

VANPOWERS

URBANCROSS



USER MANUAL



Dear customer,

Hello from the Vanpowers team! We believe above all else that a good e-bikes should be powerful, long-lasting, and infused with innovative technology. This belief is at the core of everything we do. Each meticulously crafted e-bike we deliver is a symbol of how we strive to create a better day-to-day commuting experience for riders all over the world.

Your Vanpowers journey begins right now, and we are so excited to share it with you.

- Vanpowers Team

VANPOWERS



Your Companion
in Proficient
Pedaling

URBANCROSS



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Thank you for becoming the owner of a Vanpowers electric bike. Before you take your beloved e-bike to the streets and alleys, we warmly remind you to prioritize riding safety. Your riding safety depends on many factors: familiarity and mastery of the e-bike, e-bike maintenance, riding conditions, etc. Any electric bike or other mode of transportation carries inherent risks that cannot be predicted or avoided, and these risks are the responsibility of the rider. Any electric e-bike or other modes of transportation carries inherent risks that cannot be predicted or avoided, and these risks are the responsibility of the rider. Since it is impossible to control or predict every situation that may occur during riding, this manual does not make any statements regarding the safe use of the e-bike. However, this manual contains crucial information on how to safely operate and maintain your Vanpowers electric bike and its accessories.

Before use, please read and familiarize yourself with your electric bike. Pay special attention to safety precautions to ensure safe and proper usage of the e-bike. This manual includes warnings and precautions related to safe operation, as well as consequences that may arise from incorrect settings, operation, or maintenance. Please read all the information in this manual carefully, and if you have any questions, please contact us immediately.

Keep this manual and any other documents included with the electric bike for future reference. Additionally, please note that any changes or revocations of the contents of this manual will not be separately notified.

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SAFETY WARNINGS

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01

Safety Warnings

WARNING!

Please carefully read the user manual and safety warnings before using your e-bike and ensure that you understand and accept all associated risks. Any loss or damage caused by improper use is the responsibility of the user.

INSTRUCTIONS OF RISK OF FIRE OR ELECTRIC SHOCK IMPORTANT SAFETY INSTRUCTIONS

WARNING

- a) Read all the instructions before using the product. When using this product, basic precautions should always be followed, including the following:
- b) To reduce the risk of injury, close supervision is necessary when the product is used near children.
- c) Do not put fingers or hands into the product.
- d) Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or any other signs of damage.
- e) This equipment is not intended to be used at ambient temperatures less than -20°C (-4°F) or above ambient temperatures of 45°C (113°F).
- f) The battery is intended to be charged when the ambient temperature is between 0°C (32°F) and 40°C (104°F). Never charge the battery when ambient temperatures are outside this range. When cleaning this product, remove the battery from the product before cleaning.

SAVE THESE INSTRUCTIONS

General Warnings

This e-bike is designed for riders aged 16 to 65. Children should operate and ride the e-bike with adult supervision.

Please ensure that the e-bike and its components are not accessible to children under 3 years old.

The Frame Label on your e-bike will identify the Max Gross Vehicle Weight of your e-bike. The Max Gross Vehicle Weight for this e-bike is 400 lbs (180 kg), and the maximum weight capacity for the front rack is 33 lbs (15 kg), the maximum weight capacity for the rear rack is 55 lbs (25 kg). The calculation method for Max Gross Vehicle Weight is as follows: e-bike weight + rider weight + luggage/backpack weight = Max Gross Vehicle Weight. If you have any questions about the Max Gross Vehicle Weight, please contact Vanpowers for assistance.

As with all products with mechanical components, EPACs are subject to wear and high stress. Different materials and components may react to wear and stress fatigue in different ways. If the recommended lifespan of a component has been exceeded, it may suddenly fail, possibly causing injury. Any cracks, scratches, or changes in coloring in high-stress areas indicate that the lifespan of the components in those has been exceeded and they should be replaced.

When replacing parts, be sure to use genuine replacement parts provided by the Vanpowers. Using non-Vanpowers parts may cause malfunctions that can seriously affect your ride safety. Vanpowers is not responsible for any damages incurred due to the rider's decision to use non-Vanpowers replacement parts.

Without the guidance of the Vanpowers Service Center, do not attempt to disassemble, modify, repair, or replace any parts of the product or equipment, as this will void the warranty and may result in malfunctions and/or injuries. DO NOT modify the product's circuits.

Inappropriate modifications to the e-bike or its accessories can cause malfunctions. In order to reduce the risk of accidents and injuries, do not install any additional accessories that have not been purchased from or authorized by the seller, including but not limited to child safety seats and trailers.

Surface clean the product only.

Riding Environment

We recommend avoiding riding in wet weather, especially in damp, salty, corrosive, or dusty environments.

Avoid riding in severe weather and low-visibility conditions, such as dawn, dusk, darkness, or fog, to reduce the risk of accidents.

