EMU ELECTRIC BIKE MANUAL

ROAM FREE

www.emubikes.com

Thank you for buying an EMU Electric Bike. It has an electric motor and built-in battery for pedal-assisted cycling with 6 power levels so that you can conquer hills and head winds with ease. Getting to your destination without sweat or stress will give you the freedom to enjoy cycling at its best. Alternatively, you can use the bike normally and exercise freely.

Please read this Manual and the Quick-Start Guide for detailed information on operating the EMU electric bike, instructions on the display panel, battery and much more.

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GETTING TO KNOW YOUR BIKE

BIKE COMPONENTS

1.	Stem Chain	7. Tyres 25. Reflector light	13. Seat post	19.
2.	Display Panel Rear mudguard	8. Motor 26. Handlebars	14. Saddle	20.
3.	Gear lever 21.Gear hub	9. Spokes	15. Chain cover	
4.	Brake lever 22.Front brake	10. Front mudguard	16. Pedal	
5.	Front fork Rear brake	11. Battery	17. Crank set	23.
6.	Rim Luggage rack	12. Frame	18. Kick-stand	24.

(Male/Female)

STEM & HANDLEBAR

1. Stem height
   - Remove the black secure cap.
   - Using the 6mm Allen key, loosen the stem bolt and slide the stem up or down for your preferred handlebar height. Take care to ensure you do not extend beyond the maximum height marker as indicated.

2. Stem tilt
   - Loosen the riser angle adjustment bolt using the 6mm Allen key and adjust the handlebars to a comfort or sporty riding position, then tighten securely to 10Nm.

3. Handlebar angle
   - To adjust the angle of the handlebars, loosen the handlebar bolts using the 5mm Allen key and move the handlebars to a comfortable riding position. Tighten the bolts to 10Nm

4. Brake lever angle

- Loosen the brake lever clamp screw with the 5mm hex key to adjust the brake lever position.
- The rider's fingers, hand and lower arm should bein a straight line when sitting on the saddle. Tighten screw to 6-8Nm.

5. Handlebar display position
   - Loosen the handlebar display clamp screw with the 3mm hex key to adjust the handlebar display position, then tighten the screw securely to 2-3Nm.

BELL
- The bell is integrated in the left brake lever

SADDLE

1. Saddle height
   - To adjust the saddle height, loosen the seat post bolt using the 5mm Allen key and slide the post up or down. Ensure the post is extended no further than the maximum mark shown on it. Tighten the bolt securely to 8Nm with the 5mm Allen key.
   - Do not move the saddle beyond the minimum insert line as this will damage the bike or cause potential injury

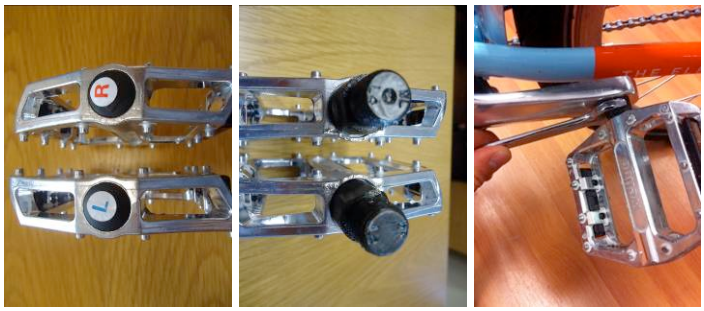
2. Saddle angle

- Using the #13 spanner, loosen the side bolt underneath the saddle by turning it anticlockwise.
- Tilt the saddle to the desired angle. Set this initially so the saddle is horizontal. Once you have ridden a few kilometres you may wish to adjust the nose for improved comfort.
- Tighten the side bolt to 20-30Nm.

PEDALS

1. Fitting the pedals

- Look closely at the pedals to identify the right andleft pedals.
- Using a #15 spanner, fit the right pedal by screwing it clockwise to 30Nm into the right crank.
- From the left side of the bicycle, fit the left pedalby screwing it anti-clockwise to 30Nm into the left crank.
- Pedals are assigned to left and right, they are not interchangeable.



