

# Instruction manual for use

This manual contains important information about safety and performance. Please observe the warnings and precautions contained in this manual before using THE ONE scooter.

If you lend your electric bicycle to others for use, let users read the instructions carefully to minimize the possibility of accidents.

## REGULATIONS

To use the Assisted Pedal Bicycle, it is mandatory to follow the traffic regulations in force in your country (Highway Code). In most countries, using a Pedal Bicycle does not require any type of authorization, nor to a Driving License. However, users are encouraged to inform him/her-self of any eventual authorizations or permits that may be required local law enforcement to ride Bicycles with Assisted Pedaling on public roads (see the Highway Code).

### **THE ONE Assisted Pedal Bikes comply with the provisions of Art. 50 of the Highway Code:**

Bicycles are vehicles with two wheels or more wheels operating exclusively muscular propulsion, by means of pedals or similar devices, operated by the persons who are on the vehicle; Pedal-assisted bicycles, equipped with an electric auxiliary motor having a maximum continuous nominal power of 0.25KW, are also considered bicycles. Their power supply is progressively reduced and finally interrupted when the vehicle reaches 25 km/h first if the cyclist stops pedaling.

## EUROPEAN DIRECTIVE 2002/96/EC



This symbol means that the bicycle is subject to the European Directive 2002/96/EC and requires you to dispose of the parts of the bicycle separately from household waste, delivering it to a special return and collection center.

## CE MARK



CE marking on the product plate. This symbol means that the pedal assisted bicycle complies with all the basic safety requirements of applicable European directives.

**THIS ASSISTED PEDAL ELECTRIC BICYCLE HAS BEEN CAREFULLY DESIGNED AND PRODUCED FOLLOWING THE LATEST INTERNATIONAL QUALITY STANDARDS INCLUDED:**

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**WARNING!**



**DANGER!**

## IMPORTANT INFORMATION ON THE ONE BICYCLE



The addition of incorrect accessories or components designed for this e-Bike can cause damage to the latter and compromise the safety of its operation. Such additions may lead to dangerous driving situations, falls and accidents.



Never add equipment to your scooter alone and never try to modify it yourself.

## ACCESSORIES



Always choose accessories and components for modifications together with a specialist dealer who has received specific training. With reference to the accessories and the extra weight involved, and always take into account the maximum weight allowed by the bicycle. The following accessories can be requested:

- Equipment for transit on public roads according to the regulations enforced in the country of use, if not available as standard.
- Roof rack.
- Child seat when using an approved roof rack for such a seat.
- Consult the dealer.
- Luggage bags in case of use of a luggage rack approved for these bags.

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# Thank you for choosing **THE ONE**

Dear **THE ONE** customer,

congratulations on purchasing a new **THE ONE** e-Bike.

You have purchased a scooter that will surely be up to par with your expectations of quality, function, and driving expectations.

To ensure maximum safety when using this product, please read this instruction manual carefully.

With the purchase of this **THE ONE** e-Bike you have chosen a quality product. Your new **THE ONE** e-Bike has been built with precisely developed and manufactured parts.

In this manual you will find a series of tips on the use of **THE ONE** e-Bike, as well as important information on its construction features, care, and maintenance. Please read this instruction manual for use, even if you are an experienced user. Therefore, please read this user manual carefully, even if you are an expert cyclist.

## SAFETY AND BEHAVIOR



The driver must be at least 16 years old.

The driver must be able to ride a bike, must have basic knowledge of the use of a bike, and be equipped with the sense of balance necessary to drive and control a Pedal Assisted bicycle.

The driver must be able to get on and off safely when stationary. This applies in particular to ergonomic saddles, if when seated, the driver cannot touch the ground with his feet. Like the other bicycles, the e-bike can only transport one person at a time.

The physical size of the driver must be adapted to the bicycle and the maximum permitted weight must not be exceeded.

The driver should be in optimal physical and mental shape.

If the driver wishes to drive the e-bike on public roads he/she must be physically and mentally able to drive in road traffic.

## PHYSICAL / MENTAL RESISTANCE



The Pedal Assisted bicycle allows you to drive at high speeds for long periods of time. The driver must have the necessary resistance to safely handle and operate the e-bike for at least two hours.

Pedal Assistance does not allow you to compensate for illness or a lack of physical fitness.

## DANGER!



To recharge the battery pack of the pedal assisted bicycle, use only the supplied battery charger. Keep the charger and the bicycle away from animals, children, and/or people who are unable to understand the danger. Prevent the charger from coming into contact with water and do not store in damp places. Do not charge the battery pack in the sun. Keep the battery pack and the charger away from sources of heat (such as radiators). Charge the battery only in your presence.

Never use the charger, or if it is operating, immediately remove the plug in the following conditions:

- If the charger shows damage of any kind.
- If the insulation of the cables or one or more plug connections are damaged. In this case, grasp the plug only at an isolated point. If necessary, deactivate the corresponding fuse in the electrical distribution box.
- If the charger heats up in an unusual way. A negligible development of heat in the charger and in the battery is normal.
- If there are unusual noises (eg: loud hum, hissing, etc.)
- If at power on and off, or when inserting and disconnecting, sparks form.
- If smoke develops in the charger or bicycle.

