PHILODO

OWNERS MANUAL

PHILODO JUMBO

ALL WHEEL DRIVE E-BIKE

Amazon orders customer service:
nomi@philodo.com

Official website orders customer service:
cola@philodo.com

V1.0

Thanks for your purchase of a

Philodo electric bike.

We really appreciate your business cooperation with us and we wish you a good time with the eBike.

This manual will help you assemble and operate your new electric bike. Be sure to read all of the information in this manual before riding. Please contact us if you need manual in other language.

CONTACT INFORMATION

Email: support@philodo.com

Europe Website: www.philodo.com

America Website: www.philodobikes.com

Please record your bike's serial number in the space below. The serial number is located on the head tube of the frame. Refer to the chapter of serial number on page 16 for a photo showing the location of the serial number.

SERIAL NUMBER

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Product Safety Notice

Don't Ride Until You Read This

	Always wear a helmet when riding your electric bike.
	Keep the keys properly. If the unique keys are lost, you will not be able to turn on the bike or replace the battery. If necessary, you should get more spare keys. We don't have a backup key.
	Make sure your electric bike has a full battery before taking it out to ride.
	Always be aware of local road laws, and follow them.
	Do not ride the eBike under the influence of drugs or alcohol.
	Always respect pedestrians.
	Do not ride under wet conditions. The electric bike may slide from under your feet causing injury. Wet conditions may damage the electronics and void the warranty.
	NOTE TO ALL RIDERS UNDER 18 YEARS OF AGE: It's very important that you get parental permission before riding your electric bike.

Warning Message

Read this entire manual before assembling or using your new electric bike. Do not modify, disassemble, or replace the original electrical components on your eBike. Doing so will invalidate your warranty and could put you in danger. Riding any type of eBike comes with some risks which can't be predicted or avoided. Taking proper care of eBike components can lower the risk of sudden failure of components but cannot prevent it. These sudden failures could cause serious harm, injury, or death to the rider. If you notice abnormalities in any component on the eBike, take it to a licensed mechanic to be repaired or replaced immediately. Philodo Bike LTD assumes no liability for harm, injury, or death of the rider.

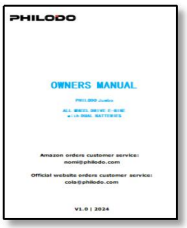
This manual is not intended to function as a detailed service manual. Philodo Bike recommends having your local bike shop mechanic perform a detailed safety check of your eBike before your first ride. Ensure your local mechanic is experienced and reputable.

The Philodo Jumbo can withstand most rain showers without sustaining damage. The eBike has an IP rating of 56. This means it is dust tight and can withstand jetting water. See the IP code for more details.

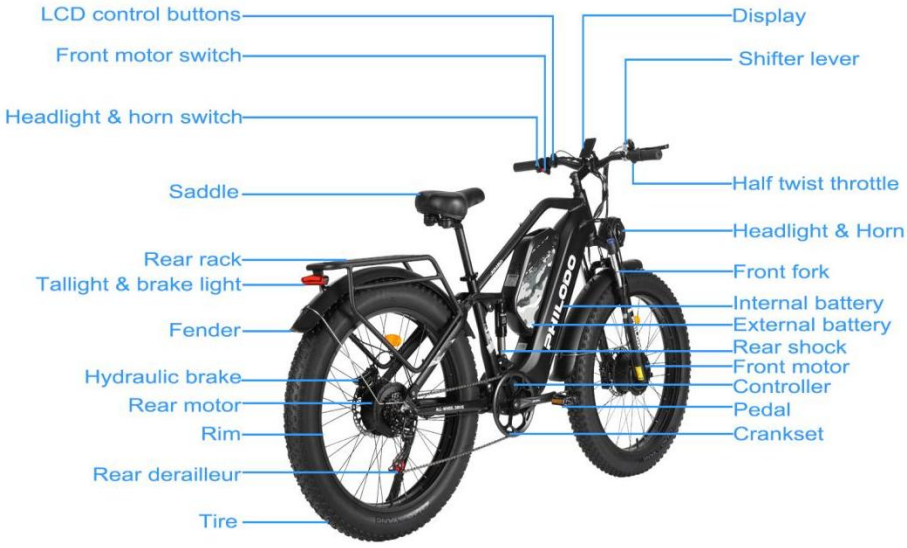
It does not mean that the eBike and its mechanical and electrical components are waterproof. We do not recommend storing or using the eBike in excessively wet conditions. The warranty does not cover water damage.

Package Contents

Carefully check the package contents, if anything is missing or damaged, please contact Philodo customer service for support: support@philodo.com

1x Electric bike	1x Front wheel	1x Headlight
1x rear light	2x Pedals	2x Chargers
Tools	4x Battery keys	 1x Owners manual
1x Rear rack	1x Front fender	1x Battery

Product Overview



Assembly

Seat post

For better pedaling, safety and overall riding comfort, positioning the seat at the right height is important. The rider's leg length is used to determine the seat's position. When you pedal, your hips should remain level and your legs should be almost fully extended at the boom of the pedal stroke, but not over-extended.

To determine the right seat height, sit on the eBike with one pedal at its lowest point and place the ball of your foot on the pedal. Your leg should be almost fully extended with a slight bend at the knee.

1. Open the quick release lever. Insert the seat post into the seat tube.

2. Adjust the height of the seat. Do not raise the seatpost beyond the minimum insertion marking on the seat post.

3. Tighten the nut on the quick release until the lever becomes firm to close. Close the quick release lever by your palm or finger.

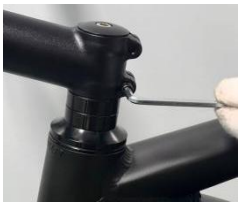
Handlebar

1. Turn the stem to the front. Make sure the front fork brace is at the front of the bike, not at the back.

2. Remove the faceplate of the stem.

3. Take care to note that the cables should run cleanly from the handlebar. They should not be twisted. Don't remove or detach the cables.

4. Insert the handlebar then reattach the faceplate of the stem.



5. Tighten the 4 screws. You should keep swapping between the screws to ensure that the faceplate has a consistent gap from the stem along all edges and tighten securely. The handlebar should be aligned so that the once front wheel is installed, the brake levers are at 45 degrees to the ground.

6. Tighten the screw under the black rubber cover where on the top of the fork.

7. Align the stem with the front wheel. Tighten the two screws on the sides of the stem.

Front wheel

1. Turn the bike upside down on the ground. Put the soft foam under the handlebar to prevent crushing the display, phone holder and other parts.

