



OWNER'S MANUAL FOR JULIET/JULIET II

JULIET JULIET II



www.eahoraebike.com

DEAR CUSTOMER:

Thank you for choosing eAhora!

We hope you thoroughly enjoy eAhora JULIET / JULIET II , our longest-lasting ebike.

If you need

any assistance, do not hesitate to contact us. We are always here to help!

Contact Information

✉ service@eahoraebike.com (for all customers)
amazon@eahoraebike.com (for Amazon customers)

 www.eahoraebike.com

Sincerely,
eAhora



IMPORTANT TO READ BEFORE THE FIRST RIDE

1. Please read the manual throughout before assembling or using your new e-bike.
2. Before the first ride, please make sure the e-bike is working normally. If you find any abnormality or defective parts, please contact us for a repair or a replacement.
3. Please record the serial number of the e-bike once you receive the e-bike, in case it will be lost or stolen. The serial number is located on the head tube of the e-bike.
4. Please properly maintain the e-bike components, especially the electrical components. It can reduce the risk of component failure.
5. Do Not modify the original electrical components on the e-bike privately. Doing so will invalidate your warranty and even put you in danger while riding.
6. Obey the local traffic regulations.
7. Wear a helmet while riding.
8. Do Not pursue a high speed or carry people.
9. In the low-temperature weather in winter, the battery life is attenuated. Users are advised to try to reduce or avoid using electric bicycles for long periods of time in low-temperature weather to prevent the battery from working abnormally due to low temperature.



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JULIET SPECIFICATION



JULIET II SPECIFICATION





SPECIFICATION



eAhora JULIET

20*17.5" Strong Carbon Steel Frame	CST 20"*4.0"
Handlebar Height: 1100mm	Seat Height: 800-1020mm
Recommended Height: 5'4"-6'2"	Recommended Load: 300lbs
Shimano 7 Speed	Dual Hydraulic Brakes
Throttle: Twist Throttle	Light: Front, brake and turning light
Bell: Integrated electric horn	1000W Motor
Gradeability: 20°-35°	48V 60Ah Battery
54.6V 8.0A Charger	48V 25A Controller
Color Display	Charging Time: 6-7 Hours



SPECIFICATION



eAhor JULIET II









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Recommended Height: 5'4"-6'2"	Recommended Load: 300lbs
Shimano 7 Speed	Dual Hydraulic Brakes
Throttle: Twist Throttle	Lights: Front and Brake Light
Bell: Integrated electric horn	1500W Motor
Gradeability: 25°-45°	52V 60Ah Battery
58.8V 7.0A Charger	52V 30A Controller
Smart APP Control Colorful Display	Charging Time: 6-7.5 Hours



PERFORMANCE

NOTE: The maximum speed and range will be affected by the load, road conditions, riding style, battery power and weather, etc.

ACCESSORIES LIST

<p>01</p>  <p>Tool Kits</p>	<p>02</p>  <p>10mm Wrench 15mm Wrench</p>	<p>03</p>  <p>Seat Tube</p>	<p>04</p>  <p>Bicycle Pedals</p>
<p>05</p>  <p>Charger</p>	<p>06</p>  <p>Headlight</p>	<p>07</p>  <p>Wheel</p>	<p>08</p>  <p>Fender</p>

Note: Please check the accessories after you received the e-bike. If there are any missing parts, please contact us within 48 hours after receiving the item. Or the missing parts request will be denied. In this case, remember to attach pictures of the accessories you received, so we can solve the problem in a faster manner.



PARTS INTRUCTION

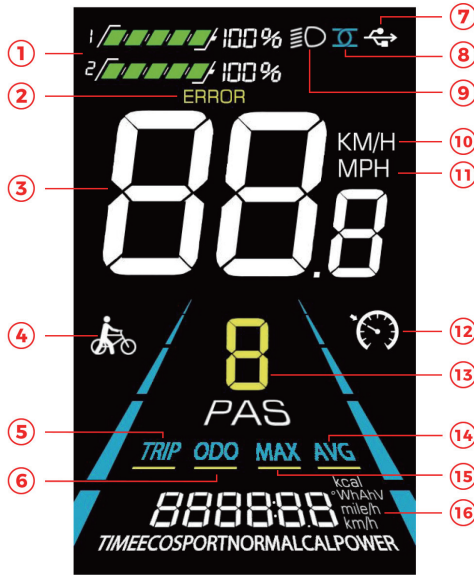
2 keys are provided with each Juliet / Juliet II , please take good care of them!



