

# ***EMMO MONSTER S***

**OWNER'S MANUAL**





# Preface

## An Important Message From EMMO

Thank you for choosing EMMO. Congratulations on your purchase of a new Monster S.

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 Parallo 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>

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# 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.

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.

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# 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 to know and practice 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.

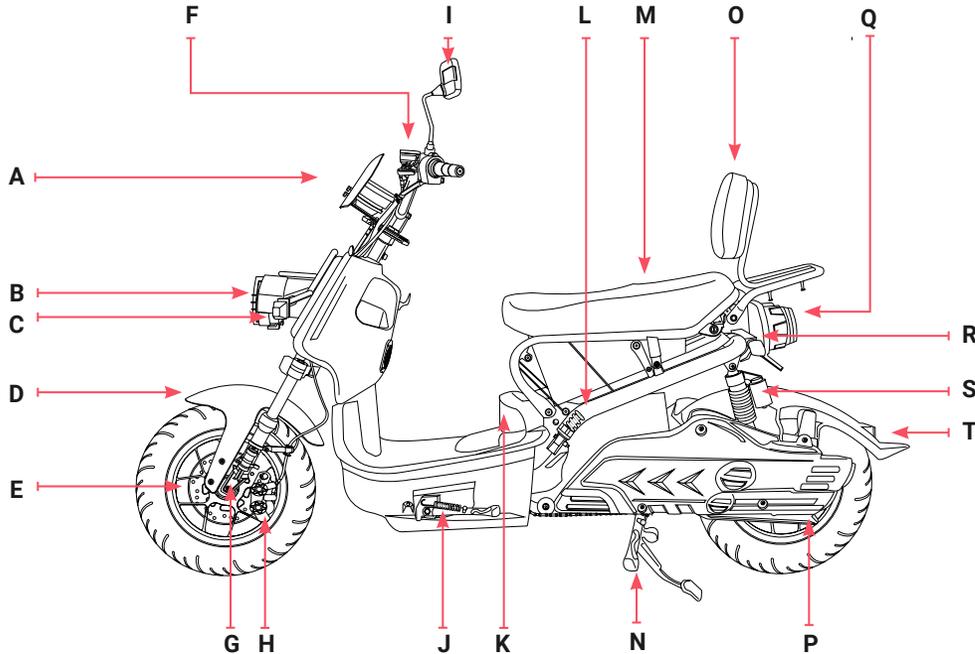
- **DO NOT** use the battery & charger for other purposes.
- Never connect the battery's terminals with each other.
- **DO NOT** cover the battery & charger or place objects on top of it during charging.
- **DO NOT** leave the battery & charger unattended while charging.
- Disconnect the charger and 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. Side View

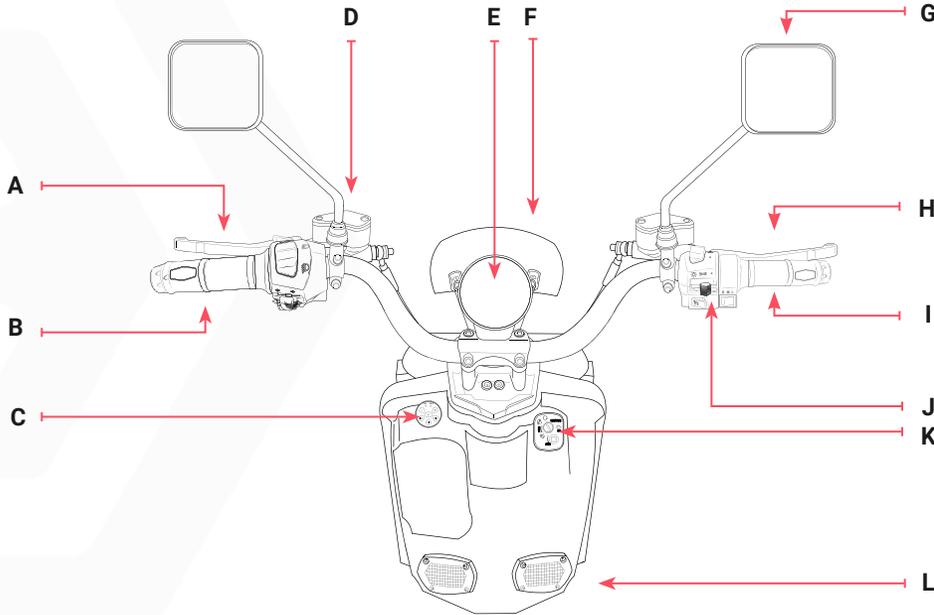


|          |                       |
|----------|-----------------------|
| <b>A</b> | Windshield            |
| <b>B</b> | Headlight             |
| <b>C</b> | Front Turning Signals |
| <b>D</b> | Front Fender          |
| <b>E</b> | Front Wheel           |
| <b>F</b> | Handlebar             |
| <b>G</b> | Front Air Shocks      |
| <b>H</b> | Front Brake Caliper   |
| <b>I</b> | Mirrors               |
| <b>J</b> | Kickstand             |
| <b>K</b> | Charging Port         |
| <b>L</b> | Passenger Footpeg     |
| <b>M</b> | Seat Cushion          |
| <b>N</b> | Centre Stand          |
| <b>O</b> | Back rest             |
| <b>P</b> | Chan Cover            |
| <b>Q</b> | Tail Light            |
| <b>R</b> | Rear Turning Signals  |
| <b>S</b> | Rear Air Shocks       |
| <b>T</b> | Rear Fender           |

# Description

## 1. Schematic Diagram

### b. Handlebar Attachments



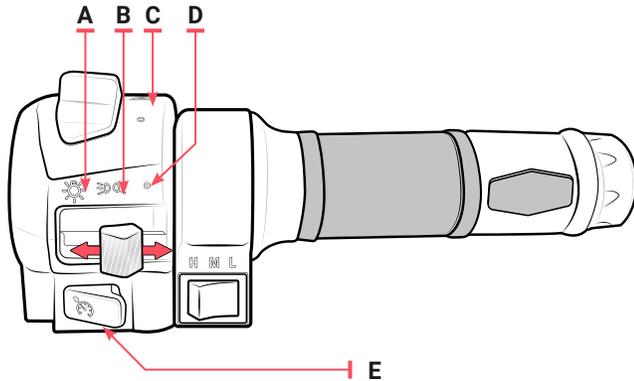
|          |                   |
|----------|-------------------|
| <b>A</b> | Left Braker Lever |
| <b>B</b> | Left Grip         |
| <b>C</b> | Audio Control Pad |
| <b>D</b> | Brake Fluid Tank  |
| <b>E</b> | Speedometer       |
| <b>F</b> | Windshield        |
| <b>G</b> | Rear View Mirrors |
| <b>H</b> | Right Brake Level |
| <b>I</b> | Throttle          |
| <b>J</b> | Switching Housing |
| <b>K</b> | Iginition         |
| <b>L</b> | Speakers          |

# Operation Guide

## 2. Switch

### a. Right Switch

The switch housing on the handlebar hold these switches that control the lights, signals, horn and etc..

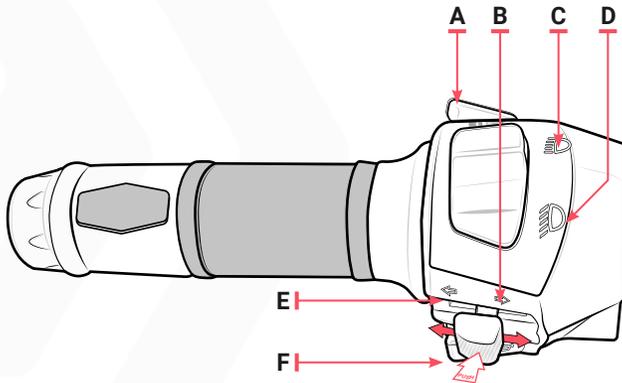


|   |   |                          |  |
|---|---|--------------------------|--|
| A |  | Headlight + Tail light   | Slide the switch to turn on the headlight and tail light.  |
| B |  | Tail Light               | Slide the switch to turn on the tail light.  |
| C |  | Emergency Harzard Lights | Press the button to turn on all turning signal lights.   |
| D |  | Off                      | Slide the switch to turn off the light.  |
| E |  | Cruise Control           | Press the button to activate the cruise control. To cancel the cruise function, press the button again or apply the brake. |