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# 1. Important information



This manual contains important information about safety and performance services. We ask for your cooperation in the case of any differences or non-compliance with the manual.

Please read the warnings and precautions contained in this manual before using the THE ONE e-Bike.

If you lend your electric bicycle to others for use, let users carefully read the instructions in order to minimize the possibility of accidents.

Wear appropriate and qualified helmets while using the E-bike.

Always wear at least one suit with a fluorescent or reflective strip when driving under poor light conditions. Always check that the front and rear lights are working, that the brakes are working properly. Turn on the lights in dark or poor visibility. If you cannot turn on the lights, it is advisable to bring the bike by hand (walking). In case of rain and/or snow, it is recommended to brake in advance, reduce speed, and increase the safety distance.

Acceleration is one of the main causes of bicycle accidents. Therefore, speed limits must be respected and the speed limit of 25 km/h must never be exceeded even when descending.

This e-Bike is made in compliance with all current regulations and in particular: the European directive 2002/24 / EC which defines pedal assisted electric bicycles equipped with an electric auxiliary motor having a continuous nominal power of up to 250 watts, the power supply of which is reduced and finally interrupted when the vehicle reaches 25 km / h or earlier if the cyclist stops pedaling.

The engine must never be in operation when the passenger stops pedaling.

This e-BIKE is made respecting all the regulations in force and in particular:

- Activation of the motor only in the presence of the pedal stroke (pedal assisted)
- Maximum speed 25 Km/h
- Power less than 250 watts

Do not touch the parts of the bicycle and battery power, or use metal to touch parts of the bike, as this can cause a dangerous short circuit.

If you want to increase your mileage, pay attention to the correct tire pressure, try to pedal consistently and maintain a stable speed. Brake when necessary and do not wait to be too close to those in front of you or to the point where you want to stop.

Avoid exposure to strong sun and rain, avoid places where the temperature is too high or the corrosive gas is present. This is to avoid surface damage and chemical corrosion of paint and electrical components which can, in turn cause malfunctions and accidents.

The driver must be able to understand the potential dangers when using the e-bike. For the minimum driving age, refer to the national laws. Bringing a second person aboard the e-bike is strictly prohibited.



**WE RECOMMEND THAT YOU DO NOT TO MODIFY THE TECHNICAL CHARACTERISTICS OF THE E-BIKE!**



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## 2. Checks before the first excursion



### **CAREFULLY CHECK THE STATE OF THE BICYCLE BEFORE USE:**

- Carefully check the brakes, wheels and tires, the foldable connection and the quick disassembly parts, to ensure that the bicycle is in good condition.
- Check that the battery charge is sufficient to support the mileage you intend to drive.
- Always consider at least 25% more kilometers than you intend to travel.
- Check the brake system: Make sure the braking system is working properly;  
if it is not possible to use it correctly, check and adjust it, contact a highly qualified technician  
or contact our customer support.
- Check the closure and safety of the wheels.
- Check functionality of all components.
- Check to make sure that the handlebar and seat are safely hooked up and secure.  
Make sure that all nuts, bolts, and screws are tight enough.

# RIDER



## Frame:

- |                    |                             |
|--------------------|-----------------------------|
| 1 Saddle           | 9 Frame folding handle      |
| 2 Seat post        | 10 Handlebar                |
| 3 Seat post collar | 11 LCD display              |
| 4 Battery          | 12 Brake lever              |
| 5 Rear fender      | 13 Handlebar adjuster       |
| 6 Motor            | 14 Handlebar folding handle |
| 7 Rear derailleur  | 15 Front fender             |
| 8 Sidestand        | 16 Tyre                     |





- 17** Front light
- 18** Suspension fork
- 19** Spoke
- 20** Front disc brake
- 21** Crankset

- 22** Rear light
- 23** Rear disc brake
- 24** Rim
- 25** Rear derailleur
- 26** Chain
- 27** Crank
- 28** Pedal

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## 3. Folding and methods of use



### FOLDING METHOD:

- Open the safety handle of the frame,
- Bend until the front wheel matches the rear wheel or the other way around,
- Open the safety handle of the handlebar,
- Fold down.

Often add lubricating oil to the frame bender.

## 4. Use of your e-Bike



If you do not use the electric bike for more than 5 minutes, the display will turn off automatically.

Adjust the speed as necessary and with the + and - buttons.

It is recommended to start slowly and then increase according to road conditions and traffic.

Indications on the e-Bike display:

Power switch  
Adjusting the change/Adjusting the parameter +  
Adjusting the change/Setting the parameter -  
Displaying electric charge  
LED floodlight: turn on the light  
Error code  
Total mileage  
Partial mileage  
Overall mileage

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## 5. Riding



### **POWER ON:**

Turn on the switch (turn the key to ON) the display will light up when connected.

### **EPAC/PEDELEC:**

Just like normal bicycles, position the bike and get onto the saddle, place one foot on the pedal and start pedaling after ensuring that everything is OK. Once the speed is reached during the ride, the engine will automatically activate and start working and moving your e-Bike. To stop the engine, stop pedaling and the engine will stop automatically. To stop the e-Bike use the brakes. The brakes have the function of interrupting the operation, if both levers are activated, the power will be interrupted automatically and the engine will stop.