Keys only lock the battery, please prepare one extra lock for anti-theft.



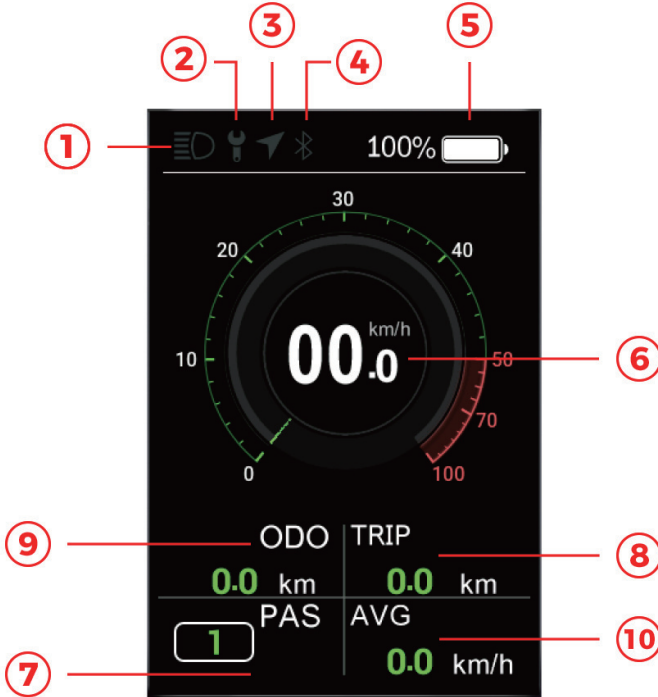
JULIET Y81F DISPLAY INTRUCTION



1	Battery level	9	Light ON/OFF
2	Error code	10	KM/H
3	Current speed	11	MPH
4	Walk boost	12	Cruise
5	Trip odometer	13	PAS level
6	Odometer	14	Average speed
7	USB	15	Max speed
8	Bluetooth	16	Value and unit



JULET II B04U DISPLAY INTRUDUCTION



1	Headlight display	6	Real time speed display
2	Maintenance tips	7	Gear display
3	Navigation function	8	Single mileage
4	Blue tooth function	9	Accumulated mileage
5	Battery power prompt	10	Average riding speed



ASSEMBLY INSTRUCTION

Tips:

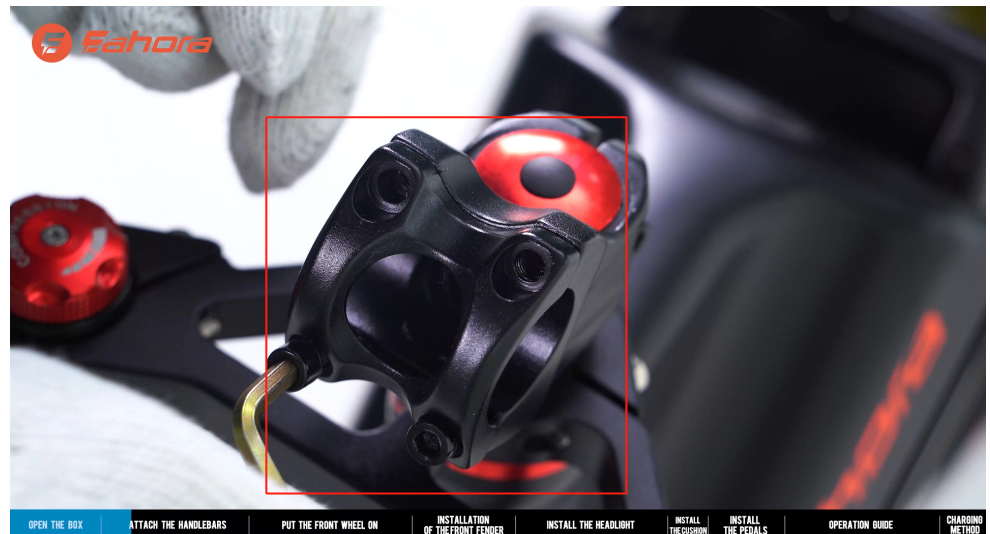
Installation methods for different styles and versions of the JULIET electric bicycle may vary slightly.

