



# **AMPERE**

*ELECTRIC BIKES*

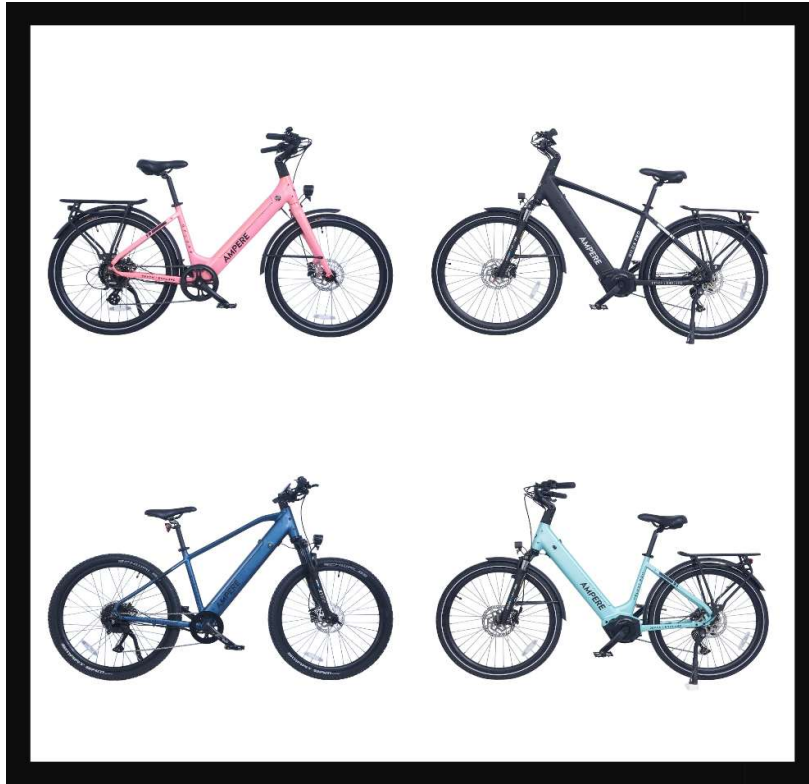
## **User Manual**

Deluxe / Hilux / X-Trail / Pro Series



[www.ampereelectric.co.uk](http://www.ampereelectric.co.uk)

## Table of Contents



1. **Warranty terms**
2. **Included in the box**
3. **Assembly**
4. **Register your warranty**
5. **Charging the battery**
6. **LCD display – how to use your e-bike controls**
7. **Care and maintenance**
8. **Modifications**

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

An online copy is available at [www.ampereelectric.co.uk](http://www.ampereelectric.co.uk)

## Warranty terms

Main parts have a warranty of 2 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](http://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](mailto: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

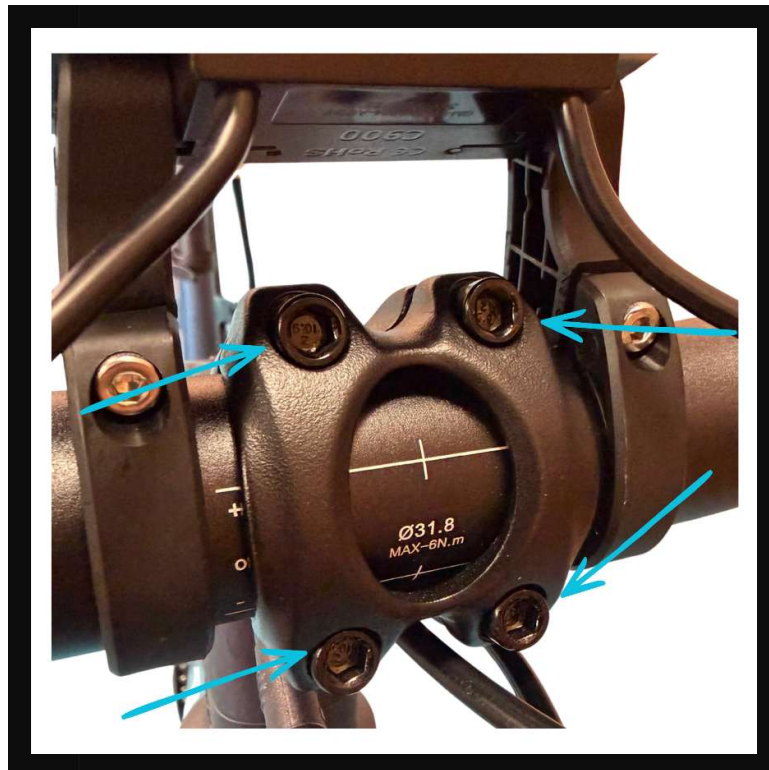
Your e-bike is supplied approximately 85% pre-assembled. To complete the assembly process, you will need to install the handlebars, front wheel, pedals, and seat post. Detailed step-by-step instructions, accompanied by diagrams, are provided in this section to guide you through each stage of assembly. If you experience any difficulties during assembly, please contact your retailer for assistance. Additional support is available through the FAQs on our website, or by contacting our customer service team via WhatsApp on +44 7943 558781.

