

# ***EMMO HIVEE***

## **OWNER'S MANUAL**



# Preface

## An Important Message From EMMO

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

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

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

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

## Illustrations

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

## Service & Support

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

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

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

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

# Content

<b>About This Manual .....</b>	<b>6</b>
<b>About EMMO .....</b>	<b>7</b>
<b>Rules and Regulations .....</b>	<b>8</b>
<b>Safety Disclaimer .....</b>	<b>11</b>
<b>Description.....</b>	<b>14</b>
Schematic Diagram .....	14
Geometry.....	14
Specifications .....	15
Side View.....	16
Handlebar Attachments .....	17
Speedometer .....	18
<b>Operation Guide .....</b>	<b>20</b>
How to turn on the bike .....	20
Remote .....	20
Key Ignition .....	21

How to lock the Steering .....	23
Seat .....	24
Circuit Breaker .....	26
<b>Speed Governor .....</b>	<b>27</b>
<b>Right Switches .....</b>	<b>28</b>
<b>Left Switches .....</b>	<b>29</b>
<b>Throttle .....</b>	<b>30</b>
<b>Multimedia Controls .....</b>	<b>31</b>
<b>How to Charge .....</b>	<b>32</b>
Lead Acid Charger .....	32
Lithium Charger .....	37
<b>Battery .....</b>	<b>45</b>
Battery Safety Precautions .....	46
Disposal .....	47
Storage & Maintenance .....	48
<b>Kickstand &amp; Centre Stand .....</b>	<b>49</b>
Side Kickstand .....	49

Centre Stand .....	50
Passenger Footpeg .....	53
Pedal.....	54
Rear View Mirrors .....	55
Light & Signals.....	56
Cleaning / Lubricating the Chain.....	58
Tire Pressure .....	59
Serial Number.....	61
Frame Number.....	61
Motor Number .....	62
<b>Riding Guide .....</b>	<b>63</b>
<b>Leave us a Review .....</b>	<b>68</b>
<b>Contact Us.....</b>	<b>69</b>

# About This Manual

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



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



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



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



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

# About EMMO

Emmo is a leading Canadian brand of electric bikes based in Toronto, Ontario. Since 2009, we have equipped over 500,000 people across North America with eco-friendly transportation, emphasizing a zero-emission future. Our diverse range of products caters to commuting and leisure, enhancing every ride with effortless and enjoyable cycling experiences.

At Emmo, we are committed to fostering a greener lifestyle through innovative design and advanced technology. Our e-bikes are developed in North America and rigorously tested in state-of-the-art facilities to ensure supreme quality. We offer a wide dealer network with over 100 retailers, ensuring easy accessibility for our customers.

Every Emmo e-bike incorporates programmable sine-wave BLDC controllers for higher performance and reliability in all conditions. Backed by a comprehensive warranty, our commitment to innovation has made us a steadfast leader in the e-bike industry for over 15 years, continuously striving to make e-bikes more accessible and communities greener.

# Rules and Regulations

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

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

Other requirements include a compliance label affirming the vehicle meets power-assisted bicycle statutory requirements at manufacture. Currently, operating a qualified e-bike requires no license, insurance, or registration under federal law. E-bike riders have the same rights and responsibilities as other road users.

However, provinces and municipalities can restrict e-bike use. Most provinces mandate helmets. Some specify age limits, helmet types, wheel number, and size. In Ontario, e-bikes are generally treated like bicycles. The Ministry of Transportation of Ontario (MTO) specifies riders must be 16 or older; the bike's maximum weight is 120 kilograms (265 pounds); it must brake within 9 meters; and modifications to increase speed over 32km/h are prohibited.

Rules vary across provinces and municipalities. Check local bylaws for specific regulations.

# Rules and Regulations

## Useful links:

E-Bike Regulations in Ontario:

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

E-Bike Regulations in British Columbia:

<https://www2.gov.bc.ca/gov/content/transportation/driving-and-cycling/cycling/e-bike-rules-of-the-road>

E-Bike Regulations in Alberta:

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

E-Bike Regulations in Manitoba:

[https://www.gov.mb.ca/sd/parks/\\_resources/en/pdf/power-assisted-bicycles.pdf](https://www.gov.mb.ca/sd/parks/_resources/en/pdf/power-assisted-bicycles.pdf)

E-Bike Regulations in Saskatchewan:

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

E-Bike Regulations in Quebec:

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

E-Bike Regulations in New Brunswick:

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

E-Bike Regulations in Nova Scotia:

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

E-Bike Regulations in Prince Edward Island:


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

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


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

# Safety Disclaimer


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


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


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


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


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


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

 **CAUTION:** Before the first ride, familiarize yourself with all the bicycle features. Practice and become proficient at applying the brakes, using the throttle in a controlled setting before riding in more risky conditions. If you plan to ride at night, familiarize yourself with the lights and signals.

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

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

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

 **WARNING:**

- Keep the battery away from children and pets.
- Keep the battery & charger away from water and open fire.
- **DO NOT** drop or subject the battery & charger to any big shocks.

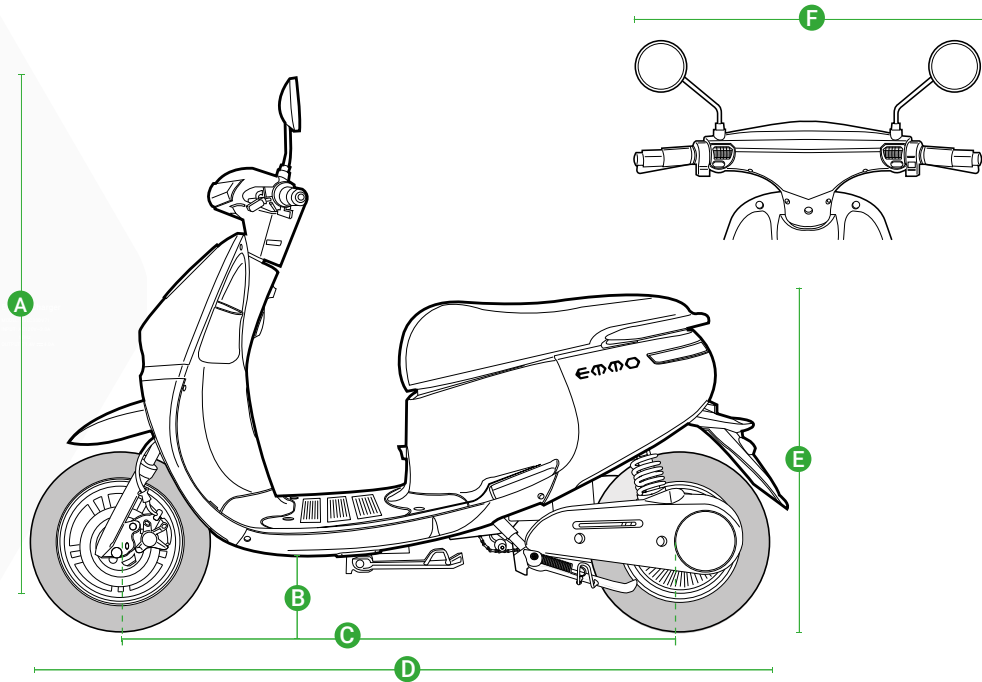
- Charge the battery only with the charger that was supplied with the e-bike or supplied by an official EMMO dealer.
- **DO NOT** use the battery & charger for other purposes.
- Never connect the battery's terminals with each other.
- **DO NOT** cover the battery & charger or place objects on top of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

