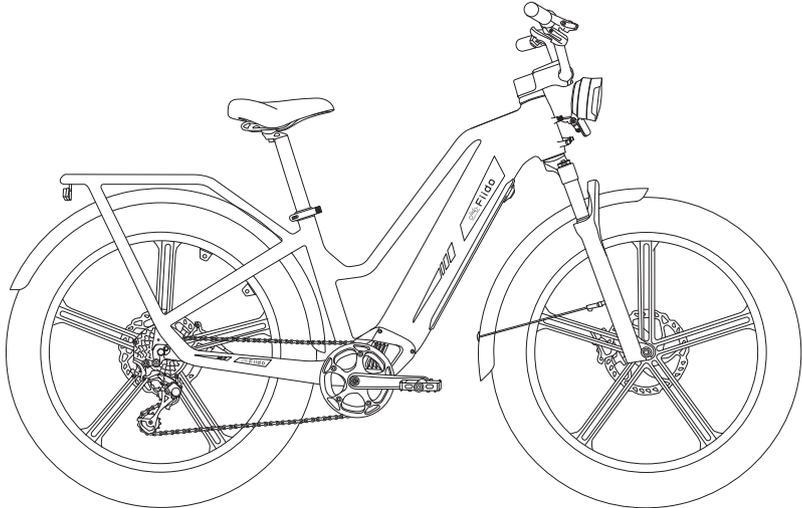




Fiido Titan Cargo Electric Bike



Dear users, please read this manual carefully before operating the bike.
WARNING: DO NOT OPERATE THE BIKE BEFORE UNDERSTANDING HOW TO USE IT.

Dear user:

In this manual, we will introduce the specification, installation, usage, precautions, and maintenance of FIIDO Titan. Be sure you know everything you need to know about the bike that introduced in this manual. Any questions, please contact Fiido After-sales Team or our Local Service Center, and a prompt reply and feasible solution will be provided.

Safety precautions

1. Please follow the precautions in this instruction to effectively reduce risks. When you enter public areas, please obey national and local regulations, remain vigilant while riding, and maintain a reasonable safe distance from other people and vehicles.
2. Please operate by the instruction of the user manual, the loss caused by not following the instructions shall be borne by oneself.
3. This product is not professional off-road vehicle, do not use this product according to off-road vehicle standards.
4. For the first time riding, please do not choose the area with many children, pedestrians, pets, vehicles, or other obstacles and potential hazards. Please be familiar with the bike before riding on public road.
5. Before each ride, please carefully check whether fasteners are loose or parts are damaged. If there's any unusual noise, please stop riding immediately, and contact after-sales team for assist.
6. To reduce the injury risk, please read and follow all "Caution", "Danger" and "warning" instructions in this user manual. No speeding, and do not ride in motorized road under any circumstances.
7. For safety consideration, user must be over 16 years old. Users under the following circumstances are strongly not recommended to use this product:
 - People affected by alcohol or drugs.
 - People who are unable to engage in strenuous physical activity due to illness.
 - People who are unable to maintain balance or whose balance is impaired by motor skills.
 - People whose weight exceeds the max load limit (max load is 120KG/265lb).
 - Pregnant woman.

8. Please ride carefully in snow, rain, wet road, ice and other bad weather. Do not ride over too high or too large obstacles, otherwise it's very likely to lose balance or grip and cause injuries.
9. Do not attempt to charge while the charger or power supply is wet, please follow the local safety regulations if you need to charge the bike in public area.
10. For effective protection and as convenient as possible for yourself, please be sure to use Fiido specific parts.
11. If you need to retrofit your bike, Please follow the local laws and regulations, after consulting with Fiido after-sales team, then proceed with caution. Serious injury and/or damage caused by unauthorized modification will result in the void of warranty.

CONTENTS

1. Product introduction

- 1.1 Bike overview
- 1.2 Packing list
- 1.3 Bike diagrams
- 1.4 Function DESC

2. Using guide

- 2.1 Installation guide
- 2.2 First time using
- 2.3 Charging instructions

3. Maintenance precautions

- 3.1 Using precautions
- 3.2 Bike maintenance & repair
- 3.3 Motor maintenance & repair
- 3.4 Battery maintenance & repair
- 3.5 Reflex reflector cautions

4. Service directory

- 4.1 Troubleshooting methods
- 4.2 Specifications
- 4.3 Warranty coverage
- 4.4 Repair record

* All pictures are for reference only.

1.Product introduction

1.1 Bike overview

1.2 Packing list

1.3 Bike diagrams

1.4 Function DESC

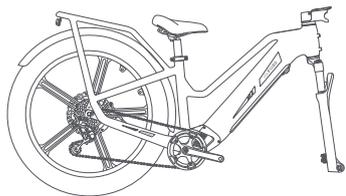
1.1 Bike overview

Titan is the latest cargo electric bike of Fiido. With the reputation of two-wheeled heavy-duty urban SUV, Titan was designed for bigger power, bigger tires, bigger adventure. Equipped with a powerful 70N·m motor and 26"×4.0 inch flat tires. The torque sensor with exclusive algorithm providing a riding experience that beyond imagination. The exclusive keyless removeable battery system not only saves you from trouble, but also offer reassuring protection for battery. You could also connect Titan with Fiido APP or Fiido Watch, to explore more function and riding experience.

Titan has three riding modes, five electric assisted gear and nine-speed system, which can be ridden by users of different heights from 5'1" to 6'7", to extend more nice life scenes.