# Operation Guide

## 2. Switch

### b. Left Switch

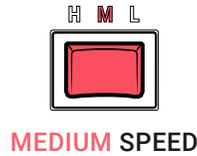
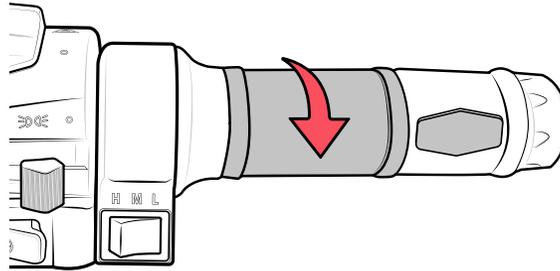


|   |   |                      |   |
|---|---|----------------------|---|
| A |  | High Beam Flasher    | Press the button will flash the high beam.  |
| B |  | Right Turning Signal | Slide the switch to the right will turn on the right side turning signals. (Push the switch lever in to cancel the turning signal). |
| C |  | High Beam Light      | Press it down will turn the high beam on.   |
| D |  | Low Beam Light       | Press it down will turn the low beam on.  |
| E |  | Left Turning Signal  | Slide the switch to the left will turn on the left side turning signals.(Push the switch lever in to cancel the turning signal).    |
| F |  | Horn                 | Press the button to sound the horn.   |

# Operation Guide

## 3. Throttle

The throttle controls the speed of the e-bike. As shown below, twist the throttle towards you to operate. With the help of the speed mode switch, you can also change the speed setting.

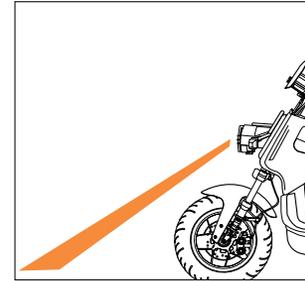
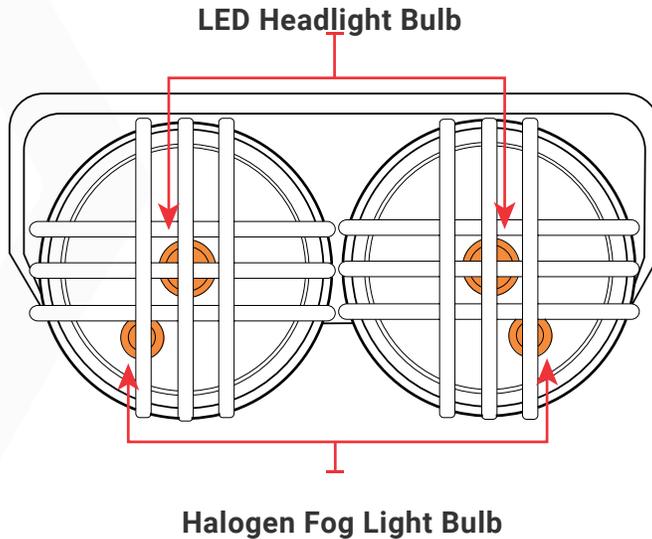


**WARNING: DO NOT** turn the throttle if you are not ready to ride.

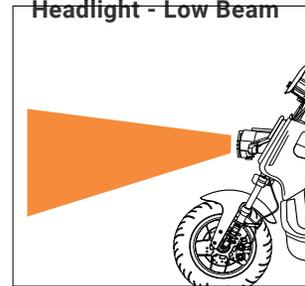
# Operation Guide

## 4. Lights & Signals

The headlight assembly has multiple operation modes - high beam, low beam and fog light, to accommodate your needs under different conditions.



Headlight - Low Beam

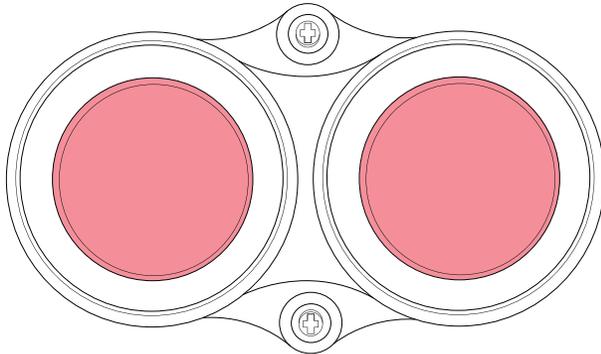


Headlight - High Beam

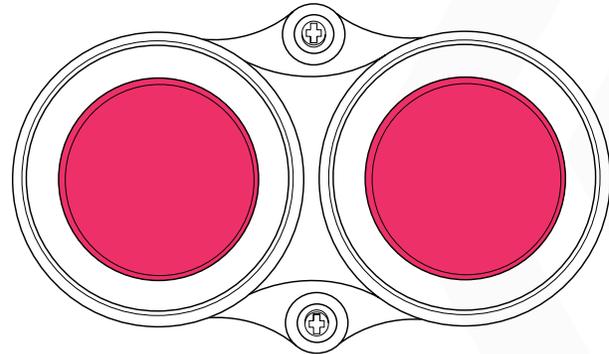
# Operation Guide

## 4. Lights & Signals

Tail light and brake light play an important role in signaling people behind. With the help of the turning signal lights, it is also easier for other road users to anticipate your intended route.



**Tail Light On**



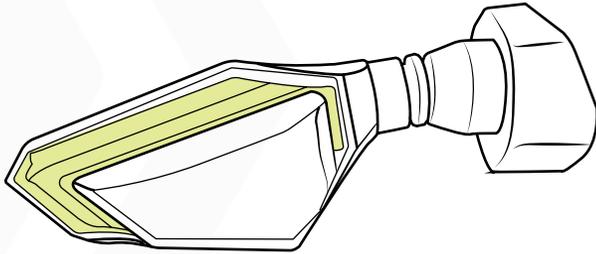
**Brake Light On**

**!** **NOTICE:** The Tail lights become brighter when the brake is applied.

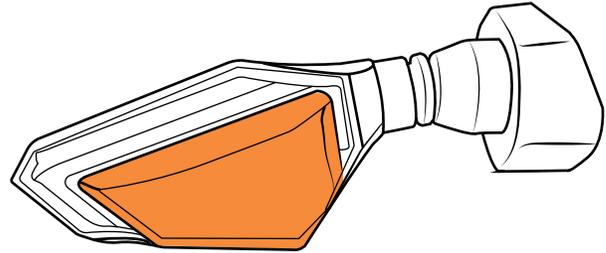
# Operation Guide

## 4. Lights & Signals

Daytime running light is integrated into the signal light assembly. When the signal light is on, the daytime running light will be switched off automatically.



**Daytime Running Light (Solid White)**

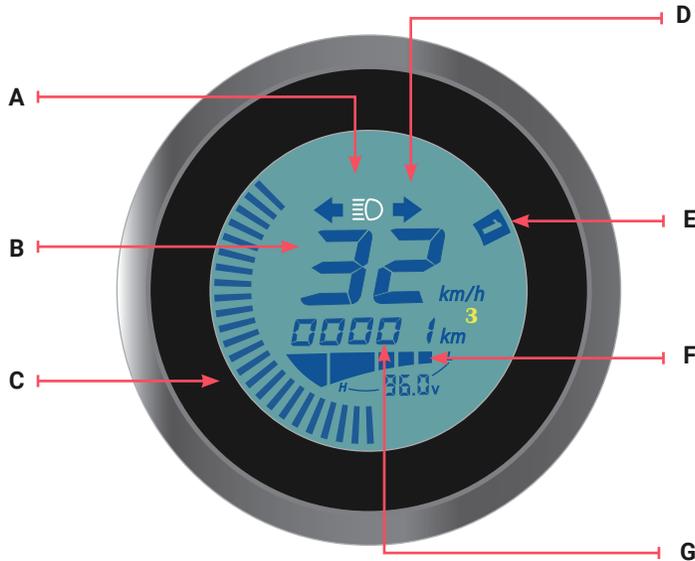


**Dynamic Turning Signal Light (Amber)**

# Operation Guide

## 5. Speedometer

The Speedometer let you know the working status of the bike. It provides information including the current speed, total travel distance, battery strength, and speed mode (3=high speed mode, 2=medium speed mode, 1=low speed mode).



