

PRO SERIES

ENTER PASSWORD 1212 ON THE P1 SCREEN UPON STARTUP.
REFER TO PAGES 21 AND 28 FOR MORE INFO.



COMPASS M500

Owner's Manual
Assembly & Maintenance



PRO SERIES

DGL Group
2045 Lincoln Highway
Edison, NJ 08817

support@h1proseries.com | h1proseries.com

GETTING STARTED

Thank you for choosing the H-1 Pro Series Compass M500. We're excited to get you started so you can hit the road and enjoy riding!

Please read through this owner's manual to understand how to properly operate the Compass.

This manual will also be your guide for general maintenance, safety precautions, assembly, and servicing of the unit.

Before riding your Compass, make sure all parts are properly torqued, tightened, and connected (particularly the parts that had to be manually installed). Remember to always use your best judgment while riding and obey all traffic laws.



***Join our H-1 Pro Series community
of riders wherever you are!***



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SPECS

Model: H1-CMPS

Motor: 500W

Max Speed: 20 mph (32 kph)

Average Range: 25 miles

Max Supported Weight: 264 lbs

Battery Voltage: 48V

Battery Capacity: 9.6Ah

Battery Type: Lithium-ion

Recharge Time: 5 hours

Recommended Rider Age: 16+

Electric Bike Classification: Class 2

Suspension: Front spring suspension fork

Tire Size: 27.5"

Tire Pressure: 40 psi

Brakes: Front and rear mechanical disc

Derailleur: 7 speed SHIMANO

Display: Mid-mounted LCD display

App: H-1 Pro Series app (iOS/Android compatible)

Product Weight: 55.8 lbs

Dimensions: 41.7" x 70.9" x 25.6"

(105.9 cm x 180.1 cm x 65.2 cm)

01 BASICS

DIAGRAM OF THE COMPASS



Thumb Throttle



3.5" Full LCD Display



LED Headlight



Suspension Fork



Removable Battery



Seat



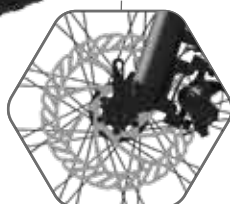
Rear Mudguard



LED Taillight



Motor



Hydraulic Disc Brakes



Crank Arm / Pedals

GENERAL SYMBOLS



DANGER

Warns about a situation that can cause death, serious physical injury and/or heavy material damage if safety instructions are ignored.



WARNING

Possible dangers to your life and health if respective calls to action are ignored.



NOTE

Recommendations and meaningful additional information.

SAFETY ADVICE

Please adhere to the following safety instructions while operating:

- Always wear a properly fitted helmet and protective gear while riding.
- See and be seen. Wear reflective clothing while riding at night.
- Learn the rules of the road before riding. Obey all traffic laws.
- Make sure handlebar grips are not damaged and are properly installed.
- Always check brakes before riding.
- Check for traffic. Always be aware of the traffic around you.
- Watch for and avoid road hazards.
- Reduce speed when riding on wet terrain.
- To prevent skidding or potential injuries, do not accelerate or brake suddenly while making turns.
- To avoid water damage, do not leave your E-Bike in inclement weather.
- When activating pedal assist, increase speed slowly to avoid injury.
- Do not use and/or leave the charger outdoors in hot or wet weather conditions.
- Do not ride up or down extremely steep inclines.



- Do not touch the body of the motor immediately after riding, as the surface may be hot.
- Do not make any aftermarket modifications to your Compass that are not expressly approved by H-1 Pro Series.
- Do not ride the E-Bike if you exceed the maximum weight limit of 264 lbs.
- Ride slowly in rainy and snowy weather and on slippery surfaces. Give yourself more room to stop to ensure your safety. When braking on wet surfaces, use the rear brake lever first, then the front brake lever.
- Avoid the following hazards: drain grates, potholes, ruts, soft road edges, gravel, and leaves, especially when they are wet.
- The rider must be able to straddle the E-Bike with at least 1 inch of clearance above the top tube when standing.
- This E-Bike is not designed for riders under 15 years old.



WARNING

INSTRUCTIONS PERTAINING TO RISK OF FIRE OR ELECTRIC SHOCK - IMPORTANT SAFETY INSTRUCTIONS

WARNING - When using this product, basic precautions should always be followed, including the following:

Read all the instructions before using the product.

