WARRANTY CERTIFICATE (FOR BICYCLE)

A copy of this certificate with the date of purchase indicated must be presented when a request is made for the warranty service. Please retain a copy of the below information for your product warranty records.

You must register this product by filling all the required spaces on this form

Model (Select one): e101 e102

Serial Number (sticker located on the e-bike frame behind battery):

Store Name:

Address:

Telephone:

Email:

Date of Sale:

Please send a copy of your proof of purchase receipt and this form by mail to:

Genze - Mahindra
2901 Bayview Drive
Fremont, CA 94538

Customer Support: 1-855-GO-GENZE

genZe by Mahindra
www.genze.com

genZe by Mahindra

Electric Bicycle Owner's Manual

www.genze.com
1-855-GO-GENZE

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genZe by Mahindra

NOTES

NOTES

IMPORTANT!

THIS PRODUCT IS NOT INTENDED FOR OFF-ROAD USE.

YOUR INSURANCE POLICIES MAY NOT PROVIDE COVERAGE FOR ACCIDENTS INVOLVING THE USE OF THIS BICYCLE.

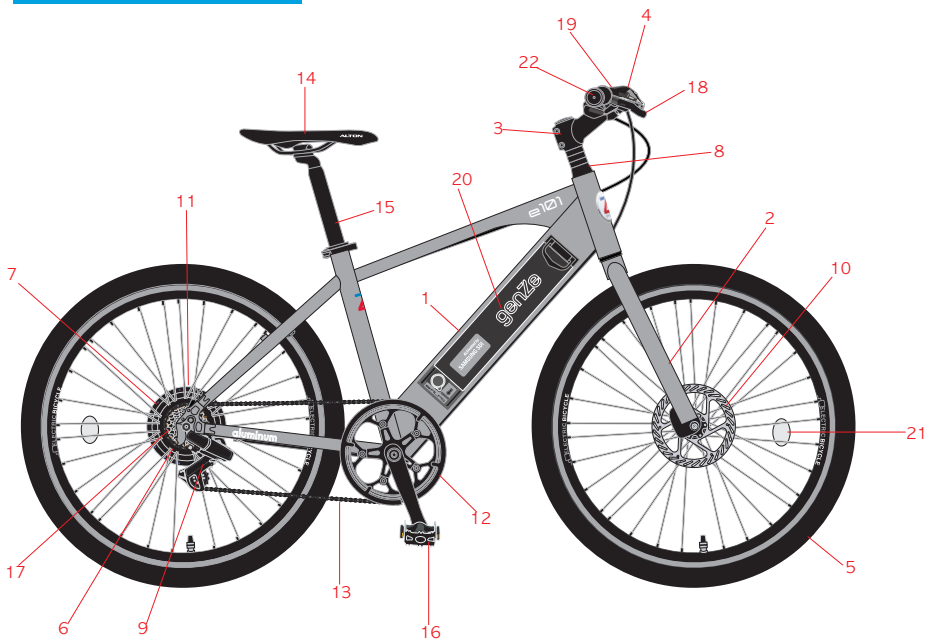
TO DETERMINE IF COVERAGE IS PROVIDED, YOU SHOULD CONTACT YOUR INSURANCE COMPANY.

1. Welcome and Congratulations

Congratulations on the purchase of your new GenZe e-bike! Before you take your new e-bike for a spin, we encourage you to read and understand the contents of this manual.

2. Identifying the Main Components

Model e101



1. Frame
2. Front Fork
3. Handle Stem
4. Handlebar
5. Tire
6. Rear Hub
7. Hub Motor
8. Headset
9. Rear Derailleur
10. Front Brake
11. Rear Brake
12. Gear Crank

