Pictures in this user manual are for illustrative purposes only and subject to change

USERMANUAL

Ridgeback - Errand

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Warnings

Important! Always read the safety instructions before use. If the precautionary measures described are NOT followed, the warranty is void.

- To ensure that the charger and battery are handled in a safe way, and that users involved understand the danger thereby, charging of the battery must only be handled by persons aged 8 and up.
- Persons with reduced physical, sensory or mental abilities, lack of experience or knowledge must be supervised or trained in the use of the battery and charger.
- Do not let children play with the battery and/or charger. Children must be supervised if they perform any kind of cleaning and/or maintenance
- DO NOT attempt to recharge non-rechargeable batteries with the battery charger
- For safety reasons, if charging the battery indoors then the battery should be recharged in a room with a fire alarm installed
- Do not place the charger or the battery near flammable materials. Ensure the battery and charger are placed on a fireproof surface before charging.
- Only charge the battery with the included charger
- Do not dismantle or damage the battery
- Only use the battery included
- Do not throw the battery into a fire
- Do not immerse the battery in water or any other liquid
- Never charge the battery at temperatures below 32°F (0°C) or above 113°F (45°C)
- Do not heat, short circuit, puncture or otherwise mistreat the battery
- Do NOT change/manipulate the electrical system
- Disposal of batteries, see page 16
- Transportation of e-bike, see page 15

Product description

Errand 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 motor is integrated in the rear wheel and the battery is integrated in the frame. In that way the weight distribution is optimal.

The bike is UKCA marked and produced according to the guidelines in the standard BS 15194:2017.

Note!

- Use of a bike trailer in combination with the e-bike is not allowed
- Always use original spare parts when replacing electrical components
- Do NOT clean the e-bike with a high-pressure cleaner
- If the electrical system is modified the warranty is void

Quick start

1. Mount the battery and turn the key right, then press the ON/OFF button on the display.

2. Start pedalling and the motor will start assisting according to the assist level selected.

3. Adjust the assist level with the “Up” and “Down” arrows.

4. The assist function will cut off when the user stops pedalling or when the bike exceeds 24,6 km/h.

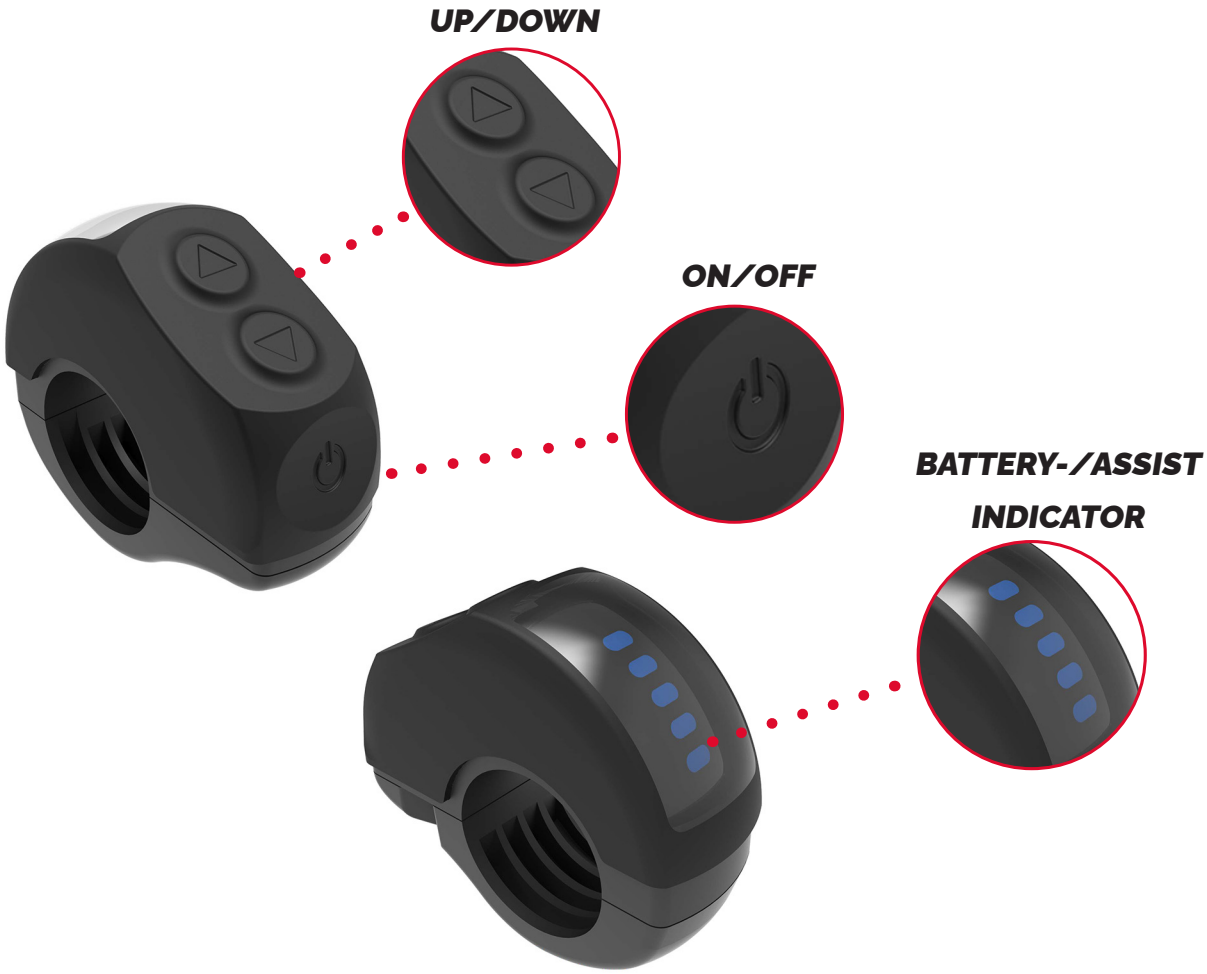
Check page 6 and 7 for a more thorough explanation covering the buttons.