To reduce the risk of injury, close supervision is necessary when the product is used near children.

Do not put fingers or hands into the product.

Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or any other signs of damage.

This equipment is not intended to be used at ambient temperatures less than 32°F (0°C) or above ambient temperatures of 86°F (30°C).

The battery is intended to be charged when the ambient temperature is between 32°F (0°C) and 86°F (30°C). Never charge the battery when ambient temperatures are outside this range.

Modifying or attempting to repair the E-Bike system except as indicated in the instructions for use and care is prohibited.

Charging of the E-Bike shall only be performed with the manufacturer's recommended charger.

SAVE THESE INSTRUCTIONS

02 ASSEMBLY

Visually examine your shipping box and E-Bike to ensure that everything arrived without shipping issues. Take pictures if you suspect rough handling and contact: support@h1proseries.com

If you require additional assistance, please reach out to support@h1proseries.com for more information. We often update user guides based on the feedback we receive from our customers.

DANGER

Before performing any work on your Compass, turn off the power system and remove the battery. Be sure to also turn off the power system and remove the battery when transporting your E-Bike in a vehicle (involuntary activation of the electrical assistance system presents a risk of damage or injury).

WARNING

All riders of the E-Bike should follow these safety instructions.



Tools Needed

Assembly Parts:

	Quantity
Battery	1
Battery Keys	2
Headlight Assembly	1
Pedals	1
Handlebar Assembly	1
Wheel Nut Caps	4

Tool Kit:

	Quantity
Flathead/Phillips Head Screwdriver	1
Hex Keys (2.5 mm, 3 mm, 4 mm, 5 mm, and 6 mm)	5
Multipurpose Wrench	1
13 x 15 mm Wrench	1



WARNING

Please read all assembly instructions in full before beginning to build your new E-Bike.

INSTALL THE FRONT WHEEL

- 1 Start by removing all parts from the box. Check the box for any remaining parts before you discard it. Remove the zip ties and protective packing material from the bottom of the E-Bike. Remove the plastic piece in between the front fork. Leave the material protecting the frame on the E-Bike until you finish the front wheel assembly. Flip the E-Bike upside down.

- 2 Loosen the nuts on each side of the front wheel and slide the nuts, washers, and safety washers to the outer edge of the wheel pegs.



- 3 Insert the wheel into the front fork and make sure the wheel is centered within the front fork. Ensure the rotor is in the middle of the brake caliper. It is very important that this is positioned correctly for the brake to work properly.



- 4 Push the nuts, washers, and safety washers back toward the fork. Align the nub of the safety washers with the holes in the sides of the front fork. Tighten the nuts with the 15 mm wrench.



- 5 Attach the wheel nut caps to each side of each wheel. Flip the E-Bike right side up and engage the kickstand. Remove the remaining protective material.



INSTALL THE HANDLEBARS



- 1 Use a hex key to loosen the 3 screws on the handlebar stem and adjust its position so that it is facing forward. It will be facing backward out of the box. Tighten the 3 screws once it is properly positioned.



- 2 Remove the screws from the stem bracket and remove the bracket. Insert the handlebar assembly into the opening and center it. Center the handlebar bracket with the grooves on the handlebar, using the printed white marks as a guide.



- 3 Insert the screws into the handlebar bracket. Use a hex key to slightly tighten the screws into the bracket in diagonal order, then fully tighten all 4 screws.



- 4 Ensure that the handlebars are securely attached and do not wobble forward or backward.



WARNING

If you can move the handlebar assembly forward or backward, the screws are not tight enough.



INSTALL THE DISPLAY

- 1 Remove the 2 screws from the back of the display clamps with a hex key. Attach the clamps to the handlebar and close them.



- 2 Adjust the display so it is centered and facing forward. Tighten the screws.



INSTALL THE FRONT FENDER & HEADLIGHT

- 1 Use the wrench to remove the nut and washer from the rear side of the front fork crown. You will need to hold the screw at the front of the crown in place to prevent the nut from spinning. Loosen the screw on the other side of the crown with the Phillips head screwdriver. Pull the screw out from the crown.



- 2 Grab the u-shaped metal piece attached to the fender and move it toward the front fork. Insert each end of the u-shaped metal piece into the cylinder-shaped pieces on the front fork screws. Tighten both screws with a hex key.



