



***F-11***

USER MANUAL

# FOREWORD

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Dear customer,

We thank you for your purchase. In order to fully enjoy your new bike in a secure manner, it is strongly advised to read this user manual attentively. It contains technical information required for the good performance and maintenance of your bike, as well as important information for your safety. Negligence could result in expensive damage as well as serious accidents.

## IMPORTANT NOTICE

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\*Contact the place of purchase or a bicycle dealer for information concerning the installation and adjustment of products which are not found in the user manual.

\*Do not disassemble or alter this product.

\*Use the product according to local laws and regulations.

\*For guidelines concerning replacement, contact the place of purchase or a bicycle dealer

\*Be sure to observe the following to avoid burns or other injury from fluid leakages, overheating, fire or explosions.

# USER INSTRUCTION

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To ensure your safety, please read this manual carefully before riding and make sure you are always following the requirements below:

1. Fully understand the information in this manual, include but not limited to the relevant instruction, precautions and warnings.
2. Fully understand the operation and contingency measures of Fly-11 smart electric bike.
3. Be Fully aware of warning labels of Fly-11 smart electric bike.
4. Don't disassemble vehicle or any parts, if need replacement, please contact local dealer.
5. Please store this user manual in a safe place.



All parameters of this vehicle have been permanently set according to the national standard before leaving factory. The company is not responsible, if the original electrical or circuit has changed and caused excess, such as increase the speed.

# SAFETY INSTRUCTION

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To ensure the safety of you and others, please make sure to observe the following matters:

1. Don't lend your vehicle to someone who can't operate it in order to prevent any hurts.
2. Please comply with local laws and regulations to drive on the road.
3. Do not ride after you take medications which may affect your riding ability, drink alcohol, or when you are unwell.

# USER INSTRUCTION

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4.Observe traffic regulations and traffic signs,according to the provisions of laws and regulations to carry man and cargo. Confirm the surrounding road conditions and bike condition any time,so as to actively avoid danger.

5.Be advised that it's not recommended to ride in the rain and snow weather. Please be alert of the road and weather conditions.

6.It's encouraged that the operator wear safety equipment such as a helmet.

7.To ensure the safety of you and others, please avoid using the high beam under good lighting conditions. Continuous use of the high beam will cause visual obstacles to the opposite vehicles and pedestrians and affect the safe driving.

8.Remember to turn off the power by turning the key counter-clockwise in the ignition port and remove during non-operations.

9.DO NOT ALLOW CHILDREN ages 16 and under anywhere near the electric moped.

10.Perform basic maintenance checks:

- a. Check the status of the circuit breaker located under the seat.
- b. Check for front and rear tires for any nails or punctures
- c. View display dashboard for any service lights that may appear
- d. Check tire pressures

# Components



- F11-1 brake pump
- F11-2 throttle
- F11-3 phone holder
- F11-4 hand bar
- F11-5 shifter
- F11-6 headlight
- F11-7 fork
- F11-8 brake discs
- F11-9 inner tube
- F11-10 Motor core
- F11-11 front rim
- F11-12 fender holder
- F11-13 front fender
- F11-14 frame
- F11-15 seat post
- F11-16 seat
- F11-17 battery ignition
- F11-18 controller
- F11-19 foot sensor
- F11-20 pedal
- F11-21 dual kickstand
- F11-22 chain
- F11-23 rear truck frame
- F11-24 rear light
- F11-25 rear fender
- F11-26 motor rim
- F11-27 stem cap
- F11-28 spokes
- F11-29 free wheel
- F11-30 rear derailleur
- F11-31 chain wheel
- F11-32 display
- F11-33 front fork bearing
- F11-34 main line
- F11-35 spring
- F11-36 cover on the battery
- F11-37 cover under the battery
- F11-38 Four-hole plug
- F11-39 battery base
- F11-40 motor plug
- F11-41 motor link
- F11-42 handle bar

# Function Description

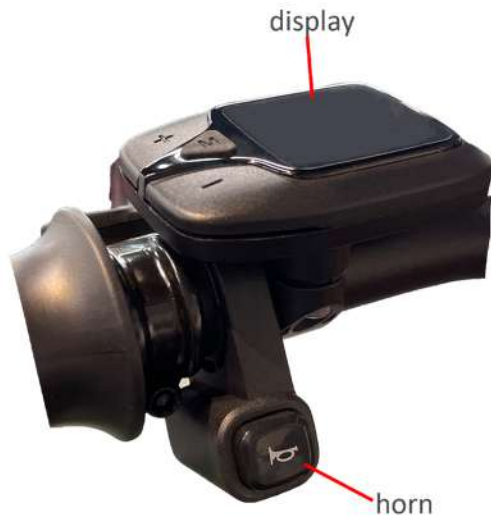
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tranny

