



HIMO

P R O D

U C T -

- M A N

U A L -

Sales in mainland China

C20
User Manual

Please read this manual carefully before riding your bike,
do not use it without fully understanding its functions,
Keep this manual properly.

Precautions for usage

Strictly obey local traffic rules

- Rider must reach the local legal age for using an electric bike.
- When driving in a non-motor vehicle lane, the maximum speed shall not exceed 15km/h; on a road without a non-motor vehicle lane, it shall be driven on the right side of the roadway.
- Do not lend it to the one who can not ride a bike.
- Personnel or items should be carried in accordance with laws and regulations.
- When riding in rain and snow, the braking distance will be extended, pay attention to slow down.
- Heavy weather such as heavy rain, try to avoid travel. Before riding, ensure that the brake system is working properly and clean the reflector to avoid obscuration.

Safe use of the product

- Please strictly abide by traffic regulations, and prepare protective equipment such as helmets and protective gear before riding, paying attention to driving safety. It is strictly forbidden to use one hand grip or riding without hands gripping.
- Do not park at the building door, evacuation stairs, walkways and safe exits.
- Do not charge and park in the residential building. Keep away from combustible materials when charging. Please charge according to the specified time. The charging time should not be too long.
- Properly use and maintain the battery, the waste battery can not be dismantled without authorization, should be recycled by the professional department.

- Learn how to use the charger and warnings, use the original authentic charger.
- When adjusting the position of the saddle, be careful not to expose the safety marking line of the saddle tube.

Preparation before riding

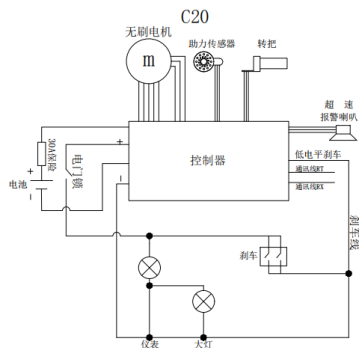
- Whether the power circuit and lighting are good. Whether the front and rear brakes are working properly.
- Whether the handlebars and front and rear wheels are in a tight condition.
- Whether the air pressure of the tire is normal.
- Check the reflector for damage or contamination before riding.

Vehicle coding position

265421999XXXXXX



Electrical schematic



注：尾灯采用干电池单独供电，能见度低或夜间骑行请打开尾灯再进行骑行。

Main technical spec

Dimension(L*W*H)	1470×610×1095MM
Front and rear wheel center distance	960MM
Max weight	21.6KG
Speed	25KM/H
Assisting distance range	≈ 80KM
Electricity consumption(100KM)	0.72KWH
Loading weight	≤100KG

This assisting distance range is tested in the condition of full power, loading capacity 75kg, temperature about 25° C, flat road, no wind environment. It is measured in the energy-saving mode of 15km/h. The performance will be varied due to load, temperature, wind speed, road surface, operation habits and other factors.

Battery spec

Battery type	lithium-ion battery
Capacity	10AH
Voltage	36V

Motor spec

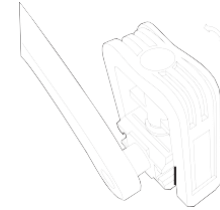
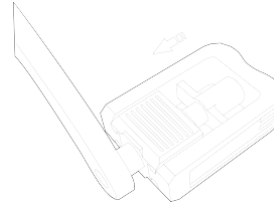
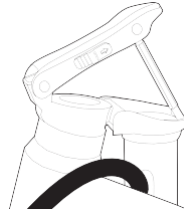
Type	brushless DC motor
Rated power	250W
Rated speed	380R/MIN
Voltage	36V

Controller spec

Undervoltage protection	31V
Overcurrent protection	15A

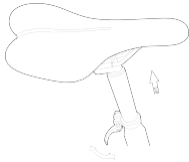
Operation and use

Folding steps

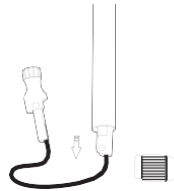


1. Push up the handle switch, move it outward.
2. Turn the handle bar to the side.
3. Press the pedal inward.
4. Flip the pedal up and fold it up.

