

Promovec®
the e-bike solution

USER MANUAL MK FIVE



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Introduction

Congratulations with your new 3-wheeler Ridgeback MK FIVE e-bike.

The new generation of e-bikes are designed and developed based on many years of experience in the e-bike area.

Before you start using the e-bike, please read this manual, as it contains some important information concerning the use and maintenance of an e-bike.

Ridgeback MK FIVE e-bike is manufactured according to the most advanced production technology. Through tests and test driving a high quality standard is ensured.

Ridgeback MK FIVE has a strong frame and great performance and is adapted to the Nordic weather conditions.

You will achieve an easier and more fun way to transport yourself.

Product description

Your bike is produced according to the guidelines in European standard: Machinery directive 2006/42/EC and the electric components according to EN 15194:2017 EPAC Bicycles.

Ridgeback MK FIVE is the perfect choice if you want an electric bike that can be used for transportation of children, dogs or luggage. The bike is equipped with two seats and four seatbelts. It is possible to cover the cargobox with the canopy.

The frame is produced in aluminum, which provides a stiff and robust construction and its low weight is maintained. The motor is integrated in the rear wheel and the battery is integrated under the carrier.

In that way the weight distribution is optimal. The electrical bicycle can also function as a regular bike.

To ride the bike it is necessary to be aware of how the weight is distributed. Make sure of the control of the bike when you make turns.

Info

- * Place the weight in the box as close to the handlebare as possible to increase the stability of the bike.
- * The bike does not turn like a normal bike.
- * Gear down when driving in hilly terrain.
- * The battery must be fully charged before each drive.
- * Avoid maneuvering at high speed.
- * The tires must be sufficiently pumped.

How to get started

When the battery is installed, the system can be powered on by using the on/off button on the display. When using the pedals, the engine will start to assist you, depending on the chosen assist level. The engine operates as follows:

Electronic controller applies the assist when the sensor detects a movement on the pedals.

The assist power can be controlled by pre fixed assist levels and can be used to adjust to current needs.

Driving uphill gives you the full ability to use the assist function and can be turned off when driving downhill.

The controls automatically disonnects the engine, when there isn't any movement on the pedals or when the speed exceeds 25km/h.

For further details see the "Functions" on the next page.

Display - LCD Mini Display with buttons

The display is mounted on the handlebar and function both as battery indicator and assist level function. Use the 3 buttons on left side to navigate.

Display



Turn display on and off

The display is turned on and off by pressing the on/off button for 2 seconds.



Light

Turn on/off the light by pressing the "level up" button for 1-2 seconds.

Level up 



Battery indicator

The battery indicator is shown on the left side of the display and allows you to see the approximate battery level using 4 segments.

When reaching the lowest level, it will start flashing.

Please note that the battery level may vary depending on whether you drive uphill or downhill.

Battery indicator



Trip counter / Odometer

This display can change between trip counter and odometer (total distance):

Change between trip counter and odometer by pressing the "power button" shortly. The odometer cannot be reset.

Resetting the trip counter:

Keep "On/Off" and "Level down" pressed simultaneously for 2-3 seconds.



Assist functions

The display has 2 different assist functions:

* Assist levels (1-4) - selectable by using the "level up" and "level down" buttons.

Level 4: Highest level

Level 1: Lowest level

Level 0: Assist function disabled

* Walk assist:

If the bike support this, it is activated by holding down the "level down" button.

Using the walk assist function allows you to drive the bike up to 6 km/h without the use of the pedals and regardless of the assist level setting.

This function is useful when pushing the bike uphill.



Troubleshooting

An error code appears on the display in case of any system errors.

The error is indicated by a number, which will be displayed.

Error codes from E0² to E0⁹ indicate the type of error. The final diagnosis of errors requires professionals. Contact your dealer for assistance.



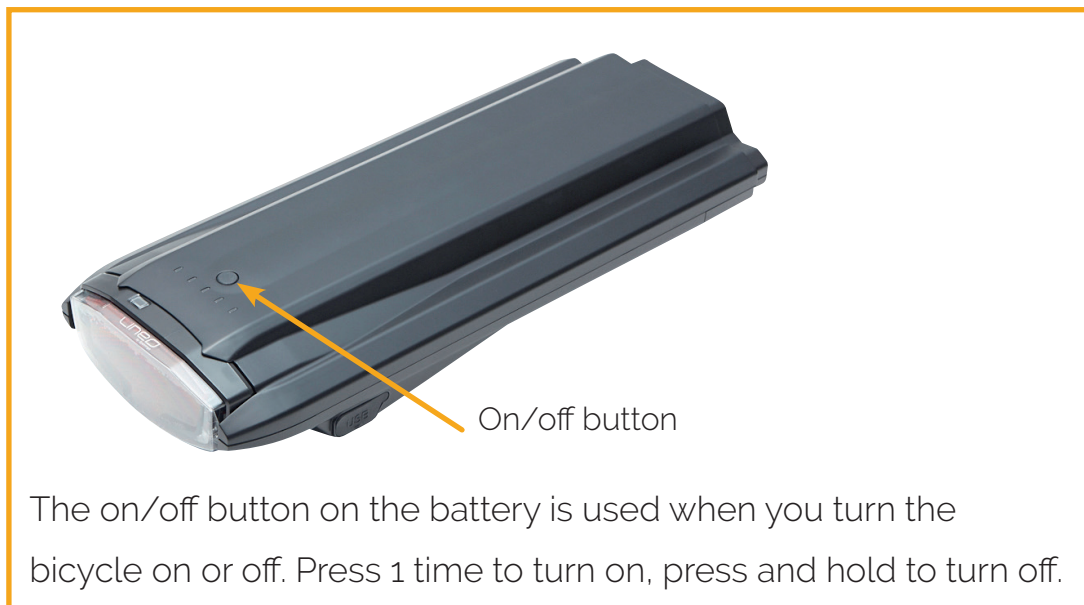
The error indicator has the following error codes