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

# Description

## 1. Schematic Diagram

### a. Geometry



# Description

## 1. Schematic Diagram

### b. Specifications

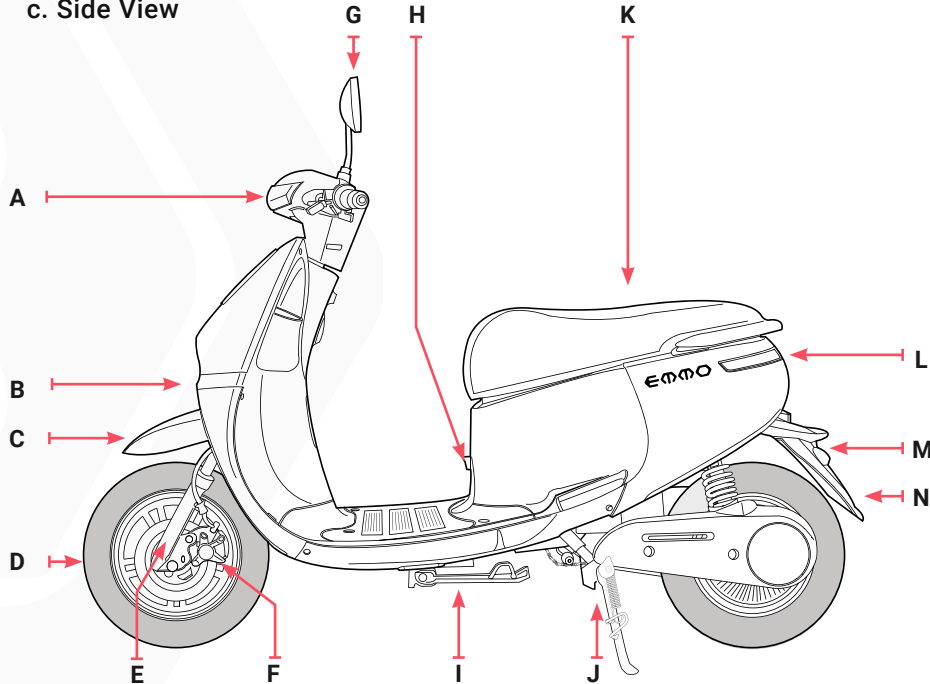
## GEOMETRY

<b>A</b>	Height	48.5" / 123 cm
<b>B</b>	Clearance Height	10.5" / 26 cm
<b>C</b>	Wheel Bass	42.5" / 108 cm
<b>D</b>	Length	66" / 167.5 cm
<b>E</b>	Seat Height	32" / 81 cm
<b>F</b>	Width	28" / 71 cm

# Description

## 1. Schematic Diagram

### c. Side View

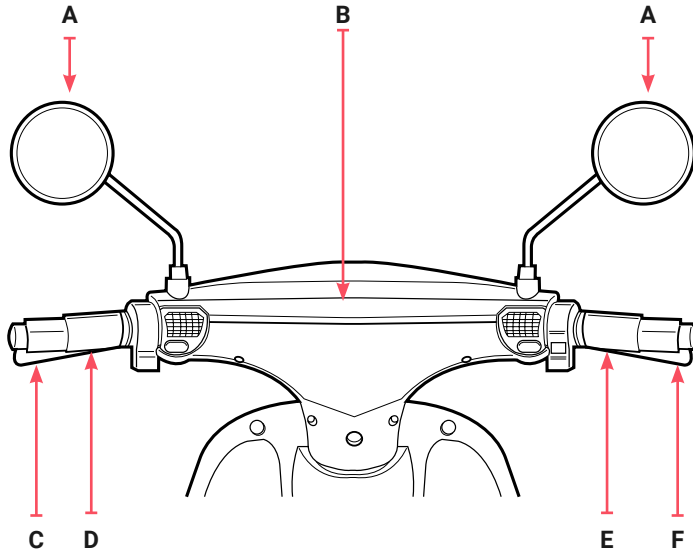


<b>A</b>	Headlight
<b>B</b>	Front Turning Signal
<b>C</b>	Front Fender
<b>D</b>	Front Wheel
<b>E</b>	Front Shocks
<b>F</b>	Front Brake Caliper
<b>G</b>	Mirrors
<b>H</b>	Charging Port
<b>I</b>	Side Kickstand
<b>J</b>	Centre Stand
<b>K</b>	Seat Cushion
<b>L</b>	Tail Light
<b>M</b>	Rear Reflector
<b>N</b>	Rear Fender

# Description

## 1. Schematic Diagram

### d. Handlebar Attachments

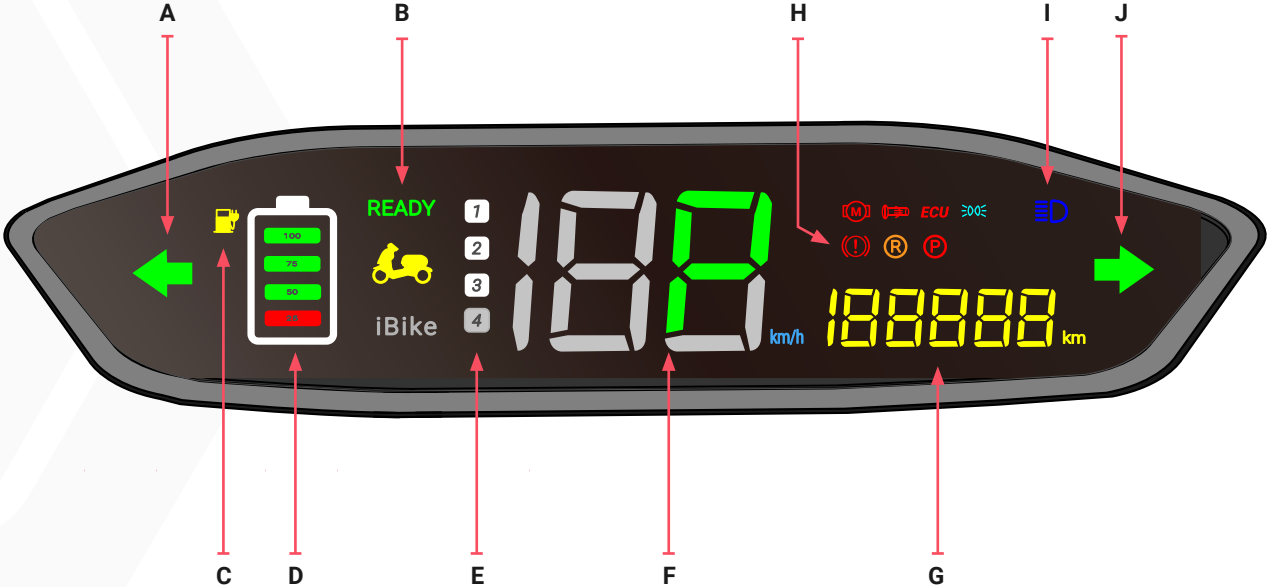


<b>A</b>	Rear View Mirrors
<b>B</b>	Speedometer
<b>C</b>	Rear Brake Lever
<b>D</b>	Left Grip
<b>E</b>	Throttle
<b>F</b>	Front Brake Lever

# Description

## 1. Schematic Diagram











### e. Speedometer



# Description

## 1. Schematic Diagram

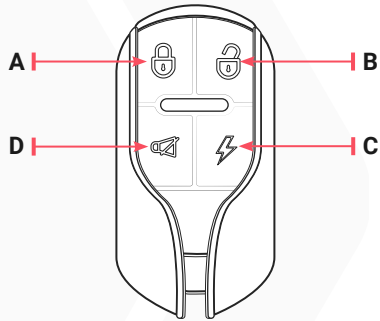
### e. Speedometer

A		Left Turning Signal	Flashes green when the turning signal switch is silde to the left. This arrow remains flashing until the turning signal is canceled.
B		Ride-Ready Mode Indicator	Lights up when the bike is ready for operation.
C		Low Battery Warning	Battery level is low. Please charge the battery immediately.
D		Battery Strength Indicator	Indicates the current battery strength. (Note: the accurate battery level is showed at full throttle instead of when the bike is still.)
E		Speed Mode Indicator	Indicates the speed level (this function may not be available for certain models).
F		Current Speed / Parking Mode	Indicates the real-time speed of the bike. / Indicates "P" is in parking mode.
G		Odometer	Total travel distance of the bike (can not be reset).
H		Brake Sensor	Brake is applied (brake sensor is activated) / Brake sensor failure.
I		High Beam Indicator	When the headlight high beam is on, this indicator illuminates blue and remains on until the high beam is turned off.
J		Right Turning Signal	Flashes green when the turning signal switch is silde to the right. This arrow remains flashing until the turning signal is canceled.

# Operation Guide

## 1. How to Turn on the Bike

### a. Remote



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

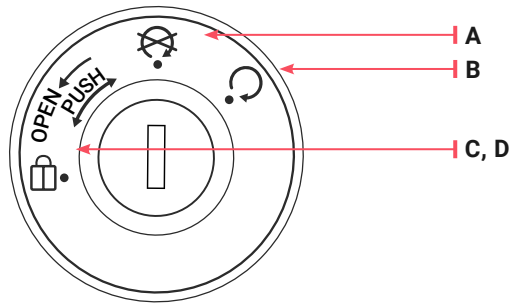
### **!** NOTICE:

- By holding the unlock button, you can adjust the sensitivity of the alarm. 1 'beep' means least sensitive, while 5 'beep's means most sensitive.
- If the alarm system is on, cancel the alarm before you turn on the bike.

