TRIOX EBIKE

OWNER'S MANUAL

oiios

Preface

IMPORTANT: SAVE THESE INSTRUCTIONS

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 official TRIOX assembly video available at oiios.com

Additional information about your bike can be found on our website at oiios.com.

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@oiios.com **Toll Free:** 1-888-856-2166

Find Oiios dealers near you: oiios.com/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 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.

Important Safety Instructions

WARNING: When using this product, basic precautions should always be followed, including the following:

- Read all the instructions before using the product.
- To reduce the risk of injury, close supervision is necessary when the product is used near children.
- Do not put fingers or hands into the product.
- Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or any other signs of damage.
- 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).**
- The battery is intended to be charged when the ambient temperature is between **5°C (41°F) to 30°C (86°F).** Never charge the battery when ambient temperatures are outside this range.
- The e-bike should only be charged using the manufacturer-recommended charger.
- WARNING - Risk of Fire - No User Serviceable Parts.
- The E-bike is not intended for use at elevations greater than 2000 m above sea level.

About Oiios

Oiios is a Toronto-based e-bike brand that brings innovative, affordable transportation solutions to the city. We believe in providing high-quality, high-performance e-bikes without the high price tag.

We are committed to making eco-friendly transportation accessible to everyone. By improving our manufacturing processes and sourcing quality components directly, we manage to keep our prices low while still meeting the high expectations of our riders. This approach means every Oiios bike is affordable, durable, and offers great value without compromising on performance or style.

Oiios isn't just about individual benefits; it's about making a positive impact on our communities. Our e-bikes are a greener alternative to traditional transportation, helping to reduce carbon emissions and ease city congestion.

Experience the future of urban travel with Oiios. Whether you're commuting, exploring city trails, or just out for a relaxed ride, our e-bikes provide a reliable, fun, and eco-friendly way to get around. They're designed to be both functional and stylish.

Joining the Oiios community means more than just owning a bike; it's about becoming part of a movement towards smarter, cleaner, and more sustainable city living.

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 (20mi/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

Regulatory Compliance and Buyer Responsibility Disclaimer

Product specifications, intended use, and operating information are available in the Product manual, the Seller's website, and other published materials. The purchaser acknowledges having access to such information and is solely responsible for determining whether the Product is suitable for its intended use and may be lawfully operated in the intended manner and jurisdiction in compliance with applicable laws and regulations.

Any unauthorized modification, reprogramming, removal or bypassing of speed-limiting functions, or misuse of the Product after delivery is solely the purchaser's responsibility.

Future changes in legislation or regulatory classification shall not constitute grounds for any return, refund, compensation, or claim that the Product was defective or misrepresented 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.

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.Safe use depends on responsible riding, regular inspections, and timely replacement of worn components.

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 m aintenance of any component or accessory can result in serious injury or death. Make sure that correct setup, tightening and torqueing to recommended torque values have been completed on your bike.

CAUTION: Before the first ride, If riding at night, familiarize yourself with the lights and signals and ensure they function properly. 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 Oiios. 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.

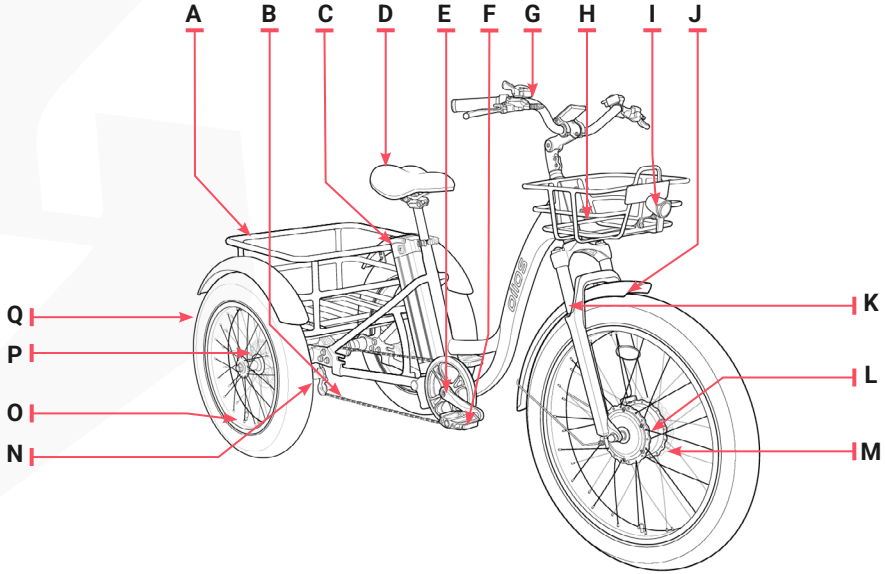
- Charge the battery only with the charger that was supplied with the e-bike or supplied by an official oiios dealer.
- **DO NOT** use the battery & charger for other purposes.
- Never connect the battery's terminals with each other.
- **DO NOT** cover the battery & charger or place objects on top of 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 Oiios 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. Side View



A	Rear Rack
B	Chain
C	Battery
D	Seat Cushion
E	Pedal Crank
F	Pedal
G	Handlebar
H	Front Basket
I	Headlight
J	Front Fender
K	Front Adjustable Shock
L	Front Rim with Motor
M	Front Brake Disk
N	Derailleur
O	Tire Valve
P	Rear Brake Disk
Q	Rear Spoke Wheel

Description

1. Schematic Disgram

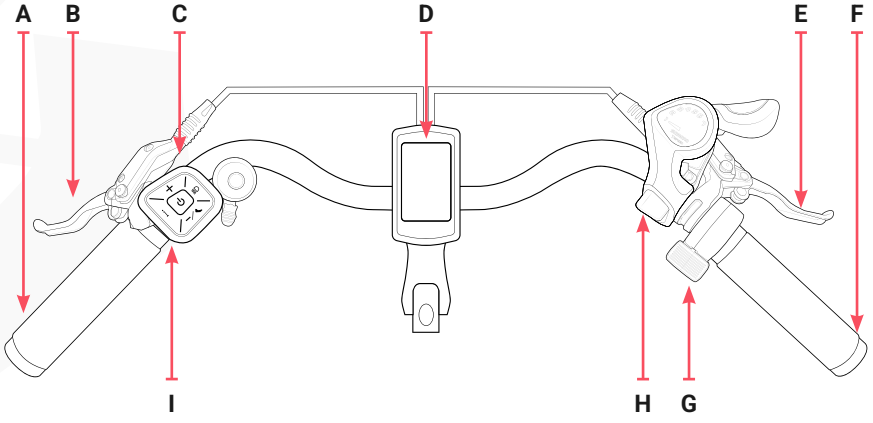
b.Specifications

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	40 kg / 90 lbs	**Lights and Signals**	LED Headlight, LED Tail Light, LED Brake Light
Climbing Angle	25 Dgrees	**Load Capacity**	180 kg / 400 lbs
Brakes	Hydraulic Disk Brake (Front and Rear)	**Wheel**	24" Spoke Wheel
Rear Tire	24"x 4.0" Tubed Tire	**Front Tire**	24" x 4.0" Tubed Tire
Frame Material	Aluminum	**Gear**	Shimano MF - TZ500 - 7 (7 Speed, Mega Range 14 - 34T Cassette)
Dimension	176 cm (Length)x 76 cm (Width) x 113 cm (Height) / 70 inch (Length) x 30 inch (Width) x 44.5 inch (Height)	**Speed**	32 KPH / 20 MPH