Here is an example of the installation method for JULIET II.

For specific details, please consult official customer service.

Part I: Install the handlebar

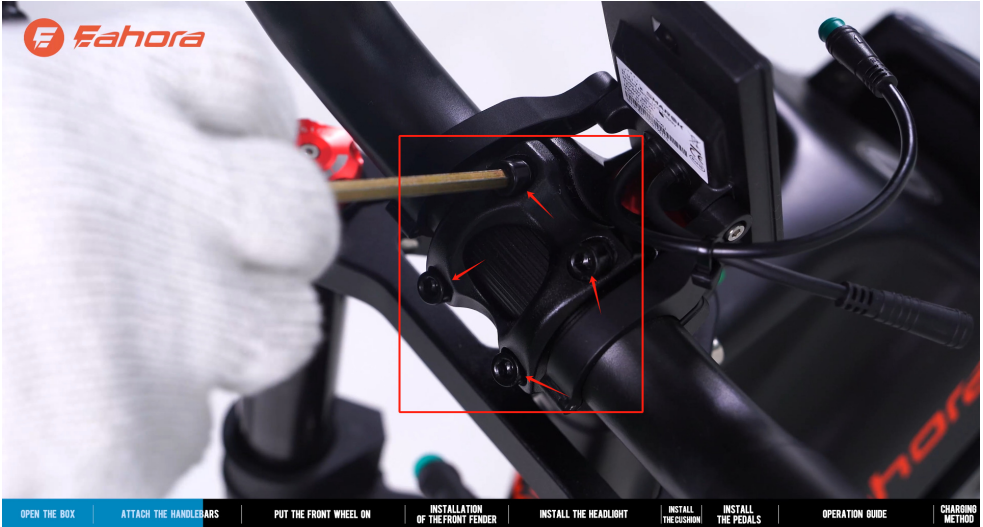
1、 Remove the electric bike handlebar riser.



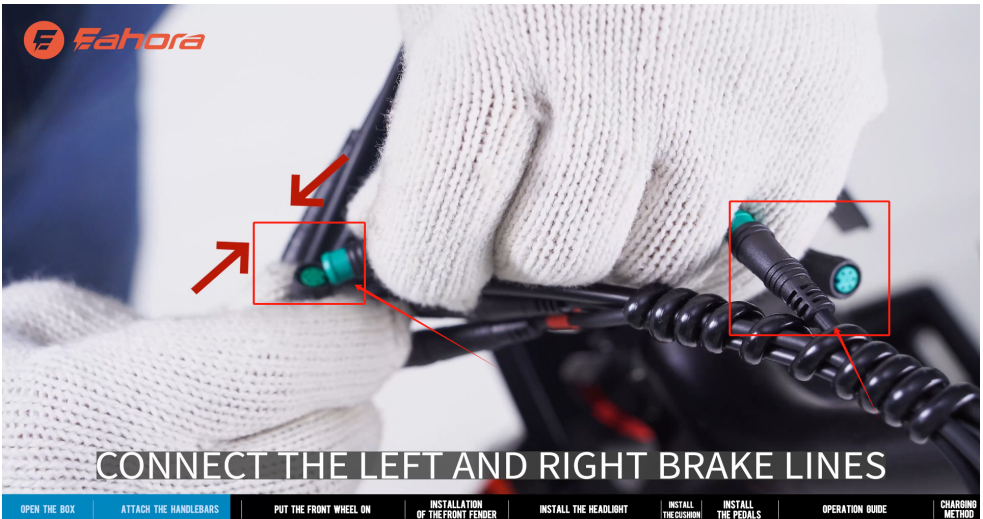


Part I: Install the handlebar

2. Place the handlebar in the middle of the riser and tighten the 4 riser with screws to secure the handlebar.



3. Tips: After installing the handlebar, connect the left and right brake wires (Blue Interface)





Part II: Install the front wheel

1. Remove the screw fixings placed at the front wheels.



2. Remove the brake spacer prior to front wheel installation.
Note: after removing the spacer, avoid actuating the brake without the disc installed.





