

JASION



# RETROVOLT ELECTRIC BIKE USER MANUAL

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## Congratulatuions on your purchase !

This user manual will help you assemble and operate your new electric bike. Be sure to read all the information in this manual before riding.

### **NOTE TO ALL RIDERS UNDER 18 YEARS OF AGE:**

It's very important that you get parental permission before riding your electric bike.



## ! Product Safety Notice

### i Don't Ride Until You Read This:



Always wear a helmet when riding your electric bike.



Keep the two keys properly. If the unique keys are lost, you will not be able to turn on the bike or replace the battery. If necessary, you should get more spare keys (We don't have a backup key).



Make sure your electric bike has a full battery before taking it out to ride.



Always be aware of local road laws, and follow them.



Do not ride the bike under the influence of drugs or alcohol.



Always respect pedestrians.



Do not ride under wet conditions. The electric bike may slide from under your feet causing injury. Wet conditions may damage the electronics and void the warranty.










## ! Warning Message

1. Avoid water - The electric bike is not waterproof. The electronics may be damaged due to water and water damage is not covered by our warranty. Riding in wet conditions is also very dangerous and may result in injury.
2. Avoid prolonged exposure to sun or rain and avoid storage in places with high temperatures or corrosive gas.
3. Abuse - We do not cover physical damage due to negligent care and extreme riding.
4. Whenever you ride the Jasion Electric Bike, you risk severe injury or even death from loss of control, collisions, and falls. Use caution and ride at your own risk.
5. Do not modify the product from manufacturer's original design.
6. Do not exceed the posted speed limit and obey all traffic laws.
7. Avoid touching the charging port directly and do not let it make contact with a metal object.
8. Keep hands and all body parts away from moving parts while operating the electric bike.
9. Before riding - be sure to check the electric bike over and make sure the electric bike is operating correctly before each use.
10. Before riding - be sure to check that the braking system is functioning properly; also be sure to check that all safety labels are in place and you understand the safety warnings.
11. Before riding - be sure that any and all axle guards, chain guards, or other covers or guards supplied by the manufacturer are in place and in serviceable condition.
12. Before riding - be sure to check that the tires are in good condition, inflated properly, and have sufficient tread remaining.
13. Never exceed the 400 lbs (182 kg) maximum load rating.
14. The electric bike should never be used by children under the age of 18.
15. Maximum Speed - Your electric bike goes at a maximum speed of 28 mph.
16. Make note that additional insurance may be required to cover situations you encounter while riding an electric bike. It is recommended that you contact an insurance company or broker for advice and consultation.
17. To conserve electricity, use assist mode, and avoid zero starting, frequent braking, driving against the wind, carrying heavy loads including other people and riding with insufficient air pressure.

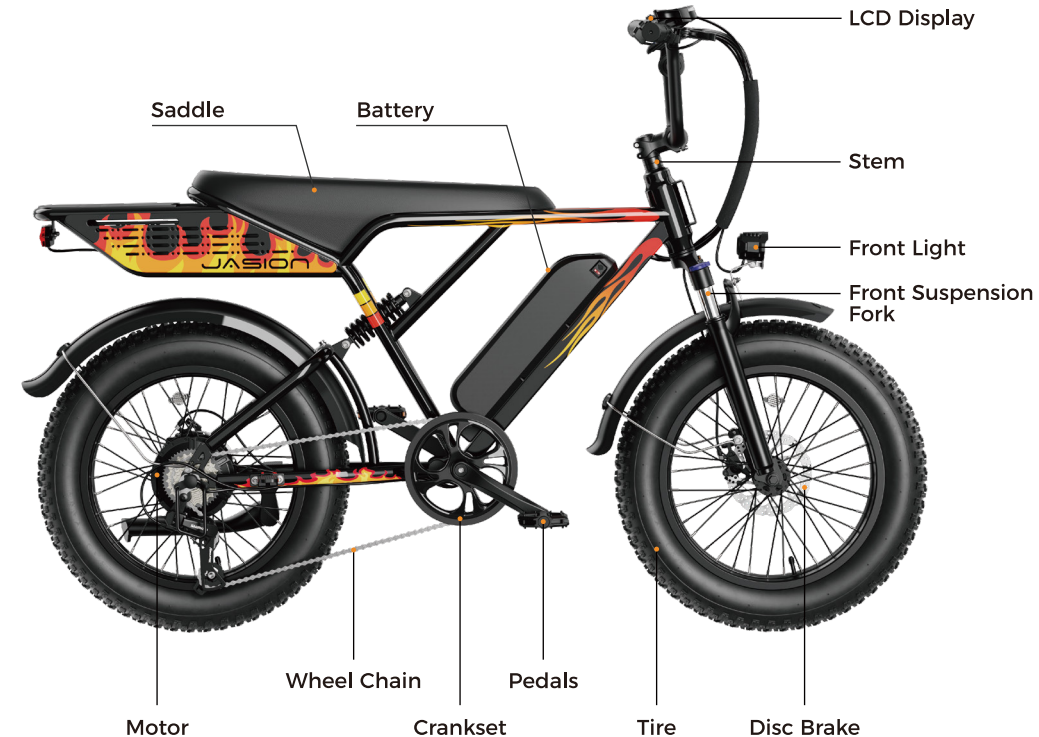
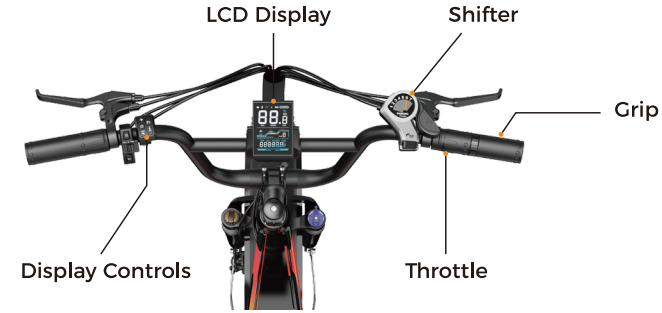
## Package Contents

Carefully check package contents, if anything is missing or damaged, please contact Jasion customer service for support: [support@jasionbike.com](mailto:support@jasionbike.com)

Unpack the bike. Open the bike box and remove the small box inside. With the help of another person capable of safely lifting a heavy object, remove the bike from the bike box. Carefully remove the packaging material protecting the bike frame and components. Please recycle packaging materials especially cardboard and foam whenever possible. Open the small box and carefully set out all contents.

 <p>User Manual x1</p>	 <p>Pedals x2</p>	 <p>Charger x1</p>
 <p>Keys x2</p>	 <p>Front Wheel x1</p>	 <p>Fender x1</p>
 <p>2 x Wrenches 3 x Allen Key Wrenches</p>	 <p>Stem Cover x1</p>	 <p>Electric Bike x1</p>

## Product Overview



## Assembly

### Step 1 - Front Fork

If you do not feel comfortable assembling the bike yourself, we recommend taking your new bike to a bike shop for assembly and inspection. If you are willing to assemble the bike yourself, be sure to follow all instructions, properly adjust gears and brakes, and set tire pressure.



- 1 Locate the quick-release lever. Open the lever and remove the thumb nut, safety hook, and cone spring (opposite the lever). Keep the washer, another safety hook, and cone spring in place on the lever side.



- 3 Tighten the nut onto the fork with No.15 wrench.



