

# ***EMMO TROBIC PRO***

## **OWNER'S MANUAL**



# Preface

## An Important Message From EMMO

Thank you for choosing EMMO. Congratulations on your purchase of a new TROBIC Pro.

This document is intended as a short introduction to your new e-bike. It contains essential safety, performance and service information. Please read and understand this manual fully before assembling and riding your bike. Be sure to watch the official EMMO TROBIC Pro assembly video available at <https://emmo.ca/pages/e-bike-assembly-guide>.

Additional information about your bike can be found on our website at [www.emmo.ca](http://www.emmo.ca).

Be sure to check all hardware for correct torque during assembly.

## Illustrations

Illustrations shown in this document may differ in detail from the exact configuration on your particular e-bike model. The illustrations are a general reference for instruction and description purposes only.

## Service & Support

If you have questions after reading this manual and watching the assembly video, please feel free to contact us.

**E-mail:** [service@emmo.ca](mailto:service@emmo.ca)

**Toll Free:** 1-888-217-1217

**Find Emmo dealers near you:** <https://emmo.ca/pages/locations>

# Content

<b>About This Manual .....</b>	<b>5</b>
<b>About EMMO .....</b>	<b>6</b>
<b>Rules and Regulations .....</b>	<b>7</b>
<b>Safety Disclaimer .....</b>	<b>10</b>
<b>Description .....</b>	<b>13</b>
Schematic Diagram .....	13
Diagonal View.....	13
Handlebar Attachments .....	14
Geometry .....	15
Specification .....	16
Control Buttons.....	17
<b>Operation Guide .....</b>	<b>18</b>
Speedometer & Control .....	18
Display .....	18
Powering On .....	20

Function Summary .....	21
Error Codes .....	29
<b>Adjusting the Seat Height.....</b>	<b>30</b>
<b>Adjusting the Saddle Position .....</b>	<b>31</b>
<b>Battery.....</b>	<b>32</b>
Battery Level Indicator .....	33
Fuse .....	34
Charging port .....	36
Battery Lock .....	37
Battery Safety Precautions .....	40
Disposal.....	41
Storage & Maintenance .....	42
<b>Charger.....</b>	<b>43</b>
Charging Indicator .....	44
Charger Specification Label.....	45
Power Cord Socket .....	46
Power Cord.....	46

Charger Plug.....	47
Charging Precautions.....	48
Gear Shifter .....	51
Throttle.....	52
Adjusting the Suspension Fork.....	53
Praking Brake .....	54
Rear Differential .....	55
Cleaning / Lubricating the Chain .....	56
Tire Pressure .....	57
Serial Number.....	58
Frame Number .....	58
Motor Number.....	59
<b>Trouble Shooting.....</b>	<b>60</b>
<b>Recommended Torque Values .....</b>	<b>62</b>
<b>Riding Guide .....</b>	<b>65</b>
Checking List Before Riding .....	65
<b>Warranty Policy.....</b>	<b>66</b>
<b>Leave Us a Review.....</b>	<b>69</b>
<b>Contact Us .....</b>	<b>70</b>

---

# About This Manual

This document is intended as a short introduction to your new e-bike. It contains important safety, performance and service information. Read and understand it along with the information provided during the on-delivery instructions before using the product. Pay special attention to the safety messages as shown here, and keep the manual handy for future reference.



**WARNING:** Warning about a situation that can cause death, serious physical injury and or heavy material damage if one does not obey the safety instructions.



**DANGER:** Danger statement indicates a hazardous situation that, if not avoided, has a very high risk of death, serious injury, or property damage.



**CAUTION:** Caution statement indicates a hazardous situation that, if not avoided, could result in minor or moderate injury or property damage.



**NOTICE:** Notice is important information that can help you avoid bike/property damage or extend the life of parts and the bike.

# About EMMO

Emmo is a proud Canadian company based in Toronto, Ontario. As the leading manufacturer of electric bikes, Emmo has provided over 500,000 people with environmentally-friendly transportation throughout North America. We believe that electric mobility for everyone is a big step in moving towards a zero-emission future.

Since 2009, Emmo has offered a large selection of electric mobility options for commuting and recreation. With our diversity of products, we create high-quality options to accommodate everyone's needs with an emphasis on reducing their carbon footprint. The past decade has proven that Emmo e-bikes are not only a sustainable method of transportation, but that they also push the limits of conventional bikes –to take you further, with less effort and more fun.

Driven by our vision of inspiring more people to lead a greener lifestyle, Emmo strives to give our riders' the best experience possible. Our in-house research and development spans two continents. Our e-bikes are designed in North America and undergo rigorous testing at our state-of-the-art facilities. Throughout this process, every facet of this complex supply chain is vigorously scrutinized to ensure the end product arrives in flawless condition at our four distribution centers in North America. We continue to be at the forefront of the e-bike industry. With over 100 retailers, Emmo is never too far away.

For over 13 years, our strong commitment to design and innovation has resulted in every Emmo product encompassing the latest technology. Our e-bikes exclusively use programmable sine-wave BLDC controllers, allowing higher performance, longer range and enhanced reliability in all conditions. Backed by our comprehensive warranty, we ensure riders are confident in the purchase of their Emmo.

Emmo believes that a greener future is not only possible, it's necessary, and we want to do our part to build greener communities by making e-bikes more accessible.

# Rules and Regulations

According to **Canada's Motor Vehicle Safety Regulations ( MVSRR )**. A qualified e-bike (defined as Power Assist Bicycle) must meet the following requirements:

- The e-bike must have operational pedals
- Upper wattage limit for the motor is 500W
- Maximum speed of an e-bike is 32km/h (20mph).

Other requirements include a permanently affixed compliance label from the manufacturer stating that the vehicle is a power-assisted bicycle under statutory requirements in force at the time of manufacture. Currently, there is no license, no insurance, and no vehicle registration required to operate a qualified e-bike according to federal legislation. E-Bike riders share the same rights and responsibilities as other road users.

However, provinces and local municipalities have the power to restrict the use of e-bikes. Most provinces require the rider to wear a helmet. Some provinces have special requirements with regard to the age limit to operate an e-bike, the type of helmet required, even the number of wheels and wheel size. In Ontario, typically, e-bikes are generally treated the same as regular bicycles. According to the Ministry of Transportation of Ontario (MTO), the age limit to operate an e-bike is 16 years old and above; the maximum weight of the bike is 120 kilograms (265 pounds); the bike must have a brake distance of less than 9 meters; Any modifications made to the bike's motor to create speeds greater than 32km/h are prohibited.

The rules and regulations are subject to changes in different provinces and municipalities. Please check your municipal bylaw and see where you stand.



# Rules and Regulations

## Useful links:

E-Bike Regulations in Ontario:

<https://www.ontario.ca/page/riding-e-bike>

E-Bike Regulations in British Columbia:

[https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/151\\_2002](https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/151_2002)

E-Bike Regulations in Alberta:

<http://www.transportation.alberta.ca/content/doctype45/production/mopedpowerbikes.pdf>

E-Bike Regulations in Manitoba:

<https://web2.gov.mb.ca/laws/statutes/ccsm/h060e.php>

E-Bike Regulations in Saskatchewan:

[https://www.sgi.sk.ca/motorcycle/-/knowledge\\_base/motorcycle-handbook/power-assisted-bicycles1](https://www.sgi.sk.ca/motorcycle/-/knowledge_base/motorcycle-handbook/power-assisted-bicycles1)

E-Bike Regulations in Quebec:

<https://saaq.gouv.qc.ca/en/road-safety/modes-transportation/electric-bike>

E-Bike Regulations in New Brunswick:

[https://www2.gnb.ca/content/gnb/en/services/services\\_renderer.200814.Motor\\_Vehicle\\_Registration.html](https://www2.gnb.ca/content/gnb/en/services/services_renderer.200814.Motor_Vehicle_Registration.html)

E-Bike Regulations in Nova Scotia:

<https://novascotia.ca/just/regulations/regs/mv18786.htm>

E-Bike Regulations in Prince Edward Island:

<https://www.princeedwardisland.ca/en/information/transportation-and-infrastructure/power-assisted-bicycles>

### **Know and obey all relevant local laws**

It is your responsibility to research and understand relevant laws where you ride your bike. Such laws may cover required helmets and safety gear, required lights and reflectors, required hand signals, where you can legally ride a bike (bikes and ebikes may have different restrictions), how fast you can go, what (if any) cargo or passengers you can carry, rider age, and more. Before using public transportation—buses, trains, etc.—to transport your e-bike, check with the relevant transportation authority for any rules governing weight limits, tire widths, lithium-ion batteries, or any other rules that might pertain to e-bikes. When you ride on the road, assume you must, at minimum, follow all of the rules that cars must follow. For additional information regarding traffic and vehicle laws, contact the road traffic authority in your area.

# Safety Disclaimer

This manual contains important safety, performance and service information. Read and understand it along with the information provided during the on-delivery instructions before using the product, and keep it for reference. Ensure that you comprehend all instructions and safety notes/ warnings.



