

e-JOE

EPIK SE USER MANUAL

36V 350W EDITION

Please, read before operating your new bicycle

INTRODUCTION

Congratulations on the purchase of your new electric bicycle! We want to make you happy and believe your new bicycle will bring you lots of fun.

We ask that you, please, read this manual thoroughly, paying special attention to the safety warnings before you start riding your bicycle.

Please, observe traffic regulations and do not lend your bicycle to anyone who is unfamiliar with it. The bicycle can only be legally used on the road by a person aged 14 years and older.

We strongly advise you to always wear a bicycle helmet when using your e-bike. If you are unfamiliar with cycling, we suggest taking a cycling proficiency course prior to using your bicycle.

Before you ride your bike for the first time, please, make absolutely certain that it has been correctly assembled. You can do this either by taking it to your nearest bicycle shop, or if you are proficient in bicycle mechanics you can do the inspection yourself. You must make certain you have the pedals, saddle, handlebars and other items correctly fitted.

Test your brakes every time prior to using the bike and remember the bike will not stop as quickly in wet or icy conditions as it would on a dry road.

Frequently check your tire pressures. They should be 60 psi or 4.1 bars. Low tire pressures will result in damage to the tires and will massively reduce your range.

NEVER drink alcohol and ride your electric bike. The use of alcohol greatly reduces reflexes and limits your ability to ride safely. Even a small amount of alcohol will limit your ability to be safe on the road.

When you need to replace your battery, please, either dispose it properly or send it back to us or your retailer and we will make sure it is properly recycled.

Happy cycling!

YOUR FRIENDS AT E-JOE BIKE

WARRANTY

LIMITED ONE YEAR COMPONENTS WARRANTY

Includes: forks, stem, handlebar, seat post, saddle, brakes, cables, disc rotors, bottom bracket, crankset, pedals, chain, rims, spokes, wheel hub, freewheel, cassette, derailleur, shifter, motor, throttle, controller, wiring harness, kickstand, reflectors, and hardware. These items are warranted to be free from manufacturer defects in materials and/or workmanship for a 1 year period from the date of original purchase.

LIMITED ONE YEAR BATTERY WARRANTY

Lithium Ion batteries are warranted to be free from manufacture defects in materials and/or workmanship for a 1 year period from the date of original purchase (cycle life or deep charge up to 70% full capacity).

LIMITED 30 DAYS FULL REPLACEMENT WARRANTY

If an e-JOE bicycle is not working properly because of a major defect within the first 30 days, e-JOE will repair or replace any defective e-JOE Bike at its sole option and expense upon determining whether the damage, failure, or loss is due to a major defect. e-JOE will have sole discretion to determine whether the damage, failure, or loss is due to a major defect or otherwise.

TERMS OF WARRANTY

- This warranty only applies to the original owner of an e-JOE bike.
- *Proof of purchase is required for **all** warranty claims.*
- This warranty is replacement parts ONLY and does NOT cover the cost of labor.
- This warranty covers shipping costs for dealers ONLY.
 - *If you believe your bicycle needs service, or are experiencing problems with your bicycle, e-JOE encourages you to bring your bike to your nearest electric bike dealer for warranty determination and assistance.*
- This warranty does not cover any damages or defects resulting from failure to follow instructions in the owner's manual, acts of God, accident, misuse, neglect, abuse, commercial use, modification, or improper assembly.
- This warranty does not include coverage of normal wear-and-tear parts (ex. tires, tubes, brake pads, etc.)
- This warranty does not cover parts damaged by an attempted repair unless performed by an authorized dealer of e-JOE with e-JOE's knowledge.
- e-JOE reserves the right to refuse any warranty claim.

OPENING YOUR BICYCLE

When receiving your bicycle, your package should contain the following items:

- The main body of the electric bike consisting of:
 - Frame
 - Rear wheel
 - Gear and chain
 - Rear brake
 - Battery
 - Rear fender
- The handlebar subassembly
 - This subassembly is still connected to the main body by the brake cables and electrical wires. The handlebar has the brake levers and the gear controls already assembled. Additionally, the left handle has a throttle for power-assisted mode and an LED Power Assist Display.
- The seat (or saddle) which is attached to the pedestal stem
- The front wheel with the front brakes
- The front wheel fender with supports
- Front and rear reflector assembly (on LED lights)
- Front and rear LED lights
- Pedals (2)
- Battery charger (in a separate box)
- Mini tool kit for assembly and/or repairs
- Battery keys (2)

Please contact your dealer or e-JOE Bike if any of these parts are missing.

