

# CARBO

ELECTRIC BIKE INSTRUCTION MANUAL

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# CARBON FOLDING ELECTRIC



— ENGINEERED TO BE A BIKE BEFORE AN EBIKE —



THANK YOU  
FOR MAKING  
*CARBO*  
**A REALITY**

RIDE  
**CARBO**





# TO OUR DEAR CARBO RIDERS

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## REDEFINE YOUR URBAN COMMUTE WITH CARBO

Congratulations on your new CARBO Electric Bike. We are hoping that CARBO will change the way you commute.

The CARBO features the most recent innovation in E-bike technology, and is built according to the ISO 4210 and EN 15194 standards.

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## THE FOLLOWING INSTRUCTION MANUAL INCLUDES:

SAFETY INSTRUCTIONS	5
BATTERY AND CHARGER SAFETY	6
PARTS DIAGRAM	7
SPECIFICATIONS	7
OPERATING INSTRUCTIONS	8
BATTERY AND CHARGER	9
FOLDING INSTRUCTIONS	10
MAINTENANCE	11
TROUBLESHOOTING	12
WARRANTY INFORMATION	13



## SAFETY INSTRUCTIONS

For safety reasons, it is very important that you read this user guide before you operate the bike. Improper handling can reduce its riding performance and most importantly, pose danger to your safety and health!



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

- Do not operate this electric bike without fully reading and understanding its operation and limitations.
- Before every ride, ensure that all parts are in good order, and make sure to carefully read the safety stickers. If you have any questions or concerns, please contact us via chat or by email (support@ridecarbo.com).
- Ensure you observe traffic rules and regulations when using this electric bike.
- Passengers cannot be carried. The maximum weight the rear rack can handle is 15kg/33lbs.
- When riding in rain, snow or slippery conditions reduce your speed and increase the distance between yourself and other vehicles.
- We advise against performing maintenance operations that involve removing parts or components. If this is necessary, please contact us for guidance.
- Do not ride through deep puddles. Water could enter the hub motor, causing short circuits and irreparable damage.
- Do not allow individuals who are unfamiliar with the features and functions of this e-bike to operate it without proper instruction.
- Do not modify the carbo e-bike by yourself.
- Use only for leisure. Do not use for free ride/downhill or any hard riding. Improper use can result in fork failure and personal injury.

## BEFORE USE

- Check tire pressure (3.4 – 5.1 bar // 50 – 75 psi)
- Ensure that brakes are working properly
- Verify that the battery is sufficiently charged
- Make sure that the handlebar and saddle post are correctly inserted and tightened
- Verify that the wheel hub mounting nuts are correctly tightened
- Verify that the seat post is firmly tightened using the screws. Do not overtighten as it may cause frame damage.

## BATTERY AND CHARGER SAFETY

Improper use of the battery charger can cause a fire, resulting in severe injury or death and property damage. Please review the following instructions and guidelines carefully to ensure safe battery use and maintenance.

- Keep the charger away from children!
- While charging, put the battery in a secure place where children cannot reach it.
- Do not touch the two poles of the battery with your hands when the battery is removed for charging.
- Do not use any other charger other than the one that came with your CARBO electric bike.
- Do not attempt to open or repair your charger. The electronics contain high pressure circuits, so do not dismantle by yourself.
- Charge your bike indoors whenever possible. Charge your battery during the day in a room which has a smoke or fire detector. Do not charge in your bedroom.
- Charge in a well-ventilated area. Keep away from flames and sparks.
- Do not put anything on top of the charger while charging; it must be well ventilated to allow the heat generated to dissipate.
- When charging, if there is a peculiar smell or the charger gets too hot to touch, please stop charging immediately.
- It is recommended that you charge and discharge your battery at least once every 2 month. Do NOT use your battery in a very low state.
- Once charging is complete disconnect the plug from the wall first, and then disconnect the charger from the battery
- To avoid damage to the battery, never subject the bike to intense physical shock, severe vibration or impact.
- Store the battery in a cool, dry place.

