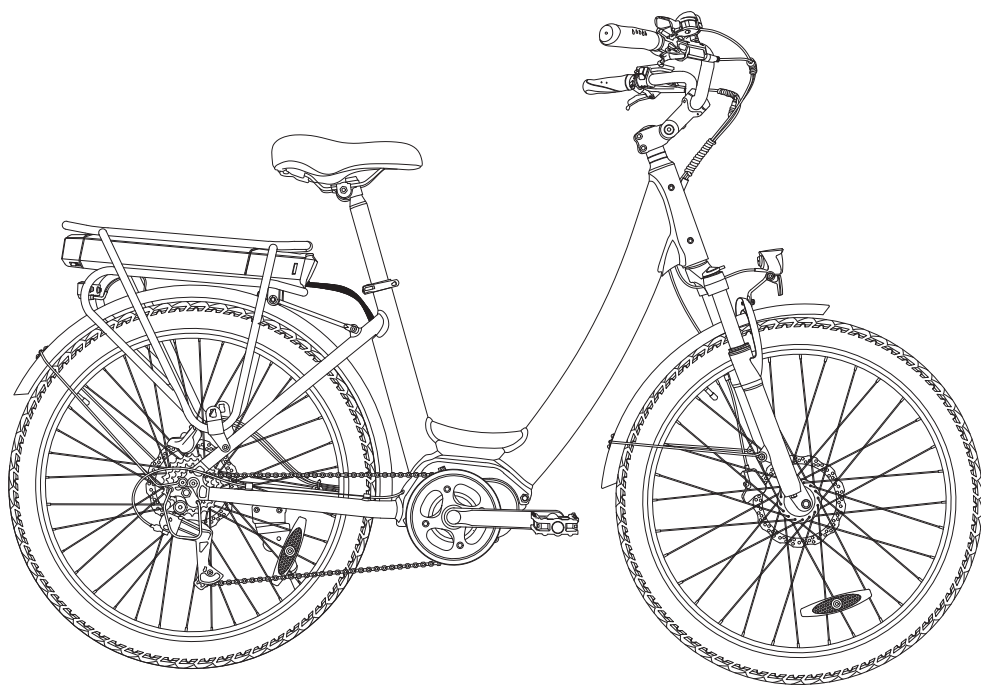


Eleglide



User Manual

Pedelec and Pedal Assist

A pedelec (from pedal electric cycle) or EPAC (Electronically Power Assisted Cycles), is a type of electric bicycle where the rider's pedalling is assisted by an electric motor.

Pedal assist is a mode on your moped bike that provides power from the motor to help you pedal more easily and move faster. When you turn on pedal assist and choose your level of assist, the motor will provide a certain level of power output as you pedal. This may feel like a slight push as you ride.



CATALOGUE

ENGLISH 01-20

DEUTSCHE 21-40

ESPAÑOL 41-60

FRANÇAIS 61-80

ITALIANO 81-100

POLSKI 101-120

*Before your first operation, please read the user manual carefully!

Contents

1. Note
2. Warning
3. Diagram
4. Specification
5. Package List
6. Assembly Guide
7. LCD Display Guide
8. App Guide
9. Maintenance
10. Troubleshooting
11. Warranty
12. Compliance Statements

1. Note

Before your first ride, it is important for you to know your new pedelec well, so that you can get the best performance, comfort, enjoyment and safety from it during your ride. To understand the new bicycle and the correct operation, you should first read the manual carefully.

Second, it is significant to take your first ride under a safe and controlled circumstance, like staying away from cars, obstacles and other cyclists.

Third, bicycles are vehicles with certain risks. Please follow the traffic rules during cycling. It's better to learn the local traffic rules about riding an pedelec on public roads before your first ride in case you violate the regulations. For your own safety, never forget to put on a qualified helmet before you get on the pedelec.

Fourth, the pedelec is supplied without basic mandatory equipment, which may vary from place to place. Therefore, if you intend to use the pedelec on public roads, it's necessary to equip the bike with the basic mandatory equipment, in accordance with the relevant laws and regulations.

In addition, this product is designed for your personal use. Do not use it for commercial or other purposes.

Last, keep this manual safe for reference.

2. Warning

Before each charge, check the charger, cable and plug. If there is any damage, do not use the charger.

It is not recommended to charge the battery indoors.

Before riding, check the tire pressure and check whether the wheels and handlebar are installed correctly and tightly.

Before riding, check whether the headlights are securely fastened in the correct position, clean and not covered by anything. Damaged reflectors must be replaced.

Besides, if the seat post in the seat tube is not inserted deep enough to reach the minimum insertion mark, the seat post may break. Check whether it is inserted deeper than the minimum insertion depth.

When braking on a wet road, the braking distance is usually longer than on a dry road. Therefore, brake earlier for a safer stop.

When you have to brake urgently, please hit the right hand brake first to stop the rear wheel, and then hit the left hand brake, especially when you brake at a high speed. If the front wheel stops suddenly while the rear wheel is still cycling at a high speed, you may fall over and get hurt. So please ride it carefully.

Furthermore, avoid puddles, wet mud, swamps, water, snow or ice. Try not to use the pedelec on a rainy, stormy or snowy day. If the bicycle's electric parts (control unit, engine and battery) get damp, wet or soaked, it will cause irreversible damage, or even a battery explosion.

