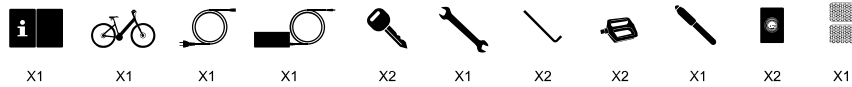


## 4.SETTING UP YOUR OKAI E-BIKE

OKAI

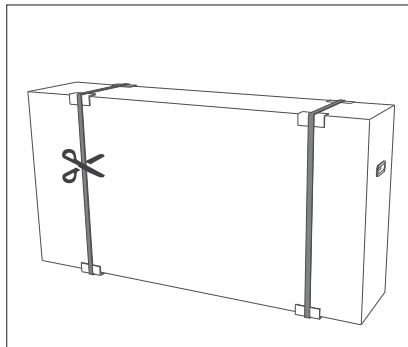
### 4-1.INSTALLATION INSTRUCTIONS

This section provides information on how to use the product correctly. For the safety of users and a prolonged service life of the product, it is crucial to follow these instructions.

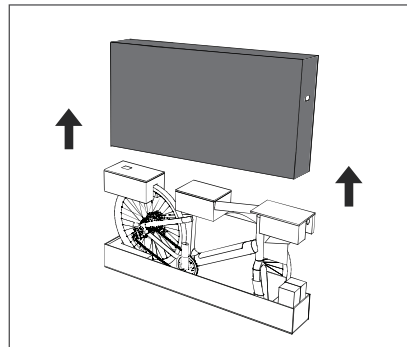


**i** : Please retain the original packaging for future transportation and storage.

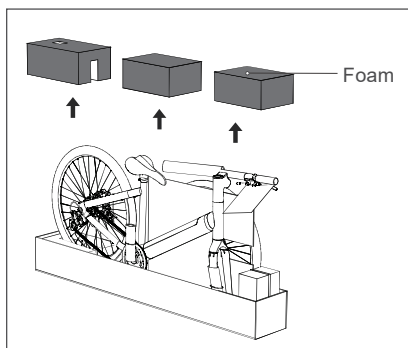
#### 1. Cut the packing straps.



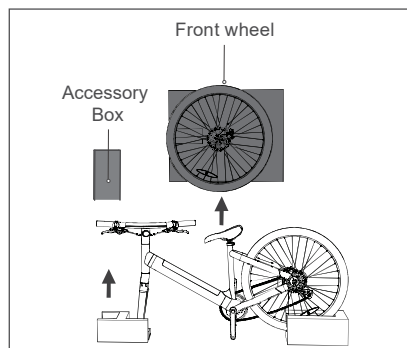
#### 2. Lift up the carton.



#### 3. Remove the top three pieces of protective foam.

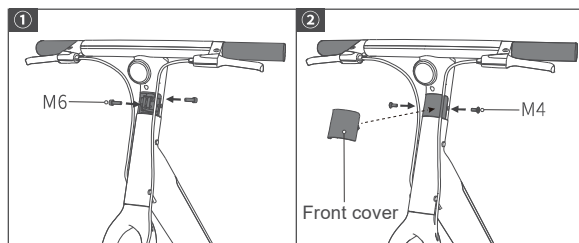
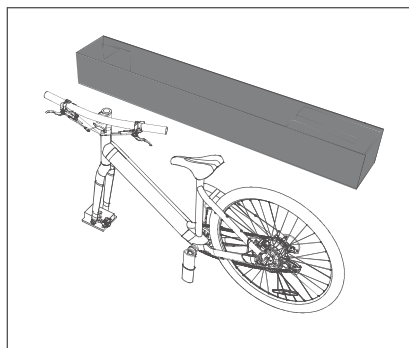


