



INSTRUCTION MANUAL
MODEL: ASCENT 27.5



Contents

Safe Riding Recommendations	Page 2
------------------------------------	---------------

Pre-Ride Checklist	Page 3-4
---------------------------	-----------------

Display and Controls	Pages 5-8
-----------------------------	------------------

Battery Instructions	Page 9-14
-----------------------------	------------------

Maintenance	Pages 15-16
--------------------	--------------------

Warranty	Page 17-19
-----------------	-------------------

Model Specification	Pages 20
----------------------------	-----------------

Safe Riding Recommendations

1. Please ensure you are familiar with and follow all traffic laws and regulations for your state. Please remember you may need to review these when travelling interstate.
2. Always wear a helmet when riding your bike.
3. Don't lend your bike to anyone who is unfamiliar with it.
4. As with all bikes it is important that you stay within safe limits and speeds.
5. Please read and become familiar with the "Pre-Ride Checklist" in this manual before riding your bike.
6. Switch the lights on your bike on when riding at all times of the day or night. If your bike doesn't have lights fitted as standard, it is recommended that you purchase them and fit before riding.
7. **WARNING:** Braking distance may increase in wet conditions.
8. **WARNING:** The handlebar, the rider's response to steering and braking can be adversely affected.
9. **WARNING:** Some surfaces can become hot with friction (such as brake discs / rims) – avoid touching these surfaces after heavy use.
10. **CORRECT USAGE:** The VelectriX Ascent 27.5 is designed for Commuting (pathways) and Adventure (mild off road) purposes and components may fail (causing injury) if used incorrectly (including the modification/manipulation of electrical components).

Pre-Ride Checklist

1. Check over the bike for any loose nuts, bolts, or fixings.
2. Check the tyre pressure. Please always refer to the tyre manufactures suggested levels on the side of the tyre.
3. Check the tyres for any visible damage, wear and tear or bald spots.
4. Check the rims for signs of damage or wear and tear
5. Check that the brake levers have been installed correctly on your bike. The left-hand brake lever should operate the rear brake and the right-hand brake lever should operate the front brakes.
6. Check that the brakes are working effectively, and that wearing components (brake pads, rotors, rims) are not worn out – check for wear indicators and replace any components as required. Brake lever position can be adjusted using a 5mm Hex Key tool. Any other brake adjustments (alignment, effectiveness) should be performed by a qualified mechanic.
7. Check that the bike is fitted with a working bell and reflectors.
8. Check that the wheel nuts or quick release skewers on the bike are correctly fitted and sufficiently tight.
9. Check that the electronic functions on the bike are working.
10. Check that the handlebars, headset and stem (steering) are correctly fitted and sufficiently tight.
11. Check all accessories and luggage are securely fastened.
12. Check that the battery has sufficient charge for your ride.

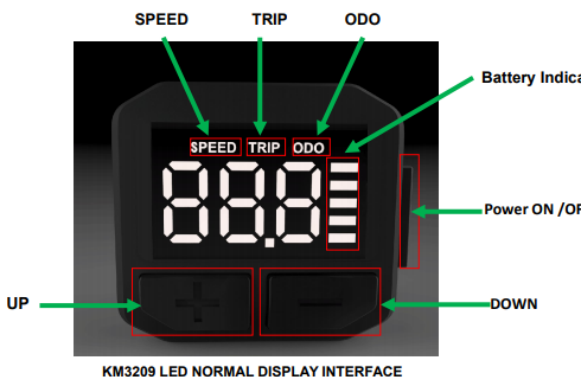
13. Check that the seat post adjustment height is correct for your ride, while ensuring the MINIMUM INSERTION DEPTH is met (marked on the seat post).
14. Ideal / Minimum Saddle Height: The minimum saddle height of a bicycle is the lowest position at which the saddle can be set while still allowing proper pedalling mechanics. It is particularly important for children, beginners, or bikes designed for easy mounting and dismounting. To calculate the ideal saddle height, multiply your “in-seam” length by 0.88. This is the recommended saddle height (measured from the bottom bracket to the top of the saddle). For beginners: use the minimum saddle height (ie: a flat foot stance) and is most easily measured by matching your saddle height to your inseam length (measured from the ground to the top of the saddle)

LCD Display and Controls

The display is mounted on the left side of the handlebar and is controlled with 3 easy to use buttons, Power,  (Up) and  (down)



LCD Display Operation



Power On/Off

Hold the “Power” button down for 1 second to start display and supply power to the motor controller. To turn off, hold down the “Power” button for 2.5 seconds. The display will turn off automatically after 10 minutes, if not in use.

