



Minivan Manual



LETRIGO

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WELCOME

First off, welcome to the Letrigo family. We're so happy to have you on board! You have picked a great model and, in this manual, we're going to break down the basics to make sure that your bike remains in top shape and performs to the highest standard.

You're about to experience the ride of your life. To get you out and having fun as quickly and as safely as possible please read the entire manual carefully, paying close attention to the safety section.

Also, we highly recommend familiarizing yourself with local regulations for e-bikes and the components of the model that you have before your first ride.



Please ensure that the bike is regularly serviced as per the instructions outlined later in this document. Failure to get the bike serviced can result in warranty claims being void if they are required. A bike is a vehicle, and like a car needs to be serviced regularly.

PLEASE KEEP A NOTE OF THE BIKE SERIAL NUMBER LOCATED ON THE HEADTUBE JUST BELOW THE BADGE. WRITE THIS ON YOUR INVOICE
PLEASE GET YOUR NEW EBIKE SERVICED REGULARLY AS OUTLINED AT THE END OF THIS OWNERS MANUAL

Letrigo assumes that all persons involved in using, repairing, maintaining, cleaning, or disposing of this or any Letrigo product have fully read and understood the content and meaning of these operating instructions.

Letrigo will not be held liable for any injury or damage as a result of using any electric bike/ trike.

USING THIS MANUAL

This manual contains details of your Minivan, its equipment, and information on its operation and maintenance. Read it carefully and familiarize yourself with the Minivan before using it to ensure safe use and prevent accidents. This manual contains many warnings and cautions concerning the safe operation and consequences if safe setup, operation, and maintenance are not performed. All information in this manual should be carefully reviewed and if you have any questions, you should contact your local retailer immediately.

Because it is impossible to anticipate every situation or condition which can occur while riding, this manual makes no representations about the safe use of bicycles under all conditions. There are risks associated with the use of any bicycle which cannot be predicted or avoided, and are the sole responsibility of the rider. You should save this manual, along with any other documents that were included with your bicycle for future reference, however all content in this manual is subject to change or withdrawal without notice. Visit Letrigo.com to download the latest version. Letrigo makes every effort to ensure accuracy of its documentation and assumes no responsibility of liability if any errors or inaccuracies appear within.

INSTALLATION IF REQUIRED:

1. Take the bike out of the carton and unpack it with care, please keep the empty carton and packaging materials until you are happy with the ebike .

2. Completely charge the battery before the first use

(Red light is on when battery is charging, green when fully charged. Approx. time is around 6-7 hours)

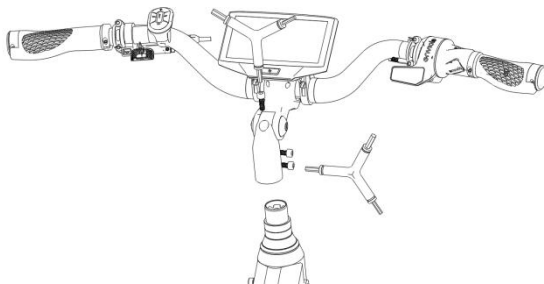
3. Attach the handlebars

3.a) First, remove the protective cover on the front fork steerer, and remove the handlebar packaging. Please keep the screw from the packaging.

3.b) As shown in the picture, insert the fork steerer into the bottom of the stem. After inserting, adjust the angle, and then tighten the lifting screw clockwise (5Nm). After tightening, cover the dust plug.

3.c) Check whether the handlebar is installed at the correct angle. After confirming that the angle is correct, tighten the 2 fixing screws (8Nm), clockwise from right side until it's fixed properly

3.d)) Regular inspections. It is recommended to check the threaded parts of the bicycle at regular intervals to keep the threads clean and tight.



4. Attach the pedals

(Beware: The left-hand pedal has a reverse thread. To tighten, please turn anti-clockwise, right-hand pedal is clockwise))

4.a) Open the small box, take out the pedals, and distinguish the left and right, "L" means the left side (non-driving side), and "R" means the right side (driving side)

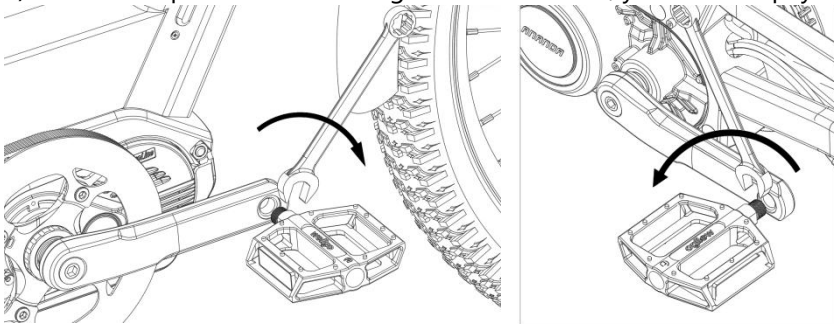
4.b) Install the drive side (right side) pedal first. Tighten the pedal clockwise by hand to ensure that the pedal thread and the crank thread are matched correctly, and then use a tool (15mm wrench supplied) to tighten to 40nm. Do not use excessive force, which may damage the thread or cause the thread to break. Do not use too little force, otherwise, the tightening of the threads cannot be guaranteed.

4.c) The steps for installing the non-drive side (left) pedal are the same as those on the right side. First, tighten the pedal counterclockwise by hand, and then use a tool (15mm wrench supplied) to tighten to 40nm. Do not use excessive force, which may damage the thread or cause the thread to break. Do not use too little force, otherwise, the tightening of the threads cannot be guaranteed

4.d) Notes:

1) Regular inspection. It is recommended to check the threaded parts of the bicycle at regular intervals to keep the threads clean and tight.

2) Protect the pedals. When riding on uneven roads, you need to pay attention to protect the pedals to prevent them from being damaged by impact.



5. Check all screws and bolts are tight, seat post at the correct height and breaks working properly.

6. Tire inflation

6.a) Inflate the tires before riding. Use the pump provided or any other suitable for the valve type to inflate the tires. Be careful not to exceed the pressure value marked on the side wall of the tyre

- 7. Check the condition of your bike before each ride.
- 7.a) Check tire pressure and brake condition
- 7.b) Check the working condition of the display and display buttons.
- 7.c) Check whether the pedals are loose

Note: If you often use your bike on rainy days, snowy days or bad weather, then you must check and maintain the parts frequently. If there is serious wear and tear, replace it as soon as possible.

LCD DISPLAY

The image shows the various features and information displayed on the LCD display. The display is controlled using the buttons located on the display.