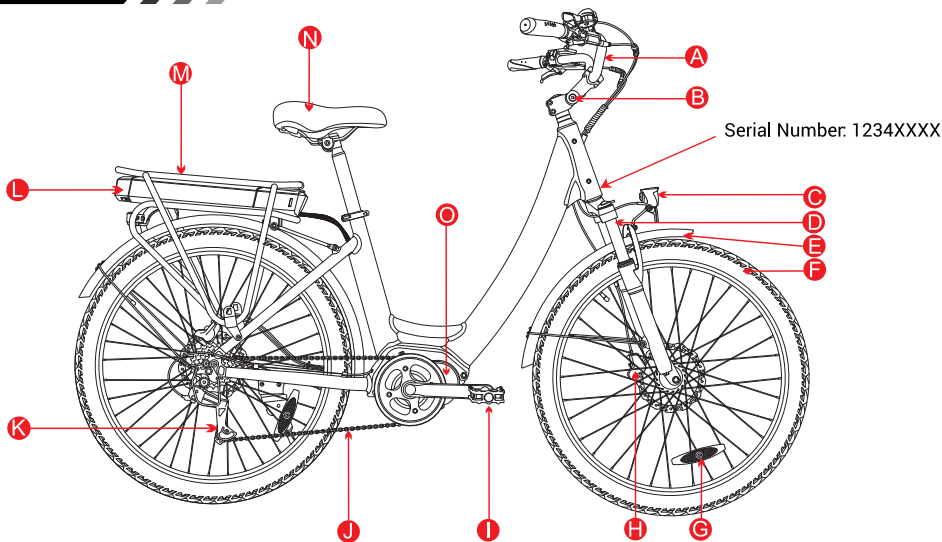
The handlebar may be affected as the user steers or brakes the bike.

This product can only be used by one adult at a time. Do not carry any extra passengers.

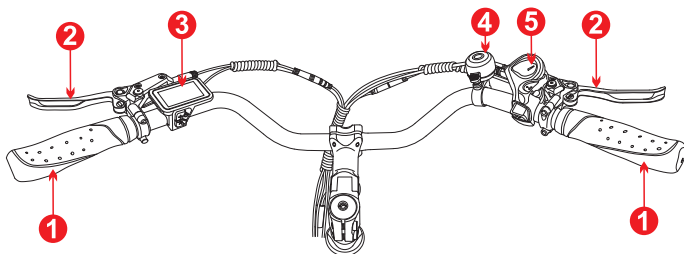
This vehicle is not a toy. Same as other vehicles, it is possible to fall, crash or encounter other dangerous situations. Please don't offer your pedelec to anyone that doesn't know how to use it correctly. If you let anyone else ride your bike, it will be your responsibility to ensure that all riders understand all warnings, cautions, instructions and safety precautions, and to ensure that they are able to use this product safely and responsibly and protect themselves and others from injury.

Do not modify your bike. You'll be responsible for any issues caused by your personal modification.

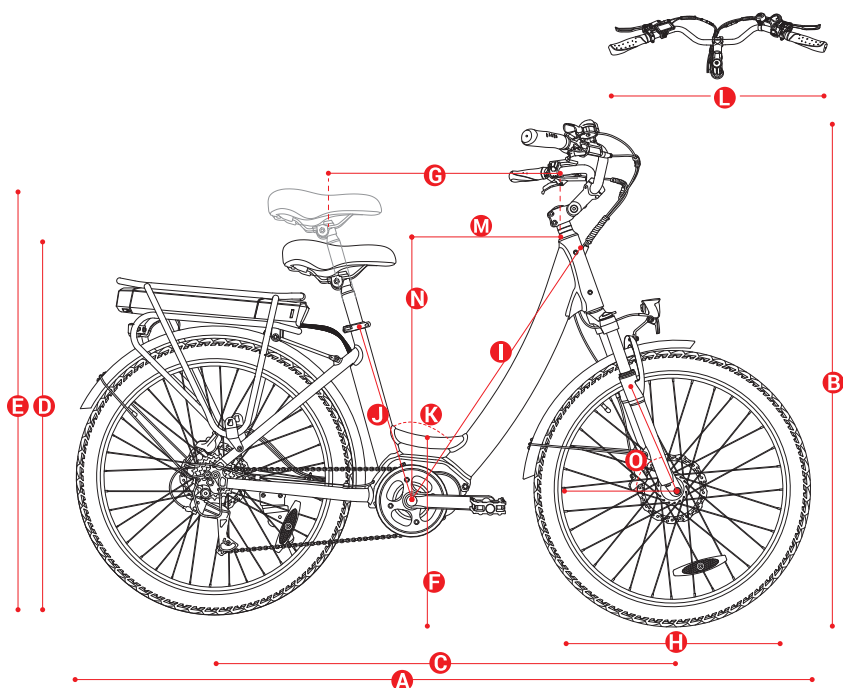
3. Diagram



A. Handlebar with Display	B. Adjustable Stem	C. Headlight
D. Suspension Fork with Lockout	E. Mudguard	F. Wheel
G. Spoke Reflector	H. Brake	I. Pedal
J. Chain	K. Rear Derailleur	L. Battery
M. Rear Rack with Taillight	N. Saddle	O. Mid-Drive Motor



1. Handle	2. Brake Lever	3. Display with Buttons
4. Bell	5. Gear Shifter	



A. 68.5"	B. 44.5"-46.5"	C. 42.8"
D. 33.5"	E. 42.5"	F. 11.6"
G. 22"	H. 26"	I. 26.6"
J. 17"	K. 53°	L. 27.6"
M. 15.2"	N. 25.6"	O. 69°



Model			C2
Basic Spec.	Type of Frame		Step-Thru
	Size of Frame		26"x17"
	Unfolded Size		1750x700x1135mm
	Width of Handlebar		700mm
	N.W.		27kg
	Waterproof Level		IPX4
	Material of Frame		Aluminum Alloy
	Max. Range	Assist Mode	100km
		Manual Mode	No Limit
	Cut-off Speed		25km/h
Pedal Assist Levels		12/15/18/21/25 km/h (Level 1-5)	
Derailleur	Shifter Quantity		7 (Rear)
	Brand		Shimano
	Control		Shift gears by pushing the thumb shifter
Motor	Rated Power/Voltage		250W / 36V
	Max. Output Torque		75N.M
Battery	Capacity/Voltage		13Ah / 36V
	Power Capacity		468Wh
	Charging Time		6.5h
	Protection System		Yes
Brake	Type		Hydraulic Disc Brake
Disco Freni	Outside Diameter		160mm
	Thickness		1.8mm
	Control		Brake front wheel by the left hand and rear wheel by the right hand in the EU; Brake front wheel by the right hand and rear wheel by the left hand in the UK;
Tire	Size		26"x2.1"
	Type, Material		Pneumatic Rubber Tires
	Tire Pressure		30~45PSI
	Best Tire Pressure		35~40PSI
Display	Size, Type		2.6" LCD
Shock Absorption	Type		Suspension Fork with Lockout
	Suspension Travel		80mm
Recommended Rider Heights			160-195cm

Note: the max speed and range data are provided by the Eleglide lab. The max range is achieved under the following conditions: a full charge, a 75kg load, 26°C temperature, 15km/h constant speed, on flat roads with no strong wind.

