PUCKIPUPPY

E-BIKE USER MANUAL



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Attention

This manual contains details of the product, information on its operation and maintenance, safety notes, and other helpful tips for owners. All users must read it carefully and familiarize themselves with the below-mentioned information before using the product to ensure safe use and prevent tragic accidents. Failure to review this information may lead to injuries or death.

Make sure to read all provided component manuals along with this Ebike manual before use. Make sure to retain this manual along with any other documents included with your Ebike for future reference.

As it is impossible to anticipate every situation or condition which can occur while riding, this manual makes no representations about the safe use of Ebike under all conditions. Therefore, unforeseen risks associated with the usage of any Ebike are the sole responsibility of the rider.

All content in this manual is subject to change or withdrawal without notice. Visit www.PUCKIPUPPY.com to download the latest version. PUCKIPUPPY makes every effort to ensure the accuracy of its documentation and assumes no responsibility or liability if any errors or inaccuracies appear within.

Notice

Initial assembly and adjustment of your PUCKIPUPPY Ebike may be challenging and should be assembled with two people. Pay special attention to areas marked by this Caution Symbol and all information in this manual beginning with NOTICE.

As a parent or guardian, you are responsible for the activities and the safety of your children. The PUCKIPUPPY Cruiser is not designed for use by children.

Safety Precautions

1. Failure to confirm proper installation compatibility, proper operation, or maintenance of any component or accessory can result in serious injury or death.

2. Before riding, please ensure the Ebike is a proper fit. You may lose control or fall if your Ebike is too big or too small.

3. Make sure all screws are tight and your Ebike is set up correctly before riding and conduct regular check-ups.

4. Always wear a helmet. Helmets significantly reduce the number of head injuries. Practice safety rules that comply with your state laws when riding your PUCKIPUPPY Ebike. Riding without a helmet may result in injuries or death.

5. Make yourself more visible by wearing bright reflective clothing. Keep your reflectors clean and properly aligned. Use head and tail lights when visibility is reduced.

6. Wear sturdy shoes and eye protection.Check your state laws concerning other protective gear that may be required when riding your PUCKIPUPPY Ebike.

7. Ebikes are heavier and faster than ordinary bicycles, please be extra careful when riding.

8. Ride slowly until you are familiar with the riding conditions. Never ride faster than conditions warrant or beyond your riding abilities.

9. Alcohol, drugs, fatigue, and inattention can significantly reduce your ability to make good judgments and ride safely.

10. Keep your Ebike in safe conditions, inspect and maintain your E-Bike regularly to ensure a longer product life for your PUCKIPUPPY E-Bike. Follow the safety checklist on page 27 in this manual.

11. Ensure handlebar grips are not damaged and are properly installed. Loose or damaged grips can cause you to lose control and fall down.

12. Check the operation of the brake suppressor switch before each ride. The brake system is equipped with a suppressor that shuts off the power to the motor whenever the brake is engaged. Check the correct operation of the brakes before riding the Ebike.

13. Understand the operations of the twist throttle and pedal assist sensor before use. Make sure to ride at a speed suitable for the area and user experience level during use.

14. Failure to properly charge, store or use your battery will void the warranty and may cause dangerous situations.

15. Be extra careful when riding in wet conditions. Feet or hands may slip and fall in damp environments, resulting in death or serious injury due to the fall.

16. After any incident, do not ride your Ebike until you consult with a certified Ebike mechanic for a comprehensive inspection.

17. Ebike and Ebike parts have strength and integrity limitations. Extreme riding should not be performed or you risk damaging the components or becoming seriously injured or killed.

18. Do not ride this bike in any ways other than the intended purpose or you can be seriously injured or killed.

19. Off-road riding requires close attention and specific skills. Please be aware of variable conditions and hazards.

20. Wear appropriate safety gear and do not ride alone in remote areas. Check local rules and regulations if off-road riding is allowed.

21. This product can only be used with a PUCKIPUPPY bike trailers, stands, or bike racks. Contact PUCKIPUPPY to check if your equipment will work with the Ebike. Any service changes to your PUCKIPUPPY Ebike that are not expressly approved by PUCKIPUPPY may invalidate the warranty and cause an unsafe riding experience.