**WARNING:** Ensure the bike fits you properly before use. You might lose control if the bike is too small or too big for you.

By choosing to ride an electric bicycle, you assume the responsibility for the risk of riding an e-bike. The rider is responsible for knowing and practicing the rules of safe and responsible riding, as well as proper use and maintenance of the bicycle.



**WARNING:** Riders must have the physical condition, reaction time and mental capability to ride and manage traffic, road conditions, and sudden situations. Riders should also familiarize themselves on local bylaws regarding riding an e-bike.

If you have an impairment, hearing impairment, physical impairment, cognitive language impairment, or a seizure disorder, consult your physician before riding any bicycle.



**WARNING:** Failure to confirm proper installation, compatibility, proper operation or maintenance of any component or accessory can result in serious injury or death. Make sure that correct setup, tightening and torquing to recommended torque values have been completed on your bike.



**CAUTION:** Before the first ride, familiarize yourself with all the bicycle features. Practice and become proficient

at applying the brakes, using the throttle in a controlled setting before riding in more risky conditions. If you plan to ride at night, familiarize yourself with the lights and signals.



**WARNING:** Please make sure the bike works properly and safely before each ride or (inspect key components, including but not limited to the brakes, brake sensors, throttle). Make sure all the hardware, such as the handle bar, hand grips, seat, pedals are secured in place. Have your bike inspected by a licensed mechanic on a regular basis depending on the condition of the bike.



**DANGER:** **DO NOT** use this product with standard bike trailers, stands, vehicle racks, or accessories that have not been tested for safety and compatibility and verified as safe and compatible with the bike by EMMO. Contact us if you have any question or concern.



**WARNING:** E-Bikes and e-bike parts have strength and integrity limitations. Extreme riding should not be performed or you will risk damaging the components or becoming seriously injured or killed. This includes but not limited to jumps, stunts, or any riding that exceeds your capabilities.



**WARNING :**

- Keep the battery away from children and pets.
- Keep the battery & charger away from water and open fire.
- **DO NOT** drop or subject the battery & charger to any big shocks.
- Charge the battery only with the charger that was supplied with the e-bike or supplied by an official EMMO dealer.
- **DO NOT** use the battery & charger for other purposes.

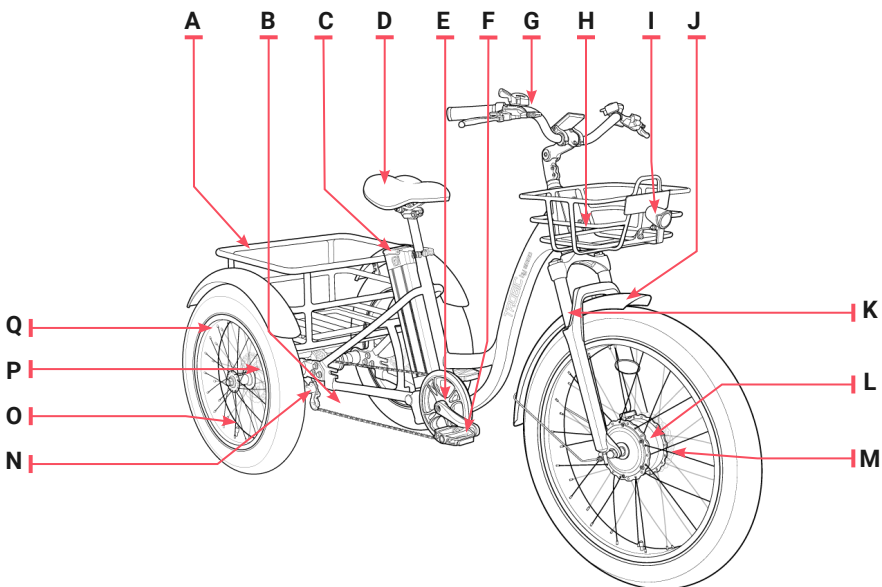
- Never connect the battery's terminals with each other.
- **DO NOT** cover the battery & charger or place objects on top of it during charging.
- **DO NOT** leave the battery & charger unattended while charging.
- Disconnect the charger and the battery immediately if you notice a strange smell or smoke.
- In the unlikely case that the battery is on fire: NEVER try to put the fire out with water. Cover the fire with large amounts of sand and call emergency services immediately.

**In no event shall EMMO be responsible for any direct, indirect or consequential damages, including without limitation, personal injury, property damage, or economic losses, whether based on contract, warranty, negligence, or product liability.**

# Description

## 1. Schematic Diagram

### a. Diagonal View

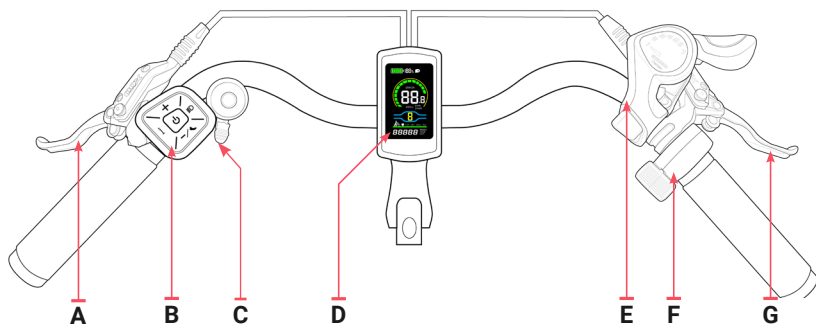


<b>A</b>	Rear Rack
<b>B</b>	Chain
<b>C</b>	Battery
<b>D</b>	Seat Cushion
<b>E</b>	Pedal Crank
<b>F</b>	Pedal
<b>G</b>	Handlebar
<b>H</b>	Front Basket
<b>I</b>	Headlight
<b>J</b>	Front Fender
<b>K</b>	Front Adjustable Shock
<b>L</b>	Front Rim with Motor
<b>M</b>	Front Brake Disk
<b>N</b>	Derailleur
<b>O</b>	Tire Valve
<b>P</b>	Rear Brake Disk
<b>Q</b>	Rear Rim

# Description

## 1. Schematic Diagram

### b. Handlebar Attachments

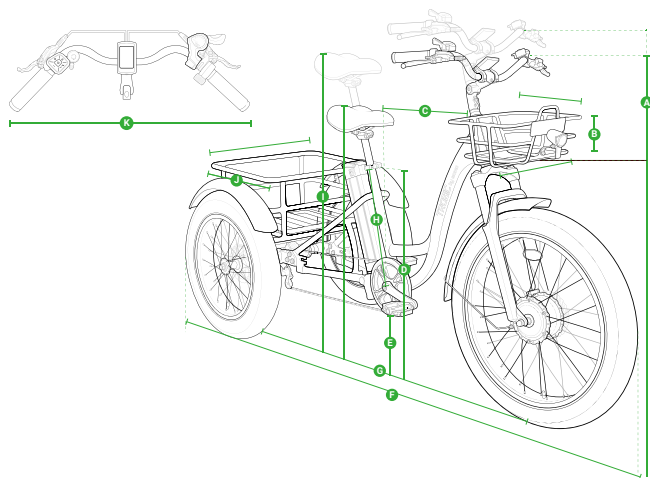


<b>A</b>	Left Brake Lever
<b>B</b>	Control Buttons
<b>C</b>	Bell
<b>D</b>	Speedometer
<b>E</b>	Gear Shifter
<b>F</b>	Throttle
<b>G</b>	Right Brake Lever

# Description

## 1. Schematic Diagram

### c. Geometry



## Geometry

<b>A</b>	<b>handlebar Height Range</b>	108 cm -118 cm / 42.5" - 46.45 "
<b>B</b>	<b>Front Basket Dimension</b>	33 cm x 27 cm x 14 cm / 13" x 10.6' ' x 5.5"
<b>C</b>	<b>Reach Distance</b>	35 cm / 13.8"
<b>D</b>	<b>Stand Over r</b>	60 cm / 23.6"
<b>E</b>	<b>Ground Clear ance Height</b>	18 cm / 7"
<b>F</b>	<b>Long</b>	180 cm / 70.8"
<b>G</b>	<b>Wheelbase</b>	116 cm / 45.6"
<b>H</b>	<b>Frame Size</b>	47 cm / 18.5"
<b>I</b>	<b>Seat Height Range</b>	85cm - 107 cm / 33.46" - 42 "
<b>J</b>	<b>Rear Basket Dimension</b>	54 cm x 44 cm x 22.6 cm / 21" x 17' ' x 8.9"
<b>K</b>	<b>Handlebar Width</b>	70 cm / 27.6"



