VOLTUS

OWNER'S MANUAL

oiios

Preface

An Important Message From oiios

Thank you for choosing Oiios. Congratulations on your purchase of a new .

This document is intended as a short introduction to your new e-bike. It contains essential safety, performance and service information. Please read and understand this manual fully before assembling and riding your bike. Be sure to watch the offical Oiios VOLTUS assembly video available at oiios.com

Additional information about your bike can be found on our website at oiios.com

Be sure to check all hardware for correct torque during assembly.

Illustrations

Illustrations shown in this document may differ in detail from the exact configuration on your particular e-bike model. The illustrations are a general reference for instruction and description purposes only.

Service & Support

If you have questions after reading this manual and watching the assembly video, please feel free to contact us.

E-mail: service@oiios.com **Toll Free:** 1-888-856-2166

Find Oiios dealers near you: oiios.com/pages/locations

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About This Manual

This document is intended as a short introduction to your new e-bike. It contains important safety, performance and service information. Read and understand it along with the information provided during the on-delivery instructions before using the product. Pay special attention to the safety messages as shown here, and keep the manual handy for future reference.

WARNING: Warning about a situation that can cause death, serious physical injury and or heavy material damage if one does not obey the safety instructions.

DANGER: Danger statement indicates a hazardous situation that, if not avoided, has a very high risk of death, serious injury, or property damage.

CAUTION: Caution statement indicates a hazardous situation that, if not avoided, could result in minor or moderate injury or property damage.

NOTICE: Warning about a situation that can cause death, serious physical injury and or heavy material damage if one does not obey the safety instructions.

About Oiios

Oiios is a Toronto-based e-bike brand that brings innovative, affordable transportation solutions to the city. We believe in providing high-quality, high-performance e-bikes without the high price tag.

We are committed to making eco-friendly transportation accessible to everyone. By improving our manufacturing processes and sourcing quality components directly, we manage to keep our prices low while still meeting the high expectations of our riders. This approach means every Oiios bike is affordable, durable, and offers great value without compromising on performance or style.

Oiios isn't just about individual benefits; it's about making a positive impact on our communities. Our e-bikes are a greener alternative to traditional transportation, helping to reduce carbon emissions and ease city congestion.

Experience the future of urban travel with Oiios. Whether you're commuting, exploring city trails, or just out for a relaxed ride, our e-bikes provide a reliable, fun, and eco-friendly way to get around. They're designed to be both functional and stylish.

Joining the Oiios community means more than just owning a bike; it's about becoming part of a movement towards smarter, cleaner, and more sustainable city living.

Rules and Regulations

According to **Canada's Motor Vehicle Safety Regulations (MVSR)**. A qualified e-bike (defined as Power Assist Bicycle) must meet the following requirements:

- The e-bike must have operational pedals
- Upper wattage limit for the motor is 500W
- Maximum speed of an e-bike is 32km/h.

Other requirements include a compliance label affirming the vehicle meets power-assisted bicycle statutory requirements at manufacture. Currently, operating a qualified e-bike requires no license, insurance, or registration under federal law. E-bike riders have the same rights and responsibilities as other road users.

However, provinces and municipalities can restrict e-bike use. Most provinces mandate helmets. Some specify age limits, helmet types, wheel number, and size. In Ontario, e-bikes are generally treated like bicycles. The Ministry of Transportation of Ontario (MTO) specifies riders must be 16 or older; the bike's maximum weight is 120 kilograms (265 pounds); it must brake within 9 meters; and modifications to increase speed over 32km/h are prohibited.

Rules vary across provinces and municipalities. Check local bylaws for specific regulations.

Rules and Regulations

Useful links:

E-Bike Regulations in Ontario:
https://www.ontario.ca/page/riding-e-bike

E-Bike Regulations in British Columbia:
https://www2.gov.bc.ca/gov/content/transportation/driving-and-cycling/cycling/e-bike-rules-of-the-road

E-Bike Regulations in Alberta:
http://www.transportation.alberta.ca/content/doctype45/production/mopedpowerbikes.pdf

E-Bike Regulations in Manitoba:
https://www.gov.mb.ca/sd/parks/_resources/en/pdf/power-assisted-bicycles.pdf

E-Bike Regulations in Saskatchewan:
https://www.sgi.sk.ca/motorcycle/-/knowledge_base/motorcycle-handbook/power-assisted-bicycles1

E-Bike Regulations in Quebec:
https://saaq.gouv.qc.ca/en/road-safety/modes-transportation/electric-bike

E-Bike Regulations in New Brunswick:
https://www2.gnb.ca/content/gnb/en/services/services_renderer.200814.Motor_Vehicle_Registration.html

E-Bike Regulations in Nova Scotia:
https://novascotia.ca/just/regulations/regs/mv18786.htm

E-Bike Regulations in Prince Edward Island:
https://www.princeedwardisland.ca/en/information/transportation-and-infrastructure/power-assisted-bicycles

Know and obey all relevant local laws

It is your responsibility to research and understand relevant laws where you ride your bike. Such laws may cover required helmets and safety gear, required lights and reflectors, required hand signals, where you can legally ride a bike (bikes and ebikes may have different restrictions), how fast you can go, what (if any) cargo or passengers you can carry, rider age, and more. Before using public transportation—buses, trains, etc.—to transport your e-bike, check with the relevant transportation authority for any rules governing weight limits, tire widths, lithium-ion batteries, or any other rules that might pertain to e-bikes. When you ride on the road, assume you must, at minimum, follow all of the rules that cars must follow. For additional information regarding traffic and vehicle laws, contact the road traffic authority in your area.

Safety Disclaimer

This manual contains important safety, performance and service information. Read and understand it along with the information provided during the on-delivery instructions before using the product, and keep it for reference. Ensure that you comprehend all instructions and safety notes/ warnings.

WARNING: Ensure the bike FITS you properly before use. You might lose control if the bike is too small or too big for you.

By choosing to ride an electric bicycle you assume the responsibility for the risk of riding an e-bike. The rider is responsible to know and practice the rules of safe and responsible riding, as well as proper use and maintenance of the bicycle.

WARNING: Riders must have the physical condition, reaction time and mental capability to ride and manage traffic, road conditions, and sudden situations. Riders should also familiarize themselves on local bylaws regarding riding an e-bike.

If you have an impairment, hearing impairment, physical impairment, cognitive language impairment, or a seizure disorder, consult your physician before riding any bicycle.

WARNING: Failure to confirm proper installation, compatibility, proper operation or maintenance of any component or accessory can result in serious injury or death. Make sure that correct setup, tightening and torqueing to recommended torque values have been completed on your bike.

CAUTION: Before the first ride, familiarize yourself with all the bicycle features. Practice and become proficient at applying the brakes, using the throttle in a controlled setting before riding in more risky conditions. If you plan to ride at night, familiarize yourself with the lights and signals.

WARNING: Please make sure the bike works properly and safely before each ride or (inspect key components, including but not limited to the brakes, brake sensors, throttle). Make sure all the hardware, such as the handle bar, hand grips, seat, pedals are secured in place. Have your bike inspected by a licensed mechanic on a regular basis depending on the condition of the bike.

DANGER: **DO NOT** use this product with standard bike trailers, stands, vehicle racks, or accessories that have not been tested for safety and compatibility and verified as safe and compatible with the bike by Oiios. Contact us if you have any question or concern.

WARNING: E-Bikes and e-bike parts have strength and integrity limitations. Extreme riding should not be performed or you will risk damaging the components or becoming seriously injured or killed. This includes but not limited to jumps, stunts, or any riding that exceeds your capabilities.

WARNING:

- Keep the battery away from children and pets.
- Keep the battery & charger away from water and open fire.
- **DO NOT** drop or subject the battery & charger to any big shocks.