DISPLAY & BUTTON FUNCTIONS





- ① "i" button
- ② "Turn right" button
- ③ "-" button
- ④ "Turn left" button
- ⑤ "+" button

Operation instruction

Power on

Long press the "Power" button for 2s

Power off

Long press the "Power" button for 2s

Turn left

Short press the “Turn left” button

Turn on/off headlight

Long press the “+” button for 1.5s

Turn right

Short press the “Turn right” button

Turn on/off light strip

Long press the “left” button for 1.5s

Function Introduction

Standard functions

- Instant speed, Max. speed, Average speed
- Instant motor power
- Real-time speed, maximum speed, average speed
- Real-time motor power
- Battery capacity、Dual-battery
- Assist level
- Total mileage、Trip mileage

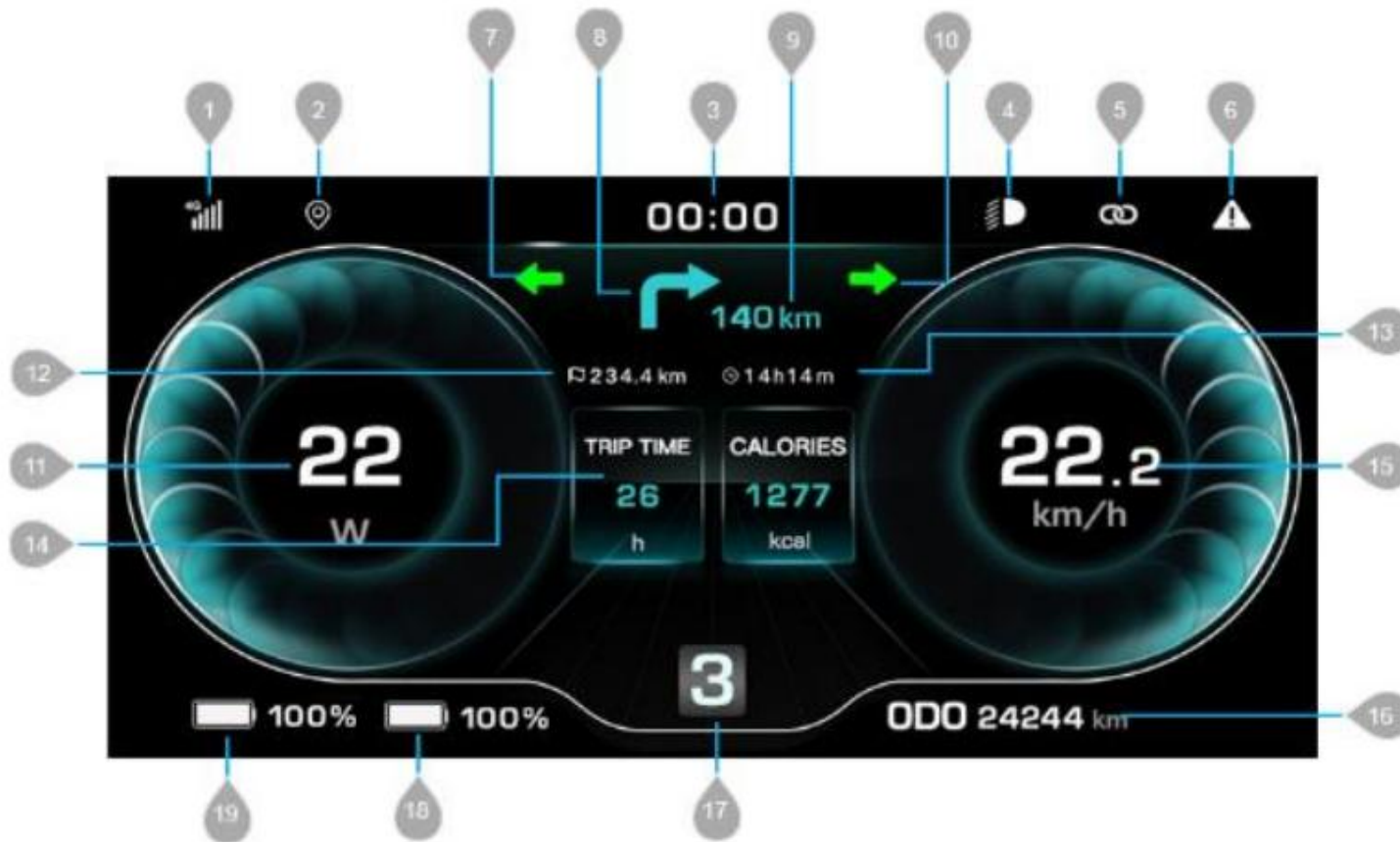
	<ul style="list-style-type: none"> ● Trip time ● Calorie consumption ● Light indicator ● Metric(km/h)/Imperial(mph) Switching ● Error code ● Auto headlight, Brightness adjustment, auto backlight ● Auto power-off time ● Light strip control ● USB charging port (5V/1A)
Bluetooth Version	<ul style="list-style-type: none"> ● APP connection ● Data sync ● Riding rank ● Riding track recording ● Riding navigation
IOT	<ul style="list-style-type: none"> ● Real time positioning

Power on/off

Power on: In power-off status, long press to enter the logo interface and then the riding interface after 2s

Power off: In power-on status, long press to switch off

Riding interface



- | | | | |
|--|---------------------|-----------------------------------|-------------------------|
| ① 4G signal | ② GPS sign | ③ Time | ④ Headlight status |
| ⑤ Bluetooth connection sign | ⑥ Abnormal warn | ⑦ Turn left | ⑧ Navigation |
| ⑨ Mileage remaining from current route | | ⑩ Turn right | ⑪ Real-time motor power |
| ⑫ Mileage remaining from destination | | ⑬ Time remaining from destination | |
| ⑭ Riding data | ⑮ Real-time speed | ⑯ ODO | ⑰ Assist level |
| ⑱ Main battery | ⑲ Secondary battery | | |

OPERATION

Switch assist level

Short press the "+" button to increase the assist level; short press the "-" button to decrease the assist level;

Press and hold the "-" button to start walk mode, and release the "-" button to exit walk mode

Switch data display

In the main interface, short press the "power" button to switch to view different data information;

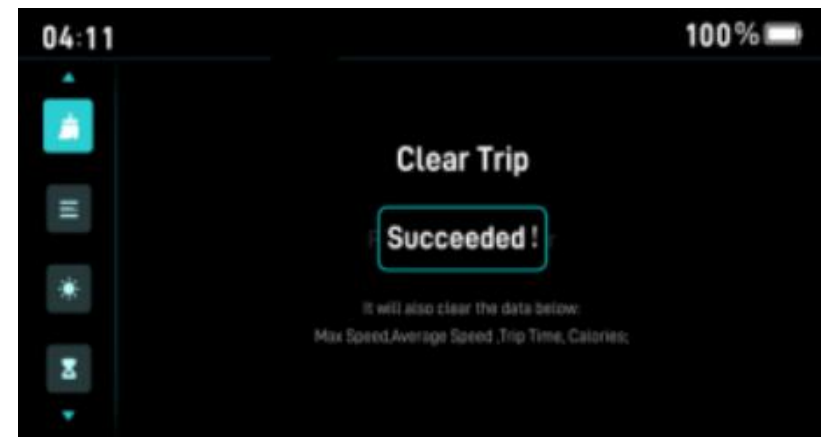
Switch data display order: Average speed and maximum speed→ Riding time and calories→ Carbon dioxide emission and trees saved→ Trip mileage and total mileage

