



ENVO

VEEMO SE / LT

USER MANUAL

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WARNING

Read, understand, and follow all of the instructions and safety precautions in this manual and on all product labels. Failure to follow the safety precautions could result in serious injury or death.

1. INTRODUCTION

WELCOME TO THE ENVO FAMILY

Thank you for choosing an ENVO Electric Bike. As a leader in electric bike design and distribution in Canada, we are passionate about our customers riding their bikes more and driving their cars less. We are focused on ensuring that you have a safe and enjoyable riding experience for years to come. At ENVO, we are committed to developing sustainable zero emission mobility systems and work hard to maintain the satisfaction of our customers. Please stay connected and share anything that can help us improve our products and service.

1.1. USE OF MANUAL

For safe and enjoyable operation and installation of all ENVO Drive Systems products please carefully read and follow the recommendations outlined in this manual. It is critical that you clearly understand all general operations of various parts of your ebike.

Please pay extra attention to any information marked with a caution or warning symbol:

 **WARNING**

 **CAUTION**

1.2. SERVICE & TECHNICAL SUPPORT

Please contact us regarding any technical issues that you encounter, we are here to help. Give us a call, visit our help centre at support.envodrive.com, or refer to the tutorial videos on our website. This manual is not intended to be an extensive service guide. If you are in need of in-depth immediate service contact your local bike shop.

1.3. ILLUSTRATIONS

The illustrations in this manual may not be perfect representations of your ebike, and some of the components may differ. The models illustrated are for instructional purposes only.

2. SAFETY & GENERAL TIPS

2.1. STREET LEGALITY

- Electric bikes or conversion kits considered street legal under Canadian and US Federal Electric Bike Regulations are viewed as bicycles, not motorized vehicles and do not require an insurance license plate or driver's license. It is important to check your province/state, county, and local laws to ensure that your ebike complies with local regulation provisions
- ENVO ebikes general settings comply with 32km/h (20mph) max assisted speed, 500W max mechanical power, equipped with brake cut-off switches and options to control assist power while riding. These provisions suffice all Canadian federal and provincial regulations. Parks and other privately managed properties might have different rules. Please note street legal does not mean cyclists can ride an electric bike or trike on bicycle pathways and trails that restrict the use of electric assist bikes
- There may be components such as throttle that have a different legal definition depending on the province/state you are located in. Because of this we have provided controller settings that can adapt to a variety of specifications
- By modifying an electric bike or conversion kit's settings, upgrading a component's capacity, such as the controller or motor, the product may lose its street legality even if modifications are done by a professional. If at any point ENVO Drive Systems is asked to implement upgrades, we will notify you if the modifications exceed street legal limits
- ENVO is not liable for the legality of use of products in various locations

CAUTION

Your insurance policy may not provide coverage for accidents related to the use of an ebike. Make sure to contact your insurance company to know about your coverage.

2.2. RULES OF THE ROAD

WARNING

Failure to follow recommendations outlined in this section may cause damage to property, injury, or even death.

- Always obey all the traffic rules, regulations, signs, and signals
- Always wear a bicycle helmet that meets or exceeds safety standards
- Ride in a single file on the right side of the road
- Avoid drain grates, soft road edges, gravel, sand, potholes, and uneven paving
- When crossing a railroad track, pay extra attention as you may lose control
- Avoid unsafe actions when riding the ebike
- Do not carry a payload that shifts your balance, hinders your vision, or affects your hearing
- Always have both of your hands on the handlebar
- Do not tow or push the product
- Replace broken parts immediately
- If any ebike component is not functioning properly, end the ride immediately

2.3. BEFORE YOUR FIRST RIDE

- If you have an impairment or disability such as visual impairment, hearing impairment, physical impairment, cognitive impairment, and/or a seizure disorder, consult your physician before riding any ENVO Drive Systems product
- Before going on your first ebike adventure, take time to get familiar with your ebike
- Make sure everything on the bike is secured and tight, the battery is locked, and there is no play in any screws or bearings
- Check if you are able to turn the handlebar while the wheel is held in place **Figure 2A**
- Check if the handle bar is secured to the stem by trying to twist the bars forward and backward **Figure 2B**
- Ride around a quiet area at the lowest PAS (Pedal Assist LCD) setting, get familiar with your brakes and settings
- Be sure to bed in the brakes (See Brakes, Section 4.5.). Failure to do so will result in lower than optimum braking performance and can lead to squealing
- Always be mindful of the throttle as it will trigger motor anytime bike is powered on, applying throttle by mistake may cause you to loose control of the Veemo.

Figure 2A



Figure 2B



2.4. BATTERY & CHARGER SAFETY

- Please keep the battery away from excessive heat and moisture, do not spray with high pressure water, and do not store outdoors in freezing temperatures below 0°C
- Always store your battery in a well ventilated, cool, dry room at room temperature
- Keep away from children and pets
- If you notice any SMOKING OR SPARKING while charging immediately disconnect the battery
- Disconnect the battery from the charger once the charger light is green. And disconnect the charger from the wall plug
- Always fully charge the battery before storage and continue to check up on and charge every 2 months. Failure to do so can result in a loss of capacity to the battery and may even permanently damage the battery cells, which will void the warranty
- Always unplug the charger when not in use
- Take care of the pins. Always be gentle when pulling the charging pin out. Rough use of the pins can cause irreversible damage to the pins and battery
- Always use the charger provided by ENVO for the ENVO battery
- Always unplug the charger when not in use
- To minimize chances of sparking, first gently plug the charger into the battery and then plug the charger into the wall
- The charger may get hot while charging. Make sure charger's surrounding is open for natural heat dissipation

WARNING

NEVER disassemble the battery, there is significant risk of shock and damage to the battery. Doing so will also void the warranty. **DO NOT** puncture or crush the battery, or expose to server vibrations and impacts.

WARNING

Do not puncture or crush the battery. Do not expose the battery to severe vibrations or impacts. Failure to properly use, charge, and store your battery as instructed will void the warranty and could cause a hazardous situation.

CAUTION

Do not use the ENVO battery charger for any purpose other than charging your ebike. Do not use the ENVO battery as a power source for any other devices than your ENVO ebike. If you do so the warranty will not be applicable, and ENVO Drive Systems will not be liable for any damage to the system or injury to the persons.