- 3 Insert the crown screw into the bottom of the headlight assembly. Place the front fender over the front wheel and under the crown. Ensure it is centered over the front wheel. Push the fender forward until the screw opening of the fender is up against the crown.



- 4 Align the bottom of the headlight with the opening in the crown and fender. Thread the screw through the openings. Reattach the washer, then the nut to the other side of the screw. Tighten the nut on the rear side of the crown and the screw on the front side.



ADJUST THE SEAT HEIGHT

- 1 Open the quick release clamp on the seat.
- 2 Pull the seat up or push the seat down to you desired seat height. Make sure the seat is inserted past the minimum insertion mark.



WARNING

Installing the seat outside of the minimum insertion mark will cause bicycle damage and/or injury.

- 3 Close the quick release clamp. The clamp should be tight enough to provide some resistance when closing, but not so tight that it is very difficult to close. Make sure the seat is secure.
- 4 If you need to tighten or loosen the clamp, open it up and turn it clockwise to tighten it or counterclockwise to loosen it. Close the clamp before riding.





CONNECT THE HEADLIGHT CABLES

- 1 Attach the headlight cables at the green endpoints. Make sure the black arrows on the cables are pointing toward each other.
- 2 Push the endpoints together until the connection is closed and the green is not visible.



INSTALL THE PEDALS

- 1 Thread the pedal marked “R” into the crank arm on the right side (“chain side”) of the E-Bike. Turn the pedal **CLOCKWISE** until it is secured to the crank arm. Make sure to begin tightening each pedal by hand to avoid stripping the threads. Once the pedal is on the crank arm and slightly tightened, use the 15 mm wrench to finish tightening the pedals.
- 2 Thread the pedal marked “L” into the crank arm on the left side of the E-Bike. Turn the pedal **COUNTERCLOCKWISE** until it is secured to the crank arm. Be sure to use the 15 mm wrench to finish tightening. Both pedals should be tightened towards the front of the E-Bike.



WARNING

For safe operation, the pedals must be securely tightened to the crank arm. Always replace damaged pedals, and always wear shoes or sneakers when riding an E-Bike. Do not force the pedals into place. Doing so will damage the threads and pedals.



NOTE

It is always good practice to perform regular maintenance to ensure the E-Bike is in proper working condition.

INFLATE THE TIRES

- 1 Unscrew the stem caps from each tire.
- 2 Attach an air pump to the air stem and inflate each tire to 40 psi as specified on the tire.
- 3 Attach each stem cap and tighten them. Always maintain the tire pressure at 40 psi. Check your tire pressure occasionally before riding.





INSTALL THE BATTERY

- 1 Insert the battery into the frame, with the bottom going in first. Press the battery firmly into the frame and hold it there.



- 2 Twist the battery key counterclockwise to ensure the battery is locked within the frame.



REMOVE THE BATTERY

- 1 Turn off the Compass and insert the battery key into the keyhole. Turn the key clockwise.
- 2 The battery will eject, but will be held in place to prevent it from falling.
- 3 With your hand on the battery, press the release mechanism in with your thumb to fully release the battery. Angle the battery away from the frame and pull it out to remove it.



WARNING

Before each ride, inspect your E-Bike to ensure it is safe to ride.

CHARGE THE BATTERY

- 1 Turn off the Compass.
- 2 If the battery is inserted into the frame, open the charge port cover flap on the frame and insert the charging cable. If the battery is removed, insert the cable directly into the battery's charging port at the rear of the battery. Connect the other end of the charger to a wall outlet.
- 3 The charging light will appear red while the battery is charging. When the battery is fully charged, the light will appear green.
- 4 When the charger light appears green, unplug the charging cable from the Compass and the charger from the wall outlet. Close the cover flap. Charging from 0% to 100% takes about 5 hours. Do not overcharge the battery.



NOTE

Fully charge the battery before your first ride. Recharge the battery at least once per month. Leaving the battery pack unused for several months may result in permanent charging capacity loss.

03 SAFETY CHECKLIST



WARNING

Please be sure all the items you installed are properly torqued, tightened, and connected! If there are any questions, please contact us: support@h1proseries.com

To be sure your E-Bike is safe on the road, please use the following checklist before your first ride:

1. Handlebars

- ☐ Check that the handlebars are tight by applying the front brake and pushing the handlebars forward and back.