Description

1. Schematic Diagram

c. Handlebar Attachments

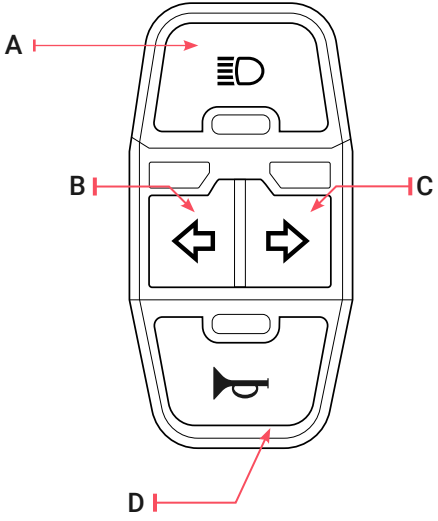


A	Left Hand Grip
B	Front Brake Lever
C	Control Button
D	Speedometer
E	Rear Brake Lever
F	Right Hand Grip
G	Thumb Throttle
H	Gear Shifter
I	Lights Signal & Horn Switch

Description

1. Schematic Disgram

d. Lights Signal & Horn Switch

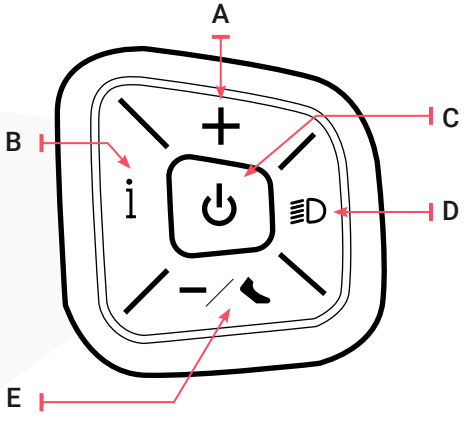


A		Headlight + Taillight	Press to turn on the headlight and tail light.
B		Left Turning Signal	Press to turn on the left side turning signal. Press again to cancel.
C		Right Turning Signal	Press to turn on the right side turning signal. Press again to cancel.
D		Horn	Press the button to sound the horn.

Description

1. Schematic Disgram

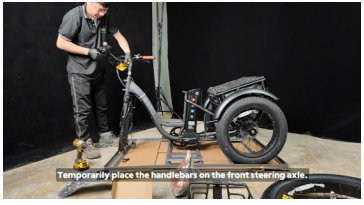
e. Control Function



A	+	Plus Button	Press to increase the power assist level.
B	i	Information Button	Press to switch between different trip information.
C	⏻	Power Button	Hold the button for 1 second to turn on the display and controller. Hold the button for 1 second to turn off.
D	D	Display Brightness Button	Press to switch display brightness. Also used with other buttons for certain settings.
E	−/	Minus/Walk Assist Button	Press to decrease the power assist level. Hold to activate walking assist mode. Release the button while in walking assist mode to deactivate it.

Installation Instructions

I. IOpen the box with a knife, then use a 10mm socket and wrench to remove the bolts.



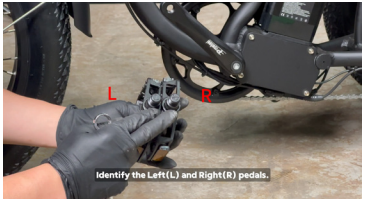
II. Remove the front steering axle screws with a 5mm hex wrench and attach the handlebars.

III. Loosen the front axle nut and rotate the front suspension 180 degrees.

IV. Detach screws and washers from both sides of the front axle, position the front wheel in the fork, and reattach.

V. Mount the front fender on the tire and secure it through the headlight bracket with a screw.

VI. Attach the front basket.



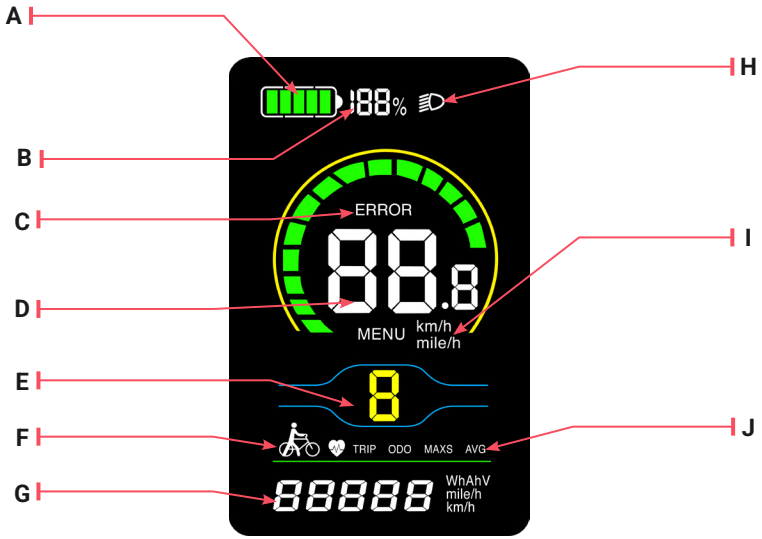
VII. Identify the pedal markings for left/right and screw the right pedal in clockwise.

VIII. Tighten the left pedal counterclockwise with a 15mm wrench.clockwise.

Operation Guide

1. Speedometer & Control

a. Display



Operation Guide

1. Speedometer & Control

a. Display

A	Battery Level Indicator	Indicates the current battery level.
B	Battery Percentage	Indicates the current battery level.
C	Error Indicator	Lights up when a fault is detected. Refer to page 27 for details about error codes.
D	Speedometer	Displays the real time speed of the e-bike.
E	Pedal Assist Level	Displays the pedal assist level.
F	Walking Assist Mode	Lights up when walking assist mode is activated.
G	Bottom Display	Can be cycled through.
H	Headlight Indicator	Lights up when the headlight is on.
I	Speed Units	Displays the current speed unit. (km/h or mile/h)
J	Trip Information Indicator	Displays different trip information.

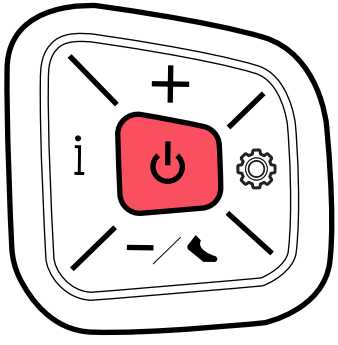
Operation Guide

1. Speedometer & Control

b. Powering On

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 e-bike will automatically power off if it is idle for 10 minutes.



NOTICE: The auto shutdown function can be modified in settings.