1.2 Packing list

Bike parts



Electric Bike*1



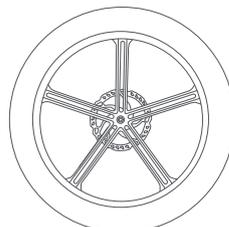
Front axle*1



Handlebar*1



Battery*1



Front wheel*1

Bike accessories



Front light*1



Fender*1



Charger*1



Pedals*1



key*2



Bell*1



Handlebar cover*1

Tools



Open spanner*1



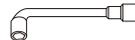
Hex wrench*8



Y-Type Allen Wrench*1



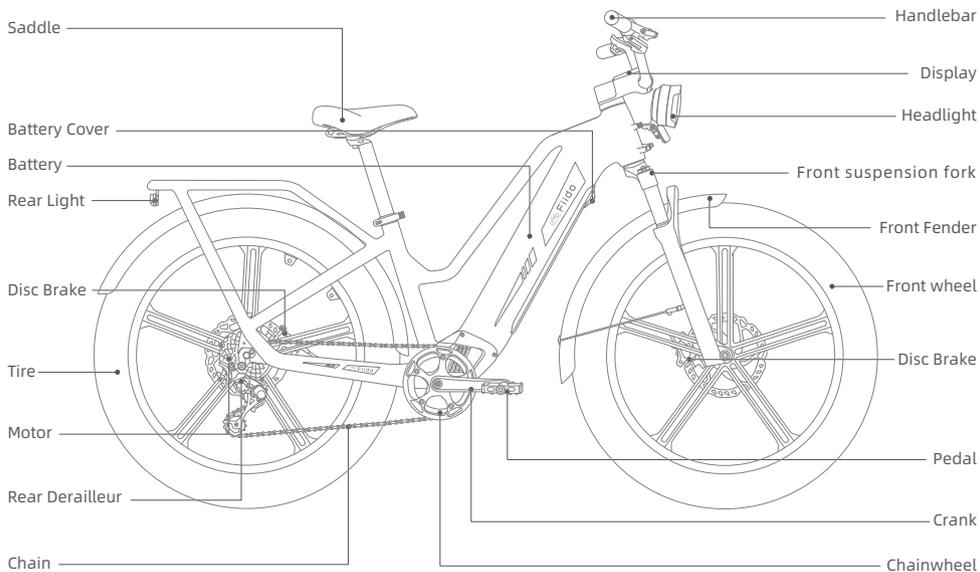
10# socket wrench*1



15# socket wrench*1

*Please carefully check whether all items are complete and intact. If there is any problem such as missing or damaged, please contact the official after-sales team asap.

1.3 Bike Diagrams



*Non professionals are forbidden to assistance and assemble the battery.
Please contact after-sales team for assistance.

1.4 Function DESC

Handlebar

High Temperature Alert

(When a bike is under heavy load, like climbing steep slopes or carrying excessive weight, the motor controller and other parts may overheat. A high-temperature warning icon appears on the display, and the motor output automatically cut off. Wait 5 to 10 minutes for the motor to cool and recover naturally before using it again.)

Pedal Assist Display

(Display current pedal assist level.)

Headlight

(Press and hold: Turn on/off lights.)

Pedal Assist Level

(Press the button to switch the pedal assist level.)

Front Brake

(The left side is front brake.)

Horn

(In case of overtaking, road section affecting safety visibility or emergency, slow down and ring the bell for signal.)

Functional Button

①Click to switch the display of the data.
②Press and hold: Turn on/off the cruise control.
<The speed icon will flash>

Power-on Button

(Long press for more than 3 sec: turn on/off the power assisted mode.)

Battery Status

(Display remaining power. Warning: When the display shows blinking empty bars, the E-bike will stop power output. Please turn off the E-bike and charge it immediately, or remove the battery separately to prevent complete drainage, which may hinder battery removal.)

Speed

(Display the current speed.)

Switch between KMH/MPH

Speed Gear Display
(Display the current derailleur gear.)

9 Speed Shift Up

(Pull the handle outward to shift up.)

9 Speed Shift Down

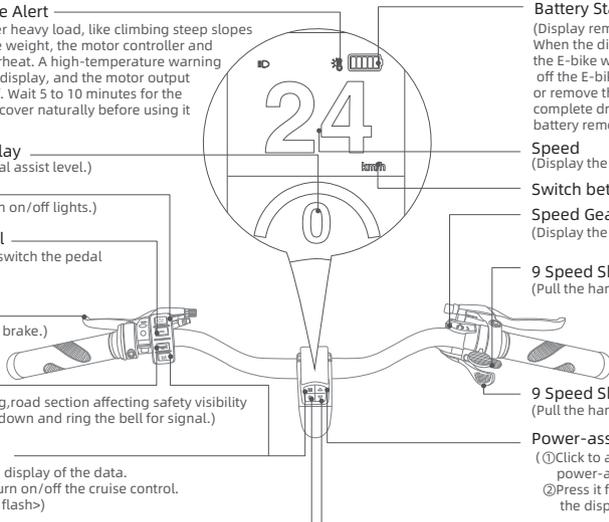
(Pull the handle outward to shift down)

Power-assisted Shift Up

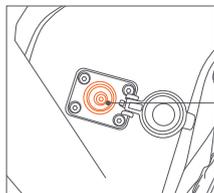
①Click to achieve the power-assisted upshift.
②Press it for 5 seconds to switch the display between KMH and MPH.)

Power-assisted Shift Down

(Click to achieve the power-assisted downshift.)

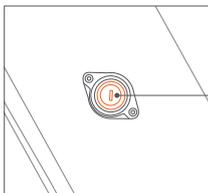


Battery



ChargingPort

(Insert the Flido charger ONLY)



Battery key hole

(Insert the battery key and turn it to unlock to remove the battery separately)

2.Using Guide

2.1 Installation guide

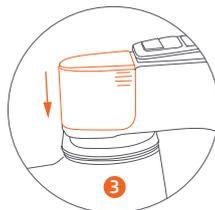
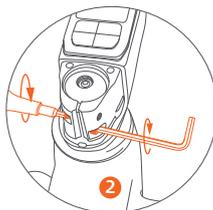
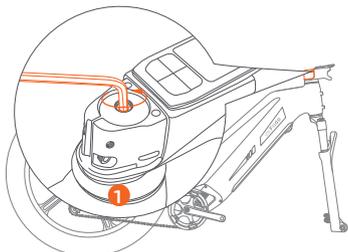
2.2 First time using

2.3 Charging instructions

2.1 Installation guide

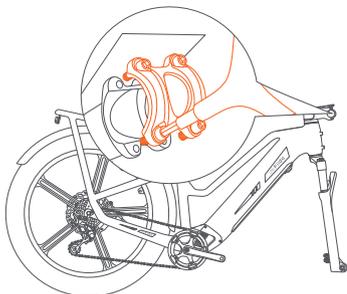
The basic installation of the bike has been completed before out of the factory. When you receive the bike, you only need to install the handlebar, baskets, headlight, front wheel, pedals and lock the seat saddle.