- 2 Line up the fork with the axle at the center of the wheel. Make sure there's a spacer between the fork and wheel on each side. Install safety hook, gasket, and nut in turn.



- 4 Install the front fork cover.

**Note:** When properly installed, the front wheel should be fully seated and centered in the dropouts of the front fork. The brake rotor should be between the brake pads in the brake caliper, and the front fork nut should be fully and properly secured. Ensure the front wheel is properly secured before moving on to the next step.

## Assembly

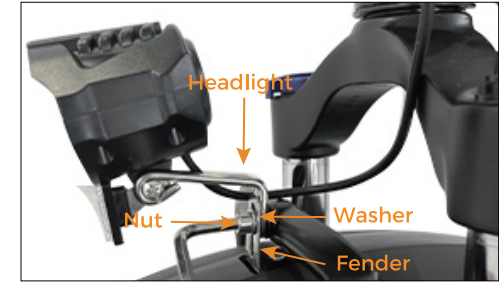
### Step 2 - Front Fender & Headlight



- 1 Take out the fender, remove the nut, washer and bolt at the top of the front fork.



- 3 Remove the nut, washer, and bolt at the bottom of the front fork slide the fender through the fork. Reattach the lower fender screws.



- 2 Take out the headlights and screws (including 1x Bolt, 1x Washer, and 1x Nut) Slide the fender through the fork. Reattach the bolt, washers, fender, headlight, and nut (in that order) with 8mm wrench.



- 4 Plug in the headlight. Locate the two sides of the orange, three-pin headlight connector, carefully align the internal pins and notches and external arrows, then press directly together without twisting to fully seat the connection.

# Assembly

## Step 3 - Stem



- 1 Loosen the screws to remove the front fork sleeve.



- 2 Take out the stem and insert it into the front frame.



- 3 Tighten the screws to fix the stem in place.



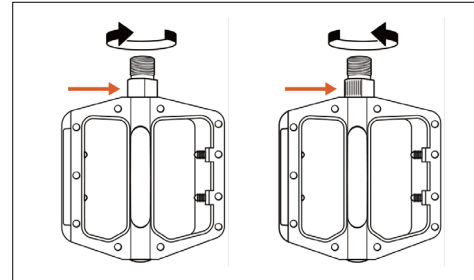
- 4 After making sure the stem is aligned with the direction of the tire, Tighten the clamping screws below the stem to fix the direction.



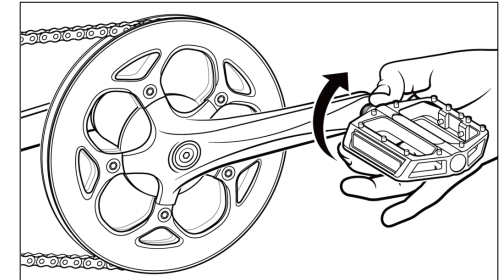
- 5 Tighten the screws to fix the handlebar in place.

# Assembly

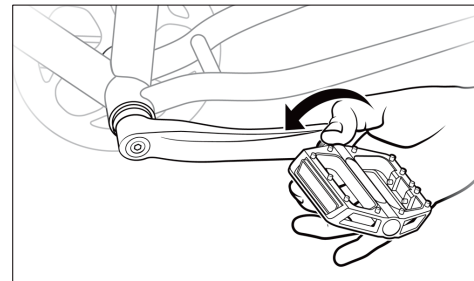
## Step 4 - Pedals



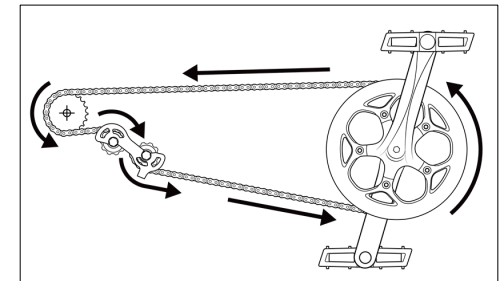
- 1 Locate the right-side/ left side pedal, which is marked "R," "L," should have an "R""L," sticker attached.



- 2 Thread the right pedal onto the right crank gently by hand, turning clockwise. Then tighten the pedal with an Allen wrench.



- 3 Thread the left pedal onto the left crank gently by hand, turning counter-clockwise. Then tighten pedal with an allen wrench.



- 4 Check the chain alignment. Rotate the right pedal and crank toward the back of the bike as though pedaling backward. Watch the chain and ensure the chain runs through the drivetrain (the rear cog, chain tensioner, and around the front chain ring) smoothly.

**Note:** If the pedal/ chain doesn't run smoothly or something seems misaligned, please contact Jasion Support at [support@jasionbike.com](mailto:support@jasionbike.com).

## ✂ Adjusting the Suspension Fork

The suspension fork can move up and down up to 65mm to cushion bumps in the riding surface, which can make riding on a rough road or trail smoother and more comfortable. Depending on a rider's preference, the suspension fork can be locked out as a rigid fork, which will typically yield higher efficiency while pedaling.

The lockout lever (1), located on top of the right side of the suspension fork, can be turned counterclockwise until it stops to completely lock out the suspension fork's travel. To unlock the lockout lever, turn the knob clockwise until it stops. When the lockout lever is unlocked, resistance can be adjusted by turning.

The preload adjustment knob (2), located on the top of the left side of the suspension fork. To soften the ride, subtract resistance by turning the preload adjustment knob counterclockwise, in the direction of the small "-" on the knob. To make the suspension stiffer when going over bumps, add resistance by turning the preload adjustment knob clockwise, in the direction of the small "+" on the knob.



## 🔋 Remove the battery



### Keyport & key positions

	Description
A	Battery charging port
B	Battery power button (I means on, O means off)

1. Familiarize yourself with the key port and battery power positions before riding the bike. The photo shows the key port aligned in key position 1, in line with the small lock icon. In key position 1, the battery is in the "lock" position, with the battery locked to the frame, and the key removed so the bike is ready to ride.

2. Anytime the battery is in key position 2, (off, unlocked from the frame) the battery must be removed from the bike before moving or riding the bike. Hold the key and sliding the battery off the mount.



## Remove the battery

For your convenience, the jasion battery can be removed.

1



Ensure the battery is off. Align the key port with the appropriate off position by inserting the key into the keyport and rotating to align the key with the off icons.

2



Carefully slide the battery upwards and lift it off the frame. Note: the battery weighs around 5.7 lbs and should be handled with care.

When the battery is removed, be careful not to drop or damage the battery when loose from the bike. Avoid damaging the exposed connector terminals and keep them clear of debris.

When installing the battery, ensure the battery is turned off before sliding the battery into the frame mount receptacle. Do not force the battery onto the receptacle; slowly align and push the battery down into the receptacle. Ensure the battery has been properly secured to the bike before each use by carefully pulling upwards on the battery with both hands to test the security of the attachment of the battery to the mount.

## Charge Your E-Bike

Before using the electric bike, you must fully charge the battery



Charging port

Tail Light



1. Remove the rubber cover of the charging port on the right side of the battery.
2. Ensure the battery is off by inspecting the power switch markings.
3. Plug the charger into the battery's charging port. With the battery on or off the bike, place the charger in a flat, secure place, and connect the DC output plug from the charger to the charging port on the side of the battery.
4. Plug the charger into a power outlet, charging should initiate and will be indicated by the LED charge status light on the charger turning red. Once fully charged, the charging indicator light turning green, unplug the charger from the wall outlet first and then remove the charger output plug from the battery charging port.



