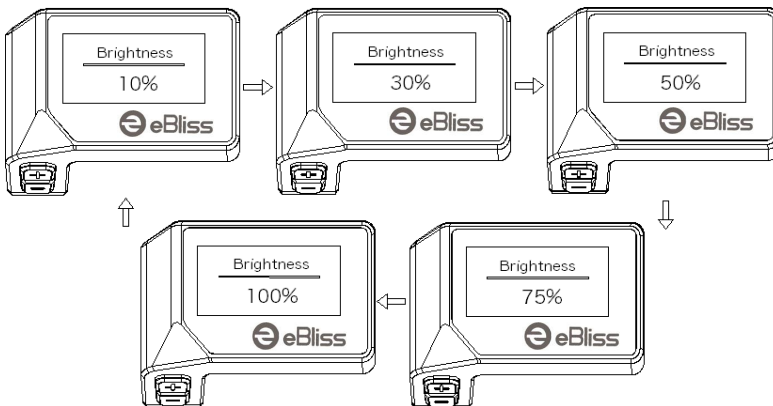
### 12.7.1.2 "Unit" Selections in km/Miles

Press the **+** or **-** button (<0.5S) to highlight "Unit" in the Display setting menu, and then press **⏻** button (<0.5S) to select. Then with the **+** or **-** button choose between "Metric" (kilometer) or "Imperial" (Miles). Once you have chosen your desired selection, press the **⏻** button (<0.5S) to save and exit to the "Display setting".



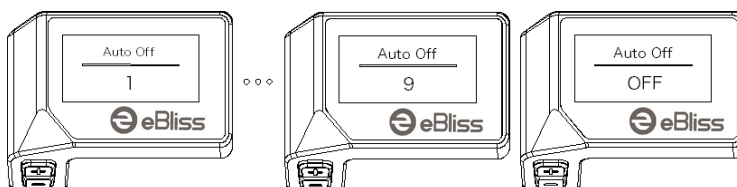
### 12.7.1.3 "Brightness" Display brightness

Press the **+** or **-** button (<0.5S) to highlight "Brightness" in the Display setting menu, and then press **⏻** button (<0.5S) to select. Then with the **+** or **-** button choose between "100%" / "75%" / "50%" / "30%" / "10%". Once you have chosen your desired selection, press the **⏻** button (<0.5S) to save and exit to the "Display setting".



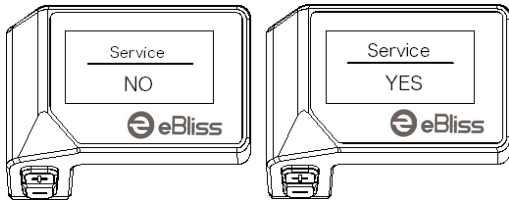
### 12.7.1.4 "Auto Off" Set Automatic system switch off time

Press the **+** or **-** button (<0.5S) to highlight "Auto Off" in the Display setting menu, and then press **⏻** button (<0.5S) to select. Then with the **+** or **-** button choose between "OFF", "9"/"8"/"7"/"6"/"5"/"4"/"3"/"2"/"1", (The numbers are measured in minutes). Once you have chosen your desired selection, press the **⏻** button (<0.5S) to save and exit to the "Display setting".



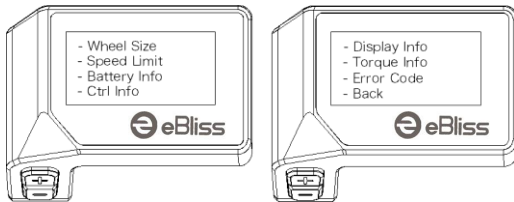
### 12.7.1.5 "Service" Switching the notification on and off

Press the **+** or **-** button (<0.5S) to highlight "Service" in the Display setting menu, and then press **⏻** button (<0.5S) to select. Then with the **+** or **-** button choose between "NO" or "YES". Once you have chosen your desired selection, press the **⏻** button (<0.5S) to save and exit to the "Display setting".



### 12.7.2 "Information"

Once the display is turned on, press and hold the **+** and **-** buttons (at the same time) to enter into the setting menu, press the **+** or **-** button (<0.5S) to select "Information", then press the **⏻** button (<0.5S) to confirm and enter into "Information".



#### 12.7.2.1 Wheel Size

Press the **+** or **-** button (<0.5S) to highlight "Wheel Size", then press the **⏻** button (<0.5S) to confirm and view the wheel size. To return, press the **⏻** button (<0.5S) to exit back to the "Information".

