

GOTRAX

F3LR

ELECTRIC BIKE

USER MANUAL



Contents

Congratulations on your purchase	01
Don't Ride Until You Read This	02
Warning Message	03
Unpacking and Product Specs	07
Get to Know Your E-Bike	08
Install the Front Fender/Headlight.....	09
Install the Front Wheel.....	10
Handle Bar Installation and Folding	11
Body Folding and Unfolding	13
Pedal Installtion and Folding	14
Saddle Installation and Adjustment	15
Accessory Installation Procedure	16
Cup Holder Installation	17
Removing the Battery	19
Turn on the battery output	19
Fold the bike	20
Charge Your E-Bike	21
How to use the transmission	22
Charge Your E-Bike: Method 2	23
Tire Inflation Instructions.....	24
Maintenance & Repair	26
Function Definition.....	29
Function Mode	35
Battery Information	36
Precautions For Battery Protection.....	37
Troubleshooting Guidance.....	38
Warranty	39



Congratulations on your purchase!

This user manual will help you assemble and operate your new electric bike. Be sure to read **ALL OF THE INFORMATION** in this manual before riding.

NOTE TO ALL RIDERS UNDER 18 YEARS OF AGE: It's very important that you get parental permission before riding your electric bicycle.

TOOLS INCLUDED: 2.5mm、 3mm、 4mm、 5mm、 6mm Allen wrench, 13mm&15mm open-end wrench, Flat Head & Phillips dual-purpose Screwdriver.





Don't Ride Until You Read This:



ALWAYS wear a helmet when riding your electric bike.



Make sure your electric bike has a **full battery** before taking it out to ride.



Always be aware of local road laws, and follow them.



Do not ride the bike under the influence of drugs or alcohol.



Always respect pedestrians.



Do not ride under wet conditions. The electric bike may slide from under your feet causing injury. Wet conditions may damage the electronics and void the warranty.



To conserve electricity, use assist mode and avoid zero starting, frequent braking, driving against the wind, carrying heavy loads including other people and riding with insufficient air pressure.



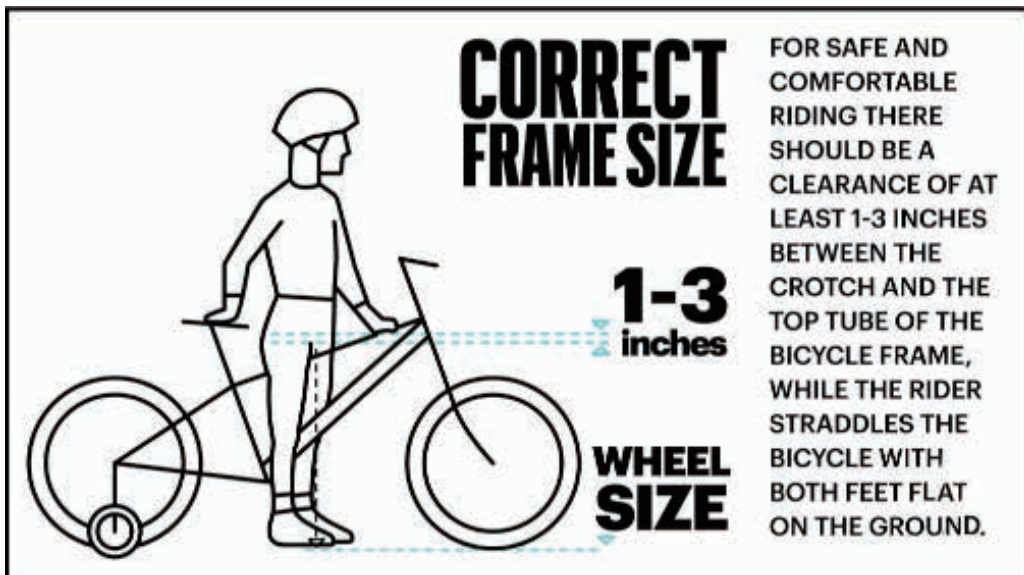
WARNING: Lithium-ion Batteries and/or products that contain Lithium-ion Batteries can expose you to chemicals including cobaltlithium nickel oxide, and nickel, which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information, go to www.P65Warnings.ca.gov



