



PUCKIPUPPY

Email: support@puckipuppy.com

www.PUCKIPUPPY.com

 **PUCKIPUPPY**

E-BIKE USER MANUAL

Labrador Pro



CONTENTS

Attention	01
Safety Precautions	02
Product Information	05
Assembly instructions	07
LCD Odometer and Instructions	15
Battery and Charger	20
Brakes	24
Electric Bike Maintenance Guide	25
Safety Checklist	26
Troubleshooting	27
Disclaimer	28

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 electric bike is a proper fit. You may lose control or fall if your electric bike is too big or too small.
3. Make sure all screws are tight and your electric bike 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 electric bike. 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 taillights 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 electric bike.
7. electric bike 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 electric bike in safe conditions, inspect and maintain your electric bike regularly to ensure a longer product life for your PUCKIPUPPY electric bike. Follow the safety checklist on page 30 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 electric bike.
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 electric bike until you consult with a certified electric bike mechanic for a comprehensive inspection.

17. electric bike and electric bike 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 electric 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.

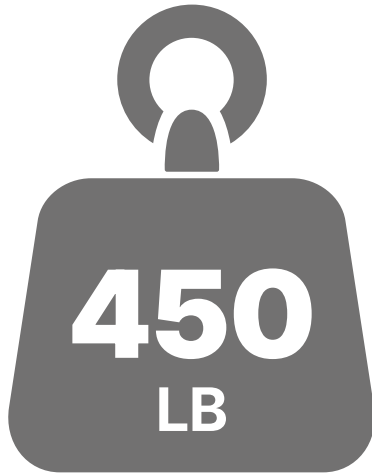
20 Wear appropriate safety gear and do not ride
• alone in remote areas. Check local rules and regulations if off-road riding is allowed.

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.

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

Product Information



Payload For PUCKIPUPPY electric bike: 300-350LB

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

**Maximum Payload:
450LB**



Assembly Instructions

* Makes sure all parts shown above are included.



Notice

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

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

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

Step 2: Handlebar Assembly



1. 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.



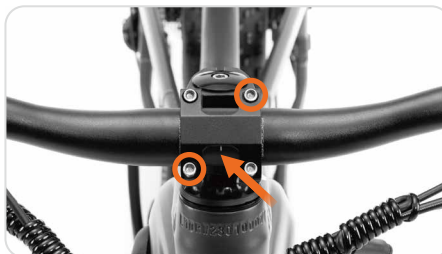
2. Rotate the stem 180° to face straight and tighten the screws on the stem bar.



3. Tighten screws A and B.



4.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.

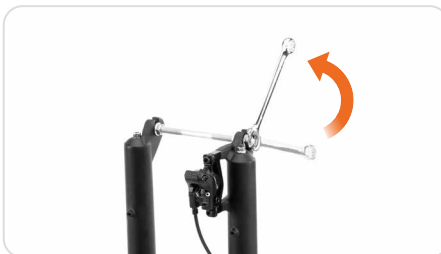


5.Adjust the LED Screen to a comfortable position and tighten all 2 bolts.

Step 3: Front Wheel Installation



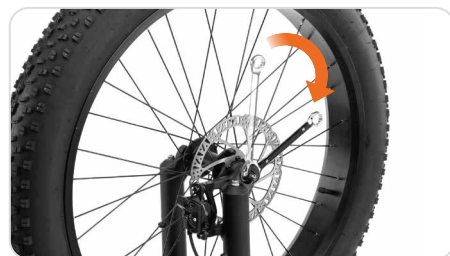
1. Turn the bike upside down. Adjust the angle of the LCD odometer to avoid direct contact with the ground.



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



3. Install the wheel onto the front fork.

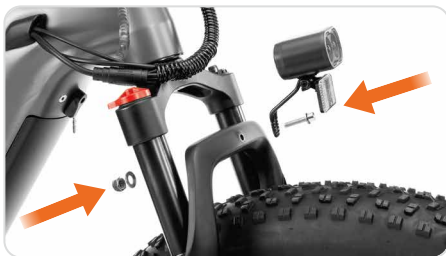


4. Tighten the screws with washers on both sides to complete the installation.



5. Use a bike pump to inflate tires. The recommended pressure for this model is 15 PSI-17 PSI. Do not over-inflate or under-inflate tires.

Step 4 Headlight Assembly



1. 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



2. Connect the headlight cable to the matching yellow two-pin connector on the main wiring harness. (Note: Make sure the connector is fully inserted and the pins are aligned properly.)