Do not use the product to ride in heavy rain or through streams, and do not immerse or submerge it in water or other liquids, as this may cause damage to the electrical system.

When riding on slippery roads, reduce your speed and brake in advance to ensure that the e-bike can stop safely.

Install reflectors and make sure they are clean, securely fastened, and unobstructed.

When riding at night, use lights and reflectors properly to ensure that others can see you.

Please note that insufficient lighting measures can lead to serious injury or death.

Notes On Road Use

This product is suitable for riding on the following paths:

Asphalt roads and e-bike lanes; Roads made of gravel, sand, or similar materials (such as gravel roads and dirt tracks); Both paved and unpaved hiking trails, which may have a few roots, thresholds, rocks, and drops.

To ride the e-bike safely on the road, it is necessary to understand and comply with the safety regulations of your country or region.

Cross train tracks at a 90-degree angle, or walk your e-bike across to prevent the wheels from getting stuck.

To reduce the risk of injury, always wear your helmet correctly (covering the forehead) and fasten the safety buckle correctly under your chin.

You are responsible for equipping yourself and your e-bike with appropriate equipment (such as reflectors and lights) in accordance with local legal requirements.

Do not ride the e-bike in a dangerous manner. Make sure you can control the e-bike and do not attempt dangerous actions, including but not limited to hands-free riding, jumps, and wheelies.

FCC/IC Warning Statements

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. 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.

This device complies with Part 15 of the FCC Rules/Industry Canada license-exempt RSS standard(s). 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 of the device.

Cet appareil est conforme aux CNR exemptes de licence d'Industrie Canada .
Son fonctionnement est soumis aux deux conditions suivantes :
(1) Ce dispositif ne peut causer d'interférences ; et
(2) Ce dispositif doit accepter toute interférence , y compris les
interférences
qui peuvent causer un mauvais fonctionnement de l'appareil .

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This device complies with Canadian ICES-003 and RSS-247.

FCC/IC Warning Statements

ISED Canada Statement:

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s)/RSS Gen of the Canada Rules. 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.

Radiation Exposure: This equipment complies with Canadian radiation exposure limits set forth for an uncontrolled environment.

IC Radiation Exposure Statement

The device has been evaluated to meet general RF exposure requirements. The device can be used in portable exposure conditions without restriction.

L'appareil a été évalué pour répondre aux exigences générales d'exposition aux RF.

L'appareil peut être utilisé sans restriction dans des conditions d'exposition portables.

E-bike Tuning

02

E-bike Tuning

Properly tuning your e-bike is crucial for riding safety, performance, and comfort. Correctly tuning your e-bike to fit your height and riding environment requires experience, skill, and specialized tools. It is essential to have your e-bike tuned by a professional; even if you have the relevant experience, skills, and tools, a professional should check your e-bike before you ride.

⚠ WARNING! Improper e-bike tuning may lead to loss of control and falls.

Seat Post Height

Use a 5mm hex wrench to loosen the seat post clamp, then adjust the seat to the desired height, and tighten it back using the recommended torque value.

ⓘ NOTICE!

Keep the saddle aligned with the direction of the wheels in a straight line.

Do not exceed the minimum insertion depth marked on the seat post.



Saddle Position

Adjusting the saddle to the correct position is key to achieving optimal performance and comfort.

Loosen the fixing screw located under the saddle, then move the saddle position horizontally forward or backward, and adjust the tilt angle up or down to the appropriate position. After adjusting, tighten the angle adjustment screw ② followed by the fixing screw ①.

The saddle tilt must be adjusted to prevent your weight being supported on the handlebars. The optimum saddle position is horizontal.

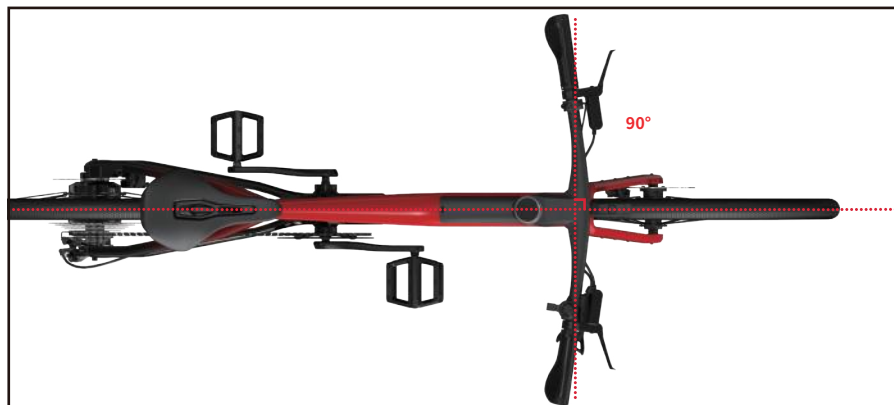
NOTICE!

