



# Electric Bike

EV12M User Manual



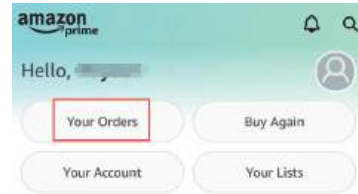
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# HOW TO CONTACT US ON AMAZON?

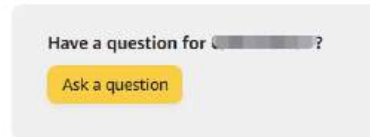
Step 1: **Log in to your Amazon account.**



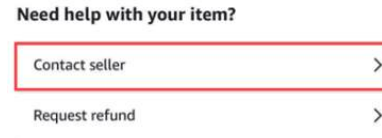
Step 2: Go to **Your Orders**. Select **Problem with order** in the list.



Step 3: Click the "**Ask a Question**" button. Choose your topic from list displayed.



Step 4: Select **Contact seller**.



**\*If you purchased EVERCROSS products by other platforms or channels, please also find the corresponding seller contact support. Thanks for your support and patience!**

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# SAFETY WARNINGS >>>>

## **WARNING**

Riding an electric motorbike can be a hazardous activity. Certain conditions may cause the equipment to fail without fault of the manufacturer. Like other electric vehicles, the EVERCROSS EV12M can and is intended to move, and it is therefore possible to lose control, fall off and/or get into dangerous situations that no amount of care, instruction or expertise can eliminate. If such things occur you can be seriously injured or die, even when using safety equipment and other precautions. RIDE AT YOUR OWN RISK AND USE COMMON SENSE.

This manual contains many warnings and cautions concerning the consequences of failing to maintain, inspect or properly use your electric motorbike. Because any incident can result in serious injury or even death, we do not repeat the warning of possible serious injury or death each time such a possibility is mentioned.

## **APPROPRIATE RIDER USE AND PARENTAL SUPERVISION**

This manual contains important safety information. It is your responsibility to review this information and make sure that all riders understand all warnings, cautions, instructions and safety topics and assure that young riders are able to safely and responsibly use this product. EVERCROSS recommends that you periodically review and reinforce the information in this manual with younger riders, and that you inspect and maintain your children's vehicle to insure their safety.

The recommended rider age (3-12 years for the EV12M) is only an estimate, and can be affected by the rider's size, weight or skills (Do not exceed the weight limit of 143 lbs). Any rider unable to fit comfortably on the EV12M should not attempt to ride it.

A parent's decision to allow his or her child to ride this product should be based on the child's maturity, skill and ability to follow rules.

## **ACCEPTABLE RIDING PRACTICES AND CONDITIONS**

Always check and obey any local laws or regulations which may affect the locations where the electric bike may be used.

Ride defensively. Watch out for potential obstacles that could catch your wheel or force you to swerve suddenly or lose control. Be careful to avoid pedestrians, skaters, skateboards, scooters, bikes, children or animals who may enter your path, and respect the rights and property of others.

The electric bike is meant to be used only in controlled environments free of potential traffic hazards and not on public streets or sidewalks. Do not ride your electric motorbike in any areas where pedestrian or vehicle traffic is present.

Do not activate the speed control on the hand grip unless you are on the electric motorbike and in a safe, outdoor environment suitable for riding.

These bikes were manufactured for performance and durability but are not impervious to damage. Jumping or other aggressive riding can over-stress and damage any product, including the electric motorbike, and the rider assumes all risks associated with high-stress activity.

The EV12M electric motorbike is intended for use on flat, level ground without loose debris such as rocks or gravel. Wet, slick, bumpy, uneven or rough surfaces may impair traction and contribute to possible accidents.

Do not drive the electric motorbike in mud, ice, puddles or water. Avoid excessive speeds that can be associated with downhill rides. Never risk damaging surfaces such as carpet or flooring by use of an electric motorbike indoors.

Do not ride the EV12M in wet or icy weather and never immerse the electric motorbike in water, as the electrical and drive components could be damaged by water or create other possibly unsafe conditions.

