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**INSTRUCTION MANUAL**

**EN**

**EMG**  
electric moving green



# INSTRUCTION GUIDE

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This manual contains important information relating to the safety, performance and maintenance of your electric bicycle.

Please read it carefully before using your bicycle and keep it in a safe place for future reference.



## **NOTE:**

It is the user's responsibility to know and comply with the local laws. Please respect the local laws and regulations regarding the use of the bicycle, as well as those relating to the vehicle lighting system, authorizations, use on the sidewalks, traffic laws on the slopes, bicycle lanes, general pathways, helmets.



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# GENERAL WARNINGS FOR THE USE OF YOUR BICYCLE

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Do not use the vehicle after drinking alcohol, taking exciting or psychotropic drugs which can alter the emotional state, the sensory abilities and the mastery of movements.

Do not use the vehicle in dangerous situations for your personal safety and the people close to you.

The bicycle is not designed for off-road use, for carrying heavy loads or other weights, let alone for towing trolleys. If you decided to use the bicycle in an extreme or aggressive way, you run the risk of hurting yourself and even serious injury or loss of life.

When driving in traffic conditions, it is advisable to report your movements and rides in advance so that other drivers can see you in advance and understand your movements; avoid distractions and pedal carefully, trying to predict the situations that can happen.

Always use suitable clothes, not hindering your movements, and flat shoes (possibly sports shoes with rubber soles), which can ensure grip and stability on the bicycle.

Like any means of locomotion, the use of your e-bikes bear the risk of accidents for those who use it and for other people nearby, as a consequence of falls or impacts.

It is therefore necessary to always wear protective and signaling elements (such as helmets with homologation, high visibility clothes, etc). Please take the utmost care not to cause damage to people and things. When used in the rain or on a wet roadway, visibility and grip are lower than normal, while the braking distances are longer, therefore the user should adapt his speed and anticipate braking.

The use of the vehicle by minors must always be supervised by an adult.

Bicycles are not allowed for children aged 14 or less.

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Do not try to disassemble the product or its parts. Any repair intervention must be carried out by authorized personnel, in compliance with warranty conditions.

Please check your bicycle parts frequently, repair them immediately if any fault is found.

Take responsibility for your safety and for any question or clarification, it is advisable to consult a professional bicycle shop.

As it is impossible to predict any situation or condition that could occur while pedalling, this manual does not contain statements on the safe use of the bicycle in all circumstances. There are risks associated with the use of the bicycle that cannot be predicted or avoided and which are due exclusively to the responsibility of the cyclist.

This manual is not intended to be complete with use, assistance, repair and maintenance.

For any service, repair or maintenance work, please contact a professional bicycle shop.

Before washing the bicycle, disconnect the power supply. For cleaning, please use a cloth slightly moistened with water or with a solution suitable for cleaning. Do not use chemicals that can corrode the metallic parts. Do not use alcohol or benzene. Do not wash the bicycle directly with water jets, especially under pressure, as the electrical components could be damaged. When finished, dry immediately with a soft cloth.



## NOTE

This manual is not intended to represent a complete manual with full instructions for use, assistance, repair and maintenance. For any assistance, repair or maintenance work, please contact an expert bicycle shop.

# USE IN THE NIGHT HOURS

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Using the bicycle at night is much more dangerous than in the daytime, as it is more difficult to see a cyclist for drivers and pedestrians. Cyclists have to be aware of the risk they run while going out at dawn, dusk or at night, and have to pay more attention when pedalling and should use specific equipment which helps them reduce these risks. Contact a professional bike dealer for any information on night security devices.

## WARNING



Bicycle reflectors are designed to reflect cars' and streets' lights, in order to make the driver visible and identifiable as moving cyclists.