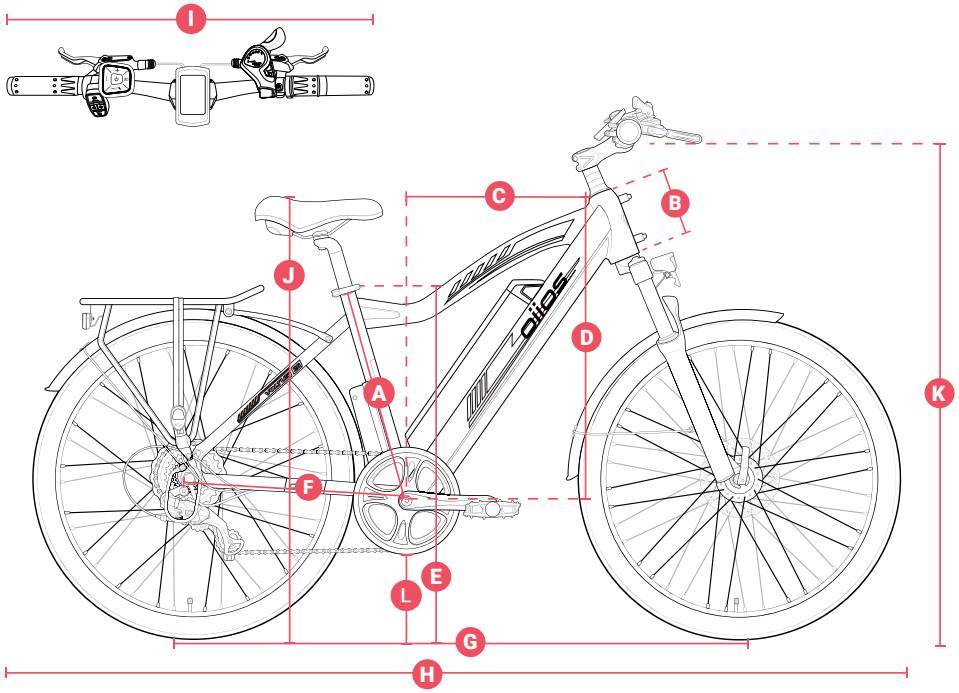
- Charge the battery only with the charger that was supplied with the e-bike or supplied by an official oiios dealer.
- **DO NOT** use the battery & charger for other purposes.
- Never connect the battery's terminals with each other.
- **DO NOT** cover the battery & charger or place objects on top of it during charging.
- **DO NOT** leave the battery & charger unattended while charging.
- Disconnect the charger and the battery immediately if you notice a strange smell or smoke.
- In the unlikely case that the battery is on fire: NEVER try to put the fire out with water. Cover the fire with large amounts of sand and call emergency services immediately.

In no event shall Oiios be responsible for any direct, indirect or consequential damages, including without limitation, personal injury, property damage, or economic losses, whether based on contract, warranty, negligence, or product liability in connection with their products.

Description

1. Schematic Diagram

a. Geometry



Description

1. Schematic Diagram

b. Specifications

ii GEOMETRY			
A	Frame Size	18” /	46 cm
B	Head Tube Length	5.5” /	14 cm
C	Reach Distance	16” /	41 cm
D	Stack	22.5” /	57 cm
E	Stand Over	29.5” /	75 cm
F	Chainstay Length	17.5” /	45 cm
G	Wheelbase	44” /	112 cm
H	Length	71” /	180 cm
I	Width	25” /	64 cm
J	Seat Height Range	31.3” - 39.3” /	79 - 100 cm
K	Handlebar Height Range	40.5” /	103 cm
L	Ground Clearence	6” /	15 cm

Description

1. Schematic Diagram

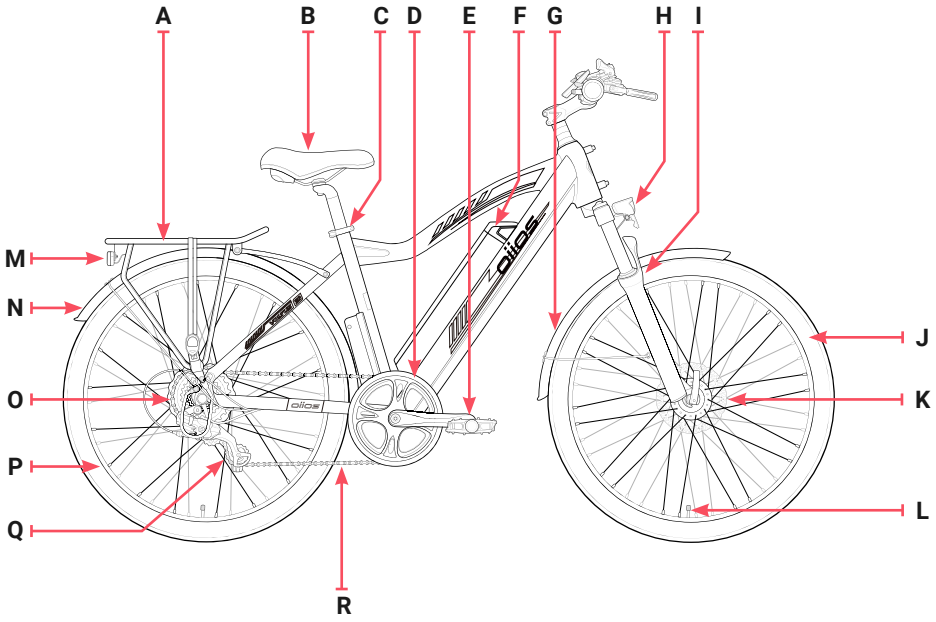
b. Specifications

Motor	500W Continuous Hub Motor	**Charging time**	3 - 10 Hours
Riding Modes	Up to 9 Level of Pedal-Assit ; Thumb Throttle	**Display**	Digital LCD colorful Back - Lighted Speedometer
Net Weight	31 kg / 68 lbs	**Lights and Signals**	LED Headlight, LED Tail Light, LED Brake Light
Climbing Angle	25 Degrees	**Load Capacity**	115 kg / 260 lbs
Brakes	Hydraulic Disk Brake (Front and Rear)	**Wheel**	26" Spoke Wheel
Rear Tire	26"x 2.1" Tubed Tire	**Front Tire**	26" x 2.1" Tubed Tire
Frame Material	Aluminum	**Gear**	Shimano MF - TZ500 - 7 (7 Speed, Mega Range 14 - 34T Cassette)
Dimension	180 cm (Length)x 64 cm (Width) x 103 cm (Height) / 71 inch (Length) x 25 inch (Width) x 41 inch (Height)	**Fenders**	Front and Rear Fenders (included)

Description

1. Schematic Diagram

c. Side View

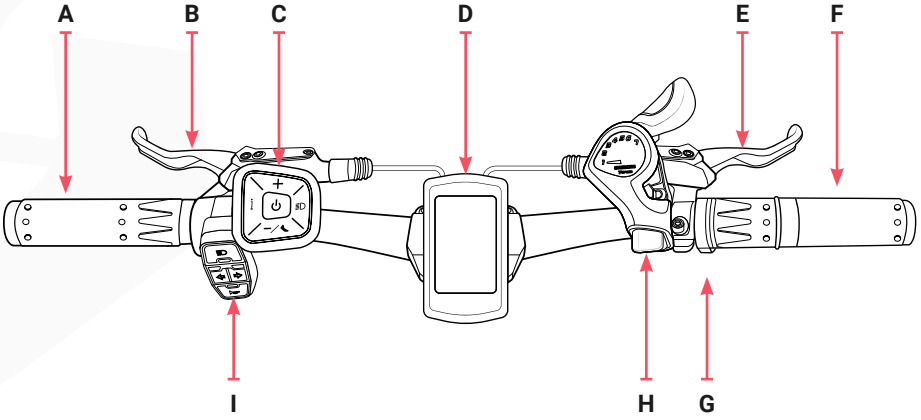


A	Rear Rack
B	Seat Cushion
C	Seat Clip
D	Pedal Crank
E	Pedal
F	Battery
G	Front Fender
H	Head Light
I	Front Shocks
J	Front Wheel
K	Front Brake Disk
L	Valve
M	Taillight
N	Rear Fender
O	Rear Brake Disk
P	Rear Rim With Motor
Q	Derailleur
R	Chain

