PARALO PRO EBIKE

OWNER'S MANUAL

Ver.1.3

EMMO

GREEN YOUR LIFE

Preface

An Important Message From EMMO

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

IMPORTANT: Please retain these instructions for future reference. Please read and understand this manual fully before assembling and riding your bike.

MOVING AND STORAGE INSTRUCTIONS : Prolonged Exposure to UV Rays, Rain and the Elements May Damage the Enclosure Materials, Store Indoors When Not in Use.

Be sure to watch the offical Emmo PARALO PRO assembly video available at https://emmo.ca/pages/e-bike-assembly-guide.

Additional information about your bike can be found on our website at www.emmo.ca.

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

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

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About This Manual

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

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

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

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

NOTICE: 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 (MVSR)**. 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 (20MPH).

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

Regulatory Compliance and Buyer Responsibility Disclaimer

The product(s) comply with federal regulations for this product category in Canada and with applicable provincial regulations in the region of sale at the time of purchase. In jurisdictions where the product(s) may not be compliant, the buyer acknowledges this possibility and accepts full responsibility for their use. The buyer is solely responsible for understanding and complying with all applicable laws, regulations, and bylaws related to the operation and use of the product(s) in their local area. If the product(s) are capable of going faster than the applicable legal speed limit, the seller is not responsible for the speed at which the buyer operates the product(s).

Any future changes to legislation or regulatory classification that affect where or how the product(s) may be used will be outside the control of the seller and shall not constitute valid grounds for return, refund, or compensation. Such changes do not imply any defect or misrepresentation of the product(s) at the time of sale.

NOTICE: Please read carefully to ensure you understand applicable regulations and responsibilities.

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

E-Bike Regulations in Saskatchewan:
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

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.

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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.

Definition: In this manual, the term “Vehicle” refers collectively to any bike, ebike, etrike, or similar vehicle sold or authorized by EMMO.

General Responsibility

- By choosing to ride a Vehicle, you assume full responsibility for all risks, including falls, collisions, equipment failure, and road or traffic hazards.
- Riders are responsible for following local laws and bylaws, practicing safe riding, and maintaining the Vehicle properly.
- Safe use depends on responsible riding, regular inspections, and timely replacement of worn components.

WARNING: Fit & Capability

- Ensure the Vehicle fits you properly before riding; incorrect sizing may cause loss of control.
- Riders must have sufficient physical condition, reaction time, and mental capability to handle traffic and emergencies. If you have medical conditions (including impairments or seizure disorders), consult your physician before riding.

- Before the first ride, practice braking and throttle control in a safe environment.
- If riding at night, familiarize yourself with the lights and signals and ensure they function properly.

WARNING: Installation & Maintenance

- Improper installation, compatibility issues, or poor maintenance can cause serious injury or death.
- Secure all hardware (handlebar, grips, seat, pedals, etc.) before each ride.
- Have the Vehicle inspected by an authorized technician at least once every 6 months.
- It is your full responsibility to ensure the Vehicle is in good working order at all times. Perform a pre-ride safety check before every ride (brakes, throttle, sensors, lights, and other key components).

WARNING: Battery & Charger Safety

- The charger should only be used **indoors** in a cool, dry, ventilated area. Always position the charger on a **non-flammable surface** (e.g., concrete or brick), as it may generate heat during peak charging cycles.
- You must use a **dedicated 110V outlet** to charge your battery.
- Never cover the charger during charging or leave it unattended.
- Keep the battery and charger away from children, pets, water, and open flame.
- DO NOT submerge or allow the charger to be submerged in water or any liquid.

- **DO NOT** use the charger or battery if **any part of the cord, connector, or housing is frayed, cracked, exposed, or otherwise damaged**. Using damaged charging equipment or battery connectors can lead to malfunction, fire, or serious injury.
- Do NOT drop, strike, or expose them to shocks.
- Use only the charger supplied with the product or approved by EMMO.
- Disconnect promptly once fully charged. Do NOT charge for more than **12 hours**, whether the battery is full or not.
- If the battery is stored, check it at least **once a month**. If necessary, use the original charger to recharge the battery to about **75%**. Failure to perform regular checks or charging may result in malfunction or safety hazards.
- Disconnect immediately if there is a strange smell, smoke, or overheating.
- In the unlikely case of battery fire: **never use water**. Use sand to cover the fire and call emergency services.
- **Battery & Charger Rated Life Expectancy:** Lead-Acid Battery: 2 years (500 cycles); Lithium-Ion Battery: 4 years (1000 cycles); Charger: 4 years. All component lifespans assume normal use and proper maintenance. **Annual inspection & safety testing by an authorized technician are required to ensure safety.** Components that have exceeded their rated service life—or no longer provide expected performance—should be replaced to ensure safety and reliability. While proper care may extend usable life, this can NOT be guaranteed.

WARNING: Modifications & Non-Original Components

- Do NOT use the Vehicle with trailers, stands, racks, or accessories that are not approved by EMMO. The use of non-original components or spare parts can jeopardize the safety of your Vehicle, void

your warranty, and, in some cases, cause your Vehicle to not conform with applicable laws.

- Any unauthorized modifications (to the electrical system, controller, battery, or structural components) may compromise safety. **Such modifications void the warranty and are performed at the rider's sole risk.**

WARNING: Extreme Riding

- Vehicles and components are NOT designed for extreme use such as jumps, stunts, or riding beyond your ability.
- Extreme riding may cause component failure, severe injury, or death.

Final Note:

- Always ride responsibly, maintain the Vehicle regularly, and replace components when necessary.
- The rider assumes all risks associated with operating this Vehicle.
- For questions or concerns, contact your authorized EMMO dealer or EMMO Customer Support.

Safety Instruction & Battery Charging

- Like any electrical device, there's a risk of electric shock and fire if the electrical system isn't handled correctly or if it becomes damaged.
- This equipment is designed for use within a specific temperature range. It should not be operated in ambient temperatures below **-10°C (14°F) or above 35°C (95°F).**
- 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 the battery between **5°C (41°F) to 30°C (86°F)**, 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. Please contact your EMMO dealer for assistance.

Safety Instruction & Battery Charging

Failure to follow these instructions may result in serious injury, property damage, or fire hazard.

Charging Guidelines:

- Charge the battery only with the original charger supplied with your e-bike.
- Use a dedicated 110V outlet for charging your battery.
- Never leave the battery or charger unattended while charging.
- Charge in a dry, well-ventilated area — DO NOT charge in the rain, snow, or humid environments.
- **DO NOT** cover the battery or charger, or place objects on top during charging.
- **DO NOT** charge for more than 12 hours at a time.
- After charging is complete, disconnect the charger from the power outlet first.

Storage & Handling:

- Keep the battery away from children and pets.
- Keep away from water, heat sources, and open flames.
- **DO NOT** drop or subject the battery or charger to strong shocks..

Safety Instruction & Battery Charging

If Something Abnormal Occurs:

- In the unlikely event of a battery fire: **NEVER** use water to extinguish it — use large amounts of sand and call emergency services immediately.
- Disconnect the charger and battery immediately if you notice a strange smell, smoke, or if the charger/battery becomes unusually hot.
- Contact your dealer immediately if overheating or damage is observed.

Prohibited Actions:

- **DO NOT** open the battery pack yourself — contact your dealer for assistance.
- **DO NOT** submerge or allow the charger to be submerged in water or any liquid.
- **DO NOT** use the charger if:
  - The cord is frayed, has exposed wires, or shows damage.
  - The plastic housing or charging connector is cracked, broken, or significantly damaged.
- **DO NOT** use the battery or charger for purposes other than intended.
- Never connect the battery terminals directly to each other.
- **DO NOT** lift the battery by its connectors or cables.