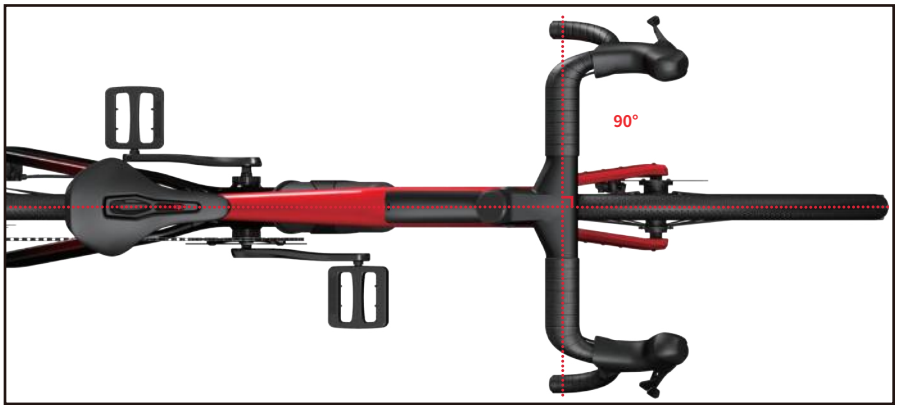
Do not exceed the limit marks on the saddle rails, which indicate the allowed minimum and maximum horizontal positions.



Handlebar Position

Stand in front of the e-bike, gripping the front wheel with your legs, and check that the stem is aligned with the front wheel and that the handlebar angle is perpendicular to the front wheel. Ensure that the stem clamp bolts are tightened to prevent free rotation between the stem and the front wheel.



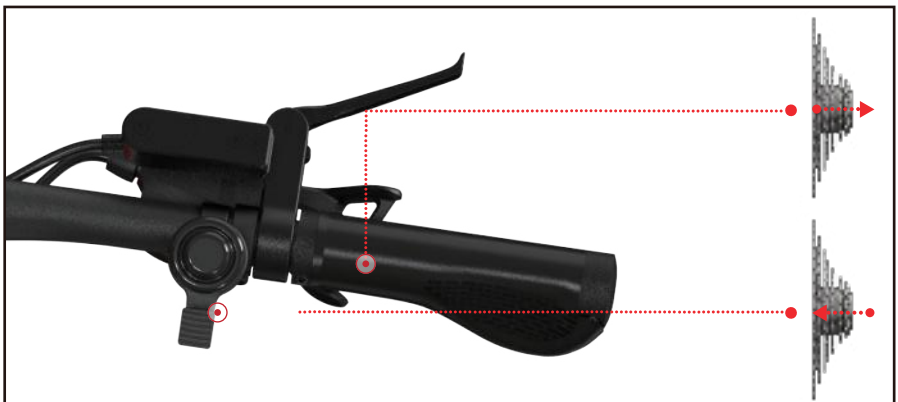


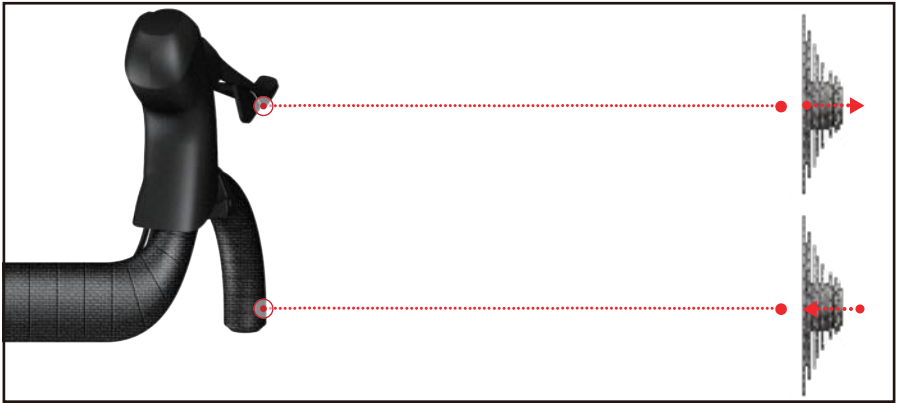
Gear Shifter

! NOTICE!

The e-bike should only be shifted while in motion; Do not shift gears when it is stationary. Check the e-bike's gear shifting function. The numbers on the gear shifter on the right side of the handlebar indicate the number of gear speeds the e-bike has. These numbers correspond to the rear derailleur's cogset, with the cogs arranged from largest to smallest corresponding to gear positions 1-9 on the shifter.