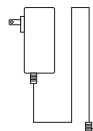
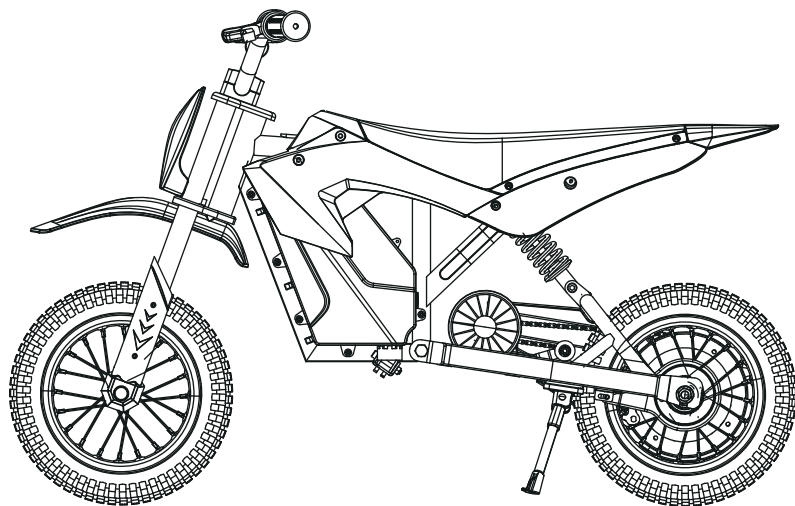
Maintain a hold on the handlebars at all times. Never use headphones or a cell phone when riding. Never carry passengers or allow more than one person at a time to ride the electric motorbike.

## **PROPER RIDING ATTIRE**

Always wear proper protective equipment such as an approved safety helmet (with chin strap securely buckled), elbow pads and kneepads. A helmet may be legally required by local law or regulation in your area. A long-sleeved shirt, long pants and gloves are recommended. Always wear athletic shoes (lace-up shoes with rubber soles), never drive barefooted or in sandals, and keep shoelaces tied and out of the way of the wheels, motor and drive system.

**FAILURE TO USE COMMON SENSE AND HEED THE ABOVE WARNINGS INCREASES RISK OF SERIOUS INJURY. USE WITH APPROPRIATE CAUTION AND SERIOUS ATTENTION TO SAFE OPERATION.**

