

**DAXYS**

**OX**  
Electric MTB



USER MANUAL v1.0

**DAXYS**

**OX USER MANUAL**

Please read this manual very carefully before using the product. The manual contains important instructions for the safe use and longevity of your bike.



LANCETHEHEAD  
MEDIA

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## RIDING INTRODUCTION

**Do not** use the product before carefully reading the instructions and understanding the performance of the product; Before cycling, check whether the brakes work. When braking, please brake rear first and then front. Pay attention to the brake tightness. If the brake is too loose, use an Allen wrench to tighten it. Pay attention to increase the braking distance when riding in rain and snow. Applicable age: 16 ~ 65 years old. Please wear safety helmets and obey the traffic rules when cycling. It is not allowed to drive in motor lanes and roads with more pedestrians. Please check the tyre pressure before cycling. The recommended tyre pressure is **20(max) PSI**. When using the motor, pay attention not to hit it vigorously and keep the rotating shaft lubricated. The maximum load is **200kg**.

## SAFETY INFORMATION:

### ALWAYS WEAR A HELMET AND SAFETY EQUIPMENT

Helmets significantly reduce the number and severity of head injuries. Always wear a helmet that complies with your state laws when riding your eBike. Make yourself more visible by wearing bright reflective clothing. Keep your reflectors clean and properly aligned. Use head and tail lights in reduced lighting conditions. Wear sturdy shoes and eye protection. Also check your state laws concerning other protective gear that may be required when riding your eBike.

### KNOW YOUR EBIKE

Your new eBike incorporates many features and functions that you may be unfamiliar with. Read this manual thoroughly to understand how those features enhance your riding pleasure and safety.

### RIDE WITHIN YOUR LIMITS

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Not to be used by children without adult supervision.

Take it slow until you are familiar with the riding conditions, as traction can be greatly reduced and brakes become less effective. Never ride faster than conditions warrant or beyond your riding abilities. Remember that fatigue, and inattention can significantly reduce your ability to make good judgments and ride safely.

### KEEP YOUR EBIKE IN SAFE CONDITIONS

For your safety and enjoyment, and to ensure a long life for your eBike, inspect and maintain your eBike regularly.

Follow the inspection and maintenance guidelines throughout this manual. Check critical safety equipment before each and every ride.

## **STATEMENT OF RESPONSIBILITY:**

After riding, please store in a place without direct sunlight and away from rain; Check the motor and brakes frequently; Regularly check the screws of the eBike and the places to be tightened, and tighten them regularly. The front and rear wheels of the vehicle shall be located at the center of the front fork or frame; Frequently check whether there are scars, cracks or excessive wear in the rotation. The inner tube and air nozzle should be perpendicular to the wheel hub and should not be tilted. Damage or excessive worn outer tyres needs to be replaced immediately. Please find a professional technician to replace your outer tyre. If your outer tyre accidentally punctures and leaks, please contact a professional technician to repair or replace it.

## **PRODUCT DISCLAIMER:**

The contents of the user manual shall not be copied, modified, reproduced, transmitted or published in any form without the prior written permission of the company.

Please read this manual carefully before using the product and operate in accordance with it, otherwise, the company will not be responsible for product damage or personal and property losses caused by improper and wrong use. The company reserves the right to modify and finally interpret the product models, specifications or relevant information mentioned in this manual; The functions of the specific model mentioned in this manual are only applicable to the specific model; The product models, specifications or relevant information mentioned in this manual are subject to any modification or change without notice; Please read this manual carefully before using the product and operate in accordance with it. Otherwise, the company will not be responsible for product damage or personal and property losses caused by improper and wrong use.