The actual data may vary based on different road conditions, temperature, humidity, wind speed, and the rider's habits (the frequency of braking, speed shifting, etc.) and rider's weight.

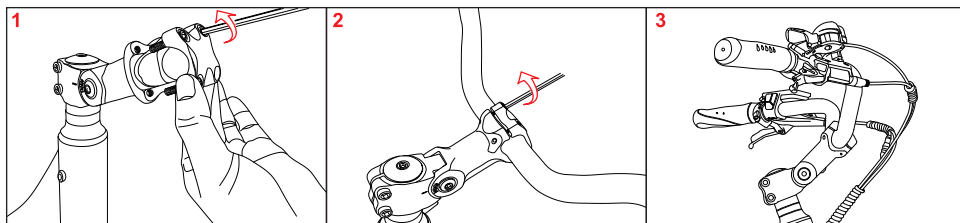
5. Package List

Eleglide Pedelec x 1	User Manual x 1	Charger x 1
Pedal x 2 (Left & Right)	Tool Kit x 1	Key x 2
Spoke Reflector x 2	Front Mudguard x 1	Headlight x 1

6. Assembly Guide

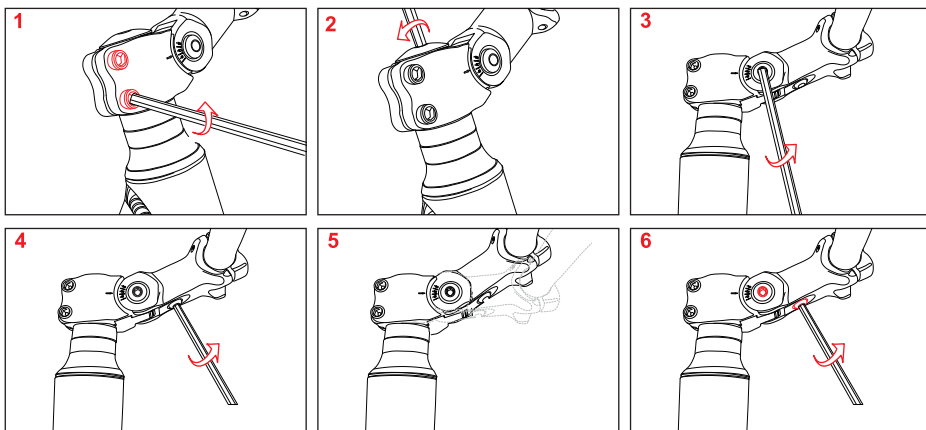
Step 1 Install the Handlebar

- Take out the bike and make it stand up.
- Open the stem clamp by loosening the screws on it.
- Place the handlebar on the stem and make sure the stem clamp is in the middle of the handlebar.
- Lock the stem clamp by tightening the screws.



Step 2 Adjust the Stem

- Tighten the 3 screws as shown in Figures 1 and 2.
- Loosen the side and bottom screws of the stem as shown in Figures 3 and 4.
- Adjust the stem angle as shown in Figure 5.
- Tighten the bottom and side screws to secure the stem as shown in Figure 6.

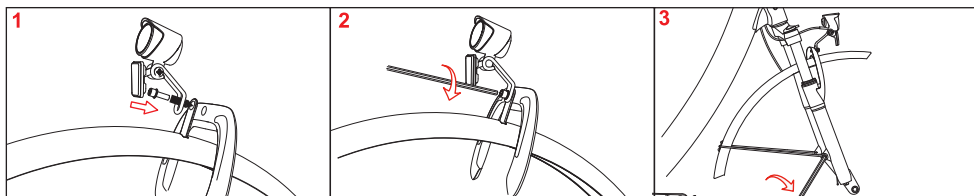


Note:

- There is no need to adjust the stem angle if the handlebar is at the proper height for you.
- Make sure all screws are firmly tightened to avoid a loose stem and handlebars.

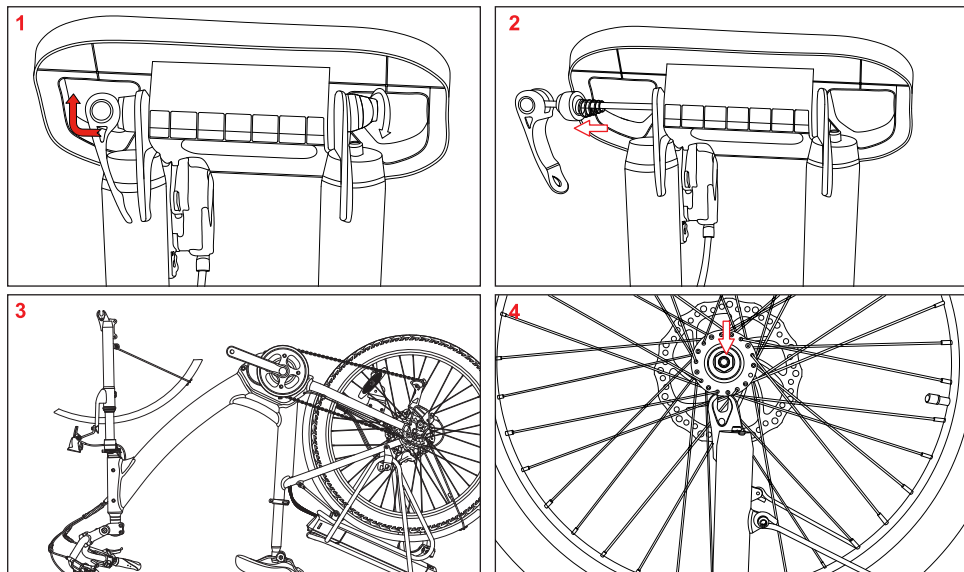
Step 3 Install the Headlight and Front Mudguard