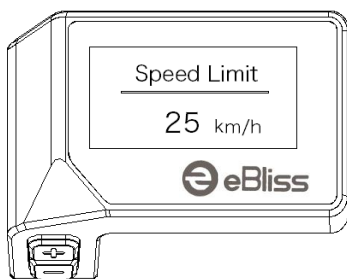
This information cannot be changed, this is only for information, about the pedelec.



### 12.7.2.2 Speed Limit

Press the **+** or **-** button (<0.5S) to highlight "Speed Limit", then press the **⏻** button (<0.5S) to confirm and view the speed limit. To return, press the **⏻** button (<0.5S) to exit back to the "Information".

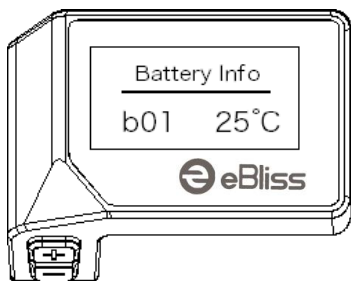
This information cannot be changed, this is only for information, about the pedelec.



### 12.7.2.3 Battery Information

Press the **+** or **-** button (<0.5S) to highlight "Battery Info", then press the **⏻** button (<0.5S) to confirm. Now press the **+** or **-** button (<0.5S) to view the contents.

To return, press the **⏻** button (<0.5S) to exit back to the "Information".



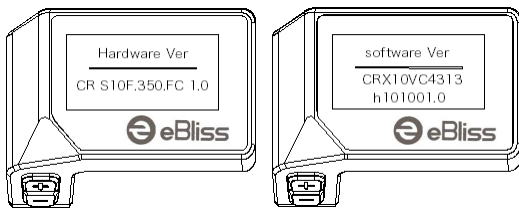
Code	Code definition	unit	Code	Code definition	unit
Hardware ver	Hardware version		b10	Absolute SOC	%
Software ver	Software version		b11	Cycle	times
b01	Current temperature	°C	b12	Maximum not charging time	Hour
b04	Total voltage	mV	b13	Recently not charging time	Hour
b06	Average current	mA	d00	Number of battery cell	
b07	Remaining capacity	mAh	d01	Voltage of cell 1	mV
b08	Full charge capacity	mAh	d02	Voltage of cell 2	mV
b09	Relative SOC	%	dn	Voltage of cell n	mV

NOTE If no data is detected, "--" is displayed.

#### 12.7.2.4 Controller Information

Press the **+** or **-** button (<0.5S) to highlight "Ctrl Info", then press the **⏻** button (<0.5S) to confirm. Now press the **+** or **-** button (<0.5S) to view Hardware Version or Software Version.

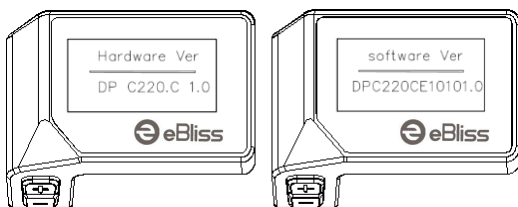
To return, press the **⏻** button (<0.5S) to exit back to the "Information".



#### 12.7.2.5 Display Information

Press the **+** or **-** button (<0.5S) to highlight "Display Info", then press the **⏻** button (<0.5S) to confirm. Now press the **+** or **-** button (<0.5S) to view Hardware Version or Software Version.

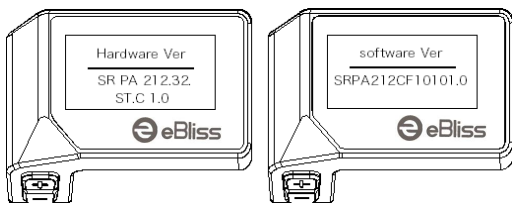
To return, press the **⏻** button (<0.5S) to exit back to the "Information".



### 12.7.2.6 Torque Information

Press the **+** or **-** button (<0.5S) to highlight "Torque Info", then press the **⏻** button (<0.5S) to confirm. Now press the **+** or **-** button (<0.5S) to view Hardware Version or Software Version.

To return, press the **⏻** button (<0.5S) to exit back to the "Information".



### 12.7.2.7 Error Code

Press the **+** or **-** button (<0.5S) to highlight "Error code", then press the **⏻** button (<0.5S) to confirm. Now press the **+** or **-** button (<0.5S) to view a list of error codes from the pedelec. It can show information for the last ten errors of the pedelec. The error code "00" means that there is no error.

To return, press the **⏻** button (<0.5S) to exit back to the "Information".



# 12.8 ERROR CODE DEFINITION



The display can show the errors of a pedelec. If an error is detected, one of the following error codes will be displayed.

Note: Please read the description of the error code carefully. If you see the error code, restart the system first. If the problem is not resolved, please contact your dealer.