2. Tires

- ☐ Check the condition of the tires. Maintain proper tire pressure of 40 psi. Check the tire treads for cracks, punctures, and deformations.



NOTE

Tire wear and tear depends on several factors, such as the weight of the rider and type of terrain. For your safety and the best riding experience, check the tire pressure before each ride. Low tire pressure can reduce stability, handling, and battery efficiency, while excessively high pressure may damage the tire.

3. Battery

- ☐ Check that the battery is inserted securely.
- ☐ Check that the battery is fully charged.



NOTE

Follow battery charging and maintenance instructions.

4. Brakes

- ☐ Pull both brake levers. You should feel an obvious pressure and the levers should not be able to touch the handlebar.

5. Lighting

- ☐ Check if the headlight and taillight are working properly.



NOTE

Do not cover any lighting fixtures or reflectors.

6. Cables

- ☐ Check for any loose or disconnected cables.

7. Chain

- ☐ Keep the chain lubricated and clean.

8. Gears

- ☐ Check if the gears are shifting smoothly.

9. Display

- ☐ Ensure the display turns on and functions properly.

10. Kickstand

- ☐ Ensure the kickstand is secure and not rubbing against the ground or tires.



NOTE

Do not sit on the E-Bike if the kickstand is engaged.



YOUR FIRST RIDE

We recommend that you first ride your E-Bike without using the assist levels to get familiar with the braking and gear shifting. When you're comfortable, you can start testing the assist levels incrementally to gradually get a feel for the power provided by the motor.

TURN THE COMPASS ON/OFF

Press and hold the power button on the left side of the handlebar for 3 seconds to turn the Compass on or off.



PASSWORD PROMPT

Once the Compass is powered on, you will be prompted to enter a password on the "P1" screen. The factory default password is 1212. To enter the password, follow the steps below:



- Press "+" once to cycle the first digit to 1
- Press "i" to confirm that digit and go to the next digit
- Press "+" twice to cycle the second digit to 2
- Press "i" to confirm that digit and go to the next digit
- Press "+" once to cycle the third digit to 1
- Press "i" to confirm that digit and go to the next digit
- Press "+" twice to cycle the final digit to 2
- Press "i" to confirm the final digit

To change your password or disable password protection, please refer to the Password Setting instructions on page 28.

THROTTLE

The thumb throttle is located on the left-side handlebar. Place your thumb on the throttle and press forward to activate the throttle and accelerate. The Compass has a range of up to 31 miles on a fully charged battery when you exclusively use the throttle. Battery range results will vary based on road conditions, temperature, rider weight, surface incline, and other factors.

ASSIST LEVELS

Press '+' to increase the assist level.

Press '-' to decrease the assist level.

Assist levels provide motor assistance to your pedaling and throttle usage, allowing you to ride with as much or as little effort as you desire. The amount of assistance you get from the motor will incrementally increase with each additional assist level, and is consistent between pedaling and throttle use. Higher assist levels will drain the battery faster. Assist level 0 will not provide any motor assistance while pedaling, and the throttle will not activate.

The display will indicate the assist level that you selected. The Compass E-Bike has a range of up to 89 miles on a fully charged battery when exclusively pedaling with assist level 1 and a range of up to 51 miles when exclusively pedaling with assist level 5. Battery range results will vary based on road conditions, temperature, rider weight, surface incline, and other factors.

WALK MODE

Hold down the "-" button. After 4 seconds, the Compass will move forward at a constant speed of 6 km/h (3.7 mph). This makes it easier to transport the Compass while you walk, especially uphill. Once you release the "-" button, walk mode will turn off, and you will need to push the Compass manually.



SWITCH DISPLAY MODES

When the Compass is turned on, the display indicates trip distance by default. Press the “i” button to toggle between the following data: trip distance, max speed, average speed, odometer, trip time, and power.



WARNING

If an error indicator appears on the display, please check the error code list. If you still require assistance, please contact customer support at: support@h1proseries.com

CHANGE GEARS

Push the button on the SHIMANO gear changer to shift up a gear. Push the lever forward to shift down a gear.



Gear Shift Down

Gear Shift Up

TURN THE HEADLIGHT/TAILLIGHT ON/OFF

Press the  button once to turn the headlight and taillight on or off.