2.5. FIRST CHARGE

- When you first receive your battery it will have about 50-70% of charge
- Before your first ride, charge your battery up to 7-9hrs, but no longer than that
- This may require you to leave the battery in charge even when the charger light is green. Doing so ensures that each cell is charged to its full capacity
- The full voltage of the battery pack should be slightly under 54V, and can be checked in the LCD display

WARNING

Do not drop the battery. Damaged batteries can cause fire and may explode which can lead to damaged property, injury or even death.

2.6. BATTERY REMOVAL & INSTALLATION

BATTERY REMOVAL

- Turn the key counter clock wise to unlock the battery gently
- The key is located on the right side of the bike
- The battery lock is located on the top, rotate the lock to unlock the battery
- Hold the battery and pull it upward. The battery should easily come off

BATTERY INSTALLATION

- To reinstall, line the pins at the back of the battery with the slots and make sure the battery is aligned
- Give a gentle push towards the back, then firmly press the front of the battery down. If done correctly, you should hear a click locking battery into the place
- After you hear the click, use the key to lock the battery in place, this ensures that battery has two locks keeping it in place
- Make sure the battery is firmly locked before operating the ebike



This is the switch for horn, turning light, wiper

2.7. CHARGING YOUR BATTERY

- Never store the battery in a discharged state. After every ride, charge the battery as soon as it has reached room temperature. This is to ensure battery health
- When it comes to charging the battery, there are two options you can either charge the battery while it is on the bike, or you may take it with you and charge it in your home or office
- Your bike comes with an on-board charging system that can charge the battery while it is still on the bike. The charging port is located on the lower left side of downtube
- If you choose to take the battery with you to charge, there is a charging port on the left side of the battery
- Always charge the battery in a well ventilated, cool room. Do not leave the battery unattended for an extended period
- You can check the charge of the battery by pressing and holding the power button
- If all the light is green, you can be assured that the battery is charged above 75%
- Charging time is 5-6 hrs or until the charger light is green

WARNING

The battery must not be left unattended when charging. Always charge the battery in front of your eyes.

WARNING

Never place the charger or the battery near flammable materials. Place the battery and charger on a fireproof surface before charging.

CAUTION

Please make sure you are gentle anytime you are inserting or removing the port's charging cable. Failure to do so can result in damaged pins and poor connections.

IMPORTANT NOTE:

As your battery ages, it will gradually lose capacity. With proper care and maintenance, your lithium ion battery will retain up to 70% of its capacity for about 500 full discharge/recharge cycles. As capacity diminishes, you will notice a gradual drop off in max range capability. When range falls to an unacceptable level, contact your local ENVO dealer to purchase a new battery.

2.8. BATTERY TRANSPORT

- Lithium-ion batteries are subject to many regulations and are often considered dangerous or hazardous materials by carriers. Be sure to check for relevant laws and ask the carrier for approval prior to shipping a Lithium-ion battery or transporting it by air

2.9. BATTERY DISPOSAL

- Be a friend to the environment. Recycle your old batteries at a local battery recycle centre
- Batteries should never be thrown in the garbage
- Contact ENVO for more information about how to recycle your batteries

⚠ WARNING

Disposing of Lithium-Ion batteries incorrectly can allow moisture and oxygen to enter the battery. This can lead to the oxidation of lithium components and which can cause a heat reaction that may include fire or explosion. In addition overcharging, overheating, shock from dropping, or crushing can lead to a heat reaction. Batteries must always be recycled. They should not be thrown in the garbage.

2.10. LOCAL REGULATIONS

Generally, the regulations for ebikes throughout North America follow the same guidelines; however, there may be local differences such as where you can ride, minimum rider age, or required equipment and registration. Please follow the specific regulations for the use of an electric bicycle in your local municipality. It is the rider's responsibility to know the local regulations that apply to an electric bicycle and to obey them.

2.11. GENERAL RIDING TIPS

WARNING

Read, understand, and follow all of the instructions and safety precautions in this manual.

Electric Bikes can be dangerous to use. The user or consumer assumes all risk of personal injuries, damage, or failure of the bicycle or system and all other losses or damages to themselves and others and to any property, arising out of or as a result of using the bicycle.

As with all mechanical components, your bicycle is subjected to wear and high stresses. Different materials and components may react to wear or stress fatigue in different ways. If the design life of a component has been exceeded, it may suddenly fail, possibly causing injuries to the rider. Any form of crack, scratches or change of coloring in highly stressed areas indicate the life of the component has been reached and should be replaced.

WARNING

The pedal assist is activated as soon as you spin the pedals or stimulate the throttle, make sure you are firmly seated on the bike and have at least one brake engaged prior to engaging the motor. Failure to do so may result in injury or even death.

WARNING

Electric bikes, like any other vehicle, require regular maintenance by mechanically inclined persons to guarantee safety of use. Screws and nuts are subject to become loose due to road vibration, especially within the first few kilometers of use. Make sure you inspect your bike often and have it serviced by a professional regularly.

WARNING

Failure to wear a helmet and other recommended safety gear when riding an ebike can lead to serious injury or death.