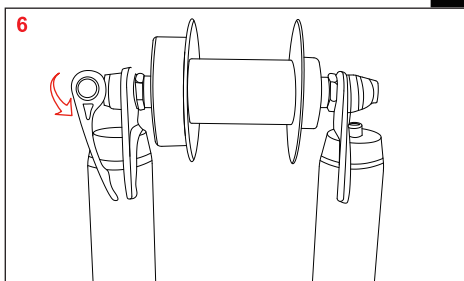
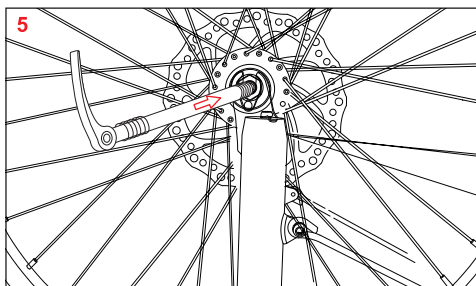
- A) Attach the headlight and front mudguard to the fork arch.
- B) Slide the screw through the headlight bracket, mudguard bracket and fork arch in sequence and tighten the screw.
- C) Connect the headlight cable.
- D) Attach the lower supports of the mudguard to the fork lowers and tighten the screws to secure the mudguard.



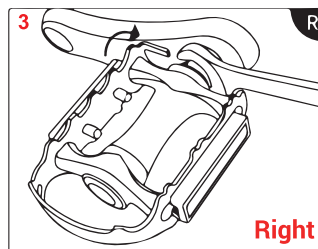
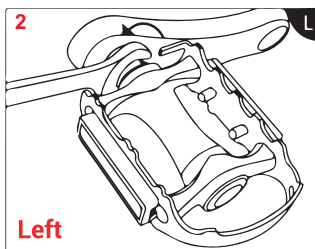
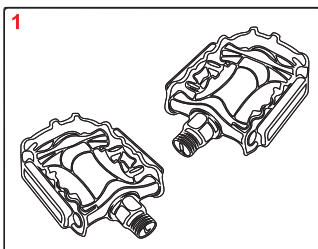
Step 4 Install the Front Wheel

- A) Put the bike upside down.
- B) Loosen the quick release of the temporary protector and remove the protector.
- C) Insert the wheel between the fork blades so that the axle can seat firmly at the fork dropouts (the slots at the tip of the fork blades).
- D) Remove the nut and one spring from the quick release.
- E) Slide the quick release into the hub from one side.
- F) Slide the spring into the hub from the other side and tighten the nut to fix the quick release.





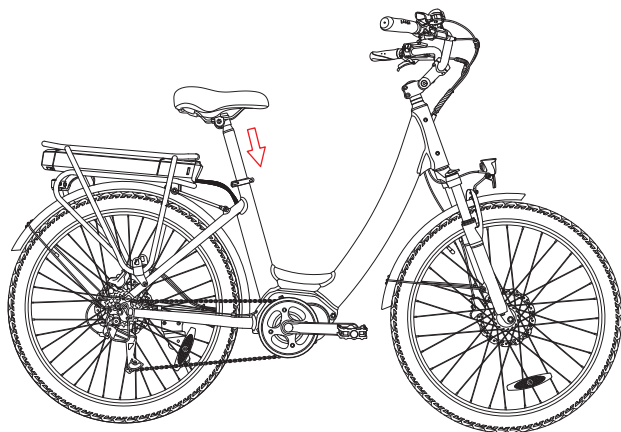
Step 5 Install Pedals



Step 6 Install the Seat

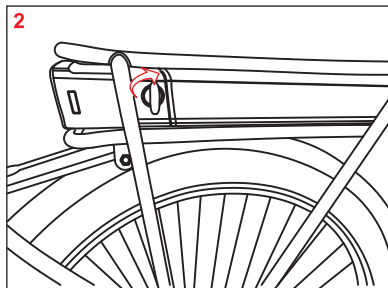
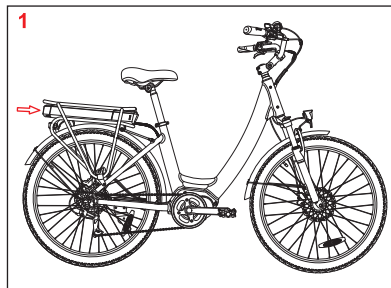
A) Slide the seat post into the seat tube.

B) Adjust the seat to a suitable height and fix it by tightening and locking the quick release.



Step 7 Install the Battery

- A) Insert the key and turn it counterclockwise.
- B) Gently slide the battery into the battery compartment until it snaps into place.
- C) Turn the key clockwise to lock the battery.

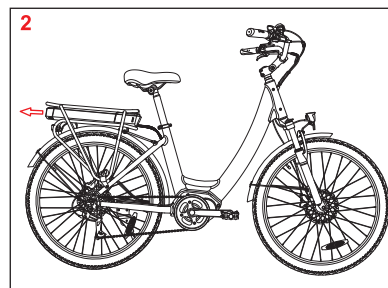
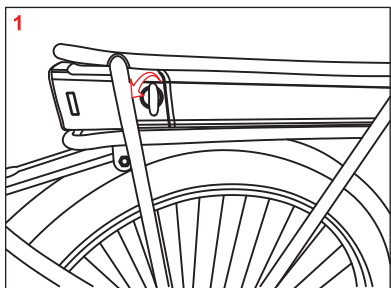


Note:

The battery is already installed in the bike upon delivery.

