



User Guide

IMPORTANT SAFETY + PRODUCT INFORMATION

Our Team is here to help 7 days a week
contact@evelo.com | **877-991-7272**
Feel free to reach out!

EVELO.COM

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Welcome

Congratulations on the purchase of your new EVELO Electric Bicycle!

This manual is designed to give you an understanding of the basic operation and maintenance of this bicycle. We believe that great customer service is part of your purchase, so please reach out to us if you ever need guidance or assistance.

Our promise is to respond to you in 24 hours or less!

 **877-991-7272**

 **contact@evelo.com**

Assembly videos and instructions for assembly are posted on our website:

evelo.com/assembly

Simply use the search term "assembly" and the model of your bike and video and printable instructions will show up.

Putting the assembly instructions on our website allows us to make changes as needed and keep the assembly instructions as current as possible.

We strongly recommend that you read this manual in its entirety before using your bicycle.

Continuous Improvement is a key operational philosophy at EVELO Electric Bicycles.

Some images and descriptions in this manual may differ slightly from your bike.

Riding a bicycle is an inherently dangerous activity, and it is your responsibility to ride safely and within your abilities.

Proper assembly is vital to the safe operation of your bicycle, so seek professional assistance if you are unable to complete the assembly of your bicycle.

Our models are recommended for use by riders weighing 350 pounds (159 kg) or less, except for the Dash which is rated to 250 pounds (113 kg) or less.

Fit Related Adjustments

Comfort while riding your bike is important, as you are more likely to get out and enjoy your new investment. It is also important for safety. Make sure that all bolts, nuts, clamps, and other fasteners are tight before every ride.

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Seat Height

Seat height is one of the main adjustments you can make to optimize the fit of your bicycle. The ideal height for pedaling efficiency is to set the seat such that your knee has a slight bend when the foot is at the bottom of the pedal stroke. Some riders prefer the seat lower so that they can reach the ground with both feet while seated. Please note that if the leg can't extend properly while pedaling, knee trouble is possible (though less likely on an electric bike because the motor can take on some of the forces required for propulsion).

Most EVELOs come with a quick-release seat clamp. Simply open the lever, raise or lower the seat, and close the lever. A few important details:

The seat post must always be inserted into the frame enough to hide the minimum insertion line marked on the seat post. See below.



Tip: These markings are sometimes difficult to see. A flashlight can help.

Fit Related Adjustments



The clamp must be tight. A standard frame of reference is if the lever leaves a slight impression in the palm of the hand, the clamping tension is adequate.

To adjust the tension, open the lever, turn the nut on the opposite side about a half turn and close the lever (clockwise increases clamp pressure, counter-clockwise reduces it). Repeat this adjustment until the clamp pressure is correct.

Seat Adjustment Forward / Backward and Angle

The seat on our bikes can be adjusted forward and back with a total range of motion of about 2 inches. The same clamping mechanism also allows some angle adjustment of the seat so that it can be tilted slightly. Depending on your specific bike, there is either one or two bolts. These bolts bind the clamp to the 2 seat rails. It's easiest to access them if you remove the seat and post from the bike as a unit first. Loosen the bolt(s) on the underside, make your adjustments, then securely tighten the bolt(s) and re-install the seat and post on the bike.



Fit Related Adjustments



Handlebar Rotation

The handlebar can be rotated to change the angle of the controls, most importantly the brake levers. Positioning the brake levers properly reduces wrist strain. It also improves the amount of leverage that you can apply while braking. A good starting point for this is to sit on the seat, and place your hands on the levers such that you can get the back of your hand parallel and in line with your forearms. Most people find straight wrists most comfortable. This will vary a bit depending on the style of handlebars your bike has.



To adjust this, simply loosen the bolts that clamp your handlebars to the stem – no need to remove them, just loosen them enough that the handlebar will move in the clamp. Get the handlebar into position and tighten the bolts securely.

Battery Information

Your EVELO is equipped with a Lithium Ion battery. It is a vastly improved chemistry over its predecessors which makes it quite user friendly. There are still things you can do to improve performance and extend the life of this critical component.

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Switches

Some (but not all) models are equipped with a switch mounted directly on the battery. It must be in the "on" position in order for the bike to turn on at the handlebars. Common locations for the switches are on the side or the bottom. Some are push button – "in" is "on." Rocker type switches have an indicating symbol, and the edge is pressed to change from on to off.



Tip: If you think of the circle as the letter "O", it can remind you that this is the Off position

Battery Information

Battery Lock

The lock on your battery serves two purposes: theft prevention and ensuring proper position of the battery as it docks to the bike.

Note: the battery lock is not a power switch.

To engage the lock, insert a battery key and rotate. To unlock it, insert the key and rotate it the other direction. Be sure that the locking pin engages its hole and that the key turns all the way. Sometimes wiggling the battery a bit can help line things up.

Your bike came with multiple keys. It is important to know that we do not have replacements! Our suggestion is to use one key for daily use, and store any extras in a safe place.

Charging

You can charge your battery either on or off the bike. Simply insert the charger plug into the battery, and then plug the other end into a standard outlet.

Note: A small spark is quite normal when connecting the charger. There is no reason for concern if you happen to see one. Feel free to reach out to our customer service team for a more comprehensive explanation of this phenomenon.

We use a variety of chargers across our line of bicycles, but they all have some form of LED indicator light on the charger. A red light indicates that it's charging, and green indicates that the charge is complete. Again, if you have questions about your specific charger, reach out to us! We're happy to help.

