



AVIVA™ Electric Bikes OWNERS MANUAL



Table of Contents

WELCOME	3
---------	---

OPERATION & CARE

OPERATING PROCEDURES	4
POWER	4
PEDAL ASSIST	5
THUMB THROTTLE CONTROL	6
GEARS	7
BRAKES	8
SEAT ADJUSTMENT	9
BATTERY AND CHARGER CARE	10
CHARGING BATTERY	11
CHARGING BATTERY CONT'D.	12
LONG TERM BATTERY CARE	13
KEYS	14
TIRE CARE	15
LOCK	16
KICKSTAND AND APPEARANCE CARE	17

SAFETY

COMMONLY ASKED QUESTIONS	18
SAFETY	19
YOUR FIRST RIDE	20
ADDITIONAL PASSENGERS	20

WARRANTY AND REFERENCE

ONE YEAR LIMITED WARRANTY	21
EXCLUSIONS	22
PROCEDURES AND CONSUMER RIGHTS	23
WARNING	24
SERIAL NUMBER RECORD	25

Welcome to the wonderful world of AVIVA™ Electric Bikes.

- ▶ Thank you for choosing AVIVA™ Electric Bikes. We believe this technology, with the benefits of electric propulsion, provides you with the perfect vehicle to increase your personal mobility.
- ▶ Our gearless, brushless, electric hub motor allows you to run errands or commute to work while saving money on gas and reducing your environmental impact on our world. It also gives you the opportunity to pedal and get exercise along the way. All this and it is just plain fun to ride.
- ▶ If you have any concerns, questions or suggestions about AVIVA™ Electric Bikes, please contact us at sales @avivabikes.com

Again, thanks for choosing AVIVA™

AVIVA™ ELECTRIC BIKES 401-523-4100

PLEASE NOTE:

This manual is not intended as a detailed user, service, repair or maintenance manual.

Please seek assistance from qualified technician for service, repairs or maintenance.

OPERATING PROCEDURES

- ▶ You can ride the AVIVA™ Electric Bikes as a normal bike by just leaving the power switch off.
- ▶ AVIVA™ Electric BIKE is a 7 speed bike with Shimano gears and shifter. See page 6 to read about the gears and page 8 to learn about the brakes.

FOR POWER:

- ▶ Turn the key on the battery to the on position, then press the red button on the controller found on the left side of handlebar so that the battery charge indicator lights are lit. Be sure to turn off power when AVIVA Bikes are not in use by pressing the thumb button again. When power is off, the indicator lights will not be lit.



Pedal Assist

- ▶ Pedal assist is the most popular and fun way to ride your AVIVA™ Electric Bike. AVIVA™ bikes will be in the pedal assist mode as soon as you turn on the three speed controller to on and start pedaling. The motor will continue to operate as you pedal. The motor will automatically stop as you stop pedaling or when hand brakes are applied. When the controller is on pedal assist is available on 3 levels - low, medium and high.
- ▶ The controller defaults to medium and then when mode button is pressed will go to high, then pushed again low, etc.
- ▶ You don't have to think about the motor; we engineered to make it all automatic, it senses your actions if you stop pedaling or if you apply either hand brake; the motor will automatically stop.

THUMB THROTTLE CONTROL

- ▶ The throttle control is operated with the left thumb. It is located immediately to the left of the battery charge indicator lights
- ▶ You control the throttle by pushing your left thumb from its resting position; the further the throttle switch is from its resting position, the more power is delivered to the motor to accelerate AVIVA™ Electric Bikes. When you want to slow down, you simply release the throttle and let it return to its resting position, and simultaneously apply the brakes if necessary.
- ▶ You do not need to pedal the AVIVA™ Electric Bikes if you use the hand throttle. However, you can pedal while commanding power assist. If you do pedal to help the movement, you conserve energy and the charge in the battery will last longer.