# PACKAGE CONTENTS



Charger x 1pcs



User manual x 1pcs



Screw x 4pcs



Aluminum assembly



M5 hexagon wrench x 1pcs



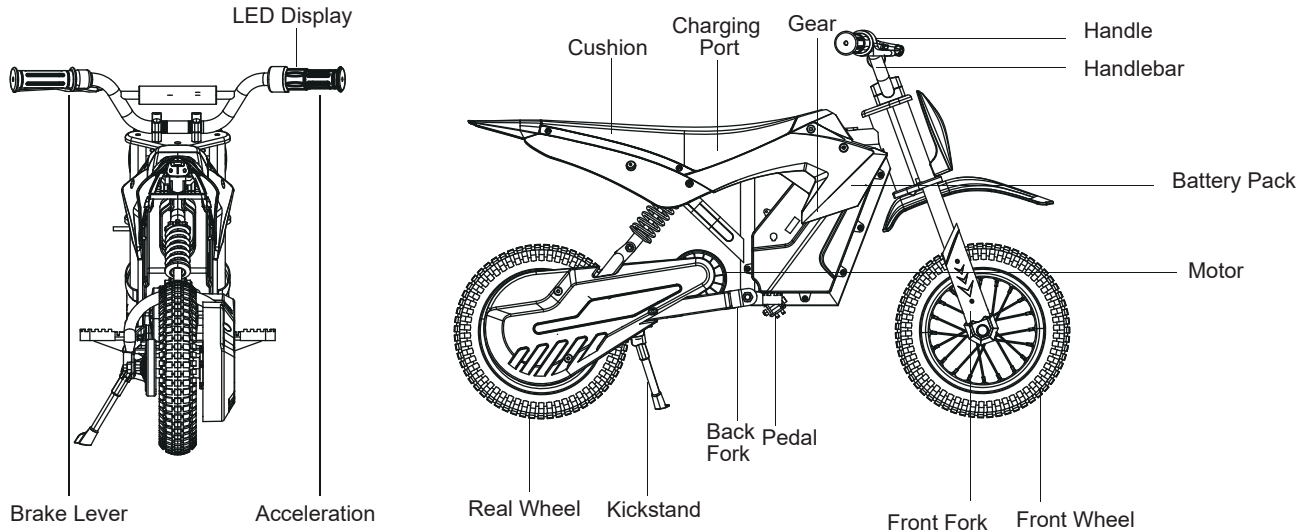
M6 hexagon wrench x 1pcs

Carefully check package contents, if anything is missing or damaged, please contact EVERCROSS customer service for support: [support@evercross.eu](mailto:support@evercross.eu)

We suggest that the products was assembled by an adult.  
 Tips: Please charge for 12 hours for first time using.

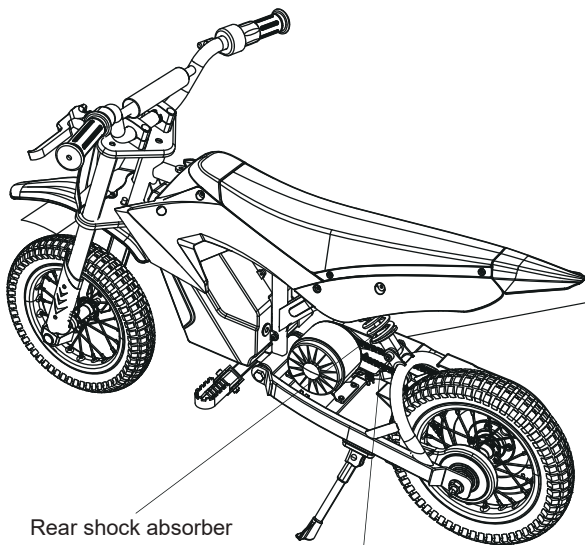
# PACKAGE OVERVIEW

Remove contents from box. Remove the foam separators that protect the components from damage during shipping. Inspect the contents of the box for scratches in the paint, dents or kinked cables that may have occurred during shipping. Because the EV12M was assembled and packed at the factory, there should not be any problems, even if the box has a few scars or dents.





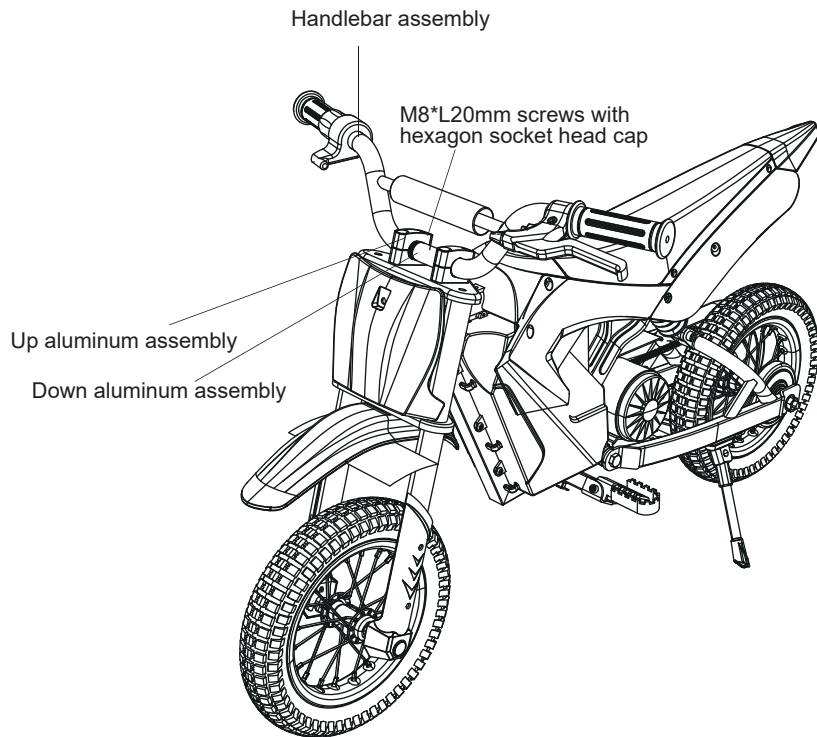
# ASSEMBLY AND SET-UP >>>



- ① Align hole of the rear shock absorber and hole of the rear fork.
- ② Put on M8\*40mm cylindrical head screws with socket head L cap, then covered with M8 nylon lock nut at the other end.
- ③ Tighten the screws and nuts by a 6mm Allen key and 13mm open-end wrench.