2. Remove the nuts and washers at both sides of the front motor. Please remember the order of the washers.

3. Lift the front wheel, then insert the disc rotor into the caliper. Insert the axle into the grooves of the fork. Make sure that they engage on the fork nicely. There are two washers with hooks on both sides of the motor. Remember the hooks of the washers are always embedded in the grooves of the front fork. So the front motor can be fixed.

4. Tighten the nuts with a wrench. Keep the wheel in the center of the front fork when tightening it. Put the rubber covers on the nuts.

5. Align and insert the wires in the direction of the arrow. Tighten the screw on the wire.

6. The disc rotor should not touch the brake pads. Roll the front wheel. If the disc rotor makes a metal friction sound, you need to check if the front wheel is installed correctly.

Headlight

1. Make sure the front fork brace is at the front of the bike, not at the back.

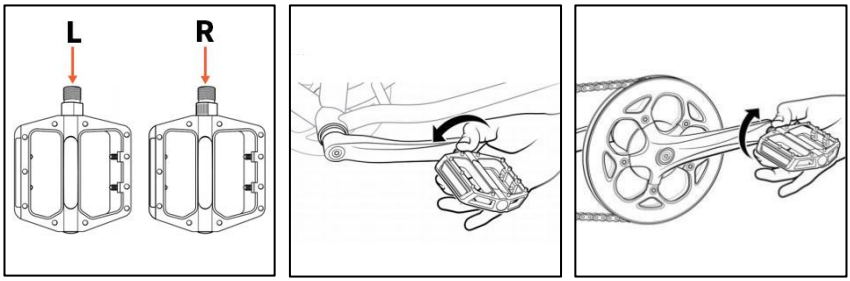
2. Remove the bolt and the nut on the front fork brace. Place the headlight and the front fender at a right position. Tighten the bolt and the nut. The headlight can be adjusted up and down to change the illumination angle.

3. Fix the bracket of the front fender to the front fork.

4. Align the arrows on the cable of the headlight. Then connect it.

5. The horn is integrated into the headlight.

Pedals



1. It is important to note that pedals are sided. Remember this is always from the perspective of the rider. Locate the left hand side/ right hand side pedal, which is marked "L" and "R".

2. The thread on the left hand pedal is reversed. **So tighten it counter-clockwise.** Install the left hand pedal into the left crank arm gently by hand. Then tighten the pedal by a 15mm wrench.

3. The right hand pedal has a normal thread. **So tighten it clockwise.** Install the right hand pedal into the right crank arm gently by hand. Then tighten the pedal by a 15mm wrench.

Adjusting the Seat Position and Angle

To change the angle and horizontal position of the seat:

1. Use a 6 mm Allen wrench to loosen the seat adjustment bolt on the clamp positioned underneath the seat, above the rear wheel. Do not remove the bolt fully.

2. Move the seat backward or forward to adjust the angle. A seat position horizontal to flat ground is desirable for most riders.

3. While holding the seat in the desired position, use a 6 mm allen wrench to tighten the seat angle adjustment bolt securely to the recommended torque value.

External Battery

For your convenience, the PHILODO batteries can be removed.

Lock

Open

Install the battery

1. Insert the battery key into the keyport. Turn the key counter-clockwise to open the lock.

2. Carefully slide the battery into the frame mount receptacle. Turn the key clockwise to lock the battery on the frame. Then remove the key.

Turn ON/OFF the battery

ON

OFF

1. The external battery on Philodo Jumbo is equipped with a switch. The switch controls the output of the battery. It locates at the right of the battery, beside the charging port.

2. Press the symbol — to turn on the battery power. You need to turn it on before turning on the ignition switch and display.

3. Press the symbol **O** to turn off the battery power. If the eBike won't be in use for a long time, turn off the battery to reduce the battery's natural consumption.

Internal Battery

Lock

Open

Please carefully check the battery lock, if not locked well, the battery cannot be removed.

Remove the Internal Battery

Open the lock

push the latch

remove it

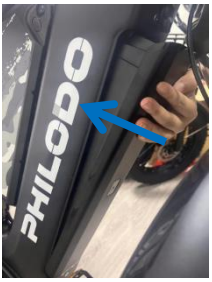
1. Insert the battery key into the keyport. Turn the key counter-clockwise to open the lock.

2. Push the latch on the top of the internal battery, you will hear the sound from the battery. Then the battery will pop out.

3. Holding the battery carefully in case it falls to the ground, then lift the battery up and slide it out.

Install the Internal Battery

Insert the bottom



push it in

lock the battery

1. Carefully insert the bottom of the battery into the frame mount receptacle. Make sure it's in the right position.

2. Hold the battery and push it into the frame until you hear the sound of the lock.

3. Turn the key clockwise to lock the battery on the frame. Then remove the key.

NOTE:

4. When removing the external battery, turn the key counter-clockwise to open the lock. slide the battery upwards and lift it off the frame.

5. Do not force the battery into the receptacle. slowly align and push the battery down into the receptacle.

6. When the battery is removed, be careful not to drop or damage the battery. Avoid damaging the exposed connector terminals and keep them clear of debris or water.

7. Ensure the battery has been properly secured to the bike before each use. Pulling carefully upwards on the battery with both hands to test the security of the attachment of the battery to the mount.

8. Before each use, close the battery lock and remove the key. If the lock does not close or the key cannot be removed, the battery has not been properly installed.

9. Keep the keys properly.

Rear rack and Taillight

1. Remove screws and washers from the bike. Align the holes on the rear rack to the holes on the frame.

2. Put the washers and screws go right through and into the holes, then tighten all screws with the tool.

3. If the holes on the rear rack are not perfectly aligned with the holes on the frame, you may need to force to adjust the rear rack when tightening the screws.

4. Unscrew the nuts on the taillight. Align the taillight to the end of the rear rack.

5. Tighten the nuts. Fix the cable of the taillight on the rear rack with nylon ties.

Assembly Video

How to start PHILODO JUMBO

1. Lock the battery and pull off the key.

2. Turn on the battery.

3. Make sure the internal battery is locked well too. It’s ok to use either battery seprately.

4. Press and hold the power button until the display lights.

Video of turning on

Recommended Torque Values

It is recommended that fasteners be tightened to the manufacturer's specification found below:

Part	Required Torque (N*m)
Front Wheel Axle Nuts	40
Rear Wheel Axle Nuts	40
Disc Rotor Mounting Bolts	7
Brake Lever Clamp Bolts	7
Brake Caliper Mounting Bolts	7
Shifter Clamp Bolt	5
Seatpost Clamp	9
SaddleRail Binder	22
Pedals	35
Bottom Bracket	65
Headset Parts	34
Stem Binder Bolt	21
Handlebar Stem Clamp Bolts	10
Rear Derailleur Cable Clamp Bolt	4
Rear Derailleur Mounting Bolt	8
Crank Bolts	45
Torque Arm Bolt	7
Fender Mounting Bolts	6
Rear Rack Mounting Bolts	7
Kickstand Mounting Bolts	10
Headlight Mounting Screw	7
Spokes	160-180 (KGF)

Serial Number

Your bike has a one of a kind serial number associated with it. The serial number is located on the head tube.