GEARS

- ▶ Your AVIVA™ Electric Bikes is equipped with 7 speeds. First gear is for easier and uphill pedaling. The seventh gear is for maximum speed on level or downhill terrain. **CHANGE GEARS ONLY WHILE PEDALING.** The shift lever is for shifting desired gear. We suggest leaving the gear normally set to 6 or 7.
- ▶ Every position on the gear selector should cause a gear change. Adjustments require fine tuning and should only be made by a qualified technician.



BRAKES

Your AVIVA™ Electric Bike is equipped with a front disc brake and a rear V brake for maximum reliability. Applying hand pressure to the brake levers will create friction against the brake disc or tire rim, slowing the wheel. The more hand pressure applied to the brake lever, the faster the AVIVA™ Electric Bike will come to a stop. The rear brake should always be applied before and while the front brake is applied. Applying only the front brake to slow or stop at high speeds may result in the rider being ejected from the saddle and continuing forward over the handlebars.

It is best to apply even pressure to both brake levers when slowing or stopping.

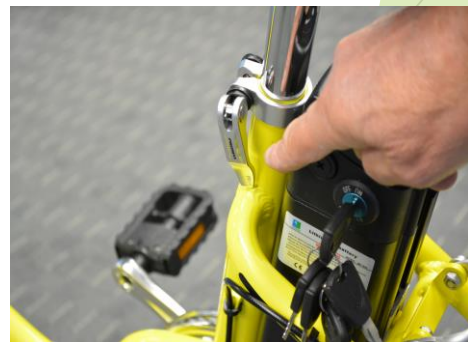
Insure that the brake lever does not contact the handlebar when full hand pressure is applied. If so, then the brakes must be adjusted by increasing the tension on the cable.

A quick and small adjustment may be made by unscrewing the threaded adjuster at the hand lever until the brake is tightened sufficiently for safe stopping.



SEAT ADJUSTMENT

- ▶ Always make sure seat is adjusted to comfortable riding position.
- ▶ Make sure the seat stem is clamped tight enough so that you can't twist it out of alignment. Pull seat clamp handle away from seat post and slide seat up or down to adjust. Move clamp handle inward toward seat post so post is held tight by clamp.
- ▶ Tighten clamp if necessary by twisting the clamp handle clock-wise while in the unclamped position. Then fold handle in toward seat post. This should require a fair amount of force to insure post is held tight.
- ▶ Make sure seat and handlebar stems are not exposing the horizontal maximum height marks above clamps.



BATTERY AND CHARGER CARE

- ▶ Included with your new AVIVA™ Electric Bike is a lithium ion battery, along with a charger, which plugs into a standard 110 volt household electric receptacle.
- ▶ A Lithium ion battery requires specially designed chargers. You should never charge your battery with a substitute charger that is not designed for this use. Use of an unsuitable charger to charge a Lithium ion battery will result in overheating, fire or even explosion.



CHARGING BATTERY

- ▶ To charge battery, plug in the charger into an AC outlet. Then plug the charger into the charging port located on the side of the battery underneath the battery handle. The battery can be charged on the bike or when battery is removed. The charger will charge up the battery in 4–6 hours. The indicator light on the charger will be red when battery is charging and will turn green when fully charged.
- ▶ Do not open or alter the battery or the battery charger.
- ▶ Do not place the battery near fire or corrosive substances. Do not immerse in water or other liquids.
- ▶ Avoid subjecting the battery to high temperature, such as directly under the hot sun, for prolonged periods of time.

CHARGING BATTERY CONT'D.

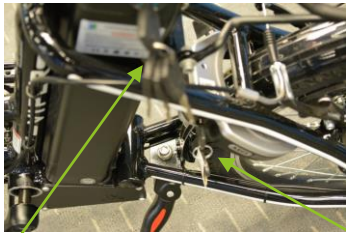
- ▶ The AVIVA™ Electric Bikes battery may be charged while on the bike or removed and charged at a location away from the AVIVA™ Electric Bikes. The battery is easily removed by pushing the tab behind the seat and tilting the seat forward moving bottom key lock to the unlock position, grasping the handle at the rear of the battery and sliding the battery up.
- ▶ Recharge battery after every use or when lights next to throttle control shows a low charge. This is when only the bottom red light glows when power is applied.
- ▶ Recharge the battery before it becomes completely discharged. Completely discharging will reduce the numbers of recharging cycles during the battery's life and limit the capacity. Never store the battery in a discharged state.
- ▶ After much use, your battery's charge holding capacity will decrease. If you find that your battery does not hold sufficient charge even for short trips, you should contact your dealer to order a replacement.