Warning Message

1. **Avoid water** -The electric bike is not waterproof. The electronics may be damaged due to water and water damage is not covered by our warranty. Riding in wet conditions is also very dangerous and may result in injury.
2. **Avoid prolonged exposure** to sun or rain and avoid storage in places with high temperatures or corrosive gas.
3. **Abuse** - We do not cover physical damage due to negligent care and extreme riding.
4. **Whenever you ride**, you risk severe injury or even death from loss of control, collisions, and falls. Use caution and ride at your own risk.
5. **Do not modify** the product from the manufacturers original design.
6. **Do not exceed** the posted speed limit and obey all traffic laws.
7. **Avoid touching** the charging port directly and do not let it make contact with a metal object.
8. **Keep hands and all body parts away** from moving parts while operating the electric bike.
9. **Before riding** - be sure to check the electric bike over and make sure all components and function are operating correctly before each use.
10. **Before riding** - be sure to check that the braking system is functioning properly; also be sure to check that all safety labels are in place and you understand the safety warnings.
11. **Before riding** - be sure that any and all axle guards, chain guards, or other covers or guards supplied by the manufacturer are in place and in serviceable condition.
12. **Before riding** - be sure to check that the tires are in good condition, inflated properly, and have sufficient tread remaining.
13. **Never exceed** the 264lbs (120 kg) maximum load rating.
14. **The electric bike should never** be used by children under the age of 16.
15. **Maximum Speed** -Your electric bike accelerates to a maximum speed of 20 mph.

- 16. Make note that additional insurance may be required** to cover situations you encounter while riding an electric bike. It is recommended that you contact an insurance company or broker for advice and consultation.
- 17. To conserve electricity,** use assist mode and avoid zero starting, frequent braking, driving against the wind, carrying heavy loads including other people and riding with insufficient air pressure.





Correct
Forehead covered



Incorrect
Forehead exposed

! ALWAYS WEAR A HELMET IT COULD SAVE YOUR LIFE!

A properly fitting, CPSC approved, bicycle helmet should be worn at all times when riding your bicycle. In addition, if you are carrying a passenger (only use an approved child safety seat), and remember, the passenger must also be wearing a helmet.

The correct helmet should:

- be comfortable
- be lightweight
- have good ventilation
- fit correctly
- cover the forehead
- be securely fastened on the rider.

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

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

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

following measures:

- *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.



Unpacking and Product Specs

Remove all packaging material, then inspect each item for any accidental damage that may have occurred during shipping. You should find each of these items in your box:



ELECTRIC BIKE



BATTERY CHARGER



**TOOLS: (1)LARGE WRENCH,
(5)ALLEN WRENCHES,
(1)SCREWDRIVER**



Seat Bag



Rearview Mirror



Folding Lock



Phone Holder



Pedals



Cup Holder

ITEM	SPECIFICATIONS
Model	F3LR
Unfolded Dimensions	1700*680*1290mm (66.9*26.8*50.8in)
Folded Dimensions	970*500*740mm(38.2*19.7*29.1in)
Package Dimensions	1430*310*740mm(56.2*12.2*29.1in)
Max Load	120kg(264lbs)
Max Speed	32km/h(20MPH)
Battery	48Vdc 13.6Ah
Battery Specifications	Input 100-240V 50/60Hz AC Plug: Output 54.6Vdc 3A
Max Angle of Climb	15 degrees
Charging Time	5 hours
Tire Pressure	5-20 PSI
Bell/Horn Specifications	Bell
Seat	Adjustable
IP Level	IPx4



Get To Know Your E-Bike



✂ Install the front fender/headlight



Get the front fender ready.

Fix the front fender and headlight to the frame (the screws have been installed on the frame, remove the screws to install).

Fix the front fender support to the frame (the screws have been installed on the frame, remove the screws and install).

Install the front wheel



Remove the plastic protective sheet inside the brake.

