

charge 

Quick start guide

COMFORT



Ready to ride in *10* minutes

Not only are Charge Bikes easy to store and maintain, they're also incredibly fast and easy to assemble, so you're off and riding as quickly as possible. We've specially designed the packaging to minimize the assembly steps. With basic skills, you should be able to confidently assemble your new bike in ten minutes or less!

While we've designed the assembly process to make it possible to assemble on your own, it's much easier with a friend!

This guide will walk you through the steps. 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**.



WARNING

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. Adjust Handlebars



2. Install Front Wheel



3. Flip Down Pedals



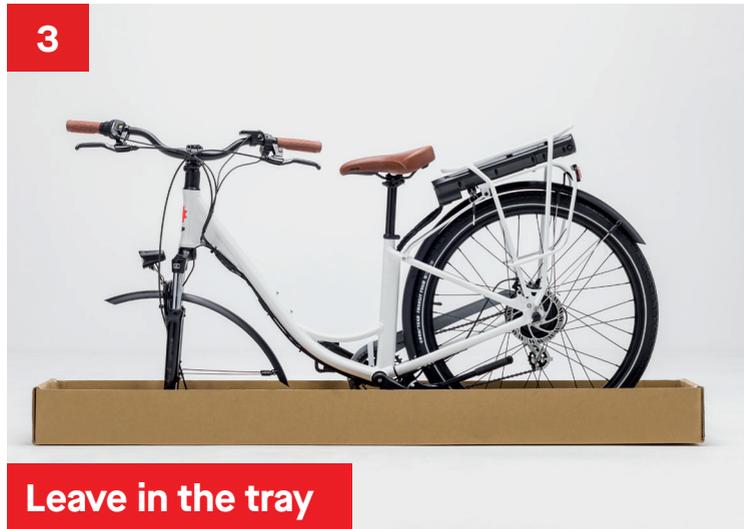
4. Adjust Seat Height



Getting your bike ready for assembly

1. Remove the protective cardboard packaging that is on top of the bike and any that may be on the frame.
2. Remove the front wheel and set aside.
3. Leave bike in tray for now.
4. Remove the red string around the chain and chainwheel.
5. Open the parts box.

- 1 Battery Charger
- 2 Charging Cord
- 3 Tire Pressure Sensors
- 4 Battery Keys
- 5 Axle Rod and Nut
- 6 Torque Wrench



6. 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.)



Power button



Key parts of the bike referenced in this guide



Step 1: Adjust 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. Locate the safety release button atop the handlebar stem. Using your thumb, slide the safety release button FORWARD.
2. While holding the safety release forward, pull the stem release lever up until it stops.



Step 1: Continued

3. Standing alongside the bike, put one foot against the bike box tray to help keep the box (and bike fork) stationary as you turn the handlebars.
4. Rotate the handlebar 90 degrees clockwise until the handlebars are perpendicular to the bike frame.

NOTE: Make sure to keep the fork stationary—with the front light pointing forward—while turning the handlebars.

5. Push the stem release lever back down to lock the handlebars into place.



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. Lay the cardboard block that says “Temporary Wheel Stand” flat on the ground with the printed side facing up.
2. Insert the front wheel into the cutout marked “Insert Front Wheel”. 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. Lift the bike out of the tray and place with the front forks gently on the ground, making sure the bike is stable (as pictured).
4. 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.



Step 2: Continued

5. Locate the front fork spacer and place foot on top.
6. Holding the handlebars, lift the bike up to remove the spacer.



7. Lift the bike over to the front wheel.

NOTE: The disc brake rotor on the wheel should be on the same side as the kickstand.