Part II: Install the front wheel

3. Take off the nut and 2 gasket.



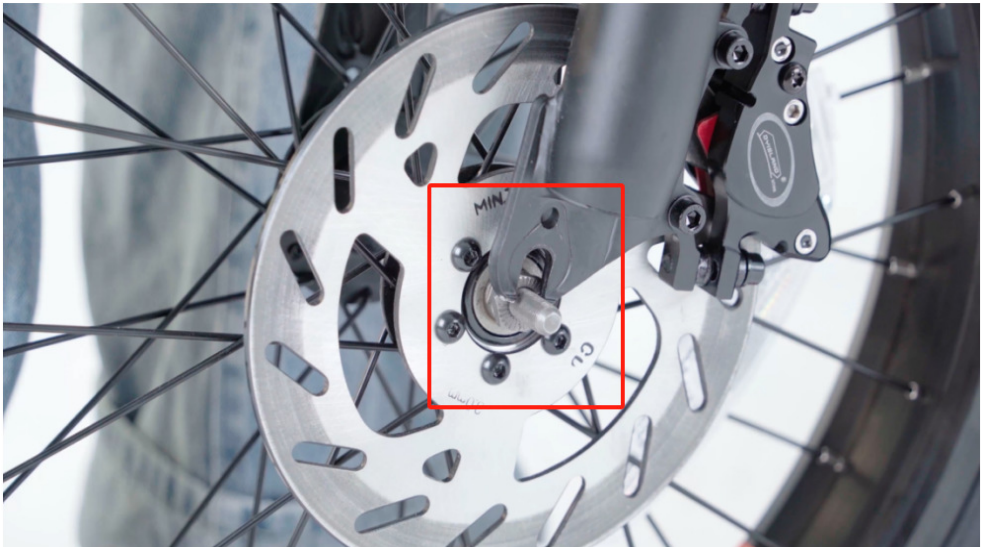


Part II: Install the front wheel

4. Align the end of the front fork with the center of the brake disc.



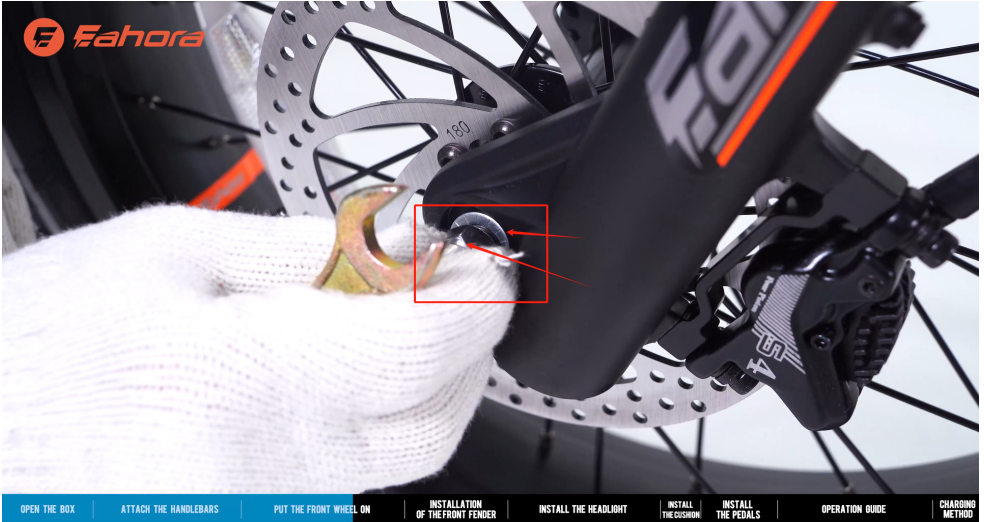
OPEN THE BOX ATTACH THE HANDLEBARS PUT THE FRONT WHEEL ON INSTALLATION OF THE FRONT FENDER INSTALL THE HEADLIGHT INSTALL THE CUSHION INSTALL THE PEDALS OPERATION GUIDE CHARGING METHOD