Description

1. Schematic Diagram

d. Handlebar Attachments

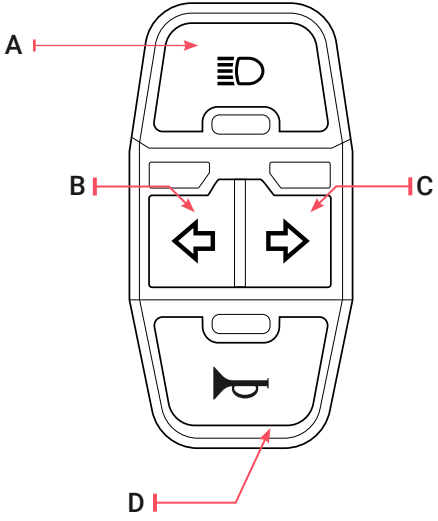


A	Left Hand Grip
B	Front Brake Lever
C	Control Button
D	Speedometer
E	Rear Brake Lever
F	Right Hand Grip
G	Throttle
H	Gear Shifter
I	Lights Signal & Horn Switch

Description

1. Schematic Disgram

e. Lights Signal & Horn Switch

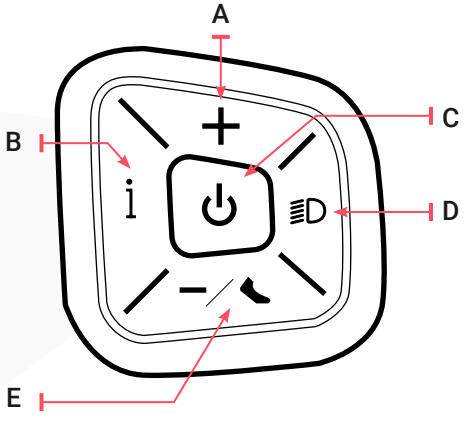


A		Headlight + Taillight	Press to turn on the headlight and tail light.
B		Left Turning Signal	Press to turn on the left side turning signal. Press again to cancel.
C		Right Turning Signal	Press to turn on the right side turning signal. Press again to cancel.
D		Horn	Press the button to sound the horn.

Description

1. Schematic Disgram

f. Control Function

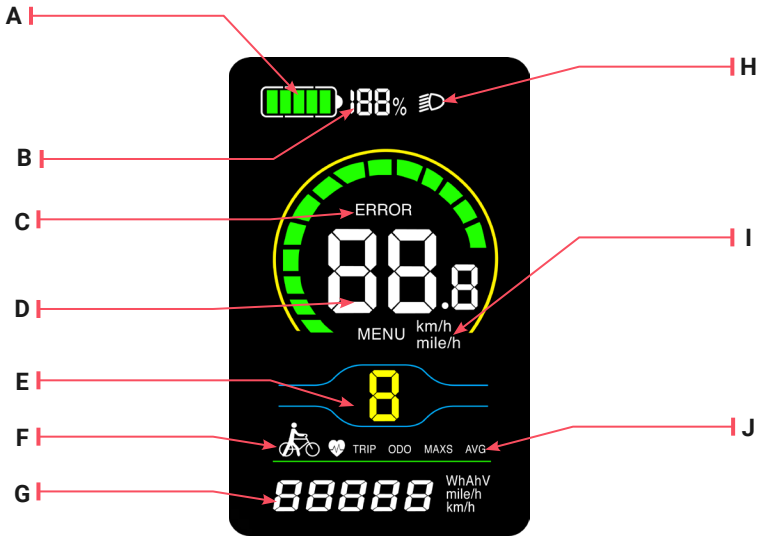


A	+	Plus Button	Press to increase the power assist level.
B	i	Information Button	Press to switch between different trip information.
C	⏻	Power Button	Hold the button for 1 second to turn on the display and controller. Hold the button for 1 second to turn off.
D	≡D	Headlight + Taillight	Press to turn on the headlight and tail-light.
E	−/	Minus/Walk Assist Button	Press to decrease the power assist level. Hold to activate walking assist mode. Release the button while in walking assist mode to deactivate it.

Operation Guide

1. Speedometer & Control

a. Display



Operation Guide

1. Speedometer & Control

a. Display

A	Battery Level Indicator	Indicates the current battery level.
B	Battery Percentage	Indicates the current battery level.
C	Error Indicator	Lights up when a fault is detected. Refer to page 27 for details about error codes.
D	Speedometer	Displays the real time speed of the e-bike.
E	Pedal Assist Level	Displays the pedal assist level.
F	Walking Assist Mode	Lights up when walking assist mode is activated.
G	Bottom Display	Can be cycled through.
H	Headlight Indicator	Lights up when the headlight is on.
I	Speed Units	Displays the current speed unit. (km/h or mile/h)
J	Trip Information Indicator	Displays different trip information.

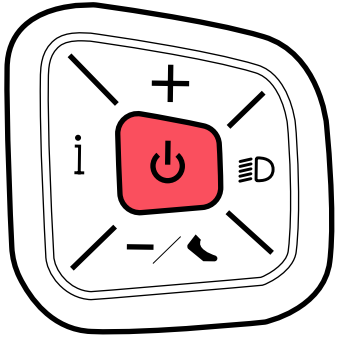
Operation Guide

1. Speedometer & Control

b. Powering On

Power On/Off

Hold the **POWER** button for 1 second to turn on the display and controller.To turn off, hold the **POWER** button for 1 second. The e-bike will automatically power off if it is idle for 10 minutes.



NOTICE: The auto shutdown function can be modified in settings.

Operation Guide

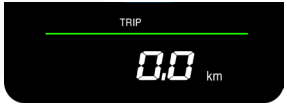
1. Speedometer & Control

c. Function Summary

Trip Information

Press the **"i"** button to cycle between the different trip information. The mode cycles as follows:

- **Trip Distance:** Show the distance travelled for the current trip.
- **Odometer:** Displays the total distance travelled by the ebike.
- **Max Speed:** Shows the maximum speed of the current trip.
- **Average Speed:** Shows the average speed of the current trip.



Trip Distance

Odometer

Max Speed

Average Speed

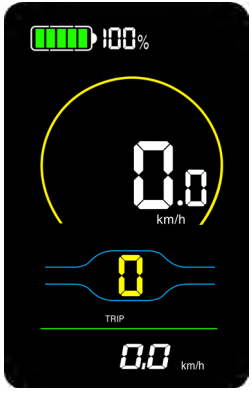
Operation Guide

1. Speedometer & Control

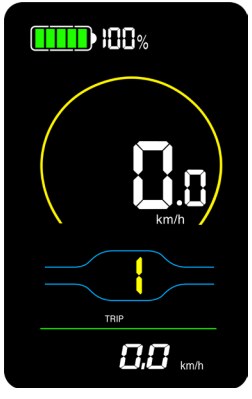
c. Function Summary

Changing the Pedal Assist (PAS) Level

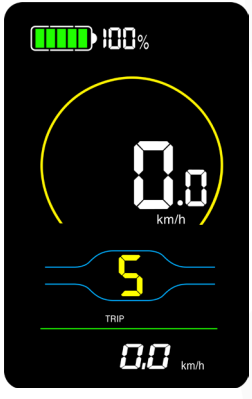
After starting up, press the **“+”** button or **“-”** button to increase/decrease the PAS level. The assist level ranges from 0-5, with no power output at level 0. Level 1 is the lowest power, and level 5 is the highest power. The default level is 1 when the e-bike is powered on.



PAS 0



PAS 1



PAS 5

Operation Guide

1. Speedometer & Control

c. Function Summary

Walking Assist

When the bike is at PAS level 0 and stationery, hold the **"-"** button to activate walking assist (fig.1). The e-bike will be running at the constant speed of 6 km/h and displays the "  " icon while in this mode. Release the **"-"** button to stop the walking assist.

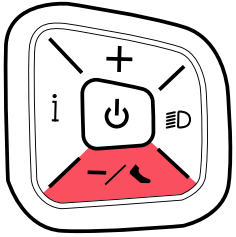
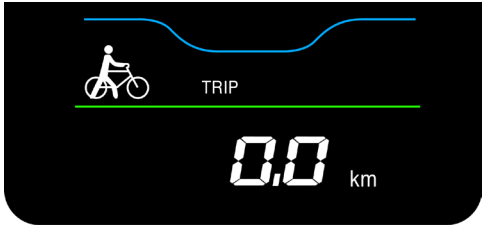


FIG.1



WALKING ASSIST

WARNING: **DO NOT** activate the walking assist mode unless the bike is stationery and you have get off your e-bike. **DO NOT** use it during riding.

