

WARRANTY CERTIFICATE (FOR BICYCLE)

Please note that this certificate with the date of purchase indicated must be presented when a request is made for the warranty service.

Product Name:
Model:
Serial Number:

Store Name:

Address:
Telephone:
Date of Sale:

Customer Support: 1-855-GO-GENZE

The logo for genZe, with 'gen' in blue, 'Ze' in red, and a blue horizontal bar above the 'Z'.

Electric Bicycle Owner's Manual

www.genze.com

1-855-GO-GENZE

The logo for genZe by Mahindra, with 'genZe' in blue, 'by Mahindra' in red, and the website 'www.genze.com' below it.

www.genze.com

Table of Contents

1. Welcome and Congratulations	4
2. Identifying the Main Components	4-5
3. Pre-Ride Checklist	6-7
4. Safety and Riding Instructions	8-11
5. Assembly and Adjustment	12-15
6. How to Operate an Electric Bicycle	16-18
7. Inspection, Maintenance, and Dimensions	19-20
8. Instructions for Riding Your Electric Bicycle	21



IMPORTANT!

**THIS PRODUCT IS NOT INTENDED
FOR OFF-ROAD USE.**

**YOUR INSURANCE POLICIES MAY
NOT PROVIDE COVERAGE FOR
ACCIDENTS INVOLVING THE USE
OF THIS BICYCLE.**

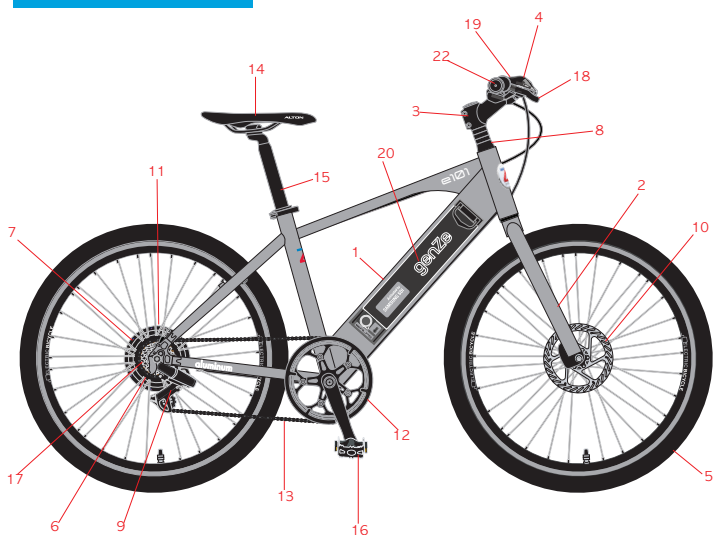
**TO DETERMINE IF COVERAGE IS
PROVIDED, YOU SHOULD CONTACT
YOUR INSURANCE COMPANY.**

1. Welcome and Congratulations

Congratulations on the purchase of your new GenZe e-bike!
Before you take your new e-bike for a spin, we encourage you to read and understand the contents of this manual.

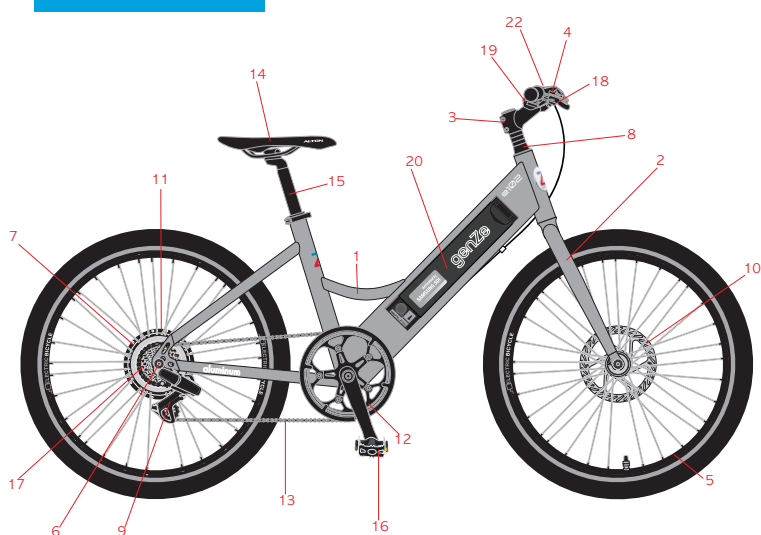
2. Identifying the Main Components

Model e101



- 1. Frame
- 2. Front Fork
- 3. Handle Stem
- 4. Handlebar
- 5. Tire
- 6. Rear Hub
- 7. Hub Motor
- 8. Headset
- 9. Rear Derailleur
- 10. Front Brake
- 11. Rear Brake
- 12. Gear Crank