Please note that the illustrations shown in this manual may vary slightly from the product supplied; however, the assembly procedure remains the same.

### Assembling the handlebars

#### Step 1 – Handlebar Installation

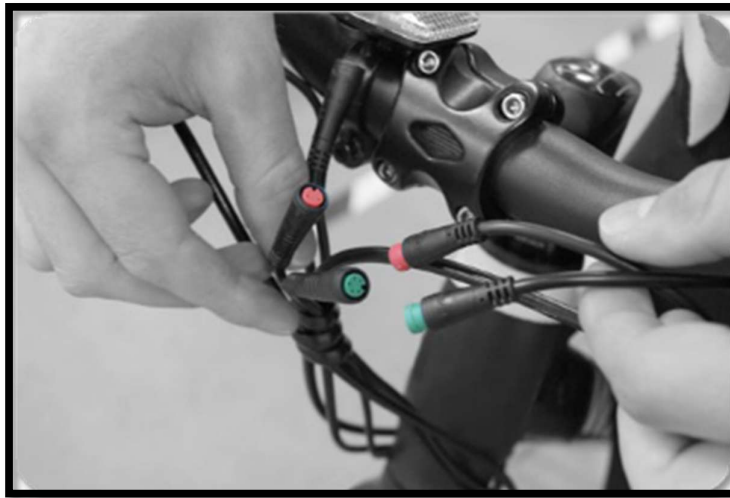
1. Using a 4 mm or 5 mm Allen key (depending on your e-bike model), remove the four stem plate bolts and the stem plate, as shown in the image below.
2. Position the handlebar within the stem and refit the stem plate over the handlebar. Insert the bolts and tighten them lightly.
3. Once the handlebar is securely held in place, adjust it to your preferred riding position. Ensure the handlebar is centred correctly, then fully tighten all four bolts evenly in a diagonal sequence.



## Electrical Connections Check

Check that all electrical connectors are securely connected. In most cases, all electronic wiring will already be connected prior to delivery. However, if any connectors have become disconnected during transport or assembly, reconnect them by matching the corresponding colours on each connector.

To ensure correct alignment, use the arrows marked on each end of the connectors before pushing them together. Do not force the connectors, as this may cause damage.