# CARBO



## PARTS DIAGRAM



## SPECIFICATIONS

Model C, S, X		Type	Brushless
Bike Specifications	Wheel Diameter	508 mm	Motor
	Tire size	20 x 2.0 inch	
	Max Rider Weight	110 kg	
	Max speed	25 or 32 km/h	
	Range per Charge (base battery)	20 - 55 km	
Battery	Weight	12.9 - 16.2 kg	Controller
	Capacity	7 Ah to 10Ah	
	Type	Lithium-Ion	Charger
	Rated Voltage	36V	
		Rated Power	250W or 350W (upgrade)
		Rated Voltage	36V
		Rated Output Torque	45 N.m
		Speed Range	0-32 km/h
		Under Voltage Value	31.5 ± 0.05 V
		Over Current Value	15 ± 0.5 A
		Current	2 A
		Input	100-240 VAC 50/60 Hz
		Output	36V-42V 2A

**Note:** Maximum travel distance on a fully charged battery is measured at a condition of 20°C, no wind, flat road, total bike weight 75kg, and 25km/h speed. This will vary according to load, road conditions, wind direction, temperature, braking and restarts, tire pressure and prompt battery charging. To obtain the maximum travel distance, we suggest you check all factors within your control, including overloading, driving style, tire pressure and timely battery charging.

## OPERATING INSTRUCTIONS

### Turning the CARBO E-bike On/Off

- To turn the control panel ON or OFF, press and hold the power button for 2 seconds located above the LED screen



- To turn on the CARBO bicycle light, Press and Hold the Up button for 3 seconds
- To adjust the motor power settings (Level of Pedal Assist), use the Up and Down buttons
  - OFF (No Assist)
  - Eco
  - Tour
  - Sport
  - Turbo
- To enable the walk mode, press and hold the Down button. This will power the bike at a steady 6 km/h speed.



# BATTERY AND CHARGER

## Removing the battery

**Step 1:** Make sure the CARBO bicycle screen is powered OFF

**Step 2:** Carefully disconnect the battery. The connector is located near the controller compartment, behind the bottom bracket and pedals. Press the side clips to release the connector.

**Step 3:** Release the seat post handle, and gently slide the battery out of the seat tube



## Installing the battery

**Step 1:** Slide the battery inside the seat tube, adjust to desired height and tighten the seat post handle using the adjusting screw as needed.

**Step 2:** Connect the battery cable to the bicycle, and make sure you hear a "click sound". The connector is located near the controller compartment behind the bottom bracket and pedals.

**Step 3:** Adjust to desired height and tighten the seat post handle using the adjusting screw as needed.

## Charging the battery

**Step 1:** Connect the charger cable to the battery

**Step 2:** Plug the charger into the wall outlet.

The battery charger is equipped with a LED light indicator that works to help you preserve the battery life of your bicycle by allowing you to quickly see if your battery is completely charged.



**RED = CHARGING**



**GREEN = FULLY CHARGED**



# FOLDING INSTRUCTIONS

The CARBO Bicycle can be folded for easy storage and travel:

<p><b>STEP 1:</b> Fold the pedal by pressing the lever on the pedal inward, then upward</p>	
<p><b>STEP 2:</b> Use the quick release handles to lower the seat post.</p>	
<p><b>STEP 3:</b> Fold the frame at the middle by lifting the metal bar, locking out of the frame</p>	
<p><b>STEP 4:</b> Fold the stem by pressing the releasing lever outward</p>	
<p><b>STEP 5:</b> This is how the bike looks when it is completely folded</p>	



## MAINTENANCE

- Important! Do not attempt to open the casings of the battery, motor, or controller. It could be dangerous and will void any warranties. If you experience any problem, please contact our service department or your retailer.
- Wheel spokes should be adjusted every 400 km of riding.
- Handlebar and saddle tubes should never be raised beyond the maximum indicated by the safety lines around the tubes.
- Your bike has a rear derailleur that will automatically tighten your chain (MODELS). However, if the chain becomes loose or frequently comes off the front cog, you can easily adjust the chain tension by loosening the rear axle nuts slightly, and adjusting the tension bolts. Make sure that the chain runs freely and retighten the axle nuts.
- It is recommended that you take your bicycle for a tune-up and maintenance check by a bicycle mechanic on a regular basis.

## REGULAR CLEANING

- Wipe any dirty painted or plastic parts with a soft, damp cloth and a neutral cleaning solution.
- Carefully dry the parts with a soft, dry cloth to finish.
- Do not use water to clean the e-bike, as the electrical and electronic systems may get wet, resulting in personal injury or malfunction of the bicycle.
- Do not grease or use a greasy cloth to wipe down the electrical connectors, brake pads, wheels, tyres or plastic parts.
- Do not use a pressure washer as this can force water into the electrical components.