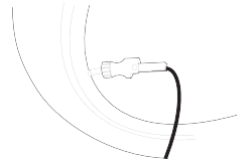
Steps of using the pump



1. Take apart the seat tube, take out the pump.



2. Unscrew the riser cap and pull out the pump.

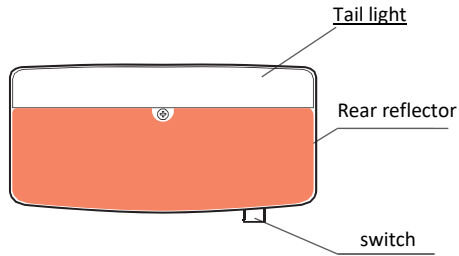


3. Align the nozzle tightly with the valve.



4. Flip the fixed buckle 90°, hold the cushion and start pumping.

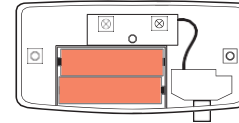
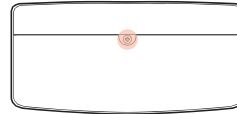
Tail light use and maintenance



The tail light is designed as an independent switch, and the switch can be pressed when in use.

Change battery

- Prepare a suitable cross screwdriver, 2 AAA batteries.
- Remove the tail light, unscrew the front panel screws, open the rear casing and replace the battery.
- Fasten the rear casing, tighten the screws, install on the fixing plate, finish battery changing.



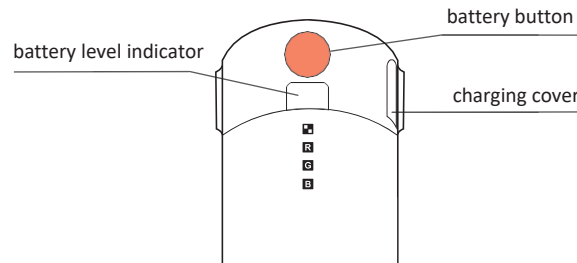
cross screwdriver



AAA battery

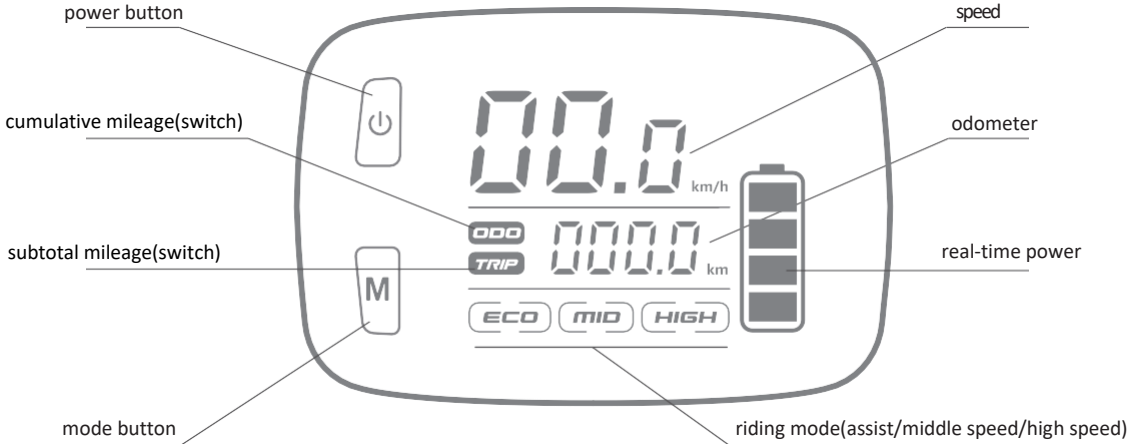
Check battery level

- Press the battery button, if the light is blue, the power is about 70%-100%.
- Press the battery button, if the light is green, the power is about 40%-70%.
- Press the battery button, if the light is red, the power is about 10%-40%.
- If the light is flashing, please charge in time.



Speedometer & riding modes

Introduction of speedometer

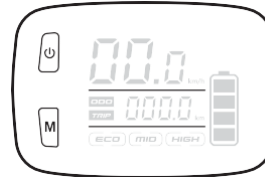


Electric assist riding



- Press the power button for 3s to start the e-bike;
- The initial gear is the “ECO” assisting riding mode;
- This mode can be turned on by pedaling two turns.

Normal riding



- Press the power button for 3s to turn off the e-bike;
- Ride with pedals.

Electric riding



- Press the power button for 3s to start the e-bike;
- The initial gear is the “ECO” assisting riding mode;
- This mode can be turned on by pedaling two turns.

