

SWAGTRON®

USER MANUAL

Ver. 1.0 5/23/19

In order to continue serving our customers and providing the best products, our product information including our user manuals may receive updates from time to time. Please check our website for the latest user manuals and product materials.



PROTECT YOUR DOME

HELMETS SAVE LIVES

Helmets can reduce 85% of critical head injuries.

Elbow pads can reduce 82% of elbow injuries.

Knee pads can reduce 32% of knee injuries.

From <https://www.ncbi.nlm.nih.gov/pubmed/2716781>

Always wear proper protective gear when riding. This includes knee and elbow pads and an age-appropriate helmet.

- Helmets should fit comfortably and snugly, covering the forehead but not hindering your field of vision.
- The helmet should have a chin strap and buckle to keep the helmet in place.
- The helmet should be made out of a hard, protective outer shell and an impact-absorbing inner layer at least 1/2-inch thick.
- The helmet should be approved by the U.S. Consumer Product Safety Commission (CPSC), the Snell Memorial Foundation, or the American Society for Testing and Materials (ASTM).



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PRODUCT SAFETY NOTICE

The SWAGTRON EB11 eBike has been designed with the utmost safety in mind for its riders. Extra precautions have been taken to protect the user from product hardware malfunctions through our meticulous design, and engineering and product testing.

Like any mode of transportation, however, the SWAGTRON EB11 eBike has inherent hazards associated with its use (e.g., losing control, falling off, or riding into hazardous situations). Be sure to read and follow all instructions and safety recommendations in this user manual prior to ride your eBike.

Inspect your bike before each ride, especially if you plan to travel long distances.

- Check the tires for proper inflation and cracks on the walls of the tires. Keeping the tires properly inflated and maintained will help prevent flats and damage and optimize performance (e.g., travel range on a single charge, max. speeds).
- Check all cables and cable housings for fraying, breaks, rust, or corrosion and replace if necessary.
- Inspect the brakes to make sure they are working properly. Be sure to check the brake pads for any damage as they will wear over time and eventually need replacement.

If a replacement of the brake pads or any other part is needed, please contact customer support for replacement service. In general, make sure all nuts and bolts are taut and properly fastened to prevent injury and unnecessary wear and tear on your eBike.

Maximum Weight	264 lb. / 120 kg
Maximum Throttle Speed	15.3 mph / 24.7 km/h
Range per Charge	Up to 26 mi. / 42 km (mode 1)
Maximum Incline	25° (throttle only)

This device requires coordination, agility and balance. Always use your best judgment to determine if an individual can safely use the SWAGTRON EB11 eBike.

SAFETY GEAR, CLOTHING, AND FOOTWEAR	<p>Please wear appropriate clothing and safety gear including shoes, kneepads, elbow pads and an ASTM F1492 approved helmet.</p> <p>Avoid wearing anything that can drape over or get caught into/under the wheels. Wear closed-toe, flat shoes to maintain flexibility and stability.</p>
MODIFICATIONS AND REPAIRS	<p>The SWAGTRON EB11 eBike is a highly sophisticated electronic product that includes complex, technical circuitry. Attempting to repair or modify your eBike can void all warranties. Only authorized repair centers may service the SWAGTRON EB11 eBike.</p>
OBEY LOCAL LAWS AND REGULATIONS	<p>Always check and adhere to local laws regarding personal transportation devices, including pedestrian laws.</p> <p>The eBike is considered a motor vehicle and should not be ridden after consuming alcohol or drugs.</p>

By riding the SWAGTRON EB11 eBike, the user acknowledges and accepts personal responsibility of all risks associated with the use of the SWAGTRON EB11 eBike. These risks can include, but are not limited to, muscle injuries, broken bones, lacerations, or serious injury that may be sustained while using the SWAGTRON EB11 eBike.

Section 1. General Information

Before operating your eBike, please read all instructions. This manual will guide you through the functions, usage, and proper care of your EB11. If you have any questions or cannot find the information you need in the manual, please contact your place of purchase or our customer service at 1-844-299-0625. Before contacting customer service, please have your purchase information ready as this may be needed during the call.