Install the handlebar

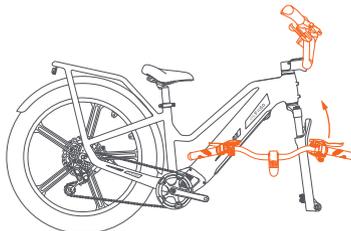


- ① Install the handlebar cover : Turn the handlebar screws first and orient the handlebar so that it is perpendicular to the fork. Lock the stem: Use hexagonal tools to lock the stem screws firmly to avoid loosening.

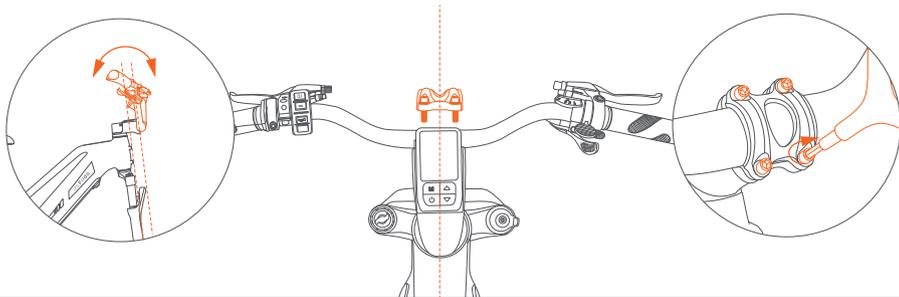
- ② Adjust the bike front: Adjust the front of the bike like the above picture, align the stem with the front wheel, make sure they are in the same line and then lock the screw on the left and right sides of the handle in turn.
- ③ Install the stem cover: Check the bike front to make sure there's nothing loose, then cover the stem cover.



- ① Use a three-pronged wrench to remove the handlebar cover screws.

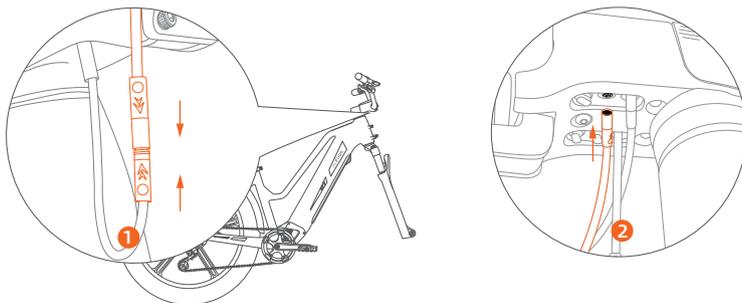


- ② Install the handlebar: Place the handlebar in the front position, please notice that the brake needs to go forward.



- ③ Adjust the handlebar to the right position, should be in a parallel with the fork; close the handlebar clamp and tighten the screw.

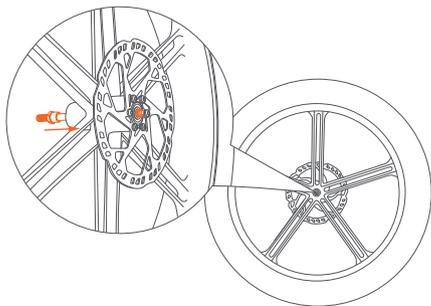
Caution: The screws should be tighten in case safety problems.



- ① Install the handlebar wire: Follow the color of cable connector, and align the connector arrow direction to access the handlebar.
- ② Install the power off brake cable: Plugging in the arrow direction toward the header pipe according to the color of the disconnecting brake handle wire and meter connector.

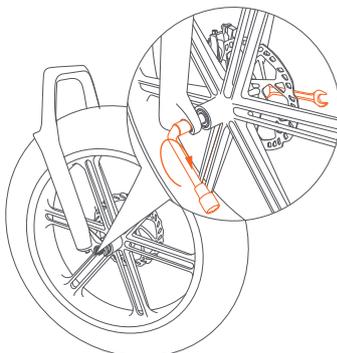
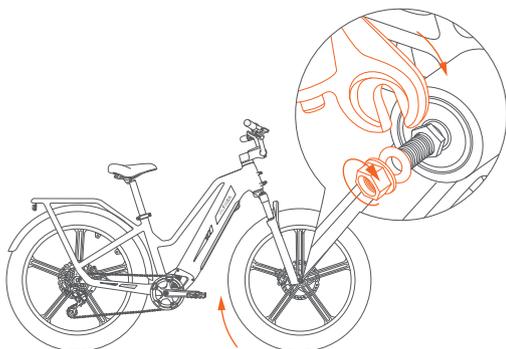
Caution: If the arrow is not aligned, the interface cannot be inserted forcibly to avoid damage to the interface.

Install the front wheel



① First take out the nut and collar on the wheel.

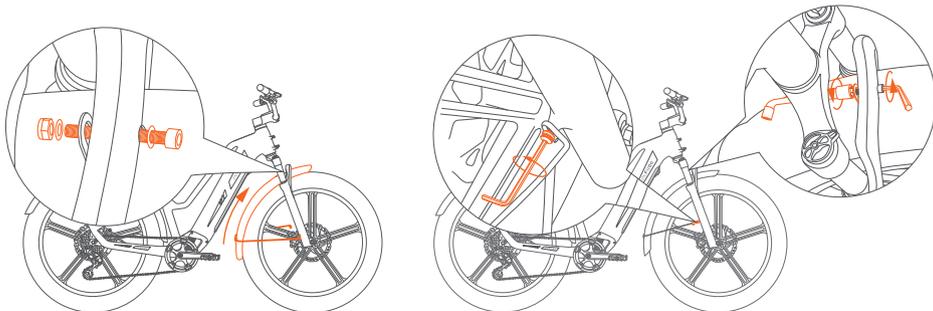
② Install the front axle into the front wheel, please notice that there's a nut on the front axel that should be placed on the end without the disk.



① Then put the fork on the wheel axle, put in the collar and tighten the nut.

② Using an open-end wrench and a socket wrench, to tighten the nuts on both side firmly.

