

charge 

Quick start guide

COMFORT 2



Ready to Ride in *10* Minutes

Not only are Charge e-bikes easy to store and maintain, they're also easy to put together. With just a few simple steps, you can have your bike assembled and on the road in about 10 minutes flat.

Want to make the process even easier? Grab a friend. This guide will walk you through the steps it takes to get your bike ready for riding.

If you'd rather follow along with a video as you build your bike visit: **help.chargebikes.com**

Still have questions?

Don't hesitate to call us at **833-482-3822**.



Scan me with your phone to view online



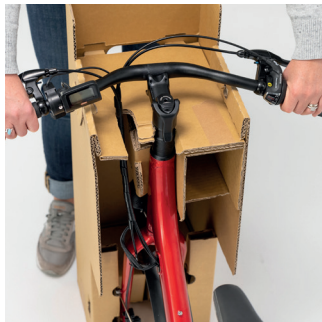
This is a Quick Start Guide, not an Owner's manual.

Bicycling is an active sport with inherent risk. A wide range of injuries are possible. Due to the nature of bicycle riding, the situations you encounter while riding, you will be exposed to the risk of serious injury, paralysis or death. This risk cannot be eliminated. You can minimize the risk in many ways. Begin by reading the complete Charge Bicycle Owner's manual accompanying this bike and available online at **www.chargebikes.com**, particularly Section **"IMPORTANT SAFETY INFORMATION"**.

The 4 Major Steps to Getting Your Bike Ready to Ride:



1. Install Handlebars



2. Install Front Wheel



3. Flip Down Pedals



4. Adjust Seat Height



Getting Your Bike Ready for Assembly

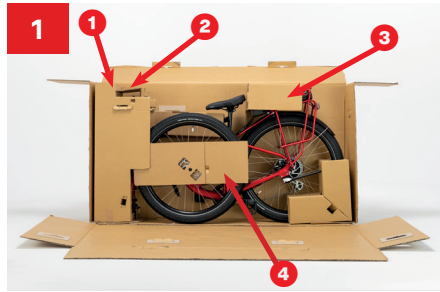
Important: Some parts of the bike packaging function as a bike stand and facilitate the assembly process. In order to ensure an easy assembly, only remove packaging when told to do so in the following instructions.

1. Remove and set aside items:
Parts box **1**
Stem cover **2**
Rack block **3**
Front wheel **4**
2. Lay the back side of the bike box down to create a clear work space or slide the bike out of the box to an open area where you can complete assembly.

3. Remove the red string around the chain and chainwheel.

4. Open the parts box.

- 1** Battery Charger
- 2** Axle Rod and Nut
- 3** Tire Pressure Sensors
- 4** Charging Cord
- 5** Battery Keys
- 6** Torque Wrench with 4mm Bit
- 7** 5mm Bit
- 8** Stem Faceplate with four, 4mm Bolts



Key Parts of the Bike Referenced in This Guide



Step 1: Install the Handlebars

This step is particularly important to your safety. Please see the assembly video at help.chargebikes.com as well as **ADJUSTMENT INSTRUCTIONS: Adjustable Stem Instructions, in your Charge Bicycle Owner's Manual.**

1. The handlebars are located in a cardboard sleeve on the right side of the bike. Slide the handlebars out of the sleeve and place them on the tray made by the top of the cardboard shroud. Make sure the wires and cables running from the handlebars to the bike frame aren't twisted.
2. Ensure the power is OFF before continuing assembly by confirming the handlebar display is blank. (If power is on, press and hold the power button until the display shuts off.)
3. Find the stem faceplate and the four, 4mm stem bolts located in the parts box.



Power button



4. Slide the handlebars so they are tight against the bike stem.



5. While holding the bars against the stem, place the faceplate on the opposite side of the handlebars and loosely thread the four, 4mm bolts into the four holes on the stem (two above the handlebars and two below).



6. Move to the back of the bike and slide the cardboard wheel block off the rear wheel, then put the kickstand down.



7. Move to the front of the bike and remove the cardboard shroud from around the front of the bike. The kickstand will keep the bike from falling over.



