

OVIVO

ELECTRIC BIKE USER MANUAL



Model: NEO C2

Caution : Please read the manual before your first ride!

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What's Included in the Box



1x Bike Frame
+ Rear Wheel



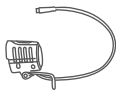
1x Front Wheel



2x Pedal



2x Battery Key



1x Front Light



1x Charger



1x User Manual



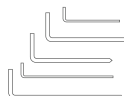
1x Front Fender



1x Toolkit



3x Dual Open-Ended
Spanner



5x Hex Key



Bike Assembly

Before Assembly

- Please read this manual thoroughly and follow its instructions.
- Make sure all parts are intact.
- Do not turn on the e-bike until it is fully installed.
- If you have any questions or can't find the information you need in the manual, please contact us by email.



Step 1 Install the front wheel



1 Remove the fixed shaft, Using the front axle.



2 Sit the front fork on the front wheel axle.



3 Install the safety washers and adjust them so that they hook the front fork.



4 tighten the nuts with an appropriate wrench (included).

**⚠ Make sure the front wheel is installed tightly.
Make sure the disc brake rotor is between the brake pads and the axle is fully engaged into the fork dropouts.**



Step 2 Install the front light and fender



1 Place the front fender under the fork.



2 Pass the bolt through the front light bracket, front fork arch, and front fender bracket. Adjust the front light to a desired position, and then re-tighten the bolt.



3 Align the headlight wires and plug them in.

4 Install the fender on the bracket and tighten the bolts.





Step 3 Stem Installation



1

Lift up the whole stem.

2

- a. Close the folding latch until you hear a click.
- b. Adjust the handlebar to your desired height and close the lever of the quick-release clamp.



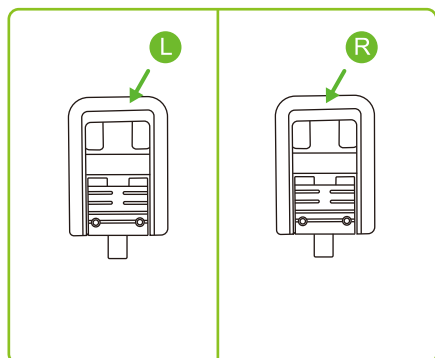
3

Adjust to the desired height and close the quick release clamp lever.

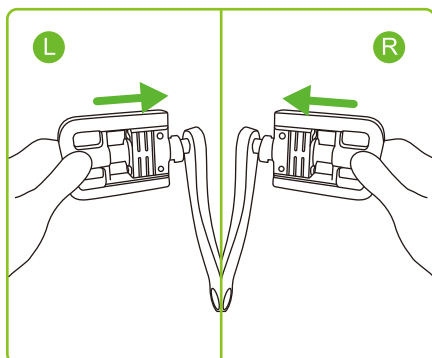




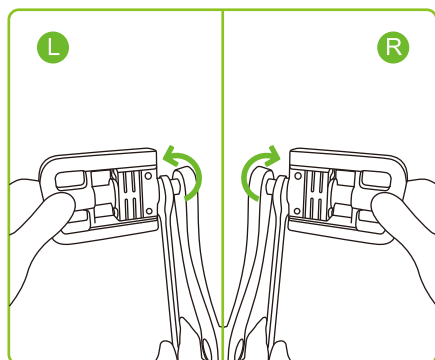
Step 4 Pedal Installation



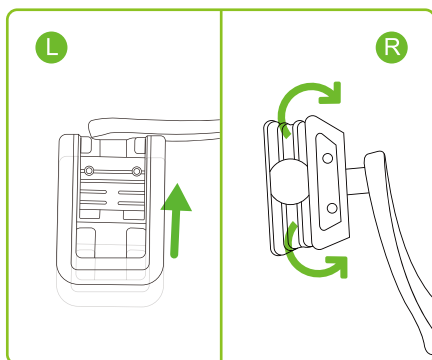
- 1 Identify the correct side by finding 'R' and 'L' marks on the pedals.



- 2 Install the pedals by spinning the right pedal clockwise and the left pedal counterclockwise.



- 3 Fully tighten the pedals with a pedal wrench or open-end wrench.



- 4 Push the pedal inward to fold the pedals up or down.



Step 5 Seat Installation



- 1 Open the lever of the quick-release seatpost clamp and insert the seatpost into the seat tube.



- 2 Adjust the seat to your desired height and close the lever of the seatpost clamp.

Notice: Pay attention to minimum insertion mark



- 3 Loosen the seatpost clamp, adjust the seat to an appropriate angle, and re-tighten the clamp.



To remove the battery:



1

After turning off the power to the e-bike, insert the power key into the battery key socket.

2

Fully insert the battery key into the keyhole. Push the key and turn it counterclockwise to the end to unlock the battery.