# Description

## 1. Schematic Diagram

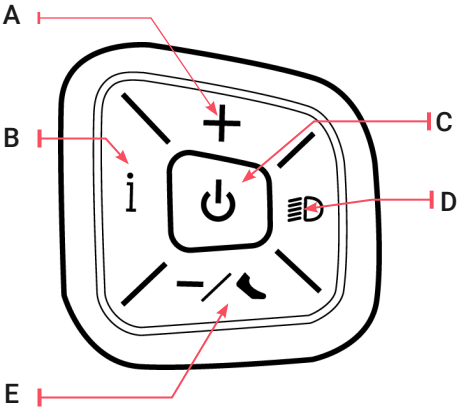
### d. Specification

<b>Motor</b>	Peak 750W Geared Hub Motor (Continuous 500W)	<b>Charging time</b>	3 - 10 Hours
<b>Riding Modes</b>	Up to 9 Level of Pedal-Assit ; Thumb Throttle Power	<b>Display</b>	Digital LCD colorful Back - Lighted Speedometer
<b>Net Weight</b>	40kg/90lbs	<b>Lights and Signals</b>	LED Headlight, LED Tail Light, LED Brake Light
<b>Climbing Angle</b>	25 Dgrees	<b>Load Capacity</b>	180kg/400lbs
<b>Brakes</b>	Hydraulic Disk Brake (Front and Rear)	<b>Wheel</b>	24 - Inch Spoke Wheel (Front) ; 20 - Inch Spoke Wheel (Rear)
<b>Rear Tire</b>	20 x 4.0 Tubed Tire	<b>Front Tire</b>	24 x 4.0 Tubed Tire
<b>Storage</b>	Rear Basket (included) ; Front Basket (included)	<b>Gear</b>	Shimano MF - TZ500 - 7 (7 Speed, Mega Range 14 - 34T Cassette)
<b>Frame Material</b>	Aluminum	<b>Fenders</b>	Front and Rear Fenders (included)
<b>Dimension</b>	176cm (Length) x 76 cm (Width) x 113cm (Height) / 70 inch (Length) x 30 inch (Width) x 44.5 inch (Height)		

# Description

## 1. Schematic Diagram

### e. Control Buttons

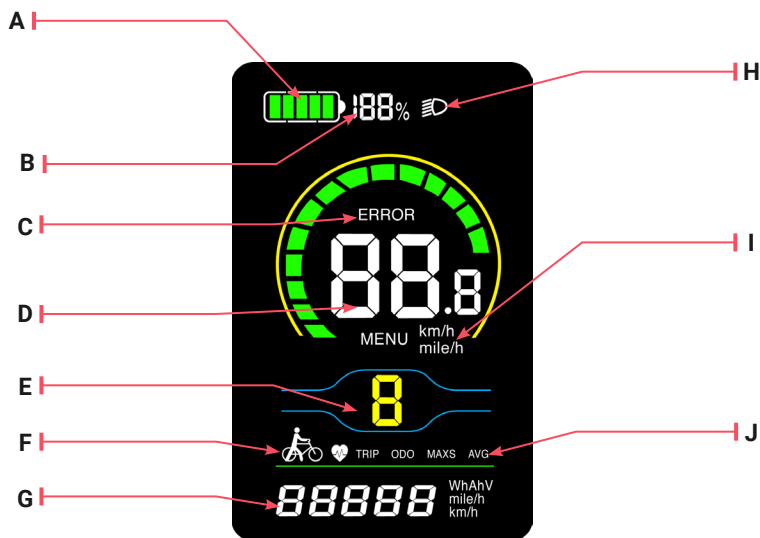


A	+	Plus Button	Press to increase the power assist level.
B	i	Information Button	Press to switch between different trip information.
C	⏻	Power Button	Hold the button for 1 second to turn on the display and controller. Hold the button for 1 second to turn off.
D	☹	Headlight + Taillight	Press to turn on the headlight and taillight.
E	- / 🚶	Minus/Walk Assist Button	Press to decrease the power assist level. Hold to activate walking assist mode.  Release the button while in walking assist mode to deactivate it.

# Operation Guide

## 1. Speedometer & Control

### a. Display



# Operation Guide

## 1. Speedometer & Control

### a. Display

<b>A</b>	Battery Level Indicator	Indicates the current battery level.
<b>B</b>	Battery Percentage	Indicates the current battery level.
<b>C</b>	Error Indicator	Lights up when a fault is detected. Refer to page 27 for details about error codes.
<b>D</b>	Speedometer	Displays the real time speed of the e-bike.
<b>E</b>	Pedal Assist Level	Displays the pedal assist level.
<b>F</b>	Walking Assist Mode	Lights up when walking assist mode is activated.
<b>G</b>	Bottom Display	Can be cycled through.
<b>H</b>	Headlight Indicator	Lights up when the headlight is on.
<b>I</b>	Speed Units	Displays the current speed unit. (km/h or mile/h)
<b>J</b>	Trip Information Indicator	Displays different trip information.

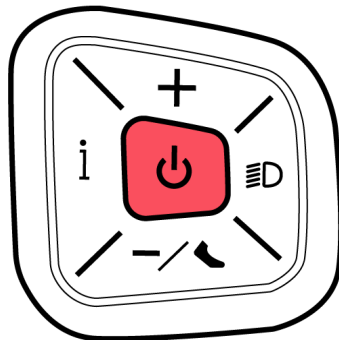
# Operation Guide

## 1. Speedometer & Control

### b. Powering On

#### Power On/Off

Hold the **POWER** button for 1 second to turn on the display and controller. To turn off, hold the **POWER** button for 1 second. The e-bike will automatically power off if it is idle for 10 minutes.



**! NOTICE:** The auto shutdown function can be modified in settings.

# Operation Guide

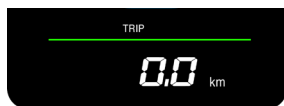
## 1. Speedometer & Control

### c. Function Summary

#### Trip Information

Press the "i" button to cycle between the different trip information. The mode cycles as follows:

- **Trip Distance:** Show the distance travelled for the current trip.
- **Odometer:** Displays the total distance travelled by the ebike.
- **Max Speed:** Shows the maximum speed of the current trip.
- **Average Speed:** Shows the average speed of the current trip.



Trip Distance



Odometer



Max Speed



Average Speed

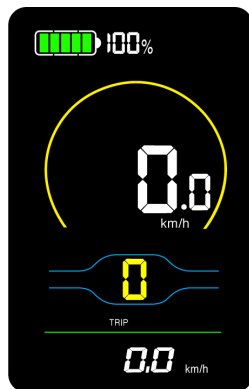
# Operation Guide

## 1. Speedometer & Control

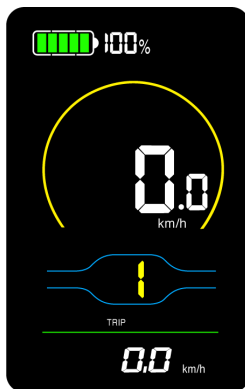
### d. Function Summary

#### Changing the Pedal Assist (PAS) Level

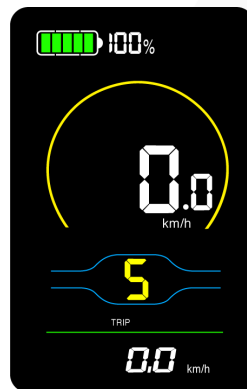
After starting up, press the “+” button or “-” button to increase/decrease the PAS level. The assist level ranges from 0-5, with no power output at level 0. Level 1 is the lowest power, and level 5 is the highest power. The default level is 1 when the e-bike is powered on.



PAS 0



PAS 1



PAS 5

# Operation Guide

## 1. Speedometer & Control

### d. Function Summary

#### Walking Assist

When the bike is at PAS level 0 and stationery, hold the "-" button to activate walking assist (fig.1). The e-bike will be running at the constant speed of 6 km/h and displays the "🚲" icon while in this mode. Release the "-" button to stop the walking assist.

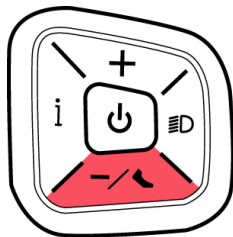
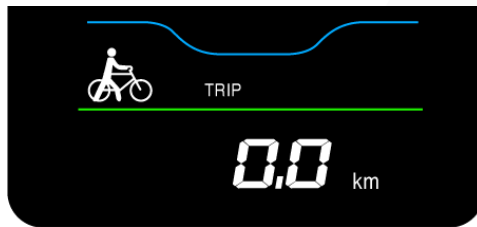


FIG.1



WALKING ASSIST



**WARNING: DO NOT** activate the walking assist mode unless the bike is stationery and you have get off your e-bike. **DO NOT** use it during riding.



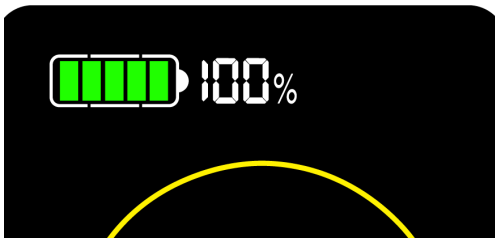
# Operation Guide

## 1. Speedometer & Control

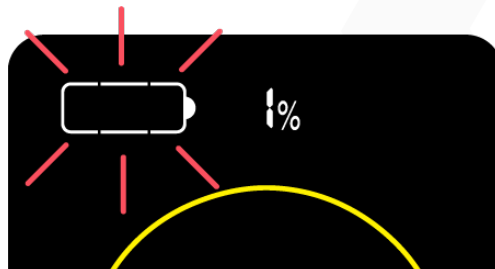
### d. Function Summary

#### Battery Level Indicator

The battery level indicator consists of a 5 segment display and a percentage display. The 5-segment display will blink when the battery is low, which indicates that you should charge your e-bike's battery immediately.