Disposal

This product contains lithum 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 lithum 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

Storage & Maintenance

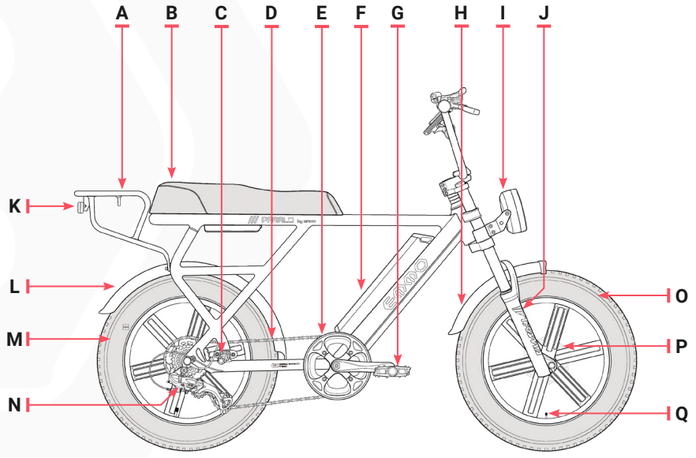
By following these storage and maintenance tips, you can help ensure that your e-bike remains in good condition, providing reliability, safety, and enjoyment for years to come.

- Indoor Storage: Always prefer to store your e-bike indoors to protect it from weather elements like rain, snow, and extreme temperatures.
- Keep the bike in a dry area to prevent rust and away from direct sunlight to avoid overheating the battery.
- 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: 5°C (41°F) to 30°C (86°F)
  - Relative Humidity: ≤ 65%

Description

1. Schematic Diagram

a. Side View



A	Rear Rack
B	Seat Cushion
C	Passenger Footpeg
D	Chain
E	Pedal Crank
F	Battery
G	Pedal
H	Front Fender
I	LED Head Light
J	Front Adjustable Shocks
K	Taillight and turn signal
L	Rear Fender
M	Rear Rim With Motor
N	Derailleur
O	Front Mag Rim
P	Front Brake Disk
Q	Valve

Description

1. Schematic Disgram

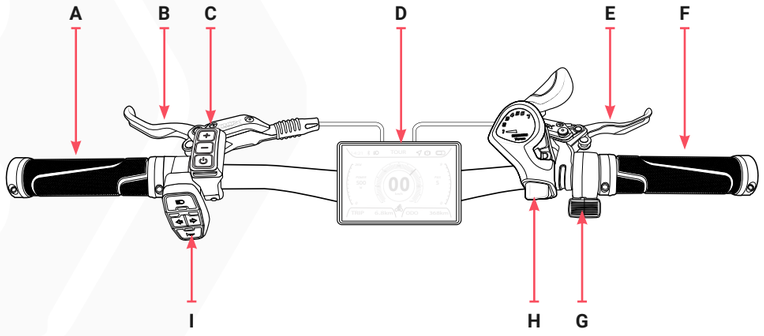
b.Specifications

Motor	Geared 500W Hub Motor	**Charging time**	3 - 10 Hours
Riding Modes	Up to 9 Level of Pedal-Assit ; Thumb Throttle	**Display**	Digital LCD colorful Back - Lighted Speedometer
Net Weight	45 kg / 100lbs	**Lights and Signals**	LED Headlight, LED Tail Light, LED Brake Light
Climbing Angle	25 Dgrees	**Load Capacity**	80 kg / 176 lbs
Brakes	Hydraulic Disk Brake (Front and Rear)	**Wheel**	20" Mag Wheel
Rear Tire	20"x 4.0" Tubed Tire	**Front Tire**	20" x 4.0" Tubed Tire
Frame Material	Aluminum	**Gear**	Shimano MF - TZ500 - 7 (7 Speed, Mega Range 14 - 34T Cassette)
Dimension	175 cm (Length)x 75 cm (Width) x 110 cm (Height) / 69 inch (Length) x 30 inch (Width) x 43 inch (Height)	**Speed**	32 KPH / 20 MPH

Description

1. Schematic Diagram

c. Handlebar Attachments

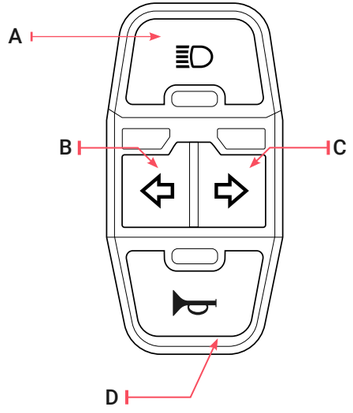


A	Left Hand Grip
B	Front Brake Lever
C	Control Button
D	Speedometer
E	Rear Brake Lever
F	Right Hand Grip
G	Throttle
H	Gear Shifter
I	Lights Signal & Horn Switch

Description

1. Schematic Disgram

d. Lights Signal & Horn Switch

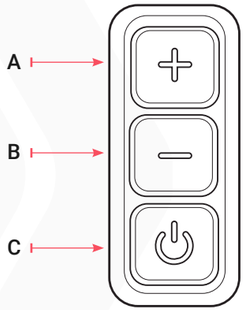


A		Headlight + Taillight	Press to turn on the headlight and tail light.
B		Left Turning Signal	Press to turn on the left side turning signal. Press again to cancel.
C		Right Turning Signal	Press to turn on the right side turning signal. Press again to cancel.
D		Horn	Press the button to sound the horn.

Description

1. Schematic Disgram

e. Control Function



A	Plus (+) Button
B	Minus (-) Button
C	Power Button

Power On/Off

Hold the **POWER** button for 1 second to turn on the display and controller. To turn off hold the **POWER** button for 1 second. The bike has an automatic shutdown function, which turns off the power if unused for an extended period. The auto shutdown time can be changed in settings.

Installation Instructions

Refer to the official Emmo assembly video for step-by-step instructions at

https://emmo.ca/pages/e-bike-assembly-guide

Installation Instructions

I. Install the headset top cap, secure the handlebar stem using a 5mm allen wrench.

II. Tighten it with a 5mm allen wrench, then close the axle nut cover caps.

III. Adjust the headlamp as needed, secure it with a 6 mm allen wrench.

IV. Use a 2.5mm allen key to loosen the four screws, adjust the angle before secure it.

V. Align the two arrows, hook up the brake cables.

VI. Identify the left and right based on the markings of the pedal spindle, tighten the right pedal clockwise.

VII. Tighten the left pedal counterclockwise.

VIII. Secure it with a wrench.

Operation Guide

1. Speedometer & Control

a. Display

Operation Guide

A		Bluetooth Indicator	Indicates if the status of Bluetooth status is on/off. The icon lights up when the Bluetooth is on.
B		Brake Indicator	When the brakes are applied, the instrument illuminates an indicator.
C		Power Indicator	Indicates the current power output of the bike.
D		Trip Distance	Displays the distance traveled for the current trip.
E		Battery Level Indicator	Indicates the current battery level of the bike.
F		Pedal Assist Level	Display the pedal assist level.
G		Real-Time Speed	Display the speed in real-time.
H		Riding Mode	Indicates the current mode of the bike.
I		Total Distance Traveled	Display the total distance traveled.

Operation Guide

1. Speedometer & Control

b. Function Summary

Changing the Pedal Assist (PAS) Level

From the main screen, use **"+/-"** to switch PAS levels (default 5 levels). Level 0 = no assist, Level 1 = lowest, Level 5 = highest. Default is Level 0 at startup.

PAS 3

Operation Guide

1. Speedometer & Control

b. Function Summary

Walking Mode

When stationary, press and hold **"-"** to activate walking mode. Keep holding to engage boost. Release within 5 seconds to exit — the walking icon disappears and the riding icon returns.