\* DO NOT USE NON-EVERCROSS PRODUCTS WITH YOUR EV12M ELECTRIC BIKE.  
The EV12M has been built to certain EVERCROSS design specifications. The original equipment supplied at the time of sale was selected on the basis of its compatibility with the frame, fork and all other parts. Certain aftermarket products may or may not be compatible.

# ASSEMBLY AND SET-UP >>>>



- ① Put the handlebar assembly on the up aluminum assembly, move it symmetrically and adjust it to the right angle for your riding.
- ② Put on the up aluminum assembly, then put on 4pcs M8\*20mm cylindrical head socket head cap screws.
- ③ Tighten the screws with a 6mm socket head wrench.

# SAFETY REMINDERS

## PRE-RIDE CHECKLIST

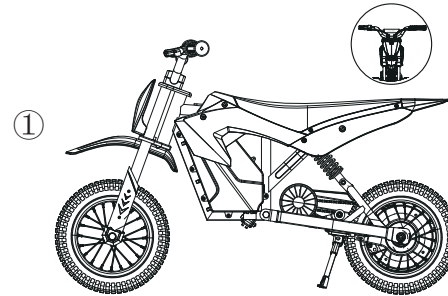
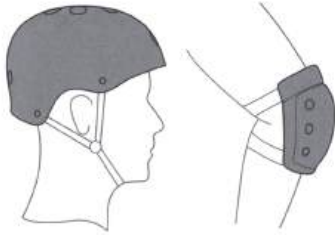
- Loose Parts**  
There should not be any unusual rattles or sounds from loose parts or broken components. If you are not sure, ask an experienced mechanic to check.
- Brake**  
Check the brake for proper function. When you squeeze the lever, the brake should provide positive braking action.
- Frame, Fork and Handlebars**  
Check for cracks or broken connections. Although broken frames are rare, it is possible for an aggressive driver to bash into a curb or wall and wreck and bend or break a frame. Get in the habit of inspecting yours regularly.
- Tire Inflation**  
Periodically inspect the tires for excess wear and replace as required, and regularly check the tire pressure and re-inflate as necessary. If you get a flat tire, the inner tube can be patched or a new tube can be purchased from EVERCROSS.
- Safety Gear**  
Always wear proper protective equipment, such as an approved safety helmet, elbow pads and kneepads. Always wear shoes, never drive barefooted or in sandals, and keep shoelaces tied and out of the way of the wheels, motor and drive system.

Do not use this vehicle for the first time until you have inflated the tires to the correct PSI and charged the battery for at least 12 hours.

Failure to follow these instructions may damage your vehicle and void your warranty.

# RIDING YOUR ELECTRIC BIKE

Always wear a helmet and safety gear so to avoid falling and injury during the driving learning, as shown in the figure.



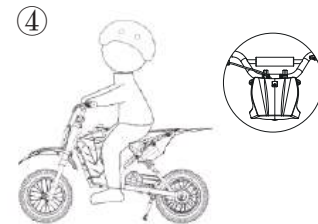
Hold both handles.



Activate the power button and observe the charge on the right handlebar.



Twist the throttle to accelerate and put your foot on the pedal.

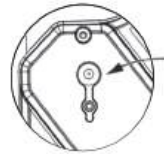
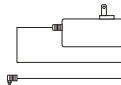
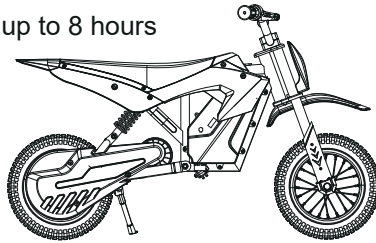


To slow down/stop, release the accelerator, then gradually squeeze the brake to slow down/stop.