## Charge Your E-Bike

1



The battery can be removed from the bicycle for charging. To remove the battery, see the previous remove battery section for details, and then carefully pull the battery up until the battery detaches from the receptacle.

2



Remove the rubber cover of the charging port on the right side of the battery. Ensure the battery is off, by inspecting the power switch markings






3



Plug the charger into a power outlet, charging should initiate and will be indicated by the LED charge status light on the charger turning red. Once fully charged, the charging indicator light turning green. Unplug the charger from the wall outlet first and then remove the charger output plug from the battery charging port.

## Start-up Procedure

**After the bike has been properly assembled according to the assembly video, all components are secured correctly, a certified, reputable mechanic has checked the assembly, and you have read this entire manual, turn on the bike and select a pedal assist level following the steps below:**

1. Familiarize yourself with the battery power positions. Turn on the battery first and cover the rubber case, ready for a ride.
2. Turn on the bike. With the battery locked in place. Locate the LCD display controls near the left handlebar grip). Hold down  for approximately 3 seconds until power is delivered to the LCD display and turn on.
3. Turn on the front light or taillight if needed or desired. Long press  button (3 seconds), the brightness of the backlight of LCD Display will decrease. Long press  button again (3 seconds), the backlight of LCD Display returns to its original brightness.
4. Select the desired level of pedal assistance (PAS) between level 1-3 using the  +  on the LCD display. Level 1 corresponds to the lowest level of pedal assistance, and level 3 corresponds to the highest level of pedal assistance. Level 0 indicates pedal assistance is inactive. Start in PAS level 0 or 1 and adjust from there.
5. Begin riding carefully. With the proper safety gear and rider knowledge, you may now operate your bike. On a flat surface, in a low gear (1 or 2), most riders should be able to begin pedaling the bike with pedal assist level 0 or 1. You may also use the throttle to accelerate and maintain your desired speed.
6. The throttle is used by slowly and carefully rotating the throttle backward toward the rider. Do not use the throttle unless you are on the bike.



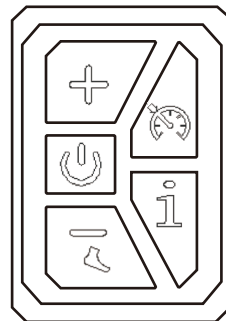
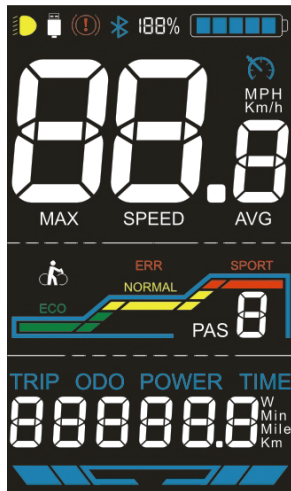
**Do not use the throttle while dismantled. Avoid accidental application of the throttle while dismantled; anytime you are moving the bike while dismantled, ensure the bike is powered off to prevent accidental application of the throttle.**

# ⚙️ Display and Setting






## Function Summary

The J-57C instrument provides a variety of features to meet your cycling needs, including:

- Smart power display(percentage displayed as optional)
- Motor output power indication
- Power gear adjustment and indication
- Help to implement control and instructions
- Factory default parameter recovery function
- Mileage display (including single mileage and total mileage)
- Personalized parameter setting (such as: wheel diameter, speed limit, battery undervoltage setting and power parameter setting, boot password setting, controller flow limit setting, etc.)
- Speed display
- Headlamp control and indication
- Error code is displayed
- Cruise instructions






## Button definition

The operation unit corresponding to J-57CG instrument has five keys, on / off key , plus key , minus key , cruise speed key  and function key .


# ⚙️ Display and Setting

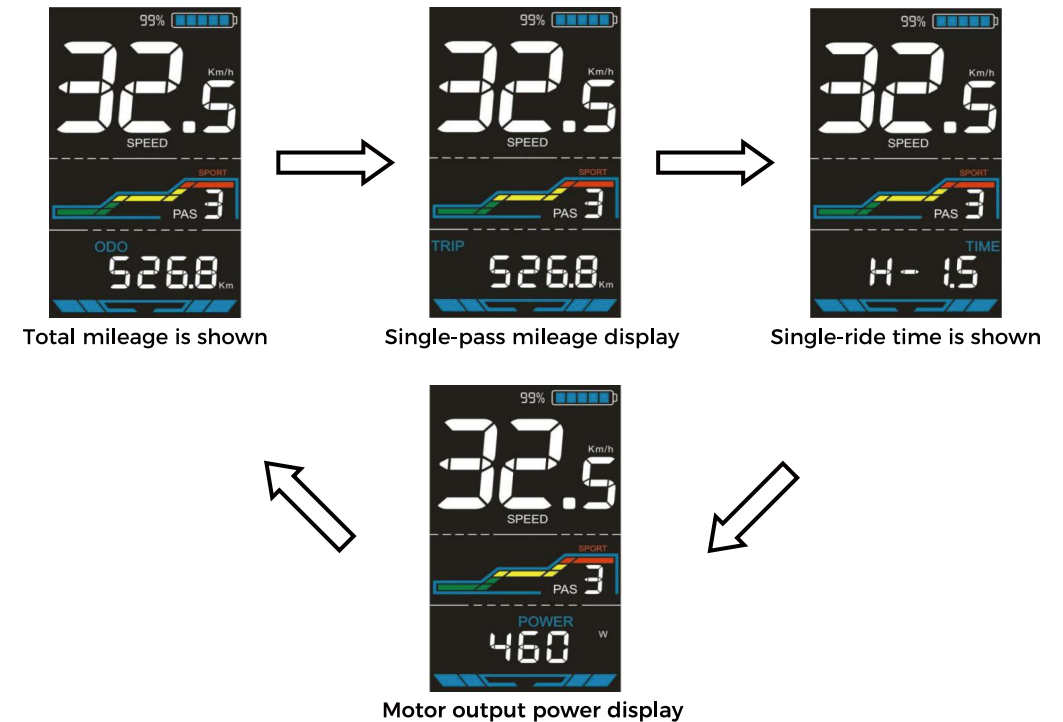
## Power-on / off

 After the long button, the instrument starts to work and switches on the working power supply of the controller. In the boot state, the long button , you can turn off the electric car electricity source. In the shutdown state, the instrument no longer uses the power supply of the battery, and the leakage current of the instrument is less than 1 uA.

 If the electric vehicle is not used for more than 10 minutes, the instrument will automatically shut down.

## Display interface switch

After the instrument is turned on, the instrument displays the real-time speed (km / h) and the total mileage (km) by default. The short button  display information is switched between the total mileage (km), single mileage (km), single ride time, and the output power of the motor.

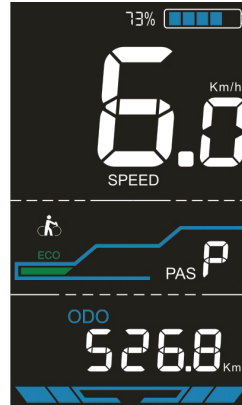


## ⚙️ Display and Setting

### Switching Push-assistance mode ON/OFF

Electric vehicles enter the state of electric power implementation. The electric car travels at a constant speed of 6 kilometers per hour. Long press shows the screen. tripping gear The electric vehicle will immediately stop the power output and return to the state before the power implementation.