- Always ride at a speed that's appropriate for the conditions. Higher speed means higher risk
- Ensure brakes and motor cut off switch are working prior to every ride
- Ensure nothing is loose (ie bolts, battery, wheels, pedals, and handlebar) and everything is secured on the bike prior to every ride
- Always keep both hands on the handlebars and both feet on the pedals
- Do not operate if you are sleepy, sedated or while under the influence of drugs and/or alcohol
- If motor speed is noticeably dropping while climbing a hill, assist the motor by pedaling
- Do not pedal around a corner as you may gain too much speed and lose control
- Always keep the brakes covered, and be prepared to stop in case of emergency
- Apply both brakes simultaneously and smoothly
- Make sure you clearly understand that it is very difficult for any vehicle to notice your presence, ALWAYS assume that you cannot be seen and dress in bright colours, reflective gear and use bright lights
- Ebikes are silent and move faster than people and traffic expect them to. Ensure those around you are aware you are approaching by ringing your bell and verbally address pedestrians when passing by, or when riding in areas where wildlife is located
- Wet weather impairs traction, braking and visibility, both for the cyclist and for other vehicles sharing the road. The risk of an accident is dramatically increased in wet conditions
- Reflectors are not a substitute for required lights. Riding at dawn, at dusk, at night or at other times of poor visibility without adequate bicycle lighting systems and without reflectors is dangerous and may result in serious injury
- Ensure your wheels are TRUED before each ride. Spin each wheel and check for brake clearance and side to side wobble. If a wheel wobbles side to side even slightly or rubs against or hits the brake pads, take the bike to a qualified bike shop to have the wheel trued
- Never ride with headphones. They mask traffic sounds and emergency vehicles sirens, distract you from concentrating on what is going on around you. Headphone wires can tangle in the moving parts of the bicycle, causing you to lose control
- Wear proper attire, including bright clothing, protective glasses, and sturdy shoes. Never wear a loose-fitting dress or long dress when riding as it can get caught in the moving parts of the bike and cause serious injury or even death
- Always wear an approved helmet and ensure it fits according to the manufacturers' instructions. Ensure your helmet meets the latest certification standards and is appropriate for the type of riding you do and if there are any special requirements for riding an electric bike

- At temperatures below -10°C the motor grease might be too stiff for sudden throttle, high speed and high-power rides. Give the motor some low speed and low power spins and warm up the gears before going full power
- Avoid changing gears very rapidly from first gear to the last gear, or vice versa. If you change multiple gears too quickly, the chain may come off the front sprocket
- Never pedal backwards while shifting, this could jam the chain and cause serious damage
- Never shift gears under heavy loads, this may break the chain. You must only apply just enough force so that the gear can shift

2.12. SEAT POSITIONING

It is important to ensure your Veemo's seat position is in the correct position with respect to your height. Not only for your safety but also for your comfort. Incorrect seat positioning can lead to various ailments, such as knee pain or back pain. We recommend seeking professional help when setting up seat positioning.

2.13. SAFE OPERATING CONDITIONS

2.13.1. CARRYING CARGO

- Always ensure that any luggage or child seat is securely attached to the bike and there are no loose cables. Carrying a load requires getting accustomed to. Practice maneuvering and braking on a flat, hazard and traffic free street with and without a load before going out into the road. Carrying a seated passenger or heavy load involves risks, foremost of which can be decreased braking power and increased stopping distance. The maximum weight capacity is 180kg (400lbs) shared between the rider and cargo

2.13.2. WEIGHT CAPACITY

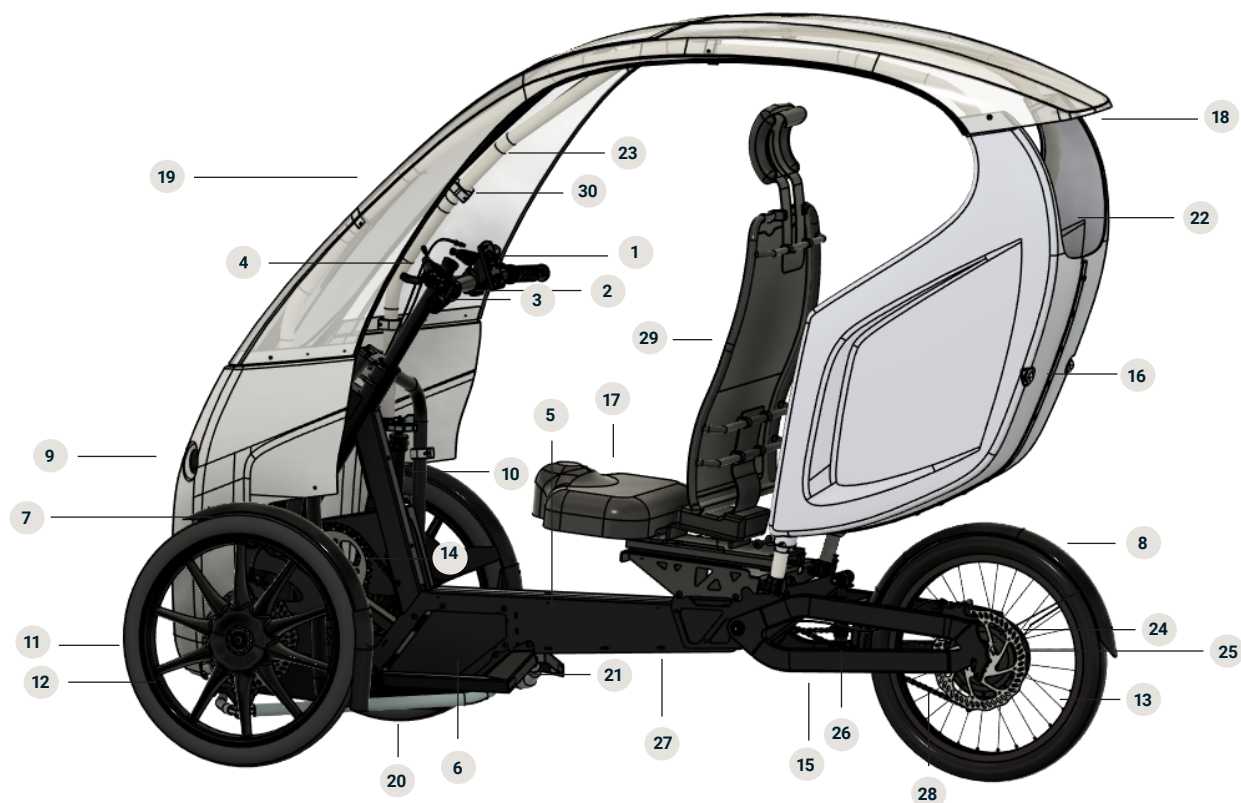
- Veemo is designed with a maximum weight capacity of 150kg (330lbs). Exceeding the maximum weight capacity can result in damage to the bike, which can lead to serious injury or death