Remove the Battery

- A) Insert the key and turn it counterclockwise to unlock the battery.
- B) Gently remove the battery from the battery compartment.



Step 8 Turn the Power on

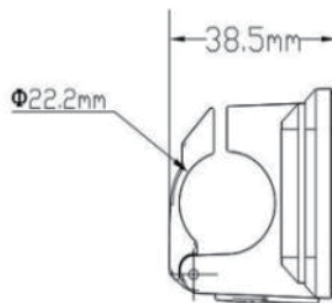
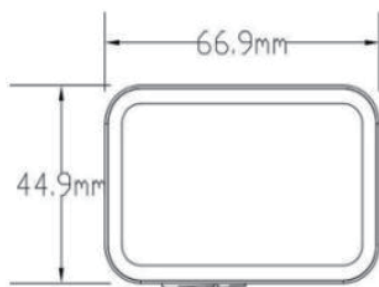
- A) Turn the display on. Then it's ready to go!

7. LCD Display Guide

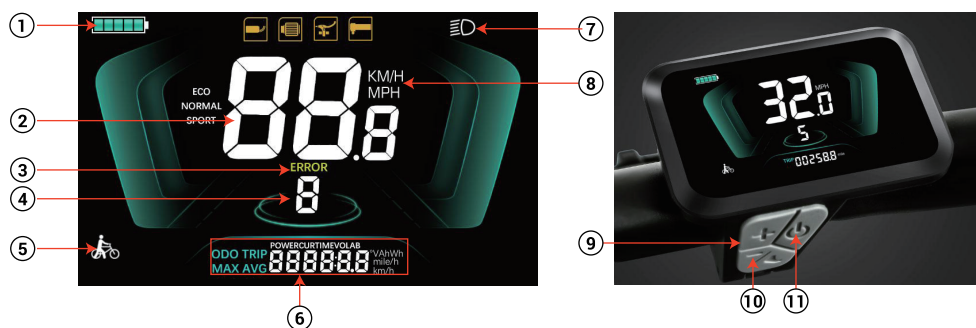
Warning

1. Please cut the power supply of the bike before you disconnect the instrument. Otherwise, it may cause permanent damage to the instrument.
2. Don't soak the instrument in the water or clean it with water spray. Use a soft and damp cloth to wipe it slightly. Do not clean it with detergent, alcohol, gasoline, acetone, or other corrosive/volatile solvents.
3. Please follow the local regulations about the disposal of the instrument.

Dimension

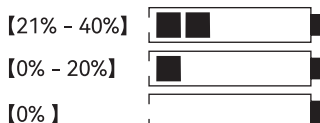
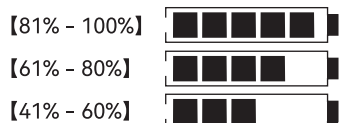


Contents on the Display




1	Battery Level	6	Odometer	8	Speed Unit
2	Real-Time Speed		Trip Distance	9	Plus
3	Error Indicator		Maximum Speed	10	Minus
4	Assist Level		Average Speed	11	On/off
5	Walk Mode	7	Headlight Indicator		

Battery Level Indicator




Functions & Operations

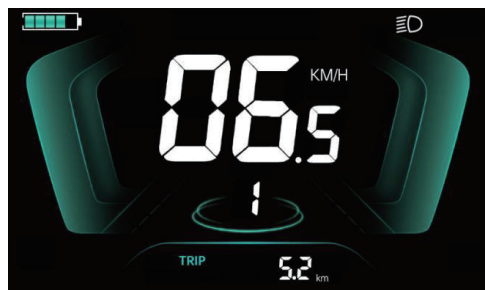
Power on/off

Long press  to turn the display on/off.



Note: The display will automatically turn off after 5 minutes of not using the bike.

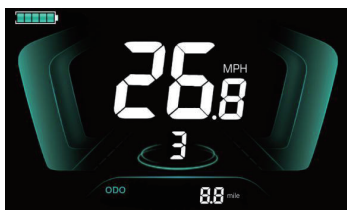
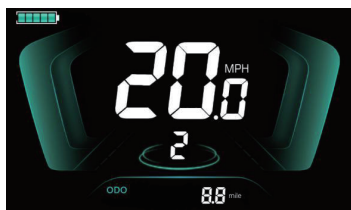
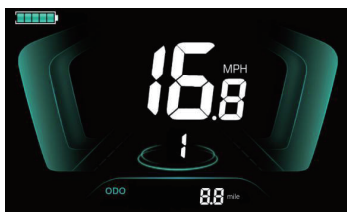
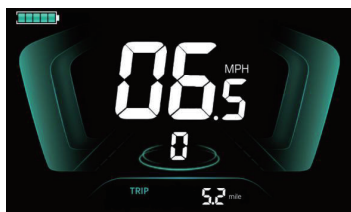
Light on/off

Long press  to turn on/off the headlight. The brightness of the LCD backlight decreases as the headlight is turned on and will be restored when the headlight is turned off.




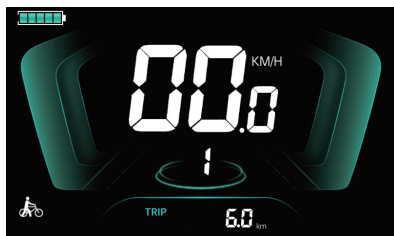
Shifting Assist Levels

Short press  or  to shift among 5 assist levels, including 12km/h, 15km/h, 18km/h, 21km/h and 25km/h.





6km/h Walk Mode

Long press  to activate the walk mode and hold the button to remain in the walk mode. The walk mode will be disabled once the button is released.