User Interface

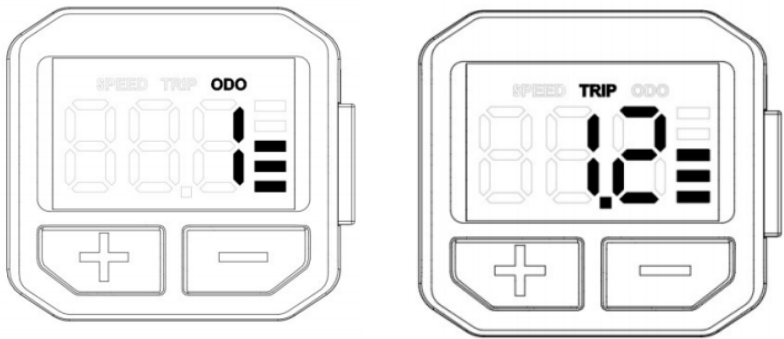
When the display is turned on, the screen will look as below.



Trip & Odometer Functions

Pressing the “Power” button will allow you to access the “Trip” and “Odometer” functions.

The “Trip” distance can be cleared by pressing and holding both “Power” &  buttons together for 2 seconds.



The “Odometer” will continue to accumulate for the life of the bike.

Walk Assist

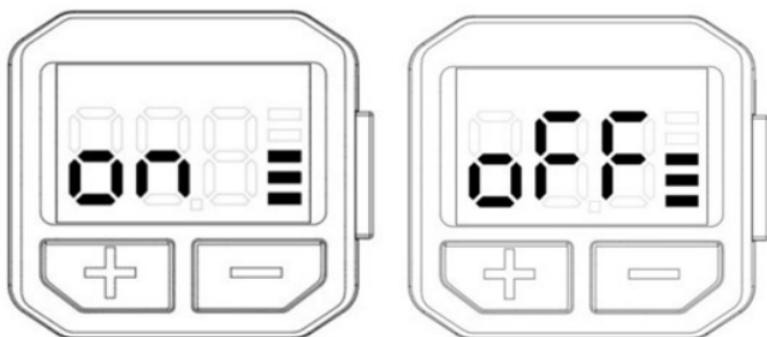
Press and hold the  Button for 2 seconds to enable the walk assist function. Releasing the button will disable the walk assist.



! The walk assist feature is not a riding mode. It is designed to assist with walking the bike up an incline to a maximum of 6 kph.

Light Operation (for models equipped with lights as standard)

Press and hold the  button for over 2 seconds, to turn the lights on. Repeat, to turn the lights off.



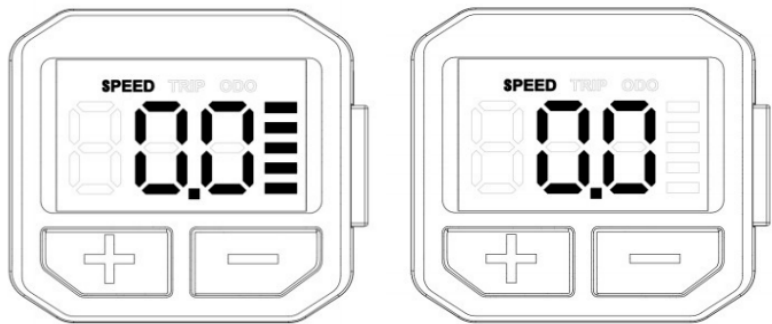
Power Assist Adjustment

There are 4 levels of Power Assist. Level 1 is the slowest setting, and level 4 is the fastest. For example, level 1 will power to an approximate speed of 13-14 kph, level 2 to approximately 18 kph, and so on with a maximum assist speed in level 4 at 25 kph. Level "0" offers no Power Assist. Level 1 is the default setting when the display is first turned on. Press the  button to increase your speed and press the  button to decrease your speed.



Battery Indicator

The battery charge level is indicated by 5 bars. When the battery is low on charge, the last bar will flash. The battery needs charging as soon as possible.



Battery Instructions



To check the battery charge level, turn on the display.



1 highlighted bar shows the lowest level of charge. The battery should be charged before the bike is ridden. 5 highlighted bars show the maximum level of charge.

You can also check the battery charge level when the battery is removed from the bike. Push the button on the underside of the battery and the battery charge light will illuminate. The colour of the LED indicates the level of battery charge:

- Blue = More than 90% charge
- Green = 40 – 90% charge
- Red = 20 – 40% charge
- Flashing Red = Less than 20% charge

Locking & Unlocking the Battery

The bike is supplied with a set of keys, that are required to remove the battery from the bike. The lock is located at the top of the battery, in the frame of the bike.