2.13.3. UNSAFE USE

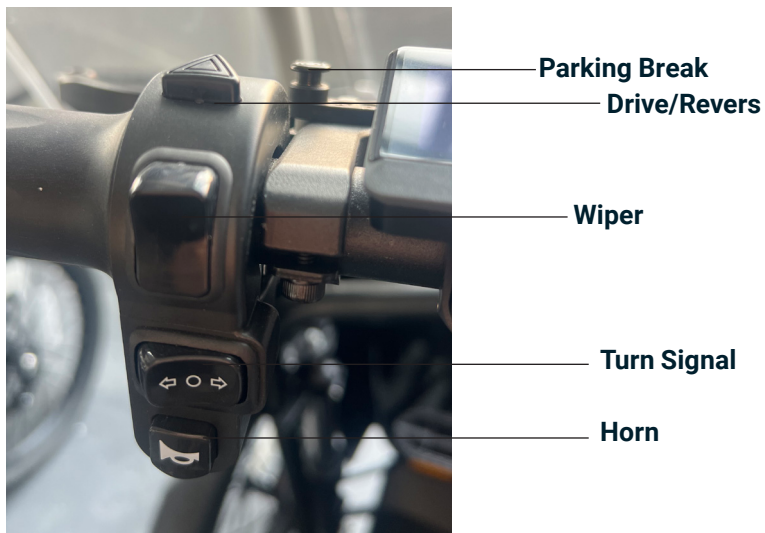
- This bike is not designed for any purpose other than commuting and cruising in a relaxed, safe manner. Do not use this bike to jump over curbs, or mountain biking.

3. PRODUCT DESCRIPTION

3.1 ENVO VEEMO COMPONENTS



1	Display Unit	16	Taillight
2	Keypad	17	Seat
3	Handlebars	18	Exterior Shell/Rear Turn lights
4	Brake Levers	19	Windshield
5	Battery	20	A-Arms
6	Controller Compartment/On-Off button	21	Foot Panels
7	Front Fender	22	Rear Cargo Area
8	Rear Fender	23	Roll Bars
9	Headlight/Front Turn lights	24	Brake Disc/rotor
10	Front Suspension	25	Envo Hub Motor
11	Front Tire	26	Rear Suspension
12	Front Wheel	27	Frame
13	Spokes	28	Chain
14	Pedals	29	Back Rest
15	Rear Fork	30	Body Mounts



1. Turn on display(system): short press "unlock" key, press the middle key twice, long press on/off button of display to turn on the display

2. Turn off display(system): long press on/off button of display to turn off the display, short press "unlock" key

3. Alarm function: short press "lock" key, and the vehicle enter in alarm state. Once the vehicle moves or shakes, the vehicle will sound an alarm. Short "unlock" again, the vehicle exits the alarm state.

3.2. ENVO VEEMO SPECIFICATIONS

Model: ENVO Veemo

Frame: Alloy 6061 TIG welded

Front Suspension: Macpherson Front Strut, Travel: 75mm

Headsets: 1-1/8" * ϕ 44 / ϕ 56 * ϕ 39.8mm, H: 11.8mm $\pm$ 1

Handlebars: W=680mm * ϕ 31.8mm, Back Sweep(9)

Brake Set: Dyisland hydraulic disc brakes

Grip: TPR Grip

Crank Set: 1/2" * 3/32" L145mm * 38T

Pedal: Alloy, 9/16"

Chain: TEC ϕ 31.6 mm

Gear Set: SHIMANO ALTUS 9 speeds

Rim: 20" x 13G x 36H, alloy double wall, black

Tire: 20" x 1.75, black

Saddle: vinyl top cover, padded with PU, with black ABS

Front Light: 100 Lux

Rear Light: Brake Light feature

Fender: PVC Plastic fender

Motor: Brushless 48V/750W max/ Geared rear motor/with revers

Battery: 48V/14AH 3200mAH or 48V/15Ah 21700mAH LG/Panasonic Lithium battery

Charger: 54V 2A CC-CV 240/120V ULc

Controller: BLDC Sine-wave controller 25A waterproof connectors

Sensor: Torque Sensor/throttle, speed sensor

Display: Color Display with Bluetooth App connectivity

3.3.PRODUCT FEATURES

3.3.1. ULTIMATE PERFORMANCE,YET STREET LEGAL

- With Veemo, you can easily switch between Class 1 or Class 2 e-bike modes, giving you the freedom to tune your eBike to the maximum performance allowed under the law. With Class 1 and Class 2, you can enjoy a whopping 100km of range at PAS 1, allowing you to travel further than ever before.

3.3.2. SAFETY FIRST

- We use premium components, including LG/Panasonic Li-ion cells, Shimano Transmission, and Hydraulic Brakes, to optimize performance and longevity. Our bikes are subject to industry-leading fatigue testing to ensure durability, and our rigorous Quality Assurance and Quality Control processes ensure a defect-free product.

3.3.3. SMART DISPLAY

- Veemo comes with a Smart display with Bluetooth compatibility. This allows you to connect to the app and use navigation features. Furthermore, you can run diagnosis analysis on your Veemo using the mobile app.

3.3.4. WINDSHIELD WIPER

- Veemo comes with a powered windshield wiper so you can ride comfortably in even the rainiest conditions.

3.3.5. PROUDLY CANADIAN

- Discover the best in electric micromobility with ENVO, a Canadian company specializing in locally designed products providing you with convenience, affordability, and sustainability for all your needs.

WARNING

Secondary retention devices are not a substitute for correctly securing your front wheel. Failure to properly secure the wheel can cause the wheel to wobble or disengage, which could cause you to lose control and fall, resulting in serious injury or death.