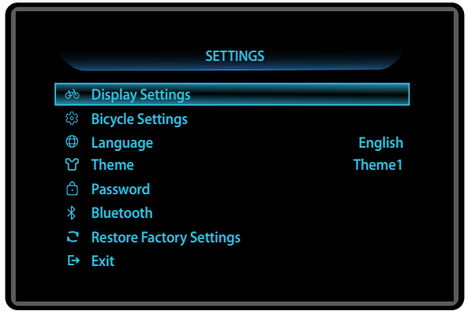
WALKING MODE

Operation Guide

1. Speedometer & Control

b. Function Summary

Press the **Power button** to enter the list of settings, use the **"+"** button or the **"-"** button to switch between different settings, press **Power** to confirm selection between Display Settings / Bicycle settings / Language / Theme / Password / Bluetooth / Restore Factory Settings or Exit.



NOTICE: Depending on the region, some features or settings may not be availablle.

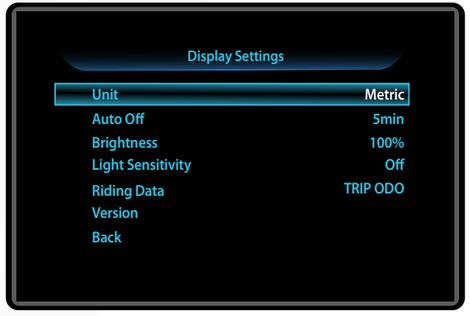
Operation Guide

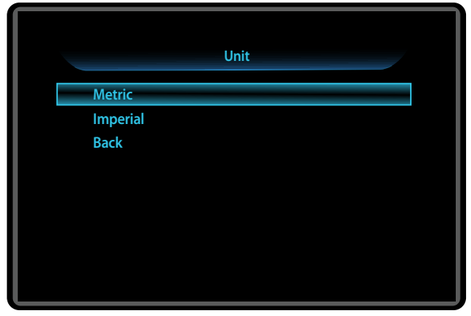
1. Speedometer & Control

b. Function Summary

Imperial and Metric Unit Conversions

Go to Display Settings -> Unit. Press **Power button** to enter, use "**+/-**" to choose Metric or Imperial, then press **Power** to save. Use Back to exit to the main screen.





NOTICE: The display is in Metric by default.

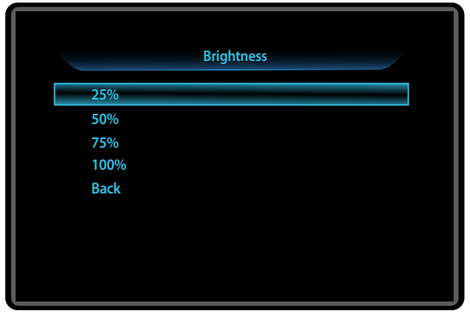
Operation Guide

1. Speedometer & Control

b. Function Summary

Brightness Settings

Go to Display Settings -> Brightness. Use "**+/-**" to select a level 25% / 50% / 75% / 100%, press **Power** to save, then exit with Back.



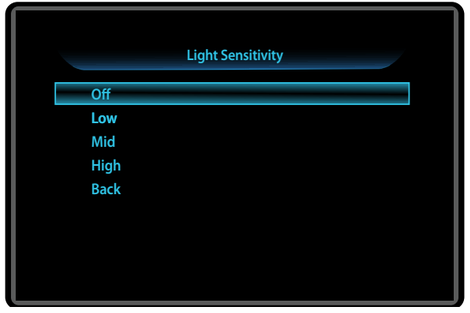
Operation Guide

1. Speedometer & Control

b. Function Summary

Light Sensitivity

Go to Display Setting -> Light Sensitivity. Use "**+/-**" to select Off / Low / Mid / High (Off disables auto headlights). Press **Power** to save, then exit with Back.



Operation Guide

1. Speedometer & Control

b. Function Summary

Riding Data Display

Go to Display Settings, use "**+/-**" to scroll, select "Riding Data", and press **Power**. Choose TRIP ODO / AVG MAX / TIME CAL, then exit with Back.

TRIP ODO	Current and total mileage
AVG MAX	Average and maximum speed
TIME CAL	Riding time and calories

TRIP ODO

AVG MAX

TIME CAL

Operation Guide

1. Speedometer & Control

b. Function Summary

Version

Go to Display Settings, scroll with "**+/-**", select "Version", press **Power**. Choose SW or HW, press **Power** to save, then exit with Back.

SW	Soft version number
HW	Hardware version number

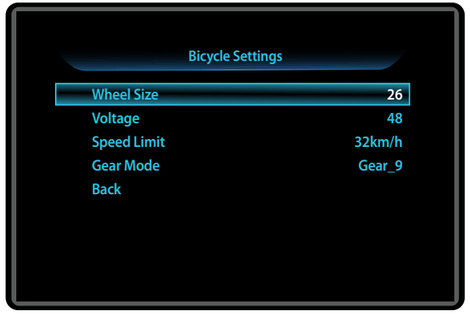
Operation Guide

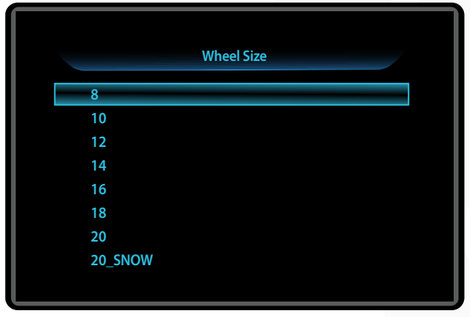
1. Speedometer & Control

b. Function Summary

Wheel Size

Go to Bicycle Settings, use "**+/-**" to scroll, select "Riding Data", and press **Power**. Choose 8 / 10 / 12 / 14 / 16 / 18 / 20 / 20_Snow / 24 / 26 / 26_Snow / 27.5 / 27.5_Snow / 29 / 30, then exit with Back.





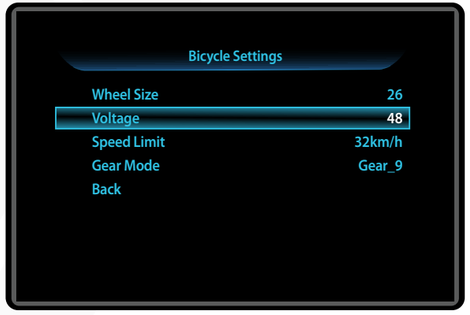
Operation Guide

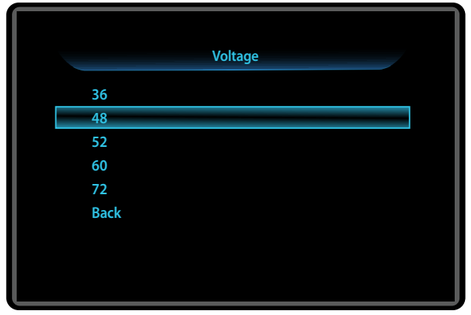
1. Speedometer & Control

b. Function Summary

Voltage

Go to Bicycle Settings, use "**+/-**" to scroll, select "Voltage", and press **Power**. Choose between 36 / 48 / 52 / 60 / 72, then exit with Back.





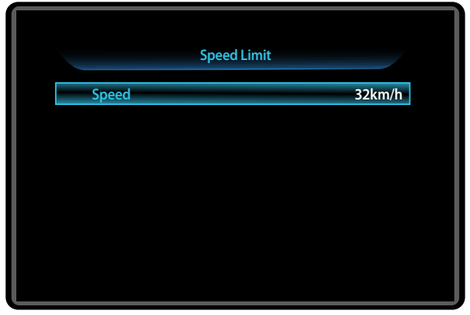
Operation Guide

1. Speedometer & Control

b. Function Summary

Speed Limit

Go to Bicycle Settings, scroll with "**+/-**", select "Speed Limit", and press **Power**. Adjust with "**+/-**". A disclaimer appears if the limit exceeds legal speed. Exit with "Back".