Operation Guide

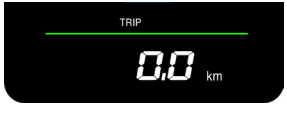
1. Speedometer & Control

c. Function Summary

Trip Information

Press the **"i"** button to cycle between the different trip information. The mode cycles as follows:

- **Trip Distance:** Show the distance travelled for the current trip.
- **Odometer:** Displays the total distance travelled by the ebike.
- **Max Speed:** Shows the maximum speed of the current trip.
- **Average Speed:** Shows the average speed of the current trip.



Trip Distance

Odometer

Max Speed

Average Speed

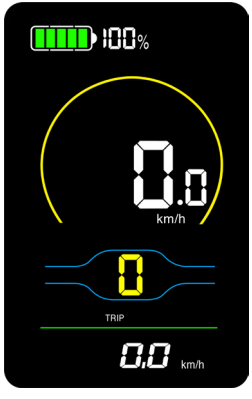
Operation Guide

1. Speedometer & Control

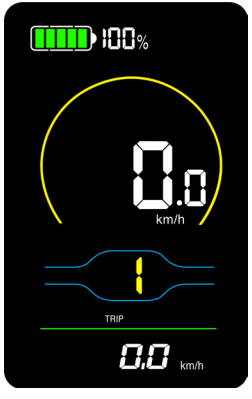
c. Function Summary

Changing the Pedal Assist (PAS) Level

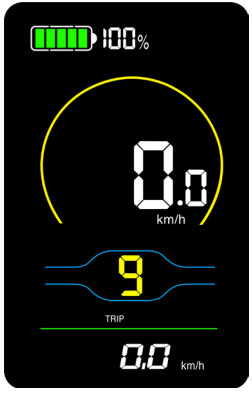
After starting up, press the **"+"** button or **"-"** button to increase/decrease the PAS level. The assist level ranges from 0-9, with no power output at level 0. Level 1 is the lowest power, and level 9 is the highest power. The default level is 1 when the e-bike is powered on.



PAS 0



PAS 1



PAS 9

Operation Guide

1. Speedometer & Control

c. Function Summary

Walking Assist

When the bike is at PAS level 0 and stationery, hold the **"-"** button to activate walking assist (fig.1). The e-bike will be running at the constant speed of 6 km/h and displays the "  " icon while in this mode. Release the **"-"** button to stop the walking assist.

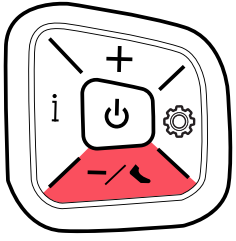
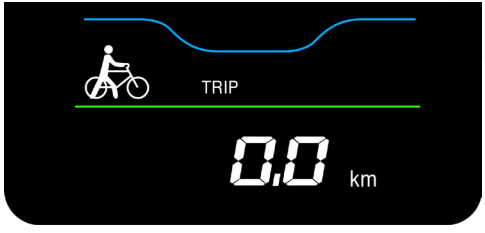


FIG.1



WALKING ASSIST

WARNING: **DO NOT** activate the walking assist mode unless the bike is stationery and you have get off your e-bike. **DO NOT** use it during riding.

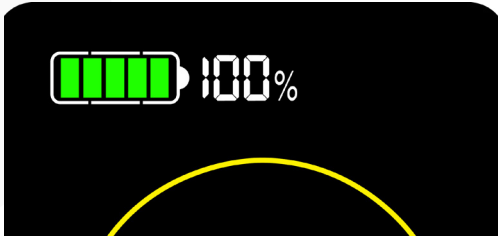
Operation Guide

1. Speedometer & Control

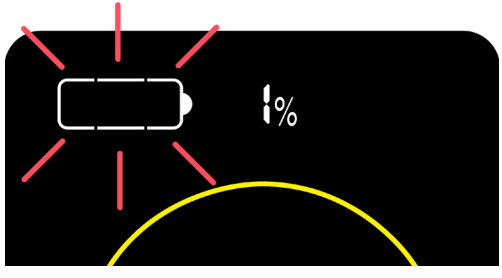
c. Function Summary

Battery Level Indicator

The battery level indicator consists of a 5 segment display and a percentage display. The 5-segment display will blink when the battery is low, which indicates that you should charge your e-bike's battery immediately.



BATTERY FULL



BATTERY LOW

Operation Guide

1. Speedometer & Control

d. Personalized parameter settings

All parameters can only be set when your e-bike stops.

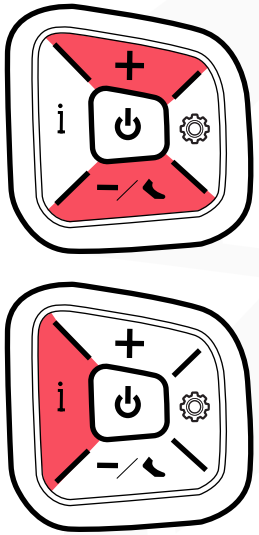
1.Press and hold the buttons "**+**" and "**-**" at the same time for more than 2 seconds to enter the personalized parameter setting interface;

2. Press the button "**+**" / "**-**" to switch between the personalized parameter setting interface, and press the button "**i**" to enter the parameter modification interface;

3. Press the buttons "**+**" / "**-**" to select the parameter, long press "**+**" for addition operation, long press "**-**" for subtraction operation;

4. Press the button "**i**" to save the parameter settings and return to the personalized parameter setting interface;

5. Long press the button "**i**" to save the parameter settings and exit the personalized parameter setting interface.



Operation Guide

1. Speedometer & Control

d . Personalized parameter settings

Metric and Imperial setting

01P is the speed unit setting.

Parameters 01 and 02 are available:

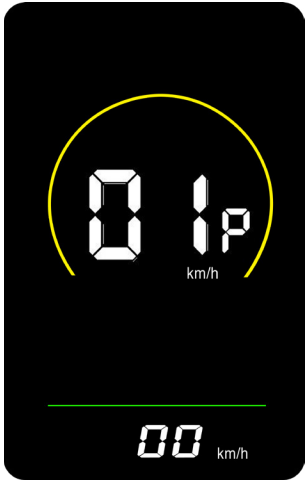
01 = Metric system (km/h)

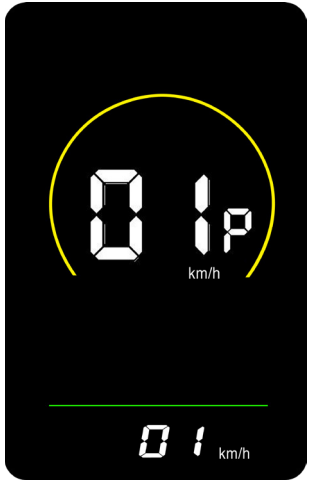
02 = Imperial system (mile/h)

Press the **"i"** button to enter the parameter changing state.

Press the **"+"** / **"-"** buttons to select the desired unit.

Press the **"i"** button again to save the setting and return to the personalized parameter setting interface.