# BEFORE YOU RIDE

Perform Regular checks and maintenance as outlined below

| COMPONENT OR CONDITION              | INSPECT BEFORE EVERY RIDE | INSPECT PERIODICALLY | CLEAND AND/OR LUBRICATE | ADJUST / TIGHTEN | REPAIR / REPLACE (IF NECESSARY) |
|-------------------------------------|---------------------------|----------------------|-------------------------|------------------|---------------------------------|
| Tyre presure                        | ✓                         |                      |                         | ✓                |                                 |
| Tyre wear/damage                    | ✓                         |                      |                         | ✓                |                                 |
| Brake pad adjustment                | ✓                         |                      |                         | ✓                |                                 |
| Wheel quick release adjustment      | ✓                         |                      |                         |                  | ✓                               |
| Head and tail lights                | ✓                         |                      |                         |                  | ✓                               |
| Controls and displays               | ✓                         |                      |                         |                  |                                 |
| Seat post quick release adjustment  | ✓                         |                      |                         | ✓                |                                 |
| Brake pad wear                      |                           | ✓                    |                         |                  | ✓                               |
| Brake cable tension wear            |                           | ✓                    |                         | ✓                | ✓                               |
| Spoke tension                       |                           | ✓                    |                         | ✓                |                                 |
| Wheel true / Alignment              |                           | ✓                    |                         | ✓                |                                 |
| Hub bearings                        |                           | ✓                    | ✓                       | ✓                |                                 |
| Chain lubrication                   |                           | ✓                    | ✓                       |                  |                                 |
| Derailleur adjustment               |                           | ✓                    | ✓                       | ✓                |                                 |
| Reflectors                          |                           | ✓                    |                         |                  | ✓                               |
| Battery and charger                 |                           | ✓                    |                         |                  | ✓                               |
| All bolts, nuts & mounting hardware |                           | ✓                    |                         | ✓                | ✓                               |

## BATTERY DISPOSAL



According to directive **AS/NZS 5139:2019** (*Safety of battery systems for use with power conversion equipment*) and **AS IEC 62619:2017** (*Secondary cells and batteries containing alkaline or other non-acid electrolytes*), defective or used batteries, battery packs or single cells must be collected separately and disposed of in an environmentally friendly manner.

Used cells and batteries are recyclable economic goods. In accordance with the marking showing a crossed-out waste bin, these batteries may not be disposed of as domestic waste.

### NOTICE:

- Used batteries must be treated as hazardous waste.
- Batteries must be disposed of in accordance with the relevant national environmental protection regulations.
- Return batteries to a recycling facility, or an authorised Daxys dealer.
- In case of uncertainty contact Daxys customer service department.



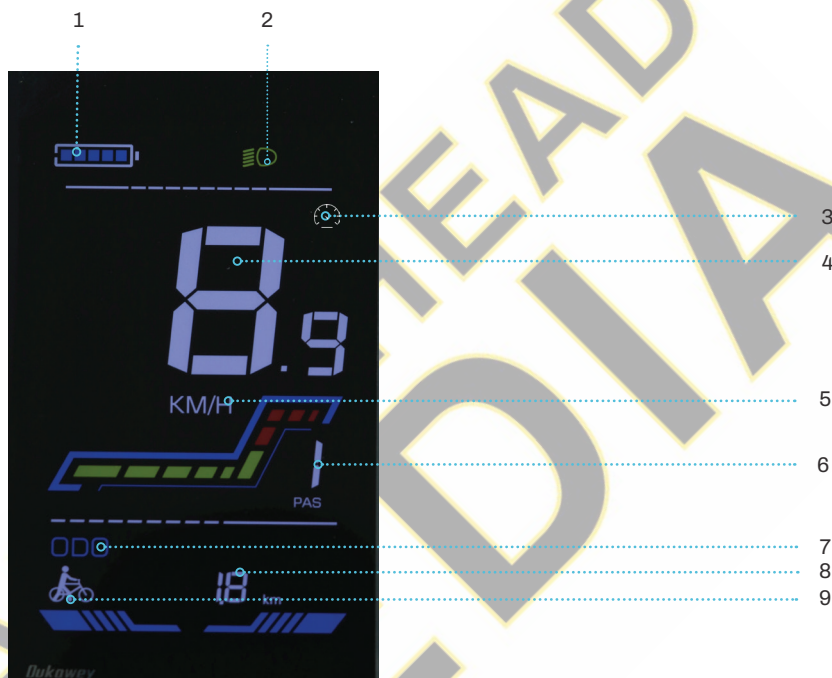
## MEET YOUR BIKE:



- |                               |                                    |
|-------------------------------|------------------------------------|
| 1. Stem                       | 14. Wheel Rim                      |
| 2. Controller                 | 15. Tube storage battery           |
| 3. LCD display                | 16. Crankset                       |
| 4. Rear gear switch           | 17. Pedal                          |
| 5. Brake lever                | 18. Seat adjustment quick release  |
| 6. Handle                     | 19. Chain                          |
| 7. Handlebar                  | 20. Rear derailleurs               |
| 8. Headlights                 | 21. Gear cassette (7 speeds/gears) |
| 9. Shock-absorbing front fork | 22. Drive motor                    |
| 10. Tyres                     | 23. Rear wheel reflector           |
| 11. Front wheel reflector     | 24. Seat tube                      |
| 12. Brake Disc                | 25. Saddle                         |
| 13. Brake Caliper             |                                    |