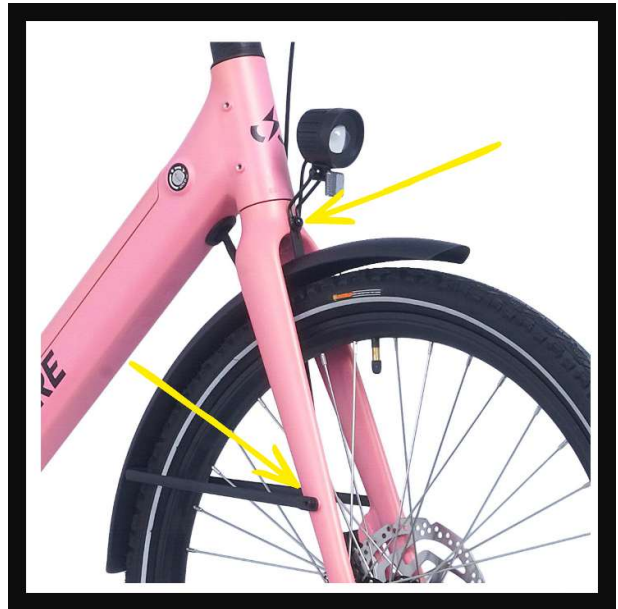
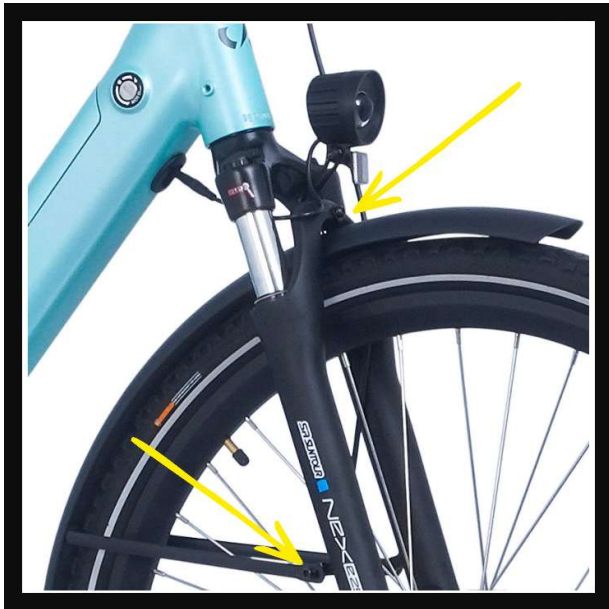


## Fitting the Front Mudguard and Front Light

### Deluxe 700C and Hilux Models – Refer to the image below (Left)

1. Using a 5 mm Allen key and a 10 mm spanner, remove the bolt located at the front of the fork.
2. Position the front light onto the mounting point, followed by the mudguard bracket at the **rear** of the fork fitting.
3. Reinsert the bolt through the mounting points and securely tighten it using the 5 mm Allen key and 10 mm spanner, ensuring both the light and mudguard are firmly secured.
4. Attach the mudguard support arms to the fork mounting points using the supplied bolts. Tighten the bolts securely with a 4 mm Allen key.

Once fitted, check that the mudguard is centred over the tyre and that there is adequate clearance between the mudguard and the wheel before riding.



### Deluxe 26 Models – Refer to the image above (Right)

1. Using a 5 mm Allen key and a 10 mm spanner, remove the bolt located at the front of the fork.
2. Position the front light onto the mounting point, followed by the mudguard bracket at the **front** of the fork fitting.
3. Reinsert the bolt through the mounting points and securely tighten it using the 5 mm Allen key and 10 mm spanner, ensuring both the light and mudguard are firmly secured.
4. Attach the mudguard support arms to the fork mounting points using the supplied bolts. Tighten the bolts securely with a 4 mm Allen key.

Once fitted, check that the mudguard is centred over the tyre and that there is adequate clearance between the mudguard and the wheel before riding.

### Attaching the front wheel

- 1. Remove the end cap and one spring from the quick-release skewer.
- 2. Insert the quick-release skewer through the centre of the front wheel hub, ensuring the quick-release lever is positioned on the disc brake side of the wheel.
- 3. Refit the spring onto the skewer with the narrow end facing towards the wheel hub, then reinstall the end cap.
- 4. Tighten the end cap only slightly at this stage, allowing enough clearance to position the front fork onto the wheel axle.
- 5. Carefully place the fork dropouts onto the axle, ensuring the brake disc is correctly aligned and fully inserted into the brake caliper.
- 6. Once the wheel is correctly seated in the fork, tighten the quick-release mechanism according to the manufacturer's instructions, ensuring the wheel is securely fitted.