#### 4. Take out the front wheel and the accessory box.

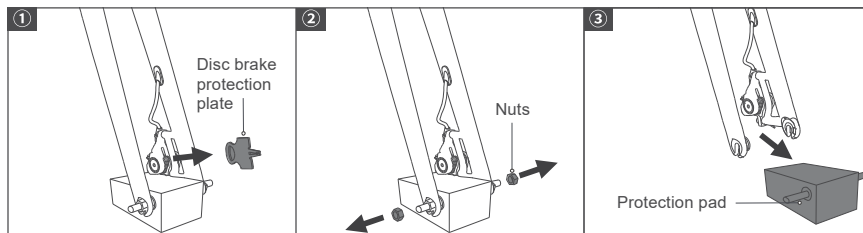


**5. Install the handlebar**

- ① Use a 5mm hex wrench to securely tighten the two M6 hex screws.
- ② Use a 3mm hex wrench to tighten the two M4 screws attaching the front cover. (The front cover and M4 screws can be found in the accessory box.)

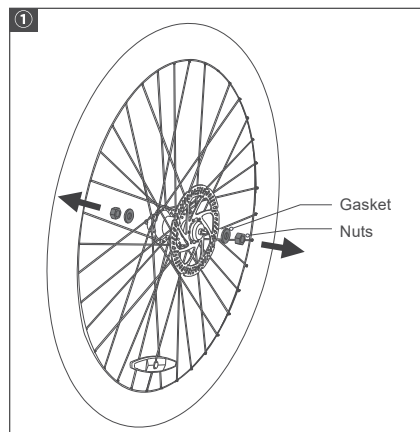
**6. Remove the vehicle from the packaging materials and put down the kickstand.****7. Remove the protector**

- ① Remove the disc brake protection insert.
- ② Use a 13mm wrench to loosen the nuts securing each side of the front fork protection pad.
- ③ Remove front fork protection pad.

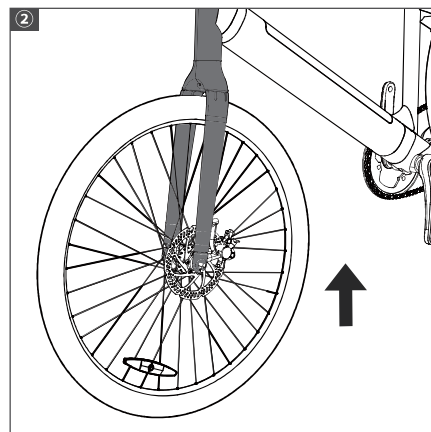


**8. Install front wheel**

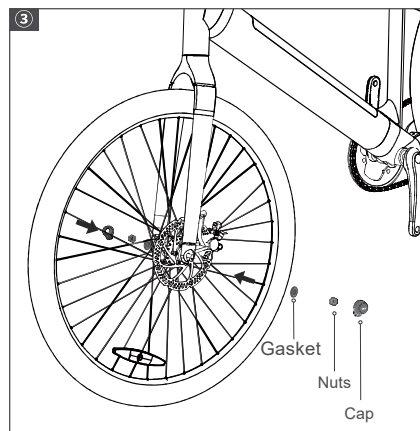
① Loosen the nuts and gaskets on the axle of the front wheel.



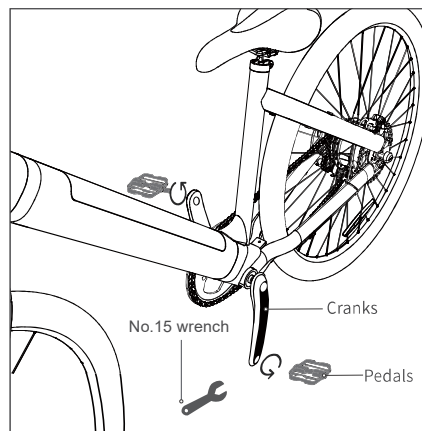
② Align the front wheel hub with the front fork.



③ Install the gaskets, tighten the nuts, install the nut cap.

**9. Install the pedals**

Tighten the pedals with the No.15 wrench.



## 10. Install the seat

① Insert the seatpost into the seat tube.

② Adjust seat post to a comfortable height.