Menu operation

- ① When speed is 0, long press "i" button for 2s to enter user menu interface;
- ② After entering the menu interface, short press the "+" or "-" button to select the setting option, then short press the "i" button to confirm the selection and modify the item;
- ③ Short press "+" or "-" button to adjust the value;
- ④ Short press the "i" button to complete modification and return to menu interface
- ⑤ Long press "i" button for 2s to exit user menu interface

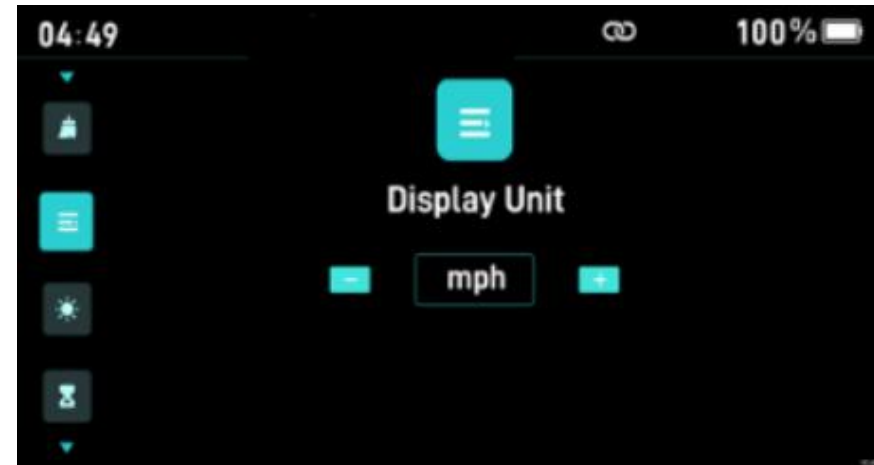
1. Clear trip

Trip mileage, Trip time, Maximum speed, Average Speed, Calories can be cleared.



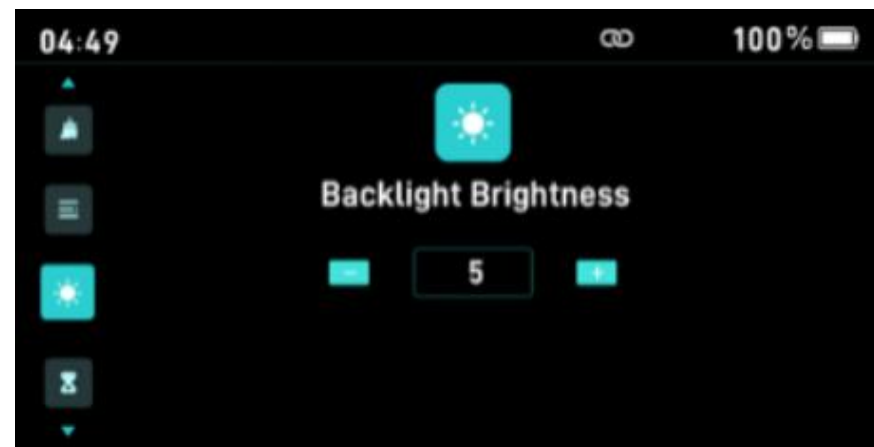
2. Switch Display Unit

Display unit of speed and mileage can be switched and there is metric and imperial available.



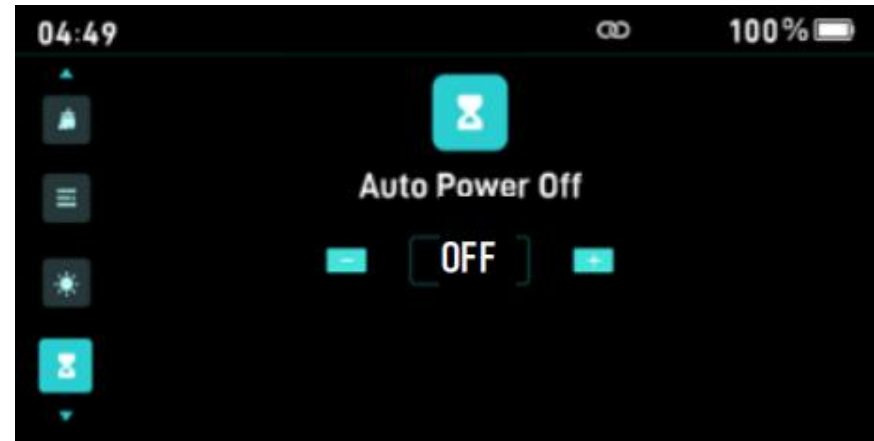
3. Backlight Brightness Setting

Screen brightness can be adjusted and adjustment range is 1-5 and Auto. The 5th level is the brightest and the auto will adjust the screen brightness automatically according to the ambient light.



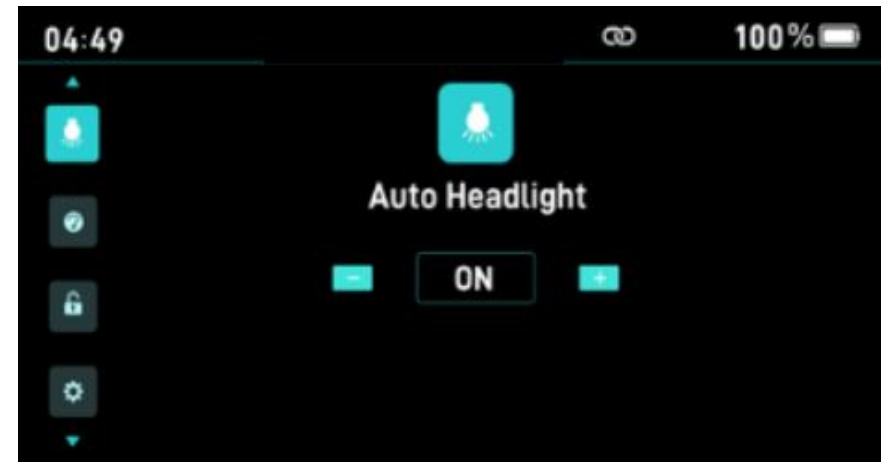
4. Auto Power Off time

The automatic power off time of the display can be set, the optional values can be set as: 0、3、5、10、30、60, it will turn off automatic shutdown function when set 0.



5. Auto Headlight

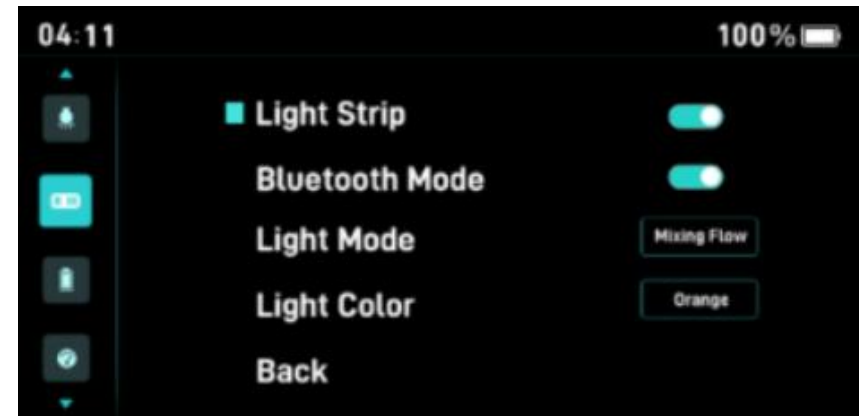
Auto headlight mode can be set. When set ON, it will turn on or turn off headlight automatically according to the ambient light and set OFF will turn off auto headlight function.