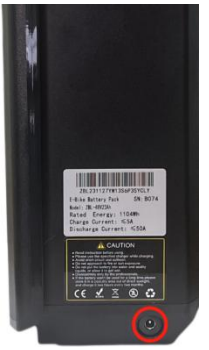
Please locate the serial number on your bike and write it down on page 1 of this manual. You may be asked for your bike's serial number as a part of warranty requests. You may also be asked to provide this number to law enforcement in the event that your bike is stolen.

Charge Your E-Bike

1. The battery can be charged while attached or detached from the eBike. To remove the battery, see the previous remove battery section for details. You should plug your battery in when you first receive it to ensure it is fully charged prior to your first ride.

charging port on external battery

charging port on internal battery



charging port on internal battery

2. Remove the rubber cover on the charging port of the battery. Insert the charger output plug into the battery charging port.

3. Plug the charger into a power outlet. Charging should initiate and will be indicated by the LED charge status light on the charger turning red.

4. Once fully charged, the charging indicator light turns green. Unplug the charger from the power outlet first and then remove the charger output plug from the battery charging port. Avoid leaving the charger plugged in when the battery is fully charged.

WARN:

1. Do not leave your battery unattended while it is charging.

2. Do not charge the battery with chargers other than the charger provided by Philodo Bikes.

3. Only charge the battery indoors in dry spaces which are not excessively hot or cold.

4. Ensure there is no dirt, debris, or flammable items nearby when using the charger.

5. The charger will automatically stop charging once the battery reaches its full capacity.

6. Store the battery indoors in a dry space, away from heat or flame sources and out of direct sunlight.

7. The charger may get hot when charging. Use caution and avoid touching the body of the charger.

Keeping your battery safe and healthy

4. Do not submerge the battery in liquid of any kind.

5. Do not touch the terminals at the back of the battery.

6. Remove the battery from the eBike if not in use for a long time.

7. The battery should not be excessively difficult to attach or remove from the battery mount. Do not force the battery to avoid the risk of damage or personal injury.

8. Battery charging times may increase with battery age and usage.

9. Only grab the charger by the plug and not the cable when plugging and unplugging from the wall.

10. If you know you won't be using the battery for more than a few days, keep it charged at about 75% capacity. At 75%, the battery will degrade less than at higher charge levels.

11. Periodically check your battery's charge level about once per month and charge back up to 75% if necessary.

12. If you want to increase the number of cycles your battery will last for, charge your battery to 100% a few hours before you plan to ride it. For example, if you ride the eBike and the charge level falls to 50% but you plan to use the eBike again in a few days, wait until the night before you plan to use it again to charge it up to 100%.

13. When your battery has worn out and is no longer usable, dispose of your battery according to your country or district regulations. Country regulations regarding battery disposal vary so it is important you find out the rules in your country or district. Lithium Ion batteries cannot be put in with normal garbage.

⚠Lithium Ion batteries can be dangerous. Take care when using and charging your battery. Failure to follow the above guidelines could result in damage to property and/or serious injury. Contact Philodo Bikes immediately if you have any questions regarding battery safety.

Preparing to Ride

Ensure all components are properly secured before riding otherwise serious harm or death could occur. All components should be torqued to the torque specified in the Recommended Torque Values section of this manual. Refer

to the table of contents at the beginning of this manual for the page number of this section. This includes but is not limited to: pedals, handlebars, handlebar clamp, cranks, seat, and seatpost clamp.

Make sure you can't twist the seat or stem out of alignment by hand.

Check to see if your saddle is positioned at the proper height. Sit on the saddle facing forward and place the ball of your foot on the pedal at its lowest point. Your leg should be mostly straight at this point with a slight bend at the knee. You should be able to pedal the bike without overextending your leg when the pedal is at its lowest point. Your legs may be overextended if it causes your hips to move side to side, which means the seat must be lowered.

Check that your suspension fork is properly adjusted for the terrain and your weight. The suspension fork will affect the handling of the bike, primarily when going over bumps and stopping. In some situations, it may be advantageous to lock out the suspension so it is fully rigid.

The suspension fork can be locked out so it is rigid, and the tension is adjustable. To adjust the suspension fork use the knob. To fully lock the suspension, turn the knob clockwise towards the "lock" direction indicated until it cannot be turned further.

To increase the stiffness, turn the knob clockwise towards the "lock" direction indicated. To make the suspension softer, turn the knob counterclockwise towards the "open" direction indicated.

OPEN

CLOSE

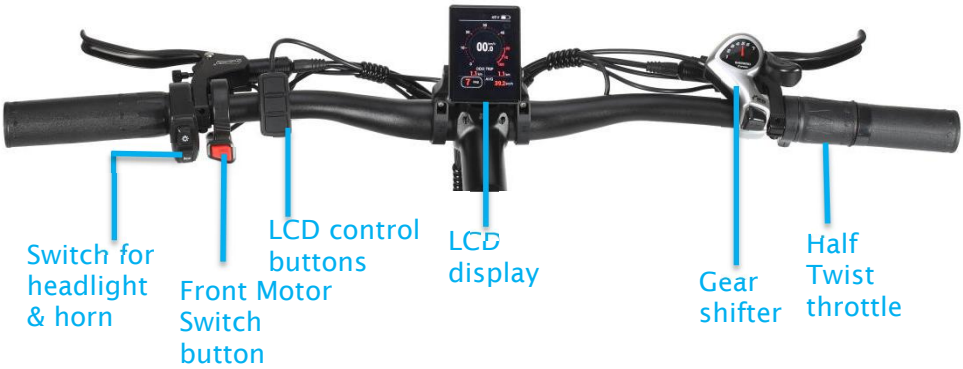
Operate Your E-bike

Make sure you read this entire manual before turning on and operating your eBike. Always keep in mind that both motors are engaged when using the throttle or pedal to assist. If you ride it without understanding the controls of the eBike, it may cause you injury.