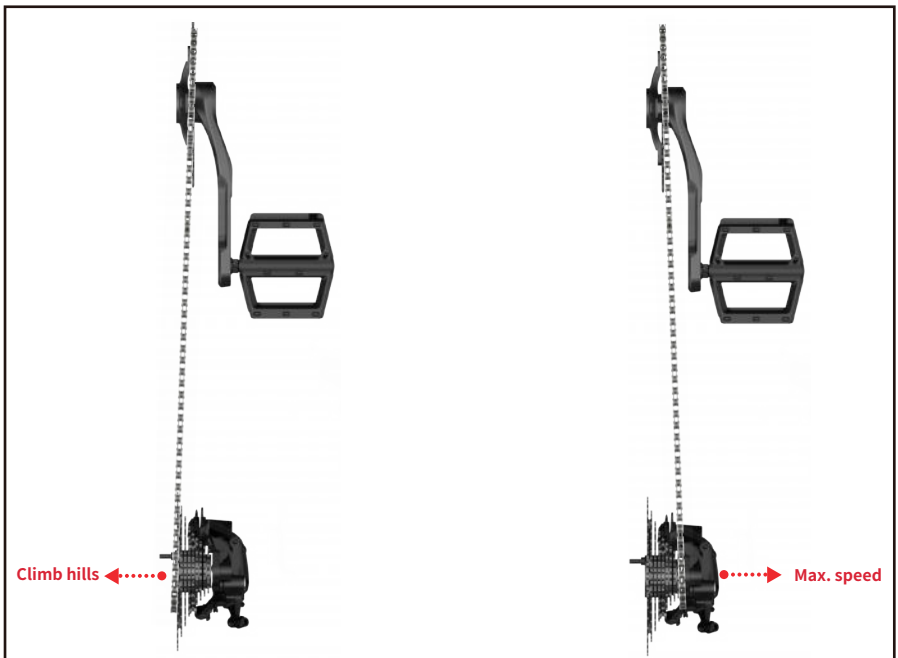
To shift gears on the rear cassette manually, use the right shifter. Press the smaller lever behind the brake lever to shift to a higher gear (smaller cog). Press the brake lever itself to shift to a lower gear (larger cog).





How to Choose the Right Gear?

For climbing steep hills, use the smallest chainring in combination with the largest cog. For maximum speed, adopt the combination of the largest chainring and the smallest cog. There's no need to shift gears in sequence. Find a comfortable starting gear level – one that allows you to start easily without wobbling. Try shifting up and down to feel the response of different gear combinations in terms of speed and pedaling effort. First practice shifting in a safe area free of obstacles, danger, and traffic until you can shift gears smoothly. Learn to anticipate your gear changes, shifting to a lower gear before starting to climb a steep hill. If you have problems with shifting, mechanical adjustments may be needed. Please seek assistance from a professional if needed.



Brakes

Loosen the brake lever fixing screw, adjust the brake lever angle to a slight downward tilt, and then re-tighten it to the recommended torque value. When adjusting the handlebar, make sure that the brake lever does not touch the grip during braking.

As for the brake orientation, "The left brake lever operates the front brake, the right brake lever operates the rear brake".



Pre-Ride Safety Check

Tire Pressure Check: After the e-bike is assembled, check the tire pressure of both the front and rear tires. Before the first use, inflate the front and rear tires to the recommended pressure value of 15-20 Psi.

Brakes Check: Inspect the brake system to ensure that both the front and rear brakes are functioning properly.

Handlebar Check: Grip the left and right handlebar grips with your hands and twist them forcefully while keeping the e-bike stationary. Check whether the handlebars are securely fastened and whether there is any looseness in the grips. If the handlebars or grips are loose, readjust and tighten the fixing screws. Then, check each component installed on the handlebar, such as the display, buttons, gears, and brakes, to ensure they are all securely fixed in place.

E-Bike Power-Up and Start: Before the first use, make sure to fully charge the battery. Before riding, ensure that the battery is correctly locked onto the frame. For operations related to the battery and check of its power level, refer to the battery operation section.

To turn on the e-bike, long-press the "Power" button on the display control panel. When you need to turn off the e-bike, long-press the "Power" button on the control panel again. For operations and settings related to the display panel, please refer to the display panel instructions section.

TROUBLESHOOTING

03

Troubleshooting

After assembling and tuning the e-bike according to the above steps, if you encounter any issues during use, you can troubleshoot and resolve the problem using the following suggestions. If the problem persists even after following these recommendations, please contact our support staff for assistance.