BATTERY FULL



BATTERY LOW

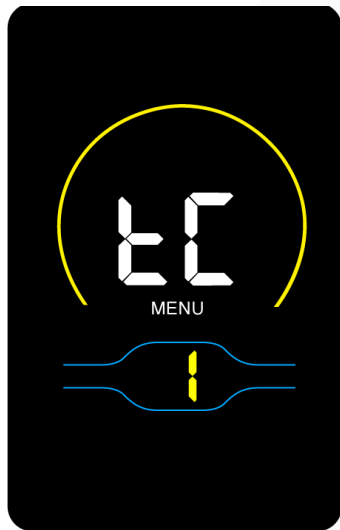
# Operation Guide

## 1. Speedometer & Control

### d. Function Summary

#### Changing Settings

1. Press and hold the "+" and "-" button for 2 seconds to enter the settings menu.
2. Use the "+" button or the "-" button to navigate among different setting options.
3. Press the "i" button to select the option.
4. When you are done, press any button to return to the main interface.



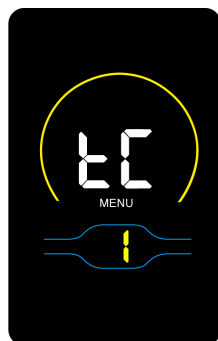
# Operation Guide

## 1. Speedometer & Control

### d. Function Summary

#### Reset Trip Distance

1. Navigate to "tC". The number below should be flashing with "1".
2. Press the "i" button to enter the settings.
3. Use "+" and "-" button to navigate between "tC-y" and "tC-N". Choose "tC-y" (fig. 2) if you want to reset the trip distance, and "tC-N" (fig. 3) if you don't want to. Press the "i" button to apply the settings.
4. Press the "i" button to return to the previous menu.



# Operation Guide

## 1. Speedometer & Control

### d. Function Summary

#### Backlight brightness settings

1. Navigate to "bL" (fig.1). The number below should be flashing with "2".
2. Press the "i" button to enter the settings.
3. Use "+" and "-" button to navigate between brightness level "bL-1", "bL-2" and "bL-3" (fig.2).  
Press and hold the "i" button to apply the settings.
4. Press the "i" button to return to the previous menu.



# Operation Guide

## 1. Speedometer & Control

### d. Function Summary

#### Speedometer Units settings

1. Navigate to "Un". The number below should be flashing with "3".
2. Press "i" button
3. Move the cursor to select the desired brightness level.
4. Press the 'i' button to save the settings. Return to the main menu by pressing 'i' again.



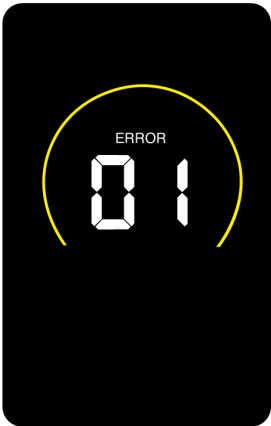
# Operation Guide

## 1. Speedometer & Control

### d. Function Summary

#### Error Code

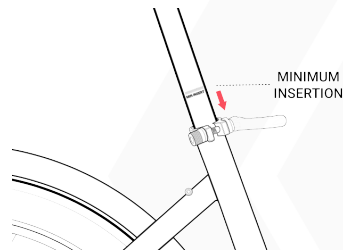
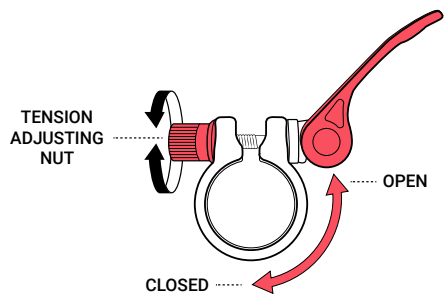
If your e-bike is malfunctioning, an error code will flash on the display. Refer to the list below for a list of the error codes.



Error Code	Error Description
01	Controller Failure
02	Communication Failure
03	Motor Hall element failure
04	Handlebar Throttle Failure
05	Brake Sensor Failure
06	Motor Failure

# Operation Guide

## 2. Adjusting the Seat Height



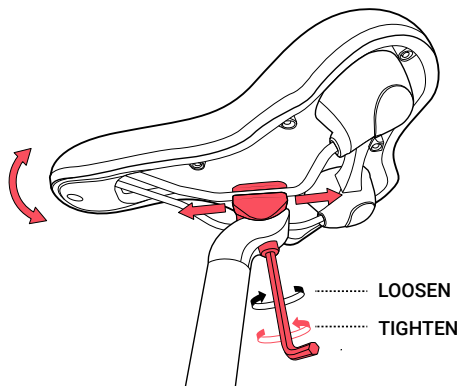
- Unlock the seat clamp, loosen the tension adjusting nut.
- Adjust the seat height to your preferred position and lock the clamp.
- Align the clamp opening with the notch in the seat tube and close the clamp lever fully.
- Closing the clamp should require enough pressure that it leaves an imprint in your hand.



**WARNING:** There is a **MINIMUM INSERT** marker on the seat post. You must not raise the seat to a higher position than that. Raising the seat post higher will result in injury or damage to property/e-bike.

# Operation Guide

### 3. Adjusting the Saddle Position



- Loosen the bolt at the bottom.
- Adjust the saddle tilt by pressing down on the front or rear of the saddle.
- Tighten the bolt to secure the saddle.

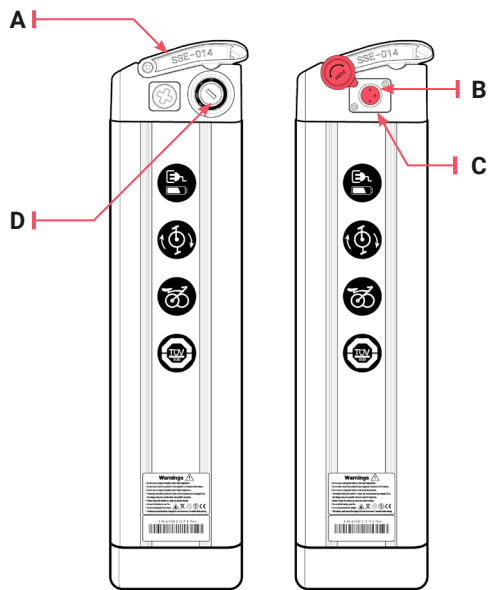


**WARNING:** The seat clamp bolt must be tightened to the required torque value indicated on the seat post with proper tools.



# Operation Guide

## 4. Battery



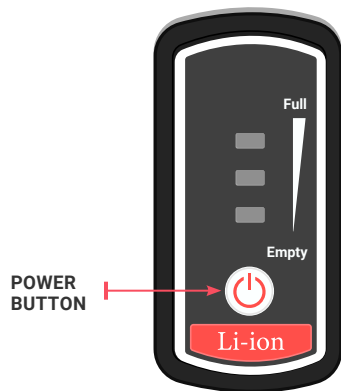
A	Battery Level Indicator
B	Fuse With Lid
C	Battery Charging Port With Lid
D	Battery Lock

# Operation Guide

## 4. Battery

### a. Charge Indicator

Hold the **POWER** button to see the current battery level.

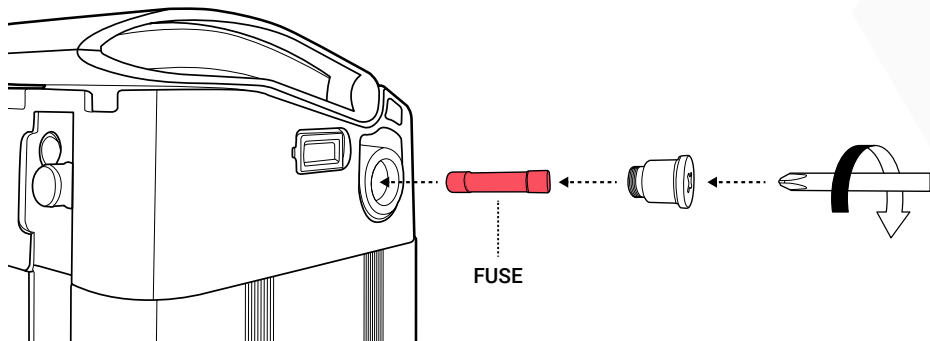


# Operation Guide

## 4. Battery

### b. Fuse

The e-bike battery fuse is a safety feature that protects the e-bike's electrical system from damage due to overcurrent or short circuits. It interrupts the flow of electricity when it exceeds a certain level, protecting the battery and other parts from damage and preventing hazards like fire. It's usually located near the battery and may need to be replaced if it "blows."