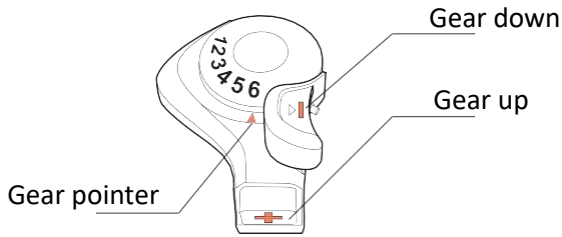
Parking mode



- In the startup state;
- Press the “mode” button for 3s, parking mode is on.
- Press the “mode” button for 3s again, parking mode is off.
- In the parking mode, neither power assist nor electric riding mode will supply power.

Speed transmission instructions

A diagram of the speed transmission



Gears	Power	Speed
1-2	Relaxed	Slow
3-4	Moderate	Moderate
5-6	Hard	Fast

- To speed up, start at a lower gear and shift to a higher gear as the speed increases.
- When going uphill, the speed will decrease, and gear will be lowered to maintain a certain pedal strength.
- Speed up in the downwind and gear up to maintain a certain pedal strength.

Above are the suggestions for riding, and the gear can be used reasonably according to personal habits.

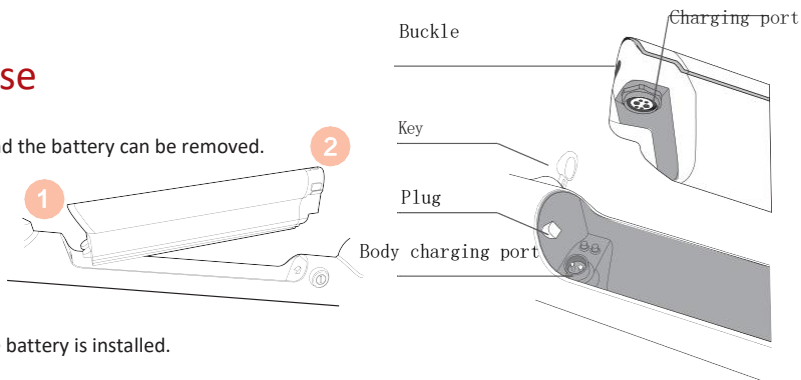
When using the drive system, we should pay attention to the following details.

- When using the speed transmission system, try not to skip gears, because jump gears can easily damage the speed transmission. That is, it is absolutely impossible to change more than two gears at a time and it should be adjusted at one level to another level to better protect the speed transmission system.
- When the bicycles stops running, or when it is going downhill, do not let the transmission system reversed, which is not only bad for the transmission system, but also may cause accidents.

Instructions for Battery Use

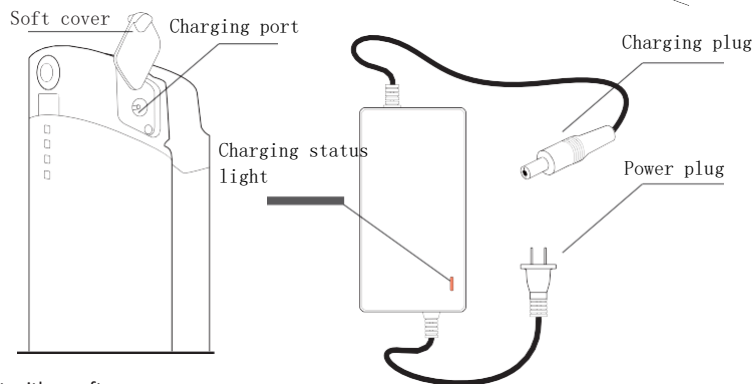
Battery Removal and Installation

- After turning the key, the battery will bounce and the battery can be removed.
- Firstly, place one end of the battery in the battery tank in the direction of the bicycle head.
- The other end of the battery is aligned with the charging port, press it gently and lock it.
- Turn the key back to its original position and the battery is installed.



Battery Charging

- Open the soft cover on one side of the battery
- Insert the charging plug into the charging port of the battery, and then connect the power plug of the other end to the power supply.
- When charging, the state light of charger is in red
- When the battery is fully charged, the status light of the charger is in green and charging is complete.
- After unplugging the charger, keep it properly and cover it with a soft cover.
- If the battery is charged in the bike, please turn off the power of the instrument.