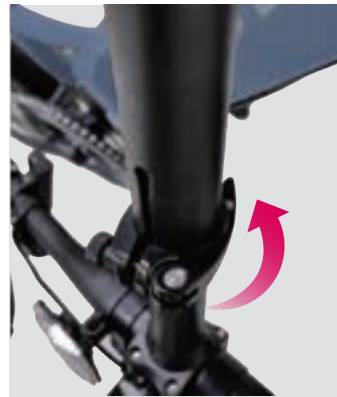
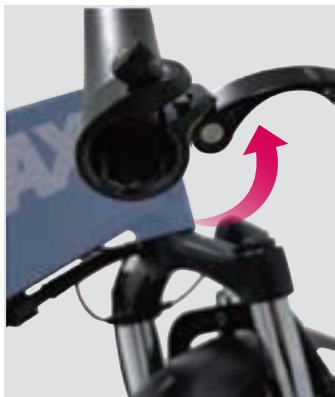
Loosen the front axle screws (it doesn't need to be totally loose, just to a suitable position for installation).



Slowly install the front wheel on the front fork and the brake pads in the brake. Note: The spacer is as shown in the picture, the spacer hook needs to be hung into the front fork, and the positions of the spacers on both sides are the same.

Use a 15mm open-end wrench to tighten the fixing screws of the front wheels on both sides.

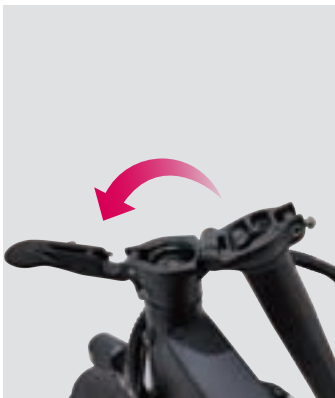
✂ Handle Bar Installation and Folding



Open the quick release clamp and insert the upper stem and handle bars and lock with the quick release clamp. (This can only be done when the tube is folded.)



Note: The upper stem must be inserted past minimum insertion line.



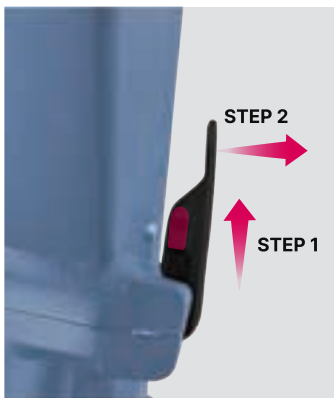
Lift up the stem and lock with the folding clamp.



Note: Make sure that the folding clamp is fastened tightly. (When you press the folding clamp and hear a "click", it is locked in place.)

When you want to open the folding clamp you need to push the safety buckle upwards and pull the folding clamp outwards at the same time to open it .

Body Folding and Unfolding



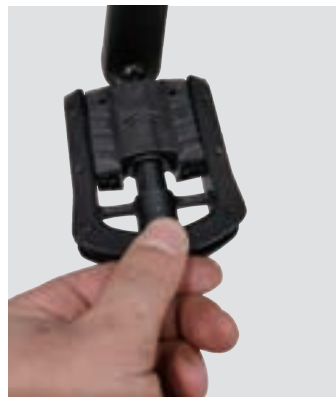
Press the button and pull the folding clamp outward to open it.
Crank angle adjusted to 9 o'clock.



Fold the frame so that the front and rear wheels correspond to complete the fold.

When unfolding, be sure to check whether the folding clamp is tightly fastened in place. When you press the folding clamp and hear a "click", it is locked in place.

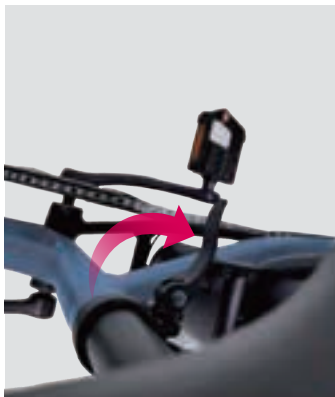
✂ Pedal Installation and Folding



Prepare the pedal and wrench, and distinguish the left and right pedal according to 'L' and 'R'. 'R' represents the right side, and turn clockwise to lock the right pedal. 'L' represents the left side, and turn counterclockwise to lock the left pedal. The pedal can be folded by pressing inward and lifting up.