Model e102



- 13. Chain
- 14. Seat
- 15. Seat Post
- 16. Pedal
- 17. Free Wheel
- 18. Brake Lever
- 19. Shifting Lever
- 20. Battery
- 21. Reflector
- 22. LCD Display

3. Pre-Ride Checklist

1. Check that the front and rear brakes are properly aligned. Squeeze the front brake lever (left) and the rear brake lever (right) with your e-bike at a standstill and apply full pressure to one pedal. The e-bike should not move forward if the brake levers work properly.
2. Check that the insertion marks on the handle stem and on the seat post are fully tightened.
3. Check the front and rear wheels to ensure that they are secure. Ensure that the hub nuts on the front and rear wheels are securely fastened.
4. Check tire pressure (found on the tire's sidewall).
5. Ensure that pushing the seat from side-to-side securely fastens the seat.
6. Check the pedals and the gear crank to ensure that they are secure.
7. Check that side reflectors are in place and free from damage and contamination.
8. Check the frame and the front fork for any deformation.
9. Ensure that the front wheel and the handlebars are set in the correct orientation.
10. Secure any loose fitting pants to your leg with a band or other similar means.
11. For your safety, always wear protective clothing (helmet, biking gloves) each time you ride your e-bike.
12. If a child intends to use your e-bike, make sure that he/she wears protective clothing (including a helmet, knee pads, elbow pads, and/or wrist protection). Check your state regulations to determine the minimum age requirement for e-bike use in your area.

- In this manual, there are three signs used to alert you of the degree of danger associated with riding: Danger, Warning, and Caution.



Danger

Indicates an imminently hazardous situation which is liable to result in death or serious personal injury.



Warning

Indicates a potentially hazardous situation which could result in death or serious personal injury.



Caution

Indicates a potentially hazardous situation which may result in minor or moderate personal injury.

4. Riding Instructions

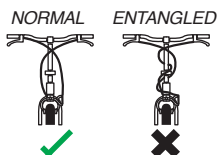
- Read the entirety of this user’s manual carefully before your first ride and fully abide by the warnings and guidelines that are contained therein.
- Misuse of your e-bike can result in injury.



Make sure that wires are not entangled

Warning

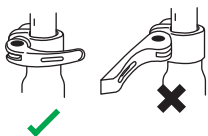
- Riding with the wires entangled may cause the brake to be applied unexpectedly or not to work properly.



Make sure that the seat is held securely before every ride

Danger

- Make sure that the minimum insertion mark on the seat post is not visible beyond the bike frame
- If you are unsure about whether the seat post is secure, loosen it via the quick release and then fasten it again securely.



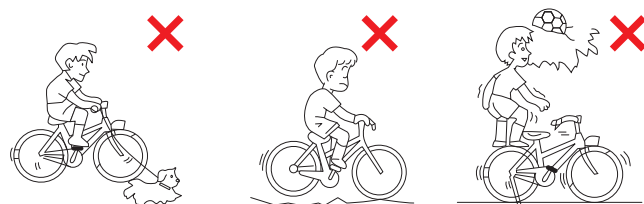
- Although your e-bike was produced with strict quality assurance practices, there is a possibility that damage could have occurred in transit. If you identify defects with your bike upon receiving it, please contact us at 1-855-GO-GENZE
- Consult your retailer before riding an e-bike if you are over 230 lbs.



Do not ride tandem on your e-bike under any circumstances.

Do not use your e-bike to do “tricks” such as pulling a wheelie, performing jumps, or riding down stairs.

Do not ride under the influence of alcohol or any other substances.



Do not ride while walking a pet or when holding an object.

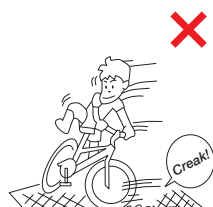
Do not ride on rough trails, including mountain trails.

Do not step on your e-bike to reach something above your head.

4. Riding Instructions



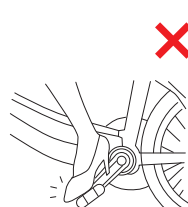
Do not only use your front brake.



Applying the brakes abruptly on a wet or icy surface may cause the bike to skid uncontrollably.



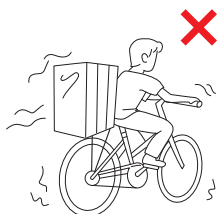
Ensure the kickstand is up before every ride.