6. Light strip control

It's supportive to control the switch, mode and color of the light strip;

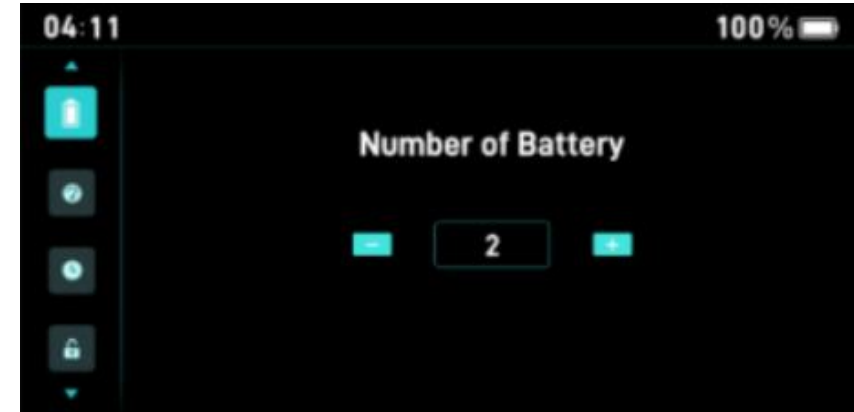
Controlling the light strip through Bluetooth will be enabled after the Bluetooth mode is turned on. Lighting modes include monochrome mode, Water flowing mode, quick flashing mode, color mixed water flowing mode and breathing mode and five modes in total. Monochrome mode, Water flowing mode and quick flashing mode can support light adjustment and there are eight colors include red, orange, yellow, green, cyan, blue, purple and white are available.



7. Number of Battery

It can be modified and adjusted according to actual needs and actual battery quantity. Optional values are 1 and 2;

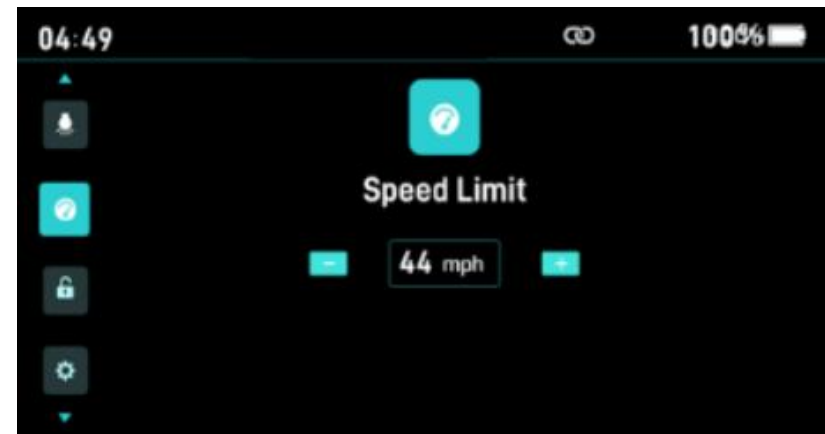
When the value is 2, the secondary battery will be used.



8. Speed Limit

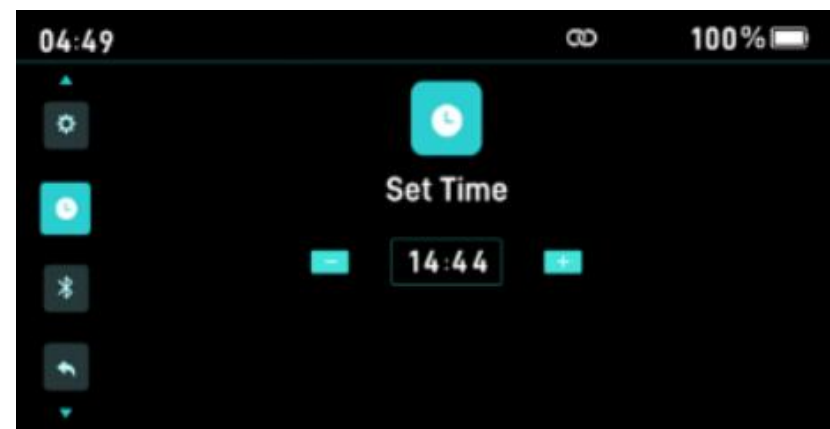
The maximum speed of the vehicle can be adjusted;

For your safety, please do not exceed the speed limit stipulated by local regulations.



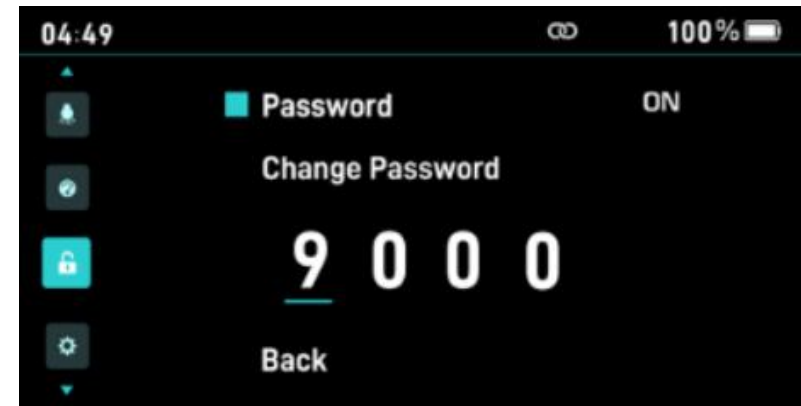
9. Set time

The display time can be set. Default modified option is Hour after entering the setting. Setting order is hour-minute.



10. Set password

Whether or not to enable function of Boot password and password modification can be set.



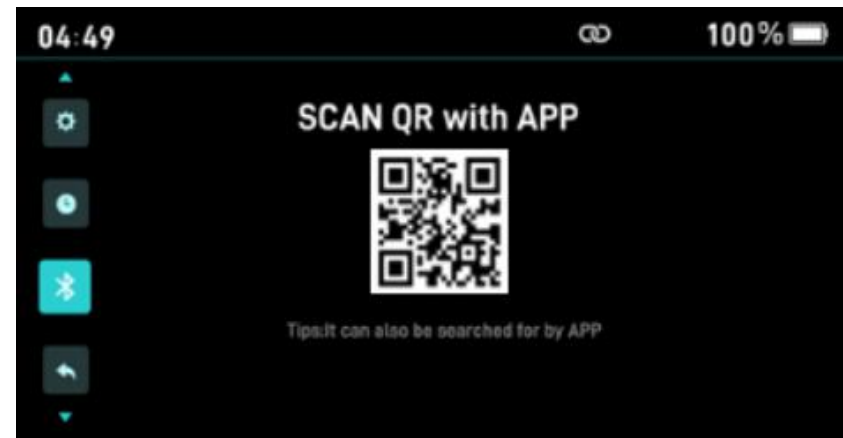
11. Review System Information

System information of display can be reviewed.



