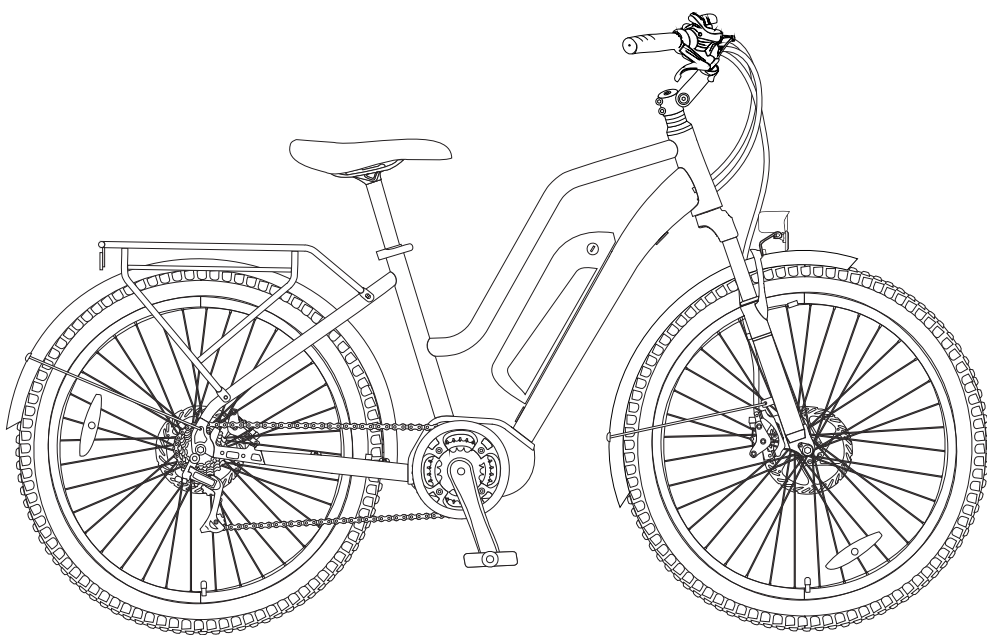


TOUROLL



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.



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

Contents

1. Note
2. Warning
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4. Specification
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6. Assembly Guide
7. Battery Indicator Light Instruction
8. LCD Display 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.

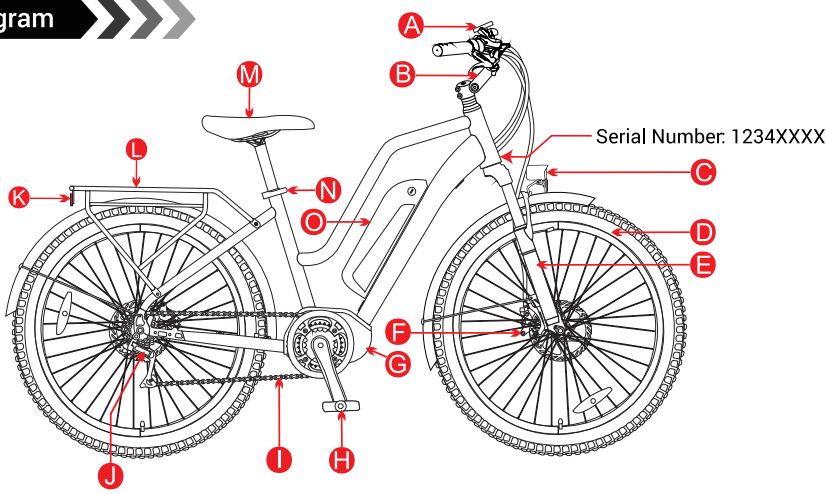
The handlebar may be affected as the user steers or brakes the bike.