✂ Saddle Installation and Adjustment



Open the quick release clamp, insert the seat tube, adjust to a suitable height and angle, and lock the quick release clamp. Lock the quick release clamp.



Note: The saddle tube must be inserted to the minimum insertion line.

Accessory Installation Procedure

Installation instructions for the rearview mirror, seat bag, and phone holder please follow the below notes



1. Install the seat bag: align the guide groove on the seat bag at the lower seat and hanger, advance and tighten.



2. Install the rearview mirror, insert the rearview mirror into the handlebar end hole, adjust to the proper comfortable height, and lock with a 6mm "L" wrench.



3. Install the phone holder: put the phone holder on the bike handlebar, and use a cross screwdriver to lock the screw.

Cup Holder Installation



1. Find the cup holder and conversion seat among the items included with the vehicle.



2. Use a 3mm Allen wrench to unscrew the two long screws on the pressure block of the conversion base.



3. Install the conversion base onto the frame seatpost, and tighten the pressure block screws with a 3mm internal hex tool.



4. Use a 3mm internal hex tool to remove the two screws securing the cup holder on the conversion seat.



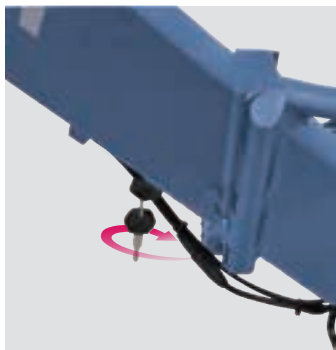
5. Align the cup holder holes with the installation holes on the conversion seat, then use a 3mm internal hex tool to tighten (ensure the cup holder opening faces upwards).

✂ Removing the Battery



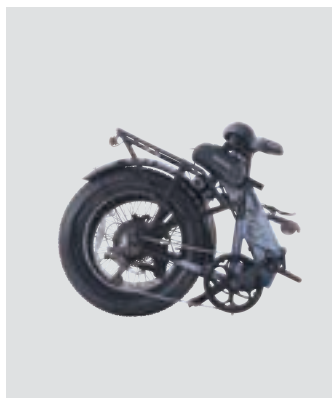
Insert and turn the key counterclockwise to open the battery safety lock and pull out the key. Fold the frame and pull out the battery.

✂ Turn on the battery output



The battery has been cut off during transportation, please turn the key clockwise to turn on the battery output, and then it can be turned on for use.

Fold the bike



Open the seatpost clamp and adjust the saddle to the lowest position.

Open the pole folding handle and fold the pole down.

Open the body folding handle and fold the front wheel towards the rear wheel to complete the folding.

Charge Your E-Bike

You can also charge your battery installed in the bike using the exterior charging port.



1. Locate the charging port.
2. Plug one side of the charger into the charging port and plug the other into an outlet.
3. A red light indicates the battery is charging, green indicates the battery is full.
4. Charging Time: 5 hours.

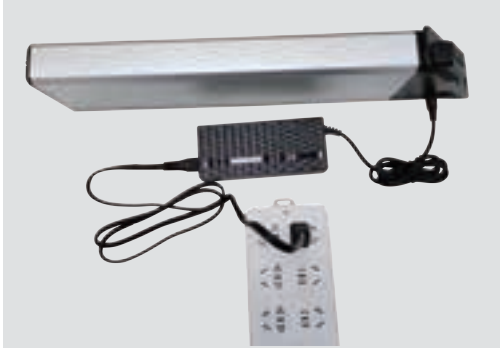
✂ How to use the transmission



A total of 7 speed gears, press the shifting finger to change the flywheel gear and adjust the riding speed.

(Note: This operation is prohibited in the static state or non-pedal riding state)

✂ Charge Your E-Bike: Method 2



Remove the battery, plug one end of the charger into the battery and the other end into the power supply. Red light shows the battery is charging and the green light means the battery is full.



