



**Coast to Coast**  
COASTRV.COM.AU

# eTOURER+

M1 User Manual

350-06700 | TDB05Z



# E-Tourer M1 User Manual

Thank you for purchasing an E-Tourer E Bike.

With care and correct usage your electric bicycle will give many years of service.

**Please read this manual fully before use.**

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## Introduction

Fully charge the battery before use.

This manual contains important information about how to safely use your bike.

It is extremely important that you follow the safety guidelines contained in this manual in order to ensure maximum safety

It is the owner's responsibility to carefully read all of the contents of this manual and to comply with all laws pertaining to the operation of bicycles and/or electric bikes in your local jurisdiction

# Safety Notice

Please read these instructions carefully before using the E-Bike. Important information about your new E-Bike is in this manual.

## Warning

- Before beginning any exercise program, consult your GP. Evaluate your present fitness level & determine the exercise program that is most suited to your age & condition.
- If you experience any pain or tightness in your chest, irregular heartbeat, shortness of breath, lightheaded or any other unusual discomfort whilst exercising, stop & consult your GP before continuing.

## Maximum Weight Capacity

Your E-Bike is designed for cyclists (inclusive of luggage) weighing up to 120Kg.

## General Safety

Safe cycling is an important concern for all bike manufacturers. Using common sense is usually the best way to cycle safely & get the most out of your E-Bike. Here are some common sense ideas to keep in mind whenever you go for a bike ride:

- **Familiarise yourself with your state laws**

Many states require different safety devices. It is your responsibility to familiarise yourself with the laws of the state in which you are cycling, & to comply with those laws (including properly equipping your bike if need be)

- Be sure to thoroughly understand how to operate the components of your E-Bike
- Always do a mechanical safety check before cycling

Be sure all equipment is adjusted properly, especially the brakes, & that all quick release devices are in the 'closed' position before cycling. When you need to react quickly, you need to know how your bike will respond.

- Always cycle defensively

While you may be in the right, in a contest between a car & a bike, the car will always win. Always be on the lookout for potentially dangerous situations.

## **Wear a helmet**

Always wear a helmet when cycling, no matter how short the route may be. Always keep the chin strap securely buckled. A helmet meeting the appropriate safety standards, would be ideal to protect against head injuries. It must fit & be worn correctly to do the job efficiently.

## **Wet weather**

- Take extra care when cycling in wet weather
- Brake earlier as you will need a longer distance to stop
- Slow down, avoid sudden braking & take corners with added caution
- Be more visible on the road
- Potholes & slippery surfaces (such as line markings & train tracks) all become more hazardous when wet