12. Bluetooth Connection Setting

It's required to scan QR code below through Bikewise Pro APP for first use vehicle. App download QR code :



Display spec

Product Model	BC550
Button Model	DTK5
Screen Size	5.5" Color TFT
Screen Resolution	Screen Resolution 480*960 px
Wireless Transmission Protocol	Bluetooth 5.0
GPS	Supports multiple satellite systems (GPS、 GLONASS、 BeiDou 、 QZSS)
4G	CAT M
USB	Type-A, 5V/1A
Water Resistance	IP66
Voltage Input	48V

Typical Consumption	36V power supply Voltage Input Backlight brightness 1. 60.0mA, total power 0.29W Backlight brightness 2. 66.0mA, total power 0.36W Backlight brightness 3. 71.0mA, total power 0.43W Backlight brightness 4. 78.0mA, total power 0.50W Backlight brightness 5. 85.0mA, total power 0.58W
Operating Temperature	-20~+70 degree centigrade
Operating Humidity	15~95%RH
Storage Temperature	-30~+80 degree centigrade
Storage Humidity	30~70%RH
Shell Material	PC

Attentions

1. Please be sure to turn off the power before installing or removing the display, otherwise it may cause permanent damage to the display;
2. When attaching the display to the e-bike, please ensure you do not torque above 0.5Nm (DO NOT EXCEED 0.6Nm), Excessive torque will cause damage to the display bracket;
3. Do not immerse the display into water;
4. The display can be wiped with a soft, damp cloth, DO NOT use any chemicals or cleaners;
5. Do not use the USB charging function when riding in the rain, and make sure the USB plug cover is securely covered.
6. Please abide by local laws and regulations when scrapping, discarding or recycling. Please discard in an environmentally friendly way, and do not discard the display or any accessories as household waste;
7. The damage and failure of the display caused by improper installation or use are not covered by the after-sales warranty;

BRAKES

Our Minivan electric bikes are equipped with Tektro 4 piston hydraulic disc brakes. Please be aware that hydraulic disc brakes are very powerful, so care must be taken when braking while getting familiar with the bike. The front wheel brake is located on left hand side with the rear wheel brake on the right. For riders which prefer the brakes the other way around please get your nearest bike shop to switch over if required.

TYRE PRESSURE

To avoid flats, keep tyre pressure at the recommended PSI. You will find the pressure range written on the side of the tyre. For good all round use we recommend 40psi

Gates Carbon Belt Drive

Your Minivan is equipped with a Gates CDX carbon belt drive system. Unlike a normal bike with a chain, The Gates carbon belt does not have any moving parts and does not require any form of lubrication. It is important to get familiar with the instructions and care details of the Gates carbon belt for proper use and maintenance.

Instructions can be found here: <https://www.gatescarbondrive.com/resources/manuals-and-tech>

OPTIONAL RANGE EXTENDER/ EXTRA BATTERY

The Minivan is designed to fit an optional range extender to increase the distance available between charges.

When using the range extender both batteries will be used in parallel (at the same time). To charge both batteries together simply plug the charger into the charge port on the non-drive side above the motor.

To purchase an extra battery or any accessories for the Minivan please visit letrigo.com.

Enviolo

The Minivan is fitted with an Enviolo continuously and stepless variable planetary transmission hub gearing system. Unlike a regular derailleur system, the gears are on the inside of the rear hub shell and does not require a derailleur. To change gear on an Enviolo gearing system requires to stop pedalling, and use the grip shifter to change ratio.

More info can be found here: <https://enviolo.com/products/>



RIDING RANGE

The range of your Minivan is the distance the bike will travel on a single full charge of the battery pack. The range values in this manual are estimates based on expected usage characteristics. Some of the factors which effect range include changes in elevation, speed, payload, and acceleration, number of starts and stops and ambient air temperatures. Tyre pressure and terrain are also important variables to consider.

We suggest that you ride conservatively when you first get your Minivan to get to know your bike and travel routes.

Once you become familiar with the range requirements of your travel routes, and the capabilities of your Minivan you can then adjust you riding characteristics if you so desire.

The following table provides general **estimates** and outlines various factors effecting range and their combined estimated effects on range. This table is meant to help owners understand the factors that can increase or decrease range, but Letrigo makes no claims to the range that individual users might obtain.

Expected Range	Operating Conditions
22 miles	<ul style="list-style-type: none"> o Hilly Terrain o Heavy Payload o High Throttle use o High Speeds o High PAS
28miles	<ul style="list-style-type: none"> o Flat Terrain o Normal Payload o Not Windy o Medium Speeds o Moderate PAS
45 miles	<ul style="list-style-type: none"> o Flat Terrain o Normal Payload o Not Windy o Low Pedal Assist Level o Moderate to Heavy Pedalling



With the battery gauge located on the top of the display please take note on new bikes the gauge can drop quite quickly initially. If this happens don't be alarmed as this is normal it will take a few charges for the cells to balance out. There will also be instances of voltage sag where the voltage drops when using a high level of PAS, riding up hills or under a heavy load which again is normal. As mentioned, it is good to do a few smaller rides first to get familiar with the bike and the range you can get depending on what settings you have the bike on. Pay close attention to the section in looking after your battery to prolong and maximise its life.

ADJUSTING THE SEAT HEIGHT

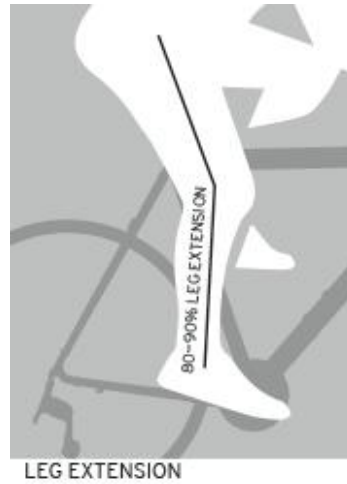
Loosen the seat clamp using the quick release lever to lower or raise the seat height to the required position.