CONTROLLER

LED Light
Turn On/Off

Info Button



Assist Level “+” Button

Power Button

Assist Level “-” Button



ADJUST THE SUSPENSION FORK

- Turning the suspension dial clockwise will remove the cushion provided by the suspension and lock it out. This is suited for paved/flat road riding.
- Turning the suspension dial counterclockwise will unlock the suspension and cushion your ride from bumps and impacts.



WARNING

Adjusting the suspension can change the handling and braking performance of your E-Bike. Test the suspension on hazard-free terrain before doing so on the road.

BRAKING

Compass is equipped with front and rear hydraulic disc brakes. Brake sensors cut power to the motor when either of the levers are compressed.

- The right lever will activate the rear brakes when compressed.
- The left lever will activate the front brakes when compressed.

SETTINGS MENU

Press and hold the “+” and “-” buttons simultaneously to access your Compass’s settings. Use the “+” and “-” buttons to change a setting. Quick-press the “i” button to confirm your selection and cycle to the next setting. Long press the “i” button to confirm a setting and exit the settings menu.

tC = Trip Distance Clear

Select “tC-y” to clear your stored trip distance or “tC-n” to keep it.



bL = Backlight Brightness

There are 3 levels of brightness for the backlight. “bL-1” is the darkest and “bL-3” is the brightest.



U = Unit Setting

Select “U-1” for imperial units or “U-2” for metric units.



ADVANCED SETTINGS MENU

Press and hold the “+” and “-” buttons simultaneously to access the settings menu. Press and hold the “+” and “-” buttons again in the settings menu to access the advanced settings menu. Press the “i” button to select a setting, and long-press the “i” button to return to the previous menu.



SCA = Assist Level Ratio

Select SCA to customize the percentage of power the motor provides at each assist level. Press the "i" button when 0-5 appears to proceed to the next screen. Adjust the percentage for assist level 1, then proceed to the next level with the "i" button.



SYs = System Setting

Select SYs if you wish to enable or disable walk mode. Walk mode is enabled by default. Select "PUS-n" to disable walk mode, or "PUS-y" to enable walk mode.



PSd = Password Setting

This setting is an optional security feature that allows you to create a 4-digit password that must be entered each time the Compass is turned on. On the P2 screen, enter the default factory password of 1212 using the "+" and "-" buttons to cycle through digits, and the "i" button to confirm digits. Select "PSd-y" if you would like to enable password protection on startup, or "PSd-n" to disable password protection. Enter a new password on the P3 screen if you select "PSd-y". Make sure to remember this password, as it will be required on every startup. Press and hold the "i" button to confirm the password, then again to exit the password setting menu. Press and hold the "i" button one more time to return to the main interface. You can long-press the "-" button at any time to exit the password setting without saving your changes. The next time you power on your Compass, you will be prompted to enter this password on the P1 screen. Note that after you set a new password, you will need to enter that new password on the P2 screen if you wish to change the password to something else or disable password protection.

RESTORE FACTORY DEFAULT SETTINGS

Press and hold the "-" and "i" buttons at the same time for more than 2 seconds. Use the "+" or "-" button to cycle between "def-y" and "def-n". Press and hold the "i" button for more than 2 seconds with "def-y" selected to restore the factory default settings. Quick-press the "i" button with "def-n" selected to exit the interface and keep your current settings.





H-1 PRO SERIES APP



Scan the QR code or search for “H-1 Pro Series” in Apple’s App Store or the Google Play Store to download the app.



PAIR YOUR COMPASS TO THE APP

- 1 Turn on your smartphone’s Bluetooth.
- 2 Open the H-1 Pro Series app and select “Sign Up” or “Log In”
- 3 Make sure your Compass is powered on. Press the “Add Device” button.
- 4 Select your device when it appears on your screen. The app will begin pairing.
- 5 When pairing is complete, press the “Done” button at the bottom of the screen.
- 6 You will be directed to the device screen. To switch to another device that you already have paired, press the H-1 PRO SERIES logo at the top of the screen and select the other device.
- 7 When you log into the app, you will be directed to the device screen of the product you last selected within the app.

UNPAIR YOUR COMPASS FROM THE APP

- 1 Press the gear icon in the top right corner of the device screen.
- 2 Press the “Remove Device” button at the bottom of the screen.
- 3 Lastly, select “Disconnect” to unpair the device from the app.