Tire Inflation Instructions

Tires and Tubes

After assembling your bike, it will be necessary to inflate the tires. Check the sidewall of the tire for the correct tire pressure (PSI) and inflate tires accordingly with a **MANUAL BICYCLE PUMP**. **Improper inflation is the biggest cause of tire failure. Due to the slightly porous nature of bicycle inner tubes, it is normal for your bike tires to lose pressure over time. For this reason it is critically important to maintain the proper tire inflation on your bike.**

1. Your bicycle has been equipped with tires which the bike's manufacturer felt were the best balance of performance and value for the use for which the bike was intended. The tire size and pressure rating are marked on the sidewall of the tire. **CAUTION:** Pencil type automotive tire gauges and gas station air hose pressure settings can be inaccurate and should not be relied upon for consistent, accurate pressure readings. Instead, use a high quality dial gauge.

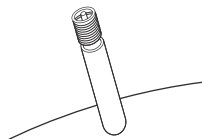


WARNING: NEVER INFLATE A TIRE BEYOND THE MAXIMUM PRESSURE MARKED ON THE TIRE'S SIDEWALL. EXCEEDING THE RECOMMENDED MAXIMUM PRESSURE MAY BLOW THE TIRE OFF THE RIM, WHICH COULD CAUSE DAMAGE TO THE BIKE AND INJURY TO THE RIDER AND OTHERS. THE BEST WAY TO INFLATE A BICYCLE TIRE TO THE CORRECT PRESSURE IS WITH A BICYCLE PUMP. NEVER USE A SERVICE STATION AIR HOSE TO INFLATE A BICYCLE TIRE. IT IS DESIGNED FOR LARGER TIRES AND IT CAN EXCEED THE RECOMMENDED MAXIMUM PRESSURE AND IT MAY BLOW THE TIRE OFF THE RIM.

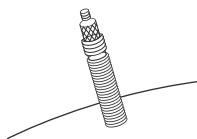
Tire pressure is given either as maximum pressure or as a pressure range. How a tire performs under different terrain or weather conditions depends largely on tire pressure. Inflating the tire to near its maximum recommended pressure gives the lowest rolling resistance; but also produces the harshest ride. High pressures work best on smooth, dry pavement. Very low pressure, at the bottom of the recommended pressure range, gives the best performance on smooth, slick terrain such as hard-packed clay, and on deep, loose surfaces such as deep, dry sand. Tire pressure that is too low for your weight and the riding conditions can cause a puncture of the tube by allowing the tire to deform sufficiently to pinch the inner tube between the rim and the riding surface.

Some special high-performance tires have unidirectional treads: their tread pattern is designed to work better in one direction than in the other. The sidewall marking of a unidirectional tire will have an arrow showing the correct rotation direction. If your bike has unidirectional tires, be sure that they are mounted to rotate in the correct direction.

2. The tire valve allows air to enter the tire's inner tube under pressure, but doesn't let it back out unless you want it to. There are primarily two kinds of bicycle tube valves: The Schraeder Valve and the Presta Valve. The bicycle pump you use must have the fitting appropriate to the valve stems on your bicycle. The Schraeder is like the valve on a car tire, this is the type of valve stem you should have on your bike. To inflate a Schraeder valve tube, remove the valve cap and push the air hose on you bike. To inflate a Schraeder valve tube, remove the valve cap and push the air hose or pump fitting onto the end of the valve stem. To let air out of a Schraeder valve, depress the pin on the end of the valve stem with the end of a key or other appropriate object.



Schraeder Valve



Presta Valve

Maintenance & Repair

Correct routine maintenance of your new bike will ensure a longer life for your bike and a safer ride for you.