BOTTOM BRACKET AND CRANKS

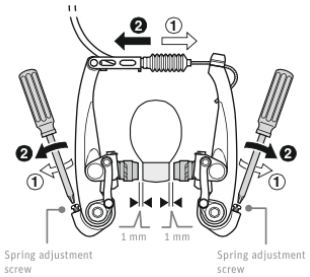
1. Chainrings

- Chainrings are wear parts. Their service life depends on various factors, like maintenance and care, type of use and distance travelled.

2. Cranks
   - Cranks must be securely fastened as this could otherwise damage the crankset.
   - Cranks can come loose which is why you should regularly check whether they are securely fastened by attempting to rock them to and from the frame.
   - If there is play in the cranks, have the bike checked and the cranks fastened securely by a professional bike workshop.

BRAKES

1. Check the brakes:
   - Pull the front wheel and then the rear wheel handbrake lever with the same amount of force as you would apply when braking sharply during a ride.Then push the bike forwards.
   - The rear wheel should lock and the front wheel should decelerate so rapidly that the bike starts to tip forwards.
   - The gap between the brake block and the rim should be roughly 1 mm.
   - If required, you can readjust the rebound force via the spring adjustment screw so that both brake arms move symmetrically.
   - Once you have done this, check that the brake is working properly.



2. Adjusting the brake withbrake cable adjusting bolt
   - If the brake is not working properly or the travel distance of the brake lever is too great, you can adjust the brake using the cable adjusting bolt on the brake lever
   - Turn the cable adjustment bolt to adjust the clearance between the brake pad and the rim.
   - Turn the bolt inwards (clockwise) to increase the brake-pad clearance.
   - Turn the bolt outwards (anticlockwise) to reduce the brake-pad clearance.
   - The clearance between the brake blocks and rim should be roughly 1 mm.

3. Wear of brake pads
   - Most brake pads for rim brakes come with grooves or notches. If these grooves are worn and can no longer be seen, this is normally a sign that the brake pad is worn.

- Do not ride your bike if the brake pads are worn. Have them replaced by a professional bike workshop instead.
- Check the brake blocks regularly for signs of wear.
- If notches or grooves are no longer visible, it is normally a sign that the brake pad is worn and needs to be replaced (image below).
- Have them replaced by a professional bike workshop.

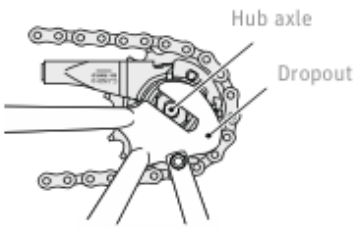
Worn: Ok:

CHAIN

1. Lubricating the chain
   - Clean and lubricate your bike chain regularly, especially if the bike has been ridden in rain.
   - For lubricating the chain, only use products recommended for bicycle chains.

2. Check the wear of the bike chain
   - Take the section of the chain that rests on the front chainring between your thumb and forefinger
   - Pull the bike chain off the chainring. If the bike chain can be lifted by a significant amount, it is worn and must be replaced by a new one.
   - With hub gears, the chain tension must be adjusted so that vertical play of one to two centimetres is present in the unsupported chain span between the chainring and sprocket wheel.
   - The chain should be replaced by a professional bike workshop after roughly 3000km.

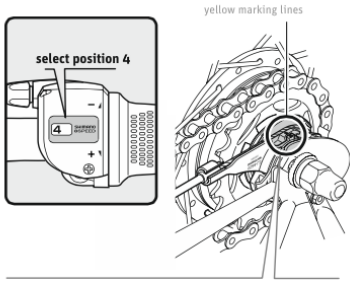
3. Adjusting the chain tension
   - Loosen rear wheel nuts with the #15 spanner.
   - Pull the wheel back into the dropouts until the right amount of play is in the chain.
   - Tighten the rear wheel nuts to 30-40Nm. Tighten the chain tug nut if necessary.



