



AMPERE

ELECTRIC BIKES

User Manual

Deluxe / Hilux / X-Trail / Pro Series



www.ampereelectric.co.uk

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This manual should be considered a permanent part of the electric bike toolkit and should be passed on to the next owner.

An online copy is available at www.amperelectric.co.uk

Warranty terms

Our Ampere warranty is clear and simple:

Main parts have a warranty of one year. This covers mechanical and electrical parts: including frame, forks, seat, motor, controller, battery and charger.

The warranty is subject to proper care for and reasonable use of the e-bike. Components such as bulbs, brake pads, inner tubes, tyres, chain, cables, etc. are regarded as consumables. When replacements are required these can be purchased from www.ampereelectric.co.uk or your local dealer.

Returns Policy (UK)

We hope you will be pleased with your purchase. Should you wish to return the product bought direct from us we will be happy to refund or exchange a product provided it is in perfect condition fully and with the original packaging. Ampere products purchased from a retailer should be returned to the retailer.

Returns should be made within a reasonable time (usually 14 days) and in original, undamaged packaging. If we find that the product has not been returned to us in fully resalable condition, we reserve the right to refuse a refund on the item, or deduct a reasonable amount of the original selling price from the refund.

Any refund will cover the cost of the goods, but will exclude the non-refundable delivery charge. The cost and risk of returning goods is the responsibility of the customer. The customer should arrange shipping back to Ampere and ensure that any parcel is adequately insured.

Faulty Goods

Faulty goods notified to us WITHIN 14 days of delivery will be collected, repaired or replaced, and delivered free of charge. Note: At our discretion we may decide to issue a full refund instead of providing a repair or replacement.

Faulty goods notified to us AFTER 14 days and within the warranty period are to be returned to Ampere at the expense and risk of the customer. The customer should arrange their own shipping back to Ampere and ensure that any parcel sent to us is adequately insured. Goods that are repaired or replaced under warranty will be re-delivered free of charge.

Note: At our discretion we may decide to issue a refund instead of providing a repair or replacement.

Terms and Conditions

Refunds are dependent on the condition of the goods received back. Damaged or incomplete goods will not be refunded in full. Goods damaged as a result of misuse will be subject to a repair and redelivery charge. The customer will be advised of all chargeable repairs before such work commences. Repairs or replacements will be made free of charge within the warranty period only where the fault is not caused by misuse of the product or through normal wear and tear.

Parts and Servicing

We provide one year's return to base warranty on all key electrical parts: motors, batteries and specialist components, subject to proper care, and reasonable use of the e-bikes. We also stock specialist spare parts and batteries so you will always be able to maintain your e-bike and keep it in tip-top condition.

Specialist parts can be ordered by contacting enquires@ampereelectric.co.uk. Other parts can be purchased at your local bike shop. For technical support please send details to this email address.

Included in the Box

- 1. Electric Bike**
- 2. Multi tool**
- 3. Charger**
- 4. Manual**
- 5. Pedals**
- 6. Battery**
- 7. Keys**
- 8. Quality control checklist**

Assembly

Your e-bike comes 85% assembled. To complete the assembly process the handlebars, front wheel, pedals, and seat post will need to be attached. To do this, instructions with diagrams are set out in this section. If you are having difficulty assembling the e-bike, please call your retailer for assistance. Further help is available on our website where we publish FAQs or call our customer service team on 07877950433.

Please note – the pictures may vary from the actual product however, the process of assembly is the same.

Assembling the handlebars

Step 1

1. Remove the 4 bolts and stem plate in the picture below with either a 4 or 5mm Allen Key depending on the model of eBike.
2. Place the handlebar into the stem and put the stem plate back on over the handlebars and partially tighten.
3. Once the bolts are in and the handlebar is secured by the stem plate align the handlebars to the desired position and fully tighten.



Connect the wires by colour. All the electronic wires should be connected already. If, however, they have become disconnected the wires should be reconnected according to colour. Use the arrows on each end to help make sure you line them up correctly.



Fitting the Mudguards and Front light

Deluxe 700C and Hilux – See picture below

- Remove the bolt from the front of the fork with a 5mm Allen Key and a 10mm spanner and place the light and then the mudguard at the rear of the fork fitting, reinsert the bolt, and secure the mudguard and light in place. With the Allen key and spanner.
- Once secured attach the support arms into the fork fittings with a 4mm Allen key and the bolts in the fork.



