



R2 OWNER'S MANUAL

Thank you for purchasing our ebike. We hope that it will bring you years of riding pleasure. if you have any comments and concerns ,please contact us at cs@gogobest.com / support@gogobest.com or visit our website at www.gogobest.com



General Information about Maintaining Your E-bike

Best Practices

- Store your e-bike in a clean dry place to avoid rust.
- Clean and lubricate moving parts regularly.
- Clean your e-bike frame with a wet rag and low residue cleaner. After cleaning lubricate where necessary.
- Ensure your e-bike tires are always inflated to a pressure within the recommended range printed on the tire sidewalls.
- Before each ride ensure all electrical wires are connected.
- **Your new e-bike is not waterproof.** It is likely that components will not sustain damage in most rain showers, however ebike recommends storing and riding the e-bike in a dry environment. **Furthermore, water damage is not covered under the warranty.**
- Your e-bike will need to be serviced at regular intervals and after the initial wear-in period. See the *160 kilometers Tune Up* and *Ongoing Service* sections below.

160 kilometer Tune Up

Your e-bike will need to be serviced after 160KM or 5 full battery charge cycles, whichever comes first. This is what we call the “wear in period” of the e-bike. gogobest recommends having service done at your local e-bike shop by a certified and reputable e-bike mechanic. Below is a summary of things to have inspected:

Brakes

Brake cables will stretch during the wear-in period. This may affect braking performance and the brakes may need to be adjusted and tension properly.

Hardware

If any hardware has signs of damage take the e-bike to your local e-bike shop to have a certified and reputable e-bike mechanic inspect and replace them if deemed necessary.

Ongoing Service

You should have your e-bike maintained at regular service intervals at your local e-bike shop by a certified and reputable e-bike mechanic. Below is a general summary of maintenance that should be carried out on a monthly and quarterly basis:

Monthly (or about every 400-800 kilometers)

- Inflate tires to a pressure within recommended range printed on tire sidewalls.
- Check that all hardware is tightened and free of damage.
- Clean the e-bike with low residue cleaner and dry completely. Lubricate after cleaning where necessary.
- Check spoke tension. Adjust if necessary.

Quarterly (or about every 1200-2400 kilometers)

- Check all items on the Monthly service list above.
- Check tire tread for excessive wear. Replace if necessary.



- Check that electrical connectors and cable housings are secured away from moving parts and are free from damage. Replace if necessary.
- Go into your local e-bike shop for a tune-up by a certified and reputable e-bike mechanic.

Unboxing

Getting Started

Congratulations on your purchase of a new ebike! Your e-bike comes in the box 85% assembled. The instructions that follow are intended to serve as a guide in unboxing and getting familiar with your new e-bike. The e-bike may require adjustments upon being received and unboxed, as shipping can sometimes be bumpy. **When doing your first adjustment and inspecting the e-bike before riding we recommend seeking professional help from a reputable, certified bicycle mechanic.**

What's in the box:

1. Ebike
2. Charger
3. Multi-purpose bike tool

Before removing the packaging material from the e-bike, remove all items from the box and make sure everything listed above is present. If anything is missing or damaged contact gogobest immediately for assistance.

1. **Assembly instruction**

1.1 **Install The Handlebar**



1.2 **Install The Front Wheel**



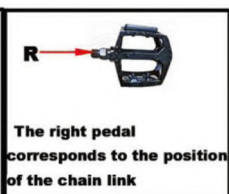


NOTE: When installed correctly, the wheel should spin freely without any wobble. If this is not the case, loosen the quick release nut, reset the axle in the drop-outs and tighten again. Make sure you have your brakes adjusted correctly and they are not rubbing on the wheel.

1.3 Install The Handlebar



1.4 Install The Pedals



1.5 Install Headlight



Battery

Operating your battery

Your e-bike comes with a 36V 9.0Ah lithium ion battery . It is built into the frame of your e-bike and is charged through the socket on the frame.

Keeping Your Battery Healthy

- If you know you won't be using the battery for more than a few days keep it charged at about 75% capacity. At 75%, the battery will degrade less than at higher charge levels.
- Periodically check your batteries charge level about once per month and charge back up to 75% if necessary.
- If you want to increase the number of cycles your battery will last for, charge your battery to 100% a few hours before you plan to ride it. For example if you ride the e-bike and the charge level falls to 50% but you plan to use the e-bike again in a few days, wait until the night before you plan to use it again to charge it up to 100%. When the battery is not in use this is healthier for the individual cells in the long term.