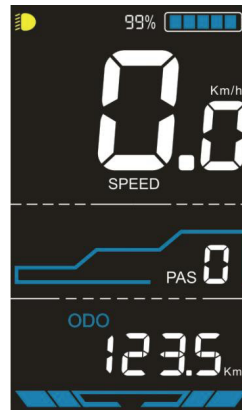
The power implementation function can only be used when the user implements the electric vehicle, do not use in the cycling state.



Help the implementation display interface

### Switching Lighting ON/OFF

Long key to make the controller to turn on the headlights; again long key to make the controller turn off the headlights.

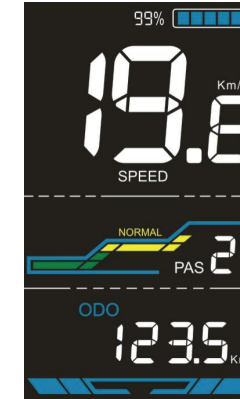
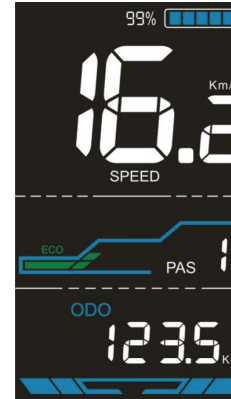


Turn on the headlight display interface

## ⚙️ Display and Setting

### Assist Level Selection

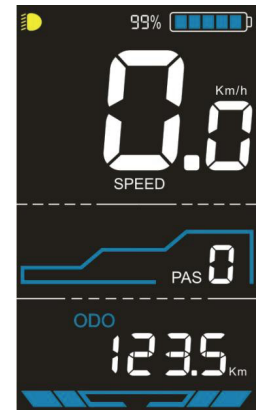
Short press / Key, switch the electric vehicle power gear, so as to change the output power of the motor.



gear switch display interface

### Cruise control at constant speed

During the driving process, the short button , while the screen displays icon Indicates has entered the cruise speed, the main can open the knob, short button or brake The car will automatically cancel cruise control while the screen will no longer display icon.

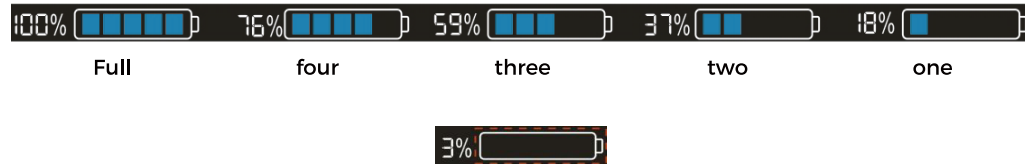


Cruise display interface at constant speed

## ⚙️ Display and Setting

### Battery Indicator

The five stage of battery power shows that when the battery is full, the five lights are on, and when the battery is undervoltage, the outer frame of the battery flashes, indicating that it needs to be charged immediately.



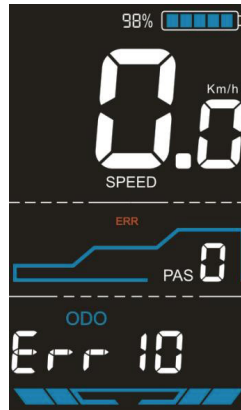
The battery is under-pressed and flashing

Battery level display interface

### Error Code Indication

When the electric control system of the electric vehicle fails, the instrument will automatically display the error code. For details, see Table 1 and 2.

⚠️ Have the display inspected and repaired when an error code appears. Or else, you will not be able to ride the bike normally. Please always refer to an authorized bicycle dealer.



Error Code Indication

## ⚙️ Display and Setting

### Personalize the parameter settings

⚠️ Each of the settings needs to be performed when the vehicle is still.

Personalized parameter setting operation steps are as follows:  
In the boot state, when the instrument display speed is 0,

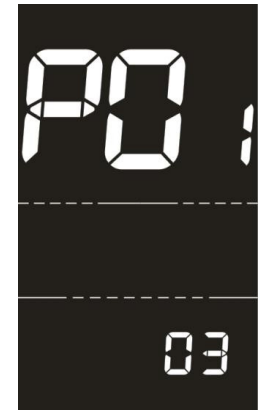
1. hold both the **+** button and **-** button simultaneously for 2S, press and hold the key for more than 2 seconds, and enter the personalized parameter setting item selection interface;
2. Short press **+** / **-** key to switch the personalized parameter setting item selection interface, short button **i** , enter the parameter change state;
3. Short press **+** / **-** key for parameter selection;
4. Short button **i** , save the parameter setting and return to the personalized parameter setting item selection interface;
5. Long button **i** , save the parameter setting and exit the personalized parameter setting item selection interface.

The parameter selection interface has the following options:

### Backplane brightness setting

P01 sets the option for backlight brightness, 00 the darkest and 03 the brightest.

Short button **i** , enter the change parameter state, short press **+** / **-** for parameter selection, short button **i** , save parameter settings and return to personality Chemical parameter setting item selection interface;



Back brightness setting interface

## ⚙️ Display and Setting

### Metric English system unit setting

P02 sets options for metric units, "00" is mile, and "01" is Kilometre.

Short button **i**, enter the change parameter state, short press **+** / **-** for parameter selection, short button **i**, save parameter settings and return to personality Chemical parameter setting item selection interface;



### Rated voltage setting

P03 is the option of rated voltage setting. The rated voltage range can be set as 24V, 36V, and 48V.

Short button **i**, enter the change parameter state, short press **+** / **-** for parameter selection, short button **i**, save parameter settings and return to personality Chemical parameter setting item selection interface;



The rated voltage setting interface

## ⚙️ Display and Setting

### Automatic shutdown time setting

P 04 sets the option for automatic shutdown time. In order to save the vehicle power to obtain a higher range, this instrument is equipped with automatic shutdown for a long time without any operation Function, can set the automatic shutdown time range: 1-60min, 00 means no automatic shutdown. General factory default 10min automatic shutdown.

Short button **i**, enter the change parameter state, short press **+** / **-** for parameter selection, short button **i**, save parameter settings and return to personality Chemical parameter setting item selection interface;



Automatic shutdown time setting interface

### Power-assist gear range setting

#### Gear setting

P 05 is the power gear range setting option. The available power gear options are: 0-3, 1-3, 0-5, 1-5, 1-7, 0-7, 0-9, 1-9.

Short button **i** twice, enter the change parameter state, short press **+** / **-** for parameter selection, short button **i**, save parameter settings and return to personality Chemical parameter setting item selection interface;

## ⚙️ Display and Setting

### Assist the proportion value setting

P02 sets options for metric units, "00" is mile, and "01" is Kilometre.

By setting the power ratio value, you can adjust the speed of each gear to meet the needs of different cyclists. Refer to Annex 2 for details. Take 1 level as an example, "45-55%" is the range of 1 level power ratio, "50%" is the default value of 1 level, is a set value. Change the parameters through **+** / **-**; confirm with the short **i**, and enter the next gear parameter setting interface. After setting all gear parameters, press the **i** to return to the personalized setting item select the interface.



Power gear setting Figure



Power gear range setting interface

### Wheel diameter setting

P 06 sets the wheel diameter for instrument adjustable wheel diameter is 8 to 32 inch.