Step 5: Seat Mounting & Rear Seat Mounting



Install the seat onto the seat post.

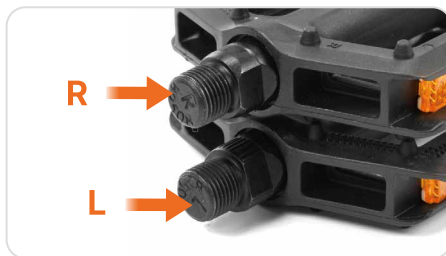


Loosen and tighten the saddle clamp to adjust the seat according to your height.

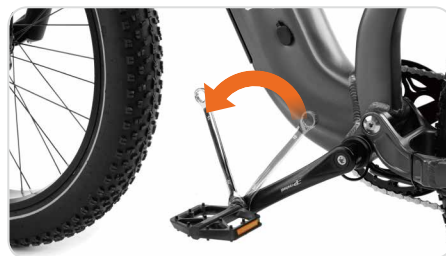
Step 6: Pedal Installation



1. Determine the left and right pedals.



2. L means Left and is to be installed on the left. R means the right and is to be installed on the right.



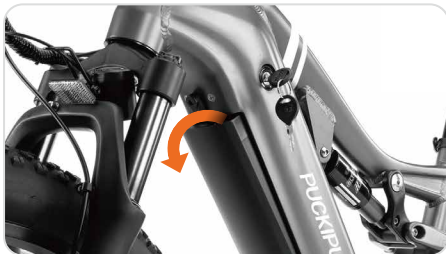
3. "L" pedal is fixed counterclockwise on the crank.



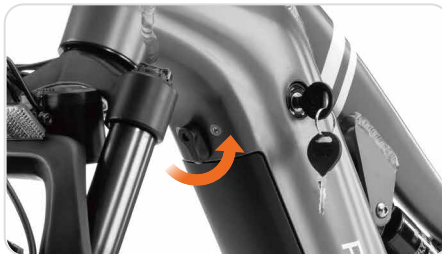
4. "R" pedal is fixed clockwise on the crank.

Step 7: Battery Installation And Removal

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



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



2. 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.