## DISPLAY GUIDE:



1. Battery level
2. Headlight (ON if visible)
3. Cruise mode (ON if visible - see page 20 )
4. Current speed / Error indicator
5. Mph / Km
6. PAS (gear 0-5 - see pages 20-21)
7. Total mileage (ODO), Trip distance (TRIP), Max reached speed (MAX), Average speed (AVG)
8. Numerical value for selected indicator (no. 8)
9. Walk mode (ON if visible)

## HANDLEBAR GUIDE:



1. Handlebar

2. Other Shifter (Lower Gear)

3. Main Shifter (Upper Gear)

4. Throttle

5. Handlebar grip

6. Back brake lever

7. Stem

8. Controller and brake cables

9. LCD display

10. Horn

11. Front brake handle

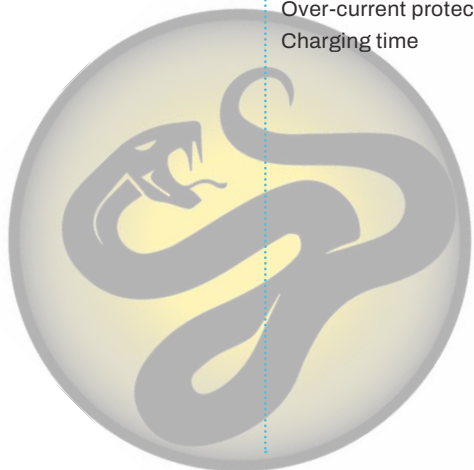
12. On/Off button

13. Controller

14. Headlight button

## PRODUCT SPECIFICATIONS:

|                             | Parametre                      | Value   |
|-----------------------------|--------------------------------|---|
| <b>Appearance Dimension</b> | Body material                  | Aluminum alloy  |
|                             | Vehicle colour                 | Black   |
|                             | Bike size                      | Length*width*height:<br>1980mm*700mm*1160mm                   |
|                             | Hub form                       | spoke wheel   |
|                             | Hub size                       | 26"   |
|                             | Package size                   | Length*width*height:<br>1390mm*290mm*840mm                    |
|                             | <b>Performance Parametres</b>  | Gross / net weight  |
| Maximum payload             |                                | 200kg   |
| Top speed                   |                                | 45Km/h  |
| Endurance Mileage           |                                | 85-150KM (the lower value is closer to real-life performance) |
| Maximum climbing angle      |                                | 25 degree   |
| Service temperature range   |                                | -10~+45° C  |
| Waterproof grade            |                                | IP65  |
| <b>Charger Parametres</b>   | Input                          | AC 100-240V, 50/60 Hz, 2 A MAX                                |
|                             | Output                         | DC 5.0-60V 0.001-4.5A 84W MAX                                 |
| <b>Battery parametres</b>   | Battery type                   | 18650 Lithium ion power battery                               |
|                             | Battery capacity               | 16Ah  |
|                             | Battery rated voltage          | 48V   |
|                             | Under-voltage protection value | 40V   |
|                             | Over-current protection value  | 15±1 A  |
|                             | Charging time                  | 6-7h  |