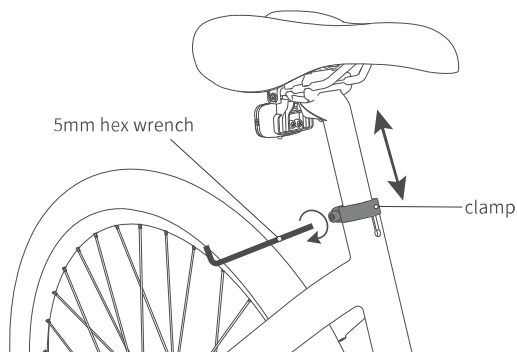
The saddle position can be tested when you sit on the saddle with your heel on the lower pedal. Before performing the adjustment of the saddle position, a saddle height test is needed.

- If your leg is straight and your knee is fully extended, it indicates that the saddle is in an appropriate position.
- If your leg is bent at the knee, it indicates that the saddle should be adjusted up.
- If you cannot reach the pedal, it indicates that the saddle should be adjusted down.



③ Tighten the seat post clamp screws with a 5mm hex wrench.

**⚠ Do not lift the seatpost above the safety line.**



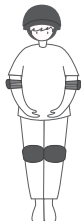
### Installation Complete

You have now finished installing the vehicle. If this is the first time using this vehicle, please follow these steps:

1. Connect the vehicle charger to activate the vehicle.
2. Refer to Section 4-3 for detailed battery charging instructions.

## 4-2.LEARN TO RIDE

### 1. Wear a helmet and other protective equipment.

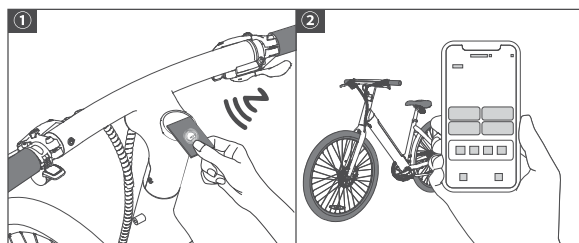


### 2. Power on.

Two ways to start:

① NFC: Touch the NFC card to the display to power on/off.

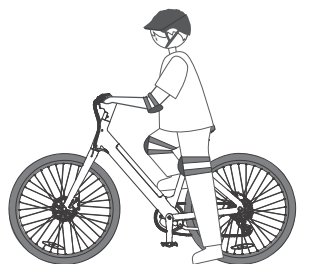
② APP: Use the OKAI App on your phone to power on/off.



### 3.Check that the brake levers are working properly.

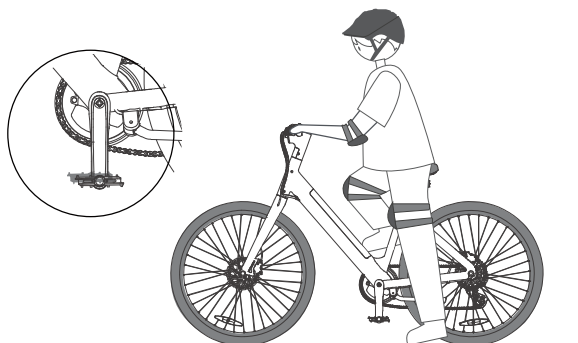


### 4. Straddle the bike and place one foot firmly on the pedal, the other foot on the ground for balance.

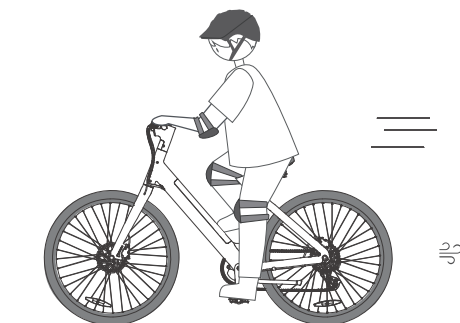


OKAI

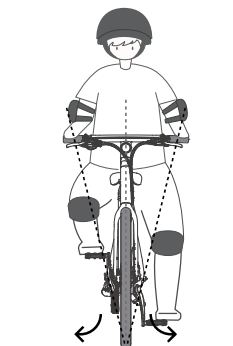
5. Use the foot on the pedal to push down and forward, spinning the crank and smoothly gain speed.