Operation Guide

1. Speedometer & Control

d . Personalized parameter settings

Rated voltage setting

02P is the rated voltage setting. (Can only be viewed but not adjusted)

Press **"i"** to enter the parameter viewing state. Press **"i"** to return to the personalized parameter setting interface.

Operation Guide

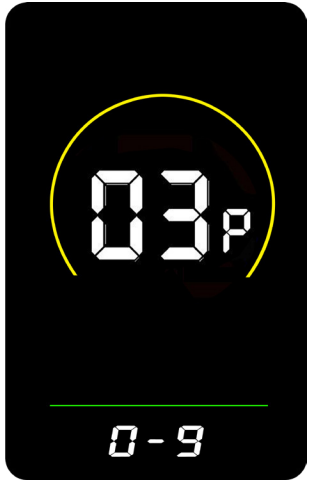
1. Speedometer & Control

d . Personalized parameter settings

PAS level setting

03P is the Pedal assist level setting. The available PAS level settings are: 0~3,1~3, 0~5,1~5, 0~7,1~7,0~9,1~9.

Press **"i"** to enter the parameter changing state. Press the **"+"** / **"-"** to select the parameter and press **"i"** to save the parameter setting and return to the personalized parameter setting interface.



Operation Guide

1. Speedometer & Control

d . Personalized parameter settings

Wheel diameter setting

04P is the wheel diameter setting. The adjustable wheel diameter range is: 1~50inch.

Press **"i"** to enter the parameter changing state. Press the **"+"** / **"-"** to select the parameter and press **"i"** to save the parameter setting and return to the personalized parameter setting interface.

Operation Guide

1. Speedometer & Control

d . Personalized parameter settings

Speed limit setting

05P is the speed limit setting. The adjustable speed limit range is: 1~100km/h. (The maximum adjustable speed limit varies by different protocols).

Press **"i"** to enter the parameter changing state. Press the **"+"** / **"-"** to select the parameter and press **"i"** to save the parameter setting and return to the personalized parameter setting interface.

Operation Guide

1. Speedometer & Control

d . Personalized parameter settings

Power-on password setting

06P is the power-on password setting. The power-on password is not activated by default but users can activate it from setting **"PSd-y"**. The factory default password is **"1212"**. Users can set other four-digit password.

Press **"i"**to enter the parameter changing state. Press the **"+"** / **"-"** to select the parameter. PSd-y means the power-on password is activated while **"PSd-n"** is off. Press **"i"** to confirm the mode and enter the state of setting the four digits power-on password or exit to the per-

Power-on password off interface

Power-on password activated interface

WARNING: Please keep the password in mind after changing it, otherwise you will not be able to use the display.

Operation Guide

1. Speedometer & Control

d . Personalized parameter settings

Power-on password setting

In the password setting mode, the adjustable digit will flash. Press the **"+"** / **"-"** to select the parameter and press **"i"** to save the numbers and go to the next digit setting. Press **"i"** to save the parameter setting and return to the personalized parameter setting interface after finish setting the four digits in turn.

Power-on password activated interface

Operation Guide

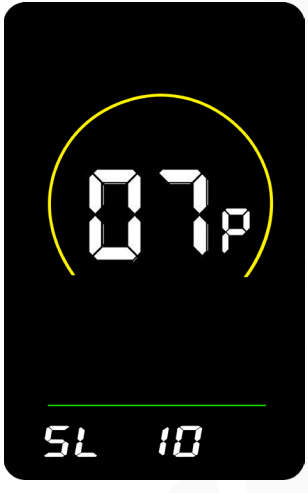
1. Speedometer & Control

d . Personalized parameter settings

Auto sleep time setting

07P is the auto sleep time setting. To save the battery power and reach higher range, this display will be turned off after it has not been used for a time. The adjustable range is: 00~60min, 00 means no auto shutdown. The factory default setting is 10 minutes.

Press **"i"** to enter the parameter changing state. Press the **"+"** / **"-"** to select the parameter and press **"i"** to save the parameter setting and return to the personalized parameter setting interface.



Operation Guide

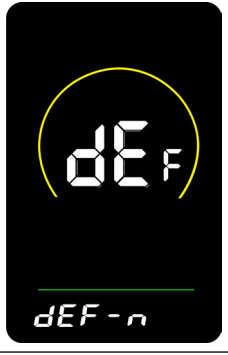
1. Speedometer & Control

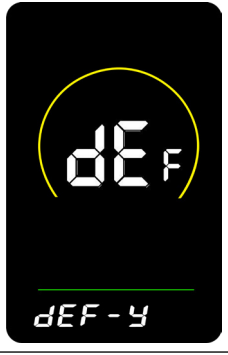
e. Shortcut operation

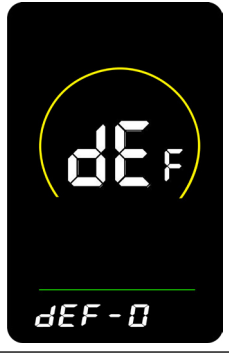
Restore factory default parameter settings operation

"**dEF**" is the restore factory default parameter settings. "**dEF-Y**" is to restore default settings, and "**dEF-N**" is not to restore.

Enter into the main setting interface and "**+**" keep the speed at 0, press and hold and simultaneously for 2s to enter the restore factory default setting interface. Pressing "**+**" / "**-**" to toggle to "**dEF-Y**". Then after pressing "**i**" to confirm, the display will show "**dEF-0**" for a few seconds and then automatically start to restore the factory default settings. The display will automatically exit to setting interface after the restoration.







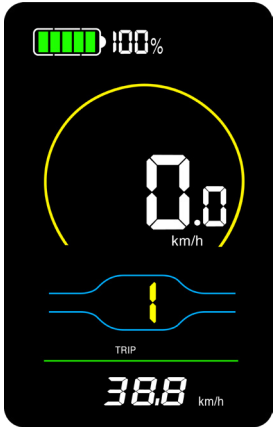
Operation Guide

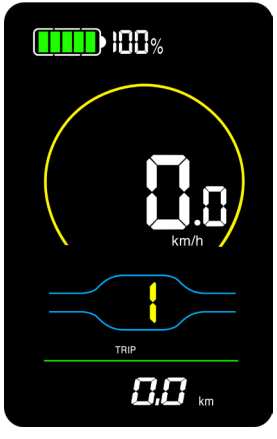
1. Speedometer & Control

f. Trip odometer reset operation

The display can record trip odometer and odometer. Trip odometer is not automatically reset after turning off. The trip odometer needs to be reset manually.

Enter into the main setting interface and keep the speed at 0, press and hold **"-"** and **"i"** simultaneously for 2s to reset the trip odometer. The main interface will flash during the reset process.