Short button **i**, enter the change parameter state, short press **+** / **-** for parameter selection, short button **i**, save parameter settings and return to personality Chemical parameter setting item selection interface;



Wheel diameter setting interface

## ⚙️ Display and Setting

### Setting of the magnetic steel number for the speed measuring sensor

P 07 is the option of setting the number of magnetic steel for speed measurement sensor. The number of magnetic steel for instrument speed measurement can be adjusted from 1~ 15 particles (or 1-63 particles, Different agreement scope).

Short button **i**, enter the change parameter state, short press **+** / **-** for parameter selection, short button **i**, save parameter settings and return to personality Chemical parameter setting item selection interface;



Setting interface of magnetic steel number of speed measuring sensor

### Speed limit setting

P 08 is the speed limit setting option, and the adjustable range of instrument is 1~ 100km / h.(Max adjustable speed limit varies between protocols).

Short button **i**, enter the change parameter state, short press **+** / **-** for parameter selection, short button **i**, save parameter settings and return to personality Chemical parameter setting item selection interface;



Speed limit setting interface

## ⚙️ Display and Setting

### Setting of the startup mode

P 09 is options for zero start and non-zero start.  
00 zero start and 01 non-zero start.

Short button **i**, enter the change parameter state, short press **+** / **-** for parameter selection, short button **i**, save parameter settings and return to personality Chemical parameter setting item selection interface;



Starup mode startup mode

### Drive mode setting

P 10 sets options for the drive mode. The optional drive modes for the instrument include: 00 power drive, 01 electric drive and 02 power electric drive coexist.

Short button **i**, enter the change parameter state, short press **+** / **-** for parameter selection, short button **i**, save parameter settings and return to personality Chemical parameter setting item selection interface;



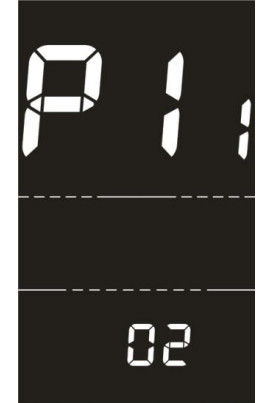
Setup interface of power assist mode

## ⚙️ Display and Setting

### Power sensitivity setting

P 11 sets the option for power sensitivity, which is the motor starting when the controller detects several power sensor magnetic steel passing through the sensor sensitivity. The adjustable range of instrument power power sensitivity is: 1~24.

Short button **i**, enter the change parameter state, short press **+** / **-** for parameter selection, short button **i**, save parameter settings and return to personality Chemical parameter setting item selection interface;

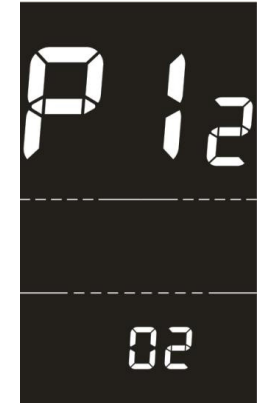


Power sensitivity setting interface

### Power startup strength setting

P 12 is the option for setting power start strength. Power start strength is the relative strength of the PWM signal output by the controller during power start. The adjustable range is 0 ~ 5, 0 The weakest and 5 are the strongest.

Short button **i**, enter the change parameter state, short press **+** / **-** for parameter selection, short button **i**, save parameter settings and return to personality Chemical parameter setting item selection interface;



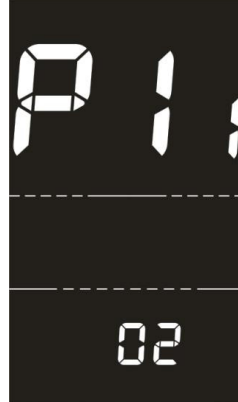
Power boost startup strength setting interface

## ⚙️ Display and Setting

### Setting of magnetic steel number of power drive sensor

P 13 sets the number of magnetic steel for power sensor, and the number of magnetic steel for instrument power sensor.

Short button **i**, enter the change parameter state, short press **+** / **-** for parameter selection, short button **i**, save parameter settings and return to personality Chemical parameter setting item selection interface;



Magsteel number setting interface of power sensor

### Current-limiting setting of the controller

P14 sets the option of controller, and the adjustable range of instrument controller is 1-25A.

Short button **i**, enter the change parameter state, short press **+** / **-** for parameter selection, short button **i**, save parameter settings and return to personality Chemical parameter setting item selection interface;



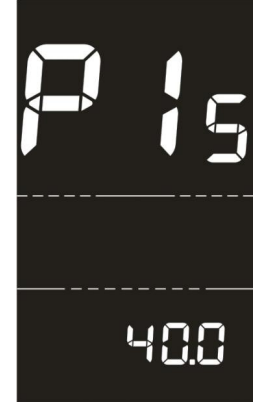
Current-limiting setting interface of the controller

## ⚙️ Display and Setting

### Battery undervoltage value setting

P 15 sets the option for the battery undervoltage value, which can adjust the undervoltage value according to the current rated voltage value.

Short button **i**, enter the change parameter state, short press **+** / **-** for parameter selection, short button **i**, save parameter settings and return to personality Chemical parameter setting item selection interface;

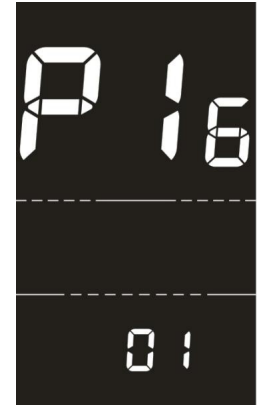


Battery undervoltage value setting interface

### Single zero-reset setting

P 16 sets the option for single mileage clearance. The optional options for the instrument are: 00 no zero and 01 single mileage zero.

Short button **i**, enter the change parameter state, short press **+** / **-** for parameter selection, short button **i**, save parameter settings and return to personality Chemical parameter setting item selection interface;



Single mileage, zero clearance interface



## ⚙️ Display and Setting

### Cruise control Settings

P 17 for the controller cruise setting options, instrument selection options are: 00 do not enable cruise, 01 enable cruise.

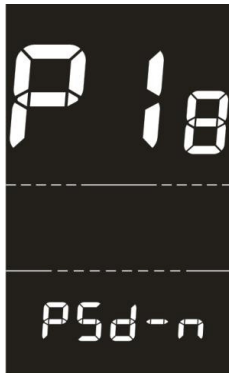
Short button **i**, enter the change parameter state, short press **+** / **-** for parameter selection, short button **i**, save parameter settings and return to personality Chemical parameter setting item selection interface;



Cruise setting interface at fixed speed

### Boot-on password setting

The P18 sets the option for the boot password. Short button **i**, enter the "parameter change state (" n " flash), short press **+** / **-** key, select PSd-y to open the boot password, PSd-N to close the boot password, short button **i** confirmation mode and enter the four-digit boot password setting state or exit to the personalized setting selection interface. When the password is set, the adjustable number bit will blink, and the short press **+** / **-** key will adjust the number, **i** to save the number and enter the next number setting. After setting the four digits, you can save the long button **i** return to the personalized parameter setting item selection interface;



Power-up password setting

## ⚙️ Display and Setting

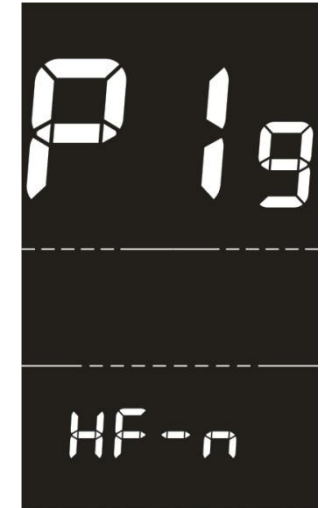
### Transfer the power implementation setting and gear enabling setting

P19 is set for power push and gear enabling.