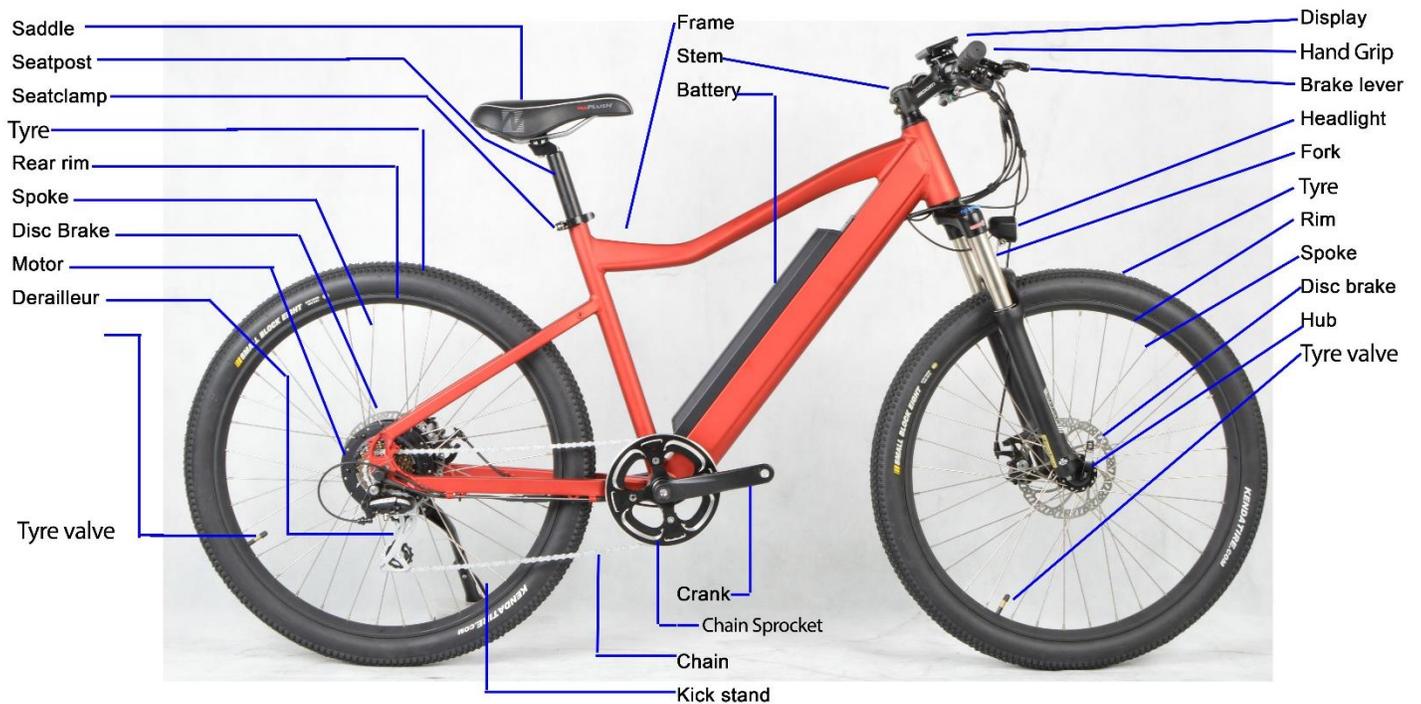
## **Night riding**

- Cycle at night only if necessary. Slow down & use familiar roads with ample street lighting if possible
- Ensure your bike is equipped with a full set of correctly positioned & clean reflectors
- Use a properly functioning lighting set, comprising of a white front lamp & a red rear lamp
- If using battery powered lights, make sure the batteries are well charged
- Some rear lights available have a flashing mechanism - this would enhance visibility

## **Pedaling technique**

- Learn to operate the gears properly
- Position the ball of your foot on the centre of the pedal
- When pedaling, ensure your knees are parallel to the bike frame
- To absorb shock, keep your elbows slightly bent

# Parts & Assembly



1. Carefully remove the bike from packing carton, removing all of the protective material, being careful do not to scratch the painted parts and pull the cables of the bike.

The assembly must be an operation by two adults, in the correct order not to incur accidents or fall.



2. Insert the front wheel into the housings of the front fork, tighten the wheel with the special quick-closing device.



<p>3. Tighten the front light through your bolt, make sure that the front light is correctly aligned in the center of the fork.</p>	
<p>4. Remove the front plate located on the handlebar column.  Insert the handlebar in the appropriate housing on the handlebar column.  Position the previously removed plate in its original position and tighten the respective 4 bolts; Make sure the handlebar is in the center position with respect to the handlebar column.</p>	
<p>5. Insert the Saddle column into the bike, making sure to orient the saddle and tighten the saddle with the appropriate device on the frame as shown in the right photo.</p>	
<p>6. Identify the right pedal via the R mark on the pedal axle, meet the L mark identifies the left pedal.  Tighten the left pedal counterclockwise and the right pedal clockwise in their respective positions to avoid serious injury when using the bike and damage to the bike.  <b>CONFIRM that all the bolts and the pedals are tightened well</b></p>	

