

mobl



E-City Bike

USER MANUAL

Model Number MOB-CTY

After Sales Support

☎ (AU) 1300 886 649 (NZ) 0800 836 761 | 🌐 tempo.org/support



Welcome

Welcome to your new MOBL bicycle!

As part of our brand philosophy, all of our products are manufactured to the highest standards of performance and safety. This product includes a comprehensive 1 Year Warranty, as part of our commitment to ensuring an excellent user experience.

For more information on this bike, including detailed assembly instructions, please scan the QR code:



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General Safety Instructions

IMPORTANT SAFETY INSTRUCTIONS READ CAREFULLY AND KEEP FOR FUTURE REFERENCE

Read this manual thoroughly before first use, even if you are familiar with this type of product. The safety precautions enclosed herein reduce the risk of injury and product damage. Keep the manual in a safe place for future reference, along with the completed warranty card, purchase receipt and carton. If applicable, pass these instructions on to the next owner of the e-bike.

Always follow basic safety precautions and accident prevention measures when riding a bike (or e-bike), including the following:

WARNING: Read and follow all safety warnings before riding!

- **Local traffic laws:** Some state and local traffic laws may require that your bicycle be equipped with a warning device, such as a horn or bell and a light, if the bicycle is to be ridden after dark. When you are riding on the road, make sure that you are always visible to other vehicles. Please respect the road rules in all circumstances.
- **Intended use:** This bicycle should only be used for personal recreational purposes, and not for commercial activities, trade or competition. Do not use this bike for stunts. Do not use the bicycle for anything other than its intended purpose, and only use it as described in this manual. Improper use may affect the warranty.
- **Protective equipment:** Always wear proper protective equipment, such as an Australian standards-approved helmet, elbow pads, knee pads, long sleeve shirt, gloves, long pants.
- **Wet weather warning:** Slow down your speed when riding in rainy and snowy conditions and in slippery areas. Increase your braking distance to ensure safety. **Use the rear brake lever FIRST, then the front brake lever.**
- **Kickstand:** The kickstand is designed to support the bicycle only, NOT the rider.
- **Always double-check your bike before riding it** (tighten the handlebars and stem, check the saddle, wheels and brakes, etc.). **We strongly recommend that significant mechanical repairs are carried out by a skilled bicycle mechanic.**
- **Height adjustment:** Adjust the seat height and handlebar height appropriately: the rider must be able to straddle the bicycle with at least 2.5 cm clearance above the horizontal bar when standing. Please refer to the assembly section for details.
- **Check the tyre pressure:** The tyre pressure range of this E-bike is 345–550 kPa (50–80 psi), which is marked on the tyre. Please ensure that the tyre pressure is within this range to avoid accidents (1psi = 6.895 kPa).

General Safety Instructions (Cont.)

- **Children below 14 years old should not play with the product.**
DO NOT LET CHILDREN INFLATE TYRES. Charging, cleaning and maintenance should not be performed by children without adult supervision.
- **Recommended torque requirements** in Newton metres (N·m) for the following:
 - (A) Stem: 30 N·m
 - (B) Front Wheel: 15-25 N·m
 - (C) Pedal: 35-40 N·m
- **Maximum rider weight:** 100 kg (including rear carrier 15 kg loading; excluding the bicycle weight)
- **This bike is intended to be used on urban roads.** It is not intended for use on unpaved ground or for off-road use. Failure to follow these warnings could result in a fall or accident and permanently and irreversibly damage the condition of your power-assisted bicycle.
- **Night-time operation:** We do NOT recommend riding your bike at night. If you have an emergency that makes it necessary to ride at night, have proper lights and reflectors. Do NOT ride at night without a headlight, taillight, a white front reflector, a red rear reflector and yellow wheel reflectors.
- **On and off-road operation:** Avoid the following hazards: drain grates, potholes, ruts, soft road edges, gravel and leaves, especially when they are wet.
- **Maintenance schedule:** We strongly recommend to establish and respect a periodic maintenance schedule, which will be determined by the frequency and length of your rides, your style of riding, as well as the terrain on which you most often ride.
- **E-bike maintenance:** Before maintenance or cleaning, make sure the e-bike is disconnected from the charger.