HL helps to implement the implementation, HL-N means that the switch does not help the implementation function, HL-Y means that the transfer has the power implementation function, that is, when the rotation is turned, the instrument enters the power implementation mode.

HF-Y sets the option for shift enabling. HF-N means non-shift, if the switch is selected, the maximum speed can only reach the speed corresponding to the gear displayed on the instrument, the maximum speed is not limited by the gear displayed on the instrument.

Short button **i**, into the change parameters, short press **+** / **-** key selection turn power push / grading enabling setting, short press **i** key to confirm the modified turn power push / step can set parameters, short press **+** / **-** key selection turn power push / grading enabling, parameters, short button **i** confirm parameters and reverse the power push / grading enabling setting, **i** key again to confirm and return to the conventional parameter set item selection interface;








Transfer power implementation setting and gear enabling setting

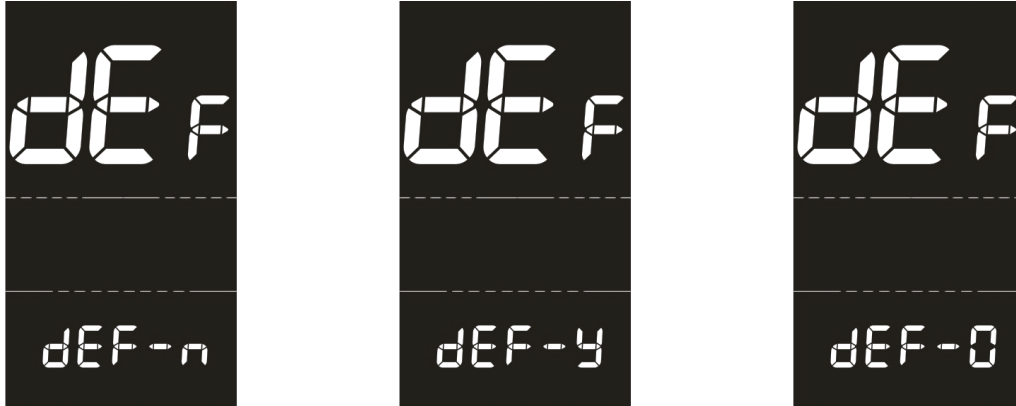
## Display and Setting

### Restore the factory setting operation

DEF sets the option for restore factory default parameters, dEF-Y indicates that the default parameters need to be restored and dEF-N means that the default parameters are not required.

Under the condition of the main interface speed of 0, press and hold the  and  key for more than 2S, you can enter the recovery factory default parameter interface and pass Short press  /  key to switch. If "Y" is selected, the instrument will display "dEF-0" for a period of time after the long button  confirms for more than 2S

And automatically start to restore the factory default setting, restore the default completion to automatically exit and return to the normal display interface.



Restore the default settings interface

### 5S and KDS protocol fault code

Fault code	Fault name	Fault code	Fault name
E021	Current anomaly	E024	Hall fault
E022	Turn the fault	E025	Brake fault
E023	Motor phase deficiency	E030	Communication failure

## Daily Care and Maintenance

### Cleaning and Storage

if you see stains on the bike body, wipe them off with a damp cloth. If the stains won't scrub off, put on some toothpaste, and brush them with a tooth brush, then wipe them off with a damp cloth.

Notes: do not clean the bike with alcohol, gasoline, kerosene or other corrosive and volatile chemical solvents to prevent dirt damage. Do not wash the bike with a high-pressure water spray. During cleaning, make sure that the bike turned off, the charging cable is unplugged, and the rubber flap is closed as water leakage may result in electric shock or other major problems. When the bike not in use, keep it indoors where it is dry and cool. Do not put it outdoors for along time. Excessive sunlight, overheating and over cooling accelerate the battery pack's life span.

### Battery Maintenance

1. Use original battery packs, use of other models or brands may bring about safety issues;
2. Do not touch the contacts. Do not dismantle or puncture the casing. Keep the contacts away from metal objects to prevent short circuit which may result in battery damage or even injuries and deaths;
3. Use original power adapter to avoid potential damage or fire;
4. Mishandling of used batteries may do tremendous harm to the environment. To protect natural environment, please follow local regulations to properly dispose used batteries;
5. After every use, fully charge the battery to prolong its life span.

### Storage and Disposal

1. Please try to store the bike in a cool and dry place between 50 – 77 (10°C- 25°C) In extremely humid environments the interior of the bike may suffer condensation or even water accumulation, which may damage the battery rapidly. Devices are not intended for use at elevations greater than 2000m above sea level prolonged exposure to UV rays, rain and the elements may damage the enclosure materials, store indoors when not in use.
2. In daily use, try to avoid recharging the bike after completely exhausting the battery. If the battery is low, charge it as soon as possible.
3. Please charge the bike every other month to preserve the battery.

# Recommended Service Intervals

Regular inspection and maintenance are key to ensure bikes from jasion function as intended, and to reduce wear and tear on their systems. Recommended service intervals are meant to be used as guidelines. Real world wear and tear, and the need for service, will vary with conditions of use. We generally recommend inspections, service, and necessary replacements be performed at the time or mileage interval that comes first in the following table.

Interval	Inspect	Service	Replace
Weekly, 100-200 mi (160-321km)	<ul style="list-style-type: none"> <li>- Check drivetrain for proper alignment and function (including the chain, freewheel, chainring and derailleur).</li> <li>- Check wheel trueness and for quiet wheel operation (without spoke noise).</li> <li>- Check condition of frame for any damage.</li> </ul>	<ul style="list-style-type: none"> <li>- Clean frame by wiping frame down with damp cloth.</li> <li>- Use barrel adjuster(s) to tension derailleur/brake cables if needed.</li> </ul>	<ul style="list-style-type: none"> <li>- Replace any components confirmed by heybike Product Support or a certified, reputable bike mechanic to be damaged beyond repair or broken.</li> </ul>
Monthly, 250-750 mi (402-1207km)	<ul style="list-style-type: none"> <li>- Check brake pad alignment, brake cable tension.</li> <li>- Check bike is shifting properly, proper derailleur cable tension.</li> <li>- Check chain stretch.</li> <li>- Check brake and shifter cables for corrosion or fraying.</li> <li>- Check spoke tension.</li> <li>- Check accessory mounting (rack mounting bolts, fender hardware, and alignment).</li> </ul>	<ul style="list-style-type: none"> <li>- Clean and lubricate drivetrain.</li> <li>- Check crankset and pedal torque.</li> <li>- Clean brake and shift cables.</li> <li>- True and tension wheels if any loose spokes are discovered.</li> <li>- Balance the battery.</li> </ul>	<ul style="list-style-type: none"> <li>- Replace brake and shift cables if necessary.</li> <li>- Replace brake pads if necessary.</li> </ul>
Every 6 Months, 750-1250 mi (1207-2011km)	<ul style="list-style-type: none"> <li>- Inspect drivetrain (chain, chainring, freewheel and derailleur).</li> <li>- Inspect all cables and housings.</li> </ul>	<ul style="list-style-type: none"> <li>- Standard tune-up by certified, reputable bike mechanic is recommended.</li> <li>- Grease bottom bracket.</li> </ul>	<ul style="list-style-type: none"> <li>- Replace brake pads.</li> <li>- Replace tires if necessary</li> <li>- Replace cables and housings if necessary.</li> </ul>

## Replace brake pads if necessary

Notice: Before every ride, and after every 35-50 miles(56km-80km), we advise following the pre-ride safety checklist.