**A** High Beam Indicator

**B** Current Speed

**C** Power Output Indicator

**D** Turning Signal Indicator

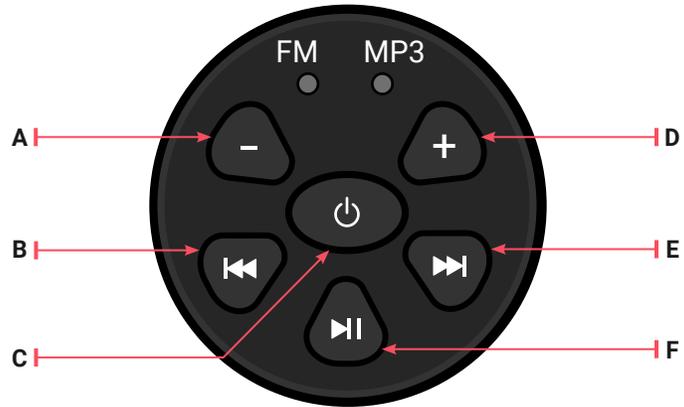
**E** Current Speed Mode

**F** Battery Strength Indicator

**G** Odometer

# Operation Guide

## 6. Audio System



# Operation Guide

## 6. Audio System

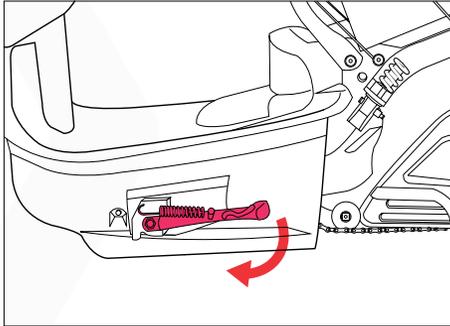
|          |                     |   |
|----------|---------------------|---|
| <b>A</b> | Volume Down         | Turn the volume down.   |
| <b>B</b> | Previous            | <b>MP3</b> - Press the button once to play the previous song in the list.<br><b>FM radio</b> - Press the button once to switch to previous channel in the list.   |
| <b>C</b> | Power / Mode Switch | Press once to turn on the radio system.<br>1. The <b>MP3</b> mode is set by default. You can pair your bluetooth device with the built-in <b>MP3</b> player (named <b>Electric bike</b> ).<br>Press the button again to switch to <b>FM radio</b> mode.<br>Press the button again to turn off the radio system. |
| <b>D</b> | Volume Up           | Turn the volume up.   |
| <b>E</b> | Next                | <b>MP3</b> - Press the button once to play the next song in the list.<br><b>FM radio</b> - Press the button once to switch to next channel in the list. Hold the button to search for available channels (initialization).  |
| <b>F</b> | Play / Pause        | <b>MP3</b> - Press the button once to pause.<br>Press again to continue to play.<br><b>FM radio</b> - Hold the button for 5 seconds to search for available channels.<br>Once finished the system will stop at the first channel.   |

# Operation Guide

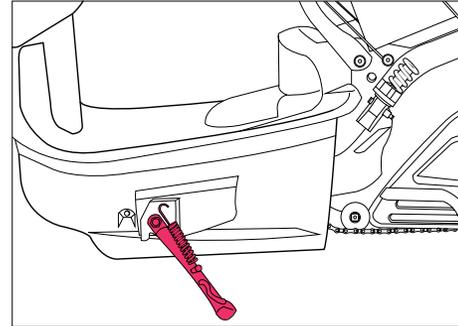
## 7. Kickstand & Centre Stand

### a. Side Kickstand

The bike is equipped with a side kickstand and a centre stand. The side kickstand is easier to use. By contrast, to use the centre stand requires some techniques and practice, but the bike is more stable on the centre stand.



**Kick the side stand down and gently lean the bike on the side kickstand**



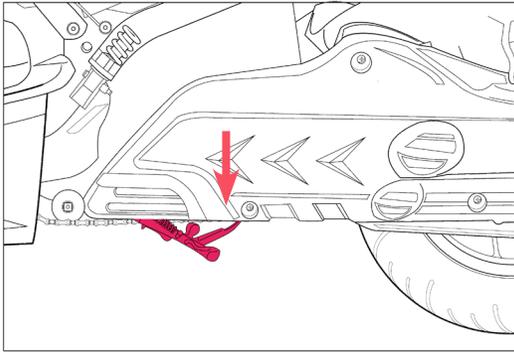
**Make sure it is stable before you leave your bike.**

# Operation Guide

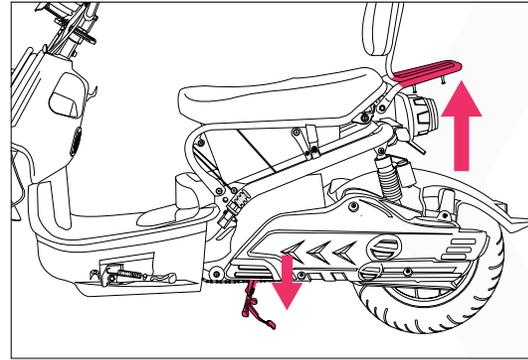
## 7. Kickstand & Centre Stand

### b. Centre Stand

Stand on the left side of the bike. The centre stand is under the swing arm cover.



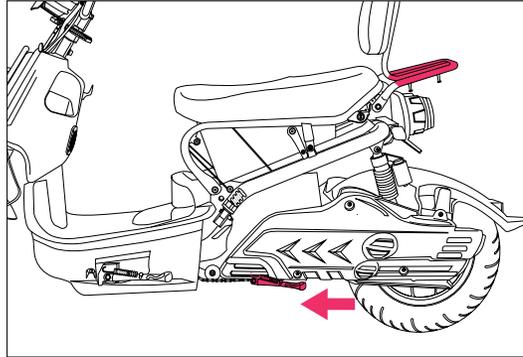
Step on the centre stand peg firmly with your right foot.



While keeping your balance, step down on the peg firmly and lift the rear rack up.

# Operation Guide

## 7. Kickstand & Centre Stand



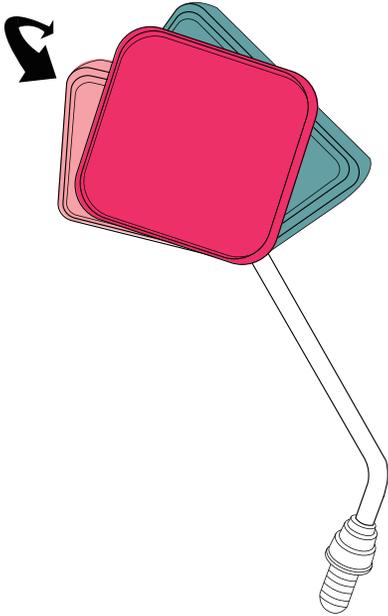
To get the bike off the centre stand, put your right foot in front of the centre stand and gently push the bike forward.



**WARNING:** Both side kickstand and centre stand should be kicked up before you ride the bike. Be careful when putting the bike on the centre stand. If you find it difficult to use the centre stand, visit your EMMO dealer for a more detailed demonstration on how to use the centre stand.

# Operation Guide

## 8. Rear view mirrors

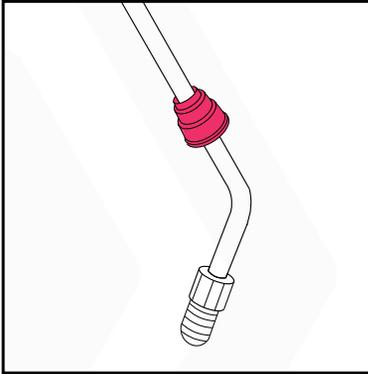


Rear view mirrors make it safer for you to check the traffic condition behind you. Please make sure the rear view mirrors are adjusted and secured properly. Check the rear view mirror and your blind spots before you make a turn or overtake other vehicles.

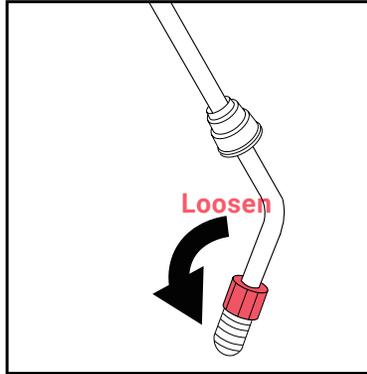
- The mirror can be tilted up and down for approximately 15 degrees from the centreline.
- The mirror can also be rotated on the holding pole.