4. OPERATING YOUR PRODUCT

4.1. OPERATION

- Your ENVO Electric Bike LCD meter monitors pedal assist, speed, odometer, trip distance, riding time, and battery energy level. To turn the meter on, press unlock button once and then two times the middle button of the fab and then turn the meter on by press and holding the Power button for 1 second. Make sure the battery is fully inserted into the ENVO Veemo.
- ENVO batteries are equipped with a five-minute sleep function. If no activity is detected, the bike will go into “static” mode to conserve battery power. Simply cycle the bike off then on again to reactivate the battery
- With the display ON, you are ready to select your Pedal Assist mode by using the UP/DOWN button situated on the controls on the handlebar’s left hand side.
- ENVO bikes are equipped with a Pedal Assist Sensor installed on the bottom bracket and senses pedal crank rotation electronically
- Using the UP and DOWN arrows, you can set Pedal Assist from ZERO through 5-speed modes. One (1) is the lowest, and (5) is the higher boost
- With non-zero Pedal Assist mode, the motor will now turn on when you begin pedaling, and you will not need to use the throttle. However, you have the ability to increase your speed with the throttle application while using Pedal Assist mode. Full throttle will be comparable to using the system on level 5 of assist; hence the throttle will not have any noticeable effect on level 5
- Please note that it takes about a quarter of pedal rotation before Pedal Assist kicks in and turns on the motor
- To enter walking mode, press and hold the DOWN button for 2 seconds. The ebike will start moving at a walking speed until you exit the mode by releasing the button

CAUTION

The acceleration provided by the electric motor may feel very uncomfortable at first. It is best to start in PAS mode 1 and move up to the faster modes as you become more comfortable with the acceleration. If you start in the higher modes 3, 4, or 5, the motor kick might cause panic. In 0 mode, the pedal assist is NOT active.

CAUTION

Never sit on your ebike when it is resting on its kickstand. This may cause the ebike to tip over.

CAUTION

Please make sure you keep the LCD Display in a safe place (in a closed environment) and away from children. The display has a small battery inside, which has to be charged fully. If by accident someone applies throttle, the motor may get activated. ENVO drives will not be liable for any consequences.

WARNING

Make sure you are seated on the bike and have both of your hands on the handle before turning on throttle control. Failure to do so may result in loss of control and may cause serious injury or even death.

4.2. ACTIVATING SYSTEM LIGHTS

- To turn the head and LCD lights ON and OFF, simply press and hold the UP arrow on the LCD display for about two seconds until you see the display light up

4.3. LCD METER

Your LCD Display comes pre-programmed with the ideal settings. If you accidentally change something, or something is not working correctly, or you would like to change something. The default settings are stated below.

If you have any questions about the parameter settings, please give us a call or visit our help centre at support.envodrive.com.

Short press MENU button can change the mode between trip distance, ODO, max speed, average speed, and trip time as show in **Figure 5B**

Figure 5A

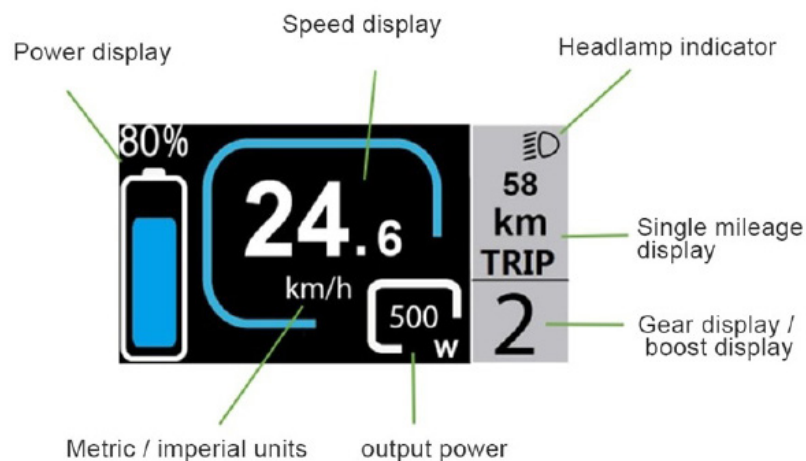
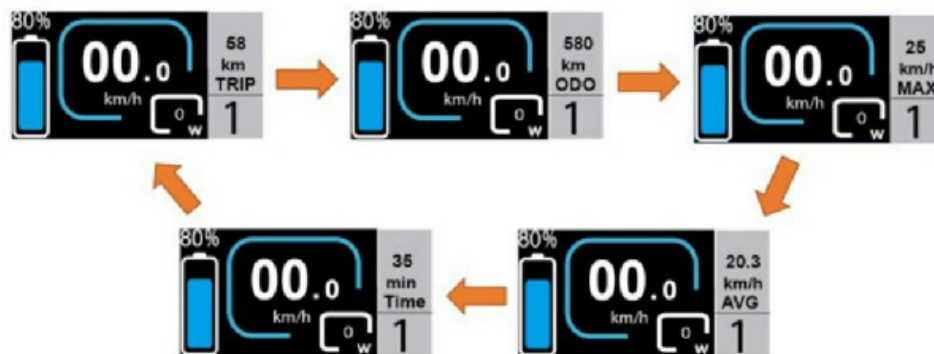


Figure 5B



4.4. HAND THROTTLE CONTROL

- ENVO bikes are equipped with a throttle located on the handlebar
- Like on a motorcycle, a bike throttle is designed to let the user apply 0-100% of the motor's power at will. The throttle can act independently or in tandem with or without PAS (Pedal Assist System)
- You control the throttle by pushing/twisting the throttle. The farther the throttle switch is from its resting position; the more power is delivered to the motor to accelerate the ENVO Electric Bike
- When you want to slow down, you release the throttle and let it return to its resting position, and simultaneously apply the brakes. The ENVO Electric Bike also comes with a Throttle Override function, which allows the throttle to work in pedal assist modes

4.5. BRAKES

- Your Electric Bike is equipped with Hydraulic disc brakes for maximum reliability. Applying pressure to the brake levers will cause the brake pads to cause friction against the brake rotors, slowing the wheel. The more pressure applied to the brake lever, the faster the Electric Bike will come to a stop
- ENVO ebikes brakes are equipped with microswitches that cut off the motor power whenever the brake levers are squeezed. You should check the operation of your brake disconnect switch before every ride: While riding slowly in a controlled environment (like your driveway), engage the motor then squeeze each brake separately. The motor should lose power immediately and remain off as long as a brake lever is depressed

CAUTION

The cable switch can be disconnected, come loose, or malfunction – so always perform a check before you ride. Be sure to pull both brakes in an emergency or when you need the motor to disengage.

- Always apply both brakes simultaneously. Applying only the front brake to slow or stop at high speeds may result in the rider being ejected from the saddle and continuing forward over the handlebars. It is best to apply even pressure to both brake levers when slowing or stopping

- Make sure that the brake lever does not contact the handlebar when full hand pressure is applied. If so, then the brakes may need rebleeding.
- You may also adjust the reach on your levers by tuning the screw shown **Figure 5F**

Figure 5F



- The Veemo brake lever includes a parking button that locks the brakes in place when engaged.
- With Hydraulic Brakes it is vital they are bled properly and by a certified bike mechanic – please service and maintain your brakes every 1000 Kilometers or every 6 months or whenever necessary. Brakes are a critical part of the bike and it is essential that both are working 100%.