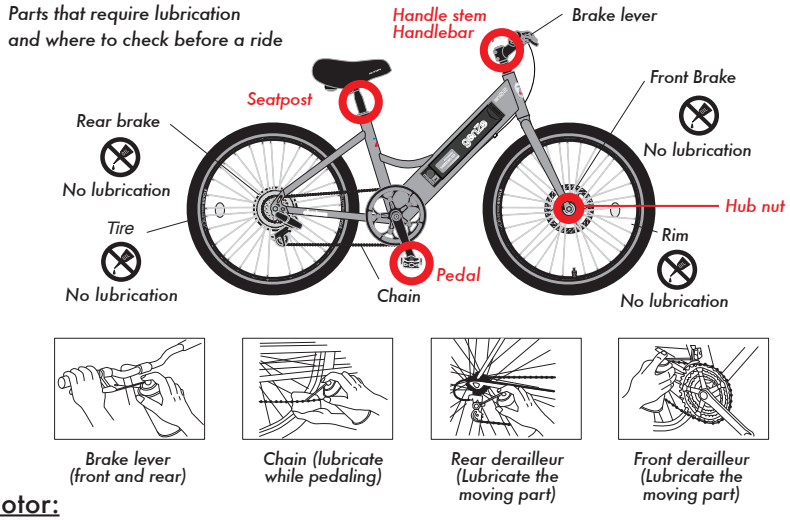
8. Instructions for Riding Your Electric Bicycle

- Install the battery.
- Turn the e-bike on.
- You can use your bike in pedal-assist mode (modes 1, 2, 3, 4, and 5) or in throttle-mode by setting the mode to "0" and twisting the throttle to apply power. Pedal-assistance will not function when in mode "0"
- When the system is powered on, it will always default to pedal-assist mode "1".
- Starting at Pedal Assist 1 is recommend to avoid an accident and to prevent sudden acceleration.
- Pedal slowly at Pedal Assist 1 to start the motor.
- The motor starts providing assistance when the pedal crank rotates at least 45 degrees and sufficient pedaling force is being applied.
- Using the "+" and "-" buttons, adjust the pedal-assist modes to suit you while riding. The higher the mode number, the greater level of pedal assistance provided.
- "NORMAL" mode will provide pedal assistance up to 13.5 MPH, regardless of the level selected. This mode is recommend ed for most riders as the torque assistance is moderate.
- "POWER" mode will provide pedal assistance up to 16.5 MPH, regardless of the level selected. This mode is recommend for experienced riders only and is especially helpful when riding into headwinds and up larger hills. However, battery consump tion is higher in this mode.
- Engaging either brake will deactivate the motor. Once both brakes are released, the motor will resume operation if pedaling continues or if the throttle is twisted if in mode "0".
- Remove the battery if you will not be using the e-bike for an extended period of time.

Riding Using Pedals When the Power Switch on the E-Bike is Off

- This function is the same as riding a regular bicycle.

7. Inspection, Maintenance and Dimensions



Motor:

- Do not attempt to disassemble the electric motor on your own. Consult your local authorized retailer or a GenZe service center to check parts for wear or to lubricate applicable components.

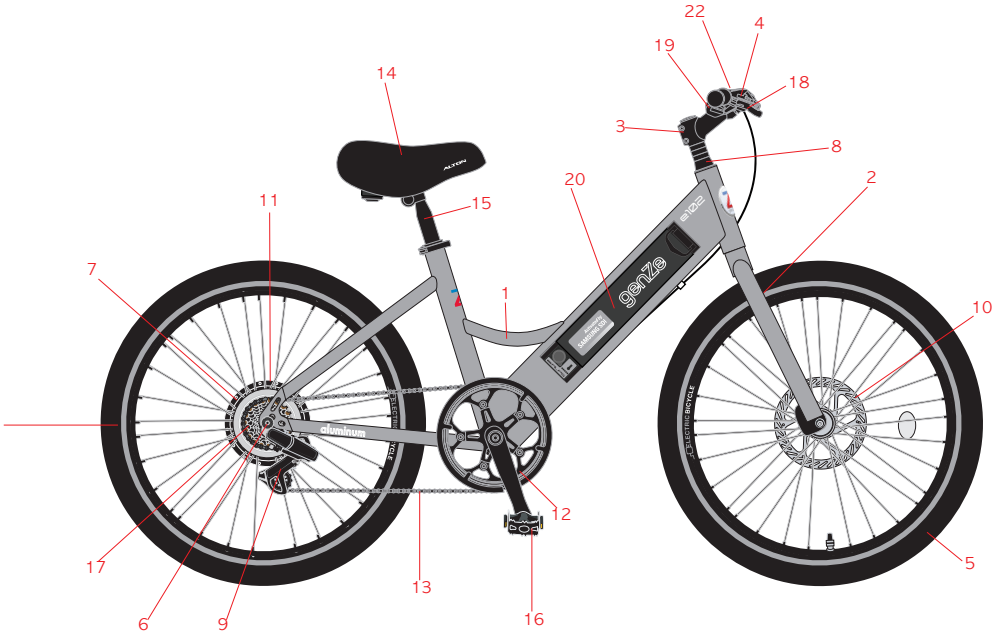
  Find your nearest location by calling us at 1-855-GO-GENZE.

