

**Promovec**<sup>®</sup>  
the e-bike solution

**USER MANUAL  
BUTCHER**



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## **Introduction**

Congratulations with your new BUTCHER e-bike.

The new generation of e-bikes are designed and developed based on many years of experience in the e-bike area.

Before you start using the e-bike, please read this manual, as it contains some important information concerning the use and maintenance of an e-bike.

BUTCHER e-bike is manufactured according to the most advanced production technology. Through tests and test driving, a high quality standard is ensured. BUTCHER has a strong frame and great performance and is adapted to the Nordic weather conditions.

You will achieve an easier and more fun way to transport yourself.

## **Product description**

Your e-bike is produced according to the guidelines in European standard: EPAC EN 15194:2017.

BUTCHER is the perfect choice if you want an electric bike that can be used for varied purposes, as the bike is suitable for driving in both flat and hilly terrain.

The bike is equipped with a front carrier that allows you to carry different goods.

We recommend to tighten the goods when cycling.

The frame is produced in aluminum, which provides a stiff and robust construction and its low weight is maintained. The motor is integrated in the rear wheel and the battery is integrated under the front carrier.

In that way the weight distribution is optimal. The electrical bicycle can also function as a regular bike.

## How to get started

When the battery is installed, the system can be powered on by using the on/off button on the display. When using the pedals, the engine will start to assist you, depending on the chosen assist level. The engine operates as follows:

Electronic controller applies the assist when the sensor detects a movement on the pedals.

The assist power can be controlled by pre fixed assist levels and can be used to adjust to current needs.

Driving uphill gives you the full ability to use the assist function and can be turned off when driving downhill.

The controls automatically disconnects the engine, when there isn't any movement on the pedals or when the speed exceeds 25km/h.

For further details see the "Functions" on the next page.

## Display - Connect+

The display is operable by 3 buttons from the left side of the handlebar.

\* 5 levels of blue light indicate battery state of charge.

\* 5 levels of green light after buttons are pressed indicate assist level.

\* Error codes are integrated to the display and displayed by flashing LED's.

**Attention!** If the first LED in the battery indicator starts to flash, this indicates that the system has detected an error. (Look at page 9)



## Assist functions

The display have 2 different assist functions:

- Assist levels (1-5), choosable by using up/down buttons.
- Walk assist is selected by holding down the "down" button.

Light is toggled on and off by holding down the "up" button.

If walk-assist function is supported by the bike, it allows you to drive up to 6 km/h without the use of the pedals and regardless of the assist level setting. This function is useful uphill.

## Extended features by mobil App

When the phone is connected by Bluetooth, it is possible to access more real time features such as:

- Current speed.
- Trip counter.
- Driving mode (eco/speed/dist).
- Map.
- Basic functions (timer, battery status, assist level osv.).

Note: The phone can be used as a display to control the e-bike and its functions.

## Connecting new devices

**Attention!** The app "Promovec Connect+" must be downloaded before it is possible to access the above functions.

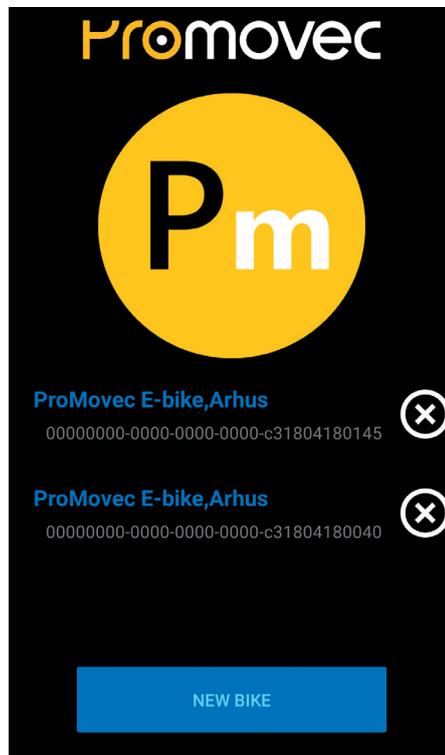
Links:

**IOS:** <https://apps.apple.com/dk/app/promovec-connect/id1458723615?l=da>

**Android:** <https://play.google.com/store/apps/details?id=com.ektos.e.bike.client>

Turn on the Bluetooth, open for the app and the follow the onscreen instructions.

1. Start by turning on the display on the bike.
2. Tap the "new bike" in the app and a list of available bikes will now appear on the screen.
3. Select your bike and complete the onscreen instructions. It is possible to rename the bike while it is added to the bike list.
4. Return to the home screen and select your newly added bike.
5. Your electric bike is now connected.



**Note:** With the app you have the option to connect with multiple e-bikes and select the specific one you need before your departure.

## Troubleshooting

If the first LED in the battery indicator starts to flash, this indicates that the system has detected an error.

The numbers of flashes determine the error code.