Safety Check	
1.Brakes	<p>Ensure front and rear brakes work properly. Check brake pads for wear and ensure they are not overworn. Ensure brake pads are correctly positioned in relation to the rims. Ensure brake cables are lubricated, correctly adjusted, and display no obvious wear. Ensure brake levers are lubricated and tightly secured to the handlebar. Test that the brake levers are firm and that the brake, and the brake light are functioning properly.</p>
2.Wheels and Tires	<p>Ensure tires are inflated within the recommended limits posted on the tire sidewalls and hold air. Ensure tires have good tread, have no bulges or excessive wear, and are free from any other damage. Ensure rims run true and have no obvious wobbles, dents, or kinks. Ensure all wheel spokes are tight and not broken. Check axle nuts and front wheel quick-release to ensure they are tight. Ensure the locking lever on the quick-release skewer is correctly tensioned, fully closed, and secured.</p>
3.Steering	<p>Ensure the handlebar and stem are correctly adjusted, tightened, and allow proper steering. Perform a handlebar twist test (see assembly step 3) to ensure the stem clamp bolt security. Ensure the handlebar is set correctly in relation to the fork and the direction of travel.</p>
4.Chain	<p>Ensure the chain is clean, oiled, and runs smoothly. Extra care is required in wet, salty/otherwise corrosive, or dusty conditions.</p>
5.Bearings	<p>Ensure all bearings are lubricated, run freely, and display no excess movement, grinding, or rattling. Check headset, wheel bearings, pedal bearings, and bottom bracket bearings.</p>
6.Cranks and Pedals	<p>Ensure pedals are securely tightened to the cranks. Ensure the cranks are securely tightened and are not bent.</p>
7. Derailleur and Mechanical Cables	<p>Check that the derailleur is adjusted and functioning properly. Ensure shifter and brake levers are attached to the handlebar securely. Ensure all shifter and brake cables are properly lubricated.</p>

Safety Check	
8.Frame, Fork, and Seat	<p>Check that the frame and fork are not bent or broken. If either frame or fork are bent or broken, they should be replaced.</p> <p>Check that the seat is adjusted properly, and seatpost quick-release lever is securely tightened.</p>
9.Motor Drive Assembly and Throttle	<p>Ensure hub motor is spinning smoothly and motor bearings are in good working order.</p> <p>Ensure all power cables running to hub motor are secured and undamaged.</p> <p>Make sure the hub motor axle bolts are secured and the torque arm, torque arm bolt, and torque washers are in place.</p>
10.Battery	<p>Ensure battery is charged before use.</p> <p>Ensure there is no damage to battery.</p> <p>Lock battery to frame and ensure that it is secured.</p> <p>Charge and store bike and battery in a dry location, between 50 F- 77 (10°C- 25°C).</p> <p>Let bike dry completely before using again.</p>
11.Electrical Cables	<p>look over connectors to make sure they are fully seated and free from debris or moisture.</p> <p>Check cables and cable housing for obvious signs of damage.</p> <p>Ensure headlight, taillight, and brake light are functioning, adjusted properly, and unobstructed.</p>
12.Accessories	<p>Ensure all reflectors are properly fitted and not obscured.</p> <p>Ensure all other fittings on bike are properly secured and functioning.</p> <p>Inspect helmet and other safety gear for signs of damage.</p> <p>Ensure rider is wearing a helmet and other required riding safety gear.</p> <p>Ensure mounting hardware is properly secured if fitted with a front rack, rear rack, basket, etc.</p> <p>Ensure the taillight and taillight power wire are properly secured if fitted with rear rack.</p> <p>Ensure the fender mounting hardware is properly secured if fitted with fenders.</p> <p>Ensure there are no cracks or holes in fenders.</p> <p>If installed, ensure the optional rear wheel lock is secured in the unlocked position and the key is removed before every ride.</p>



Your cables, spokes, and chain will stretch after an initial break-in period of 50-100 mi (80-160 km), and bolted connections can loosen. Always have a certified, reputable bike mechanic perform a tune-up on your bike after your initial break-in period of 50-100 mi (80-160 km) (depending on riding conditions such as total weight, riding characteristics, and terrain). Regular inspections and tune-ups are particularly important for ensuring that your bike remains safe and fun to ride.

## Tire Inflation and Replacement

The EB5 Roamer employs 26"x2.25"rubber tires with inner tubes. The tires are designed for durability and safety for regular cycling activities and need to be checked before each use for proper inflation and condition. Proper inflation, care, and timely replacement will help ensure that your bike's operational characteristics will be maintained, and unsafe conditions avoided.

Jasion recommends 45-60 PSI for the stock tires on the Jasion. Always stay within the manufacturer's recommended air pressure range as listed on the tire sidewall.



**It is critically important that proper air pressure is always maintained in pneumatic tires. Do not underinflate or overinflate your tires. Low pressure may result in loss of control, and overinflated tires may burst. Failure to always maintain the air pressure rating indicated on pneumatic tires may result in tire and/or wheel failure.**



**Inflate your tires from a regulated air source with an available pressure gauge. Inflating your tires from an unregulated air source could overinflate them, resulting in a burst tire.**

Even tires equipped with built-in, flat-preventative tire liners, like those that come with bikes from Jasion, can and do get flats from punctures, pinches, impact, and other causes. When tire wear becomes evident or a flat tire is discovered, tires and/or tubes must be replaced before operating the bike or injury to operators and/or damage to your bike from Jasion could occur.



**When changing a tire or tube, ensure that all air pressure has been removed from the inner tube prior to removing the tire from the rim. Failure to remove all air pressure from the inner tube could result in serious injury.**



**Using aftermarket tires or inner tubes, not provided by Jasion may void your warranty, create an unsafe riding condition, or damage to your bike. If required by law, ensure replacement aftermarket tires have sufficient reflective sidewall striping.**

For more information on tire or tube replacement procedures, or questions about tire inflation, visit [jasionbike.com/pages/help-center](http://jasionbike.com/pages/help-center) or contact Jasion Product Support.