### **ASSISTED POWER VARIATION (VPA):**

In case of problems with acceleration, you should have received or chosen a potentiometer. This installation is only compatible with e-Bike with Pedal Assist. The potentiometer configuration provides three different levels of assisted power during pedaling that coincides with the different road surface conditions. It is very useful during a long journey.

### **CALIBRATE THE BATTERY LEVEL:**

When the battery is running low, the lights will weaken (the lights will go out one by one) at this point you have to turn off the switch and use the pedals like a regular bicycle. You must recharge the battery when you are near a power outlet so that the Assisted Pedaling can be used again.

### **PARKING AREA:**

Switch off and remove the key from the battery while parking. Make sure that the switch is set to OFF so as not to start the engine accidentally. We recommend using a lock to protect your e-Bike if necessary.



### **WARNING!**

Frequent use of the brakes, turning the e-Bike on and off repeatedly, pedaling upwind, uphill, or carrying a lot of weight can affect battery life, compromising the duration and time of travel.

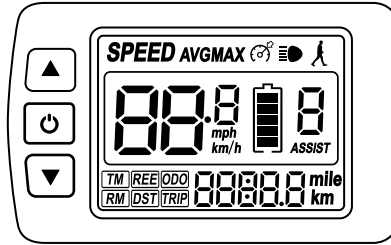
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## 6. DIY technical solutions

PROBLEMS	POSSIBLE CAUSES	SOLUTIONS
Gear shifts not working properly.	<ol style="list-style-type: none"><li>1. Derailleur cables sticking/stretched/damaged.</li><li>2. Front or rear derailleur not adjusted properly.</li><li>3. Indexed shifting not adjusted properly.</li></ol>	<ol style="list-style-type: none"><li>1. Lubricate/tighten/replace cables.</li><li>2. Adjust derailleurs.</li><li>3. Adjust indexing.</li></ol>
Slipping chain.	<ol style="list-style-type: none"><li>1. Excessively worn/chipped chain ring or freewheel sprocket teeth.</li><li>2. Chain worn stretched.</li><li>3. Stiff link in chain.</li><li>4. Non-compatible chain/chain ring/freewheel.</li></ol>	<ol style="list-style-type: none"><li>1. Replace chain ring, sprockets and chain.</li><li>2. Replace chain.</li><li>3. Lubricate or replace link.</li><li>4. Seek advice at a bicycle shop.</li></ol>
Chain jumping off freewheel sprocket or chain ring.	<ol style="list-style-type: none"><li>1. Chain ring out of true.</li><li>2. Chain ring loose.</li><li>3. Chain ring teeth bent or broken.</li><li>4. Rear or front derailleur side-to-side travel out of adjustment.</li></ol>	<ol style="list-style-type: none"><li>1. Re-true if possible, or replace.</li><li>2. Tighten mounting bolts.</li><li>3. Repair or replace chain ring/set.</li><li>4. Adjust derailleur travel.</li></ol>
Constant clicking noises when pedaling.	<ol style="list-style-type: none"><li>1. Stiff chain link.</li><li>2. Loose pedal axle/bearings.</li><li>3. Loose bottom bracket axle/bearings.</li><li>4. Bent bottom bracket or pedal axle.</li><li>5. Loose crank set.</li></ol>	<ol style="list-style-type: none"><li>1. Lubricate chain/Adjust chain link.</li><li>2. Adjust bearings/axle nut.</li><li>3. Adjust bottom bracket.</li><li>4. Replace bottom bracket axle or pedals.</li><li>5. Tighten crank bolts.</li></ol>
Grinding noise when pedaling.	<ol style="list-style-type: none"><li>1. Pedal bearings too tight.</li><li>2. Bottom bracket bearings too tight.</li><li>3. Chain fouling derailleurs.</li><li>4. Derailleur jockey wheels dirt/binding.</li></ol>	<ol style="list-style-type: none"><li>1. Adjust bearings.</li><li>2. Adjust bearings.</li><li>3. Adjust chain line.</li><li>4. Clean and lubricate jockey wheels.</li></ol>
Freewheel does not rotate.	<ol style="list-style-type: none"><li>1. Freewheel internal pawl pins are jammed.</li></ol>	<ol style="list-style-type: none"><li>1. Lubricate. If problem persists, replace freewheel.</li></ol>
Brakes not working effectively.	<ol style="list-style-type: none"><li>1. Brake blocks worn down.</li><li>2. Brake blocks/rim greasy, wet or dirty.</li><li>3. Brake cables are binding/stretched/damaged.</li><li>4. Brakes levers are binding.</li><li>5. Brakes out of adjustment.</li></ol>	<ol style="list-style-type: none"><li>1. Replace brake blocks.</li><li>2. Clean blocks and rim.</li><li>3. Clean/adjust/replace cables.</li><li>4. Adjust brake levers.</li><li>5. Center brakes.</li></ol>
When applying the brakes they squeal/squeak.	<ol style="list-style-type: none"><li>1. Brake blocks worn down.</li><li>2. Brake block toe-in incorrect.</li><li>3. Brake blocks/rim dirty or wet.</li><li>4. Brake arms loose.</li></ol>	<ol style="list-style-type: none"><li>1. Replace blocks.</li><li>2. Correct block toe-in.</li><li>3. Clean blocks and rim.</li><li>4. Tighten mounting bolts.</li></ol>
Knocking or shuddering when applying brakes.	<ol style="list-style-type: none"><li>1. Bulge in the rim or rim out of true.</li><li>2. Brake mounting bolts loose.</li><li>3. Brakes out of adjustment.</li><li>4. Fork loose in head tube.</li></ol>	<ol style="list-style-type: none"><li>1. True wheel or take to a bike shop for repair.</li><li>2. Tighten bolts.</li><li>3. Center brakes and/or adjust brake block toe-in.</li><li>4. Tighten headset.</li></ol>