Error	Declaration	Troubleshooting
04	The throttle has fault.	<ol style="list-style-type: none"> <li>1. Check the connector of throttle whether they are correctly connected.</li> <li>2. Disconnect the throttle, If the problem still occurs, please contact your retailer.</li> </ol> <p>(only with this function)</p>
05	The throttle is not back in its correct position.	Check the throttle can adjust back into its correct position, if the situation does not improve, please change to a new throttle.(only with this function)
07	Overvoltage protection	<ol style="list-style-type: none"> <li>1. Remove the battery.</li> <li>2. Re-Insert the battery.</li> <li>3. If the problem persists, please contact your retailer.</li> </ol>
08	Error with the hall sensor signal inside the motor	Please contact your retailer.
09	Error with the Engine phase's	Please contact your retailer.
10	The temperature inside the engine has reached its maximum protection value	<ol style="list-style-type: none"> <li>1. Turn off the system and allow the Pedelec to cool down.</li> <li>2. If the problem persists, please contact your retailer.</li> </ol>
11	The temperature sensor inside the motor has an error	Please contact your retailer.
12	Error with the current sensor in the controller	Please contact your retailer.
13	Error with the temperature sensor inside of the battery	Please contact your retailer.

Error	Declaration	Troubleshooting
14	The protection temperature inside the controller has reached its maximum protection value	<ol style="list-style-type: none"> <li>1. Turn off the system and let the pedelec cool down.</li> <li>2. If the problem persists, please contact your retailer.</li> </ol>
15	Error with the temperature sensor inside the controller	Please contact your retailer.
21	Speed sensor Error	<ol style="list-style-type: none"> <li>1. Restart the system</li> <li>2. Check that the magnet attached to the spoke is aligned with the speed sensor and that the distance is between 10 mm and 20 mm.</li> <li>3. Check that the speed sensor connector is connected correctly.</li> <li>4. If the error persists, please contact your retailer.</li> </ol>
25	Torque signal Error	<ol style="list-style-type: none"> <li>1. Check that all connections are connected correctly.</li> <li>2. If the error persists, please contact your retailer.</li> </ol>
26	Speed signal of the torque sensor has an error	<ol style="list-style-type: none"> <li>1. Check the connector from the speed sensor to make sure it is connected correctly.</li> <li>2. Check the speed sensor for signs of damage.</li> <li>3. If the problem persists, please contact your retailer.</li> </ol>
27	Overcurrent from controller	Please contact your retailer.
30	Communication problem	<ol style="list-style-type: none"> <li>1. Check all connections are correctly connected.</li> <li>2. If the error persists, please contact your retailer.</li> </ol>
33	Brake signal has an error (If brake sensors are fitted)	<ol style="list-style-type: none"> <li>1. Check all connectors.</li> <li>2. If the error continues to occur, please contact your retailer.</li> </ol>



Error	Declaration	Troubleshooting
35	Detection circuit for 15V has an error	Please contact your retailer.
36	Detection circuit on the keypad has an error	Please contact your retailer.
37	WDT circuit is faulty	Please contact your retailer.
41	Total voltage from the battery is too high	Please contact your retailer.
42	Total voltage from the battery is too low	Please contact your retailer.
43	Total power from the battery cells is too high	Please contact your retailer.
44	Voltage of the single cell is too high	Please contact your retailer.
45	Temperature from the battery is too high	Please contact your retailer.
46	The temperature of the battery is too low	Please contact your retailer.
47	SOC of the battery is too high	Please contact your retailer.
48	SOC of the battery is too low	Please contact your retailer.
61	Switching detection defect	Please contact your retailer. (only with this function)
62	Electronic derailleur cannot release.	Please contact your retailer. (only with this function)
71	Electronic lock is jammed	Please contact your retailer. (only with this function)
81	Bluetooth module has an error	Please contact your retailer. (only with this function)

## **13. MANUFACTURER'S LIMITED LIFETIME WARRANTY ON ALWAYS Bikes FRAMES**

**EBLISS GLOBAL, INC. ("WE", "US" or "OUR") OFFERS A LIMITED LIFETIME WARRANTY FOR ALL OUR ELECTRIC BICYCLE FRAMES THIS LIMITED WARRANTY APPLIES ONLY TO THE ORIGINAL RETAIL PURCHASER ("YOU").**

**THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.**

**THE LIMITED WARRANTY CAN ALSO BE FOUND ONLINE AT [WWW.EBLISS.GLOBAL/WARRANTY](http://WWW.EBLISS.GLOBAL/WARRANTY) AND IN THE DOCUMENTATION WE PROVIDE WITH THE PRODUCT.**