Part II: Install the front wheel

5. Install the gasket and nut by order and tighten.



OPEN THE BOX

ATTACH THE HANDLEBARS

POT THE FRONT WHEEL ON

INSTALLATION OF THE FRONT FENDER

INSTALL THE HEADLIGHT

INSTALL THE CUSHION

INSTALL THE PEDALS

OPERATION GUIDE

CHARGING METHOD



Part III: Install the fender

1、 Remove the screws holding the fender , the place the fender above the front wheel.



2、 Secure and tighten fender screws.





Part IV: Install the headlight

1. Remove the 2 screws holding the headlight in place.



2. Screw on both sides and tighten.





Part IV: Install the headlight

3. Connect the headlight wire (Orange wire)



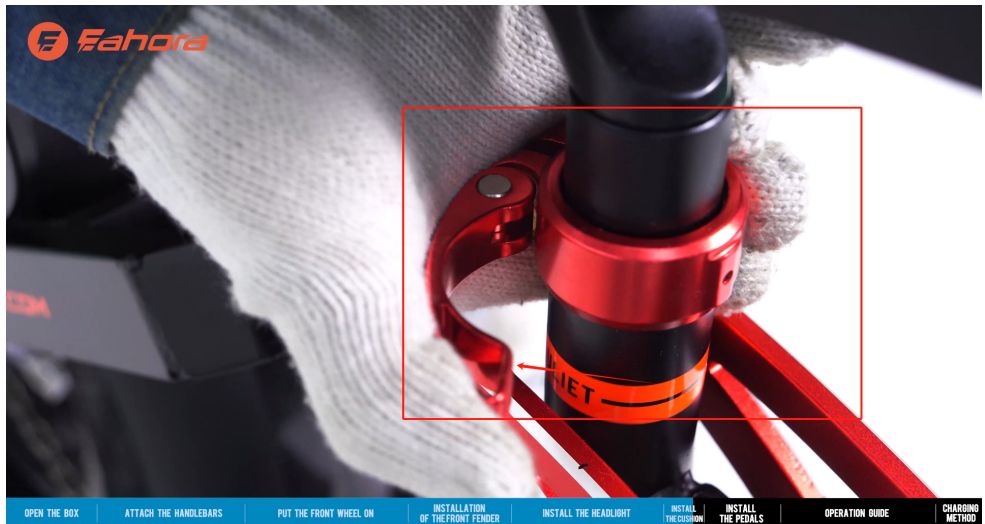


Part V: Install seat cushion

1. Place the seat cushion into the electric bicycle.



2. After adjusting the tightness, fasten the buckle that fixes the seat cushion.





Part VI: Install the pedal

1、 Find the "L" mark pedal, install to the left crank



2、 Pay attention to the installation direction.





Part VI: Install the pedal

Note: please pay attention to tighten and distinguish between left and right, or it will possibly strip off.





COMPONENTS INSTRUCTION AND MAINTENANCE

Battery

1. Battery maintenance:

- If you know you won't be using the battery for more than a few days, keep it charged at about 75% capacity. At 75%, the battery will degrade less than at higher charge levels.
- Periodically check your battery's charge level once a month and charge it up to 75%.

2. Charging

- The battery can be charged while it is attached or detached to the e-bike.
- You can remove the battery by inserting the key into the lock on the side face of the battery slide.
- To lock the battery, insert the key into the lock on the side face of the battery slide.
- Do not charge the battery with chargers other than the charger provided by eAhora.
- Only charge the battery indoors in dry spaces which are not excessively hot or cold.
- Ensure there is no dirt or debris nearby when using the charger.
- The light on the charger will be red when the battery is charging and will turn green when charging has finished.
- When charging the battery, please first connect the DC port of the charger to the battery, then plug the charger's charging head into the socket and turn on the switch to charge.
- Do not charge the battery if you notice the battery is damaged, excessively hot, leaking, smelly, or discolored.
- Charging the battery should take approximately 6-7.5 hours if the battery is mostly empty.
- Store the battery indoors in a dry space, away from heat or flame sources, and out of direct sunlight.



