



WARRANTY USER MANUAL

ONYA F-19

F-19

*Congratulations
on your
purchase!*



WARRANTY

YOUR ONYA-F19 IS COVERED BY THE FOLLOWING WARRANTY

Battery: 2 years (warranted to still supply at least 60% of rated capacity after 2 years)

Motor: 1 year

Frame: 3 years (frame structural integrity - not including general wear and tear)

Other components: 1 year (not including consumables such as tyres, cables, rubber bungees, handgrips)

Only use genuine replacement parts available through your local ONYA Dealer.

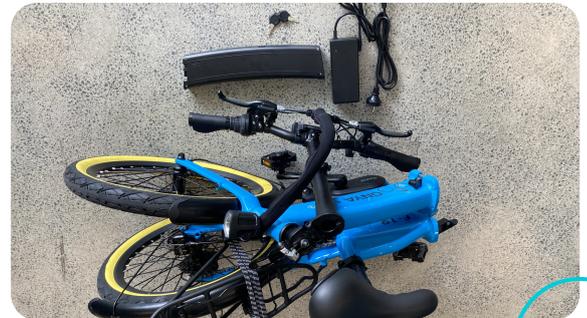
EXCEPTIONS TO WARRANTY

- Damage resulting from misuse, not maintaining the bicycle, or not following the guidelines within this User Guide.
- Damage resulting from an accident or deliberate damage.
- Failure to meet the 1-month/200km service check, or 6-monthly/1000km servicing schedule
- Damage due to private repair or alteration by unauthorized service centre
- Failure to produce invoice or proof of purchase

ASSEMBLING YOUR F-19

Your brand new ONYA F-19 comes with:

- ONYA F-19 electric-assist bike
- Battery (36V, 10ah in bike frame) Lithium ion battery charger
- 2 x battery keys
- Front and rear lights (installed)



The e-bike is shipped inside a protective cardboard carton and packaged to avoid damage. We ship them 90% assembled.

Follow these steps to get it ready and safe for you to ride.

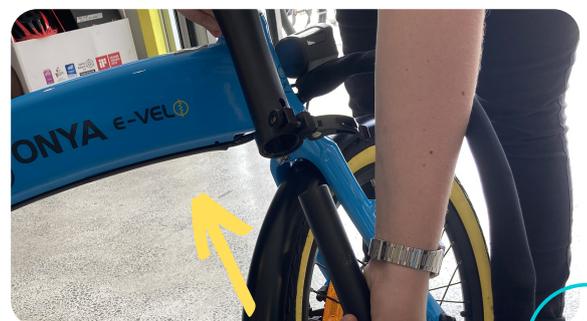
1. Lift your ONYA F-19 carefully out of the box. We recommend you have 2 people to do this task. Remove the nylon zip ties, bubble wrap, and packaging from the bike.



2. Fold out the bike frame completely. Move the black safety catch into lock position. See image (2).

3. Pump air into the tyres. We recommend between 40 and 50 psi

4. Insert the handlebar into the steering column. This might require some gentle maneuvering of the brake/gear cables. See image (3).



ASSEMBLING YOUR F-19

5. Before standing the steering column up, make sure that the column is at its lowest position, and certainly that it is not fully extended. If the column is too extended then you will stretch, and possibly break the gear and brake cables!!



6. Stand astride the front wheel and gently align the handle bars such that they are perpendicular to the frame



7. Stand the steering column up again (gently), hold down the safety latch and set into position. See image (4).

8. Use the nr. 5 Allen key to tighten the 2 side nuts on the steering column. See image (5).

9. Use the kickstand and stand the bike on its own.



10. Put the pedals onto the cranks. Ensure that:

- you place the washers onto the pedal splines. See image (6) AND
- you have the correct left pedal going into the left crank, and vice versa. They are marked with an 'L' and 'R' accordingly. The left pedal tightens anti-clockwise, and the right pedal tightens clockwise. See image (7).