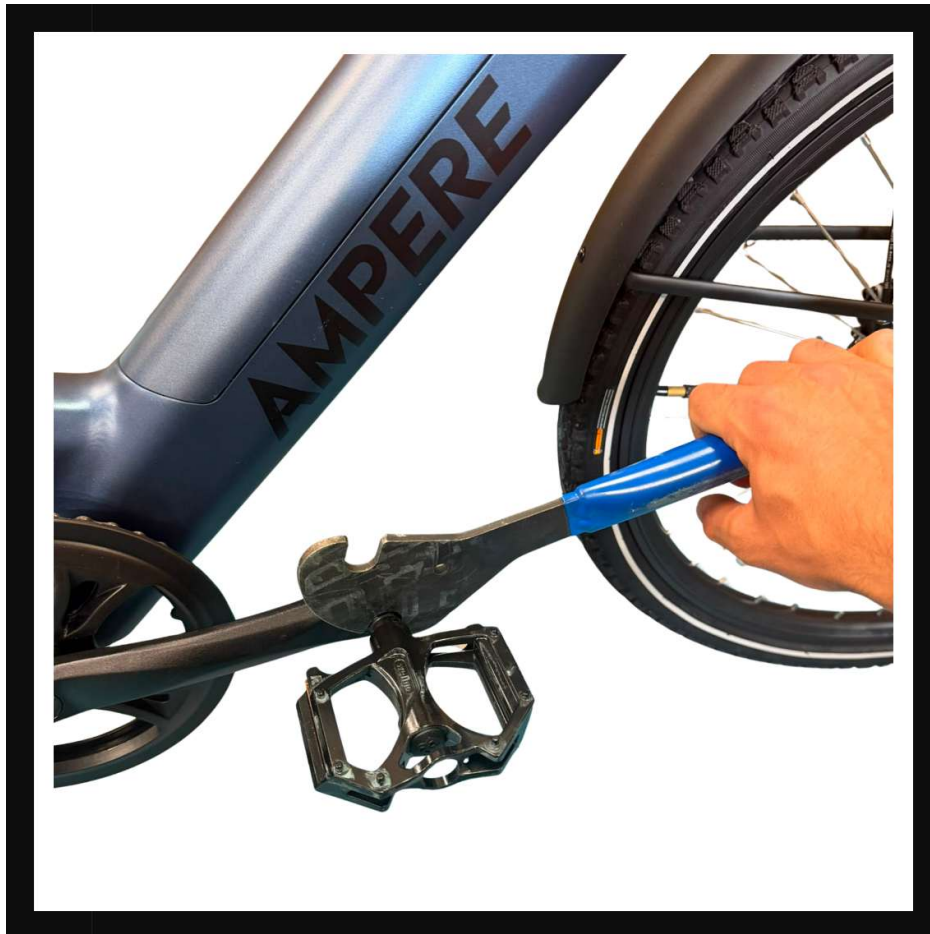


**Before riding, check that the wheel is centred in the fork, rotates freely, and that the brake operates correctly without excessive rubbing.**

## Fitting the Pedals

1. Identify the pedals by the markings on the threaded spindle. Each pedal is marked with either **R** (Right) or **L** (Left).
2. Determine the correct sides by sitting on the e-bike. The right pedal is fitted to the same side as the chain, while the left pedal is fitted to the opposite side.
3. Apply a small amount of grease to the pedal threads before installation.
4. Thread the left pedal into the left crank arm and the right pedal into the right crank arm by hand, taking care not to cross-thread the pedals.
5. Using the 15 mm spanner and tighten each pedal by turning it towards the front wheel of the e-bike.
6. Fully tighten both pedals, ensuring they are securely fitted to the crank arms.

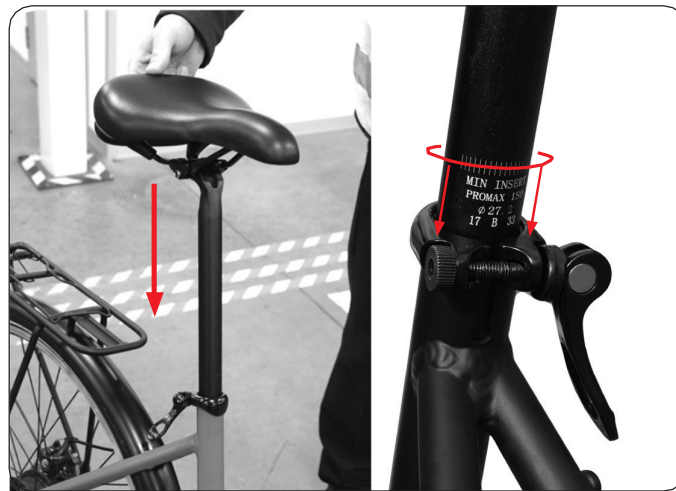
**Important:** Pedals must be tightened firmly before use. Always check that both pedals are secure before riding the e-bike.



