

English manual for your Cangoo Buckle Up





Register your bike.

Model e-bike.....

VIN number.....

Key number.....

Date of purchase

Take a photo of the number of the key for your new e-bike or make a note of it in this manual. If we have that number, we can provide you with a new key should you lose this one.

1. Get to know me	8
1.1 Pedal assistance	9
1.2 Assistance profiles and power levels	9
2. Before we go	10
2.1 Register your e-bike	11
2.2 Guidelines for using Your Cangoo Buckle Up	11
Intended Use	11
Safe Riding Practices	11
Dress Appropriately	11
Road Safety and Regulations	11
Weather influences your driving experience and safety.	12
System Weight and Loading Guidelines for Your Cangoo Buckle Up	13
Safe Loading Tips	14
2.3 Setting the saddle height	14
2.4 How to Use an MIK HD Bike Carrier	15
2.5 How to Place a Steco Baby-Mee Seat on Your Bike	15
Safety Checks Before Riding	16
Riding with the Steco Baby-Mee	16
Enviolo gear system	16
Lock your bike	16
2.5 Charging the battery	16
2.6 Inspect your bike	17
2.7 Using and adjusting your brakelevers	17
Adjusting Brake Levers for a Safe and Comfortable Ride	18
Getting it ready for the road	20
3. Operating & display	21
3.1 Function Summary	22
Read only information:	22
3.2 Normal Display Figures	23
3.3 Button definition	23
3.4 Note for users	23
3.5 Installation Instruction	23
Software Alterations:	24
Motor Alterations:	24
Recommendations to Preserve Your Warranty	25
4. Normal operation	26
4.1 On/Off	27
4.2 Real-time speed/Trip mileage display interface	27
4.3 6km/h Walk assist mode	28
4.4 Headlight On/Off	28
4.5 PAS Level	28
4.6 Battery Power display	28

4.7 Wireless mode display	29
4.8 USB Charging	29
4.9 Error Code	29
4.10 User Settings	29
4.11 Single trip distance clearance	30
4.12 Backlight Setting	30
4.13 Speed unit setting (Metric / Imperial)	30
4.14 Power unit setting	30
4.15 Factory reset setting	30
4.16 Automatic shutdown time setting	30
4.17 Customized data showing setting	31
4.18 Wireless setting	31
4.19 Read-only information	31
4.20 Motor read-only information	31
4.21 Battery read-only information	31
4.22 Display read-only information	31
5. Let's charge	32
5.1 Battery, where to start	33
The range of your electric bike:	34
5.2 Use and storage	35
How do you actually take care of your electric bike battery?	35
Store your battery in a suitable place	35
Maintenance of electric bicycle battery	35
5.3 Electric bike battery maintenance: five golden rules.	35
5.4 Battery lifespan	37
6. Parts	38
6.1 Lights	39
6.2 Brakes	39
6.3 Tyres and desirable tyre pressure	40
7. Maintenance	41
7.1 Servicing*	42
Our tips:	42
7.2 General maintenance	43
7.3 Major overhaul	43
8. Helpdesk	46
8.1 Error notifications	47
8.2 Error codes	47
8.3 Warranty	48
8.4 Conditions	48
9. Participating in traffic	49





1. Get to know me

Everything you need to know about your e-bike.

1.1 Pedal assistance

Your e-bike has electrically powered pedal assistance. Thanks to the motor, it takes less effort to pedal. The motor provides appropriate assistance, depending on your speed and strength. So it's easy to start up and you also get a little extra nudge during the ride too.

The power assistance gives you more speed, so practise first out of traffic.

The effect of the motor kicks in as soon as you set off. It's best to engage the lowest level of assistance when setting off.

You can also use the bike without the pedal assistance. Bear in mind that the bike's lights don't work if the e-bike's power isn't switched on.

Switch off the pedal assistance when you get off. If you're walking and pushing your bike, use the 'Walk assist' option.

1.2 Assistance profiles and power levels

It's easy to adjust the pedal assistance to your preference and your route. Select the profile you want in the app and use the console on the e-bike to switch between various levels of assistance.

The degree of pedal assistance depends on your speed, the assistance profile you selected and how full the battery is.

The assistance of an e-bike motor is legally limited to a speed of 25km/h (15½ mph). As you approach the maximum speed, the assistance from the motor will gradually decrease.

Important: the more powerful the assistance profile you select, the shorter the range of the battery.



2. Before we go

Prepare for your trip.

2.1 Register your e-bike

You can use the VIN number (Vehicle Identification Number) of the e-bike to register and identify the e-bike and to activate the warranty. You will find the VIN number on the motorbracket.

Important: We recommend you make a note of both the VIN number, the number of the key and the date of purchase and keep it in a safe place. In the event of theft or loss, this will help us help you faster and better.

2.2 Guidelines for using Your Cangoo Buckle Up

Your Cangoo Buckle Up has been thoughtfully designed for family use, ensuring enjoyable and safe trips for you, your loved ones, and even your pets. A bike trailer is not recommended for your Cangoo bike and usage of a trailer will exclude your bike from warranty. Here are some important guidelines to keep in mind:

Intended Use

Perfect for family outings, school runs, shopping, and trips to visit friends.

Not designed for professional use, such as transporting goods. Overloading may:

- Reduce stability.
- Cause structural damage to the frame.
- Void the warranty.

Safe Riding Practices

Avoid riding off curbs while on the bike. Instead, get off the bike and maintain control of the handlebars. Drive your bike only on paved areas, unpaved surfaces could influence the grip of your tires and safety of the driver and passengers. When crossing obstacles, ensure that both front wheels move over them simultaneously to maintain balance and prevent damage.

Dress Appropriately

- **Helmet:** Always wear a properly fitting helmet to protect your head.
- **Clothing:** Choose breathable, moisture-wicking clothing for comfort. In cold weather, layer up with windproof and insulated materials.
- Wear bright or reflective gear to increase visibility.
- **Shoes:** Opt for sturdy, comfortable footwear that won't slip off the pedals.

Road Safety and Regulations

Familiarize yourself with your country's cycling road regulations.

Local authorities can provide guidance on safe cycling, including the proper use of bicycle paths.



By following these guidelines, you'll maximize the enjoyment and safety of your Cangoo Buckle Up for family adventures.

Weather influences your driving experience and safety.

Weather conditions can have a significant impact on the performance, stability, and safety of a cargo bike. Due to its size, weight, and unique design, a cargo bike responds differently to various weather conditions than a standard bike. Here's how specific weather factors influence its handling and what precautions you can take:

Rain:

- **Reduced Traction:** Wet surfaces increase the risk of slipping, especially when turning with a heavy load.
- **Heavier Braking:** The additional weight of cargo may prolong stopping distances, and wet brakes can further reduce braking efficiency.
- **Visibility Issues:** Rain can impair your ability to see and be seen.

How to handle rain:

- Reduce speed and avoid sharp turns.
- Install high-quality disc brakes and ensure they are well-maintained.
- Use waterproof lights and wear reflective gear.
- Securely cover your cargo to protect it from getting wet.

Wind:

- **Crosswinds:** The larger surface area of a cargo bike makes it more vulnerable to strong crosswinds, which can destabilize the bike.
- **Headwinds:** Pushing against strong headwinds requires more effort, especially with a heavy load.