# Operation Guide

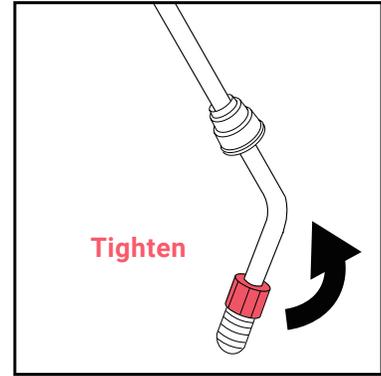
## 8. Rear view mirrors



The nut is covered by the plastic cap. Lift up the cap to expose the nut.



Use the wrench and follow the direction indicated to loosen the nut slightly.



Adjust the mirror to a preferred position and tighten the nut as shown.



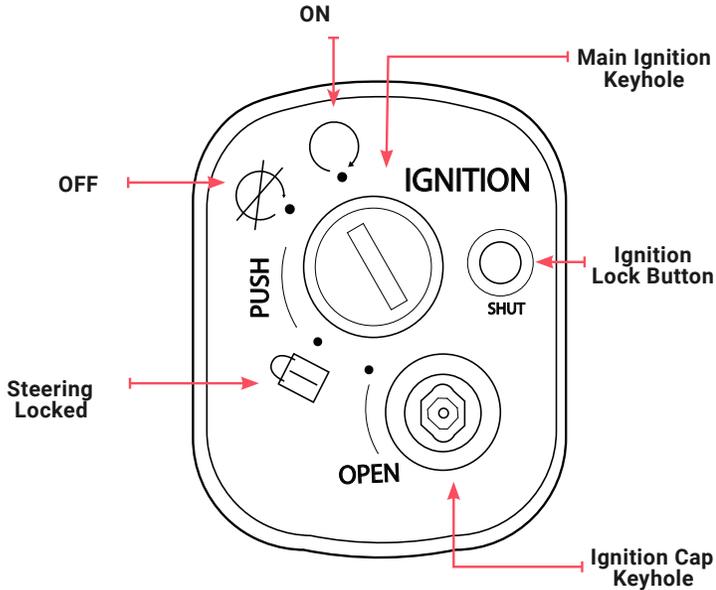
### **WARNING:**

- **DO NOT** adjust the mirrors while you are riding the bike.
- Be careful when you tightened the nut to avoid damage to the threads and the mirror holders.

# Operation Guide

## 9. How to turn on the bike

### a. Key Ignition



#### Main Ignition Keyhole

To turn ON/OFF the bike and lock the steering.

#### Ignition Lock Button

Press the button to block the main ignition with the ignition cap.

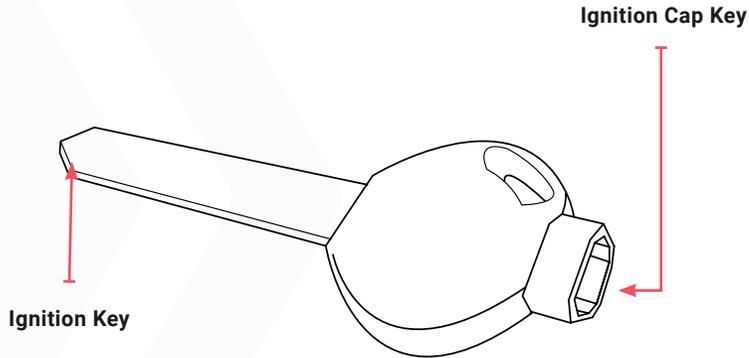
#### Ignition Cap Keyhole

To open the ignition cap.

# Operation Guide

## 9. How to turn on the bike

### a. Key Ignition



**Ignition Key**

**Ignition Cap Key**

---

#### **Ignition Key**

To Turn ON/OFF the bike, to lock the steering, to open the seat, to open the small floor panel.

---

#### **Ignition Cap Key**

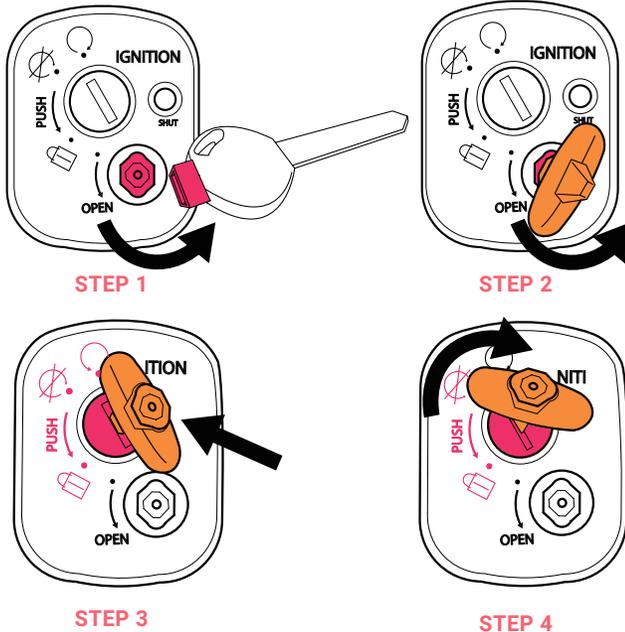
To open the ignition cap.

---

# Operation Guide

## 9. How to turn on the bike

### a. Key Ignition



**STEP 1.** If the main ignition keyhole is blocked, you need to open the ignition cap first.

**STEP 2.** Follow the marking on the ignition, use the bottom of the key to open the ignition cap.

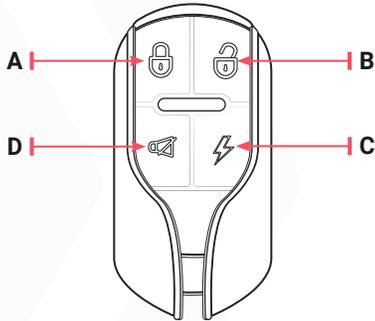
**STEP 3.** Insert the Key.

**STEP 4.** Follow the marking on the ignition, turn the key to the right to turn on the bike.

# Operation Guide

## 9. How to Turn on the Bike

### b. Remote



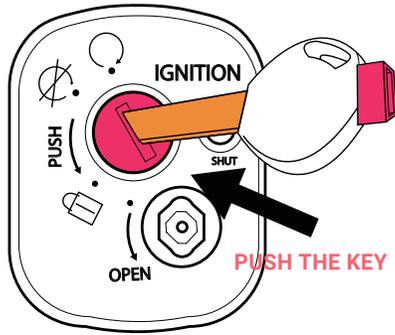
|          |                      |   |
|----------|----------------------|---|
| <b>A</b> | Lock Button          | Press the button once to activate the anti-theft alarm system.  |
| <b>B</b> | Unlock/Cancel Button | Press the button once to cancel the alarm or to turn off the bike if the bike is turned on with the remote. |
| <b>C</b> | Power Button         | Press the power button <b>twice</b> to turn on the bike with the remote.                                    |
| <b>D</b> | Panic Button         | Press it once, the bike will sound 5 times.   |

### **!** NOTICE:

- By holding the unlock button, you can adjust the sensitivity of the alarm. 1 'beep' means least sensitive, while 5 'beep's means most sensitive. (This function may not be available in bikes sold in certain areas.)
- If the alarm system is on, please cancel the alarm before you turn on the bike.

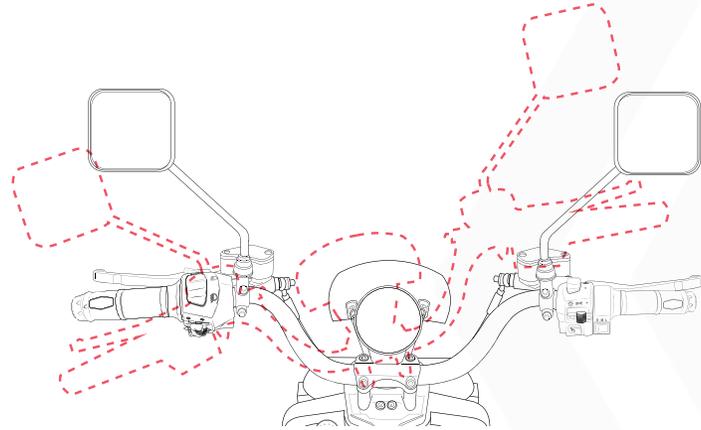
# Operation Guide

## 10. How to lock the steering



STEP 1

**STEP 1.** Turn the ignition off.



STEP 2

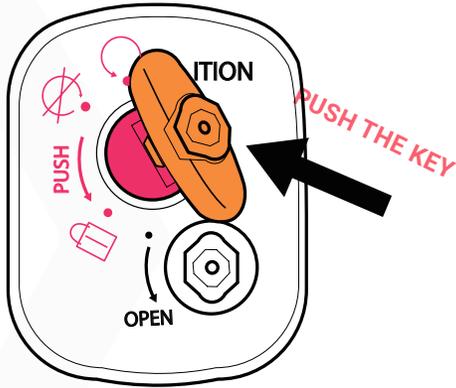
**STEP 2.** To lock the steering, turn the handlebar to the left.