Both the charger and the battery have protective electronics that will not allow over charging the battery.

Battery Information

Charging



We do not recommend leaving the battery plugged in for extended periods of time.

- Do not use the charger unit in poorly ventilated spaces such as closets or drawers, as it may overheat.
- During charging, it is important to do so within the following temperature range: 32 to 113 degrees F (0° to 45°C).
- If your battery has a USB port, this is a convenience feature for charging things like cell phones. The battery should only be charged by using the included charger and only through its specified charge port. Never connect a power source to the USB port.
- Charge the battery frequently without letting it drop below 20-30% charge.
- Operate it between 30-90% charge without discharging it fully. This will increase the number of charge cycles of the battery many times. This implies that fully charging your battery isn't good. That isn't the case, but you don't want it to be fully charged at all times. The main point is to vary the level of charge.
- A battery that is used regularly is a healthy battery.
- It typically takes 5-6 charge cycles to balance the cells in a new battery. Your range will be optimized after using the bike a bit. Run the battery down to less than 50%, then charge to full.

Battery Information

Maximizing Range

Numerous factors influence the range on a single battery charge. Some are:

- Terrain – uphill climbs demand a lot of energy from the battery.
- Rider contribution – the more the rider pedals – and how forcefully greatly affect range.
- Wind – not just the wind that is part of the weather – but also how fast you are riding. Faster speeds create more wind resistance and require more power.
- Tire pressure – a firmer tire pumped up to the higher end of the recommended pressure range (indicated on the tire sidewall) rolls better and will improve range. Check tire pressure at least once a week.
- Heavy loads – an average sized rider pulling a trailer will require more energy to move than a 130 pound rider with no cargo.
- Higher levels of assist use more battery power – choose the lowest PAS setting for best range.
- Stop and go traffic – as with automobiles, you get the best mileage (“range”) during sustained travel. Accelerating the bike repeatedly from a dead stop pulls added current from the battery.
- Temperature – lithium batteries work best between temperatures of 32° F (0 °C) and 95 °F (35 °C). Performance will be reduced if operating outside of this range.
- Shifting gear ratio – especially on our mid drive models, shifting as conditions change will help maximize performance. More on this topic later in this Guide.

Storage

Properly storing your battery during periods of non-use can greatly affect its longevity. For short-term storage (for example, periods of less than one month) all you need to do is store the battery someplace temperature controlled. For longer-term storage, simply give the battery a full charge, and again keep it in a temperature-controlled environment. If storage is to exceed 60 days or more, it’s best to plug in your charger and top off the battery every 30 days. Our years of experience have revealed a pattern: Every Spring we hear from customers whose battery won’t take a charge. This is the result of storing the battery discharged and in a cold environment. Those two conditions in combination can render a battery unrecoverable.

Safe temperature range for storage:

32° to 80°F (0° to 28°C)

Battery Information

Voltage Sag

Voltage sag is the short-term drop in power that can happen under sustained high-powered operation or periods of very heavy load on the battery, for example starting from a hill with throttle-only or in a very large gear. The momentary hesitation is the protective circuitry in the battery working to prevent damage. Fully-charged batteries will exhibit less voltage sag; as the battery becomes depleted, voltage sag will increase in frequency and duration, and can be mitigated by using a lower level of pedal assist or less throttle. This is a normal occurrence, and backing off the throttle or lightening up on the pedals briefly is all that is needed to counteract the momentary dip in power.

The battery fuel gauge is a rough approximation of the remaining battery. Note that it is based on real-time use, so during periods of heavy load such as up a steep hill or during heavy throttle use, the gauge will show a shorter percentage of remaining battery. During periods of lighter use the gauge will show a larger percentage of remaining battery. When the percentage is consistently below 30%, it's recommended to use a lower level of assist and less throttle, to ensure you have enough battery to complete your ride!

Conditioning

If you are experiencing a significant loss in range per charge there is a simple procedure you can follow to recondition your battery and improve its capacity.

Ride the bike until the charge is depleted. This process can be expedited by using PAS 5, or throttle only, to increase demand on the battery. For the final little bit (when your battery gauge says 10% or so) we recommend that you stay close to home so you can ride back without any power from the bike to help you if the battery shuts down.

Once the charge is depleted, charge the battery normally.

Repeat this process a second time: a full discharge followed by a full charge. It is important that you do this twice, then you can return to using the bike normally.

Battery Information

Recycling

Eventually all rechargeable batteries lose their capacity and must be replaced. Of course, this raises the question of what to do with the old battery and how to safely dispose of it.

The batteries cannot be thrown in the trash, as they are considered hazardous waste, and they should never be burned as a means of disposal because of explosion risk.

The only responsible way to discard your battery is to recycle it. Some communities have this capability so you may want to reach out to your local government (City Hall, etc.) to see if they provide this service.

If they cannot help you, simply do an Internet search for “lithium battery disposal,” as there are many services available in all 50 states.

Electronic Controls

Obviously, what sets your new EVELO apart from traditional bicycles is the fact that is electric! There are numerous systems that work in concert to make it all come together. At the heart of this is a component you will probably never actually see: the controller. The controller is essentially a simple computer that monitors various sensors that are spread throughout the bike. Based on the input from the sensors, it then distributes electricity accordingly. One of the components that is connected to the controller is the display panel located on your handlebars. Operational instructions for your display panel are provided in a separate printed Owner's Manual you received with your bike. Consult that manual for detailed instructions on your particular unit. The manual is also available for download on our website: support.evelo.com

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PAS

PAS stands for "pedal assist system." Your bike comes equipped with six levels of PAS, 0-5. This references how much help you get from the motor and is adjusted by using the +/- buttons on your handlebars. Level 0 will not permit power to the motor so you can ride it like a traditional bike. Levels 1 through 5 progressively increase the amount of boost the motor adds to your pedaling efforts.