Charging Your Battery

Locate the charging port on the diagonal bar of the bike frame. Plug in the charger to the charging port.

The battery comes with almost a full charge. **You should plug your battery in when you first receive it to ensure it is fully charged prior to your first ride.**

- **Do not charge the battery with chargers other than the charger provided by gogobest**
- Ensure there is no dirt, debris, or flammable items nearby when using the charger.
- The charger will automatically stop charging once the battery reaches its full capacity.
- The light on the charger will be red when the battery is charging and will turn green when charging has finished.
- Avoid leaving the charger plugged in when the battery is fully charged.
- **Do not charge the battery if you notice the battery is damaged, excessively hot, leaking, smells, or is discolored.**
- Charging the battery should take approximately 4-6 hours if the battery is mostly empty.
- **The charger may get hot (>73.8°C) when charging. Use caution and avoid touching the body of the charger.**

Removing the Battery

The battery in your e-bike is built in and does not need to be removed under normal circumstances. If the need arises to remove the battery, follow these steps:

- Remove the cap on the top of the handle bar post with the Allen wrench included
- Remove the handle bars by loosening the bolt on the side of the handle bars
- Pull the handle bars off the post, being careful not to pull the attached wires
- Remove the rings on the handle bar post.
- Slide the post downward off of the e-bike frame
- Remove the front plate with the Allen wrench included. The battery will be visible in the frame tube.
- Pull up the ring on the end of the battery and pull up on the battery until it slides out.



To replace the battery, follow these steps:

- Make sure you align the grooves on the battery with grooves in the tube of the frame
- Gently slide the battery all the way to the bottom of the tube, making sure it plugs into the contacts at the bottom
- To reassemble, repeat the steps above.

Lithium Ion batteries can be dangerous. Take care when using and charging your battery. Failure to follow the above guidelines could result in damage to property and/or serious injury. Contact gogobest immediately if you have any questions regarding battery safety.

Handlebar Display – Information and Programming

Your gogobest R2 Ebike is equipped with an integrated digital handlebar display that is multifunctional. The handlebar's housing material is made from PC plastic with a working temperature range of -20°C to 60°C. This material ensures good mechanical performance of the product.

In the following introduction,  is "M",  is "UP" and  is "DOWN".

1. Functions Summary

Functions:

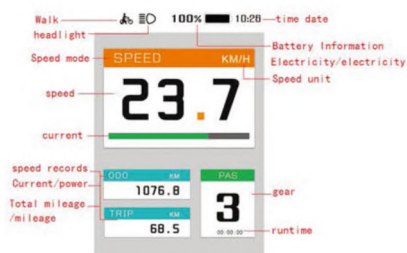
- Battery indication
- Speed indication (Real time, Max and Average)
- Distance indication (Current trip and Total distance);
- Pedal Assist (PAS) level
- Single trip distance reset
- 6km/h Push assistance
- Error Codes
- USB charging
- Customizable parameters such as: Wheel diameter, Speed limit



Display Content



Interface 1



Interface 2

2. Precautions

Take care when using the display and do not connect/disconnect it while the power is on.

- Avoid striking or knocking the display
- Do not remove the waterproof film attached to the display as this may impair its waterproofing.

3. Operation

3.1. Power On/Off

Press and hold M for several seconds to toggle the power on or off to both the display and controller. While the power is off, the display will no longer consume power with a leakage current is less than 1uA.

The bike will be shut down automatically if it is left idle for 10 minutes.

3.2. Push Assistance 6km/h

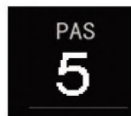
After holding the button of “down” for 2 seconds, electric bicycle will come into the mode of power assist walk, keeping an even speed at 6 kilometers per hour. The gear position displays the speed per hour. Release the button to stop the mode immediately.



- ⊘ The function works out at the situation of pushing electric bicycle.
Do not use it when riding

3.3. Assisted Power Select

Press the button of + or - for a short while, you can change the output power of motor. The default power ranges from level 0 to level 5, 1 the lowest, 5 the highest.



Set the adjustable total gear in the interface.

3.4. Battery Indication

When the battery is full, 100 battery segments will be alight; When only 5 battery segment is alight, it means low power and needs to be charged.



Adjustable display of voltage value /percentage /not shown in setup interface.