WARNING: Never leave the battery charging without supervision!

- **Before first use:** The battery is 60% pre-charged. As it is a smart lithium battery, no special action needs to be taken when first charging. We provide a dedicated smart charger with a charge protection function.
- **Appropriate environment:** Do not use the e-bike (battery) in the rain, in a waterlogged area or in temperatures outside the appropriate temperature range from -10°C to 50°C. The best temperature range is between 0°C and 40°C, too cold or too hot temperatures will affect the battery efficiency and life.
- **Charging the battery:** Only charge the battery in a well-ventilated area. Do not expose the battery to heat or charge it in direct sunlight or in the rain.

General Safety Instructions (Cont.)

- **Do not disassemble or modify the battery.** Do not connect the (+) and (-) connections of the battery with a metal object. Do not expose the battery to liquids. Do not short-circuit the positive (+) and negative (-) battery terminals.
- **Disconnect after use:** Do not leave the battery charger plugged into the power outlet while not in use.
- **Infrequent use:** In the event of non-use, infrequent use or storage, please recharge the battery at least every month to ensure that it will work properly, and keep it in a dry and cool environment. Prolonged storage of an empty battery may damage the battery.
- **Do not let the battery run out of power completely,** otherwise it will damage the battery. The best charge-discharge is 20%–80%.
- **Battery storage:** Do not store or leave the battery near fire. Do not immerse it in water or acidic liquids. Do not allow it to get wet.
- **Battery replacement:** If the battery needs to be replaced, please contact our after sales support centre to purchase a spare battery.
- **Battery removal and disposal:** The battery must be removed and discarded before disposal of the bike. Please ensure that the battery is disconnected from the charger and power supply before removing it from the bike. Dispose of the battery safely and responsibly after the service life of the product.

WARNING: Handle the battery charger with care!

- **Only use the charger supplied with this e-bike to charge the battery.**
Do not charge the battery with any other (or universal) charger, doing so will void the warranty. Do not use this charger to charge any other appliance.
- **Indoor charging only:** The charger must only be used indoors.
- **Power cord:** Never pull the external flexible cord of the battery charger to disconnect the charger. The external flexible cord of the battery charger cannot be replaced. If the cord is damaged, the charger shall be scrapped.

Product Overview

Scope of delivery

A Electric bicycle

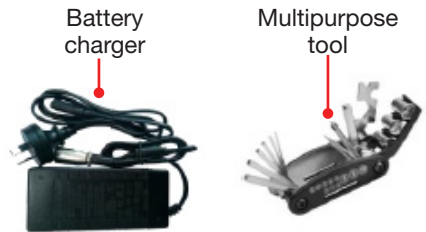


B Other inclusions

Battery charger
Multipurpose tool

C Documentation (not pictured)

Instruction manual
Warranty certificate



NOTE: Due to continued product improvement, images and illustrations in this manual may vary slightly from the product purchased. All images in this manual are for reference purposes only. Parts are not necessarily pictured to scale. The colour(s) of the bike may differ from those pictured.

Getting Started

Before first use

- **Unpack the e-bike**, making sure to remove all parts from the packaging carton. The carton staples may be sharp, take care that you do not hurt yourself when reaching into the carton to remove parts.
- **Packaging materials:** Keep the original packaging materials in a safe place. It will help prevent any damage if the product needs to be transported in the future, and you can use it to store the e-bike when it is not in use. In the event that the carton is to be disposed of, please recycle it where possible.
- **Unwrap all parts carefully.** If you are using a retractable utility knife or scissors when unwrapping the parts, take care that you do not scratch the metal parts of the bike or pierce the tyres. Remove the plastic covers from the front wheel nuts, base of the fork and stem pillar.

Plastic wrapping can be a suffocation hazard for babies and young children, so ensure all packaging and protective materials are out of children's reach and disposed of safely.

Key removal: The e-bike comes with two keys which are attached to the brake cables. Please ensure you remove the keys and keep them in a safe place, a key is required for locking the battery in place and unlocking it.