WARNING: Maximum speed of an e-bike is 32 km/h (20 MPH). Rules vary by province and municipality, check local bylaws. Adjustment over 40 km/h (25 MPH) may damage the motor and void the warranty.

Operation Guide

1. Speedometer & Control

b. Function Summary

Gear Mode

Go to Bicycle Settings, use "**+/-**" to scroll, select "Gear Mode", and press **Power**. Adjustment sets the maximum gear level, higher values mean higher gears. Press **Power** to save, then exit with Back.

Gear_3	Pedal assist level 1-3 gear mode
Gear_5	Pedal assist level 1-5 gear mode
Gear_9	Pedal assist level 1-9 gear mode

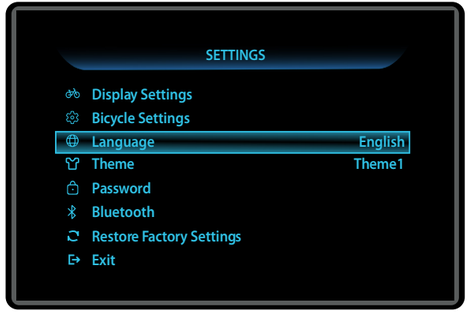
Operation Guide

1. Speedometer & Control

b. Function Summary

Language

Go to Settings use "**+/-**" to scroll, select "Language", and press **Power**. Choose between English / German / French / Spanish / Italian / Japanese / Chinese / Dutch, then exit with Back.



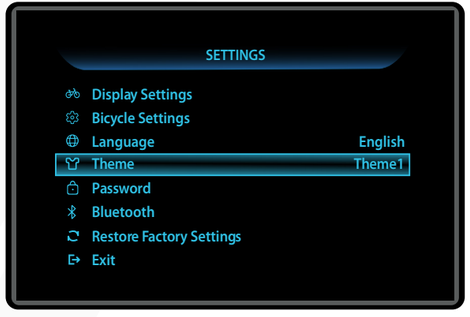
Operation Guide

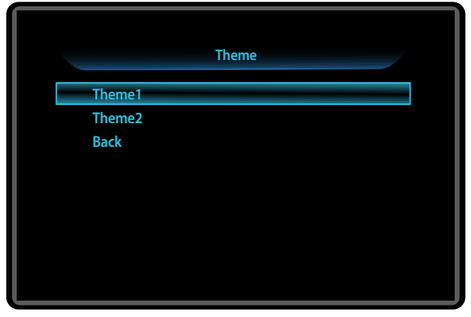
1. Speedometer & Control

b. Function Summary

Theme

Go to Settings, scroll with "**+/-**", select "Theme", press **Power**. Choose Theme1 or Theme2, press **Power** to save, then exit with Back.





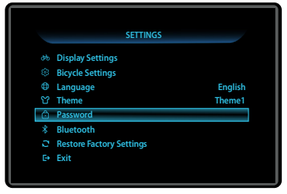
Operation Guide

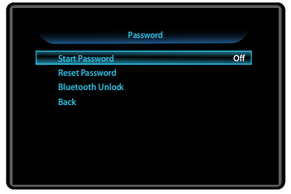
1. Speedometer & Control

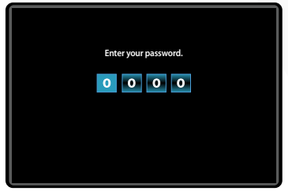
b. Function Summary

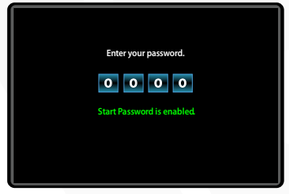
Turn On the Password Function

Go to Settings use "**+/-**" to scroll, select "Password", and press **Power**. Choose "Start Password" (Default OFF) and press **Power**. Enter digits with **"+/-"** and confirm each number with **Power button**. After entry, the system confirms password activation.









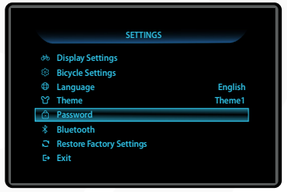
Operation Guide

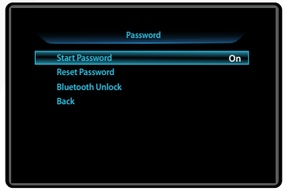
1. Speedometer & Control

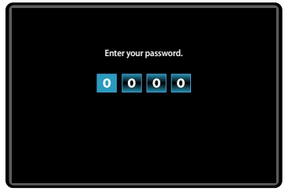
b. Function Summary

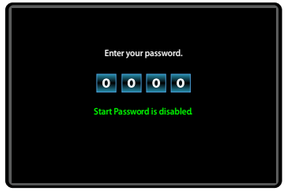
Turn Off the Password Function

Go to Settings use “**+/-**“ to scroll, select “Password”, and press **Power**. Choose “Start Password” (When setting is ON) and press **Power**. Enter digits with **“+/-”** and confirm each number with **Power button**. After entry, the system confirms password disabled.









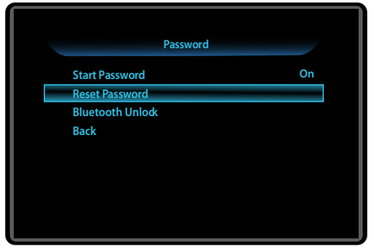
Operation Guide

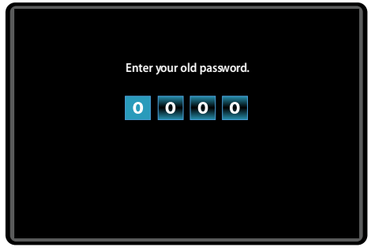
1. Speedometer & Control

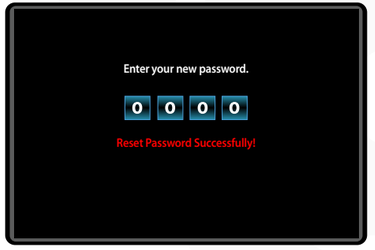
b. Function Summary

Reset Password

Go to Settings use “**+/-**“ to scroll, select “Password”, and press **Power**. Move to “Reset Password” press **Power**. When prompted, enter your old password using **“+/-”** to select digits and Power to confirm.







NOTICE: After the initial password is modified, if you want to enable the instrument password function, you need to enter the new password to enable it.

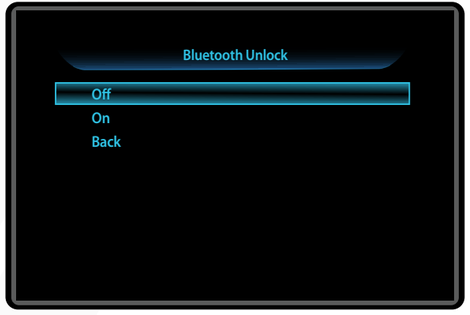
Operation Guide

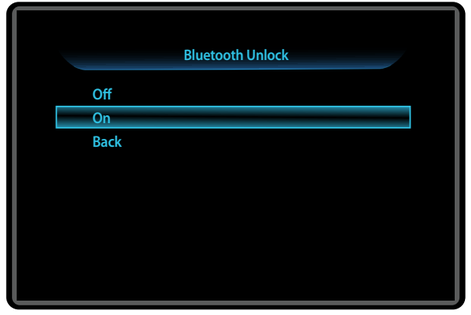
1. Speedometer & Control

b. Function Summary

Bluetooth Unlock

Go to Settings use "**+/-**" to scroll, select "Password", and press **Power**. Move to "Bluetooth Unlock" press **Power**. Choose Off or On, press **Power** to save, then exit with Back.