LEGAL REQUIREMENTS

Please check your country's and state's regulations regarding electric bikes before riding. There are variations of age limit, speed, motor wattage, and road accessibility.

Visit this website for more information:

<https://peopleforbikes.org/our-work/E-Bikes/policies-and-laws/>

In most European countries and Australia, the rules of public traffic pertaining to bicycles also apply to E-Bikes traveling up to 25 km/h. However, there are some notable differences (such as the age limit of the cyclist).

In North America

The Compass may be legally ridden with the throttle at up to 20 mph on most bike paths without a license or insurance.

For areas where throttle-powered electric bicycles are not allowed, the Compass can be operated using pedal assist up to 28 mph.



WARNING

Never adjust your settings while in motion. Pull over and practice safe riding. Simultaneously operating your E-Bike and using the app puts you at risk for collision and serious injury.

In Europe

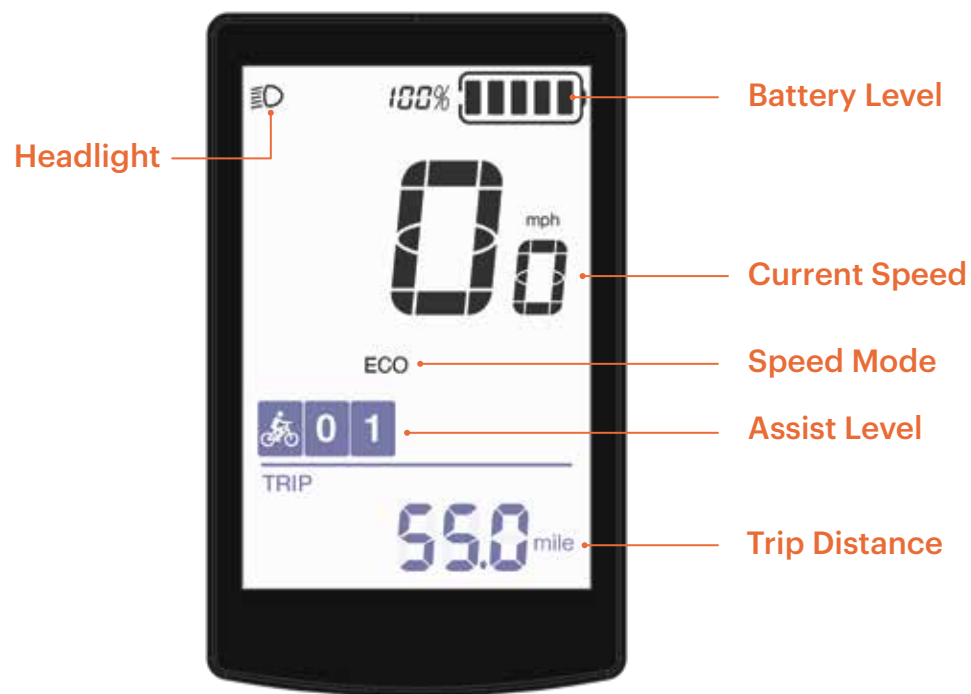
Compass follows EPAC (Electrically Power Assisted Cycles) operating standards with pedal assist up to 25 km/h and 250 watts of power output (street legal for all European countries).

Pedal assist up to 45 km/h is available only for private land use.

It is the rider's responsibility to follow local E-Bike regulations. Be sure that you are up to date with your local motor vehicle codes.



DISPLAY SCREEN DIAGRAM



ERROR CODES

The electronics system has the ability to self-diagnose and report a limited set of errors. Errors will appear on the screen as error codes.

The chart below explains the meaning of each error code:

ADVANCED MATRIX DISPLAY - ERROR CODE CHART

Error Code	Error	Solution
21	Controller Communication Fault	Check whether all cables are properly connected.
22	Current Abnormality	Check whether the power line is short-circuited.
23	Motor Phase Abnormality	Check whether the three-phase power line is loose.
24	Brake Abnormality	Check the connection to the brakes. If it is properly connected but displaying an error, replace the brakes.
24	Motor Hall Signal Abnormality	Check whether the connection of the motor wire is short-circuited or loose.
30	Throttle Abnormality	Check the connection to the throttle. If it is properly connected but showing an error, replace the throttle.