CAUTION

Brakes need bedding in period before reaching max power. Before any serious riding, please bed in your brakes in a safe location

- Simply roll down a hill or pedal to about 15km/h and apply brakes till the bike slows down and repeat about 15 times per lever. DO NOT let the bike come to a complete stop or let the wheels lock up
- Disc brake rotors become hot during use. Do not touch or come in contact with the disc rotor shortly after use
- Wet weather will require a longer distance to stop. Brake earlier and avoid sudden stops when riding in wet conditions

4.6. OPERATING RANGE

Expect a range of about 70 km with medium motor use, flat ground, light wind and for an average weight person.

The range on ebikes can vary greatly and are heavily dependent on these factors:

- Battery age
- Rider and luggage weight
- Road conditions (gravel or smooth)
- Tire condition and PSI
- Wind speed and direction
- Bike usage (heavy acceleration and high speeds will drain the battery faster)
- Road slopes or hills
- Pedaling power and gear selection
- Weather and temperature

4.7. MAXIMIZE YOUR RANGE

- Fully charge your battery before each ride
- Ride in pedal-assist mode as much as you feel comfortable- the more you assist the motor, the longer it will assist you
- Service your bike periodically, ensuring bearings run smoothly and the brakes do not rub the rotors or rims
- Minimize the weight you carry
- Lubricate the chain every few rides, more so if riding in the rain
- Clean the drivetrain as often as you can and at least thoroughly clean it once a month
- Avoid sudden starts and stops
- Minimize use of the throttle
- Check and adjust tire pressure

4.8. PRE-RIDE CHECKLIST

- Check if all the fasteners are tightened and not loose
- Check that brakes are functioning properly and that brake pads are positioned correctly
- Check alignment of handlebar and wheel
- Check tires are inflated with the correct pressure (3-4 bars)
- Check that tires have a good threat and no excessive wear
- Check that wheel spokes are not damaged or loose
- Check that handlebar and stem are aligned
- Check that bearing are lubricated and run freely without any grinding
- Check that pedals are tightened to the cranks
- Check that chain is clean, lubricated, and runs smoothly
- Check that frame is not bent or damaged
- Check that the hub motor is functioning smoothly and in good condition
- Check that battery has enough charging left on it
- Lock the battery and remove the key
- Check seat height
- Check lights and reflectors

5. MAINTENANCE & REPAIR

5.1. MAINTAINING PARTS

- Electric bikes like normal bikes need regular maintenance. The drivetrain needs cleaning and lubrication, the brake pads need to be changed periodically, and levers need to be bled if hydraulic or cables are changed
- In this manual we provide important basic guidelines on how to maintain and inspect your Veemo. We cannot teach you everything you need to know to properly inspect and service your Veemo. That is why we repeatedly urge you to take your Veemo to your bike mechanic for professional care and attention
- Make sure the tires are correctly inflated, check them by using a tire pressure gauge
- Your bike should be periodically cleaned, and tires should be changed when tread is below manufacturers recommended tread depth
- It is very important that you understand the type of wheel securing method on your bike, that you know how to secure the wheels correctly, that you know how to apply the correct clamping force that safely secures the wheel. Ask a bike mechanic to instruct you in correct wheel removal and installation and ask them to give you any available manufacturers instruction
- We highly recommend that you carry a spare inner tube when you ride your bike. Have an authorized mobile mechanic's number handy when riding
- Never inflate a tire beyond the maximum pressure marked on the tire's sidewall. Exceeding the recommended pressure may blow the tire off the rim which could cause damage to the bike and serious or fatal injury to the rider and injury to bystanders

5.2. IN CASE OF ACCIDENT

WARNING

If you have an accident, drop your ebike or your ebike falls over, your ebike is unsafe to ride until you follow the instructions included in this section. Failure to follow these instructions could lead to component or bike operation failure which could lead to serious injury or death.

1. Remove the battery before performing any additional service, inspection, or maintenance on your electric bike. Failure to remove the battery could lead to the Veemo turning on unexpectedly, causing serious damage or injury
2. Read, understand and comply with the drive system user manual. Do not disassemble or attempt to service components unless you have been advised how to do so, explicitly in writing, by the ENVO Drive Systems
3. Check whether the wheels are still firmly fixed in the dropouts and whether the rims are still centered with respect to the frame. Spin the wheels and observe the gaps between the frame and tire and between the brake pads and the rim sides
4. If the width of the gap has changed markedly and you have no way to true the wheel at your location, you will need to release the rim brake pads without touching them. Please note that in this case, the brakes may not act as powerfully as you are used to
5. Check the handlebars and stems to confirm that neither are bent or broken, and that they are level and upright. Make sure the stem is firmly fixed on the fork by trying to turn the handlebars relative to the front wheel. Briefly lean on the brake levers to make sure the handlebars are firmly fixed in the stem
6. Realign the components if necessary and carefully tighten the bolts to ensure reliable clamping of the components. The maximum torque values are printed directly on the components and/or specified in the enclosed operating instructions. If neither are available, contact ENVO support for assistance
7. Check whether the chain still runs on the chain rings and sprockets. If your bike fell over onto the chain side, check that the gears function properly. Ask someone to lift the bike by the saddle and carefully shift through all the gears. Make sure the rear derailleur does not get too close to the spokes as the chain climbs onto the larger sprockets

8. If the rear derailleur or the dropout/derailleur hanger is bent, the rear derailleur may collide with the spokes. This can result in damage to the rear derailleur, the rear wheel and/or the frame.
9. Confirm the saddle is not out of alignment, using the bottom bracket shell as a reference
10. Let your bike bounce on the ground from a low height. If there is any rattling, see where it comes from. Check the bearings, the bolts and the proper seating of the battery and the connectors, as necessary
11. Check the display. Are all the values displayed as usual? Do not use your bike if the display shows an error message or a warning. If necessary, switch off the system and wait at least 10 seconds before turning it on and checking it again
12. Take a good look at the whole bike to detect any deformation, colour changes, cracks. Ride back very carefully or walk your bike back to a professional mechanic and have the mechanic check the bike and help resolve any issues

WARNING

Do not set off on your bike with drive assistance if the control element shows a warning. Doing so could lead to serious injury or death.