22. It is your responsibility to familiarize yourself with the laws and requirements of the operation of this product in the areas where you ride.

23. Ensure that you comprehend all instructions and safety notices/warnings.

Product Information

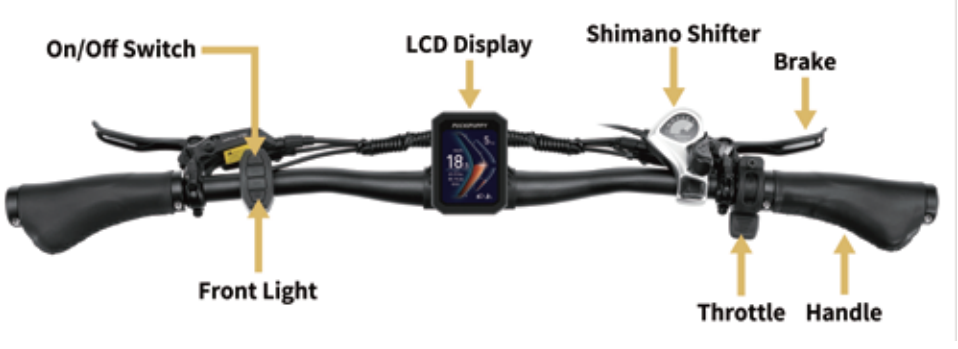
MAXIMUM PAYLOAD FOR PUCKIPUPPY Ebike

400lb

Including the weight of the rider as well as clothing, riding gear, cargo, etc.

Maximum payload: 400lb.


FRAME
LCD DISPLAY
SEAT
SITTING TUBE
HEADLIGHT
FORK
TIRE
MOTOR
FLYWHEEL
BACK DIAL
PEDAL
CRANKSET
BATTERY
BRAKE
WHEEL HUB
CHAIN


On/Off Switch
LCD Display
Shimano Shifter
Brake
Front Light
Throttle
Handle

Assembly Instructions

Notice

The following assembly steps are only a general guide to assist in the assembly of your PUCKIPUPPY Ebike and are not a complete or comprehensive manual of all aspects of assembly, maintenance, and repair.

We recommend you consult a certified Ebike mechanic for repair and maintenance of your Ebike.

For detailed instructions, please view the PUCKIPUPPY Ebike assembly video at www.PUCKIPUPPY.com

Step 1: REMOVE PACKAGING

Gather necessary tools.

Unpack the PUCKIPUPPY electric bicycle and accessories.

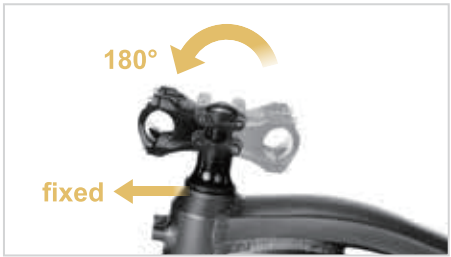
*Makes sure ALL parts shown above are included.



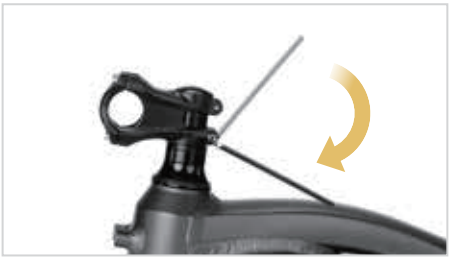
Step 2: HANDLEBAR ASSEMBLY



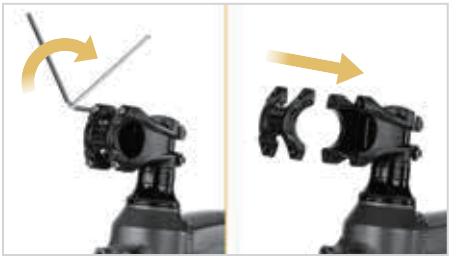
Loosen the screws on sides A and B of the handlebar stem.
*Make sure the front and rear brakes are always on the same side.



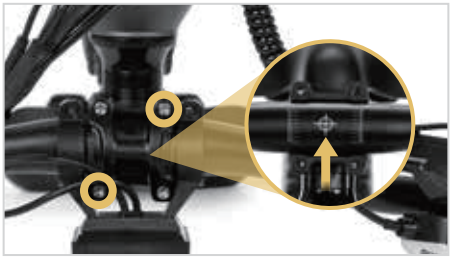
Rotate the stem 180° to face straight and tighten the screws on the stem bar.