# Operation Guide

## 4. Battery

### b. Fuse

#### How to change a battery fuse:

- Locate the fuse cover, which is located on the battery.
- Use a cross screwdriver to remove the fuse cover.
- Carefully remove the old fuse from the cover by gently pulling it out.
- Replace the old fuse with a new one of the same amperage rating, typically written on the side of the old fuse.
- Reinstall the fuse holder cover and test the e-bike to ensure the battery is working properly.



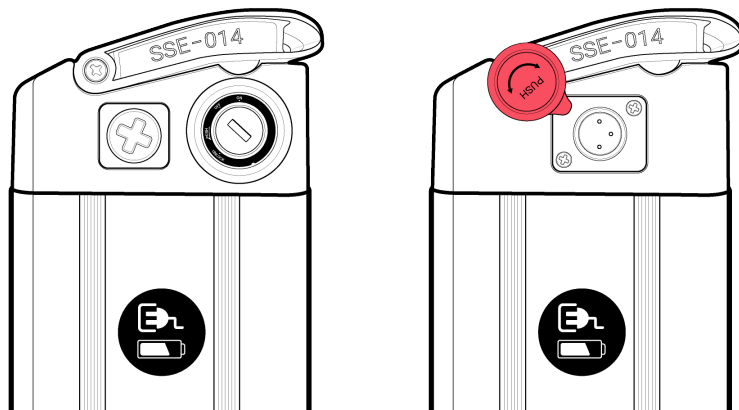
**WARNING:** Make sure the bike is power off before you start working on it and always use the correct fuse rating, using a higher fuse rating than recommended can cause damage to the bike.

# Operation Guide

## 4. Battery

### c. Battery Charging Port with Lid

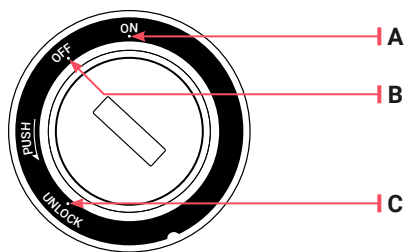
To open the charging port lid, simply and rotate it as shown.



# Operation Guide

## 4. Battery

### d. Battery Lock



<b>A</b>	Power On
<b>B</b>	Power Off
<b>C</b>	Battery Lock (push)

**This is a three-position switch that is located on the battery:**

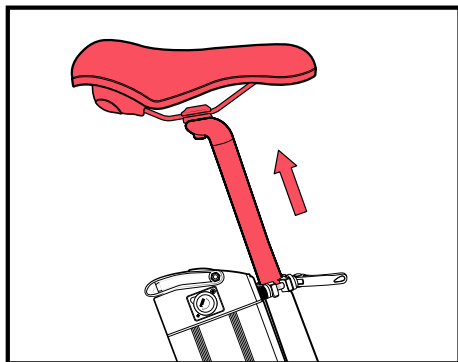
- Power On
- Power Off
- Battery Lock

# Operation Guide

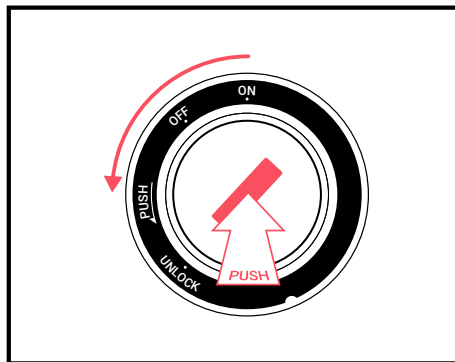
## 4. Battery

### f. Battery Lock

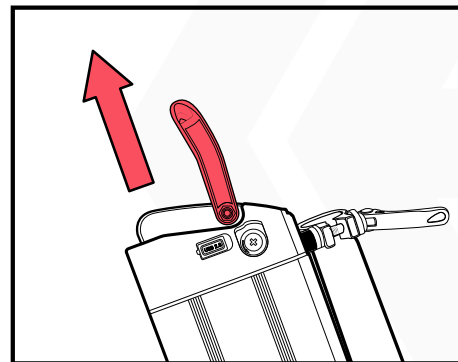
#### How to Remove the Battery



I. Remove the seat post.



II. Insert the key and push the key in and turn to unlock position.



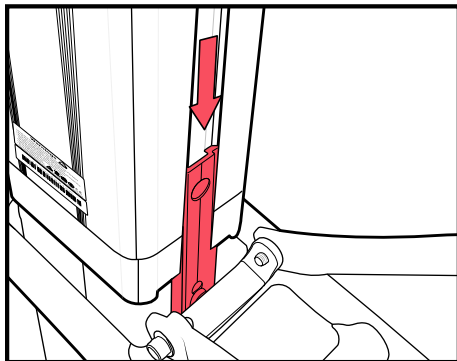
III. Lift the battery up and remove it carefully.

# Operation Guide

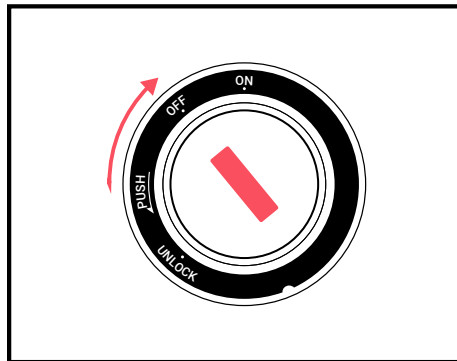
## 4. Battery

### f. Battery Lock

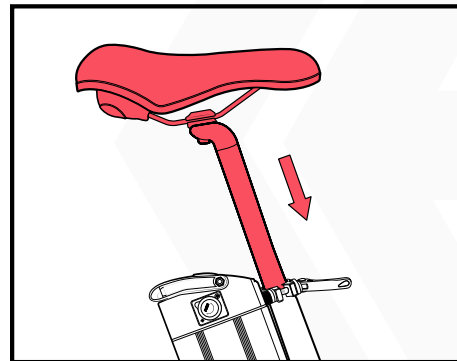
#### How to Install the Battery



I. To reinsert the battery, make sure the battery goes along the battery rail .



II. Lock the battery.



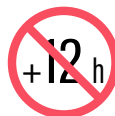
III. Insert the seat post and close the clamp.



# Operation Guide

## 4. Battery

### e. Battery Safety Precautions



- Be sure to use the original/compatible battery (approved by EMMO). Using batteries from other brands may lead to severe accidents.
- Inspect the battery for any damage, leaking, overheating or smoking.
- Always charge between **0°C to 45°C**, charging outside of this range may cause permanent damage to battery.
- **DO NOT** lift the battery by its connectors or cables.
- **DO NOT** charge the battery for over 12 hours.
- **DO NOT** subject the battery to impact.
- **DO NOT** subject the battery to water.
- **DO NOT** subject the battery to heat or open fire.
- **DO NOT** open the battery pack by yourself. If you need any assistance, please contact your EMMO dealer.

# Operation Guide

## 4. Battery

### f. Disposal



This product contains lithium batteries which must be disposed or recycled in an environmentally safe manner. Do not dispose of the batteries in your household trash. Do not dispose of the batteries in a fire, this could cause the batteries to leak or explode. The incineration, disposal in landfill and or placing lithium batteries with household trash is prohibited by law in most areas.

### **NOTICE:**

- Used batteries must be treated as hazardous waste.
- Batteries must be disposed of in accordance with the the regulations set forth by your local government/organizations.
- In case of uncertainty, please contact EMMO customer service department at [service@emmo.ca](mailto:service@emmo.ca)

# Operation Guide

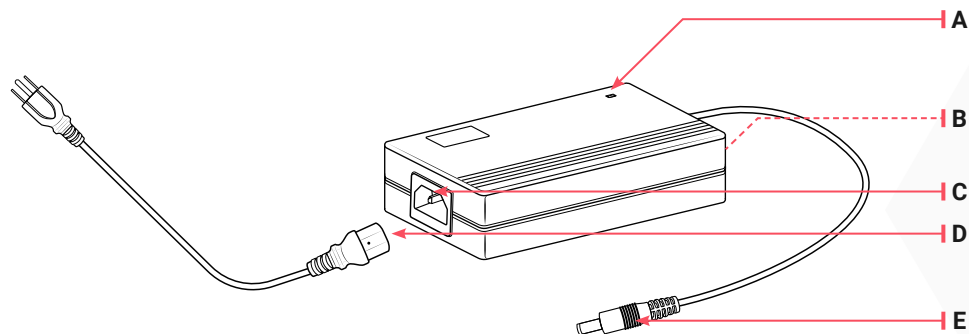
## 4. Battery

### g. Storage & Maintenance

- For storage, please disconnect the battery from the bike and charge the battery on a regular basis (at least once a month).
- Battery packs and chargers need to be stored in a clean, dry, well ventilated place, avoid contact with corrosive material, and keep them away from heat and fire.
- Battery storage conditions: temperature:-20 - 35°C , humidity ≤ 65%RH.

