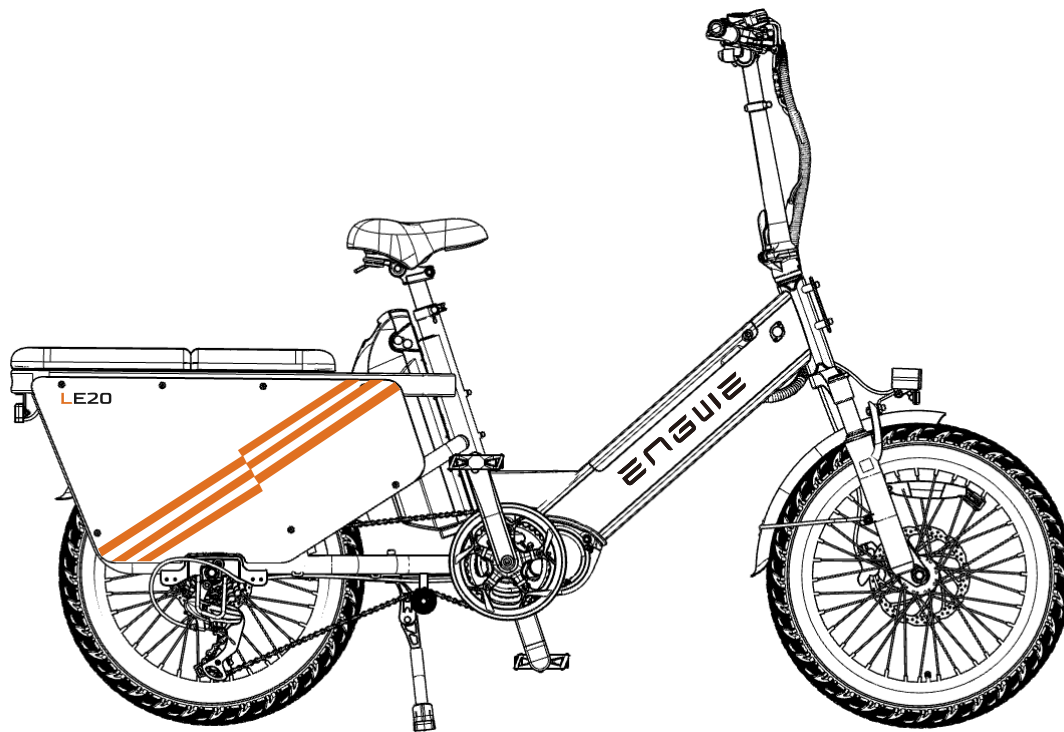




# Cargo LE20

## OWNER'S MANUAL



Dear users! Before enjoying a pleasant ride, make sure to carefully read the Owner's Manual, understand the relevant operation requirements, and properly store the Owner's Manual together with the accompanying product certificate. Do not use the electric bike until you have fully understood its performance.

### Dear users

The Owner's Manual describes the essential operation and maintenance methods of the electric bike. To enhance your riding experience, please consult this manual to familiarize yourself with the performance, features, safety notes, and maintenance needs of this product. If you have any questions, please contact the official after-sales team or local authorized service station in time. We will offer you diagnostic assistance as soon as possible.

### Safety notes

1. Please ensure you comprehend and adhere to the safety notes outlined in this manual to significantly mitigate risk. Upon entering public spaces, please abide by all national and local laws and regulations. Remain vigilant while riding and maintain a safe distance from others and vehicles.
2. The electric bike must be operated according to the guidelines in the manual. The user will be responsible for any loss resulting from failure to follow the manual's guidelines.
3. This product is not designed for professional off-road biking. Please do not use it as an off-road bike.
4. For your initial ride, choose a private area free of traffic. Once you're comfortable with the product, you can venture onto public roads.
5. Before each ride, please ensure to thoroughly inspect for any loose fasteners or damaged parts. If this product makes abnormal sounds, please stop riding immediately and seek diagnostic support from the official after-sales team.
6. Avoid exceeding the speed limit. Never ride in areas where motor vehicles are present, regardless of the circumstances.
7. For safety reasons, users under the age of 16 are strictly prohibited from using this product. The use of this product is prohibited in the following situations:
  - Individuals under the influence of alcohol or drugs.
  - Individuals unable to participate in strenuous physical activities due to illness.
  - Individuals who are unable to maintain balance or who struggle with balance due to underdeveloped motor skills.
  - Individuals whose weights exceed the limit.
  - Pregnant women.
8. Exercise caution when using this product in bad weather such as snow, rain, slippery roads, and icing.
9. Do not attempt to charge this product if the charger or power supply is wet. When charging this product in a public area, ensure adherence to local safety laws and regulations.
10. For the sake of effective protection and easy use of the bike, always use officially designated parts.
11. If you want to modify your electric bike, please consult the official after-sales team and proceed with caution, ensuring adherence to local laws and regulations. The manufacturer assumes no liability for injuries or bicycle damage resulting from unauthorized modifications.
12. To minimize the risk of injury, please be sure to read and follow all prompts including "Caution", "Danger" and "Warning" in the Owner's Manual.

**Danger:** Ignoring this warning could result in personal injury. to minimize harm to yourself and others. this notice specifies the actions you must take or avoid!

**Warning:** Ignoring this warning could result in damage to the bike and its components. this notice specifies the actions you must take or avoid!

**Caution:** Ignoring this warning could result in minor damage to the bike or impair its normal operation. this notice specifies the actions you should and should not take.

## **1.Introduction**

- 1.1 Packing list
- 1.2 Components
- 1.3 Functions

## **2. Quick Start Guide**

- 2.1 Installation guide
- 2.2 How to remove the battery
- 2.3 How to charge
- 2.4 Quick operation
- 2.5 Display setting
- 2.6 How to connect Engwe App

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- 3.2 Maintenance and self-inspection
- 3.3 Troubleshooting

## **4. Service Guide**

- 4.1 After-sales service and warranty coverage
- 4.2 Warranty card and maintenance records
- 4.3 Product parameters



ENGWE  
Technical Support Video



ENGWE  
Manual

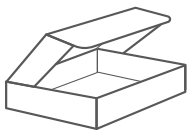


Apple App  
Download



App Google  
Download

1. Introduction



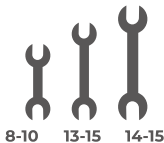
Front Axle  
Assembly



Manual



Charger



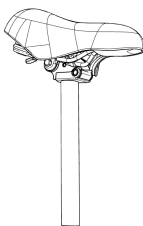
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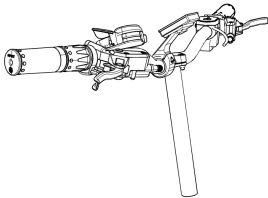
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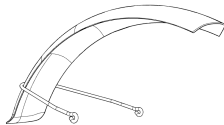
Screwdrivers