Removing Trip Distance

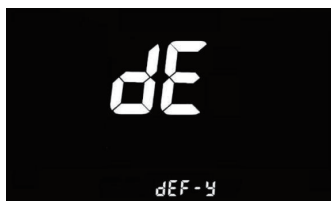
Long press  and  for over 2 seconds to remove the trip data.




Restoring Factory Settings

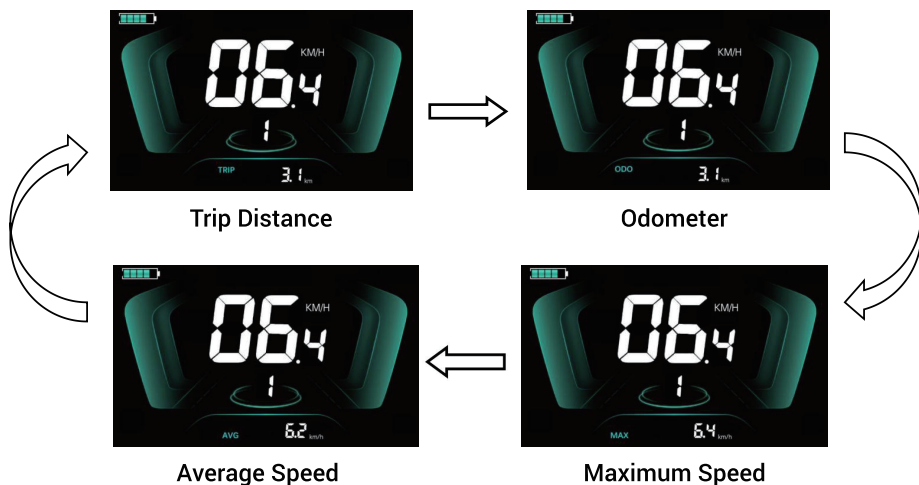
Press  and  for over 2 seconds to enter the "dE" page. Short press  or  to enable or disable the restoration of factory settings. (dEF-n: Disabled; dEF-y: Enabled.)

When enabled, short press , and dEF-0 will appear on the screen for a while. Then it will start to restore the factory default settings. When the restoration is completed, it will automatically exit the "dE" page and return to the home interface.












Checking More Information




When the display is turned on, it shows the real-time speed and trip distance by default. Short press  to shift among the trip distance, odometer, maximum speed and average speed.

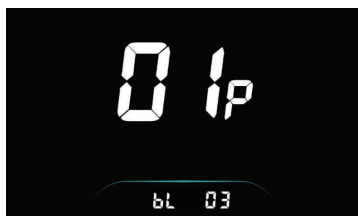


Hidden Menu




When the display is on, press both  and  for over 2 seconds to enter the hidden menu. Then short press  or  to shift between different menu pages. After selecting the page you want, short press  to enable the setting of the current page. Next, short  or  to set the parameter on the current page, and short press  to save the setting. Last, long press  to exit the hidden menu.

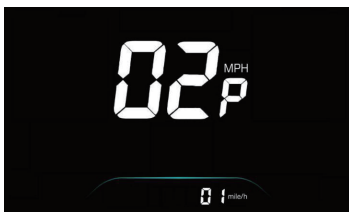
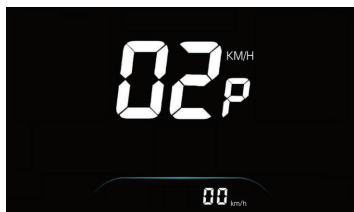
01P : LCD backlight brightness adjustment




Short press  or  to adjust the LCD backlight brightness. Short press  to save the setting. (01: Darkest; 02: Standard; 03: Brightest.)

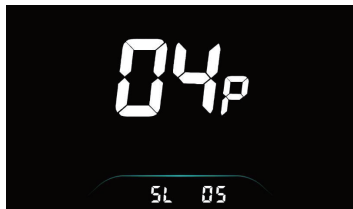


02P : Metric and imperial unit switching

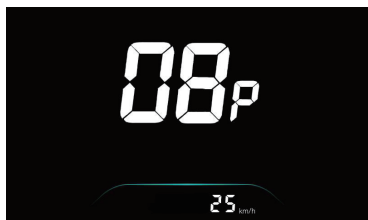
Short press  or  to switch between the metric and imperial units. Short press  to save the setting.
(00: Metric unit; 01: Imperial unit.)

**04P : Auto shutdown time setting**

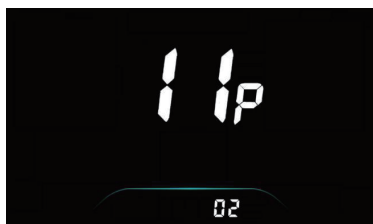
Short press  or  to set the automatic shutdown time within 0-60 minutes. The default time is 5 minutes. 00 means no automatic shutdown time. Short press  to save the setting.

**08P : Speed limit setting**




Short press  or  to set the speed limit. Short press  to save the setting.

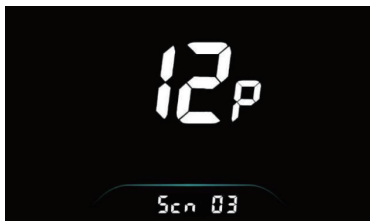
**11P : PAS sensitivity setting**




Short press  or  to set the pedal assist sensitivity within 1-24. Short press  to save the setting.

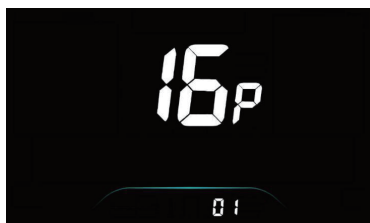





12P : PAS intensity setting

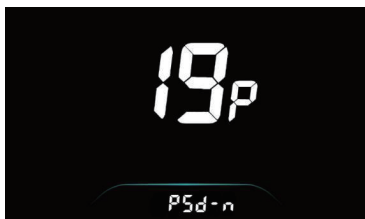
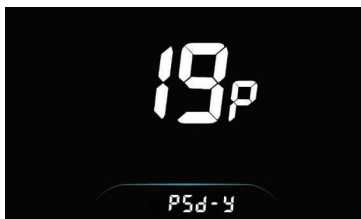
Short press  or  to set the pedal assist sensitivity within 0-5. Short press  to save the setting. (0: Least intense; 5: Most intense.)