## REGULAR MAINTENANCE

- Check if the handlebar attachment and saddle post are correctly inserted and tightened.
- Check if the wheel hub mounting nuts are correctly tightened.
- Check if the wheel rims are not cracked and that no spokes are loose or broken.
- Check if the tires are not worn or cut.
- Check if the tires are correctly inflated
- Check that the battery is sufficiently charged.
- Check if the front and rear lights are working correctly.
- Check that the front and rear brakes brake work effectively
- Check if the cables are sufficiently greased, and that the brake pads are in good condition.
- Flat tire: To replace the rear tire, make sure to power off the carbo, and disconnect the motor cable first.

## TROUBLESHOOTING

Problems	Solutions
A. Top speed too slow	Fully recharge battery
B. Power ON but motor not working	1. Reinstall battery/ Replace fuse
C. Driving shorter distance per recharge	1. Check tire pressures 2. Recharge completely or have charger re-inspected 3. Replace with a battery
D. The power and the indicator lights are all on, with throttle or pedal assist, but the e-bike does not work	1. Controller needs to be replaced, or 2. Motor needs to be replaced
E. The power and the indicator lights are all on, bike works with throttle, but not with pedal assist	1. Controller needs to be replaced, or 2. Pedal assist module needs to be replaced, or 3. Motor needs to be replaced
F. The power and the indicator lights are all on, bike works with pedal assist, but not with throttle	1. Controller needs to be replaced, or 2. Throttle needs to be replaced, or 3. Motor needs to be replaced.
G. The power is on, and the throttle is twisted, but the bike does not work	1. Check battery to see if it needs to be charged, or 2. Fuse needs to be replaced, or 3. Controller needs to be replaced, or 4. Motor needs to be replaced
H. The switch is turned on, and the bike takes off without using the throttle	1. Check if the throttle is stuck in the on position. 2. Lubricate or replace the throttle if it is faulty
I. After stopping, the bike does not start when the throttle is twisted	1. Check whether the brake handles are fully released. 2. Check Solutions to Problems D, E, and F above
J. You connect the power to the charger, but the indicator light does not come on	1. Check whether there is electricity to the charger 2. If you have a voltage meter, you can check to see if the charger produces the correct current
K. You plug in the charger to the bike and the outlet, and the green light comes on instead of the red light. This means it not charging	1. Check to see if the battery is fully charged. 2. Check whether the charger is properly plugged to both the battery and the outlet. 3. Check the voltage of the charger and battery. 4. If "zero" voltage on the charger, then it needs to be replaced. 5. If "zero" voltage from the battery, then check the fuse.

## WARRANTY INFORMATION

Like any mechanical device, a bicycle and its components are subject to wear and stress. Different materials and mechanisms wear or fatigue from stress at different rates and have different life cycles. If a component life cycle is exceeded, the component can suddenly and catastrophically fail, causing serious injury or death to the rider. Scratched, cracks, fraying and discoloration are signs of stress-caused fatigue and indicate that a part is at the end of its useful life and needs to be replaced. While the materials and electric components of your bicycle or of individual components may be covered by a warranty for a specific period of time by the manufacturer, this is no guarantee that the product will last the term of the warranty. Product life is often related to the kind of riding you do and to the treatment to which you submit the bicycle and the standard of maintenance and care you have for your bike. The bicycle's warranty is not meant to suggest that the bicycle cannot be broken or will last forever. It only means that the bicycle is covered subject to the terms of the warranty.

## WARRANTY PERIODS

The warranty valid at the time of delivery applies to:

Frame: 3 years

Motor: 2 years

Battery, charger & controller: 2 years

## WARRANTY CONDITIONS

This warranty is void in its entirety with any modification of the frame, fork, or any components. This warranty is limited to the repair or replacement of a defective item and is the sole remedy of the warranty. This warranty extends from the date of delivery, applies only to the original owner and is not transferrable.

**This warranty does not cover:**

- Normal wear and tear
- Damage or failure from abuse, neglect, misuse, or accident
- Improper assembly and/or follow-up maintenance
- Damage from stunt riding, jumping, acrobatics, or similar activities or any activity that is not consistent with the intended use of the bicycle
- Damages resulting from failure to follow instructions as provided in the manual
- Damages resulting from improper care or use of the battery or charger § Installation of components, parts, or accessories that are not originally intended for or compatible with the CARBO electric bicycle as sold
- Under performance of the battery after being fully charged and discharged more than 500 times



**THANK YOU FOR  
YOUR SUPPORT**