**NOTICE:** For the safety of your bike, it is highly recommended of the steering when you park your bike in public spaces.

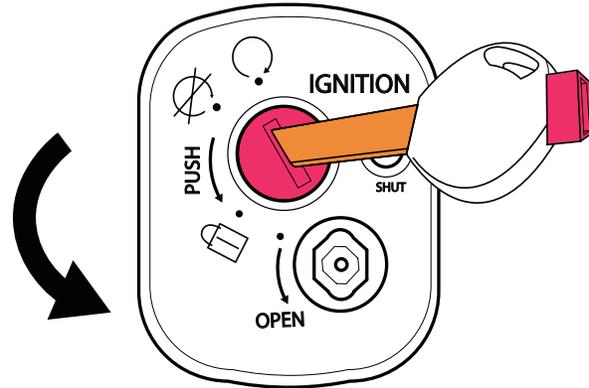
# Operation Guide

## 10. How to lock the steering



STEP 3

**STEP 3.** Push the Key in.



STEP 4

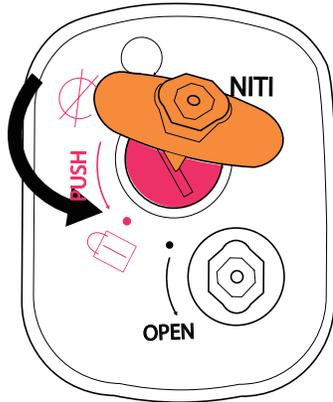
**STEP 4.** Follow the mark on the ignition, turn the key anti-clockwise.



**NOTICE:** For the safety of your bike, it is highly recommended to lock steering when you park your bike in public space.

# Operation Guide

## 10. How to lock the steering



STEP 5



STEP 6

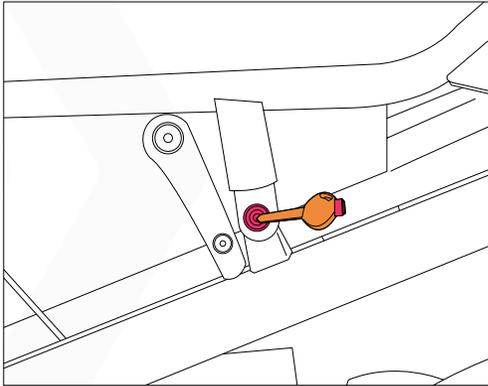
**STEP 5.** Remove the key when the steering is locked.    **STEP 6.** The steering cannot be turned when locked.

**! NOTICE:** For the safety of your bike, it is highly recommended of the steering when you park your bike in public spaces.

# Operation Guide

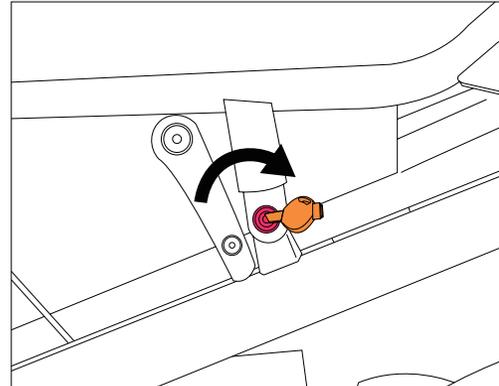
## 11. Circuit Breaker

Located in the storage compartment under the seat, the circuit breaker is the main switch of the bike. When it is turned off, the battery will be disconnected from the system and you will not be able to use the bike, nor will you be able to charge the bike.



**STEP 1**

**STEP 1.** The seat lock is located on the left side of the bike, blow the seat cushion.



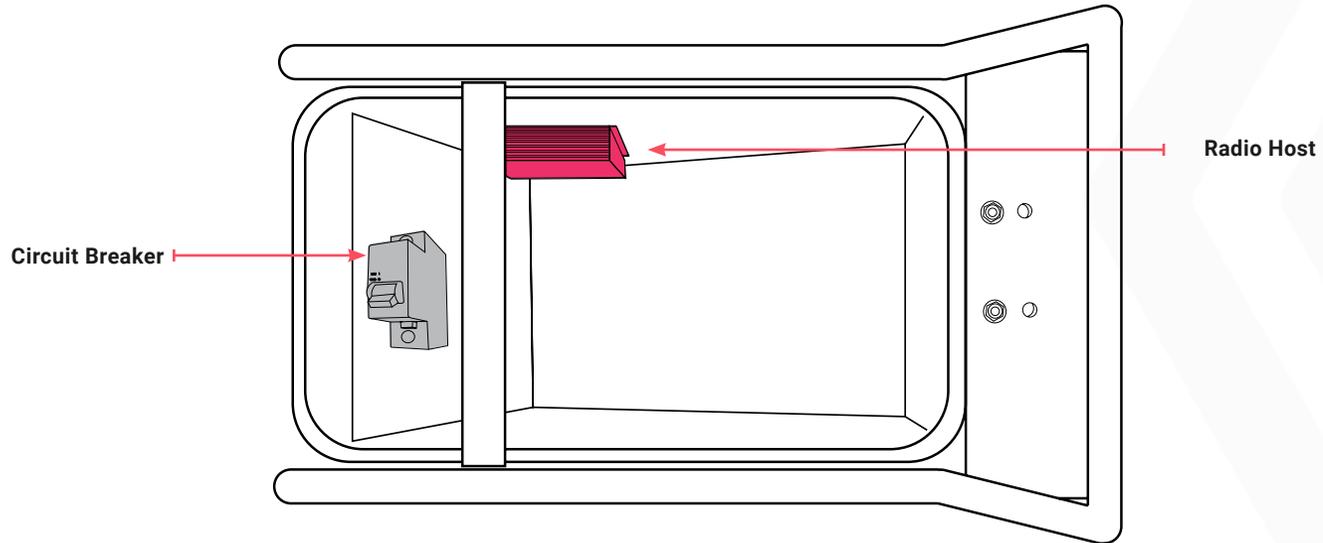
**STEP 2**

**STEP 2.** Insert the key and turn the key to unlock the seat lock.

# Operation Guide

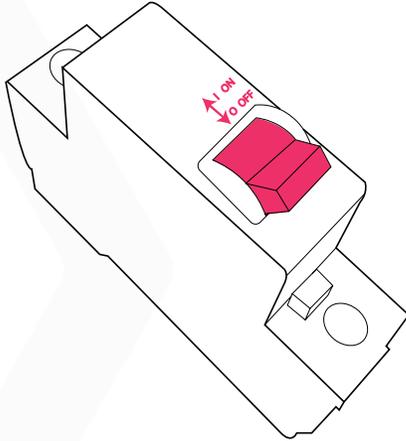
## 11. Circuit Breaker

Lift up the seat, the circuit breaker is located on the wall of the storage compartment.