When reading this manual, note these icons:

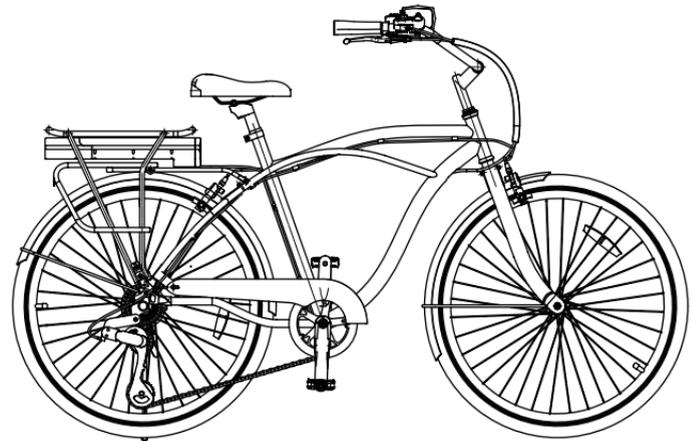
 Notes with this icon **MUST** be read, understood and obeyed to prevent injury or damage.

 Notes with this icon include relevant information.

1.1 About the SWAGTRON EB11 eBike

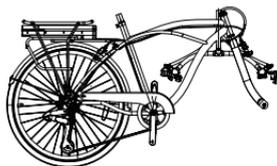
The EB11 is a robust, electric-powered, personal transportation device that feels like a bike but rides like a moped. It's environmentally-friendly and uses only the highest quality components and industry-leading safety features.

- Eco-friendly with zero emissions
- Offers throttle speeds up to 15.3 mph (24.7 km/h)
- Rechargeable, portable and reliable



1.2 What's In the Box?

- 1 x SWAGTRON EB11 eBike
- 1 x Seat
- 2 x Pedals
- 1 x Charging Cable & Adapter
- 1 x Allen Key
- 2 x Keys
- 1 x Wrench
- 1 x User Manual