LONG TERM BATTERY CARE

- ▶ If the battery will not be used for an extended period of time, charge it fully and recharge it every 3 months. Store it in a cool place. Your AVIVA™ Electric Bike's battery is engineered with precision for high capacity and a long useful life. Do not use it to power other electrical devices. Improper use of the battery will damage the battery and shorten its useful life, and may cause fire or an explosion. If you experience unusual sounds or odors coming from the charger or the battery, unplug charger immediately and contact AVIVA™ customer service at : support@avivabikes.com

KEYS

- ▶ Two sets of keys are included with your new AVIVA™ Electric Bikes Cruiser. One set of 3 keys is for the battery (refer to Battery section in manual). The other set of 2 keys is for locking the rear wheel as a means of theft deterrent



Battery Keys

Wheel Lock Keys

- ▶ There are two different keys for locking the rear wheel. They both fit the lock. The wheel lock is located behind the rear axle.

Lock



TIRE CARE

- ▶ To minimize tire wear and for maximum riding safety, comfort and handling, maintain front and rear tire air pressure between 50 and 60 psi. Use a reliable tire air pressure gauge to check for proper inflation before every ride. At the same time, inspect tires for excessive wear and cracks in sidewall. Replace tires if necessary.



LOCK

- ▶ To lock the rear wheel, the key is inserted into the lock and turned clockwise one half a turn while pushing on the black tab. The key can then be removed after turning it back to the middle. To unlock, the key is inserted into the lock and turned one half a turn clockwise and the lock will automatically unlock. The key can be removed.
- ▶ **ALWAYS REMOVE THE KEY BEFORE OPERATING.**



KICKSTAND & APPEARANCE CARE

KICKSTAND

Please do not sit on your AVIVA™ Electric Bikes with the kickstand in the down position

APPEARANCE CARE

- ▶ Periodically clean your AVIVA™ Electric Bike with a damp cloth. Avoid spraying the AVIVA™ Electric Bikes with a water hose to avoid electrical issues.

Storage

- ▶ Store your AVIVA™ Electric Bike in a dry shelter area away from direct sunlight and wet or damp environment.

COMMONLY ASKED QUESTIONS

- ▶ **Q. How long does it take to fully charge the battery?**
- ▶ A. Depends on the state of discharge but not more than 4-4.5 hours if completely discharged.

- ▶ **Q. Is it expensive to charge the battery?**
- ▶ A. It is incredibly inexpensive! It only costs pennies per charge.

- ▶ **Q. How long can a battery be used?**
- ▶ A. These Lithium batteries can be recharged up to 500 times or more.

- ▶ **Q. How long can I ride on a single charge?**
- ▶ A. There are variable factors, such as wind, speed, terrain, your weight and how much you pedal. Under average conditions, 25-30 miles is realistic, but can vary from 25 miles to 40 miles and beyond.

- ▶ **Q. Is the AVIVA™ Electric Bike hard to pedal if the battery becomes discharged?**
- ▶ A. No. Unlike most other electric bikes, the AVIVA™ is as easy to pedal as a regular non-electric bicycle.

- ▶ **Q. Is a driver's license required for the electric bike?**
- ▶ A. It does not require a driver's license; under federal law it is considered a bicycle.

SAFETY

Helmet:

- ▶ Always wear an approved helmet when riding your AVIVA™ bike and follow the helmet manufacturer's instructions for fit, use and care of your helmet. It's your responsibility to familiarize yourself with the laws of the areas where you ride and to comply with all applicable laws.