# Operation Guide

## 1. How to Turn on the Bike

### b. Key Ignition/Steering Lock



<b>A</b>	Power Off
<b>B</b>	Power On
<b>C</b>	Steering Lock (Push)
<b>D</b>	Seat Lock

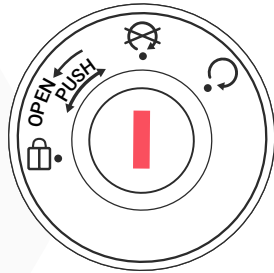
**This is a four-position switch that is located on the body:**

- Power Off
- Power On
- Steering Lock
- Seat Lock

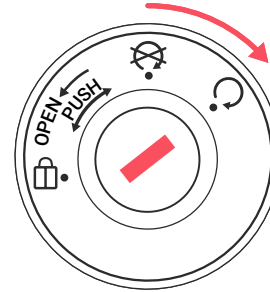
# Operation Guide

## 1. How to Turn on the Bike

### b. Key Ignition/Steering Lock



**POWER OFF**



**POWER ON**

#### **To turn on the bike:**

- Insert the key.
- Follow the marking on the ignition, turn the key to the right to turn on the bike.

# Operation Guide

## 1. How to Turn on the Bike

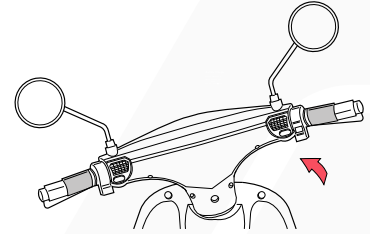
### c. How to lock the Steering

#### To lock the steering:

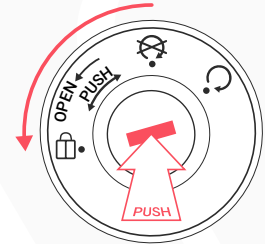
- Turn the ignition off.
- Turn the handlebar all the way to the left.
- Follow the marking on the ignition, push the key in and turn the key anti-clockwise.
- Remove the key.

#### To unlock the steering:

- Insert the key
- Push the key in and turn it clockwise
- When unlocked, the steering can be turned freely.



**TURN THE HANDLEBAR  
TO THE LEFT**



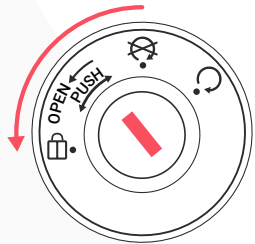
**LOCK THE  
STEERING**

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

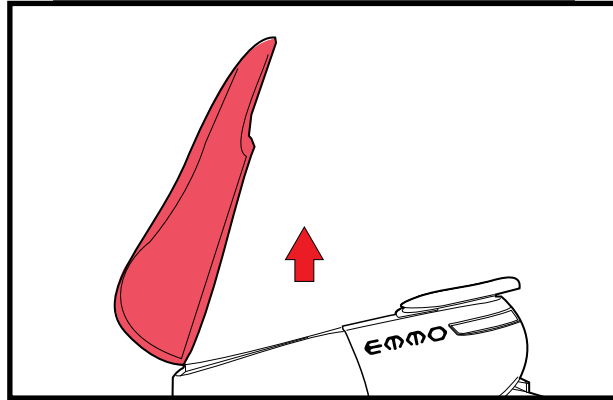
# Operation Guide

## 1. How to Turn on the Bike

### d. Seat



OPEN THE  
SEAT



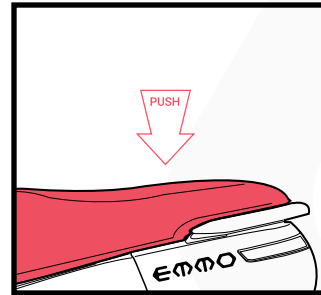
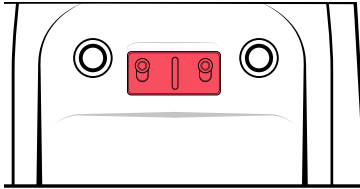
### To Open the Seat:

- Insert the key to the lock seat lock, located on the left side of the bike.
- Turn the key anti-clockwise (don't push the key).
- The seat will pop up when unlocked.

# Operation Guide

## 1. How to Turn on the Bike

### d. Seat



### To Lock the Seat:

- On the bottom of the seat cushion, locate the seat lock hook (U shape bracket).
- Close the seat.
- Gently push the seat cushion down at the position of the seat lock hook.
- Make sure the seat is locked.

# Operation Guide

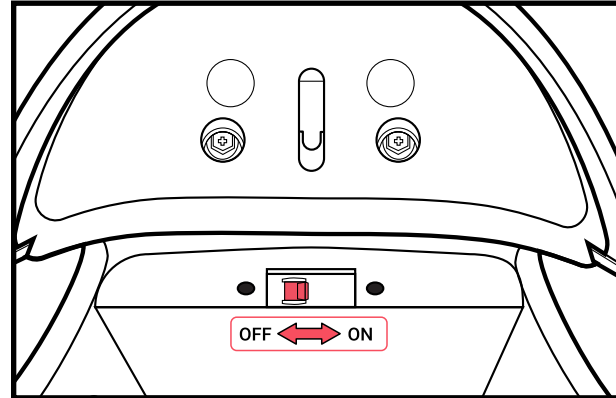
## 1. How to Turn on the Bike

### e. Circuit Breaker

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

#### Turn on the Circuit Breaker:

- Open the seat(Refer to [page 24](#))
- Locate the circuit breakers near the serial number.
- Follow the marking on the circuit breakers to turn on/off the circuit breakers.
- Close the seat.



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

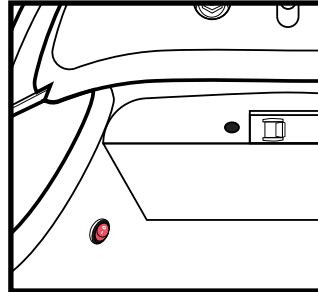
# Operation Guide

## 2. Speed Governor

The speed governor restricts the maximum speed of the e-bike. By default, it is enabled. By Law, you must keep it enabled when travelling on public roads. This will limit the e-bike to low speed mode, capping at 32km/h.

### To change the speed governor setting:

- Open the seat
- Locate the red switch .
- Follow the marking on the switch to enable/disable the speed governor.
- Close the seat.



ENABLE  
MODE



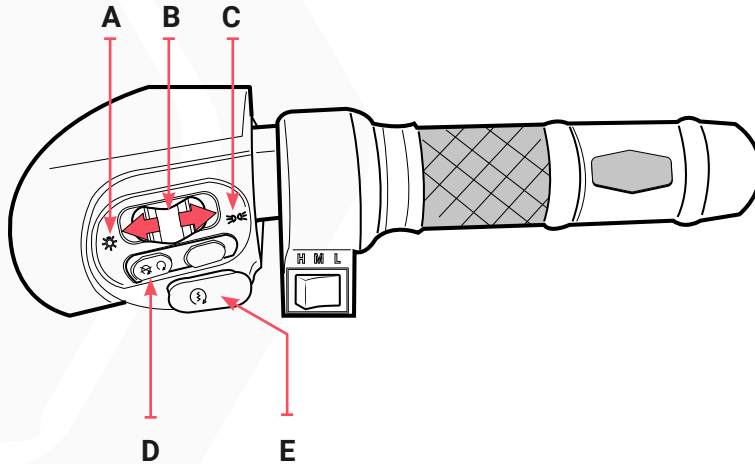
DISABLE  
MODE








**WARNING:** Always follow your local laws and guidelines when riding the bike in public areas.

# Operation Guide

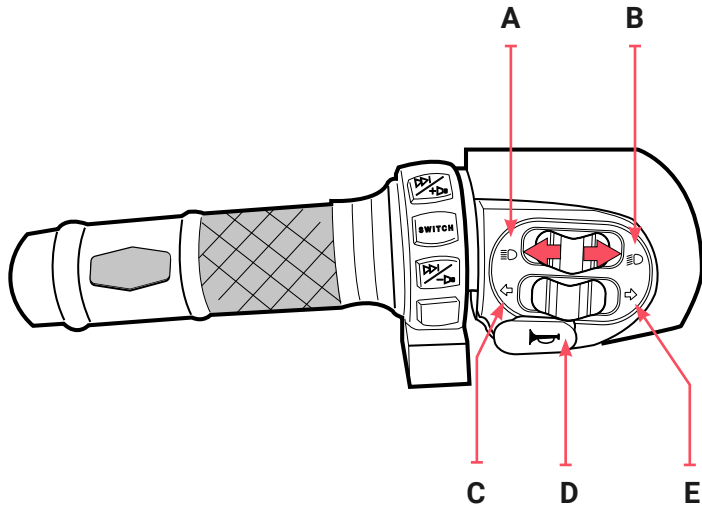
## 3. Right Switches








<b>A</b>		Headlight Tail light	Slide the switch to turn on the headlight and tail light.
<b>B</b>		Daytime Running Light	Slide the switch to middle between different lighting modes.
<b>C</b>		Off Lights	Slide the switch to turn off the light.
<b>D</b>		Cruise Control	Press once to turn on cruise control at speed. Press again to turn off.
<b>E</b>		Horn	Sound the horn when pressed.