Operation Guide

1. Speedometer & Control

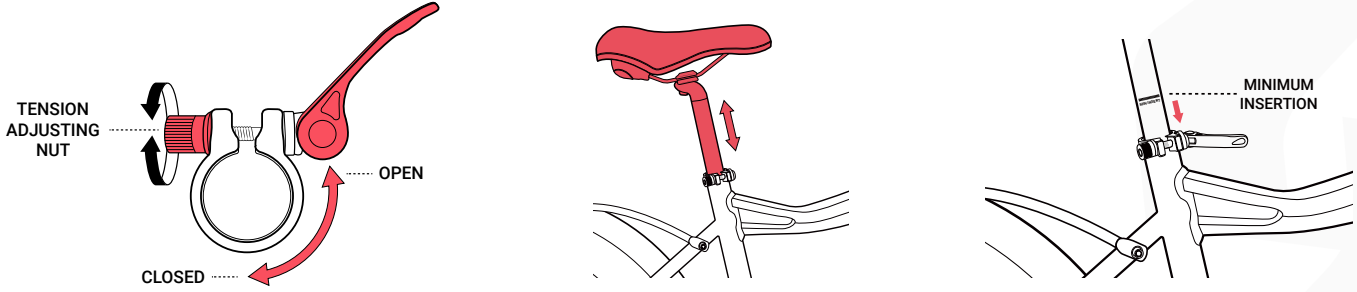
g. Error Code

When a fault occurs in the electronic control system of your e-bike, the display will automatically indicate the error code. Detailed definitions of error codes are shown in Schedule 1.

WARNING: When an error code appears on the display interface, please conduct troubleshooting in time. Otherwise, your e-bike will not work normally.

Operation Guide

2. Adjusting the Seat Height

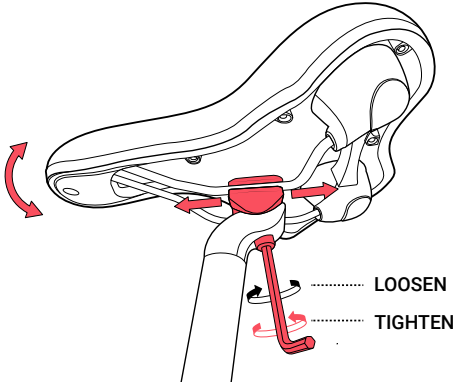


- Unlock the seat clamp, loosen the tension adjusting nut.
- Adjust the seat height to your preferred position and lock the clamp.
- Align the clamp opening with the notch in the seat tube and close the clamp lever fully.
- Closing the clamp should require enough pressure that it leaves an imprint in your hand.

WARNING: There is a **MINIMUM INSERT** marker on the seat post. You must not raise the seat to a higher position than that. Raising the seat post higher will result in injury or damage to property/e-bike.

Operation Guide

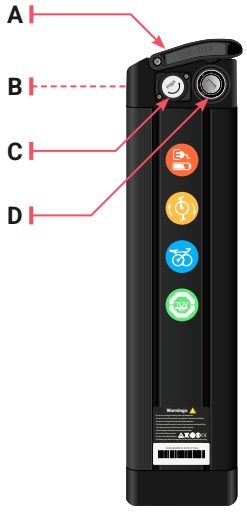
3. Adjusting the Saddle Position



- Loosen the bolt at the bottom.
- Adjust the saddle tilt by pressing down on the front or rear of the saddle.
- Tighten the bolt to secure the saddle.

Operation Guide

4. Battery



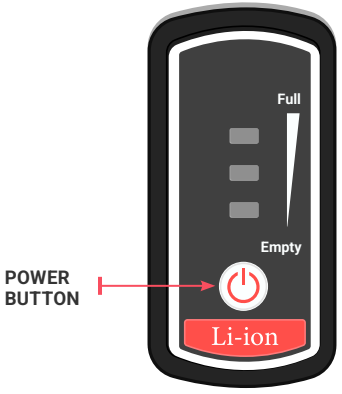
A	Battery Strength Indicator
B	Fuse With Lid
C	Battery Charging Port With Lid
D	Battery Lock

Operation Guide

4. Battery

a. Battery Strength Indicator

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

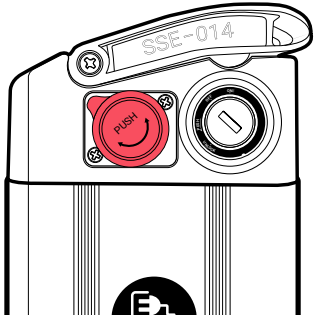


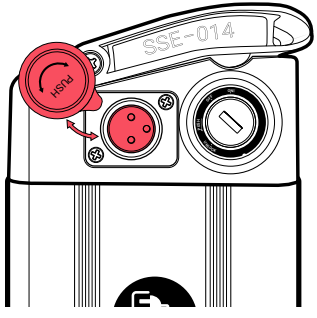
Operation Guide

4. Battery

b. Battery Charging Port

To open the charging port lid, push it and rotate it clockwise.

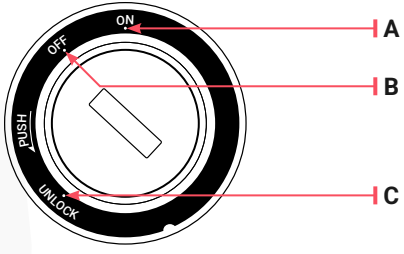




Operation Guide

4. Battery

c. Battery Lock



A	Power On
B	Power Off
C	Battery Lock (push)

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

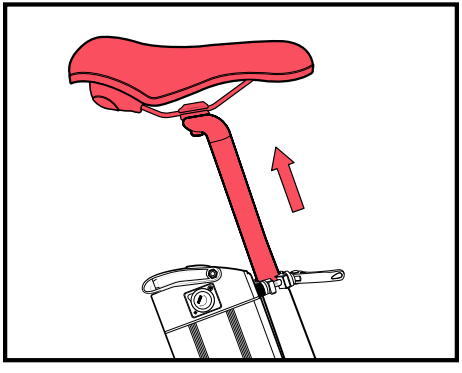
- Power On
- Power Off
- Battery Lock

Operation Guide

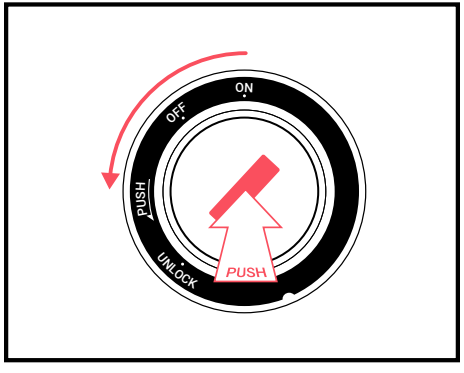
4. Battery

d. Battery Lock

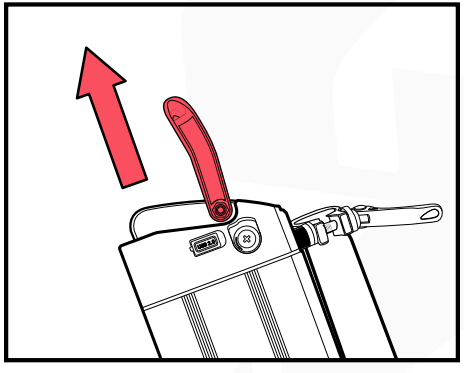
How to Remove the Battery



I. Remove the seat post.



II. Insert the key and push the key in and turn to unlock position.



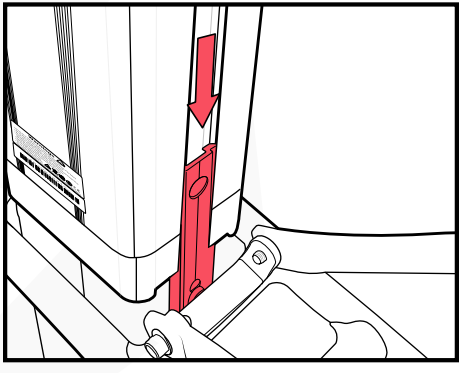
III. Lift the battery up and remove it carefully.