ASSEMBLING YOUR F-19

11. Loosen the grip on the seat column and twist the seat into forward-facing position

12. Open the side panel flap on left-hand side of the frame. Turn the master switch to ON position. See image (8).

13. To turn you bike ON, goto to control panel switch on the handle bar and hold the ON/OFF switch down until the control panel lights up (takes about 2 seconds)

14. The initial charge is very limited. We recommend that you give the battery a full deep charge before riding her for the first time (ie. charge overnight)



8



9



PRE-RIDE CHECKLIST

Important: The following steps should be performed by a qualified cycle or electric-assist bicycle technician:

Ensure the brake lever sequence is correct for your country before riding. In NZ, Australia, and UK: the left-hand brake lever is for the rear brake, and the right-hand level is for the front brake. In all other countries, it is the other way (left for front, and right for rear).

Check the tyres for any visible damage.

Check tyre pressures are 40-50psi, and adjust if necessary.

Check for any loose nuts, bolts, or fixings. Check the center allen-hinge-fold bolt regularly and tighten if necessary.

Check brake functions, cable tension, pad clearance, etc.

Check all electronic functions are OK (see the insert: KT-LCD3 eBike Display User Manual for instructions on how to use the control panel fitted to your ONYA F-19).

Check all lights and reflectors are in place and functioning correctly (detailed later in this manual).

The above steps should be performed by a qualified cycle or electric-assist bicycle technician.



RECOMMENDATIONS FOR SAFE-RIDING

Respect the traffic regulations. Don't lend your bicycle to anyone who is unfamiliar with it. The bicycle can be legally only used on the road by a person aged 14 years or over.

Wear a bike helmet (on your head). If you are unfamiliar with cycling, we'd also recommend that you take a cycle proficiency course before using it, or get some advice from your local ONYA dealer. Your F-19 is a serious transport vehicle.

As with all bicycles, it is important to **respect safe speed limits**. If you feel you are traveling too quickly for the road conditions, then slow down. High speed will increase forces in the case of an accident and likely compound further the risk of injury.

Test the brakes each time before you use your bike. Remember that your brakes will not perform as effectively in wet or icy conditions compared to riding on dry road.

Check tyres, rims, pedals, steering stem, cables, chain etc for general condition, regularly.

Visibility while riding is vital at all times. Be aware that it's particularly difficult for motorists and pedestrians to see cyclists at dusk, night, fog, or rainy conditions. If you must ride in such conditions that you take necessary precautions and follow the rules of the road.

Suggestions for additional precautions are:

- wearing reflective clothing, or arm/foot bands
- equipping your bike with additional reflectors (front and/or rear)
- riding at speeds that are appropriate to the condition



RECOMMENDATIONS FOR SAFE-RIDING

Check the front and rear rim's safety line. Replace wheel when any part of the Rim Wear Groove is not visible.

Do NOT fit a child seat to your ONYA F-19. The bike is not designed to carry any child seat.

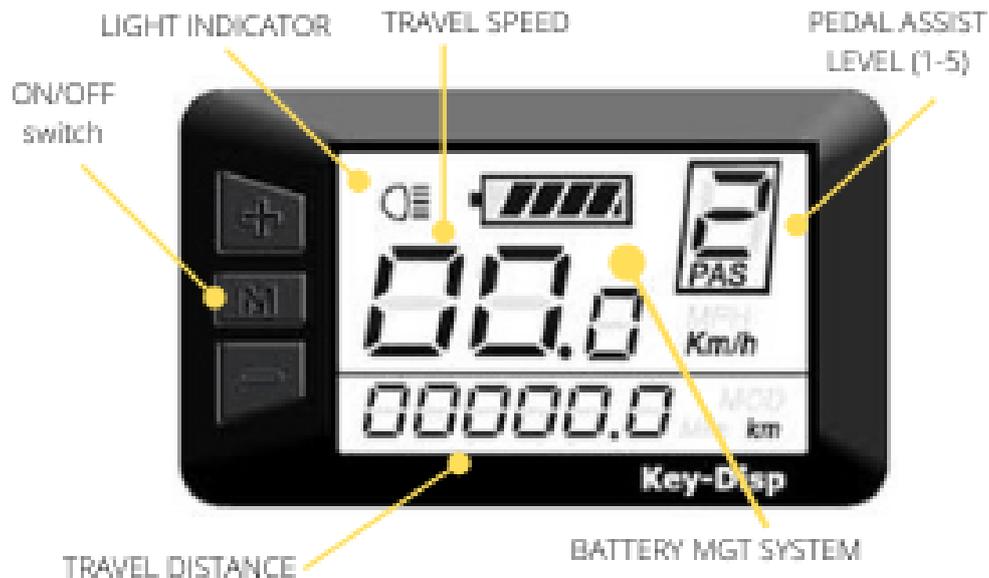
As part of warranty conditions, we require that you **service the bike** at an approved ONYA e Velo dealer: - after 1 month or 200km of riding (whichever comes first) to re-tension spokes - every 6 months or 1000km (whichever comes first) for general service and inspection