# Operation Guide

## 4. Left Switches

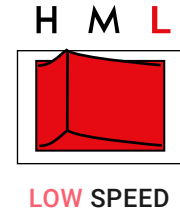
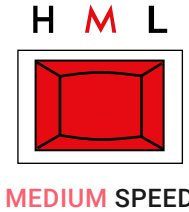
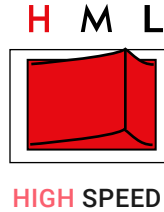
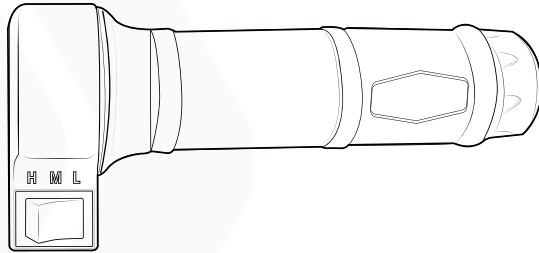


A		High Beam Light	Slide the switch to the left will turn the high beam on.
B		Low Beam Light	Slide the switch to the right will turn the low beam on.
C		Left Turning Signal	Slide the switch to the left will turn on the left side turning signals.
D		Horn	Sound the horn when pressed.
E		Right Turning Signal	Slide the switch to the right will turn on the right side turning signals.

# Operation Guide

## 5. Throttle

The throttle controls the speed of the e-bike. As shown below, twist the throttle towards you to operate.



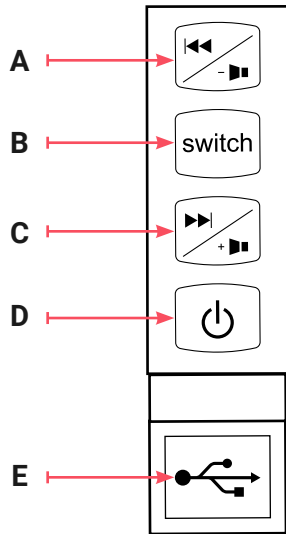
- Twist the throttle towards yourself to go.
- Use the speed mode Switch to toggle between the speed settings. (High/Mid/Low)







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

# Operation Guide

## 6. Multimedia Controls

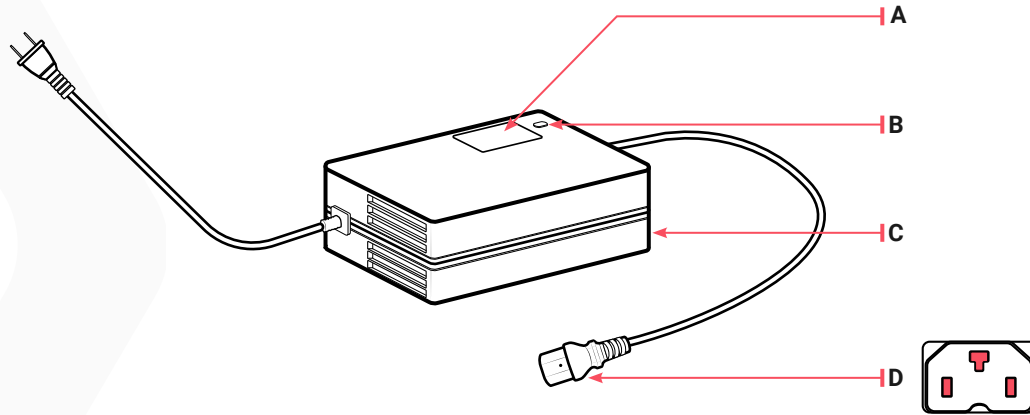


A		Previous Song/Channel Volume Down	<b>Bluetooth:</b> Press to go back to the previous song. Hold to lower the volume. <b>FM Radio:</b> Press once to switch to the previous channel on the list.
B	switch	Mode Switch	<b>Bluetooth:</b> Press to Play/Pause the song. <b>FM Radio:</b> Press to switch between <b>exhaust</b> mode and <b>FM Radio</b> mode when the <b>FM Radio</b> is on. Hold the button for 5 seconds to search for available channels. Once finished the system will stop at the first channel.
C		Next Song/Channel Volume Up	<b>Bluetooth:</b> Press to go to the next song. Hold to increase the volume. <b>FM Radio:</b> Press once to switch to the next channel on the list.
D		Power	Press and hold for 3 seconds to turn on or off the speaker. The <b>USB</b> mode is set by default. You can pair your bluetooth device with the media player. (named <b>Bluetooth</b> ) Press to cycle between <b>USB mode</b> , <b>FM Radio</b> mode and <b>Bluetooth speaker</b> mode.
E		USB Port	USB Port to plug in your device. Plug in a USB drive to start playing the songs stored on the device.

# Operation Guide

## 7. How to charge

### a. Lead Acid Charger



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

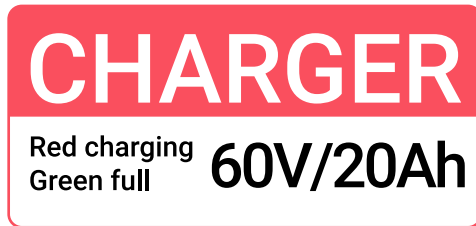
# Operation Guide

## 7. How to charge

### a. Lead Acid Charger

#### A. Front Label

The front label contains brief information of the voltage and capacity of the battery that the charger should be used for (more details are included in the specification label on the back of the charger).



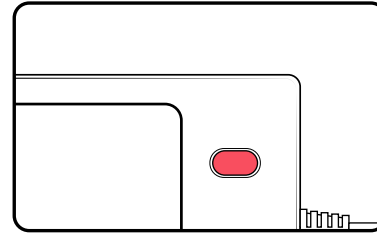
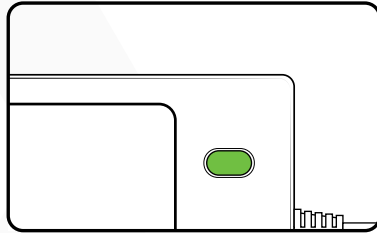
- '60V' means the bike is 60 Voltage.
- '20Ah' means the battery capacity is 20 Amper hour.

# Operation Guide

## 7. How to charge

### a. Lead Acid Charger

#### B. Charging Indicator



#### Charging Indicator Explanation:

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

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

# Operation Guide


## 7. How to charge

### a. Lead Acid Charger

#### C. Charger Specification Label

### XCH - 6020 CHARGER

Be Suitable For 60v20ah Lead Acid Battery  
Input: 110V AC 50/60HZ,2A  
Output: 73.5V DC  $\approx$  2.6-3.0A



#### User Guide

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

#### WARNING

1. There is high voltage power, dangerous! Unauthorized disassembly is forbidden and wet hand could not be touch with power plug. Otherwise, please don't use it in the environment or moist, inflammable gas and explosive atmosphere.
2. Please don't insert any metal into the charger, and store in a dry warehouse, and keep from rain.
3. During charging, keep open or ventilation.
4. If the charging time is over 36 hours or it is unwatched, please shut off the power immediately.
5. Avoid carrying the charger at all times, because violent vibrations will damage the charger.
6. If the charger is failed, please contact the supplier immediately.
7. If the indicator light is still red, not green light, after 12 hours charging, please add supplementary acid for battery immediately.



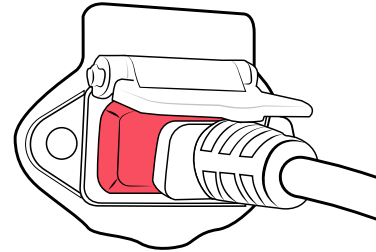
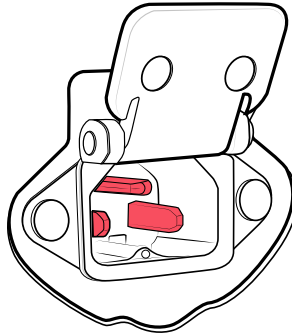
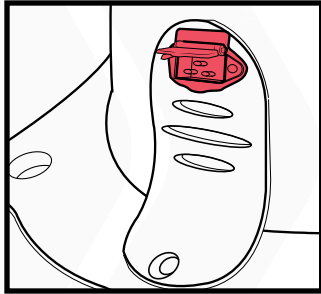
**WARNING:** It is your responsibility to make sure that you are charging your e-bike with the correct charger. Contact your EMMO dealer if you have any questions or concerns.