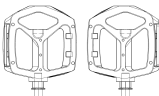
Saddle& Seat Tube



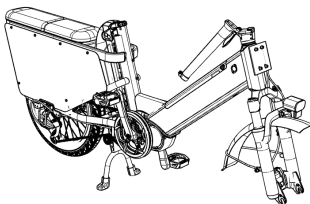
Foldable Riser And Stem



Front Mudguard



Foldable Pedal X2



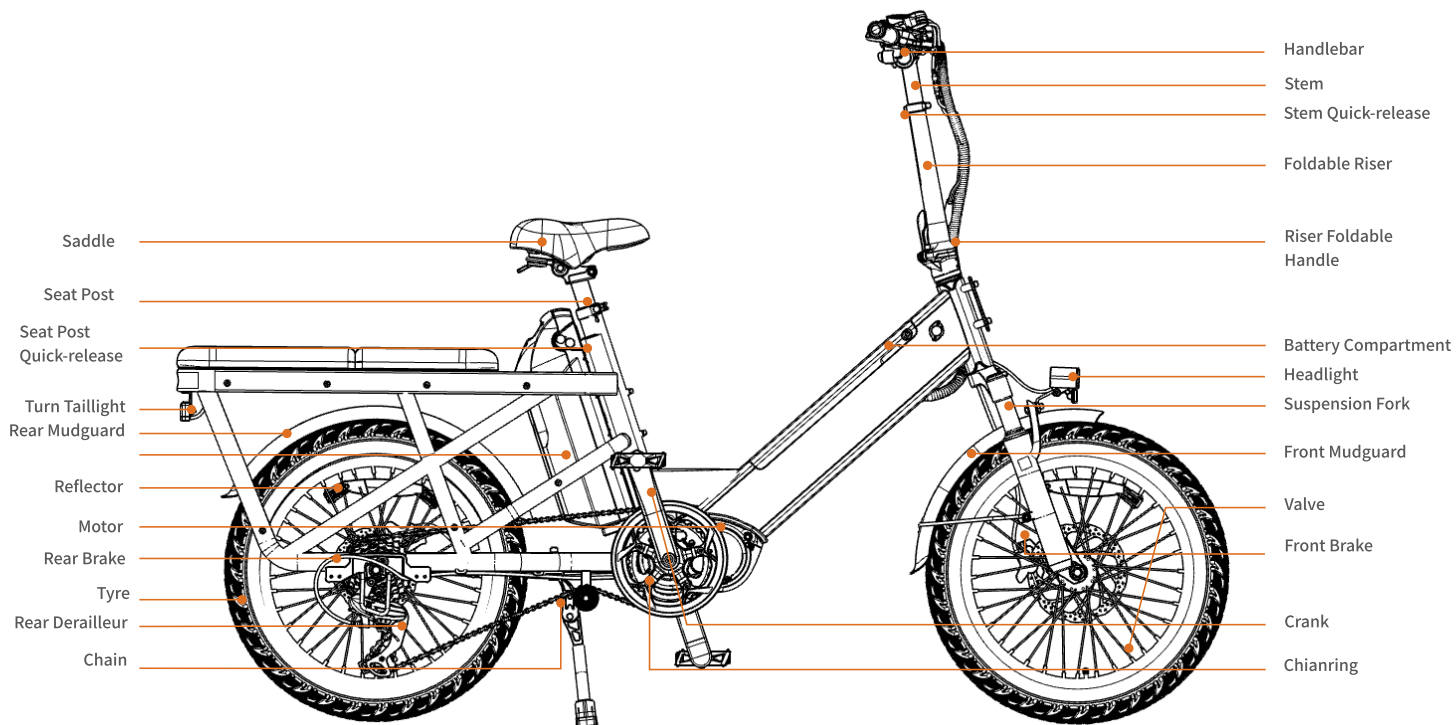
Frame Body



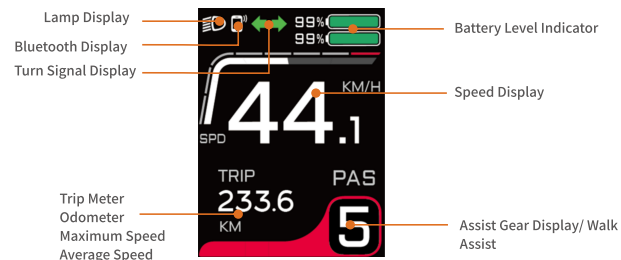
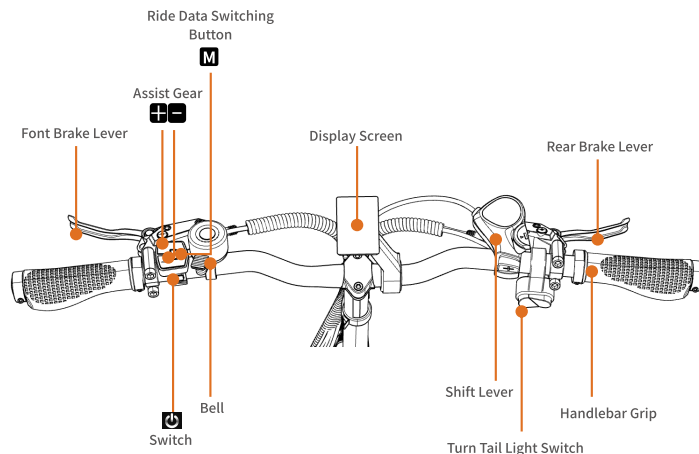
Front Tyre

1.1 Packing List


















## 1. Introduction

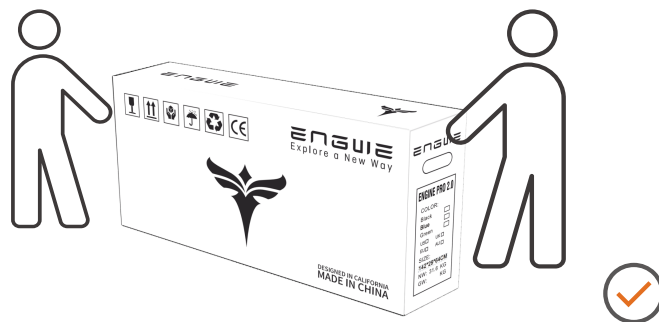


### Common Functions

1. Power-on/off: Power On/Off: long press the  button for 3 seconds to power on, long press the  button for 3 seconds to power off.
2. Assist gear adjustment: Press the  or  buttons to adjust the electric assist level.
3. Walk Assist: press and hold the  button to enter the assist mode. The speed is 6KM/H, and the screen displays the assist mode icon . Release the  button, then the assist mode stops immediately, and the assist mode icon  disappears.
4. Headlight Switch: Long press the  button for 3 second to turn on the headlight. The headlight indicator icon will appear on the display interface. Long press the  button again for 3 second to turn off the headlight, and the headlight indicator icon will disappear.
5. Riding Data Switching: After the display is powered on, it defaults to showing real-time speed and trip distance. Short press the  button to cycle through trip distance (TRIP), total distance (ODO), average speed (AVG), maximum speed (MAX), riding time (TRIP TIME), and power (Power).
6. Turn Signal Switch: Short press the “” or “” turn signal switch; the corresponding turn signal will light up, and the turn signal indicator icon will appear on the display interface. Short press for 1 second to turn off.
7. Battery Display: When only the main battery is installed, the battery display icon shows only a single battery bar. When an auxiliary battery is installed, the battery display icon shows double battery bars. If the battery level is low, the battery bar will turn orange or red, reminding the user to recharge immediately.

### 1.3 Functions

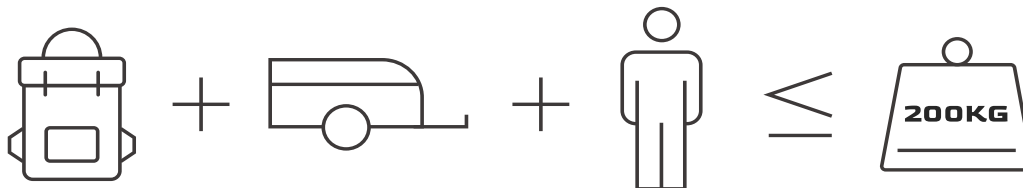
Warning: Use two people for dismantling and installation. before installing, Make sure that the system is switched off and cannot be switched on accidentally.