# Operation Guide

## 5. Charger

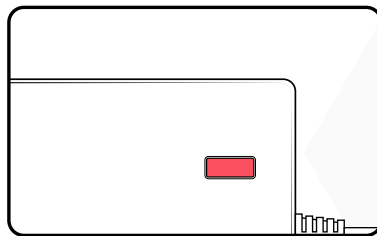
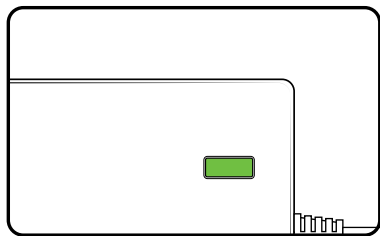


<b>A</b>	Charging Indicator
<b>B</b>	Charger Specification Label
<b>C</b>	Power Cord Socket
<b>D</b>	Power Cord
<b>E</b>	Charging Plug

# Operation Guide

## 5. Charger

### a. Charging Indicator



#### Charging Indicator Explanation:

- During charging, the indicator will turn red.
- The indicator will turn green when the battery is fully charged.



**NOTICE:** If the charger gets warm during regular use, this is normal and is no cause for concern.

# Operation Guide

## 5. Charger

### b. Charger Specification Label

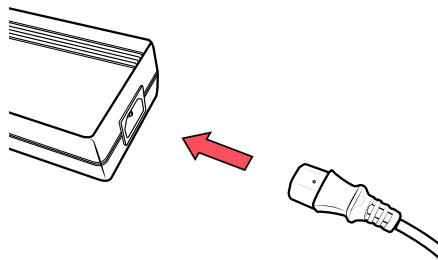


# Operation Guide

## 5. Charger

c. Power Cord Socket

d. Power Cord



### Connecting the charger:

- Plug the power cord into the socket of the charger as shown.

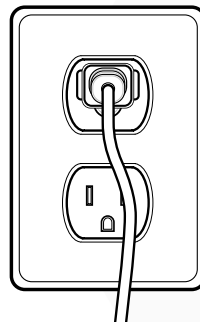
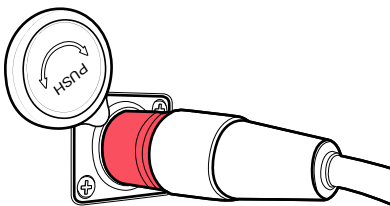
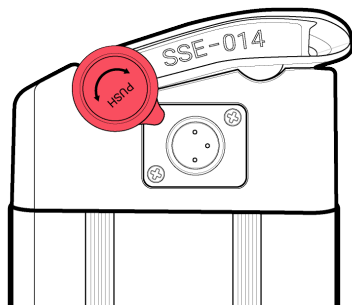


**WARNING: DO NOT** plug the power cord directly to the bike/battery. High voltage may damage the bike/battery and cause severe injury.

# Operation Guide

## 5. Charger

### e. Charger Plug



#### How to charge:

- The charging port is located on the battery. (Refer to "[Battery Charge Port with Lid](#)" on Page 34.)
- Open the charging port lid and plug in the charger.
- Plug the charger into a regular 110V wall outlet.



# Operation Guide

## 5. Charger

### f. Charging Precautions



#### **WARNING:**

- You must use the compatible charger (approved by EMMO) to charge the battery.
- **DO NOT** submerge or allow the charger to be submerged in water or any liquid.
- **DO NOT** use the charger if the cord becomes frayed, has exposed solution or wires, or shows any damage.
- **DO NOT** use the charger if the plastic enclosure or the charging connector is broken, cracked or shows any significant damage.
- If the charger/battery becomes unreasonably hot, disconnect the charger from the power outlet and contact your EMMO dealer immediately.
- After the charging is completed, please disconnect the charger from the power outlet first.
- Leave the battery and charger out of the reach from children.
- Charge the battery in a dry, well-ventilated space. **DO NOT** charge the battery in the rain /snow, or in humid environments.

# Operation Guide

## 5. Charger

### a. Charging Precautions

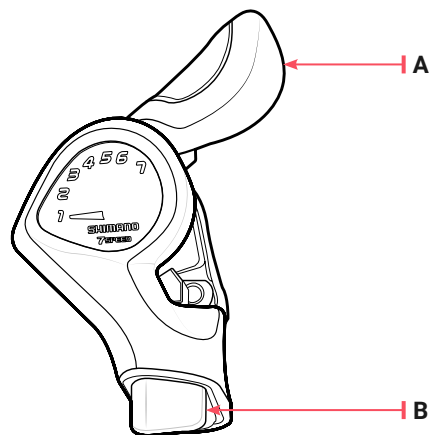


#### **WARNING:**

- Never leave a charging battery unattended and avoid charging the battery for more than 12 hours at a time.
- Always charge in a dry, indoor area between 50°F - 77°F (10°C - 25°C), away from direct sunlight, dirt, or debris.
- Arrange the bike, battery and charger to eliminate trip hazards and prevent damage.
- Follow proper battery charging practices to avoid severe and unnecessary wear on charging components, the battery, and the charger.
- Ignoring these guidelines can lead to an underperforming or non-functional battery.
- Damage resulting from improper charging practices will not be covered under warranty.
- Failure to comply with these practices poses a serious risk to the safety and longevity of your e-bike's battery system.

# Operation Guide

## 6. Gear Shifter

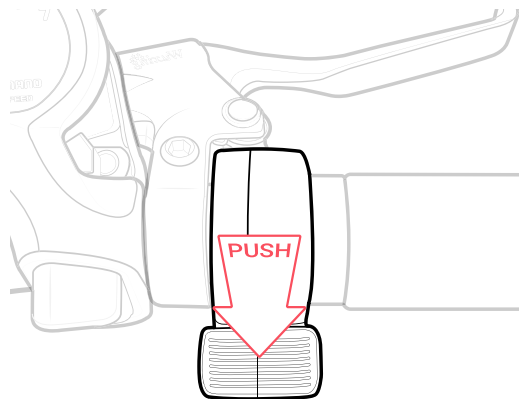


<b>A</b>	Push the upper lever to raise the gear (smaller numbers).
<b>B</b>	Push the button to lower the gear (bigger numbers).

# Operation Guide

## 7. Throttle

Gently push the throttle lever downwards to accelerate.



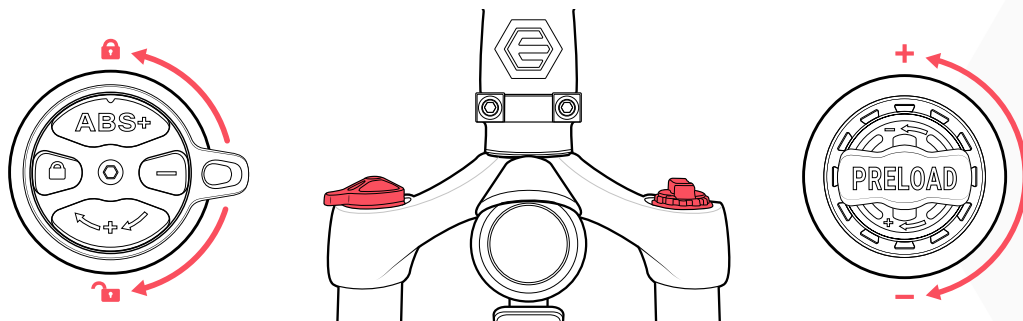
**!** **WARNING:** DO NOT press the throttle if you are not ready to ride.

**!** **DANGER:** Slow down when making turns to avoid falling over.

# Operation Guide

## 8. Adjusting the Suspension Fork

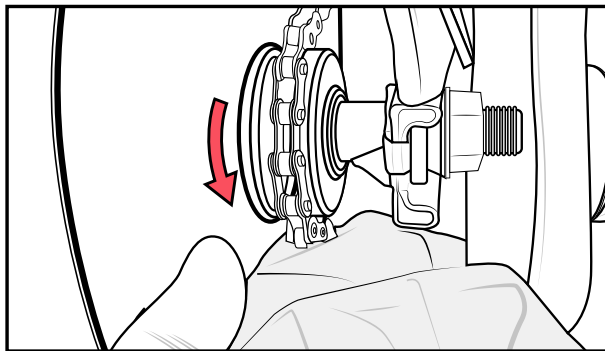
The suspension fork can move up and down to cushion bumps, which can make riding on a rough road or trail smoother and more comfortable.



- **Locking the fork** creates a rigid fork, which can yield higher efficiency while pedaling and a more predictable ride depending on conditions such as terrain and cargo load.
- **Adjusting the preload** dial makes the fork softer, feel smoother, and more comfortable when riding on rough roads or on trails.