HUBGEARS

1. Operating hubgears
   - Turn the twist-shift lever to select all 7 gears.
   - For Increasing pedal force, move the indicator towards 7
   - For Decreasing pedal force, move the indicator towards 1

2. Adjusting gears
   - Select shift lever position 4.
   - Check whether the yellow marking lines on the bracket and cassette joint pulley line up.
   - Yellow marking lines appear at two points on the cassette joint. Use the line which is most clearly visible.
   - Turn the cable adjustment bolt on the shift lever to align the marking lines. Next, set the Revo-shift lever from position 4 to position 1 then back to position 4. Check that the yellow marking lines still line up.
   - Please also read the separate hub gear manual inside your bike carton.



MUDGUARDS

1. Checking the mudguards
   - Regularly check that the mudguard stay bolts are secure to 5Nm.

Front Back

FRONT LIGHT

1. Front light angle
   - Loosen the fastening screw with a #10 spanner and a 4mm Allen key to adjust the front light angle.
   - Tighten to 3Nm.

FRONT WHEEL

1. Front wheel removal
   - Ensure the bicycle is turned off.
   - Squeeze the brake pads or brake arms against the rim.Detach the brake cable at one of the brake arms.
   - Disconnect the motor cable connector.
   - Unscrew the C-clips on the fork with a Phillips screw driver.
   - Remove the black plastic cover from the wheel nuts.
   - Loosen the wheel nut with a #18 spanner.
   - Remove the front wheel from the front dropout.

2. Removing the tyre and inner tube
   - Unscrew the valve cap from the valve.
   - Allow the remaining air to escape from the inner tube.
   - Place the tyre lever on the inner edge of the tyre opposite the valve.
   - Lever the tyre sidewall over the rim flange.

- Push the second tyre lever between the rim and tyre approx. 10 cm away from the first one.
- Continue levering the tyre off the rim until the tyre has detached round the entire circumference.
- Take the inner tube out of the tyre.

3. Spare tyres and tubes
   - Replace tyres and tubes with size 47-622

4. Fitting the tyre and inner tube
   - Make sure that the rim tape covers the spoke nipples and is undamaged.
   - Put the rim with one edge inside the tyre.
   - Push one side of the tyre completely into the rim.
   - Insert the valve through the valve hole in the rimand fit the inner tube inside the tyre.
   - Push the tyre over the rim sidewall.
   - Pull the tyre forcefully into the centre of the rim.
   - The area that has already been fitted will slip into the base of the rim.
   - Check once again that the inner tube is seated correctly.
   - Push the other side of the tyre completely over the rim flange using the heel of your hand.
   - Inflate the inner tube slightly.
   - Check that the tyre is correctly seated and is true using the indicator ring on the rim sidewall.
   - Adjust the seating of the tyre by hand if it does not run straight.
   - Inflate the inner tube up to the recommended tyre pressure.

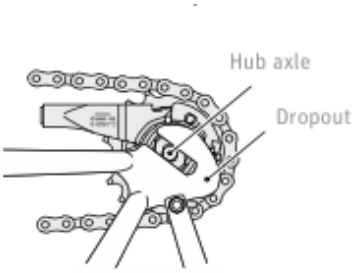
5. Pumping the tyre
   - Unscrew the valve cap to inflate the tyre.
   - Inflate to the recommended tyre pressure (45-65PSI).
   - The optimum and maximum pressure values are also embossed on the sidewall of the tyre.
   - Never exceed the maximum value!
   - When inflating tyres out and about, if you press your thumbs hard into the inflated tyres, there should not be much give.

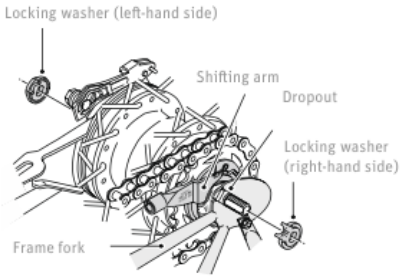
6. Front wheel reinstallation
   - Replace the washers in the correct order.
   - Place wheel on dropout ensuring that the cable is on the right-hand side and is facing away from the fork, not to the fork!
   - Tighten the wheel nut to 30-40Nm with a #18 spanner.
   - Reconnect the front brake cable and check that the brake is working.
   - Connect the motor cable connector ensuring that the arrows line up.
   - Screw the C-clips on to the fork, using a Phillips screw driver.