Removing the Battery from the Bike

To remove the battery, insert the key and turn fully clockwise. Pull the battery straight up & out from the bike. When reinserting the battery, place the base in first and push down gently on the top to engage the lock. You will hear the lock “click” into place.

Always make sure the battery is securely locked in place before riding

Battery Instructions & Care

Overview

Rechargeable Lithium-Ion batteries have a limited life and will gradually lose their capacity to hold a charge, over time. This loss of capacity (ageing) is irreversible and normal. As the battery loses capacity, the length of time it will power the bike (ride time) decreases. The typical estimated “healthy life” of a Lithium-Ion battery is about three years or 500 charge cycles, whichever occurs first. One charge cycle is a period of use from fully charged, to fully discharged, and fully recharged again.

Factors That Shorten Battery Life

- Heavy-load use
- Storage at over 30°C temperature
- Parking the ebike in direct sunlight
- Prolonged storage (more than 30 days without use) in a fully charged or discharged state

Factors That Lengthen Battery Life

- Low-load use
- Storage at a temperature between 10° and 20°
- Parking the ebike in the shade or a cool location
- Storage (more than 30 days without use) at approx. 30-60% battery capacity

Charging

One of the most important things to remember is to avoid leaving your battery flat, it is better if you can keep your battery partially charged.

The battery should be charged at room temperature in a dry location where a smoke detector is installed. Batteries must not be charged in the vicinity of heat sources or flammable materials.

If you are charging your battery on the bike: With the bike turned off, insert the charging plug into the charging port on the bike. Connect the battery charger power plug to the mains power outlet and switch the mains power on. You will then see a red light (s) to show that it is successfully charging. The light(s) will then turn green, once the battery is fully charged.

If you are charging the battery off the bike: Firstly ensure that the power on the bike is switched off and carefully remove the battery from the bike. Insert the charging plug into the charging port on the battery. Connect the battery charger power plug to the mains power outlet and switch the mains power on. You will then see a red light (s) to show that it is successfully charging. The light(s) will then turn green, once the battery is fully charged.

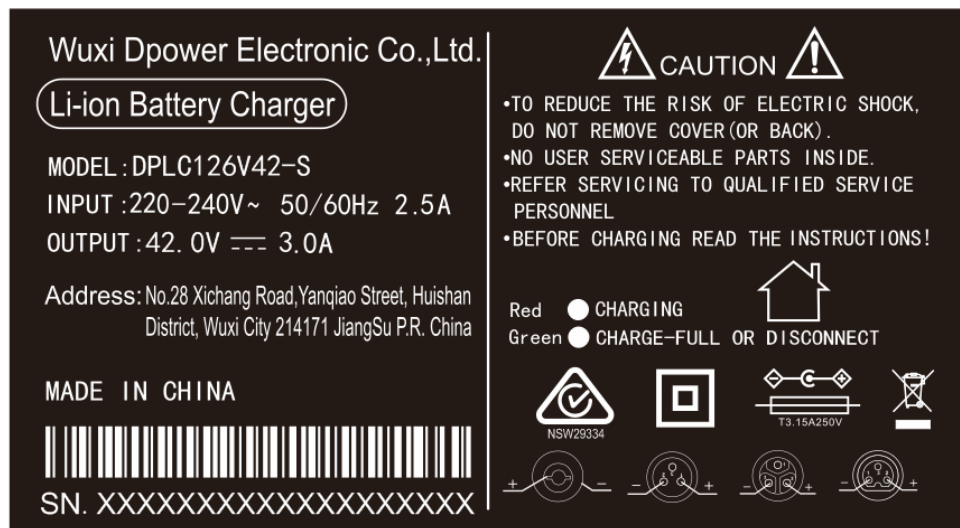
Disconnect The Charger Once Charged.

Even though the VelectricX battery charger automatically detects when your battery is fully charged and stops charging, we recommend that you disconnect the charger once fully charged. You will know when the battery is fully charged, as the indicator light switches from red to green. For safety reasons, we also advise that you do not leave your battery charging whilst unattended.

Battery Charger

You should only use the battery charger that is supplied, as new, with the bike. If you are not sure if you have the correct charger, contact VelectriX before you use it. If you drop or damage the battery charger in any way, DO NOT use it, you should dispose of the charger and purchase a replacement.

On the reverse side of the charger, you should see the following label.