6. To reduce speed, gradually stop pedaling and squeeze the brake lever gently to brake.  
(Left brake lever controls front wheel braking,  
right brake lever controls rear wheel braking.)



7. To shift your center of gravity while turning, turn the handlebars slightly.



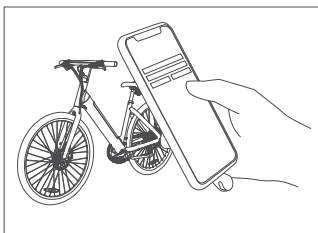
### 8. Activate the APP

To get started, scan the QR code to download the APP. Please charge and activate the vehicle before connecting it to the App. Discover additional features and customize your riding experience on OKAI APP.

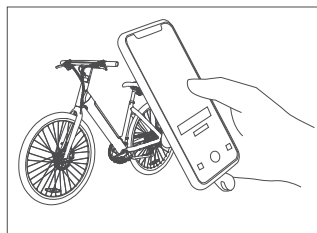
Note: System and Bluetooth requirements may vary from this instruction based on the actual app.



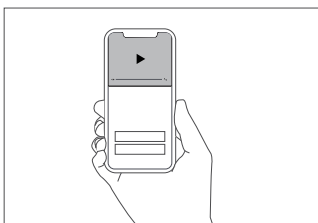
① Install APP, please register/login



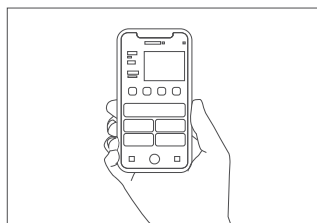
② Open the APP and start searching device automatically, follow the prompts to connect to your e-bike.



③ Watch the riding tutorial.

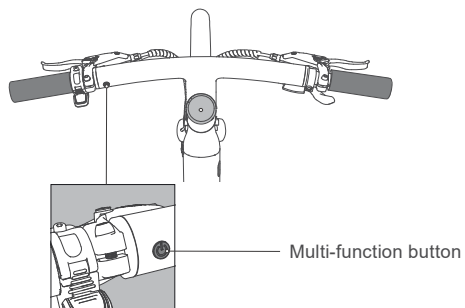


④ Start exploring and optimizing your riding experience.



Now, you can use your bike, check the status and detect the ride through the app.

### 9. Multi-function button



Gear shift: Short press the Multi-function button twice to shift 0-3 gear;

0 gear: the motor will not output power;

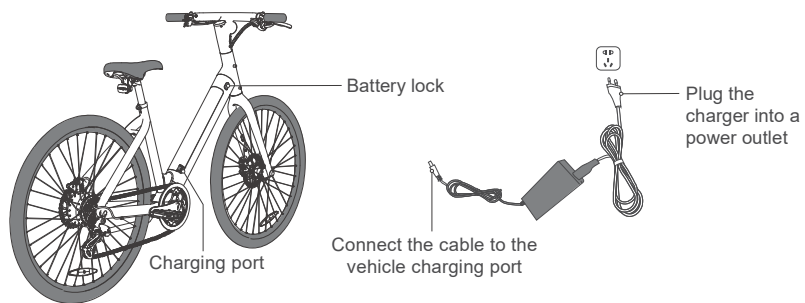
1-3 gear: the motor power increases gradually;

Light on/off: Short press the Multi-function button to turn on/off the front light.

Now, you can use your vehicle, check for status, and inspect the vehicle from the APP. We wish you a pleasant ride.

## 4-3.BATTERY CHARGING

### 1. Charging the battery



**⚠ Note:** For first use, please connect the charger to activate vehicle.

### 2. Removing the battery

To remove the battery from the bike, insert the key and turn clockwise to release the battery.