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

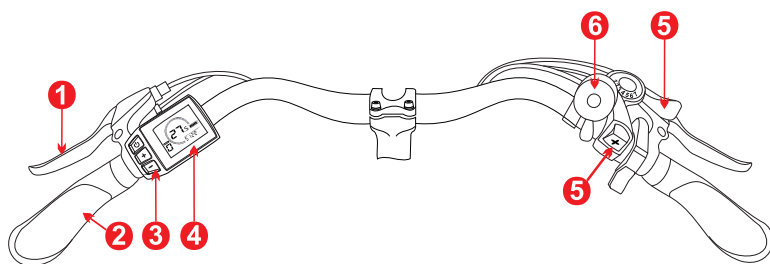
This vehicle is not a toy. Same as other vehicles, it is possible to fall, crash or encounter other dangerous situations. Please don't offer your pedelec to anyone that doesn't know how to use it correctly. If you let anyone else ride your bike, it will be your responsibility to ensure that all riders 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.

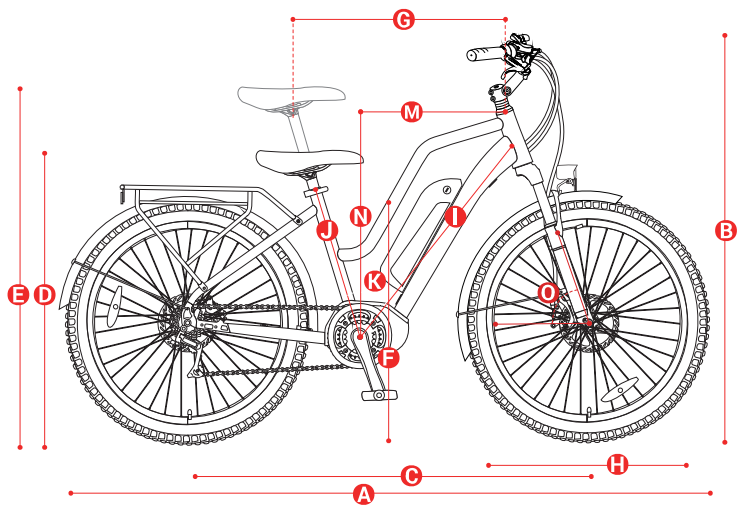
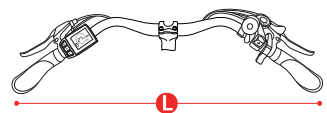
3. Diagram



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



1. Brake Lever	2. Handle	3. Buttons
4. Display	5. Gear Shifter	6. Bell



A. 73.6"	B. 39.4"- 45.7"	C. 45.1"	D. 33.1"	E. 39.4"
F. 22.4"	G. 21.7"	H. 27.5"	I. 27.5"	J. 18"
K. 47°	L. 26.8"	M. 16.4"	N. 24.8"	O. 71°

4. Specification



Model		A2
Basic Spec.	Size of Frame	27.5"x18"
	Unfolded Size	1870x680x1090mm
	Width of Handlebar	680mm
	N.W.	24.3kg
	Waterproof Level	IPX4
	Material of Frame	Aluminum Alloy
	Max. Range	Assist Mode 100km
		Manual Mode No Limit
	Cut-off Speed	25km/h
	Speed Levels of Assist Mode	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	70N.M
Battery	Capacity/Voltage	13Ah / 36V
	Power Capacity	468Wh
	Charging Time	6-7h
	Protection System	Yes
Brake	Type	Hydraulic Disc Brake
Brake Disc	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	27.5"x2.1"
	Type, Material	Pneumatic Rubber Tires
	Tire Pressure	30-45PSI
	Best Tire Pressure	35-40PSI
Display	Size, Type	1.8" 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 Touroll 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.

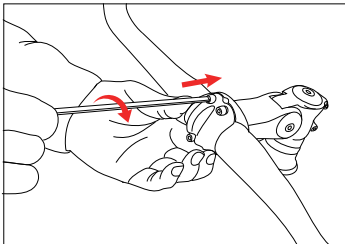
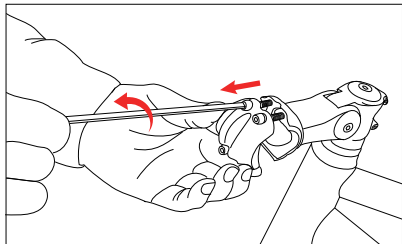
5. Package List

Touroll 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

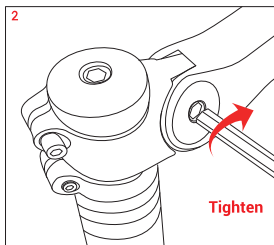
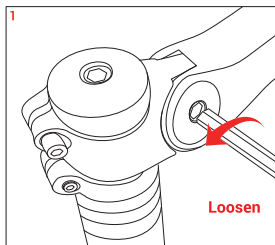
Step 1 Install the Handlebar

- 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 Angle

- Loosen the stem bolt shown.
- Adjust the stem angle.
- Tighten the bolt.