How to handle wind:

- Plan routes to avoid exposed areas during high winds.
- Distribute cargo evenly to improve stability.
- Lean into the wind when riding through crosswinds.

Snow and cold conditions:

- **Slippery Roads:** The weight and three-wheel designs of some cargo bikes may lead to unexpected skidding on icy or snowy roads.
- **Handling Difficulties:** Steering can become harder due to reduced grip and added resistance from snow.

How to handle cold conditions

- Use winter tires or studded tires for better traction.
- Reduce speed significantly and avoid sudden maneuvers.
- Keep your cargo weight low and evenly distributed to maintain stability.

Heat and sun:

- **Tire Pressure:** High temperatures can cause tire pressure to increase, potentially leading to blowouts.
- **Overheating of Components:** Prolonged exposure to heat can affect brake performance and wear down components faster.



How to handle heat and sun

- Regularly check tire pressure, especially before and after long rides.
- Keep the cargo bike shaded when not in use.
- Carry water for hydration during hot weather and ensure ventilation for cargo if necessary.

By understanding these effects and taking appropriate precautions, you can safely navigate your cargo bike in a variety of weather conditions. Always adapt your riding style and plan ahead to ensure safe journeys for you and your cargo.

System Weight and Loading Guidelines for Your Cangoo Buckle Up

Your bike has a system weight limit of 280 kilograms. This includes the combined weight of the bike, rider, passengers, and any luggage. Exceeding this weight can compromise safety and the structural integrity of the bike.

Key Points

The dimensions of your cargobike are: 230cm length, 88cm width, 143cm wheelbase and 75cm track width.

The bike itself weighs 65 kg.

The MIK HD rear carrier is designed for the MIK mounting system and has a maximum load capacity of 25 kg. Always ensure your rear carrier load stays within this limit.

Carefully distribute weight and account for all passengers and cargo to stay within the system weight limit.

Examples of Loading Scenarios:

Example 1 (Safe):

Bike: 65 kg

Rider: 100 kg

Rear carrier: 20 kg

Passenger 1: 25 kg

Passenger 2: 32 kg

Total: 238 kg (Safe)

Example 2 (Safe):

Bike: 65 kg

Rider: 80 kg

Rear carrier: 10 kg

Passenger 1: 18 kg

Passenger 2: 16 kg

Passenger 3: 20 kg

Passenger 4: 12 kg

Total: 217 kg (Safe)

Example 3 (Not Safe):

Bike: 65 kg

Rider: 110 kg

Rear carrier: 30 kg (Exceeds carrier limit)

Passengers: None

Total: 201 kg (Exceeds rear carrier limit)

Example 4 (Not Safe):



Bike: 65 kg
Rider: 100 kg
Rear carrier: 25 kg
Passenger 1: 35 kg
Passenger 2: 50 kg
Passenger 3: 42 kg
Total: 313 kg (Exceeds system weight)

Safe Loading Tips

Always ensure that your total weight remains within 280 kg.

Distribute weight evenly to maintain stability.

Regularly check the rear carrier load to ensure it does not exceed 25 kg.

By adhering to these guidelines, you can ensure safe and enjoyable use of your Cangoo Buckle Up.

2.3 Setting the saddle height

In order to determine the correct height for the saddle, sit on the bike and put your feet on the pedals in the lowest setting. If your knee is slightly bent, the pedals are correctly adjusted.

If your leg is straight or you can barely reach the pedals, the saddle is too high. If you are able to put your foot flat on the ground, the saddle is too low.

The minimal saddle height is limited by your seatpost suspension. When the suspension rests on the frame the minimal height is reached. The maximum height is indicated by a marker which shows the minimal insert in the frame.

When you're limited by the original seatpost contact your dealer to replace the seatpost by a more suitable post to your physical appearance.

Don't forget to tighten all bolts properly after you've adjusted.

2.4 How to Use an MIK HD Bike Carrier

The MIK HD (Mounting Is Key Heavy Duty) bike carrier is a versatile system designed for securely attaching accessories like panniers, baskets, or child seats to your bike.

Here's a step-by-step guide to using it effectively:

Ensure the accessory has an MIK adapter plate or is specifically designed for MIK HD carriers.

Position the Accessory:

Place the accessory's MIK adapter plate directly onto the MIK carrier, aligning it with the carrier's slots.

Slide into Place:

Slide the accessory forward or backward (depending on the model) until you hear a "click." This sound indicates the accessory is securely locked into place.

Lock the Accessory:

Use the MIK key to lock the accessory in place. Insert the key into the lock on the adapter plate and turn it to the locked position.

Tip: Always store the key in a safe place.

2.5 How to Place a Steco Baby-Mee Seat on Your Bike

The Steco Baby-Mee is designed to securely hold an infant car seat on your bike, providing a safe and stable solution for cycling with a baby.

Follow these steps to properly install and use the Steco Baby-Mee system on your bicycle:

Position the Baby-Mee Frame:

Align the attachment points of the Baby-Mee frame with the holes of the downplate in your Buckle Up.

Secure the Frame to the downplate:

Use the provided brackets and bolts to attach the Baby-Mee bottom plate.

Tighten the bolts with a wrench or Allen key until the frame is firmly secured and does not move.

Check Stability: Ensure the frame is level and securely attached to prevent wobbling during the ride.

Attach the Baby Car Seat

Position the Car Seat:

- Place the infant car seat onto the Steco Baby-Mee frame.
- Align the car seat so it sits snugly within the grooves or flat area of the frame.

Secure the Seat with Straps:

- Use the provided straps or the car seat's own safety straps to attach the car seat to the Baby-Mee frame.
- Ensure the straps are tight and the seat cannot shift or slide.

Check the Fit: Gently shake the car seat to confirm it is firmly secured.

Safety Checks Before Riding

Maximum Weight Limit: Verify that the combined weight of the car seat and baby does not exceed the weight limit of your Baby-Mee system.

Even Weight Distribution: Ensure the load is balanced and centered to avoid tipping or instability.

Protective Cover: Use a cover or canopy if cycling in rain or direct sunlight.

Check Fasteners: Double-check all bolts, straps, and connections before every ride.

Riding with the Steco Baby-Mee

Slow and Steady: Ride at moderate speeds, especially if the baby is your passenger. Avoid sudden stops or sharp turns.

Avoid Rough Terrain: Stick to smooth, paved roads to minimize vibrations for the baby.

Secure the Baby: Ensure the baby is securely fastened in the car seat with its safety harness.

Enviolo gear system

Ten, twenty, thirty gears - or would you rather have an infinite number? The enviolo gear systems are infinitely variable and thus enable the ideal gear ratio for riding your Cangoo Buckle Up at any time. Riders use a rotary switch to determine how light or heavy they should pedal. The gear systems are adapted to the different areas of application of different e-bikes.

What is enviolo?

Enviolo gearhubs are known for their infinitely variable gear shifting for e-bikes. The gear ratio between the pedals and the rear wheel can be changed smoothly - no predefined levels, but infinitely variable adjustment. You can shift in neutral, under load or when stationary. Shifting is intuitive.

Lock your bike

The Cangoo Buckle Up will be delivered excluding a lock. Locks need to be ordered separately based on the consumer individual wishes and requirements. Cangoo strongly suggest the use of a classified lock at any time the bike is not in use.

