

EB70

User Manual

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Thank you for purchasing the OKAI electric bike.

We wish you to ride OKAI electric bike safely. As there could be risks in riding an electric bike, please read this manual carefully before using and keep it for future references. For safety reasons, please make sure to pass on this manual to anyone you wish to lend your e-bike to. Failure to follow the instructions in this manual could cause severe damage to the product. To facilitate readability, the OKAI electric bike will be referred to as the product.

We know you are excited about getting going but please:

- ✓ Reseat and charge the battery before the first ride
- ✓ Make sure the pedals are tight
- ✓ Make sure the front wheel is installed properly and tight
- ✓ Inflate the tires properly
- ✓ Check that all screws are properly torqued
- ✓ Carry out a fine adjustment of the gears and brakes
- ✓ Learn how to use the LCD display
- ✓ Wear a helmet before riding

Please Note: Bike may need further adjustments after assembly.

If you have any trouble with setup, please contact us online or through our email address:
support.us@okai.co

Please always include your order ID when reaching out to us.

1-1. MODEL SPECIFICATIONS

PRODUCT MODEL	EB70
N.W/Net weight	32kg
Bicycle size	1660*710*1165mm
Maximum load	150kg
Rated load	120kg
Maximum speed	20MPH
Motor type	Gear motor
Power	Speed sensor, rear-drive
Rated power and maximum power	500W/850W
Maximum net power	850W
Maximum net torque	40N·m
Battery type	Lithium battery
Number of battery cells	39 pcs
Battery capacity	14.4Ah
Range	50~70km
Tire type	Pneumatic tire
Tire specifications	Front&Rear: 20.0*3.0inch
Braking method	Front&Rear: Oil disc brake

***FCC Statement:**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

ISED Statement:

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- 1.This device may not cause interference.
- 2.This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- 1.L'appareil ne doit pas produire de brouillage;
- 2.L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

FCC Supplier's Declaration of Conformity

Unique Identifier(Model Name): EB60

Responsible Party -U.S Contact Information

Company name: OKAI INC









Company Address: 1458 E Mission Blvd, Pomona, CA 91766

Telephone number or internet contact information: support.us@okai.co

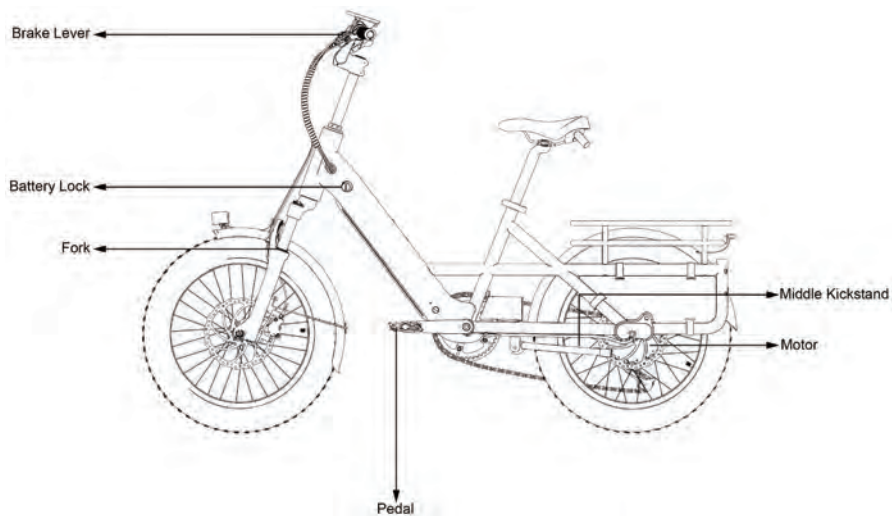
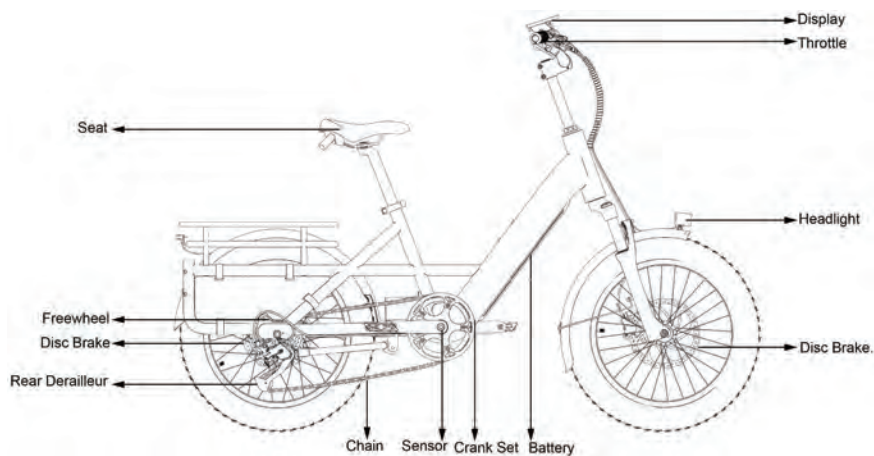
FCC Compliance Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

1-2. ICON DESCRIPTIONS

DANGER	Indicates a danger condition that could lead to severe injuries or death.
WARNING	Indicates a warning condition that could lead to severe injuries or death.
CAUTION	Indicates a caution condition that could lead to severe injuries or death.
	Marks the additional information regarding the product and its usage.
	Please read this manual carefully before use.
	Display of positive and negative poles.
	Indicates that this is a Class II protective product.
	Please wear personal protective equipment (PPE).
	Please do not use this product after intake of alcohol, sedatives, or psychoactive medications.
	Minimum age requirement: 16 yrs.
	Please do not enter roads with these symbols.