Problems	Description of Problems	Suggested Solutions
The display fails to be powered on.	After the e-bike is assembled and the battery is installed, the display screen does not light up when the power button is long-pressed.	<p>First, remove the battery to check if it has power. Check the color of the indicator light on top of the battery; a red light indicates the battery is out of power, while a green light indicates the battery is charged.</p> <p>After checking the power indicator, replace the battery of the e-bike.</p> <p>Long press the power button on the display to ensure the display can turn on and the e-bike can be used normally.</p> <p>If the problem with powering on the display can not be solved with the above steps, please immediately contact Vanpowers Service Center or visit your nearest store for technical support.</p>
The motor fails to work after the display is powered on.	The e-bike's display turns on after the display is powered normally, but the motor is on. does not operate or provide assistance.	<p>First, check the power gear number on the display. If the e-bike is in the "N" (Neutral) gear, you can switch the gear and obtain corresponding motor assistance by pressing the "+" button.</p> <p>If the display shows a red fault code, indicating a fault in the display or motor, please immediately contact Vanpowers Service Center or visit your nearest store for technical support.</p>
The battery can not be charged.	The e-bike's battery cannot be correctly charged or powered on.	<p>If you are charging outdoors in cold winter conditions, the battery's low-temperature protection may affect its charging capability. It is recommended to bring the battery into a warm indoor environment to restore its charging function under room temperature.</p> <p>If you are unable to charge the battery indoors or in a warm outdoor environment, it might be due to the battery being in an overcharged or overly depleted state. First, unplug the charger, then briefly press the battery indicator light button to turn the power off and on again, allowing the battery to return to normal before attempting to charge again.</p> <p>If your battery has not been used for an extended period (over three months), plug in the charging connector and then briefly press the indicator light button to turn the battery on again after a while, allowing the battery to return to normal before charging.</p> <p>If the battery charging problems can not be solved with the above steps, please immediately contact Vanpowers Service Center or visit your nearest store for technical support.</p>

DISPLAY INSTRUCTION

Operation by Key

Display Interface Introduction

Menu Page Setting

Display Fault Code

04

Operation by Key

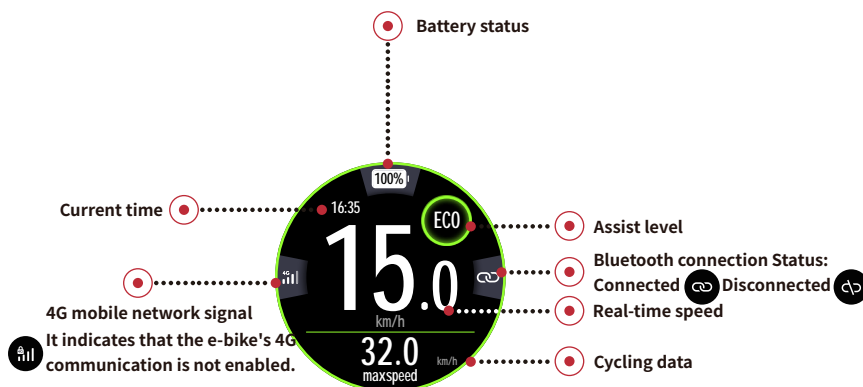


S/N	Description	Short press	Long press and hold for 3 seconds
A	"Power" button	Short press to switch riding data	Long press to control power on/off
B	"+" button	Short press to increase assistance level	
C	"-" button	Short press to decrease assistance level	Long press to enter walk assist mode

*Note: When you turn on the power for the first time, the assistance level is set to "OFF". This means the motor is inactive, and you have to change to a different gear to activate the walk assist mode.

Display Interface Introduction

After long pressing the "Power" button to turn on the display, it enters the main page. The data displayed on the main page is described as follows:



Display Interface Introduction



OFF



ECO



SPORT



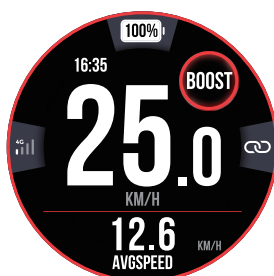
BOOST



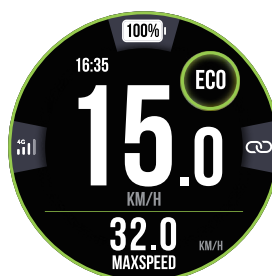
WALK ASSIST



Riding time



Average speed



Maximum speed



Single mileage



remaining mileage



Total distance

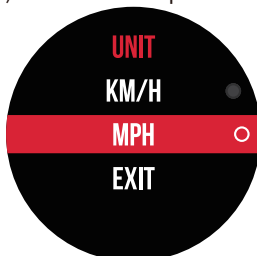
Display Interface Introduction

To ensure user safety, access to the menu interface is only possible when the e-bike is stationary (with a speed of 0). In the display interface, long press the "+" button and the "-" button simultaneously to enter the menu setting interface. The method of operation in the menu interface is as follows in the table below.

S/N	Description	Function	
"Power" button	Double-click	Enter/exit menu interface	Confirm after changing values, return to menu item selection
"+" button and "-" button	Short press	Enter the selected menu item	
"+" button	Short press	Cursor up to switch menu items	Increase value of parameter item
"-" button	Short press	Cursor down to switch menu items	Decrease value of parameter item

Here are introductions to the functions of these menu items:

01.Unit Setting: Kilometers (km) and miles are optional.



02.Display Backlight Adjustment: The brightness level can be adjusted from 20% to 100%. 100% is the brightest, while 20% is the dimmest; The Auto option indicates automatic adjustment of backlight brightness according to ambient light conditions.



03.Clear Data: Selecting this option will reset data such as single ride distance, maximum speed, average speed, ride time, calories, and average power to zero.



Menu Interface Settings

04.**Auto Power-Off Time Setting:** Options include OFF, 5 mins, 10 mins and 20 mins. OFF means the auto power-off function is disabled.