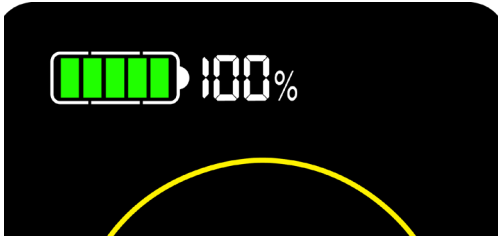
Operation Guide

1. Speedometer & Control

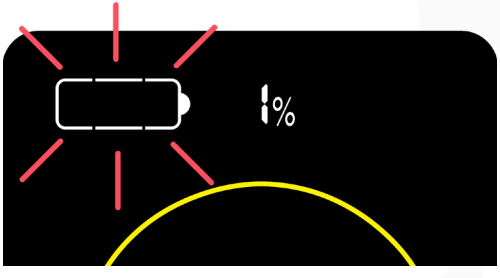
c. Function Summary

Battery Level Indicator

The battery level indicator consists of a 5 segment display and a percentage display. The 5-segment display will blink when the battery is low, which indicates that you should charge your e-bike's battery immediately.



BATTERY FULL



BATTERY LOW

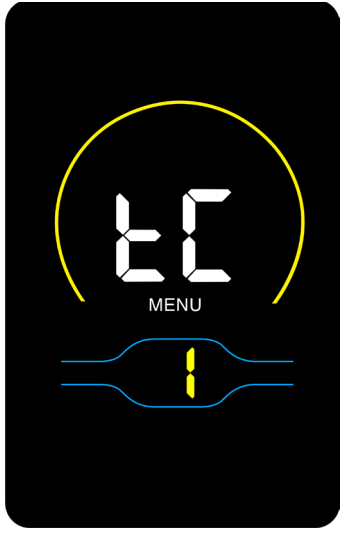
Operation Guide

1. Speedometer & Control

c. Function Summary

Changing Settings

1. Press and hold the **"+"** and **"-"** button for 2 seconds to enter the settings menu.
2. Use the **“+”** button or the **“-”** button to navigate among different setting options.
3. Press the **"i"** button to select the option.
4. When you are done, press any button to return to the main interrface.



Operation Guide

1. Speedometer & Control

c. Function Summary

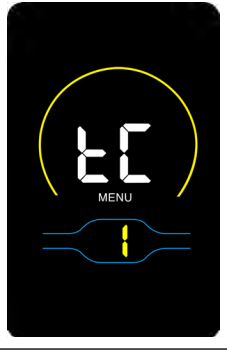
Reset Trip Distance

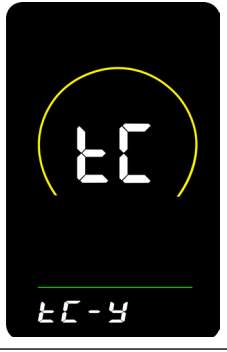
1. Navigate to "**tC**". The number below should be flashing with "**1**".

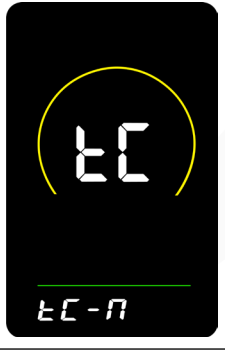
2. Press the "**i**" button to enter the settings.

3. Use "**+**" and "**-**" button to navigate between "**tC-y**" and "**tC-N**". Choose "**tC-y**" (fig. 2) if you want to reset the trip distance, and "**tC-N**" (fig. 3) if you don't want to. Press the "**i**" button to apply the settings.

4. Press the "**i**" button to return to the previous menu.







Operation Guide

1. Speedometer & Control

c. Function Summary

Backlight brightness settings

1. Navigate to "**bL**" (fig.1). The number below should be flashing with "**2**".
2. Press the "**i**" button to enter the settings.
3. Use "**+**" and "**-**" button to navigate between brightness level "**bL-1**", "**bL-2**" and "**bL-3**" (fig.2). Press and hold the "**i**" button to apply the settings.
4. Press the "**i**" button to return to the previous menu.

Operation Guide

1. Speedometer & Control

c. Function Summary

Speedometer Units settings

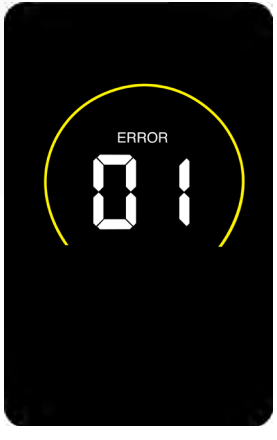
1. Navigate to “**Un**”. The number below should be flashing with **"3"**.
2. Press **"i"** button
3. Move the cursor to select the desired brightness level.
4. Press the **'i'** button to save the settings. Return to the main menu by pressing **'i'** again.

Operation Guide

1. Speedometer & Control

d. Error Code

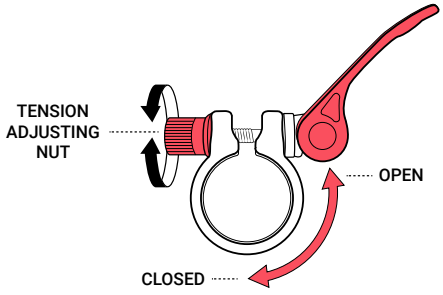
If your e-bike is malfunctioning, an error code will flash on the display. Refer to the list below for a list of the error codes.

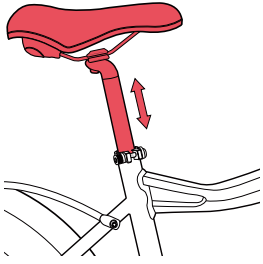


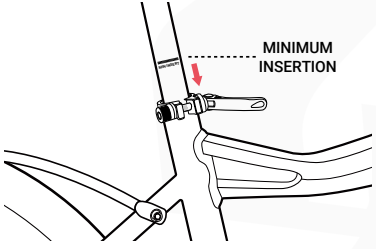
Error Code	Error Description
01	Controller Failure
02	Communication Failure
03	Motor Hall element failure
04	Handlebar Throttle Failure
05	Brake Sensor Failure
06	Motor Failure

Operation Guide

2. Adjusting the Seat Height





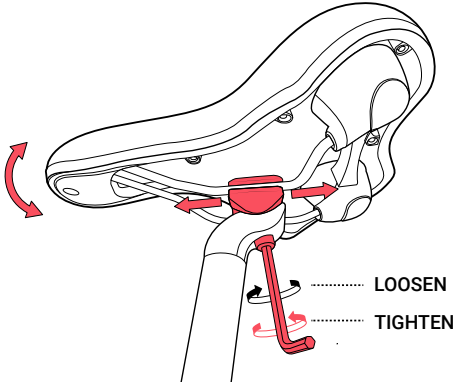


- Unlock the seat clamp, loosen the tension adjusting nut.
- Adjust the seat height to your preferred position and lock the clamp.
- Align the clamp opening with the notch in the seat tube and close the clamp lever fully.
- Closing the clamp should require enough pressure that it leaves an imprint in your hand.

WARNING: There is a **MINIMUM INSERT** marker on the seat post. You must not raise the seat to a higher position than that. Raising the seat post higher will result in injury or damage to property/e-bike.

Operation Guide

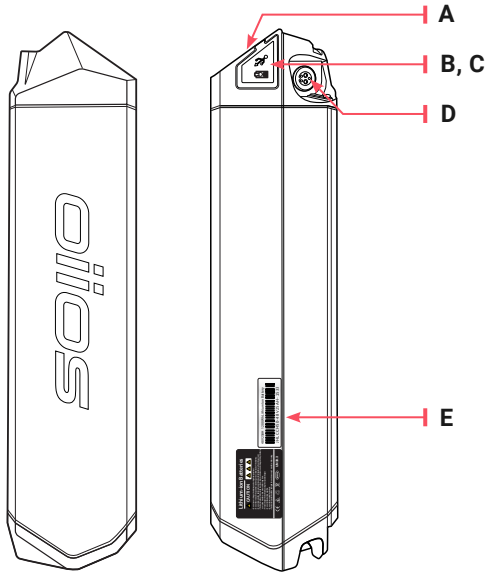
3. Adjusting the Saddle Position



- Loosen the bolt at the bottom.
- Adjust the saddle tilt by pressing down on the front or rear of the saddle.
- Tighten the bolt to secure the saddle.