There are two main types of sensors located at the crank that detect your pedaling activity. When the controller senses that you are turning the crank, it activates the motor with the proper amount of electrical current. We use both torque sensors and/or cadence sensors. The type of sensor varies depending on bike model. Torque sensing systems are dependent upon pedal pressure to activate the motor. Cadence sensing systems detect the rotation of the crank as a whole. Generally speaking, the crank requires about half a rotation to engage the motor.

Electronic Controls

Throttle Use

Your bike is equipped with a throttle, which allows you to use the motor even if you are not pedaling.

This control is located near one of the handlebar grips. It is on the left side on most of our bikes, but it can be found on the right on some models.

It is simply a lever that you depress, and the further you press the lever the faster the bike will go.

The throttle will work on some models from 0 miles per hour, but some models require you to be traveling 6 miles per hour before the throttle can be activated. This cannot be changed.

Tip: If you have a bike that requires 6 MPH to activate, there is a great workaround. Set PAS level to 5 and pedal until the bike comes up to speed. Once you have crossed the 6 MPH threshold, you can use the throttle and stop pedaling.

Brake Switches

The brake levers on your EVELO are equipped with electronic sensors that will cut power to the motor when either brake is applied. This is so the motor is not working against the braking forces. It is also a great way to instantly stop the motor without needing to press any buttons.

If it seems that your motor is running even though you are squeezing the brake levers, please reach out to our Customer Service Team so that we can address this for you! Some, but not all, models also will activate a brake light when either lever is squeezed.

Changing Gear Ratios

With the exception of our single speed bikes, changing gearing will maximize efficiency. This is especially true on our mid-drive models.

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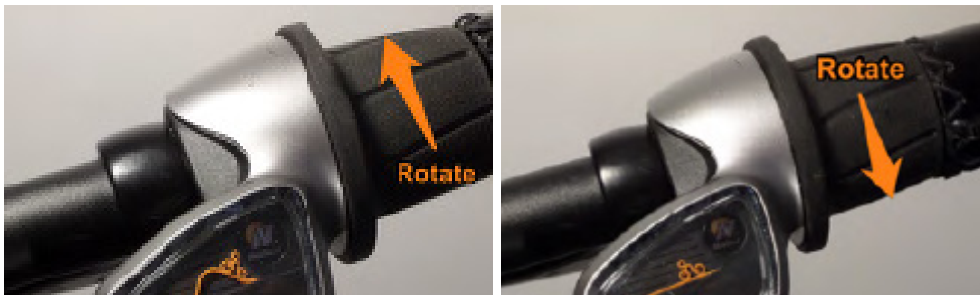
Manually Shifted Enviolo Systems

The shifter is located on the right hand grip, and it has a small display with an orange icon. As the shifter is turned, the cyclist icon on the road will change appearance. As the system is moved into lower gear ratios, the roadway for the cyclist will turn into an increasingly steeper hill. This indicates the lower gear ratios one would use when riding up a hill. Likewise, when the shifter is rotated in the opposite direction, the roadway will appear to flatten out indicating higher gear ratios.

Note: you may have noticed that we are not referring to “shifting gears.” The Enviolo system is a continuously variable transmission and literally has no gears inside the hub. This type of transmission is commonly referred to as CVT for short.

You will want to use the lower gear ratios when starting from a dead stop and when climbing hills. As conditions change, you will rotate the shifter for better power and efficiency.

Note: The shifter can be rotated partially even when the bike is not moving, but the full range is not available until the bike is moving forward. This is convenient if you approach a stop and forget to change gearing as you’re decelerating. You can maximize battery range by regularly shifting. Leaving the bike in a high gear ratio will drain the battery’s power unnecessarily.



Changing Gear Ratios

Enviolo Automatic Systems

Important: The bike must be powered on for the Automatic system to work.



NOTE: Shortly after these manuals are printed, Enviolo will introduce a new shifter, shown here.

Some EVELO models use the latest technology from enviolo, the Automatic System. At the time of printing this manual, full details were not available. Please consult www.enviolo.com/automatic/ for more details on usage.

The Automatic shifting system can be used in manual mode or automatic mode. In manual mode, you control the gear ratio of the bike using the buttons on the shifter. In automatic mode, you tell the bike how fast you would like to turn the cranks and it will shift to maintain that cadence.

In the event the battery charge runs out and the bike shuts down, there is a backup system in place, known as "limp home mode." The electronics will detect that the voltage cutoff threshold is coming and will shift the internals of the hub to a moderate gear ratio so that the bike is not set at either end of the gearing range.

On some versions, the shifter will power down when the bike is turned off. On others, the system will power down after a certain amount of time has elapsed, typically 5 minutes.

Changing Gear Ratios

In the event that your Automatic system does not seem to be shifting normally, the first thing to try is to run a calibration. This simply resets the electronic shift system to synchronize with the mechanical mechanisms inside the hub.

Calibrating the Automatic System:

1. Turn system power on.
2. Pedal the bicycle lightly through the entire calibration procedure.
3. Press and hold the "mode" button (the silver/chrome button on the shifter) until the rear hub begins shifting (5-7 seconds typically), then release the button.
4. Continue pedaling lightly while the system shifts from "low" to "high" ratio multiple times and completes the calibration.