Every time you ride your bike, its condition changes. The more you ride, the more frequently maintenance will be required. We recommend you spend a little time on regular maintenance tasks. The following schedules will assist you in knowing what tasks need to be performed and how often. **If you have any doubts about your abilities to accomplish these tasks, we recommend you take your bike to a professional bicycle mechanic periodically to have them done.**

Schedule1 - Lubrication

Frequency	Component	Lubricant	How to Lubricate
Weekly	chain derailleur wheels derailleurs brake calipers brake levers	chain lube or light oil chain lube or light oil oil oil oil	brush on or squirt brush on or squirt oil can 3 drops from oil can 2 drops from oil can
Monthly	shift levers	lithium based grease	disassemble
Every Six Months	shift levers brake cables	oil lithium based grease	2 drops from oil can disassemble
Yearly	bottom bracket pedals derailleur cables wheel bearings headset seat pillar	lithium based grease lithium based grease lithium based grease lithium based grease lithium based grease lithium based grease	bicycle mechanic disassemble disassemble bicycle mechanic bicycle mechanic disassemble

Note: The frequency of maintenance should increase with use in wet or dusty conditions. Do not over lubricate-remove excess lubricant to prevent dirt build up. Never use a degreaser to lubricate your chain (WD-40T™)

Schedule2 - Service Checklist

NOTE: Many instructions for adjustments can be found in the assembly portion of this manual.

Frequency	Task
Before every ride	check wheel and pedal tightness check tire pressure check brake operation check wheels for loose spokes, loose axle nuts or quick release make sure all fasteners are tightened securely
After every ride	quick wipe down with damp cloth
Weekly	lubrication as per schedule 1
Monthly	lubrication as per schedule 1 check derailleur adjustment check brake adjustment check brake and gear cable adjustment check tire wear and pressure check wheels are true and spokes tight check hub, head set and crank bearings for looseness check pedals are tight check handlebars are tight check seat and seat post are tight and comfortably adjusted check frame and fork for trueness

	check all nuts and bolts are tight
Every six months	lubrication as per schedule 1 check all points as per monthly service check and replace brake pads, if required check chain for excess paly or wear
Yearly	lubrication as per schedule 1

NOTE: OWNERS ARE RESPONSIBLE FOR ALL MAINTENANCE AND SERVICE OF THE BICYCLE. FAILURE TO DO SO MAY VOID YOUR WARRANTY, CAUSE DAMAGE TO YOUR BIKE OR ITS COMPONENTS, AND MAY CAUSE AN ACCIDENT.



Function Definition



Power On/Off: Press and hold the  button for 2-3 seconds to activate the display and press the  button again for 2-3 seconds to turn off the display (the bike will automatically power off , if there is no activity for 10 minutes in a stationary state).

Display Data Switching: After the display panel is powered on, it defaults to displaying real-time, speed and total mileages. Press the  button shortly to switch between total mileage, single trip mileage, max speed, and average speed in the displayed information.

Power Assist Pushing: Long press the  button, and the electric bike enters the power assist pushing mode. The electric bike will travel at a constant speed of 6 kilometers per hour. At the same time, the screen will display the  power assist icon. Release the  button to exit the power assist mode, and the  power assist icon will go off.

Turning On/Off Headlights: Shortly press the  button to turn on the headlights, and the display panel backlight will dim. Press the  button again to turn off the headlights, and the display panel backlight will return to its normal brightness.

Power Assist Gear Selection: There are a total of 0-5 gear positions, and the default on startup is 0, which is a neutral position with no power output. Shortly press the  or  button to increase or decrease the gear position. (In power assist mode 1-5, there are gear distinctions, while in electric mode 1-5, there are no gear distinctions).

Battery Display: In a fully charged state, the battery display shows 5 levels of charge. As the battery level decreases, the bars are reduced accordingly. When the border is flashing, it indicates critically low battery and requires immediate charging.

Fault Codes: When there is a malfunction in the electric bike's electronic control system, the display screen will automatically show "ERROR" along with an error code. Only when the fault is resolved can you exit the fault display screen. After a fault occurs, the electric bike will not be able to continue to operate. Please contact the GOTRAX after-sales team for assistance or seek the help of a professional technician to diagnose and rectify the issue.

Setting Mode:

1. Simultaneously hold the  or  button for more than 2 seconds to enter the personalized parameter selection interface.
2. Shortly press the  or  button to switch between personalized parameter settings. Press the  button to enter the parameter change mode.
3. Shortly press the  or  button to select parameters. A long press of  for continuous increase and long press of  for continuous decrease.
4. Press the  button shortly to save the parameter settings and return to the personalized parameter selection interface.
5. Long press the  button to save the parameter settings and exit the personalized parameter selection interface.