Cangoo also suggests the use of a safety lock suitable for the Cangoo Buckle Up, such as a AXA BigBlock XXL, plus the use of an extra chain lock, locked to a permanent, not removable, object.

2.5 Charging the battery

You can charge the battery both in the e-bike and separate from it.

Charging the battery in the e-bike

First connect the charger to the e-bike. Then connect the charger to the mains.

You can find more information about the battery and charger on Page 59.

Charging the battery separate from the e-bike

Release the battery and remove it from the rear rack of the bike.

2.6 Inspect your bike

Your bike is sold by an experienced bike dealer. Make sure the dealer walks you through all features of your bike. Also check with your dealer the all essential parts of the bike, if your doubting the quality of delivery

- Tires: Ensure tires are properly inflated to the recommended pressure. Check for any signs of wear or damage.
- Saddle: Your saddle can be adjusted by a quick release lever, make sure the lever is securely in place before you leave.
 - ◆ Tip: If the lever is difficult to open, it may be too tight. Loosen the tension by turning the adjustment nut on the opposite side of the lever.
 - ◆ Once the saddle is at the desired height, push the quick-release lever back into the closed position.
 - ◆ The lever should require firm pressure to close but not so much that it's impossible to do by hand.
 - ◆ If it closes too easily or doesn't hold the seat post securely, tighten the adjustment nut slightly and try again.
- Brakes: Test both front and rear brakes to ensure they are responsive. Replace brake pads if they are worn out.
- Chain and Gears: Clean and lubricate the chain. Shift through all gears to confirm smooth operation.
- Frontlights Align the headlight so that the light cone reaches the road up to about 10 meters in front of the wheel (see illustration). Caution! Regularly check the correct setting and installation height of your headlight. The headlight must be mounted between 400 and 1200 mm above the road.
- Rear light on your Cangoo is a smart light: The lamp has a deceleration sensor that detects when braking is applied. The rear light is connected to the battery.
- Reflectors: Ensure reflectors and lights are clean and in place. Make sure they are not covered by any cargo or passengers during the ride.
- Bolts and Screws: Tighten all bolts and screws on the bike frame, handlebars, seat, and other components to prevent any issues during the ride.
- Accessories: Attach any necessary accessories like water bottle holders, panniers, or racks securely.

2.7 Using and adjusting your brakelevers

Get on the road safely with these handy tips.

Have you never ridden an electric cargo bike before? Don't worry, it is and remains a bicycle. However, it often raises questions. How does a cargo bike work? How does the balance feel? Is braking different because you are heavier? Are you allowed to park anywhere? Good preparation is half the battle. Therefore, read the cargo bike tips below and pedal away many happy kilometers.

Tip 1: Safety belts for children are not legally required in cargo bikes (please note; this is under Dutch Law). To prevent children from getting up unexpectedly and to ensure that they are better protected in traffic, we recommend that children are always secured with the three-point belt for better safety in the cargo bike

Tip 2: Take into account the size and weight of the electric cargo bike

On a cargo bike you are longer and wider than on a regular bicycle or e-bike. You will notice this especially in narrow passages, sharp bends and when turning the bike. Your turning circle is simply larger.

You carry more weight on an electric cargo bike. If you cycle downhill, you use more braking force. If you cycle uphill, it actually takes more pedaling force. Fortunately, you hardly notice this due to the pedal assistance.

Tip 3: The balance on a traditional three-wheel cargo bike feels a bit more sluggish at first. For balance, it is important that you distribute the weight on the cargo bike well. Take the bends calmly and do not lean against it with your body. Pay extra attention on bumpy roads and take thresholds with the cargo bike straight. And don't worry, you quickly get used to a three-wheel cargo bike too.

Tip 4: Make optimal use of your brakes

An electric cargo bike with and without a load is heavier than a regular (electric) bike. This has consequences for your braking distance. Use your brakes correctly and make sure you come to a safe stop. Your Cangoo Buckle Up has hydraulic disc brakes, braking is already a lot easier because they are more sensitive.

A three-wheel cargo bike has two front-wheel brakes and one rear-wheel brake. It is important that both front wheels brake evenly, otherwise the cargo bike will pull to one side. Is this the case with your cargo bike? Then have the brake system checked by a specialist. This is safer for yourself, your valuable cargo and for other road users.

Tip 5: Pay close attention to where you park your cargo bike

A cargo bike with a maximum width of 1 metre is considered a regular bicycle. You may therefore park on the pavement or in a verge, as long as you do not hinder pedestrians or other road users. If your cargo bike is wider than 1 metre, you may also park it in a car park. Wherever you park, make sure that your cargo bike is always clearly visible.

Adjusting Brake Levers for a Safe and Comfortable Ride

To ensure a safe and comfortable riding experience, your brake levers should be aligned with your seating position. Follow these steps to properly adjust them:

- Adjust Your Saddle Height
 - ◆ Set the saddle to a height that allows you to pedal comfortably with slightly bent knees.
- Sit on the bike and place your hands on the handlebars.
- Rest your fingers naturally on the brake levers.
- The brake levers should be in line with your arms for ergonomic and safe operation.
- Mark the Position
 - ◆ Identify and mark the position where the brake levers align with your fingers.
 - ◆ Adjust with an Allen Key
 - ◆ Use an Allen key to loosen the bolts securing the brake levers.
 - ◆ Adjust the levers to the marked position.
 - ◆ Tighten the bolts securely to hold the levers in place.

Test the Adjustment



Grip the handlebars and check if the brake levers feel comfortable and aligned.
Make further adjustments if needed.

Properly aligned brake levers ensure better control and reduce strain during rides, enhancing both safety and comfort.



Getting it ready for the road

To ensure that the vehicle is ready for use, it is important to tighten the bolts and screws to the specified torque. Overtightening can lead to cracks and fractures. The table opposite lists all the prescribed tightening torques.

Recommended tightening torques:

Handlebar plug bolt 16 Nm

Handlebar stem bolt 6 Nm

Nut for seat post bolt 6 Nm

Crank arms with square section 38 Nm

Front wheel hub axle nuts 40 Nm

Rear wheel hub axle nuts 40 Nm

Seat post saddle mount 19 Nm

The A-weighted emission sound pressure level at the driver ears is less than 70 dB(A).

3. Operating & display

All about your LCD screen.

3. Operating & display

3.1 Function Summary

D16 provides you with a variety of functions and displays to meet your riding needs.

Display content list as follows:

- Capacity of the battery
- Real-time Speed
- Mileage data (ODO, single trip, single trip time, max speed, average speed, average power, Instantaneous power consumption, motor power, riding power, remaining distance and riding frequency)
- 6km/h walk assist
- PAS Levels
- Turn on/off headlight, brightness control automatically (According to the light intensity of the external environment)
- USB charging function, output voltage/max output current: 5V/1A
- Wireless function (Optional)

Setting functions: Single trip distance Clearance, Backlight

Setting, Speed unit,

Power Unit; Factory reset, wireless status and name(Optional), Automatic shutdown time and customized data showing setting function.