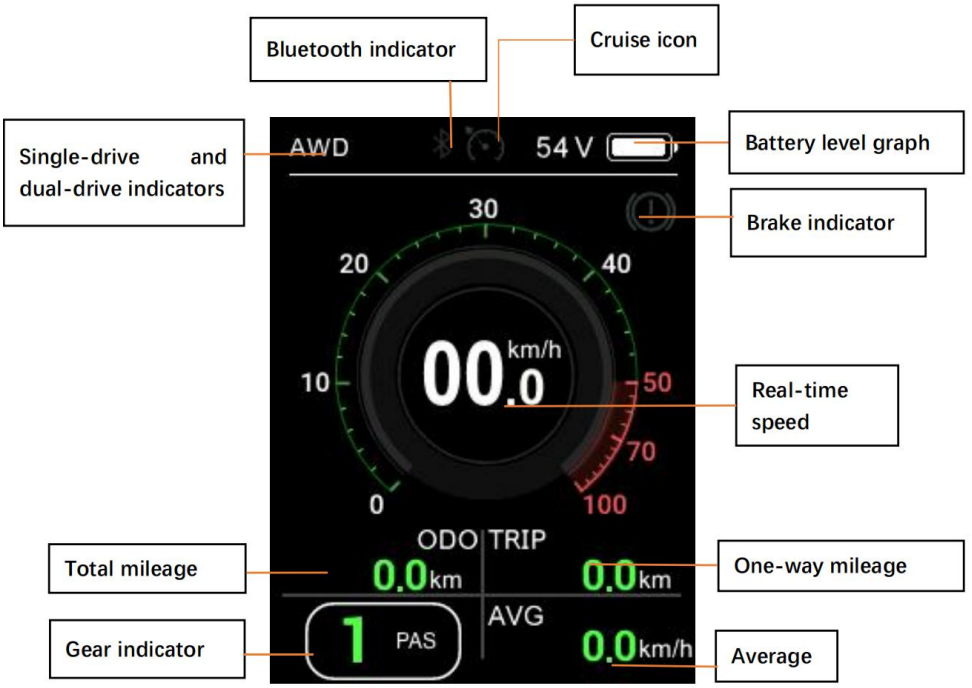
Now that your eBike is installed. It is almost time to start riding. The Philodo bikes are equipped with pedal assist, a twist throttle, and can also be used as a regular bike.

Before learning about how to operate your new eBike, it is important you know where all of the important controls are located. Below are photos showing where key controls and features are on your eBike.

Cockpit Instruments



LCD Display Functions



① Single and dual drive indicator: When the vehicle switches to dual drive, the icon will light up; The icon is hidden when the vehicle is driving alone.

② Cruise icon: This icon will light up when the vehicle enters cruise mode.

③ Bluetooth indicator: After the APP is successfully connected to the instrument, the symbol will light up.

④ Battery Level Graph: The Battery Level graph is a graphical representation of the amount of power remaining in the battery. Once the battery is charged, more bars will appear in the graph. When the battery is depleted, fewer bars appear.

⑤ Brake indicator: This icon lights up when the vehicle brakes.

⑥ Real-time speed: Displays the current speed at which the e-bike is

traveling.

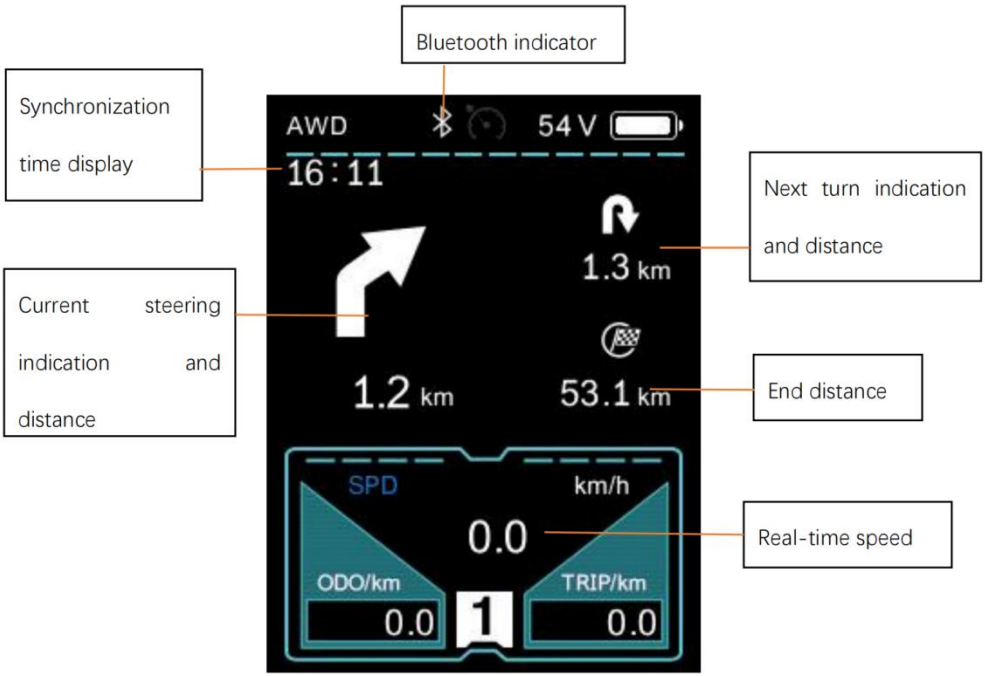
⑦ Gear Indicator: Displays the current power assist gear of the e-bike.

⑧ One-way mileage: The number of miles for a single trip.

⑨ Total Mileage: The total number of miles traveled by the vehicle.

⑩ Average speed: The average speed of the trip.

When the phone app Connect the Bluetooth of the instrument, enter the navigation interface, select the destination to start navigation, and the main interface display changes as follows:(Real-time navigation requires a charge)



Current Steering Indication and Distance: The steering indication and distance during the current driving process

Next turn prompt and distance: The next turn prompt and distance during driving

End Distance: The total distance from the current location to the end point

Synchronized time display: After the BIKEGO app is connected to the meter, the mobile phone time will be displayed to the meter synchronously

General Operations

① Power on/off

After long press the "power button", the meter will power on to work, and in the power-on state, long press the "power button" to power off the system. In the shutdown state, the leakage current of the meter is less than 1uA. The boot interface is shown in the figure below. (You need to enter the password before entering the main interface, and the initial password is 0000 by default).