▶ Mechanical Safety Check:

- ▶ Routinely check the condition of your bicycle before every ride. Make sure no nuts or bolts are loose. Do a quick visual inspection of the whole AVIVA™ bike before every ride. Make sure tires are correctly inflated. Check the brakes for proper operation and that the tires are inflated with 50 psi minimum, 60 psi maximum air pressure.

YOUR FIRST RIDE

- ▶ When you buckle on your helmet and go for your first ride, be sure to pick an area away from cars, other cyclists, obstacles or other hazards to become familiar with the controls, features and performance of your new AVIVA™ Electric Bikes. We suggest you start riding with the electric motor turned off until you are comfortable. Then push the red button on the left handle to turn the motor on and adjust to desired mode.

ADDITIONAL PASSENGERS

- ▶ AVIVA™ Electric Bikes are designed for one passenger only. DO NOT carry any additional passengers on the front or rear of the bike. The rear carrier is not designed to carry the weight of any additional passengers, including baby carriers.

ONE YEAR LIMITED WARRANTY

▶ ONE YEAR LIMITED WARRANTY

- ▶ AVIVA™ Electric Bikes (“AVIVA™ Electric Bikes”) warrants that all new AVIVA™ Electric Bikes and components therein are warranted to the original retail purchaser (“Purchaser”) against manufacturing defects in materials and/or workmanship for a period of one (1) year from the date of original retail purchase.

▶ TERMS OF LIMITED WARRANTY

- ▶ This warranty becomes effective on the date of original retail purchase. This warranty is not meant to suggest or imply that the Bikes cannot be broken or will last forever. It does mean that the Bicycle is covered subject to the terms of the warranty. This warranty applies only to the original Purchaser of a Bicycle and is not transferable to subsequent owners or any other party. This warranty is void if the Bicycle is subjected to abuse, neglect, improper repair, improper maintenance, alteration, modification, an accident or other abnormal, excessive, or improper use, at the sole discretion of AVIVA™ Electric Bikes. During the duration of this warranty, AVIVA™ Electric Bikes, at their cost, will either repair the Bicycle or Bicycle component(s), or at AVIVA™ Electric Bikes’ sole discretion, will replace any defective Bicycle or component(s) with the same or equivalent component(s). The foregoing warranties are in lieu of and exclude all other warranties not expressly set forth herein, whether express or implied by operation of law or otherwise, including, but not limited to AVIVA™ any warranties of merchantability or fitness for a particular purpose. In no event shall AVIVA™ Electric Bikes be liable for incidental, consequential or punitive damages arising from use or unavailability of the Bicycle or component(s) in any manner, including, without limitation, damages for personal injury, property damage, or economic losses, whether based on contract, warranty, negligence, product liability, or any other theory. AVIVA™ Electric Bikes’ liability hereunder is expressly limited to the repair or replacement of Bikes or component(s), or at AVIVA™ Electric Bikes’ sole discretion, to the net amount paid by the original retail purchaser. If the original retail Purchaser elects to repair a defective Bicycle or component(s) himself or use the services of someone other than AVIVA™ Electric Bikes (or its designee) to repair the Bicycle, or if Purchaser uses a replacement part not authorized by AVIVA™ Electric Bikes, AVIVA™ Electric Bikes will not be liable for any damage, failure or loss caused by the use of such unauthorized service or parts. If the Purchaser has a valid warranty claim as set forth in the Procedures and Terms and Conditions (the “PTC”), this limited warranty includes the cost of shipment or transportation of the Bicycle or Bicycle component(s) to or from AVIVA™ Electric Bikes in accordance with the PTC. If the Purchaser does not have a valid warranty claim as set forth in the PTC, this limited warranty does not include such shipment or transportation costs.