Step 1: Continued

8. Grab the torque wrench from the parts box.
9. Use the positioning guide sticker to center the handlebars. When looking at the bike from the front, the sticker should be just to the left of the stem and the “Center” mark should be in-line with the gap between the stem and faceplate. No part of the sticker should be under the stem.
10. If you prefer the handlebars to be a bit closer or a bit farther away, you can rotate them forward or backward to the desired position, using the face of the stem and the positioning guide sticker as reference.
11. Once the handlebars are in the desired position, turn the two top faceplate bolts clockwise, tightening them just until the rubber O-ring makes contact with both the stem and stem faceplate.



12. Use the torque wrench, turn the two bottom stem faceplate bolts clockwise, tightening them until you hear and feel the torque wrench click indicating the bolts have reached the required torque.



13. Ensure all faceplate bolts have reached required torque by using the torque wrench to turn the bolts clockwise, tightening them until you hear and feel the torque wrench click, following the pattern in **Diagram A**.



DIAGRAM A

Step 2: Install the Front Wheel

This step is particularly important to your safety. Please see the assembly video at help.chargebikes.com as well as this Quick Start Guide.

1. Use the cardboard block that says, "Save this block" and lay it flat on the ground with the side that says, "This side down" flat on the floor.
2. Insert the front wheel into the block. Verify the disc brake rotor is on the side marked "Brake Disc This Side".

NOTE: The front wheel should now stay upright on its own in the temporary stand.

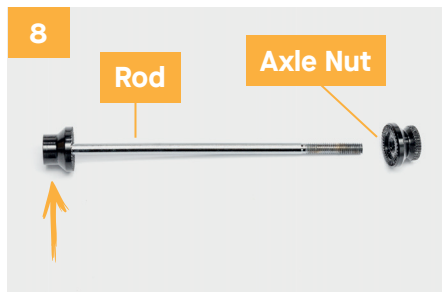
3. Place the front wheel and the wheel stand in front of the bike. Verify the front wheel disc brake rotor is on the same side as the kickstand.
4. Locate the front fork spacer and place your foot on top.
5. Holding the handlebars, lift the bike up to remove the spacer.



6. Lift the bike over to the front wheel.
7. Lower the fork onto the front wheel until the axle is fully-engaged in the fork end.

NOTE: While the wheel axle does not extend past the fork end, it is enough for the fork to rest securely, as pictured.

8. Locate the metal axle rod and axle nut from the parts box.
9. While facing the front of the



Step 2: Continued

bike (looking at the headlight), use your right hand to insert the metal rod through the axle from brake disc side.

10. With your left hand, screw the axle nut onto the axle rod, making sure the large end of the nut goes onto the rod first.

11. Turn the axle nut clockwise until finger-tight.

NOTE: Always screw the axle nut onto the rod with the larger end first.



12. Locate the torque wrench.
Remove the 4mm bit and install
the 5mm bit.

13. With your left hand, hold the
bike upright and centered
(perpendicular to the floor).

14. Push the frame down to ensure
the fork ends are fully seated on
the axle.

15. Continuing to hold the bike
upright with one hand, use your
free hand to insert the torque
wrench into the axle on the brake
disc side.

16. Turn the torque wrench
clockwise until you hear and feel
a click. This indicates the correct
torque has been achieved.

**NOTE: You may need to apply a
good deal of pressure to hear and
feel the click.**



Step 3: Flip Down the Pedals

1. Flip each pedal down (or up) until it clicks.
2. Pull lever to reverse this process when folding the pedals flat for easy storage.

NOTE: You can always flip up the pedals by pulling on the lever with your fingers as you move the pedal to the upright position.



Step 4: Adjust Seat Height

1. Using the torque wrench, loosen the seat post clamp bolt (turning counterclockwise) until the seat post can move.

NOTE: You do not need to remove the bolt from the clamp.

2. Slide the seat to your desired position. See **Diagram B** for guidance on finding the right seat height.

WARNING: Do not raise the seat above minimum insertion line marked on the seat post.



Diagram B

Diagram B – Find the right seat height

To find a comfortable seat height: While sitting on the bike, move one of the pedals to the 6 o'clock position, and place your heel on the pedal.

Adjust the seat higher or lower until your knee is just slightly bent without having to shift around on the seat.

WATCH VIDEO.
help.chargebikes.com

NOTE: Do not leave kickstand down when sitting on the bike. The kickstand is not designed to hold up the weight of a rider.