Please regularly check the reflectors and mounting brackets, to make sure they are clean, straight, intact and mounted in a safe way. Replace damaged reflectors and take action to straighten or tighten them if they are bent or loose. If available, do not remove the front/rear reflectors or the brackets, as they are an integral part of your bicycle's safety system: if removed, you will be less visible to other road users. Being hit by other vehicles can cause serious injury or loss of life.

The reflectors cannot replace the lights provided by the regulations.

The use of the bicycle at dawn, at dusk, at night or in any other moment of poor visibility, without an appropriate lighting system and without reflectors, is dangerous and can cause serious injury or loss of life.



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## WARNING

Make sure you comply with all local laws relating to the bike's usage in the night hours and to take the following additional precautions:



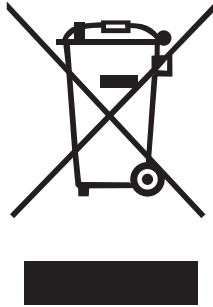
- make sure your bicycle is well equipped with reflectors, which should be correctly positioned and fixed in a safe way.
- make sure not to wear clothing or to use objects that can cover the reflective device or the headlights;
- If necessary, purchase and install both front and rear lights powered by battery or generator, in order to comply with local requirements and provide adequate visibility.
- wear lights and reflective clothing and accessories, such as jacket, arm / leg bands or reflective stripes on the helmet, flashing lights applied on the body and/or on the bicycle. In this way, you attract the attention of other drivers and pedestrians

When you cycle at sunrise, sunset or at night:

- proceed slowly;
- avoid parking in poorly lit or particularly busy areas;
- avoid any road hazard;
- prefer known roads over new routes.

# INFORMATION TO USERS ABOUT HOUSEHOLD APPLIANCES

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## **Precautions for correct disposal of the product.**

The symbol shown on the equipment indicates that waste must be disposed of in "separate collection" and so the product must not be disposed of together with urban waste.

The user must take the product to special "separate waste collection centres" provided by local government, or deliver it to the retailer against the purchase of a new product. Separate collection of waste and subsequent treatment, recycling and disposal operations promotes the production of equipment with recycled materials and limits negative effects on the environment and on health caused by improper handling of waste.

Illegal disposal of the product leads to the enforcement of administrative penalties.

# DISPOSAL OF THE BATTERY



The product works with batteries that fall under the European directive 2013/56 / EC and that cannot be disposed of with normal household waste. Please inform yourself about the local directives regarding the separate collection of batteries: a correct disposal allows to avoid negative consequences for the environment and health.

QUEEN respects the general safety requirements with reference to the cycling part (frame, fork, handlebar, seat, etc.).

The product complies with the Directives: EPAC in accordance with EN15194: 2017 and ISO4210.

## TECHNICAL ASSISTANCE

Information and technical assistance is available on:

- **EMAIL:** [service@emgmobility.it](mailto:service@emgmobility.it)
- **SITO WEB:** [www.emgmobility.it](http://www.emgmobility.it)

The Declaration of Conformity is attached to the product and available on the website: [www.emgmobility.it](http://www.emgmobility.it)

Alternatively, it is available at:

Trevi S.p.a. Strada Consolare Rimini-San Marino, 62 47924 Rimini (RN) - Italy



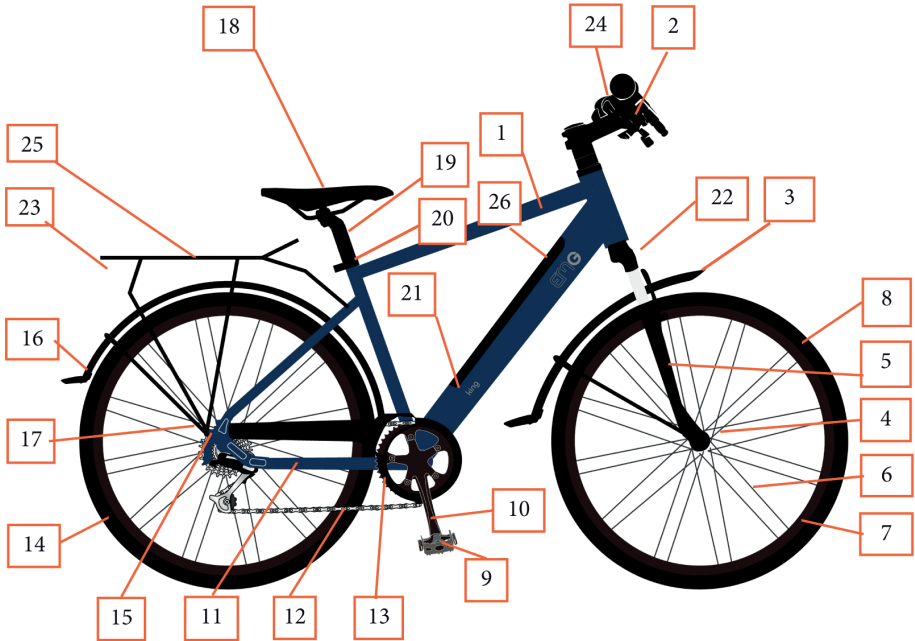
# TECHNICAL SPECS

Power	250 W
Lithium battery	36V, 13Ah, 468Wh
Autonomy	80 Km
Max assisted speed	25 Km/h
Wheel	28"
Frame	Aluminum
Bike dimensions	184x68x115 cm
Included charger	INPUT 100-240 V ~ 50/60 Hz, OUTPUT 42V $\equiv$ 2 A
Weight	27 kg
Max load	150 Kg

## INCLUDED CHARGER DATA

- Manufacturer: JANGXI FU DIAN YOU PIN TECHNOLOGY
- Model FY-4202000
- Input voltage: 100-240V ~
- Input frequency: 50/60 Hz
- Output voltage: 42V  $\equiv$
- Output current: 2A
- Output power: 84W
- Average efficiency in active mode: 88%
- Input Power in no-load condition: 0,16W

# HOW IS MADE



1: Frame  
2: Handlebar  
3: Front fender  
4: Front brake  
5: Fork  
6: Rays  
7: Wheel rim  
8: Front wheel  
9: Pedal  
10: Pedal crank

11: Easel  
12: Chain  
13: Crown  
14: Rear wheel  
15: Engine  
16: Rear fender  
17: Rear brake  
18: Saddle  
19: Seat tube

20: Saddle calibration lever  
21: Charging port  
22: Front light  
23: Rear light  
24: Control panel  
25: Rear parcel rack  
26: Battery

# AUTONOMY

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The maximum distance that can be traveled on a single battery charge is approx 80 Km.

However, this value must be considered indicative as it can be influenced by numerous factors.

Among the factors that can most affect the autonomy of the battery are the following:

- **Surface:** flat and sliding surfaces are less expensive for the battery compared to uneven ground, with slopes or that have a consistent friction.
- **Transported weight:** other conditions being equal, a higher transported weight will lead to a reduction in the battery autonomy.
- **Speed and driving style:** a pace with frequent accelerations and braking will discharge the battery faster than a regular and uniform pace.
- **Correct use and maintenance of the battery:** correct management of the battery charging and discharging cycles (see paragraph "How to recharge the battery") will help to maintain the full efficiency of the battery for longer and to delay its natural decay.

# PRELIMINARY CHECKS BEFORE USE

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1. The battery must be fully charged
2. Check that the front and rear brakes are perfectly working
3. Check that the tire pressure is normal, check whether the recommended value is written on the tire. Otherwise apply a pressure of around 3 bar.
4. Check that the handlebar and saddle are in the correct position for the driver size
5. Check that the screws and bolts on the wheels are properly tightened

# CONTROL PANEL



## Information shown on the control panel

Instantaneous speed, assistance level, battery charge, distance traveled

## On / off button



Hold for a long time in order to turn the bicycle on and off

With the panel on, press to switch between ODO (total odometer), TRIP (partial odometer), VOL (battery voltage), TIME (time of use)

## Plus and minus keys



Press to go to the upper assistance level

Long press to turn the front and rear led lights on and off



Press to go to the lower assistance level

**1: Minimum level of assistance**

**3: Maximum level of assistance**

## TIP:

A higher level of assistance corresponds to greater battery consumption

# HOW TO RECHARGE THE BATTERY

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In a ventilated area, insert the charger connector into the corresponding battery charging connector, then the charger into a standard current plug a 230V ~ 50Hz.