- **Assembly requirements:** The e-bike comes partially assembled (as pictured) and requires full assembly by a professional bicycle mechanic or competent person. The stem needs to be assembled with an M6 Allen wrench (35-45 N·m) and the pedals with an M15 Allen wrench (35-40 N·m). Other torque requirements for the different part assemblies are listed on page 5. A multipurpose tool with other tools required for assembly is supplied.
- **Inspect the cord and plug** of the battery charger for damage or wear before each use. Do not use the charger if it is not working or if its cord is damaged. In case of damage, please contact our after sales support centre.
- **Read all instructions** in this manual and make sure you understand all warnings. To familiarise yourself with all the parts and operating principles of the e-bike, please refer to the Product Overview and the remaining sections in this manual. Also pay attention to the safety instructions on the previous pages.

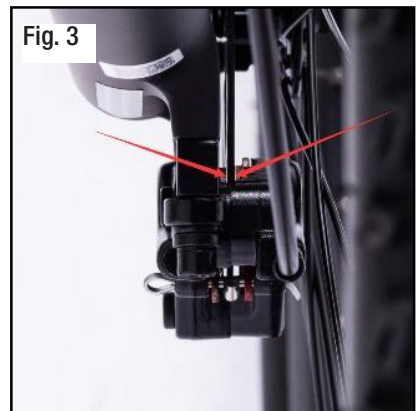
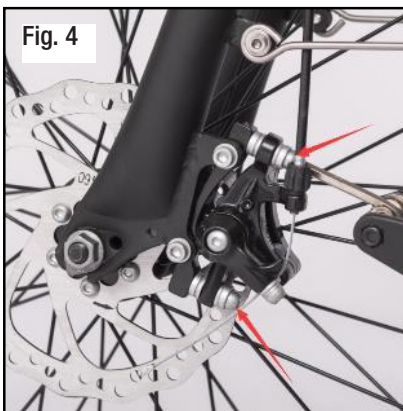
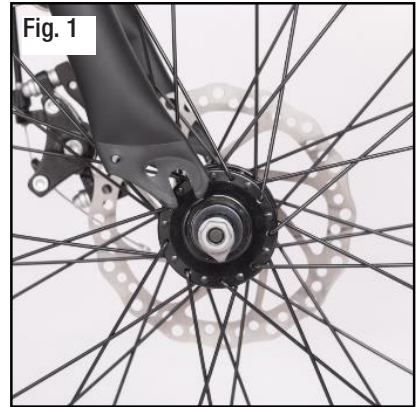


Assembly

Step 1: front wheel assembly

1. Turn the fork until the fork plate points to the front of the bicycle.
2. If the brake cable is closed, undo it, then insert the wheel into the fork (Fig. 1).
3. Install an axle nut to each side of the axle (Fig. 2).
4. Ensure the brake disc is in the middle of the brake caliper (Fig. 3). It is very important that this is positioned correctly, in order for the front brake to work properly.
5. If the caliper touches the brake disc when the wheel moves (see note), slightly loosen the screws holding the caliper to the frame of the bike, using the M5 allen key (Fig. 4). Very gently shift the caliper by hand until it is centered around the disc (see previous step). Hold the caliper in place as you tighten the screws. Double check that the caliper screws have been correctly tightened before riding.

NOTE: The front disc brake has been pre-adjusted; only make alterations to the caliper's position when the disc brake pad touches the rotor.



Assembly (Cont.)

6. Tighten the axle nuts by hand. Make sure there is an equal distance between each fork tube and the wheel (Fig. 5). Then use a wrench and securely tighten the axle nuts (Fig. 6).

As per the Australian/New Zealand standard, the left brake lever controls the rear brake and the right brake lever controls the front brake. To achieve the maximum amount of stopping power, please use both brakes.



Assembly (Cont.)

Step 2: front fender (mudguard) assembly

1. Attach the fender hanger on the fork crown, using a tool to tighten the screw from the front (washer against the bike part) (Fig. 7).
2. Adjust the fender position to ensure there is an equal distance between each fork tube. Tighten the screws at each fork tube (Fig. 8).

NOTE: If the fender is touching the tyre, please loosen the bolt slightly.



