

***e-JOE***

## KODA USER MANUAL

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 of the tires and will massively reduce your speed and 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.

e-JOE cares for the environment and encourages its customers to properly dispose of e-JOE products in accordance with local regulations. When you need to dispose of a lithium-ion battery, please, either dispose of the unwanted battery through an approved recycler or send it back to us and we will make sure it is properly recycled.

Happy cycling!

YOUR FRIENDS AT E-JOE BIKE

# 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 sub assembly
  - This subassembly is connected to the main body by the brake cables and electrical wires. The handlebar has the brake levers and gear controls already assembled. LCD Power Assist Display is located in the middle of the handlebar and is connected with the thumb throttle on the left side.
- The seat (or saddle) attached to the pedestal stem
- The front wheel with front brakes
- The front wheel fender with supports
- Front and rear LED lights
- Rear rack
- Pedals (2)
- Battery charger (in a separate box)
- Battery keys (2)

After unpacking, please, do not discard the box and protective material until you test the bike and make certain it is in good working condition. Contact your dealer or e-JOE Bicycle if any of these parts are missing.

# STRUCTURE OF YOUR E-BIKE



# MAIN SPECIFICATIONS

BIKE	
Weight (with battery)	54 lbs.
Max Capacity	350 lbs.
Dimension	71" x 27" x 44"
Max Speed	20 mph
Full Charge Distance	up to 50 miles (depending on terrain and rider's weight)
Climbing Grade	≤ 10%
Pedal Assist System	Side Thumb Throttle Control & 5 Level Pedal Assist
Frame	6061 Aluminum Alloy (Diamond Shape Design)
Tires	700 x 45c Kenda Road
Seat	Selle Royal Comfort Saddle
Brakes	Front/Rear: ZOOM or TEKRO Hydraulic Disc Brakes with 180mm disc (depending on the year of the bike)
Gearing	8-speed Shimano Acera Derailleur
Accessories	LCD Display, Fenders, Rear Rack, Front/Rear LED Lights
MOTOR	
Description	Rear brushless geared hub motor
Max Riding Noise	60 dB
Power	500 Watt Rated with 750 Watt Peak
Rated Efficiency	80%
BATTERY	
Type	LG 18650-Cells Lithium Ion
Voltage	48V
Capacity	528 Wh
CHARGER	
Input Voltage	110-240
Charging Time	4-6 hr.
How to Charge	Direct charge: Connect plug with the plug receptacle

# ASSEMBLY

KODA electric bicycle is shipped 98% assembled. In order to fully assemble the bike and prepare it for the first use, follow these simple steps:

## Step 1: Packing Material

Remove all packing and protective material and put aside. Do not discard the box or any shipping material until you test the bike and make certain it is in good working order.

## Step 2: Handlebar

Stand the main body of the electric bike on the kickstand. Make sure that the fork that holds the front wheel is pointing forward. Unscrew the face plate of the handlebar's stem. Insert the handlebar into the stem housing and attach the face plate back into place. Center the handlebar and tighten the face plate bolts so that the handlebar does not move. Adjust the LCD display if necessary.

## Step 3: Wire Harness

The earlier bike editions do not require connecting the wires after unpacking. However, if you have purchased the latest edition of the bike (2018), it is necessary to connect the main wire harness with the bike components. To connect the electric wires, first, stand in the front of the bike and locate the main wire harness with the green e-JOE logo. Connect the wires by matching the colors AND aligning the arrows: LCD display (● green prongs), thumb throttle (● orange prongs), brake levers (● red prongs). Please, see a picture on the right for reference.