3. 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: Kickstand Adjustment



1. Loosen the hex screw located inside the kickstand.

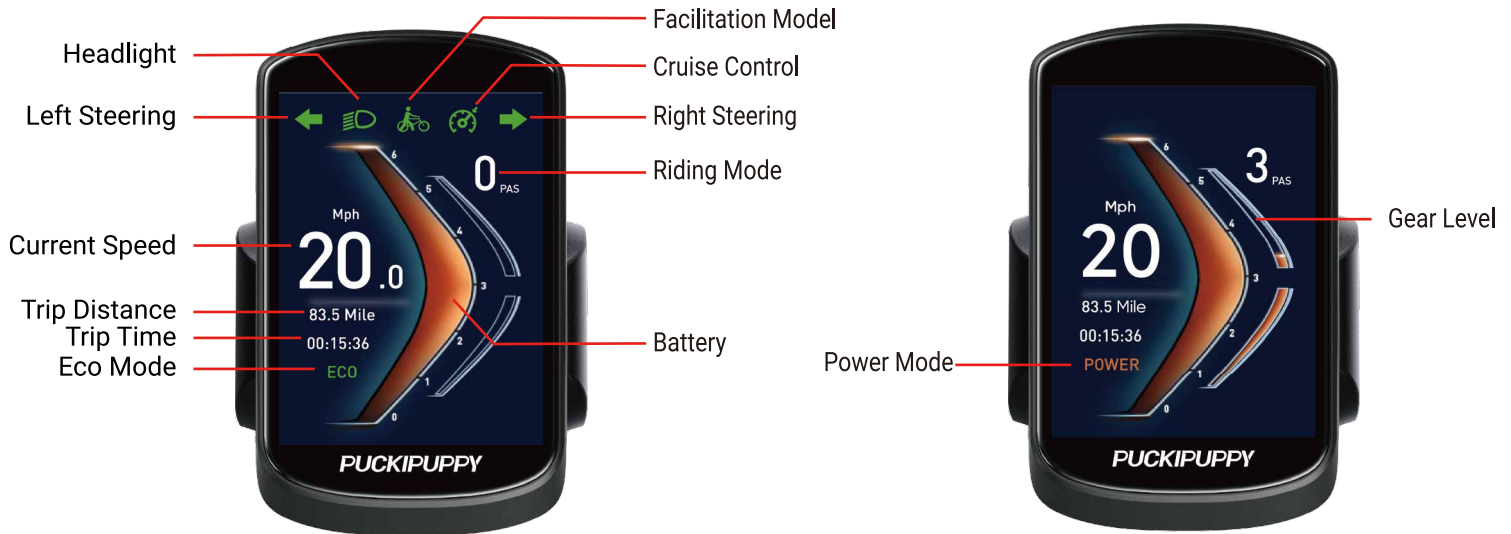


2. Adjust the kickstand to the desired length.



3. Tighten the kickstand adjustment screw securely.

LCD Odometer & Instructions

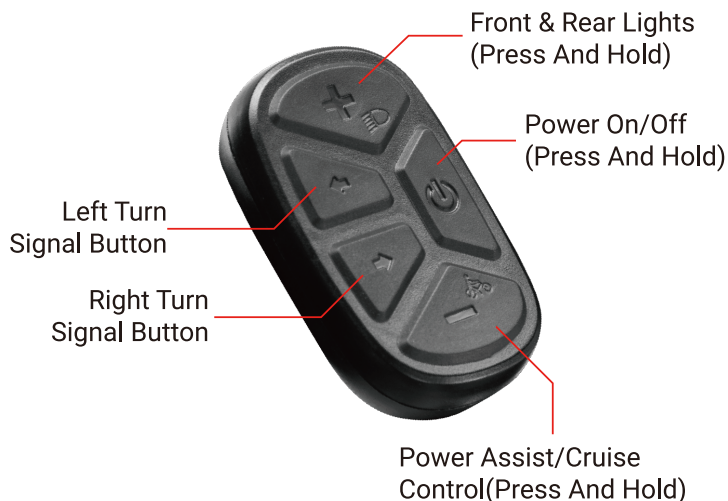


Displayed Functions

Main Interface

- 1: **[SPEED]** Shows current speed in Mph(Inter change able in settings).
- 2: **(5) PAS** A total of 0~5 levels, 0 being no assist and 5 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: **[LIGHTS]** Hold **[+]** to turn on/off front and rear lights.
- 6: **[CUSTOM]** Custom Ride: Press and hold **[-]** while riding to set current speed as the riding speed.
- 7: **[STANDARD]** Standard Ride : Press and hold **[-]** to ride at a set speed of 3.73mph.
- 8: **[ECO]** When riding at a lower speed.
[POWER] When riding at a higher speed.

Controls:



Interface 2

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: **[TRIP]** Shows riding distance in mph for current ride (Interchangeable in settings).
- 4: **[ODO]** Indicates total mileage rode with Electric Trike 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.
- Start-up mode: The motor needs to be started by stepping on the pedal.
- 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

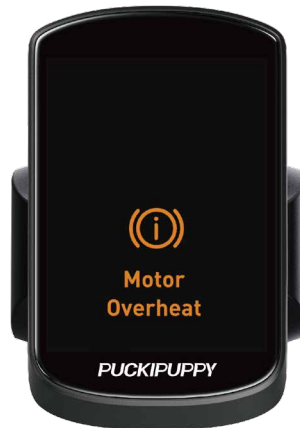
05. Hall Error

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



Battery and Charger

Battery Charging Time:

A single full charge will take 8 to 9 hours.

Charging Methods:



Recharge the battery on electric bike directly.

OR



Remove battery from the electric 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 5 to 5.5 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 electric bike customer service.



Notice

Please take special care charging your **PUCKIPUPPY** electric bike by following the above procedures and safety information. Failure to follow the proper charging procedures can result in damage to your **PUCKIPUPPY** electric bike, 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.
- Operate the battery/charger if damaged. Recharge 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

Your **PUCKIPUPPY** electric 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.

Electric bike 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.

Electric Bike Care Guide

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

1. Properly maintain batteries by keeping them fully charged when not in use.
2. Never immerse the electric 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 electric bike in the rain or exposed to corrosive materials. If you leave the electric bike in a wet condition, dry your electric bike afterward and apply antirust treatment to the chain and other unpainted steel surfaces.
6. Riding on the beach or coastal areas may expose your electric bike to corrosive salt. Wash your electric bike 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 electric 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(50-60 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		✓		✓	✓

Troubleshooting

If your **PUCKIPUPPY** electric 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 electric bike 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** electric bike are subject to higher wear when compared to electric bike without power assistance. This is because the **PUCKIPUPPY** electric bike 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.