② Gear level selection

After entering the main display, click "+" or "-" to increase or decrease the gear level and change the motor output power, the default gear of the instrument is 0-7 (support customization); There is no power output in gear 0, gear 1 is the lowest power, and gear 7 is the highest power. When the display is powered on, the default setting is Gear 1. The gear level selection interface is shown in the following figure:

③ Boost mode

In any gear, press and hold "-" to enter the boost mode, the speed is 6km/h, when entering the push mode, the icon "" is in motion, release the button "-" will not Exit the booster mode, only by pressing and holding "-" again will exit the boost, the booster icon "" disappears, and the speed returns to zero.

The interface is shown in the following figure:

④ Cruise mode

Turn on cruise control: Press and hold the button at a speed greater than 7.5km/h and maintain a fixed speed value

Exit cruise control: In cruise to add or subtract the gear, turn the throttle change, brake will exit cruise

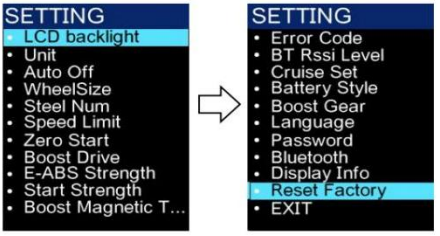
The car enters the cruise control mode, and the cruise logo on the main interface of the instrument lights up.

The interface is as follows:

Settings Manu

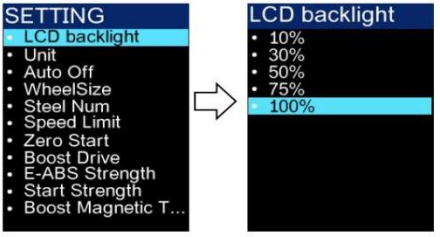
Press and hold the '+' key and the '-' key at the same time to enter the settings menu, and use "+" or "-" to move the cursor up and down to select each menu, click "Power Button" to confirm.

The interface is shown in the following figure:



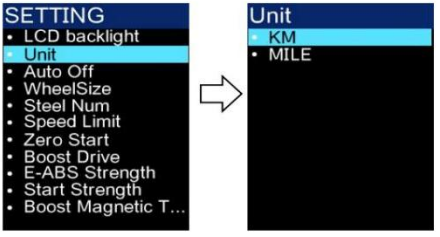
1. Backlight level switching

Enter the "Backlight Level" menu, the backlight is 100% by default, use "+" or "-" to move the cursor up and down, select10%, 30%, 50%, 75%, 100%, click the "Power Button".Save and exit the "Backlight Level" and return to the menu interface; The backlight level switch is shown in the figure below.



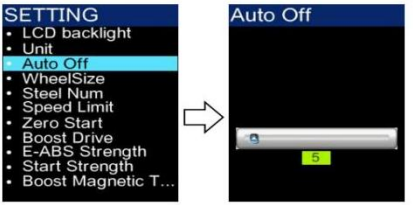
2. Unit switching

Enter the "Units" menu, use "+" or "-" to move the cursor up and down, select 'KM'/'MILE', and click"Power Button" to save and return to the menu interface; The unit switching is shown in the figure below.



3. Automatic shutdown operation

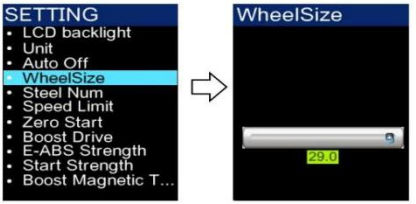
Enter the "Auto Power Off" menu, the time is 10 minutes by default, use "+" or "-" to move the cursor up and down to select '0-60' minutes ("0" indicates the shutdown function, and "1min-60 min" indicates the time of automatic shutdown, respectively). When the meter is connected to the BIKEGO APP via Bluetooth, the auto-shutdown function will be invalid; When the vehicle is in the process of riding, the automatic shutdown function fails, and the automatic shutdown time is calculated only after the vehicle stops.



Note: Any operation within the auto-off time will be timed again and the shutdown will not occur until the non-operating time reaches the auto-off time.

4. Wheel diameter information

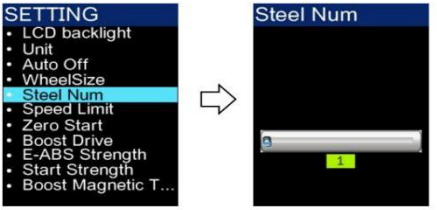
Go to the "Wheel Diameter" menu, the default wheel diameter is 29.0 inches, and the setting range is 1 0.0 inches-30.0Inch. The interface is shown in the following figure:



5. Set the number of magnets

Enter the "Number of Magnets" menu, the default number of magnets is 1, and the setting range is '1-100'.

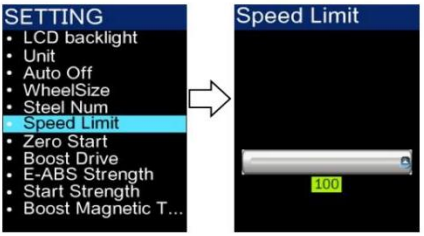
The interface is shown in the following figure:



6. Speed limit menu setting

The default speed limit is 100 km, 1-100km optional, and the speed limit option value is the metric km standard

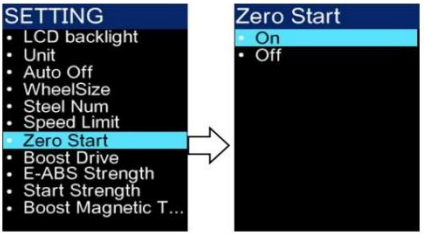
The details are shown in the figure below:



7. Zero start setting

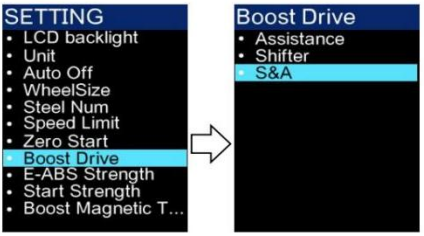
By default, it is on, and it is in the zero-start state, and when the toggle menu is off, it is in the non-zero-start state

The details are shown in the figure below:



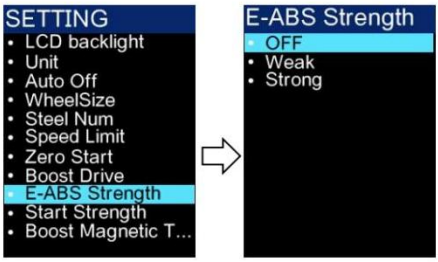
8. Switch menu of drive mode

The default power assist & rotary handle drive can be set to power assist drive: the rotary handle cannot be driven at this time; Handlebar drive: This cannot be driven when the power assist is not available. As shown in the figure below:



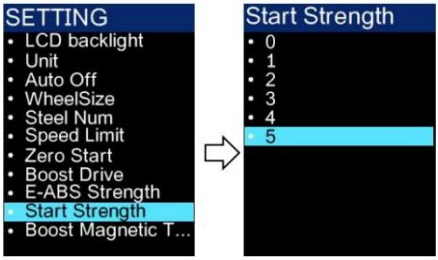
9. Brake strength setting menu

The default value is off, and you can switch to weak or strong. As shown in the figure below:



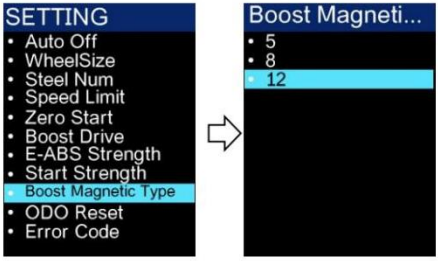
10. Power start strength menu

The default value is 5, which can be set to 0-5. As shown in the figure below:



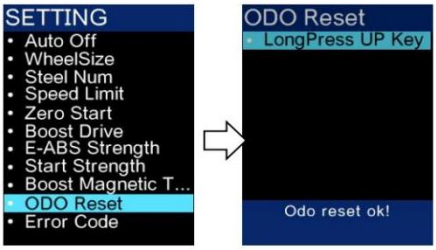
11. Power magnet disc type menu

The default value is 12, which can be set to 5, 8, or 12. As shown in the figure below:



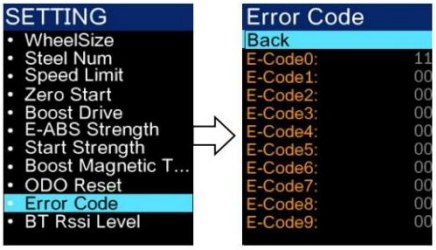
12. Total mileage clearance menu

Enter the ODO Reset menu and press and hold the '+' button according to the prompts on the interface to clear ODO, TRIP, AVG, and MAX speed records and prompts that the clearance is successful. As shown below:



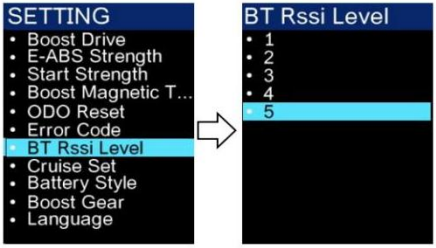
13. Error code menu

Fault messages received by the meter are stored in the menu. As shown in the figure below:



14. Bluetooth level menu

The default value is 5, which can be set to 1-5, where 1 is the closest, the rest are incremented in turn, and 5 is the farthest. The interface is shown in the following figure:



15. Cruise setting menu

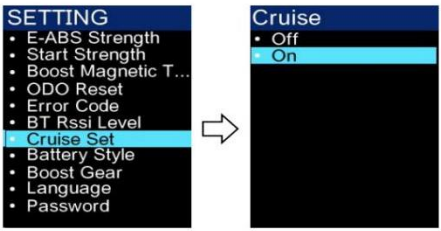
The cruise control is ON by default, and you cannot enter the cruise after switching it to off

Turn on cruise control: Press and hold the button at a speed greater than 7.5km/h and maintain a fixed speed value

Exit cruise control: In cruise to add or subtract the gear, turn the throttle change, brake will exit cruise

The car enters the cruise control mode, and the cruise logo on the main interface of the instrument lights up.

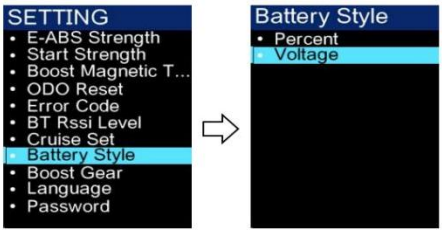
The menu interface is as follows:



Note: The car controller needs to have a cruise function, and different controllers may have different ways to trigger the cruise control function

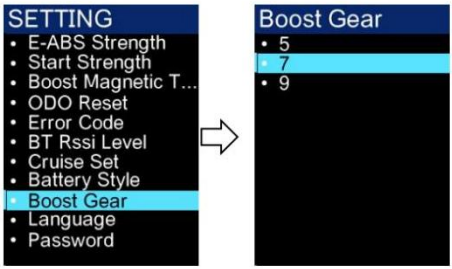
16.Battery type settings

The default is the voltage display, which can be switched to the power percentage display, and the voltage on the main interface will be switched to the power percentage. The interface is shown in the following figure:



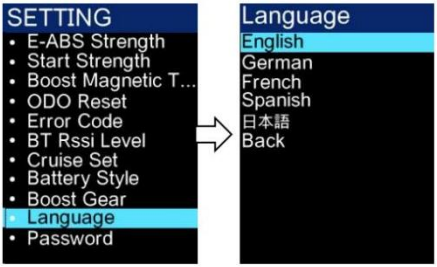
17.Gear setting

The default is 7 gears, which can be switched to 5 and 9 gears, and the main interface gear will be switched to 5 gears or 9 gears. The interface is shown in the following figure:



18. System language settings

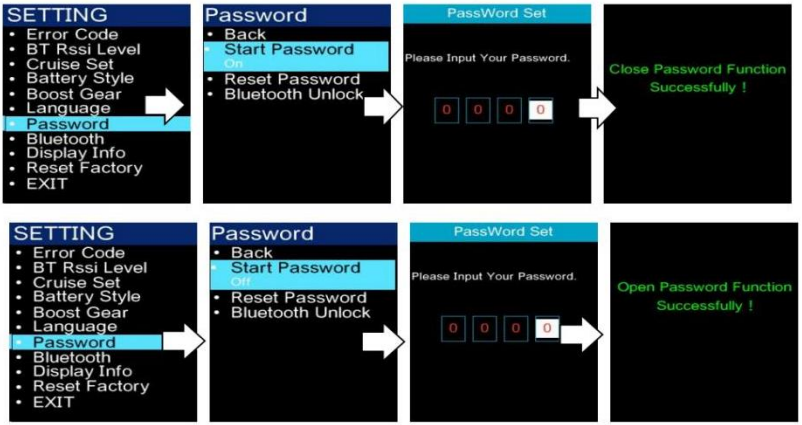
The default is English, but you can switch to German, French, Spanish, and Japanese. The interface is shown in the following figure:



19. Boot password function setting menu

The password function is enabled by default, and the initial password is 0000. Use the "+" key or "-" key to switch the number "0-9", click " Power button" to confirm the number in the current cursor, and the system prompts you to turn on or off the password function successfully after entering

The interface is shown in the following figure:



20. Modify the boot secret

(1) The interface prompts "Please enter your old password". At this time, use the "+" or "-" keys to switch the number "0-9", and click the "Power button" to enter the number.