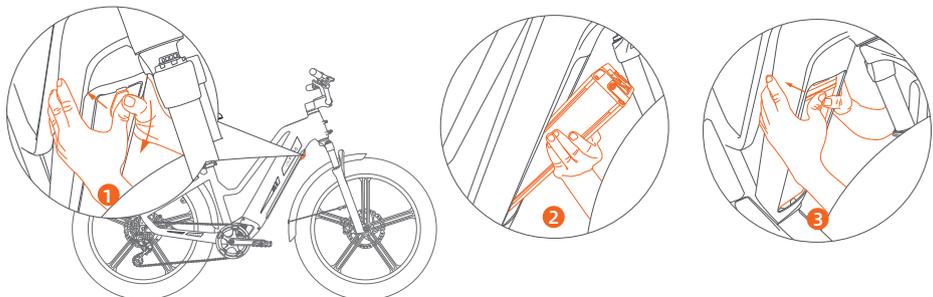
Install fenders



① Put the front fender through the gap of the tire and fork, then screw tightly.

② Tighten the screws on both sides of the fender stick to complete the fender installation.

Insert the battery

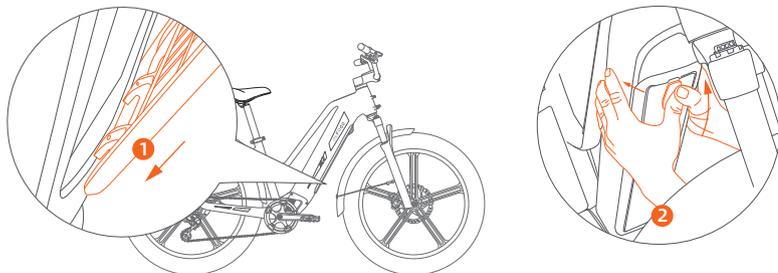


① Remove the battery cover: Using thumb to press the button on the battery cover, and slide the button downward, to remove the battery cover.

② Install the battery: Place the lower end of the battery into the battery slot first, then push the upper end of the battery into the battery compartment with a quick, firm push.

③ Double check: Use both hands to push the battery firmly until it is parallel to the inside of the battery slot.

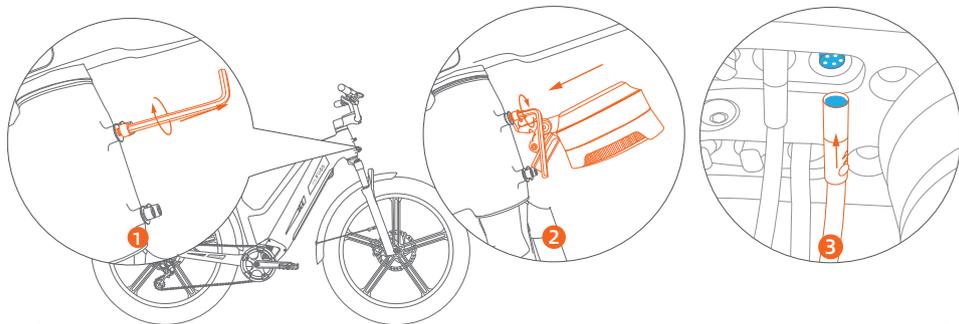
Install the battery cover



① Insert the lower end of the battery cover first into the lower end of the frame first.

② Installation is completed by pressing the battery cover button firmly with your thumb and pushing the button upward until the cover cannot come off automatically.

Install the front light

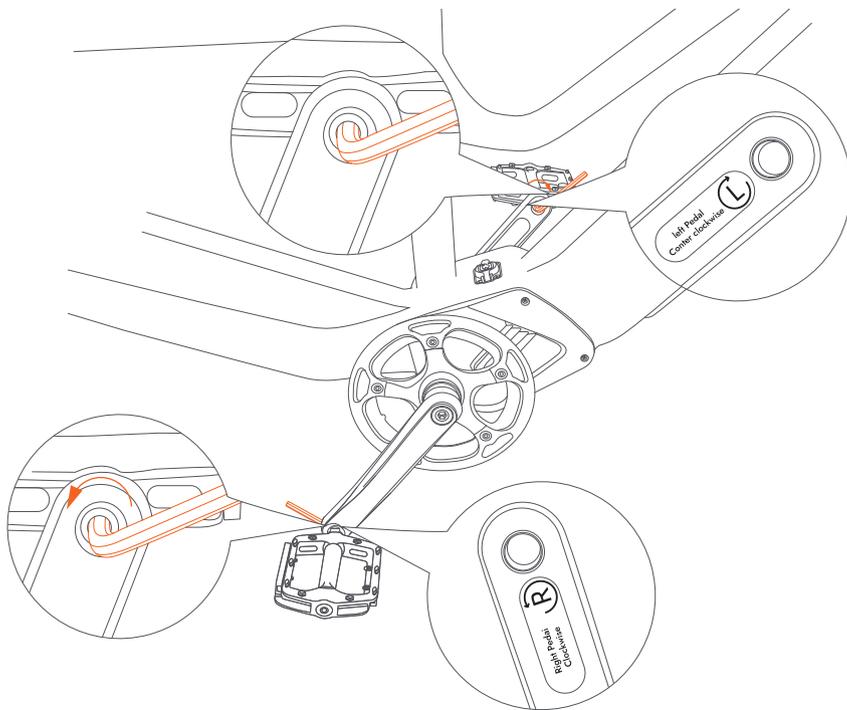


① Remove the screw and spacer mounted to the upper end of the head tube.

② Attach the headlamp to the two holes on the top side of the headtube.

③ Insert the headlight cable connector into the head tube in the arrow direction according to the color, and adjust the headlight illumination direction.

Install pedals



Use the open spanner of the tools bag, screw the pedal shaft into the threaded hole and tighten it in the direction of the arrow.

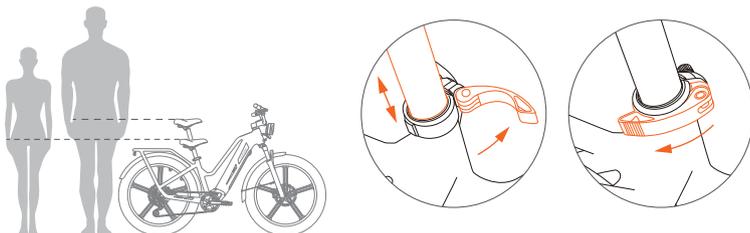
Caution: While installing the pedal, pay attention to the left / right pedal corresponding to the left / right crank, the pedal screw and the inside of the crank are respectively marked L(left) / R(right). Please install the pedal correctly to prevent it from sliding out of the crank.