- Check that the motor is securely assembled before every ride. If it is loose, contact your local authorized GenZe retailer or a GenZe Service Center.

Genze recommends that you do not modify your e-bike on your own. Contact us at 1-855-GO-GENZE or consult your dealer prior to any modification. Any damage to your e-bike caused by modifications not approved by or completed by GenZe may void your product warranty.

You are required to follow all traffic laws, regulations, and signals when you ride your e-bike. Please familiarize yourself with your local ordinances.

Model e102



13. Chain
14. Seat
15. Seat Post
16. Pedal
17. Free Wheel
18. Brake Lever
19. Shifting Lever
20. Battery
21. Reflector
22. LCD Display

3. Pre-Ride Checklist

1. Check that the front and rear brakes are properly adjusted. Squeeze the front brake lever (left) and the rear brake lever (right) with your e-bike at a standstill and the center stand in the upright position, then apply full pressure to one pedal. The e-bike should not move forward if the brakes are adjusted properly.

2. Check that the handle stem and the seat post are fully tightened.

3. Check the front and rear wheels to ensure that they are secure. Ensure that the hub nuts on the front (15mm) and rear wheel (19mm) are securely fastened.

4. Check tire pressure (found on the tire's sidewall). Do not overinflate.

5. Ensure the seat quick-release clamp is secured and that the seat and seat post do not have any movement.

6. Check the pedals and the gear crank to ensure that they are secure.

7. Check that side reflectors are in place and free from damage and contamination.

8. Check the frame and the front fork for any deformation.

9. Ensure that the front wheel and the handlebars are set in the correct orientation.

10. Secure any loose fitting pants to your leg with a band or other similar means.

11. For your safety, always wear protective clothing (helmet, biking gloves) each time you ride your e-bike.

7. Inspection, Maintenance & Dimensions

3. Riding Mode Switches: Press to change riding modes between Level 1 (lowest level of assist) and Level 5 (highest level of assist). To cycle from KPH to MPH, or vice-versa, press and hold both the "+" and "-" buttons simultaneously on the pedal assist control module for 5 seconds. To engage the walking mode, press and hold "+". Releasing the button will immediately cease walking mode. Holding down "-" for approximately three seconds will also reset the trip odometer.

4. Riding Speed Indicator: Indicates the current speed of the e-bike.

5. Distance Covered: Indicates the distance the e-bike has covered.

- It is recommended that your e-bike be inspected by an author ized GenZe dealer or at a GenZe Service Center at least once a year. Find the nearest to you by calling us at 1-855-GO-GENZE.
- If your e-bike fails to work properly, consult your retailer.
- It is important that your e-bike is well maintained in order to prolong its life.
- Ensure the brake pads are promptly replaced when they become worn out.
- GenZe recommends the use of genuine replacement parts.