SWAGTRON EB11 Electric Bike x 1



Front Wheel x 1



Seat x 1



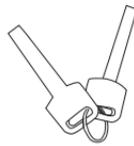
Pedals x 2



Charging Cable & Adapter x 1



Allen Key x 1



Keys x 2

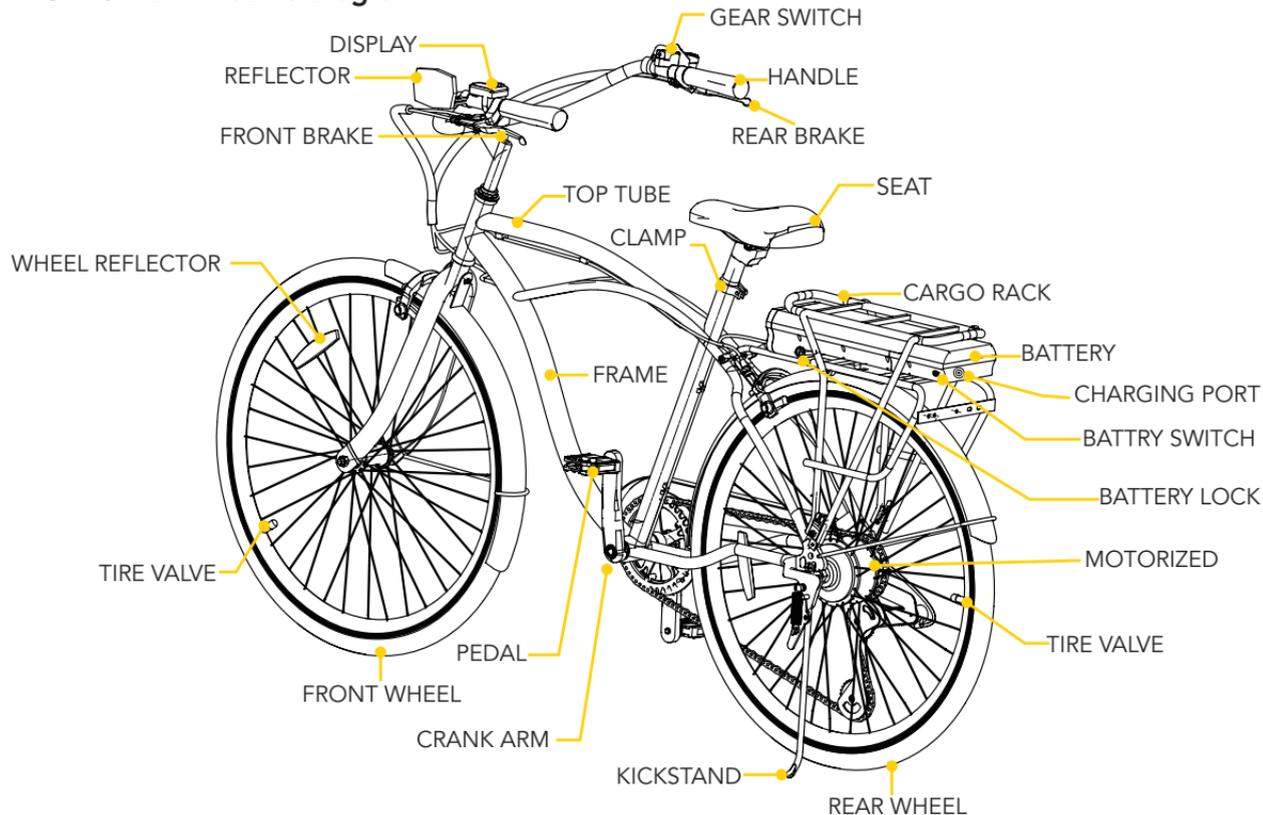


Wrench x 1



User Manual x 1

1.3 SWAGTRON EB11 eBike Diagram



Section 2. Assembling Your eBike

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 comfortable assembling the bike yourself, be sure to follow all instructions, properly adjust gears and brakes, and set tire pressure. Proper tire pressure can reduce flats and improve the EB11's performance, including range per charge.

2.1 Assembling the Front Wheel and Fender

You might need to ask someone to assist with initial assembly. (For an alternative way to assemble the EB11, visit www.swagtron.com/faq.)

Assembling the front wheel consists of two parts: the fender and the wheel itself.

- Step 1.** Remove the nut, washers and bolt at the top of the front fork. Then remove the screws at the lower fender stays (Fig.1).
- Step 2.** Slide the fender through the fork. Reattach the bolt, washers and nut (in that order). Reattach the lower fender screws.
- Step 3.** 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.
- Step 4.** Hold the nut on one side and tighten the nut on the other side of the wheel onto the fork (Fig. 2).

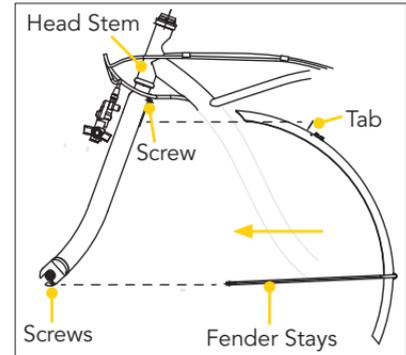


Fig. 1

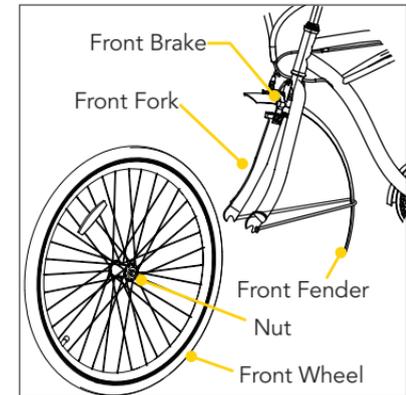


Fig. 2

2.2 Assembling and Adjusting the Handlebars

-  A top cap has been installed on the handlebar stem bolt by default. Remove it before installing the handlebars.

Assembling the Head

- Step 1.** Remove the stem bolt cap.
- Step 2.** Use the included allen key to loosen the stem bolt.
- Step 3.** Insert the stem into the fork locknut to the desired height. Make sure the end mark is completely inserted so that the end is below the lock nut.
- Step 4.** Align the stem with the front tire and securely tighten the stem bolt.
- Step 5.** After assembling the head, make sure the handlebar stem is in line with the top tube (Fig. 3).

Adjusting the Handlebars

- Step 1.** Use the included wrench to slightly release the screw of the top cap from the handlebar stem.
- Step 2.** Adjust the direction of the handlebars to a comfortable position.
- Step 3.** Use the wrench to tighten the screw and fix the handlebar stem in place.
- Step 4.** Check it again to make sure the handlebar stem is in line with the top tube, then use the wrench to tighten the screw and fix the handlebar stem in place (Fig. 4).