Notice:

If the battery key is in the keyhole and in the position where it can not be removed, you need to turn it counterclockwise to the end before pushing and spinning it to unlock the battery.

You will not be able to turn the key to unlock the battery unless you push it.



3

Then pull out the battery and slowly remove it.



How to Charge the Battery

- 1 Turn the key to off position to ensure the battery is idle.

- 2 Remove the rubber cover on the charging port opposite the battery switch.

- 3 Plug the charger DC connector into the battery's charging port: When the battery is on or off the bike, Place the charger on a flat and safe place and connect the charger's DC output plug to the charging port on the battery.

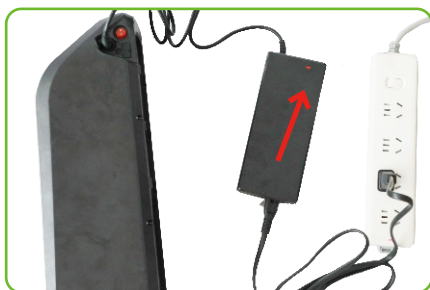
- 4 Plug the charger AC plug into a power outlet to start charging and the LED indicator will glow red. When battery is fully charged, the indicator turns green. Unplug the charger from the wall outlet before unplugging the charger output plug from the battery charging port.



- 1 Verify that the battery button is off.



- 2 Short press to display the remaining battery capacity.



- 3 Place in a safe location for charging, red means charging in progress, green means the battery is full.

For Convenience, The Battery of the Electric Bike is Removable.

- The battery can be charged when installed on the bike. To remove the battery, Turn the key to the unlock position. (See the Battery Removal section above). Then carefully pull the battery up until the battery comes out of the socket.
- Remove the rubber cover on the charging port opposite the battery key switch. Connect the charger's DC output plug to the charging port on the battery.
- Plug the charger AC plug into a power outlet to start charging and the LED indicator will glow red. When battery is fully charged, the indicator turns green. Unplug the charger from the wall outlet before unplugging the charger output plug from the battery charging port.

Battery Safety

- Please fully charge the battery before first use.
- Periodically visually inspect the battery connector and charging cable.
- Always keep the charging environment clean and dry.
- Do not charge the e-bike if there is liquid on the charging port.
- Avoid charging your e-bike in extremely hot or cold conditions to take full advantage of the battery's maximum efficiency. Under no circumstances should you use the bike while it is charging or connected to a charger.
- Prolonged charging may reduce battery life and performance.
- Only use the charger that comes with the e-bike. If the official charger is lost or damaged, Please contact Customer Service for a replacement.
- Before using the e-bike, be sure to lock the battery with the provided battery key and remove the battery key.

Product Overview





Display and Buttons

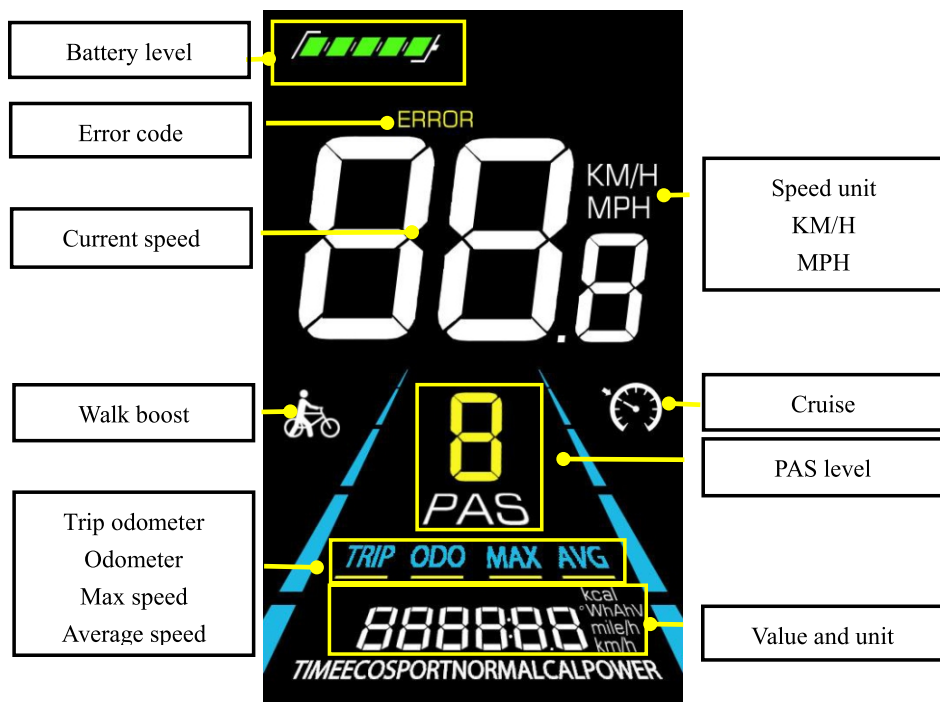
1. Function overview and Functional areas