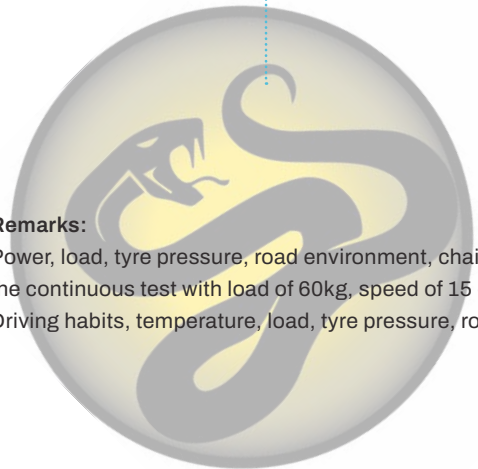


|                                  | Parametre                    | Value                                       |
|----------------------------------|------------------------------|---|
| <b>Electrical Specifications</b> | Motor mode                   | Moped                                       |
|                                  | Motor type                   | 26"/48V/High speed gear / spoke wheel motor |
|                                  | Motor rated power            | 750W (Standard)                             |
| <b>Product Features</b>          | Instrument display           | Multi-functional color LCD screen           |
|                                  | Front lighting               | Yes   |
|                                  | Brakes                       | Front and rear hydraulic disc brakes        |
|                                  | Tyre style                   | Pneumatic tyre                              |
|                                  | Tyre size specification      | 26x4"                                       |
|                                  | Air nozzle:                  | The inner tube valve is AV                  |
|                                  | Front fork suspension        | Yes   |
|                                  | Middle(rear)shock absorption | No  |
|                                  | Speed gear                   | 7 Speed                                     |
| Headlights                       | Yes                          |   |

LANCET HEAD MEDIA

**Remarks:**

Power, load, tyre pressure, road environment, chain and axle lubrication will affect the maximum speed; The endurance mileage is obtained from the continuous test with load of 60kg, speed of 15 ~ 25km / h, flat and hardened road surface, from full charge to complete power consumption; Driving habits, temperature, load, tyre pressure, road environment and other factors will affect the mileage.



# ASSEMBLY INSTRUCTIONS:

## 1. UNBOXING & TOOLS

1. Unpack your new Daxys Ox eBike.

2. Have the tools and parts ready.



3. Remove packing materials.

\* Be careful not to scratch the paint



4. Remove front wheel.

\*Be careful not to cut the tyre



## 2. FRONT WHEEL

1. Turn the bike upside-down.

\*Before flipping the bike, make sure the electronic display is in a horizontal position, so it will not be damaged.



2. Remove the front brake pads protector.



3. Remove the fork protector.



4. Remove the protective plastic caps and loosen the front wheel nuts.



5. Insert the front wheel in its slot..



5. Tighten the front wheel nuts.



### 3. HANDLEBAR INSTALLATION

1. Loosen screws A and B.

*\*To confirm that the fork is in the right position, check if the brake discs are on the same side of the bike.*



2. Rotate the handlebar riser 180° until it's perfectly perpendicular to the bike's frame axis.



3. Tighten the A, B screws.



4. Adjust the stem height.



4. Remove the 4 front stem bolts, then the stem cover.



5. Place handlebar in stem, center it then screw the bolts in.

*\* It is recommended to angle the brake handles at aprox. 45°*

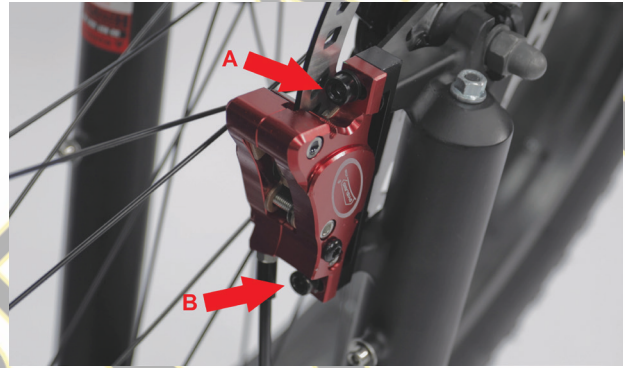


## 4. BRAKE ADJUSTMENT

1. Spin the wheel and listen for rubbing sounds.



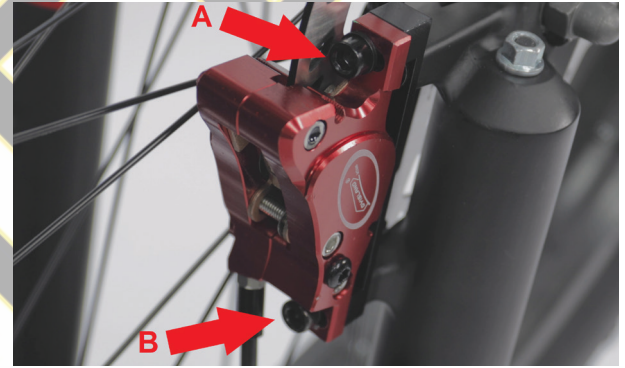
2. Loosen A, B with the hex key and adjust brake pads.