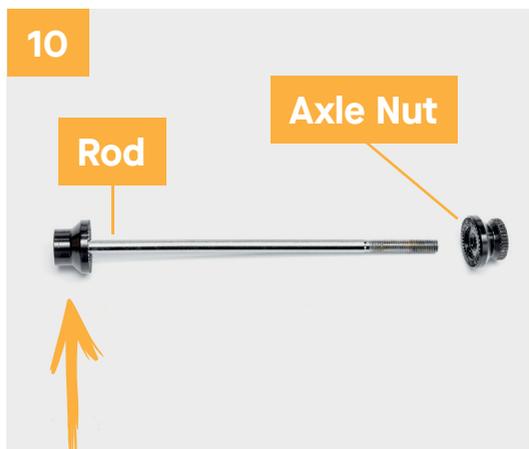
8. Lower the fork onto the front wheel until the axle is fully-engaged in the fork end.

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

9. While holding the bike upright, put the kickstand down with your foot. The bike will now safely rest on the kickstand.

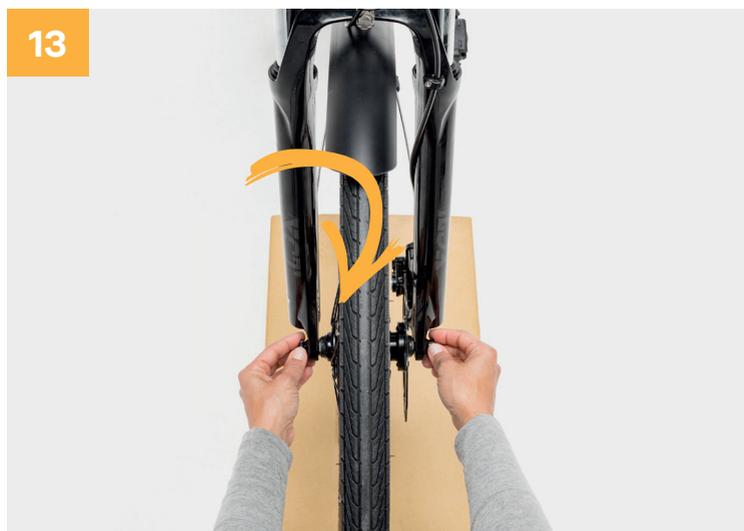
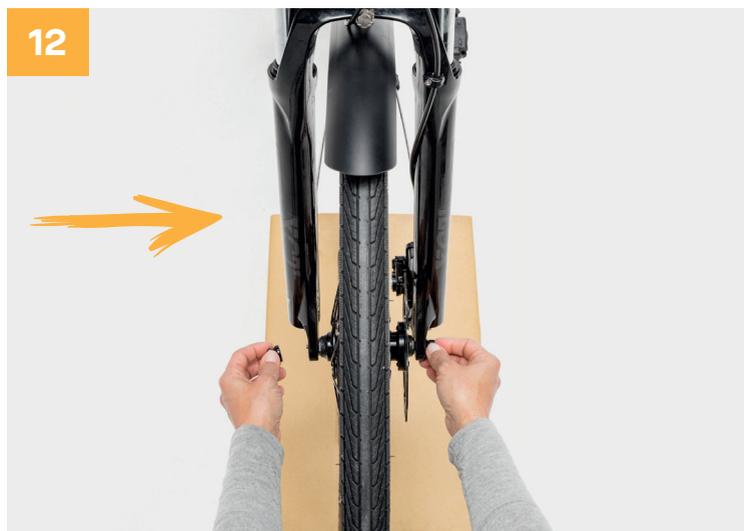
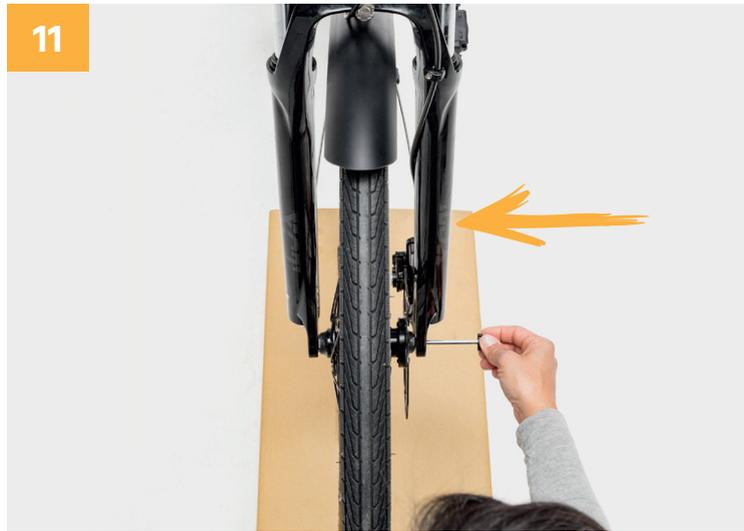
10. Locate the metal axle rod and axle nut from the parts box.