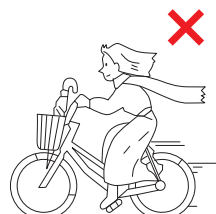
Refrain from cycling in high heels, slippers, sandals, or while barefoot. Always wear closed toed footwear while riding your GenZe e-bike.



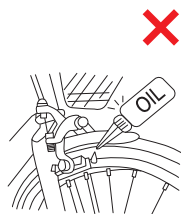
Always use proper hand signals.



Placing an excessive load on your bike may cause you to lose control.



Avoid wearing loose-fitting clothing that might get caught in the e-bike's chain or in other moving parts.



Avoid placing lubricant on the brakes or the wheel rim, as it will significantly weaken braking power.

If you are a beginner, make sure you practice in a large open area before riding on public roads.

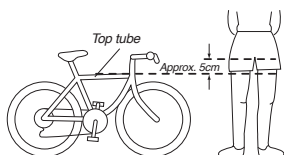
Do not allow anyone who does not know how to control an e-bike to ride your e-bike.

Make sure that your e-bike is set to "Pedal Assist 1" before you start and pedal slowly at first to avoid unexpected acceleration.

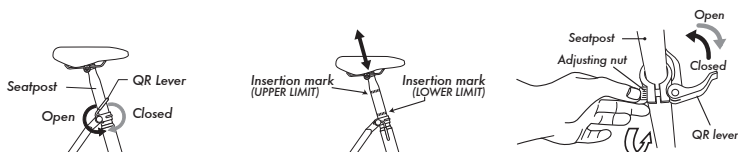
5. Assembly and Adjustment

Correct Riding Position

- The correct riding position allows you to maneuver the handlebar and apply the brakes when needed.
- Adjust the seat's height so that both of your toes can touch the ground when you sit on the seat.
- There should be at least a 2-inch gap between yourself and the top tube when you are standing over the e-bike. (this applies to the e101 only)



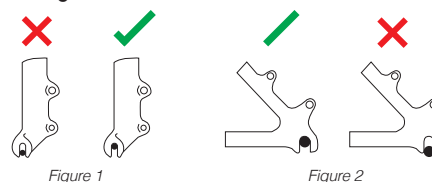
Seat Assembly and Height Adjustment



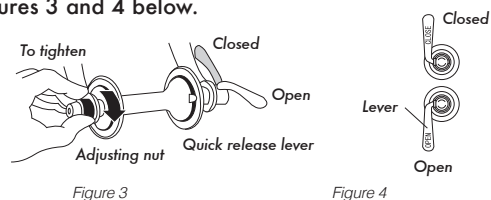
1. Insert the seat post into the frame until the insertion marks (upper & lower) are no longer visible. Next, adjust the seat post to the appropriate height and tighten the nut and close the lever to securely fasten the seat.
2. Securing the fastener should take a considerable amount of force. Check with your retailer or authorized service center for proper installation instructions as the seat's height should vary depending on your height.

Front Wheel Assembly

- Front wheels need to be assembled by technical service at your retailer.
- Make sure that the front and rear hubs are correctly set as shown in Figures 1 and 2 below.



- Fasten the quick release lever on the axle as shown in Figures 3 and 4 below.



- You should exert considerable force when fastening the quick release. If the lever opens with ease, it may not have been securely fastened.

Tire Inflation

- Fill tires to recommended pressure as indicated on the sidewall of the tire.

5. Assembly and Adjustment

Pedal Assembly

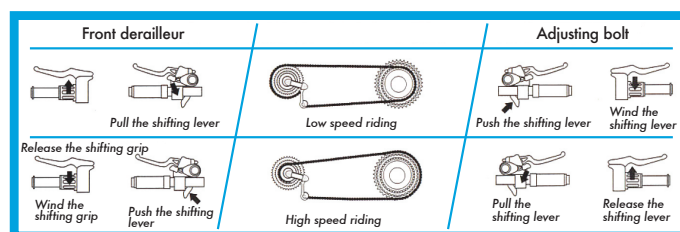
Make sure that the pedals are mounted on their respective sides, as labeled. Failure to do so will prevent their being removed or reattached.

- The left and right pedals are fastened by screws rotating in the opposite directions.
- The pedal with "R" marked on one side is the Right Pedal. The pedal with the "L" marked on one side is the Left Pedal.
- Use a 15mm spanner and make sure that the pedal axle and the gear crank arm are perpendicular to each other when attaching the pedals.

Brakes

- Please note that all brake services need to be conducted by the technical service department at your retailer or at a GenZe Service Center.
- Riding with improperly adjusted brakes or worn brake pads can result in serious injury or death.
- Adjust the brake lever if the distance between the lever and the handlebar is too great.
- Make sure that the disc is fully coupled to the frame and securely held.
- Insert the disc into the brake body (attach the front wheel) and then fix the brake wire.
- Squeeze the brake lever two to three times to see whether the brake pad touches the disc.