Do not recharge the battery in closed and poorly ventilated places!

Verify that the charger connector and plug are not damaged.

During charging, the charger indicator is red; when the battery is full, the indicator turns green. The time needed for a full charge is approximately 6 hours. This may vary considering the residual charge.

The supplied chargers have 3 operating modes:

**Green light:** end of recharging operation (battery charged) or no battery connected.

**Red light:** charging operation in progress

**Light off:** charger in standby (energy saving mode activated).

This last mode is activated after about 30 seconds / one minute after the charging operation is finished or with the charger activated without any battery connected. To return to normal operation, disconnect the charger from the mains for about one minute (reset the standby function) and reconnect it to carry out a new charging operation.

After charging is completed, pull out the charger plug from the socket, then disconnect the charger connector from the bicycle charging hole. Do not leave the charger connected to the socket for a long time after charging has been completed. If a smell comes out from the charger during charging, the temperature may have become too high; please stop charging immediately and send the unit for maintenance.

Use only the charger supplied with the bicycle to avoid damage to the battery and not to void the warranty.



## WARNING

lithium battery, do not replace with incorrect battery type, danger of explosion.



# USE AND MAINTENANCE OF THE BATTERY

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**The battery may have a switch, in which case make sure it is in the “I” position for correct operation.**

Due to transport safety reasons, the battery is not fully charged; please fully charge the battery before the first use, using the charger contained in the package.

Avoiding to charge the battery while the vehicle is stopped for a long time can cause under voltage problems, so when the bikes is not used, it is advisable to recharge the battery every two months.

- Battery life can be shortened if not regularly charged or due to the natural discharge.
- Keep the battery away from water, from flammable materials or from other heat sources.
- Never shake, beat or shake the battery.
- When the battery is not inserted in the bicycle, keep it out of the reach of the children, in order to avoid unexpected accidents.
- Do not disassemble the battery.

The battery has a test to check its state of charge. Press the button to view the percentage of charge, if the red LED lights up it is necessary to recharge the battery. Press the button again to turn off the test.

## HOW TO REMOVE THE BATTERY

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1. Turn the key to unlock the battery from the chassis

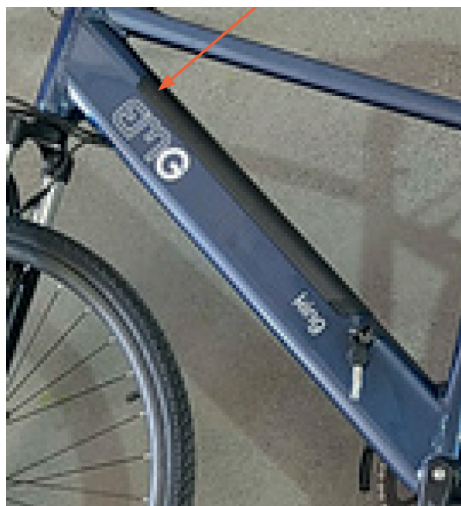
2. Remove the battery from the chassis.

The battery may have a switch, in which case make sure it is in the “I” position for correct operation.



# INSERT THE BATTERY

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1. Insert the battery into its frame compartment, starting from the upper side
2. Push the battery to lock.