Step 3: stem and handlebar assembly

1. Insert the stem pillar into the fork tube up to the minimum insertion line indicated on the stem pillar.
2. Face the handlebar stem forward, directly in line with the front wheel. Then tighten both stem pillar bolts to a torque requirement of or 17–19 N·m (12–15 ft.lb.) (Fig. 9).
3. The handlebar is semi-assembled on the stem. Loosen the clamp bolts, adjust the handlebar position, then tighten the clamp bolts to 17–19 N·m (15 ft.lb.) (Fig. 10).

WARNING: If you can move it forward or backward, the clamp bolts are not tight enough.



Assembly (Cont.)

WARNING!

Make sure you do not overtighten the stem pillar bolt, which could damage the handlebar stem pillar assembly and result in possible injury to the rider.

Step 4: saddle assembly

The saddle is pre-assembled to the seat post.

1. Loosen the seat clamp, then insert the seat post into the bicycle frame, making sure that the minimum insertion mark on the seat post is completely inserted into the frame and not visible.
2. Tighten the quick release (QR) seat post binder bolt securely at the desired height. Turning the tension adjustment nut clockwise while keeping the cam lever from rotating increases the clamping force. Turning it anticlockwise while keeping the cam lever from rotating reduces the clamping force (Fig. 11). Less than half a turn of the tension adjustment nut can make the difference between safe clamping force and unsafe clamping force.
3. Adjust the seat angle so that the top of the seat is parallel to the ground or comfortable to the rider.
4. Close the seat clamp.

NOTE: Test the seat to pedal distance by having the rider sit on the seat. When the rider's leg is slightly bent, the ball of the foot should rest on the pedal when it is in its lowest position. If it does not, adjust the seat height as necessary.

Check for tightness by attempting to twist the seat. If the seat is loose, be sure to tighten the clamp nut and binder bolt nut securely.

Fig. 11



Assembly (Cont.)

Step 5: pedal assembly

1. Look for the letters “R” or “L” stamped on the pedal spindle.
2. Thread the pedal marked “R” into the crank arm on the chain side of the bike.
Turn the pedal spindle in a **clockwise** direction. Securely tighten the pedal spindle (Fig. 12).
3. Thread the pedal marked “L” into the crank arm on the left side of the bike.
Turn the pedal spindle in an **anticlockwise** direction. Securely tighten the pedal spindle.

Torque requirements: 20–26 N·m (18–20 ft.lb.).

NOTE: Both pedals should be tightened towards the front of the bicycle.
Start each pedal spindle by hand to avoid stripping the threads.

WARNING!

- For safe operation, the pedal spindle must be securely tightened against the crank arm.
- Always replace damaged pedals, and always wear shoes or sneakers when riding a bicycle.



Assembly (Cont.)

Step 6: reflector assembly

Front reflector (white) and bell

1. Remove the clamp screw from the reflector (or bell) bracket (Fig. 13).
2. Push open the bracket 'loop' and slide it onto the handlebar. (If there is a sizing insert included with the bracket, make sure it is inside the clamp loop before mounting.)
3. Put the reflector (or bell) bracket on an appropriate position on the handlebar (Fig. 14).
4. Tighten the clamp screw securely.

CAUTION: Be sure the reflector is in the same longitudinal plane as the bicycle (horizontal to the ground). If the reflector is aimed up or down, oncoming headlights may not reflect properly in the reflector. If the reflector is not horizontal to the ground, loosen the clamp screw and readjust the angle.

Rear reflector (red)

1. The rear reflector is mounted on the seat post. Put the rear reflector in the correct position by loosening the screws of the rear reflector bracket (Fig. 15).
2. Make sure the rear reflector is vertical to the ground and points straight back.
3. Make sure there are at least 3 inches (>7.5 cm) of clear space between the top of the seat and the top of the red rear reflector.

CAUTION: It is important to check and adjust the position of the reflectors as you assemble your bike. The reflectors must always be vertical (perpendicular to the ground) and pointed towards the front and rear of the bike.