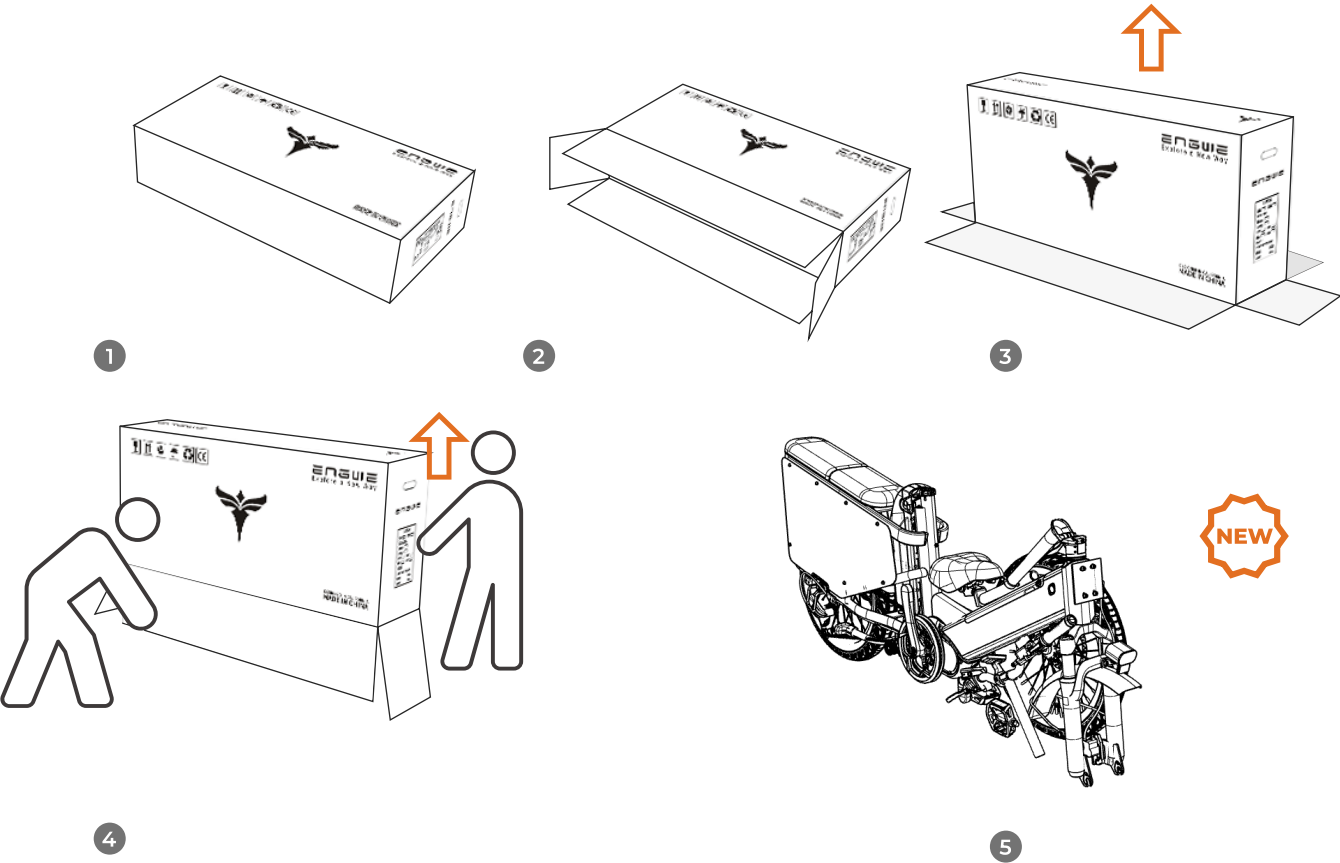
ENGWE  
Technical Support Video

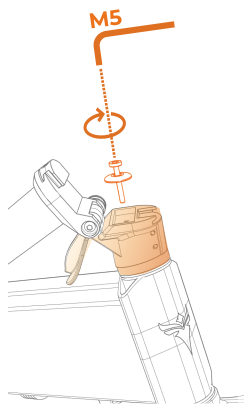


**MAXIMUM LOAD 200KG**

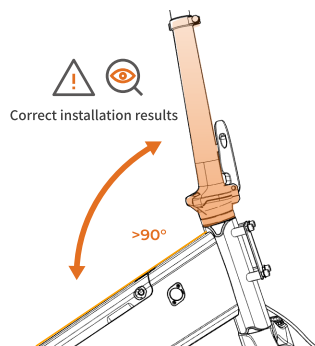


2. Quick Start Guide

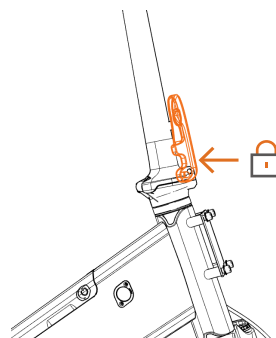




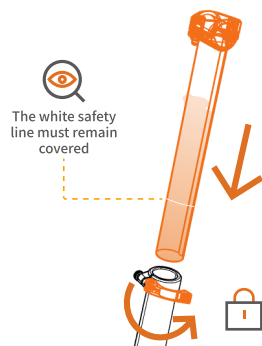
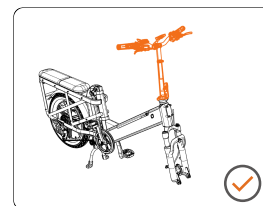
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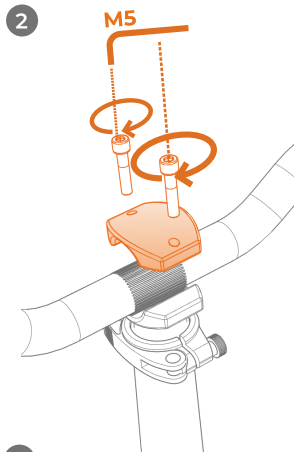
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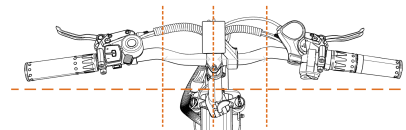
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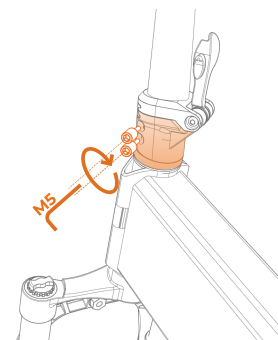


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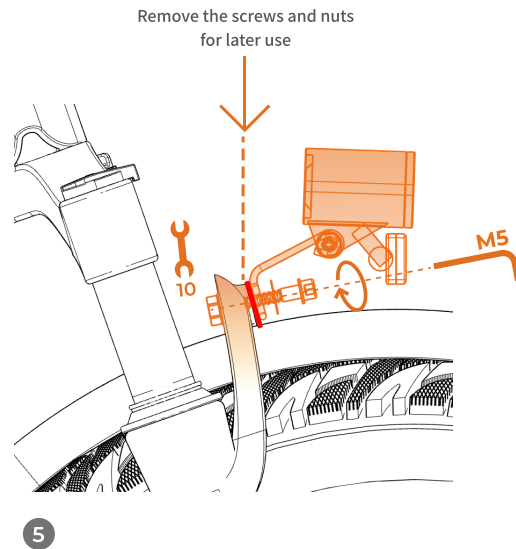
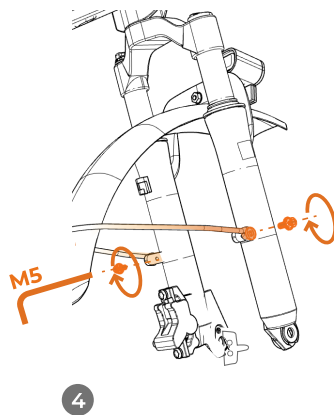
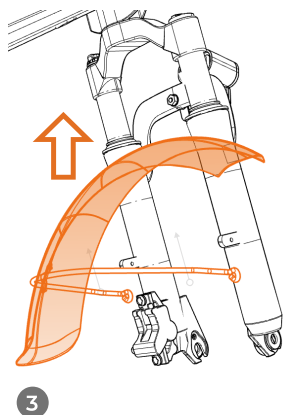
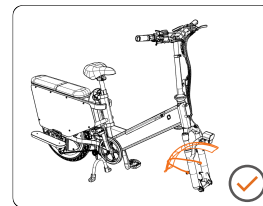
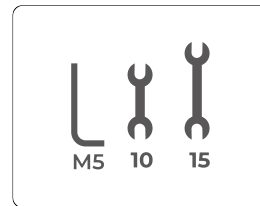
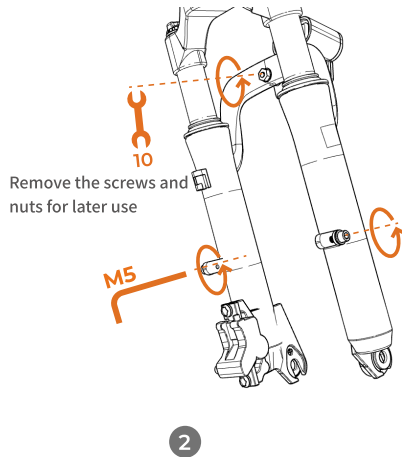
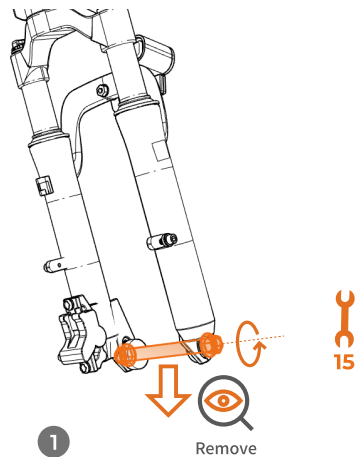
Make sure that the handlebar is centered and perpendicular to the top tube of the frame