1-3. VEHICLE AND ACCESSORY LIST



- The electric bike is designed primarily for recreational riding and exercise rather than solely as a means of transportation. However, when riding an e-bike on public roads or areas (where permitted by local laws), it is then considered a motor vehicle. As such, all applicable traffic laws and safety regulations apply. To help ensure safety and legal operation, it is important to thoroughly read and follow all instructions in this manual. Proper usage and compliance with national, state/provincial and local statutes will help reduce risks to the rider and others on the roadway.
- Please understand that riding an e-bike on public roads and areas carries some risks. There are inherent risks from other vehicles or drivers not following traffic laws, even if you comply with all safety instructions in this manual. The level of risk is comparable to walking or cycling on roads. Like other vehicles, increased braking distances are required at higher speeds on this e-bike. Sudden braking may cause slipping or loss of control, especially on smooth surfaces. Therefore, it is crucial to ride cautiously at appropriate speeds with adequate distance between yourself and pedestrians or other vehicles. Especially in unfamiliar environments, stay alert and reduce your speed accordingly.
- Please respect the right-of-way of pedestrians when riding. Avoid startling pedestrians, especially children.
- When riding in countries and regions without established national standards or regulations for electric bikes, please be sure to follow the safety instructions in this manual. OKAI assumes no direct or shared liability for any financial losses, loss of life, legal issues, or other adverse outcomes resulting from failures to operate the electric bike as described in this user manual. Riders take full responsibility for obeying all applicable laws and operating the e-bike safely at their own risk.
- Do not allow new or inexperienced riders to operate the electric bike without supervision. If lending the e-bike to another person, you are responsible for ensuring their safety. Provide guidance until they are familiar with basic handling and controls. Also verify any riders wear the appropriate safety equipment as recommended in this manual.
- Before each ride, conduct a basic inspection of the electric bike. Check for any loose or worn parts, significantly low battery capacity, excessively worn tires, abnormal steering noises or function issues. If you observe defects like these, immediately stop operating the bike. Do not attempt to ride it in an unsafe condition.

3.IMPORTANT SAFETY INSTRUCTIONS

This section lists the safety instructions that should be followed when using this product.

3-1.GENERAL SAFETY INSTRUCTIONS

Operating this electric bike comes with inherent risks. Take time to carefully read all instructions and practice riding the e-bike. Following all safety guidelines can help reduce risks, but would not eliminate them entirely. Even with proper training, unforeseeable accidents may occur due to loss of control, collision, or falling. Ride cautiously at all times.

1. Keep the printed instructions for further reference and read carefully before use.
2. Maximum speed allowed: 20mph.
3. This vehicle should not be operated by expectant mothers, individuals with physical disabilities, or those with preexisting medical conditions affecting the heart, head, back or neck - including those who have had surgery in these areas.
4. Do not use this product after taking alcohol, sedatives or psychoactive drugs.
5. Maintain a minimum distance of 1 meter from pedestrians, other vehicles, and obstacles while riding.
6. This product can only be used when the environment permits it and the personal safety of bystanders is guaranteed.

7. Pay attention to the obstacles in front and of those far away.
8. This electric bicycle is designed for a single rider only. Do not carry passengers or children, and avoid abrupt turns at high speeds.
9. Do not operate this electric bicycle in an unsafe or unauthorized manner. Avoid using it on road shoulders, ramps, skate parks, empty pools, icy or slippery surfaces, or other areas not intended for standard bicycle use.
10. Do not ride this electric bicycle over obstacles or surfaces it is not designed for, such as slopes, stairs, escalators, ice, snow, or submerged areas. Do not expose this product to heavy rain.
11. Do not ride this electric bicycle in bodies of water deeper than 10cm/3.94in, as submersion can damage internal components like the motor.
12. Don't jump on this product. Don't try to use this product to do any acrobatics or activities not intended.
13. To ride safely and be aware of your surroundings, avoid distractions like using headphones, earplugs, making phone calls, taking photos or videos, or engaging with mobile devices while riding.
14. Please keep both hands on the handlebar while riding.
15. Do not use the product in the dark or in low visibility conditions.
16. When encountering pedestrians or obstacles, assess whether you can pass safely before proceeding.
17. Only use this electric bicycle and its accessories within the specified operating temperature range. Also follow temperature guidelines for battery charging.
18. Wear proper protective equipment such as a helmet, wrist guards, knee pads and elbow pads to minimize risk of injury. Check your local laws regarding helmets or other required safety gear.
19. Traffic laws in France require electric bike riders wear reflective clothing and helmets for visibility when riding.
20. Do not hold onto or attach this electric bicycle to any other moving vehicle while riding.
21. Always park the vehicle securely on its kickstand on a flat, stable surface.
22. Adding excessive weight to the handlebars may compromise stability and safety.
23. **WARNING!** Braking distances can be extended in wet conditions - brake earlier than usual.
24. **WARNING!** Mechanical components under prolonged stress or friction may deteriorate faster than expected. Check frequently for cracks/damages and replace worn parts to avoid potential injuries from sudden failure.
25. Take time to properly learn riding skills through practice before facing traffic, to avoid accidents from inexperience.
26. Contact the seller for information on available safety training if desired.
27. When passing pedestrians or other cyclists, gently ring the bell as a courtesy warning signal.
28. Dismount and carefully walk the electric bike past any sections lacking sufficient space or clearance for safe riding.
29. Always prioritize safety - your own and those around you.
30. This electric bicycle is solely intended for transporting the rider in a seated position. Do not modify or overload it for unapproved uses.
31. **Caution!** Avoid touching the braking components immediately after use, as heat from friction may cause burns.
32. Conduct regular safety checks by inspecting all bolts, especially around the axles, steering column and brake components, ensuring proper tightness.
33. Do not tamper with or modify the vehicle. Otherwise, it may seriously impair the handling, stability, and other aspects of the vehicle, making it unsafe to ride and voiding the warranty.
34. Only use the accessories approved by the manufacturer.
35. The noise of riding shall not exceed 70dB.
36. Please wear shoes when using the product.
37. Persons above 16 years old with physical, sensory, or cognitive disabilities/impairments or lack of experience and knowledge can use the product only under supervision and guidance regarding the safety operation and hazards. People under 16 years old should not use the product. Children are not allowed to clean or maintain this product without supervision.