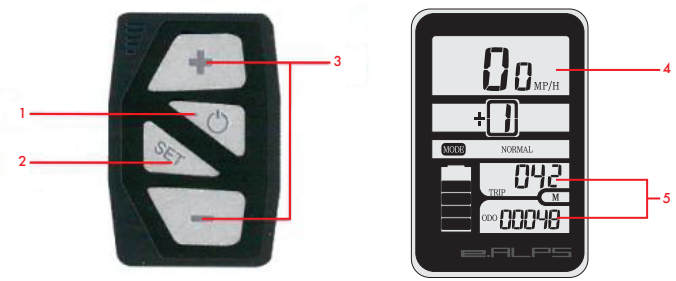
Frequency	Component	Lubricant	How to Lubricate
Weekly	Chain	Chain Lube or Light Oil	Brush On or Squirt
	Derailleur Pulleys	Chain Lube or Light Oil	Brush On or Squirt
	Derailleur	Oil	Oil Can
	Brake Levers	Oil	2 Drops from Oil Can
Monthly	Shift Lever	Lithium Based Grease	Disassemble
Every Six Months	Freewheel	Oil	2 squirts from Oil Can
	Brake Cables	Lithium Based Grease	Disassemble
Yearly	Bottom Bracket/Pedals/Derailleur Cables/Wheel Bearings/Headset/Seat Post	Lithium Based Grease	Disassemble

- Any injury or damage resulting from the failure to fully understand this manual or negligence will not be covered under the warranty.

6. How to Operate Your Electric Bicycle

- Recharge the battery fully before leaving it for an extended period of time. Make sure that it is recharged at least once every 10 days whether you use it or not. (Note that recharging may not be possi ble once a battery becomes fully discharged.)
- Protect the battery from rain or moisture, which could cause failure.
- Charge the battery in environments between 15°F and 100°F.

Names and Functions of the Instrument Panel



1. On/Off Switch: Turns the system power on or off and controls the backlight operation. To turn on the system, press the button once. To turn off the system, press and hold the button two seconds until the display turns off. To enable the backlight mode for riding in low-light situations, with the system already turned on, press and quickly release the button. Complete the same action to turn the backlighting mode off.

2. Mode Switch: Used to enter into the setup menu for pedal-assist mode adjustment. To change from "NORMAL" to "POWER" assis tance modes, press and hold the button for five seconds. The menu will change to only display the mode selection screen. Using the "+" or "-" buttons, you can select either "NORMAL" or "POWER" assist modes. Once you're satisfied with your selection, press the "SET" button to cycle to the trip odometer. Here, you can reset the trip odometer by holding down "-" briefly. Press "SET" once more to cycle back to the main screen display.

GenZe recommends reviewing the local ordinances in your area regarding safety equipment requirements when riding an electric bicycle.

12. If a child intends to use your e-bike, make sure that he/she wears protective clothing (including a helmet, knee pads, elbow pads, and/or wrist protection). Check your state regulations to determine the minimum age requirement for e-bike use in your area.

- In this manual, there are three signs used to alert you of the degree of danger associated with riding: Danger, Warning, and Caution.

Danger	*Indicates an imminently hazardous situation which is liable to result in death or serious personal injury.*
Warning	*Indicates a potentially hazardous situation which could could result in death or serious personal injury.*
Caution	*Indicates a potentially hazardous situation which may result in minor or moderate personal injury.*

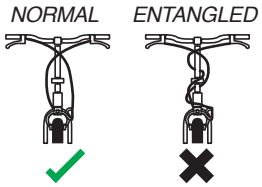
4. Riding Instructions

- Read the entirety of this user's manual carefully before your first ride and fully abide by the warnings and guidelines listed.
- Misuse of your e-bike can result in injury.

Warning

Make sure that wires are not entangled

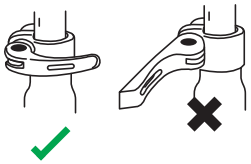
- Riding with the wires entangled may cause the brake to be applied unexpectedly or not to work properly.



Danger

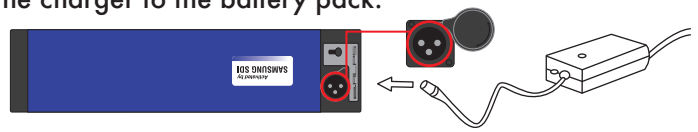
Make sure that the seat is held securely before every ride

- Make sure that the minimum insertion mark on the seat post is not visible beyond the bike frame
- If you are unsure about whether the seat post is secure, loosen it via the quick release and then fasten it again securely.