Error codes	Description	Possible solution
E0 ²	Indicates errors in power consumption	Contact your dealer
E0 ³	Indicates errors in the controller	Contact your dealer
E0 ⁴	Indicates errors in the display	Contact your dealer
E0 ⁵	Indicates errors in the brake sensor	Contact your dealer
E0 ⁷	Indicates error in the wheel speed sensor	Contact your dealer
E0 ⁸	Low battery voltage	Charge the battery
E0 ⁹	Overvoltage	Contact your dealer

Battery - Mounting/Dismounting

- * The battery is mounted under the carrier of the bike.
- * Connect the battery by sliding the battery across the rail.
- * When the battery is inserted, the electrical system is turned on automatically.
- * Turn the key to the right, to lock the battery in.
- * Turn the key to the left to release the battery.

ATTENTION: USB connector is NOT for charging a mobil phone!



Charger/Charging

CAUTION:

- Only allow children at least 8 years old to use the battery charger. Give sufficient instruction so that the child is able to use the battery charger in a safe way and explain that it is not a toy and must not be played with.
- Instruct the child not to try and recharge non-rechargeable batteries because of the danger of eruption.
- Examine the battery charger regularly for damage, especially the cord, plug and enclosure. If the battery charger is damaged, it must not be used until it has been repaired.

Before using the battery, it has to be fully charged with the supplied charger for at least 24 hours.

We recommend to charge the battery every time it has been used, as many frequent charging helps to prolong the battery life. It is recommended to sometimes leave the battery connected for minimum 24 hours after the green diode lights up. This allows better balance out the cells in the battery, to maximise capacity.

Charging must be done indoors or under a pent roof, as the charger is only splashproof. Preferably at a temperature of 18-20°.

You can either leave the battery on the bicycle or remove it for charging.

- Insert charger plug in the battery, and the mains plug in the socket - and check to confirm that the charger is on.
- When the "charge" and "power" are red, it indicates that battery is charging.
- When the "charge" light is green, and "power" light is red - it indicates the battery is fully charged.

Charging must only be done with the supplied charger - see picture below.

If charging does not begin immediately, check to make sure the charger is connected correctly.



Canopy/Mounting canopy

The Canopy is easy to mount. It consists of:

- 2 hangers
- 1 cross brace
- 1 canopy



Step 1

Unpack the canopy and zip up both sides.
Place the canopy on a level surface.



Step 2

Insert the hangers in the threads along the zipper as shown in the pictures.



Step 3

Insert the hangers in the cross brace below the top shown in the pictures.

The cross brace must be visible on both sides of the aisle.



Step 4

Raise the canopy with the outside facing out.



Step 5

Easiest to mount if you are two people.



Step 6

Velcro, at the ends of cross brace, folds around the hoop and tightens well.



Step 7

Tighten the canopy with the elastic bands.



Step 8

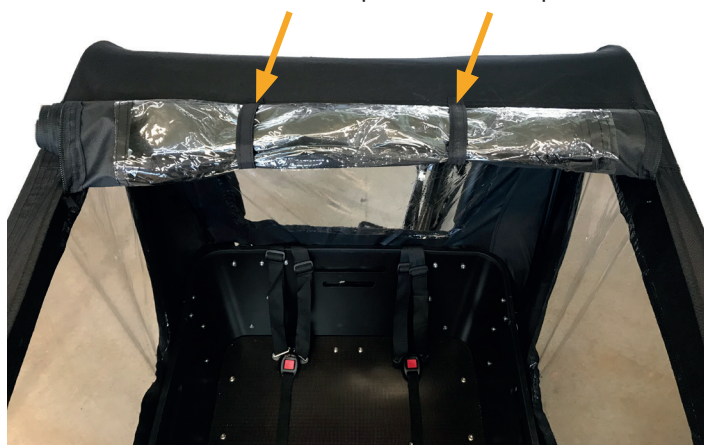
The elastics by the handlebar, are mounted as shown in the picture.