Deluxe 26 – See picture below

- Remove the bolt from the front of the fork with a 5mm Allen Key and a 10mm spanner and place the light and then the mudguard at the front of the fork fitting, reinsert the bolt, and secure the mudguard and light in place. With the Allen key and spanner.
- Once secured attach the support arms into the fork fittings with a 4mm Allen key and the bolts in the fork.



Attaching the front wheel

- ♦ The Quick release pin through the middle of the wheel, Taking the end cap and 1 spring off, putting the pin through the wheel so the lever is Disc side and then refitting the spring small side first and then the end cap. Only tighten the end cap slightly to allow you to place the fork onto it. Make sure the brake disc is properly inserted into the brake caliper.



- ♦ Tighten the nut and hold the lever in an open position as shown in the picture below. Once tight push the lever in to secure the wheel. **The lever should be firm but not really difficult to close shut.**



Assembling the pedals

- Each of the 2 pedals is marked on the inside on the thread to identify right (R) and left (L).



- To connect the pedals to the e-bike, place the left pedal into the left pedal arm and the right pedal into the right pedal arm (left and right directions are determined by sitting on the e-bike). Tighten by turning the pedals toward the front wheel using the 15mm spanner provided in your tool kit. Apply grease when fitting the pedals. **Pedals should be tightened very firmly.**
- The right pedal is attached on the same side as the chain. Make sure you check the pedals are tight and secure before riding.



Adjusting the seat post

1. Align the seat with the frame to make sure it is straight.
2. The height of the seat should not be higher than the safety line marks on the seat post.
3. Tighten the seat clamping lever. This should be tight enough to stop the seat turn left to right with your hands.
4. Tighten the bolt underneath the saddle that holds the saddle onto the seat post with a 6mm Allan Key.
This should be tighten very firmly.



Your Bike should now be fully assembled, please take a few minutes to go around the bike and check all bolts are correctly tightened before riding it.

Regular checks

Please check the following:

- The quick-release clamping lever holding the seat post is secure.
- The saddle bolt is tight (6mm Allen Key)
- The brakes are working correctly.
- The tyre pressures are correct – If the tyres need pumping up, attach a bike pump to the valve (shown in the photo below) and inflate to– 50 PSI.
- All Bolts on the bike are all tightly secured (Kickstand, Brakes, Crank arms (8mm Allen key), mudguard and rack fixings (if applicable), gears, handlebars, stem and lights.
- The wheel spokes are all tensioned correctly and none are broken.
- The battery is charged and not stored on Empty or low power.



Servicing

When purchasing your bike Brand new through one of our retailers, you will be entitled to a free 6-week service. To readjust any mechanic parts after being used for the first time. After this has been completed, we recommend that you have your eBike service every 6-12 months or every 1000 miles whichever is achieved first.

Please note spokes on an eBike can work loose due to the power of the motor. You should regularly check the tension and If any feel loose take the bike back to your local dealer to re-tention the wheel. Spokes left loose will end up braking and could damage the wheel.

Register your warranty

To register your warranty, go to www.amperelectric.co.uk/register-warranty/ or scan the QR code below.



To register your warranty, you will need to know your frame serial number and battery serial number. The frame serial number is located on the front of the frame behind your front light, as shown in the picture below. The battery serial number is located on the side of the battery. This is found by removing the battery from the frame. The serial number will normally be a series of letters and numbers approx. characters 15 long.



**Battery Serial
Number Example**



Extra 30 days free warranty when you complete a Trustpilot review.



We are offering all our customers an additional 30-day warranty if they leave us a review on Trustpilot. All you need to do is follow the simple steps below:



1. Click the leave a Trustpilot review button on the warranty registration page or scan the QR code above.
2. Leave your review on Trustpilot.
3. Click the box saying "I have left a trust pilot review".
4. Enter your username and the date you left the review.
5. Submit you warranty registration.

Once you have completed the review and submitted your warranty registration you will be sent an email to confirm you warranty is active.

Charging the battery

The e-bike is supplied with a removable, rechargeable lithium-ion battery. Only use the charger provided or an official charger supplied by Ampere or an Ampere Dealer

The charging port is located on the side of the battery as it sits in the frame, next to the keyhole. See the picture below,

Fully charge the battery before using the e-bike for the first time.

To prolong the life of the battery, we recommend that the battery is stored above 60% for any period of time.