Storage Or Low Use (30 days+)

If you don't intend to use your bike for a prolonged period of time, 30 days+, then there are some important things to note, and procedures to follow. Failure to comply with these instructions will result in damage to your battery, sometimes beyond repair.

- ⊗ DO NOT leave your battery in a discharged state below 10% of battery capacity
- ⊗ DO NOT leave your battery in a fully charged state (100%)

- ✓ DO leave your battery charged approx. 30% to 70% of the battery capacity
- ✓ DO routinely check and charge the battery, for 30 minutes, once every 30 days.
- ✓ DO remove the battery from your bike and store separately from the bike, free of directly sunlight, in an uninhabited room, ideally with smoke detectors, at temperatures between 5 and 20 degrees Celsius

Handling Precautions - Battery & Battery Charger

- Do not open
- Do not submerge in water.
- Do not disassemble, crush, or puncture
- Do not drop
- Do not short the external contacts on a battery.
- Do not dispose of the battery in fire or water.
- Do not expose the battery to temperatures above 60 °C.
- Keep away from children.
- Avoid exposing to excessive shock or vibration
- Do not use if damaged

Cleaning & Care

We recommend using a damp cloth to clean the outside of the battery shell only. To protect the electronic components, batteries must not be cleaned with direct water contact, for example: do not submerge the battery in water or use a hose or power hose on any part of the battery.

Disposal

EBike rechargeable batteries are considered as industrial batteries and should not be disposed of as household waste or in the usual battery collection containers. Selected bicycle dealers/specialist battery retailers or council recycling centres will take used or defective batteries back for free and ensure proper disposal.

Factors That Will Affect Your Batteries Range (distance travelled)

There are a number of factors that will affect the distance your eBike can travel before the battery needs to be recharged:

- The weight of the rider will have an impact on your battery's range, as well as the payload (racks, panniers, child seats etc.)
- Environmental factors: Terrain, gradient, temperature, and wind.
- The assistance level you use: The higher the assistance level you use, the lower your battery range will be.
- Battery capacity: The larger the capacity, the more range the bike will have.
- Battery age: Over time the battery will lose capacity, which will reduce range.

Maintenance

- **ALWAYS remove your battery before ANY maintenance.**
- Your VelectriX bike should be returned to your servicing dealer for servicing and a thorough inspection once every 9 months or 1500kms, whichever comes first. Excluding the electronics, motor, battery and wiring, your VelectriX e-bike is a normal bike, with normal components. Your dealer will be able to explain to you the general care and maintenance required for the components of your bike.
- If your bike is fitted with a chain, you should lubricate once a month with suitable chain lube. Bikes fitted with a belt, instead of a chain, should not be lubricated.
- Lubricate all pivot points on your derailleur and derailleur pulleys with suitable lube.
- You can clean your bike with warm soapy water, however, please do not submerge any electrical components or use a high-pressure hose. You can wipe dry the bike with a cloth.
- VelectriX encourages all owners to return their new VelectriX bike to the place of purchase for a service/safety check, within the first month or so of ownership.
- **WARNING** – As with all mechanical components, EPAC is subjected to wear and high stresses. Different materials and components may react to wear and 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, scratches, or change of colouring in highly stressed areas indicate that the life of the component has been reached, and it should be replaced.
- **WARNING** - For composite components, impact damage may be invisible to the user, potentially leading to failure (and injury). In the event of an impact; composite components should either be returned to the manufacturer for inspection or destroyed and replaced.

- Genuine replacement parts from VelectriX MUST be used when replacing safety critical components to ensure the safety of the bike.
- Regular inspection and maintenance of the wheel rims are essential to ensure safe operation. Over time, rims may experience wear due to brake friction, debris, or improper tire inflation. Worn rims can compromise braking efficiency and structural integrity. Always check for signs of wear, cracks, or warping, and replace rims that no longer meet safety standards. Keep rims clean and free of debris to prevent excessive wear and maintain optimal performance.
- **WARNING** – Tampering with your ebike may void the warranty, compromise rider safety, and violate local e-bike regulations, potentially resulting in injury, legal consequences or fines.
- Tampering refers to any unauthorized modification, alteration, or interference with the e-bike's electrical components, systems, or software that affects its performance, safety, or compliance with legal regulations. This includes, but is not limited to:
 - Modifying the motor, battery, or controller to exceed the manufacturer's specified power output or speed limits [25km p/hour] (e.g., bypassing speed restrictions).
 - Altering the wiring, sensors, or electronics to change the e-bike's functionality.
 - Manipulating the software or firmware to override safety features or regulatory settings.