Step 4: Continued

3. Ensure the seat nose is in-line with the bike frame.
4. Secure the seat by turning the bolt clockwise until you hear and feel the torque wrench click.

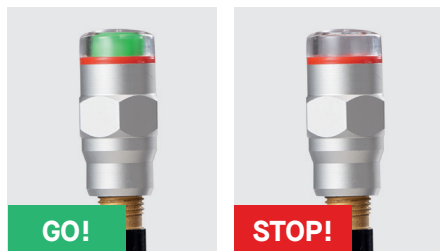


The finishing touch

Charge Bikes feature a valve cap sensor, so you always know when it's time to add air. The sensors are included in your parts box. Simply screw the sensors onto the valve stems to quickly verify air pressure.

Green is good to go

Red means add some air



Congratulations!

Your New Charge Bike is Now Assembled

Before going for your first ride, review this assembly checklist and the pre-ride checklist in your Charge Bicycle Owner's Manual

- **Remove any remaining packaging material**
- **Check tire pressure** – Tires must be inflated to the recommended pressure (See Section **TECHNICAL INFORMATION: Tires and Tubes** in your Charge Bicycle Owner's Manual).
- **Check brakes are working properly** – Check that the lever feels firm and doesn't move too close to the handlebar grip. With any disc brakes, the brake pads must make firm contact with the rotor without the brake levers hitting the handlebar grip (See Section **TECHNICAL INFORMATION: Brakes** in your Charge Bicycle Owner's Manual).
- **Is your stem securely fastened?** Twist the handlebars firmly from side to side while holding the front wheel between your knees. The stem must not move in the steering tube (See Section **ADJUSTMENT INSTRUCTIONS: Adjustable Stem Instructions** in your Charge Bicycle Owner's Manual).
- **Is your seatpost securely fastened?** Using the seat for leverage, twist the seatpost. The seatpost must not move in the seat tube (See Section **ADJUSTMENT INSTRUCTIONS: Saddle/Seatpost** in your Charge Bicycle Owner's Manual).
- **Are your wheels properly fastened?** Be sure to read the section on proper wheel installation (See Section **TECHNICAL INFORMATION: Wheels** in your Charge Bicycle Owner's Manual).
- **Ensure the fender stays are attached and fenders are not rubbing on tires.**
- **Make sure your headlight is upright and pointing forward**
- **Power up the bike** – Press and hold the power button on the display or the battery pack (marked with the [power symbol]) to power on the bike. The LCD display will come to life.
- **Verify battery charge** – The Charge display will not only tell you how much battery power is left as a percentage, but will also estimate range in miles/km, so you can always be sure you have enough power to get you where you're going... and back again!

Turning the Bike ON/OFF

1. Turn Battery Power on: Press the switch located on the battery to the ON (-) position. NOTE: This switch can be left in the ON position at all times, except when removing the battery from the bike. Leaving the battery switch ON allows you to control the bike's on / off status from the display on the handlebars.
2. Turn the Display on: Find the power button on the backside of the handlebar display. Press and hold the button until the display comes on or goes off (about 2 seconds).



Shifting Gears

1. Shifting Gears: The Comfort is also equipped with a 7-speed manual shifter, so you can shift gears just as you would on a regular bike. Simply twist the gear shifter on the handlebar to select a gear – the lower the number, the easier it is to pedal.



Controlling Electric Assist

1. The Charge Comfort 2 is equipped with Electric Assist, Throttle and Walk Assistance Mode. Choose your level of electric assist from the display by pressing the +/- buttons: + moves you to a higher level of assist; - reduces the assist level.

The display will register the level of assist: 1 = the lowest assist level; 5 = the most assistance. When the battery reaches 25% - 30% of life remaining, the system will enter a power-saver mode, which will disable the throttle and limit the level of assist being provided in order to maximize efficiency.

Level of assistance provided will continue to decline as battery charge is further depleted. Once recharged, system will return to full assist and throttle function.

2. Using the Throttle: When you don't want to pedal, you can use the thumb throttle on the left-hand grip. Pressing down with your thumb accelerates the bike. Release to stop assist. For safety reasons, the bike must be moving forward at 1 mph or greater for the throttle to engage. This is to prevent accidentally engaging the throttle and losing control of the bicycle.