**WE WARRANT THAT THE FRAME OF THE PRODUCT WILL BE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP.**

**WE LIMIT THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THIS EXPRESS LIMITED WARRANTY.**

**SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

**OUR RESPONSIBILITY FOR DEFECTIVE GOODS IS LIMITED TO REPAIR OR REPLACEMENT OR REFUND AS DESCRIBED BELOW IN THIS WARRANTY STATEMENT.**

# MANUFACTURER'S LIMITED LIFETIME WARRANTY ON ALWAYS Bikes FRAMES

## WHO MAY USE THIS WARRANTY?

eBliss Global, Inc., located at 5900 Balcones Drive, STE 13717, Austin, TX 78731 ("**we**") extend this limited warranty only to the consumer who originally purchased the product ("**you**"). It does not extend to any subsequent owner or other transferee of the product.

## WHAT DOES THIS WARRANTY COVER?

This limited warranty covers defects in materials and workmanship of the ALWAYS Bikes e-bike frame (the "**product**") only and does not cover e-bike components, including, without limitation, the hub transmission, motor, brakes, belt drive and other bicycle components.

## WHAT DOES THIS WARRANTY NOT COVER?

This limited warranty does not cover any damage due to: (a) transportation; (b) storage; (c) improper use; (d) failure to follow the product instructions or to perform any preventive maintenance; (e) modifications; (f) unauthorized repair; (g) normal wear and tear; or (h) external causes such as accidents, misuse, abuse, neglect, theft or other actions or events beyond our reasonable control.

This bicycle is not intended for trick riding, ramp riding, jumping, aerobatics, aggressive riding, riding on severe terrain, riding in severe climates, racing, riding with heavy loads, riding with more than one person, institutional or industrial use, use with a motor, rental, or any similar activities. Such use may damage the bicycle, can cause serious injury, and in all cases shall void this warranty.

## WHAT IS THE PERIOD OF COVERAGE?

This limited warranty starts on the date of your purchase and lasts for the duration of your ownership (the "**Warranty Period**"). The Warranty Period is not extended if we repair or replace the product. We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive.

## WHAT ARE YOUR REMEDIES UNDER THIS WARRANTY?

In the event of a defect, malfunction, or other failure of the product not caused by any misuse or damage to the product, we will, in our sole discretion, either repair or replace such product (or the defective part) free of charge. We will also pay for shipping and handling fees to return the repaired or replacement product to you.

## HOW DO YOU OBTAIN WARRANTY SERVICE?

To obtain warranty service, email our Customer Service Department during the Warranty Period to obtain a Defective Merchandise Authorization ("**DMA**") number. No warranty service will be provided without a DMA number.

# **MANUFACTURER'S LIMITED LIFETIME WARRANTY ON ALWAYS Bikes FRAMES**

## **WHAT CAN YOU DO IN CASE OF A DISPUTE WITH US?**

If any dispute, controversy or claim arises out of or relates to (i) the product, other e-bike components, or the assembled e-bike, or (ii) this warranty or the breach, termination, or invalidity hereof (each, a **"Dispute"**) and if such Dispute cannot be settled through negotiation with us, you agree first to try in good faith to settle the Dispute by mediation administered by the American Arbitration Association under its Commercial Mediation Procedures before resorting to arbitration. If such mediation proves unsuccessful, any such Dispute shall be settled by arbitration administered by the American Arbitration Association under its Commercial Arbitration Rules, and judgment on the award rendered by the arbitrator(s) may be entered in any court having jurisdiction. You agree that these procedures are the exclusive mechanisms for resolving any Dispute with us that may arise from time to time.

## **LIMITATION OF LIABILITY**

**THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT, INCLUDING, WITHOUT LIMITATION, DAMAGES FOR PERSONAL INJURY, PROPERTY DAMAGE, OR ECONOMIC LOSS, WHETHER BASED ON CONTRACT, WARRANTY, NEGLIGENCE, PRODUCT LIABILITY OR ANY OTHER THEORY.**

**SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**

**TO THE EXTENT NOT PROHIBITED BY LAW, THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED. EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS LIMITED WARRANTY STATEMENT AND TO THE EXTENT NOT PROHIBITED BY LAW, WE DISCLAIM ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SOME STATES DO NOT ALLOW DISCLAIMERS OF IMPLIED WARRANTIES, SO THIS DISCLAIMER MAY NOT APPLY TO YOU. TO THE EXTENT SUCH WARRANTIES CANNOT BE DISCLAIMED UNDER THE LAWS OF YOUR JURISDICTION, WE LIMIT THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.**

# 14. Notes