CONTROL PANEL

REAR-WHEEL DRIVE MOTOR

The rear-wheel drive F-19s are fitted with the Key Disp 21C LED displays.



MID-DRIVE MOTOR

The mid-drive F-19s are fitted with the DasKit C6/7 displays.



SET to switch between:

- Odometer
- Time
- Trip Distance1

BATTERY MGT SYSTEM indicates available voltage for power

CONTROL PANEL

POWER ON/OFF

Hold down the power button on control panel switch until the control panel lights up (takes about 2 seconds)

Hold the power button again for a further 2 seconds to turn off the power.

When the motor stops driving and when the bike is not used for a consecutive 5 minutes, it will automatically shut down and turn off the motor power supply.

All the electric-assist bike components (throttle, brake sensors, controller, etc) on the ONYA F-19 have isolating marine-rated plugs. If you should damage a component, replacement should be straight-forward. Take the bike to your ONYA dealer and they will order the replacement part. inspection

LIGHTS - FRONT & REAR

Hold the UP arrow button down for 3-4 seconds to turn on backlight, headlights, and rear light. Hold the UP arrow button down for 3-4 seconds to turn the lights off again.



OPERATING INSTRUCTIONS

PEDAL-ASSIST LEVEL SELECTION

Your ONYA F-19 has 5 levels of pedal-assistance: 1 to 5; level 1 being lowest level of pedal assistance.

When you first ride your electric-assist bike, you will notice that after a short turn of the pedals, the motor will start working (you will both hear and feel the difference) and assisting you to ride the bike by adding power into the motor.

You must keep pedalling to keep using the pedal-assist mode. If you stop pedalling, the motor will continue a short while then stop and the bike will slow to a halt. The motor will start up as soon as you start pedalling again.

With each increasing level of pedal assistance, you get an increasing level of support from the motor. Move through the levels using the (+) or (-) arrow keys

Note: Your brake levers have sensors that will automatically cut the motor power when you use the brakes.

'SET' SWITCH

This button is specific to the Display on the mid-drive motor and allows one to toggle between the following information:

- Odometer - how far the eVelo has travelled
- Time - this is the riding time
- Trip1 - the distance travelled on the current trip
- Trip2 - the distance travelled on the previous trip



OPERATING INSTRUCTIONS

ERROR CODES: REAR-WHEEL DRIVE

If error codes appear on your display, take your eVelo to your Dealer to resolve.

- 21 - Current error
- 22 - Throttle error
- 23 - Motor error
- 24 - Motor Hall Signal error
- 25 - Brake error
- 30 - Communication error

ERROR CODES: MID-DRIVE

If error codes appear on your display, take your eVelo to your Dealer to resolve.

- 0 - Normal
- 1 - Current error or MOS (semiconductor) damaged
- 2 - Throttle error (detection after turning on)
- 3 - Motor missing phase (losing power)
- 4 - Hall signal error (electromagnet in incorrect position)
- 5 - Brake error (detection after turning on)
- 6 - Under voltage
- 7 - Motor stalling
- 8 - Error in communication with controller
- 9 - Error in communication with display

THROTTLE MODE

Your throttle will have different functionalities.

In EU and Australasia, the throttle will work to 6 kph unassisted (without pedalling). It will only function above that if you are pedalling.

In other countries, it will be fully active whether you are pedalling or not.

Turn the throttle towards you to activate throttle power. If the bike is turned on, be careful when mounting the bike that you do not twist the throttle as the bike will accelerate away from you and may cause injury.