13. If you have had an accident and are unsure whether your bike will function properly, leave your bike rather than risk riding and endangering yourself and others
14. If you do ride your bike, do not accelerate or brake hard until the bike has been checked by a bike mechanic
15. Deformed components, especially those made of aluminum, can break without previous warning. If this occurs, they may not be repaired, i.e. straightened, as the imminent risk of breakage will remain. This applies in particular to the fork, the handlebars, the stem, the cranks, the seat posts and the pedals. When in doubt, you should replace these components
16. At no time should you make any modifications to your ebikes electrical systems, unless they are explicitly approved by the manufacturer in writing
17. Contact your dealer or ENVO support for repairs and replacement parts in case of damage

5.3. TROUBLESHOOTING TABLE

For any additional troubleshooting help, refer to support.envodrive.com or contact your local ENVO Electric Bike dealer.

COMPONENT	ISSUE	CAUSE	SOLUTION
Charger	Charger gets hot	This is normal	Give the charger plenty of space in a well ventilated room
Battery	Power cuts and screen turns off	Low charge LCD display connector is loose	Charge the battery Reconnect and check all other connections inside the controller housing
Battery	Mounting bracket is melted	Dust and dirt may cause loose connections between connection pins which can cause sparking that leads to melting	Make sure to frequently keep connections clean and secured. Order replacement parts
Battery	Battery does not charge up with standard charger	Battery is already fully charged Charger does not function	Read battery voltage when the system is on, on page 3 of screen, (double clicking middle screen button). Above 41V for 36V is considered full, and above 53V for 48V is considered full. Press the power button. 4 lights on then is 100% Green LED may turn on when charger is plugged into battery but not connected to the wall. Check all connections are tight Try different plugs as well as different charger cables

Pedal Assist	System is on, Pedal Assist is not working, but the throttle is working	PAS sensor is disconnected	Check wires and connections or restore parameters to default
Throttle	System is on and the throttle not working but the Pedal Assist is working	Throttle has a connection issues	Check connections
		Throttle magnet can see interference from any nearby metal objects	Try moving metal objects further away from throttle
Motor	Motor making noise	This is normal when motor is under heavy load (hills, heavy cargo)	Try giving motor more assist under heavy loads
		Motor vibrations causing resonance on other bicycle components	Reposition parts and add vibration damping between parts, make sure motor is secured
Motor	System is on but motor has no power	Loose connections	Check connections and reconnect, make sure to align arrows
		Brake cut off sensor is malfunctioning	Disconnected the brake cut off sensor, check if motor is powering
		Battery not sufficiently charged	Check battery voltage,. If below 34V the system will turn on but motor will not give power
Gear shifter	Gears skipping	Derailleur not in optimal position for gear	Adjust derailleur position with barrel adjuster located on the shifter

Brakes	Brakes making noise	Brake pads are rubbing on the rotor	Pads need to be adjusted. Loosen the mounting bolts until the calipers are free to move, adjust the caliper such that rotor does not rub against the brake pads when the brake is not applied. Tighten the bolts to keep the caliper in its place.
		Brakes not bedded in properly, material buildup is causing noise	Lightly sand and clean rotors and pads. Bed in your brakes
Fenders	Front fender is making noise	Front fender is too close to the tire and is rubbing	Fender needs to be adjusted, try lifting it up and moving it away from the tire, may need some slight bending, make sure you have secured it in its highest position

5.4. RECOMMENDED SERVICE INTERVALS

It is important to inspect and service the electric bike to maintain optimal performance. The recommended service is only a guideline, every bike is used differently, and its wear and tear are accordingly.

INTERVAL	INSPECT/SERVICE
Every Week	• Check bolts and fasteners for proper torque value • Check chain, freewheel, and derailleur for proper alignment • Check if wheels are true • Check frame for any scratch or damage • Clean frame by wiping with a damp cloth • Use barrel adjuster to tension brakes and derailleur if needed
Every Month	• Check brake pad alignment • Check if gears are shifting properly • Check brake and gear cables for rust • Check spoke tension • Lubricate drivetrain • Check torque values of pedal and crankset • True the wheels • Check bearing adjustment • Check rim for wear • Lubricate forks
Every 6 Month	• Inspect chain, freewheel, and derailleur • Lubricate handlebar stem • Lubricate seat post • Grease bearings • Replace brake pads • Replace tires if necessary • Replace cables if necessary

- If you see a crack in any part of the bike, replace that part immediately as a crack can grow without any warning and may break the part during operation
- If you see any rust on the ebike, make sure to clean the bike and lubricate it properly. If the rust is excessive, replace the part
- Make sure to avoid scratching or gouging any surface as these are stress concentration points that could lead to crack formation
- If there is any noise coming from the ebike, investigate its cause and make sure to rectify the problem as soon as possible

5.5. CHANGING DISC PADS

Figure 6A



Figure 6B



- Remove bolts securing calipers
- Remove pad retainer bolt
- Remove the disc pad pin
- Remove used disc pads and use flat screwdriver to push caliper pistons fully back
- Place new disc pads with disc pad spring in position, insert disc pad pin through the hose on caliper. Bend the open end of pin to keep the pin from moving out

Figure 6B

- Spin the wheel and make sure it is clear between the rotor and disc pads **Figure 6B**

5.6. CHANGING BRAKE FLUID

Figure 6C



Figure 6D



The hydraulic disc brakes use mineral oil based braking oil. You can use mineral oil by other brands but make sure the oil used is rated for use in bike braking:

- Connect the syringes to plastic tubes and connect the adaptors to the other end of plastic tubes
- Remove the bleed screw on caliper **Figure C**
- Connect one of the syringe with adaptor to the bleed hole on caliper
- Remove bleed screw **Figure D**
- Use the syringe connected to caliper to draw out the used brake fluid, keep it in a container
- Draw fresh brake fluid into the syringe, make sure that there is no air bubble in the brake fluid then connect the adaptor to caliper