<b>PROBLEMS</b>	<b>POSSIBLE CAUSES</b>	<b>SOLUTIONS</b>
Wobbling wheel.	<ol style="list-style-type: none"> <li>1. Axle broken.</li> <li>2. Wheel out of true.</li> <li>3. Hub comes loose.</li> <li>4. Headset binding.</li> <li>5. Hub bearings collapsed.</li> <li>6. QR mechanism loose.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace axle.</li> <li>2. True wheel.</li> <li>3. Adjust hub bearings.</li> <li>4. Adjust headset.</li> <li>5. Replace bearings.</li> <li>6. Adjust QR mechanism.</li> </ol>
Steering not accurate.	<ol style="list-style-type: none"> <li>1. Wheels not aligned in frame.</li> <li>2. Headset loose or binding.</li> <li>3. Front forks or frame bent.</li> </ol>	<ol style="list-style-type: none"> <li>1. Align wheels correctly.</li> <li>2. Adjust/tighten headset.</li> <li>3. Take bike to a bike shop for possible frame realignment.</li> </ol>
Frequent punctures.	<ol style="list-style-type: none"> <li>1. Inner tube old or faulty.</li> <li>2. Tire tread/casing worn.</li> <li>3. Tire unsuited to rim.</li> <li>4. Tire not checked after previous puncture.</li> <li>5. Tire pressure too low.</li> <li>6. Spoke protruding into rim.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace inner tube.</li> <li>2. Replace tire.</li> <li>3. Replace with correct tire.</li> <li>4. Remove sharp object embedded in tire.</li> <li>5. Correct tire pressure.</li> <li>6. File down spoke.</li> </ol>
Bicycle has reduced range and/or speed.	<ol style="list-style-type: none"> <li>1. Low batteries.</li> <li>2. Faulty or old batteries.</li> <li>3. Low tire pressure.</li> <li>4. Brakes dragging against rim.</li> <li>5. Riding in hilly terrain, headwind, etc.</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge batteries for recommended time.</li> <li>2. Replace batteries.</li> <li>3. Inflate tires to recommended pressure.</li> <li>4. Adjust brakes and/or rim.</li> <li>5. Reduced range to be expected in these types of terrain and/or weather conditions.</li> </ol>
Hub motor makes a "clicking" noise and has reduce power and/or shuts off.	<ol style="list-style-type: none"> <li>1. Low batteries.</li> <li>2. Damaged planetary gears.</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge batteries for recommended time.</li> <li>2. Replace hub motor/wheel.</li> </ol>
No power when the switch is turned "ON".	<ol style="list-style-type: none"> <li>1. Blown fuse.</li> <li>2. Loose connectors.</li> <li>3. Broke wire.</li> <li>4. Faulty switch.</li> <li>5. Faulty controller.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace fuse.</li> <li>2. Check all connectors.</li> <li>3. Inspect all wires for damage.</li> <li>4. Replace switch and retest.</li> <li>5. Replace controller and retest.</li> </ol>
Bicycle operates OK but battery gauge does not light up.	<ol style="list-style-type: none"> <li>1. Loose connectors.</li> <li>2. Damaged wires.</li> <li>3. Faulty battery gauge.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check throttle and/or battery gauge connectors.</li> <li>2. Inspect all wires.</li> <li>3. Replace battery gauge.</li> </ol>
Battery gauge lights up but bicycle does not operate.	<ol style="list-style-type: none"> <li>1. Faulty brake inhibitor.</li> <li>2. Loose motor wire connector.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace brake inhibitor(s) and retest.</li> <li>2. Check motor wire connector.</li> </ol>
Bicycle runs at full speed without pedaling.	<ol style="list-style-type: none"> <li>1. Faulty sensor.</li> <li>2. Faulty controller.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace sensor and retest.</li> <li>2. Replace controller and retest.</li> </ol>
Battery indicates full charge when tested at the charge port but bicycle does not operate.	<ol style="list-style-type: none"> <li>1. Faulty controller.</li> <li>2. Loose connectors.</li> <li>3. Poor contact between battery terminals.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace controller.</li> <li>2. Check all connectors.</li> <li>3. Inspect and clean battery terminals.</li> </ol>
Bicycle has intermittent power.	<ol style="list-style-type: none"> <li>1. Loose connectors.</li> <li>2. Damaged wires.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check all connectors.</li> <li>2. Inspect all wires.</li> </ol>
Charge shows a full charge in an unusually short amount of time.	<ol style="list-style-type: none"> <li>1. Faulty charger.</li> <li>2. Faulty batteries.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace charger.</li> <li>2. Replace batteries.</li> </ol>
Indicator light on charger not illuminated when charger is plugged into outlet.	<ol style="list-style-type: none"> <li>1. Outlet has no power.</li> <li>2. Faulty charger.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check outlet for power.</li> <li>2. Replace charger.</li> </ol>
Charger(Lithium) indicator light only flashes red and never changes to green.	<ol style="list-style-type: none"> <li>1. Damage wire from charger port to battery.</li> <li>2. Faulty batteries.</li> </ol>	<ol style="list-style-type: none"> <li>1. Inspect wire.</li> <li>2. Replace batteries.</li> </ol>