Metric/Imperial Unit Setting: "01P" is the option for selecting metric or imperial units. "00" represents metric and "01" represents imperial. Use the  or  button to make the selection, and press the  button shortly to save the parameter setting and return to the personalized parameter selection interface.

Voltage Setting: "02P" is the option for setting the rated voltage, and you can set the rated voltage to 24V, 36V, or 48V. The factory default is 48V. Adjusting the voltage may lead to incorrect battery level display, so it's advisable not to adjust it unless necessary.

Gear Range Setting: "03P" is the option for setting the range of power assist gears. The instrument panel offers the choice of power assist gear ranges, including 0-3, 1-3, 0-5, and 1-5. The factory default is 0-5. (0-3/0-5 indicates there is a 0 gear, with 0 gear being a neutral state or park gear, while 1-3/1-5 indicates there is no 0 gear, meaning there is no neutral or park gear).

Wheel Diameter Setting: "04P" is the option for setting the wheel diameter, and the available wheel diameter options on the display screen are 16, 18, 20, 22, 24, 26, 700C, and 28 inches. The factory default is 22. Adjusting the wheel diameter can lead to inaccurate speed and mileage display. Therefore, this setting is locked and not adjustable.

Speed Limit Setting: "05p" is the option for setting the speed limit in power assist mode, and the adjustable range for the vehicle speed limit is 10 to 40 km/h. The factory default is 32 km/h, and the maximum limit is 40 km/h. This mode allows you to adjust the speed limit only for power assist mode, as the electric mode has a maximum limit of 32 km/h, which is not adjustable.

Power-On Password Setting: "06P" is the option for setting the power-on password. The power-on password function is disabled by default, and users can enable it by setting a password. The default password when the display is shipped is "1212," but you can change it to another four-digit number.

To enable the power-on password:

In the "06P" interface, press the  button shortly to enter the parameter change mode. Use the  or  button to select "PSd-y" to enable the power-on password. Then, long press the  button to save and exit. The password function is now enabled successfully.

To disable the password:

In the "06P" interface, press the  button shortly to enter the parameter change mode. Use the  or  button to select "PSd-n" to disable the power-on password. Press the  button to confirm and exit to the personalized settings selection interface. Then, either long press the  button to return to the main interface or directly long-press the  button to exit to the main interface. The password function is now successfully disabled.

To change the password:

In the "06P" interface, press the  button shortly to enter the parameter change mode. Use the  or  button to select "PSd-y" to enable password change. Press the  button to confirm and enter the four-digit password setting mode. In the password setting interface, input your new password. Use the  or  button to select the digits and press the  button to save each digit and move to the next. Set all four digits this way. When the last digit is flashing, long press the  button to save the new password and exit the parameter setting interface. The password is now changed, and it will take effect upon reboot.

Please remember the new password you set, as you will need it each time you power on and change the password.

Reset single trip mileage: When the speed on the main interface is 0, simultaneously press and hold the " " and " " keys for more than 2 seconds to reset the single trip mileage. The main interface will flash once during the clearing process.



Function Mode

1. **Three Riding Modes:** Electric Assisted Mode, Pedal-Assisted Mode, Bicycle Mode.
2. **Throttle Assisted Mode:** When you turn the bike on, the assist level will be at 0. Press the **+** button to increase auxiliary levels 1-5. Press the throttle to reach the start motor and move the bike. Throttle Assist mode Stages 1-5 assist keep same speed.
3. **Pedal-Assist Mode:** When you turn the bike on, the assist level will be at level 0. Press the **+** key to increase the auxiliary level to 1-5, and press the **-** key to decrease the gearing level.
4. **Bicycle Mode:** When riding in the off state or neutral, the motor has no power output.



Battery Information

Before using the charger locate the voltage selector switch (li-ion chargers only) on the back of the charger. Select either 115 volts or 230 volts depending on your country of residence. Using the wrong voltage setting will permanently damage the charger and/or electrical components on the hybrid electric bicycle.