Tighten screws A and B.



Remove the stem cover by unscrewing the bolts in the front.

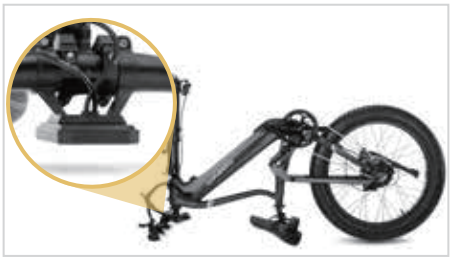


Attach the handlebar to the stem bar. When attaching the screws, insert two screws diagonally first to make sure each screw is aligned, then screw on the rest.

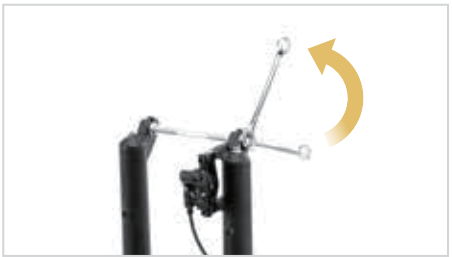


Adjust the LED Screen to a comfortable position and tighten all 2 bolts.

Step 3: FRONT WHEEL INSTALLATION



Turn the bike upside down.
Adjust the angle of the LCD odometer to avoid direct contact with the ground.



Secure the rest of the fender to the fork as shown above.



Install the wheel onto the front fork.



Tighten the screws with washers on both sides to complete the installation.



Use a bike pump inflate tires. The recommended pressure for this model is 15 PSI-17 PSI（Max 20PSI）.
Do not over-inflate or under-inflate tires.

Step 4: HEADLIGHT ASSEMBLY

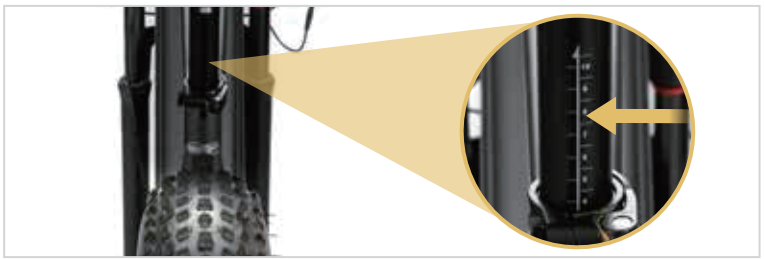


Align the front light with the installation position of the front fork. Adjust to the appropriate angle and tighten the screws to complete the headlight installation.

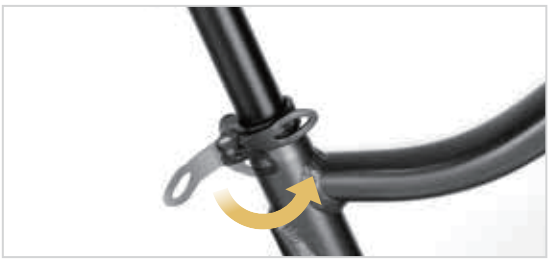


Installation completed

Step 5: SEAT MOUNTING



Install the seat onto the seat post. (Note: Please adjust within the safety scale of the seat tube)

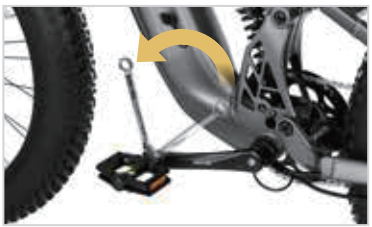


Loosen and tighten the saddle clamp to adjust the seat according to your height.

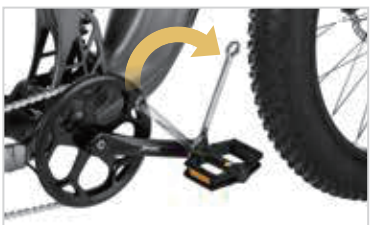
Step 6: PEDAL INSTALLATION



Determine the left and right pedals.
“L" means Left and is to be installed on the left.
“R” means the right and is to be installed on the right.