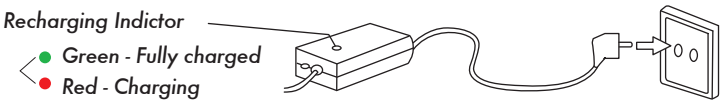


Recharging the Battery

1. With the battery installed or removed from the frame, connect the charger to the battery pack.



2. Connect the charger to an 110v power outlet.



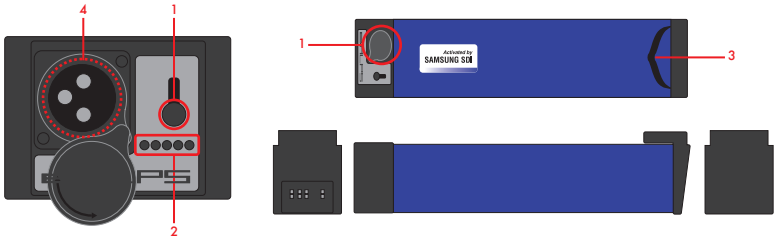
3. You can monitor the charging progress by observing the colored LED lights. When the light is red, the battery is charging. When the light is green, charging is complete.

4. Once charging is complete, disconnect the charger from the outlet and disconnect the charging cable from the battery pack.

- Do not move the charger and battery while charging is in progress.
- Use the charger in a well-ventilated place free from moisture. Do not leave anything flammable or explosive near the charger.
- Ensure that the charger is out of reach of children.
- Only use the certified charger provided and always follow the instructions to recharge correctly.
- To extend the battery's life, recharge it immediately after it has discharged.

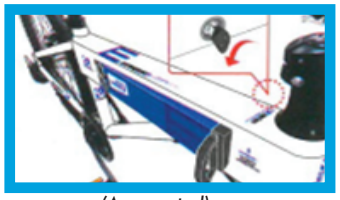
6. How to Operate Your Electric Bicycle

Definitions of Highlighted Parts



1. Battery Indicator Switch – Press to see the indication of battery charge.
2. Battery Indicators – The battery charge status is indicated in five levels including the last indicator which will show as red, but only when the battery is low. Recharge the battery when two or fewer indicators are shown.
3. Handle – Rotate and hold the key lock to the left and pull the handle to remove the battery.
4. Recharging Inlet – Located beneath the on/off switch. Connect the recharging jack here.

How to Remove the Battery



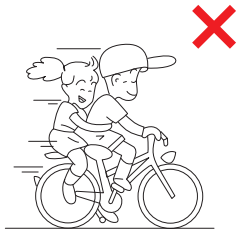
(As mounted)

1. Ensure that the e-bike is at a standstill.
2. Rotate the battery lock counter-clockwise to unlock.
3. With the lock rotated, pull the handle to remove the battery.

How to Mount the Battery

1. Fully insert the lower end of the battery into the battery compartment ensuring that the bottom edge of the battery lines up with bottom edge of the compartment.
2. Press the top of the battery into the compartment until the latch engages the battery and it locks in place.

- Although your e-bike was produced with strict quality assurance practices, there may be a possibility of damage during transit. If you identify any defect with your bike upon receiving it, please contact us at 1-855-GO-GENZE
- Consult your retailer before riding an e-bike if you are over 230 lbs.

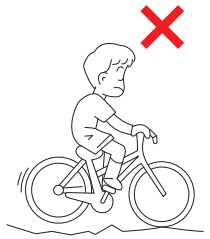


Do not ride tandem on your e-bike under any circumstances.

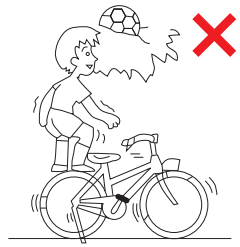
Do not use your e-bike to do "tricks" such as pulling a wheelie, performing jumps, or riding down stairs.

Do not ride under the influence of alcohol or any other substances.