3 and 5 Speed Shifting

In general, when starting from a stop, you should be in a low gear (1). As the bike gains speed, progressively shift up through the gears (1-2-3-4-5).

If you encounter a hill or strong headwind, shift down to a lower gear. Shifting can happen when the bike is stopped.



Changing Gear Ratios:

Our 3 and 5 speed bicycles and tricycles are equipped with a shift cutoff sensor. As you shift, power will temporarily be reduced to provide smoother shifting. Reducing pedaling pressure while shifting the hub will also result in smoother shifting.

Changing Gear Ratios

7-Speed Shifting

Some models are equipped with a standard 7-speed dérailleur. The shifter is located on the right hand side of the handlebars near the grip.



Simply twist the shifter to change gears. Shift as conditions change: higher gears are for faster speeds and level or downhill terrain. Lower gears are for slower speeds, hill climbing and starting from a stop.

Note: The chain must be moving – so you need to be pedaling when shifting.

Tip: Ease up on pedal pressure especially when down-shifting 7 > 6 > 5 > 4 etc. This will make for smoother changes as the chain moves from one cog to the next.

Using Your Brakes

Your new EVELO is equipped with powerful brakes. Proper use and maintenance are critical factors for this important safety system. Ideally, the front and rear brakes will both be used at the same time. Due to the way weight is transferred forward during deceleration, you actually should use more pressure on the front brake than on the rear brake. A good general guideline is to use twice as much pressure on the front brake lever as on the rear. Using your brakes in this way, you can stop very quickly.

Your bike is equipped with disc brakes, and you can prevent brake squeal by properly “Bedding In” the brakes. It is important to do this when the brake pads are new.

1. Select an area in which to ride that allows you to reach a moderate speed safely.
2. Accelerate to a moderate speed and apply the brakes evenly, slowing the bike to a walking pace. Do NOT come to a complete stop. Repeat this acceleration and braking sequence 20 times. Braking power will increase during this process.
3. Next, accelerate to a slightly higher speed and apply the brakes, slowing to a walking pace. Again, do not come to a complete stop. Repeat this sequence 10 times.
4. Allow the brakes to fully cool before riding again.

After you complete this process, the brakes should operate at full power without noise.

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Mechanical Disc Brakes

Mechanical disc brakes are operated via a cable that runs from the brake lever, through a system of brake housing, to the brake caliper. Squeezing the brake lever pulls the cable which then pulls the brake pads to the rotor (aka “disc”). The friction generated causes your bike to slow or stop. (This friction causes significant heat – do not touch a hot rotor!)

Using Your Brakes

Two of the parts to pay attention to in the system are the cables and the brake pads. Cables are prone to stretching **especially in the first hundred miles or so**, and the pads naturally wear over time and will need to be replaced. The need for correction in either of these two components is exemplified by the same symptom: the brake lever pulls all the way to the grip on the handlebars.



The solution is to increase cable tension in the system. This can be done without tools and possibly even when you are out on a ride.

Notice the adjustment barrel and the lock ring in the photo below:



Using Your Brakes

First, loosen the lock ring by unscrewing it so there is a slight gap between it and the lever mount.

Then, unscrew the adjustment barrel a turn or so. This has the effect of lengthening the cable housing and pulling on the cable a bit.

Test by squeezing the lever, then lifting the tire off the ground and spinning it. Ideally, you should be able to adjust it so the lever won't reach the handlebar grip when pulled hard, yet the wheel spins freely without resistance when the brake is released.

When you find the proper adjustment, re-tighten the lock ring to hold the barrel in this new position.

If the above procedure does not result in proper cable tension, please contact our Customer Service department.

Hydraulic Disc Brakes

Hydraulic disc brakes use hydraulic fluid to transfer the force from the brake lever to the pistons in the caliper.

Do not "open" the hydraulic system, as this will introduce air. Always make sure the correct type of fluid is used when your brake system is being serviced.

You should regularly observe your brake lines both at the lever and at the rotor for any indication of leaking fluid. Any leakage requires prompt attention!

If you are ever able to squeeze the brake lever until it touches the grip on the handlebar, some service is needed. This symptom indicates that something is wrong with the hydraulics or, more commonly, the brake pads have worn and require replacement. Both situations require service. The hydraulic system requires special tools, which are commonly on hand in most bike shops.

Note: When moving the bike with the wheel removed, it is best to put the pad spacer back in that was removed during assembly.