# Operation Guide

## 9. Parking Brake

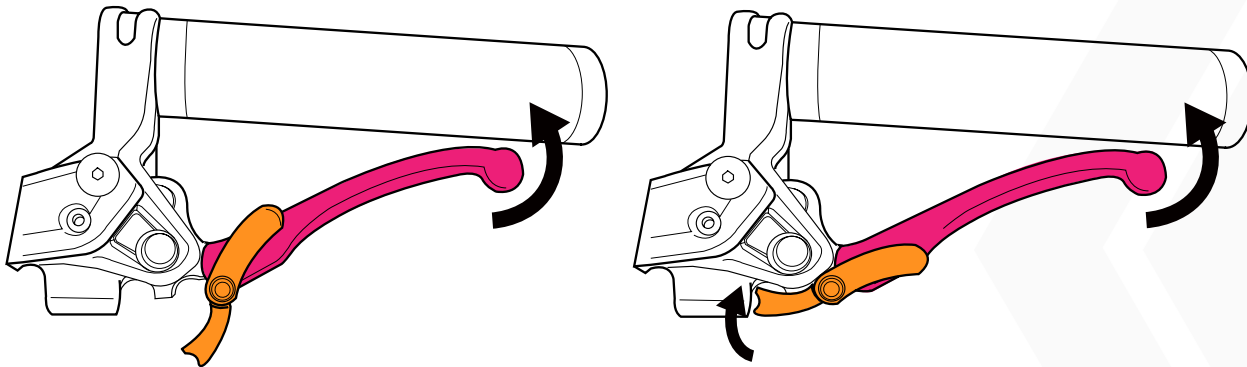


### How to Clean the Chain:

- Put the bike on a service stand or lean the bike on the kick/side stand. Make sure the back wheels are off the ground.
- Locate the chain underneath the rear cargo basket.
- Hold a clean cloth to the chain (as shown).
- Turn the pedal to clean the chain.
- Apply new bicycle chain oil to the sprocket and chain.

# Operation Guide

## 10. Rear Differential



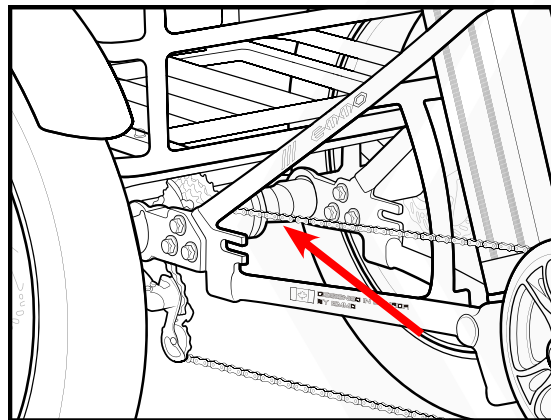
### To Engage the parking brake:

- Pull the brake lever towards the handlebar.
- Push the locking mechanism forward while holding the brake lever.
- Release the brake lever, keeping the locking mechanism in place to engage the brake.

# Operation Guide

## 11. Cleaning / Lubricating the Chain

The rear differential is located on the rear wheel axle. The differential moderates the rotation of the two back wheels, significantly **reducing slippage** during turns or when traveling on uneven surfaces. This enhancement ensures **greater stability** and **improved handling**, making for a safer and more controlled riding experience.



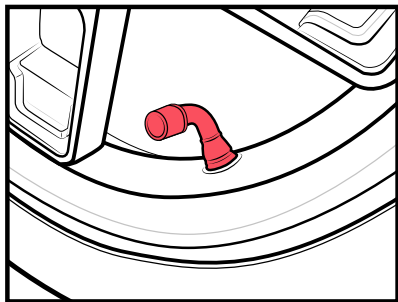
**WARNING:** Please adjust your speed according to road conditions. Reduce speed when turning.



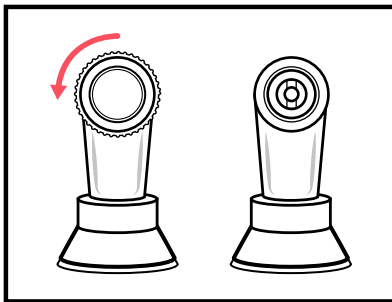
# Operation Guide

## 12. Tire Pressure

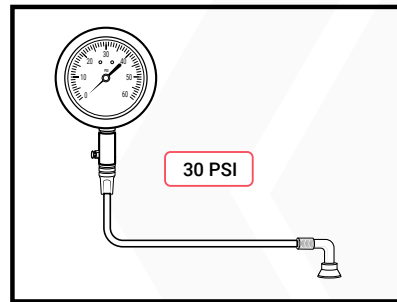
It is recommended to check the tire pressure on a regular basis to keep things at their best working conditions.



I. Locate the valve on the rim.



II. Remove the valve cap.



III. Use an air pump with gauge to adjust the tire pressure to 30 PSI.

### **Tire pressure affects the following:**

- Service life of the tires and other components of the bike.
- Ride safety.

# Operation Guide

## 12. Tire Pressure

- Ride comfort
- Travel distance



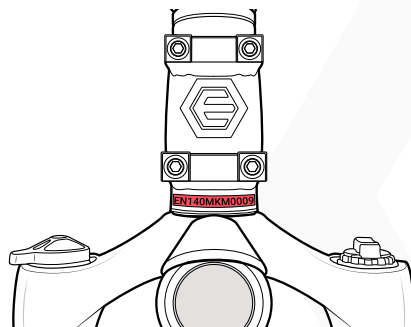
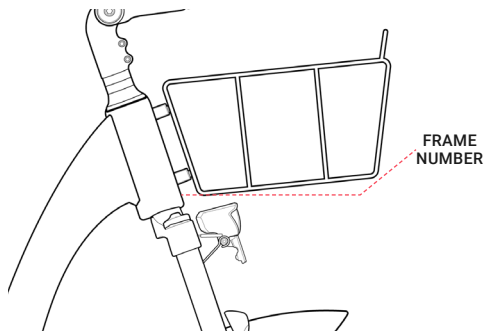
### **WARNING:**

- You **MUST** inflate the tire to the recommended tire pressure before the first ride. Failure to do so may damage your bike and void your warranty.
- **DO NOT** over-inflate, as this could damage the tire or wheel. (The recommended tire pressure range is marked on both tires by the manufacturers.)

# Operation Guide

## 13. Serial Number

### a. Frame Number



#### Find the Frame Number:

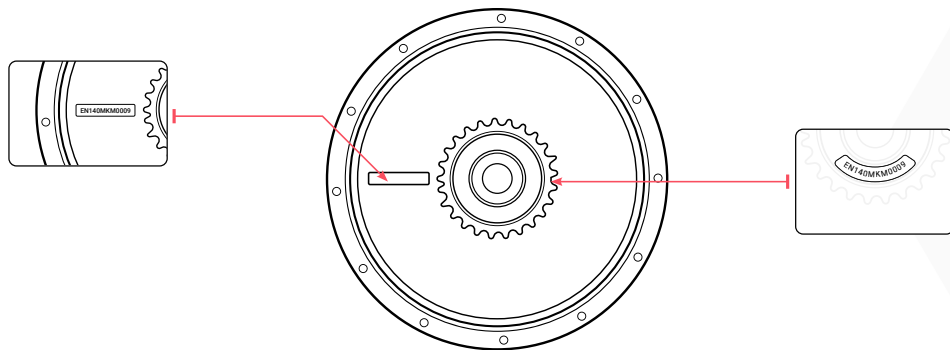
- The frame number is engraved on the neck of the frame.

# Operation Guide

## 13. Serial Number

### b. Motor Number

**Located** on the motor.



**The motor number could be located at the following locations:**

- **Location 1:** On the motor cover plate.
- **Location 2:** Behind the sprocket on the motor.

# Troubleshooting

Potential Issues/Errors	Most Common Way To Solve Issue
Battery not fully seated in tray	Install battery correctly
Insufficient battery power	Recharge/test the battery.
Faulty connections	Reinstall or test the battery/wiring.
Improper turn on sequence	Clean and reconnect connectors
Brakes are applied	Restart the ebike.
Electrical cable unplugged	Repair or replace
Walk mode stopped	Ensure nothing is keeping any button(s) other than the walk mode button pressed on the UI Remote (on some models)
Control button(s) held	Ensure nothing is keeping any button(s) pressed on the UI Control (on some models)
Battery non-functional	Replace battery
Damaged or disconnected pedal assist sensor	Replace or reconnect pedal assist sensor
Loose wiring	Repair and or reconnect
Loose or damaged throttle	Tighten or replaceWW
Loose or damaged motor plug wire	Secure or replace motor plug wire
Damaged motor	Repair or replace

# Troubleshooting

Low or faulty battery	Check connection, charge or replace battery
Low tire pressure	Adjust tire pressure
Climbing too many hills, strong headwind, braking, and/or excessive load	Adjust your route or assist with pedals
Brakes rubbing	Adjust the brakes
Battery discharged for long period of time without regular charges, battery is aged, damaged, or unbalanced	If range decline persists; contact local dealer
Insufficient battery power	Charge or replace battery
Loose or damaged motor wiring	Reconnect or replace motor
Loose or damaged wheel spokes or rim	Tighten, repair, or replace
Battery damaged	Replace
Charger not well connected	Adjust the connections
Charger damaged	Replace
Wiring damaged	Repair or replace
Blown charger fuse	Replace charger fuse