Step 9

Open door/Closed door

Use the velcro to keep the door open.



Storage

If the e-bike is set aside for storage (more than one month), it will be enough to recharge one time per month. If your e-bike is stored outdoors or in an unheated room, we recommend removing the battery and storing / charging it at room temperature.

The batteries should always be fully charged in storage since they cannot afford to stand discharged completely or partially for a long time.

Capacity and use

- The e-bike uses a maintenance-free Li-ION battery.
- The battery is supplied approx. 60% charged from the factory. Before using taking the battery must be fully charged with the supplied charger.
- Optimum charging of the battery takes place at 18-20°C.
- Many frequent charging of the Li-Ion battery can extend battery life.
- Be aware that the capacity of the batteries decreases over time and at lower temperatures. Too little tire pressure, weather and wind, road characteristics, user weight and own effort affect the range of the battery.
- Batteries have, in normal use, a life of up to 600 recharges and discharges.

Warning

- Do not heat, short circuit, puncture, or otherwise mistreat the battery.
- The battery must not be dismantled or destroyed.
- Do not throw the battery into fire.
- Do not immerse the battery in water or any other liquid.
- The battery can only be charged with the included charger.
- Never charge the battery at temperatures below 0°C or above 45°C.

Disposing of battery

Batteries contain substances that can be harmful to human health and the environment if not handled properly.

Batteries are marked with the crossed-out garbage. It symbolizes that wasted batteries must not be disposed of with normal household waste but must be collected separately.



It is important that you submit your used batteries to the collection systems established. In this way, you help to ensure that the batteries are recycled in accordance with the law and will not harm the environment.

All municipalities have established collection systems, where wasted portable batteries can be collected from households or free can either be submitted at recycling stations and other collection sites. Additional information is available from your local authorities.

Battery registration

Register your battery via Promovecs website and obtain 2-year capacity warranty. In addition to the prevailing sale of goods 2-year warranty provided, Promovec A/S offer a 2-year capacity warranty on all batteries for electric bikes equipped with Promovecs electrical system and intended for private use.

The warranty covers a guaranteed minimum capacity of 70% in 2 years from date of purchase.

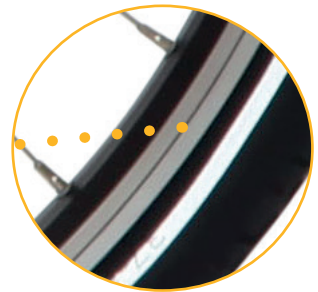
To qualify for this 2-year capacity warranty the battery must be registered via the Promovec website. Registration must take place within 8 days from the date of purchase.

Maintenance

The bike and the electrical system does not require any special maintenance. It is recommended to clean the bike and lubricate moving parts at regular intervals.

Be aware, that wearing parts such as tire, chain, brake pads are replaced as needed. Models equipped with v-brake has a wear indicator engraved as a line or dot indicating the wearing time. If the dot or line is no longer visible, the rim must be replaced.

The rim is changed when the wear indicator is no longer visible



In order to maintain and preserve electric bike's condition, we recommend an inspection two times a year, however, at least once a year by a professional workshop.

Road traffic law

The electric bicycle is part of the road traffic laws, such as regular bicycles. According to the "Order on traffic law" under section § 49. You can read more about this.

You are therefore considered a cyclist in traffic with the same driving conditions. It is recommended to wear helmets and having the right lights equipped for your bicycle.

Insurance

An electric bike for insurance purposes as an ordinary bicycle, it is usually covered by a standard household insurance. However, we recommend that you talk to your insurance agent about the technical aspects of e-bike.

Frame No.

The e-bike is fitted with a frame number. It is located under the crank.

Technical data

Frame	Alloy
Fork	Unicrown
Frame size	One size
Handlebar	Kalloy - oversize
Handlebar stem	Zoom, adjustable
Motor	Rear w/cassette - 250W/36V
Assist	5 levels
Battery	Carrier 5
Range	Up to 100 km
Display	Connect+
Wheel	20" front and 26" rear
Tyre	Schwalbe Delta
Gears	9 speed Shimano
Brakes	Shimano front disc brake
Color	Black - one color
Weight	48 kg, excl. battery
Total weight	185 kg, incl. luggage

Battery specifications

Battery		
8,8AH 36V Li-Ion 316Wh Removeable Weight: 2,65 kg	11,0AH 36V Li-Ion 396Wh Removeable Weight: 3,0 kg	13,0AH 36V Li-Ion 468Wh Removeable Weight: 3,68 kg
Range: Up to 70 km	Range: Up to 90 km	Range: Up to 100 km
<div data-bbox="601 922 1015 1160" data-label="Image"> </div> <p>Carrier 5</p>		
Charger		
Swift mode, Splash proof Charging time 4-5 hours		