# Specifications



Electrical Systems	
<b>Motor</b>	250, front driving Brushless motor with easy release connection
<b>Battery</b>	36V 13 Ah Li-ion Battery, with USB Port, removable
<b>Charger</b>	100~240V, 50-60Hz, Smart charger, Plug in AU standard
<b>Charge time</b>	3-5 hours
<b>Display</b>	5-lever LCD display
<b>Operation</b>	Pedal Assisted System & Throttle Grip
<b>PAS</b>	Torque Sensor
<b>Controller</b>	high efficiency intelligent controller, low noise & durable
<b>Light</b>	LED

Performance	
<b>Max Speed</b>	25Km/h
<b>Range</b>	50-55km by PAS, 40-50km by only electric
<b>Max Load</b>	120Kg
<b>N.W / G.W</b>	25kg / 30kg

Main Components	
<b>Frame</b>	6061 Alloy Aluminum
<b>Fork</b>	Adjustment suspension
<b>Derailleur</b>	7 gears, Shimano
<b>Brake(F/R)</b>	Mechanical
<b>Brake lever</b>	Alloy lever, power cut when braking
<b>Tires</b>	27.5*2.1, with reflective strip
<b>Rim</b>	Alloy Aluminum, Double Wall
<b>Spokes</b>	13g Stainless steel
<b>Hand Grip</b>	Comfort grip with ergonomic shape
<b>Handle Bar</b>	Alloy aluminum, sports
<b>Stem</b>	Alloy aluminum, sports
<b>Saddle</b>	Sink Gel, Soft comfortable
<b>Seat post</b>	Alloy aluminum
<b>Hub</b>	Quick release Hub
<b>Chain wheel</b>	46T, Alloy Aluminum crank
<b>Chain</b>	Rust resistant chain, KMC
<b>Pedal</b>	Alloy Aluminum with reflector
<b>Kickstand</b>	Alloy aluminum, adjustment
<b>Fender</b>	N/A
<b>Rear rack</b>	N/A

# Understanding Your Battery

The key switch on the battery has 3 positions, 2 o'clock which is turned off and disengaged from the bike ready to be withdrawn, 4 o'clock which is locked in the bike but switched off and 6 o'clock which is locked and turned on ready to go. The key cannot be removed when it is in the 'on' position

To get maximum life out of your battery please try to maintain a charge in it at all times, this is especially important if you are not using the bike regularly

A USB port is available on the battery to charge a portable device such as a phone, light or GPS system. The battery itself cannot be charged via this port

## How to Charge the Battery

- Turn the key to OFF
- Insert the plug of the charger into the charging socket of the battery box
- Insert the charger into a wall outlet, a red light should now appear.
- Leave the battery charging for 5-6 hours in a well ventilated area
- When the light on the charger turns green your battery is fully charged
- The charger will become warm whilst charging, this is perfectly normal
- You can charge the battery either while it is on the bike or when it has been removed
- To remove the battery, with the key in the off position, push the key into the battery and turn in an anti-clockwise direction, you will see a small lug at the top of the battery disappear within the casing, now flip the saddle up and slide the battery up and off the retaining rail. To replace the battery carry out the opposite procedure and ensure that the locking lug locates within the hole in the battery rail

Make sure when inserting the battery that the rail engages in the slot provided in the rear of the battery

## Precautions whilst Charging the Battery

- Always charge your battery in a dry and clean place, keep the charger dry and clean
- Always turn off the motor and remove the key from ignition before and during charging to prevent serious damage to the controller and the battery
- Do not attempt to open or make any amendments/repairs to the battery
- Keep out of reach of children
- Do not place anything on top of the charger or battery whilst they are charging
- it is normal for these to get warm during the charging process
- If you do not use your bicycle for a long period of time then please ensure you check the battery on a monthly basis and charge if necessary
- Never leave the battery in a fully discharged state for more than 24 hours

## Safety Checks Before Cycling

- Before riding, make sure that the battery has sufficient charge for the journey
- Check that the air pressure in the tyres is within limits shown on tyre wall. Please note that riding on underinflated tyres will reduce the battery range considerably and increase the risk of punctures and broken spokes
- Check that the front and rear brakes are operating correctly
- Check that the front and rear wheels are securely fastened especially quick release skewer, if fitted, is tight when locked and facing in an upwards direction
- Check that the seat post and handlebars are securely fastened and within the marked limits
- Check lights operate correctly
- Only turn the battery on once you are on the bicycle and ready to go, making sure that the red button that controls the throttle is not pushed in, if it is you may accidentally touch the accelerator while pushing or moving the bike and initiate the motor and the bike will jump forward possibly causing you to injure yourself or damage the bike