38. Obstacles like curbs and steps are common in city traffic. It is recommended to avoid riding over obstacles. Before moving across these obstacles, carefully monitor pedestrians' movement and trajectory. Obstacles presenting safety hazards due to characteristics like shape, height or slippery surfaces should not be ridden over. Dismount and push the vehicle instead.
39. Contact your seller and ask him to recommend you a suitable training institution.
40. Avoid riding in areas with heavy traffic or crowds.
41. Plan your own path and speed while complying with the road regulations, sidewalk regulations, and regulations of the most vulnerable groups.
42. When approaching pedestrians or cyclists without being seen or heard by them, press the bell to alert them.
43. When pushing the vehicle, please walk in the safe passage.
44. Power-off the vehicle during charging.
45. Don't use the vehicle for other purposes.
46. Do not attempt stunts, tricks or acrobatics with this vehicle.
47. Remove sharp edges resulting from use.
48. Self-tightening nuts and other fasteners can become loose over use. Please check regularly and tighten them up.
49. **WARNING!** This vehicle will be subject to pressure and wear over time. Inspect regularly for cracks, scratches or discoloration - signs of exceeded lifespan. Immediately replace any parts showing these indications to avoid risks from sudden break or failure.
50. It is recommended to use mechanical locks to prevent the vehicle from being stolen.
51. Prolonged exposure to sunlight, rain and weathering can degrade enclosure materials over time. When not in active use, store your vehicle indoors.

Failure to follow safety precautions and guidelines above greatly increases the risk of injury or accident. Please ride with caution and good judgment at all times.

3-2.RF EXPOSURE WARNING

- The device has been evaluated to meet general RF exposure requirement.
- The device can be used in portable exposure condition without restriction.
- Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

3-3.BATTERY SAFETY

- The battery shall not be exposed to extreme temperatures, such as prolonged sunlight or other heat sources. High temperatures present a risk of fire or explosion.
- Fully charge the battery before a storage of over 30 days.
- Fully charge the battery every 90 days to avoid over-discharge, which could cause permanent damage to the battery.
- Stop using the product if the battery emits a strong odor or becomes abnormally hot. Do not make any attempt to disassemble the battery.
- Dispose of and recycle the battery in a correct and safe manner.

3-4.CHARGING SAFETY

- Only use charging devices and batteries provided by the manufacturer.
- The battery charger should not be used by children, people with physical, sensory, or cognitive disabilities/impairments, etc., unless they are under the supervision or guidance of their guardians.
- Inspect the charger plug and cable for any cracks, fraying or other damage before each use. Damaged plugs or cables must only be replaced by the manufacturer or an authorized service technician to ensure safety.
- Disconnect the battery charger from the power source and let it cool before cleaning, storage and transport.
- Protect electrical parts from water. To avoid electric shock, do not immerse them in water or other liquids during cleaning or operating. Do not place the battery charger in water. When charging, the product must be placed in a well-ventilated area. Disconnect the charger from the power source as soon as the battery is fully charged.
- Inspect the battery charger regularly for cracks or other signs of damage. Damaged chargers must be repaired or replaced before use. Do not use chargers exposed to weather or outdoor conditions for extended periods.
- Do not attempt to charge a product that shows any signs of damage. Damaged products risk electric shock or fire when charged.
- Do not attempt to disassemble or repair the battery charger. Repairs must only be conducted by qualified service personnel. Improper disassembly poses risks of electric shock, fire or injury.
- Do not use the charger near flammable and explosive materials, which could cause fire or explosion.
- Check the specifications before connecting the battery charger to the power source. Improper use may cause fire! The battery charger is for indoor use only.
- Do not misuse the battery charger. The battery charger is only applicable to this product. Other uses may result in fire or electric shock.
- Ensure the charger is fully connected to the port before charging. Do not obstruct the connection.
- Keep the charging port clean and dry, free from dust and moisture. Do not place any object on the battery charger and do not cover it, as this will cause the battery to overheat. Do not place the battery charger near a heat source.
- Be sure to place the power cord where no one will trip, step on, or damage it. Otherwise, there is a risk of property damage and personal injury.
- When unplugging the charger, always disconnect from the power outlet by pulling the plug, not the cord.
- Do not use non-rechargeable batteries.