*Ensure the seat post and seat are properly adjusted before riding. Do not raise the seat post beyond the **MINIMUM INSERTION** marking etched onto the seat post. If your seat post extends from the frame beyond these markings, the seat post or frame may break, which could cause you to lose control and fall. Prior to first use, be sure to tighten the seat clamp properly. A loose seat clamp or seat post binding bolt can cause damage to the bicycle or can cause you to lose control or fall. Periodically check to make sure the seat clamp is properly tightened.*

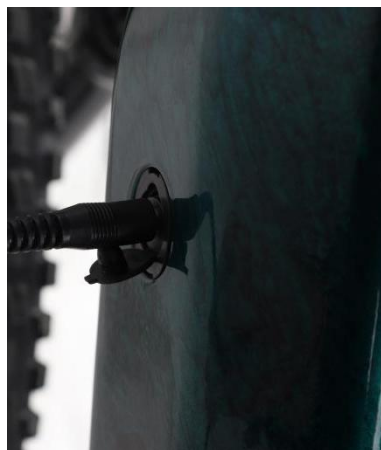
RIDER COMFORT

To obtain maximum comfort, the rider should not overextend his or her arms when riding. To obtain the most comfortable riding position and offer the best possible pedaling efficiency, the seat height should be set correctly in relation to the rider's leg length. The correct saddle height should not allow leg strain from over extension, and the hips should not rock from side to side when pedaling. While sitting on the bicycle with one pedal at its lowest point, place the ball of your foot on that pedal. The correct saddle height will allow the knee to be slightly bent in this position.



BATTERY & CHARGING

To charge the battery first open the rubber cap located on the seat tube above the motor and plug the charging pin into the port, then plug the charger into the wall socket. It is **important to always plug the charger into the bike first and then the wall socket.**



The charge left in the battery should be 50%-75% if storing for long periods of time (two months or longer). Periodically check the charge of the battery. Cleaning the battery and battery housing should only be done while disconnected and powered off. Use a dry rag or if needed a lightly damp rag.



DO NOT spray with high-pressured water as it may cause damage or possible short-circuiting. Only charge the battery with the supplied charger as others may not function properly, and this increases the possibility of fire or explosion.

Do not store the charger or battery in a wet/damp place or in direct sunlight.

Lithium-ion batteries can last longer if you recharge with 10-15% of the charge remaining to prevent damage to the cells. Keep both the battery and charger out of the reach of children and if there appears to be an issue with the charger or battery, stop use immediately and contact either the manufacturer or Letrigo at letrigo.com

BEST PRACTISES FOR EXTENDING BATTERY LIFE

- o Avoid sudden starts and stops
- o Use low levels of PAS
- o Keep within the recommended weight limit (200kg total load)

CHARGING

- Firstly, insert plug of the charger into charging socket on the bike/ battery.
- Second, Insert the charger into the socket of the home power supply. It shows the power has already been put through when the indicator lamp of the charger is on.
- It is charging when the indicator light is red. When the light turns from red to green, it indicates that the battery is fully charged.
- After the green light is on, the charger is in "fill slowly mode". It will not be harmful to the battery if left to charge for a longer period or overnight. We do recommend not leaving for longer than 48hours if possible



DO NOT use the charger of other brands to charge. The charger may not be compatible with some brands
Always plug the charger into the bike before the power supply. **DO NOT** plug the charger into the power supply before inserting the charger into the bike

BATTERY HEALTH TIPS

- Charge the new battery for up to 10 hours. This is to ensure the current is flowing through all the cells and helps to condition the battery.
- Ebike batteries in theory should last longer with regular use and charging. It is **not** recommended to discharge the battery completely with each use. We recommend charging the battery when there is between 30%-60% capacity remaining.

- It is recommended to completely discharge the battery every 30 or so charges. Otherwise follow the above guideline.
- Do not store your ebike battery when its flat. We recommend leaving your battery at around 60% topping it up every so often if you plan to store your bike for a month or longer.
- Avoid extreme temperatures. Do not charge your battery in a freezing environment or any environment exceeding 43 degrees Celsius. The optimum charging temperature is between 15-21 degrees Celsius.
- Avoid leaving your battery on the charger for long periods of time e.g. days. If you do this can create a situation where the battery can discharge slightly causing your charger to top up the battery. This creates a series of poor charge cycles that can damage your battery.

USEFUL TIPS

- This specified load of the Minivan is 200kg total, please don't exceed this otherwise it will void the warranty
- While riding, if the level of charge shows only one bar flashing it is recommended to ride without power, in PAS 0 and charge as soon as you can.
- Turn off the display while parking or storing the bike.



- Inspect the bolts on a regular basis, to ensure that they are tight, and all components are secure. Pay close attention to crank bolts, stems, front axles, and rear wheel nuts.

This is especially important if you are riding in demanding conditions.

- Regularly check the brake pads. The provided pads should be replaced if they have:
 - Been contaminated

- Have less than .8mm of material
 - Cracks or deformation
- To replace the brake pads or perform other maintenance please take it to a qualified bicycle mechanic at your local bike shop.
 - Properly inflate your tyres according to riding conditions. Under-inflated tyres are prone to get flats, especially if riding off-road.
 - Please don't dismantle and repair parts by yourself. Please go to your local bike shop. This bike comes with a manufacturer's warranty (document included) so for warranty claims please contact Letrigo and we will arrange a service agent close to you to look at the bike. We carry spare parts so anything electrical that a standard bike shop doesn't have we will ship to your nearest Letrigo dealer.

PARKING, STORAGE & TRANSPORT

Please follow these basic parking, storage, and transport tips to ensure your bike is well cared for on and off the road.

- o When pushing the bike manually, turn off the power to avoid accidental acceleration from the motor.
- o It is recommended to park indoors.
- o Switch off the power to conserve the battery.
- o in public places, your Minivan must be parked in accordance with local rules and regulations.
- o If you must park outdoors in rain, or wet conditions you should only leave your Minivan outside for a few hours and proceed to park the bike in a dry location afterwards to allow all the systems to dry out. It is recommended to dry the bike off with a towel prior to storage. Never put your Minivan away wet. Much like a regular bike, using in wet conditions mandates a more regular maintenance schedule to ensure your bike does not become rusty, corroded and to ensure all systems are always working safely.

o Do not park, store, or transport your Minivan on a rack that is not designed for the size and weight of the bike.

o Locking up your bike is recommended to ensure your bike is secure and the chance of theft is reduced. Letrigo makes no claims or recommendations on the proper lock, hardware, or procedures to secure your bike, but we do recommend you take the appropriate precautions to keep your Minivan safe from theft. Consult your local Letrigo dealer for their lock recommendations.