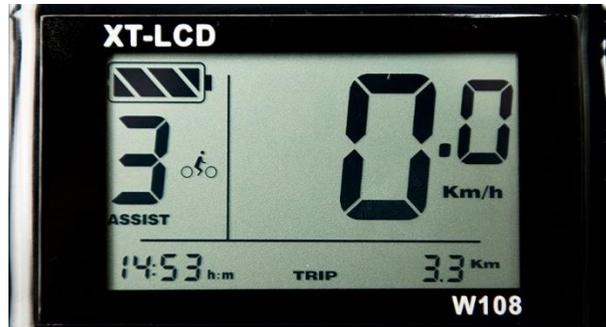
## Bicycle Usage

- Your E-Tourer can be used as a normal pedal bike by simply not switching on the battery
- Electric bikes must not be ridden by anyone under the age of 14 on public property
- Frequent braking and starting, low tyre pressures, riding uphill, travelling against a strong wind, excessive use of throttle and riding on rough or muddy roads will consume extra battery power and shorten the range
- Your electric bike can be used in rain; however, it must not be submerged in water. The controller, batteries, motor and other electrical devices may be short circuited causing damage and a potentially dangerous situation
- All other operations of your E-Tourer are as per a normal pedal cycle

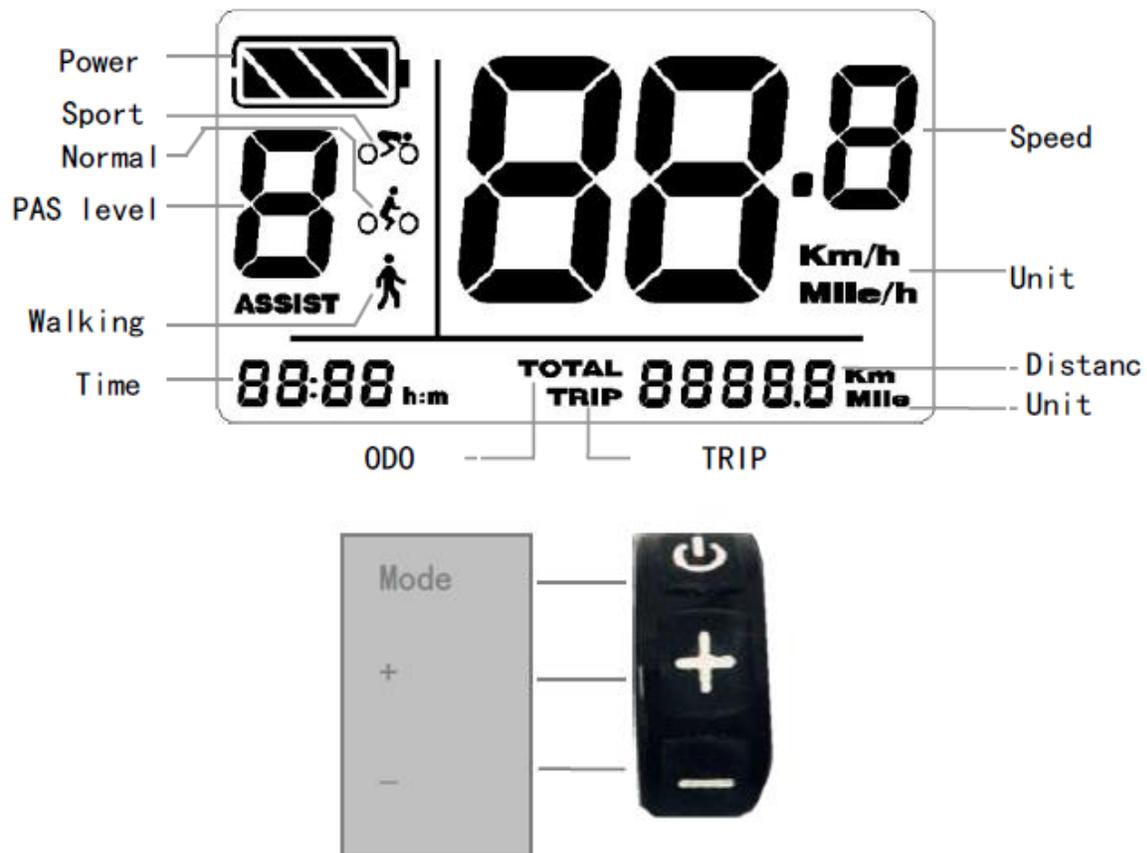
# Display Usage

## Functions

- Battery Capacity
- Speed (Max/Avg.)
- Distance (Trip/Total)
- Time
- Assist walking
- Backlight
- Level Settings
- Error code readout



## Interface



**ON/OFF** - Long press Mode to start display. Long press M again to switch off.

**Simple Settings** - Long press (+) and (-) to access setting mode.

**Unit** - Press (+) or (-) to change unit Km or Mile. Press M to save and skip to speed setting.

**Speed Limit** - Press the Mode into speed limit setting, (+) means increase the speed limit, (-) means decrease the speed limit. Please note that speed limit does not work in sport mode

**Backlight Brightness** - Press M to save and skip to backlight setting. Press (+) or (-) to change the brightness

**Time** - Press M to save and skip to time setting. Press (+) or (-) to change the time

**Advanced Settings** - Long press M to start display. Long press (+) and (-) to setting mode, Then press (+) and (-) and no release, meanwhile press M eight times, to access advanced settings.

**Wheel Size** - Press (+) or (-) to change the wheel size.

**Hall sensor** - Press (+) or (-) to adjust the hall sensor.