3-5.INSTRUCTIONS PERTAINING TO A RISK OF FIRE OR ELECTRIC SHOCK

GROUNDING INSTRUCTIONS

- This product must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment grounding conductor and a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded in accordance with all local codes ordinances.
- WARNING!** Improper connection of the equipment grounding conductor is able to result in a risk of electric shock. Check with a qualified electrician if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

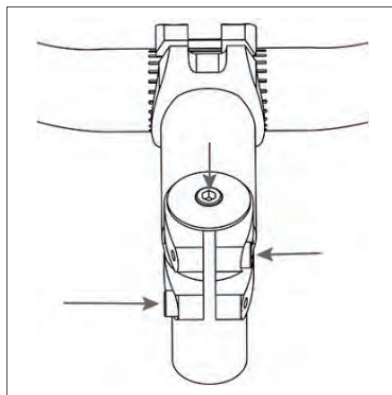
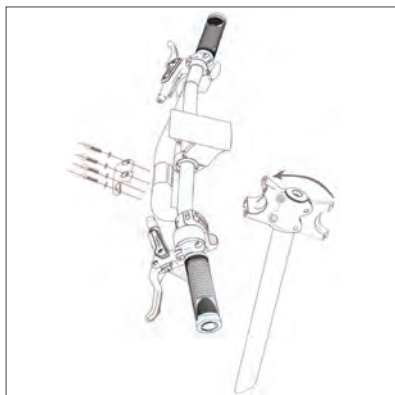
4. SETTING UP YOUR OKAI E-BIKE

- 1) **Read all of the instructions carefully.** Be familiar with the proper operation of all items.
- 2) This quick guide is intended to list the steps needed to assemble your bike with some mechanical skills. It is not a complete manual or training. If you do not feel comfortable or lack some of the skills to assemble it yourself, reach out to a cyclist friend, a local bike mechanic or one of our support technicians for guidance.
- 3) Our QA mechanics have assembled and tested your bike beforehand.
- 4) To assemble your bike, work on a clean area with enough space to maneuver.
- 5) If installed, remove the battery from the bike to start the assembly.
- 6) Inspect the bike completely to be sure no damage occurred during shipping.
- 7) The kickstand is designed to support the bicycle only. Not the rider mounted.
- 8) You can adjust your saddle position and the tilt on your handlebar items for comfort.
- 9) Check all screws and parts are tight and properly fixed. We recommend a pre-trip inspection before your first rides.

4-1.INSTALLATION INSTRUCTIONS

1. Installing Your Handlebars

- 1) Point the headset towards the front of the bike.
- 2) Place the handlebar in the handlebar mount being careful with the wires.
- 3) Face the mounting brackets on the front end of the mount with the round edges facing outward. Insert the screws into the screw holes and tighten alternating sides until secure (4mm allen wrench with 6N strength).
- 4) Verify your front tire lines up with your headset.
- 5) Tighten screws on stem end (4mm allen wrench with 6N strength) and top of the stem (5mm allen wrench with 6-8N strength).
- 6) Check all headset items are tight.



2. Installing Your Front Wheel

- 1) Insert the axle into the wheel hub as shown.
- 2) Insert the front wheel in between the front fork on the bike. Be sure to align the disk between the brake caliper as shown in Figure 2.
- 3) On the outside add nut on the end of the axel and hand turn until snug.
- 4) Now tighten each nut putting your weight into the wrench. Your front wheel is now installed.
- 5) **The Adjustment Nut needs to be very tight, be sure to retighten after your first couple rides.**