About batteries

Notes before use of lithium batteries

- Be sure to confirm that the battery model is the original battery of the vehicle before use. Do not use other brands of batteries at will.
- Check that the appearance of lithium batteries is intact, and there are no obvious phenomena such as damage, leakage, heating, soaking and smoking.
- In order to ensure the safety of transportation, the battery capacity is about 30%. Due to the self-consumption of the transportation and storage cycle process, the power consumption in the first use is low or no. This is a normal phenomenon. Don't worry, just make-up the power according to the charging instructions.

Environment for use

- The optimum using environment is 10°C-45°C.
- At low temperature, the available capacity of lithium-ion batteries will be attenuated to varying degrees, the specific reference level is:

The available capacity is about 70% at 10°C, about 85% available at 0°C and about 100% available at 25°C.

If the battery has peculiar smell, heat, deformation and other abnormal conditions, please stop using it immediately, stay away from the battery and contact the after-sales department.

Warning

Batteries do not belong to the user's own repairable parts. If abnormal phenomena occur, please contact the after-sales department for repair immediately.

If users disassemble batteries without permission, they will not enjoy the three guarantees policy. And it may also lead to heating, smoking, ignition or explosion of batteries.

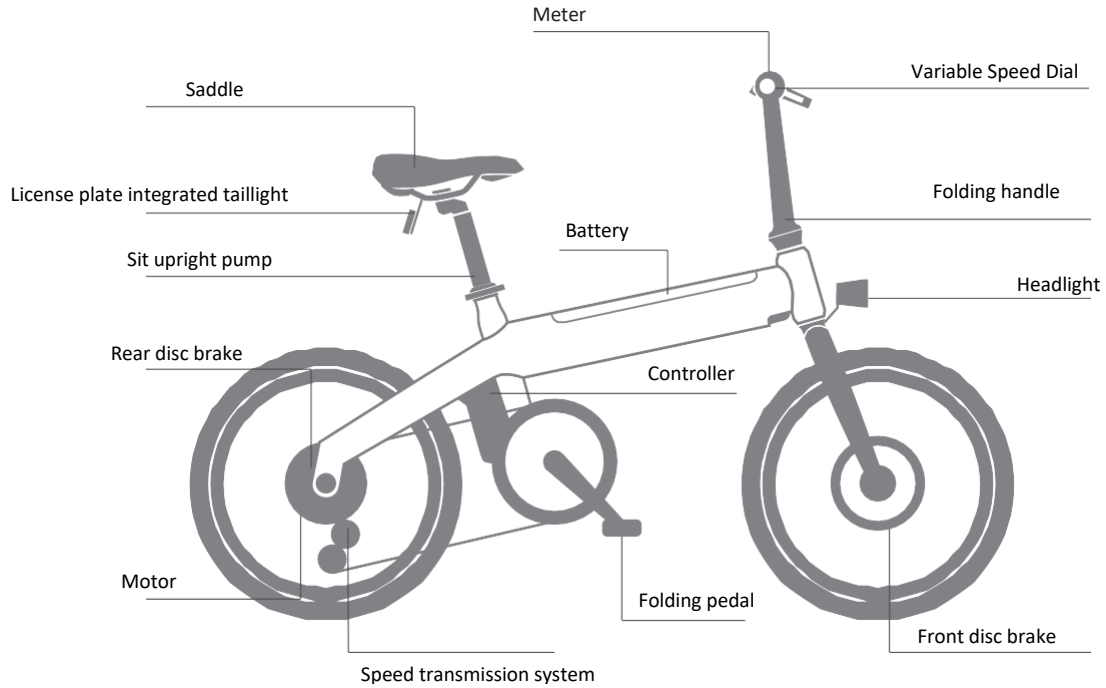
Charging environment

- Use the original battery charger for charging, do not use other brands or models of chargers for charging.
- Please charge the battery at an ambient temperature of 10°C to 40°C, and ensure that there are no flammable materials around and good ventilate.
- The charging time indicates that the charging time does not exceed 12 hours. Overcharging will affect the battery life and there are potential safety hazards.
- In the early stage of charging, the battery power will rise faster. When it comes to the later stage, the charging speed will be slower. This is a program for charging safety. It is very normal.
- When charging in winter, the outdoor temperature is low. When the environment is below 0°C, the battery will stop charging, which is a normal phenomenon. Please charge the battery at the appropriate ambient temperature to ensure the charging effect.
- In severe weather, it is forbidden to charge vehicles out of doors.
- In the charging process, the charger will have a temperature rise effect, its surface temperature will be relatively high, it is a normal phenomenon. Do not worry about that and pay more attention to keep it away from children when charging.