3. Safety:

- Do not submerge the battery in a liquid of any kind.
- Do not touch the terminals at the back of the battery.
- Turn off the battery when not in use and before removing it from the e-bike.
- Battery charging times may increase with battery age and usage.
- Only grab the charger by the plug and not the cable when plugging and unplugging from the wall.
- If the battery has trouble charging, discontinue charging and contact eAhora immediately.

Note:

Lithium-Ion batteries can be dangerous. Take care when using and charging your battery. Failure to follow the above guidelines could result in damage to property and/or serious injury. Contact eAhora immediately if you have any questions regarding battery safety.

Motor

The motor is the drive system of the e-bike. Take good care of it will keep the e-bike performance.

1. Daily riding: using PAS mode especially when climbing hills can reduce the motor wear and tear.

2. Maintenance: lubricate the motor when the range is at 100miles, 500miles, 1000miles, and whenever necessary. Or it will cause motor noise. To avoid any damages caused by improper operation, it's recommended to do the motor maintenance in a professional bike shop.



Derailleur

The JULIET / JULIET II comes with Shimano 7 speed derailleur system (including freewheel, rear derailleur, gear and shifter). This allows the rider to maintain a comfortable level of effort and pedaling speed throughout different terrains. For instance, while pedaling in lowest gear, it will be easier to pedal up hills. In the highest gear, the rider will be able to reach higher speeds on flat or downhill terrain. 1st gear is the lowest gear while 7th gear is the highest gear.

Display

JULIET is equipped with the Y81F Full-Color Display; JULIET II is equipped with the B04U Intelligent Full-Color Display controlled via an app. It's the control board of the e-bike. The electronic system will only work after the display is switched on. It can show the mileage of riding and indicate e-bike fault. Also, you could modify the settings to make the e-bike more pleasant to ride. Please read the display manual carefully and learn about the basic operations before your first ride.



E-BIKE MAINTENANCE

1. Store your e-bike in a clean dry place to avoid rust.
2. The e-bike is not waterproof. It is recommended to store and ride the e-bike in a dry environment. Furthermore, water damage is not covered under warranty.
3. Monthly Maintenance
 - Inflate tires to a pressure within recommended range: psl33 in summer, psl38 in winter.
 - Lubricate chain such that there is little noise from the drivetrain when in use.
 - Check that all hardware is properly tightened.
 - Check your brake pads for signs of wear. Replace if necessary.
 - Check your e-bike's shifting performance. Adjust the derailleur if necessary.
 - Clean the e-bike with low residue cleaner and dry completely. Lubricate after cleaning where necessary.
 - Check spoke tension. Adjust if necessary.
4. Quarterly
 - Check all items on the Monthly service list above.
 - Check tire tread for excessive wear. Replace if necessary.
 - Check that electrical connectors and cable housings are secured away from moving parts and are free from damage. Replace if necessary.
 - Go into your local bike shop for a tune-up by a certified and reputable bike mechanic.



SAFETY

Helmets and Local Laws

Always wear a helmet when riding your e-bike. Ensure that the helmet fits your head and is securely tightened down. Before riding, read local laws and comply with all rules relating to e-bike cycling in your area. If you attach a seat for children to the e-bike they must also be wearing a properly fitted helmet at all times.

Pre-ride Safety Check and Inspection

Before each ride make sure to inspect your e-bike to ensure there are no loose fasteners or accessories. Make sure to specifically check that both the front and rear axles are secure. Also, make sure both the handlebars and the handlebar stem are not loose. Check the tire pressure of both wheels before riding to ensure the tires are inflated to the recommended pressure. Pull the brake levers to make sure your brakes are working properly and adjust if necessary. Make sure that both the handlebar latch and frame latch are fully closed and locked. Note that the handlebar latch has a safety pin that needs to be inserted sideways in order to prevent it from opening during a ride.