NOTICE: To enable Bluetooth lock, activate the password function and set the Bluetooth lock to "On".

Operation Guide

1. Speedometer & Control

c. Bluetooth APP

Download the APP

HICYCLE

IOS Devices

Search "HICYCLE" and install on your mobile device.

Download on the App Store

Android Devices

Scan the QR code below, download it on your mobile device.

To download the **HICYCLE** APP on your mobile device, access either the App Store or scan the QR Code above to download the package, depending on your device's operating system. In App Store, search for "HICYCLE," then click "Download" or "Get" and follow the prompts.

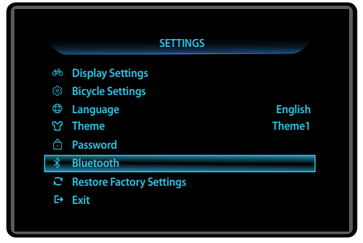
NOTICE: Emmo not liable for in-app purchases.

Operation Guide

1. Speedometer & Control

c. Bluetooth APP

Bluetooth Connection



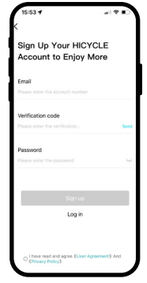
- Press **Power** to open the Settings, scroll with **“+/-”**, select “Bluetooth”, and press **Power**.
- Open the **HICYCYLE** APP, click on “Scan” to add your e-bike and scan the QR code on the speedometer of the ebike to connect to your E-Bike. Enter pair password "**880000**".

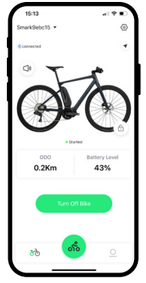
Operation Guide

1. Speedometer & Control

c. Bluetooth APP

Bluetooth Connection





- To create an account, you will need to provide personal information including your name, and email address. Once you have created an account, you can log in and start using the app.
- After entering the main interface, start navigation by pressing ‘**go**,’ enter your destination, and you can start your journey.

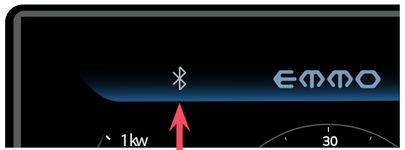
Operation Guide

1. Speedometer & Control

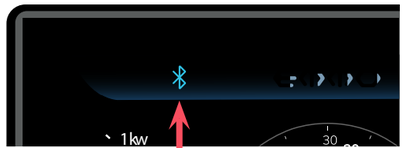
c. Bluetooth APP

Unbind Bluetooth and Connect to New Device

- When the display is **ready** to pair, the **Bluetooth icon** will appear **grey**.
- If the Bluetooth icon is **lit**, the display is **already connected to another device**. To disconnect and pair with **a new device,** follow the steps on the next page.



READY TO PAIR



HAS CONNECTED TO ANOTHER DEVICE

Operation Guide

1. Speedometer & Control

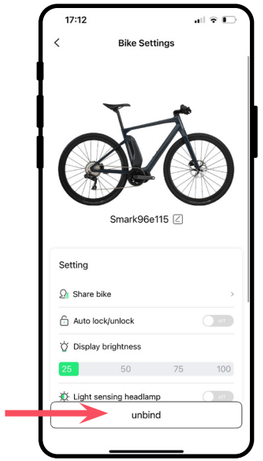
c. Bluetooth APP

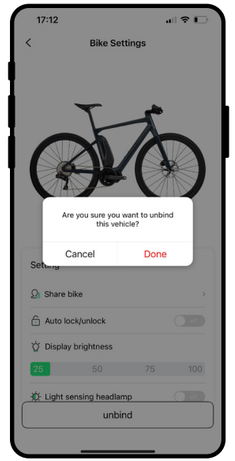
Unbind Bluetooth and Connect to New Device

To disconnect the current device and connect to a new device:

1. Open the **Hicycle** app on the **current phone**, tap settings icon, click "**Unbind**" button and confirm by clicking "**Done**".

(Continued on next page)





Operation Guide

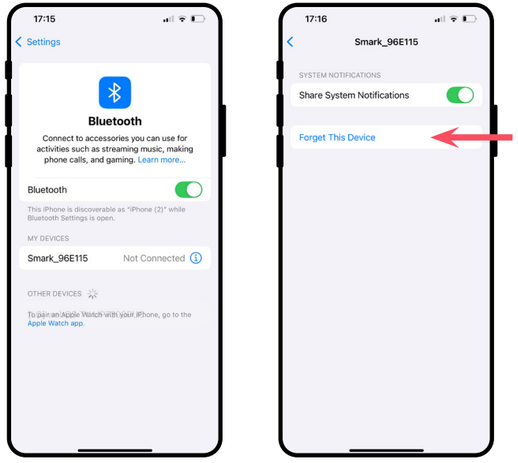
1. Speedometer & Control

c. Bluetooth APP

Unbind Bluetooth and Connect to New Device

2. Go to the phone's Bluetooth settings and **forgot** the device named **"Smark_xxx."**

3. The display is now ready to pair with a new device. For pairing instructions, refer to **pages 45–47** of this manual.



Operation Guide

1. Speedometer & Control

d. Error Code

When something goes wrong with the system, an error code will flash on the display. Check the details on the attached list. The motor will stop working in the event of an error. Only when the error is gone, will the motor work again.

Error Code	Error Description	Error Code	Error Description
03	Brakes applied	13	Temperature failure inside the battery
04	The throttle is not hosted	14	The temperature inside the controller is too high
05	Throttle failure	15	Controller internal temperature sensor failure
06	Low-voltage protection	21	Speed sensor failure
07	Over-voltage protection	22	BMS communication failure
08	Motor Hall signal line failure	23	Headlight failure
09	Motor phase line failure	24	Headlight sensor failure
10	The temperature inside the motor is too high	25	Torque sensor torque signal failure
11	Motor temperature sensor failure	26	Torque sensor speed signal failure
12	Current sensor failure	27	Overcurrent

Operation Guide

1. Speedometer & Control

d. Error Code

Error Code	Error Description	Error Code	Error Description
30	Communication failure	45	Battery temperature too high
33	Brake signal anomaly	46	Battery temperature too low
35	15V detection circuit anomaly	47	Battery state of charge (SOC) too high
36	Keyboard detection circuit anomaly	48	Battery state of charge (SOC) too low
37	Watchdog timer (WDT) circuit failure	61	Switch detection defect
38	Sensor WDT circuit failure	62	Electronic derailleur cannot be released
41	Battery total voltage too high	71	Electronic lock jammed
42	Battery total voltage too low	81	Bluetooth module error
43	Battery cell total power too high	A0	Controller fault
44	Single cell voltage too high	A1	Assist sensor fault

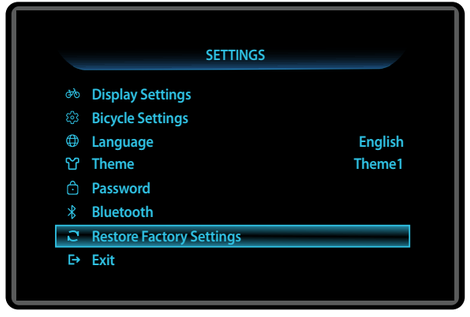
Operation Guide

1. Speedometer & Control

e. Restore

Reset Factory Settings

Go to “Display Settings”, scroll with “+/-”, select “Reset Factory Settings”, and press **Power**. Choose “Confirm” to restore defaults or “Cancel” to keep current settings and return to the menu.