3. Spin the wheel to check.



4. Tighten A, B.





## 5. HEADLIGHT, MUDGUARD AND PEDALS

1. Flip the bike in the normal position.



1. Attach the mudguard and headlight to the fork using an allen key to tighten the front bolt.



3. Attach the mudguard to the side sockets on the fork.



4. Identify Left & Right pedals.



3. Match and screw the pedals in (R - clockwise, L - counter clockwise) then tighten with a wrench or an allen key.



## CHARGING THE BATTERY:

Using the charger and Battery guide, charging indicators, level indicators etc.

1. Open the key and charger port cover
2. Connect the charger to the battery charging port first.
3. Plug in a power source. The LED will turn RED.
4. If the LED is GREEN, unplug from power source and repeat steps 1. and 2.
5. A full charge will require 3-4 hours, depending on current battery level. While charging, the LED will show RED.
6. Disconnect the charger when the LED turns green, it indicates Full Charge.



# BATTERY AND CHARGER INFORMATION:

## Storage and Warnings

If the battery will not be used for an extended period of time store in a cool, dry place, and charge it for 5 hours every month. Please use the original special charger for charging, not more than 6 hours, and the charging current shall not exceed 2 A (amperes). If you notice unusual sounds, smells or temperature variations coming from the charger or the battery, unplug charger immediately and contact customer service.

Improper use of the battery will damage the battery and may cause fires or explosions.

Do not disassemble or alter the battery or battery charger.

Do not place the battery near fire or corrosive substances.

Protect the battery / charger from exposure to liquids and do not use when damp.

Do not expose the battery / charger to extreme conditions.

Do not operate if damaged.

Recharge the battery only with the charger specified by manufacturer.

Do not use the battery / charger for any other purposes except the intended ones.

## GOOD PRACTICES

### Control the temperature

Avoid charging in extreme temperatures that are outside normal comfort range.

If your battery does get very hot or cold, allow it to come to room temperature before you plug in the charger. Batteries get warm even during normal use - wait a few minutes post-ride before you start charging.

### Use the right charger

For best performance, use the original charger that was supplied with your eBike. If you must use a different charger (for example: if the original charger is lost or damaged and replacements are no longer available) check carefully to ensure a 100% match before you charge.

### Don't take it to 0%

Lithium-Ion batteries have the longest service life when kept in the middle of their capacity. Sometimes, draining is unavoidable, but when possible, top off before 0%. Use the display or the battery indicator on your eBike's battery to monitor the charge level.

### Don't overcharge

You can extend the lifespan of your lithium-ion batteries by charging to 80%, when possible.

Epic ride coming up tomorrow? Go ahead and charge to 100%. It's totally OK and is an expected, normal use of your battery.

### Keep it dry

Never charge in a damp or wet environment. If your eBike was ridden in the rain, ensure every component is completely dry before you charge.

### Don't pressure wash your battery, and never submerge it.

### Give it some room

Both chargers and batteries can get warm during use. Make sure that any vents on the charger aren't blocked and ensure that air can circulate around all the components. Place chargers on a hard surfaces only.

### Don't use an extension cord

Extension cords adds resistance. While extension cords can be convenient, some chargers may work poorly, or not at all, when plugged into extension cords. Plug your eBike charger directly into a wall outlet instead for best results. If required to use an extension cord, use the shortest length possible, and always check the specs so ensure it can handle your charger's requirements.

# OPERATING YOUR BIKE:

Display, Buttons, Power on, gears, brakes etc.

1. Display functions
2. Control and setting functions

**NOTE:** To enter the Parametre menu simultaneously press **+** and **-** for 3 seconds. Pressing **+** / **-** will allow you to navigate between parametres. When the desired parametres has been found, press **i** to enter the parametre change mode. In the setting interface, you can press the **+** or **-** key to add or subtract the setting value. After the parametre is modified, it will flash. Press the **i** key to save the parametre and return to the selection menu. Press and hold **i** to exit the Settings menu.