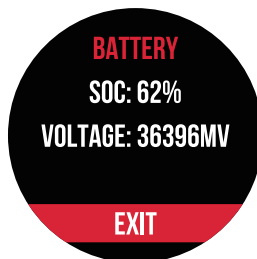
05.**Startup Password:** You can choose to enable or disable the startup password setting. If enabled, a 4-digit numerical password can be set.



06.**Display Version:** Enter to view the version No. of the display.



07.**Battery information:** Enter to view the version No. of the battery.



Menu Interface Settings

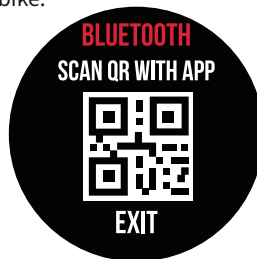
08.**Controller information:** Enter to view the version No. of the controller.



09.**Reset:** Selecting this option will restore all data and settings on the display to their initial default values.



10.**Bluetooth Connection Settings:** Use your phone to open the Vanlife App and scan the QR code for binding with the e-bike.



Display Fault Code

Your e-bike is equipped with a fault detection system integrated into the display and controller. In the event of a malfunction in the electrical control system, the display will show fault codes. Below are the most common fault codes, which can assist in troubleshooting. If a fault code is displayed on your e-bike at any time, it is recommended to immediately stop operating it and contact Vanpowers for assistance.

Error Code	Definition
01	Controller over current
02	Controller over voltage
09	Motor over temperature
0A	Motor stalled
0E	Torque sensor fault
0F	Motor hall sensor fault
10	Over current
54	Battery cell over voltage
55	Battery charging at too high temperature
56	Battery charging at too low temperature
57	Battery discharging at too high temperature
58	Battery discharging at too low temperature
61	Charger fault
5F	Battery cell voltage error
70	Communication error
62	Unable to communicate with charger
90/91/92	Hub motor lock error

BATTERY CHARGING

05

Charging Mode

Charger Safety Information

Battery Safety Information

Battery Charging Methods

Always charge the battery at a temperature of 32 °F – 104 °F (0 °C – 40 °C), and make sure the battery and charger are not damaged before charging. If you find any abnormal situation during charging, please stop charging and using the e-bike and contact Vanpowers for help. When charging the battery, you have two ways - charging with the e-bike or charging the battery separately. You can choose the charging method that suits your needs and scenarios. The specific operation steps are as follows:

A. Charging

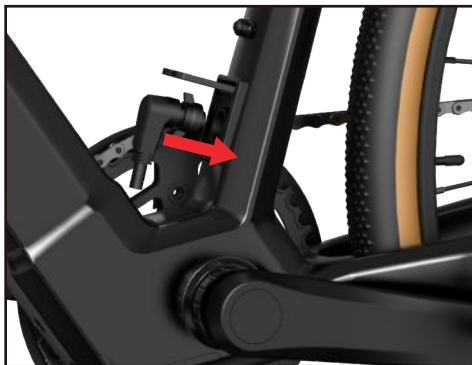
01 The charging port is located on the left side of the seat tube. Open the cover of the charging port before charging.

02 Insert the charging cable of the charger output end into the battery charging port.

03 Plug the charger input end into a standard AC household power outlet (110-240V 50/60 Hz). After the charging starts, the LED charging status light on the charger will light up red.

04 When the charger is connected, the indicator lights will light up from low to high to the current battery level, and the indicator light at the current battery level will flash. The indicator lights will remain on during the charging process. When the charger is removed, all the indicator lights at the current battery level will stay on for 3 seconds and then go out.

05 When the battery is fully charged, the charger indicator light will turn green. After the charging is finished, first unplug the power cord from the wall outlet, then unplug the charging cable from the battery charging port, and finally put the rubber plug back to its original position.



Charger Safety Information

The charger can only be used on a flat, stable, hard surface in a cool, dry, ventilated area indoors.

Avoid the charger from contacting liquids, dust, debris, or metal objects. Do not cover the charger when using it.

Store and use the charger in a safe area away from children.

Charging the battery fully before each use helps extend the battery life and reduce the possibility of over-discharge.

Do not use any charger other than the original charger or the charger designed for specific

The charger is suitable for 110-240V 50/60 Hz standard household AC power outlets and automatically detects and calculates the input voltage.

Do not open the charger or modify the voltage input.

Do not pull or tug the charger cable. When unplugging the plug, pull the plastic plug directly instead of pulling the cable and carefully unplug the AC and DC cables. The charger is expected to heat up moderately during charging. If the charger is too hot to touch, you smell an odor or any other signs of overheating, please stop using the charger and contact Vanpowers.

When using the charger, the indicator light is facing up. Do not use the charger upside down, which will suppress cooling and shorten the charger's life.

WARNING!