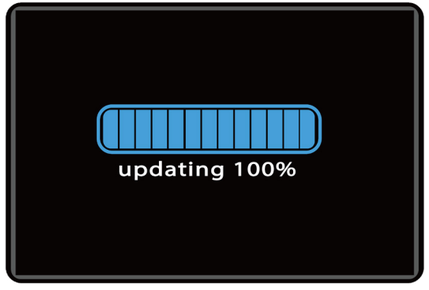
Operation Guide

1. Speedometer & Control

f. OTA

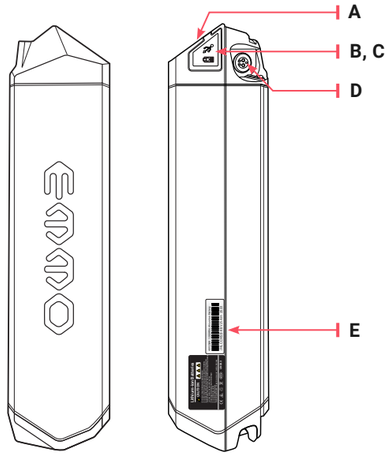
OTA Upgrade

Upon powering on the instrument and connecting to the mobile app, you'll receive an OTA upgrade notification. After confirming the upgrade, the instrument briefly goes dark before accessing the OTA upgrade interface. Upon successful completion of the upgrade, it seamlessly returns to the main interface. See the image below for the upgrade interface illustration.



Operation Guide

2. Battery



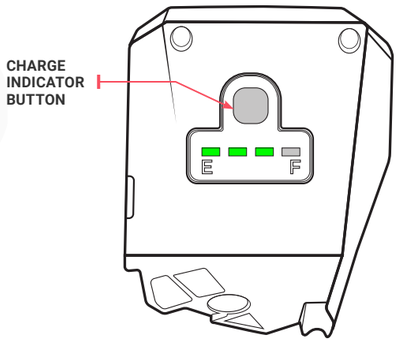
A	Battery Strength Indicator
B	USB Port
C	Battery Charging Port
D	Discharging Port
E	Battery Specification Label

Operation Guide

2. Battery

a. Battery Strength Indicator

Hold the **POWER** button to see the current battery strength.

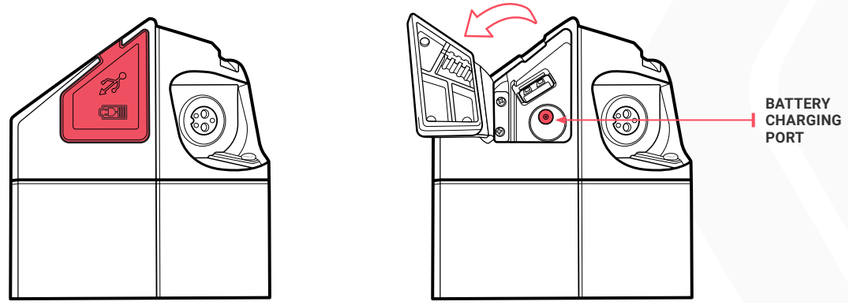


Operation Guide

2. Battery

b. Battery Charging Port

The charging port of the battery is located at the top, and you can find it by opening the rubber cover.

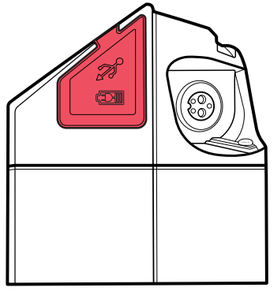


Operation Guide

2. Battery

c. USB Port

The USB port can be used to power or charge an external device like a smartphone.To access the USB port, lift the cover and use the appropriate cable (not included) for your device to connect it.

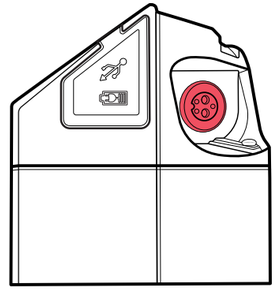


Operation Guide

2. Battery

d. Discharge port

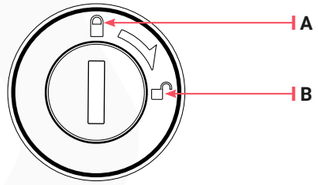
The discharging port for an ebike battery refers to the connector that allows the battery to discharge its stored electrical energy to power the electric motor of the ebike.



Operation Guide

2. Battery

e. Battery Lock



A	Lock
B	Unlock

This is a Two-position switch that is located on the battery:

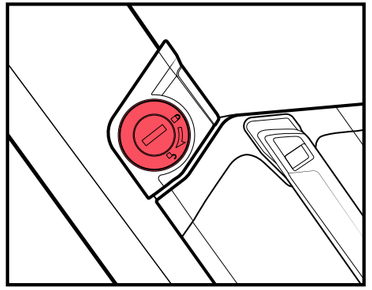
- Lock
- Unlock

Operation Guide

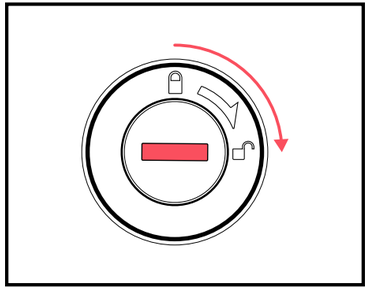
2. Battery

e. Battery Lock

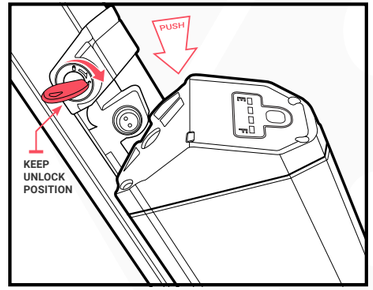
How to Remove the Battery



I. The battery lock is located on the left side of the bike frame.



II. Insert the key, turn it to the unlocked position, and hold it there.

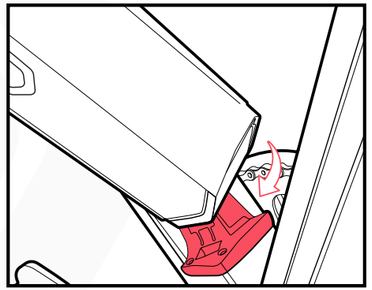


III. Keep the battery lock in the unlocked position. Push the battery and remove it from the bike.

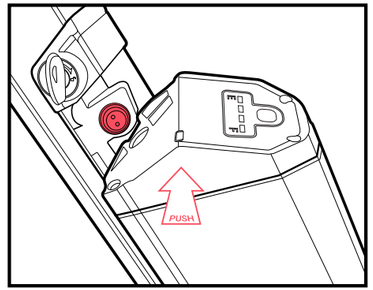
2. Battery

e. Battery Lock

How to Insert the Battery



I. Insert the tail end of the battery into the frame mount.



II. Push the top of the battery into the battery connector port until you hear a clicking sound.

2. Battery

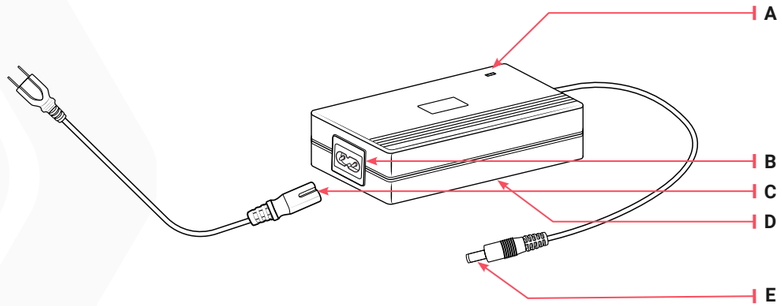
f. Battery Safety Precautions

- 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.