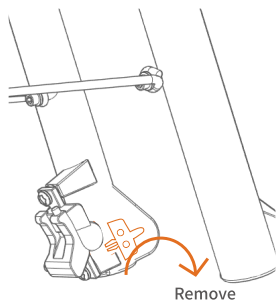
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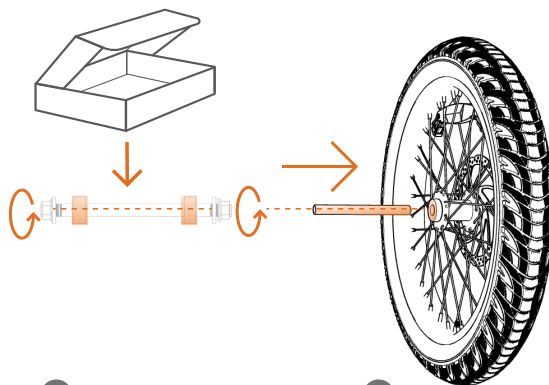
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## 2. Quick Start Guide

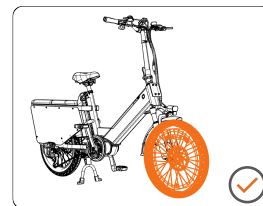
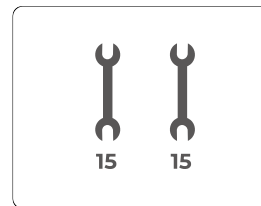




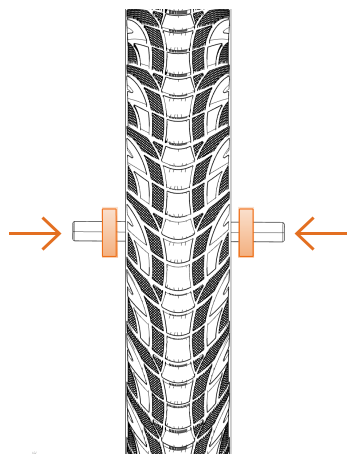
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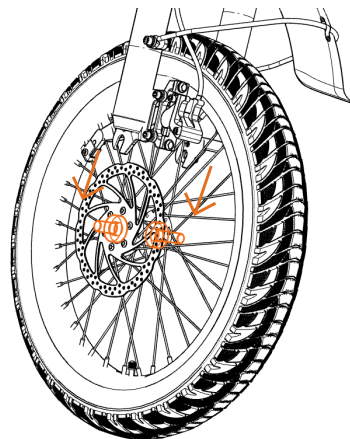
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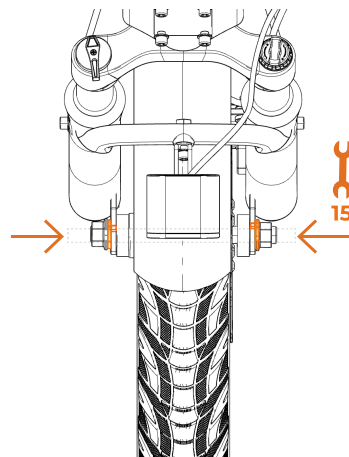
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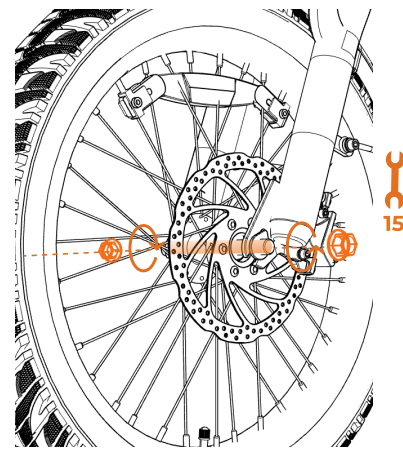
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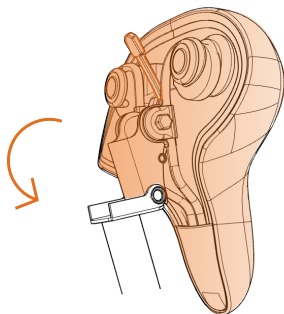


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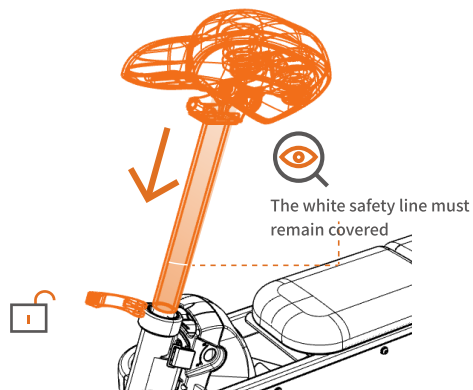


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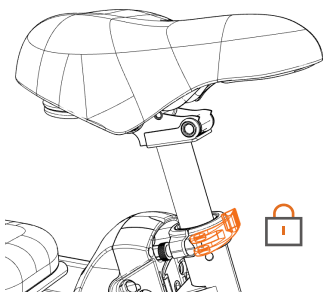
## 2. Quick Start Guide



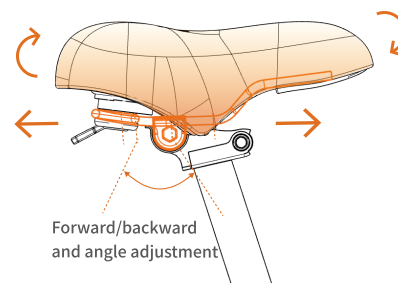
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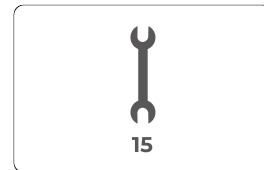
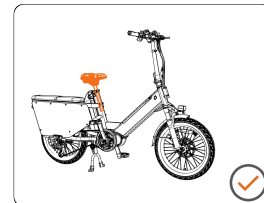
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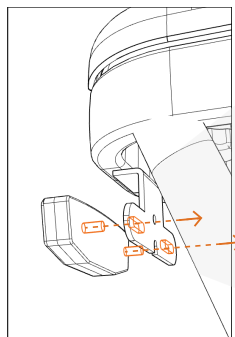
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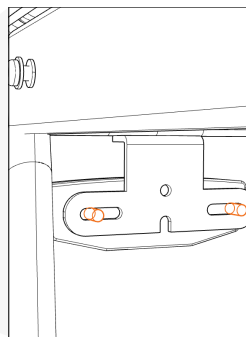
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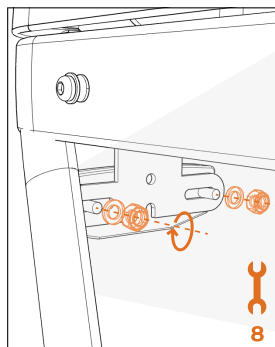




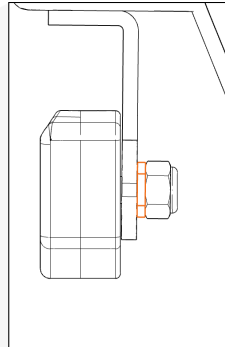
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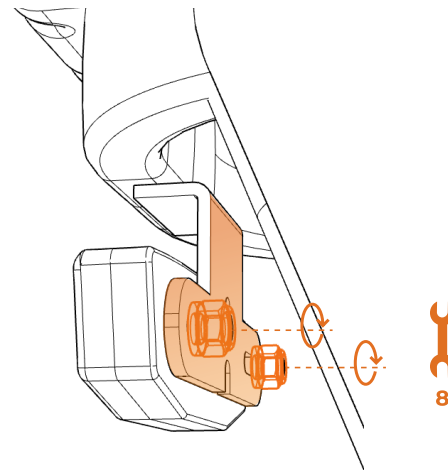
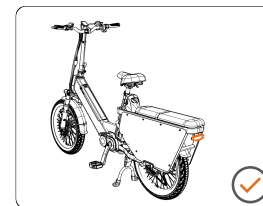
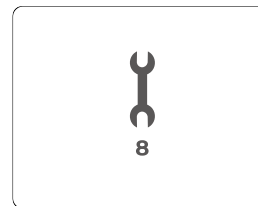
Make sure that the holes are aligned