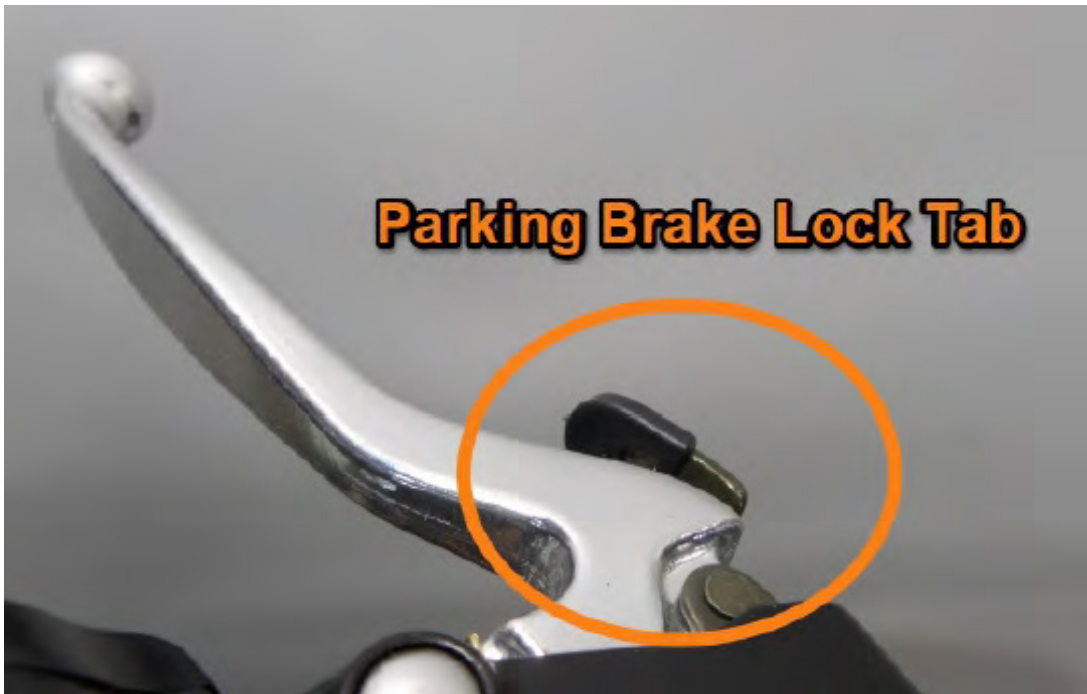
Using Your Brakes

Compass Parking Brakes

The Compass model has parking brake tabs that allow you to prevent the trike from rolling. This can be convenient when getting on and off the Compass or when loading the cargo basket.

Your Compass is equipped with a parking brake for both the front and rear wheels. Squeeze the brake lever and pull the black tab in to set either brake.

Squeeze the brake lever and push the parking brake tab out to release.



Riding Safely

By making safe riding a habit you can avoid accidents, prevent injuries and more thoroughly enjoy your cycling experience.

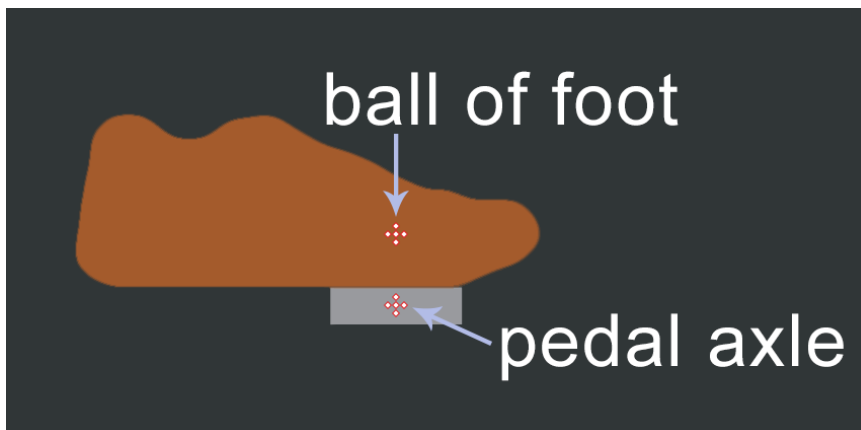
Some things like obeying the law and wearing a helmet should be standard practice for all riders, but there are some aspects to riding safely that may be less commonly known.

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Foot Position

By positioning your feet on the pedals as shown in this illustration, you will have a more efficient pedal stroke, better control of the bike and be less prone to foot injuries.



Riding Safely

Braking

Use of the front and rear brake in combination was addressed on page 18. For optimal braking performance you do want to use both brakes together. Generally, electric bikes travel faster than traditional bikes. Higher speeds necessitate greater stopping distances. Especially as you are becoming accustomed to your new EVELO, do allow more time to come to a stop than you may be used to riding a traditional bicycle.

It is acceptable and safe to ride in the rain, but water acts as a lubricant on the braking surfaces and even greater stopping distances are required. Ride with extra caution if it's raining, or even if the road surface is just wet. It is advised to use reduced rates of speed if riding in the rain.

How E-bikes Appear to a Motorist

The average cyclist rides about 12 miles per hour. On an electric bike, speeds of 20 miles per hour are easily obtained. Because of this, drivers of cars and other motor vehicles often misjudge how quickly an e-bike rider is traveling. It is wise to anticipate cars misjudging your speed and potentially pulling out in front of you. Ride defensively.

Compass Tipping

Tricycles handle differently than bicycles. We take for granted the amount of lean used to turn a 2-wheeled bike – we actually turn the handlebars very little.

On a trike, this is the opposite: you must steer the bike by turning the handlebars. Because of the 3-wheel platform, leaning simply isn't an option.

Momentum tends to force the rider's weight to the outside of the turn, potentially lifting the inside rear wheel, and if carried to the extreme, causing the trike and rider to tipping over when turning.

Our Compass uses 24" diameter wheels and wide tires, which lower the center of gravity and improve stability; however, the rider must use caution while turning. The sharper the turn and the faster the speed, the greater the risk of tipping.

Riding Safely

Lights

Most EVELO bicycles are equipped with both front and rear lights. It is advisable to use the lights whenever you're riding, but especially at night and times of transition such as dawn or dusk. You may want to consider accessorizing your bike with auxiliary lighting that has flash features, as this can be quite helpful in attracting the attention of drivers in the daytime.