Refer to: Battery & Charger Safety for proper and safe use of battery & charger

Operation Guide

3. Charger

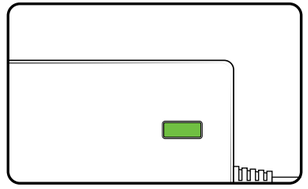


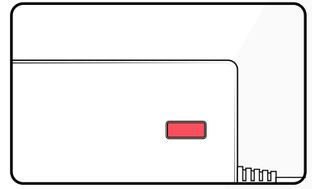
A	Charging Indicator
B	Power Cord Socket
C	Power Cord
D	Specification Label
E	Charging Plug

Operation Guide

3. Charger

a. Charging Indicator





Charging Indicator Explanation:

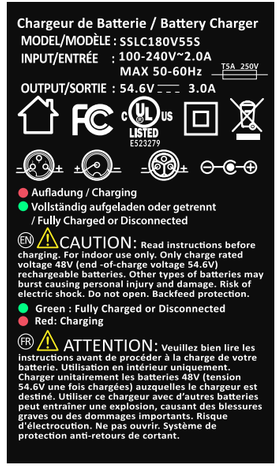
- During charging, the indicator will turn red.
- The indicator will turn green when the battery is fully charged.

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

Operation Guide

3. Charger

b. Charger Specification Label



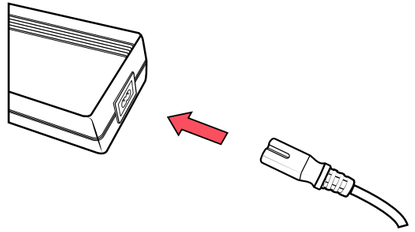
WARNING: It is your responbility to make sure that you are charging your e-bike with the correct charger. Contact your EMMO dealer if you have any questions or concerns.

Operation Guide

3. Charger

c. Power Cord Socket

d. Power Cord



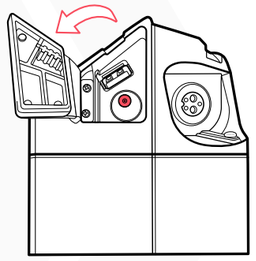
Connecting the charger:

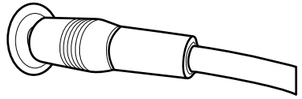
- Plug the power cord into the socket of the charger as shown.

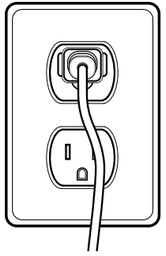
WARNING: **DO NOT** plug the power cord directly to the bike/battery. High voltage may damage the bike/battery and cause severe iniury.

3. Charger

e. Charger Plug







How to charge:

- The charging port is located at the tail end of the battery. (Refer to "Battery Charge Port "on Page 61.)
- Insert the charging plug into the chagrin port.
- Plug the charger into a regular 110V wall outlet.

3. Charger

f. Charging Precautions

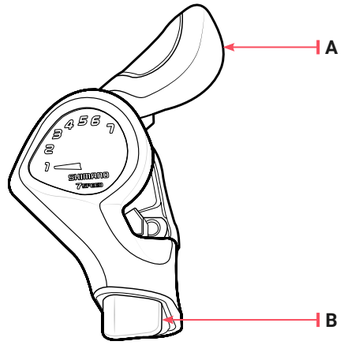
WARNING: Battery & Charger Safety

- The charger should only be used **indoors** in a cool, dry, ventilated area. Always position the charger on a **non-flammable surface** (e.g., concrete or brick), as it may generate heat during peak charging cycles.
- You must use a dedicated 110V outlet to charge your battery.
- Never cover the charger during charging or leave it unattended.
- Keep the battery and charger away from children, pets, water, and open flame.
- DO NOT submerge or allow the charger to be submerged in water or any liquid.
- **DO NOT** use the charger or battery if **any part of the cord, connector, or housing is frayed, cracked, exposed, or otherwise damaged.** Using damaged charging equipment or battery connectors can lead to malfunction, fire, or serious injury.
- Do NOT drop, strike, or expose them to shocks.
- Use only the charger supplied with the product or approved by EMMO.

- Disconnect promptly once fully charged. Do NOT charge for more than **12 hours**, whether the battery is full or not.
- If the battery is stored, check it at least **once a month**. If necessary, use the original charger to recharge the battery to about **75%**. Failure to perform regular checks or charging may result in malfunction or safety hazards.
- Disconnect immediately if there is a strange smell, smoke, or overheating.
- In the unlikely case of battery fire: **never use water**. Use sand to cover the fire and call emergency services.
- **Battery & Charger Rated Life Expectancy:** Lead-Acid Battery: 2 years (500 cycles); Lithium-Ion Battery: 4 years (1000 cycles); Charger: 4 years. All component lifespans assume normal use and proper maintenance. **Annual inspection & safety testing by an authorized technician are required to ensure safety.** Components that have exceeded their rated service life—or no longer provide expected performance—should be replaced to ensure safety and reliability. While proper care may extend usable life, this can NOT be guaranteed.

Operation Guide

4. Gear Shifters

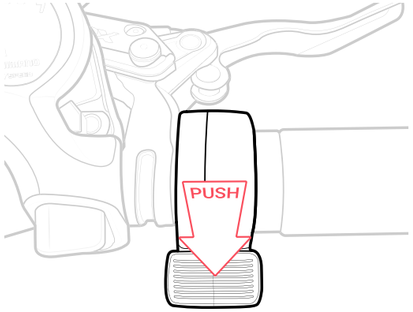


A	Shift the upper lever to lower the gear.
B	Push the button to raise the higher gear.

Operation Guide

5. Throttle

Gently pushing the throttle lever downwards to accelerate.

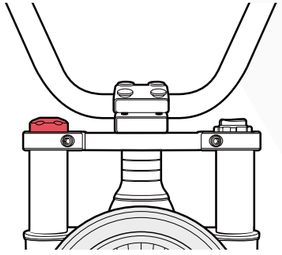


WARNING: DO NOT press the throttle if you are not ready to ride.

Operation Guide

6. Adjusting the Suspension Fork

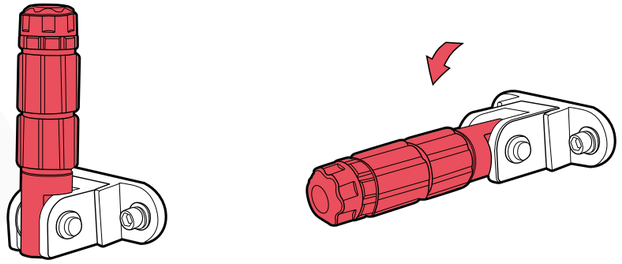
The adjustable suspension refers to the ability of an e-bike's suspension system to absorb and dampen the impact of bumps and obstacles on the road or trail. It is a crucial feature that helps improve rider comfort, stability, and control during off-road or rough terrain riding. The compression function of an e-bike suspension system works by absorbing the force of impacts and compressing the suspension fork or rear shock. This helps to reduce the transfer of shock and vibration to the rider's body, minimizing the impact on the arms, wrists, and shoulders, and providing a smoother ride experience.



WARNING: Sudden adjustments to the compression settings can impact stability and performance. Make gradual changes and test in controlled conditions.

Operation Guide

7. Passenger Footpeg

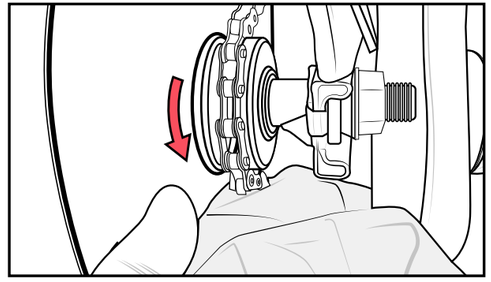


Foldable Passenger Footpegs:

- Passenger footpegs are located near the rear wheel.
- Unfold the footpegs as shown when needed.