#### 4-4. PREPARATIONS BEFORE RIDING

Checklist:

- Wheels – Make sure the wheels are not damaged or excessively worn.
- Loose parts – Make sure all parts, such as nuts, bolts, and fasteners are well adjusted. There should be no abnormal sound from any part of the vehicle. Check it before each ride.
- Operating areas – Make sure the operating area is open, flat, and free of obstacles.
- Laws and regulations – Check and comply with local laws and regulations, especially when using this product on public roads.
- Safety equipment – Always wear personal protective equipment (for wrist, knee, head, and elbow protection). In some regions, there may be laws and regulations that require wearing helmets.

- ⚠ WARNING** : Do not ride with only one hand. Do not do stunts or tricks while riding. Always ride with shoes on.
- ⚠ WARNING** : Riding at a moderate speed can extend range. Riding at high speed constantly and frequent acceleration, deceleration, start, stop, and idling will reduce range.
- ⚠ WARNING** : Do not touch the brake parts with your hands after continuous braking.

### 5. MAINTENANCE, CLEANING, STORAGE AND TRANSPORT

#### 5-1. MAINTENANCE

If you do not have the experience, skill, and tools to complete maintenance and adjustment of your e-bike, OKAI strongly recommends having a certified, reputable bike mechanic maintain, tune, and ensure the e-bike is safe to ride.

Regular maintenance is important to your safety and the longevity of your e-bike. Any part of a poorly maintained e-bike can break or malfunction leading to an accident. OKAI strongly recommends that you follow a regular maintenance schedule based on normal use. If you ride your e-bike more than the time indicated, perform maintenance more frequently than recommended. If a part malfunctions, check and service it immediately, or seek help from a qualified mechanic. If a part has worn or damaged, replace it before the next time you ride the e-bike.

Read and understand the recommendations and the recommended service schedule below.

#### Recommended Service Schedule

##### Weekly

- Inspect
  - Inspect the fasteners for proper torque.
  - Inspect the drivetrain for proper alignment and function (including chain, cassette, chainset, and derailleur).
  - Inspect the wheel trueness and inspect for quiet wheel operation on (without spoke noise).
  - Inspect the condition of frame and its welds for damage.
  - Inspect and test the brake pads.
  - Inspect the tire pressure.

- Service · Clean the frame with damp cloth and mild soap as needed.
- Clean and lubricate the chain.
- Turn barrel adjuster(s) to tighten derailleur/brake cables if needed.
- Replace · Replace any worn or damaged components.

#### Monthly

- Inspect · Inspect the brake pad alignment and brake cable tension.
- Inspect shifting.
- Inspect the chain stretch.
- Inspect the brake and shifter cables for corrosion or fraying.
- Inspect the rims and check spoke tension.
- Tighten any attached accessories ( i.e. fenders, racks, reflectors) that may interfere with spokes or the drivetrain.
- Service · Lubricate the front fork and brakes.
- Clean and lubricate the drivetrain.
- Clean brake and shift the cables.
- True and tension wheels if any loose spokes are identified.
- Replace · Replace the brake and shift cables if necessary.
- Replace the brake pads if necessary.

#### Every 6 Months

- Inspect · Inspect the drivetrain (chain, chainset, cassette, and derailleur).
- Inspect all the cables and housings.
- Service · Standard tuneup by a qualified mechanic is recommended.
- Grease the bottom bracket.
- Replace · Replace the brake pads if worn.
- Replace the tires if worn.
- Replace the cables and housings if necessary.

## 5-2.CLEANING

- Please turn off the power and unplug the battery charger from the product before cleaning.
- Do not use solvents or abrasive detergent. Do not use hard brushes, metal, or sharp objects to clean as they may severely damage both the exterior and interior of the vehicle.
- Clean the battery charger and the product with a wet cloth, then wipe off with a dry cloth.

**⚠ WARNING** : Do not immerse the product or battery charger in water or other liquids. Do not place the product or battery charger under running water. There is a risk of electric shock!