# 7. Display



- Battery level



- Speed **SPEED** *AVGMAX*

Current speed, moderate speed, maximum speed

- Speedometer and units



- Walk assist



Maximum speed 6 km/h

- Pedal assisted adjustment



There are 3 levels of assist.

- Light



- Distance and time **ODO** **TRIP** **TM**

- Error **REE**

- Up button



- Power button

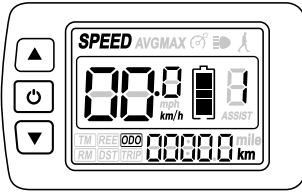




- Down button



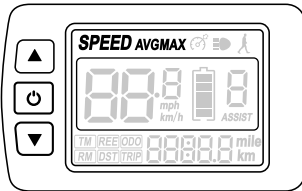
# 7.1. Functions

## • Power on / off



Long press the key  to turn on the display. Long press again the button  to turn it off. If no operation is performed for 10 minutes, the display automatically turns off.

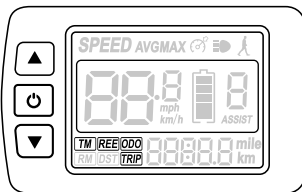
## • Change of power



Long press the keys  and  to change the different speed information:

- **SPEED** Real-time speed
- **MAX** Maximum speed
- **AVG** Average speed

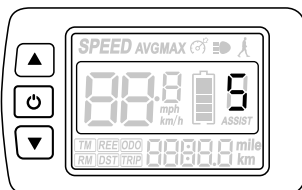
## • Multifunction area





Press briefly the key  to change the various information:

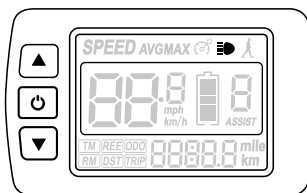
- **TRIP** Partial distance
- **ODO** Total distance
- **TM** Travel time
- **REE** error

## • Pedal assisted adjustment



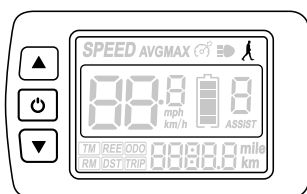
Press briefly keys  or  to change the assistance level, the default is level 1, the maximum is 5.


## • Headlight on / off




Long press the button  to turn on the headlight. Long press again the button  to turn it off.

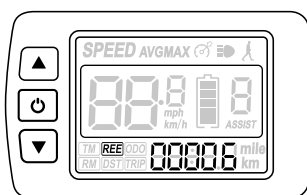
## • Walk assist



When the bike is stationary, long press the button  to enter Walk Assist mode. The speed will be 4.5-7.5 km/h depending on the different road conditions.

Long or short press again the button  to exit Walk Assist mode.

## • Definition of errors



If the electronic control system does not work, the instrument will automatically switch to the error interface and display the corresponding error code.

The meaning of the error code is shown in the following table:

Code	Error	Verification Method
0	Normal	Normal
6	Low battery	Check the battery
21	Abnormal current	Check the battery
22	Accelerator failure	Check acceleration
23	Motor phase failure	Check the motor
24	Engine failure	Check the motor
25	Brake failure	Check brakes
30	Control unit communication error	Check the ECU connector



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## 8. Charging and protection of the battery



Use the charger that corresponds to your e-Bike (never use the charger of a different model). Before charging, set the switch to OFF and remove the key. Keep the charger in a dry and ventilated place when not in use.

The charger is designed for internal use. Keep the charger far from water to avoid short circuit. Do not use in humid and flammable environments. Do not remove the connector by pulling the cable, always unplug the charger from its metal body.

Connect the charger output plug to the battery power socket correctly, then insert the plug into the wall socket.

When the light changes from Red to Green it means the battery is fully charged. Usually a 4-6 hour time frame is required to fully recharge the battery. However, it is a good idea to recharge the battery for an additional 2 hours to protect the battery life.

Do not charge the battery for more than 10 hours to avoid overcharging and damaging the battery. After the light turns green, the charger will continue to charge the battery if not unplugged. If you plan to stay away from home for a long time, disconnect the charger so as to avoid overheating and overcharging.