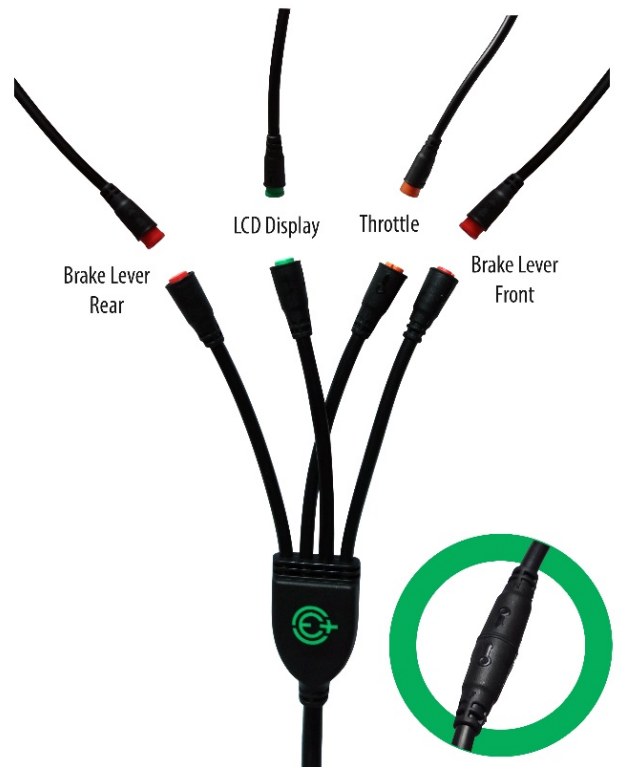
Double-check the wires and make sure they are securely connected, the arrows are aligned, and the colors are not visible.

## Step 4: Brakes

Test the brake by lifting the front of the electric bike and setting the wheel in motion by turning it and apply the brake at the handlebar to stop it. If you could not set the wheel in free motion, or could not stop it when applying the brake you need to readjust by increasing or decreasing the clearance between the brake pads and wheel.

### Brake Precautions:

- Don't brake too strongly or suddenly, as it will make it easier for you to lose balance and fall down.
- Remember which wheel is controlled by which brake.
- Incline your body backward to reduce the influence of inertia.
- Adjust the brakes properly, if damages exist, such as brake pads that are ground flat, please, service appropriately.
- Check whether the braking power cut-off and brake function are in good condition.



### Step 5: Installing the Seat and Pedals

Insert the stem of the seat into the seat column of the main body frame; use the built in the lever to tighten the stem. Be sure not to exceed the safety mark on the stem when finding the appropriate seat height. If used inappropriately, serious damage/injury may be caused to the rider.

To attach pedals, begin by identifying the right and left pedals. Look for "L" and "R" markings on the axle, wrench flats or stickers. If no "L" and "R" markings are seen, use pedal thread direction to identify pedals. Left threaded pedals (threads sloping upward to the left) go to left crank. Right threaded pedals (threads sloping upward to the right) go to right crank. See image if in doubt (Left: left-hand threads on a left pedal. Right: right-hand threads on a right pedal).



Be sure to grease the pedal threads before installation. Choose the appropriate pedal and start it into the correct crank arm by hand turning the pedal axle toward the front of the bike (both pedals thread in this direction). If it will not start, do not force it - you are probably trying to install the left pedal on the right side or vice versa. Thread both pedals into the crank arms as far as you can by hand. Then fully tighten them with a wrench so they do not loosen from pedal pressure. Be careful to not overtighten the pedals as it may cause difficulties with their removal in the future.

Inflate the tires to proper pressure.

### Step 6: Inserting and Removing the Battery

Make sure that the battery is properly seated against its housing connector base. Insert the lock key into the slot on the battery. Turn the key and without releasing it remove/lock the battery. To see the battery charge level, click the button at the top of the battery and the charge indicator will display the charge level; or turn on LCD on the handlebar to check the charge.

NOTE: The keys provided are ONLY used to lock and unlock the battery. Turning the key DOES NOT act as an ignition for the battery or motor. Please, keep in mind that e-JOE does not carry copies of the keys. It is recommended to store one key in a safe location in case the first key is misplaced or lost.

#### 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 battery warranty to remain in effect, it is RECOMMENDED to charge and discharge your battery at least once per month. Do NOT use your battery in a very low state.
- It is normal that the distance range will reduce as a result of low temperatures.
- Never dispose of batteries in a fire because they may explode.