Operation Guide

4. Battery



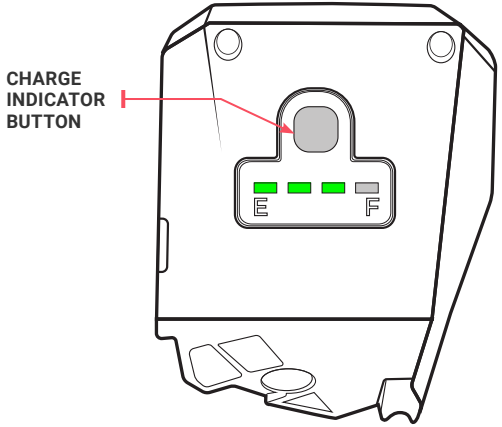
A	Battery Strength Indicator
B	USB Port
C	Battery Charging Port
D	Discharging Port
E	Battery Specification Label

Operation Guide

4. Battery

a. Battery Strength Indicator

Hold the **POWER** button to see the current battery strength.

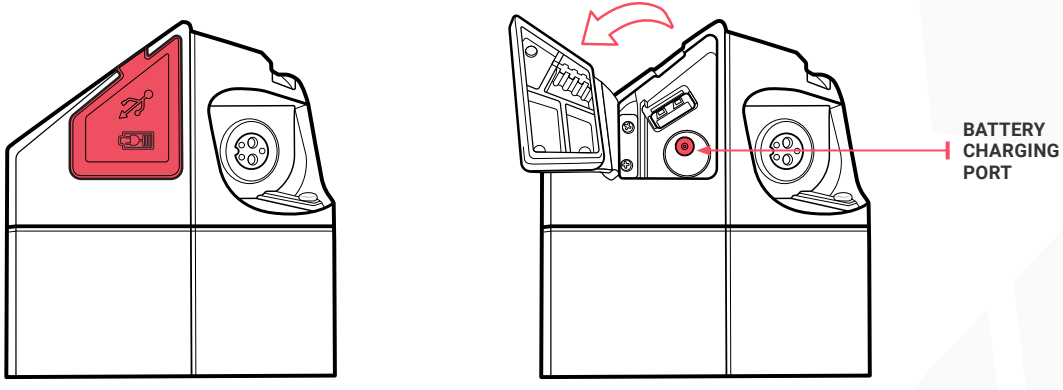


Operation Guide

4. Battery

b. Battery Charging Port

The charging port of the battery is located at the top, and you can find it by opening the rubber cover.

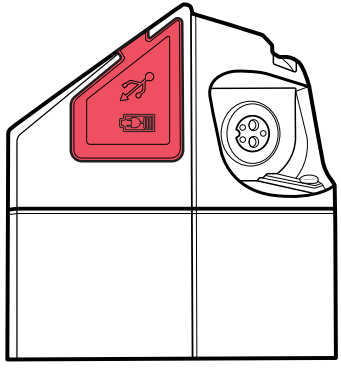


Operation Guide

4. Battery

c. USB Port

The USB port can be used to power or charge an external device like a smartphone.To access the USB port, lift the cover and use the appropriate cable (not included) for your device to connect it.

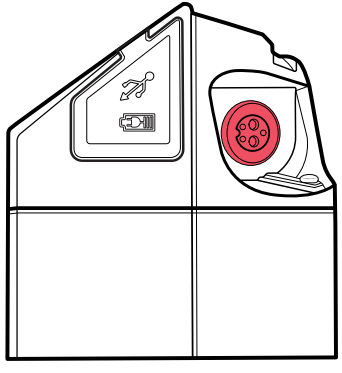


Operation Guide

4. Battery

d. Discharge port

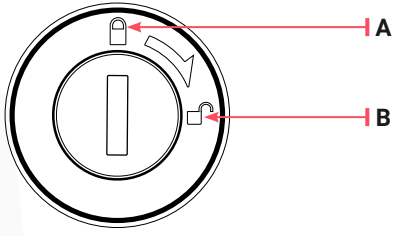
The discharging port for an ebike battery refers to the connector that allows the battery to discharge its stored electrical energy to power the electric motor of the ebike.



Operation Guide

4. Battery

e. Battery Lock



A	Lock
B	Unlock

This is a Two-position switch that is located on the battery:

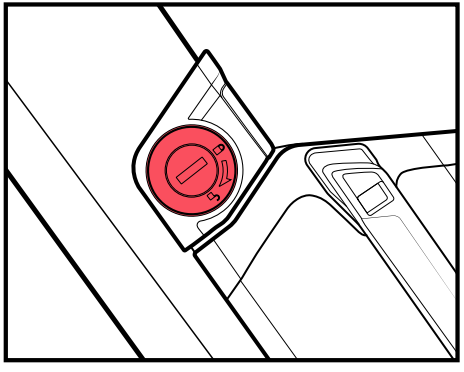
- Lock
- Unlock

Operation Guide

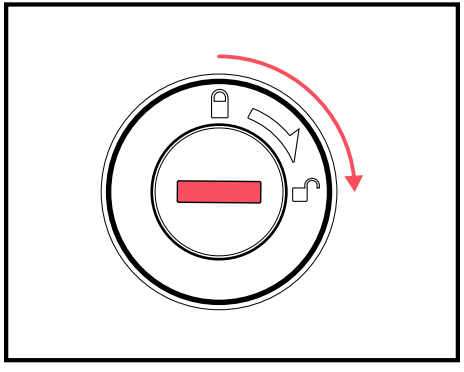
4. Battery

e. Battery Lock

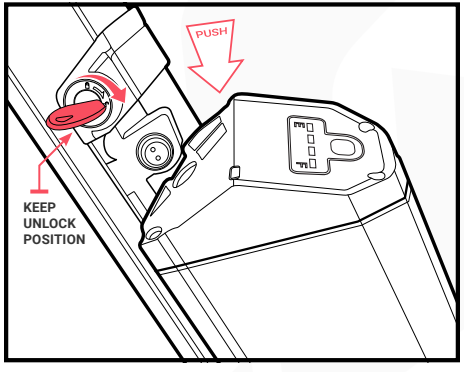
How to Remove the Battery



I. The battery lock is located on the left side of the bike frame.



II. Insert the key, turn it to the unlocked position, and hold it there.



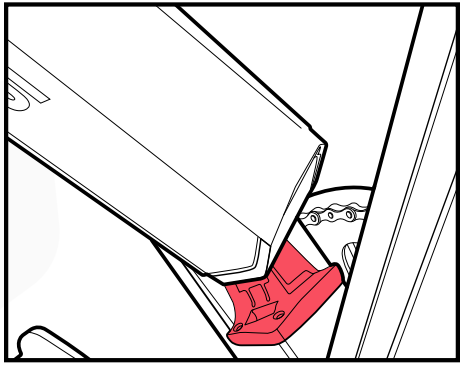
III. Keep the battery lock in the unlocked position. Push the battery and remove it from the bike.

Operation Guide

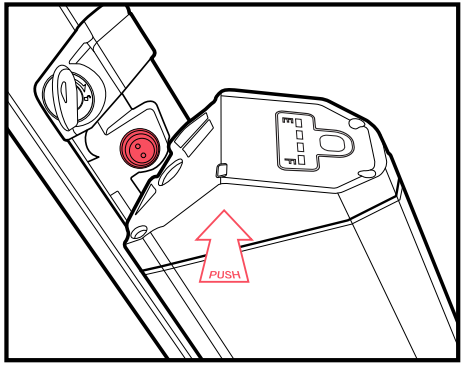
4. Battery

e. Battery Lock

How to Insert the Battery



I. Insert the tail end of the battery into the frame mount.



II. Push the top of the battery into the battery connector port until you hear a clicking sound.

Operation Guide

4. Battery

f. Battery Safety Precautions

- Be sure to use the original/compatible battery (approved by Oiios). Using batteries from other brands may lead to severe accidents.
- Inspect the battery for any damage, leaking, overheating or smoking.
- Always charge between **0°C to 45°C**, charging outside of this range may cause permanent damage to battery.
- **DO NOT** lift the battery by its connectors or cables.
- **DO NOT** charge the battery for over 12 hours.
- **DO NOT** subject the battery to impact.
- **DO NOT** subject the battery to water.
- **DO NOT** subject the battery to heat or open fire.
- **DO NOT** open the battery pack by yourself. If you need any assistance, please contact your Oiios dealer.