Figure 6E



- Connect the other syringe with adaptor to brake master cylinder. Pump the syringe at caliper side to inject brake fluid into the system until fluid flows into the other syringe at the side and both syringes have roughly equal amount of brake fluid.
- Remove the syringe, push syringe to get air out and connect syringe back
- Pull brake lever fully back and use hand or a piece of string (cable tie etc.) to keep holding the brake lever
- Pump both syringes alternatively until no air comes out from the system
- Remove the adaptor on caliper side and resume the bleed screw
- Release brake lever pump the syringe at brake master cylinder side few times until no air comes out
- Remove the adaptor on the side and resume the bleed screw
- Pump brake lever 5~8 times to check bite point. If bite point is too low, redo bleeding procedures **Figure E**
- If bite point is correct, bleeding is completed
- Clean the system by using a clean cloth and cleaning naphtha

6. TRANSPORTATION & STORAGE

6.1. TRANSPORTATION

- Please remove the battery and turn it off before transporting the bike. Batteries are not designed to be on the bike while being transported
- Store the battery in a secure location
- It is recommended that the Veemo be transported using a trailer as it is not suitable for transportation on a typical bike rack

6.2. STORAGE

- Always fully charge the battery before storage
- Always switch the battery off before storage or when not in use
- If you are storing the battery long term, check and charge the battery every 2 months
- Always store the bike somewhere where it is protected from rain, snow, or sunlight
- Store the battery in a cool, well-ventilated room at room temperature
- You may also seal the terminals with tape to protect against any short circuit
- Make sure the charging port is covered

7. GENERAL TERMS & WARRANTY

7.1. WARRANTY

- All products including ebikes and conversion kits, as well as components purchased including motor, controller, display, battery, charger, throttle, PAS sensor, brake sensors are covered by 12 months FREE warranty unless otherwise specified. You can purchase an extended warranty up to 24 months where offered
- Although our warranty is designed to ensure you receive a perfect product at the time of purchase your product will still require maintenance by the user

- Replacement mechanical parts such as chain, brake, tire, gear adjustment or loose screws or connectors are not covered under the warranty. The warranty is for intrinsic parts defects only
- We do not offer bicycle service and tune up as a part of warranty service
- The warranty supports you if you have intrinsically defective parts such as a cracked frame weld seam or controller circuit failure. It does not include labour or delivery
- Delivery of the defective products or parts for repair or replacement to our service shop is the customer's responsibility
- An ebike is a vehicle that functions in real working conditions and is exposed to unwanted impacts, shocks, vibrations, heat and cold, accidents, water penetration, salt splash etc. which may cause damage. These damages are not covered under the warranty
- If you find a defective product or part within the eligibility period, we supply will supply a free replacement part for you. You might be billed for the cost of delivery or installation fee
- If the problem is caused by an accident, wrong or careless installation by the customer, wire stretch, bad storage or not following the instruction manual, the customer will pay the cost of the part and replacement. The cause of the failure and warranty eligibility should be verified by the head of our technical department
- Our warranty terms and conditions apply to all customers purchasing our products through dealers, 3rd party or second hand
- To claim a warranty, please submit an application through our customer service ticketing system at support.envodrive.com
- If a warranty extension is offered for any of our products, you can pay the fee and get covered for the extension through the same terms and conditions. You may apply up to 1 day before the regular warranty period expires

IMPORTANT NOTE:

ENVO does not offer tune-up and bike mechanical services beyond limited installation or repairs of electrical system. Changing settings on the controller from the default manufacturer suggestion settings may cause damage the ebike components. That will void the warranty.

7.2. REGISTERING YOUR PRODUCT WARRANTY

Please register your ENVO Drive Systems product by submitting filling out our product warranty registration form at envodrive.com/warranty-registration.

IMPORTANT NOTE:

You must register your electric bike with ENVO Drive Systems within 30 days of purchase for warranty to be valid.

7.3. EXCLUSIONS

ENVO is released and discharged of any liability for any damages, injuries or claims occurring as a result of neglect, the owner is responsible for the maintenance and safety of all structural and mechanical components of their ebike such as brakes, headset, forks, etc.

7.4. SATISFACTION GUARANTEED

We offer guaranteed satisfaction on all our products and services. We provide in-depth free technical sales support to ensure you choose the product that best suits your needs.

7.5. CUSTOMER SERVICE

Our highest priority is to provide the best customer service possible and cultivate a long lasting relationship with each client built on trust and respect. Our customer service is not passive; we are available to actively support you through all ordering or service procedures. We are happy to have in depth conversations with our customers about their requirements or problems. Our personal connection with each client is what differentiates us from common “No-Question” customer service models offered by Amazon or department stores. At ENVO we are real hardworking people trying to bring great products and services to you in a way no one else does.

7.6. TROUBLESHOOTING, REPAIRS & TECHNICAL SERVICE

We have a dedicated Help Center including a troubleshooting guide and user manuals to help customers maintain and fix their system in case of errors or failure. You are required to go through the guides and if the solution is not achieved contact our customer service through our ticketing system, providing all observations for our technicians to help figure out the issue

90% of cases can get to a solution at this stage by knowing the problem even without need for sending any replacement parts

In case the issue is not diagnosed by standard ways; for our hub motor kits, ENVO ebikes, and other house brand products, since the electrical system is modular and has easy access. We would be able to easily send you replacement parts such as a controller to swap and test and return the defective one. You may be required to purchase the parts initially and pay for the shipping costs. You can return the unused parts for full refund later on

Customers are required to have a level of technical knowledge with tools to recover their system remotely and safely without our assistance

If at any stage of the diagnostics or even after parts replacement, it turns out to be a part intrinsic defect within the warranty criteria; we will refund the cost of the purchased component as accepted by warranty validated by the head of technical debt

8. CONTACT

LOCATION

ENVO Drive Systems Inc.
1685 Ingleton Avenue
Burnaby, BC V5C 3V6
Canada

BUSINESS HOURS

Monday – Friday: 10am – 5pm PST

Saturday: 11am – 3pm PST

Sunday: Closed

Please check online to see our most up to date hours

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WEBSITE

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support.envodrive.com