Display

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.



Assist functions

The display has 2 differrent 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, for example, used on hills and other rough paths.

Extended features with Mobile App

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

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

The system includes 3 different assist types:

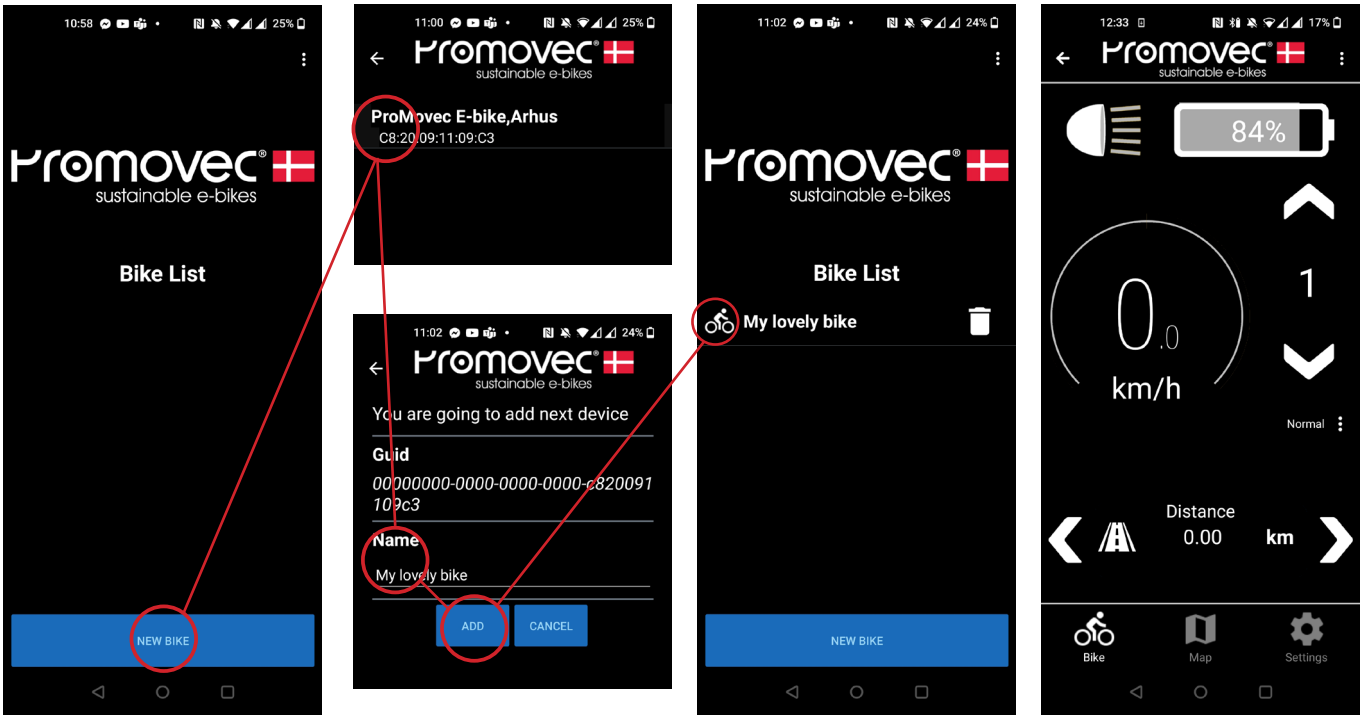
Pedal speed sensor system

- Speed mode.
- ECO mode.
- Take me home (Set distance).

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/gb/app/ebike-connect/id1458723615
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.
Start by turning on the display on the bike.
Tap the “new bike” in the app and a list of available bikes will now appear on the screen.
Select your bike and complete the onscreen instructions. It is possible to rename the bike while it is added to the bike list.
Return to the home screen and select your newly added bike.
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 in APP

If problems occur when using the app try the following list to troubleshoot:

1. Turn on Bluetooth in the mobile settings
2. Restart the app
3. Update Connect+ to the latest version
4. Make sure the Smartphone is not connect in both the app and under bluetooth settings
5. Disable/uninstall other apps using Bluetooth

Contact you dealer if this list does not solve the problem.