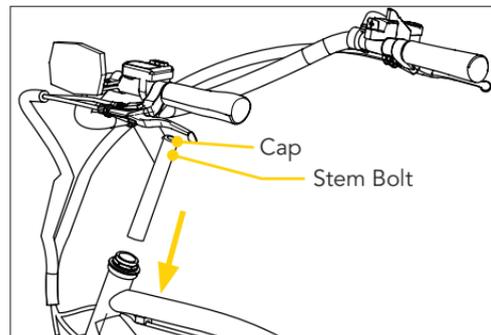


Fig. 3

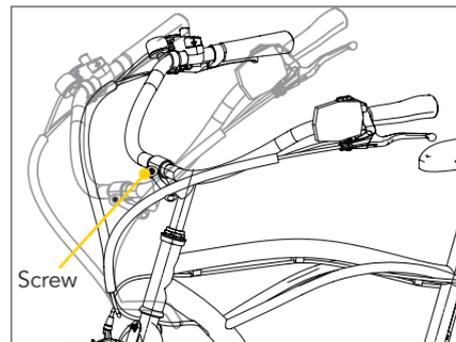


Fig. 4

2.3 Adjusting the Brakes

For safe riding it is crucial that your bicycle's brakes function correctly. Over time, the bicycle's brake pads wear and the control cables stretch. For this reason, brakes should be inspected prior to every ride, and adjusted as necessary. This ensures proper operation.

-  The eBike should be taken to a professional bike shop twice yearly for routine check-ups.

Lubrication – Caliper Brakes

At least once every three months, lubricate the brake lever and the brake caliper pivot with 2-3 drops of light oil. This will help to limit wear and tear and ensure smooth operation. At least once every six months, remove cables from their casings and grease along their entire length. Prior to fitting any new cable, always apply grease.

Adjustment – Sidepull Calipers

To make minor brake adjustments use the barrel cable adjuster, usually found at the cable arm. Use the following outline as a guide.

- Step 1.** Squeeze the brake pads against the rim and loosen the lock nut.
- Step 2.** Set the adjuster so there is approximately 1.5mm - 2mm clearance between the pad and the rim.
- Step 3.** Refasten the lock nut. If the clearance between the brake pad and the rim be set to 2mm or less using the above process, the cable length may need to be

To do this:

1. Screw the barrel adjuster in completely.
2. Press the pads against the rim.
3. Unfasten the cable anchor bolt and use pliers to pull the cable through.

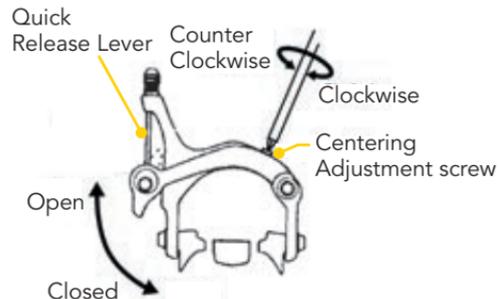


Fig. 4

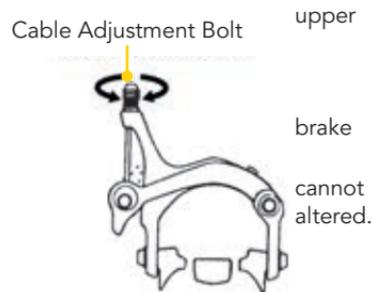


Fig. 5

4. Refasten the cable anchor bolt.
5. Test the brake lever by applying full force, and use the barrel adjuster to make any necessary minor alterations.

- A screwdriver can be used on some brakes to set the clearance on both sides of the rim.
- The leading edge of the brake pads should make first contact with the rim when adjustment is complete. Special curved washers are fitted to some brakes to allow this, but on base models a little force needs to be applied to the pad and its mounting.

2.4 Assembling and Adjusting the Seat

For better pedaling, safety and overall riding comfort, positioning the seat at the right height is important. The rider's leg length is used to determine the seat's position. When you pedal, your hips should remain level and your legs should be almost fully extended at the bottom of the pedal stroke, but not over-extended.

To determine the right seat height, sit on the eBike with one pedal at its lowest point and place the ball of your foot on the pedal. Your leg should be almost fully extended (not locked out) with a slight bend at the knee.

- Loosen the screw on the seat post binder bolt.
- Pull the seat up or push it down to adjust height. Check to make sure the seat post is fully inserted into the frame and the head of the seat is parallel with the top tube.
- Tighten the screw to secure the seat in place (Fig. 6).

- Check the safety mark on post to make sure the seat stem is inserted enough.

2.5 Assembling the Pedals

Holding the crank arm vertical, use the included wrench to screw the pedal on the crank arm. Repeat with the other pedal (Fig. 7).