How to Use and Adjust Gears



- If your GenZe e-Bike is not shifting correctly:
 - Check the wire tension.
 - If the wire is loose, rotate the bolt on the shifting lever counter-clockwise.
 - If the wire is not loose, choose the bolt marked 'H' between the two adjusting bolts for the front derailleur and rotate it counter-clockwise one to two turns.
 - Rotate the bolt marked 'H' one turn to the left to adjust gear 3 of the front derailleur, and the bolt marked 'L' to adjust the large gears of the rear derailleur.

If the problem still exists, consult your local retailer or a GenZe technical service center by calling 1-855-GO-GENZE.

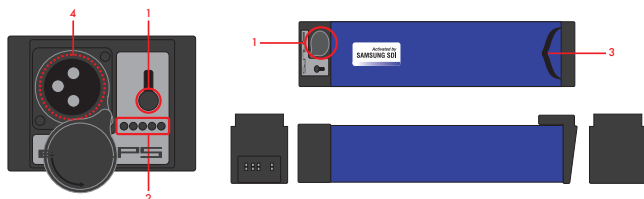
Avoid using extreme combinations of gears such as those shown in Figure 4. They can cause excessive traction between the sprocket and the chain, reducing the service life of your e-bike.



Figure 4

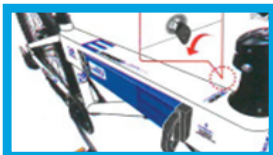
6. How to Operate Your Electric Bicycle

Definitions of Highlighted Parts



1. **Battery Indicator Switch** – Press to see how much battery charge remains.
2. **Battery Indicators** – The amount of power remaining is indicated in five levels including the last indicator blinking. Recharge the battery when two or fewer indicators are shown.
3. **Handle** – Rotate and hold the lock to the left and pull the handle to remove the battery.
4. **Recharging Inlet** – Located beneath the on/off switch. Connect the recharging jack here.

How to Remove the Battery



(As mounted)

1. Ensure that the e-bike is at a standstill.
2. Rotate the battery lock counter-clockwise to unlock.
3. With the lock rotated, pull the handle to remove the battery.

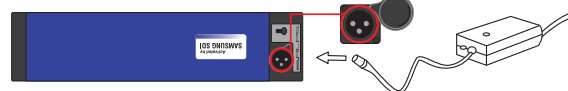
How to Mount the Battery



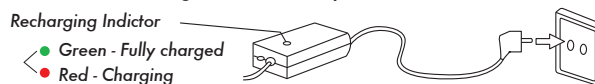
1. Set the battery in the slot so that the part marked with a red circle reaches the corner as shown in the figure on the left.
2. Press the battery on the part where the handle is until it latches into place.

Recharging the Battery

1. Connect the charger to the battery pack.



2. Connect the charger to an 110v power outlet.

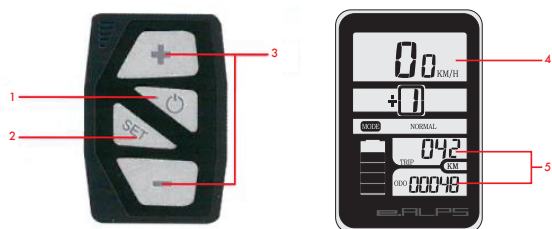


3. Monitor the charging progress by the colored LED lights. When the light is red, the battery is charging. When the light is green, charging has completed.
4. Once charging has completed, disconnect the charger from the outlet, remove the charger from the battery pack, and return the battery to your e-bike.
 - Do not move the charger and battery while charging is in progress.
 - Use the charger in a well-ventilated place free from moisture. Do not leave anything flammable or explosive near the charger.
 - Ensure that the charger is out of reach of children.
 - Only use the certified charger provided and always follow the instructions to recharge correctly.
 - Do not recharge the battery for more than 18 hours as this could critically damage the battery pack.
 - To extend the battery's life, recharge it immediately after it has discharged.

6. How to Operate Your Electric Bicycle

- Recharge the battery fully before leaving it for an extended period of time. Make sure that it is recharged at least once every 10 days whether you use it or not. (Recharging may not be possible if it becomes fully discharged.)
- Protect the battery from rain or moisture, which could cause it to fail.
- Charge the battery in environments between 15°F and 100°F.