Operation Guide

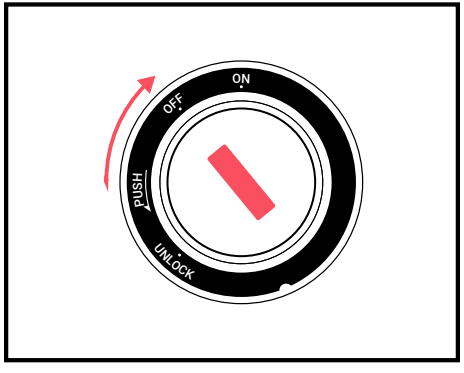
4. Battery

d. Battery Lock

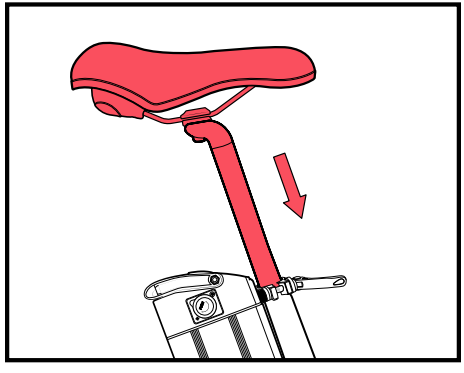
How to Insert the Battery



I. To reinsert the battery make sure the battery goes along the battery rail.



II. Lock the battery.



III. Insert the seat post and close the clamp.

Operation Guide

4. Battery

d. Battery Safety Precautions

- Be sure to use the original/compatible battery (approved by Oiios). 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 Oiios dealer.

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

Operation Guide

4. Battery

e. 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 Oiios customer service department at service@oiios.com

Operation Guide

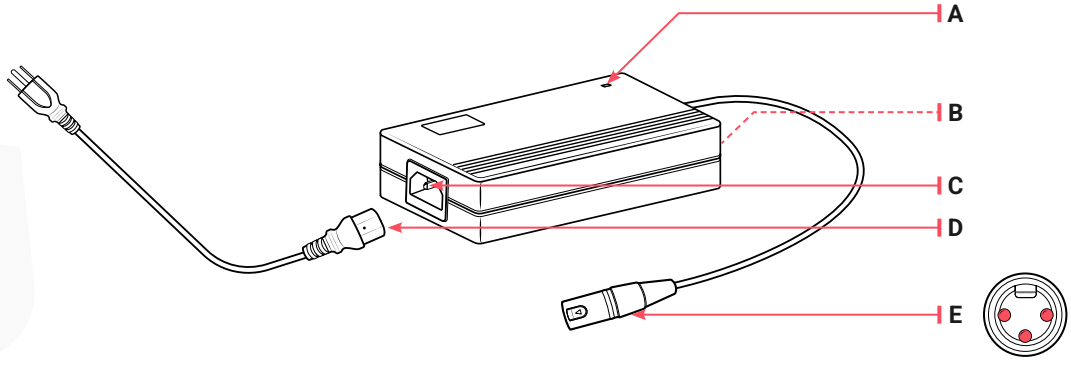
4. Battery

f. 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 to 35°C
  - Relative Humidity: ≤ 65%

Operation Guide

5. Charger

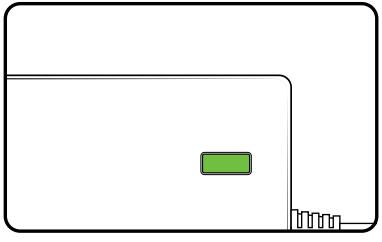


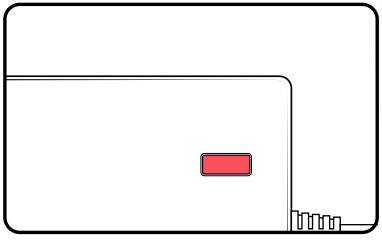
A	Charging Indicator
B	Charger Specification Label
C	Power Cord Socket
D	Power Cord
E	Charging Plug

Operation Guide

5. Charger

a. Charging Indicator





Charging Indicator Explanation:

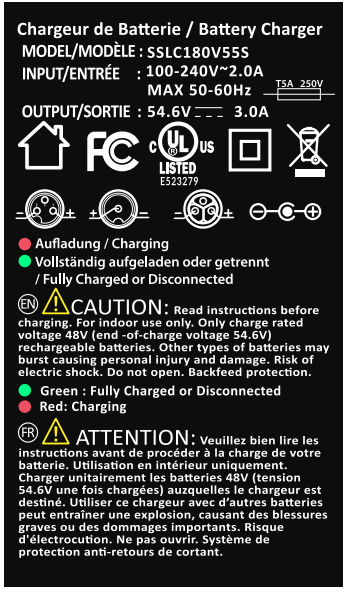
- During charging, the indicator will turn red.
- The indicator will turn green when the battery is fully charged.

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

Operation Guide

5. Charger

b. Charger Specification Label



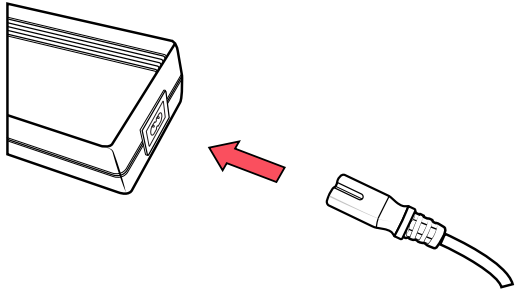
WARNING: It is your responbility to make sure that you are charging your e-bike with the correct charger. Contact your Oiios dealer if you have any questions or concerns.

Operation Guide

5. Charger

c. Power Cord Socket

d. Power Cord



Connecting the charger:

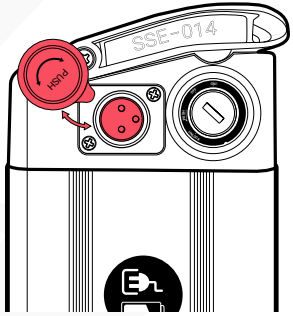
- Plug the power cord into the socket of the charger as shown**.**

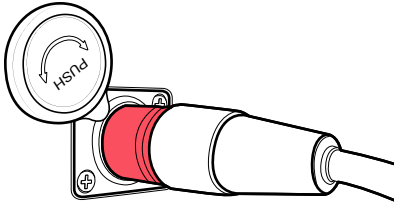
WARNING: **DO NOT** plug the power cord directly to the bike/battery. High voltage may damage the bike/battery and cause severe iniury.