# Operation Guide

## 7. How to charge

### a. Lead Acid Charger

#### D. Charging Plug



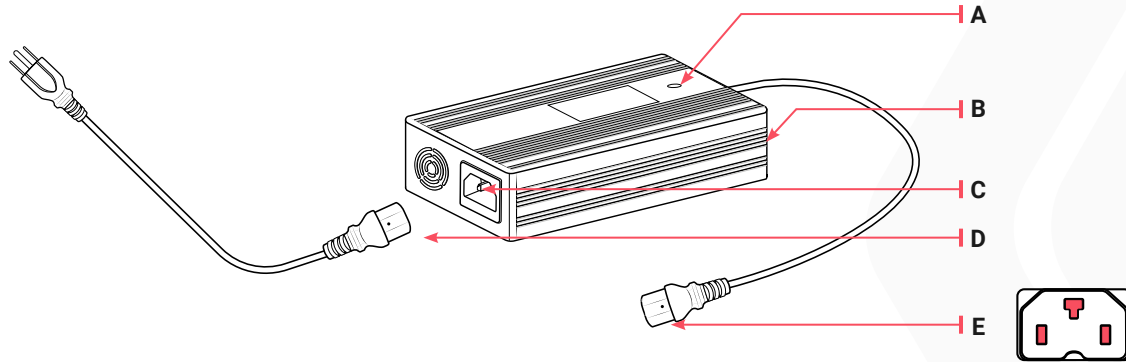
#### How to charge:

- The charging port is located beneath the seat. (Refer to ["side view", on page 16.](#))
- Open the charging port lid and plug in the charger.
- Plug the charger into a regular 110V wall outlet.

# Operation Guide

## 7. How to charge

### b. Lithium Charger



**A** | Charging Indicator

**B** | Charger Specification Label

**C** | Power Cord Socket

**D** | Power Cord

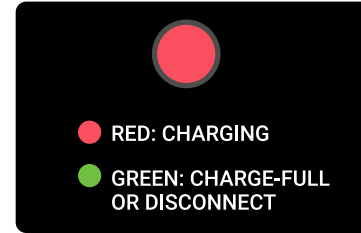
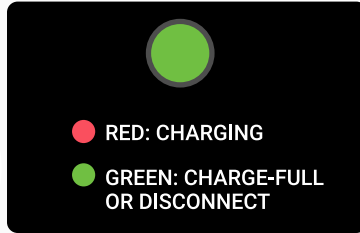
**E** | Charging Plug

# Operation Guide

## 7. How to charge

### b. Lithium Charger

#### A. Charging Indicator



#### Charging Indicator Explanation:

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


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

# Operation Guide

## 7. How to charge

### b. Lithium Charger

#### B. Charger Specification Label



**Battery Charger**

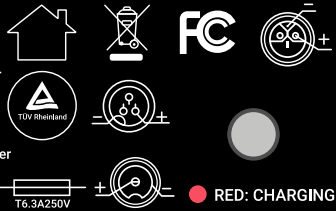
MODEL: SSLC300V71  
INPUT: AC120V~3.0A  
60Hz  
OUTPUT: 71.4V  $\overline{=}$  4.0A

**CAUTION:** -Indoor use only.  
Charger only 71.4V battery type rechargeable batteries. Other types of batteries may burst causing personal injury and damage. Risk of explosive. Read instructions 1 before using charger.

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

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

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



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

- 60V battery charger's output voltage is 71.4V
- 72V battery charger's output voltage is 84.0V



**WARNING:** It is your responsibility to make sure that you are charging your e-bike with the correct charger. Contact your EMMO dealer if you have any questions or concerns.

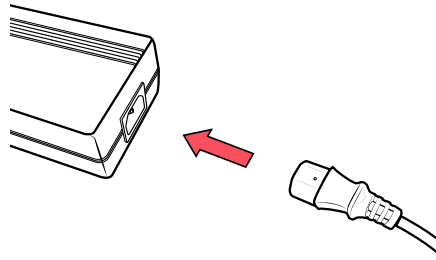
# Operation Guide

## 7. How to charge

### b. Lithium Charger

#### C. Power Cord Socket

#### D. Power Cord



#### Connecting the charger:

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



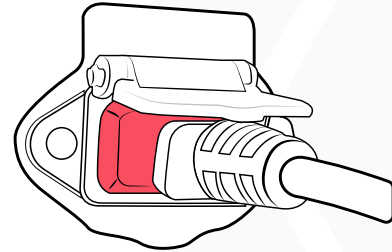
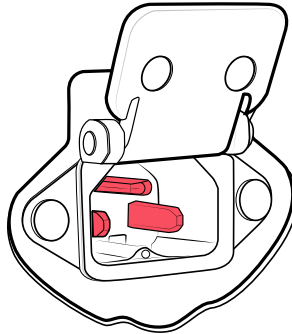
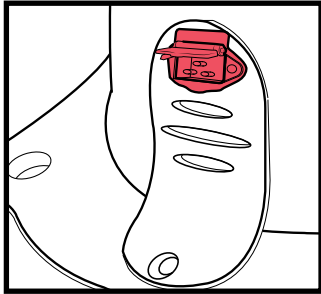
**WARNING: DO NOT** plug the power cord directly to the bike/battery. High voltage may damage the bike battery and cause severe injury.

# Operation Guide

## 7. How to charge

### b. Lithium Charger

#### E. Charging Plug



#### How to charge:

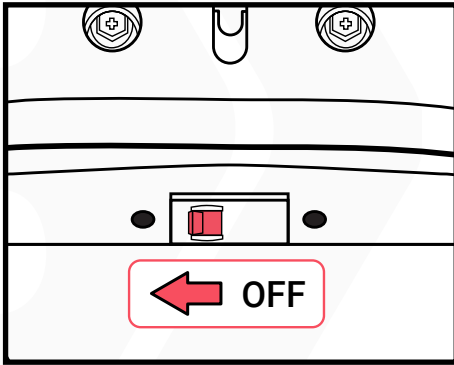
- The charging port is below the front of the seat. (Refer to ["side view", on page 16](#))
- Open the charging port lid and plug in the charger.
- Plug the charger into a regular 110V wall outlet.

# Operation Guide

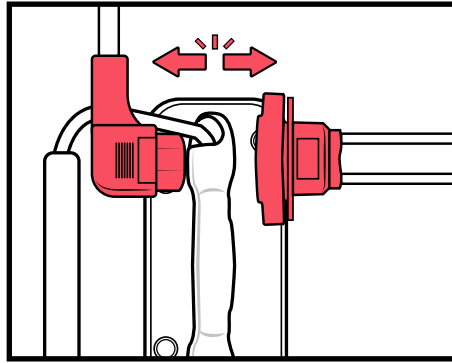
## 7. How to charge

### b. Lithium Charger

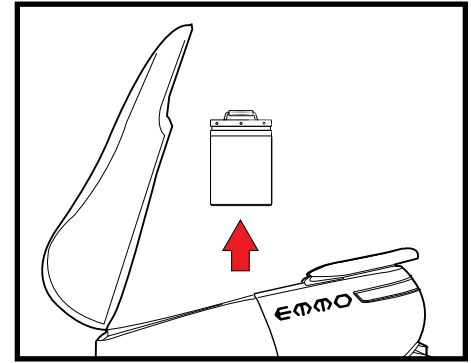
#### F. How to Remove the Underseat Battery and Charge separately from the Bike



I. Open the seat, switch off the circuit breaker.



II. Disconnect the power plug.



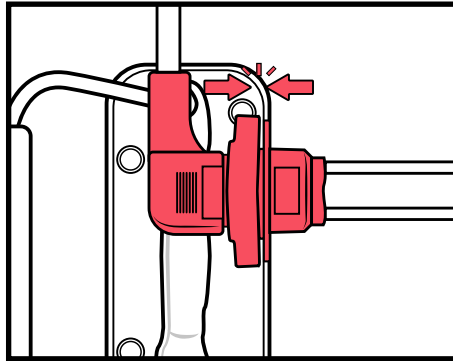
III. Take out the battery from the bike.