## Adjusting the Seat Post

1. Insert the seat post into the frame and align the saddle so that it is positioned straight in line with the frame.
2. Adjust the saddle to the desired height. Ensure that the seat post is not raised beyond the minimum insertion mark (safety line) indicated on the seat post.
3. Close and tighten the seat post quick-release lever. The lever should be tight enough to prevent the saddle from rotating left or right when pressure is applied by hand.
4. Using a 6 mm Allen key, tighten the saddle clamp bolt located beneath the saddle. This bolt secures the saddle to the seat post and should be tightened firmly.

**Important:** Before riding, check that the saddle and seat post are securely fastened and cannot move during use.



**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 Safety Checks

**Before each ride, please carry out the following checks:**

- Ensure the quick-release lever securing the seat post is fully closed and secure.
- Check that the saddle clamp bolt is tight using a 6 mm Allen key.
- Confirm that both front and rear brakes are operating correctly.
- Check that the tyres are inflated to the recommended pressure of **50 PSI**. If required, use a bicycle pump connected to the valve shown in the image below to inflate the tyres.
- Inspect all bolts and fasteners to ensure they are secure, including those fitted to the kickstand, brakes, crank arms (8 mm Allen key), mudguards, luggage rack (if fitted), gears, handlebars, stem, and lights.
- Check that all wheel spokes are correctly tensioned and that none are damaged or broken.
- Ensure the battery is adequately charged and is not stored for extended periods in a fully discharged or low-power state.

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**Important:** Regular inspection and maintenance of your e-bike will help ensure safe operation and prolong the lifespan of its components.



## Servicing and Maintenance

When purchasing your e-bike brand new through one of our authorised retailers, you are entitled to a complimentary 6-week service. This service is designed to check and readjust mechanical components that may have settled during the initial period of use.

Following this initial service, we recommend that your e-bike is professionally serviced every 6–12 months or every 1,000 miles (1,600 km), whichever occurs first.

### Wheel Spoke Inspection

Due to the additional torque generated by the motor, wheel spokes on an e-bike can gradually lose tension during normal use. It is important to regularly inspect the spokes to ensure they remain correctly tensioned.

If any spokes feel loose, stop using the e-bike and take it to your local dealer or qualified bicycle technician for inspection and re-tensioning. Continuing to ride with loose spokes can lead to spoke failure, wheel damage, and potentially unsafe riding conditions.

### Additional Maintenance Advice

For further guidance on e-bike maintenance, battery care, storage, charging, and troubleshooting, please visit our website. Our support pages, maintenance guides, and blog articles contain useful tips to help maximise battery lifespan, maintain optimum performance, and keep your e-bike operating safely and efficiently.

## Register your warranty

To register your warranty, go to [www.amperelectric.co.uk/register-warranty/](http://www.amperelectric.co.uk/register-warranty/) or scan the QR code below.

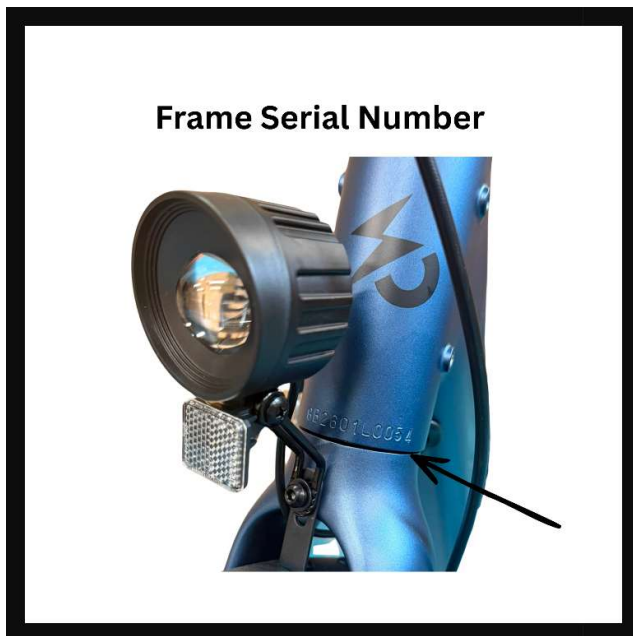


To register your warranty, you will need both your frame serial number and battery serial number.

The frame serial number is located on the front of the frame, behind the front light, as shown in the image below.