**Reduction ratio** - Press (+) or (-) to adjust the reduction ratio.

**Pole Logarithmic** - Press (+) or (-) to adjust the pole logarithmic.

**Adjust Level** - Normal mode: default range 0 – 3, Press (+) or (-) to change the levels. 0 no output, Default level 1 when switch on.

**Walk Assist** - Long press (-) to start assist walking. Vehicle goes at 6km/h. Only in case of pushing, can this function be used. Please don't abuse when riding.

**Capacity** - Four sections highlights when battery is full. Percentage of capacity for sections:



**Distance** – Short press On/Off to switch between TRIP and TOTAL

**TRIP Clearance** - Power on, long press M and (-) to clear TRIP distance.

## Error Code List

Error code	Definition
04	Throttle no homing
05	Throttle abnormality
06	Low voltage protection
07	Over voltage protection
08	Hall sensor abnormality
09	Phase line abnormality

Error code	Definition
10	Controller overheat
11	Temperature sensor in controller abnormality
12	Current sensor abnormality
21	Speed sensor abnormality
22	Communication abnormality in BMS

# Regular Maintenance

## Wheels

The wheels should be centred in the fork or dropouts, if you hear any irregular noise from the wheels inspect them as they may need repairs. The wheels should rotate smoothly without wobbling from side to side, if this happens, please ensure they are fastened correctly. You can check the bearing play of the hubs by lifting the bicycle and spinning the wheel, it should continue to spin for several times after you have stopped spinning manually

To check the play of the hubs try to move the rim from side to side between the forks, no play should exist. If you detect play or if the wheel is difficult to turn, the bearing must be adjusted or replaced.

## Brake levers

There is an automatic power SHUT OFF sensor on the brake levers; every time the brake is applied the power will automatically shut off and when released the power will return.