The charger will become hot while charging, so keep it away from heat sources. Always keep the charger clean and dry. The charger contains high-voltage electronics, therefore do not disassemble the charger yourself.

After charging, first remove the plug from the electrical outlet and then from the e-Bike battery. Do not leave the connector plugged into the battery and the outlet for a long time, as it may damage the battery and/or cause a fire.

When charging, keep out of reach of children. Do not place anything above the charger during use, do not allow any liquid or metal to enter the charger.



## **You can also remove the battery from the e-bike and recharge it.**

You have to raise the saddle with the lever located below it, which will allow you to remove the battery. First, you must unlock the battery with the ignition key. Once the charging is complete, replace the battery by inserting it into the holder and then lock the battery with the ignition key again.

Do not touch any of the poles of the battery case with your hands when the battery is removed. In addition, the polishing poles must not come into contact with any metal or other conductive material, as it could cause a short circuit.

If you have not been cycling for a long time, the battery should be charged at least once a month. This will ensure a good battery life.

**DO NOT USE** when the level of the battery is low. Do not leave the battery empty for a long time. The battery will continue to discharge itself causing damage.

Avoid any contact with liquids while charging. If the connector or socket is wet, dry thoroughly before use.

If you experience extremely high temperatures during charging, or smell a peculiar odor, stop charging and contact your local distributor or Customer Service Center.



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# RIDER



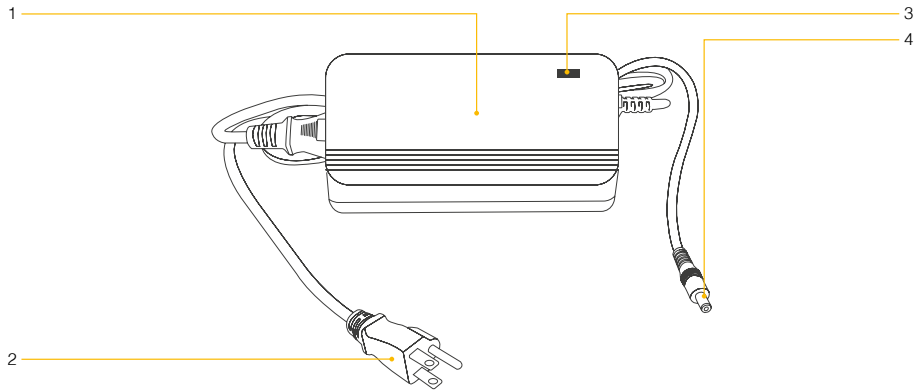
## Battery:

- 1 Handle
- 2 Charging socket
- 3 Battery lock and block
- 4 Battery docking track
- 5 Battery case

- 
1. The bike must be charged by its specific battery charger. Charging a not standard or not approved battery can cause loss of battery life or battery failure.
  2. Battery detection method: Press the battery status button to know the current battery level:
    - The first three lights, green in color, indicate the battery charge;
    - The last light, red, turns on only if the battery is completely discharged.  
If the battery is charged, this light goes out.
  3. The fully discharged battery can be charged with more than 95% electrical quantity in 5 hours and 100% electrical quantity in 8 hours.
  4. When charging, it is forbidden to use metal parts to connect positive and negative cables.
  5. Upon delivery of the product, the battery is approximately 80% and new products must be charged for 3-10 hours before being used.
  6. If the bike has been set aside for more than 1 month, the electric battery can be reduced by 5%. Therefore, it is recommended to load before use.
  7. During charging, the battery can be heated and it is normal if the temperature is below 60°C.
  8. During charging, the battery and the battery must be placed in a stable and dry place, away from flammable, combustible products or things and away from the presence of children or pets.
  9. Avoid generating short circuit in the charging port.
  10. The battery can be used for this ebike model and cannot be used for any other purpose.
  11. It is strongly discouraged to store the battery with insufficient voltage for a long time.
  12. The outdoor temperature must be between -10 ° C and 55 ° C. Otherwise, it can affect the capacity and life of the battery. If used at low temperatures, its mileage can be reduced and recovered after the soul of the temperature itself.
  13. If the battery needs to be replaced, contact a professional maintenance center. The discharged battery cannot be disposed of in one case or dismantled arbitrarily. It must necessarily be recycled by the competent department.

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# RIDER



## **Charger:**

- 1 Charger case
- 2 Power plug
- 3 Charge gauge
- 4 Battery charging plug

It is necessary to carefully check whether the nominal input voltage of the battery charger is consistent with the mains voltage. The battery can be charged directly on the bike or removed from the bike and taken inside and in other appropriate places for recharging. It should be loaded indoors in cool areas. First connect the battery charger output plug to the battery charging socket, then connect the battery charger input plug to AC power and the red light will turn on. This procedure cannot be done in reverse.

When the red charge indicator of the battery charger is on, it means that the battery is charging; if the green light is on, it means that the battery has been fully charged. The charging time is approximately 3-8 hours (the specific charging time should depend on the residual electrical quantity of the battery). The maximum continuous charging time must not exceed 12 hours.