Warranty

This warranty is provided by VelectriX Pty Ltd. VelectriX warrants its products, including all individual components against defects in material or workmanship as follows:

Warranty Conditions

- The warranty period is not renewed or extended as a result of a warranty repair or replacement.
- The sales receipt for the product must be provided as a proof of purchase when a warranty claim is made.
- The warranty is not transferable and is only offered to the original purchaser of the product.
- The warranty only applies to products purchased through a VelectriX authorised reseller/dealer.
- Any approved warranty work must be completed by an authorised VelectriX reseller/dealer.
- To the extent that any conditions or warranty implied by law is excludable, such a condition or warranty is excluded.
- The warranted maximum combined carrying capacity for the VelectriX Ascent 27.5 is 135kgs: weight of rider (110kgs) and luggage stored (25kgs).

Frame Warranty

VelectriX bicycle frames are warranted to be free from manufacture defects in materials and/or workmanship for 5 years, from date of original purchase. VelectriX folding bicycle frames are warranted to be free from manufacture defects in materials and/or workmanship for 3 years, from date of original purchase.

Non-Electrical Component Warranty

The non-electrical components are warranted to be free from manufacture defects in materials and/or workmanship for a 1 year period from the date of original purchase, with the following exclusions: Tyres, inner tubes/valves, rims, spokes, kickstand, mudguards, head lights & tail lights, handlebar, handlebar grips, brake pads/rotors/cables, cranks, chainrings, freewheel, cassettes, chain, gear cables, rear rack, saddle, pedals.

Electrical Component Warranty

The following electrical components are warranted to be free from manufacture defects in materials and/or workmanship for a period of 2 years from the date of original purchase:

- Motor
- Battery*
- Controller

*The battery warranty will exclude damage from:

- Over charging or power surges
- The use of an improper, non-approved VelectriX charger
- Any other misuse, abnormal wear and tear, physical damage or water damage

Age related reduction in the capacity of the battery is normal and unavoidable and as such does not constitute a fault. If the battery has a capacity of at least 60% within 2 years of purchase it will be considered acceptable.

The following electrical components are warranted to be free from manufacture defects in materials and/or workmanship for a period of 1 year from the date of original purchase:

- Battery charger
- Wiring looms
- Display

- PAS sensor & cable
- Speed sensor & cable
- Gear shift sensor & cable

General Exclusions

The following acts are not covered under warranty:

- Damage caused by acts of god
- Damage caused by improper use or force majeure
- Damage which results from improper or insufficient care
- Repairs, maintenance, alterations, modifications or the replacement of parts by persons other than trained mechanics
- Any commercial use
- Accidental damage, neglect, abuse, misuse, physical damage, water damage, repairs resulting from the use of second hand parts
- Damage caused from competitive use, stunt riding or exceeding the bikes carrying capacity.

How To Make a Warranty Claim

If you believe your VelectriX product is faulty or defective, please contact the authorised VelectriX reseller/dealer from where the bike was purchased and explain the issue.

Model Specification – Ascent 27.5

FRAME	Aluminium frame
COLOUR	Silver
SIZES	One size
FORK	VelectriX Suspension Fork, 100mm travel
BRAKES	Shimano MT200 hydraulic disc brakes
GEARS	Shimano Acera, 7-speed, 11-32T cassette
WHEELS	Alloy double wall 27.5" – 36-hole, 13-gauge, stainless steel spokes (black)
TYRES	Kenda Booster 27.5" x 2.2
HANDLEBARS	Alloy MTB handlebar, 31.8mm clamp, 680mm wide
STEM	Alloy Promax, 50mm extension
SEAT POST	Alloy 300mm x 27.2mm
MOTOR	VelectriX RX1, 250-watt, 36-volt, rear hub motor
POWER OUTPUT	45 Nm torque
MAX SPEED	25 kph
DRIVE TYRE	Cadence Sensor
DRIVE MODE	4 Levels of assistance, low to high
DISPLAY	Kingmeter KM3209 – LCD display
BATTERY	Reention Bee, 378-watt hour, 36-volt
MAX DISTANCE	Up to 50 kms per full charge
CHARGER	Smart charger, 36v, 3a (4 Hour Charge Time)
INCLUDED	Kickstand, reflectors, bell, multi-tool, keys
BIKE WEIGHT	20 KG (Including battery, 2.5 KG)
CARRYING CAPACITY	110 KGs rider weight

*The A-weighted emission sound pressure level at the driver's ears is less than 70dB(A)