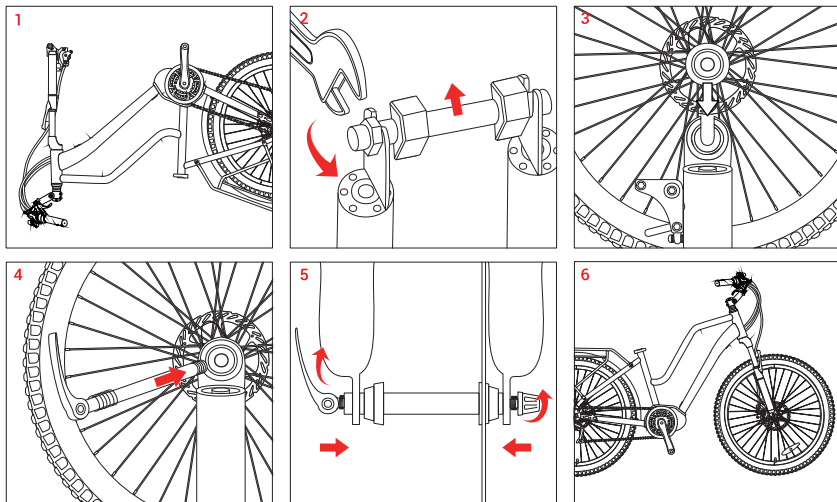


Note:

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

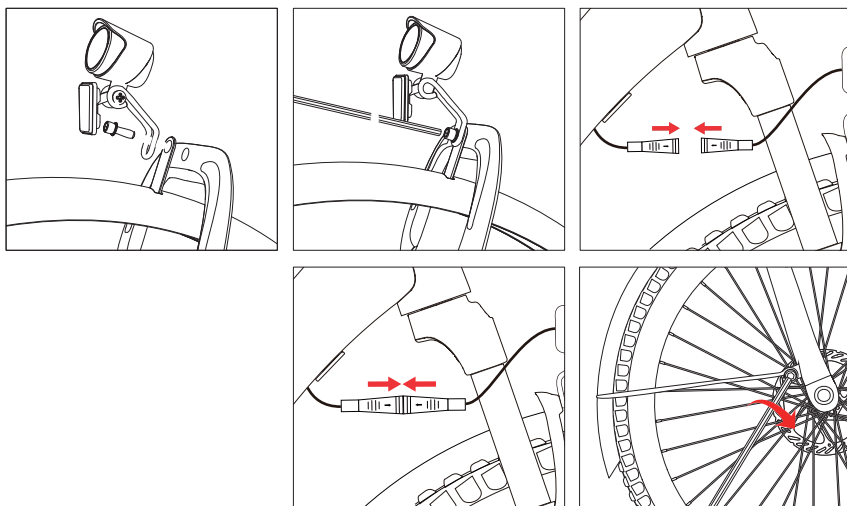
Step 3 Install the Front Wheel

- A) Put the bike upside down.
- B) Remove the temporary protected bar by loosening the nut on it.
- 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 on the quick release.
- E) Slide the quick release through the hub from the opposite side of the brake disc.
- F) Slide the spring into the hub and tighten the nut to fix the quick release.