**NOTICE:** If you have any questions, please contact your local EMMO dealer.

# Recommended Torque Values

Area		Tool	Rec. torque
Handlebar	Stem clamp bolts	5 mm Allen	10 Nm
	Stem faceplate bolts	5 mm Allen	6 Nm
	Stem angle adjustment bolt (side)	5 mm Allen	12 Nm
	Stem angle adjustment bolt (bottom)	5 mm Allen	15 Nm
	Speedometer clamp bolts	3 mm Allen	3 Nm
	Remote clamp bolt	3 mm Allen	3 Nm
	Throttle clamp bolt	3 mm Allen	3 Nm
	Shifter clamp bolt	Phillips or flat head	6 Nm
	Brake lever clamp bolts	5 mm Allen	6 Nm
Brake	Caliper adapter to frame	5 mm Allen	6–8 Nm
	Caliper to adapter	5 mm Allen	6–8 Nm
	Brake pads to caliper	Cotter pin	n/a
	Brake rotor to hub	T25 Torx bit	7 Nm
Seat	Seat adjustment bolt	6 mm Allen	15 Nm

# Recommended Torque Values

<b>Frame Downtube</b>	Controller mounting bolts	6 mm Allen	3 Nm
	Frame cable cover bolts	2.5 mm Allen	tighten securely; do not overtighten
<b>Rear dropout</b>	Rear axle nuts	18 mm wrench	40 Nm
	Torque arm bolt	4 mm Allen	5 Nm
	Derailleur hanger mounting bolt	5 mm Allen	10 Nm
	Derailleur mounting bolt	5 mm Allen	10 Nm
	Derailleur cable clamp bolt	5 mm Allen	6-8 Nm
<b>Bottom bracket and crank</b>	Pedal into crank arm	15 mm pedal wrench	35 Nm
	Crank arm removal info	Crank puller for square taper bottom bracket	n/a
	Crank arm bolt into bottom bracket spindle	8 mm Allen	35 Nm
	Freewheel removal	Contact local dealer	n/a
	Chainring bolts	5 mm Allen	10 Nm
	Kickstand mounting bolts	5 mm Allen	8 Nm
	Bottom bracket and cups	BBT-22 Park Tool	60 Nm



# Tools and Torque Values

Accessories	Headlight/front fender mounting bolt	5 mm Allen and 10 mm wrench	6 Nm
	Fender mounting bolts (except at headlight)	4 mm Allen	6 Nm
	Replaceable rear rack mounting bolts	5 mm Allen	6 Nm

# Riding Guide

## 1. Checking List Before Riding

- Whether the handlebar is stable and turns smoothly when turning.
- Whether the right and left switches on the handlebar works properly or not.
- Whether the throttle works properly or not.
- Make sure the tires are inflated to the recommended tire pressure (30 PSI).
- Check tire surface, make sure there are no cracks, damages, and foreign matter punctures or stuck on.
- Check whether the tread depth is enough. For your safety, tires should be replaced when the tread depth is below the recommended value by the manufacturer.
- Whether any error warning lights are on the speedometer.
- Whether the battery capacity is enough for your trip.
- Whether all lights are working properly.
- Whether the horn is working properly.
- Whether the mirrors are clean and adjusted to the appropriate angle.
- Whether the brake lever and brake system is working properly.

# Warranty Policy

**By purchasing any Emmo Inc products or other brand items sold by Emmo Inc, the customer agrees to the policies and procedures outlined below.**

Terms and conditions apply for eligibility of warranty. Please refer to [Terms and Conditions](#).

Any warranty is extended to the original owner with the original purchase paperwork. This portion does not cover the purchase of parts or the purchase of products sold by Emmo Inc that is not an electric bike, electric scooter ebike, electric motorcycle style ebike, electric mobility scooter, kick-style electric scooter, or ride-on toy.

## Electric Bicycle

Emmo dealers may charge an assembly fee to assemble the ebike.

- **Comprehensive Warranty (up to 4000km)** There is a Two Year warranty (up to 4000km) for the frame, and motor. One year repair or part replacement is extended to the original owner on controller and other applicable components against manufacturer's defect in workmanship and materials on the e-bikes.
- **Manufacturer's comprehensive warranty** does not cover such parts including, but not limited to: seats, plastic housings and shrouds, pitting, scratches and chips, brake pads, tires, tubes, or damage due to lack of maintenance, accident, misuse or abuse. Damage incurred from water, road salt and other foreign debris or chemicals are not covered by the comprehensive warranty. The labour of any warranty repair will be covered by the original store that the bike was purchased from only when it is being repaired at said store. The parts will be covered by Emmo Inc. You are responsible for providing original purchase paperwork and shipping the item to and from the store.

- Six Month Warranty (up to 4000km) 6 Month warranty on original Batteries and Chargers provided that they have been maintained as instructed by your vehicle hand-book and not subjected to freezing temperatures. For Lithium models, the chargers must match the lithium batteries. Emmo is not responsible for any damage resulting from using another brand or voltage of charger. The customer is responsible for providing original purchase paperwork and shipping the item to and from the store.
- If you are not able to bring the ebike to the location you purchased from, you may be required to ship the item and a copy of your purchase paperwork to Emmo Inc before receiving a replacement item. You are responsible for shipping to Emmo Inc. Once the warranty claim is approved, Emmo Inc will arrange the shipping for the replacement parts and cover the return shipping to you unless expressed otherwise by Emmo Inc. Labour will not be covered by Emmo Inc.
- Certain conditions that may limit or completely void the warranty of your e-bike are: altering the ebike from its original design or its intended use, eg: pulling a trailer, as a delivery vehicle or any commercial use.

## Purchased Parts

Please consult your Emmo dealer for more details of the parts policies.

- **Shipping Damage:** Emmo Inc will not be held responsible for any lost, stolen, or damaged items due to any delivery services or courier actions. Report any damage to Emmo Inc within 7 days of receiving the part with pictures for any shipping damage and proof of purchase. Please note the damage on the shipper's proof of Delivery prior to signing off on the shipment. Shipping damage is not covered by Emmo Inc if you choose your own shipping method or freight forwarder. The cost of shipping will not be covered under warranty unless Emmo Inc agrees in writing to cover the shipping cost.
- **Repair and Store Purchases of Emmo Inc Products:** Any warranty is extended to the original owner with the original purchase paperwork. Any return or exchange within 7 days must be in new, unused, and original

packaging. The customer is responsible for notifying Emmo Inc of the return or exchange and the cost of shipping will not be covered under warranty unless Emmo Inc agrees in writing to cover the shipping cost. On all return and exchange items, a restocking fee of 20% will be withheld from the refund amount unless Emmo Inc has agreed to another arrangement in writing. The cost of the item minus the restocking fee will be refunded once the product is returned and determined to be returnable. Restocking fees are 20% of MSRP not including Taxes, Freight/Shipping or PDI. Items out of original packaging will not be accepted.

- **Part Warranty Policy:** All items with warranty must have a valid warranty sticker. For Lithium models, the chargers must match the lithium batteries. Emmo is not responsible for any damage resulting in using another brand or voltage of charger or using an Emmo item with items that are not sold by Emmo Inc. Within 7 days, any items defective by manufacturer quality and are under warranty can be replaced. After 7 days, any items defective in manufacturer quality and are under warranty can be repaired. Warranty does not cover damage due to lack of maintenance, accident, misuse or abuse. Damage incurred from water, road salt and other foreign debris or chemicals. The labour of any warranty repair will be covered by the original store that the Emmo Inc part was purchased from only when it is being repaired at said store. For repairs that are done on items that are not from Emmo Inc, only a 7-day Parts Warranty will be included.
- If the part was paid by financing, you are responsible for any cancellation fees or penalties charged by the third party financing company unless Emmo Inc has agreed to cover the fees in writing. The financing loan agreement will only be cancelled after Emmo Inc has received and approved the returned item.
- For repairs that are done on items that are not from Emmo Inc, only a 7-day Parts Warranty will be included. Emmo Inc is not responsible for items modified from its intended use or purpose resulting in damage to the ebike or injury to the customer or third party.

 **NOTICE:** If you have any questions, please contact your local dealer.

## Leave us a review

By sharing your experience with EMMO, you can extend your warranty for an extra **3 months for FREE**.

Your review will help us to continue providing great products and services, and help others understand how EMMO can make their life greener.

Thank you for choosing EMMO.



Scan the QR code to  
leave us a review.

# Contact Us

## LOCATION

### **EMMO Mississauga**

1224 Dundas St E, Unit 6  
Mississauga, ON L4Y 2C5  
Canada

### **EMMO Vaughan**

1750 Steeles Avenue West, Unit 15-17  
Concord, ON L4K 1S6  
Canada

## Contact

**Toll Free:** +1-888-217-1217

**Email:** [service@emmo.ca](mailto:service@emmo.ca)

### **EMMO Toronto**

438 Spadina Ave, Unit 2  
Toronto, ON M5T 2G8  
Canada

### **Toronto Service Center**

8 Oxford Street  
Toronto, ON M5T 2G8

## Website

[www.emmo.ca](http://www.emmo.ca)

[www.emmo.ca/pages/contactus](http://www.emmo.ca/pages/contactus)