2.2 First time using

Before riding, please follow the installation guide to install components properly, check whether the firmware is loose, ensure sufficient power, and take appropriate protection for riding.

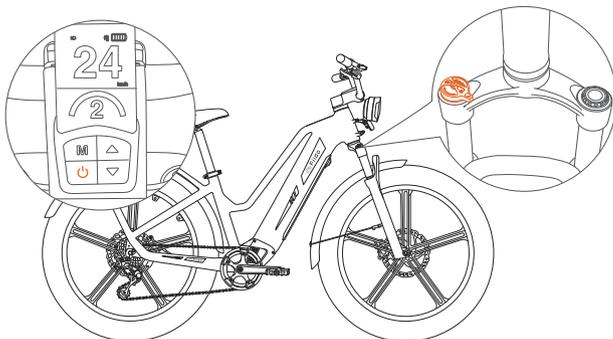
Step 1: Adjust the seat

Please adjust the seat to the appropriate riding height according to your height.
(the recommended height is when the saddle is level with the user's pelvis when standing naturally.
The height of the adjustment can NOT exceed the safety line.)



Step 2: Turn on the power and adjust the suspension fork

- ① long press the “” button of the display to turn on the bike power.
- ② Adjust the front shock absorption according to riding requirements: rotate the left button of the front fork to the direction of “+” to harden the front fork (faster rebound speed). Rotate to the direction of “-” to soften the front fork (slower rebound speed);

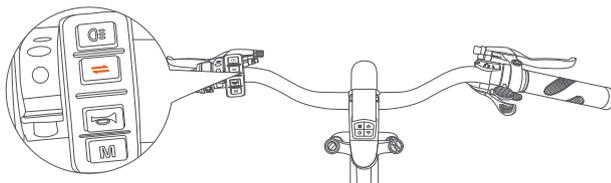


Step 3: Adjust the power assisted gear

Switch and choose the riding mode according to the cycling road conditions and personal needs.

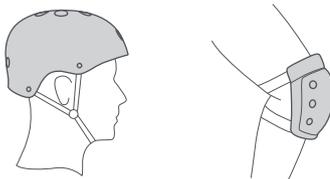
- ① Electric mode: Equipped with pure electric mode, gently press down the electric mode button to switch to the pure electric mode, the stronger the press, the faster the speed.
- ② Power assisted mode: Equipped with 3/5 power assisted gears, click the power assisted gear button to switch the gear. The 1st gear is suitable for relatively flat road conditions, the more/higher the road slope, the larger gear can be adjusted accordingly.

Attention: When the bike is on PAS 3/5 status, click the power assisted gear button again and the bike will be on PAS 0 status, by then the gear display won't be lighted and the The motor will be tuen off. But other components can work as well. The bike will be on pedalling mode.
The bike has been factory settings in 3 power-assisted gear, if you need to set it in 5 power-assisted gear, please download Fiido APP and operate it.



Step 4: Start riding

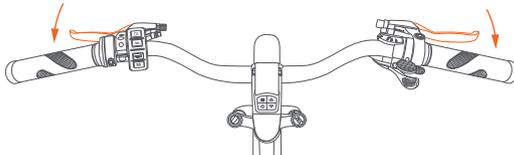
Please take corresponding protection before starting riding.



Step 5: Braking introduction

The left side is front brake, the right side is rear brake. (The UK version: Left side for rear brake right side for front brake.)

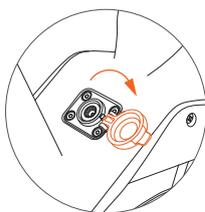
While riding, it's recommended to use the rear brake first, then the front brake to slow down the speed to stop, in order to avoid falling accident caused by balance problems from urgent front wheel brake.



2.3 Charging instructions

The battery comes with a small amount of electricity, before the first time use, please make sure to charge it to full power before riding.

Charging



1. Charging connection: Connect the charging interface of the charger to the charging port, then connect the power plug of the charger to the power socket.
2. Fully charged: When the indicator light of the charger is red, means it's normal charging. When the light is green, means it's fully charged.
3. Charging hour: Charging hour is around 5-7 hours, The duration depends on the situation.
4. Disconnect charging: When the indicator light turns green, means it's fully charged. Unplug the power plug first, then remove the charging interface from the battery. Close the battery dust cover.

(Warning: When the display shows blinking empty bars, the E-bike will stop power output. Please turn off the E-bike and charge it immediately, or remove the battery separately to prevent complete drainage, which may hinder battery removal.)

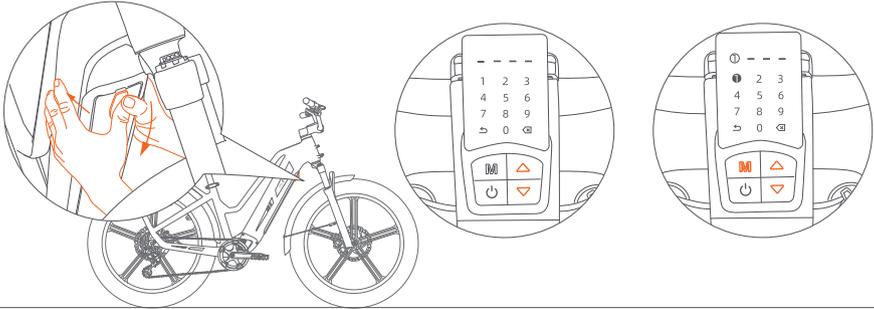
5. Charging mode: The bike supports two charging modes: vehicle charging and disassembly battery charging. Please see P15 for how to remove the battery.