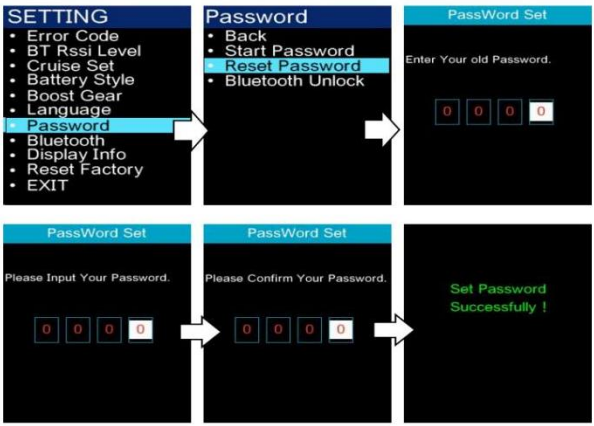
After entering, the interface prompts "Please enter your password". Repeat the above once to enter a new password.

After entering, the interface prompts "Please confirm password". Repeat the above operation one more time.

Note: If you want to enable the password feature, you will need to enter a new password after the change.

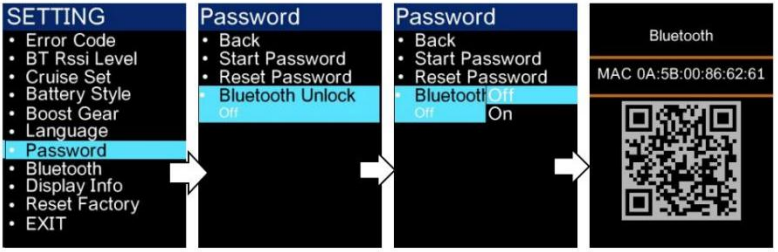
Do not change your initial password at will.

After the modification, the interface will automatically jump to the original menu. As shown in the figure below



(2) Blue Tooth unlock setting (off by default, needs to be turned on manually).

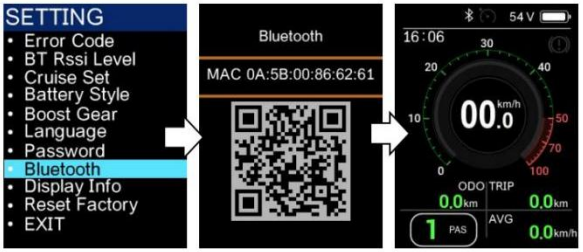
Go to the "Bluetooth Unlock" menu, click "+" or "-" to select "On"/"Off" ("On" means to enable it, "Off" means to disable it). If Bluetooth unlocking is enabled when the mobile app is not connected, the Bluetooth QR code interface will pop up for you to bind. The results are as follows:



Note: The implementation of the Bluetooth unlock function requires the password function to be turned on, and the Bluetooth lock to be turned on

21. Bluetooth connection

Select the "Bluetooth" menu and click the "Power Button" to enter the Bluetooth QR code interface. You can scan the QR code through the mobile app to bind the device. After binding, it will automatically jump to the home screen, the Bluetooth indicator light will light up, and the time will be synchronized.



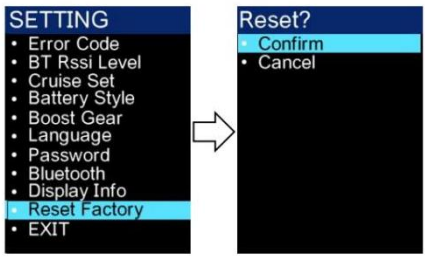
To download the app for Bluetooth and Map, please check page 36.

22. Software and hardware version information

Select the "Show Information" menu and click the "Power Button" to enter the menu, which can view the software and hardware version information of the instrument.

23. Restore factory settings

This function only restores the backlight level, light sensitivity level (if any), Bluetooth distance level, language, theme (if any) and password menus, and other parameters are not restored. Select the "Factory Reset" menu and click the "Power Button" to enter the factory reset interface. Select confirm, short press the "Power Button", the meter restarts and restores to factory settings; Select Cancel, short press the "Power Button", and return to the previous menu, as shown in the following figure:



We do not recommend that you change the settings If your eBike works well. Changing the settings may cause your eBike to stop working properly. If your eBike doesn't work properly after you change the settings, please return to the default settings. Philodo may change the default value in production without notice. If you need any help, please contact us.

App links for the bluetooth and map: (BIKEGO)

For Android:
https://play.google.com/store/apps/details?id=com.huiye.ebike
https://apkpure.com/p/com.huiye.ebike
Both works

For IOS:
https://apps.apple.com/us/app/bikego/id1615694432

Please note the function charges a fee.

TIPS WHEN RIDING TO INCREASE RANGE

To get the maximum range out of your bike there are some simple things you can do:
·Ride in a lower level of pedal assist
·Use lower assist levels and pedal when climbing hills
·Pedal when starting from a standstill
·Set your max speed lower than 25 km/h on the LCD display

The range the bike can go on a single battery charge can vary significantly between riders, terrain, wind conditions, user input, and additional payload weight.

Troubleshooting

If your bike is not operating normally, there are some simple steps that can be taken to remedy the situation quickly. There may or may not be an error code that pops up on the screen depending on the issue. Solutions to common problems, as well as error code meanings, can be found below. If you have any questions at all regarding the basic troubleshooting below, reach out to Philodo Bikes customer support.