Battery Charging

Battery

The e-bike comes with a removable lithium battery installed on the down tube of the bike. Also supplied is a key (and duplicate), attached to the brake cables, which you should have removed earlier in the assembly process. The key is required for locking the battery in place or unlocking it for removal of the battery.

1. You can charge the battery while it is attached to or removed from the e-bike.
CAUTION: If you want to charge the battery while it is attached to the bike, make sure the bike is switched off.
2. To remove the battery, turn the key to the "UNLOCK" position and the battery will be ejected (Fig. 16).
3. To attach the battery, place it in its space on the down tube and press firmly until it clicks securely in place. Then turn the key to the "LOCK" position to lock the battery. (When the key is in this position, you can pull it out.)
4. To show the battery status, press the button on the battery. The LED light will illuminate to show the battery status (Fig. 17):

Blue:	Approximately 75%–100% battery charge
Green:	Approximately 25%–75% battery charge
Red:	Approximately 0%–25% battery charge
Red flashing:	Empty battery, charge immediately

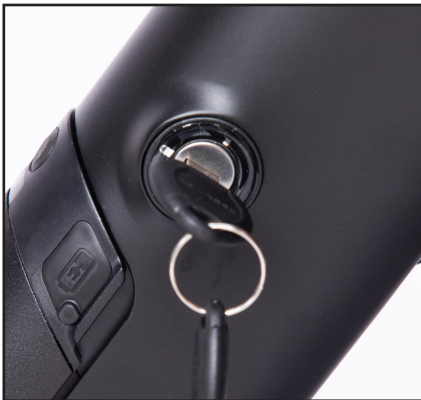


Fig. 16



Fig. 17

Battery Charging (Cont.)

Charger

The e-bike comes with a smart charger for easy charging.

1. Insert the AC plug into an appropriate electrical outlet.
2. Open the battery cover and insert the DC connector into the battery (Fig. 18).
3. When the battery is charging, the charging light illuminates red (Fig. 19).
4. When the battery is about 80% charged, the charging light turns green. At this stage, please charge it for about one more hour, then it will be fully (100%) charged and the charger will automatically stop charging (Fig. 19).

A full charge (from 0% charge to 100%) takes approximately 6 hours.



Fig. 18



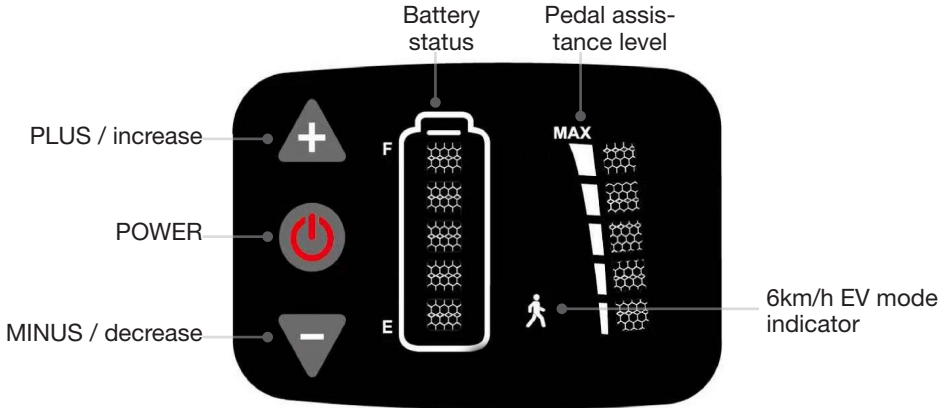
Fig. 19

WARNING!

- **Only use the charger supplied with this e-bike to charge the battery.** Do not charge the battery with any other (or universal) charger, doing so will void the warranty. Do not use this charger to charge any other appliance.
- **Do not leave the battery charging unsupervised.**

Instructions

The e-bike's control panel, located on the left side of the handlebar, lets you turn on the bike for electric power, select riding modes and check the battery status.



Battery status

Shows the battery status from full to empty.

The last LED will flash when the battery needs to be charged.



Pedal assistance level

Shows the pedal assistance level from 1 to 5.