Caution: ① Charger has high voltage device, DO NOT repair without permission. In order to avoid danger, battery and charger should be placed away from children. There should be no inflammable and explosive objects around the batteries (such as car seat cushions, sofas, etc.)
② Keep the battery in a ventilated and dry place, and make sure NOT to charge in open-air place, to avoid electrical short circuit fire and other accidents caused by rain and other factors, and to prevent liquid and metal particles into the electrical parts.
③ Make sure to charge for more than two hours every month under chronically store condition. Do not store the battery at a loss of power. Once the battery voltage reaches the discharge state, will cause unrecoverable damage.

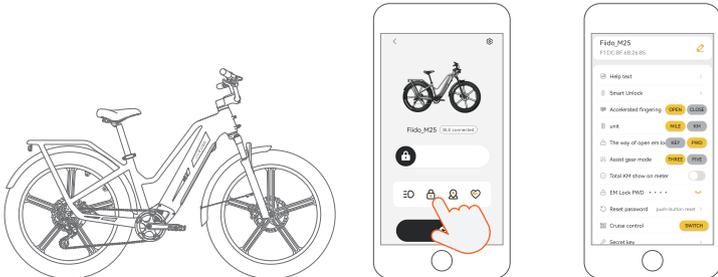
Danger: Charging can be allowed on public charging equipment, but the matching between the battery and the charging equipment should be fully considered.

Warning: If there's any odor or high temperature during charging, please stop charging immediately and contact after-sales team for assist.

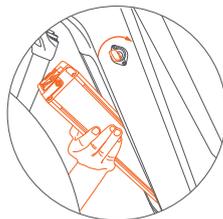
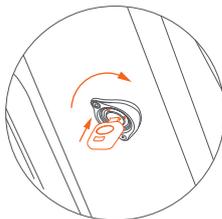
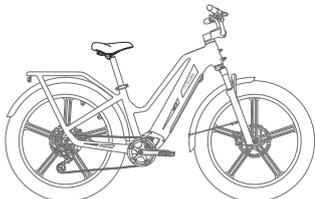
How to remove the battery



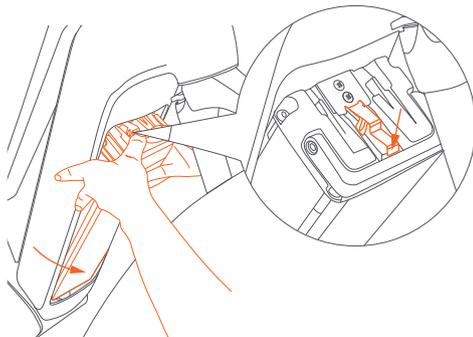
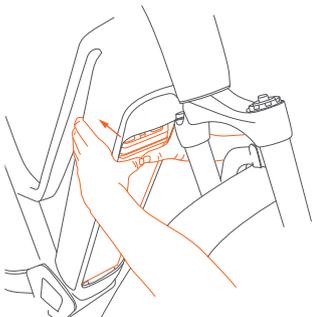
- 1) Remove the battery cover: Use both thumbs to press the battery cover button firmly and slide down to remove the cover.
- 2) Open the battery lock (there are three ways below, you can choose any one of them to open)
 - 1) Using the code to unlock: When the meter is on, press “△▽” simultaneously for 3 seconds, the password interface will be displayed. Press “△” “▽” button to select number and press “M” button to confirm, then enter factory default password “1234” to unlock the battery.
(Note: a long sound means that the unlock is successful. Two beeps means wrong password)



- 2) Using APP to unlock: Open the Fiido cycling APP, connect with the bike, and click the unlock button (a long sound means that the unlock is successful).
- 3) Using APP to set the combination key to unlock: Open the Fiido cycling APP and connect with the bike. Click Settings, and select "Password unlock/key combination unlock", then set the combination key. When the bike is on power-on status, press “△▽”simultaneously to unlock.



- 4) **Unlock with key:** Turn the key clockwise to the "unlock" state, the upper end of the battery will automatically pop out and ready to be removed.



- ③ **Remove the battery:** After the battery lock is unlocked, press the upper part of the battery and release it. The battery lock will automatically shrink. The battery will automatically release the first lock;
- ④ At this time, press the lock spring on the top of the battery with your finger and hold the battery to remove it.

3.Maintenance precautions

3.1 Using precautions

3.2 Bike maintenance & repair

3.3 Motor maintenance & repair

3.4 Battery maintenance & repair

3.5 Reflex reflector cautions

3.1 Using precautions

(I) Users should pay attention to the safety of bicycle use

1. No parking in building foyers, evacuation stairs, walkways and safety exits.
2. No charging in residential buildings. Charging should be far away from combustible, and no longer than 9 hours.
3. Prevent water from entering electrical parts. When cleaning the bike, avoid water impact on charging port, wiring harness connectors, fuse and other electrical parts.
4. When adjusting the height of the saddle, the safety line mark of the seatpost should not be exposed.
5. Users and dealers must not wiring and modifying structure and performance without permission. Such as: change the battery configuration, the circuit, increase the lamp power, increase the sound and other modification.
6. Please do not change the instrument background parameters settings at will, otherwise normal riding cannot be guaranteed.
7. Please do not unplug any live wire interface in the powered-on state to avoid damage to accessories (such as instrument panel, controller, etc.)
8. Do not touch the live part of the bike with wet hands or metal conductors. Such as: charging port, charger plug etc.
9. When replacing circuit breakers or fuses, use circuit breakers or fuses of the specified models and specifications. Do not short-fuse wires. The circuit breaker or fuse card slot should be in good contact, or may cause the accidents.
10. Please do not disassemble electrical parts without authorization to prevent liquid and metal particles from infiltrating into electrical parts.
11. Do not ride on bad weathers, or place the bike in a long-term exposure to the sun/rain to avoid parts aging.
12. If scrub the bike is needed, please wipe the body with a neutral lotion mixed with tap water. Do not remove and wash internal parts to avoid short circuit.

Caution: Non-professionals are strictly prohibited to repair. In case of failure, please contact the after-sales team or authorized professional maintenance station for maintenance.

(II) Riding safety: please follow the national and local traffic laws and regulations, pay attention to riding safety.