## Functions list

P01: Metric / imperial units

Settings: 00 - metric, 01 - imperial;

P02\*: Rated Voltage

Settings: 24V, 36V, 48V, 52V (Default 48V)

DO NOT CHANGE

P03\*: Power - assist gear range

DO NOT CHANGE

P04\*: Wheel diameter

Unit: inch value: 1" - 50"; (Default: 29 in)

DO NOT CHANGE

*\*NOTE: Due to the tyre size, the default setting will show 29", even though the wheel is 26".*

P05\*: Speed gauge magnetic discs

DO NOT CHANGE

P06: The speed limit:

Range: 0-100 km/h

P07\*: Starting speed

Settings 00: Zero start

01: non-zero start

DO NOT CHANGE

P08\*: Drive mode

Settings 00 :Power-assisted drive *\*(determines how much power is output).*

01: Electric drive *\*(the automatic assist is canceled by turning the acceleration handle)*

02: Both the power-assisted drive and the electric drive are active simultaneously *\*(the electric drive is invalid under zero start condition).*

DO NOT CHANGE

P09\*: Assist sensitivity

Settings range: 1-24;

DO NOT CHANGE

PA\*: Assisted start intensity

Settings range: 0-5;

DO NOT CHANGE

Pb\*: Magnetic disc booster

DO NOT CHANGE

PC\*: Controller current limit value

DO NOT CHANGE

Pd\*: Under-voltage value point

DO NOT CHANGE

PE: Power-on password

Settings: PSd-y - password enabled by default

PSd-n - password disabled

(Default password: 1212)

PF: Automatic shutdown timer

Settings 0-60 minutes (Default: 10 minutes)

dEF: Restore factory defaults

Settings: dEF-y - Confirm factory defaults restoration

dEF-n - Cancel factory defaults restoration



The parametres marked with \* are essential default parametres, please do not alter them. If you have modified them accidentally, please contact the seller / authorised service.

## KEY OPERATIONS:

### Button functions

Short press is used for fast and frequent operations, for example:

1. When riding, press the **+** or **-** button to modify the power/speed gear
2. Change parametre values inside System menu

Long press is mainly used for switching modes/states

### Specific operation

#### Buttons and functions

##### **+** Button

Short press functions:

Metre interface  
Menu interface

Speed gear up  
Menu selection up  
Increase parametre value

Long press functions:

N/A

##### **-** Button

Short press functions:

Metre interface  
Menu interface

Speed gear down  
Menu selection down  
Decrease parametre value

Long press functions:

Metre interface

Walk mode (6km/h, see page...)

##### **i** Button

Short press functions:

Metre interface  
Menu interface

Change display mode (DOD, TRIP, MAX, AVG - see page 7)  
Enter / Save and return to menu

Long press functions:

Menu interface

Exit settings

##### **☰** Button

Short press functions:

Metre interface  
Menu interface

Lights On/Off  
Lights On/Off

Long press functions:

N/A

##### **⏻** Button

Short press functions:

N/A

Long press functions:

Metre interface  
Menu interface

Power On/Off  
Power On/Off



## KEY OPERATIONS:

The key operations are short, long and key combination long presses.

Short press is used for fast and frequent operations, for example:

1. When riding, press the **+** or **-** button to modify the power/speed gear
2. When cycling, press the **i** button to switch the multi-function display data.

Long press is mainly used for switching modes/states.

Specific operation explanation:

### 1. Modify assist/power gear ratio

In assist mode:

1. Short press the **+** key, assist level (PAS) increases by 1;
2. Short press the **-** key, assist level (PAS) decreases by 1.

### 2. Switching displayed information

Press **i** to switch between the speed display modes.

### 3. Walk and cruise mode

When the vehicle is static, long press the **-** key, and it will enter the 6KM/h Walk mode;

After reaching the desired speed, press and hold **-** to enter cruise mode (sustained speed)

To exit Walk/Cruise mode, press and hold **-** again.

### 4. Startup

Press and hold the **⏻** key to turn display ON/OFF.

### 5. Headlights

Press the **☰D** button to switch the headlights ON/OFF.

### 6. Set the parameters

Press and hold the **+** and **-** keys to enter the parameter setting interface (See Page 18).



**Note:** Due to ongoing product upgrades, it is possible that some icons and menu items will be different from the above specifications, but will not affect normal usage.

## GUIDE TO ELECTRIC PEDAL ASSISTANCE MODES:

Walk mode - motor powered, no pedaling required, max speed 6 km/h

(Long press **⏻** key on the controller. To exit either squeeze the brakes, or long press **⏻** again)

PAS 0 - no motor assistance

PAS 1 - motor assisted, 0-21 km/h

PAS 2 - motor assisted, 22-30 km/h

PAS 3 - motor assisted, 31-38 km/h

PAS 4 - motor assisted, 39-46 km/h

PAS 5 - motor assisted, 47-55 km/h

**Note:** Using the brakes will interrupt the motor assistance, and will resume at the PAS value displayed after pedaling again.