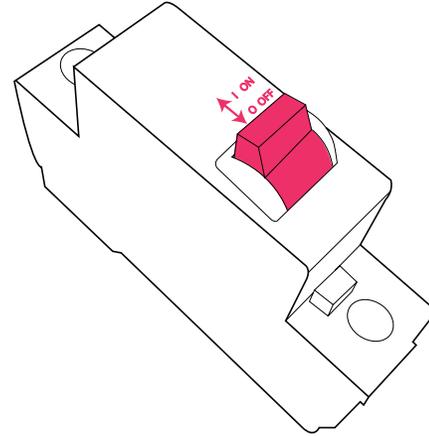
# Operation Guide

## 11. Circuit Breaker



STEP 1

**STEP 1.** Follow the marking on the circuit breaker, switch the circuit breaker off.

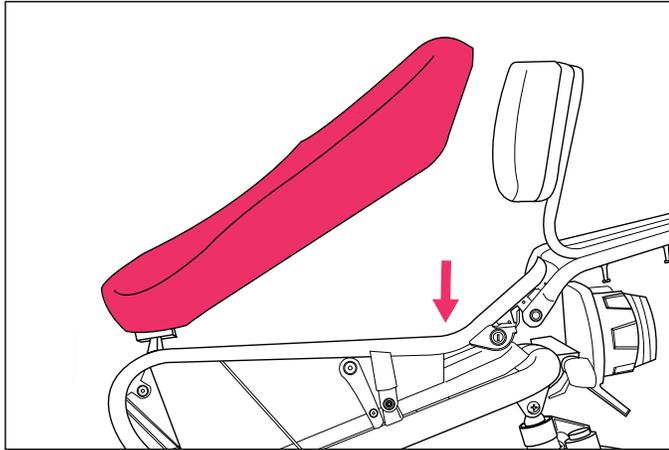


STEP 2

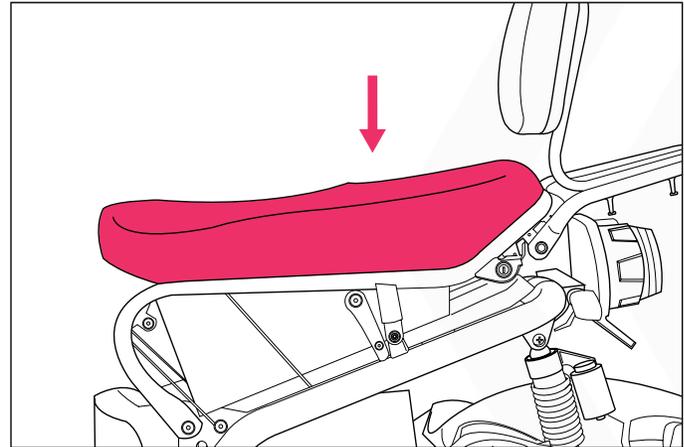
**STEP 2.** Before you want to charge the bike/use the bike, switch the circuit breaker on.

# Operation Guide

## 11. Circuit Breaker



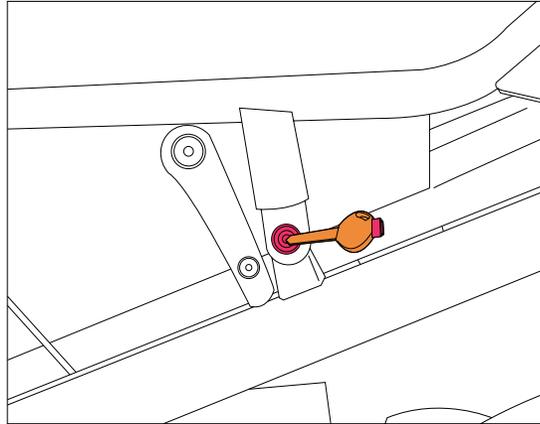
Gently push the seat sushion down to lock it.



- Pay attention to the location of the U shape latch under the seat. That is the pushing point when you lock the seat.

# Operation Guide

## 11. Circuit Breaker



Remove the key after the seat is locked.

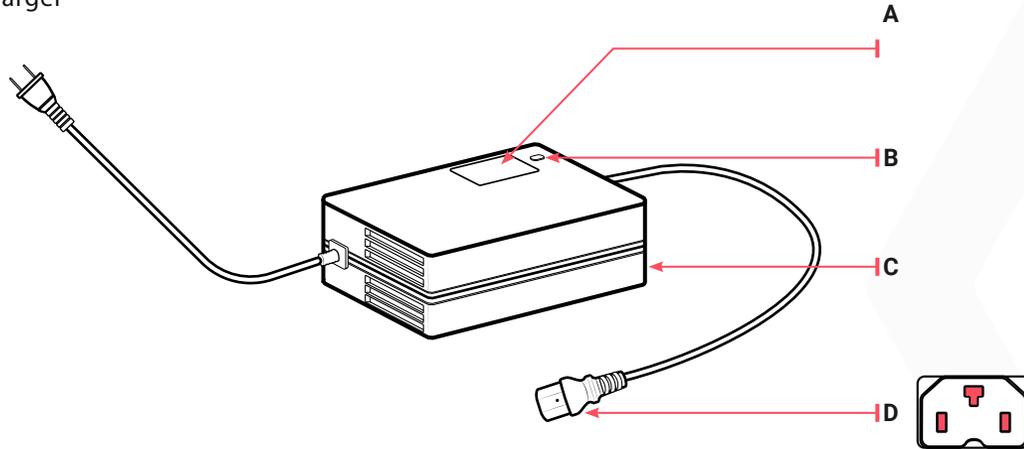


**WARNING:** The wires inserted into circuit breaker could have high voltage output. DO NOT touch any bare wires. If you have any concern, contact your EMMO dealer for assistance.

# Operation Guide

## 12. How to charge

### a. Lead Acid Charger



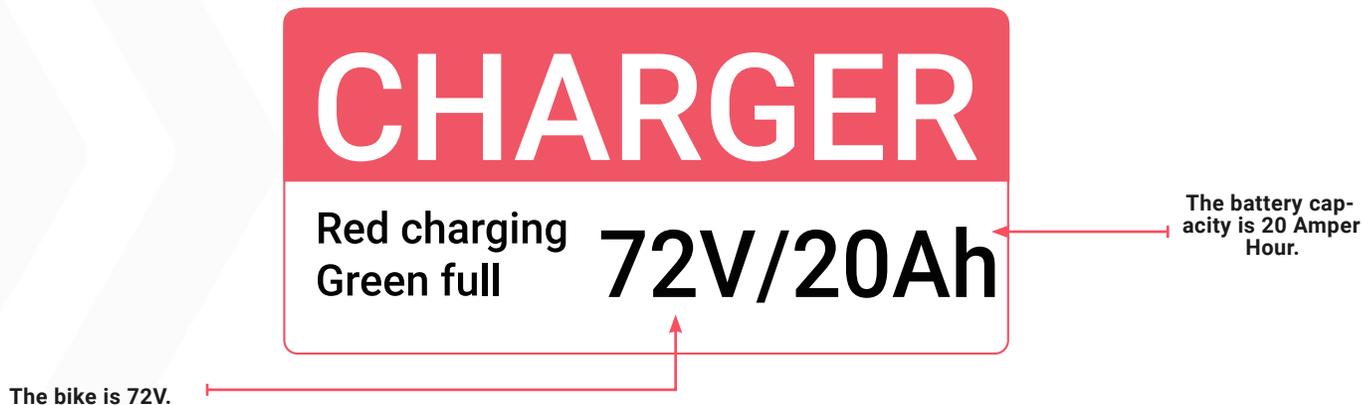
|          |                             |
|----------|-----------------------------|
| <b>A</b> | Front Label                 |
| <b>B</b> | Charging Indicator          |
| <b>C</b> | Charger Specification Label |
| <b>D</b> | Charging Plug               |

# Operation Guide

## 12. How to charge

### a. Lead Acid Charger

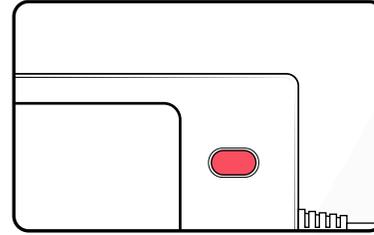
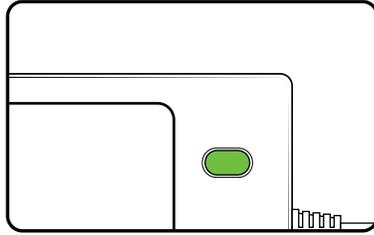
On the charger, there is a sticker on the front indicating the voltage and capacity of the battery that the charger can be used for.



# Operation Guide

## 12. How to charge

### a. Lead Acid Charger



#### Charging Indicator Explanation:

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

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

# Operation Guide

## 12. How to charge

### a. Lead Acid Charger

#### Charger Specification Label

## XCH - 7220 CHARGER

Be Suitable For 72v20ah Lead Acid Battery  
Input: 110V AC 50/60HZ,2A  
Output: 88.0V DC --- 2.6-3.0A



### User Guide

1. First of all please check whether the battery is suitable for the charger .whether positive and negative could match or not. Otherwise, When you use the charger , please connect the charge r.
2. During charging, indicat or light is red, Whe n the battery is full, the indicat or light is green .
3. Charging finished, you must unplug the powe r, and then unplug the output plug .
4. Charing Time: 4 to 10 hours (depending on the capacity of battery).