Operation Guide

8. Cleaning / Lubricating the Chain



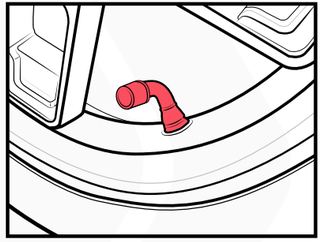
How to Clean the Chain:

- 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.

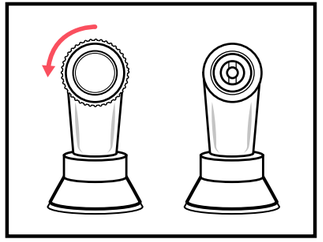
Operation Guide

9. Tire Pressure

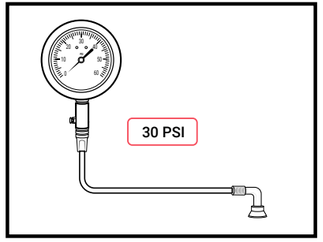
It is recommended to check the tire pressure on a regular basis to keep things at their best working conditions.



I. Locate the valve on the rim.



II. Remove the valve cap.



III. Use an air pump with gauge to adjust the tire pressure to 30 PSI.

Tire pressure affects the following:

- Service life of the tires and other components of the bike.
- Ride safety.

Operation Guide

9. Tire Pressure

- Ride comfort
- Travel distance

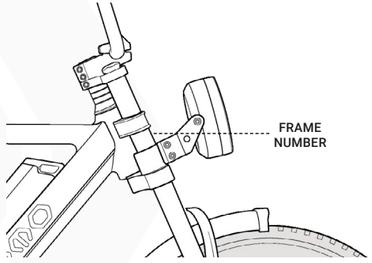
WARNING:

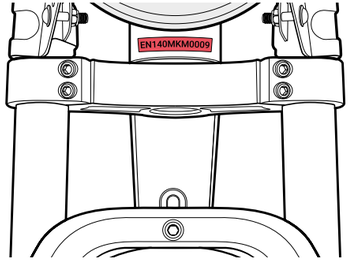
- You **MUST** inflate the tire to the recommended tire pressure before the first ride. Failure to do so may damage your bike and void your warranty.
- **DO NOT** over-inflate, as this could damage the tire or wheel. (The recommended tire pressure range is marked on both tires by the manufacturers.)

Operation Guide

10. Serial Number

a. Frame Number





Find the Frame Number:

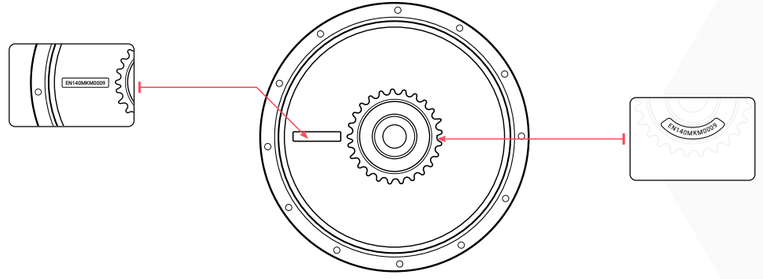
- The frame number is engraved on the neck of the frame.

Operation Guide

10. 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.

Troubleshooting

Potential Issues/Errors	Most Common Way To Solve Issue
Battery not fully seated in tray	Install battery correctly
Insufficient battery power	Recharge/test the battery.
Faulty connections	Reinstall or test the battery/wiring.
Improper turn on sequence	Clean and reconnect connectors
Brakes are applied	Restart the ebike.
Electrical cable unplugged	Repair or replace
Walk mode stopped	Ensure nothing is keeping any button(s) other than the walk mode button pressed on the UI Remote (on some models)
Control button(s) held	Ensure nothing is keeping any button(s) pressed on the UI Control (on some models)
Battery non-functional	Replace battery
Damaged or disconnected pedal assist sensor	Replace or reconnect pedal assist sensor
Loose wiring	Repair and or reconnect
Loose or damaged throttle	Tighten or replace
Loose or damaged motor plug wire	Secure or replace motor plug wire
Damaged motor	Repair or replace

Troubleshooting

Low or faulty battery	Check connection, charge or replace battery
Low tire pressure	Adjust tire pressure
Climbing too many hills, strong headwind, braking, and/or excessive load	Adjust your route or assist with pedals
Brakes rubbing	Adjust the brakes
Battery discharged for long period of time without regular charges, battery is aged, damaged, or unbalanced	If range decline persists; contact local dealer
Insufficient battery power	Charge or replace battery
Loose or damaged motor wiring	Reconnect or replace motor
Loose or damaged wheel spokes or rim	Tighten, repair, or replace
Battery damaged	Replace
Charger not well connected	Adjust the connections
Charger damaged	Replace
Wiring damaged	Repair or replace
Blown charger fuse	Replace charger fuse

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

Recommended Torque Values

Area		Tool	Rec. torque
Handlebar	Stem clamp bolts	5 mm Allen	10 Nm
	Stem faceplate bolts	5 mm Allen	6 Nm
	Stem angle adjustment bolt (side)	5 mm Allen	12 Nm
	Stem angle adjustment bolt (bottom)	5 mm Allen	15 Nm
	Speedometer clamp bolts	3 mm Allen	3 Nm
	Remote clamp bolt	3 mm Allen	3 Nm
	Throttle clamp bolt	3 mm Allen	3 Nm
	Shifter clamp bolt	Phillips or flat head	6 Nm
	Brake lever clamp bolts	5 mm Allen	6 Nm
Brake	Caliper adapter to frame	5 mm Allen	6–8 Nm
	Caliper to adapter	5 mm Allen	6–8 Nm
	Brake pads to caliper	Cotter pin	n/a
	Brake rotor to hub	T25 Torx bit	7 Nm
Seat	Seat adjustment bolt	6 mm Allen	15 Nm

Recommended Torque Values

Frame Downtube	Controller mounting bolts	6 mm Allen	3 Nm
	Frame cable cover bolts	2.5 mm Allen	tighten securely; do not overtighten
Rear dropout	Rear axle nuts	18 mm wrench	40 Nm
	Torque arm bolt	4 mm Allen	5 Nm
	Derailleur hanger mounting bolt	5 mm Allen	10 Nm
	Derailleur mounting bolt	5 mm Allen	10 Nm
	Derailleur cable clamp bolt	5 mm Allen	6-8 Nm
Bottom bracket and crank	Pedal into crank arm	15 mm pedal wrench	35 Nm
	Crank arm removal info	Crank puller for square taper bottom bracket	n/a
	Crank arm bolt into bottom bracket spindle	8 mm Allen	35 Nm
	Freewheel removal	Contact local dealer	n/a
	Chainring bolts	5 mm Allen	10 Nm
	Kickstand mounting bolts	5 mm Allen	8 Nm
	Bottom bracket and cups	BBT-22 Park Tool	60 Nm

Tools and Torque Values

Accessories	Headlight/front fender mounting bolt	5 mm Allen and 10 mm wrench	6 Nm
	Fender mounting bolts (except at headlight)	4 mm Allen	6 Nm
	Replaceable rear rack mounting bolts	5 mm Allen	6 Nm

Riding Guide

1. Checking List Before Riding

- Whether the handlebar is stable and turns smoothly when turning.
- Whether the right and left switches on the handlebar works properly or not.
- Whether the throttle works properly or not.
- Make sure the tires are inflated to the recommended tire pressure (30 PSI).
- Check tire surface, make sure there are no cracks, damages, and foreign matter punctures or sticked on.
- 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 lights are on the speedometer.
- Whether the battery capacity is enough for your trip.
- Whether all lights are working properly.
- Whether the horn is working properly.
- Whether the mirrors are clean and adjusted to the appropriate angle.
- Whether the brake lever and brake system is working 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 Bicycle

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

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

- Twelve Month Warranty (up to 4000km) 12 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

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