## Rims

The rims should be smooth and without cracks, breaks or bulges

## Spokes

Check that no spokes are broken or becoming loose. If there is some minor loosening of the spokes they may need tightening. If there is a loose spoke or the rim has side play of more than 4mm, we recommend you immediately take your bike to a local bike stockist to be repaired. Riding with loose spokes will cause the wheel to fail

## **Tyres**

Inflate your tyres to the pressure embossed on the sidewall before use. Every time you ride make sure the tyres are inflated according to the psi as stated on the sidewall of your tyre i.e. 40-65psi. Improper tyre pressure will make riding more difficult, cause excessive wear and premature failure of the tyre. The tyre should be properly seated in the rim and the fitting of the tyre bead should be checked.

If the tube is pinched between the rim and the tyre it will fail when inflated. Make sure the tyre is not cracked or worn unevenly. Check the tyres for bulges. Check and make sure that the valve stem is straight in the rim. Irregular tyres should be replaced immediately. Please note that riding on underinflated tyres will reduce the battery range considerably

## **Brakes**

Riding with brakes that are worn or damaged, or with worn cables or wheels that are in poor condition may result in losing control of your bike. Wet weather may hinder your brake performance so please take extra care in these conditions.

Before each ride check to make sure your brake cables are free of obstacles and are working properly before operating the bike. It is also good practice to make sure the wheels spin freely i.e. the brakes are not binding

## **Power On/Off**

The power on and off is controlled by turning the key located at the side of the battery. This key also locks the battery to the bike. The LCD display, located on the handlebars also indicates the charge level of the battery

## **Batteries/Fuse**

The battery is a 36v lithium and must not be tampered with in any way. All the batteries have an accessible fuse. This fuse is 30amps as main protection for the circuit.

**Do not attempt to open the lithium battery, doing so may cause chemical, electrical or fire hazards.**

**Unauthorised opening of the battery casing will negate any warranty**

## **Lubrication**

To maintain a smooth operation of the chain and the gear cogs put a small amount of lubricating oil on them every 6 months or sooner if they look dry

# Warranty Information

## Warranty Against Defects

### 1 WHAT THIS WARRANTY RELATES TO

- 1.1 This warranty covers goods supplied by Coast RV Pty Ltd T/A Coast to Coast RV Services ("Supplier") to the Client ("Goods") and relates to any defects in materials and workmanship under normal use and maintenance ("Defect").

### 2 WHAT THE SUPPLIER WILL DO TO HONOUR THE WARRANTY

- 2.1 The Supplier will:
- (i) replace or repair the Goods or the defective part of the Goods free of charge;
  - (ii) arrange for the Goods or the defective part of the Goods to be repaired or replaced by a qualified repairer free of charge.
- 2.2 The Supplier reserves the right to replace defective parts of the Goods with parts and components of similar quality, grade or composition where an identical part or component is not available.
- 2.3 Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

### 3 WHAT THE CLIENT MUST DO TO CLAIM THE WARRANTY

- 3.1 To claim the benefit of the warranty, the Client will need to (sequentially):
- (i) first contact the Supplier; and
  - (ii) present the defective Goods to the Supplier for inspection, including inspection for defective workmanship, or otherwise provide evidence of the claimed Defect, accompanied by evidence of proof of purchase and date of delivery, and if applicable, evidence of maintenance performed in accordance with the relevant maintenance schedules.
- 3.2 The claim listed in clause 3.1 may be made in person, or the claim may be sent to the address listed on this form, including the particulars required under clauses 3.1(i) and 3.1(ii).
- 3.3 The appropriate form for making a claim for warranty is as attached.

### 4 DURATION OF WARRANTY

- 4.1 The frame of your new E-Bike is warrantied for 3 years from date of purchase
- 4.2 The motor and controller is warrantied for 24 months from the date of purchase
- 4.3 The battery is warrantied for 18 months from the date of purchase
- 4.4 The Charger is warrantied for 12 months from the date of purchase
- 4.5 All other compenents are warrantied for 6 months (excludes consumable items such as tyres, brake pads, cables, chain and sprockets)
- 4.6 Failure due to poor care and maintenance, accidental damage, overloading with excessive weight, towing or misuse will not be covered by warranty
- 4.7 If a Defect does not materialise in the Goods prior to the date provided in clause 4.1, the Supplier will have no liability to the Client under this warranty.