The battery serial number is located on the side of the battery. To access it, you will need to remove the battery from the frame.

Both serial numbers typically consist of a combination of letters and numbers and are approximately 15 characters long.



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



#### Extended Warranty Offer

We are pleased to offer all customers an additional 30-day warranty when they leave a review on Trustpilot.

To qualify for this extended warranty, simply follow the steps below:

1. Click the "**Leave a Trustpilot Review**" button on the warranty registration page or scan the QR code provided above.
2. Submit your review on Trustpilot.
3. Tick the box confirming "**I have left a Trustpilot review**".
4. Enter your Trustpilot username and the date your review was submitted.
5. Complete and submit your warranty registration.

Once your review has been submitted and your warranty registration has been completed, you will receive a confirmation email verifying that your extended warranty has been activated.

## Charging the battery

Your e-bike is supplied with a removable, rechargeable lithium-ion battery. For safety and optimum performance, only use the charger supplied with your e-bike or an official replacement charger supplied by Ampere or an authorised Ampere dealer.

The charging port is located on the side of the battery, adjacent to the key lock when the battery is installed in the frame (see image below).

Before using your e-bike for the first time, fully charge the battery.

To maximise battery lifespan, we recommend storing the battery with a charge level above 60% whenever it will not be used for an extended period.

### How to Charge the Battery

1. Ensure the charger is connected to the battery charging port before switching on the mains power supply. Plug the charger into a suitable wall socket, then connect the charger plug to the battery charging port.
2. Switch on the mains power supply. When charging correctly, the indicator light on the charger will illuminate **red**.
3. Allow the battery to charge fully. Once charging is complete, the charger indicator light will change from **red to green**.

### Charger Indicator Lights

- **Red Light** – Battery is charging.
  - **Green Light** – Battery is fully charged.
4. Do not switch on or operate the e-bike while the battery is charging.
  5. Once charging is complete, disconnect the charger and ensure the charging port cover is securely refitted to protect the charging socket from dirt and moisture.
  6. Store the charger in a dry, well-ventilated location when not in use.

### Important Safety Information

- Always charge the battery in a dry, well-ventilated area away from flammable materials.
- Do not use a damaged charger, charging cable, or battery.
- Do not expose the battery or charger to excessive heat, moisture, or direct sunlight.
- If the battery becomes excessively hot, emits unusual odours, leaks, or shows signs of damage during charging, stop charging immediately and contact your dealer or customer support team for assistance.



## Care and Maintenance

### Cleaning Your E-Bike

Clean your e-bike using a suitable e-bike cleaning product or warm soapy water. Once cleaning is complete, dry the bike thoroughly with a soft, dry cloth. After washing, ensure all moving and mechanical components are properly lubricated. Regular cleaning and maintenance will help your e-bike operate efficiently, improve reliability, and enhance your riding experience. For recommended cleaning and maintenance products, please consult your local bicycle retailer.

### E-Bike Storage

1. Avoid leaving your e-bike exposed to rain or damp conditions for extended periods. Always store the bike in a dry location. If the e-bike becomes wet, dry it thoroughly with a soft, dry cloth after use.
2. Do not leave your e-bike in direct sunlight for prolonged periods. Excessive heat may cause metal components to become extremely hot and can affect the performance of electrical systems. Where possible, store the bike in a shaded or covered area.
3. If the e-bike will not be used for an extended period, remove the battery and store it separately in a dry environment at temperatures between 15°C (59°F) and 25°C (77°F). A cupboard or indoor storage area is ideal.
4. Keep the battery charged during periods of storage to help maintain performance and maximise battery lifespan.

### Battery Information

1. Do not charge the battery at temperatures below 0°C (32°F).
2. Switch off the battery before charging, where applicable.
3. The battery may be charged either on or off the e-bike.
4. Always charge the battery on a stable, flat surface in a well-ventilated area.
5. Do not cover the battery or charger during charging.
6. Only use chargers supplied or approved by Ampere.

### Modifications

Do not attempt to modify, repair, or replace any electrical components on your e-bike. Unauthorised modifications or repairs will invalidate the warranty. All repair work must be carried out by an approved repair centre. Please contact your local dealer or email [enquiries@ampereelectric.co.uk](mailto:enquiries@ampereelectric.co.uk) to locate your nearest authorised repair centre.



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