- 1 (low) 1 LED light up to 10 km/h
- 2 (medium low).... 2 LED lights up to 13 km/h
- 3 (medium) 3 LED lights up to 17 km/h
- 4 (medium high) .. 3 LED lights up to 21 km/h
- 5 (high)..... 5 LED lights up to 25 km/h





6km/h EV mode

Shows when 6 km/h EV mode is in use.

Instructions (Cont.)



Operation



Turning on/off

- Long-press the POWER [] button to turn on the e-bike (display). The display will show the approximate battery status and pedal assistance modes.
- Long-press the POWER [] button to turn off the e-bike (display). It will turn off automatically if there is no operation for 10 minutes since switching on.

Electric-assisted mode (pedal assistance)



Power assistance is triggered when you pedal forward and it stops when you stop pedalling. In other words, power assistance happens as long as you pedal. You do not need to pedal hard, just apply a light force to the pedals continuously to maintain the current flow. When you apply one of the brakes, power assistance will stop automatically, allowing the e-bike to slow down and stop. Power assistance will turn itself off when the e-bike has reached the maximum speed of 25 km/h.

You must turn on the battery to use the e-bike in electric-assisted mode. Once the e-bike is powered on, you can use the PLUS / MINUS [ / ] buttons to change the pedal assistance level from the five levels available. The indicators will change with the level selected.

- Short-press the PLUS [] button to shift up.
- Short-press the MINUS [] button to shift down.

Using 6km/h EV mode

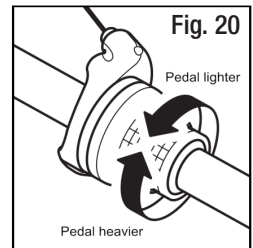
Once the e-bike is powered on, you can switch to 6 km/h EV mode to gain initial speed before riding the e-bike.

- Press and hold the PLUS [] button to enter 6 km/h EV mode.
- Release the PLUS [] button to exit 6 km/h EV mode.

Pedal speed changing

The e-bike is equipped with a Shimano 7-speed system with the shifter located at the right side of the handlebar.

- Turn the shifter to get a different tooth ratio in order to change the pedal speed (Fig. 20).



FAQs and Troubleshooting Guide

If you experience problems with your e-bike, check in the table below for solutions to common problems. If the problem persists after checking the suggested solutions, please contact our after sales support centre for advice.

Problems	Possible cause	Solution
When turned on, the indicator light won't turn on.	The battery is completely discharged.	Charge the battery.
The motor won't work, the display won't turn on.	The electric cable which connects the battery is loose.	Contact our after sales support centre for a service.
There is no electric power to the bike.	The fuse has burnt out.	Contact our after sales support centre for a service.
The travelling distance has been reduced.	Insufficient battery capacity.	Charge the battery fully.
	The battery is getting old and needs replacement.	Replace the battery. Spare batteries are available for purchase from our after sales support centre.
	Braking frequently, riding uphill or running against the wind continuously.	Use more pedalling.
The indicator light does not illuminate when charging.	The connecting cable is becoming loose.	Insert the charging connector firmly into the socket.
	The fuse has burnt out.	Contact our after sales support centre for a service.
	The charger is damaged.	Replace the charger. Spare chargers are available for purchase from our after sales support centre.
Other issues	Problems with electrical components.	Contact our after sales support centre for a service.

Other Useful Information

Cleaning and care

WARNING!

Clean the e-bike properly and maintain it in good working condition. The warranty will not apply in case of corrosion due to lack of maintenance.

- **After every ride**, wash your bike with soapy water (liquid dish soap is recommended for its ability to remove grease without damaging the bike), but do not wash any electrical parts. **Avoid using high-pressure washers.** Always dry your bike with a soft cloth in order to avoid rust and corrosion. While carefully drying your entire bike, you will also be able to inspect all the different parts and detect any potential problems.
- Lubrication is an important part of maintenance of electric vehicles. The front axle, middle axle flywheel, front fork shock absorber pivot and other components should be scrubbed with an appropriate lubricating oil **every six months.**
- Check the chain tension **after every ride.** The correct chain tension is 8036N. The bike has a freewheel, so you can check the chain tension by spinning the pedals backwards. The chain needs to be as tight as possible without creating friction that will waste energy and wear the chain and cogs prematurely.