- The threads on the pedals are not identical—both thread toward the front of the bike. So the right pedal threads to the right and the left pedal threads to the left.

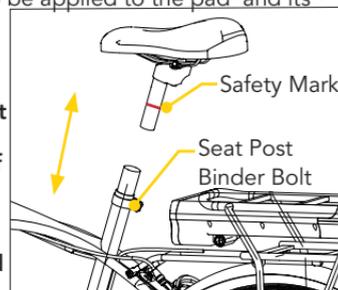


Fig. 6

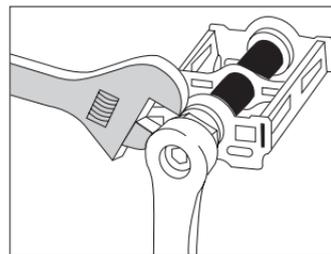


Fig. 7

Section 3. How to Use the Battery

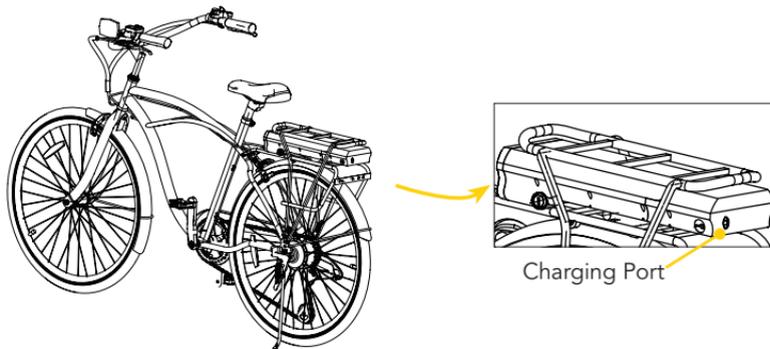
3.1 Charging Instructions

 Charge the eBike before using it.

Step 1. Make sure the bike is turned off and connect the charger's cables and adapter if needed.

Step 2. Locate the charging port at the bottom of the battery. Plug the charger into a wall outlet (100V-240V) then plug the other end into the charging port. Remove the cap as needed.

Step 3. Allow 4.5~5 hours time for charging. The charging adapter's light will turn red during charging and then green once charging is complete. Disconnect all cables once charging is finished.



- Fully charge the battery before your first use, this may take up to 5 hours.
- Perform periodic visual inspection of the battery ports and charging cables.

- Keep your charging environment clean and dry at all times.
- If the charging port is damp or has any liquid on it, do not charge your eBike.
- In order for the battery to operate at maximum efficiency, avoid charging your eBike in extremely hot or extremely cold environments.



- DO NOT, under any circumstances, use the bike while it is charging or connected to the charger.
- The charging time is 4.5~5 hours. Charging longer than that may affect battery life and/or performance.
- If the charging adapter's light doesn't turn on, it may not be fully connected. Check that it is securely connected to the wall and to the bike.
- Use only the charger provided with your EB11. If you have lost or damaged your charger, contact customer support to obtain a replacement.

3.2 Detach/Install the Battery

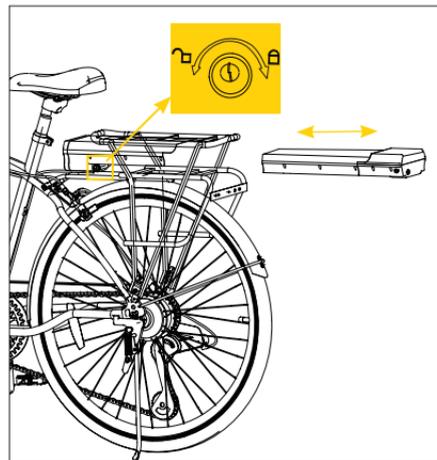
For your convenience, the EB11's battery can be removed for easier charging and/or as an extra measure of security.

- ⚠ Make sure the power switch on the EB11 battery is turned off before removing and/or charging the battery.

Step 1. Use the included keys to unlock the battery via the keyhole on left side of back desk (Fig. 8). To unlock the battery, insert the key, and turn it to the unlock  position.

Step 2. Pull out of the battery from the back desk.

Step 3. To reinstall the battery, align the slot at the bottom of the battery and reinsert it into the frame. Insert the key and turn it to the locked  position.