Read only information:

Motor firmware version number, motor hardware version number, motor serial number, wheel diameter, odometer; Battery firmware version number, battery hardware version number, battery serial number, battery voltage, battery cycle times, battery SOH; Display firmware version number, display hardware version number and display serial number; Automatic control of backlight brightness (According to the light intensity of the external environment)

- Error code
- Multi set up parameters Standard parameters of D16 Display:
- According to EN 15194:2017 Standard
- Wireless function meets the requirements of RED certification (Only for the display with wireless function)
- Display Supports ADST function (For details, please refer to "ADST programming tool full function (Standard Version) operation manual")
- Communication protocol: "Ananda new European standard display controller v11.0 protocol_ Version 1.3.4" and above, (The latest version from Ananda shall prevail and be compatible with previous versions)
- Match with wide voltage battery including 24V/36V/48V
- The maximum working current is 50mA

3.2 Normal Display Figures

1. Current battery remaining power, including the power progress bar mode and grid mode, and the figure shows the progress bar mode.
2. USB status indication
3. Fault status indication
4. Wireless status indication
5. Headlight status indication; Including automatic headlight mode and manual headlight mode
6. Real-time speed
7. Speed unit
8. Trip mileage
9. PAS level

3.3 Button definition

Button unit is connected to the bottom of display via lead cable

Button description:

- On/Off button: button, Replace with word "Switch"
- Plus button: + button, Replace with word "Plus";
- Minus button: -button, Replace with word "Minus";
- Headlight button: button, Replace with word "Headlight";
- Walk button: button, Replace with word "Walk";
- Please note: the "on/off" button is used as the "Mode" button, which is replaced by the word "Mode"; the "on/off" button is also used as the "Confirm" button, which is replaced by the word "Confirm".

3.4 Note for users

Be care of the safety use. Don't attempt to release the connector when battery is on power. Try to avoid hitting. Don't split the waterproof sticker to avoid affecting the waterproof performance. Don't modify system parameters to avoid parameters disorder. Make the display repaired when error code appears.

3.5 Installation Instruction

Fix the display onto the handlebar and adjust to an appropriate visual angle. Power off the E-bike, plug the connector of the display with the connector corresponding to the controller to complete the installation.

Any alterations to the electrical setup of your bike will by a risk to your and the safety of your passengers. Also any form of guarantee will be denied for a model which has been tampered with.

Software Alterations:

What are Software Alterations?

Software alterations refer to changes made to the motor's control unit (or firmware) that are not performed by authorized service providers or the manufacturer. This could include modifying speed limits, power settings, or other control parameters.

Why Are Software Alterations Problematic?

Unauthorized software alterations can void the warranty. This includes tampering with the motor's power output, removing speed restrictions, or modifying its performance characteristics.

Modifying the software could result in unsafe motor behavior, overheating, or damage to the motor or battery, leading to premature wear or failure.

How to Deal with Software Alterations:

Avoid Unauthorized Modifications: Do not attempt to alter the motor's software yourself or through third-party services that are not certified by the manufacturer.

Restoring to Factory Settings: If alterations have been made, it's best to consult the dealer or a professional service provider to restore the motor's software to factory settings.

Warranty and Support: If you're facing issues related to software or software modifications, check with the authorized dealer to see if the motor can be returned to its original settings for warranty support.

Motor Alterations:

What are Motor Alterations?

Motor alterations involve any physical modifications to the motor system, such as adjusting the motor's internal components, changing wiring, or altering the motor's power or performance settings in an unauthorized way.

Why Are Motor Alterations Problematic?

Unauthorized motor alterations can void the warranty and lead to potential safety issues, such as overheating, motor failure, or damage to the battery or other components.

These alterations can also affect the performance and longevity of the motor, as the motor is designed to work within specific operational parameters.

How to Deal with Motor Alterations:

Avoid Unauthorized Modifications: Only authorized service centers or the manufacturer should perform motor alterations or repairs.

Check for Warranty Voiding: If you have made any alterations, review the terms of the warranty to confirm whether it still applies. If alterations have been made, it may be necessary to revert the motor to its original state.

Contact Authorized Cangoo dealers:

If you have made alterations, contact an authorized Ananda service provider to evaluate the motor and ensure it is in a safe working condition. Some service centers may be able to help restore the motor to its original configuration.

Restore to Original: If possible, restore the motor to its original setup by having the alterations reversed, so the warranty can be honored.



Recommendations to Preserve Your Warranty

Regular Maintenance: Regularly service the motor system by following the maintenance schedule recommended by the manufacturer.

Authorized Dealers: Always work with an authorized Ananda dealer or service center for any repairs, upgrades, or servicing to ensure the warranty remains intact.

Keep Documentation: Retain all purchase and service records in case you need to make a warranty claim.

By adhering to these guidelines and avoiding unauthorized alterations to the motor or software, you can ensure that your Ananda M100 motor system remains under warranty and operates safely and effectively for years to come. Always consult your local dealer for specific warranty terms and services.

4. Normal operation

4. Normal operation

4.1 On/Off

- > When the battery has output current, the display turned on. If long press the battery Switch button, the battery will be turned off, and the display will automatically shut down at the same time, and the system will be shut down.
- > When the battery has output current, the display turned on. If the display is turned off first and then the battery is turned off, and the system is turned off.
- > When the battery has output current, if the display has been turned on, press and hold the display switch button for 2 seconds, and the display will be closed. If the display is not turned on, press and hold the display switch button for 1 second to turn on the display.
- > If the system is not used for several minutes (the specific time can be set in the instrument parameter setting / automatic shutdown time setting item), the display will sleep automatically, and the display dormant current is less than 6 mA.
- > If the system has not been used for 30 minutes, the battery and the whole system will turn off automatically.
- > After the display is powered on, the "ANANDA" start-up interface is displayed first, and then the main interface is entered. In the main interface, the display can enter the locking interface through wireless control. When shutting down, the "ANANDA" shutdown interface will be displayed first, and then the system will be shut down.

4.2 Real-time speed/Trip mileage display interface

After the display is turned on, the current speed can be refreshed in real time on the main interface, and the mileage related data can be viewed at the same time.

Short press "MODE" button to switch and display mileage data content in the following order:

- Odometer →
- Single trip distance →
- Single trip time →
- Single trip max speed →
- Single trip average speed →
- Single trip average power →
- Instantaneous power →
- Motor power →
- Riding power →
- Remaining distance →
- Riding frequency.

4.3 6km/h Walk assist mode

You can enter the 6km/h walk assist mode in the main interface.

Press and hold the "WALK" button to activate the walk mode and light up the walk mode sign. After pressing the "WALK" button, you can perform 6km/h assistant function; if you release the "WALK" button, the function will be invalid and exit the walk mode.

The walk assist mode can only be used when the user is pushing the E-bike. Do not use it when riding.

4.4 Headlight On/Off

You can turn on or off the headlight in the main interface Automatic mode (default mode):

In manual mode, press and hold "HEADLIGHT" button to switch to automatic mode. The display automatically controls the headlight on and off by sensing external light. The light will turn on when the exterior light is dark, and turn off when the exterior light is bright.

Manual mode : In automatic mode, long press the "HEADLIGHT" button to switch to manual mode. In this mode, when the headlamp is off, press the "HEADLIGHT" button to turn on the headlight; when the headlight is on, press the "HEADLIGHT" button to turn off the headlight.