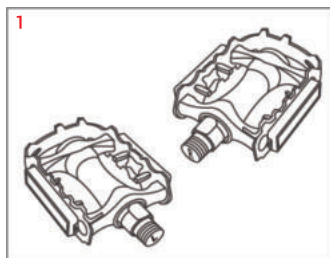


Step 4 Install the Headlight and Front Mudguard

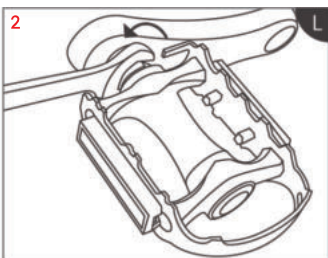
- A) Attach the headlight and front mudguard to the fork arch.
- B) Slide the screw through the headlight bracket, mudguard bracket and fork arch in sequence and tighten the screw.
- C) Connect the headlight cable.
- D) Attach the lower supports of the mudguard to the fork lowers and tighten the screws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



Step 5 Install Pedals



Pedals



Left

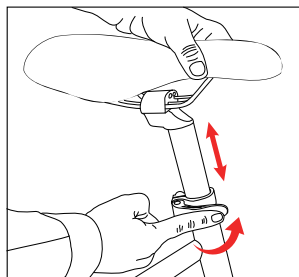


Right

Step 6 Install the Seat

A) Slide the seat post into the seat tube.

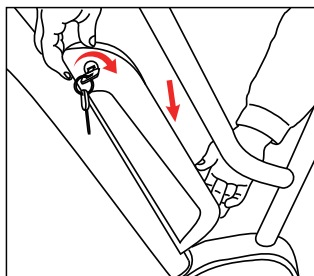
B) Adjust the seat to a suitable height and fix it by tightening and locking the quick release.



Step 7 Install the Battery

A) Gently put the battery into the battery compartment until it snaps into place.

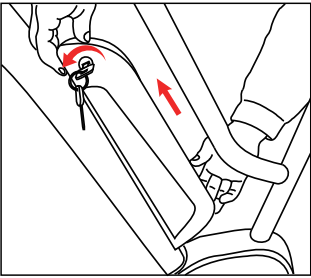
B) Turn the key clockwise to lock the battery.



Remove the Battery

A) Insert the key and turn it counterclockwise to unlock the battery.

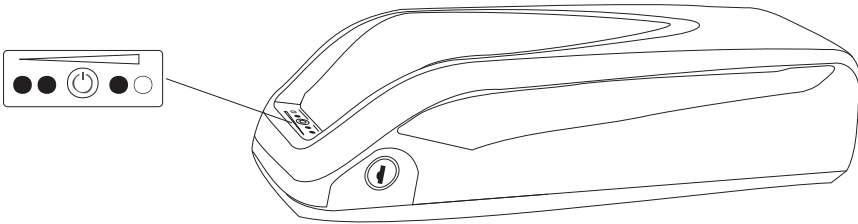
B) Gently remove the battery from the battery compartment.



Step 8 Turn the Power on

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

7. Battery Indicator Light Instruction >>>>



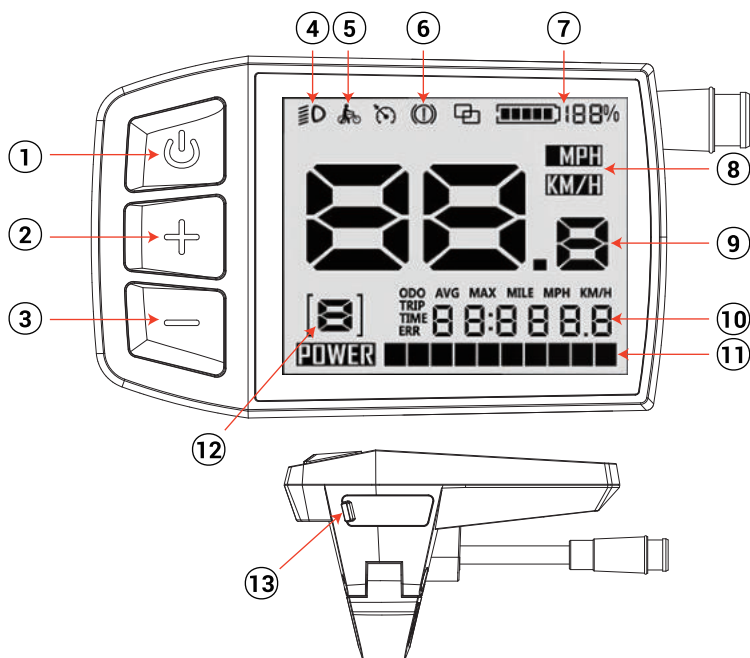
Correspondence between battery indicator lights and battery level under 1C current discharge:

Number of Lights On	Battery Level
4 	81%-100%
3 	51%-80%
2 	11%-50%
1 	0-10% (Only red light on)

8. LCD Display Guide >>>>

Warning

1. Please cut the power supply of the bike before you disconnect the display. Otherwise, it may cause permanent damage to the display.
2. Don't overtighten the screws when you install the display. The display should be mounted on the handlebar with no more than 1N.m torque. Overtightening it will cause permanent damage to the display.
3. Don't soak the display 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.
4. When you ride the bike on rainy days, please clog the USB port of the display to protect it from water and rain. Don't plug any devices in the USB port in the rain.
5. Please follow the local regulations about the disposal of the display.
6. Users will be responsible for the damage caused by improper or incorrect installation.



1	On/off	9	Real-time Speed
2	Up	10	Trip Time
3	Down		Maximum Speed
4	Light-on Mark		Average Speed
5	Walk Mode	11	Power
6	Malfunction Mark	12	Assist Level
7	Battery Level	13	USB Port with Rubber Cover
8	Speed Unit		

Functions & Operations

Power on/off

Long press  to turn the display on/off.

Light on/off

Long press  for 2s to turn the bike light on/off.

Shifting Assist Level

Short press  or  to shift among 5 speed 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 Data

Long press  and  to remove the trip data.

Hidden Menu

When the display is on, long press  and  at the same time for 2-4 seconds to enter the hidden menu. Then short press  to shift between different menu pages. After selecting the page you want, short press  or  to set the parameter on the current page. Last, press both  and  to retain your setting and exit the hidden menu.

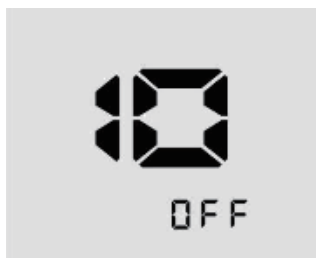
Page "Unit": changing the speed unit between mph and km/h;



Page "Speed": setting the speed limit;



Page "Off": setting the screen timeout; The default screen timeout is 10 minutes.

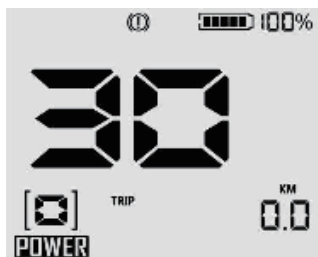


Page "Light": adjusting the backlight brightness between level 1-3;



Error Tracking

When the malfunction mark shows up on the screen, the number at the center of the screen is the error code. Please check the following causes and solutions.



Error Codes	Causes	Solutions
21	Abnormal current or damaged MOS tube;	a.Replace the MOS tube; b.Replace the battery;
23	The motor is out of phase.	a.Replace the motor; b.Replace the motor adapter cable; c.Replace the controller;
24	Motor hall signal abnormality;	a.Replace the motor; b.Replace the motor adapter cable; c.Replace the controller;
25	Brake issue;	a.Adjust the brake lever to make sure it backs properly; b.Replace the brake lever; c.Replace the controller;
26	Undervoltage fault;	a.Charge the battery; b.Re-connect the battery and the controller; c.Replace the controller; d.Replace the display;
30	Communication error;	a.Re-connect the display and controller; b.Replace the display; c.Replace the controller;

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 the battery 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 loosening 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 instrument 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 instrument 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



Touroll 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 Touroll 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
A2	Frame	3 years
	Front Fork	1 year
	Controller	1 year
	Motor	1 year
	Charger	1 year
	Battery	6 months
	Instrument	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).
- ❖ Touroll 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 Touroll's authorized reseller;
- ❖ Sales invoice;
- ❖ Dated sales receipt from the authorized Touroll'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 Touroll, instead of the Touroll 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.

TOUROLL

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