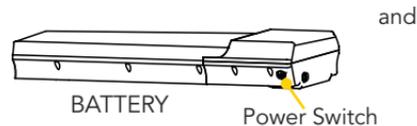
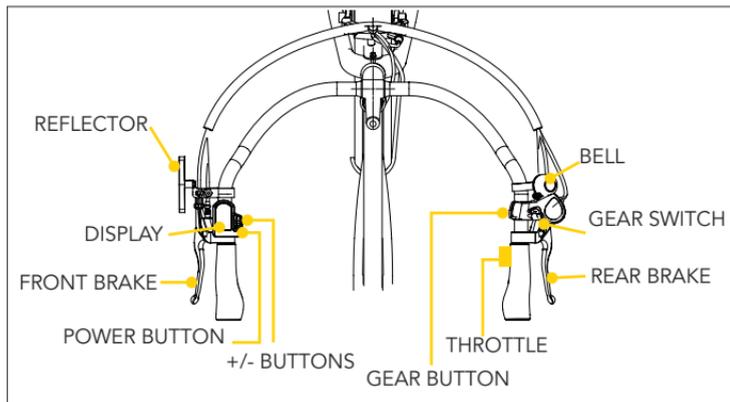
Visit www.swagtron.com to purchase extra EB11 battery packs.

Section 4. How to Ride

- Before you ride, be sure to inspect brakes, gears and properly inflate the tires. Proper tire pressure can reduce flats and improve performance, including range per charge and max. speeds.

4.1 Riding Your eBike

- Start your eBike by pressing and holding the power button ~2s, or ride it with your feet directly. Power-assisted mode will be active whenever power is on.
- Quick-press the power button to cycle between TRIP, VOL, TI, and ODO on the display.
- Quick-press the **+** and **-** buttons to switch between modes 1, 2, and 3.
- Move forward by twisting the throttle and/or pedaling.
- Switch between 7 gears by pressing the gear button or using the gear switch as needed while riding.
- ⚠** Quick-change gear button only shifts UP gears. To switch down, you must use the gear switch.
- To stop, release the throttle, then squeeze the front and rear brakes to slow the front rear wheels down.
- To engage Cruise Control, maintain speed for ~6 seconds. Brake to turn it off.
- Use the bell to alert pedestrians and other riders of your presence.



4.2 Buttons Information

The EB11 eBike's display features several different elements.

: Press and hold for ~2 seconds to turn the eBike on/off. Quick-press to cycle between TRIP, VOL, TI, and ODO on-screen.

 / : Quick-press to switch between speed modes 1, 2, and 3. Or press and hold the   buttons for ~2s to enter the display setting screen.



4.3 Display Information

: This icon indicates cruise control's status (i.e., on or off).

  : These numbers indicate the current speed. Readings are measured in mph or km/h.

TRIP: These numbers show distance data for a single trip. Data is automatically cleared when the bike is powered off.

ODO: These numbers show odometer data (i.e., cumulative distance) from 0 to 6213 mi. Data accumulates in increments of 0.63 mi. If a single trip is less than 0.63 mi, it is not included in the total mileage. When data exceeds the maximum (6213 mi), the odometer will automatically reset to zero.

TI: These numbers show time data for a single trip.

VOL: These numbers show current voltage information.

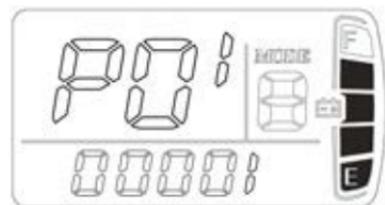
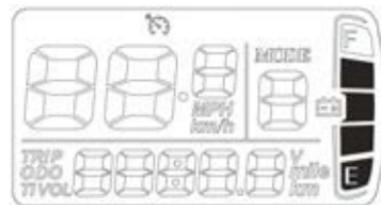
Battery Level: This icon indicates how much battery life you have left.

MODE 1, 2, 3: Displays the current speed mode. Each mode has its own maximum speed:

Mode 1 = 11.3 mph

Mode 2 = 13.1 mph

Mode 3 = 15.3 mph

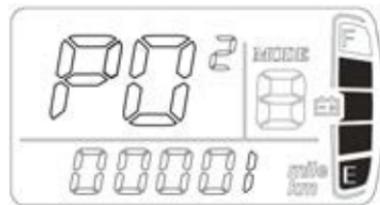


4.4 Display Brightness & Measurement Settings

Press and hold **+** and **-** buttons simultaneously for ~2s to enter the display setting screen.