4.5 PAS Level

You can switch the PAS levels in the main interface. Short press the "PLUS" button to increase the PAS level, and short press the "MINUS" button to decrease the PAS level. The motor output power can be changed by increasing or decreasing the PAS level of E-bike. The range of PAS level is 0-5 levels. The 0 level is no output power, and the 5 level is the highest output power level of the motor. The default start up level is level 1. When 0-5 level is selected, "OFF", "ECO", "TOUR", "SPORT", "TURBO" and "BOOST" are displayed respectively. "WALK" is displayed in walk assist mode.

4.6 Battery Power display

In the main interface, the battery power display is refreshed in real time. The battery content supports two display modes: progress battery power bar mode (in case of successful communication between battery and display) and battery power grid mode (in case of communication failure or no communication between battery and display). The display mode of power progress bar is prior to the grid mode, and can be automatically switched according to the communication status between battery and display. The power progress bar display mode shows the real-time proportion of battery SOC content, and the grid mode displays the realtime power content of current battery (0 ~ 5 grids). When the remaining power of the battery is less than 20%, it is shows in red, and flashes when it is less than 10%.

When the battery is sufficiently charged, the current power status will be displayed in the green grid or the percentage of green progress bar. When the battery is low power, the current state of battery will be displayed in the red grid or the percentage of red progress bar, indicating that the battery is under voltage and needs to be charged immediately. With battery communication, the delay time from power on to normal showing of the display is 1 second; without battery communication, the delay time from power on to normal showing of the display is 3 seconds; the

display and battery communication interruption delay 5 seconds to switch to the controller power , Switch to battery power immediately after communication resumes.

4.7 Wireless mode display

When the wireless function is activated. If the wireless is connected after power on, the wireless function indicator will be displayed in the interface. If the wireless is disconnected, the wireless indicator will not show in the interface.

4.8 USB Charging

Plug in the device that needs charging when display is off. After turn on the display, the battery will charge the device through the display, and the USB charging. logo on the interface will be light up. After the device that needs USB charging is plugged in at the power on state, long press the "PLUS" button in the main interface to activate the USB charging function. If charging is in progress, the USB charging logo on the display interface will light up. USB Charging indicator.

4.9 Error Code

In the main interface, if there is an electrical fault in the E-bike electronic control system, the latest fault code will be displayed in real time, and the red " "mark will be displayed in the upper column.

When the E-bike finds fault in electric control system, the display will shows error code automatically.

Only after the fault is eliminated, the fault code can be cleared. At the same time, the " " logo showed in the upper column will disappear synchronously. Please check chapter 11 for detailed definition of error code.

4.10 User Settings

In the information interface, press and hold the "PLUS" and "MINUS" button at the same time to enter the setting interface. Short press the "CONFIRM" button in the setting menu to enter the sub option. In the final option menu, short press the "confirm" key to confirm the current option. After selecting the "Return" option, press the "CONFIRM" key to return to the previous menu. Long press the "CONFIRM" button in any setting menu to directly return to the main interface. The setting interface is divided into four levels of sub options.

4.11 Single trip distance clearance

Short press the "MINUS" or "PLUS" button to switch to the "Reset trip" option. Select the "Yes" option, and then short press the "CONFIRM" button to clear the relevant data of single trip. Short press "CONFIRM" button on the "Return" option to return to the previous interface. Long press "CONFIRM" button to return to the main interface. The default value is "No".

4.12 Backlight Setting

Short press the "MINUS" or "PLUS" button to switch and select the backlight level. Short press the "CONFIRM" button to confirm the currently selected backlight level. Short press the "CONFIRM" button on the "Return" option, to return to the previous interface. Long press "CONFIRM" button to return to the main interface. Default setting is "Auto".

4.13 Speed unit setting (Metric / Imperial)

Short press the "MINUS" or "PLUS" button to select the speed unit option. Short press the "CONFIRM" button to confirm the currently selected speed unit. Short press the "CONFIRM" button on the "Return" option, to return to the previous interface. Long press "CONFIRM" button to return to the main interface. Default setting is "KM/H".

4.14 Power unit setting

Short press the "MINUS" or "PLUS" button to select the power unit option. Short press the "CONFIRM" button to confirm the currently selected power unit. Short press the "CONFIRM" button on the "Return" option, to return to the previous interface. Long press "CONFIRM" button to return to the main interface. Default setting is "Ah".

4.15 Factory reset setting

Short press the "MINUS" or "PLUS" button to select the reset option. Select "Yes" option, and then short press the "CONFIRM" button to reset and clear all data back to the factory settings. Short press the "CONFIRM" button on the "Return" option, to return to the previous interface. Long press "CONFIRM" button to return to the main interface. Default setting is "No".

4.16 Automatic shutdown time setting

Short press the "MINUS" or "PLUS" button to select the automatic shutdown time option. Short press the "CONFIRM" button to confirm the currently selected automatic shutdown time. Short press the "CONFIRM" button on the "Return" option, to return to the previous interface. Long press "CONFIRM" button to return to the main interface. Default setting is "5min".

4.17 Customized data showing setting

Short press the "MINUS" or "PLUS" button to select the customized data showing setting function. After selecting the option to be shown, press the "CONFIRM" button to determine whether the current option is selected. The symbol "○" in the front means not showing this option, and the symbol "●" indicates to show this option. Short press the "CONFIRM" button on the "Return" option, to return to the previous interface. Long press "CONFIRM" button to return to the main interface. Default setting is shows all the options.

4.18 Wireless setting

Short press the "MINUS" or "PLUS" button to select the wireless setting to check the status or name of the wireless. In the wireless status option, select the "Enable" option, and then short press the "CONFIRM" button to set the wireless function. Select the "Disable" option, and then press the "CONFIRM" button to disable the wireless function. After the state changes, the display needs to be restarted to take effect. Short press the "CONFIRM" button on the "Return" option, to return to the previous interface. Long press "CONFIRM" button to return to the main interface. Default setting is "Enable". The wireless name is a read-only value and cannot be modified by the customer.

4.19 Read-only information

In order to make users know more about our walk assist E-bike system, the display supports to view the parameters of the walk assist E-bike system.

4.20 Motor read-only information

Short press the "MINUS" or "PLUS" button to select the read-only information option of the motor to be viewed. Short press the "CONFIRM" button on the "Return" option, to return to the previous interface. Long press "CONFIRM" button to return to the main interface.

4.21 Battery read-only information

Short press the "MINUS" or "PLUS" button to select the read-only information option of the battery to be viewed. Short press the "CONFIRM" button on the "Return" option, to return to the previous interface. Long press "CONFIRM" button to return to the main interface.

4.22 Display read-only information

Short press the "MINUS" or "PLUS" button to select the read-only information option of the display to be viewed. Short press the "CONFIRM" button on the "Return" option, to return to the previous interface. Long press "CONFIRM" button to return to the main interface. Motor read-only information interface. Battery read-only information interface.

5. Let's charge

Battery | Use and storage

5. Let's charge

5.1 Battery, where to start

The battery of an electric bike is very important! It ensures that you can pedal without worries and is largely responsible for the range that you can cycle. The bike battery ensures that energy goes to your engine. This in turn provides the support that you experience during your bike ride. The engine is largely responsible for the driving behavior and road holding of the bike. The battery provides the power to the engine. Without the bike battery, you have no support from your electric bike. As with any battery, it is necessary to recharge it again, just like you do with your laptop or phone.

E-bike batteries, especially lithium-ion batteries commonly used in electric bikes, are complex and potentially hazardous components. It is strongly advised not to open your e-bike battery unless you are a trained professional or authorized technician.