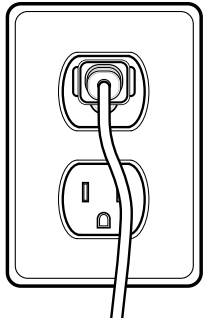
Operation Guide

5. Charger

e. Charger Plug







How to charge:

- The charging port is located on the battery.
- Open the charging port lid and plug in the charger.
- Plug the charger into a regular 110V wall outlet.

Operation Guide

5. Charger

f. Charging Precautions

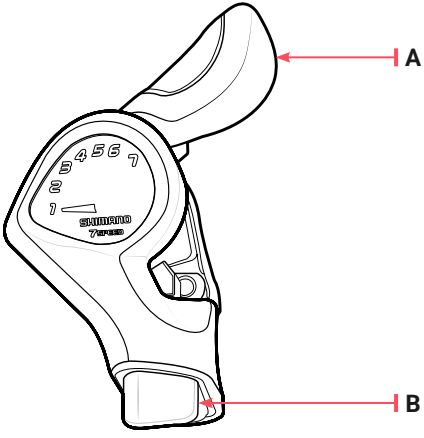
WARNING: Battery & Charger Safety

- 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

6. Gear Shifters

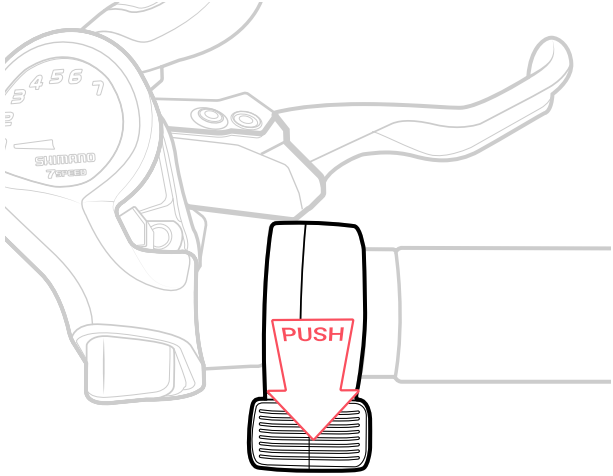


A	Shift the upper lever to lower the gear.
B	Push the button to raise the higher gear.

Operation Guide

7. Throttle

Gently pushing the throttle lever downwards to accelerate.

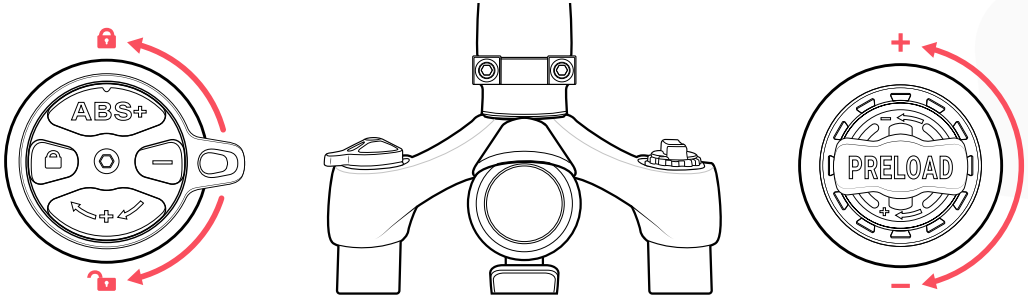


WARNING: DO NOT press the throttle if you are not ready to ride.

Operation Guide

8. Adjusting the Suspension Fork

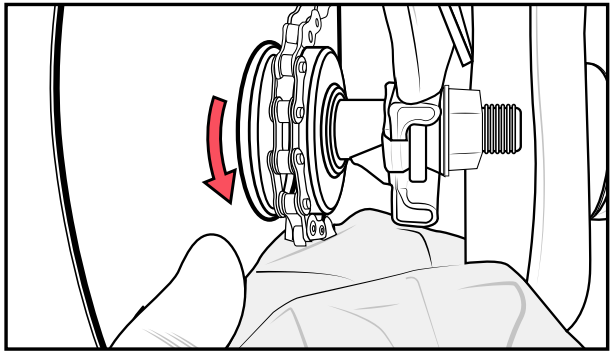
The suspension fork can move up and down to cushion bumps, which can make riding on a rough road or trail smoother and more comfortable.



- **Locking the fork** creates a rigid fork, which can yield higher efficiency while pedaling and a more predictable ride depending on conditions such as terrain and cargo load.
- **Adjusting the preload** dial makes the fork softer, feel smoother, and more comfortable when riding on rough roads or on trails.

Operation Guide

9. Cleaning / Lubricating the Chain

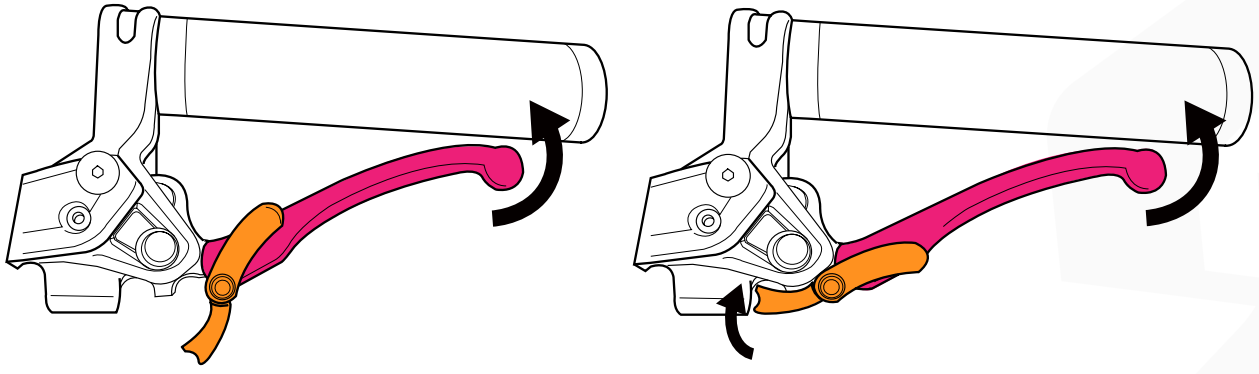


How to Clean the Chain:

- Put the bike on a service stand or secure it safely so the rear wheels are off the ground.
- Locate the chain underneath the rear cargo basket.
- Hold a clean cloth to the chain.
- Turn the pedal to clean the chain.
- Apply bicycle chain lubricant to the sprocket and chain.