# Operation Guide

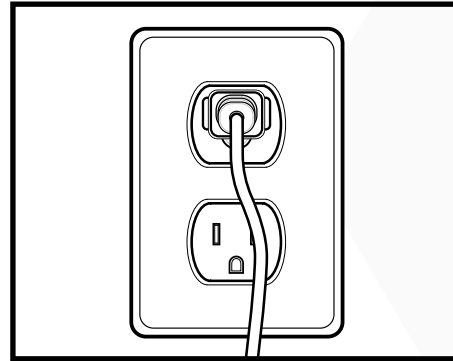
## 7. How to charge

### b. Lithium Charger

#### F. How to Remove the Underseat Battery and Charge separately from the Bike



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



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

# Operation Guide

## 7. How to charge

### c. Charging Precautions



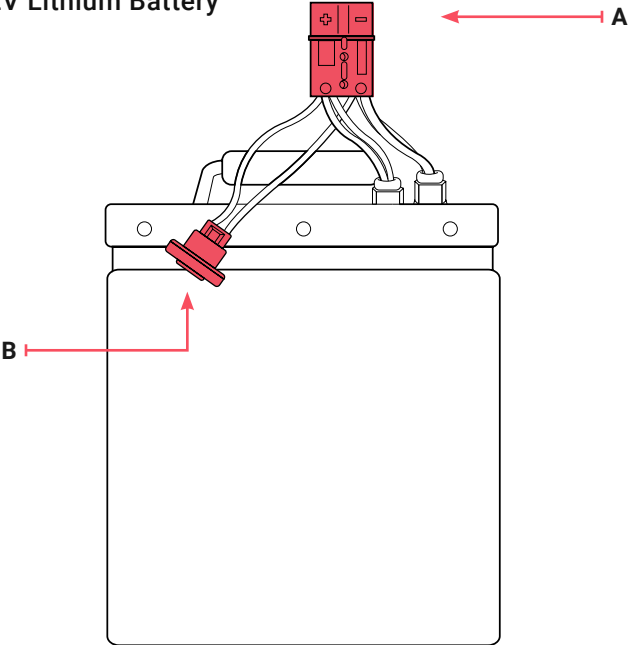
#### **WARNING:**

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

# Operation Guide

## 8. Battery

### a. 72V Lithium Battery

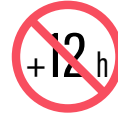


<b>A</b>	Anderson Connector
<b>B</b>	Charging Port

# Operation Guide

## 8. Battery

### b. Battery Safety Precautions



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

# Operation Guide

## 8. Battery

### c. Disposal



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

#### **NOTICE:**

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

# Operation Guide

## 8. Battery

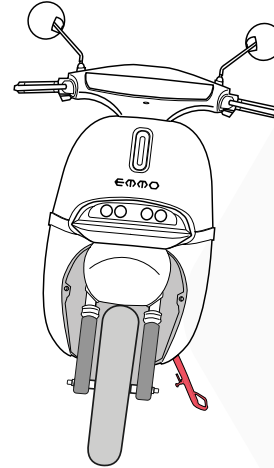
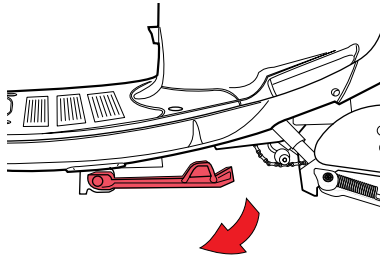
### d. Storage & Maintenance

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

# Operation Guide

## 9. Kickstand & Centre Stand

### a. Side Kickstand



#### How to use the side kickstand:

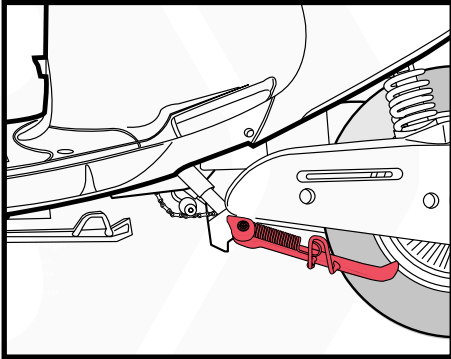
- Kick the side stand down and gently lean the bike on the side kickstand.
- Make sure it is stable before you leave your bike.

**!** **NOTICE:** It is recommended to use the centre stand (next section) for long term storage.

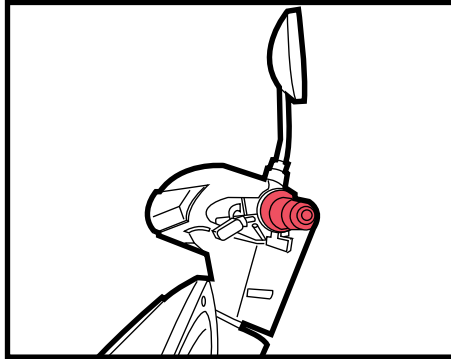
# Operation Guide

## 9. Kickstand & Centre Stand

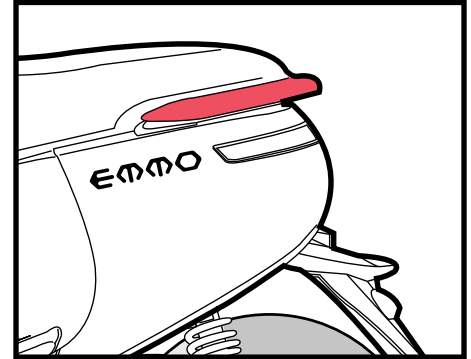
### b. Centre Stand



- I. Stand on the left side of the bike. Find the centre stand under the swing arm.



- II. Hold the handlebar with your left hand.

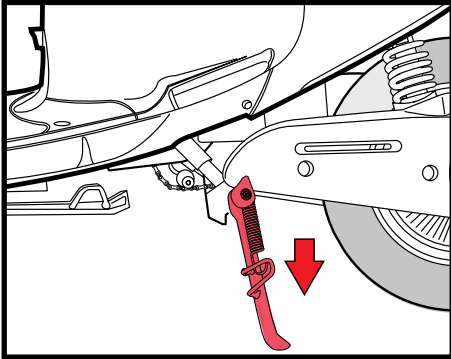


- III. Grab the rear rack with your right hand.

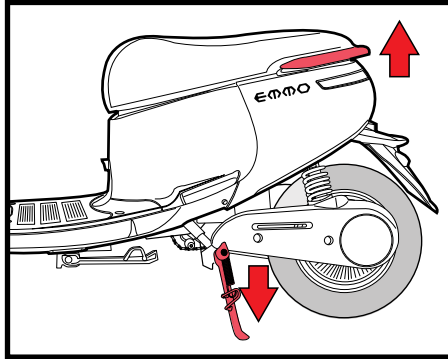
# Operation Guide

## 9. Kickstand & Centre Stand

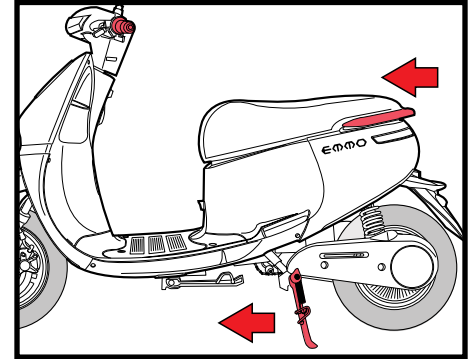
### b. Centre Stand



**IV.** Ensure the bike is balanced. With your right foot, step down firmly on the center stand.



**V.** Press down on the center stand with your foot, use your right hand to lift up the rear rack. Use your body weight to help lift the bike.

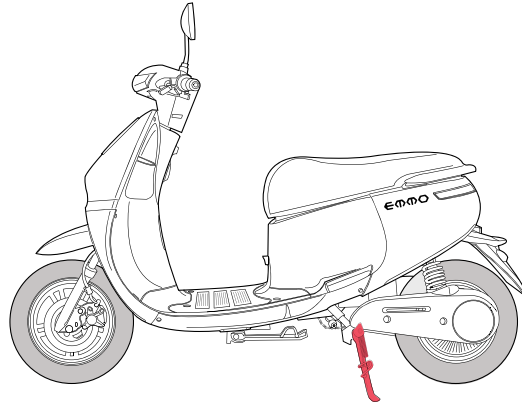


**VI.** To get the bike off the centre stand, put your right foot in front of the centre stand and gently push it forward.

# Operation Guide

## 9. Kickstand & Centre Stand

### b. Centre Stand



#### **WARNING:**

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

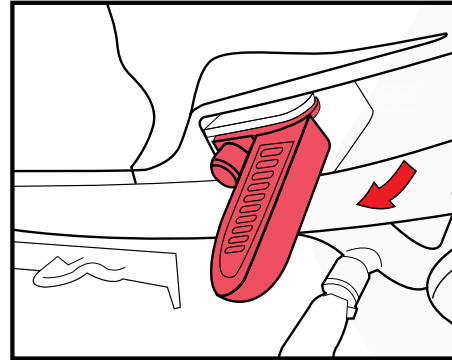
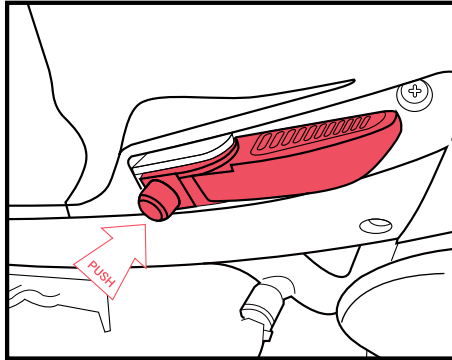


#### **NOTICE:**

- Keep your balance when trying to put the bike on the centre stand.
- Keep the bike in the upright position at all times. **DO NOT** lean the bike towards either side.