Consult your Display Manual for specific directions to power the lights on and off.

Reflective Gear

Wearing reflective gear such as vests and ankle bands can dramatically improve your visibility to motorists. Bright neon colors are best. Ankle bands are an inexpensive and highly effective way of attracting attention because the cyclist's natural pedaling movement tends to catch the eye.



USB Cables

A quick word on the use of USB charge cables. Most models are equipped with an accessory charge port so that you can connect a cell phone or other device while riding. It is critical that you use a cord long enough so that it does not interfere with your steering or operation of the bicycle.

Consult your Display Manual for instructions regarding this USB port.

Protecting Your Investment

Our bicycles are designed to be relatively low maintenance. Of course any machine requires some attention from time to time, and following the suggestions in this section can help you stay rolling for many trouble-free miles, and most importantly, prevent surprises while out riding.

Please note: this maintenance section is targeted at the average user and covers basic care of your bicycle. It is not intended to be a comprehensive technical service manual. If you would like more detailed information, simply reach out to us! We're here to help and have an extensive collection of resources to share.

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Tire Inflation

Properly inflated tires are important for the safe handling of your bicycle. All our tires have a recommended inflation range marked on the sidewall of the tire. The ratings can be difficult to see, so after you locate yours you may want to make a note of it in the section at the back of this book. A light can be helpful. Ex: "Min 40 – Max 65." These ranges are in Pounds Per Square Inch ("PSI" for short.)

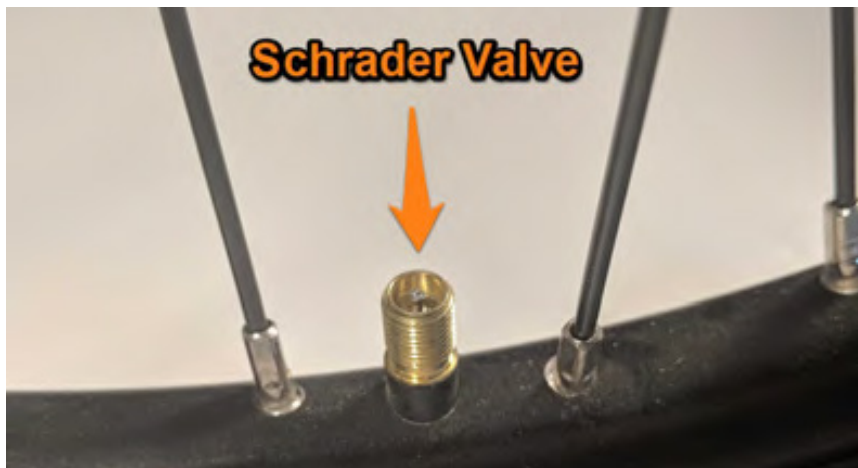
Generally speaking, operating at the low end of the range provides a more comfortable ride, but at the expense of diminished range per charge because of the increased rolling resistance. On the other hand, higher pressures will give better range per charge, but the ride feel will be firmer.

The inner tube is actually slightly porous and naturally will lose air over time, not unlike a balloon. For this reason, it is wise to regularly check your tire pressure with a quality gauge and inflate as necessary. Riding with a tire pressure that is too low can result in a phenomenon known as a "pinch flat" – when the wheel hits an obstacle and the tire actually compresses all the way to the rim causing a puncture.

Protecting Your Investment

There are two types of valves that we use on our bicycles: Schrader and Presta. Schrader valves are like those on car tires. Presta valves are less common, but heavily used in the bicycle industry.

Most bicycle pumps have pump heads that will work on either type of valve. You can also buy a small adapter to fit onto the Presta valves so that pumps and gauges designed for Schrader valves can be used.



One difference about Presta valves is the fact that they have a small locking mechanism known as a captive nut that must be open in order to add or release air. It must be re-closed for riding. Below is a sequence of photos showing how to use this type of valve, including adapter use. Of course, if you have a pump that can accommodate the Presta valve, there is no need to use the adapter.



Protecting Your Investment

If you have a Presta type pump, you can add air at this point. Otherwise, add the adapter to convert to Schrader style.



To release air, depress the valve core.



Be sure to tighten the captive nut after making your air pressure adjustments.

Protecting Your Investment

Fasteners

“Fasteners” refer to all the nuts, bolts and clamps on your bicycle. It’s wise to get into the habit of checking these on a regular basis, especially when your bike is new. The easiest method is to start at the handlebars and work your way down and to the back of the bike with a variety of tools at hand, making sure that every fastener you encounter is firmly tight. Pay special attention to quick-release mechanisms and to the axle attachments at each wheel.

Lubrication

Lubrication is important especially for the chain if your bike is so equipped. Certain things should never be lubricated, such as braking surfaces or the belt if your bike has one.

Note: Common household lubricants like WD-40 are not appropriate for use on a bicycle chain. It acts as a solvent, removing lubrication that is already in place.

CHAINS: We recommend that you visit your local bike shop for their recommendations of the best chain lubricant to use given the conditions of your area. A small bottle will last a long time!

Chains are made up of a series of very small components: plates, rollers and pins. One or two drops of lubrication is all that is required at each pin/roller (you can see the pins from the side, the rollers from the top/bottom. They are paired together).

After you have applied lubricant at each pin as shown, pedal the bike a short distance. The length of the typical driveway is all that is necessary. Then, with a rag, wipe off the excess lubrication as it will attract dirt and increase wear. You want the lubrication to work its way into the chain.