Adjust the speed gear



display



# Tech spec

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|                  |  |
|------------------|--|
| FEATURES         | Battery Lock<br>Pedal Assist with Smart Sensor<br>USB Phone Charging Port<br>Waterproof Speedometer and Odometer with LCD Display<br>Arrives Fully Assembled |
| INCLUDED         | Headlight<br>Taillight<br>Charger  |
| COLOR            | Black-red<br>Grey-blue   |
| MOTOR            | 500W   |
| BATTERY          | 48V/28A (LITHIUM)  |
| RANGE            | 65Miles  |
| MAXIMUM SPEED    | 32MPH  |
| CHARGING TIME    | 5-6 Hour Fast Charging   |
| PAYLOAD CAPACITY | 250Lbs   |

# Tech spec

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|        |              |
|--------|--------------|
| BRAKES | Disc/Disc    |
| TIRES  | 26" X 2.215" |

FLY-11 IS A TOP-OF-THE LINE LITHIUM-ION BATTERY POWERED ELECTRIC BICYCLE MADE WITH ALL TOP-OF-THE-LINE COMPONENTS. THIS MODEL INCLUDES A 500WATT HUB MOTOR, 6-SPEED SHIMANO TOURNEY GEAR-SHIFTER SYSTEM, ALUMINUM ALLOY FRAME AND FULLY ADJUSTABLE SEAT.

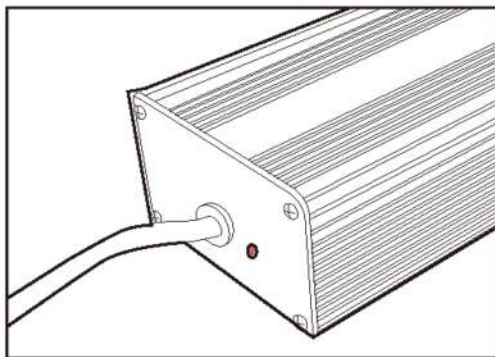
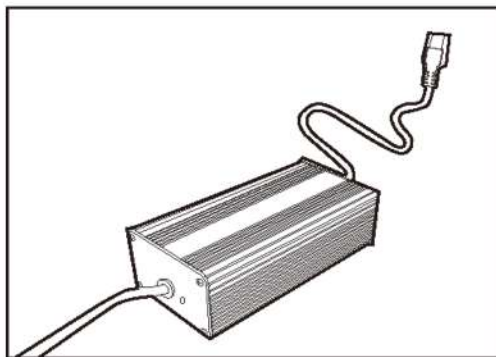


# BATTERY USE INSTRUCTION

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## Charging on-board

Connect the charger with power supply, during normal charging, red light keeps on. When fully charged, green light keeps on.



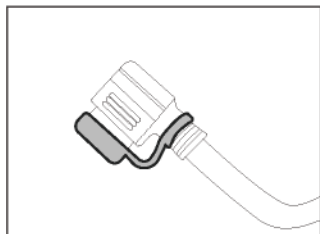
Battery Charging Display  
Charging: Red light on. Full  
Charged: Green light on.  
Error: Red light, green light blink.

# BATTERY USE INSTRUCTION

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## Storage、 maintenance、 transport

- 1.In case of non-operation of the electric moped for a long duration of time,then please make sure to charge the battery up to 50% every two weeks to ensure optimal battery health.
- 2.Keep the battery and charge in a clean, dry, and well ventilated space, and avoid contact with fire.
- 3.Battery Storage condition:temperature:0-25 °C,humidity ≤65% RH.
- 4.To avoid electric shock, when using single battery,please cover the battery plug with the rubber cover.



## Guideline to storing battery properly

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The recommended storage temperature for most batteries is 15°C (59°F); the extreme allowable temperature is -40°C to 50°C (-40°F to 122°F) for most chemistries. To avoid exposure to extreme conditions, you may want to consider a climate-controlled unit. These storage units maintain a preset temperature range, typically anywhere from 55 to 85 degrees F. They also strive for a humidity level of 50%. Storing your belongings in these controlled environments can give you more peace of mind. Also, keep in mind to remove the battery from the bike, scooter, moped, or motorcycle and charge the battery at least every two weeks for 2-3 hours minimum! It's imperative that this requirement is met in order to keep your battery in the best condition possible.

# Electric Motorcycle Disclaimer

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- 1.The battery should be installed in a dry, clean, and well-ventilated area while avoiding ignition sources and proximity to flammable materials. Be sure to disconnect the load (i.e., turn off the electrical equipment) during charging.
- 2.Handle batteries gently; avoid violently shaking them.
- 3.Do not immerse the battery or its accessories in water or other liquids; keep them in moisture-proof surroundings.
- 4.Avoid shorting the positive and negative output terminals of the battery pack.
- 5.Do not disassemble the battery. Removing the battery may cause an internal short circuit, which can decompose its internal substances and lead to fire, explosion, etc.
- 6.Never put spent batteries into a fire; doing so can cause explosions or other dangerous accidents.
- 7.In case of battery damage, deformation, electrolyte leakage, unusual smell, or other abnormalities, immediately cease using the battery. In addition, batteries leaking electrolytes should be kept from fire to prevent explosion.
- 8.Self-demolition is prohibited. Users are not allowed to dismantle battery packs and chargers. We cannot be held responsible for damage, accidents, or other losses caused by the self-demolition of batteries.