Functional overview






The YL81F display offers a variety of features to suit your riding needs, including:

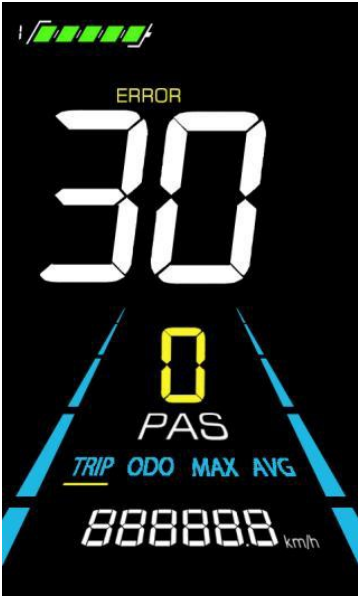
- Battery level indicator
- Pedal assist(PAS)level indicator
- Speed (current speed, maximum speed, average speed)
- Mileage display(single and total mileage)
- Walk boost mode
- Error code indicator
- Cruise control indicator (optional)
- Personalized parameter setting\$(e.g. speed limit, etc)
- Factory default parameter recovery function

All on-board Information (With in 1s After Power On)



Button definitions

The YL81F display is equipped with five buttons on the corresponding operating unit: poweron/off  ,plus  , minus  ,  button and toggle  .



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 **Schedule 1** for a detailed definition of the error code.

Attached Table 1: Fault code names and definitions

Conventional No. 1 and No. 2 protocol fault codes:			
Fault codes	Name of the fault	Fault codes	Name of the fault
E001	Controller failure	E004	Handlebar failure
E002	Communication failures	E005	Faulty brake handlebar
E003	Motor Hall failure	E006	The motor is out of phase



For safe riding, please read the following information carefully. Before riding, Be sure to check that your brakes are working properly.

Before Your First Ride

- Check whether the quick-release screws and seat are firm, And whether the brakes are effective.
- Check seat, Gears, And tire pressure. Proper tire inflation can reduce flat tires and improve performance, Including distance traveled per inflation.
- Check the handlebar and screws at least weekly.
- Performing the above routine checks before and after each ride can help you keep your bike performing at peak performance and spot potential problems before they become a safety hazard.

Bike Mechanic Check Every Six Months

- Bikes require regular maintenance. Take your bike to your local bike shop twice a year for tuning. Critical components should be inspected frequently, Repaired and adjusted by an experienced mechanic.

Notice

Wear an approved helmet and other protective equipment to reduce any possible injury.

- Helmets can reduce serious head injuries by 85%.
- Elbow pads can reduce elbow injuries by 82%.
- Knee pads can reduce knee injuries by 32%.

Warning

- To avoid accidental movement while waiting at a traffic light, Set the speed mode to zero, Or apply brakes.
- When riding, Make sure your feet are always on the pedals and your hands on the handlebars. It is dangerous to take your feet off the pedals in riding.
- Never ride the electric bike for dangerous actions. Failure to exercise good judgment or heed the above warning increases the risk of serious injury and, In rare cases, Death.
- Make sure the battery is fully charged, Especially for long trips.
- For your own safety and the safety of others, Obey the speed limit, Ride at a speed you are comfortable with, And be prepared to stop at any time.
- Keep a safe distance from other riders to avoid collisions.
- * It is not recommended to plug or unplug the Micro connector while the power is on, as it can cause irreversible damage to the electrical components.*

- Be aware of your surroundings and avoid obstacles and unsafe surfaces.
- Ride in the open and flat. Try to avoid slopes or places with many pedestrians.
- Do not ride at high speeds, On uneven terrains, In bad weather or in other unsafe conditions.
- Never use the electric bike for anything that could cause personal injury or property damage.
- Do not attempt to carry passengers or heavy objects. This bike can only hold the weight of one person at a time. Do not exceed the weight limit.
- Ride e-bikes only where permitted. You must obey local laws and be courteous to pedestrians.

Battery Maintenance

A well-maintained battery performs well even after high mileage. Charge the battery after each ride to prevent the battery from draining from a full charge. Batteries perform best when used at room temperature (70°F [21°C]). However, Using it at temperatures below 32°F (0°C) will degrade performance. In general, at -4°F (-20°C), Battery performance drops to half of that at 70°F (21°C). When the temperature rises, Battery life will resume.

Refer to local laws and regulations regarding battery recycling and/or disposal.

