



*Ride* ⚡ *Electrified*

*Electric Bike  
User Guide &  
Manual*

# Safety Notice

- Read this user guide and manual carefully before using your new e-bike for the first time.
- When adjusting the seat or handlebar height, be careful to not expose the safety line on either.
- Follow the maintenance recommendations in this user guide. If the e-bike falls into disrepair, do not ride it.
- If you are ever unsure about an something with your e-bike contact Ride the Glide immediately.
- You bear sole responsibility for making sure your e-bike is good working condition before riding.
- Always lock up your e-bike with high quality locks to a secure lock up point. Always check your locking point before leaving your bike, make sure it is safe from unfastening and cutting. Longer term lock ups (overnight) are typically at the highest risk.
- When riding always wear a helmet.
- When riding in the dark always turn on the built in lights. It is also recommended to use extra lights as necessary and to wear reflective gear.
- Riders are legally required to be 16 years of age or older to ride an e-bike in BC

# Getting Started

## Charging

### Warnings:

- **Only use the provided charger.** If the charger is lost or damage contact RTG to procure a replacement.
- Do not charge the battery while sleeping or otherwise absent.

1. Remove the battery if desired.
2. If the battery has an on/off function ensure the battery is turned off before charging
3. Connect the power cord to the adapter
4. Connect the adapter to the battery, ensure correct alignment of the charger to the port
5. Connect the power cord to a standard outlet
6. A red light on the charger indicates it is charging. A Green light indicates it is charged. Unplug the charger from the battery as soon as it is charged.

### Cautions:

- **Always store and charge the battery inside,** in a clean, dry area. Away from direct sunlight, any heat source and flammable materials.
- Ensure the battery is at room temperature before charging. If hotter or colder allow the battery to rest until it reaches room temperature, do not heat or cool the battery.

## Battery

- It is recommended to NOT store the battery in a fully charged state, even for short periods of time.
- If the battery spontaneously changes shape, gets hot, or has a peculiar or burnt smell. DO NOT USE IT or try to charge it. Remove it from the bike and do not store inside. Contact Ride the Glide and have the battery evaluated.
- If the battery sustains a significant concussion from falling, be dropped or being hit, stop using the battery. Contact Ride the Glide to have the battery evaluated.
- Do not tamper with the battery while under warranty as the warranty will be void.

## Starting your E-Bike

1. Ensure the battery is connected to the e-bike.
2. If your battery has a key ignition turn the key to the “on” position. If your battery has an on switch turn the switch to the “on” position. If your battery has neither no action is required.
3. Follow the display instructions to turn your e-bike on.
4. When turning your e-bike off always ensure the display is turned off first before turning off the battery. Unintended consequences can occur if this step is not followed.

# Using your E-Bike

Refer to your display manual for it's operation.

There is two possible ways to use the motor of your e-bike. Either pedal assist (PAS) or throttle (*please note that some e-bikes do not possess a throttle option*). And there are two types of PAS, cadence or torque. You can ride it as a regular bike, either with the power turned on or off.

It is recommended the first time you ride your new bike that you start without any assist.

## **Pedal Assist - Cadence type**

Cadence type PAS works by sensing that you are pedaling, the controller will then engage the motor in relation to the speed and the level of PAS selected on the display. Due to the design there is always a slight delay when you start and stop pedaling. PAS will only assist when you are pedaling, when you stop pedaling the motor will also stop.

Cautions:

- Whenever you start pedaling with the PAS on be prepared for the motor to start.
- Use extra caution when turning, especially tighter turns as the PAS can take you by surprise. It is recommended to turn the PAS off as you get used to your new e-bike.

# Using your E-Bike Cont.

## Pedal Assist - Torque Type

Torque type PAS works by sensing how hard you are pedaling, the controller will then engage the motor in relation to how hard you are pedaling and the level of PAS. This type of PAS is more intuitive and instantaneous with very little delay.