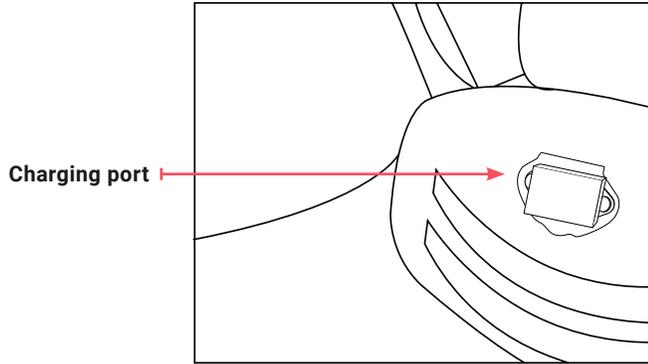
### WARNING



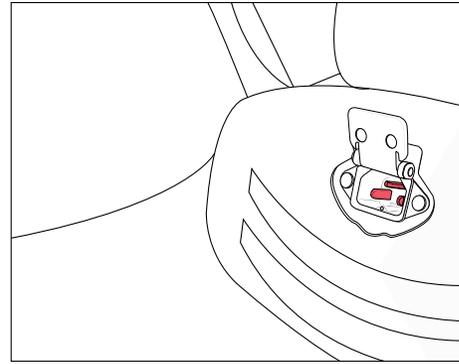
1. There is high vottage power, dangerous! Unauthorized disassembly is forbidden and wet hand could not be t ouch with power plug. Otherwise, please dorft use it in the environment or moist, inflammable gas and explosive atmosphere.
2. Please don 't inser t any metal in to the charge r, and store in a dry warehouse, and keep fr om rain.
3. During charging, keep open or ventilation .
4. If the charging time is over 36 hours or it is unwatched, please shut ofe th power immediatly.
5. Avioid carrng the charger at all times, because violent vib rations will damage the charger .
6. If the charger is failed, please contact the supplier immediatel y.
7. If the indicator light is still red, not green light, after 12 hours charging, please add supplementary acid for battery immediatel y.

# Operation Guide

## 12. How to charge



STEP 1



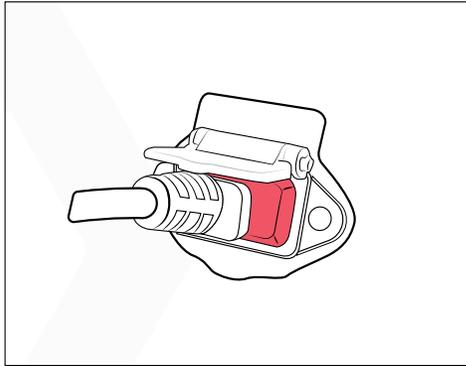
STEP 2

**STEP 1.** The charging port is below the front of the seat. **STEP 2.** To charge the bike, open the charging port lid.

**!** **NOTICE:** Please refer to Appendix 2 for more details of the indicators on chargers.

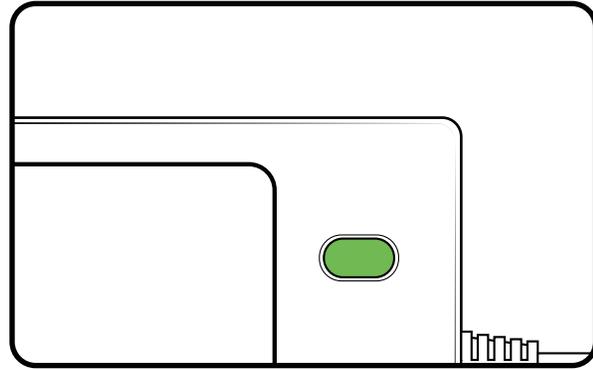
# Operation Guide

## 12. How to charge



**STEP 3**

**STEP 3.** Plug in the charger and plug the charger into a regular 10V wall outlet.



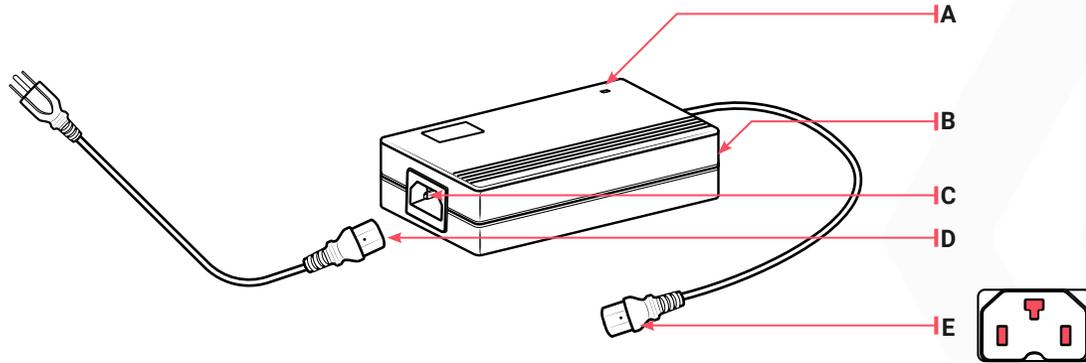
**STEP 4**

**STEP 4.** Once fully charged\*, unplug the charger from the wall outlet first and then unplug it from the bike.

# Operation Guide

## 12. How to charge

### b. Lithium Charger



**A** Charging Indicator

**B** Charger Specification Label

**C** Power Cord Socket

**D** Power Cord

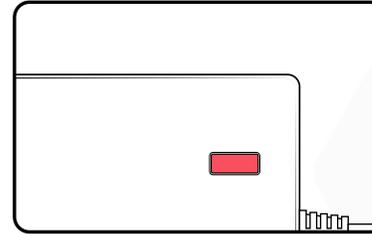
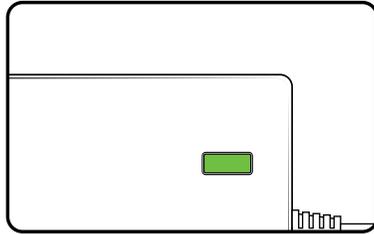
**E** Charging Plug

# Operation Guide

## 12. How to charge

### b. Lithium Charger

#### A. Charging Indicator



#### Charging Indicator Explanation:

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

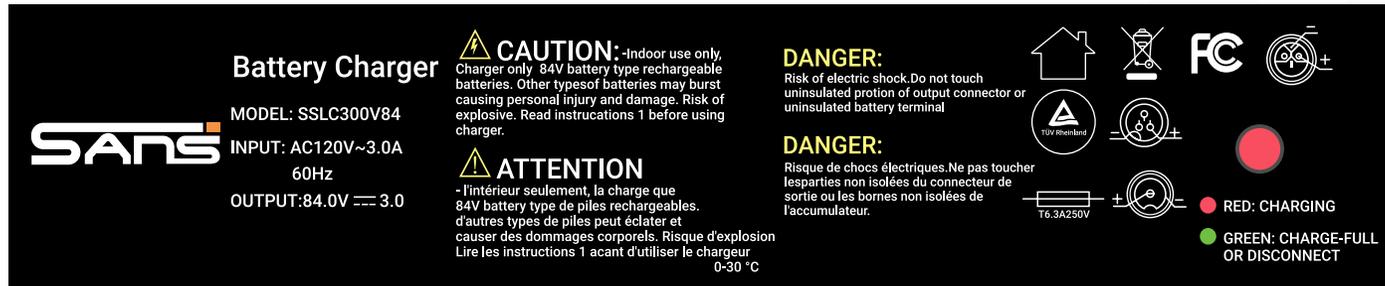
**!** **NOTICE:** If the charger gets warm during regular use, this is a normal response and is no cause for concern.

# Operation Guide

## 12. How to charge

### b. Lithium Charger

#### B. Charger Specification Label



**SANS** Battery Charger

MODEL: SSLC300V84  
INPUT: AC120V~3.0A  
60Hz  
OUTPUT: 84.0V  $\approx$  3.0

**CAUTION:** -Indoor use only, Charger only. 84V battery type rechargeable batteries. Other types of batteries may burst causing personal injury and damage. Risk of explosive. Read instructions 1 before using charger.