Symptoms	Possible Causes	Most Common Solutions
The display does not come on	1. Battery not turned on. 2. Battery not fully installed into frame mount receptacle 3. Insufficient battery power 4. Faulty connections 5. Improper turn on sequence 6. Faulty display control buttons	1. Turn the battery key to Power on 2. Install battery correctly 3. Charge the battery 4. Repair and insert connectors tightly 5. Turn on bike with proper sequence 6. Replace display control buttons
Irregular accelerati on and/or reduced top speed	1. Insufficient battery power 2. Loose or damaged throttle	1. Charge or replace battery 2. Replace throttle
The motor does not respond when the bike is powered on	1. Loose wiring 2. Loose or damaged throttle 3. Loose or damaged motor plug wire 4. Damaged motor 5. Brakes are applied	1. Repair and or reconnect 2. Tighten or replace 3. Secure or replace 4. Repair or replace 5. Disengage brakes
Reduced range	1. Low tire pressure 2. Low or faulty battery 3. Driving with too many hills, headwind, braking, and/or excessive load 4. Battery discharged for long period of time without regular charges, aged, damaged, or unbalanced	1. Adjust tire pressure 2. Check connections or charge battery 3. Assist with pedals or adjust route 4. Balance the battery; contact customer support if range decline persists
The battery will not charge	1. Charger not well connected 2. Charger damaged 3. Battery damaged 4. Wiring damaged 5. Blown charge fuse	1. Adjust the connections 2. Replace 3. Replace 4. Repair or replace 5. Replace charge fuse
Wheel or motor makes strange noises	1. Loose or damaged wheel spokes or rim 2. Loose or damaged motor wiring	1. Tighten, repair, or replace 2. Reconnect or replace motor.

Error Codes

Error Code	Meaning	Most Common Solution
00	Normal State	No Action Needed
02	Brake Sensor Too Senstive	Loose Brake Sensor Wire a Little Bit
06	Battery Undervoltage	Fully Charge Battery
07	Motor Fault	Check Motor Quick Plug
08	Throttle Fault	Check Throttle Quick Plug
09	Controller Fault	Check Controller Connections
10	Display Communication Reception Failure	Check Display Quick Plug
11	Display Communication Send Failure	Check Display Quick Plug
13	Headlight malfuntion	Check Headlight Quick Plug
14	Motor Hall Failure	Contact us for reaplacement

Safety

Helmets and Local Laws

Always wear a helmet when riding your eBike. Ensure that the helmet fits your head and is securely tightened down. Before riding, read local laws and comply with all rules relating to cycling and eBiking in your area. If you attach a seat for children to the bike, they must also be wearing a properly fitted helmet at all times.

Pre-ride Safety Check and Inspection

Before each ride, make sure to inspect your eBike to ensure there are no loose fasteners or accessories. Make sure to specifically check that both the front and rear axles are secure. Also, make sure both the handlebar and the handlebar stem are not loose. Check the tire pressure of both wheels before riding to ensure the tires are inflated to the recommended pressure printed on the side of the tire walls. Pull the brake levers to make sure your brakes are working properly and adjust if necessary. Ensure both your seat post and handlebar stem are inserted past their minimum insertions points as indicated by the markings on them.

Riding in Wet Conditions

This electric bicycle can withstand light rain and small splashes, but is not designed to be subjected to inclement weather, extremely heavy showers, or submersion in water.

Use caution when riding in wet conditions as it will take longer to use the brakes to slow down, and also when turning as the tires may slip. The electrical components on the bike are not waterproof. The entire bike has an IP rating of 54. Water damage is not covered under warranty.

Riding at Night

Riding at night comes with more risks than riding during the day due to decreased visibility. So riders are encouraged to exercise increased caution. Before riding at night, make sure that reflectors are installed on your eBike. For increased visibility, also ensure the front headlight and rear tail light are turned on and adjusted such that other people on the road can see them clearly. Riders should wear bright colored clothing at night.

Max Weight

The bike can safely carry a total weight of 150 kg. If the rear rack is attached to the bike, the max weight it can hold is 30 kg. Therefore if you have a payload that is 30 kg the maximum rider weight is 120kg. Failure to adhere to these weight limits may invalidate your warranty, cause damage to the bike or rack, or cause serious injury to the rider. Note range and top speed will be affected by total weight being carried by the bike. **If you are over 120 kg you should lock out the suspension fork before riding.**

WARRANTY & DISCLAIMER

Philodo Bikes should be operated in accordance with the Philodo Bikes owner's manual provided with the bike. Philodo Bikes warrants to the original registered purchaser that Philodo Bikes shall be free from all defects in material and workmanship for a period of 12 months from the date of shipment, when used in accordance with the owner's manual and for the purpose intended. All other obligations and conditions or liabilities, including obligations for consequential damages, are hereby excluded. The warranty is non-transferable and only applies to the original owner. This warranty gives you specific rights and purchasers may also

have other rights, which may vary by location. Damage caused by failing to adhere to instructions and warnings issued by Philodo Bikes is not covered under warranty.

Parts covered by the warranty: frame, forks, stem, handlebars, headset, seat post, saddle, brakes (excluding brake pads), lights, bottom bracket, crankset, pedals, rims, wheel hub, freewheel, cassette, derailleur, shifter, motor, throttle, controller, wiring harness, LCD display (excluding damage due to water), kickstand, reflectors, and hardware. The battery warranty does not include damage from power surges, use of 3rd party charger, improper maintenance or other such misuses, normal wear, or water damage (including rust). Stolen bikes are not covered under warranty. Necessary precautions must be taken to ensure the bike and battery are not exposed to severe weather conditions. Exposure to very wet, hot, or cold conditions may void the warranty.

We will replace any parts deemed to have been damaged during shipping. Shipping damage must be reported to Philodo Bikes within 14 days of shipment arrival. This applies to all products including bikes and accessories. You will NOT be refunded as compensation for your time or efforts replacing damaged parts. Replacement parts will not be sent until photographic evidence has been provided to Philodo Bikes. Philodo Bikes may request additional documentation (such as video) to assist with accurately diagnosing the problem and processing the warranty

Liability Disclaimer

Riding any kind of bicycle comes with inherent risks and dangers that cannot be predicted or avoided. These dangers could result in a serious accident, injury, or death of the rider. It is the sole responsibility of the rider to become properly educated and prepared to ride safely. Once in possession of the bike, Philodo Bikes strongly encourages and recommends that all customers have a certified and reputable bicycle mechanic complete a full

inspection of each component on the bicycle to ensure it is safe for operation. Philodo Bikes makes no claims or guarantees that the brakes, battery, frame, motor, motor controller, LCD display, electrical cables, electrical cable housings, fasteners, grips, fork, stem, shifters, headset, seatpost, seatpost clamp, handlebar stem clamp, saddle, wheel hubs, handlebars, spokes, rims, tires, tubes, derailleur, freewheel, cassette, throttle, kickstand, lights, reflectors, hardware, bottom bracket, or any other part or accessory, will be properly secured and adjusted upon arrival. Before every ride fully inspect your bicycle to ensure everything is secured and adjusted properly.

Under no circumstances is Philodo Bikes responsible for any damage resulting from damaged, defective, or improperly secured parts. This includes, but is not limited to, damage to personal property, personal injury, or death.