STRUCTURE OF YOUR E-BIKE

Currently electric bicycles can be divided into two classes: TAG (Twist-And-Go) and PAS (Pedal Assist System). EPIK SE belongs in the second classification. Refer to the picture below for structure and parts.



MAIN SPECIFICATIONS

BIKE	
Weight	42 lbs.
Max Capacity	300 lbs.
Dimension	65" x 27" x 46"
Max Speed	20 mph
Full Charge Distance	≤ 55 miles (depending on terrain and rider's weight)
Climbing Grade	≤ 10%
MOTOR	
Description	Rear drive brushless hub motor
Max Riding Noise	60 db
Rated Power	350 watt
Rated Efficiency	80%
BATTERY	
Type	Samsung Cell
Voltage	36V
Capacity	9Ah
CHARGER	
Charging Time	4-6 hr
How to Charge	Direct charge: Connect plug with plug receptacle

BRAKES

There are two types of braking mechanisms that e-JOE installs on its electronic bicycles, the “V-brake,” and the “Disk brake.” EPIK SE has a Disk brake installed on both the rear and front brake and is used to control the entire braking system of the bicycle, as shown in the picture below:

Brake Precautions

- Do not brake too strongly or abruptly, as it will make it easier for you to fall down.
- Remember which wheel is controlled by which brake.
- Incline your body backward to reduce the influence of inertia.
- Adjust the brakes properly. Brake pads gradually wear down normal use. If the brake pads are ground flat, repair or replace them properly.
- Check whether the braking function and braking power cut-off are working properly.

GEARS

EPIK SE comes with seven (7) gears. To change a gear, grasp the right end of the handlebar and twist up or down to your desired gear.

- The higher the gear number, the more resistance given when pedaling.
- If you find that when using the Pedal Assist System you are moving faster than you can pedal comfortably, try moving to a higher gear.

SEAT AND HANDLEBAR SAFE HEIGHT MARK

Vertical Handle Stem Position

Appropriate adjustments can be made for the vertical handle stem according to personal preference or driving habit, but it is forbidden to expose the infix notation (also called, the safety line). If used in an inappropriate way, it may cause serious injury to the rider.

Adjustment Method:

- Unlatch locking lever at the top of the folding pipe.
- Move vertical handle stem to appropriate height making sure not to exceed the safety mark.
- Screw on the lead screw in handle core.

Seat Cushion Position

When you sit on the seat cushion, step on the pedal with your heel and lower the pedal to the lowest possible position. The height is best suited when the leg can slightly straighten out.. If only the tiptoe can step on the pedal or the leg cannot straighten out slightly, fatigue and sports injuries may occur. Caution should be taken when making suitable height adjustments for the seat pillar.

The MAX mark line (also called, the safety line or the infix notation), and the mark cannot be higher than tie-in of seat cushion. If used inappropriately, serious damage may be caused to the rider.

Angle of saddle: In order to avoid the forward-tilt when driving, it is best to make slight upward-tilt adjustments for the front end of the saddle. Appropriate adjustment can be made for pre- and post-position according to personal height, and it is suitable for the seat post to be in middle position generally.

The lowest height of the seat: Move the quick release handle to "OPEN." Put the saddle to the lowest position until it cannot insert. Then move the quick release handle to "CLOSE." This is the lowest height of seat.

The highest height of the seat: Move the quick release handle to "OPEN." Put the saddle to the highest position but not more than the safe line. Then move the quick release handle to "CLOSE." This is the highest height of the seat.

BATTERY AND CHARGER ACCESS

Battery Access Slot

Make sure the battery is properly seated against its housing in the frame. Insert the key into the lock on the top of the battery head. Turn the key to remove/lock the battery in the frame.