SAFETY CHECK	BASIC STEPS
1. Brakes	<ul style="list-style-type: none">o Ensure front and rear brakes work properly.o Ensure brake pads/ discs are not overly worn and are correctly positioned.o Ensure brake hoses are correctly bleed and display no obvious wear.
2. Wheels and Tyres	<ul style="list-style-type: none">o Ensure tyres are inflated to within the recommended limits displayed on the tyre sidewalls.o Ensure tyres have tread and have no BULGES OR EXCESSIVE WEAR.o Ensure rims run true and have no obvious wobbles or kinks.o Ensure all spokes are tight and not broken.o Check axle nuts and quick releases to ensure they are tight. If your bicycle is fitted with quick release axles, ensure the locking levers are correctly tensioned and in the closed position.
3. Steering	<ul style="list-style-type: none">o Ensure the handlebar and stem are correctly adjusted and tightened and allow proper steering.o Ensure the handlebars are set correctly in relation to the forks and the direction of travel.
4. Belt	<ul style="list-style-type: none">o Ensure the belt is correctly tensioned runs smoothly.o Make sure there are no missing teeth or obvious wear and tear on the belt.
5. Bearings	<ul style="list-style-type: none">o Ensure all bearings are lubricated, run freely, and display no excess movement, grinding or rattling.o Check headset, wheel bearings, pedal bearings, and bottom bracket bearings.
6. Cranks and Pedals	<ul style="list-style-type: none">o Ensure pedals are securely tightened to the cranks.o Ensure the cranks are securely tightened and are not bent.
7. Gearing	<ul style="list-style-type: none">o Check that the hub is adjusted and functioning properly.o Ensure shift and brake levers are attached to the handlebar securely.o Ensure shift cables are properly lubricated.
8. Frame and Fork	<ul style="list-style-type: none">o Check that the frame and fork are not bent or broken.o If either are bent or broken, they should be replaced.
9. Accessories	<ul style="list-style-type: none">o Ensure all reflectors are properly fitted and not obscured.o Ensure all other fitting on the bike are properly secured and functioning.

	o Ensure rider is wearing a helmet and any other required riding safety gear.
10. Motor Drive Assembly and Throttle	o Ensure mid-motor is spinning smoothly and the motor bearings are in good working order.
11. Battery Pack	o Ensure battery is charged before use. o Ensure there is no damage to battery pack.

BASIC TROUBLESHOOTING

Symptoms	Possible Causes	Most Common Solutions
It does not work	<ol style="list-style-type: none"> 1. Insufficient battery power 2. Faulty Connections 3. Battery not fully seated in tray 4. Improper turn on sequence 5. Brakes are applied 	<ol style="list-style-type: none"> 1. Charge the battery pack 2. Clean and repair connections 3. Install battery correctly 4. Turn on bike with proper sequence 5. Disengage brakes
Incorrect distance, speed readings and/or reduced top speed	<ol style="list-style-type: none"> 1. Insufficient battery power 2. Speed sensor is not centred or missing 	<ol style="list-style-type: none"> 1. Charge or replace battery 2. Check on the rear wheel that the spoke magnet matches up in the front centre of the black sensor. May need to slide around.
When powered on the motor does not respond	<ol style="list-style-type: none"> 1. Loose wiring 2. Loose or damaged throttle 3. Loose or damaged motor plug wire 4. Damaged motor 	<ol style="list-style-type: none"> 1. Repair and or reconnect 2. Tighten or replace 3. Secure or replace 4. Repair or replace
Reduced range	<ol style="list-style-type: none"> 1. Low tyre pressure 2. Low or faulty battery 3. Driving with too many hills, headwind, braking and/or excessive load 4. Battery discharged for long period of time without regular charges, aged or damaged. 	<ol style="list-style-type: none"> 1. Adjust tyre pressure 2. Check connections or charge battery 3. Assist more with pedals or adjust route 4. Replace the battery

The battery will not charge	<ol style="list-style-type: none"> 1. Charger not connected properly 2. Charger damaged 3. Battery damaged 4. Wiring damaged 	<ol style="list-style-type: none"> 1. Adjust the connections 2. Replace 3. Replace 4. Repair or replace
Wheel or motor makes strange noises	<ol style="list-style-type: none"> 1. Damaged motor bearings, cogs, or seals 2. Damaged wheel spokes or rim 3. Damaged motor wiring 	<ol style="list-style-type: none"> 1. Repair or Replace 2. Repair or replace 3. Repair or replace motor.

ERROR DETECTION

Your Minivan is equipped with an error detection system integrated into the LCD display and motor controller. In the case of an electronic control system fault an error code should appear on the display. The error codes are listed below and can help detect what the issue is with the bike. If your bike has an error code displayed at any time it is recommended that you cease operation and contact your local dealer or Letrigo.



Common Error Codes (the error codes are related with Ebike's fittings part, please refer to the information below)

APP Now only CAN system	Fault	Activity For Midmotor
01	Motor over current	1. Check whether the connection of battery or the output of battery power is normal; if there is some problems, please contact with the Service center of battery supplier 2. Check the harness whether there is any damage or if the harness is connected correctly.

		3. If the harness is connected correctly and the problem is not solved, then the midmotor may need to be further checked; please contact the dealer or Brand service center for support.
02	Controller over current	<p>1. Check whether the connection of battery or the output of battery power is normal; if there is some problems, please contact with the Service center of battery supplier</p> <p>2. Check the harness whether there is any damage or if the harness is connected correctly.</p> <p>3. If the harness is connected correctly and the problem is not solved, then the midmotor may need to be further checked; please contact the dealer or Brand service center for support.</p>
03	The signal of the motor is abnormal	<p>1. Check the harness whether there is any damage or if the harness is connected correctly.</p> <p>2. If the harness is connected correctly and the problem is not solved, then the midmotor may need to be further checked; please contact the dealer or Brand service center for support.</p>
04	Electronic Brake error	<p>1. Check if the ebike has electronic brake, if the problem is not solved, please contact with the dealer.</p> <p>2. Check whether the brake lever and midmotor connector are plugged in properly, if there is some damaged parts, please contact the dealer or service center to replace the damaged part.</p> <p>3. Check whether the brake lever wire is damaged and crushed, please contact the dealer or service center to replace the damaged wire of the brake lever.</p> <p>4. If the above items are in good conditions, please contact the dealer or service center to replace the brake lever.</p> <p>5. If the above items are in good conditions, and the problem is not solved, then the midmotor may need to be further checked; please contact the dealer or Brand service center for support.</p>
05	Controller over	1. In case of any fault during operation under heavy load condition, stop running and cool down the midmotor before normal operation.

	temperature	3.If the problem is not solved, then the midmotor may need to be further checked; please contact the dealer or Brand service center for support.
06	Motor Over temperature	<p>1. In case of any fault during operation under heavy load, stop running and cool down the midmotor before normal operation.</p> <p>2. If the above items are in good conditions, and the problem is not solved, then the midmotor may need to be further checked; please contact the dealer or Brand service center for support.</p>
08	Display communication error	<p>1. Check the cable whether there is any damage or if the harness is connected correctly.</p> <p>2. If the harness is connected correctly and the problem is not solved, then the display may need to be further checked or to be replaced; please contact the dealer or Brand service center for support.</p>
09	Controller overvoltage/undervoltage	<p>1. Check whether the battery power is too low. then please charge the battery.</p> <p>2. Check whether all the connection terminals between the controller and battery are loose and disconnected.</p> <p>3. If the problem is not solved, the midmotor may need to be further checked or need to upgrade product parameters, please contact the dealer or Brand service center for support</p>
33	WALK and power button failure	<p>1.'Check whether the buttons are stuck.</p> <p>2: If the button are stuck, please contact the dealer for support, and may need to replace the meter</p>
30	Communication error(display or controller)	<p>1. Check whether the connection of battery or the output of battery power is normal; if there is some problems, please contact with the Service center of battery supplier</p> <p>2. Check whether the display harness and the controller connector are plugged in properly.</p> <p>3. Check whether the display harness is damaged or crushed, if the harness is damaged,</p>