# GENERAL OPERATING INSTRUCTIONS

## *Before You Ride for the First Time:*

- Check that the handlebar and handlebar stem are properly tightened.
- 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.
- Remove the plastic tabs from the head and tail lights to activate the batteries. Check that the lights.
- Make sure the battery is fully charged: load battery into bicycle and turn on by pressing the ON/OFF button on the LCD display.

## *During Riding: Instructions and Tips*

- Once the bike is powered ON, the rider can begin the ride. To activate the pedal assist system and throttle, increase PAS level to 1. Do not power ON until you are ready to go.
  - Squeezing the hand brake 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 ON.
- When riding down hills, do not turn off power, otherwise, the controller and motor will be easily damaged.
- 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 and remove the key while 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.

**It's important for your safety and performance to understand how things work on your bicycle and make absolutely certain all parts are correctly assembled. We urge you to consult your dealer before the first use and have your dealer check your work before the first ride. If you have even the slightest doubt about your knowledge or bike's assembly, talk to your dealer.**



# LCD OPERATING INSTRUCTIONS

KODA is equipped with the multifunctional LCD power assist display. Depending on the year of production, two types of displays are used:

## 1) Settings of the Display #1 Contain the Following:

- Display
  - Battery capacity (power)
  - PAS Level & Mode
  - Speed, Time, Distance
  - Error Code
- General Settings
  - Km/miles system
  - Speed limit
  - Backlight
- Advanced Settings
  - Wheel diameter
  - Automatic power off
  - Level amount



**NOTE: General settings can be directly set by users. Advanced settings should NOT be altered once entered, as they affect the system as a whole. Please DO NOT make changes to the advanced settings.**

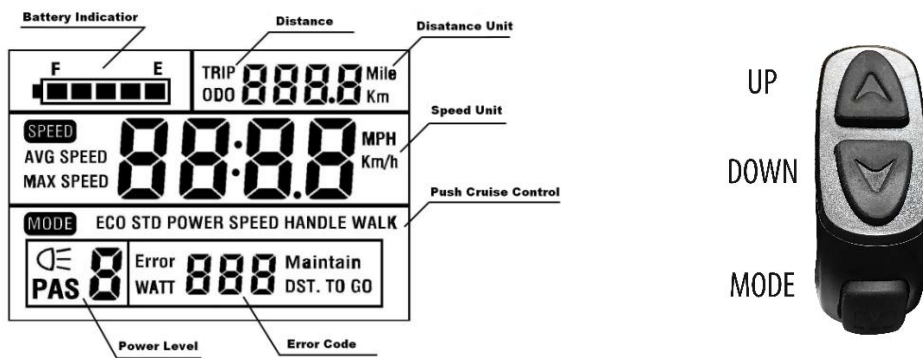
## Setting Up Your LCD Display:

- Power
  - Hold [mode] button for 5 seconds for both ON and OFF
- General Settings:
  - Hold [up] and [down] for 3 seconds; LCD will enter general settings
  - Display Unit
    - Press [up] and [down] to choose a display unit
    - Press [mode] to save and continue
  - Speed Limit
    - Range is 15 km/h - 40 km/h (9 mph - 25 mph)
    - Press [up] and [down] to change limit
    - NOTE: When RPM reaches or exceeds set speed limit, motor power will decline. For safe riding, we suggest a speed limit of 25 km/h (15 mph)
    - Press [mode] to save and continue
  - Backlight
    - Press [up] and [down] to change the brightness
    - The range is from 1-6
    - Press [mode] to save and continue
  - Time/Quit from General Settings
    - Press [up] and [down] to change the hour
    - Press [mode] to enter minute settings, use [up] and [down] buttons to change the minute
    - Press [mode] to save and quit from general settings
- To put all new settings into effect, please restart your LCD Display

## Other LCD Functions:

- Trip Clearance: Press [mode] and [down] buttons simultaneously to clear trip distance
- Distance Display: Short press [up] to switch between ride distance and total distance
- Error Codes
  - 04: Throttle no homing
  - 05: Throttle Abnormality
  - 06: Low Voltage Protection
  - 07: Overvoltage Protection
  - 08: Hall Sensor Abnormality
  - 09: Phase Line Abnormality
  - 10: Controller Overheat
  - 11: Temperature Sensor in Controller Abnormality
  - 12: Current Sensor Abnormality
  - 21: Speed Sensor Abnormality
  - 22: Communication Abnormality in BMS
    - NOTE: The display will return to normal only after a problem is fixed, and the bike will not turn on before fixing the problem

2) LCD #2 displays the following information: battery capacity, distance, distance unit, speed unit, push/cruise control, error code, and power level. The display is equipped with a special 3-button unit: UP, DOWN, MODE. This operating button suits both L/R hand.