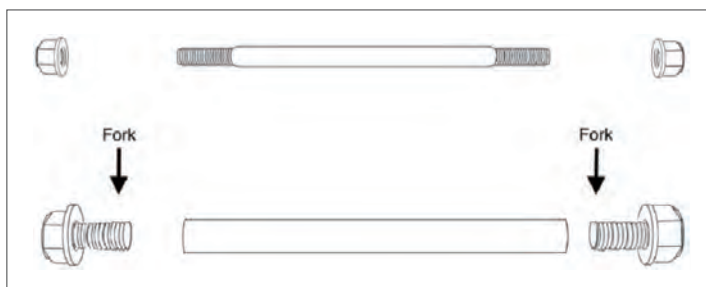


Figure 1

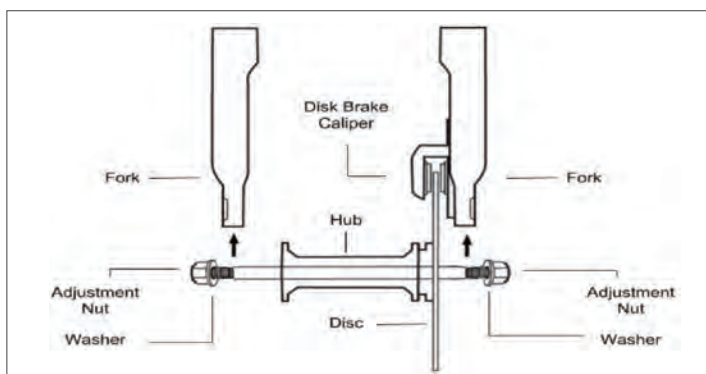
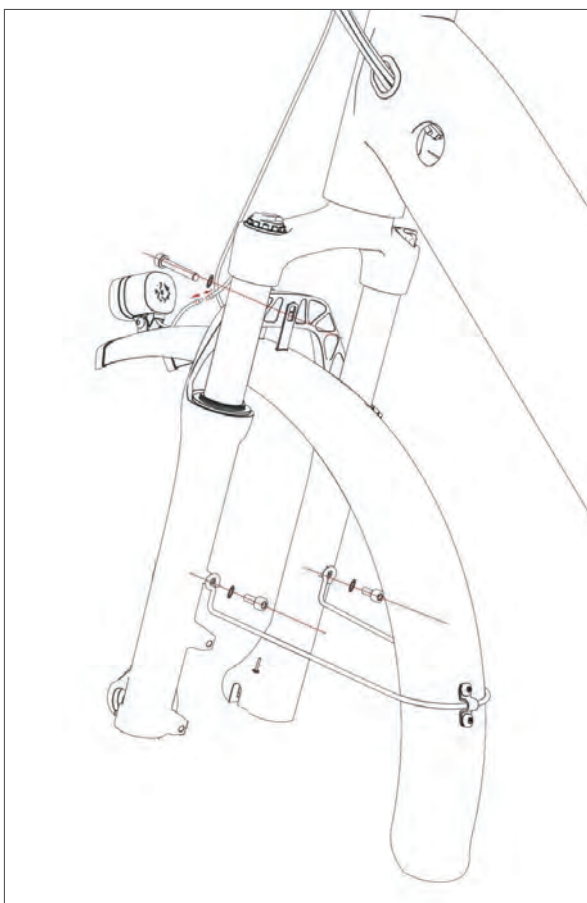


Figure 2

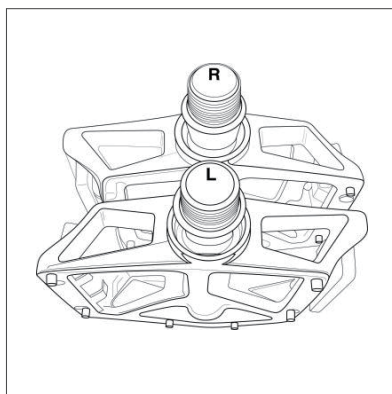
3. Installing Your Front Fender

- 1) Place the lifting lug behind the fork gantry, link and secure the fender with screw and spacer provided. Align the fender clamps on the left and right legs of the fork with the fender stay to enable the fender in the line with the front wheel. Fix the stay with the screws provided on the clamp.
- 2) Place the lifting lug behind the fork gantry, link and secure the fender with screw and spacer provided. Align the fender clamps on the left and right legs of the fork with the fender stay to enable the fender in the line with the front wheel. Fix the stay with the screws provided on the clamp.

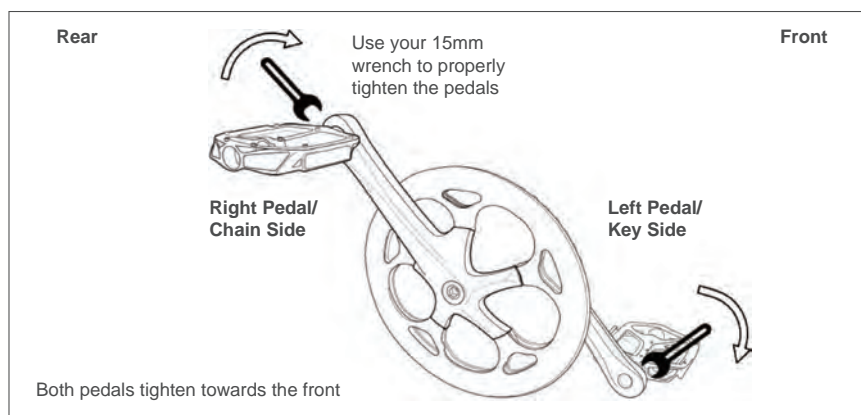


4. Installing Your Pedals

- 1) Warning: Incorrect installation will cause damage. Please read the instructions and watch our videos if needed.
- 2) Identify the Left and Right markings on the pedals. They can only be installed in their respective side.
 - a. L is for the Left Pedal and it goes on the Left Crank Arm.
 - b. R is for the Right pedal and it goes on the Right Crank Arm (Chain Side).