Operation Guide

10. Parking Brake



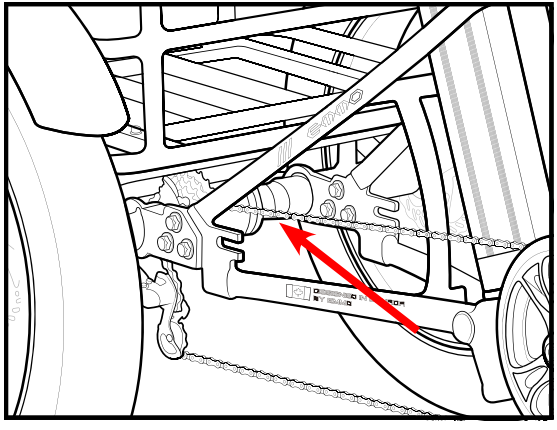
To Engage the parking brake:

- Pull the brake lever towards the handlebar.
- Push the locking mechanism forward while holding the brake lever.
- Release the brake lever, keeping the locking mechanism in place to engage the brake.

Operation Guide

11. Rear Differential

The rear differential is located on the rear wheel axe. The differential moderates the rotation of the two back wheels, significantly **reducing slippage** during turns or when traveling on uneven surfaces. This ehhancement ensures **greater stability** and **improved handling**, making for a safer and more controlled riding experience.

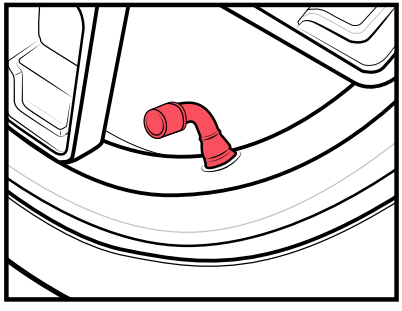


WARNING: Please adjust your speed according to road conditions. Reduce speed when turning.

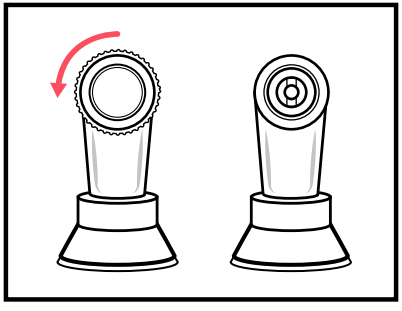
Operation Guide

12. Tire Pressure

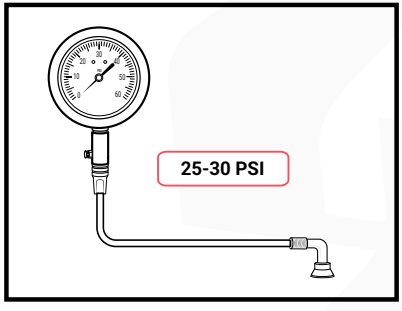
It is recommended to check the tire pressure on a regular basis to keep things at their best working conditions.



I. Locate the valve on the rim.



II. Remove the valve cap.



III. Recommended: 25–30 PSI. Follow the tire sidewall pressure marking if different.

Tire pressure affects the following:

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

Operation Guide

12. Tire Pressure

- Ride comfort
- Travel distance

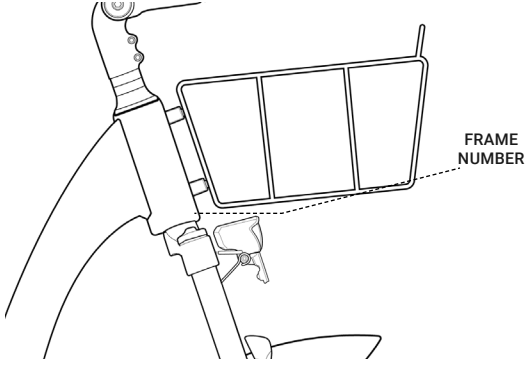
WARNING:

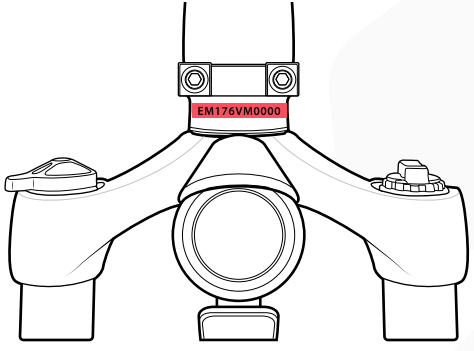
- You **MUST** inflate the tire to the recommended tire pressure before the first ride. Failure to do so may damage your bike and void your warranty.
- **DO NOT** over-inflate, as this could damage the tire or wheel. (The recommended tire pressure range is marked on both tires by the manufacturers.)

Operation Guide

13. Serial Numbern

a. Frame Number





Find the Frame Number:

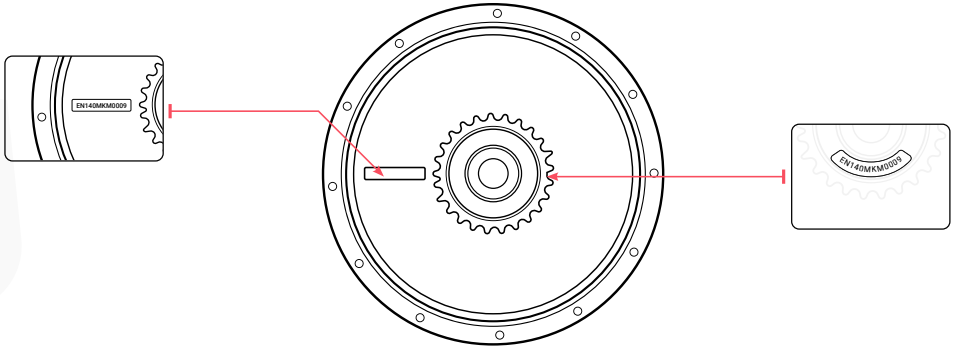
- The frame number is engraved on the neck of the frame.

Operation Guide

13. Serial Numbern

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 Oiios products or other brand items sold by Oiios, 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 Oiios 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

Oiios 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 Oiios. 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. Oiios 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 Oiios before receiving a replacement item. You are responsible for shipping to Oiios. Once the warranty claim is approved, Oiios will arrange the shipping for the replacement parts and cover the return shipping to you unless expressed otherwise by Oiios. Labour will not be covered by Oiios.
- 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 Oiios dealer for more details of the parts policies.

- **Shipping Damage:** Oiios will not be held responsible for any lost, stolen, or damaged items due to any delivery services or courier actions. Report any damage to Oiios 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 Oiios if you choose your own shipping method or freight forwarder. The cost of shipping will not be covered under warranty unless Oiios agrees in writing to cover the shipping cost.
- **Repair and Store Purchases of Oiios 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 Oiios of the return or exchange and the cost of shipping will not be covered under warranty unless Oiios 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 Oiios 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. Oiios is not responsible for any damage resulting in using another brand or voltage of charger or using an Oiios item with items that are not sold by Oiios.
  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 Oiios part was purchased from only when it is being repaired at said store. For repairs that are done on items that are not from Oiios, 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 Oiios has agreed to cover the fees in writing. The financing loan agreement will only be cancelled after Oiios has received and approved the returned item.
- For repairs that are done on items that are not from Oiios, only a 7-day Parts Warranty will be included.Oiios 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.

Contact Us

LOCATION

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