**ATTENTION**  
- l'intérieur seulement, la charge que 84V battery type de piles rechargeables. d'autres types de piles peut éclater et causer des dommages corporels. Risque d'explosion Lire les instructions 1 avant d'utiliser le chargeur  
0-30 °C

**DANGER:**  
Risk of electric shock. Do not touch uninsulated portion of output connector or uninsulated battery terminal

**DANGER:**  
Risque de chocs électriques. Ne pas toucher les parties non isolées du connecteur de sortie ou les bornes non isolées de l'accumulateur.

Icons: Home, No open flame, FC, TUV Rheinland, T6 3A250V, and electrical safety symbols.

● RED: CHARGING  
● GREEN: CHARGE-FULL OR DISCONNECT

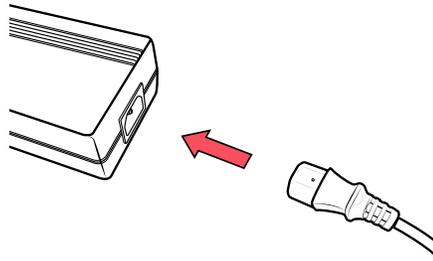
# Operation Guide

## 12. How to charge

### b. Lithium Charger

#### C. Power Cord Socket

#### D. Power Cord



#### Connecting the charger:

- Plug the device connector **C** of the power cable into the device socket **D** on the charger.
- Before using the charger, plug the power cord C to the power cord socket D.



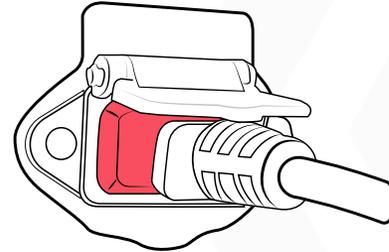
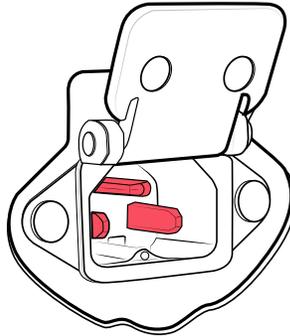
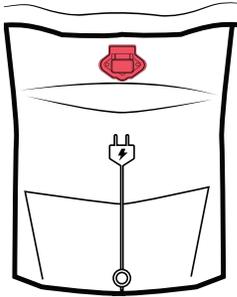
**WARNING: DO NOT** plug the power cord directly to the bike/battery. High voltage may damage the bike/battery and cause severe injury.

# Operation Guide

## 12. How to charge

### b. Lithium Charger

#### E. Charging Plug



#### How to charge:

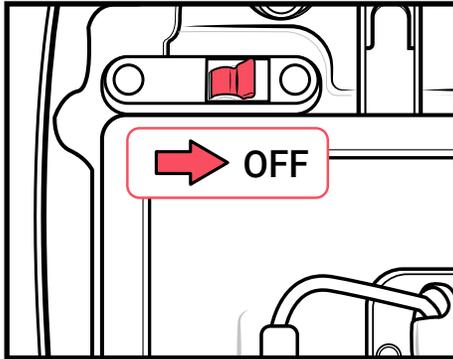
- The charging port is below the front of the seat. (Refer to ["side view", on page 10.](#))
- Open the charging port lid and plug in the charger.
- Plug the charger into a regular 110V wall outlet.

# Operation Guide

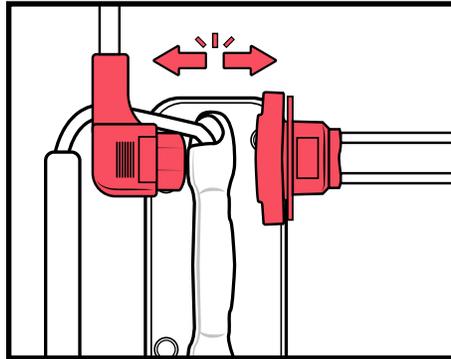
## 12. How to charge

### b. Lithium Charger

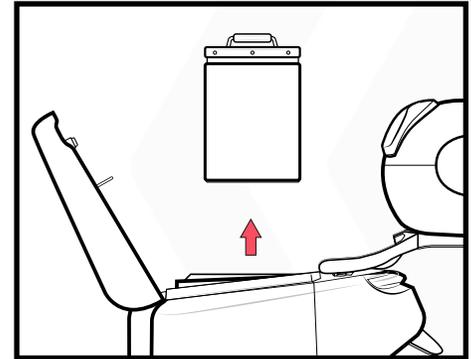
#### How to Remove the Underseat Battery and Charge it off the Bike



I. Open the seat, switch off the circuit breaker. (Red)



II. Disconnect the power plug.



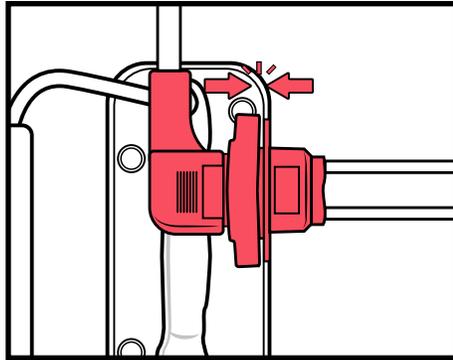
III. Take out the battery from the

# Operation Guide

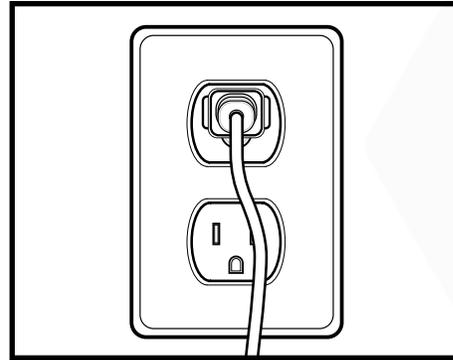
## 12. How to charge

### b. Lithium Charger

#### How to Remove the Battery and Charge it off the Bike



bike.  
**IV.** Connect the charging plug with



battery.  
**V.** Connect the charger with power

# Operation Guide

## 12. How to charge

### a. Charging Precautions



#### **WARNING:**

- You must use the compatible charger (approved by EMMO) to charge the battery.
- **DO NOT** submerge or allow the charger to become 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, please 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 of children.
- Charge the battery in a dry, well-ventilated space. **DO NOT** charge the battery in the rain / snow.

# Operation Guide

## 12. How to charge

### a. 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

## 12. How to charge

### b. Disposal



This product contains sealed lead acid 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 sealed lead acid 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, contact EMMO customer service department.

# Operation Guide

## 12. How to charge

### c. 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, ventilated place, avoid contact with corrosive material, and keep them away from heat and fire.
- Battery storage condition: Temperature:-20 - 35°C , humidity  $\leq$  65%RH.

# Troubleshooting

| Potential Issues/Errors                     | Most Common Way To Solve Issue  |
|---|---|
| Battery not fully seated in tray            | Install battery correctly   |
| Insufficient battery power                  | Need to recharge/test.  |
| Faulty connections                          | Reinstalling or testing battery/wiring.   |
| Improper turn on sequence                   | Clean and reconnect connectors  |
| Brakes are applied                          | Try restarting 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 replace  |
| 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 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

|                    |   |                                |      |
|--------------------|---|--------------------------------|------|
| <b>Accessories</b> | Headlight/front fender mounting bolt        | 5 mm Allen and<br>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 flexible when turning.
- Whether the right and left switches on the handlebar can work properly or not.
- Whether the throttle can work 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 attachments.
- 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 light are on the speedometer.
- Whether the battery capacity is enough for your trip.
- Whether all lights work properly or not.
- Whether the horn works properly or not.
- Whether the mirrors are clean and adjusted to the appropriate angle.
- Whether the brake lever and brake system work properly or not.

# 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.

## **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.



GET **3**-MONTH  
EXTENDED WARRANTY  
**FOR FREE**



Scan the QR code to  
leave us a review.

# E-Bike Registration

## Survey:

**How did you find out about EMMO Inc.? (Please select the options that apply)**

- Returning Customer
- Family / Friend
- Passing by Store
- Kijiji
- TERA
- Google
- Yelp
- Other \_\_\_\_\_

**2. Send the information listed above to our email: [info@emmo.ca](mailto:info@emmo.ca)**

**3. Wait for a confirmation e-mail from EMMO Inc.**

# 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)