05 MAINTENANCE



It is recommended to do a maintenance check-up of your E-Bike at least once a year. It is advised that the first maintenance check-up be performed after the first 155 miles/250 kilometers traveled or 3 months from receipt. Additional service is recommended as necessary.

TIRES

- Frequently check the tire pressure, as all tires lose air slowly over time.
- Do not use unregulated air hoses to inflate the tires/tubes.
- Replace worn tires immediately.
- For extended storage, keep the weight of the E-Bike off of the tires.



WARNING

Please read all instructions before charging the battery. Failure to follow all instructions listed below could result in death or serious injury. The charger will be warm during charging.

BATTERY & CHARGER

- Remove the battery when storing or transporting the Compass.
- Charging your battery each time you use it, no matter how far the trip, will prolong the life of the battery.
- Do not leave the battery discharged for long periods of time. Occasionally charge the battery if the E-Bike is put into storage.
- Do not overcharge the battery.
- Only use the charger supplied with the Compass. Do not charge the battery pack with any charger that is not supplied or approved to charge the E-Bike.

- Do not cover the body of the charger while it is charging. Do not let children charge the E-Bike without adult supervision.
- Do not leave the E-Bike unattended while charging.
- Do not use the charger in damp or wet locations.
- Do not drop the charger or subject it to strong vibration.
- Do not use any charger that has been dropped. Do not short-circuit the battery's terminals.
- Do not charge the battery while the temperature is over 140°F (60°C).
- Do not place the battery near fire or heat.
- Do not charge a frozen battery pack.
- Do not dispose of the battery in your trash. Please follow your local municipality's procedures for disposing of lithium-ion batteries.
- Connect the charger directly to a power source. Never use extension cords.
- Store the charger in a cool and dry place when not in use.



DANGER

Do not open the battery. There is a risk of short-circuiting. If the battery is opened or tampered with, the warranty will be voided. Keep children away from the battery.



NOTE

Recharge the battery at least once per month. Leaving the battery unused for several months may result in permanent charging capacity loss.



HEADLIGHT AND TAILLIGHT

- Before replacing lights, disconnect the cables for both the headlight and taillight.
- If the headlight and taillight are dirty, clean them with a damp cloth before riding for optimal visibility and safety.

SEAT

- If the seat is dusty or dirty, use a cloth with gentle soap and water for cleaning.
- Do not leave the seat exposed to the sun for prolonged periods of time, as the sun's UV rays can damage the fabric.
- Avoid wearing clothes that may puncture or tear the seat.

SUSPENSION

- Clean and grease the suspension system regularly to keep suspension components in optimal working condition.
- Regularly check and properly adjust the suspension system. Failure to do so may result in injury.

BRAKES

The brakes need to be inspected and serviced for wear and tear.

- If the brakes are worn, they must be replaced. The time frame for when a replacement is needed varies by riding time, mileage, riding style, and terrain.
- Maintenance is required on the pads, rotors, and brake line. Avoid contamination of the pads and the disc brakes from greasy substances.
- Regularly check the condition of your cables, ducts, harness, and pads.



NOTE

If there appears to be any issues with your braking system (or any other parts), do not ride your E-Bike. Contact our support team or visit your local bike mechanic.

CHAIN

- It is recommended that you inspect the chain tensioner for wear and tear.
- Periodically lube the chain. If the chain is sagging or seems more loose than normal, you may need to tighten the chain.
- It is recommended that you purchase chain lube for daily chain maintenance.
- To apply the chain lube, deposit a drop on the top of each chain link. The lube will work its way into the chain.



WARNING

Wipe off any excess lube, as it can attract dirt. Be careful to not get lube in the brake calipers or pads.



07 WARRANTY



This warranty is non-transferable and is limited to the original purchaser only. It is not transferable to any subsequent purchaser. The manufacturer warranty only applies to products purchased through an authorized H-1 Pro Series retailer. Any items purchased from private sellers, online auction sites (including eBay, liquidators, or items sold “as-is” or “final sale”), or from clearance or going-out-of-business sales are not covered by the warranty. The warranty period begins on the date of receipt. Please retain a copy of your receipt as this will be required to prove the date of purchase should a warranty claim be activated.