Professional bike mechanics are required to carry out the following steps:

- To adjust the rear wheel's position, loosen one side and push the rim between the chain stays to one side to move the loose end of the axle a short distance back or forward. Retighten the nut. Loosen the other side and ease the rim in the other direction so the rear wheel is once again straight in the frame.
- Test again and repeat the process, moving the rear wheel a short distance forward or back until the tension is in the target zone. You need to test by spinning the pedals because neither cogwheel will be a perfect circle so the chain tension will vary as the cranks spin. Once the chain tension is acceptable, tighten both nuts fully.
- During the whole process please pay attention to the motor cable, do not damage or loosen the cable.

Other Useful Information (Cont.)

Storage

When it is not in use, store the e-bike in a cool, dry place, protected from dust, high humidity and frequent temperature changes, and out of reach of children.

For prolonged storage we recommend using the original carton for the bike and storing the battery separately. Please ensure the battery is at least partially charged as prolonged storage of an empty battery may damage the battery.

Service and repair

WARNING: Replace worn parts! As with all mechanical components, the bicycle is subjected to wear and high stresses. Different materials and components may react to wear or stress fatigue in different ways. If the design life of a component has been exceeded, it may suddenly fail, possibly causing injuries to the rider. Any form of crack, scratch or change of colouring in highly stressed areas indicates that the life of the component has been reached and it should be replaced.

After riding the bike for a long time, the efficiency of the liner may be reduced. Please ensure you adjust or replace the inner and outer lining of the disc brake when this occurs.

Spare parts

Our after sales support centre stocks spare batteries and chargers for the e-bike. To purchase a spare part or book a service, please contact our after sales support centre on 1300 886 649 or via tempo.org/support.

Other Useful Information (Cont.)

Technical specifications

E-City Bike	Model number MOBL-CTY
EPAC cut-off speed	25 km/h
Mass of EPAC in the most usual configuration (weight)	21.6 kg
Electric motor max. continuous rated power	250 W
Max. permissible total weight	121.6 kg (bicycle + rider + luggage)
Dimensions (assembled)	1820 x 695 x 1105 mm
Rechargeable li-ion battery 10INR19/66-3	Model number FP-MY367R5
Rated voltage	36 V
Rated capacity	7.5 Ah, 270 Wh
Dimensions and net weight	43 x 6.4 x 7.7 cm, 2.1 kg
Battery charger	Model number XVE-4200150
Output	42 V 1.5 A
Charging time (from 0% to 100%)	5–6 hrs

* EPAC = electrically power-assisted cycles

Compliance

This appliance has been fully tested and meets all requirements as set out by standard AS 15194.



The RCM Mark (Regulatory Compliance Mark) indicates that the product complies with the relevant guidelines of the ACMA as well as corresponding government requirements for the safety of electrical devices.



This marking indicates only to charge the battery for the Electric City Bicycle with the supplied battery charger with the model number XVE-4200150.

Other Useful Information (Cont.)

Responsible disposal



Packaging materials are recyclable. Please dispose of them responsibly for recycling.



At the end of its working life, do not throw this appliance out with your household waste. Electrical and electronic products contain substances that can have a detrimental effect on the environment and human health if disposed of inappropriately. Observe any local regulations regarding the disposal of electrical consumer goods and dispose of it appropriately for recycling.

Contact your local authorities for advice on recycling facilities in your area. Or find recycling scheme services listed on Planet Ark's website at www.recyclingnearyou.com.au, or call Planet Ark on 1300 733 712.

Warranty returns

Should you for any reason need to return this product for a warranty claim, make sure to include all accessories with the product.

Product does not work?

If you encounter problems with this product, or if it fails to perform to your expectations, make sure to contact our After Sales Support Centre on (AU) 1300 886 649 or (NZ) 0800 836 761 for advice.

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PO BOX 132, Frenchs Forest NSW 1640, Australia

Customer Helpline:

(AU) 1300 886 649 (NZ) 0800 836 761

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For an electronic copy of this manual, please contact our after sales support centre.