## CHARGER USE AND MAINTENANCE

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- Use only the battery charger supplied with the bicycle, in order to avoid damage to the battery and not to void the warranty.
- Do not use the charger in a totally closed environment, or with explosive gases and corrosive substances in the area.
- Never shake or beat, the charger to avoid damage.
- Protect the charger from rain and humidity.
- Do not disassemble the battery charger.
- While charging, the battery charger and the battery should be at least 10cm from the wall or from air conditioners.

# BIKE ASSEMBLY

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**The bicycle will be delivered inside a box, almost completely assembled.**

Be sure to adjust the saddle and handlebar according to your height. Also be sure to carefully install the pedals in order to avoid problems while using the bike.

It is very important for safety to tighten the threaded fasteners to the correct torque.

In case of conflict between the instructions indicated in this manual and the information provided by a component manufacturer, please verify with a qualified bicycle mechanic or customer service operator.

Bolts that are too tight can stretch and deform. Bolts that are too loose can move and subject to stress. In both ways, it can lead to a sudden failure of the bolt.

Always use a correctly calibrated torque wrench in order to tighten the critical fasteners on your bicycle.

Carefully follow the torque wrench manufacturer's instructions in order to use it correctly and obtain accurate results.

**When assembling the pedals, pay attention to the installation direction:**

The R (Right) pedal is mounted on the right pedal

The L (Left) pedal is mounted on the left crank arm

Pedal R is normally screwed clockwise.

Pedal L is screwed counter-clockwise.

## RECOMMENDED TORQUE ON FIXING DEVICES

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M5: 5-6 Nm

M6: 9-10 Nm

M7: 11-12 Nm

M8: 14-15 Nm

Should you have any doubt about the assembly of the bicycle, consult a qualified bicycle mechanic or a customer service operator at the shop or bike assistance center.

# ADJUSTING THE SADDLE AND HANDLEBAR

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After getting on the bicycle, touch the ground with two feet to detect the correct height of the saddle; then tighten the lever on the seat tube and lock it carefully.

To check if the seat height is correct:

- sit on the saddle;
- put the heel on one of the pedals;
- rotate the crank arm until the pedal on which you placed the heel is in the lowest position.

If your leg is not fully stretched, it means that the height of the saddle must be adjusted.

If the hips must swing to reach the pedal, it means that the saddle is too high.

If the leg is bent at knee height when the heel is resting on the pedal, it means that the saddle is too low.

The handlebar is pre-adjusted at the factory to a standard height. If a different adjustment is necessary, contact a qualified technician

## USE OF BRAKES

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- Use the brakes sensibly, especially on rainy days or snow, or in poor grip conditions
- Reduce your speed in poor grip conditions and when you are going down steep slopes;
- When braking, it is advisable to use the rear brake first and then the front one
- Regularly check the wear of the brake system and replace them when they are worn out

# VISUAL CONTROL

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Make sure you don't have loose fasteners. Raise the front wheel about 10 cm from the ground, and let it jump on the ground.

Verify that no devices appear loose, checking its sound or at sight.

In case some accessories appear loose, tighten them with care. If you are unsure, ask those who have more experience to have a check, or ask a professional bike shop.

Tires and wheels:

make sure the tires are correctly inflated. Get on the bicycle and observe the tire inflation after applying your weight.

Compare what you see with the appearance of the tires when they are properly inflated and intervene if necessary, by inflating them.

Spin the wheel slowly and check that there are no cuts in the tire tread and in the lateral part.

Before using the bicycle, replace any damaged tire.

To check the alignment of the wheels, turn one wheel at a time, then check the contact between the wheel and the brake and check that there are no lateral oscillations.

Make sure that the saddle and the stem are parallel to the central axis of the bicycle and securely locked, so that it cannot rotate and lose the alignment position.

Make sure that the handlebar grips are well fixed and in good condition. If not, have them replaced.

Make sure that the handlebar is well inserted. In case, have it correctly inserted at a retailer before using the bicycle.

# FIRST USE ADVICE

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A first ride with your new bicycle is recommended to gain confidence with it; choose a simple route, away from traffic, other cyclists, obstacles and dangers. Become familiar with the controls, functionality and performance of your new bicycle.