REAR WHEEL

1. Removing the rear wheel
   - Grip the wheel with one hand. Squeeze the brake pads or brake arms against the rim.Detach the brake cable at one of the brake arms.
   - Set the Revo-shift lever to 1.
   - Loosen the wheel nuts with a #15 spanner.
   - Remove the C-Clips of the shifting cable underneath the chainstay.
   - Pull the chain away from the rear sprocket and place it on the axle.
   - Remove the rear wheel from the rear dropout.
   - If you need to disconnect the shifting cable as well, follow the steps in the separate hubgear system manual found inside your bike carton.

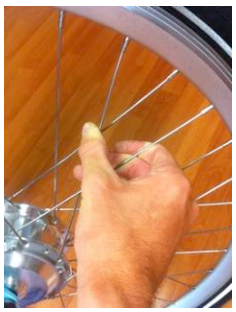
2. Installing the rear wheel
   - Place the rear wheel on the dropout ensuring that the sprocket is on the right hand side.
   - Replace the chain onto the rear sprocket.
   - Fit the fixing washers onto both sides of the hub axle.
   - Turn the shifting arm until the projections on the fixing washers engage with the slits in the dropouts. In this case the shifting arm can be mounted more or less parallel to the chain stay.
   - The projecting part must be on the dropout side.
   - Fit the fixing washers so the projections precisely engage in the slits in the dropouts on the front or rear of the hub axle.
   - Ensure the wheel is centred and the chain is the correct tension.
   - The shifting arm should be almost parallel to the chainstay.
   - Tighten the wheel nut to 30-40Nm with a #15 spanner.
   - Close the quick-release brake mechanism and check that the brake is working.
   - Set the Revo-shift lever from position 4to position 1 then back to position 4. Check that the yellow marking lines still line up.
   - Please also read the separate hub gear manual found inside the bike carton.





RIMS & SPOKES

1. Checking the rims and spokes
   - Check spokes are tight, check rims for wear and distortion.
   - V- Brakes can cause wheel rims to become worn.
   - If you notice cracks or form changes in the rims, have them checked or replaced by a professional bike workshop.
   - Check the condition of the wheel rims regularly (check carefully every 500km)



REAR PANNIER

1. Using the rear pannier
   - When loaded with luggage, the pannier rack may affect steering and braking.
   - If fitting a child seat or a large item of luggage, read all manufacturer instructions carefully to ensure safety and prevent damage to goods or the bicycle.
   - Ensure no straps can become caught in the wheels.
   - When loading, ensure luggage is evenly distributed on the pannier rack.
   - Ensure all pannier fastenings are secure – check them regularly.
   - The pannier rack is designed for luggage only.
   - The maximum permitted weight of the bike is 120kg. This compromises the weight of the bike, the rider as well as any additional luggage or a trailer.
   - Do not carry more than 25kg of weight on the pannier rack.

UNDERSTANDING THE POWER ASSISTANCE

1. The electric motor smoothly kicks in as you start to pedal with a barely audible sound. Being integrated into the front wheel hub, the motor is hardly visible, in keeping with the EMU bike's sleek and chic design.

2. The power assistance provided by the motor enables you to cycle longer distances and with minimum effort to enjoy a comfortable, sweat-free ride, yet still arriving at your destination faster than a normal bike. If you add your own pedalling power you can gain a physical work-out and take even more time off your journey.

3. The power-assist function kicks in once you start pedalling and stops shortly after you stop pedalling and immediately upon braking. The motor will switch off when the bike is stationary for more than 3 minutes.

4. In accordance with EU regulations, the motor is restricted to giving a maximum output of 250 watts. The maximum speed permitted is 25km/hr.