Warranty in Effect:

1. H-1 Pro Series reserves the right to exchange the returned product for a replacement product of equal or greater value if it is deemed that the product cannot be repaired within a reasonable time or at a reasonable cost. The warranty will be fulfilled on a case-by-case basis at H-1 Pro Series’ discretion. Products and/or parts that have been replaced or exchanged become the property of H-1 Pro Series.
2. Warranties that have been activated do not cause the warranty period to be extended, nor do they trigger a new warranty period. The warranty period for replacement parts installed ends with the warranty period for the entire product.
3. The manufacturer’s responsibility shall be limited to the repair or replacement of the product at its sole discretion.

The Warranty Excludes:

1. Physical abuse, improper installation, modification, or repairs done by an unauthorized third party.
2. The manufacturer will not take any responsibility if the unit’s failure has resulted from accidents, abuse, misuse, or unauthorized repair, modification, or disassembly.



3. Overcharging or damages due to improperly maintaining the lithium-ion battery installed in the unit.
4. Tires, charge ports, or other parts which are considered consumables such as glass or plastic, or defects based on normal wear and tear.
5. Marginal differences compared to the target appearance and workmanship provided, as these have negligible effects on the product's fitness for use.
6. Damage to the product caused by chemical or electrochemical effects, water, moisture, debris, or abnormal conditions.
7. Acts of God.

The Warranty Will Be Considered Void If:

1. You use any charger other than a genuine H-1 Pro Series charger or the charger designed for your specific model as this could pose a risk of a serious fire hazard.
2. Repairs or modifications are performed without the written consent of H-1 Pro Series or if a H-1 Pro Series product is equipped with additional parts or accessories not approved for the product by H-1 Pro Series.
3. The E-Bike is exposed to water, moisture, mud, dirt, or debris.
4. Units have missing or unreadable serial numbers.

H-1 Pro Series is not liable for accidental, indirect, or other consequential damage of any kind, which leads to usage restrictions, data loss, and loss of earnings or interruption to business. If you have purchased an extended warranty, please contact the seller for assistance.

Any further claims are excluded, including those for replacement due to damage caused to the outside of the product, provided there is no obligatory legal liability.

Submitting a Warranty Claim:

1. To take advantage of your warranty services, please submit a ticket to the H-1 Pro Series Customer Support by visiting www.h1proseries.com
2. H-1 Pro Series will attempt to diagnose and resolve your issue. H-1 Pro Series may require photos and/or videos to properly diagnose the issue and verify warranty eligibility. A copy of your receipt or online order confirmation with the purchase date, seller, and item name visible is required. H-1 Pro Series reserves the right to verify purchases with the retailer and/or asset protection databases. Warranty claims will be denied if the receipt is invalid, cannot be verified, or if the item has been returned or exchanged. If it is determined that a valid warranty claim exists, H-1 Pro Series may send replacement parts or issue an RMA number (Return Material Authorization) to return the damaged product as H-1 Pro Series deems appropriate.
3. If an RMA is issued, the package must be shipped within 14 days of the RMA issuance. If a package is received outside of this time frame, the package will be refused and returned to the sender.
4. In the event that H-1 Pro Series' technicians find that the product lacks a manufacturer defect, and the malfunction is due to abuse, water damage, debris, moisture exposure, or improper maintenance, the customer will be charged for return shipping and no repairs will be performed.

H-1 Pro Series will only accept parcels that have been assigned an active RMA number.



YOU EXPRESSLY UNDERSTAND AND AGREE THAT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, H-1 PRO SERIES' TOTAL LIABILITY IN CONNECTION WITH THE APPLICABLE H-1 PRO SERIES PRODUCTS OR THIS WARRANTY POLICY WILL NOT EXCEED THE AMOUNT ORIGINALLY PAID FOR THE PRODUCT. PARTS AVAILABILITY IS NOT GUARANTEED.

FCC STATEMENT

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

FCC INSTRUCTIONS FOR A CLASS B DIGITAL DEVICE OR PERIPHERAL
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.

REGISTER YOUR COMPASS AT H1PROSERIES.COM

AFFIX SERIAL NUMBER LABEL HERE:

UL2849 Compliant

Tested and certified to UL2849 Safety Standard by UL Solutions

The purchaser and rider of this product are responsible for knowing obeying all state and local regulations regarding the use of this product. It is highly encouraged that you read and follow the product instructions including all safety precautions and use protective gear.

NYC consumers, please review fire safety info available here:
<https://www.nyc.gov/site/fdny/codes/reference/lithium-ion-battery-safety.page>