3.5. Turn on/off handlight

Press the UP(+) button to turn on the head, press the key again to turn off it and the screen is dimmed.



3.7. Error codes

When the system encounters an error, the display would show the relevant error code. Only once the problem/s has been resolved will the display return to normal functionality. The e-Bike will cease functioning so long as an error code is shown.

Error code	meaning	solutions
21	Abnormal Current	Check if the phase of motor is short circuiting
22	Abnormal Throttle	Check that the throttle is not in it's active state
23	No-phase state	Check if the phase wire is normal Check if the cable is firmly connected with controllers
24	Abnormal Hall signal	Controllers without hall sensors: Check that the phase wire is normal Controller with hall sensors: check if the hall wire is normal
25	Abnormal Brake	Check that the brake is not being applied
30	Abnormal Communication	Check if the display and controller are connected properly

Operating your new ebike

Tips When Riding To Increase Range

To get the maximum range out of your e-bike there are some simple things you can do:

- Ride in a lower level of pedal assist
- Use lower assist levels and pedal when climbing hills
- Pedal when starting from a standstill
- Set your max speed lower than 25 kmph on the display

Safety

Helmets and Local Laws

Always wear a helmet when riding your ebike. Ensure that the helmet fits your head and is securely tightened down. Before riding, read local laws and comply with all rules relating to cycling and eBiking in your area. If you attach a seat for children to the e-bike they must also be wearing a properly fitted helmet at all times.

Pre-ride Safety Check and Inspection

Before each ride make sure to inspect your ebike to ensure there are no loose fasteners or accessories. Make sure to specifically check that both the front and rear axles are secure. Also make sure both the handlebars and the handlebar stem are not loose. Check the tire pressure of both wheels before riding to ensure the tires are inflated to the recommended pressure printed on the side of the tire walls. Pull the brake levers to make sure your brakes are working properly and adjust if necessary. Ensure both your seat post and handlebar stem are inserted past their



minimum insertion points as indicated by the markings on them. **Make sure that both the handlebar latch and frame latch are fully closed and locked.**

Riding in Wet Conditions

This electric bicycle can withstand light rain and small splashes, but is not designed to be subjected to inclement weather, heavy showers, or submersion in water. **Use caution when riding in wet conditions as it will take longer to use the brakes to slow down, and also when turning as the tires may slip. The electrical components on the e-bike are not waterproof, and water damage is not covered under warranty.**

Riding at Night

Riding at night comes with more risks than riding during the day due to decreased visibility so riders are encouraged to exercise increased caution. Before riding at night make sure that reflectors are installed on your ebike. As this ebike is simple so difficult to install the light, so we suggest that Riders should wear a headlight on their head or bright colored clothing at night or avoid to riding at night.

Max Weight

The e-bike can safely carry a total weight of 100 KG / 200 lbs.

e-bike Performance Disclaimer

The e-bikes listed range and top speed are estimates (not guarantees) of expected performance. Performance will vary with rider weight, cargo weight, rider /cargo shape (both contribute to drag), terrain, tire pressure, brake adjustment, throttle vs PAS usage, pedal power, battery charge level, ambient temperature and wind conditions. Under certain conditions it is possible to get ranges and top speeds that are different from the listed estimates.

Liability Disclaimer

Riding any kind of bicycle comes with inherent risks and dangers that cannot be predicted or avoided. These dangers could result in a serious accident, injury, or death of the rider. It is the sole responsibility of the rider to become properly educated and prepared to ride safely. Once in possession of the e-bike, we strongly encourage and recommends that all customers have a certified and reputable bicycle mechanic complete a full inspection of each component on the bicycle to ensure it is safe for operation. We makes no claims or guarantees that the brakes, battery, frame, motor, motor controller, LCD display, electrical cables, electrical cable housings, fasteners, grips, fork, stem, headset, seat post, seat post clamp, handlebar stem clamp, saddle, wheel hubs, handlebars, spokes, rims, tires, tubes, derailleur, freewheel, cassette, throttle, kickstand, lights, reflectors, hardware, bottom bracket, or any other part or accessory, will be properly secured and adjusted upon arrival. Before every ride fully inspect your bicycle to ensure everything is secured and adjusted properly.

Under no circumstances is our responsible for any damage resulting from damaged, defective, or improperly secured parts. This includes, but is not limited to, damage to personal property, personal injury, or death.