2

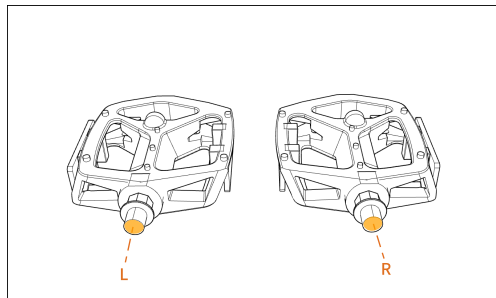


Make sure the spacer is installed inside the nut

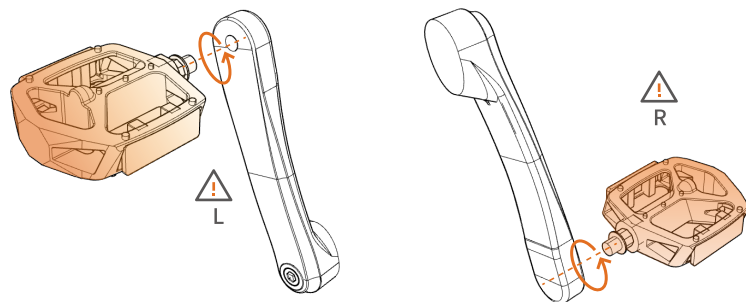


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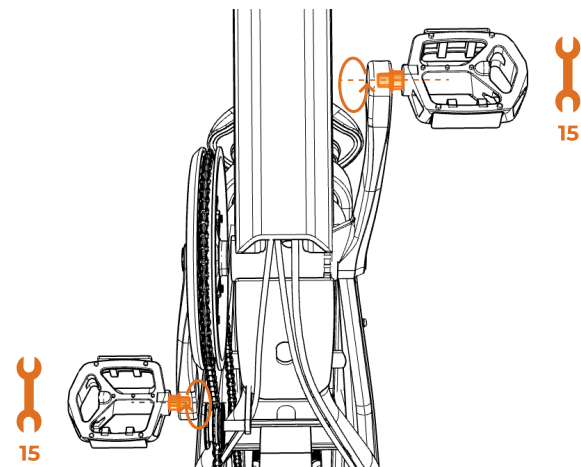
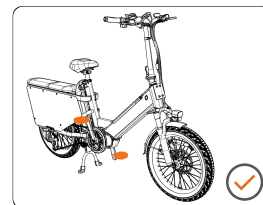
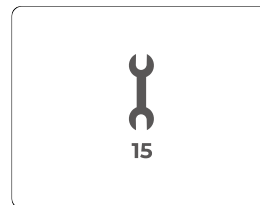
## 2. Quick Start Guide



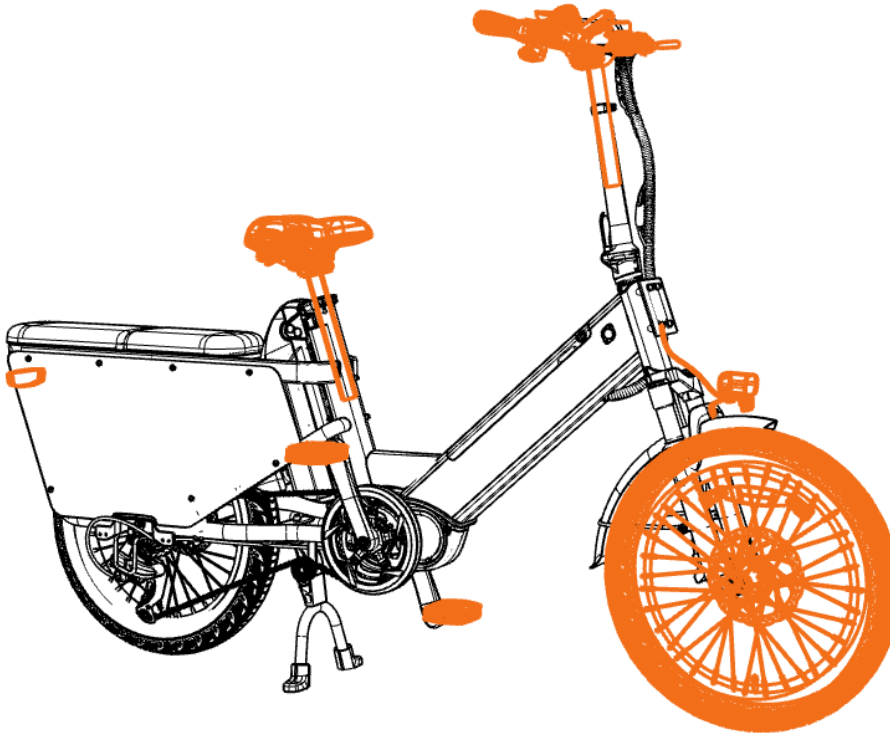
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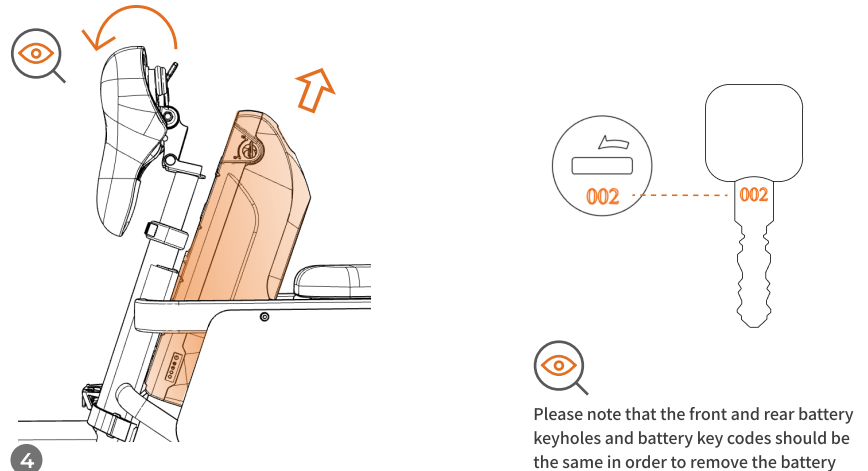
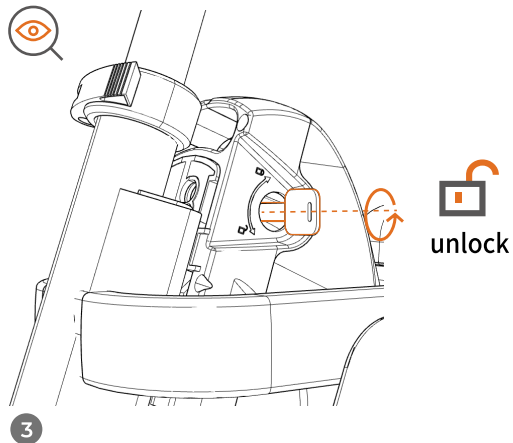
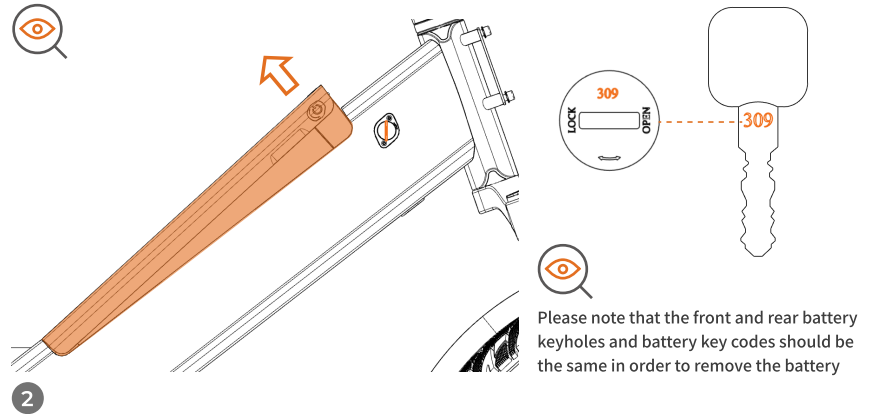


3



**CONGRATULATIONS!**  
Your bike has been  
assembled successfully!

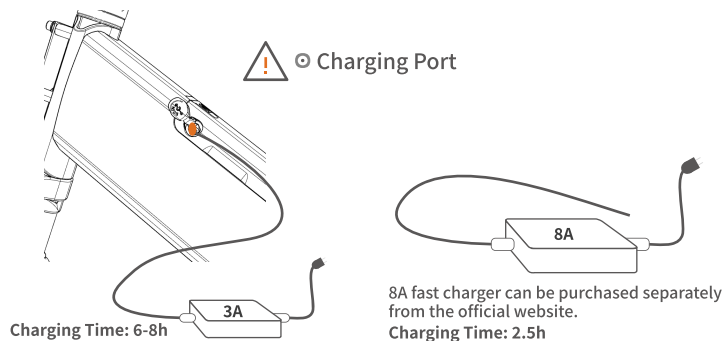
## 2. Quick Start Guide



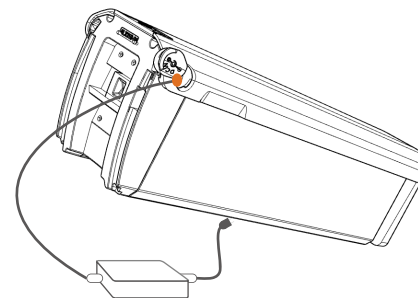
### 2.2 How To Remove The Battery

## Two Charging Modes DO NOT CHARGE IN SUNNY CONDITIONS ! ! !

① Charge the battery on the frame directly



② Remove the battery for charging (see 2.2 for the removal method of the battery)



**Note:** The battery has a small amount of electricity when the product leaves the factory. before the product is used for the first time, please charge it fully.