Operation Guide

4. Battery

g. Disposal

This product contains lithum batteries which must be disposed or recycled in an environmentally safe manner. Do not dispose of the batteries in your household trash. Do not dispose of the batteries in a fire, this could cause the batteries to leak or explode. The incineration, disposal in landfill and or placing lithum batteries with household trash is prohibited by law in most areas.

NOTICE:

- Used batteries must be treated as hazardous waste.
- Batteries must be disposed of in accordance with the the regulations set forth by your local government/organizations.
- In case of uncertainty, please contact Oiios customer service department at service@oiios.com

Operation Guide

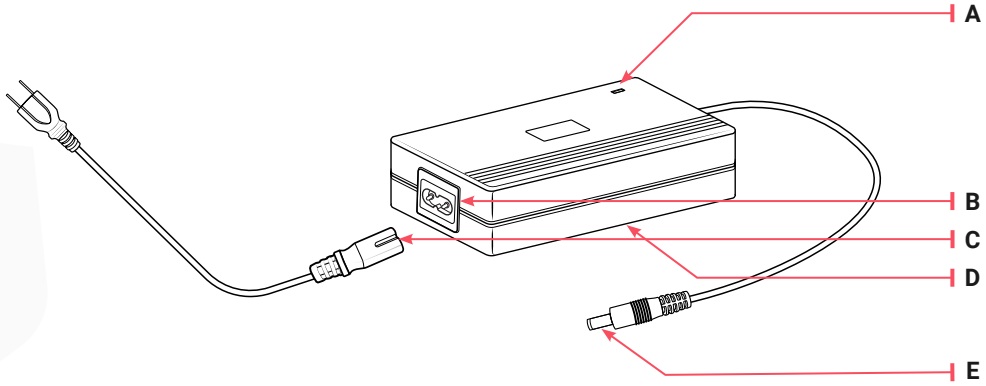
4. Battery

h. Storage & Maintenance

- For storage, please disconnect the battery from the bike and charge the battery on a regular basis (at least once a month).
- Battery packs and chargers need to be stored in a clean, dry, well ventilated place, avoid contact with corrosive material, and keep them away from heat and fire.
- Battery storage conditions:
  - Temperature: -20 to 35°C
  - Relative Humidity: ≤ 65%

Operation Guide

5. Charger

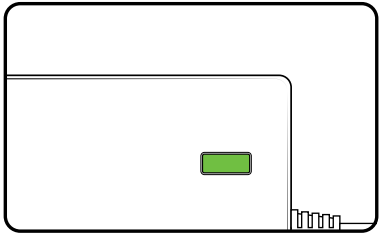


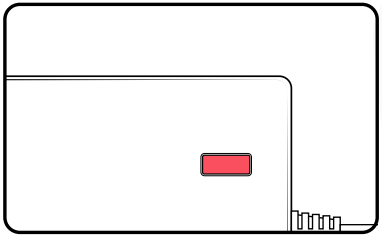
A	Charging Indicator
B	Power Cord Socket
C	Power Cord
D	Specification Label
E	Charging Plug

Operation Guide

5. Charger

a. Charging Indicator





Charging Indicator Explanation:

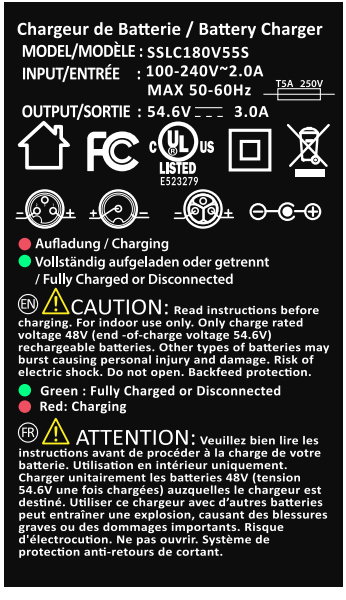
- During charging, the indicator will turn red.
- The indicator will turn green when the battery is fully charged.

NOTICE: If the charger gets warm during regular use, this is normal and is no cause for concern.

Operation Guide

5. Charger

b. Charger Specification Label



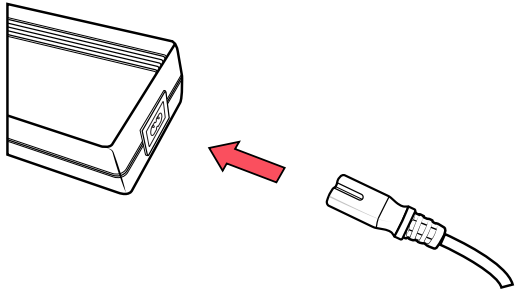
WARNING: It is your responbility to make sure that you are charging your e-bike with the correct charger. Contact your Oiios dealer if you have any questions or concerns.

Operation Guide

5. Charger

c. Charger Plug

d. Power Cord



Connecting the charger:

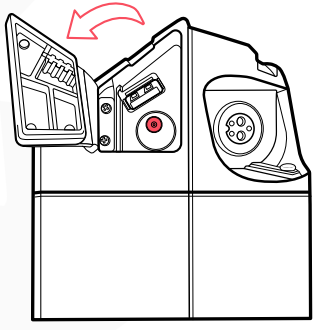
- Plug the power cord into the socket of the charger as shown.

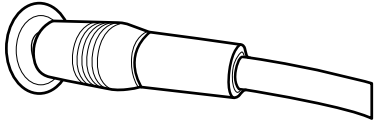
WARNING: **DO NOT** plug the power cord directly to the bike/battery. High voltage may damage the bike/battery and cause severe iniury.

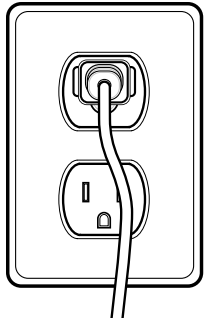
Operation Guide

5. Charger

e. Charger Plug







How to charge:

- The charging port is located at the tail end of the battery. (Refer to "Battery Charge Port "on Page 37.)
- Insert the charging plug into the chagrin port.
- Plug the charger into a regular 110V wall outlet.

Operation Guide

5. Charger

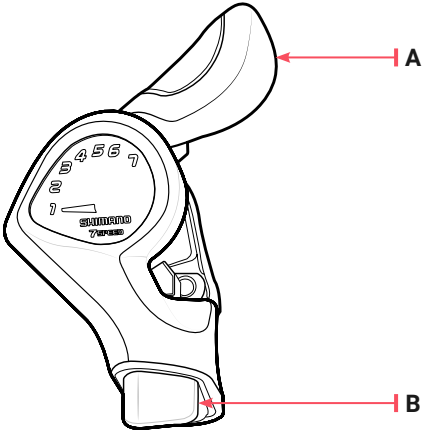
f. Charging Precautions

WARNING:

- You must use the compatible charger (approved by Oiios) to charge the battery.
- **DO NOT** submerge or allow the charger to be submerged in water or any liquid.
- **DO NOT** use the charger if the cord becomes frayed, has exposed solution or wires, or shows any damage.
- **DO NOT** use the charger if the plastic enclosure or the charging connector is broken, cracked or shows any significant damage.
- If the charger/battery becomes unreasonably hot, disconnect the charger from the power outlet and contact your Oiios dealer immediately.
- After the charging is completed, please disconnect the charger from the power outlet first.
- Leave the battery and charger out of the reach from children.
- Charge the battery in a dry, well-ventilated space. **DO NOT** charge the battery in the rain /snow, or in humid environments.