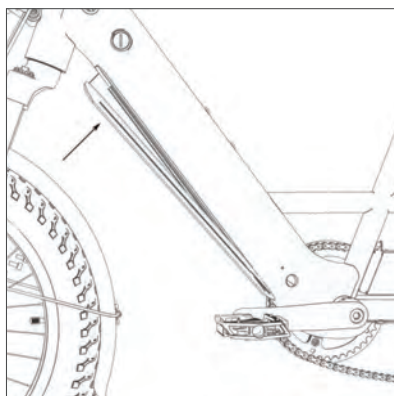
- 3) Sitting on your bike the pedals go on the Left and Right side respectively.
- 4) Keep the pedal Horizontal while hand screwing to get the thread started. Then Use your 15mm wrench to tighten them.
- 5) Both pedals tighten towards the front of the bike. The left pedal is reverse threaded to allow this.
- 6) **The pedals need to be very tight, be sure to retighten after your first couple rides.**



5. Installing and Removing the Battery

To Install the Battery

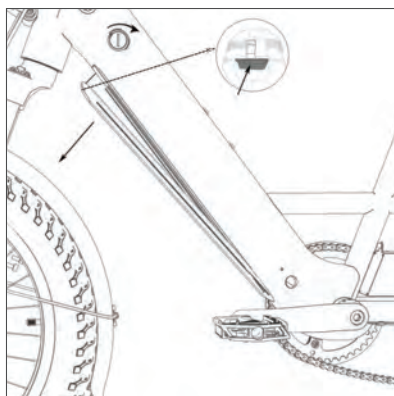
Seat the bottom of the battery into the receptacle first and push the upper side of the battery into the frame tightly until it gets locked with a clatter sound. Seat your battery securely and remove the key from the lock before each use.



To Remove the Battery

- 1) Turn off the LCD display.
- 2) The battery is secured with a double-lock mechanism. Use the key to release the first lock. Push the silver buckle on the top of the battery to release the second lock.

Note: Please hold the battery tight with one hand at least as it will drop off when the lock is released.



4-2.LEARN TO RIDE

1. Preparations Before Riding

1) **Read all instructions carefully**, be familiar with the proper operation of all items. Check for detailed information and guidance on our product page.

2) **Warning:** Basic electric precautions should always be followed to avoid issues or malfunction.

2. How to Use the Display

Function overview and Functional areas

1) Functional overview



The display offers a variety of features to suit your riding needs, including:


- Battery capacity
- Motor power
- Pedal assist (PAS) level
- Speed (current speed, maximum speed, average speed)
- Mileage display (single and total mileage)
- Walk boost mode
- Light ON/OFF
- Error code indicator
- Navigation
- Bluetooth
- USB

2) Functional areas




Routine operation

1) Functional overview


Long press  to power on/off the display. When the display is off, it will not use the battery power and the leakage current is less than 1uA.

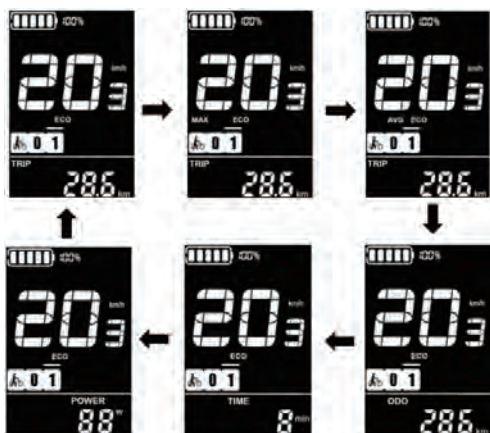
⚠ The display will automatically shut off if it is not used for more than 5 minute.

2) Turning on/off lights


Press the +/ to turn on the light and the display backlight becomes dim. Press again to turn off the lights and the backlight restore brightness.

3) Display interface switching

When the display is powered on, it will show the Current Speed (km/h) and Odometer (km) by default. Short press  to switch between Trip (km), Maximum Speed (km/h), Average Speed (km/h), Odometer (km), Riding Duration (min) and Motor Power (w).



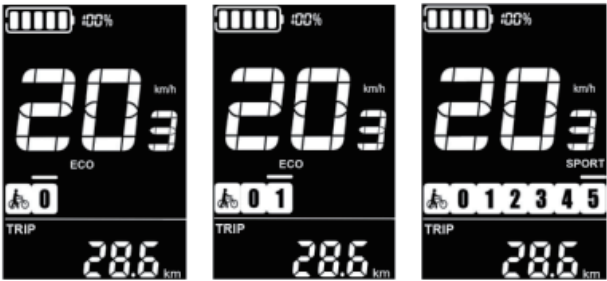
4) Walk boost mode

Hold - for 2seconds and the electric bicycle enters the walk boost mode. The electric bicycle will walk at a fixed speed of 6 km per hour and the display shows . Release the button to stop the power output immediately and it will restore to the state before walk boost.



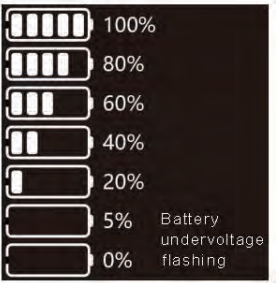
5) PAS level selection

Press + /- to switch PAS level of electric bicycle, thus changing the motor output power.



6) Battery level display

The display will show in 5bars when the battery is in full capacity, user will need to charge the battery when it flashes under voltage.



7) Navigation



8) Error code display

If there is a fault occurs in the electronic system of the electric bicycle, the display will automatically show an error code, see Annex 1 for a detailed definition of the error code.



4-3.BATTERY CHARGING

There are two ways to charge your battery.

1. Charge the battery ON the bike

- 1) Find the Charge Port at the bottom of the downtube.
- 2) Pull out the cover to show the charge port and insert the charger output plug into the port. Connect the input plug to the power supply.