### Steps

- 1. Start of charging:** Fully insert the charger connector into the battery's charging port, and then fully insert the charger's power plug into the power socket.
- 2. Status indication:** When the charging indicator lamp on the charger is red, it indicates that the charging is normal; When the indicator lamp is green, it indicates that the battery is fully charged.
- 3. Charging time:** about 6-8 h.
- 4. End of charging:** Unplug the power plug first, and then remove the charger connector from the battery. To charge by the method indicated in ①, just close the battery's dust plug. To charge by the method indicated in ②, you must insert the battery into the frame and secure it, and then close the battery's dust plug.

**Note:** The charger contains a high-voltage device. Unauthorized repairs are strictly prohibited due to the risk of danger. The battery and the charger must be placed in a safe, well-ventilated, and dry area, beyond the reach of children, and away from any flammable, explosive, or hazardous items (such as saddles, sofas, etc.). Additionally, charging may not be conducted outdoors to prevent accidents like electrical short circuits and fires due to rain or similar elements.

**Warning:** If you detect an unusual odor or if the battery or charger becomes excessively hot during charging, stop charging immediately and contact the after-sales team.

## 2. Quick Start Guide


Before using the product, please follow the installation guide to install the corresponding components, pay attention to check whether the firmware is loose, ensure that the power is sufficient, and take appropriate riding protection measures.

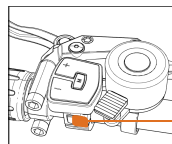
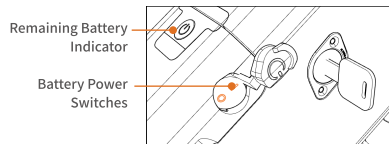
### Step 1: Adjusting the handlebar and saddle


Please adjust the handlebar and saddle to the proper riding height for the user's height and make sure the saddle tube quick release and the vertical tube quick release are fully fastened.

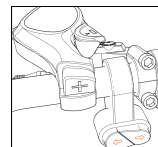
Note: It is recommended that the handlebar be adjusted to a comfortable height for your riding habits, and the saddle adjusted to the height of your pelvis is optimal, but no higher than the saddle tube safety scale.

### Step 2: Switch on the power and adjust the headlight/turn tail light

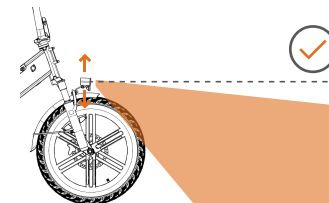
- ① Turn on the battery power: Turn on the power switch to the "i" position.
- ② Long press the  button for about 3 second and the screen lights up.
- ③ Turning on the turn tail light: Short press "←" "→" turn signal switch then the turn tail light turns on, at the same time the display's left and right turn signal indicator icon is on, short press 1s off.
- ④ Adjust the headlights so that they can illuminate the area 10m ahead.



 Press for 3s to power on, and hold for 3s to power off



Turn Tail Light Switch

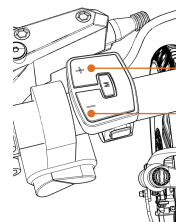


### Step 4: Ride on the road

Please put on a helmet before riding on the road.

### Step 5: Brake

The left brake is intended for the front wheel, while the right brake is intended for the rear wheel. To brake, first engage the right brake, followed by the left, to slow down the bike until it comes to a complete stop.



Set the gear to first and start, increase or decrease the gear as required during the ride.

Warning: Avoid abruptly applying the front wheel brake on its own, as this can easily destabilize the bike's center of gravity and lead to a fall.

## 2.4 Quick Operation

**If the default settings do not meet your needs, you can follow the steps below to customize your settings:**

1. Enter the Personalization Settings Menu: Within 10 seconds of powering on, long press the **M** menu button to enter the personalization settings menu.
2. Navigate the Personalization Settings Menu: Short press the **+** or **-** button to navigate through the menu items. The adjustable settings include: Unit Settings, Brightness Settings, Auto Power Off Time, Wheel Size Information, Speed Limit Information, System Information, Battery Information, Power-On Password Settings, and Restore Factory Settings.
3. Enter Parameter Adjustment Mode: Short press **M** to select a setting. The parameter will begin to flash, indicating that it is ready to be adjusted. Short press the **+** or **-** button to modify the selected parameter.
4. Save Settings and Return to the Menu: Long press **M** (for 3 seconds) to exit and save the settings.

**Descriptions of each menu item are provided below, with commonly used functions in bold:**

- ① **Backlight Brightness Settings:** 01 represents the dimmest setting, 05 represents the brightest setting.
- ② **Metric/ Imperial Unit Settings (Union):** Adjust speed and distance units. In the unit settings menu, press the **+** or **-** button to switch between options. To return to the settings menu, select “Exit” and short press **M**. To toggle between Km and Mile units, select “Km/Mile” and short press **M**.
- ③ **Auto Power Off (Auto Off):** The auto power-off time can be set within a range of 00 to 90 minutes, with 00 representing no auto power-off. The default is 5 minutes.
- ④ **Wheel Size Information (Wheel Size):** The adjustable wheel size range is 1 to 32 inches, with a default of 23 inches. It is not recommended to change this setting.
- ⑤ **Speed Limit Information (Speed Limit):** The default speed limit is 25 km/h (EU version) or 28 mph (US version). The EU version cannot be changed. The US version can be adjusted, but any setting above 28 mph is invalid.
- ⑥ **Auto Lamp:** When this function is switched on, the headlights turn on automatically in dark situations.
- ⑦ **System Information ( System Info):** Displays software and hardware information. It is not recommended for users to modify this setting.
- ⑧ **Battery Information ( Battery Info):** In the battery information menu, short press **M** to return to the settings menu.
- ⑨ **Power-On Password Settings ( Password):** You can change or disable the power-on password (the default setting is off). To enter the power-on password settings, press the **+** or **-** button to toggle between options. Short press **M** to select OFF/ON, which will either disable or enable the power-on password. If you wish to set a password, select ON and enter the desired password. Short press **M** to move between digits from left to right, and use the **+** or **-** button to adjust the values. After setting the password, select Exit to save the settings and return to the previous menu.

## 2. Quick Start Guide

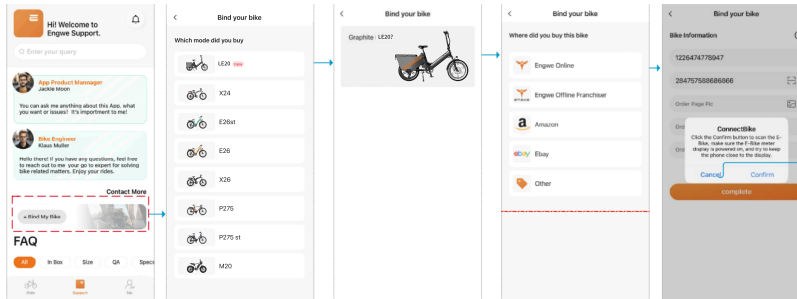
### User Guide for Engwe App

#### 1. App download and installation

Search for "engwe" from app store/google play, then download and install it on your phone.

#### 2. App login and registration

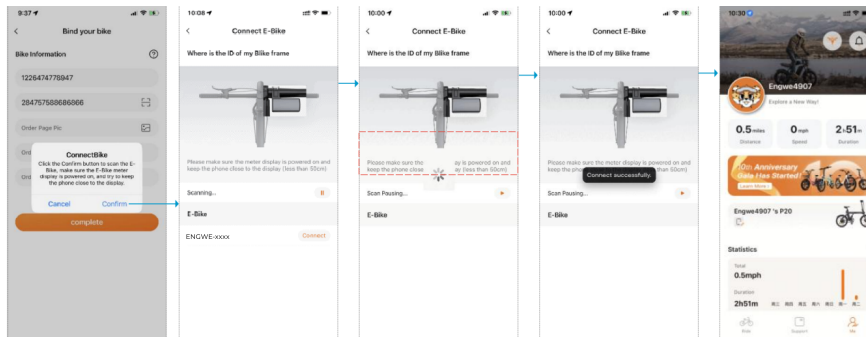
#### 3. Vehicles Binding



#### 4. Bluetooth Binding

When the vehicle is in bluetooth model, the user clicks the complete button and a pop-up window prompts the user whether to make a vehicle connection.