3. Using Walk Assistance Mode: Walk assist mode propels the bike forward at 2 mph making it easier for you to move your bike when you're not riding.

Press and hold the "-" button on display. The "insert icon" will display and the bike will begin rolling forward. To disengage Walk Assistance, release the "-" button.



For more guidance on the display, view the manual included with your bike or visit help.chargebikes.com.

Removing the Battery

The Charge Comfort comes with an easy-to-remove external battery, which offers the freedom to charge at home, in the office, or wherever you have power.

To remove the battery:

1. Power off the battery pack by flipping the switch located at the back of the battery to the Off (O) position.
2. Insert and turn the battery key counterclockwise to unlock the battery.
3. Slide the battery out of the rack.

To install the battery

1. Slide the battery pack into the rack until you hear a click.
2. Remove the key and store safely.



Charging the Battery

You can charge your battery on or off the bike.

1. Charge the battery with the battery charger placed on the floor or some other stable surface.
2. Connect the battery charger's power plug to the electrical outlet.
3. Insert the charging plug into the charging port on the battery or on the bike.
4. When the battery is fully charged, the light on the charger will appear green.
5. After charging, firmly close the charging port cap.



Battery Range

- Charge Bikes have a range of 20-45+ miles on a single charge. The actual range depends on a number of factors, including assist level (more assist uses more battery), terrain (hills use more battery) and rider weight (the heavier the rider, the more battery required).
- The lower end of the range assumes high assist, with some hills. Keep in mind: The more you pedal, the farther you can go.
- And to help make sure you always have enough power to get where you need to go and back again, the display estimates your remaining range in miles (or km).

**20-
45+**

Using the Folding Stem

The handlebars on your Charge bike can twist 90 degrees, so your bike takes up less space when storing or loading it onto a car bike rack. It's particularly important to your safety that when returning the handlebars to the riding position, you follow the instructions carefully and refer to the "Adjustable Stem Instruction", in your Charge Bicycle Owner's Manual.

1. Locate the safety release button atop the handlebar stem. Using your thumb, slide the safety release button FORWARD.
2. While holding the safety release button forward, pull the stem release lever up until it stops.
3. Standing alongside the bike, put one foot against the front wheel to help keep the the wheel stationary and then rotate the handlebars 90 degrees until they are in line with the bike frame.
4. Push the stem release lever back down to lock the handlebars into place.

NOTE. To return the handlebars to the riding position, repeat the steps, this time turning the handlebars 90 degrees until they are perpendicular to the bike frame.



Our Manifesto

Charge is on a mission to give people an authentically moving experience that's less about winning the race and more about enjoying all the little moments along the ride. We believe there's an absolute need to celebrate real life and not chase an ideal version of it.

We're a team of like-minded, big-hearted individuals, supported by the technical expertise of Cannondale and Schwinn, with a vision to free cycling from performance by making products for real people's actual lives. Our brand has been shaped by the frustrations we've experienced ourselves and seen others face when looking for a bike – challenges like intimidating jargon, an overwhelming number of product choices, and often times, brands that only seem to care about men or competitive cyclists.

We've created a whole new electric bike brand that's made to move you—in every way. We make a small but mighty line-up of stylish, comfortable, affordable, and durable e-bikes for people who want an easier and more enjoyable way to ride through the hills and valleys of life.

Eco-Friendly Packaging

At Charge we care about the environment. It's one of the reasons we're in the bike business. Most bike boxes come loaded with protective foam and plastic ties, but we've chosen use only cardboard and biodegradable film. Any plastic pieces included to protect the bike can be recycled. The cardboard packaging materials are 100% recyclable. The plastic film used to protect the paint is biodegradable and can be disposed in the trash.

Why an Aquarium on the Box?

Wondering why there's a big aquarium on the side of your bike box? To ensure our bikes are delivered to customers in the same condition they leave our warehouse, we got creative to encourage careful handling. We thought of things people would handle with care, and what's more fragile than glass? Thus, the aquarium on the box!

Thank You for Choosing Charge. Don't Forget to Register Your New E-Bike

Visit Chargebikes.com to register
your bike and activate your warranty.



Scan me with your
phone to register
online

charge 