Do not ride while walking a pet or when holding an object.

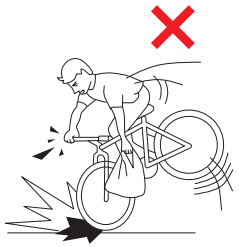


Do not ride on rough trails, including mountain trails.

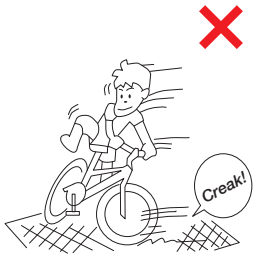


Do not step on your e-bike to reach something above your head.

4. Riding Instructions



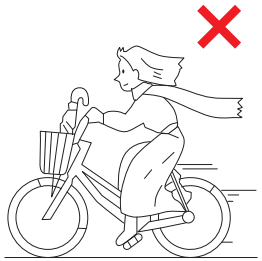
Do not only use your front brake.



Applying the brakes abruptly on a wet or icy surface may cause the bike to skid uncontrollably.

Ensure the kickstand is up before every ride.

Placing an excessive load on your bike may cause you to lose control.



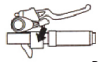
Avoid wearing loose-fitting clothing that might get caught in the e-bike's chain or in other moving parts.

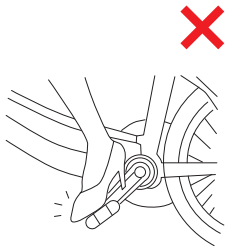
- If when selecting the next higher gear the derailleur does not engage the higher gear, turn the black barrel adjuster (See figure A) on the derailleur counter-clockwise one or two turns until the shift is completed. Continue to make small adjust ments until the derailleur engages the next higher gear smoothly.
- If the black barrel adjuster cannot be turned any further there is excessive slack in the cable tension, the cable needs to be reset (See figure B)
- If when selecting the next lower gear the derailleur does not engage the lower gear, turn the rearmost adjuster on the derailleur clockwise one or two turns and attempt the shift again. Continue to make small adjustments until the derailleur engages the next lower gear smoothly.
- If excessive drivetrain noise is heard from the derailleur, with the e-bike on its center stand and after shifting to the highest (7th) gear, begin turning the pedal crank moderately while adjusting the screw adjuster on the derailleur marked "H" in small increments in either direction until the noise is eliminat ed. Now shift to the lowest (1st) gear and complete the same task as before, this time with the screw adjuster on the derailleur marked "L".

If any drivetrain problems still exist, consult your local retailer or a GenZe technical service center by calling 1-855-GO-GENZE.

5. Assembly and Adjustment

How to Adjust Gears

Rear derailleur	Adjusting gears
Low speed riding	Push the shifting lever
High speed riding	 Pull the shifting lever

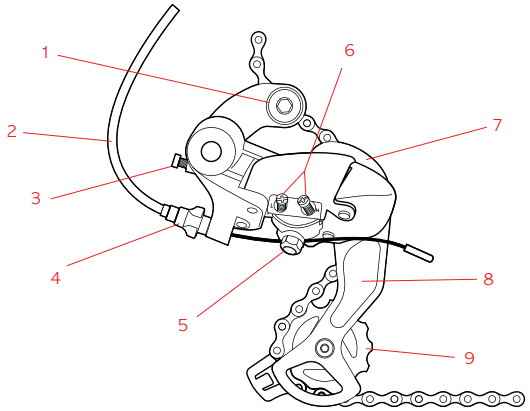


Refrain from cycling in high heels, slippers, sandals, or while barefoot. Always wear closed toed footwear while riding your GenZe e-bike.

Always use proper hand signals.

Rear Derailleur

1. Mounting Bolt
2. Cable and Housing
3. B-Tension Adjuster
4. Barrel Adjuster
5. Cable Bolt
6. Limiter Screws (L&H)
7. Upper Pulley
8. Cage
9. Lower Pulley



If your GenZe e-Bike is not shifting correctly you should contact your local GenZe service or dealer. However, minor adjustments can be made following these simple instructions:

- Shift to the smallest sprocket; gear 7.
- Check for excessive slack in the exposed derailleur cable.
- Inspect the shifter cable for improper tension or kinks.