Names and Functions of the Instrument Panel



1. On/Off Switch: Controls the power supply to the instrument panel.
2. Mode Switch: Press to change the e-bike's operation mode.
3. Riding Mode Switch: Press to change riding modes between Level 1 (low speed, regular surfaces) and Level 5 (high speed, downhill).
To switch from to kph to mph, or vice versa, press and hold both the plus and minus buttons simultaneously on the pedal assist control module for 5 seconds.
4. Riding Speed Indicator: Indicates the current speed of the e-bike.
5. Distance Covered and Time Elapsed: Indicates the distance the e-bike has covered and how much time has elapsed in the current ride.

7. Inspection, Maintenance & Dimensions

- Make sure that your E-bike is inspected by an authorized GenZe dealer or at a GenZe Service Center at least once a year. Find the nearest to you by calling us at 1-855-GO-GENZE.
- If your e-bike fails to work properly, consult your retailer.
- It is important that your e-bike is well maintained in order to prolong its life.
- Have your brake pads replaced if they are worn out.
- Use only genuine replacement parts when your e-bike is serviced.

Frequency	Component	Lubricant	How to Lubricate
Weekly	Chain	Chain Lube or Light Oil	Brush On or Squirt
	Derailleur Pulleys	Chain Lube or Light Oil	Brush On or Squirt
	Derailleurs	Oil	Oil Can
	Brake Calipers	Oil	3 Drops from Oil Can
	Brake Levers	Oil	2 Drops from Oil Can
Monthly	Shift Levers	Lithium Based Grease	Disassemble
Every Six Months	Freewheel	Oil	2 squirts from Oil Can
Yearly	Brake Cables	Lithium Based Grease	Disassemble
	Bottom Bracket/Pedals/Derailleur Cables/Wheel Bearings/Headset/Seat Post	Lithium Based Grease	Disassemble

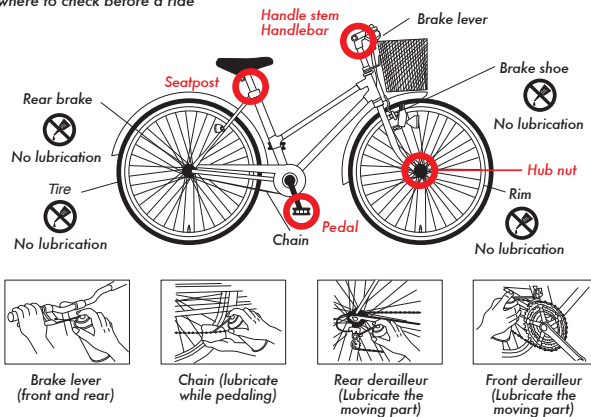


Caution: Do not lubricate between the brake shoe and the rim.

- Any injury or damage resulting from your failure to fully understand this manual or negligence will not be covered under the Product Liability.

7. Inspection, Maintenance and Dimensions

Parts that require lubrication and where to check before a ride



Motor:

- Do not attempt to disassemble the electric motor on your own. Consult your local authorized retailer or a GenZe Service Center to check parts for wear or to lubricate applicable components.

Find your nearest location by calling us at 1-855-GO-GENZE.

- Check that the motor is securely assembled before every ride. If it is loose, contact your local authorized GenZe retailer or a GenZe Service Center.

Do not modify your e-bike on your own. Contact us at 1-855-GO-GENZE or consult one of our dealers prior to any modification. Failure to do so could invalidate your GenZe warranty.

You are required to follow all traffic laws, regulations, and signals when you ride your e-bike.

8. Instructions for Riding Your Electric Bicycle

- Install the battery.
- Turn the e-bike on.
 - You can use your bike in pedal assist mode (modes 1, 2, 3, 4, and 5) or as an e-bike by twisting only the throttle in 0 mode.
 - Note that the e-bike mode requires the inside part of the right grip/throttle to be twisted slightly.
 - When the instrument panel turns on, Pedal Assist 1 is the default mode.
 - Starting at Pedal Assist 1 is required to avoid an accident and to prevent sudden acceleration.
- Pedal slowly at Pedal Assist 1 to start the motor.
 - The motor wakes up when the crank rotates at least 45 degrees.
- Press the riding mode switch at Pedal Assist 1 to adjust up to speed 5.
 - In general, regular surfaces require a lower speed, and downhill requires a higher speed.
- Pressing either brake will deactivate the motor.
- Disconnect the battery if you will not use the e-bike for an extended period of time.

Riding Using Pedals When the Power Switch on the E-Bike is Off

- This function is the same as riding a regular bicycle.
- Select speed 4 on the right shifter when riding on a regular surface in pedal mode.
- In e-bike mode, the recommended positions for the right shifter are between speeds 4 and 6 on regular surfaces and between 1 and 3 for downhill sections.

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