Curious about how to handle the battery of your electric bike? Then read on.

The battery of your Cangoo Buckle Up is situated underneath the wooden bench, which is situated on the backside of your Cangoo Buckle Up, by opening the flap under the bench, access is granted to the battery of your Cangoo Buckle Up.

Connecting the battery:

Connect the battery by inserting the plug which is connected to the cable on the right side underneath the bench, into the input opening of the battery.

Positioning:

Install the battery: Take the battery and position it at the carrier, starting at the right side of the carrier, slide it into the sled. Then gently push the left side on to the carrier until it clicks into place.

Check the mounting:

Make sure that the battery is firmly in place and not loose. (Check this by trying to remove the battery, this should no longer be possible)

Lock:

Turn the key: Turn the key to the 'locked' position to keep the battery in place.

Remove the key: Remove the key from the lock.

The range of your electric bike:

The range indicated for bicycle batteries applies when you cycle under ideal conditions. It is therefore possible that you will not reach the indicated number of kilometers. The factors below all influence how far you can cycle with your e-bike.

Factors that influence the range:

Wind

With (a lot of) headwind, the e-bike has to deliver a lot of power, which requires a lot of energy from the battery. This causes the battery to empty more quickly.

Temperature

The battery technology in the bicycle battery, lithium-ion, performs best in temperatures between 20 and 25 degrees Celsius. If it is warmer or colder, the range decreases. In the Netherlands, temperatures below 20 degrees in particular have a major influence. The range decreases by about 10% at an outside temperature of 10 degrees and when it is around freezing point (0 degrees) it is already 20%. You will notice this immediately in the number of kilometers you can cycle.

Assistance setting and own strength

The higher the assistance level set, the harder the motor has to work and the more power it uses. In addition, your own pedalling power has a lot of influence. The harder you pedal, the more battery you save. Generally speaking; the lighter cycling feels, the more energy is being used by the battery.

Stopping and setting off

Stopping (often) for red traffic lights has a negative effect on the range. Setting off from a stationary position uses a relatively large amount of power and makes the battery run out more quickly. One long trip or a number of short ones. In general, one long trip uses less battery power than multiple short ones.

Weight

The total weight on the bike reduces the range exponentially.

Peddalling frequency

Your pedalling frequency (RPM) also influences the range of the e-bike. A higher RPM results in a greater range, so don't forget to use lower gears when setting off or climbing. That will help you get up to speed faster from stationary. You can compare the e-bike in this respect to a car, which also has more difficulty if you don't change down for a traffic light.

Tyre pressure

Tyre pressure also plays an important part in the range. On an e-bike, you scarcely notice if your tyres are slowly losing pressure. Soft tyres will significantly reduce the range. You will find the minimum and maximum tyre pressures indicated on the side of the tyre. Pump the tyres up to the desired pressure and check them every two weeks.

5.2 Use and storage

The battery is waterproof and therefore resistant to rain. However, it's better not to expose the battery to large amounts of water.

How do you actually take care of your electric bike battery?

You treat the battery of your electric bike in much the same way as you would your mobile phone. Regular charging is no problem. After each ride, you put the e-bike back on the electric bike charger if you have another ride planned for the next day. If you have cycled a few kilometers and the battery has only lost a few percent, it is not necessary to charge the battery immediately. A rule of thumb that we regularly use is: keep the battery at least above 20% and above 80% for long-term storage. The first few times we recommend cycling the battery completely empty 4 to 6 times. That way you know exactly how far you can get. After this, it is no longer necessary to cycle the battery completely empty.

Store your battery in a suitable place

A battery is very sensitive to low temperatures. The lower the temperature, the smaller the range and charging capacity of the battery. It is wise to always store the battery indoors in the winter if you do not have a heated shed for your electric bicycle.

Maintenance of electric bicycle battery

The most important battery advice: never put your battery away empty! Perhaps the most important thing is to never put your battery away empty. This can completely destroy the battery. We recommend taking a ride around the block regularly in the winter. This ensures that your battery remains healthy and that you can cycle through the summer without any problems. The process of charging and discharging keeps the battery active and in good condition and ensures that it lasts longer. Keep in mind to charge your battery at least every 3 months.

5.3 Electric bike battery maintenance: five golden rules.

Eventually, every battery will fail. This is simply the result of a natural aging process. However, to ensure that your e-bike battery lasts as long as possible, there are five golden rules that you should observe.

Golden rule 1: Do not let the battery get too cold.

An electric bike battery can take quite a beating these days, but temperatures below zero should be avoided due to the risk of condensation in the battery. In severe frost (or temperatures below 10 °C), chemical processes in the battery will make it unusable.

Golden rule 2: Make sure that the battery does not get too hot.

Extreme heat is also bad for the battery. Heat triggers other chemical processes that also destroy the battery. So make sure that the temperature of the battery does not exceed 40 °C. Do not leave it in the blazing sun for too long in the summer.

You should preferably store and charge the bicycle battery at room temperature, i.e. between 10 and 20 degrees.

Golden rule 3: Store the battery in a dry place.

The battery is an electrical component and as is well known, they do not go well with water. So do not store the battery in a damp shed (or worse: outside), but preferably indoors.

Golden rule 4: Prevent the battery from becoming completely empty.

To prevent deep discharge, you should charge the battery regularly. Due to natural self-discharge, the battery will, as it were, run out by itself, which will eventually irreparably damage the battery cells. So try to charge the battery at least once a month (up to about 90%).

It is best to store the battery with between 30 and 80 percent of the charge.

Golden rule 5: Use the right charger for the battery.

Never use just any charger to charge your bicycle battery, but always use the charger that matches your bicycle and battery. There are many different types of batteries (Li-on, NiMh NiCd) and they also differ in power and current. Using the wrong charger can cause the battery to break down.

The biggest misunderstanding about maintaining a bicycle battery.

In the past, when NiMh batteries had just come onto the market, it was recommended to always let them run down completely before recharging them. That is no longer the case! Nowadays, the opposite is true: you must absolutely prevent the battery from running down completely, because it will break down faster.

5.4 Battery lifespan

The lifespan of the battery depends on how and how frequently it's used. With the tips in this manual, you can easily make your battery last for years. However, bear in mind that usage will always decrease a battery's lifespan. A reduction in capacity of between 5% and 15% a year is perfectly normal.

In ideal circumstances, the battery can be charged and emptied between 1,000 to 1,500 times with the capacity gradually diminishing. If the end of the battery's lifespan is reached, it must be replaced.

Think Green

Do not dispose of batteries, chargers or accessories with household waste. All these components can be recycled in an environmentally friendly way. Take them to one of the special collection points. You can also take the battery to the dealer in your neighbourhood.

6. Parts

Your whole bike taken care of completely.

6. Parts

6.1 Lights

You can switch the lights on and off by briefly pushing the button below. The TFT colour display is also equipped with a light sensor that automatically switches on the lights. If you subsequently turn the lights on or off manually, this function will expire until you start up the display again.

6.2 Brakes

Identifying Brake Handles

To ensure safe cycling, familiarize yourself with which brake handle operates the front and rear brakes:

Left brake handle: Operates the two front brakes.

Right brake handle: Operates the rear brake.

Brake Care and Maintenance

Avoid using lubricants or regular cleaning agents on brake blocks or rotors, as these can cause noise and reduce braking reliability.