The battery should only be charged using the e-bike's original charger from Vanpowers or a charger purchased directly from Vanpowers that is designed for use with your specific e-bike serial number and approved by Vanpowers. Never use an aftermarket charger as this may result in damage, serious injury, or death.

Failure to adhere to battery charging information may result in unnecessary damage to the charging element, battery and or charger and may result in poor battery performance or

Battery Safety Information

MOVING AND STORAGE INSTRUCTIONS

If your e-bike will be stored for longer than 2 weeks at a time, follow these instructions to maintain the health and longevity of your battery.

Charge (or discharge) the battery to approximately 75% capacity.

Check the battery once a month and, if necessary, charge the battery to 75% using a Vanpowers charger.

If stored for a long time, please keep the battery cool and dry, and charge the battery for 2 hours every 1 month. Do not store batteries with little or no charge, as this can result in a permanent reduction in range or failure of the battery to function properly.

Please follow the instructions above for storing your Vanpowers e-bike and battery. Failure to follow proper battery storage practices may result in the battery not functioning properly. Replacement is not covered by warranty.

WARNING!

If the battery is physically damaged, non-functional, performs abnormally, is dropped or crashed, with or without obvious signs of damage, stop using and charging it and contact Vanpowers immediately.

Do not open the battery case as this will void the warranty and may result in battery damage, property damage, or serious injury or death.

E-BIKE MAINTENANCE

Maintenance Interval

Maintenance method

Lubricating parts maintenance

Fastener torque specifications

06

Maintenance Interval

WARNING!

Regular inspections and maintenance are key to keeping your e-bike running properly and reducing wear and tear on its systems.

The recommended maintenance intervals are for reference only. Actual wear and service requirements will vary depending on conditions of use.

We generally recommend inspection, maintenance and necessary replacement during the time or mileage intervals listed first in the table below.

Check	Riding mileage*	Operating hours*	Useable Life
First check	after 300km/ 190 miles	After operation of 15 Hours	After 3 months
Second check	2000 km/1,250 after miles	After operation of 100 Hours	After 1 year
Each subsequent check	Another 2000 km/1,250 miles	Operation of another 100 Hours	Another 1 year

WARNING!

If you use your e-bike in challenging conditions or ride more than 2,000 km/1,250 miles each year, shorten the inspection interval and have it inspected by a professional every 6 months.

Maintenance Method

Daily cleaning of the entire e-bike

Before cleaning the battery or e-bike, always turn off the power of the e-bike, remove the battery, and disconnect the charger from the charging port and wall outlet. Use a dry or slightly damp cloth to clean the battery or e-bike frame. During the cleaning process, make sure the charging port of the e-bike is completely closed to prevent water from coming into contact with the electronic components. It is prohibited to use high-pressure water cannons to wash the e-bike.

Frame

Check whether the frame is bent or broken: if it is, please contact a professional immediately to replace it; if you find any cracks, or deformation of the e-bike, please do not use it.

Front fork

Check to compress the front fork and allow the front fork to rebound naturally without making noise; Check whether the fork crown interferes with the frame when the handlebar is at the left and right extreme positions; Check whether the front fork is bent or broken.

Brake

Check whether the brake lever is securely attached to the handlebar and any obvious signs of peeling or cracking.

Check the front and rear brake functions and motor cut-off functions. If there is a malfunction, stop using it and contact a professional.

Check if the disc rotor and brake pads show any noticeable deformation or wear.

Check for any signs of brake fluid leakage.

Check for any unusual noises or difficulty in rotation. If there is a malfunction, stop using it and contact a professional.

Seat

Check if you can rotate the saddle. If it can be rotated, readjust and tighten it.

Check if you can move the saddle horizontally. If you can move the saddle, tighten the saddle fixing screw

If the seat post uses a quick-release locking mechanism, check for relevant warnings.

Inspect for the existence of minimum insertion depth markings on the saddle and seat post.

Tire

Check if the tire pressure value is within the recommended limits posted on the tire sidewall.

Inspect the tire tread for cracks, foreign object damage, or excessive wear. If the tire is cracked, damaged, or has low tread depth, please contact a professional to replace the tire.

Ensure there is a proper gap between the tire and the frame or fenders.

Wheelset

Check if there are protective covers on the outer side of the front and rear hub axles. Check if there is any crack, deformation, or discoloration on the front and rear wheel rims. If the wheel rim is cracked, deformed, or discolored, please stop using it and replace it. Inspect the spokes to ensure they are not bent, loose, or broken. If there is any looseness, ask a professional to check and adjust the spoke tension. Check if the wheelset is securely fastened, if it is difficult to rotate, or if there is any wobbling. If any issues are found, ask a professional to inspect and adjust the wheel. Check if the wheelset is making any unusual noises.

Crank and Pedal

Check if the pedals are securely fastened to the crank:

Check if the crank has any bending or deformation and if the pedals have any cracks or unusual noises. If any issues are found, please replace them immediately.