5. The motor is maintenance-free and any work should only be carried out by a recommended specialist cycle workshop. Contact us at www.emubikes.com for advice and information. Any work done on the motor or electrical parts by a non-recommended cycle shop will void the warranty.

EMU DISPLAY PANEL

1. FUNCTIONS

- The Display Panel is connected and ready for operation. DO NOT CONNECT OR DISCONNECT WHILE THE POWER IS ON.

- On/off

  Long Press **M** to turn Display panel on. Long Press **M** to turn off. Display Panel turns off automatically when dormant and bike is stationary for 3 minutes.

- Power Assist Levels

  Press **M** and **-** to change the power assist level; range is

  from 0-6 levels.

  0 - no power

  1 – minimum power

  6 – maximum power

- To change information on screen, press M

  ☐ Speed (current) →

  AVG (average speed) →

  ☐ MAX (maximum speed) →

  ☐ ODO (measures total distance of all rides) →

  ☐ TRIP (measures distance of ride from last clearance setting) →

  ☐ TRIP TIME (measures time taken for ride from last clearance setting) →

- Assisted walking

  Long press **–** to start assisted walking. PUS (push) appears on the screen. Bike goes at 6 km/hr max.

  NOTE

The walk function is designed to be used when pushing the bike. Do not use when riding.

- Backlight screen

  Long press + to switch front and back lights on and to illuminate the backlight screen.

  Long press + again to switch both off.

- Battery capacity indicator

  Battery is full when all 5 sections of battery indicator are black. Battery icon flashes when power is low.

- Output Power

  This is shown in watts on main screen

- Error codes

  In the event of a fault, an error code will flash on the screen. Check the code details on the list on Page 20 and follow the Troubleshooting steps on Page 21.

- Settings

  To access settings, turn on Display panel by a long press on M. Then long press + and – to enter settings mode.

Setting 1 is Trip Clearance. The screen will show

Default ‘tc-n’ means Trip Clearance – no. This means ‘Do not clear’. ‘tc-y’ means Trip Clearance – yes. This means ‘Do clear’. Press **M** to save and skip to Setting 2 (backlight) or long press **M** to save and exit.

Trip distance and Trip time are cleared together.

Setting 2 is Backlight of screen. The screen will show

Bl means backlight. Level options are 1/2/3. Default option 1 is the least bright.

Press **+** or **–** to change brightness.

Press **M** to save.

NOTE: EMU electric bikes are controller restricted to 25 km/hr to comply with EU and UK law.

- USB charging port

  Underneath the Display you will find a USB charging port to charge your smartphone or navigation devices

BATTERY AND CHARGER

The Samsung lithium battery is a high performance battery which combines a long-lasting capacity of 10.4AH with a lightweight body. The battery is designed to last for up to 700 full charges, if charged from 50% to full the battery could last up to 3000 charges. In time, the battery will age and wear out. (Even with no use a battery life reduces with time). If you need a new battery, we can supply one, details can be found online at www.emubikes.com.

1. To charge the battery, connect it to the charger. Plug the charger into a wall socket.
2. It is important to charge the battery fully before using it for the first time.
3. When the light on the charger turns green the battery is fully charged.
4. Unplug the charger from the socket.

Fitting The Battery

1. Place the bottom of the battery into the holder.
2. Push the top of the battery home and lock into place using the key.

3. Remove the key and keep safe.

4. The EMU electric bike is designed so that the battery fits perfectly into the frame.

5. To remove the battery, unlock and push it gently down towards the pedals and lift out.

6. Re-charge the battery fully each time you use the Emu bike.

7. To check the existing level of battery charge, look at the Display Panel where the battery level is indicated. Please see Display Panel section for details.

Battery Care

- Fully charge the battery before its first use
- Re-charge the battery after each bike ride, even short trips.
- If you are not using the battery, place in storage not below 10°C at approximately 50% of its charging capacity. Charge it every 2 months for 1 hour.
- During colder months, the battery may lose up to 25% of its capacity. It also takes longer to charge it at low temperatures, so it is best to store and charge the battery indoors at room temperature between 10-30°C.
- Only charge the battery using the charger provided. Any misuse can be dangerous and will void the warranty.
- Do not use the charger for other electrical items.
- Do not cover the charger as this may cause it to overheat and catch fire.
- Always pull out the plug before cleaning the charger. Do not use water near

the charger as this could damage and short-circuit it.