		<p>please contact the dealer for replacing the harness</p> <p>4. If the problem is not solved, please contact the dealer to further check the display or need to replace the display.</p> <p>5. If the problem is not solved, the midmotor may need to be further checked, please contact the dealer or Brand service center for support.</p>
31	Controller error	If the problem is not solved, the midmotor may need to be further checked, please contact the dealer or Brand service center for support.
36	Controller error	If the problem is not solved, the midmotor may need to be further checked, please contact the dealer or Brand service center for support.
37	Speed sensor error	<p>1. Check the harness for damage and the connector for loosening or falling.</p> <p>2. Check whether the speed measuring magnet is loose on the spokes.</p> <p>3. Check whether the speed measuring magnet is aligned with the “△” mark of the speed sensor.</p> <p>4. Check whether the distance between the speed measuring magnet and speed sensor is 7-23mm.</p> <p>5. Adjust the speed measuring magnet to meet the above inspection requirements.</p> <p>6. If the problem is not solved, the wheel sensor may need to be further checked, please contact the dealer or Brand service center for support.</p>
38	Controller error	If the problem is not solved, the midmotor may need to be further checked, please contact the dealer or Brand service center for support.
40	Controller error	If the problem is not solved, the midmotor may need to be further checked, please contact the dealer or Brand service center for support.
41	Controller error	If the problem is not solved, the midmotor may need to be further checked, please contact the dealer or Brand service center for support.

42	Controller error	If the problem is not solved, the midmotor may need to be further checked, please contact the dealer or Brand service center for support.
43	Controller error	If the problem is not solved, the midmotor may need to be further checked, please contact the dealer or Brand service center for support.
32	Display failure,	1. Check whether the display harness are connected properly. 2.If the problem is not solved, the display may need to be further checked, please contact the dealer or Brand service center for support.

SERVICING

To ensure your bike remains in great shape just like a car it requires regular servicing. Failure to do so may void any potential warranty claims. Please retain your receipts for proof of service

2-3 MONTHS:

DATE:

STORE/MECHANIC:

SIGNATURE:

12 MONTHS:

DATE:

STORE/MECHANIC:

SIGNATURE:

6 MONTHS:

DATE:

STORE/MECHANIC:

SIGNATURE:

24 MONTHS:

DATE:

STORE/MECHANIC:

SIGNATURE:

WARRANTY

To activate your warranty please go to letrigo.com A link is located at the bottom of our webpage.

Letrigo warrants that all new products are warranted to the original purchaser against manufacturing defects in materials and/or workmanship for the following periods:

Motor/Battery 24 months

Frame 60 months

Additional Components 12 months

For commercial operations where the bikes are being used a hire bike then the following applies:

Motor/Battery 12 months

Frame	24 months
Additional Components	6 months

The warranty period is calculated from the point of delivery. The original receipt of purchase is required to establish proof of purchase and must be provided to Letrigo for all warranty claims. Letrigo will require the customer to complete a MANDATORY standard procedure for warranty claims that will involve media such as photos and videos to help Letrigo after sales staff establish the fault with the product.

Goods we sell are subject to a full comprehensive warranty. The costs/inconvenience caused by the loss of use of the product, is not covered whilst the warranty procedure takes place. The warranty for replacement components will be based on the date of delivery. Under no circumstance will a replacement component have a warranty date different than the original date of delivery. If a replacement is necessary due to a defect in materials and/or workmanship, then upon return to Letrigo, the component will be replaced during the warranty period.

Letrigo will have no obligation under this warranty in the event the product is damaged or destroyed as a result of any of the following events: components used on a non Letrigo product, damage or destruction by abuse; collision; theft; improper maintenance or mishandling of the product; natural forces such as wind, lightning, hail, etc.; any wilful or negligent act; penetration, or opening of the product casings in any manner. Replacement will be honoured only by Letrigo.

This is Letrigo exclusive warranty. No party is granted express or implied authority to change or annul this warranty in any manner. Implied warranty including that of merchantability and fitness for a particular purpose are expressly limited in duration to the duration of this warranty. Letrigo disclaims any liability for special, incidental, or consequential damages.

This warranty is not meant to suggest or imply that the products cannot be broken or will last forever. It does mean that the product is covered subject to the terms of the warranty. This warranty applies only to the original buyer of the product and is not transferable to subsequent owners or any other party. This warranty is void if the product is subjected to abuse, neglect, improper repair, improper maintenance, alteration, modification, an accident or other abnormal, excessive, or improper use, this is at the sole discretion of Letrigo.

Warranty Exclusions

This warranty does not cover:

- normal wear and tear
- damage or failure from abuse, neglect, misuse, or accident
- damage from stunt riding, ramp jumping, acrobatics, competitive events, such as bicycle racing, bicycle motocross racing, or similar activities or any activity that is not consistent with the intended use of the product
- damages resulting from improper charging of the battery pack or use of any charger not supplied by Letrigo

- installation of any parts, accessories, or electrical component(s) not originally intended for or compatible with the product as sold, or any modification of the frame or any component(s) originally supplied; tires, brake pads, chains, lights, motors, battery packs, displays, or vehicle controllers that have been opened for any purpose whatsoever, other than by Letrigo
- All warranties are void if the product is used for any purpose other than the reasonable intended use of the product. Additionally, this warranty does not cover damage associated with commercial use.
- Aftermarket components or modifications

All implied warranties, including the warranties of merchantability and fitness for a particular purpose, are limited in duration to that of the express warranties stated above.

Warranty Procedure

Proof of purchase must be provided. The original purchaser must contact the place of purchase or a Letrigo representative to discuss the problem with the product. The original purchaser is responsible for the return of the product, undamaged in transit, to Letrigo for warranty work and for the costs associated with shipping the component(s) when returning them. If Letrigo determines a warranty claim is valid and conforms with this warranty, Letrigo will replace component(s). For valid warranty claims hereunder, Letrigo will reimburse the original purchaser for shipping costs incurred because of returning the product to Letrigo for warranty work at standard ground shipping rates, and Letrigo will pay for shipping costs to return the product to the original purchaser. You must retain and send us the receipts for shipping.

Limited Liability

Unless otherwise provided, the sole remedy under the above warranty, or any implied warranty, is limited to the replacement of defective parts at the sole discretion of Letrigo. In no event shall Letrigo be responsible for direct, incidental, or consequential damages, including, without limitation,

damages for personal injury, property damage, or economic losses, whether based on contract, warranty, negligence, product liability, or any other theory.

major fault with the product, contact Letrigo immediately. Letrigo will not accept returns for change of mind.

Returns

Our extensive quality control means that our products are thoroughly tested and ultra-reliable by industry standards. All products are warranted to work as described on arrival and for the warranty period. If there is a warranty claim, it will be assessed by Letrigo, and new parts will be delivered upon claim's approval. Letrigo will accept the return of warranted components. If there is a

Questions

Please contact us at letrigo.com