Get to know the brake system of the bicycle, by doing braking tests at reduced speed, moving the weight of the body backwards and gently pressing on the brake, starting from the rear.

An excessive or sudden usage of the front brake could throw your body against the handlebar.

Operating the brakes with too much energy could block the wheels, causing loss of control and falling.

If the gear is present, practice it during first ride.

Remember not to operate the gear lever while pedalling backwards, nor to pedal backwards immediately after operating the gear lever, as this could block the chain and cause serious damage to the bicycle.

# MAINTENANCE AND REPAIR

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Your bicycle requires a minimum of maintenance and regular technical inspection, which depends on the use you make of it:

- regularly check the tires and their wear;
- if there are cuts or cracks, replace the tire if necessary.
- Check the rims and the absence of excessive wear, deformations, blows, cracks.
- Lubricate the chain regularly;
- Make sure that the vehicle battery remains charged even when not in use, to avoid under voltage which can damage the battery.

Maintenance of the bicycle must be carried out regularly by a qualified technician.

If you want to check the bicycle yourself, raise the front wheel and swing the bicycle left and right using the handlebar. If you hear noise with each movement of the handlebar, probably the steering part is loose.

If you have a feeling of jamming or difficulty while turning left or right, it is possible that the steering is too tight. In any case, have it checked by a qualified mechanic.

Grab a pedal and swing it to and from the center line of the bicycle; then do the same with the other pedal. Do you think something is loose? If so, have it checked by a qualified bicycle mechanic.

Take a look at the brakes. If they make strange noises or no longer brake like when the bike was new, it is time to have them replaced by a mechanic from a qualified bike center.

Check the control cables and the cable housing carefully. If you find rust, they are loose or worn, have them replaced by a qualified bicycle mechanic.

Squeeze each pair of contiguous spokes on each side of the wheel between your thumb and forefinger. If anyone seems loose, have a qualified bicycle mechanic check the tension and alignment of the wheel.

Check if the tires are too worn, or if there are cuts or dents. If necessary, have them replaced by a qualified bicycle mechanic.

Check if the rims are too worn and if there are dents, bumps and scratches. If you observe any damage to the rim, consult a qualified bicycle mechanic.

Check that all parts and accessories are still well fixed and tighten those that are not.

Check for scratches, cracks or discolorations on the frame, especially in the area around all the joints of the tube, on the handlebar, on the stem and on the seat post. These are signs of stress fatigue and indicate that a piece is at the end of its life cycle and needs to be replaced.

# AFTER EVERY INTENSE DRIVING SESSION

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If the bicycle has been exposed to water or sand, or at least every 150 kilometers, clean the bicycle and lightly lubricate the chain rollers with a good quality bicycle chain lubricant.

Then remove the excess lubricant by wiping with a lint-free cloth. Lubrication also depends on the climate, we advise you to check with a qualified mechanic the most suitable lubricants and the recommended lubrication frequency for your region.

Check if the rims are too worn and if there are dents, bumps and scratches. If you observe any damage to the rim, consult a qualified bicycle mechanic.

Check that all parts and accessories are still well fixed and tighten those that are not.

Check for scratches, cracks or discolorations on the frame, especially in the area around all the joints of the tube, on the handlebar, on the stem and on the seat post. These are signs of stress fatigue and indicate that a piece is at the end of its useful life and needs to be replaced.

Like any mechanical device, a bicycle and its components are subject to wear and stress. The different materials and mechanisms wear out or undergo stresses at different speeds, and have different life cycles.

If the life cycle of a component is exceeded, the component can suddenly fail, causing serious or fatal injuries to the cyclist.

Scratches, cracks, wear and discoloration are signs of stress fatigue and indicate that a component is at the end of its life cycle and needs to be replaced.