Under normal circumstances, A fully charged battery can hold power for 90 days in standby mode. Remember to charge the battery after each use. Draining the battery may cause permanent damage to the battery. Electronics inside the battery record the charge and discharge of the battery. Damages due to over-discharge or over-discharge are not covered by the warranty.

Notice

- Do not perform any maintenance while the e-bike is powered on or charged.
- Do not store or charge the battery in high temperature ranges.
- Do not pierce the battery.
- Do not attempt to disassemble the battery to avoid fire.
- When the ambient temperature exceeds the maximum operating temperature (see instruction manual), Do not ride it electric bike.
- Temperature will limit maximum power/torque. Otherwise, Personal injury or property damage may occur. Before cleaning, Make sure the power is turned off and the charging cable is unplugged. Otherwise, You may damage electronic components. Proper cleaning of your e-bike can guarantee a longer lifespan and a smoother ride.
- Wipe the outer body of the e-bike with a soft and dry microfiber cloth.
- Check around the wheel to make sure there are no foreign objects. The design of this electric bike makes wheel maintenance easy.

Note

- Do not use alcohol, Gasoline, Acetone, Or other corrosive/volatile solvents to clean the bike. These substances can damage the exterior and the internal structure of the bike.
- Do not allow water and liquids to enter the electric parts or battery of the e-bike.



Storage

The bike should be fully charged before storage to prevent the battery from being over-discharged after long-term storage.

If the electric bike is to be stored for more than a month, Discharge and charge the battery at least once a month.

Notice

Do not store the electric bike outdoors for extended periods of time. Exposure to sunlight and extreme temperatures (Both hot and cold) accelerates the aging process of plastic parts and can reduce battery life.

Store in a cool dry place.

Do not store in dusty environments as damage may occur over time. Cover the bike to prevent dust from entering.



Disposal

- This product cannot be disposed of by incineration, Landfilling or mixing with household waste. Improper handling of the battery in this product may cause the battery to heat, Rupture, Or ignite, Which could result in serious injury. The substances inside the battery pose a chemical risk to the environment. The end-of-life disposal recommendation for any product is to dispose of the entire device at an e-waste recycling center or through an e-waste recycling center, Project or facility.
- Local regulations and laws related to the recycling and disposal of lithium-ion batteries and/or products containing lithium-ion batteries vary by national, State, And local government. In order to properly dispose of batteries and/or products containing batteries, You must check the laws and regulations that correspond to where you live.
- It is the user's responsibility to properly dispose of waste equipment in accordance with local regulations and laws. For additional information on disposing of batteries and electronics or electronic waste, Please contact your local waste management office or household waste disposal service.

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Specification

Item	Parameter
Model Name	NEO C2
Bike Weight	36.38Kg
Product Dimensions	1730*670*1140 (mm)
Max. Incline	40%
Max. Load	100Kg
Max. Speed	45km/h
Range	40~50KM
Motor Power	250W
Battery Voltage	48V
Charge Voltage	54.6V
Wheel Size	20X4
Charge Time	6hrs
Water Resistance	IPX4
Storage Temperature	-20~45°
Operating Temperature	-20~45°
Charging Temperature	0~40°
Warranty	1 year



Dear Customer

Thank you for purchasing our foldable lithium battery bicycle! After purchasing our products, please provide correct, Complete, And true personal information and fill in the warranty card to ensure that you receive high-quality service. For products that meet the warranty conditions, Free maintenance is provided. We make the following commitments:

1. You can receive warranty service with the warranty card. The serial number on the bike body must match the serial number on the warranty card. If you can't provide proof of the repair date, Then the factory date or the order date will be the start date of the warranty and we will confirm if it is still within the repair date.
2. From the date of sale to the warranty expiration day, If there is a performance failure caused by non-human damage, once confirmed, Our company promises to repair it free of charge. If the performance failure caused by man-made damage, Once confirmed, Our company will carry out paid maintenance.

Warranty Disclaimer

The following situations are not covered by the warranty service, And you need to pay the relevant service fees. Beware:

1. Total riding distance is over 100 Kilometers.
2. Any damage caused by not following the instructions for use of the electric bike.
3. Lost or changed electric bike number.
4. Product damage caused by accidental factors or improper use, Such as mechanical damage, Breakage, And serious impact on the product, Oxidation, Etc.
5. Overload, Over obstacles (Including but not limited to bottom pedals, falls, etc.), Or damage caused by extreme conditions.
6. Any damage caused by abnormal storage conditions or electrical resistance, Such as fire, Immersion, High temperature, And earthquake.
7. Loss of wearing parts, Such as packaging materials and various technical materials.
8. Other failures or damages not caused by product design, Technology, manufacturing, Quality, or other issues.



Contact us if you experience issues relating to riding, Maintenance and safety, Or errors/faults with your Electric Bike.

 <https://ovivobikes.com>

 service@ovivobikes.com

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