"L" pedal is fixed counterclockwise on the crank.



“R” pedal is fixed clockwise on the crank.

Step 7: BATTERY INSTALLATION AND REMOVAL

TIP: Handle the battery with both hands to prevent dropping.



When removing the battery, turn the lock key to loosen the battery.



Once the battery is loose, turn the bottom anti-drop switch while holding the battery to prevent dropping. Then lift the top part of the battery first and remove the battery with both hands to avoid dropping.



Insert the battery into the socket with the bottom of the battery going first, then push the top part down to secure the battery (a click sound will occur).

Step 8: FOOT SUPPORT INSTALLATION STEPS



Unscrew the retaining nut.



Attach the foot support and tighten the nut.



Installation completed.

LCD Odometer & Instructions





Displayed Functions

Main Interface

1: **[SPEED]** Shows current speed in Km/h(Inter changeable in settings)

2: **[5PAS]** (A total of 0~5 levels, 0 being no assist being max assist)

3: **[TRIP]** Indicates riding distance in Miles for current ride(Interchangeable in settings)

4: **[ODO]** Indicates riding time for current ride.

5: Press to turn on head light.

6: Standard Ride : Press and hold to ride at a set speed of 3.73mph.

7: Custom Ride: Press and hold while riding to set current speed as the riding speed.

8: **(ECO)**When riding at a lower speed.
(POWER) When riding at a higher speed.

Controls:

Press and hold to power on/off

Increase PAS

Decrease PAS

Head lights

Horn



Interface 2

Press and hold + to enter interface 2
Press to exit interface 2.

1: **[AVG SPEED]** Indicates average speed for current ride in Km/h (Interchangeable in settings)

2: **[MAX SPEED]** Indicates max speed for current ride.

3: **[TRIP]** Shows riding distance in Miles for current ride (Interchangeable in settings)

4: **[ODO]** Indicates total mileage rode with bike in Km(Interchangeable in settings)



Function Settings:

- Press [^] [v] to enter this menu.
- Press [^] to go up the menu.
- Press [v] to go down the menu.
- Press ⏻ to select
  (Automatically returns to the main menu and save settings in 15 seconds if nothing is selected)
- Brightness : Level 1 is the darkest, level 3 being the brightest.
- Units: Change units between kilometer or mile.
- Startup Mode: Free mode allows riding without pedaling, safe mode requires pedaling to start the motor.
- Reset Trip: Select “Yes” to enable clear trip mileage on startup.
  Select “No” to disable clear trip mileage on startup.
- Factory Reset: Completely resets odometer, except the total mileage.



Error Code Interface

01. Motor Overheat
02. Controller Overheat
03. High Voltage
04. Low Voltage
05. Over Current
06. Throttle Error
07. Motor Phase Loss
08. Hall Error
09. Brake Lever Error
10. Turn Signal Error
11. Connection Error

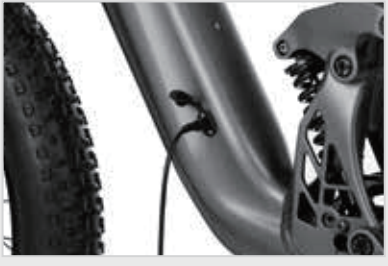


Battery and Charger

BATTERY CHARGING TIME:

A single full charge will take 8 to 9 hours.

CHARGING METHODS:



A. Recharge the battery on E-Bike directly.

Or



B. Remove battery from the E-Bike and recharge separately.

BATTERY CHARGING TIPS

- The battery should be recharged after each use. You can charge the battery after short rides even if the battery is not empty without damage.
- Do not cover up the battery when plugged in or charging. Provide an open space with air circulation. Do not charge with the charger upside down which can inhibit cooling and reduce the battery life.
- Check the cables, charger, and battery for damage before beginning each charge.



Notice

Charger will charge the completed battery within 8 to 9 hours. Connect the battery first, then connect the power supply and make sure the red LED of the charger is lit. A red light indicates that the battery is charging. A green light indicates that the battery is fully charged.

Always charge your battery in temperatures between 41 and 113 Fahrenheit and ensure the battery and charger are not damaged before initiating charge. If you notice anything unusual while charging, please discontinue charging and use the bike and contact PUCKIPUPPY Ebike for help.