BATTERY

Excluding the electric drive side of things, your ONYA e-Velo is a normal bicycle, with standard bicycle components.

Your Dealer will be able to explain to you the general care and maintenance of these components.

You should take your bike in for a check-up after about 1 months' use as new gear, brake cables will stretch - and then every 6 months after that.

The electric drive system is maintenance free.

Speak to your Dealer should any issues arise.

CHARGING YOUR BATTERY

You can charge the battery on or off the bike.

The charge terminal is on the left-hand side of the bike frame. Open the charger flap and plug in your charger (Figure 5).



The charge light on the charger will show red when charging and will turn green when the battery is fully charged.

To protect your property and prevent harm:

- Never charge your battery unattended
 - Always have smoke/fire alarms at your property
 - Never charge or use a damaged battery - if in doubt, contact your dealer
 - When charging on the bike, keep 1-metre of clear space around the bike
 - Switch on your charger AFTER plugging it into the bike and the wall socket
- Secure your battery inside the frame with an elastic rubber band in event that you hear rattling inside the frame.

BATTERY

REMOVING THE BATTERY

Remove the black security latch to the UNLOCK position (move anti clockwise 90°). See image (1).

Lift the centre brace lever and open/fold the bike frame to expose the battery. See image (2).

Insert the battery key and turn to unlock the battery. See image (3).



Remove the battery out from the frame.

When replacing the battery, observe the:

- locking bolt actions underneath the battery when the key is in the lock/unlock positions
- the bolt entry point just on inside of the frame.

These two need to line up when the battery is back in the frame. The key lock will only 'lock' once these two points are aligned.

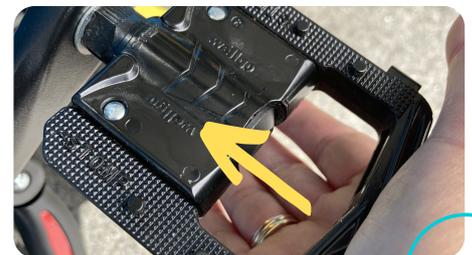
FOLDING YOUR F-19

1. Release the seat clamp and descend seat.
See image (1).



1

2. Fold up the pedals: - Push pedal in towards bike frame and fold up or down - Repeat on other side. See image (2).



2

3. Put up the kick-stand

4. Release the steering column and fold down:

- On the steering column, lift the first safety latch
- Fold the safety latch backwards until the main clip is released
- Fold the column down. See image (3).



3

5. Standing on the left-hand side of the frame, remove black safety latch to UNLOCK position (move anti clockwise by 90°). See image (4).

6. Lift the centre brace lever out and upwards. The bike frame will start to fold inwards. As in image (4).

7. Move to position yourself behind the rear wheel of the bike and fold the front wheels around to lie alongside the rear wheel.



4

8. The bike should stand balanced on the seat stem or mid-drive brace.



DO'S & DON'TS

DO treat your ONYA F-19 like any bike that you would want to last well. As a minimum, keep it stored somewhere secure and out of the rain

Do NOT treat your ONYA F-19 as a dirt-bike! The motor and battery are waterproof but not totally water-tight. It is OK in the rain, but not good riding through streams or flood waters

NEVER take your ONYA F-19 on the beach as salt water and sand will drastically reduce the lifespan of many of the bikes' components (motor, gears, wiring connections, etc).

Your warranty is void and null if we find evidence of salt, sand or water damage are present in any of the bike's components.

IMPORTANT: If you live close to the sea, you must keep your bike indoors when not in use. This will save you money as your components will last longer (and rinse with fresh water as often as possible -salt is your enemy number one.

Do NOT power up the throttle while the ONYA F-19 is stationary. Motor operation for more than a few seconds while the wheel is locked/stationary can damage the motor and controller. Note: It is OK to take off from stationary position using the throttle.

IMPORTANT: your e-bike will arrive with the battery partially charged. You need to give it a full charge before ANY use. The good news is ONYA batteries have been precondition-cycled, so there no need to do 3x full deep discharges - as is case for many other types of batteries. Just charge (we recommend overnight) and GO! Then simply top up your battery after each use. Lithium batteries prefer shallow discharge.