### ● ON/OFF

Long press MODE to turn the display on and supply power to the controller. To turn off the display, press and hold MODE to shut off the power. If the bike is not used for more than 10 minutes, the display will turn off automatically.

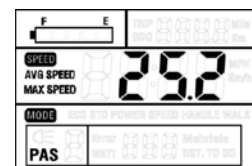
### ● Battery Indicator

When the battery is fully charged, the icon will show five full bars on the top left corner of the display. When the battery is low on charge, the last bar will start flashing. Charge the battery as soon as possible.



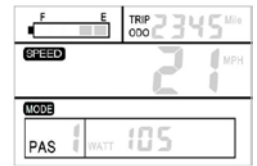
### ● Speed (including real time, max and average speed)

When the bike starts riding, the display will automatically show the current speed. Hold UP and the display will show the MAX speed during this ride. Hold UP again and the display will show the AVG speed during this ride. Hold UP again and the display will turn to the current speed display.



- Distance and Current Ride Time

Press **MODE** to switch between riding distance and total distance. This function is convenient for users to check the riding distance (TRIP) and the total distance (ODO).



- Walk Assist

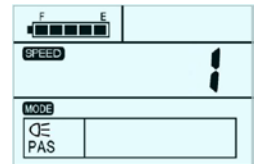
Press and hold **DOWN** to start walk assist mode. The bike will keep moving at an even speed of 6km/h. Release the button to exit walk assist mode.

**IMPORTANT!** Walk assist can only be used when pushing the bike when walking next to it. Do not start this function when riding!



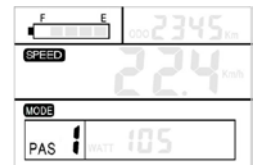
- Backlight

Hold **UP** button for 3 seconds to turn on the backlight, when the surrounding light is not enough or it is in the evening. Repeat the action to turn the backlight off. The backlight brightness can be adjusted in the advanced settings.



- PAS Level

The default pedal assist level of the display is 0. Short press **UP** or **DOWN** to change the output power of motor from 1 to 5, 1 is the lowest power, 5 is the highest. It is recommended to start riding the bike at level 0. For safety, when the bike is not in use, remember to switch to level 0 to deactivate the PAS/Thumb throttle in order to avoid a hazardous situation.



- Settings

When the display is turned on, hold both **UP** and **DOWN** for 2.5 seconds at the same time to enter the settings.

The first setting parameter is a wheel diameter. The default setting for KODA is 700c. Do not change this setting. After the confirmation of the wheel size, short press **MODE** to reserve it and enter into the max speed setting. The max speed should be set in accordance with the local regulations. The default max speed is 25 km/h. Short press **MODE** to continue to the third setting parameter, backlight brightness. Press **UP** or **DOWN** to modify the backlight brightness. Choose from level 1 to level 3. Level 1 is the minimum brightness. Level 3 is the maximum brightness. Press **MODE** to reserve it and enter into the speed unit setting (Metric system/British system). Press **UP** or **DOWN** to choose the display unit (MPH or Km/H). The distance unit will change accordingly with the speed unit. To quit the settings state, hold **MODE** for 3 seconds to confirm the input, save the current setting and exit.

- Error Code

If there is something wrong with the electronic control system, the display will show the error code automatically. The following is the definition of the error code. The error interface can be exited only when the fault is excluded.

Error Code	Definition
21	Abnormal Current
22	Throttle Fault
23	Motor Phase Problem
24	Motor Hall Defect
25	Brakes Failed
30	Abnormal Communication



- FAQ

*Why does not the display turn on?*

Check the connections between the display and the controller. Make sure the battery is charged.