- If you have a problem with the battery, always consult a recommended specialist cycle workshop or contact us via our website www.emubikes.com.

LIGHTS

The Emu bike is fitted with high quality Spaninga front and rear lights with integrated reflectors.

Both lights are operated from the controller on the handlebars, to switch on press and hold the + button, to switch off simply repeat.

ERROR CODE LIST:

Error Code	Definition
05	Not applicable
06	Low voltage protection
07	Over voltage protection
08	Hall sensor abnormality
09	Phase line abnormality
10	Controller over heating
11	Controller temperature sensor fault
12	Current sensor abnormality
13	Stator over heating
14	Temperature sensor in motor abnormality
21	Speed sensor abnormality
22	Communication abnormality in BMS
23	Front light abnormality
24	Light sensor abnormality
30	Communication abnormality in system

Troubleshooting Check List	Checked?
Problem: No Power and display is OFF	
1. Check the battery is properly seated and locked in place.	
2. Check that the battery is charged by pressing the button on the battery.	
3. Check the connections and make sure the battery power line is connected to the switch and the gauge is connected to the display panel. If the power works then it is a connection problem with the gauge.	
4. If all is fine please charge the battery for 4 hours and try again. If still no power, contact us at www.emubikes.com.	
Problem: No Power and display is ON	
1. Ensure the electronic brakes are returning to the normal brake 'off' position, if not they will be disengaging the power.	
2. If the problem persists after you check the above then disconnect the electronic brakes at the display panel. If the power returns then you may have a faulty brake sensor.	
Problem: Intermittent power	
1. If a power failure occurs after stops it is almost certainly the brake levers. Have them serviced to ensure they return to the full off position. Servicing normally involves the proper set-up of the brakes and application of water expelling/lubricant solution to the brake cables.	
2. If the moving crank sensor disc has become dirty or damaged you may experience an intermittent loss of power while pedalling. Check the magnetic disc sensor for damage and dirt. It is located on the bottom bracket axle and is likely to require periodic cleaning.	
3. If loss of power is experienced after bumps it is most likely to be caused by a loss of connection.	
4. Check the battery contacts and ensure they are clean and making good contact.	

5. Completely discharge and recharge the battery twice. This is the least likely scenario but it is a required fault check.	
6. When the power cuts out, test the voltage across the battery terminals using a multimeter and call us with this information.	
Problem: Battery not charging	
1. Check if the charger is working… If no light, check the plug fuse on the charger.	
2. Are you connecting the charger in the right order (see charging the battery).	
3. If you have a multimeter check the voltage across the battery terminals. If it is below 20-Volts the charger may not be able to start charging and the battery may be damaged.	
Problem: Lower than expected range of battery power	
1. Ranges can vary dramatically from customer to customer under different riding conditions.	
2. Your bike may have an adjustable power/range setting on the controller, this may need to be changed if you require a longer range.	
3. Hills and loads over 90Kgs reduces the range significantly.	
4. Please check the brakes are correctly set-up i.e. not rubbing and the tyres are correctly inflated to 45 to 65 psi – this is the number one cause of reduced range.	
5. If it is a new battery it may take a few cycles (charge/discharge) before it fully opens up the capacity.	
Problem: Motor noise	
1. Be exact about when the noise is experienced: when running motor off load or under load, when cycling with motor switched off, when using pedals, before or after braking etc. Often a service will rectify noises.	
2. Motors with durable metal gearing will make more noise and outlast motors that use plastic cogs.	
3. If the noise of your motor suddenly gets louder it is a good idea to have it checked out. Contact us.	

Troubleshooting

You will find a troubleshooting guide on our website www.emubikes.com where you will also find an email helpline and telephone number to call should you have any queries.