While the materials and workmanship of your bicycle or individual components may be covered by a warranty for a specific period of time by the manufacturer, this does not guarantee that the product will last for the duration of the warranty.

The life of the product often depends on the type of riding of the cyclist and on the treatment to which the bicycle is subjected. The bicycle warranty does not suggest that the bicycle cannot break or that it will last forever. It only means that the bicycle is covered under the warranty terms.

For your safety, use only original spare parts for all critical components of the bike.



# WARRANTY

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1. The warranty comes into force on the date of the tax document and covers manufacturing defects and consequent failures that arose during the warranty period.

2. In the event of a device failure, the buyer can ask for assistance contact the retailer where you purchased the product or:

- **EMAIL:** [service@emgmobility.it](mailto:service@emgmobility.it)
- **SITO WEB:** [www.emgmobility.it](http://www.emgmobility.it)

3. In order for the warranty to be valid, the buyer must present a valid proof of purchase of the product for which he intends to request assistance (invoice or sales receipt in which an identification code and product description are expressly indicated) , together with this warranty certificate.

4. The external parts of the appliance, components and accessories purchased separately, parts and components which by their nature are subject to wear and tear, decay, and therefore require periodic maintenance and / or replacement (for example cables) are not covered by the warranty. power supply, power supplies / battery charger, batteries, wheels, cases, etc ...).

The guarantee does not cover direct and indirect damages, suffered by the user or by third parties, deriving from knocks and falls (even accidental), misuse by the user, use in an unsuitable environment, other components, atmospheric agents, sudden changes in tension, fires. The warranty does not cover those marginal aesthetic defects that have a negligible effect on the value or functionality of the product. Except as otherwise prescribed in other parts of this certificate, the warranty automatically lapses in the following cases:

- a) if the serial number of the device is removed, modified or made unrecognizable;
- b) in the event of tampering, alteration, replacement, repair, attempted repair, disassembly (even partial) of the product carried out by unauthorized personnel;
- c) in case of tampering or other violation of the integrity of the warranty seals placed on the product;
- d) in the event of use that does not comply with current legislation <applicable to the product covered by the warranty.

# WARRANTY

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The recognition of direct and indirect damages of any kind to persons and things deriving directly or indirectly from one or more causes of exclusion mentioned in this paragraph is also excluded.

5. The mere authorization to send the product to the service center does not imply that the defect has been recognized as covered by the warranty with consequent free repair of the product. The product must be shipped in the original packaging, or in another suitable packaging, and in any case inserted in a protective packaging that is suitable for shipment by courier or postal service. Until delivery to the service center, the goods travel at the sender's risk. The warranty does not cover any damage that may have occurred during transport to the service center. The service center reserves the right to check the validity conditions of the guarantee upon receipt of the product. For requests for warranty assistance which, following verification by authorized service personnel, should prove to be unfounded due to the absence of real defects or due to the absence of defects covered by the guarantee, all costs incurred for the repair will be charged to the customer, the verification and controls on defect-free units covered by warranty. The customer will also be charged for all transportation costs.

6. If parts or components under warranty are replaced, the parts removed and replaced will become the property of the service center. In the event that the repair is not physically possible, or is excessively expensive in relation to the value of the product, this can be replaced with a product with equivalent or superior technical characteristics.

7. The manufacturer is not responsible for any damage or loss resulting from the failure to use a product for repair, or for any damage or loss resulting from the malfunction of the product or some of its parts.

8. The period of validity of the battery warranty (if any) is 6 months from purchase.

9. The period of validity of the guarantee for consumers, that is, those who buy for purposes unrelated to one's professional or business activity, it is governed by Legislative Decree 2 February 2002, n.24. - articles 1519-bis and following of the Italian Civil Code - (2 years from delivery under legal conditions). For buyers who purchase with a VAT number for purposes related to their professional activity, the legal guarantees referred to in articles 1490 and following of the Civil Code will apply (1 year from delivery under the conditions of the law).



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