**16P : ODO removal**

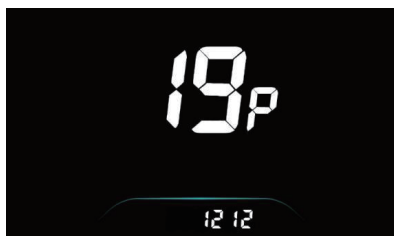
Short press  or  to enable or disable ODO removal. Short press  to save the setting. (00: Disabled; 01: Enabled.)

**19P : Power-on password setting**

Short press  or  to enable or disable the power-on password setting. The default password is 1212. Short press  to save the setting. (PSd-n: Disabled; PSd-y: Enabled.)

**Disabled****Enabled**

When the password setting is enabled, short press  to start setting the password. Short press  or  to change the current flashing digit to the number you want, and then short press  to move to the next digit. After setting the four digits in sequence, short press  to save the setting.



Error Tracking



Error Codes	Causes	Solutions
E01	The motor is out of phase.	a. Replace the motor; b. Replace the controller; c. Check the motor cable;
E02	Brake lever issue;	a. Check the brake cable; b. Replace the brake lever; c. Replace the controller;
E04, E80	Communication error between the display and controller;	a. Replace the display; b. Replace the controller; c. Check the communication cable;
E08	Undervoltage fault;	a. Charge the battery; b. Replace the battery; c. Replace the controller; d. Replace the display;
E10	Controller fault;	a. Replace the controller; b. Replace the controller bus;
E40	Motor hall signal abnormality;	a. Replace the motor; b. Replace the motor adapter cable; c. Replace the controller;

Your Eleglide bike can be controlled with an app that is available on Apple iOS (11.0+) and Android devices (5.0+).

More functions can be checked and activated via the app, such as setting the bike lock code and changing the speed unit.

To download the app, please scan the QR code with your Apple/Android device or search for "Eleglide" in the app store.

To control your Eleglide bike via the app, you will need to enter a password. The default password is 000000.



9. Maintenance

Cleaning

Use a soft and wet cloth to wipe the mainframe clean. Dirt that is hard to remove can be scrubbed with a toothbrush and toothpaste, then cleaned with a soft and damp cloth. Do not wash your pedelec with alcohol, gasoline, acetone, or other corrosive/volatile solvents. These substances may damage the appearance and internal structure of the pedelec. Do not soak the bike or wash it with a pressure washer or hose.

Storage

A) Bicycle

1. Do not expose the pedelec to direct sunlight or rain for an extended period of time, and avoid storing it at a high temperature. It's better to store the bike in a dry and safe place at a temperature of 0°C-25°C.
2. Avoid corrosive gas, so as to avoid chemical corrosion and damage to the electrical parts and painted surfaces, which may lead to operational failure and accident.
3. Don't store it in an explosive or flammable environment or near flammable liquids.

B) Lithium-ion Battery

1. Charge the battery after each ride and avoid draining the battery completely. Because completely draining the battery may cause permanent damage to it. Never keep the lithium-ion battery discharged for a long time. If the voltage of the cell drops under allowed limit due to self-discharge, it will cause damage. For maximum durability, store the battery charged up to 50% of the maximum capacity.
2. Please try not to charge indoors. Never charge the battery in an explosive or flammable environment or near flammable liquids. Do not charge the battery on a flammable substrate, such as paper, textiles, etc., when the battery is detached from the vehicle. Charge it at a safe place away from flammable items.
3. Never charge a battery which is already damaged or is leaking.
4. Don't charge the battery too long. Stop charging when it gets full.
5. Charge or discharge the battery at a temperature within 0~45°C.
6. It is better to store the battery indoors within 20°C~25°C temperature while it is not being used for a long time. (When used at 25°C, the battery range and performance is at its best. But using it at a temperature below 0°C can decrease its mileage and performance.)
7. Do not store the battery at a too high or too low temperature.
8. The humidity of the storage place should be 60±25%RH. As for the working place, the humidity should be 5~85%RH.
9. Do not puncture, hit or crash the battery.
10. Don't try to disassemble the old or damaged battery or throw it away. Please take it to the local professional battery recycling facility.

C) Other Parts

Head Sets	Remove, clean and lubricate the rims annually. Replace them if necessary.
Joints	Continuously check all nuts, bolts and quick-release devices for tightness.
Brakes	Lubricate the brake cables slightly with oil monthly. Check the adjustment and replace the brake parts (blocks, shoes, pads) in time if they are worn. The cables must be replaced if they are damaged/down.
Front Suspension Fork	Entrust it to experts.
Tires	Regularly check for damage, wear, cut and air leakage.
Wheel Hubs	Lubricate the hub bearings monthly. Check and adjust the cones, if necessary, to prevent the hubs from rubbing against the forks.
Pedals	Lubricate the bearings and check for tightness.
Cranks	Lubricate the bearings monthly (unless a maintenance-free center bracket is installed on the bike). Check whether all center bracket parts are correctly tightened.
Chain	Take it off and clean it every 6 months. The chain must be clean but not dry.
Rims	Frequently check whether the wheels are tight and secure. The rims should be protected from oil, wax, grease, adhesive, etc. Check whether the spokes are loosing or missing.
Sprockets	Clean regularly as necessary and grease lightly. Keep the front and rear derailleur running smoothly by adjusting.
Saddle and Seat Post	Check whether the screws, nuts and quick-release devices are tight.
Kickstand	Clean and lightly grease it annually.