*How can I handle the error code of the display?*

DO NOT attempt to open and/or repair the bike components. Doing so will void the warranty and can result in a safety hazard. Visit your local e-JOE Bike Dealer, or call our technical support +1-855-888-1891.

# MAINTENANCE

Like any other mean of transportation, electric bicycle and its components are subject to wear and tear. The rate of wear depends on care and maintenance and the way of use (mileage, terrain, weather conditions, etc.). The use of a bicycle in competitive events, aggressive riding, riding on severe terrain/climates, riding with heavy loads, commercial activities and other types of non-standard use can dramatically shorten the life of the bicycle and its components. Be sure to use your bicycle for its intended purpose only and to follow any assembly and maintenance instructions.

- **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.
- KODA is equipped with the hydraulic brake system which should be regularly inspected. With use over time, brake fluid will become contaminated with dirt and moisture and should be replaced. It is recommended to use mineral oil for brake fluid replacement. For additional information, follow the manufacturer's instructions.
- DO NOT ride the bike if the oil is leaking as the system may suddenly lose braking power.
- Disc brake calipers, rotors, and brake pads get extremely hot after use. Do not touch these parts after a ride and be sure to allow some time for the brake system to cool down before attempting the service.
- The bike should not be stored or turned upside down, as air may enter the brake lines. If the bike has been upside down, allow it to sit several minutes before use, and test the levers by pulling with force.
- Leaving a bicycle standing in the open and/or not using it for longer periods of time (more than 3 months) may be subject to increased wear through weathering and deterioration. You should have your bicycle and its components checked periodically by your dealer for indicators of stress and/or potential failure, including cracks, corrosion, deformation, dents, paint peeling, and any other indicators of potential problems, inappropriate use or abuse. These checks are important to ensure all components function safely and reliably and to help prevent any accidents or injuries to the rider.

# WATER

- Your electric bicycle is rain and splash resistant. Please use caution; do not operate your bicycle under very bad/heavy weather conditions.
- The electric components, 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.
- To avoid electric shock and damage to your product, do not charge the device while it is wet or in an area where it could get wet. Do not handle bicycle, scooter, charger or cords with wet hands while charging.

# WARRANTY

## *STANDARD LIMITED WARRANTY*

e-JOE warrants every new e-JOE electric bicycle to be free from manufacturer defects in material and/or workmanship for the period of ONE (1) year provided that the product is used in a standard and controlled manner, and maintained according to its owner's manual.

The warranty applies to the person or entity that originally purchased the product from e-JOE or its authorized dealers in the United States and Canada (not transferable to a subsequent purchaser). The warranty period commences upon the date of original purchase. A proof of purchase from an authorized e-JOE dealer and photo/video evidence of the defect are required to receive the warranty support.

## *WHAT IS COVERED BY THIS WARRANTY?*

e-JOE Bikes warrants every new e-JOE product against defects in material and/or workmanship as follows:

### *LIMITED ONE (1) YEAR COMPONENTS WARRANTY*

*e-JOE electric bicycle:* frame, suspension fork, stem, handlebar, headset, LCD display, seat post, saddle, brake levers, cables, bottom bracket, crankset, pedals, chain, rims, wheel hub, freewheel, cassette, derailleur, calipers, shifter, brake discs/rotors, brake/shifter cables, motor, throttle, controller, wiring harness, kickstand, grips, head and tail lights, rear rack, fenders, reflectors, and hardware;

### *LIMITED ONE (1) YEAR LITHIUM-ION BATTERY WARRANTY*

Lithium-ion batteries are warranted to be free from manufacturer defects in materials and/or workmanship for ONE (1) year period from the date of original purchase. The battery warranty does not include damage from power surges, use of improper charger, improper maintenance, misuse, normal wear or water damage.