- After filling in the information, click “complete”, a pop-up window will appear, click “confirm”, then enter the bluetooth binding page.
- Bluetooth Search: The searched vehicles will be displayed.
- Connect: Select the vehicle to be connected, click "connect" to connect, and then jump to the previous page after successful connection.



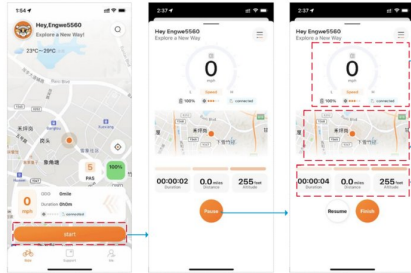
## 2.6 How to Connect Engwe App



## 1. Start riding

Regardless of whether the user is bound to a vehicle or not, it can be used normally:

- start: Click the start button to bring up the virtual yardstick page from the bottom and start recording the ride.
- Click pause to pause recording.
- Click resume to continue recording.
- Click finish to stop recording, the page will return to the default state.



Map Window: Show current position, keep it in the center of the window and show the track after you start recording.

This block displays the following functions and content:

1. Headlight: Click on the light icon to switch on the headlights.
2. Speed: Real-time display of the current riding speed.
3. Battery Level: The icon will be displayed to monitor the remaining battery level and ensure timely charging when the battery is low.
4. Positioning Signal: It shows the gps signal strength of the cell phone, which is the same as the home page.
5. Bluetooth Connection Signal: If the connected model is not a ble model, or there is no connected model, the bluetooth status is not displayed.

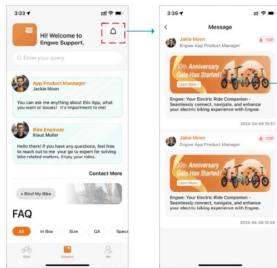
1. Duration: The actual riding time, and the total time spent in non-pause state.
2. Distance: All non-zero riding mileage recorded in non-pause state, when clicking start to start recording.
3. Altitude: Current real-time elevation.
4. Pause and continue buttons.

## 2. Support

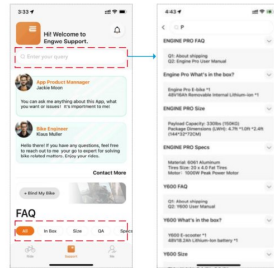
Messages: Messages are categorized into operation activities, vehicle after-sales reply messages, App question replies, enterprise information and other related information.

Search & FAQ: Users can check the FAQ, manual, logistics policy and other information, if the problem still can't be solved, you can contact Engwe customer service for help through APP feedback.

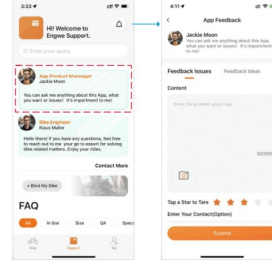
Question Feedback: User feedback is categorized into App feedback type and E-Bike feedback type.



Message



Search & FAQ



Feedback

## 3. Vehicle Management

- Entrance of vehicle list: when user has more than or equal to 1 vehicle, click on any one of the vehicles to enter the vehicle list page.
- Switch default vehicle: when vehicle A is selected as default, turn on the switch of vehicle B will pop up the pop-up window on the left, users click "confirm" button to switch.
- View Vehicle Information: you can copy the vehicle information.

### 3. Maintenance Precautions

#### Safety guidelines for electric bike

1. Do not park the electric bike in the building lobby, evacuation stairs, walkways or safety exits.
2. Do not charge and park the electric bike in the residential building. Keep the bike away from combustibles during charging. The charging time should not be too long, generally not more than 12 h.
3. Prevent water from entering the electrical components. When cleaning the bike, avoid water flow impacting the charging interface, harness connectors and other electrical components.
4. When adjusting the height of the saddle and stem, be careful not to expose the safety scales on the saddle and stem.
5. Users and dealers are prohibited from modifying the bike without authorization. For example: modification of battery configuration, modification of circuit, increase of bulb power, add-on installation of audio devices, etc..
6. Do not touch the live components of the electric bicycle with wet hands or metal objects. For example: the battery interface, battery charging port, charger connector, etc..
7. Do not disassemble the electrical components without authorization to prevent liquid and metal filings from entering the components.
8. Do not expose the bike to sunlight/rainstorm for a long time to prevent parts from aging.
9. If the bike needs to be cleaned, please wipe down the frame using water mixed with a neutral detergent. Do not remove and wash the internal parts with water to prevent short circuits.

**Note:** Non-professionals are strictly prohibited from carrying out maintenance, and should contact customer service or go to our designated professional maintenance station for maintenance in case of failure.

#### Driving Safety: Please observe national and local traffic regulations and pay attention to driving safety.

1. It is strictly prohibited for persons under 16 years of age to drive electric-assisted bicycles on the road, and do not lend them to people who will not be able to manipulate the electric-assisted bicycle.
2. Please drive in non-motorised lanes and do not exceed the maximum speed limit of local regulations.
3. Electrically-assisted bicycles should carry persons or objects in accordance with the law.
4. Always wear a proper safety helmet and fasten the helmet harness while riding.
5. Riding in rainy or snowy days, the braking distance will be lengthened, so pay attention to decelerating and slowing down. In inclement weather such as rainstorms, try to use people travelling in vehicles to avoid danger.
6. Please observe traffic rules carefully and do not drink and drive, drive with one hand or ride with both hands spreading the handlebars.
7. Try to wear brightly coloured clothes that are not too tight, with open cuffs and that allow you to move around freely, and wear low-heeled shoes or trainers wherever possible.

#### Pre-Ride Inspection

1. Turn on the power, check whether the indicators on the instrument are normal, and check whether the power supply is sufficient;
2. Check whether the front and rear lighting is normal, and whether the angle of the headlight lighting is normal.
3. Check that the bell of the electrically-assisted bicycle is in good sounding condition.
4. Check that the handlebar and seatpost are adjusted to the proper position and make sure that the fastening screws (or quick release) are tight.
5. Check the brake handle, brake commissioning should make the brake reliable, reset flexible.
6. Check whether the tyre pressure is normal, there are no cracks and abnormal wear and tear, as well as nails, stones, glass and other sharp objects into the tyre.
7. Check that the wheel screws are locked and that the stirrup reflectors are not lost, broken or contaminated.

#### Notes on the way

1. For your safety and the safety of others, please consciously abide by traffic rules.
2. Before riding, you must wear a safety helmet, as well as take other relevant safety precautions.
3. When the vehicle is first started, accelerate slowly so as not to accelerate too quickly and lose control.
4. In rainy and snowy weather, the braking distance should be increased appropriately, and you should concentrate on riding slowly and cautiously to prevent side-slipping and falling.
5. Before stopping, please lower the mechanical gear for the next ride.

#### Pushing and Parking Precautions

1. When pushing uphill or carrying heavy objects, you can turn on the boost mode to assist in pushing.
2. When stopping the car, you should support the foot support on the level ground and turn off the power.
4. Please maintain and clean the car regularly to keep it in the best condition.

### 3.1 Maintenance Precautions

#### Vehicle maintenance and self-check

1. Electric-assisted bicycles have been adjusted perfectly before leaving the factory, if there is any doubt, please contact the manufacturer or supplier.
2. Check the tyre pressure frequently to keep it in the normal range.
3. Main parts such as handlebar, folding riser, saddle, seat tube, front and rear axles, centre shaft, flywheel and chain, front and rear wheels should be checked and adjusted frequently to make the transmission parts flexible and without any abnormality. Loose nuts and screws should be tightened in time.
4. It is recommended that the parts to be lubricated (e.g. front axle bearings, middle axle bearings, rear axle bearings, fork bowl set, pedal bearings, etc.) be filled with 3# calcium-based lubricant (grease) every half a year during use; and that 30# oil be added to the chain, gearshift cable, footrests, etc. every two months or so.
5. If you find that the loss parts are damaged, such as: brake pads, chains, tyres, etc., you can find a local repair point to replace them, but be careful to replace them with parts of the same type and specification.