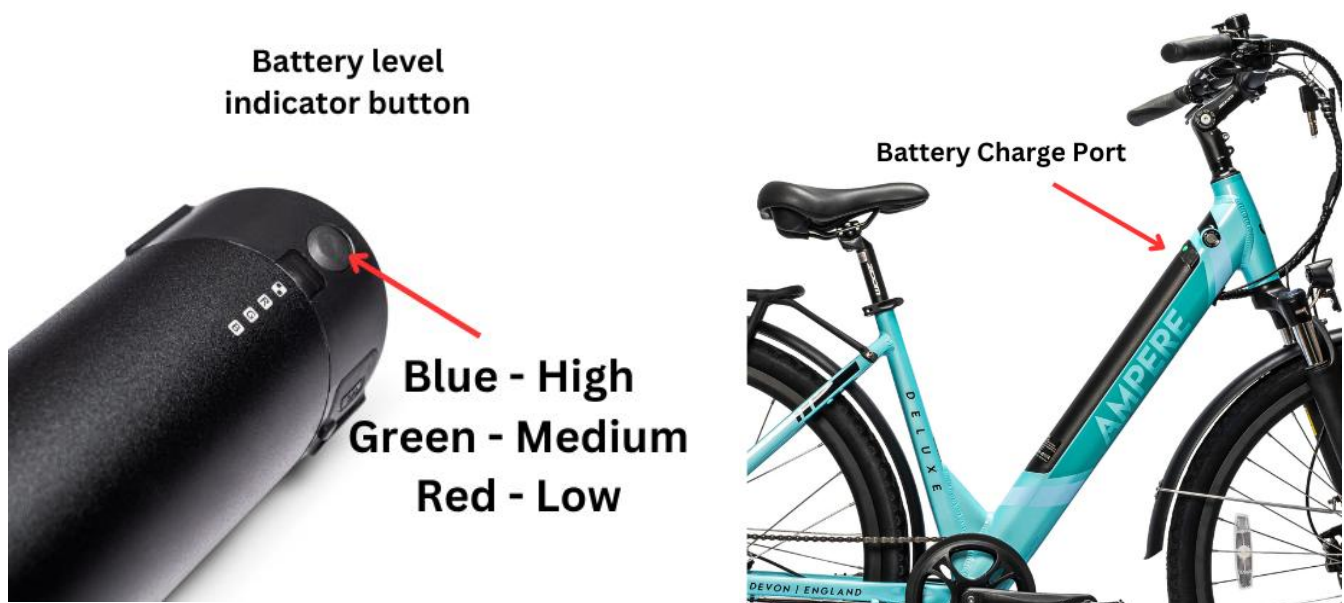
How to charge the battery

1. Plug the charger into a socket with the power switch turned off, then plug the opposite end into the battery charging port. Once connected correctly, turn the socket on and the light on the charger should appear red.
2. The light will turn green once the battery is fully charged.

Charger light Red – Battery is charging

Charger light Green – Charging is complete

3. **Do not switch the e-bike on when charging.**
4. Remember to cover the charge port after charging.
5. In the unlikely event that the battery overheats or emits strange odours, please contact your dealer as soon as possible.



Care and Maintenance

Cleaning your e-bike

To clean your e-bike either use a recommended e-bike cleaner or warm soapy water. Once you have finished washing your e-bike make sure you dry it with a dry, soft cloth. Try to keep the mechanical parts lubricated after every wash. Your e-bike will work more efficiently and make riding more enjoyable if the e-bike is cared for. Please visit your local bike shop for suitable cleaning or maintenance products.

E-Bike storage

1. Avoid leaving your e-bike in the rain for long periods of time, or in damp conditions: always store in a dry place. If the e-bike does become wet always dry with a dry, soft cloth when you have finished using it.
2. Avoid leaving your e-bike in direct sunlight for long periods of time, this can cause the metal to get extremely hot and electrical components to overheat causing them to fail. Try to find shade or cover.
3. If you are storing the e-bike for long periods of time remove the battery and store it separately at temperatures between 15 °C (59 °F) and 25 °C (77 °F) in a dry area. A cupboard under the stairs is a good example.
4. Keep the battery fully charged when not in use, this will help increase the life of the battery.

Battery information

1. Do not charge at temperatures below 0 °C (32 °F)
2. Switch off battery before charging. (If the battery has a switch on it).
3. Batteries can be charged on or off the e-bike.
4. Charge your battery on a flat solid surface in an area that allows airflow.
5. Do not cover the battery or charger whilst charging.
6. Only use a charger supplied by Ampere.

Modifications

Do not attempt to modify, repair or replace any of the electrical parts on your e-bike. This will invalidate your warranty. Any repair work must be completed by an approved repair centre. Please visit your local dealer or contact enquiries@ampereelectric.co.uk to find your nearest repair centre.



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