- NOTE: The keys provided are ONLY used to lock and unlock the battery. Turning the key DOES NOT act as a ignition for the battery or motor.

Battery ON/OFF Switch

Located on the side of the black battery cap is a red ON/OFF switch. When the battery is locked into the frame this switch is accessible through the port on the left side of the frame.

- On = Battery is powered on. Electric Assist LED Display is able to be turned on and the PAS, throttle, and USB port can all be used.
- OFF = Battery is completely powered off. Electric Assist LED Display will not turn on. PAS and throttle cannot be used. The USB will not charge any plugged in devices.

USB Port

Located next to the ON/OFF switch on the battery cap is a USB port. When the battery is locked into the frame, the USB port is accessible through the port on the left side of the frame. When the battery is turned on, USB port can be used to charge any device with a USB compatible charger.

- USB charging will use battery life. Be aware of battery level when charging with USB and operating bike simultaneously.



Bicycle Battery Charger and Charge Indicator Lights

To see the battery levels, use the charge indicator on the Electric Assist LCD Display located on the left handlebar.

The battery charger for the Epik SE is equipped with an LED light indicator that works to help you preserve the battery life of your bicycle by allowing you to see if your Epik SE is completely charged.

- Red = Charging
- Green = Fully Charged

Battery Precautions:

- Do not touch the two poles of the battery with your hands when the battery is removed for charging. The two battery poles should not be touched with any other metal or other material that conducts electricity.
- While charging, put the battery in a secure place where children cannot reach it.
- Do not use any other charger other than the one that came with your electric bike. If you need another charger, contact your local dealer or e-JOE Bicycle.
- Do not attempt to open or repair your charger, the electronics contain high pressure circuits, so do not dismantle by yourself without a professional.
- Avoid any contact with water while charging; prevent liquids, metal, and metal fillings from permeating the charger, and be careful to not drop or hit the charger which could damage its components.
- Do not put anything on top of the charger while charging; it must be well ventilated to allow the heat that is generated to dissipate.
- Stop charging the battery immediately if you notice a peculiar smell or the charger gets too hot to touch.
- To prevent premature failure of your battery and for your warranty to remain in effect on your battery, it is RECOMMENDED to charge and discharge your battery at least once per month. Do NOT use your battery in a very low state.
- To preserve the life of your battery, it is RECOMMENDED that you do not leave your battery charging for periods longer than 48 hours.
- It is normal that the distance range will reduce as a result of low temperatures.

GENERAL OPERATING INSTRUCTIONS

Electric Assist - LED Operating Instructions

When you first turn on your electric bike, your LED Electric Assist Display will automatically go into the default setting: Pedal Assist System (PAS) will be turned on, thumb throttle will be turned on, and battery level indicator will be turned on.

- SWITCH Button:
 - Pressing the SWITCH button once, will turn off the PAS leaving only the thumb throttle turned on
 - NOTE: “Handler” light indicates the thumb throttle is on. If thumb throttle is turned off, the “Handler” light will be off.
 - Pressing the SWITCH button twice, will turn off the thumb throttle (“Handler” light), and turn the PAS system back on.
 - At this point you can use the MODE options located on the bottom of the display.
 - MODE options show you how much pedal assist you are receiving from the motor.
 - LOW - you are receiving about 30% of the motor’s capacity
 - MEDIUM - you are receiving about 50-60% of the motors capacity
 - HIGH - you are receiving about 80-90% of the motor’s capacity
 - Press the SWITCH button three times, will return the LED Electric Assist back to the original settings, with all options on.
- To turn off all electric assist, hold the ON/OFF button down for 3 seconds, or until all LED display lights are off. For your safety, please turn off the power switch on the battery when the bike is not in operation.



Before You Ride for the First Time:

- Check that lever for the handlebar stem is properly tightened.
- Check that locking lever for folding pipe is tightened and the safety clip ring is in place.
- Check that the folding lever for the frame is tightened and safety clip is in place.
- Check all other nuts and bolts and fixings are properly tightened, paying particular attention to the motor fixings, kickstand, yoke, and steering head bearings.
- Check that the brakes and brake levers are functioning properly.
- Check that tire pressures are 60 psi/4.1 bar and that tires are not damaged.
- Check that reflectors and lights are functioning properly.
- Make sure the battery is fully charged.
- Load battery into bicycle and turn on by pressing the ON/OFF button on the LED display.