# Operation Guide

## 10. Passenger Footpeg

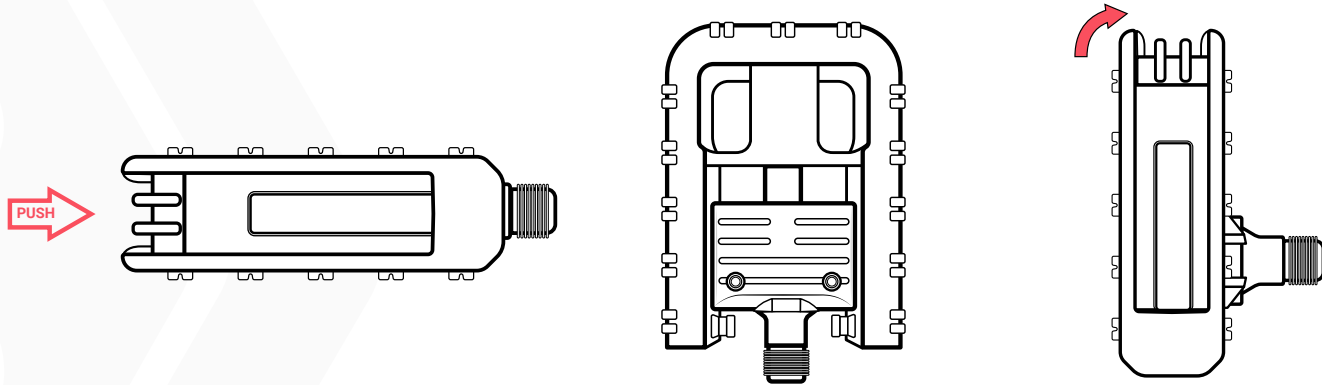


### **Foldable Passenger Footpegs:**

- Passenger footpegs are located near the front of the swing arm cover.
- Press the button to unfold the footpegs as shown when needed.

# Operation Guide

## 11. Pedal



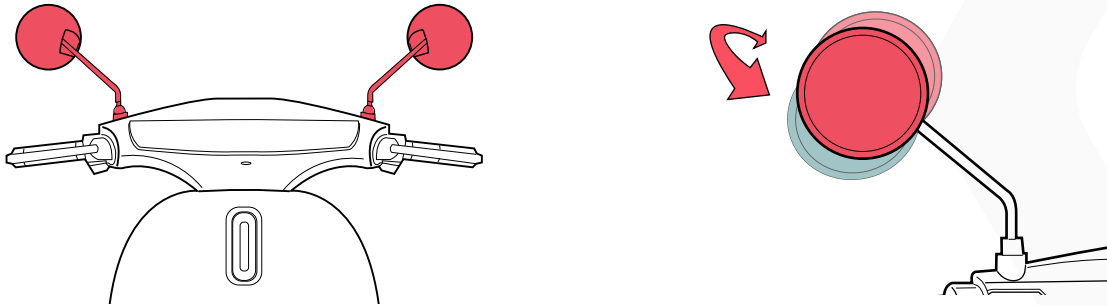
### How to fold the pedals:

- Push the pedal from the side (as shown).
- Fold the pedal up while you continue pushing from the side.

# Operation Guide

## 12. Rear View Mirrors

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



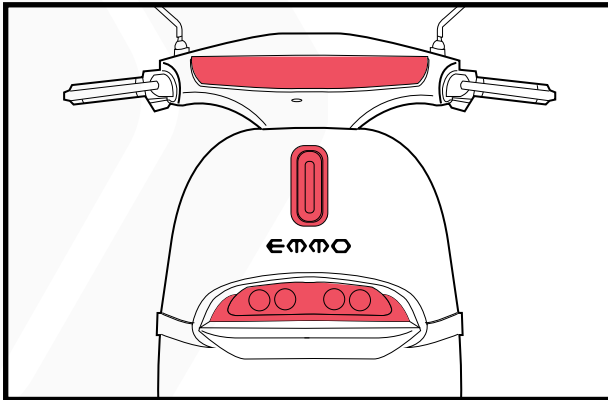
- The mirror can be tilted up and down for approximately 15 degree from the centreline (as showed by the red arrows).
- The mirror can also be rotated on the holding pole.

# Operation Guide

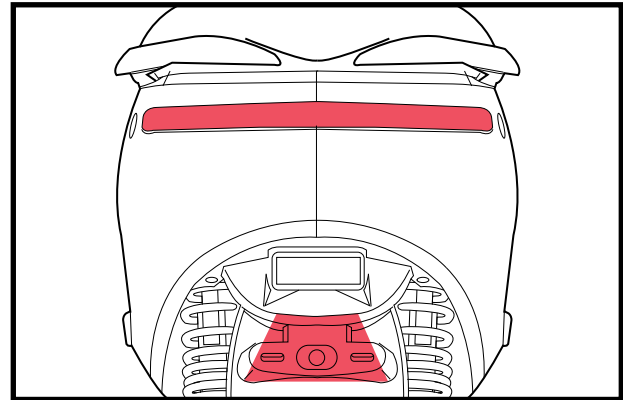
## 13. Lights & Signals

### a. Headlight & Tail Light

The headlight assembly features high beam, low beam, and daytime running light modes for varying conditions. The tail light enhances nighttime visibility.



**Headlight**



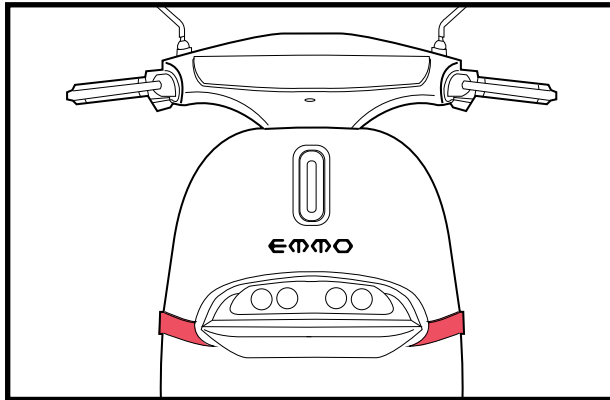
**Tail light**

# Operation Guide

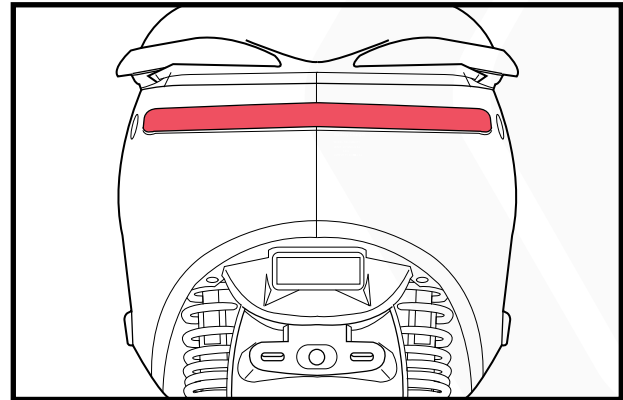
## 13. Lights & Signals

### b. Signal Lights & Brake Light

The build - in turning signals give the nearby traffic a better insight of your intended route. The brake light alerts traffic behind you when you're slowing down.



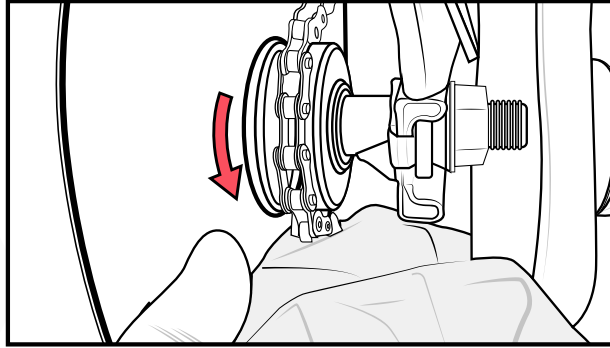
**Signal Lights**



**Rear Signal Lights & Brake Light**

# Operation Guide

## 14. Cleaning / Lubricating the Chain



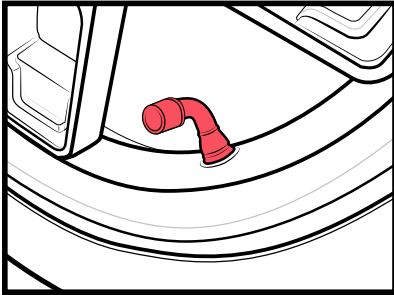
### How to Clean the Chain:

- Put the bike on a service stand or lean the bike on the kick/side stand. Make sure the rear wheel is off the ground.
- Locate the chain on the right side of the bike, near the rear wheel hub.
- Hold a clean cloth to the chain (as shown).
- Turn the pedal to clean the chain.
- Apply new bicycle chain oil to the sprocket and chain.