YOUTUBE LEARNING VIDEOS

HOW TO PAIR YOUR DISPLAY:
https://youtu.be/LZHgKPralBg

SETTING THE WHEEL SIZE:
https://youtu.be/2EAdE9FVgxc

SETTINGS FOR BACKLIGHT AND CHANGE BETWEEN METRIC AND IMPERIAL UNIT OF LENGTH:
https://youtu.be/TTIzjYc9Aew

USING ASSIST LEVELS, BIKE MODES AND THE MAP:
https://youtu.be/cZkBSOMojoU

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	Motor error.	Check motor connection. Contact retailer.
2	Controller fejl.	Contact retailer.
3	Display error.	Check display connection. Contact retailer.
4	Low battery voltage.	Recharge the battery.
5	Brake sensor error.	Reset the handbrake to start position. Check the light connection for moisture. Contact retailer.
6	Speed sensor error.	Check the display connection for moisture. Contact retailer.
7	Battery error.	Contact retailer.
8	Overload.	Check connections. Restart the bike. Contact retailer.
9	Communication error.	Check the display connection for moisture. Contact retailer.
10	Battery voltage to high	Contact your dealer
11	Display error.	Check the display connection. Contact retailer.
12	Temperature error	Reduce the workload or cool of the motor. Contact your retailer.
13	Only with centermotor. Torque sensor error.	Contact retailer.

*Check the wire connections:

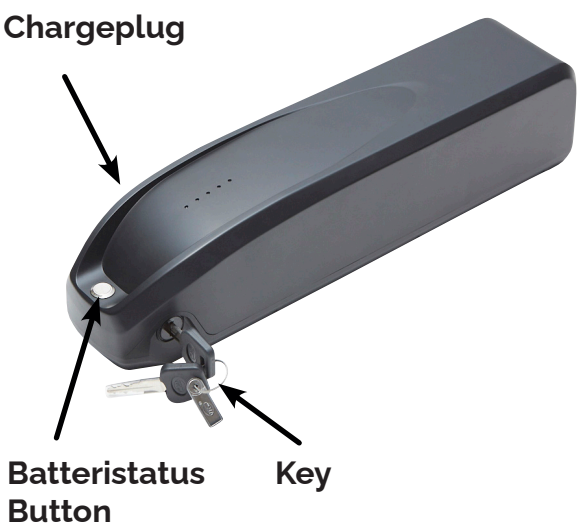
- are connected
- are free from water
- the pins are not bend or damaged

Mounting/dismounting of battery

The e-bike is equipped with a downtube 2 battery.