During Riding: Instructions and Tips

- Once the bike is powered ON, when the rider presses down on the thumb throttle, the bike will move forward. Do not power ON until you are ready to go.
 - Squeezing the hand brake, or releasing the throttle, will automatically cut the power to the motor.
- To get the furthest distance, it is recommended to pedal the bicycle with the Pedal Assist System mode ON.
- When riding your e-bike and when the battery power is low, it is recommended to pedal your e-bike as much as possible and get the battery charged up as soon as you get to an electrical outlet.
- Turn off the power when parking. If you decide to push your bike for any reason, make sure to turn the power off so you don't automatically turn the throttle on and make the electrical bicycle start suddenly and cause an accident.
- To help get the best distance out of your electric bike, refrain from unnecessary braking and coast as much as possible.

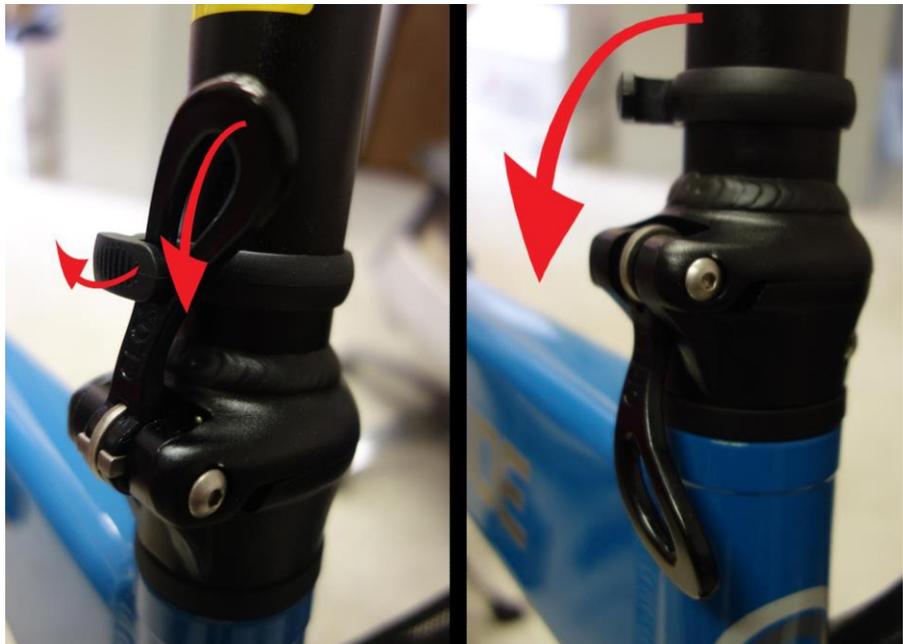
FOLDING INSTRUCTIONS

EPIK SE can be folded for easy storage and travel.

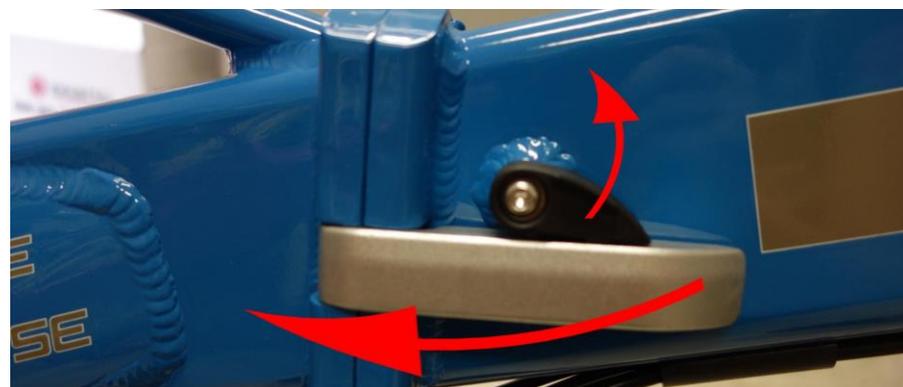
Pedals: Fold the pedals by pressing the end of the pedal inward and then upwards.