**⚠ WARNING** : Do not clean this product with a power washer.

### 5-3.STORAGE AND TRANSPORT

- Store the product in a dry and clean place away from children, preferably in its original packaging.
- Shut down the product before transport.
- Only transport the product in its original packaging. Do not throw away the packaging as it could be used for future transportation. Protect the product during transport (e.g., use Bungee straps) and prevent it from falling, overturning, external impact, and shake, especially when it is transported by vehicles.



**WARNING** : This product contains an embedded lithium battery. Lithium batteries are considered as dangerous goods that can only be transported if local laws and regulations allow.



: If you plan to travel with the product by air or other means of transportation, please confirm with your transportation company whether the product is allowed to transport.

Please refer to the warranty card for more information.

## 6. DISPOSAL



This mark indicates that this product should not be disposed of with other household waste throughout the European Union regions. To prevent possible harms to the environment and health of human beings from unbounded waste disposal, it is our responsibility to recycle it in order to promote the sustainable use of resources. To dispose of used products, please contact recycling organizations or the retailer of the product. They will recycle this product in an environmentally friendly manner.



Dispose of the battery according to environment protection requirements. Do not throw away the battery together with the household waste. Contact the recycling organization in your community or the retailer of this product.



Packaging materials can be transferred back to the raw material cycle. Dispose of packaging materials in accordance with legal requirements. Information can be obtained from your community's recycling organization.

## 7.TROUBLESHOOTING

OKAI

Error number	Error name	The reason	Troubleshooting method
1	Overcurrent protection	The instantaneous output current of the controller exceeds the current limit range.	Recovered When the output current of the controller is less than MAX current.
2	Low-voltage protection	Battery voltage lower than 30±1 V.	1:The fault will be relieved after charging. 2:Change the battery.
3	Motor phase wire failure	Motor phase line short circuit when unlocking.	1:Please check the cable connector, make sure that they connect properly. 2:Change the motor extension cable to check If the cable is available. 3:Change the display to check the display is available. 4:Change the motor to check the motor is available. 5:Change the controller to check the motor is available.
7	Motor hall signal abnormality	Hall line sequence is wrong or poorly connected.	1:Please check the cable connector, make sure that they connect properly. 2:Change the motor extension cable to check If the cable is available. 3:Change the display to check the display is available. 4:Change the motor to check the motor is available. 5:Change the controller to check the motor is available.
8	Motor Over temperature protection	Motor temperature higher than normal working temperature.	1.Stop riding and cool down, wait for the error to be removed by itself. 2.Change the motor.
11	Communication failure between instrument and electronic controller	Instrument problem or poorly connector for the communication signal wire.	1:Check the controller connection, make sure that they connect properly. 2:Check the display connection, make sure that they connect properly. 3:Change the display. 4:Change the controller.
16	BMS firmware missing	Battery program upgrade failed.	1: Re-upgrade battery program. 2: Change the battery.
21	BMS hardware fault information alarm	BMS damaged	Change the battery
22	BMS level 1 fault information alarm	It appears when the battery discharge exceeds 9s~11s with 22A~ 28A current.	Back to normal after staying still for 55s~65s.
23	BMS lever 2 fault information alarm	It appears when the battery discharge exceeds 1000ms~4000ms with 35A~ 45A current.	Back to normal after staying still for 55s~65s.
24	BMS lever 3 fault information alarm	Appears when the battery discharge exceeds 250ms~350ms with 55A~ 65A current.	1:Recovery after charging 2:Recovery after power cut off
27	Battery heartbeat error	The battery heartbeat packet cannot receive data, or the battery user code does not match the central control user code.	Change the battery
29	Overvoltage	The battery voltage exceeds 60V	1:Change a new battery to check if the battery is available. 2:Change a new controller to check if the controller is available.
30	Torque sensor failure	Loss of torque sensor signal	1:Change the torque sensor 2:Change the controller
31	Controller overheating	Controller temperature reaches the protection value.	1:If the Error shows when you are riding, the system needs to cool down. Don't worry. 2:If the Error shows when the bike doesn't work too much, update the software of the controller to check the latest software. 3:Change the controller to check the controller is available.