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## **Battery charger instructions**

1. Follow the charging instructions carefully. Otherwise, all the consequences must be assumed by the user independently.
2. Use only the original battery charger.
3. Pay attention to the type and applicable voltage of the battery and charger. Mixed use is strictly prohibited.
4. During charging, the e bikes must be positioned in a ventilated area; it is strictly forbidden to load in an enclosed space or in the sun and environments with high temperatures.
5. It should be recharged for 1-2 hours after the green light turns on and therefore the power supply must be interrupted. During non-charging, it is prohibited to connect the battery charger to AC power for an extended period of time without charging.
6. During charging, if the warning light is abnormal, has a particular odor or the battery charger case overheats, you must immediately stop charging and repair or replace the battery charger.
7. During the use and storage of the battery charger, be careful to prevent the entry of foreign bodies, in particular to avoid water or other liquids, in order to avoid short circuits inside the battery charger. the charger must be transported in the car as little as possible. If it is necessary to transport it, it must be placed inside the box.
8. The battery charger components must not be dismantled or replaced randomly. If the battery charger is replaced, its model must match the battery model.

## **Regular inspection and simple maintenance**

In order to guarantee a long life of the bike and to ensure safe and comfortable riding, regular checks and maintenance are required. If the bike is not used for a long time, it should be checked regularly.

## **Sufficient attention should be paid to safety during the inspection**

The main stand should be installed in a large, flat place. If inspection while driving is required, it should be conducted in a safe place. If an anomaly is detected through the inspection, please drive again after troubleshooting. Any anomaly must be checked in a maintenance station to avoid further damage.

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## 9. Maintenance and repair

The front and rear wheels of the vehicle must be in the center of the front fork and the frame. The tension of each spoke of the rim must be similar, maintaining the rim with a normal shape, without breaking or bending.

The edge of the bicycle must be smooth, transporting flat objects from the front increases the drag while driving and therefore the danger when driving.

Regularly check the brake pads for wear, to ensure safety.

Avoid walking in wet or snowy conditions, if you cannot avoid it, drive at low speed and keep a greater distance from the vehicle in front of you.

Check the tires regularly. If an accidental tire failure has occurred, contact a professional technician for repair or replacement.



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# 10. Matters that require attention



**Whenever you ride your bicycle, you need to check the braking distances, the power and efficiency of the brake.**

**Warning: if the brake works abnormally, the engine can stop working.**

- Respect traffic laws and regulations, never go in reverse unless in absolute safety.
- Contact professional technicians to keep the electric bicycle in maximum efficiency conditions, adjust the brake, transmission and other components regularly.

**The maintenance of your e-Bike is essential to extend its life.**

**Always keep in mind that:**

- The locking mechanism of the wheel units must not move.
- The quick release lever must be closed.
- You shouldn't hear squeaks or creaks.
- The seat tube and handlebar tube are correctly positioned in the frame and referring to the indications engraved on the surfaces of the seat tube and the handlebar tube.
- Tires - valve position control.
- Due to the stresses and insufficient tire pressure, the tire and inner tube could move on the rim and give rise to an oblique position of the valves. In this case, the valve base can tear while driving, causing a sudden loss of tire pressure.
- Check the pressure by referring to the interval marked on the tire.

**Check for the absence of external damage, foreign bodies and wear on the tires:**

- The entire surface of the tire must have the original profile.
- The texture of the tire under the rubber layer must not be glimpsed.
- There must be no dents or cracks.
- Remove any foreign items (thorns, small stones, glass fragments or the like) with your hands, or carefully using a small screwdriver. Check if air escapes after this operation. In the event of an air leak, the inner tube must be replaced. You can replace the inner tube yourself by following the corresponding instructions.
- Pressure control.

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# 11. Maintenance



## **WARNING!**

Before carrying out any type of maintenance, switch off and remove the key. If the poles of the battery are dirty, clean the poles so as to not to reduce the efficiency of the battery or burn the poles themselves.

## **CHAIN TENSION ADJUSTMENT:**

The chain may loosen after a certain period of time; please follow the instructions below: Loosen the rear axle bolts. If the chain is too loose, adjust the chain bolts on both sides clockwise and place them in place. If the chain is too tight, adjust the bolts counter-clockwise. Keep the crank and the wheel aligned. If you cannot adjust the chain properly, contact your nearest dealer.

## **ADJUST THE BRAKES:**

The correct adjustment of the brakes ensures control and provides safety to the driver: the brakes are adjusted like any other bicycle. To be in good condition it is important to make sure that the brakes are working and that the power supply stops. Once the brakes have been adjusted, make sure that the wheels turn, that there are no obstacles, and that once the brakes are pulled the engine stops working.

## **LUBRICATION:**

To maintain your e-Bike for a long time, the following parts of the bicycle should be regularly lubricated every six months: front axle, chain, rear axle, freewheel (overspray joint), rear fork and other rotating parts.

No lubrication is required for the electrical parts, as they are already lubricated at the factory. If you have any problems, contact your nearest dealer for assistance.

## **CLEANING:**

The e-Bike should be cleaned with a damp sponge, taking care not to wet the electrical parts (bars, connectors, motor, cables, handlebar controls, etc.). Dry with a cloth. When cleaning the e-Bike, do not use continuous jet steam or direct water. Use a cloth to avoid a short circuit for electrical components. The e-Bike has a durable finish and does not need wax. Clean with a mild detergent and wipe to restore the original shine if necessary.