Riding in Wet Conditions

This electric bicycle can withstand light rain and small splashes but is not designed to be subjected to inclement weather, heavy showers, or submersion in water. Use caution when riding in wet conditions as it will take longer to use the brakes to slow down, and also when turning as the tires may slip. The electrical components on the e-bike are not waterproof, and water damage is not covered under warranty.

Riding at Night

Riding at night comes with more risks than riding during the day due to decreased visibility so riders are encouraged to exercise increased caution. Before riding at night make sure that reflectors are installed on your e-bike. Riders should wear bright-colored clothing at night.

Max weight

The e-bike can safely carry a total weight of 330 lbs. The recommended loading is 300lbs. Heavier loading than 330lbs will affect the e-bike performance. Failure to adhere to these weight limits may result in damage to the e-bike, the rack, or cause serious injury to the rider. Note range and top speed will be affected by the total weight being carried by the e-bike.



WARRANTY

We guarantee a 1-year warranty for specific parts. If the customer finds non-human damage within one week after receiving the goods, we will send the replacement parts free of charge. After 1 year, the customer has to pay replacement parts and shipping fees. The e-bike which we sell are factory new regular products, all parts are the same as the original parts.

Terms Of Warranty

1. This warranty is only applied to the original owner of eAhora e-bike.
2. One of the following conditions does NOT qualify for warranty:
 - The e-bike is damaged due to improper assembly or improper use, including operator error, water damage, extreme riding, stunt riding, or improper follow-up maintenance.
 - The e-bike has been modified.
 - Poor and damaged due to natural disasters, man-made disasters, irresistible forces or chemical attack.
 - For accessories that do not need to be returned, proof materials such as videos or pictures cannot be provided.
 - Damage caused by modification or addition or subtraction of other accessories.
 - It is a vulnerable or consumable item in normal use (accessory coating, inner tube, thread tube, order piece, sprocket, chain, pedal). It is not covered by human injury, damage, normal wear and tear.



Warranty Coverage

Part	Warranty Period	Warranty Scope
Motor	12 Months	quality fault/break down/ performance failure
Battery	12 Months	quality fault/power capacity is tested lower than 50% of the rated capacity.
Controller	6 Months	performance failure
Charger	3Months	performance failure
Display/Dashboard	3 Months	performance failure
Frame	24 Months	desoldering/material fracture
Front/Middle axle	3 Months	performance failure
Fork	12 Months	performance failure
Tires	3 Months	crack/leaking
Saddle	3 Months	crack/damaged
Other Parts	3 Months	Damaged/performance failure

Note:

- 1.If the motor breaks down after it has been replaced for once within the warranty period, we will charge for replacement and freight by then.
- 2.The battery housing is not under warranty scope.



RETURN POLICY

1. No e-bike returns or e-bike replacements after 15 days of receiving.
2. Any e-bike returns or replacements should be authorized by Eahora in advance via emails.
3. The damages caused by transportation like scratches, defective parts are NOT justifications for returns.
4. Pieces of evidence like pictures or videos are needed for any e-bike returns or replacements.
5. The customer should return the original package with the returned label provided by Eahora. Or Eahora will NOT be responsible for any missing items or damages during the shipment.
6. The customers can return the items by themselves or get a return label via emails from Eahora after being authorized.
7. Returned items must keep the original packaging.
 - The box must be sealed.
 - The e-bike and its outer packaging must NOT be damaged.
 - Accessories and parts should NOT be missing.
8. Please provide the seller with photos of all returned items, including the outer packaging. The seller will have to check the status and quantity before shipping.
9. Please provide Eahora with photos of the original package before shipment. Eahora will have to check the status of the original package.
10. The customer should ship the returned item within 48 hours after Eahora provide a return label. Or the return will be deemed as canceled by the customer.
11. While returning the e-bike, the customers should ship it to the nearest FedEx/UPS store and paste the printed return label on the carton.
12. Please select the signature service when sending back to prevent the returned e-bike from being lost. Eahora will send pictures or videos to the customers when signing the returned items.
13. No free return without reason is supported. "Don't like it", "Don't want it anymore" or any delayed delivery caused by the carrier can NOT be deemed as a valid reason for a return.