If you are a beginner, make sure you practice in a large open area before riding on public roads.

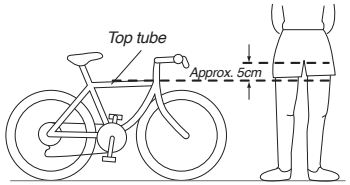
Do not allow anyone who does not know how to control an e-bike to ride your e-bike.

Make sure that your e-bike is set to pedal-assist “1” and is in first gear before you ride and pedal slowly at first to avoid unexpected acceleration.

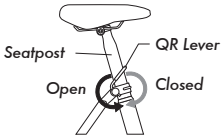
5. Assembly and Adjustment

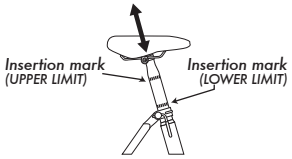
Correct Riding Position

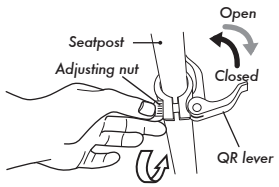
- The correct riding position allows you to safely maneuver the handlebar and apply the brakes when needed.
- You should be able to reach one foot to the ground comfortably when stopped.
- There should be at least a 2-inch gap between yourself and the top tube when you are standing over the e-bike.
  (this applies to the e101 only)



Seat Assembly and Height Adjustment







1. Insert the seat post into the frame until the maximum height marks are no longer visible. Next, adjust the seat post to the appropriate height by standing next to the seat and adjusting it until it is approximately level with your hip bone. Do not raise the seat higher than the maximum seat height limit as marked on the seat post. Tighten the jam nut as necessary and clamp the lever to securely fasten the seat.

2. Securing the quick-release clamp should only take enough force to leave an imprint on your hand. Do not force the clamp shut. If it feels too tight to close, loosen the jam nut enough to permit the clamp to close with the proper amount

Adjusting the Brakes using the Brake Caliper:

To adjust the brake pads inside the caliper use a #5 Allen wrench by inserting it through the wheel (see figure 6). To tighten the calipers and bring the pads closer to the rotor so there is less movement with the brake lever turn the adjusting bolt using the 5mm Allen wrench clockwise one click at a time until the brake is tight at the lever but is not rubbing against the rotor. If you over tighten the caliper, rotate the adjusting bolt using the Allen wrench counter clockwise one click at a time until the wheel spins freely and the rotor is not rubbing against the disc. Please use extra caution to keep your fingers away from the rotating disc brake rotor and spokes. This disc brake rotor is sharp and can inflict serious injury to your fingers if caught within the openings of the rotor or spokes.

- After each adjustment make sure that the wheel spins freely and that the brake lever action is tight and responsive. It is good practice to depress the brake lever 10 times before you complete the job to insure that wheel spins freely and that the pads do not rub against the rotors.
- A combination of these methods is best for fine tuning the action in your brake levers and insuring proper and safe braking. If you need assistance or are unsure of how to complete these adjustments contact your GenZe certified Service Station as improper adjustment could cause serious injury or death.