## YOUR EBIKE KEYS:

The keys are used on the battery body to:

ON - unlocks the battery for removal

OFF - locks the battery in slot



## TYRES:

Basic information and maintenance guide

Start by doing a visual check, looking for abnormal wear or cracks. If you think your tyre needs replacement based on this check up, you should follow your instincts. You may bring your tyres to your local bike shop for a competent opinion. While doing your visual inspection, check for proper tyre pressure by using a tyre gauge suited for testing bicycle tyres. **The recommended tyre pressure is 20(max) PSI** and is marked on the tyre's sidewall. The maximum pressure will carry the maximum load capacity of your bicycle.

Should you need to replace a bike tyre, you will need to provide the e bike model / size to the supplier. You may discuss your style of riding, the type of bicycle you have etc. so your bicycle tyre supplier can offer you the correct tyre.

## CLEANING YOUR E BIKE:

Basic cleaning information and maintenance guide.

**Do not use a pressure washer to clean your eBike.** eBikes are not built to withstand high pressure water jets. Using a pressure washer at full power has the potential to damage parts and can force excess water, dirt, and debris into places it shouldn't be in and wreak havoc on the workings of the e bike.

Do not use special car cleaner and soaps on an eBike as most car soaps have wax in them which are not suitable for eBikes.

Typically, the best way to wash e bike accessories is to wipe them down with a dry rag. Avoid getting any water or soap on the following parts:

The hub bearing (the center of the wheel)

The bottom bracket (where the pedals connect together through the frame)

The headset bearing (where the handlebars connect to the frame)

The brake pads and rotor, or discs

Chains, gears and motor

The first step when it comes down to how to wash an eBike is to use a brush to clean the dry dirt from the rims and tyres of your e bike. After that, take a wet rag or sponge and wipe down the frame of your eBike. Make sure to get to the underside of the frame where dirt is most likely to gather. Once your eBike has been thoroughly cleaned, rinse off all the dirty water. After the dirt residue has been cleaned from the eBike use a clean, dry rag to wipe the bike dry.

Once you've wiped the bike dry, lube the chain to prevent it from rusting. To do this, take your chain and run it through a clean dry rag to wipe off any water that managed to get on it. Next, take chain lube and apply a slow but steady stream to the inside of the chain as you rotate the cranks until the whole chain got lubed.



# TROUBLESHOOTING:

Troubleshooting information, fault codes, etc

## Quick troubleshooting steps:

1. Make a note of the event description;
2. Switch off the system;
3. Visually check for any obvious cause;
4. Solve any easy and obvious cause, if safely possible (e.g. re-connect the wire connectors of various parts).

Switch the system back on.

## If the issue is solved:

1. Normal use may be continued.
2. Schedule a service check at an authorised dealer.

If the issue returns, repeat step 1-4.

## If the issue persists:

- a) Quit riding.
- b) Contact authorised dealer for diagnose and repairs.

Error codes

| Display code | Issue                |
|--------------|----------------------|
| ER00         | Normal status        |
| ER06         | Battery undervoltage |
| ER07         | Motor failure        |
| ER08         | Throttle failure     |
| ER09         | Controller failure   |
| ER10         | Communication fault  |



In case of error codes being displayed, please contact the dealer / authorised service for troubleshooting the issue. The electric bicycle will not function normally until the issue is resolved.

Other than error codes, here are some other possible issues:

## 1. eBike cannot be turned on.

- a) Check if the battery has run out of power;
- b) Check if the battery switch is on;
- c) Check if the display wire is connected well, and try a re-plug check;
- d) Use a multimeter to check if the battery discharges normally;

## 2. eBike cannot be charged normally.

- a) Check if the AC and DC plug of the charger connects properly;
- b) Check if the charger light is on after connecting to the power source, and swap check the charger if possible;
- c) Check if the battery is working normally;

## 3. Headlight is not working when switched on

- a) Check if the headlight wires are well connected or damaged;
- b) Check if the headlight wires are well connected with the controller;
- c) Check if the headlight switch works well, and if the headlight icon is lit on the display;

## 4. Riding range drop

The range on one charge strongly depends on several circumstances, such as (but not limited to):

- a) The total vehicle weight including the rider, passengers and cargo loaded onto the bike;
- b) Weather conditions, such as ambient temperature and wind;
- c) Road conditions, such as elevation and road surface;
- d) Bike conditions, such as tyre pressure and maintenance level;
- e) Amount of charge and discharge cycles;
- f) Age and condition of the battery pack;
- g) Bike usage, such as acceleration and shifting;
- h) Assist level(s) used;