Gear Shifter and Chain

Check if the gear shifter is securely fastened to the handlebars and if it appears undamaged.
Check the appearance of the derailleur for any deformities, ensure its functionality is normal, and check for any issues such as skipping gears or jamming.
Check if there is any crack, jamming, or excessive wear on the chain. If yes, contact a professional to replace the chain. Check if the gears shift smoothly.
Check for any unusual noise during operation.

Power system

Check the display functions: Check the buttons, battery level display, gear display, light display, Bluetooth connection, and verify if the brightness in actual use matches the specifications.
Check if the motor has a protective cover, runs smoothly without any blockages, if there are unusual noises, if the output wires are damaged, and if there are any foreign objects or exposed parts. Check if the battery connector terminals are damaged.
Check if the controller, display, motor, and battery have any cracks or damages. Ensure they are securely attached.

Rack and MudGuard

Check that all reflectors are correctly installed and unobstructed.
Ensure that the rear rack mounting components are securely in place.
Verify that the tail light and tail light power cord are securely attached.
Check the mud guard for cracks, holes, or deformations. If any are found, replace them immediately.
Examine the mud guard mounting components to ensure they are securely in place.
Check for interference with panniers on the rear rack.

Lubricating Parts Maintenance

The e-bike contains many components that require the addition of lubricating oil to operate safely. We recommend that you regularly lubricate these key components according to the intervals provided in the table to ensure the smooth operation of the vehicle.

Accessories	Interval	Maintenance method
Chain	300km/ after 190 miles	Chain oil
Gear shift cable	Once a year when the function is not optimal.	Silicon-free grease
Wheel bearings, pedal bearings	Once a year	Bearing grease
Front fork	Once a year when the function is not optimal.	Dedicated spray grease
Quick release axle	Once a year when the function is not optimal.	Grease, spray oil
Gearbox	Once a year	Spray oil

Fastener Torque Specifications

To correctly tighten the screws on the vehicle, you must use an appropriate torque wrench that displays an adjustable range. You can find the torque specifications for adjusting additional components on the components themselves. If you can not find the specification you need in the table below, contact a professional for support.

Joining components	Screw types	Torque value
Handlebars with stem	4mm hex socket	7-9 N.m
Stem with fork	5mm hex socket	12-14 N.m
Gear shifter	5mm hex socket	7-9 N.m
Left and right brake levers	5mm hex socket	7-9 N.m
Display clamp ring	3mm hex socket	1-2 N.m
Display buttons	2.5mm hex socket	1-1.5 N.m
Bell	Phillips screw	3-6 N.m
Saddle	5mm hex socket	10-12 N.m
Kickstand	5mm hex socket	8-12 N.m
Disc brake caliper	5mm hex socket	7-9 N.m

E-BIKE WARRANTY

General

Parts Covered by Warranty

Limited Warranty Guide
and Exceptions

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General

Vanpowers bikes come with a limited warranty of up to 6 years from the date of customer receipt. If the e-bike is transferred to another owner, this warranty remains valid. Warranty claims must be made directly to Vanpowers. Any repairs during the warranty period must be carried out by Vanpowers or with prior approval from Vanpowers. Otherwise, Vanpowers reserves the right to deny warranty claims.

Parts Covered by Warranty

Accessories	Warranty period	Accessories	Warranty period
Frame	6 years	Battery	2 years & 500 charge-discharge cycles
Suspension fork	1 year	Controller	2 years
Chainrings	1 year	Tire	1 year
Handlebar	1 year	Pedal	1 year
Seat post	1 year	Kickstand	1 year
Chain	1 year	Middle shaft	1 year
Gearbox	1 year	Brake lever	1 year
Disc brake	1 year	Saddle	1 year
Handlebar grip	1 year	Motor	2 years
Lights	1 year	Sensor	2 years
Accelerator	1 year	Display	1 year
Rim	1 year	Charger	1 year
Fender	1 year	Rear rack	1 year

Limited Warranty Guide and Exceptions

During the warranty period, if any core components are damaged, we will provide a new e-bike free of charge. If any non-core components within the warranty scope are damaged, we will send replacement parts free of charge, including shipping. After the warranty period expires, customers will need to purchase replacement parts/accessories themselves and pay for shipping.

Warranty does not cover any consumables, any non-original or unauthorized parts, any cover parts subject to normal wear and tear, damage due to non-compliance with the user manual, force majeure, accidents, theft, deliberate damage, misuse, negligence, abuse, alterations, modifications, improper assembly, incorrect usage, water damage, extreme riding, stunt riding, or improper/unauthorized maintenance and service.

For the battery, warranty does not cover damage caused by improper charger usage, improper maintenance, or other misuses, normal wear and tear, water damage (the battery should be stored in a dry environment with relative humidity below 85%), or improper usage, storage (battery storage temperature should ideally be controlled between 20-35°C), and wear parts (including but not limited to tires, inner tubes, brake pads, suspension components, and cables) are not within the warranty scope. If needed, we still offer assistance for these parts at a reasonable price.



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