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## 12. Technical Data

Max Speed 25 km/h

**Wheels 20x4.0"**

**Mechanical disc brake fr./rr.**

**Suspension fork**

**LCD Display**

**Motor 250W Brushless**

**Gear SHIMANO 6 speeds**

LED lights operated from the display

Folding and height-adjustable handlebar

Easily adjustable seat post

**Foldable saddle for battery extraction**

Rear sidestand

Fender fr./rr.

**Folding frame**

**Folding pedals**

**Lithium battery 36V - 10Ah**

Max weight capacity 120 kg

Charging time 4-6 ore

Max Autonomy 35-45 km\*

Total weight 27 kg

Folded bike dimensions 1000x400x740 mm

Open bike dimensions 1070x590x1150 mm

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Rear | **SHIMANO**

\* The maximum range may vary depending on the weight of the driver, the type of driving and the route taken.

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## 13. Information on the assistance service



Users must operate according to this product manual, in case of production defects, according to the provisions of the law, the company fulfills its warranty obligations.

After the warranty period has expired on the main components, all services will be subject to payment.

In case of battery replacement beyond the warranty period, the battery will be supplied at the current price, but the battery must be recycled 1:1, the battery must be disposed of or returned



to the battery manufacturer to ensure safe disposal.

### **WARRANTY**

**24 MONTHS** on all mechanical, bicycle and electric parts.

**6 MONTHS** on the battery.

**NOT EXCLUDED FROM THE WARRANTY** All parts subject to normal wear and tear are (by way of example, but not limited to, brakes, handles, tires and other similar parts).



### **THE FOLLOWING ARE NOT COVERED UNDER THE WARRANTY:**

Accessories installed after purchase.

Malfunctions caused by improper use or accessories not indicated.

Damage caused by installation or installation of improper accessories.

Collision damage caused by external forces.

Any other damage also to components under warranty where caused by improper use. Any other damages caused by wear are excluded from the warranty.

**In case of defect, the following must be provided: complete packaging, product, all accessories attached, and original invoice.**

**THIS MANUAL CONTAINS IMPORTANT SAFETY AND PERFORMANCE INDICATIONS. IT IS RECOMMENDED TO READ CAREFULLY BEFORE USING THE E-BIKE ICON.E, PAYING SPECIAL ATTENTION TO THE WARNINGS AND PRECAUTIONS TO BE ADOPTED IN ITS MANAGEMENT.**

**IF YOU LEND THE ELECTRIC BIKE TO OTHERS FOR USE, ALLOW USERS TO READ THE INSTRUCTIONS CAREFULLY.**

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# 14. E-Bike certificate

Model \_\_\_\_\_

Color \_\_\_\_\_

Special features/accessories **Rear pack holder, front and rear light kit**

**Brake lever  
assignment  
of the levers**

Right lever  
 front wheel brake  
 rear wheel brake

Left lever  
 front wheel brake  
 rear wheel brake

Stamp and signature of THE ONE specialist dealer

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# 15. Guarantee card

**Customer**

Surname, Name \_\_\_\_\_

Address \_\_\_\_\_

Post code / Location \_\_\_\_\_

Tel / Fax \_\_\_\_\_

E-mail \_\_\_\_\_

Model \_\_\_\_\_



**Please keep this card handy.  
When maintenance is required, with the invoice  
or receipt, contact for after-sales service.**

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# 16. Delivery report

The delivery of the above-mentioned THE ONE e-Bike to the customer, after the final assembly, should be in running condition. Verification of the regular operation of the points indicated below (the further necessary operations are shown in brackets).

- |  |   |
|--|---|
| <input type="checkbox"/> Lighting  | <input type="checkbox"/> Saddle/saddle supports (adjusted saddle height and position according to customer needs) |
| <input type="checkbox"/> Front and rear brakes                                   | <input type="checkbox"/> Change (end stop)  |
| <input type="checkbox"/> Wheels (centering/tension of spokes/inflation pressure) | <input type="checkbox"/> Component screws   |
| <input type="checkbox"/> Handlebar/handlebar stem (position control/screws)      | <input type="checkbox"/> Test run   |
| <input type="checkbox"/> Pedals (pedal closure control)                          | <input type="checkbox"/> Other operations performed _____   |
- 

## THE ONE specialist dealer

Name \_\_\_\_\_

Address \_\_\_\_\_

Location \_\_\_\_\_

Tel. \_\_\_\_\_

Fax \_\_\_\_\_

E-mail \_\_\_\_\_

Delivery date \_\_\_\_\_

Signature of the THE ONE specialist dealer \_\_\_\_\_

Stamp
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With his signature, the customer confirms that he has received the THE ONE e-Bike and confirms that he has been instructed on the operation of the THE ONE e-Bike.

## Customers

Surname, Name \_\_\_\_\_

Address \_\_\_\_\_

Post Code / Location \_\_\_\_\_

Tel / Fax \_\_\_\_\_

E-mail \_\_\_\_\_

Place \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_

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# Notes

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**#theone**

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