Protecting Your Investment

BRAKES: Noisy brakes are the result of worn-out adjustment parts: disc rotors and brake pads should never be lubricated.

BELTS: If your EVELO is equipped with a carbon belt instead of a chain, it is intended to be dry. **DO NOT LUBRICATE YOUR BELT.** Doing so can cause it to slip, and the dirt the lubrication would attract increases wear.

That's it! Other key components such as the motor, rear hub, etc., are well sealed from the elements.

Belts

The carbon belts on our bikes are relatively low maintenance. No lubrication is required. If you have ridden through a particularly dusty or sandy area, you can use a synthetic-bristle brush to clean the contact surface of the belt. Grime will increase wear.

As far as belt tension, there is a wide range that is acceptable. With too little tension the belt will skip. With too much tension you will hear noise – this is harder on the bearings in the wheel and at the crank. The best choice is somewhere in the middle.

To check for tension, choose a point midway between the crank and the rear wheel and press down with your finger. You want about 1/8 inch to 3/16 of an inch deflection.

Shift Cable Wear

For bikes that use shift cables, you should check them for wear occasionally. Bikes with automatic shifting systems or single-speed drive trains do not have shift cables.

Protecting Your Investment

Enviolo cables can fray near the hardware located at the rear hub. Generally speaking, they should be replaced annually, but checking more often is recommended. If you see any broken strands, it is time to replace the cables and most likely the housing as well. Catching this early can prevent damage to the shifter. There are two cables, that lie in a groove in the black plastic piece mounted to the rear wheel known as the Hub Interface. This is where to look:



These are standard shift cables available at any bike shop. Contact us for the replacement procedure.

7-Speed dérailleur systems should be checked for broken strands at the rear derailleur where the cable is clamped to the mechanism. Replace it if you see broken strands; the housing will likely need to be replaced as well.



Protecting Your Investment

Shift Cable Wear

3-Speed systems aren't subject to cable fray like other systems on our bikes, but the cable can stretch and put things out of adjustment. To check for this, shift to second gear, then locate the mechanism near the rear axle that is shown below. The yellow marker should be between the two lines. If yours needs adjustment, simply go to our knowledge base and search for "3-Speed adjustment" for step-by-step instructions: support.evelo.com



Wheel Removal

Wheel removal is necessary for flat repair and sometimes for transportation, shipping, or storage. There are several types of front wheels on our bikes, and numerous types of rear wheels. This guide will cover some of the basics, but for more detail simply go to our knowledge base and search by model and use the term "wheel removal: support.evelo.com"

Protecting Your Investment

Wheel Removal – Front

Some of our bikes use a very common type of quick release system for the front wheel. Simply open the lever and while holding the lever unscrew the nut on the opposite side several turns; the wheel can now be removed from the bike.



We use a few different types of through axles, and each is slightly different.



1. Insert a 5mm or 6 mm allen wrench into the end of the axle
2. Unscrew the axle until it is no longer moving outward
3. Hold the wheel and slide the axle out

Wheel Removal – Rear

Rear wheel removal will depend on your specific model. There are numerous systems in use, and the information required for each model is beyond the scope of this manual. Simply use our online knowledge base, searching by your model name and the phrase "Rear Wheel Removal" for detailed instructions: support.evelo.com

Protecting Your Investment

Brakes

Brakes use either cables or fluid to transfer force from the brake lever to the brake caliper. See page 19 for more information.

Brake pads will eventually wear, and can be easily replaced. On cable-actuated systems, you will know it is time to replace your pads when cable adjustment will no longer prevent the brake lever from reaching the handlebar grip.

On hydraulic systems, if the lever reaches the grip, visually inspect the pads for material remaining on the pad. If there is material, your best course of action is to take the bike to a shop for inspection and service. You may have air in the line. If you see less than .25mm of material on the brake pads, it is time to replace the pads.

With either system, if you hear metal-to-metal contact or clicking, stop riding ASAP and replace the pads. A brake pad normally lasts 500-800 miles. For specific, detailed instructions on replacing your brake pads, please go to our online knowledge base and search by model and the phrase “brake pad replacement.”

support.evelo.com

Schedule

The following maintenance schedule is suggested to keep your bike in optimal working order.

EVERY RIDE: Make sure that your tires are reasonably inflated based on visual inspection. Make sure that all levers and clamping mechanisms are tight (for example, seatpost clamp and front wheel).

WEEKLY: Check your tire pressure, all bolts for tightness and inspect cables for fray.

ANNUALLY: Take the bike to a local bike shop and have it tuned up. The optimal time of year for this is in the winter when shops have a light workload. If you wait until the beginning of the riding season, bike shops could be backed up by as long as two weeks.

AS NEEDED: Wash it. Simply use a bucket of warm water and liquid dish soap. Avoid directing a pressurized water stream at anything electrical, or any bearing systems such as wheel hubs. Using a soft brush, start from the top and work your way down. Rinse with a hose and dry with a soft towel. Remember: dirt is the enemy. If your bike has a chain, be sure to lubricate it after drying (see page 28).

Troubleshooting

If you experience difficulty with your EVELO electric bicycle, consult the following list. If you do not find the problem on this list, contact our Customer Service Team, and we will work with you to identify the source of the problem and help with a solution.

Our promise is to respond to you in 24 hours or less!

