

**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](http://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

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- 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 31 in this manual.

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- 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.

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- 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.

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- 21.** Do not use this product with standard bicycle 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

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MAXIMUM  
PAYLOAD FOR  
PUCKIPUPPY  
Ebike



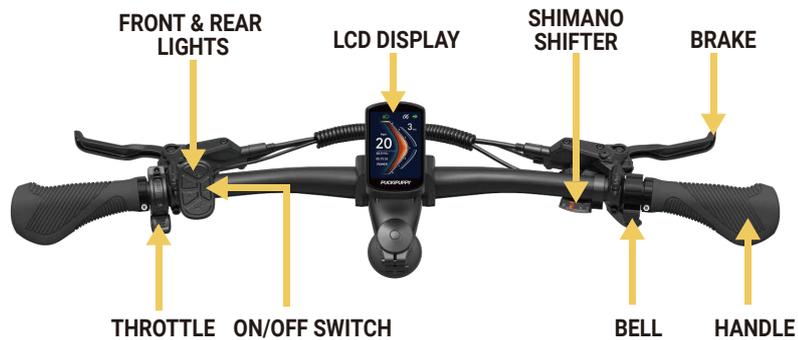
**560**lb

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

**Maximum payload: 560lb.**



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# 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](http://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



Remove the bumper from the front forks.



Secure the body and mount the front wheel on the front forks as shown.



Tighten the nuts in the order shown in the pic



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



Use a bike pump inflate tires. Avoid over-inflating or under-inflating the tires to ensure optimal performance and safety.

## 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

## Step 5: SEAT MOUNTING & REAR SEAT MOUNTING



Install the seat onto the seat post.



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.



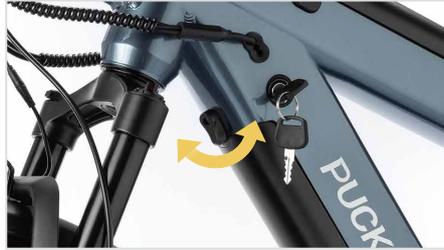
When removing the battery, turn the lock key to loosen the battery.



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).



Similarly, when the other battery is removed, turn the locking key to release the battery.



Once the battery is released, turn the key while holding the battery. Then remove the battery by lifting the top part first.



Insert the bottom of the battery into the socket first, then press the top part of the battery down to secure it (it will make a clicking sound).

# LCD Odometer & Instructions

If there is no ride within 10 minutes, it will automatically shut down to ensure these safety of the bike and battery.



## Displayed Functions

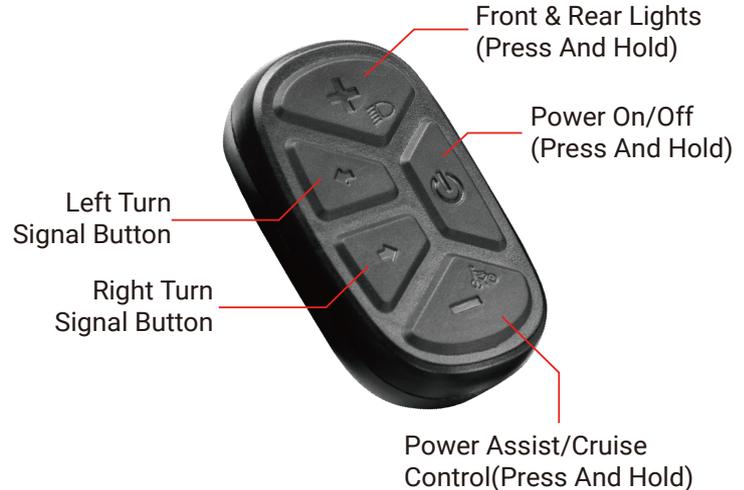
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### Main Interface

- 1: **[SPEED]** Shows current speed in mph(Interchangeable 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]** Displays the total riding mileage
- 5:  Hold  to turn on/off front and rear lights.
- 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:



## Interface 2

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Press and hold **➡** + **⊖** to enter interface 2  
Press and hold the **⬅**, or wait for 10 seconds to exit Interface 2.