To adjust brightness, quick-press the **⏻** button to enter P0¹ screen, then use **+** and **-** buttons to adjust the brightness of the display's backlight.

To switch speed measurement (mph/mile or km/h/km). Press the **⏻** button to enter P0² screen, then use **+** and **-** buttons to set the display to the desired measurement type.



Section 5. Safe Riding Techniques & Tips

Consider the following techniques and info to help ensure you have a safe, fun riding experience. Before riding, always check to make sure your brakes are working properly.

- ▲ Always wear proper protective gear when riding. This includes knee and elbow pads and an age-appropriate ASTM-approved helmet.
- Make sure your feet are always on the pedals. Taking your feet off the pedals while riding is dangerous.
- Remember to remain seated when using the eBike's control function.
- Make sure the battery is fully charged, especially if you plan to travel long distances.
- For your own safety and the safety of others, ride only at speeds you are comfortable with. Be ready to stop at any time.
- When riding near others, keep a safe distance from fellow riders to avoid collisions.
- Pay attention to your surroundings. Your eyes are your best tools for safely avoiding obstacles and unsafe riding conditions.
- Ride in open spaces and flat areas. Avoid slopes or high traffic areas until you're familiar with riding.
- Do not ride at high speeds, on uneven terrain, in inclement weather, or otherwise unsafe conditions.
- Never use the eBike to do anything that may cause personal injury to yourself or others, or damage to your property or the property of others.
- Do not attempt to carry passengers or heavy items. The bike can only support the weight of one person at a time. Do not exceed the weight limit.

- Only ride the eBike where permitted. You **MUST** comply with local laws and give way to pedestrians.

DO NOT USE THE EBIKE TO PERFORM DANGEROUS MANEUVERS. FAILURE TO EXERCISE GOOD JUDGMENT AND HEED THE ABOVE WARNINGS INCREASES THE RISK OF SERIOUS INJURY OR, IN VERY RARE CASES, DEATH. USE WITH APPROPRIATE CAUTION AND SERIOUS ATTENTION TO SAFE OPERATION.

5.1 Disposal at End-of-Life

This product must not be disposed of by incineration, landfilling, or mixing with household trash. Improper disposal of the battery contained within this product may result in the battery heating up, rupturing, or igniting which may cause serious injury. The substances contained inside the battery present chemical risks to the environment. The recommended disposal for any SWAGTRON product at its end-of-life is to dispose of the entire unit at or through an e-waste recycling center, program, or facility.

Local regulations and laws pertaining to the recycling and disposal of lithium-ion batteries and/or products containing them will vary according to country, state, and local governments. You must check laws and regulations corresponding to where you live in order to properly dispose of the battery and/or unit. It is the user's responsibility to dispose of their waste equipment properly with accordance with local regulations and laws.

For additional information about where you should drop off your batteries and electrical or electronic waste, please contact your local or regional waste-management office, your household waste disposal service, or your point-of-sale.

Section 6. Maintenance

-  Do not perform any kind of maintenance while the eBike is charging.
- Attempting to repair or modify your eBike can void all warranties. Only authorized repair centers may service the eBike. If you need assistance, please contact customer service.

6.1 Tire Inflation

 You will need a pressure gauge and a standard bicycle pump to inflate the EB11 eBike's tires.

Step 1. Ensure the eBike is powered off and stable, so it doesn't move during inflation.

Step 2. Visually inspect the tires for damage, scuff, or puncture marks. If the tire is damaged, DO NOT INFLATE IT. Contact customer service immediately.

Step 3. Find the valve located on the inside of the wheel and remove the cap.

Step 4. Use a standard bicycle pump to pump air to the tires slowly.

Step 5. Use the pressure gauge periodically to check PSI.

Step 6. When the tire reaches 45 PSI, stop inflating and replace the valve cap.

Step 7. Repeat with other tire.

-  Any PSI marking on the tires indicates a maximum. DO NOT inflate the front tire to this value, only inflate it to 45 PSI as directed above.
- Under inflation is strongly recommended if you intend to ride outdoors in temperatures above 90°F. In such conditions, bring the EB11 indoors and deflate the tires by 3-5 PSI. If the PSI is too high and the tire are exposed to excessively high temperatures, riding outdoors may cause serious damage to the tire including but not limited to stretching and/or rupturing.

6.2 Semi-Annual Bike Inspections

Bikes require regular maintenance. Take your bike in to your local bike shop for a tune-up twice yearly. Complex components (brakes, gears, electrical systems) should always be inspected, serviced and adjusted by experienced bike mechanics.