Storage environment

- When the battery is placed in the vehicle, it will lose power at any time. So when the vehicle is put in place for a period of time, it is normal to see the power on the meter go down.
- Batteries should be stored at an ambient temperature between 0°C and 25°C. Do not store the battery in an environment above 45°C. Batteries should be stored at ambient temperatures ranging from 0 25 C. Do not store batteries at temperatures higher than 45 C. Otherwise, irreversible capacity degradation will occur.
- In the case of long-term non-use of vehicles (such as winter, summer or other special circumstances), batteries must be removed and stored separately. And it's necessary to maintain and recharge it regularly. Otherwise, batteries will be completely depleted and irreversible damage will occur at the same time. For this type of battery fault problem, it will not be within the scope of the three guarantees policy.
- The most suitable storage capacity of the battery is 50%. If it is lower than 10% or higher than 90% and it is stored for a long time, irreversible capacity degradation will occur.
- Avoid storing batteries in risky places as far as possible. Once it falls, it may cause uncontrollable damage inside the battery and may cause leakage, heating, smoking, firing or explosion.

Description of components



Solutions of trouble

Problems	Reasons for the problem	Solutions
When the power is turned on, vehicle cannot be powered on	Vehicles cannot be powered	1.Check whether the plug of the battery is properly connected. 2.If the battery is under-voltage, try to charge the battery.
Turn the handlebar, but the motor does not start when the power is turned on.	1.Vehicle is in braking state 2.Vehicle is in parking state 3.The speed of vehicle does not reach 5km/h 4.There is something wrong in the start switch	1.Check whether the brake is in braking state 2.Remove P gear 3.Ride through manpower to more than 5 km/h 4.Please contact after-sales
Insufficient mileage	1.The battery may be undercharged 2.The pressure of tire may be insufficient. 3.Frequent brake start-up at ordinary times. 4.Battery aging or normal battery decay 5.Low ambient temperature, resulting in battery capacity decay	1.Check whether the charger is damaged or not. 2.Check whether the tire pressure is normal before each use. 3.Develop good habits for riding 4.Replace new batteries 5.It is a normal.
Batteries can not be recharged	1.The plug of charger is not plugged in properly. 2.Battery temperature is too low. 3.Battery temperature is too high.	1.Check whether the plug is loose when charging. 2.Waiting for the battery to recover its proper charging temperature 3.Waiting for the battery to recover its proper charging temperature
No display on the meter	1.No power supply for vehicles 2.Power converter may be damaged 3.The meter may be broken	1.Check if the battery plug is plugged in. 2.The battery is under voltage, charging the battery 3.Contact after-sales service to replace damaged parts

MAINTENANCE

Regular Checking

- The locking part and joint part:
- The tyre wear situation/tyre pressure/driving system
- Braking system

Storage

- Please avoid keeping the bike outdoor/with strong light or temperature below zero for long period if not using, keep away from fire and strong heat
- Please store in dry, clean, drafty indoor area with temperature between 10°C~ 45°C, humidity below 90%
- Please do regular charging (once per 2 months) if not use for long period
- Please avoid corrosive liquid, or any crash or heavy load

Transportation

- Please avoid crashing or in strong light or raining, avoid corrosive material and noxious gas
- Please handle gently during handling process and avoid throwing, rolling and with heavy load

Cleaning

- Avoid flushing, do not get the electric component and wire wet
- Please use neutral cleaner to clean the plastic part
- Please use lubricant to maintain the metal parts
- DO NOT inject lubricant into braking system

After Sales Service

According to 《Product quality law of the People's Republic of China》 & 《Law of the People's Republic of China on the protection of users' rights and interests》 and the regulation of after sales service, the after sales service for HIMO electric scooter is as below:

Free reason in return within 7 days

- After the goods are issued, the refusal and interception caused by non-quality reasons shall be subject to the cost of return shipping
- Within 7 days after signing, due to non-quality problems, the goods will not affect the integrity of itself (including but not limited to: guarantee certificates and invoices lost, man-made damage, warranty and protective label damage, product appearance or the packaging is damaged, the mileage is over 10KM, the accessories are missing, etc). The return shipping and wear and tear costs are covered by the customer. If the package is missing or damaged, the customer must bear the original packaging fee (excluding the packaging fee generated by the logistics when returning)
- Within 7 days after the receipt, due to the quality of the return, the return shipping costs are borne by the merchant
- Products purchased offline do not support free reason in return within 7 days