5. Assembly and Adjustment

Brake Lever & Caliper

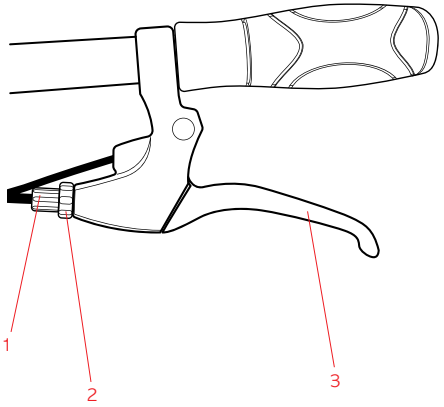


Figure 5

1. Barrel Adjuster
2. Lock Ring
3. Brake Lever

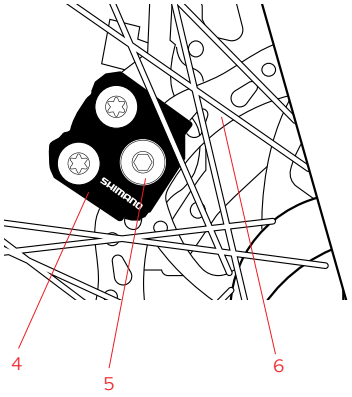


Figure 6

4. Brake Caliper
5. Adjustment Bolt
6. Disc Rotor

Adjusting the Brakes using the brake barrel and lock ring:

This barrel has a knurled outer ring so that it can be adjusted without tools (see figure 5). Loosen the barrel but do not remove it from brake lever. Once loose, unscrew the lock ring until it is adjacent to the barrel. Turn the barrel counter-clockwise by hand and check the new tension and action by squeezing the brake lever. When the brake feels tight and the tension is responsive, properly stopping the wheel, lock the barrel using the lock ring by turning it clockwise until it is securely fastened against the brake lever assembly.

of force. If you have questions, check with your retailer or GenZe authorized service center for proper installation instructions as the seat height will vary depending on the rider's height.

Wheel Installation

- If you received your e-bike without the front wheel installed, install the front wheel using a 15mm wrench and tighten the axle nuts.
- If they are ever removed for maintenance and or repairs, make sure that the front and rear wheel wheels are reinstalled correctly with their axles fully seated as shown in figures 1 and 2 below. Note that the rear wheel requires a 19mm wrench for removal and installation.

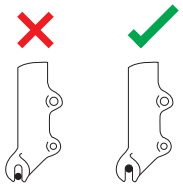


Figure 1

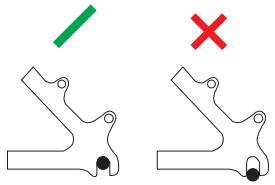


Figure 2

5. Assembly and Adjustment

- Fasten the quick release lever on the axle as shown in Figures 3 and 4 below.

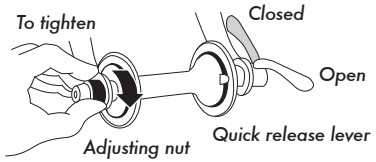


Figure 3

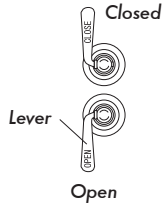


Figure 4

- You should exert considerable force when fastening the quick release. If the lever opens with ease, it may not have been securely fastened.

Tire Inflation

- Fill tires to recommended pressure as indicated on the sidewall of the tire.

Pedal Assembly

Make sure that the pedals are mounted on their respective sides, as labeled. Failure to do so will prevent their being removed or reattached.

- The left and right pedals are fastened by screws rotating in the opposite directions.
- The pedal with "R" marked on one side is the Right Pedal. The pedal with the "L" marked on one side is the Left Pedal.
- Use a 15mm spanner and make sure that the pedal axle and the gear crank arm are perpendicular to each other when attaching the pedals.

Brakes

- Riding with improperly adjusted brakes or worn brake pads can result in serious injury or death.
- Adjust the brake lever if the distance between the lever and the handlebar is too great.
- Make sure that the disc is fully coupled to the frame and securely held.
- Insert the disc into the brake body (attach the front wheel) and then fix the brake wire.
- Squeeze the brake lever ten times to see whether the brake pad touches the disc.

Warning

- Please use extra caution to keep your fingers away from the rotating disc brake rotor and spokes. This disc brake rotor is sharp and can inflict serious injury to your fingers if caught within the openings of the rotor or spokes.
- If the disc brake is cracked in anyway, contact your GenZe dealer
- Be careful not to let any grease or oil on the rotor or pads. This may cause the brakes to not work or respond correctly.
- Check the brake rotors and cables for any rust or fraying. If any is found contact your GenZe dealer.
- When removing or installing the tire be sure that the quick release lever does not interfere with the movement of the brake rotor.
  This could cause a dangerous situation.