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



Step 2: Continued

11. While facing the front of the bike (looking at the headlight), use your right hand to insert the metal rod through the axle from brake disc side.
12. 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.
13. Turn the axle nut clockwise until finger tight.
14. Locate the Torque Wrench (from the parts box).



15. With your left hand, hold the bike upright and centered (perpendicular to the floor).
16. Push the frame down to ensure the fork ends are fully seated on the axle.
17. Holding the bike upright with one hand, use your free hand to insert the Torque Wrench into the axle on the brake disc side.
18. 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.

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 the 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 A for guidance on finding the right seat height.

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

Diagram A – 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, 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.



Diagram A

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.

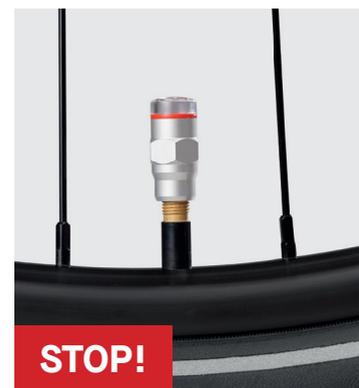
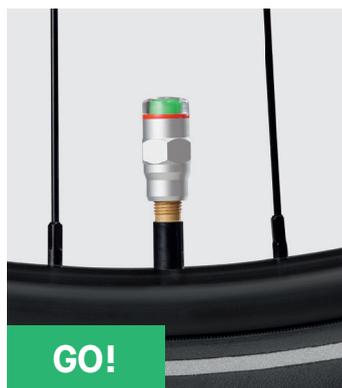


The finishing touch

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 does not 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!

Shifting gears and controlling the pedal assist

The Charge Comfort is equipped with pedal assist and a throttle, so you can control the level of assist in two ways:

- **Using Pedal Assist:** Set the level of pedal 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 assist. For more guidance on the display, view the manual included with your bike or visit help.chargebikes.com.

- **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.

NOTE: The Comfort has a maximum assisted speed of 20 mph.

- **Shifting Gears:** The Comfort is also equipped with an 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.



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 uses more battery) and rider weight.
- 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+

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.
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.



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. We've chosen to eliminate all the foam and just use 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 of in the trash.

Why an aquarium on the box?

You might have wondered why there is a big aquarium on the side of the box. We want to ensure that the bikes arrive in the same condition they leave our warehouse. To encourage careful handling, we tried to think of things that people would handle with care. And what is more fragile than glass? Thus, the aquarium on the box!

Our story

For 15 years and counting, Charge Bikes has pursued a mission to make cycling accessible and enjoyable for riders of every age and experience level. We design and produce bicycles that are simple to understand, easy to own, and so much fun to ride.

Our extensive background in analog bikes made us familiar with the biggest issues faced by cyclists, and improvements in electric bike technology offered us the perfect opportunity to address them. We applied our philosophy to this new category in partnership with the world's best bicycle engineers, product managers, and more.

We built with purpose, considering all the situations and conditions riders face. We wanted these electric bikes to be light, but still durable. We wanted their range to be as long as possible. We wanted them to be easy to store — even if your bike's garage is also your hallway. And we wanted them to be safe, reliable, and comfortable no matter the weather or the time of day.

The results were the Charge City, Comfort, and XC electric bikes.

Let us know what you think. We constantly strive to improve our electric bikes and the experience you get from riding them, and we welcome your feedback.

Register your bike

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



www.chargebikes.com

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