DO'S & DON'TS

DO take extra care on the road as you will be traveling faster than you normally do on a bike. Your bike is also power-assisted, so it will behave differently.

Do NOT let others ride your electric-assist bike unless you have explained safe and appropriate use to them.

Do NOT attempt to open the motor or battery should your system malfunction. This will void the warranty. Return it to the store from where you purchased it.

DO make sure your charger has free air movement around it as it will get quite warm.

Do NOT use your charger outdoors. It is for indoors use only.

DO top up your battery whenever possible. Lithium batteries actually prefer shallow discharge (the exact opposite of older types of batteries that have memory effects). Keeping your battery topped up between rides will prolong the life of your battery and give you more power too. A full battery is better on the hills.

DO disconnect your battery from the charger when it is charged (or the next day is also fine). Leaving it connected permanently when not in use will shorten cell life.

Never leave a fully discharged battery uncharged for more than one week....you will shorten the lifespan of your battery the longer you leave it in a fully-discharged state.

Do NOT leave your battery for more than 3 months without giving it a top-up charge. NOTE: A battery left for more than 3 months at a low voltage may suffer cell damage. This will not be covered under your warranty. It is to your advantage to look after your battery properly. Your battery is the most expensive part of your electric-assist bike!



MAINTENANCE & ADJUSTMENT

LUBRICATION

Once a month, lubricate all pivot points on your derailleur and the derailleur pulleys with suitable chain lube. Every three months, lubricate the brake lever pivots, gears and chain with suitable oil. Once a year, have your dealer re-grease the bottom bracket bearings, headset bearings, and wheel bearings.

We recommend using wet lube, preferably lanolin-based, such as Biomaxa.

ADJUST GEARS

Adjust the cable tension Adjustment Bolt to align the guide pulley with the centre of the cogs (setting this while in gear 3 or 4 is easiest):

Low adjustment: In 1st gear check and if necessary, turn the L adjustment screw so that the guide pulley move to a situation directly in line with the largest (1st gear) sprocket.

High adjustment: turn the crank arm while gear shifting the derailleur to move the derailleur to the top gear position, and then check and if necessary, turn the H adjustment screw to adjust so that the guide pulley is in line with the outer line of the smallest sprocket when looking from the rear. Turn the cranks arm to set the derailleur to the low position.

ADJUST CHAIN

Your bike has a rear derailleur that will automatically tension your chain. However, if the chain becomes loose or frequently comes off the drive wheel, you can easily adjust the chain tension by loosening the rear axle nuts slightly, and adjusting the tension bolts. Make sure that the chain runs freely and re-tighten the axle nuts.



MAINTENANCE & ADJUSTMENT

OTHER MAINTENANCE

Your bicycle must be checked out by your servicing ONYA dealer or bicycle mechanic after one month or 200km of riding (whichever comes first) to re-tension the spokes. Then every six months or 1000km (whichever comes first) for a general service and thorough inspection. Failure to do so can void your warranty due to unnecessary wear and tear.

CLEANING YOUR ONYA

Warm soapy water and a cloth can be used to clean the frame of your bike.

DO TAKE CARE not to immerse any of the electrical components in water; they are rainproof but cannot be immersed in water. The motor can be cleaned with a soapy cloth but must also not be immersed in water. The battery can be cleaned with a damp cloth, then dried afterwards.

NOTE: In salty conditions, it is essential to rinse, clean and lube your bike regularly. Anti-rust wax or silicone based products are ideal to prolong life of metal components.

We advise against using CRC WD-40 as it does not endure. Wax-based products such as available from the Muc-Off or CRC Soft Seal range are preferred. Spraying or brushing these after the periodic clean will greatly help reduce the rust

ATTENTION: Avoid spraying on any braking parts!!! (Cover them over while spraying as a precaution).



YOUR ONYA ID.

FRAME NUMBER:

BATTERY SERIAL NUMBER:

DEALER WHERE BIKE PURCHASED:

DATE OF PURCHASE:



SERVICE HISTORY



NOTES





www.onya.co.nz