2. Charge the battery OFF the bike

- 1) Take off the battery from your bike.
- 2) Place the battery in a clean and flat place in room temperature.
- 3) Insert the charger output plug into the charge port. Connect the input plug to the power supply.
- 4) The battery capacity changes through the light on battery cover, below is the capacity reference. When battery light turns red, user is advised to charge the battery as soon as possible.



Notes of Charging:

- 1) Charging time varies from 7 to 8 hours.
- 2) The small LED light on the charger in RED indicates it is in charge; The small LED light on the charger in GREEN indicates it is fully charged.
- 3) Insufficient charging will not influence the battery lifecycle. AVOIDING deep discharge is helpful to protect the battery and extend its lifecycle.
- 4) Pay attention to check whether the surface temperature of the battery case rises too high during charging. It is FORBIDDEN to cover the battery during charging.
- 5) Due to high temperature in summer time, it is NOT advisable to charge it immediately after riding. In winter, it is FORBIDDEN to charge the battery in environment below 0°C. You are recommended to charge it in room temperature.
- 6) If the battery will not be used for a long period, take it off from the bike and discharge its capacity to 60%-80% for stock. Disconnect it from the charger and place it in a dry, ventilated place without direct sunlight. In order to maintain a long lifecycle, it is recommended to charge the battery every two months.

4-4.PREPARATIONS BEFORE RIDING

Checklist:

- Wheels – Make sure the wheels are not damaged or excessively worn.
- Loose parts – Make sure all parts, such as nuts, bolts, and fasteners are well adjusted. There should be no abnormal sound from any part of the vehicle. Check it before each ride.
- Operating areas – Make sure the operating area is open, flat, and free of obstacles.
- Laws and regulations – Check and comply with local laws and regulations, especially when using this product on public roads.
- Safety equipment – Always wear personal protective equipment (for wrist, knee, head, and elbow protection). In some regions, there may be laws and regulations that require wearing helmets.

⚠ WARNING : Do not ride with only one hand. Do not do stunts or tricks while riding. Always ride with shoes on.

⚠ WARNING : Riding at a moderate speed can extend range. Riding at high speed constantly and frequent acceleration, deceleration, start, stop, and idling will reduce range.

⚠ WARNING : Do not touch the brake parts with your hands after continuous braking.

5. MAINTENANCE, CLEANING, STORAGE AND TRANSPORT

5-1.MAINTENANCE

If you do not have the experience, skill, and tools to complete maintenance and adjustment of your e-bike, OKAI strongly recommends having a certified, reputable bike mechanic maintain, tune, and ensure the e-bike is safe to ride.

Regular maintenance is important to your safety and the longevity of your e-bike. Any part of a poorly maintained e-bike can break or malfunction leading to an accident. OKAI strongly recommends that you follow a regular maintenance schedule based on normal use. If you ride your e-bike more than the time indicated, perform maintenance more frequently than recommended. If a part malfunctions, check and service it immediately, or seek help from a qualified mechanic. If a part has worn or damaged, replace it before the next time you ride the e-bike.

Read and understand the recommendations and the recommended service schedule below.

Recommended Service Schedule

Weekly

- Inspect
- Inspect the fasteners for proper torque.
 - Inspect the drivetrain for proper alignment and function (including chain, cassette, chainset, and derailleur).
 - Inspect the wheel trueness and inspect for quiet wheel operation on (without spoke noise).
 - Inspect the condition of frame and its welds for damage.
 - Inspect and test the brake pads.
 - Inspect the tire pressure.

- Service**
- Clean the frame with damp cloth and mild soap as needed.
 - Clean and lubricate the chain.
 - Turn barrel adjuster(s) to tighten derailleur/brake cables if needed.

- Replace**
- Replace any worn or damaged components.

Monthly

- Inspect**
- Inspect the brake pad alignment and brake cable tension.
 - Inspect shifting.
 - Inspect the chain stretch.
 - Inspect the brake and shifter cables for corrosion or fraying.
 - Inspect the rims and check spoke tension.
 - Tighten any attached accessories (i.e. fenders, racks, reflectors) that may interfere with spokes or the drivetrain.

- Service**
- Lubricate the front fork and brakes.
 - Clean and lubricate the drivetrain.
 - Clean brake and shift the cables.
 - True and tension wheels if any loose spokes are identified.

- Replace**
- Replace the brake and shift cables if necessary.
 - Replace the brake pads if necessary.

Every 6 Months

- Inspect**
- Inspect the drivetrain (chain, chainset, cassette, and derailleur).
 - Inspect all the cables and housings.

- Service**
- Standard tuneup by a qualified mechanic is recommended.
 - Grease the bottom bracket.

- Replace**
- Replace the brake pads if worn.
 - Replace the tires if worn.
 - Replace the cables and housings if necessary.

5-2.CLEANING

- Please turn off the power and unplug the battery charger from the product before cleaning.
- Do not use solvents or abrasive detergent. Do not use hard brushes, metal, or sharp objects to clean as they may severely damage both the exterior and interior of the vehicle.
- Clean the battery charger and the product with a wet cloth, then wipe off with a dry cloth.

⚠ WARNING : Do not immerse the product or battery charger in water or other liquids. Do not place the product or battery charger under running water. There is a risk of electric shock!

⚠ WARNING : Do not clean this product with a power washer.