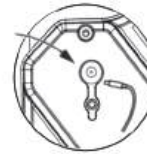
# CHARGING THE BATTERY >>>

The charger supplied with the electric motorbike should be regularly examined for damage to the cord, plug, enclosure and other parts, and in the event of such damage, the bike must not be charged until the charger has been repaired or replaced.

- Initial charge time: 12 hours
- Recharge time: up to 8 hours



Open the rubber plug



Insert the charging plug in



Fill and fix the rubber plug after the charging

## Notice:

- EVERCROSS electric bike will be fully charged when the LED light on the charger changes from red (charging) to green. When the battery is fully charged, please STOP CHARGING and unplug the unit.
- Do not charge when there is excessive odour/ heat, leakage or physical damage.
- Do not connect the charger if the charging port is wet. Keep your charging environment clean and dry at all times.
- Avoid charging your E-Bike in extremely hot or extremely cold environments.
- Always disconnect from the charger prior to wiping down and cleaning your electric motorbike with liquid.
- Charging should be operated by an adult.
- Use only with the recommended charger provided to you by EVERCROSS.

# SPECIFICATIONS

	Parameter	EV12M
Dimensions	Product Dimensions	110*60*70 Cm (43.3*23.6*27.5 Inch)
	Package Dimensions	110.5*23*62 Cm (43.5*9.1*24.4 Inch)
Weight	Net Weight	17.89 Kg (39.44 Lbs)
	Gross Weight	20.4 Kg (44.97 Lbs)
Riding Bike	Load Weight	65 Kg (143 Lbs)
	Applicable Age	3-12 Years Old
Electric Bike	Gear Mode	8Km 12Km 25Km( 5Mph 7.5Mph 15.5Mph)
	Max. Speed	25Km/H(15.5Mph)
	Max. Range	15Km (9.3Miles)
	Max. Slope	10°
	Ip Rating	IPX4
Battery	Battery Capacity	36V/4AH
Charging	Charging Adapter	42V/1A
	Charging Time	About 4 hours
Tire	Tire Size	12 inch
Motor	Motor Power	300W

[1] Item height: from the ground to the top of the dirt bike;

[2] Max. Range: measured when it is no wind and at 77°F, the dirt bike's fully charged to ride at a even speed of 9.3 mph (15km/h) on a flat surface with a load of 88.2 pounds(40kg). The real battery life vary with different factors of the load, humidity, wind speed and operation habits...etc.

# DAILY CARE AND MAINTENANCE >>>

## **CHAIN AND SPROCKET**

The chain will typically have a “loose spot” and “tight spot” corresponding with a particular sprocket rotational position. This is normal and common to all chain-driven vehicles due to run-out tolerances of the freewheel and sprocket. The chain should be adjusted to the ideal tension with chain in the tightest spot. Proper chain alignment must be maintained. The wheel must not be skewed. If the chain is noisy or rough running, check the lubrication, tension and alignment of the sprockets, in that order.

## **BATTERY CARE AND DISPOSAL**

Do not store the battery in temperatures above 75°F or below -10°F. After every use, fully charge the battery to prolong its lifespan.

Disposal: Your product uses sealed batteries which must be recycled or disposed of in an environmentally sound manner. Do not dispose of a battery in a fire. The battery may explode or leak. Do not dispose of a battery in your regular household trash. The incineration, land filling or mixing of sealed batteries with household trash is prohibited by law in most areas.

## **CHARGER**

The transformer/charger supplied with the bike should be regularly examined for damage to the cord, plug, enclosure and other parts, and, in the event of such damage, the EV12M must not be charged until it has been repaired or replaced.

# DAILY CARE AND MAINTENANCE >>>

## **Replacement Parts**

The most frequently requested replacement parts (wheels, tires, tubes, batteries and chargers) are available for purchase online.

## **Cleaning and storage**

Do not clean the kid's E-bike with alcohol, gasoline, kerosene or other corrosive and volatile chemical solvents to prevent dire damage. Do not wash the board with a high-pressure water spray.