Email: [support@jasionbike.com](mailto:support@jasionbike.com)

Phone: [+1 \(888\)-825-6366](tel:+18888256366)

## Troubleshooting

	Symptoms	Possible Causes	Most Common Solutions
1	The bike does not work	<ol style="list-style-type: none"> <li>1. Insufficient battery power</li> <li>2. Faulty connections</li> <li>3. Battery not fully seated in tray</li> <li>4. Improper turn on sequence</li> <li>5. Brakes are applied</li> <li>6. Blown discharge fuse</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge the battery</li> <li>2. Clean and repair connectors</li> <li>3. Install battery correctly</li> <li>4. Turn on bike with proper sequence</li> <li>5. Disengage brakes</li> <li>6. Replace discharge fuse</li> </ol>
2	Irregular acceleration and/or reduced top speed	<ol style="list-style-type: none"> <li>1. Insufficient battery power</li> <li>2. Loose or damaged throttle</li> <li>3. Misaligned or damaged magnet ring</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge or replace battery</li> <li>2. Replace throttle</li> <li>3. Align or replace magnet ring</li> </ol>
3	The motor does not respond when the bike is powered on	<ol style="list-style-type: none"> <li>1. Loose wiring</li> <li>2. Loose or damaged throttle</li> <li>3. Loose or damaged motor plug wire</li> <li>4. Damaged motor</li> </ol>	<ol style="list-style-type: none"> <li>1. Repair and or reconnect</li> <li>2. Tighten or replace</li> <li>3. Secure or replace</li> <li>4. Repair or replace</li> </ol>
4	Reduced range	<ol style="list-style-type: none"> <li>1. Low tire pressure</li> <li>2. Low or faulty battery</li> <li>3. Driving with too many hills, headwind, braking, and/or excessive load</li> <li>4. Battery discharged for long period of time without regular charges, aged, damaged, or unbalanced</li> <li>5. Brakes rubbing</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust tire pressure</li> <li>2. Check connections or charge battery</li> <li>3. Assist with pedals or adjust route</li> <li>4. Balance the battery; contact tech support if range decline persists</li> <li>5. Adjust the brakes</li> </ol>
5	The battery will not charge	<ol style="list-style-type: none"> <li>1. Charger not well connected</li> <li>2. Charger damaged</li> <li>3. Battery damaged</li> <li>4. Wiring damaged</li> <li>5. Blown charge fuse</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust the connections</li> <li>2. Replace</li> <li>3. Replace</li> <li>4. Repair or replace</li> <li>5. Replace charge fuse</li> </ol>
6	Wheel or motor makes strange noises	<ol style="list-style-type: none"> <li>1. Loose or damaged wheel spokes or rim</li> <li>2. Loose or damaged motor wiring</li> </ol>	<ol style="list-style-type: none"> <li>1. Tighten, repair, or replace</li> <li>2. Reconnect or replace motor.</li> </ol>

## Specifications

ITEM	SPECIFICATIONS
Model	RetroVolt
Product Dimensions	1680*730*1200 (mm)
Package Dimensions	1410*280*850 (mm)
Max Load	330 Lbs (150kg)
Package Weight	102 Lbs (46kg)
E-Bike Weight	82 Lbs (37kg)
Max Speed	28 Mph (45km/h)
Range	55-65 Miles (89-105km)
Battery	48V 12.5Ah
Charger	48V
Max Angle of Climb	20%
Charging Time	5-6 Hours
Tire Pressure	45-60 PSI
Motor	750W
IP Level	IP65



## FAQS

**Q1: What if the e-bike arrived missing an accessory or a broken part?**

**A1:** Please take a photo and send to Jasion Support Team by sending email: support@jasionbike.com and Jasion Support Team will reply you soon and send correct accessory or part replacement.

**Q2: Will my bike arrive assembled?**

**A2:** Your bike will arrive mostly assembled. We'll also provide the tools and a comprehensive assembly video for the rest part.

**Q3: What can I do if something goes wrong with my e-bike during the warranty?**

**A3:** We believe that communication is the best way to solve the problem. Please contact us in time. To help you solve the problem as quickly as possible, please describe the problem in detail and provide photos/videos with your order ID.



## Limited Warranty

### 14 DAYS SATISFACTION GUARANTEED RETURN POLICY

If you are unsatisfied with your purchase, Jasion's return policy allows you to return the product purchased on the authorization Channel within 14 days counting from the date of receipt of shipment, and request are fund from the authorization Channel.

Note: Express shipping cost is non-refundable.

To be eligible for a return, your item must be in the same condition that you received it, unworn, unused, and the bike must have less than ten (10) miles on the odometer, be free of any wear and tear, dirt, dust, fragrance, or any other signs of use and must include all items that were inside the box (charger, keys, hardware, etc.).

Over 14 days: Return is not acceptable; Accept exchange new product or partial refund.

We will deduct the shipping fee or restocking \$180/pc when we are making a refund for non-defective products and non-longer needed products.

For the return request, Jasion is not responsible for lost packages due to the carrier, or products received that can not be verified.

Received products that have damage determined to have been caused by the end-user maybe subject to denial of the return request.

**TO QUALIFY FOR A REFUND, ALL THE FOLLOWING CONDITIONS MUST BE MET:**

1. A Return Merchandise Authorization(RMA) must be requested from Jasion within 14 days from the date of receipt of shipment, To request an RMA, contact Jasion Service Team at support@jasionbike.com
2. The cost of return shipping will be paid by the customer.
3. For warranty service, please keep your receipt and/or invoice to validate proof of purchase.
4. Returned product must be in good physical condition(not physically broken or damaged).
5. All accessories originally included with your purchase must be included with your return.
6. If you return a product to Jasion, (a) without an RMA from Jasion(b) without all parts included in the original package, Jasion retains the right to refuse delivery of such return.

**LIMITED PRODUCT WARRANTY**

Jasion warrants the original purchaser that your Jasion product shall be free from defects in materials and workmanship under normal use for a period aforementioned.Jasion does not warrant the operation of the product will be uninterrupted or error-free

- Only the original owner of an ebike purchased from Jasion online or physical storefront is covered by this Limited Warranty. The Warranty Period begins upon your receipt of the ebike and shall end immediately upon the earlier of the end of the Warranty Period or any sale or transfer of the ebike to another person, and under no circumstances shall the Limited Warranty apply to any subsequent owner or other transferee of the ebike.

- The Limited Warranty is expressly limited to the replacement of a defective lithium ion battery (the "Battery"), frame, forks, stem, handlebar, headset, seat post, saddle, brakes, lights, bottom bracket, crank set, pedals, rims, wheel hub, freewheel, cassette, derailleur,shifter, motor, throttle, controller, wiring harness, LCD display, kickstand, reflectors and hardware(each a"Covered Component").
- The Covered Components are warranted to be free of defects in materials and/or workmanship during the Warranty Period.

**Limited Warranty Does Not Cover:**

- Normal wear and tear of any Covered Component.
- Consumables or normal wear and tear parts (including without limitation tires, tubes,brake pads, cables and housing, grips, chain and spokes).
- Any damage or defects to Covered Components resulting from failure to follow instructions in the ebike owner's manual, acts of God, accident, misuse, neglect, abuse,commercial use, alterations, modification, improper assembly, installation of parts or accessories not originally intended or compatible with the ebike as sold, operator error,water damage, extreme riding, stunt riding, or improper follow-up maintenance.
- For the avoidance of doubt,Jasion will not be liable and/or responsible for any damage,failure or loss caused by any unauthorized service or use of unauthorized parts.
- The Battery is not warranted from damage resulting from power surges, use of an improper charger, improper maintenance or other such misuse, normal wear or water damage.
- Any products sold by Jasion that is not an ebike.

## Contact Us

Contact us if you experience issues relating to riding, maintenance and safety, or errors/faults with your JASION

Tel: 1 (888) 825 6366



Scan the QR code and join our Facebook Group.

Share your riding experience with other riders and get an exclusive bonus!

## JASION LTD

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