BATTERY ASSEMBLY

1. Use the matching charger.
2. Insert the round plug into the E-Bike first and then insert the charger plug into the electrical socket.
3. A red light indicates the battery is charging.
4. A green light indicates the battery is fully charged.
5. The Key lock position will vary from model to model.
6. The battery is removable, the battery can be charged attached to the E-Bike or pulled out and charged separately.

CHARGING THE BATTERY

1. When using the charger for the first time, carefully check whether the rated output voltage of the charger is consistent with the battery voltage and check whether the charger input voltage is consistent with the grid voltage.
2. When charging, first put the charger in a ventilated place, then insert the charger output plug into the charging port. Plug the electrical power plug into the 100-240V 50/60Hz AC Power Supply. Be sure to keep the input plug in contact with the AC outlet.
3. After charging, the input plug of the charger shall be pulled out first, and then the output plug connected with E-Bike shall be pulled out. Do not leave the charge plugged in.

Precautions For Battery Protection

1. Do not place anything on the battery and charger when charging, otherwise the charger may overheat and cause serious damage.
2. Only use the charger supplied by the original factory to charge the battery, if you use a different charger your battery will be disqualified from warranty.
3. You can charge your battery at any time if the battery loses power.
4. If you do not use or charge your battery for an extended period of time, battery performance will decrease. If you do not plan to ride your bike for an extended period of time it is recommended to plug in and charge the battery Insert Care/Maintenance section an extended period every 4-6 weeks.
5. Protection can make your battery maintain about 80% of its capacity after more than 500 cycles. But overall decline is inevitable.
6. If the battery remains in a status not charged a long time, it will lead to permanent loss of performance.
7. If you want to store your battery for an extended period, please store and discharge it in a cool and dry place.
8. Keep the temperature between 50-70°F and avoid direct sunlight. Take the battery out for charging every 30 days.
9. Do not intentionally short-circuit the battery which will cause very serious damage and void the warranty.
10. Dispose of your batteries responsibly. Research local recycling regulations.
11. If you have questions about battery use, maintenance, or storage, please contact customer service.
12. Only use the battery supplied with this electronic bike.
13. Never charge a lithium battery unsupervised.



Troubleshooting Guidance

When the E-bike electric control system fails, the display will show the error codes, and only when the fault is removed can you exit the fault display program.

After the fault occurs, the E-bikes will not continue working.

Troubleshooting tips	Code meaning	Troubleshooting clearing
ERROR 21	The motor current failure	Check the motor connection cable. If the connection cable is normal, replace the a new motor.
ERROR 22	The throttle abnormal	Check the throttle connection cable. If the connection cable is normal, replace the throttle.
ERROR 23	The motor phase line failure	Please check the motor connection cable at firstly. If the connection cable is normal, replace the motor.
ERROR 24	Motor hall signal is abnormal	Check the motor connection cable, if the connection cabel is normal, replace the motor.
ERROR 25	The brake faulire	Before power on the vehicle please check the brake lever if reset and the connection cable is normal, if they're not have any issues ,replace the brake levers.
ERROR 30	The display communication faulire	Check if the connection cable between the display and the controller is abnormal, and replace the display if there is no abnormality .

Warranty

Please contact our customer service team if you are experiencing problems or need more detailed information.

US team after-sales email: **support@gotrax.com**

CA team after-sales email: **canada@gotrax.com**

1. Users should operate in accordance with the product manual. In case of any performance fault caused by production quality, the company shall perform the obligations of the three guarantees in accordance with the provisions of relevant laws and regulations of the state.
2. The company is still responsible for the after-sales service of the faults beyond three guarantees and the major components in the three guarantees, but there will be a cost for repair.
3. If the battery replacement is over the warranty time, our company will supply the battery at factory price. To ensure safety, and avoid pollution.
4. We do not cover physical damage due to negligent care and extreme riding.



(US) WWW.GOTRAX.COM
(CA) www.gotraxcanada.com

#RideGOTRAX





(US) GOLABS, INC

GOTRAX.com
2201 Luna Rd.
Carrollton, TX 75006

(CA) Tao Motor Canada Inc.

170 Bartor Road, Unit 1 North York,
Ontario M9M 2W6,
Canada.