DECLARATION OF CONFORMITY

This product satisfies the provision for CE-marketing according to the following directive(s):
Machinery Directive 2004/42/EC
EMC Directive 2004/108/EC
RoHS Directive 2011/65/EU

Type of equipment:	EPAC Bicycle
Brand name or trade mark:	EMU
Type designation:	Crossbar &Stepthrough, PIBDL011
Manufacturer:	EMU Electric Bike Company
Address:	Unit TM 12 Spectrum House 32-34 Gordon House Road London NW5 1LP
Telephone No:	0800 035 5450
Email:	info@emubikes.com

The following harmonized European standards or technical specifications, which comply with good engineering practice in safety matters in force within the EEA, have been applied.

EN 15194:2009
EN 14764:2005

Additional information
The product is CE-marked 2013.

CLEANING AND SERVICING EMU BIKE

1. Always remove the battery before cleaning your EMU bike.

2. Use a damp cloth or brush to clean the bike. Suitable cleaning materials are supplied by specialist cycle suppliers.

3. Do not use a hose or high pressure cleaner as this could damage the bike.

4. Make sure water does not enter the battery and that you do not touch the electrical contacts either in the frame, or on the battery.

SERVICING

An annual service is required to keep the warranty valid.

Contact us at www.emubikes.com for details of recommended specialist cycle shops.

Maintenance and repairs must only be done by a specialist cycle shop, recommended by us at EMU bikes.

SAFETY TIPS

- Always ride wearing a helmet.
- Be visible to other users of the road. Wear a reflective jacket at all times. See the Accessories section on our website or in this Manual.
- Always switch on front and rear lights when the light conditions are poor and as dusk falls.

- Your EMU electric bike can be considerably faster than a non-electric bike. Stopping distances will therefore be marginally longer. Take the time to get to know your electric bike before riding near traffic, or pedestrians.
- Adjust your speed and expectations according to the road conditions. In icy, or wet, weather the roads become more slippery and you will need to allow greater braking distances.
- Avoid potholes, loose terrain, spills, and obstacles.
- Do not carry adult passengers, or overload the bike.
- You do not legally need a driving licence to ride an electric bike, but you should know the Highway Code relating to Rules for Cyclists – on www.gov.uk website.
- Be aware that live parts connected to the electric motor may be live if covers or wires are exposed. Do not allow children to play with the Emu electric bike.
- Eye protection

  Good vision is vital for cycling safely. Many cyclists find it more comfortable to wear visors, or glasses to avoid such hazards as insects, dust or cycling in the rain.

- Braking

  Learn how to stop your bike safely. Apply both front and rear brakes at the same time with a steady pull on the levers. A good habit in traffic is to keep two of your fingers placed over the brake levers as you cycle so that you can brake quickly if necessary. Practise breaking in dry and wet conditions so that you feel in control at all times. Wet conditions greatly increase the stopping distances needed and make roads slippery. Be aware of how your bike reacts in different conditions and adjust your speed accordingly.

  Cycling with the power assistance turned on enables you to go faster with less effort. You should be aware that the increase in speed means you need to allow for a greater stopping distance.

- Pedalling

  Always pedal with the ball of your foot, not the instep. To pedal efficiently ensure your foot is tilting slightly downwards as you reach the bottom of the pedalling stroke and then slightly upwards at the top of the stroke.

- Using the gears

  The EMU bike has 7 hub gears. The lowest gear, 1, is used to start off or to climb hills. As you increase your speed change into gear 2 etc. moving up into top gear.

  The gears enable you to keep a relatively steady pace as you pedal. In traffic it is best to change gears frequently as you slow down, stop at lights etc. and accelerate. Hub

gears enable you to change down to a low gear whilst stationary, doing so will make it easier to move off again. The power assistance kicks in after a few pedal strokes.

- Finally, always remember be alert and anticipate so that you can react in good time to other road users, road conditions and potential hazards like potholes etc. Position yourself well on the road so that you are visible and have good visibility yourself. Be seen!

ACCESSORIES

A full range of cycling accessories is available at www.emubikes.com

Enjoy your EMU bike and ride safely!