When the Battery Is Removed

- Do not touch the "+" and "-" terminal contacts on the bottom of the battery.
- Be careful not to drop or damage the battery pack.

Charger Safety Precautions

- Keep the charger in a safe place away from children.
- Fully charge the battery before each use. This can extend the life of the battery and reduce the chance of over-discharging the battery pack.
- Do not charge the battery with any other chargers that are not purchased directly from PUCKIPUPPY.
- The charger is compatible with 110/220V 50/60 Hz standard home AC power outlets.
- Avoid contact with liquids, dirt/debris, or metal objects.
- Do not yank or pull on the cables of the charger. When unplugging, carefully remove both the AC and DC cables by pulling on the plastic plugs.
- If you notice a strange smell or the charger/battery is overheating. Please stop charging immediately and contact PUCKIPUPPY Ebike customer service.



Notice

Please take special care charging your PUCKIPUPPY Ebike by following the above procedures and safety information. Failure to follow the proper charging procedures can result in damage to your PUCKIPUPPY Ebike, charger, personal property, and serious injuries or death.

Battery/Charger Care

If the battery will not be used for an extended period, charge the battery fully and recharge it every 2 months.

Store in a cool, dry place.
Recharge the battery after every use.

Do not:

- Use it to power other electrical devices. Improper use will damage the battery and shorten its life and may cause fire or explosion.

- Disassemble or alter the battery or battery charger.

- Place the battery near fire or corrosive substances.

- Allow any liquids on or inside the battery/charger.

- Expose the battery/charger to extreme weather conditions.

- Operate the battery/charger if damaged. Re-charge the battery only with the charger specified by the PUCKIPUPPY.

- Use the battery/charger for any use other than its intended purpose.

EXTENDING RANGE AND BATTERY LIFE

Notice

It is recommended that users pay close attention and ride within the following limitations to ensure the hub motor does not overheat or become damaged from excessive loading.

*Pedal can assist the motor when climbing hills and accelerating from a stop.
*Avoid sudden starts and stops.
*Accelerate slowly.

If you experience unusual sounds or odors coming from the charger or the battery, unplug the charger immediately and contact PUCKIPUPPY customer service.

Brakes / Shock Absorption

Your PUCKIPUPPY E-Bike is equipped with hydraulic brakes for maximum reliability. Applying pressure to the brake levers will cause the wheel brake to create friction against the brake disc, slowing the wheel. For a rapid stop, apply more pressure to the brake lever.

It is important to know how brake levers control the front and rear brakes. The left brake lever controls the front brake and the right brake lever controls the rear brake.

The rear brake should always be applied before and while the front brake is applied. Applying only the front brake to slow or stop at high speeds may result in the rider being ejected from the saddle and injuries from fall. It is best to apply even pressure to both brake levers when slowing or stopping.

Ebikes equipped with disc brakes will occasionally make a slight scraping noise when the wheels are turning without the brakes being applied. This is normal.

Make sure that the brake lever does not touch the handlebar when full hand pressure is applied ***(Figure 1)***. If so, then the brakes must be adjusted by increasing the tension on the cable.



Figure 1

A quick adjustment may be made by screwing or unscrewing the threaded barrel adjuster on the brake lever until the brakes are fine-tuned for safe stopping ***(Figure 2)***. If the brakes are still not operating correctly, they may require further adjustment by an experienced bicycle mechanic.



Figure 2

WARNING

1.Disc brake rotors may become hot during usage. Do not touch the disc rotor shortly after use.

2.Wet weather conditions will cause slipping and require a longer distance to stop. Brake earlier and avoid sudden stops when riding in wet conditions.

Shock Absorption

The Shock absorption function is for absorbing shocks and is adjustable by the switch according to your preferences. Increase the shock absorption intensity on uneven roads or hillsides to reduce shock, and vice versa.



Ebike Care Guide

To ensure safe riding conditions you must ensure your Ebike is properly maintained.
For your safety, follow these basic guidelines and see your certified Ebike mechanic regularly.