Operation Guide

6. Gear Shifters

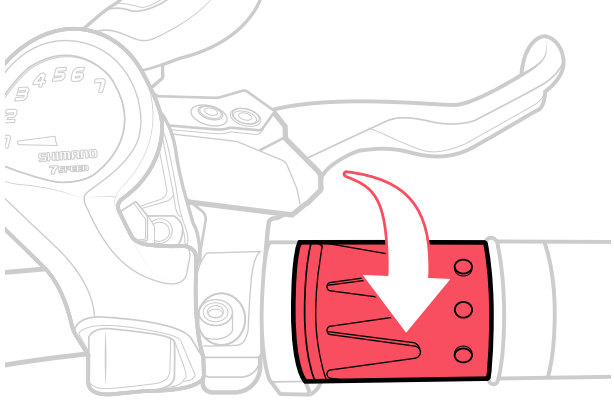


A	Shift the upper lever to lower the gear.
B	Push the button to raise the higher gear.

Operation Guide

7. Throttle

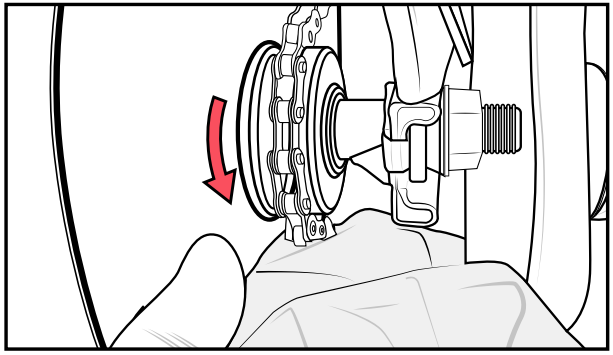
Gently twist the throttle downwards to accelerate.



WARNING: DO NOT twist the throttle if you are not ready to ride.

Operation Guide

8. Cleaning / Lubricating the Chain



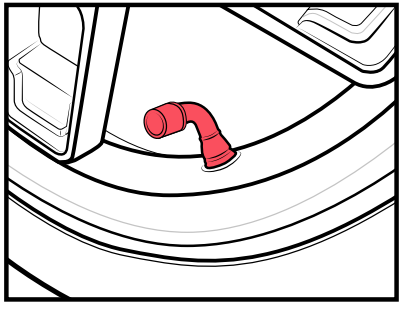
How to Clean the Chain:

- Put the bike on a service stand or lean the bike on the kick/side stand. Make sure the rear wheel is off the ground.
- Locate the chain on the right side of the bike, near the rear wheel hub.
- Hold a clean cloth to the chain (as shown).
- Turn the pedal to clean the chain.
- Apply new bicycle chain oil to the sprocket and chain.

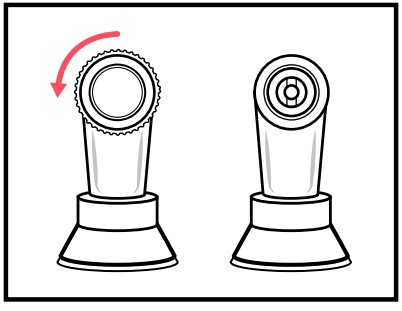
Operation Guide

9. Tire Pressure

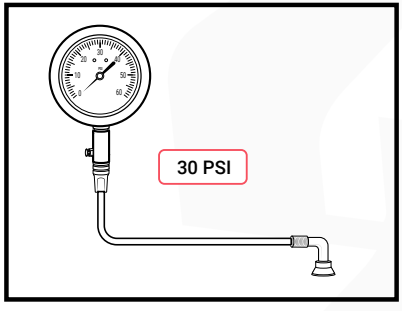
It is recommended to check the tire pressure on a regular basis to keep things at their best working conditions.



I. Locate the valve on the rim.



II. Remove the valve cap.



III. Use an air pump with gauge to adjust the tire pressure to 30 PSI.

Tire pressure affects the following:

- Service life of the tires and other components of the bike.
- Ride safety.

Operation Guide

9. Tire Pressure

- Ride comfort
- Travel distance

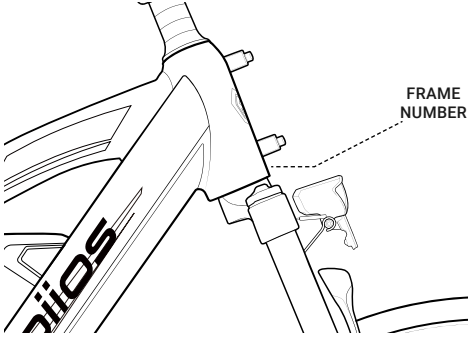
WARNING:

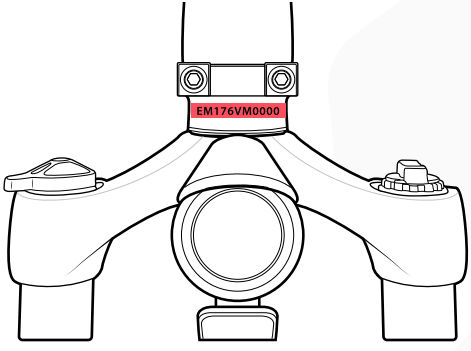
- You **MUST** inflate the tire to the recommended tire pressure before the first ride. Failure to do so may damage your bike and void your warranty.
- **DO NOT** over-inflate, as this could damage the tire or wheel. (The recommended tire pressure range is marked on both tires by the manufacturers.)

Operation Guide

10. Serial Numbern

a. Frame Number





Find the Frame Number:

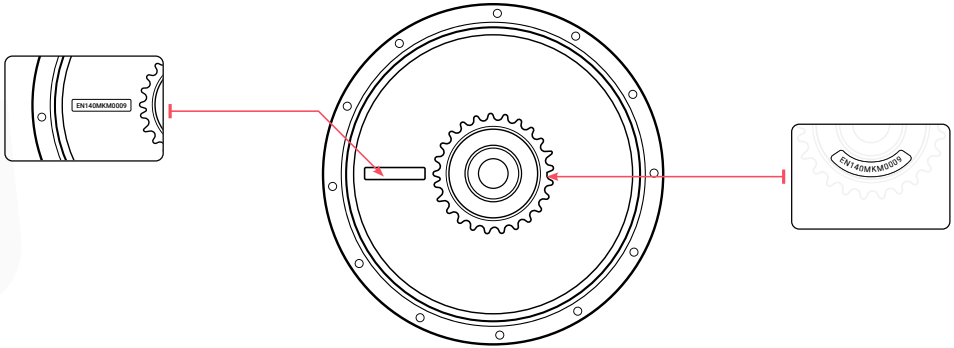
- The frame number is engraved on the neck of the frame.

Operation Guide

10. Serial Numbern

b. Motor Number

Located on the motor.



The motor number could be located at the following locations:

- **Location 1:** On the motor cover plate.
- **Location 2:** Behind the sprocket on the motor.

Troubleshooting

Potential Issues/Errors	Most Common Way To Solve Issue
Battery not fully seated in tray	Install battery correctly
Insufficient battery power	Recharge/test the battery.
Faulty connections	Reinstall or test the battery/wiring.
Improper turn on sequence	Clean and reconnect connectors
Brakes are applied	Restart the ebike.
Electrical cable unplugged	Repair or replace
Walk mode stopped	Ensure nothing is keeping any button(s) other than the walk mode button pressed on the UI Remote (on some models)
Control button(s) held	Ensure nothing is keeping any button(s) pressed on the UI Control (on some models)
Battery non-functional	Replace battery
Damaged or disconnected pedal assist sensor	Replace or reconnect pedal assist sensor
Loose wiring	Repair and or reconnect
Loose or damaged throttle	Tighten or replace
Loose or damaged motor plug wire	Secure or replace motor plug wire
Damaged motor	Repair or replace

Troubleshooting

Low or faulty battery	Check connection, charge or replace battery
Low tire pressure	Adjust tire pressure
Climbing too many hills, strong headwind, braking, and/or excessive load	Adjust your route or assist with pedals
Brakes rubbing	Adjust the brakes
Battery discharged for long period of time without regular charges, battery is aged, damaged, or unbalanced	If range decline persists; contact local dealer
Insufficient battery power	Charge or replace battery
Loose or damaged motor wiring	Reconnect or replace motor
Loose or damaged wheel spokes or rim	Tighten, repair, or replace
Battery damaged	Replace
Charger not well connected	Adjust the connections
Charger damaged	Replace
Wiring damaged	Repair or replace
Blown charger fuse	Replace charger fuse

NOTICE: If you have any questions, please contact your local dealer.