5-3.STORAGE AND TRANSPORT

- Store the product in a dry and clean place away from children, preferably in its original packaging.
- Shut down the product before transport.
- Only transport the product in its original packaging. Do not throw away the packaging as it could be used for future transportation. Protect the product during transport (e.g., use Bungee straps) and prevent it from falling, overturning, external impact, and shake, especially when it is transported by vehicles.

WARNING

: This product contains an embedded lithium battery. Lithium batteries are considered as dangerous goods that can only be transported if local laws and regulations allow.



: If you plan to travel with the product by air or other means of transportation, please confirm with your transportation company whether the product is allowed to transport.

Please refer to the warranty card for more information.

6. DISPOSAL



This mark indicates that this product should not be disposed of with other household waste throughout the European Union regions. To prevent possible harms to the environment and health of human beings from unbounded waste disposal, it is our responsibility to recycle it in order to promote the sustainable use of resources. To dispose of used products, please contact recycling organizations or the retailer of the product. They will recycle this product in an environmentally friendly manner.



Dispose of the battery according to environment protection requirements. Do not throw away the battery together with the household waste. Contact the recycling organization in your community or the retailer of this product.



Packaging materials can be transferred back to the raw material cycle. Dispose of packaging materials in accordance with legal requirements. Information can be obtained from your community's recycling organization.

7. TROUBLESHOOTING

7-1.ERROR CODE

Error Code	Error	Notes
1	Overcurrent Protection	The instantaneous output current of the controller exceeds the current limit range. The protection will disappear when the controller output current is less than MAX current.
2	Low-voltage Protection	Battery voltage lower than 42 ± 1 V. The fault will be relieved after charging. Change the battery.
3	Motor phase wire failure	Motor phase line short circuit when unlocking. Please check the cable connector, make sure that they connect properly. Change the motor extension cable. Change the display. Change the controller.
4	Motor blocking protection	Motor blocked or short circuit or drive failure. Remove the blocking status. Change the motor.
7	Motor hall signal abnormality	Hall line sequence is wrong or poorly connected. Please check the cable connector, make sure that they connect properly. Change the motor extension cable. Change the display. Change the motor. Change the controller.
8	Motor Over temperature protection	Motor temperature higher than normal working temperature. Stop riding and cool down, wait for the error to be removed by itself. Change the motor.
9	Throttle failure	Throttle malfunction or poor connection. Check the connection of the throttle cable. Change the throttle.
11	Communication failure of controller	Defected display or controller. Check the cable connection of the display and controller. Change the display. Change the controller.
12	Communication failure of display	Display defected communication. Change the display. Change the controller.
13	Battery communication failure	Change the battery. Check the battery cable connection.
18	Open Throttle Fault	Throttle has not returned to the start-up position. Try to return the throttle to the start-up position. Change the throttle. Release the throttle.
20	Right brake lever not returned	The right brake lever doesn't returned to the original position or damaged. Return the right brake lever to the original position. Change the brake lever.

Error Code	Error	Notes
25	Electronic controller heartbeat error	The controller heartbeat packet cannot receive data. Change the controller.
27	Battery heartbeat error	The battery heartbeat packet cannot receive data, or the battery user code does not match the central control user code. Change the battery.
29	Overvoltage	The battery voltage exceeds 60V. Change a new battery. Change a new controller.
30	Torque sensor failure	Loss of torque sensor signal or beyond the standard. Change the torque sensor. Change the controller.
31	Controller overheating	Controller temperature reaches the protection value. If the Error shows when riding, cool down the system. If the Error shows when the bike doesn't operate normally, update the controller software to the latest version. Change the controller.
40	Motor overload	Long time high current working causes motor high temperature, then the controller will reduce motor output torque until it restore to the normal temperature. Stop riding and wait for the motor restoring to it's normal temperature. Turning off the display for a few minutes and restart it, if the error still exists, change the controller.
51	Low voltage protection	Change the battery. Change the controller.
52	Over voltage protection	Change the battery. Change the controller.
53	Motor temperature sensor is abnormal	If the Error shows when riding, cool down the system. If the Error shows when the bike doesn't operate normally, update the controller software to the latest version. Change the motor.
63	Torque sensor speed signal fault	Check the cable connection. Change the torque sensor. Change the display. Update the controller to the latest version. Change the controller

7-2.BASIC TROUBLE SHOOTING

SYMPTOMS	CAUSES	SOLUTIONS
Throttle and pedal assist not working	• Battery off	• Turn on battery
	• Battery installation	• Reseat battery
	• LCD display not on	• Turn on LCD display
	• Discharged battery	• Charge battery
	• Brake sensors engaged	• Inspect brake lever
Reduced speed	• Low battery power	• Charge battery
Reduced battery range	• Low battery power	• Charge battery
	• Low tire pressure	• Inspect tire
	• Heavy load on bike	• Adjust bike load
	• Driving on rough terrain	• Adjust route
	• Using throttle only	• Include pedal assist
Battery does not charge	• Charger not properly connected	• Inspect connections
	• Battery temperature	• Read the user manual for best practices
	• Damaged charger	• Replace charger
	• Issue with battery	• Contact Support Team
E-bike making strange noises	• Loose hardware	• Tune-up and inspection needed
	• Issue on drivetrain	• Maintenance needed
	• Issue with motor	• Contact Support Team



The manufacturer reserves the right to make changes to the product, release
firmware updates, and update this manual at any time.
<https://www.okai.co/>