During cleaning, make sure that the kids E-bike turned off, the charging cable is unplugged, and the rubber flap is closed as water leakage may result in electric shock or other major problems. When the kid's E-bike is not in use, keep it indoors where it is dry and cool.

Do not put it outdoors for a long time. Excessive sunlight, overheating and overcooling accelerate the battery pack's lifespan .

## **Repair Centers**

For a list of authorized EVERCROSS repair:

- Check online at <https://www.evercross.eu/>.
- Send an e-mail to customer service: [support@evercross.eu](mailto:support@evercross.eu)



# LIMITED WARRANTY STATEMENT >>>

## **30 DAY SATISFACTION GUARANTEED RETURN POLICY**

If you are unsatisfied with your purchase, EVERCROSS's return policy allows you to return the product purchased on the Authorization channel within 30 days counting from the date of receipt of shipment, and request a refund from the Authorization channel for any reason. Note: Express shipping cost is non-refundable.

For the return request, EVERCROSS is not responsible for lost packages due to the carrier, or products received that cannot be verified. Received products that have damage determined to have been caused by the end-user may be subject to denial of the return request.

TO QUALIFY A REFUND, ALL THE FOLLOWING CONDITIONS MUST BE MET:

1. A Return Merchandise Authorization (RMA) must be requested from EVERCROSS within 30 days from the date of receipt of shipment. To request an RMA, contact EVERCROSS Service Team at [support@evercross.eu](mailto:support@evercross.eu).
2. The cost of return shipping will be borne by the customer.
3. For warranty service, please keep your receipt and/or invoice to validate proof of purchase.
4. Returned product must be in good physical condition (not physically broken or damaged).
5. All accessories originally included with your purchase must be included with your return.
6. If you return a product to EVERCROSS, (a) without an RMA from EVERCROSS (b) without all parts included in the original package, EVERCROSS retains the right to refuse delivery of such return.

# LIMITED WARRANTY STATEMENT >>>

## LIMITED PRODUCT WARRANTY

EVERCROSS warrants the original purchaser that your EVERCROSS product shall be free from defects in materials and workmanship under normal use for the period aforementioned. EVERCROSS does not warrant the operation of the product will be uninterrupted or error-free. EVERCROSS is not responsible for damage arising from failure to follow instructions relating to the product's usage.

## REMEDIES

If a hardware defect is found and a valid claim is received by EVERCROSS within the Warranty Period, EVERCROSS will, at its option and to the extent permitted by law, either (1) repair the product at no charge, using new or refurbished replacement parts or, (2) replace the product with a new or refurbished product. In the event of a defect, to the extent permitted by law, these are your sole and exclusive remedies. Shipping and handling charges may apply except where prohibited by applicable law.

## HOW TO OBTAIN WARRANTY SERVICE

Warranty Service Order must be requested from EVERCROSS within warranty period from the date of receipt of shipment.

To obtain warranty service, you must deliver the product, in either its original packaging or packaging providing an equal degree of protection, to the address specified by EVERCROSS. In accordance with applicable law, EVERCROSS may require the customer to furnish proof of purchase details and/or comply with registration requirements before receiving warranty service. period or thirty (30) days, whichever is longer, or for any additional period of time that may be applicable in your jurisdiction.

# LIMITED WARRANTY STATEMENT >>>

## LIMITATION OF DAMAGES

Except to the extent prohibited by applicable law, EVERCROSS shall not be liable for any incidental, indirect, special, or consequential damages, including but not limited to loss of profits, revenue or data, resulting from any breach of express or implied warranty or condition, or under any other legal theory, even when EVERCROSS has been advised of the possibility of such damages. Some jurisdictions do not allow the exclusion or limitation of special, indirect, incidental or consequential damages, so the above limitation or exclusion may not apply to you.

# CONTACT >>>

Please contact us directly if you experience any riding, maintenance, safety, errors/faults issues with your EVERCROSS product.

**E-mail Service: [support@evercross.eu](mailto:support@evercross.eu)**



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 Evercross Official



<https://www.evercross.eu/>



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