Numbers of flashes	Description	Solution
1	Error on the motor	If the motor is equipped with a plug, check the plug or contact your dealer
2	Error on the controller.	Contact your dealer
3	Error on the display	Contact your dealer
4	Low battery voltage	Charge the battery
5	Error on the brake cut off sensor	Release the brake and restart the system or contact your dealer
6	Error on the speed sensor	Contact your dealer
7	Error on the battery	Contact your dealer
8	High current or overload	Contact your dealer
9	Communication error	Contact your dealer
10	Battery voltage to high	Contact your dealer
11	Error on the display	Contact your dealer

## Tire size settings

The circumference of the wheel is found by measuring the distance around the wheel from valve to valve or use the chart.



Type the measured value in the display.

You can find the **ETRTO** value on the tire.

You can find the **Tire size** on the side of the tire.

**Circumference** is the value you type in the display.

ETRTO	Tire size	Circumference
40-406	20x1.50	1490
47-406	20x7.75	1515
50-406	20x1.95	1565
47-507	24x1.75	1890
50-507	24x2.00	1925
54-507	24x2.125	1965
40-559	26x1.50	2010
47-559	26x1.75	2023
50-559	26x1.95	2050
54-559	26x2.10	2068
35-622	700x35C	2168
38-622	700x38c	2180
40-622	700x40c	2200
42-622	700x42c	2224
44-622	700x44c	2235
45-622	700x45c	2242
47-622	700x47c	2268

## Youtube learning videos

### **How to pair your new display:**

<https://www.youtube.com/watch?v=LZHgKPralBg&t=1s>

### **How to use your new display:**

<https://www.youtube.com/watch?v=LZHgKPralBg&list=PLx3qr0g0MDMwlXaFLYe6Z-kLuhWeO1-BSZ>

### **Settings for backlight and change between metric and imperial unit of length:**

<https://www.youtube.com/watch?v=TTIzjYc9Aew&t=1s>

### **Setting the wheel size:**

<https://www.youtube.com/watch?v=2EAdEgFVgxc>

### **Using assist levels, bike modes and the map:**

<https://www.youtube.com/watch?v=cZkBSOMojoU>

## Battery - Mounting/Dismounting

- \* The battery is mounted under the front carrier from the left side of the bike.
- \* Use the provided key.
- \* Remove the key from the battery while driving.
- \* When the battery is inserted, the electrical system is turned on automatically.



## Storage

If the e-bike is set aside for storage (more than one month), it will be enough to recharge one time per month. If your e-bike is stored outdoors or in an unheated room, we recommend removing the battery and storing / charging it at room temperature.

The batteries should always be fully charged in storage since they cannot afford to stand discharged completely or partially for a long time.

## Capacity and use

- The e-bike uses a maintenance-free Li-ION battery.
- The battery is supplied approx. 60% charged from the factory. Before using taking the battery must be fully charged with the supplied charger.
- Optimum charging of the battery takes place at 18-20°C.
- Many frequent charging of the Li-Ion battery can extend battery life.
- Be aware that the capacity of the batteries decreases over time and at lower temperatures. Too little tire pressure, weather and wind, road characteristics, user weight and own effort affect the range of the battery.
- Batteries have, in normal use, a life of up to 600 recharges and discharges.

## Warning

- Do not heat, short circuit, puncture, or otherwise mistreat the battery.
- The battery must not be dismantled or destroyed.
- Do not throw the battery into fire.
- Do not immerse the battery in water or any other liquid.
- The battery can only be charged with the included charger.
- Never charge the battery at temperatures below 0°C or above 45°C.

## Disposing of battery

Batteries contain substances that can be harmful to human health and the environment if not handled properly.

Batteries are marked with the crossed-out garbage. It symbolizes that wasted batteries must not be disposed of with normal household waste but must be collected separately.



It is important that you submit your used batteries to the collection systems established. In this way, you help to ensure that the batteries are recycled in accordance with the law and will not harm the environment.

All municipalities have established collection systems, where wasted portable batteries can be collected from households or free can either be submitted at recycling stations and other collection sites. Additional information is available from your local authorities.

## Charger/Charging

### **CAUTION:**

- Only allow children at least 8 years old to use the battery charger. Give sufficient instruction so the child can use the battery charger in a safe way and explain that it is not a toy and must not be played with.
- Instruct the child not to try and recharge non-rechargeable batteries because of the danger of eruption.
- Examine the battery charger regularly for damage, especially the cord, plug and enclosure. If the battery charger is damaged, it must not be used until it has been repaired.

Before using the battery, it has to be fully charged with the supplied charger for at least 24 hours.

We recommend to charge the battery every time it has been used, as many frequent charging helps to prolong the battery life.

It is recommended to sometimes leave the battery connected for minimum 24 hours after the green diode lights up. This allows better balance out the cells in the battery, to maximise capacity. Charging must be done indoors or under a pent roof, as the charger is only splashproof. Preferably at a temperature of 18-20°.

You can either leave the battery on the bicycle or remove it for charging.

- Insert charger plug in the battery, and the mains plug in the socket - and check to confirm that the charger is on.
- When the "charge" and "power" are red, it indicates that battery is charging.
- When the "charge" light is green, and "power" light is red - it indicates the battery is fully charged.