Cautions:

- When exerting a high force on the pedals be prepared for a surge of power from the motor.
- It is possible that just the simple pressure of leaving your foot on the pedal when stopped can engage the motor. Maintain contact on the brake to prevent this.

## Throttle

If your e-bike has a throttle it will be either a twist or thumb throttle on either the left or right hand side depending on the model. Regardless the function is the same. On some models the throttle will work the same on any PAS level, some won't work with PAS 0 and some will be tied to the level of PAS. The throttle is not an on/off switch. It is graduated, the farther the twist or push the motor power is sent to the motor. The throttle can be used by itself or to override the PAS, the bike will use whichever asks for more power.

## Throttle Cont.

Cautions:

- Be aware when the throttle is active and use caution to not accidentally activate it. Doing so has the potential to lead to serious injury and damage.
- The throttle is not designed to be used as the primary means of moving the bike. Using the throttle exclusively (without any pedaling) can damage the motor or cause it to wear out prematurely.
- Heavy use of the throttle will result in a lower potential range.
- If you are riding in adverse conditions (heavy load, up hill, strong head wind, etc.) ALWAYS pedal with the motor.

## Range

The range you can expect to get with your e-bike is variable and will change under different conditions and decrease naturally as the battery ages.

**Some variables that effect range:** battery size, motor power, speed, load, terrain (soft or hard, flat or hilly), wind, and temperature.

The best way to extend range is to increase the amount of effort you put in, as well as to optimize these variables.

## Maintenance

Your new e-bike comes with unlimited tune-ups for the first year of ownership, provided by RTG, we encourage you to make use of them to keep you bike in top shape.

## Cleaning your E-Bike

It is highly recommended to keep your e-bike clean. Cleaning your e-bike is a lot like grooming a pet, it is a great way to get up close to your bike and notice anything going wrong before it becomes a problem. Plus a clean bike also looks better and will last a lot longer. *Frequency depends on use, but no less than every 6 months.*

### How to Clean your E-Bike

- Rinse your e-bike with low water pressure using caution to avoid direct pressure to electric components (a rain like sprinkle is fine)
- A bike specific wash is great, but dish soap will do
- Use soft brushes on the paint to avoid scratching
- While you're at it make sure all fasteners are tightly secure, keep an eye out for anything comping loose or "not quite right"

### Warning

DO NOT use high water pressure, it is easy to unintentionally force water into electrical parts.

## **Drivetrain Maintenance**

The drivetrain is a very important component of any bike, and keeping it in good working order is similarly important. The chain and gear set need semi-frequent cleaning depending on use and frequent lubing.

It is possible to clean your own drivetrain with the correct tools, or take it into a bike shop, including Ride the Glide.

### **Chain Lube**

It is important to strike the right balance when it comes to chain lubrication. Both too much and too little are bad for the longevity of the drivetrain, and can lead to damage requiring premature replacement. The type of lubrication used is also important. Only use bike specific chain oils! And never use any type of grease! Chain oils come in different viscosities based on the conditions they will be used in, be sure to use an appropriate one.

Check the chain daily as part of your safety check and apply lube appropriately and as directed by the bottle.

If you have any questions regarding the maintenance of your drivetrain contact Ride the Glide.

## Maintenance Cont.

### Adjusting the Brakes

It is completely normal for brakes to wear down and lose effectiveness overtime. More so with cable brakes than hydraulic brakes. This can be counteracted with proper adjustments as necessary. It is very important, for your safety, that you don't wait too long to adjust your brakes, neglecting to could lead to a catastrophic accident.

Only adjust your own brakes if you have taken a bike maintenance class and know how to adjust them correctly. Incorrect adjustments can have the same consequences as a complete lack of adjustments. So if you don't know how, make an appointment.