Recommended Torque Values

Area		Tool	Rec. torque
Handlebar	Stem clamp bolts	5 mm Allen	10 Nm
	Stem faceplate bolts	5 mm Allen	6 Nm
	Stem angle adjustment bolt (side)	5 mm Allen	12 Nm
	Stem angle adjustment bolt (bottom)	5 mm Allen	15 Nm
	Speedometer clamp bolts	3 mm Allen	3 Nm
	Remote clamp bolt	3 mm Allen	3 Nm
	Throttle clamp bolt	3 mm Allen	3 Nm
	Shifter clamp bolt	Phillips or flat head	6 Nm
	Brake lever clamp bolts	5 mm Allen	6 Nm
Brake	Caliper adapter to frame	5 mm Allen	6–8 Nm
	Caliper to adapter	5 mm Allen	6–8 Nm
	Brake pads to caliper	Cotter pin	n/a
	Brake rotor to hub	T25 Torx bit	7 Nm
Seat	Seat adjustment bolt	6 mm Allen	15 Nm

Recommended Torque Values

Frame Downtube	Controller mounting bolts	6 mm Allen	3 Nm
	Frame cable cover bolts	2.5 mm Allen	tighten securely; do not overtighten
Rear dropout	Rear axle nuts	18 mm wrench	40 Nm
	Torque arm bolt	4 mm Allen	5 Nm
	Derailleur hanger mounting bolt	5 mm Allen	10 Nm
	Derailleur mounting bolt	5 mm Allen	10 Nm
	Derailleur cable clamp bolt	5 mm Allen	6-8 Nm
Bottom bracket and crank	Pedal into crank arm	15 mm pedal wrench	35 Nm
	Crank arm removal info	Crank puller for square taper bottom bracket	n/a
	Crank arm bolt into bottom bracket spindle	8 mm Allen	35 Nm
	Freewheel removal	Contact local dealer	n/a
	Chainring bolts	5 mm Allen	10 Nm
	Kickstand mounting bolts	5 mm Allen	8 Nm
	Bottom bracket and cups	BBT-22 Park Tool	60 Nm

Tools and Torque Values

Accessories	Headlight/front fender mounting bolt	5 mm Allen and 10 mm wrench	6 Nm
	Fender mounting bolts (except at headlight)	4 mm Allen	6 Nm
	Replaceable rear rack mounting bolts	5 mm Allen	6 Nm

Riding Guide

1. Checking List Before Riding

- Whether the handlebar is stable and turns smoothly when turning.
- Whether the right and left switches on the handlebar works properly or not.
- Whether the throttle works properly or not.
- Make sure the tires are inflated to the recommended tire pressure (30 PSI).
- Check tire surface, make sure there are no cracks, damages, and foreign matter punctures or sticked on.
- Check whether the tread depth is enough. For your safety, tires should be replaced when the tread depth is below the recommended value by the manufacturer.
- Whether any error warning lights are on the speedometer.
- Whether the battery capacity is enough for your trip.
- Whether all lights are working properly.
- Whether the horn is working properly.
- Whether the mirrors are clean and adjusted to the appropriate angle.
- Whether the brake lever and brake system is working properly.

Warranty Policy

By purchasing any Oiios products or other brand items sold by Oiios, the customer agrees to the policies and procedures outlined below.

Terms and conditions apply for eligibility of warranty. Please refer to Terms and Conditions.

Any warranty is extended to the original owner with the original purchase paperwork. This portion does not cover the purchase of parts or the purchase of products sold by Oiios that is not an electric bike, electric scooter ebike, electric motorcycle style ebike, electric mobility scooter, kick-style electric scooter, or ride-on toy.

Electric Bicycle

Oiios dealers may charge an assembly fee to assemble the ebike.

- Comprehensive Warranty (up to 4000km) There is a Two Year warranty (up to 4000km) for the frame, and motor. One year repair or part replacement is extended to the original owner on controller and other applicable components against manufacturer's defect in workmanship and materials on the e-bikes.
- Manufacturer's comprehensive warranty does not cover such parts including, but not limited to: seats, plastic housings and shrouds, pitting, scratches and chips, brake pads, tires, tubes, or damage due to lack of maintenance, accident, misuse or abuse. Damage incurred from water, road salt and other foreign debris or chemicals are not covered by the comprehensive warranty. The labour of any warranty repair will be covered by the original store that the bike was purchased from only when it is being repaired at said store. The parts will be covered by Oiios. You are responsible for providing original purchase paperwork and shipping the item to and from the store.

- Six Month Warranty (up to 4000km) 6 Month warranty on original Batteries and Chargers provided that they have been maintained as instructed by your vehicle hand-book and not subjected to freezing temperatures. For Lithium models, the chargers must match the lithium batteries. Oiios is not responsible for any damage resulting from using another brand or voltage of charger. The customer is responsible for providing original purchase paperwork and shipping the item to and from the store.
- If you are not able to bring the ebike to the location you purchased from, you may be required to ship the item and a copy of your purchase paperwork to Oiios before receiving a replacement item. You are responsible for shipping to Oiios. Once the warranty claim is approved, Oiios will arrange the shipping for the replacement parts and cover the return shipping to you unless expressed otherwise by Oiios. Labour will not be covered by Oiios.
- Certain conditions that may limit or completely void the warranty of your e-bike are: altering the ebike from its original design or its intended use, eg: pulling a trailer, as a delivery vehicle or any commercial use.

Purchased Parts

Please consult your Oiios dealer for more details of the parts policies.

- **Shipping Damage:** Oiios will not be held responsible for any lost, stolen, or damaged items due to any delivery services or courier actions. Report any damage to Oiios within 7 days of receiving the part with pictures for any shipping damage and proof of purchase. Please note the damage on the shipper's proof of Delivery prior to signing off on the shipment. Shipping damage is not covered by Oiios if you choose your own shipping method or freight forwarder. The cost of shipping will not be covered under warranty unless Oiios agrees in writing to cover the shipping cost.
- **Repair and Store Purchases of Oiios Products:** Any warranty is extended to the original owner with

- the original purchase paperwork. Any return or exchange within 7 days must be in new, unused, and original packaging. The customer is responsible for notifying Oiios of the return or exchange and the cost of shipping will not be covered under warranty unless Oiios agrees in writing to cover the shipping cost.On all return and exchange items, a restocking fee of 20% will be withheld from the refund amount unless Oiios has agreed to another arrangement in writing. The cost of the item minus the restocking fee will be refunded once the product is returned and determined to be returnable. Restocking fees are 20% of MSRP not including Taxes, Freight/Shipping or PDI. Items out of original packaging will not be accepted.
- **Part Warranty Policy:** All items with warranty must have a valid warranty sticker. For Lithium models, the chargers must match the lithium batteries. Oiios is not responsible for any damage resulting in using another brand or voltage of charger or using an Oiios item with items that are not sold by Oiios.
  Within 7 days, any items defective by manufacturer quality and are under warranty can be replaced. After 7 days, any items defective in manufacturer quality and are under warranty can be repaired. Warranty does not cover damage due to lack of maintenance, accident, misuse or abuse. Damage incurred from water, road salt and other foreign debris or chemicals. The labour of any warranty repair will be covered by the original store that the Oiios part was purchased from only when it is being repaired at said store. For repairs that are done on items that are not from Oiios, only a 7-day Parts Warranty will be included.
- If the part was paid by financing, you are responsible for any cancellation fees or penalties charged by the third party financing company unless Oiios has agreed to cover the fees in writing. The financing loan agreement will only be cancelled after Oiios has received and approved the returned item.
- For repairs that are done on items that are not from Oiios, only a 7-day Parts Warranty will be included.Oiios is not responsible for items modified from its intended use or purpose resulting in damage to the ebike or injury to the customer or third party.

NOTICE: If you have any questions, please contact your local dealer.

Contact Us

LOCATION

Oiios Mississauga & Service Centre
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CONTACT

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