# Electric Motorcycle Disclaimer

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Your motorcycle has high voltage components. The high voltage used by these components is dangerous and can cause personal injury, severe burns, electric shock and even fatal injury unless appropriate precautions are taken.

Always observe and obey the instructions on labels attached to components on the vehicle - they are there for your safety.

Do not touch, attempt to remove or replace any high voltage parts, wiring (identified by the orange outer sleeving) or connectors. If the motorcycle is involved in an accident do not touch any high voltage wiring connectors or the components connected to the wiring. If a motorcycle fire occurs, extinguish visible flame with a Class D powertype fire extinguisher. After flame has extinguished, douse with a water-based fire extinguisher.

WARNING! Your motorcycle uses high voltage System components can be too hot to touch during and after starting and when the motorcycle is shut off. Be careful of both the high voltage and the high temperature. Obey all labels that are attached to the motorcycle.

WARNING! The motorcycle's high voltage system has no user serviceable parts. Disassembling, removing or replacing high voltage components, cables or connectors can cause severe burns or electric shock that may result in serious injury or death.

Probes and cables are considered consumables and require periodic replacement due to wear.

FLY E-BIKE does not warrant the service life of probes or cables.

FLY E-BIKE does not warrant any products against defects caused by misuse, abnormal operating conditions, alterations or damage caused by events beyond the control of FLY E-BIKE.

FLY E-BIKE shall not be liable for product defects caused by or resulting from any inaccuracies in any drawing, description or specification supplied by the Customer.

# Warranty

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## Manufacturer Warranty

FLY E-BIKE offers a 6-month limited manufacturer's warranty on e bikes and e-scooters of all models. The warranty starts the day the product is delivered to you. This warranty only covers limited factory defects and minor cosmetic damages. We do not cover misuse or broken parts caused by the user or by any other event. Clients should pay for all shipping service costs. Any products that weren't purchased from Fly E-Bike will not be covered.

FLY E-BIKE will not cover 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, Fly E-Bike will not be liable and/or responsible for any damage, failure or loss caused by any unauthorized service or use of unauthorized parts.

## Battery Warranty

We offer a 6-month warranty on your battery for any manufacturer defect in material or workmanship. If any battery should become faulty within the specified warranty period we will replace the battery free of charge. Original proof of purchase is required to establish proof of purchase and warranty effective date. FLY E-BIKE requires that defective batteries be returned to us for exchange. FLY E-BIKE does not pay the shipping fee to return the batteries to us however we will pay to ship the replacement batteries back to you.

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.

\*If you have questions about our warranty, please contact our support department by opening a ticket via chat or email.\*

# Return Policy

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## Order Cancellation/Returns

Order Cancellation - Cancellation of orders for in-stock items are subject to a 10% restocking fee. We can't guarantee your order cancellation request will reach the shipping warehouse in time to stop your shipment, so please notify us as early as possible of your cancellation request. Make cancellation requests via email and a support representative will calculate restocking fees on a per-item basis and provide confirmation if the order is eligible for cancellation. Refunds will be made to the method of payment used for the order. Pre-order items are eligible for 100% refund up to the date the item arrives in stock for fulfillment.

Returns of Unused Equipment - Unused bikes, parts, and accessories may be returned within 7 days of your receipt of the products by contacting us. To be eligible for a return, the item must be unused, free from dirt, dust, or any fragrances/odors, and in the same packaging and condition that you received it. The box must be sealed and unopened. Please ship your bike back in its original box. Subject to a 10% restocking fee. Original shipping charges are non-refundable. Customers are responsible for ALL shipping costs if they elect to exchange their bike.

Open Box/Refurbished Bicycle Return Policy - Open Box bikes and refurbished bicycles are sold "as is" and are not eligible for return.

Non-returnable items include, but are not limited to:

Used, Undamaged Equipment

Apparel (clothing, hats, etc)

Battery Packs

Helmets

Special orders

Items that display wear

For the purpose of warranty and returns, you are responsible for providing a new box at your expense if you have discarded the original box in which the product was shipped. PLEASE RETAIN YOUR BIKE BOX even if it has been damaged in shipping.

# Return Policy

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ITEMS CANNOT BE RETURNED WITHOUT AUTHORIZATION FROM CUSTOMER SERVICE TEAM. If a return is received without an authorization code, the shipment is likely to be lost. FLY E-BIKE accepts no responsibility for items returned to us without explicit authorization.

Returns of Defective Equipment - Defective equipment is covered by our warranty policy. Contact FLY E-BIKE Support to begin the warranty claims process. Be sure to follow all Warranty Procedures and directions provided by a FLY EBIKE Support Representative.

# ***FLY E-BIKE***



<https://www.flyebike.com/videomanual>