 **877-991-7272**

 **contact@evelo.com**

SYMPTOM	LIKELY CAUSE	ACTION
No power at display	Loose battery connections	Check and secure connection between bike and battery
Range seems low	Battery not fully charged / gearing not being utilized	Consult other sections of this manual: "Maximizing range" on page 10, and "Charging" on page 8, and "Changing gear ratios" on page 15
No speed /distance displayed	Magnet on rear wheel is too far from sensor	Check alignment of magnet and sensor
Battery won't charge	Charger not connected / Battery connected to bike while fully discharged	Consult "Charging" on page 8
Intermittent loss of electrical power	Battery connection is poor	Lock battery to hold in place more securely

Getting the Most Out of Your Customer Service Experience

Our Customer Service Team strives to give you the best possible customer service. We promise to reply to you within 24 hours, and usually response time is much less. That said, there are things that you can do to expedite the process even further!

Here are some tips from our Director of Customer Service based on our years of experience with EVELO electric bicycles:

- **If you need to reach out to us, call OR email.** Email is typically faster. Reporting the same issue through both methods may actually slow response time. Our system tags the method of contact by either the email or the phone number. This results in two separate tickets, but they are not connected. We have to manually sort through causing delays.
- If you choose to call, select the appropriate department in the menu. This directs your call to the proper team members.
- When leaving a voice mail, details you can provide help expedite the process. Your name and an email address can help us find important information quickly.
- Your email address is the single most useful piece of contact information. We use it across a wide variety of databases and electronic platforms. Ideally, use the email address that you entered when placing your order.
- **Sending an email with photographs or video that illustrate your issue can also greatly streamline the process.** The old adage of “a picture is worth a thousand words” certainly applies here!

Here at EVELO, we are cyclists and love to ride! We want you riding too! Whether you need assembly advice, have a question about one of the systems on your bike, or something isn't working quite the way it should, let us know. We're happy to help!

 **877-991-7272**

 **contact@evelo.com**

Warranty and Registration

The information below is also available on our website where you will find links to registration and other useful information.

[evelo.com/pages/warranty](https://www.evelo.com/pages/warranty)

WARRANTY OVERVIEW

Every EVELO electric bicycle comes with a 4-year/20,000-mile warranty against manufacturing defects in materials or workmanship on its frame, battery, motor, controller, and display.

This warranty applies only to the original registered owner of the EVELO bicycle and is not transferable. This limited warranty does not apply to normal wear and tear, malfunctions, or failures due to abuse, neglect, improper repair, improper maintenance, alteration, modification, accidents, or other improper use.

It is important that you register your new bicycle within 30 days after purchase in order to activate the warranty and provide a record of the serial number of your bike.

TO ACTIVATE YOUR NEW EVELO ELECTRIC BICYCLE WARRANTY, PLEASE REGISTER YOUR BIKE ON OUR WEBSITE: **www.evelo.com/pages/register/**

TERMS OF THE WARRANTY

For your reference, we've outlined the terms of the comprehensive warranty below:

- Frame, Display, Controller, Motor Assembly, Rear Hubs (Enviolo, Nexus, others) are warranted to be free from defects in material or workmanship for a period of 48 months or 20,000 miles (whichever comes first) from purchase. After any warranty period has elapsed, you may purchase spare and replacement parts by contacting us.
- Original Batteries are warranted to be free from defects in material or workmanship for a period of 48 months from the date of purchase as follows: full replacement during the first 24 months, while replacements needed during months 25-48 are prorated as per the schedule posted on our website: **[evelo.com/pages/warranty-battery-replacement](https://www.evelo.com/pages/warranty-battery-replacement)**

Replacement Batteries (if provided) are warranted to be free from defects in material or workmanship for a period of 1 year from delivery.

Please note that while every effort is made to provide our customers with a superb shopping experience, issues sometimes can arise during shipping. If any parts happen to be damaged during shipping, EVELO will send a replacement part at our expense and will work with you or the bike shop of your choice to fix the issue.

Warranty and Registration

For warranty issues, EVELO will cover the cost of labor involved in handling the warranty service within the 30-day period after purchase. To receive this service, the customer should contact EVELO directly, and we will make the necessary arrangements. If a part or component is faulty, email contact is preferred, along with a video or photo of the faulty part.

After the 30-day free repair labor period, the owner will be responsible for labor costs associated with warranty replacements.

For any parts under warranty that need to be replaced within the 48-month time frame, EVELO will cover the cost of regular ground freight to the customer.

Limited Remedy:

Unless otherwise provided, the sole remedy under the above warranty, or any implied warranty, is limited to the replacement of defective components and parts with those of equal or greater value at the sole discretion of EVELO. Unless within the free 30-day repair labor period, the customer is responsible for labor costs associated with warranty replacements.

In no event shall EVELO 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.

Some states do not allow the exclusion or limitation of damages, so the above limitation or exclusion may not apply to you.

Exclusions:

The above warranty, or any implied warranty, does not cover normal wear and tear. All warranties are void if the electric vehicle is used for other than normal activities, or outside of recommended parameters including but not limited to exceeding the maximum recommended rider weight of 250-350 lbs. (depending on the model), failing to follow the owner's manual or using the electric vehicle for commercial activities or in competitive events, and training for such activities or events.

EVELO makes no other warranties, express or implied. 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.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Warranty and Registration

Serial Number Location

Your serial number is located on the **Head Tube**:



We suggest recording your serial number on one of the Notes pages of this Guide. Doing so is useful, especially in the unfortunate situation where your bike is stolen.



Questions? Get In Touch:

 **877-991-7272**

 **contact@evelo.com**

EVELO.COM

First Edition