1. Properly maintain batteries by keeping them fully charged when not in use.

2. Never immerse the bike or any components in water because this action may damage the electrical system.

3. Periodically check wiring and connectors to ensure there are no damages and the connectors are secure.

4. Clean and wipe the frame with a damp cloth soaked in a mild non-corrosive detergent mixture and dry with a cloth.

5. Store under shelter; avoid leaving the bike in the rain or exposed to corrosive materials. If you leave the bike in a wet condition, dry your bicycle afterward and apply anti-rust treatment to the chain and other unpainted steel surfaces.

6. Riding on the beach or coastal areas may expose your bicycle to corrosive salt. Wash your bicycle frequently, and wipe or spray all unpainted parts with anti-rust treatment.

7. If the hub or bottom bracket bearings have submerged in water, they should be taken out and re-greased to prevent deterioration.

8. If the paint has become scratched or chipped on any metal, use touch-up paint to prevent rust. Clear nail polish can also be used as a preventative measure.

9. Regularly clean and lubricate all moving parts, tighten components and adjust as required.

10. Damage from corrosion is not covered under warranty, give your bike special care to prevent corrosion and extend it's product life.

Safety Checklist

NOTICE: it is important to carry out the following checks before riding.



COMPONENT OR CONDITION	INSPECT BEFORE EVERY RIDE	INSPECT PERIODICALLY*	CLEAN AND/OR LUBRICATE	ADJUST/TIGHTEN	REPAIR/REPLACE IF NECESSARY
Tire pressure(15-17 PSI(Max 20PSI))	√			√	
Tire wear/damage	√			√	
Brake pad adjustment	√			√	
Wheel quick release adjustment	√				√
Head and tail lights	√				√
Controls and displays	√				
Seat post quick release adjustment	√			√	
Brake pad wear		√			√
Brake cable tension/wear		√		√	√
Spoke tension		√		√	
Wheel truing		√		√	
Hub bearings		√	√	√	
Chain lubrication		√	√		
Derailleur adjustment		√	√	√	
Reflectors		√			√
Battery and charger		√			√
Headset adjustment		√	√	√	
Bottom bracket adjustment		√	√	√	
All bolts, nuts & mounting hardware		√		√	√

* Every 5 to 10 rides depending on length and conditions of ride.

Troubleshooting

If your PUCKIPUPPY E-Bike is not working, check the ***connecting cables***(near the handlebar) to make sure they are not loose or unplugged.



Disclaimer

At PUCKIPUPPY, we take our customer's safety very seriously and will always advise that you carefully follow local, state, and federal laws before making a purchase with us.

- PUCKIPUPPY has great capabilities and will grow with the skills of the rider to higher levels. We ask all users who of PUCKIPUPPY to please be careful at all times and be responsible for the safety of themselves and others.
- Some counties, states, towns & cities have different laws/-regulations, please check with your local authorities and abide all speeds/power restriction laws when commuting on roads or places specific to limitations that are stated, e.g. parks, tracks, trails, or private areas of residence.
- Children under 16 years of age should always be supervised by an adult. PUCKIPUPPY should never be ridden by anyone under the recommended age limit.
- Always wear a helmet, elbow and knee-pads. We recommend that you never ride with sandals or barefoot, and have athletic shoes when riding PUCKIPUPPY.
- Before every ride, check and secure all fasteners and wheels for wear and tear. Replace worn or broken parts immediately.
- Please be sensible with serious consideration and that no injury, harm, or loss is caused in any regard. We advise a basic insurance policy be obtained for riders and to speak with your local authorities before riding on roads.
- PUCKIPUPPY holds no responsibility for the actions of others once your Ebike is delivered. The result of your actions depend solely on the purchaser and the way you conduct your responsibilities. If you require any further information we are happy to advise to the best of our knowledge.

Components of the PUCKIPUPPY Ebike are subject to higher wear when compared to bicycles without power assistance. This is because the PUCKIPUPPY Ebike travel at higher speeds than regular bicycles with a greater weight. Higher wear is not a defect in the product and is not subject to warranty.



Notice

Once the service life of any component is exceeded, it may cause an unexpected loss of function. This can lead to serious injuries or even death. Therefore, please pay attention to wear characteristics, such as cracks, scratches, or changes in component color or operation, which may indicate that the service life has been exceeded. Worn parts should be replaced immediately.

Thanks for Riding PUCKIPUPPY Ebike!

PUCKIPUPPY

Email：support@puckipuppy.com