### 5 RESPONSIBILITY FOR COSTS OF CLAIM UNDER THIS WARRANTY

- 5.1 The Supplier is responsible for the costs directly associated with repairing or replacing the Goods in accordance with clause 2.1 only.
- 5.2 Any works required to be completed in addition to fixing the Defect are the responsibility of the Client. Additional works includes any costs associated with any testing or repair of the Goods or any goods to which they are fitted, undertaken by a third party in relation to any defect without prior authorisation from the Supplier.

5.3 Where it is determined that the Goods do not have a Defect, the Client will be charged a GST exclusive inspection fee of forty-five dollars (\$45.00AUD in Australia or \$45.00NZD in New Zealand) plus freight costs for the return of the Goods, this is subject to change without notice.

5.4 The cost of delivery and insurance of the Goods to and from the Supplier, travel costs to and from the Supplier, and the cost of inspecting and testing the Goods are the sole responsibility of the Client.

## **6 WARRANTY LIMITATIONS**

6.1 The Supplier makes no warranties or representations other than those set out in this warranty document except as is required by law.

6.2 The Supplier will not be liable under this warranty:-

- (i) to the Client or any other person for any consequential, direct or indirect loss, damage or costs incurred or suffered by the Client or any other person, including but not limited to damage to persons, other property, loss of turnover, loss of profits, loss of business or goodwill;
- (ii) to the Client for transportation or travel costs which are the Client's responsibility;
- (iii) for damage or defects in any Goods caused by improper transportation, storage or any other misuse, neglect or accident.
- (iv) for the installation of the Goods. Any fault or defect due to installation should be referred to the installer. The Goods must be installed in accordance with the Manufacturer's instructions and any relevant legislation or code.

6.3 This warranty covers the Client only and it is not transferrable if the Goods are sold by the Client during the warranty period.

## **7 WARRANTY EXCLUSIONS**

7.1 This warranty will not apply where:

- (i) the Goods have been improperly modified or repaired or the Good's defect has arisen due to the Client's failure to properly install, fit, maintain, service or use the Goods in accordance with the specifications and instructions provided by the Manufacturer, including a failure to comply with the relevant maintenance schedule (where applicable);
- (ii) the Supplier cannot establish any Defect in the Goods after testing;
- (iii) the Goods have been used other than for the purpose for which they were designed;
- (iv) the Goods have been subject to abnormal conditions, including but not limited to temperature, pressure, stress, load or similar;
- (v) the Client or installer have used or fitted non-genuine or non-approved parts and accessories to the Goods or have failed to use recommended parts and accessories;
- (vi) the Good's defect has arisen due to abuse, misuse, neglect or accident;
- (vii) the Goods have not been installed in accordance with the relevant instructions;
- (viii) the Good's defect is caused by use or fair wear and tear of the Goods (or expendable parts).

## **8 RIGHTS AT LAW**

8.1 The benefits given to the Client under this warranty are in addition to other rights and remedies of the Client at law in relation to the Goods.

8.2 In Australia our Goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Goods repaired or replaced if the Goods fail to be of acceptable quality and the failure does not amount to a major failure.

# WARRANTY CLAIM FORM

Warranty Providers Name:

Coast RV Pty Ltd trading as Coast to Coast RV Services

ABN 49 097 104 492 - ACN 101 461 330

Warranty Providers Address:

PO Box 6287, Silverwater NSW 1811 Australia OR;

PO Box 58-054 Botany AUCKLAND 2163 New Zealand

Client:

Contact No.

Description of Goods provided:

Receipt enclosed: *(tick box)*

Yes

No

Receipt No:

Description of defects (Give as much detail as possible. Use a separate page if required):

Date of purchase/services provided:

I hereby declare that the information provided above is true and correct and to the best of my knowledge and belief and I have complied with all the conditions of the warranty.

Signed:

Name:.....

*(please print)*

Dated:.....

[Please note, the issue or completion of this form by the Client does not constitute an admission of liability by the Supplier]