- 1: **[AVG SPEED]** Indicates average speed for current ride in mph (Interchangeable in settings)
- 2: **[MAX SPEED]** Indicates max speed for current ride.
- 3:  Shows riding distance in mph for current ride (Interchangeable in settings)
- 4:  Indicates total mileage rode with bike in mph (Interchangeable in settings)



## Function Settings:

- Press **←** **→** to enter this menu.
- Press **+** to go up the menu.
- Press **-** 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. Throttle Error
- 04. Motor Phase Failure
- 05. Hall Error
- 06. Brake Lever Fault
- 07. Motor Phase Loss
- 08. Turn Signal Fault
- 09. Connection Error



- 01. Mains Overvoltage
- 02. Total Voltage Undervoltage
- 03. Charge Overcurrent
- 04. Discharge Overcurrent
- 05. Charge Over Temperature
- 06. Discharge Over Temperature
- 07. Charging Low Temperature
- 08. Discharge Low Temperature
- 09. Differential Pressure Large



# Dual Battery and Charger

## BATTERY CHARGING TIME:

A single full charge will take 8 to 9 hours.

## CHARGING METHODS:



A. Charge the battery directly on the e-bike with the upper battery.

Or



B. Remove the upper battery from the e-bike and charge it separately.



A. Charge the lower battery directly on the e-bike.

Or



B. Remove the lower battery from the e-bike and charge it 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 5 to 6 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.

# Dual Battery Level Display Description

LED display shows:  
100%



When batteries A and B have the same percentage charge, both batteries will consume power at the same time; the display shows the overall battery level.



Before charging



LED display shows:50%



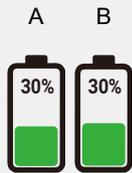
After charging



LED display shows:100%

When both A and B batteries have 50% charge left, the display will show an overall charge of 50%.

At this point, if Battery B is charged to 100% and reinstalled, the display will show 100% (The display will prioritize the battery with the higher percentage charge remaining). And this time will preferentially consume the power of battery B.



LED display shows: 30%

When the batteries are at the same level as the other battery, both batteries will consume power at the same time and the display will show the total battery capacity.

48V 15A



A



48V 15A



B



In order to avoid you being unable to know the remaining battery level of each battery, we have designed display lights on the batteries. Each battery has a display light, and you can use the battery display light to determine the battery level of each battery.

## 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.

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## 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 its 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)	✓			✓	
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

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



# Warranty

## Two (2) Year Limited Warranty

The Two (2) Year Limited Warranty applies to purchases made from authorized channels of PUCKIPUPPY. Warranty coverage is not transferable and only applies to the original owner and the original product.

PUCKIPUPPY warrants that the unit shall be free from manufacturing defects in material and workmanship for two (2) years from the date of purchase when it is used under normal conditions and maintained according to the requirements outlined in the Owner's Guide, subject to the following conditions and exclusions:

### What is covered by this warranty?

- The original unit and/or non-wearable parts deemed defective, at PUCKIPUPPY's sole discretion, will be repaired or replaced up to two (2) years from the original purchase date.
- In the event a replacement unit is issued, the warranty coverage will end six (6) months following the date of the replacement unit or until the end of the existing warranty, depending on which is the latter. PUCKIPUPPY reserves the right to replace the unit with one of equal or greater value.

### What is not covered by this warranty?

- Normal wear and tear of wearable parts (including without limitation tires, tubes, brake pads, cables, housing, grips, chain, and spokes), which require regular maintenance are all subject to intended use-related wear and are not covered under the warranty from normal wear. Replacement parts are available for purchase at PUCKIPUPPY.com or Amazon.
- Any unit that has been tampered with or used for unintended purposes.
- Damage due to the use of the bike in a competition or other applications outside of normal intended use.

- Damage caused by misuse, abuse, negligent handling, failure to perform required maintenance (e.g., failure to keep the well of the motor or battery clear of liquids and other debris), or damage due to mishandling.
- Consequential and incidental damages or defects resulting from failure to follow instructions in the owner's manual, force majeure, misuse, neglect, and abuse.
- Damage due to improper tools or inadequate maintenance performed on the bike not authorized by PUCKIPUPPY.
- Damage resulting from adding non-standard equipment, parts, or technical modifications.
- These defects include damages caused in the process of shipping, altering, or repairing the product.
- Products purchased, used, or operated outside of North America.

### **How to get service?**

If your purchased product fails to operate properly while in use under normal conditions within the warranty period, contact PUCKIPUPPY service email for product care and maintenance help.

PUCKIPUPPY will cover the cost of shipping for all replacement parts under warranty.

### **About state laws**

This warranty gives you specific legal rights, and you also may have other rights that vary from state to state. Some states do not permit the exclusion or limitation of incidental or consequential damages, so the above may not apply to you.

# 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.**

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- 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.
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- 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](mailto:support@puckipuppy.com)

[www.PUCKIPUPPY.com](http://www.PUCKIPUPPY.com)