Hydraulic Disc Brakes

Hydraulic disc brakes provide powerful and controlled braking.

If adjustment is required:

- Use an Allen key to slightly loosen the bolts securing the caliper.
- Tighten the bolts again while keeping the brake handle firmly pressed.

Breaking in Disc Brakes

Breaking in is essential for achieving maximum braking performance and preventing squeaking: Find a clean, dry environment for the process. Accelerate to 20 km/h and brake moderately using one brake until the bike comes to a complete stop. Repeat this procedure 20 times for each brake.

If squeaking occurs, you may need to:

1. Replace the brake blocks.
2. Clean the rotors with a brake cleaner.
3. Repeat the breaking-in process.
4. Some dealers have specialized breaking-in machines and can perform this procedure for you before delivery.

Emergency Stops and Safe Braking Practices

Practice braking to understand the stopping capacity of your brakes.

For emergency stops:

- Always use both brakes simultaneously to avoid losing control.
- Stretch your arms and shift your weight backward to stop quickly and steadily.
- Regularly checking and maintaining your bike's braking system ensures safety and optimal performance.

Additional Safety Note: Brake Rotor Heat

After using the brakes, the rotors may become very hot. To prevent burns or damage, always let the bike rest for at least 10 minutes before touching or approaching the brakes and rotors.

This precaution helps ensure safety and preserves the integrity of the braking components.

6.3 Tyres and desirable tyre pressure

Not all bicycles and, in turn, all tyres are suitable for any terrain. The Cangoo cargobikes should only be used on paved/asphalt roads.

Tyre pressure greatly affects the range and comfort of your bike. So we recommend you always pump your tyres up properly. Optimal tyre pressure is shown on the side of your tires. The sidewalls of all tyres display the correct inflation pressure recommended by the manufacturer. A handy aid: if you push your thumb against the top of the tread and it's possible to depress the tyre slightly, you have the correct pressure.

Check your tyre pressure every 2 to 4 weeks.



7. Maintenance

Loving attention for your new e-bike.

7. Maintenance

Always make sure to use original parts or parts recommended by your Cangoo dealer. Using genuine components ensures compatibility, maintains warranty coverage, and guarantees optimal performance and safety. Avoid using non-recommended parts, as they may not fit correctly or meet the required specifications, potentially leading to malfunctions or damage to your bike. Always consult your Cangoo dealer for advice on approved replacements or upgrades.

A cargo bike should always be properly maintained by an authorized dealer. Periodic checks are a must for the lifespan of your bike. This cargo bike gives you a lot of freedom to go out with the family or take your dogs into the woods, but make sure when riding your cargo bike that you don't bump into anything, don't ride against curbs, and take the corners wide and safely. Sit on the bike and in the places in the box that are meant for it, and stay there during the ride. If you take good care of your cargo bike and use and ride it normally, you will enjoy your bike for a long time. A cargo bike is ideal for transporting children and also goods, but read the maximum weights that can be transported in the cargo bike carefully.

7.1 Servicing*

It's time to have your bike serviced for the first time after either 250 km or 3 months. After that, maintenance is mainly dependent on how intensive your use of the bike is. So discuss with your dealer what would be an appropriate maintenance plan for your situation. Cangoo advises having the bike checked at least every 6 months after the first service. Naturally, there's a lot you can do yourself to keep your bike in peak condition.

Our tips:

Always go for the first service. Parts such as spokes and cables can stretch after the first use of the bike. If they're not adjusted, there is a greater risk of spokes snapping or gears not engaging.

Cleaning

You can clean your e-bike by removing dirt with a soft brush and hot water. That'll get it gleaming like a showroom model again. Not only that, but regular cleaning makes sure your bike will be with you for longer. Do be careful not to use too much water around electronics and the battery. It's best to remove the battery before washing.

Don't use a high-pressure cleaner to spray the e-bike clean. The jet can damage the bike's electronics.

Aftercare

It makes sense to take care of certain parts of the bike immediately after cleaning it. Chrome components, unlacquered aluminium and stainless steel parts can be greased with acid-free Vaseline or Vaseline spray to prevent rust. Moving parts need grease/oil. We recommend you regularly lubricate the chain, cogs and axles. Naturally, your Cangoo dealer can do this for you too.

How do you keep your e-bike safe and looking good for longer?

- Check the tyre pressure and tread regularly.
- Check that the brakes are working properly and if the brake blocks are worn. Replace or repair them where necessary.

- Check that there is enough tension in the spokes, that none of them are broken or that there is no twist in the wheel. If there is, visit your dealer.
- Treat all moving parts and electrical contact points regularly with acid-free Vaseline spray.

7.2 General maintenance

For urgent repairs or a major overhaul, you can always go to your Cangoo dealer. But you can also regularly run a check on your bike yourself. This checklist will help you keep your bike in peak condition:

Weekly (or 600 km)

- Is the pedal assistance working as it should?
- Are all the gears working and does the e-bike change gear smoothly?
- Is there enough tension on the chain?
- Are both brakes working properly?
- Is the saddle at the correct height? Is it still comfortable?
- Are the handlebars adjusted correctly and are they at right angles to the front wheel?
- Are all the spokes still whole?
- Are the tyres pumped up to the right pressure? Is there still enough tread on the tyres?
- Are all the lights working? Is the headlight properly adjusted?
- Are all reflectors still clearly visible?

Monthly (or 600 km)

- Is your e-bike in need of cleaning?
- Is there any damage visible?
- Is the stand attached firmly and is it greased well?
- Are the nuts and bolts of the brake calipers still tightened properly? Are the brake blocks and discs in good condition?
- Do you hear any strange sounds while you're cycling?
- Are the seat post and handlebar stem positioned correctly and are they tightened properly?
- Have the seat post and handlebar stem been greased?
- Is there slack in the front fork, around the steering head bearings?
- Are all nuts and bolts properly greased?
- Is the lock still working smoothly and has it been greased?
- Does the bell still work and is it in the right position?
- Are the pedals attached properly and have they been greased at the screw thread?

7.3 Major overhaul

Cangoo recommends you schedule a service check-up every 3 months and a major overhaul once a year. During a service check-up, your dealer will carry out the following:

Every 3 months (or 1800 km)

- Check wheels and tyres (twists in the wheels, tension of spokes, tyre pressure and tread)
- Check all mounting components/nuts and bolts, and tighten where necessary

→ Check brake blocks for wear, adjust cable tension, check efficiency of brakes

→ Check steering head for slack, check attachment of handlebar stem and adjust if necessary

→ Clean chain, tighten and grease with all purpose chain lubricant. Proper chain tension is crucial for smooth pedaling and prevents the chain from slipping or derailing. The method to adjust chain tension depends on the type of bike you have.

Here's a step-by-step guide:

Loosen the Dropout Bolts:

Use a wrench or Allen key to loosen the bolts securing the rear wheel.

Slide the Wheel Backward:

Adjust the wheel position to increase chain tension.

Tighten the Bolts:

Re-tighten the bolts securely once the chain tension is correct.

→ Electrical system: Fully charge the battery, clean pedal sensor with lukewarm water and sponge, treat contacts with contact spray

→ Check drive system of the e-bike and where necessary, replace defective parts:

The Enviolo Cargo Hub is a continuously variable transmission (CVT) designed for smooth shifting and durability, especially under heavy loads. Adjusting the hub ensures smooth operation and prolongs its lifespan.