6.3 Cleaning

Proper cleaning of your eBike can guarantee a longer lifespan and a smooth riding experience.

- Wipe the outer body of your eBike with a soft, dry microfiber cloth.
- Check around the wheels and ensure there are no obstructions.
- The eBike meets IPX4 water-resistance, meaning it can withstand splashes; however, do not submerge the eBike in water.
- Do not let water and liquids get into the eBike's electric parts or battery.

6.4 Storage

Below are some tips to consider when storing your SWAGTRON EB11 eBike.

- Before storing, fully charge the eBike to prevent battery over-discharge due to non-use.
- If storing the eBike for more than one month, discharge and recharge the battery at least once a month.
- Cover the eBike to keep dust out. Do not store in a dusty environment as this may cause damage over time.

6.5 Transportation

Turn off the EB11 before moving, lifting, or otherwise transporting the eBike. The eBike weighs approximately 50.7 lb. If you are unsure of your ability to lift this much weight, ask someone for help.

Lithium-ion batteries are considered hazardous materials; therefore, transportation is governed by federal, state, and local laws. International law prohibits the shipping of bare lithium-ion batteries. If you are shipping your SWAGTRON EB11 eBike, you must ship it with the battery installed.

Section 7. Specifications

Item	Parameters
Model Name	EB11
Net Weight	50.7 lb. / 23 kg
Dimensions	68.5 x 26 x 41.7 in. / 174 x 66 x 106 cm
Maximum Load	264.5 lb. / 120 kg
Maximum Incline (Throttle Only)	25°
Maximum Speed (Throttle Only)	15.3 mph / 24.7 km/h
Range Per Charge (Throttle Only)	Up to 26 miles (mode 1)
Battery Voltage	36V 7.5 Ah
Charging Voltage	100V - 240V / 50 - 60Hz / 42V 2A 
Wheel Size	26 in. Front / Rear
Tire Size	2.125 in. Front / Rear
Tire Inflation	45 PSI / 7.0BAR
Charging Time	4.5~5 Hours
Water Resistance	IPX4
Warranty	1 Year Limited

One-Year Limited Hardware Warranty

Your SWAGTRON® EB11 eBike ("Product") includes a One-Year Limited Hardware Warranty ("Warranty"). The Warranty covers product defects in materials and workmanship under normal use. This Warranty is limited to residents of the United States and Canada only and is available only to original purchasers. This Warranty gives you specific legal rights and you may also have other rights which vary from state to state.

This Warranty starts on the date of your purchase and lasts for one (1) year (the "Warranty Period"). The Warranty Period is not extended if the Product is repaired or replaced. We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive.

Warranty services are provided by SWAGTRON®. If a hardware defect arises and a valid claim is received within the Warranty Period, at its option and to the extent permitted by law, SWAGTRON® will: (1) repair the hardware defect by using new or refurbished parts that are equivalent to new in performance and reliability; or (2) exchange the Product with a product that is new or refurbished which is substantially equivalent to the original product. This Warranty is for one (1) replacement only of like-items and does not cover items out of production if the product is no longer made or stocked. This Warranty is not assignable or transferable. The original purchaser may call SWAGTRON's toll-free number at 1-844-299-0625 for service request.

When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes SWAGTRON®'s property. This warranty only covers technical hardware defectiveness during the warranty period and under normal use conditions. SWAGTRON® does not warrant uninterrupted or error-free operation of this Product.

Return shipping shall only be provided for Products dead on arrival ("DOA") within thirty (30) days of purchase only. All other returns/repairs shall require payment of shipping cost at discounted rate to be determined as follows:

SWAGTRON® E-bikes shall be Twenty Dollars (\$20)**

**shipping prices are subject to change without further notice.

This Warranty does not cover any damage due to: (a) transportation; (b) storage; (c) improper use; (d) failure to follow the product instructions or to perform any preventive maintenance; (e) modifications; (f) unauthorized repair; (g) normal wear and tear (including but not limited to wearables and other consumable parts such as tires); or (h) external causes such as accidents, abuse, or other actions or events beyond our reasonable control.

Important: Do not disassemble the Product. Disassembling the Product will void this Warranty. Only SWAGTRON® or a party expressly authorized by SWAGTRON® should perform service on this Product.

DISCLAIMER OF WARRANTY: THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

SWAGTRON®

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