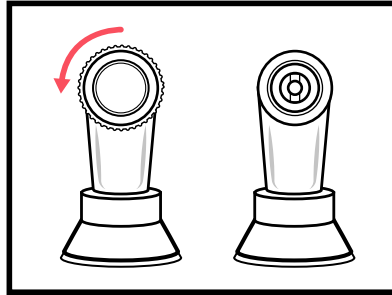
# Operation Guide

## 15. Tire Pressure

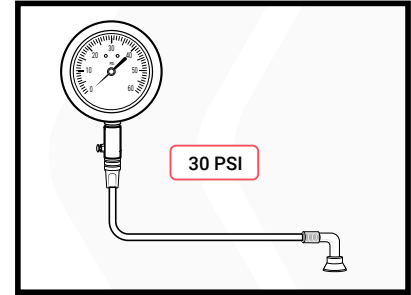
It is recommended to check the tire pressure on a regular basis to keep things at their best working conditions.



I. Locate the valve on the rim.



II. Remove the valve cap.



III. The recommended tire pressure as marked on the side-wall of the tire.

# Operation Guide

## 15. Tire Pressure

### Tire pressure affects the following:

- Service life of the tires and other components of the bike
- Ride safety
- Ride comfortable
- Travel Distance



### **WARNING:**

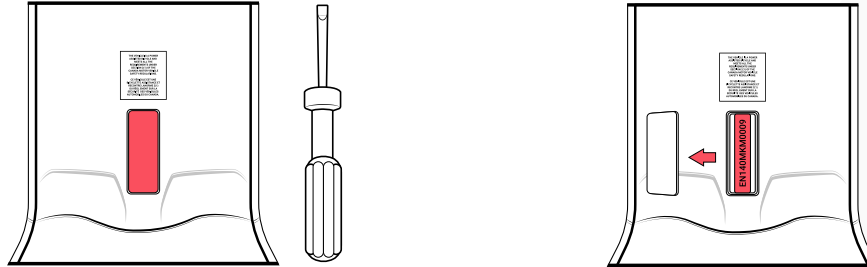
- You **MUST** inflate the tire to the recommended tire pressure before the first ride. Failure to do so may damage your bike and void your warranty.
- **DO NOT** over-inflate, as this could damage the tire or wheel. (The recommended tire pressure range is marked on both tires by the manufacturers.)

# Operation Guide

## 16. Serial Number

### a. Frame Number

**Locate** the VIN cover in the panel facing driver.



#### **Find the Frame Number:**

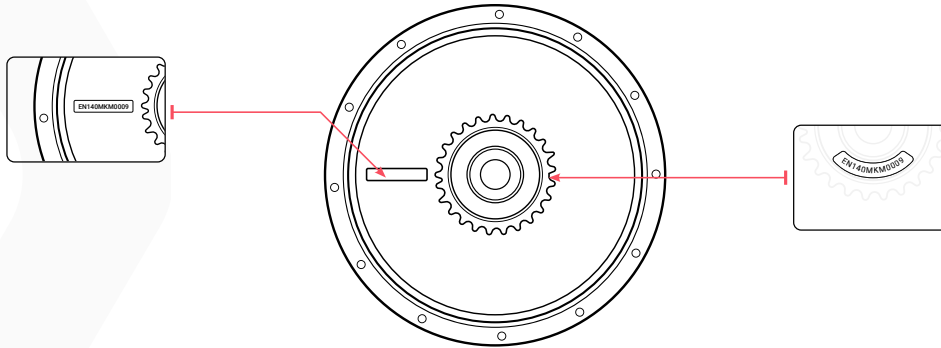
- Use a flat head screwdriver to remove the VIN cover.
- You will find the Frame Number engraved on the frame.
- Put the VIN cover back.

# Operation Guide

## 16. Serial Number

### b. Motor Number

**Located** on the motor.



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

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

# Riding Guide

## 1. Checking List Before Riding

- Whether the handlebar is stable and flexible when turning.
- Whether the right and left switches on the handlebar can work properly.
- Whether the throttle can work properly.
- Make sure the tires are inflated to the recommended tire pressure (30 PSI).
- Check tire surface, make sure there are no cracks, damages, and foreign matter punctures or attachments.
- Check whether the tread depth is enough, for your safety, tires should be replaced when the tread depth is below the recommended value by the manufacturer.
- Whether any error warning light are on the speedometer.
- Whether the battery capacity is enough for your trip.
- Whether all lights work properly.
- Whether the horn works properly.
- Whether the mirrors are clean and adjusted to the appropriate angle.
- Whether the brake lever and brake system work properly.

# Warranty Policy

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

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

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

## **Electric Scooter**

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

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

store. The parts will be covered by Emmo Inc. You are responsible for providing original purchase paperwork and shipping the item to and from the store.

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

## **Purchased Parts**

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

- **Shipping Damage:** Emmo Inc will not be held responsible for any lost, stolen, or damaged items due to any delivery services or courier actions. Report any damage to Emmo Inc within 7 days of receiving the part with pictures for any shipping damage and proof of purchase. Please note the damage on the shipper's proof of

Delivery prior to signing off on the shipment. Shipping damage is not covered by Emmo Inc if you choose your own shipping method or freight forwarder. The cost of shipping will not be covered under warranty unless Emmo Inc agrees in writing to cover the shipping cost.

- **Repair and Store Purchases of Emmo Inc Products:** Any warranty is extended to the original owner with the original purchase paperwork. Any return or exchange within 7 days must be in new, unused, and original packaging. The customer is responsible for notifying Emmo Inc of the return or exchange and the cost of shipping will not be covered under warranty unless Emmo Inc agrees in writing to cover the shipping cost. On all return and exchange items, a restocking fee of 20% will be withheld from the refund amount unless Emmo Inc has agreed to another arrangement in writing. The cost of the item minus the restocking fee will be refunded once the product is returned and determined to be returnable. Restocking fees are 20% of MSRP not including Taxes, Freight/Shipping or PDI. Items out of original packaging will not be accepted.
- **Part Warranty Policy:** All items with warranty must have a valid warranty sticker. For Lithium models, the chargers must match the lithium batteries. Emmo is not responsible for any damage resulting in using another brand or voltage of charger or using an Emmo item with items that are not sold by Emmo Inc. Within 7 days, any items defective by manufacturer quality and are under warranty can be replaced. After 7 days, any items defective in manufacturer quality and are under warranty can be repaired. Warranty does not cover damage due to lack of maintenance, accident, misuse or abuse. Damage incurred from water, road salt and other foreign debris or chemicals. The labour of any warranty repair will be covered by the original store that the Emmo Inc part was purchased from only when it is being repaired at said store. For repairs that are done on items that are not from Emmo Inc, only a 7-day Parts Warranty will be included.

- If the part was paid by financing, you are responsible for any cancellation fees or penalties charged by the third party financing company unless Emmo Inc has agreed to cover the fees in writing. The financing loan agreement will only be cancelled after Emmo Inc has received and approved the returned item.
- For repairs that are done on items that are not from Emmo Inc, only a 7-day Parts Warranty will be included. Emmo Inc is not responsible for items modified from its intended use or purpose resulting in damage to the ebike or injury to the customer or third party.

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

# Leave us a review

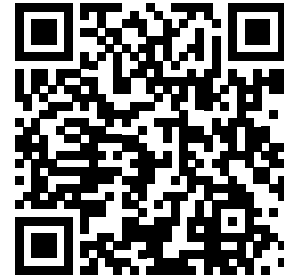
By sharing your experience with EMMO, you can extend your warranty for an extra **3 months for FREE**.

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

Thank you for choosing EMMO.



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



Scan the QR code to  
leave us a review.

# Contact Us

## LOCATION

### **EMMO Mississauga**

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

### **EMMO Vaughan**

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

## Contact

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

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

### **EMMO Toronto**

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

### **Toronto Service Center**

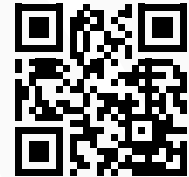
438 Spadina Ave, Unit 5-6  
Toronto, ON M5T 2G8  
Canada



## Website

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

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





[WWW.EMMO.CA](http://WWW.EMMO.CA)