Charging must only be done with the supplied charger - see picture below.

If charging does not begin immediately, check to make sure the charger is connected correctly.



## **Battery registration**

Register your battery via Promovecs website and obtain 2-year capacity warranty. In addition to the prevailing sale of goods 2-year warranty provided, Promovec A/S offer a 2-year capacity warranty on all batteries for electric bikes equipped with Promovecs electrical system and intended for private use.

The warranty covers a guaranteed minimum capacity of 70% in 2 years from date of purchase.

To qualify for this 2-year capacity warranty the battery must be registered via the Promovec website. Registration must take place within 8 days from the date of purchase.

## Maintenance

The bike and the electrical system does not require any special maintenance. It is recommended to clean the bike and lubricate moving parts at regular intervals.

Be aware, that wearing parts such as tire, chain, brake pads are replaced as needed. Models equipped with v-brake has a wear indicator engraved as a line or dot indicating the wearing time. If the dot or line is no longer visible, the rim must be replaced.

The rim is changed when the wear indicator is no longer visible



In order to maintain and preserve electric bike's condition, we recommend an inspection two times a year, however, at least once a year by a professional workshop.

## Transportation of electric bike

If the electric bike is due to be transported, this must be carried out in a responsible manner. We recommend that the bike is transported with an approved bicycle carrier marked with TÜV and is specially made for electric bike. The reason being, that electric bikes are more heavier compared to traditional bike, which requires a bicycle carrier with a larger load capacity.

Before transporting your electric bike, remove the battery and cover the bike for any humid weather conditions. **NB!** The battery should not be stored in any enviroment, that exceed the temperatur of -10 °C or 60 °C. It is also recommend that the battery is kept out of direct sunlight.

## **Road traffic law**

The electric bicycle is part of the road traffic laws, such as regular bicycles. According to the "Order on traffic law" under section § 49. You can read more about this.

You are therefore considered a cyclist in traffic with the same driving conditions. It is recommended to wear helmets and having the right lights equipped for your bicycle.

## **Insurance**

An electric bike for insurance purposes as an ordinary bicycle, it is usually covered by a standard household insurance. However, we recommend that you talk to your insurance agent about the technical aspects of e-bike.

## **Frame No.**

The e-bike is fitted with a frame number. It is located under the crank.

## Technical data

<b>Frame</b>	Alloy
<b>Fork</b>	Unicrown
<b>Frame size</b>	Low 43 cm - High 56 cm
<b>Handlebar</b>	Kalloy - oversize
<b>Handlebar stem</b>	Zoom, adjustable
<b>Motor</b>	Rear w/cassette - 250W/36V
<b>Assist</b>	5 levels
<b>Battery</b>	Carrier 6 - Various sizes from 15,6Ah to 17,4Ah
<b>Range</b>	Up to 150 km
<b>Display</b>	Connect+
<b>Wheel</b>	20" front and 26" rear
<b>Tyre</b>	Schwalbe Delta
<b>Gears</b>	9 speed Shimano
<b>Brakes</b>	Shimano front disc brake
<b>Color</b>	Black - one color
<b>Weight</b>	28 kg, ex. battery
<b>Total weight</b>	150 kg incl. luggage

## Battery specifications

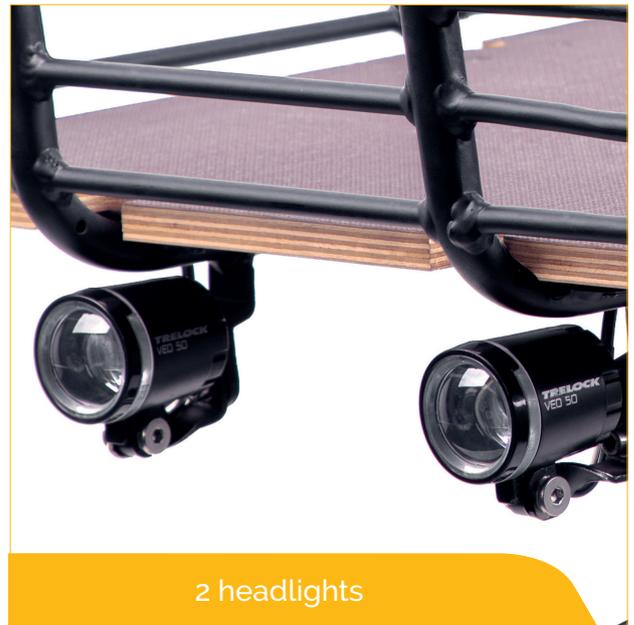
XL batteries	
15,6AH 36V Li-Ion 561Wh Removeable Weight: 3,9 kg	17,4AH 36V Li-Ion 626Wh Removeable Weight: 3,9 kg
Range: Up to 130 km	Range: Up to 150 km
 <p><i>XL battery</i></p>	
<b>Charger</b> Swift mode, Splash proof Charging time 4-5 hours	



9 speed Shimano



Connect+ display



2 headlights