### Maintaining your own E-Bike

We highly encourage you to become familiar with what is normal for your e-bike. How does it sound? How does it feel to ride? If anything out of the ordinary occurs it is important to figure out what it is and fix it before it becomes a major problem. But it is important that any maintenance completed on it is done correctly. If you don't have training for working on a bike, please don't attempt maintenance on your bike. Seek professional help either with us or another bike shop.

# Maintenance Checklist

Daily Safety check	<ul style="list-style-type: none"> <li>• Check tire pressure (quick press test)</li> <li>• Check any quick release points</li> <li>• Check brake adjustment (pulling on brake levers) no more the 3/4 pull</li> </ul>
Bi-weekly	<ul style="list-style-type: none"> <li>• Check tire pressure with a guage</li> </ul>
Monthly or ~ 800 km	<ul style="list-style-type: none"> <li>• Wash the bike</li> <li>• Re-lube chain if needed</li> <li>• Spin wheels, check that they are straight with no loose spokes</li> <li>• Check the tightness of: the pedal arms, wheel axles, and handlebar</li> <li>• Check cables for rust and fraying</li> <li>• Do a quick rattle test</li> </ul>
Quarterly	<ul style="list-style-type: none"> <li>• Clean chain and re-lube</li> </ul>
Bi-yearly or ~ 2000 km  All the above plus:	<ul style="list-style-type: none"> <li>• After washing the bike check the frame for cracks or dents</li> <li>• Check tires for tread wear</li> <li>• Check brake pads</li> <li>• Check rack and fender mounts</li> </ul>
Yearly or ~ 6000 km  All the above plus:	<ul style="list-style-type: none"> <li>• Check all bearing systems such as hubs and headset, overhaul as necessary</li> <li>• Thoroughly clean drivetrain</li> <li>• Check and replace these parts as necessary: cables, housing, brake pads, chain, tires</li> </ul>

Sound like too much work? Book an appointment with us!

# Troubleshooting

Common issues and how to troubleshoot them.

Issue	Cause	Solution
Bike suddenly won't turn on.	<ul style="list-style-type: none"> <li>• Battery isn't turned on</li> <li>• Display has become unplugged</li> </ul>	<ul style="list-style-type: none"> <li>• Turn the battery on</li> <li>• Check display connection</li> </ul>
Power lost suddenly when in use	<ul style="list-style-type: none"> <li>• Fuse in battery blown</li> </ul>	<ul style="list-style-type: none"> <li>• Replace fuse</li> </ul>
Reduced motor power with low battery	<ul style="list-style-type: none"> <li>• Battery level is becoming too low, will provide less power</li> </ul>	<ul style="list-style-type: none"> <li>• Charge the battery</li> </ul>
Motor suddenly not working, hall sensor error	<ul style="list-style-type: none"> <li>• Motor has come unplugged</li> <li>• Issue with motor hall sensor</li> </ul>	<ul style="list-style-type: none"> <li>• Check motor connection</li> <li>• Replace motor</li> </ul>
Motor not working, motor wheel has resistance	<ul style="list-style-type: none"> <li>• Failure within the controller</li> </ul>	<ul style="list-style-type: none"> <li>• Replace controller</li> </ul>

If issues remain after troubleshooting contact Ride the Glide and make an appointment.

# Warranty

For full warranty information please visit view our online warranty manual.

<https://www.ridetheglide.ca/electric-bike-warranty/>

## What is Covered

The limited warranty covers all parts and components against defects in materials and workmanship of the e-bike. Any replaced parts will be covered under warranty for the remainder of the warranty term.

## What is Not Covered

- Any damage sustained to the e-bike
- Any damage caused by the owner modifying, attempting to fix, or otherwise altering the e-bike
- Wear and tear of the e-bike by either normal or abnormal use
- Wear of parts such as but not limited to brake pads, cables, gears, chains, tires or tubes
- This warranty will be void if the product is not suitably maintained and kept as deemed acceptable by Ride the Glide

## Contact Us

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