1. User must be over 16 years old. Do not lend to people who can not operate the bike to avoid the harm.
2. Please ride in Non-Motor Vehicle Lane, with the max speed no more than 25km/h.
3. Please carry persons or goods in accordance with local laws and regulations while riding.
4. Please be sure to wear a suitable safety helmet and fasten the helmet wind strap while riding.
5. The braking distance will be extended in rainy and snowy days, please pay attention to slow down, and try to avoid to ride on bad weathers. Inner short circuit and electrical parts damage may be caused if the water level reaches the center of the hub of the rear wheel motor, please noticed.
6. Please follow the local traffic rules carefully. No riding after drinking, and make sure to always ride with both hands.
7. Bright colors, relaxed, and comfortable suit are suggested for riding, and wear low-heeled shoes for riding is necessary.

(III) Examination before riding: please repair in time or go to the local maintenance point for repair, if there's any abnormality.

1. Please confirm the normal power use when using the kickstand and the rear wheel is off the ground.
2. Turn on the power, check whether the indicator light is normal, and the power supply is sufficient.
3. Check whether the mechanical bell and front/rear light are in good condition.
4. Confirm whether the handlebar and seatpost are adjusted to the appropriate position, that fastening screws and quick release are fastened. Be attention that the safety line should not be exposed.
5. Check the front/rear brake handle, brake adjustment should make the brake reliable and flexible reset.
6. Check whether the tire pressure is normal, no cracking, abnormal wear, nails, stones, glass and other sharp objects.
7. Check whether the front/rear wheel screws are locked, the side, rear and pedal reflectors are in good condition.
8. Check whether the front /rear lighting is normal and ensure that lights can be good used while riding.
9. Check the fastening state of each axle to ensure the front/rear axles are in a reliable state.
10. Check whether the frame clamp is locked before riding.

Caution: abnormal tire pressure, tire cracking damage and abnormal wear are the main causes of steering failure and tire burst.

(IV) Attentions on the road

1. For your safety and the safety of others, please obey the local traffic rules consciously.
2. Before riding, be sure to wear a safety helmet, take safety precautions and maintain a natural posture.
3. At the beginning of riding, please slowly accelerated, to avoid the energy waste or accidents.
4. For a longer service life of the battery and motor, when start riding or climbing, please try to use power assisted mode.
5. To ensure safety, economic speed should be used as far as possible, and reduce frequent braking, frequent start as far as possible, to save electricity.
6. avoid the phenomenon of tightening the speed control handle after braking.
7. Riding on muddy areas or uneven roads should use pedal mode as far as possible.
8. Braking distance should be appropriately increased on bad weathers, please be concentrated and careful while riding.
9. Equipped with overcurrent protection. The circuit may be overcurrent under the condition of higher uphill Angle and higher headwind speed. It's better to use pendal mode, otherwise, power consumption may be too fast to affect the range, motor and electrical appliances burn. The body and electrical parts should not be electriferous, the insulation resistance value shall not be less than 2M ω .
10. Controllor has undervoltage protection, the power will be cut off automatically if the voltage is lower than the undervoltage value, to maintain the service life of the battery.

(V) Attentions of pushing and parking

1. The power should be off when pushing the bike, to avoid the accidents.
2. Parking should be on the level ground, and maintain the bike as power off status.
3. For your safety, please maintain and clean your bike regularly to keep it in the best condition.

3.2 Bike maintenance & repair

1. The bicycle has been checked and adjusted before out of factory, any problems please contact Fiido After Sales Team for support.
2. Normally the spokes of the wheel should be adjusted once after half a month of riding to ensure the best use.
3. Make sure to check the storage capacity of the tire regularly to keep it in normal use.
4. Make sure to check the main parts like handlebar, stem, saddle, seatpost, front/rear and centre axle, flywheel and chain, wheels, to keep it in normal use, nut and screw loose should be tightened in time if it loose.
5. In use, it's recommended to add 3# calcium base lubricating oil (butter) every six months to the parts that need lubrication. (such as front/middle/rear axle bearing, front fork bowl group, foot pedal bearing, etc.) Add 30# oil to the chain, brake cable, support and other parts every two months.
6. If the vulnerable parts are damaged, such as: brake line, brake skin, brake pad, bulb, fuse, etc. Please find the local maintenance center to replace, but be sure to replace with the same model specifications of the parts.

Cautions: Handlebar core screw fastening torque, combined handlebar joint screw fastening torque, saddle clamp screw fastening torque, front wheel fastening torque recommended torque is not less than 18NM; The recommended torque for fastening the central shaft lock mother and rear wheel is not less than 30NM. Handlebar and saddle tube safety line should not be exposed outside the body.

3.3 Motor maintenance & repair

1. Equipped with rare earth permanent magnet DC brushless, external rotor hub motor, without any deceleration mechanism and carbon brush, which is basically maintenance-free.
2. Do not open the motor base and end cover after sealing.
3. Keep the motor clean, no foreign matter, corrosive liquid, gas into the motor, do not knock and bake the motor shell, so as not to damage the motor.

Caution: If the issue still exists, please contact Fiido customer care team.

3.4 Battery maintenance & repair

1. Lithium battery has the characteristics of large capacity, long life, maintenance-free, light weight, pollution-free etc. Its service life is closely related to using mode. Do not store chronically, please form the habit of frequent charging.
2. It is recommended to charge for 5 - 7 hours each time, and the longest time is not more than 1 day. Lithium battery has no memory effect, can be used with the charge.
3. Make sure to charge for more than two hours every month under chronically store condition. Do not store the battery at a loss of power. Once the battery voltage reaches the discharge state, will cause unrecoverable damage.

Danger: Do not dismantle old battery without authorization, it should be collected according to regulations.
Warning: Do not near the fire or high temperature source, or throw it into the fire, or expose it to the sun.

3.5 Reflex reflector cautions

1. Reflex reflector device must not be missing, if it's missing, please immediately contact after-sales team for replacement, and the installation position should be consistent with the original bike.
2. Fiido reflex reflector has been fixed on the vehicle, please do not change the position, modify, disassemble, etc.
3. Make sure to check the normal function of reflex reflector before each use, and keep the surface clean.
4. The reflector device must not be covered by luggage, children's chairs, clothing and other objects, otherwise it may cause safety hazard.