#### Motor Maintenance

1. Please do not open the motor base and end cover after sealing treatment.
2. The motor should be kept clean, no foreign objects, corrosive liquids and gases should enter the motor, and the motor shell should not be knocked and baked to avoid damage to the motor.
3. The motor is waterproof to IPX5, please do not flush the motor with a water gun or let the motor submerged in water. When the water level reaches the centre of the hub of the motor, it may cause a short circuit in the internal wiring of the vehicle and damage to the electrical components.



#### Battery Maintenance

1. Lithium battery has a large capacity, long life, light weight and other characteristics, its service life and your way of use is closely related, do not wait for insufficient power before charging, do not store for a long time, please make a habit of charging frequently.
2. Initial charging can be full, it is recommended to charge for 6~8 hours each time, the longest should not exceed 12 hours.
3. In the case of long-term non-use, you need to charge the lithium battery for more than two hours per month, and it is strictly prohibited to store it at a loss; once the battery voltage reaches the state of loss, it will cause great damage to the battery and can not be restored, resulting in damage to the battery.

**Danger:** Do not dismantle the old battery without permission, it should be recycled according to the location designated by the local government or by our special maintenance point.

**Warning:** Batteries should not be close to open flames or high temperature heat sources, batteries should not be thrown into the fire, and are strictly prohibited from being exposed to the sun in hot weather.

### 3. Maintenance Precautions

#### General Troubleshooting

Symptomatic	Possible Causes	Common Solutions
Vehicle does not work	Low battery Poor connection of electrical parts Incorrect starting sequence	Charge the battery Clean and retighten connectors Start the vehicle in the correct order (refer to 2.5)
Not Enough Mileage	Insufficient tyre pressure High uphill, windy, frequent braking, overloading, etc. Faulty, damaged or ageing batteries	Check tyres for air leaks and fill them with sufficient air recommended to ride with pedal assist or to adjust the riding line please contact engwe after-sales team for a solution.
Battery Not Charging	Poor charger connection Damaged charger Batteries stored for long periods of time without regular charging	Reconnect the charger Replace the charger Contact the engwe after-sales team for a solution.
Motor Does Not Work After Power Up	Loose or damaged motor cable Loose or damaged petcock Damaged motor	Reconnect or replace cable Tighten or replace throttle Contact the Engwe after-sales team for a solution.
Abnormal Acceleration Or Low Speed	Loose or damaged throttle Low battery	Tighten or replace the throttle Fully charge the battery

#### Trouble Code

Engwe's electrically-assisted bike carts are equipped with a fault detection system that allows the meter to display fault codes if there is a malfunction in the electrical system. below are the most common fault codes to help you troubleshoot the problem. if a fault code appears, stop operation immediately and contact engwe's after-sales team.

Error Code	Error Code Event
0X01	Controller phase line overcurrent fault
0X02	Controller power line overcurrent fault
0X03	Controller hall fault
0X04	Brake fault
0X05	Controller temperature fault
0X06	Motor temperature fault

#### 3.3 Fault Checking and Troubleshooting Methods

### Warranty Principles

1. Users should operate and use it correctly according to the requirements of this manual. any performance failure due to production quality reasons, according to the consumer protection law, the company uniformly fulfils the warranty obligation;
2. Failure outside the warranty scope and the main parts after the warranty period, the company is responsible for repairing but need to charge as appropriate;
3. After exceeding the warranty period after the replacement of the battery, the company will always supply at the factory price, but the battery must be recycled one to one and returned to the battery manufacturer to ensure safety and avoid pollution of the environment.

### Warranty Coverage And Duration Details

Item	Accessory Name	Warranty Period	Warranty Description
Basic Part	Chassis	12 months	Natural deformation, open welding, desoldering fracture phenomenon, quality problems due to poor manufacturing by the manufacturer to provide warranty replacement; self-modification, collision damage, etc. will not be warranty replacement
	Fork, Handlebar, Folding Riser, Seatpost	12 months	
	Tyres	1 months	No warranty replacement for puncture of tyre by sharp objects, collision damage of spare parts, etc.
	Seat cushions, brakes, brake discs, brake handles	3 months	
	Crank discs, footrests, foot braces, gears, mudguard, seatpost quick release, folding quick release, hubs, shifting finger pivots, shifting rear pivots, flywheel, chain, centre shaft, shock absorber	6 months	No warranty replacement for human damage, self-modification, collision damage of spare parts, etc.
Electric Component	Controller, charger, primary/auxiliary power cable, gauge, throttle, torque sensing battery cover, power off brake, battery cover, power off brake, battery cover, battery cover, battery cover, battery cover, power off brake	12 months	Short-circuit, burnout, performance failure due to poor manufacturing, etc. will be replaced by the manufacturer's warranty; water ingress, broken wires, human damage, etc. will not be replaced under warranty.
	Headlights, tail lights	6 months	
Electrical Machinery	Movement, Hall, Bearing, Clutch	12 months	Problems such as phase failure, burnt-out hall, demagnetisation, bearing noise, etc. are covered by the manufacturer's warranty; faults such as broken wires, water ingress, etc. are not covered by the warranty.
Batteries	Battery top cover, battery bottom cover, battery compartment, cells	12 months	If the battery fails to charge, or the capacity is less than 70%, the manufacturer will provide warranty replacement (the battery warranty period will not be recalculated, and the replacement battery will be calculated according to the remaining warranty period). no warranty replacement for man-made damages.

**Note: None of the limited warranty applies to any subsequent owner or other transferee of the electrically assisted bicycle.**

4. Service Guide

Warranty Description

- 1. Parts will be warranted in strict accordance with the warranty period;
- 2. warranty time starts from the date of purchase;
- 3. Private disassembly of the charger, battery, motor, will not give warranty;
- 4. For other parts of the whole vehicle, there will be no warranty except for three months due to quality problems;
- 5. When other accessories of the whole vehicle fail, the maintenance must be carried out in a professional repair point, and must not be disassembled privately. controllers, batteries, chargers must ensure that all labelling is complete;
- 6. When the whole vehicle is repaired, warranty cards, invoices, certificates of conformity and other relevant documents must be presented;
- 7. Battery warranty to take a one-for-one warranty, in case of battery problems, you need to return the battery to the manufacturer first according to the battery testing standards to determine whether it belongs to the warranty coverage, and then warranty.

Warranty Card

Warranty Card And Maintenance Record

User	Unit (of Measure)			
	Name and surname		Telephone Number	
Mail Address				
Date Of Purchase			Colour	
Bike model			Invoice Number	
Bike registration Number			Motor Number	

Maintenance Records

Dates	Maintenance Content	Note

4.2 Warranty Cards and Maintenance Records



**Product Parameter**

Product Model	LE20	
Frame Material	Aluminium	
Maximum Load	200kg / 440lbs.	
Top Speed	25km/h Europe Version (5 Assist Gears)	
Motor Torque	100Nm	
Battery Capacity	921wh Li-ion(single battery)	1842 Wh Li-ion (optional dul-battery)
Maximum Range	180km / 112mile* (single battery)	350km / 217mile* (optional dual-battery)
Tyre Size	20 X 3" Front / Rear	
Tyre Pressure	Not more than 20 psi	
Charger	48V 3A	
Charging Time	6~8hours	
Waterproof Rating	IPX5	
Vehicle Weight	36.8kg / 81lbs. (single battery)	41.5kg / 91.5lbs. (optional dual-battery)

- Maximum range is measured on a flat road with a full charge, a load of 75kg, a temperature of 25°C and a humidity of 70%, in first-gear power mode. actual results may vary depending on gear, temperature, load, wind speed, road conditions and other factors.

**Service hotline:**

+33 805980036 (EU) Working time: 9am to 6pm (GMT+1), Monday to Friday.

+39 800776809 (EU) Working time: 9am to 6pm (GMT+1), Monday to Friday.

+18442007117 (U.S.) Working time: 9 a.m. to 6 p.m. (PST-8 Time), Monday to Friday

**Official website:** [www.engwe-bikes.com](http://www.engwe-bikes.com), [www.engwe-bikes-eu.com](http://www.engwe-bikes-eu.com), [www.engwe-bikes-uk.com](http://www.engwe-bikes-uk.com), [www.engwe-bikes.de](http://www.engwe-bikes.de)

If you have any questions or suggestions about the manual, please contact us at the following e-mail address

Contact us: [service@engwe-bikes.com](mailto:service@engwe-bikes.com)



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