Folding Pipe: Locate the locking lever at the base of the folding pipe. First, slide the safety clip ring away from the lever, and then pull the locking lever out and down towards the floor. Second, push down and out the handlebars to fold the pipe at the hinge.



Frame: Located the frame locking lever on the right side of the frame. Unlock the frame by 1st moving the black safety clip upwards, and then pulling the silver locking lever out and towards the rear of the bicycle.



MAINTENANCE

- **IMPORTANT!** Do not attempt to open the casings of the battery, motor, or controller; it could be dangerous and will void any warranties by doing so. If you experience a problem, please contact our service department or your local retailer.
- Wheel spokes should be adjusted every 300 miles of riding.
- Handlebar and saddle posts should never be raised beyond the maximum indicated by the safety lines around the tubes.
- Your bike has a rear derailleur that will automatically tension your chain. However, if the chain becomes loose or frequently comes off the front cog, you can easily adjust the chain tension by loosening the rear axle nuts slightly, and adjusting the tension bolts. Make sure that the chain runs freely and retighten the axle nuts.
- It is recommended to take your bicycle for a well tune-up and maintenance check by a bicycle mechanic on a regular basis.

WATER

- Your electric bicycle is rain and splash proof.
 - Please use caution; do not operate your bicycle under very bad/heavy weather conditions.
- The electric components of the vehicle, such as the motor, battery, and controller, **MUST NOT** be submerged in water.
- To prevent rust or corrosion, dry off bicycle and components after riding in wet weather and store bike and battery in a dry location.

SIMPLE TROUBLESHOOTING

PROBLEM	SOLUTIONS
A. Top speed too slow	1. Fully recharge battery
B. Power on but motor not working	1. Reinstall battery/ Replace fuse
C. Driving shorter distance per recharge	1. Check tire pressures 2. Recharge completely or have charger re-inspected 3. Replace battery
D. The power is on with throttle or pedal assist, but the e-bike doesn't work	1. Controller needs to be replaced, or 2. Motor needs to be replaced
E. The power is on; bike works with throttle, but not with pedal assist.	1. Controller needs to be replaced, or 2. Pedal assist module needs to be replaced, or 3. Motor needs to be replaced
F. The power is on, bike works with pedal assist, but not with throttle	1. Controller needs to be replaced, or 2. Throttle needs to be replaced, or 3. Motor needs to be replaced
G. The power is on, and the throttle is down, but the bike doesn't work.	1. Check battery to see if it needs to be charged, or 2. Fuse needs to be replaced, or 3. Controller needs to be replaced, or 4. Motor needs to be replaced
H. The switch is turned on, and the bike takes off without using the throttle.	1. Check if the throttle is stuck in the on position 2. Replace throttle if it is faulty
I. After stopping, the bike doesn't start when the throttle is activated	1. Check whether the brake handles are fully released 2. Check D., E., and F. above
J. You connect the power to the charger, but the indicator light does not come on.	1. Check whether there is electricity to the charger 2. If you have a voltage meter, you can check to see if the charger produces the correct current
K. You plug in the charger to the bike and the outlet, and the green light comes on instead of the red light. This means it isn't charging.	1. Check to see if the batteries are fully charged 2. Check whether the charger is plugged in properly to both the battery and the outlet 3. Check the voltage of the charger and battery 4. If "zero" voltage on the charger, then it needs to be replaced 5. If "zero" voltage from the battery, then check the fuse.

*If all above mentioned situations are normal, then there is another problem.
Please, call your local dealer or our service department for more assistance.*

CONTACT US

We hope you enjoy your new e-JOE bike!

If you have any questions/comments/concerns, or would like to share your e-JOE bike experience, please contact us at:

Telephone: 855-888-1891
Email: sales@ejobike.com
Website: www.ejobike.com

Follow us on Facebook and Instagram!



www.facebook.com/ejobike
[@ejobike](https://www.instagram.com/ejobike)