## 5. The eBike makes abnormal noises during riding

- a) Check if the chain tension is reasonable, and adjust the chain tension;

**Note:** Please contact an authorised dealer for further diagnose and repairs.

## F.A.Q'S:

### 1. So how fast can you go on an eBike?

In AU, an eBike must have a motor with a maximum power of 250W, assisting the eBike to a maximum speed of 25 km/h to be road-legal. If the pedal support still functions above these limitations, then the bike becomes a so-called speed pedelec. The Ox has a top speed of 55km/h, and cannot be used on public roads.

### 2. So can it go faster than the motor supports?

Yes, sure. It can go as fast as you can pedal, but the motor stops supporting you when you reach the max speed limitation. With an eBike, you have the ability to reach a speed that is suitable for your way of riding, whether that's faster than the motor supports or at a speed that's lower than the maximum motor support speed.

### 3. Can you get any exercise out of an eBike?

The answer is that you can decide if you want to exercise with an eBike. There are several options to challenge yourself physically if you want to.

1. You can use your eBike without any support or in Eco mode and still feel your legs burn.
  2. You can do several laps on the same ride.
  3. You can ride farther and longer with an eBike.
  4. On your eBike you are encouraged by the speed/fun factor, and you can keep going.
  5. If you weren't riding an eBike or regular bike before, what would you be doing otherwise? We encourage you to get as much exercise as you want with your eBike.
- And... If you prefer, you can simply have a good time and enjoy the ride without any sweat.

### 4. Can I handle the eBike when the battery runs out?

eBikes are enhanced by our motor technology, which provides support on the most challenging terrain. But if the battery runs out, no worries, you can still pedal and get home safely. Will it be easy? That depends on what terrain you are riding. Empower yourself to ride your eBike even when the battery runs out.

### 5. Which E-MTB is for me?

When choosing the right E-MTB, you can choose a Full Suspension or a Hard-tail. The Full-Suspension E-MTB offers front and rear suspension for more comfort and control. The Hard-tail E-MTB features only a front suspension. The first question should always be what kind of terrain are you going to ride? The Daxys Grizzly is suitable for riding smoother terrain like XC trails and dirt paths.

### 6. How far can I expect to ride on a single battery charge?

The range for a single battery charge can vary greatly depending on conditions such as the combined weight of the rider and cargo; wind resistance; tyre pressure and tread profile; terrain and elevation changes; road or trail surface; outdoor temperature; maintenance of the eBike; and the condition of the battery. Please refer to the spec sheet of the eBike you prefer for the typical range.

### 7. What is the charging temperature range of eBike batteries? Why can't charge in high temperature or low temperature environment?

The eBike battery charging temperature range is -10~45° C, The battery pack BMS will be automatically protected and cannot be charged if the temperature is too high or too low. When temperature returns to the required range charging function will return to normal. In this case, there is no need to report for repairs.

## WARRANTY:

DOA:

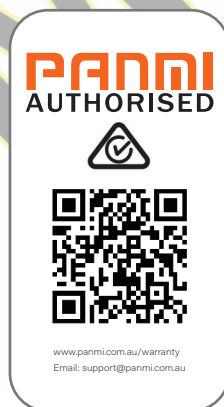
Complete replacement

12 Month Warranty\*:

All returns accepted excluding items that have received physical damage by the owner/end-user

Warranty does not apply to any:

- a) Damage caused by nature or acts of God, for example, lightning strikes, tornadoes and the like;
- b) Negligent or incorrect use of the product;
- c) Commercial use of the product;
- d) Modifications to any part of the product;
- e) Damage caused by use with after-market products;
- f) Damage caused by negligence, accident, abuse, misuse, flood, fire, earthquake or other external causes;
- g) Damage caused by operating the product outside the permitted or intended uses described by the manufacturer's instructions or with improper voltage or power supply;
- h) Damage caused by servicing of the product (including upgrades and expansions) performed by any unauthorised personnel
- i) Damage caused by natural wear and tear.



**TECHNICAL SUPPORT:**

Please contact your seller for details on authorised service centers.

For further support email us at [support@panmi.com.au](mailto:support@panmi.com.au)

LANCETHEHEAD  
MEDIA