Here's how to do it:

Ensure the shifter is installed correctly on the handlebars. The gear range should move smoothly from low (easy pedaling) to high (harder pedaling). Test the rotation of the grip or trigger. If it feels stiff or unresponsive, proceed with adjustments.

Locate the Cable Adjuster:

This is usually found near the shifter or where the cable enters the hub.

Shift to the Middle Range:

Rotate the shifter to position it approximately in the middle of the gear range. This helps center the adjustment.

Adjust Tension:

Use the 3mm Allen key to adjust the tension:

Tighten the cable (turn clockwise) if the hub isn't shifting to higher gears smoothly.

Loosen the cable (turn counterclockwise) if shifting to lower gears is difficult.

Ensure there's no slack in the cable, but don't over-tighten it.

Annually (or 4000 km)

Ask your dealer to plan your big overhaul regularly. This will make your drive safe and comfortable.

- Take apart, degrease, grease and put together the following parts:
 - ◆ chain, use an all purpose chain lube to lubricate after cleaning
 - ◆ hub
 - ◆ gear and brake cables
 - ◆ steering head
 - ◆ handlebar stem
 - ◆ seat post

- Check and grease the following parts:
 - ◆ gears and shifters
 - ◆ brakes and brake handles
 - ◆ lock
 - ◆ stand
- Check spoke tension (tighten and/or true if necessary)
- Check tyre pressure (replace tyres if necessary)
- Check crankset and pedals and adjust
- Check that lights are working properly and adjust
- Check saddle for damage and suspension
- Apply a protective layer of wax to the bike
- Take the bike for a test drive to check that all parts are working as they should
- When replacing parts, always make sure that the original parts are put back in place

8. Helpdesk

Is something not working properly? Follow this handy step-by-step guide.

8. Helpdesk

Your Cargo bike can experience an everyday mechanical defect or malfunctions that lead to loss of power. As a result, your e-bike will hold back or you will have no support at all. What do the error messages on the display mean? What can you solve yourself if your electric cargo bike is defective and when do you need help?

An unpleasant surprise: Your electric cargo bike will hold back, provide no support or will not start. You may be able to repair a flat tire or rattling mudguard yourself, but defects and malfunctions in the electrical system often seem more difficult to fix. But a lot of electronic misfortunes can be solved yourself or with the help of a bicycle specialist.

8.1 Error notifications

Your e-bike has a self-diagnosing tool which is able to detect potential problems promptly. If the system has detected an error, it will display an error notification. You can still use the bike during such an error notification. You can often solve the most frequently occurring problems yourself.

First, restart the display to see if the error code is consistent.

If you are seeing different error codes, please get in touch with your dealer to get the malfunction resolved.

The display may also show a key. This is not a malfunction code, but a warning that it's time for a service! Your dealer can remove the notification from the display.

8.2 Error codes

Most of the error codes are caused by connection or signal failures. Make sure there is no visible damage, such as broken cables or loose connections. If there is damage, you may need to consult a professional repairman. In the case of loose connections, you can sometimes repair them yourself.

Error code

21 Current abnormal

22 Throttle fault

24 Motor Hall signal fault

25 Brake abnormal

28 Communication failure

30 Switch button sticky

31 Display working voltage abnormal

32 Display self-check failure

33 6km Walk assist button sticky

34 Other

8.3 Warranty

The frame is guaranteed for 5 years, and all types of battery for 2 years. Other electrical components are guaranteed for 2 years.

Using your bike unchecked can put yourself and others in danger. Moreover, the warranty expires in the case of unchecked use.

There is no guarantee: if changes have been made to the product, including repairs which have not been authorised by Cangoo or the purchaser.

Use only the battery supplied by Cangoo on your bike.

You can always visit your Cangoo dealer for maintenance on your e-bike.

For more information, please refer to Cangoo general terms and conditions.

8.4 Conditions

Cangoo reserves the right to make changes to the models of e-bikes. Prices may also be subject to change.

Cangoo cannot be held liable for any inaccuracies in this manual.
The copyright on this manual rests with PMG.

9. Participating in traffic

Navigate safely through your city and enjoy your bike with your passengers.

9. Participating in traffic

Different and different laws may apply to the participation in traffic for electric cargo bikes for all countries and regions. Make sure that you are familiar with and understand the rules that apply in your country.

For the Netherlands, the rules for participating in traffic with an electric cargo bike can be read at:

<https://www.rijksoverheid.nl/onderwerpen/fiets/vraag-en-antwoord/welke-regels-gelden-voor-mijn-elektrische-fiets-e-bike>

You are welcome on all cycle paths with your cargo bike. This also includes one-way streets, footpaths and bus lanes that are open to cycle traffic. You may also cycle past stationary cars on the right side of the road with your cargo bike. If your cargo bike is wider than 75 cm, you may also cycle on the roadway.

An important tip for starting cargo bike drivers:

Test your new electric cargo bike before you take the kids or luggage. Take different turns, small and large. Shift and brake. Cycle on different roads, inside and outside built-up areas. Try the settings of the electric pedal assistance and take hills. This way you get used to your new cargo bike. And you go well prepared, safely and pleasantly with your child(ren) on the road.

Tips to safely participate in traffic with your Cangoo Buckle Up:

Determine your route in advance:

When you want to go out with your bike, it is nice to think in advance about where you want to cycle to. Our first tip is: explore your route in advance, for example with your navigation. This way you can choose the easiest way and you are prepared for your route.

See and be seen and heard:

Choose as many cycle paths as possible on your route and preferably cycle during the day in good weather. If you cycle in the dark or in bad weather, make sure you have good lighting and bright clothing. Reflective strips also help you stand out better. Choose illuminated cycle paths as much as possible during your ride.

By law you are obliged in The Netherlands to have a bell on your bike, to warn other participants in traffic that you are there in case they have not seen or heard you.

It is nice to know what is happening around you. So try to look at all directions while riding your cargo bike.

Crossing:

It is often easiest to cross the road at a crossing with traffic lights. Even then, it is still important to check carefully whether you can cycle safely. But here it is clear to everyone who has priority.

Are there no traffic lights? Then pay close attention to the traffic signs and road signs. Before you cross, look left, right and left again and cross. You can also look for a crossing with a central reservation. Then you can cross in two parts.

Roundabouts:

On most roundabouts within built-up areas, cyclists have priority. But there are exceptions. So pay close attention to the traffic signs and signals. Do you remember the rules? You are required to stick out your hand when you leave a roundabout. This is not necessary if you stay on the roundabout, but it is clearer for other traffic. If you stay on the roundabout, stick out your left hand.

You see them more and more often: roundabouts where you can cycle in both directions. There, if you want to turn left - instead of cycling three quarters - you can also go left immediately. If this does not feel comfortable, feel free to take the roundabout as a normal roundabout and cycle clockwise.

Posts and curbs:

To keep you safe on the bike path there are sometimes posts on your route. Therefore, always keep a good look around you. If you are cycling with others, warn them when you approach a post. Also curbs can cause instability to your bike, make sure to navigate them with minimal speed on both wheels simultaneously.

Speed:

The faster you cycle, the longer it takes before you come to a standstill. So it is wise to adjust your speed to the situation.