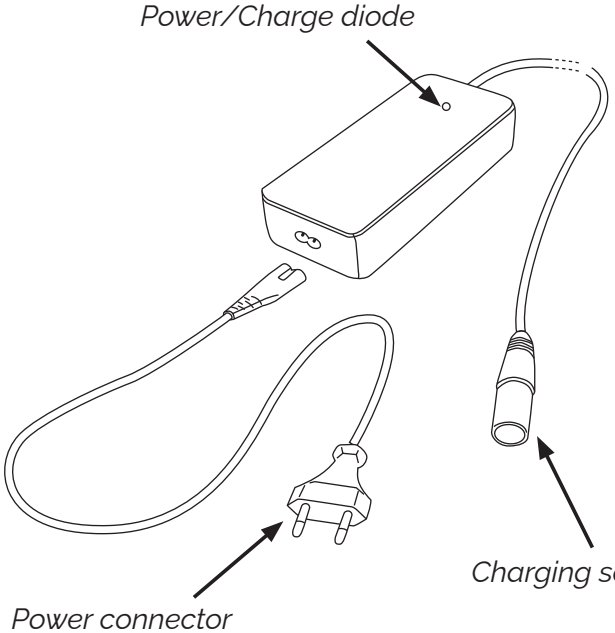
1. Slide the battery onto the controller bracket on the frame
2. Use the key to lock the battery in place
3. Remove the battery by turning the key left and push the battery up and out

Note! The USB plug is for service and NOT for charging of other devices



Battery charger

The charger will be supplied with one out of three different charging sockets illustrated below.



Charging sockets

Charging

Charging must be done indoors or in an open shed as the charger is only splash proof. Charging should be done at 18–20˚C. Never charge a battery if the temperature is below 0˚C or over 45˚C.

Note! It is important that the order of the points for charging the battery is followed, regardless of whether the battery is mounted/removed.

Connecting the charger

1. Plug the charger into the battery charging connector
2. Set the network plug into the power outlet and switch the charger on

Power/Charge diode

- If the battery charger is connected to mains, the diode lights red (With no battery connected)
- When the battery is connected to the charger and the diode lights red, then the battery should be recharged
- When the Power/Charge LED shows green, the battery has been recharged
- Turn the power off before disconnecting the charger from the battery

General

- To keep the battery in good condition, we recommend that you ocassionally charge the battery for a minimum of 24 hours after the green light appears. The reason being that this will balance out each cell, providing a healthy battery
- After charging, insert the small rubber cover into the battery slot to protect it against dirt.
- When a battery has been fully recharged, the battery charger will enter stand-by state and use very little power. It is recommended to unplug the charging socket and switch off the charger if you do not need the battery for a long time.

Battery capacity and use

The electric bike uses maintenance-free Li-ION batteries. The battery delivered in this kit is about 40-60% charged at the factory.

Before using the battery, it must be fully charged with the supplied charger (Green LED lights).

We recommend that the battery stays connected to the charger for 24 hours after the green light appears, as it provides a better balance between each cell in the battery. The optimal charging environment would be at 20˚C or 68˚F.

Frequent charging of the Li-ION battery can extend the battery life. Be aware that the capacity of the batteries decreases over time. Several factors, such as low temperatures, tire pressure, weather/road conditions, user weight and own physical effort has an influence on the range of the battery. As a user, you therefore have a big influence on the range.

Battery registration

Register your battery at www.Promovec.com and to receive a 2-year capacity guarantee. In addition, Promovec A/S offers a 2-year capacity guarantee on all batteries for electric bikes equipped with Promovec's electrical system.

The guarantee covers a minimum battery capacity of 70% in 2 years from date of purchase. To qualify for this 2-year capacity guarantee the battery must be registered at www.Promovec.com. Registration must take place within 14 days from the date of purchase.