- Products will not be return if running over 100km
- Products is replaceable within 15 days due to quality problems
- Products can be repaired within the warranty time after 15 days in purchase

Warranty Policy

- During the warranty period, HIMO official customer service center will provide you with free after-sales service. If the "three guarantees" service period and scope are exceeded, according to the local market conditions and maintenance prices, HIMO official customer service center will provide you with paid after-sales service.
- If the product you purchased cannot be driven due to quality problems, HIMO official customer service center will provide you with repair service.
- The warranty period for products sold online is calculated from the date of the delivery receipt signed by the user.

Non-warranty policy

The following conditions are not covered by the warranty service, we will provide you with paid after-sales service.

- The three-guarantee period has been exceeded; the invoice is missing or changed; the damage caused by force majeure
- Repair, misuse, collision, neglect, abuse, accident & modification without the approval of HIMO, improper use of this product, or the frame serial number is destroyed
- The model number of the “Three Guarantees” certificate does not match or change the model of the repair product; it is not properly maintained according to the instruction manual
- Due to improper use, direct impact causes deformation; external force collision or crash causes parts damage; puncture, glass, sharp small stones, etc. caused by puncture and air leakage; consumables loss is not replaced in time causing damage to other components; Surface scratching; violence or man-made damage to the frame, etc., are not covered by the warranty.
- The painted surface of the frame and parts may be corroded due to external environmental factors such as rain, collision, friction, etc., paint falling off, or poor storage place. After long-term use, the surface of the painted paint is peeled off, and the metal surface or plastic parts are naturally faded.
- Exceeding the scope of use, such as extreme road conditions, performance stunts, down stairs, jumping and other abnormal riding actions, resulting in parts damage or functional failure.
- The deformation or cracking of the frame caused by over-limit use is not covered by the warranty.

Note: HIMO electric vehicle after-sales service policy has the final interpretation right by Shanghai HIMO Electric Technology Co., Ltd.

Responsibilities And Obligations

Three-guarantee policy standard for components

Item	Warranty period	Depreciation rate	Warranty
Battery	24 months	Battery 3‰ Other 1‰	In accordance with the conditions of the scooter replacement, according to the electric bicycle, the charger, the battery, only replace the damaged part
Frame, front fork	24 months		
Wheel hub, flywheel, sprocket wheel, crank, center shaft, cross, folding riser, seat tube, fork bowl, wiring harness	12 months		
Speedmeter, controllers, lights, chargers	12 months		
Tires, inner tubes, seat cushions, chains, brake pads, brake wires, handles, reflective sheet sets, pedals, and attached tool accessories	NA		

Warranty Exemption

The following conditions are not covered by the warranty service once the product has been sold, and the user must pay for the repair and related services:

- Based on the "HIMO Electric Scooter Parts Three Guarantees Standard" as the benchmark, exceeding the prescribed service period and scope
- The user has not complied with the HIMO electric scooter instruction manual, and the product is faulty or damaged due to proper use, driving, maintenance and adjustment.
- Product damage due to rain, ice, snow, smoke, medicine, chemical corrosion, etc.
- Loss is not covered by the warranty. Failure or damage caused by force majeure (including but not limited to earthquakes, typhoons, fires, floods, social events, mass incidents, violent crimes, etc.)
- The user has not used the battery normally and maintained, or placed it for a long time (the battery is connected to the whole vehicle for one month, the initial storage capacity is less than 50% and more than 3 months), and it is not charged in time, resulting in battery feeding and undervoltage
- Users modify, disassemble, repair the product privately, or change the status of the product or components. HIMO electric vehicle parts damaged by users using non-original parts or tampering with circuit and line configuration
- HIMO electric vehicle parts damaged by users using non-original parts or tampering with circuit and line configuration
- Product failure or damage caused by human factors such as collision, crash, overload, speeding, etc. during driving
- No valid three- guarantee certificate, after-sales service card or product invoice, or card number does not match the product



HIMO Official QR code

HIMO

Design by: Shanghai HIMO Electric Technology Co., Ltd

Manufacture by: Tianjin Leizhi Electric Vehicle Co., Ltd.

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