⚠ Attention: when lubricating, make sure the lubricant doesn't get on the brake discs and pads. Otherwise, the brake system may fail to function. Driving with a bad wheel bearing can cause the axle/hub/spindle to weld itself from friction and heat, causing the wheel to lock up and spin you out. More likely, the metal will wear away from the friction and the wheel/hub will become loose. Replace worn/damaged parts in time, such as inner and outer tires, brake kits, etc.

10. Troubleshooting

Please check the following issues and solutions before sending the product to designated repair offices.

Problem	Possible Causes	Solutions
The display fails to work or the vehicle can't be turned on.	a. No power supply; b. The electric wire is not plugged in properly or tightly; c. The display is damaged; d. Controller burnout or water damage;	a. Charge the battery; b. Reconnect the electric wire properly and tightly; c.& d. Contact the re-seller for help;
The front light fails to work.	a. The wire isn't plugged in properly; b. It is damaged;	a. Plug the wire in properly; b. Contact the re-seller;
The battery fails to charge.	a. The charger isn't plugged in properly; b. It is out of the recommended temperature range; c. The battery is charged below rated voltage; d. It is damaged;	a. Plug it in properly and charge it again; b. Charge it at a proper temperature; c. Charge it under rated voltage; d. Contact the re-seller;
Insufficient Riding Distance	a. Battery isn't fully charged; b. Low tire pressure; c. Frequent braking; d. Battery aging or battery capacity attenuation; e. Low ambient temperature;	a. Fully charge the battery; b. Check the tire pressure before each use; c. Develop good riding habits; d.& e. It's normal;
The motor fails to work.	a. The brake lever doesn't back properly; b. The electric wire isn't plugged in properly; c. Low battery voltage; d. The sensor or controller is inefficient;	a. Adjust the brake lever; b. Plug the electric wire in properly; c. Fully charge the battery; d. Contact the re-seller for help;

⚠ Attention: if any other failures occur and you can not find any solution from the chart above, please contact the re-seller to solve it. Any other maintenance and repair that need to be done by using professional tools and techniques, should be performed by a qualified bicycle mechanic designated by manufacturer or the maintenance center.

11. Warranty

Eleglide provides an easy, reliable and efficient service for all products under our warranty. Please refer to the chart below for the warranty periods of various products and accessories starting from the date of purchase.

Our distributors, partners, sellers and re-sellers should provide after-sale services directly to their customers. If your Eleglide product has a warranty-related issue, please contact the seller from whom you purchased the product. You should provide all relevant order information, such as order numbers, invoices, receipts, etc.

Model	Components	Warranty
C2	Frame	3 years
	Front Fork	1 year
	Controller	1 year
	Motor	1 year
	Charger	1 year
	Battery	6 months
	Display	6 months
	Chainwheel	6 months
	Freewheel	6 months
	Brake Assembly	6 months
	Thumb Shifter	6 months
	Rear Derailleur	6 months
	Kickstand	3 months
	Front Light	6 months
	Pedal	3 months
	Others	14 days

Warranty Process

- ❖ Buyers have to provide sufficient proof of purchase.
- ❖ A description of the defect needs to be provided in order to issue a warranty claim.
- ❖ Visible proof of defect must be provided along with the item's serial number (if any).
- ❖ Eleglide must document what happens when buyers troubleshoot the products.
- ❖ You may need to return an item for quality inspection.
- ❖ When you return the defective product, you should put it in the original packaging or the packaging approved by the dealer.

Valid Proof of Purchase








- ❖ The order number of your online purchase from the Eleglide's authorized reseller;
- ❖ Sales invoice;
- ❖ Dated sales receipt from the authorized Eleglide's reseller;

Note: more than one type of proof of purchase may be required to process a warranty claim (such as receipt of money transfer and confirmation of address that the item was originally shipped to).

Warranty will be void in the following situations:

- ❖ The product is out of the warranty period.
- ❖ The product is lost or stolen.
- ❖ The product is free or complimentary.
- ❖ The product is used in inappropriate ways or conditions, including but not limited to: falls, extreme temperatures, water, improper operations.
- ❖ The product is not in its original state, such as modifications.
- ❖ The product has been used in combinations with accessories that is not compatible with the product.
- ❖ Buyers have no sufficient proof of purchase of products.
- ❖ Unsupported software or firmware has been installed to the product.
- ❖ When damage is caused by the customer, the customer is responsible for the costs for the repairs and shipment.
- ❖ Customers' personal items are sent to Eleglide, instead of the Eleglide products.

12. Compliance Statements

	This product complies with the EN15194 standards of the European Community.
	This product is in compliance with the applicable requirements for products sold within Great Britain.
	This symbol indicates that the product is capable of being recycled.
	This symbol indicates that the product should not be disposed of as household waste. The product must be sent to separate collection facilities for recovery and recycling of electrical and electronic equipment.
	This symbol indicates that the product inside the packaging could be easily damaged if dropped or handled without care and attention. The contents are fragile !
	This symbol indicates that the product should be kept away from rain and in dry conditions.
	The warning sign indicates a potential hazard, danger, obstacle, or condition requiring special attention.

Hereby, Wuxi Bashan E-Vehicle Co., Ltd. declares that the C2 e-bike series is in compliance with Directive 2011/65/EU and (EU) 2015/863, EN 15194:2017 and EN 62471:2008. The full text of the EU/UK Declaration of Conformity is available at the following link.
https://drive.google.com/drive/folders/1cfG1zH1sIY12U1cC8d1BjwZgUK-RgD6y?usp=drive_link

Hiermit erklärt die Wuxi Bashan E-Vehicle Co., Ltd. dass die C2 E-Bike-Serie der Richtlinie 2011/65/EU und (EU) 2015/863, EN 15194:2017 und EN 62471:2008 entspricht. Der vollständige Text der EU/UK-Konformitätserklärung ist unter dem folgenden Link verfügbar.
https://drive.google.com/drive/folders/1cfG1zH1sIY12U1cC8d1BjwZgUK-RgD6y?usp=drive_link

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