4.Service directory

4.1 Troubleshooting methods

4.2 Specifications

4.3 Warranty coverage

4.4 Repair record

4.1 Troubleshooting methods

Fault code description

Fault code	Fault phenomenon
E1	Communication issues
E2	Throttle issues
E3	Brake lever issues
E4	Motor hall issues
E5	Motor issues
E6	Controller issues
	Overheating protection

General fault

Fault phenomenon	Fault cause	Rule out way
Through-supply motor failure	Poor contact of regulating handlebar Poor contact of brake cut-off switch Motor damage Controller damage Loosened connector	Change regulating handlebar Change brake cut-off switch Change motor Change controller or get repair Check the connector
Lack of range	Tire pressure deficiency Undercharged or faulted charger Aging battery or damaged battery More uphill, gale, frequent braking, overload, etc	Blow up the tire Fully charged, check charger Change battery Using pendal mode
Difficulty in charging	Loosened plug Disconnected battery cable Damaged charger	Tighten socket and connector Welded connector Change charger

4.2 Specifications

Property index	Item	Titan
Product size	Before folding: Length*Width*Height (mm)	1850*710*1070
	Tires (Inch)	26*4.0
Product weight	Net weight	37.8kg(83lb)
	Maximum load	120kg(265lb)
Riding requirement	Applicable age	16+
	Applicable height	155cm(5'1") - 200cm(6'7")
	Serial numbe Location	On the controller box
Main spec	Maximum speed	15.5MPH (25km/h)
	Center distance between wheels (mm)	1155
	Transmission	9S
	Power assisted system	3/5 gears
	Transmission ratio	42T: 11-36T
	Applicable road	Urban asphalt pavement/flat pavement
	Operating temperature	-10° ~50°
	Waterproof rate	IP54
	Rated voltage (V)	48
Battery	Battery type	Lithium battery
	Rated capacity (Wh)	696
	Battery management system	Overheat/short circuit/ overcurrent and overcharge protection

Motor	Torque (N·m)	70
	Rated speed (r/min)	310
	Motor type	Brushless geared motor
	Undervoltage protection (V)	39±1
	Overcurrent protection (A)	25±1
Charger	Input voltage (V)	100-240
	Output voltage (V)	54.6
	Output current (A)	3
	Charging hours (h)	5
Others	Front light	LED
	Tail light	LED
	Riding mode	Electric mode+Power assisted mode+Pedal mode

Caution:

* The above data allow for 5% manufacturing tolerances.

* After receiving the bike, there may be some differences between individual accessories and display drawings, which are different due to the different batches, and do not affect the use.

4.3 Warranty coverage

(I) Warranty principle

1. Users should operate correctly according to this user manual. In case of performance failure caused by production quality, according to relevant laws and national provisions of the three guarantees, the company shall uniformly perform the obligations of the three guarantees.
2. The faults beyond the warranty scope and the main parts after the warranty period shall be repaired by the company but shall be charged at the discretion.
3. Regarding the battery replacement after the warranty period, will be charged with the factory price, but the old battery must be returned to the manufacturer, to ensure safety and avoid environmental pollution.

(II) Warranty scope and period

Item	Parts	Guarantee time	Service
Basic parts	Frame	36 months	Natural deformation, open welding, desoldering fracture phenomenon, quality problems caused by poor manufacturing can be replaced. Self-modification, collision damage, etc. are not warranted.
	Fork, Handlebar, Stem, Seatpost	24 months	
	Kickstand, Tires, Saddles, Fenders, Safety hook, Seat clamp, Stem clamp, Frame clamp, Pedals, Brakes, Brake discs, Brake levers	3 months	Tire puncture by sharp objects, collision damage of spare parts, etc. are not warranted.
	Crank chain disc, Front arm set, Hub, Wheel hub, Spokes, Shift finger dial, Derailleur, Flywheel, Chian, Bottom bracket, Shock absorber	6 months	Man-made damage, self-modification, collision damage of parts and accessories are not warranted.
Electric parts	Controller	24 months	Short circuit, burnout, performance failure due to poor manufacturing can be replaced. Water, disconnection, and man-made damage are not warranted.
	Charger, Main wiring harness	24 months	
	Display instrument, Speed control knob, Booster, Controller cover plate	6 months	
	Headlights, Taillights, Power-off brake levers, Switches	3 months	
Motor parts	Motor, Hall, Bearing, Clutch	24 months	Phase loss, Hall element burnout, demagnetization, abnormal bearing noise can be replaced. Breakage, water ingress are not warranted
Motor parts	Lithium battery	24 months	Replace the battery due to faults such as broken grids, no power storage, and less than 70% capacity. No warranty for water ingress or man-made damage

(III) The scope and content exceed warranty

1. Failure caused by user's failure to use, maintain and adjust according to the User Manual".
2. Failure caused by private modification.
3. Failure caused by improper use or storage by users or accidents.
4. No warranty card, or card and bike do not match.
5. Vulnerable parts and consumables, including plastic parts, spokes, rim, brake line, scratching surface etc.
6. The expenses for self-repair without the consent of the specially contracted maintenance unit.
7. After accessories leaving the factory, shell scratches or shell damage will not enjoy warranty.
8. Lead scratches or breaks.

Warranty notification

1. Accessories will be guaranteed in strict accordance with the warranty period.
2. The warranty period shall be calculated from the date of delivery.
3. No warranty will be provided if the charger, battery and motor are disassembled without permission.
4. For other parts of the bike, the quality issues will be provided three months warranty , others will not be warranty.
5. When other parts of the bike has issues, maintenance must be carried out in a professional maintenance centre, not private disassembly. Controllers, batteries, chargers must be ensured that all labeling integrity.
6. maintenance must comes with the warranty card, invoice, certificate of quality and other relevant documents.
7. The battery warranty method is 1:1. In case of battery problems, the battery should be returned to the manufacturer to determine whether the battery is covered by warranty according to battery testing standards.

4.4 Repair record

Warranty card

User	Company			
	Name		Phone	
Address				
Purchase date			Color	
Model			Order No	
Frame No			Motor No	

Repair record

Date	Maintenance	Remarks

 DON'T THROW AWAY THE PACKAGING JUST YET! Please keep it in case you need to return the bike.

If you have any questions or suggestions about this user manual,
please contact us via following mailaddress
Contact us: support@fiido.com



Scan for video instruction



Fiido APP



EPAC according to EN 15194



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