EXCLUSIONS

▶ EXCLUSIONS:

▶ This warranty does not cover:

- normal wear and tear;
- damage or failure from abuse, neglect, misuse, or accident;
 - damage from stunt riding, ramp jumping, acrobatics, or similar activities or any activity that is not consistent with the intended use of the Bicycle;
- damages resulting from failure to follow Instructions for Use and Warnings as provided in the Owner's Manual for the Bicycle;
- damages resulting from improper charging of the battery pack or use of any charger not supplied by AVIVA™ Electric Bikes;
- installation of any parts, accessories, or electrical component(s) not originally intended for or compatible with the Bicycle as sold, or any modification of the frame or any component(s) originally supplied; tires, brake pads, chains, lights, motors, battery packs, displays, or vehicle controllers that have been opened for any purpose whatsoever, other than by AVIVA™ Electric Bikes or its authorized agents; and the purchase or use of the Bicycle outside of the United States of America.

All warranties are void if the Bicycle is used for any purpose other than the reasonable intended use of the Bicycle. Additionally, this warranty does not cover damage associated with commercial use.

PROCEDURES & CONSUMER RIGHTS

▶ PROCEDURES:

- ▶ Warranty work must be performed by AVIVA™ Electric Bikes or an authorized agent of AVIVA™ Electric Bikes. Proof of purchase must be provided. To qualify for warranty services, a Warranty Product Return Authorization Number (“WPRAN”) must be obtained by the original retail purchaser from AVIVA™ Electric Bikes. The original retail Purchaser must contact an AVIVA™ Electric Bikes representative to discuss the problem with the Bicycle and to obtain a WPRAN. Upon issuance of a WPRAN, the Bicycle or Bicycle component(s) must be returned to AVIVA™ Electric Bike at its designated location for warranty work. The original retail Purchaser is responsible for the return of the Bicycle, undamaged in transit, to AVIVA™ Electric Bikes for warranty work and for the costs associated with shipping and insuring the Bicycle and component(s) when returning them. If AVIVA™ Electric Bikes’ authorized qualified technicians determine a warranty claim is valid and conforms with this warranty, AVIVA™ Electric Bikes will repair or replace component(s) or replace the entire Bicycle at AVIVA™ Electric Bikes’ cost, including materials and labor. For valid warranty claims hereunder, AVIVA™ Electric Bikes will reimburse the original retail Purchaser for shipping and insurance costs incurred as a result of returning the Bicycle to AVIVA™ Electric Bikes for warranty work at standard ground shipping rates, and AVIVA™ Electric Bikes will pay for shipping costs to return the Bicycle to the original retail Purchaser.

CONSUMER RIGHTS:

- ▶ This limited warranty gives the consumer specific legal rights. The consumer may also have other legal rights which vary from state to state or country to country. Some states and countries do not allow the exclusion or limitation of incidental or consequential damages or warranties, so some of the above limitations or exclusions may not apply to you. If it is determined by a court of competent jurisdiction that a certain provision of this limited warranty does not apply, such determination shall not affect any other provision of this limited warranty and all other provisions shall remain in effect.

WARNING

▶ Warning:

- ▶ Electric Bikes can be dangerous to use. The user or consumer assumes all risk of personal injuries, damage, or failure of the Bicycle or system and all other losses or damages to himself and others and to any property arising as a result of using the Bicycle.
- ▶ For technical or warranty assistance please contact AVIVA™ Electric Bikes at 401-523-4100. For replacement parts, contact AVIVA™ Electric Bikes at: support@avivabikes.com

▶ Insurance

- ▶ **YOUR INSURANCE POLICIES MAY NOT PROVIDE COVERAGE FOR ACCIDENTS INVOLVING THE USE OF THIS BICYCLE. TO DETERMINE IF COVERAGE IS PROVIDED, YOU SHOULD CONTACT YOUR INSURANCE COMPANY OR AGENT.**

SERIAL NUMBER RECORD

▶ Serial Number is engraved on the front of your AVIVA™ Electric Bike in front of the handle bar fork.

▶ *Recording Your AVIVA™ Electric Bikes info*

▶ Serial Number: _____

▶ Model: _____

▶ Color: _____

▶ Date of Purchase: _____

▶ Dealer's Name: _____

▶ Phone Number to call: 401-523-4100

▶ Email: support@aviva25bikes.com