### *LIMITED 30 DAYS FULL REPLACEMENT WARRANTY*

If an e-JOE product is not working properly because of a major manufacturer defect within the first 30 days of original purchase, e-JOE Bike will repair or replace any defective product at its sole option and expense upon determining whether the damage, failure, or loss is due to a major manufacturer defect. e-JOE will first issue replacement parts for a reasonable number of tries (as determined by e-JOE). If the product does not function properly after the parts replacement attempts, e-JOE will send a full replacement bicycle or scooter upon receipt and inspection of the original product and replacement parts.

e-JOE reserves the right to charge 10% of the product price in case the original product is returned in a bad manner, with the insufficient protective material, not in accordance with the instructions provided by e-JOE, or shows signs of excessive use, neglect, dirt, dust. A full replacement product will be issued only after such fee is paid in full.

### *LIMITED 7 DAYS SHIPPING DAMAGES COVERAGE*

e-JOE will repair or replace the parts damaged during shipping at its sole option provided that such damage is documented on the bill of lading or delivery receipt and reported to the dealer or e-JOE within the first 7 days after delivery. It is the customer's responsibility to inspect the box and the product at the time of delivery, take pictures of any damage and keep all packaging and paperwork until the damage claim process is complete.

## *WHAT IS NOT COVERED BY THIS WARRANTY?*

- e-JOE product without presented proof of purchase from an authorized e-JOE dealer AND photo/video evidence of the defect;
- e-JOE product purchased from an unauthorized e-JOE dealer;
- e-JOE product with an expired warranty period;
- e-JOE product transferred to a subsequent purchaser or owner;
- normal wear and tear (scrapes, scratches etc.);
- consumables (components that are subject to short life and periodic replacement due to their functions including, but not limited to tires, tubes, brake pads, spokes, alkaline batteries, saddle covering, paint, mineral oil, and other lubricants);
- assembly or tune-up fees;
- costs associated with inspection, labor, packaging material, shipping of warranted products;
- damage or defects resulting from failure to follow instructions in the owner's manual, improper assembly, use of incompatible and non-original parts, improper maintenance, storage, and transportation, alterations, modifications, acts of God, accidents, misuse, neglect, abuse, water damage, operator's error, commercial activities, extreme or excessive riding, and other types of non-standard use;
- damage or defects resulting from an attempted repair unless performed by an authorized e-JOE Dealer with e-JOE's knowledge and approval;
- damage or defects caused by flood, lightning, earthquake, war, vandalism, theft, brownouts or sags (damage due to low voltage disturbances).

## *HOW TO OBTAIN WARRANTY SUPPORT?*

### *STEP 1*

Make sure to have the following available: original bill of sale with unexpired warranty period (proof of purchase), photo/video evidence of the defective part or product, and main product information (such as model, serial number, battery voltage, motor wattage).

### *STEP 2*

Read the respective manual and FAQs for troubleshooting and repair instructions. If the solution is not found, contact the authorized e-JOE Bike dealer (seller) from whom you purchased your product and report an issue. As your number one resource, the dealer shall evaluate the problem, provide instructions for troubleshooting and make attempts at resolving it.

### *STEP 3*

If the issue is deemed as manufacture defect in materials and/or workmanship, fill out the warranty claim form (<https://ejoebike.net/warranty/>). e-JOE shall repair or replace parts that are found by e-JOE to be defective and covered by the limited warranty.

If within the warranty period, identical materials are unavailable at the time of repair or replacement, e-JOE reserves the right to substitute materials of equal or better quality. Replacement products may be new or reconditioned. All products that are replaced will become the property of e-JOE and must be returned upon request. Any item repaired or replaced under these terms will be covered by the limited warranty for the remainder of the original warranty period.

Terms of warranty published on <https://ejoebike.net/warranty/> are considered current and controlling when a warranty claim is made. In no event shall e-JOE Bikes be responsible for any direct, indirect or consequential damages, including without limitation, damages for personal injury, property damage, or economic losses, whether based on contract, warranty, negligence, or product liability in connection with their products.

e-JOE reserves the right to refuse any warranty claim.

# 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 and the indicator lights are all 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 and the indicator lights are all 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 and the indicator lights are all 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. Lubricate or replace throttle if it is faulty
I. After stopping, the bike doesn't start when the throttle is twisted	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 the 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@ejoebike.com](mailto:sales@ejoebike.com)

Website: [www.ejoebike.net](http://www.ejoebike.net)

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