Winter storage

If the electric bike is set aside for storage (more than one month), it will be enough to recharge the battery once a month for 24 hours to keep the battery in good condition.

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

Maintenance

It is recommended to clean the bike and lubricate moving parts at regular intervals.

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

Be aware, that wearing parts such as tire, chain, brake pads are replaced as needed. Do NOT use a high-pressure cleaner when cleaning the bike as it may damage the electrical components.

Frame number

The electric bicycle is provided with a frame number. It is located under the crank.

Transportation of e-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 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.

Road Traffic Law

While riding your e-bike, you must adhere to all traffic laws in the area. We also recommend you use a front headlight and rear taillight when riding; day or night. It is your responsibility to understand and follow regulated laws which pertain to the use and ownership of e-bikes and where you can or cannot ride them. This also includes personal insurance.

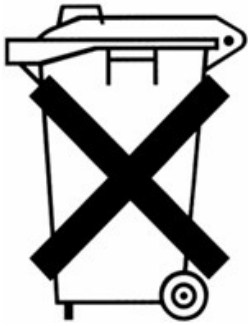
Insurance

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.

Disposal

All municipalities have established collection systems, where waste 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.

Over time the e-bike and components will be worn out. It is recommended to dispose worn parts according to local guidelines within your area. Sort and dispose of worn parts in the following manner:



- Environmentally hazardous waste: Batteries*
- Electronics: Motor, display, cables og lights
- Plast: Grip, fenders and chaincase
- Rubber: Tires
- The rest of the E-Bike: Metal

This is to ensure an effective management off our common natural resources and the way we dispose of toxic waste and pollutants.

*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.

Class 1 description

Bicyles and Epacs used on regular paved surface where the tires are intended to maintain ground contact at average speed.
Intended average speed range: 15 to 25 km/h
Intended drop/jump height: <15 cm
Intended riding purpose: Commuting and leisure with moderate effort

Approvals

The e-bike bicycle is UKCA/CE approved and thoroughly test by TÜV representatives ensuring that our electric bike is compliant with regulations for UK and EU countries.

UK - Declaration of conformity

This declaration is issued at the responsibility of the manufacturer. In case the product is modified in any kind or way which is not coordinated with the Promovec A/S this declaration of conformity is no longer valid.

Declaration of conformity according to:
Supply of Machinery (Safety) Regulations 2008
Electromagnetic Compatibility Regulations 2016
Design meet requirements in BS 15194:2017

Technical data - Maddison Errand

Frame	Alloy
Fork	Unicrown
Gear	Shimano, 8 speed
Motor	250W rear wheel motor
Mode	PAS (Pedal Assist System) (EU standard EN EPAC 15194)
User weight	Max. 100 kg
Frame size	445 mm
Handlebar	Oversize 31.8×45×680 mm
Handlebar stem	Ahead adjustable
Motor	Rear hub motor 250W
Assist	5 levels
Battery	Downtube 2
Display	Connect+
Wheel	20 inches
Tyre	Schwalbe Big Apple (20×2.00)
Gears	8 Speed Derailleur
Brakes	Disc
Colors	Red - Blue - Black
Weight	Check label on e-bike
Max user mass	100 kg
Max total weight	Check label on e-bike

Battery specifications Downtube 1

Standard batteries available		
Nominal Capacity: 6,6 36V Li-ION, 237 Watt-hours, Detachable Weight 2,5 kg	Nominal Capacity: 10,4 36V Li-ION, 374,4 Watt-hours Detachable Weight 3,0 kg	Nominal Capacity: 12.8 Ah 36V Li-ION, 460,8 Watt-hours Detachable Weight 3,0 kg
		
Charger **Swift mode, Splashproof** **Charging time 4-5 hours**		

SERVICES

In order to maintain and preserve electric bike's condition, we recommend an inspection two times a year or at least once a year. The inspection should include a check of brakes, tires, steering and cables. A service check can be ordered at your dealer.

Date & company stamp	*Date & company stamp*
Date & company stamp	*Date & company stamp*
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