



USER MANUAL

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Dear Customers,
we congratulate you for choosing us
and we thank you for your trust.

WARNINGS

Read this manual carefully and follow the instructions below.

- This is a pedal assisted cycle.
- It is not a toy, do not allow it to be used by children.
- Keep the use and maintenance manual in a safe place.
- Ride safely.
- Do not use in the event of snow.
- Never ride standing.
- Never ride with only one hand.
- Observe the road traffic regulations.
- Avoid riding up or down very steep hills.
- Do not brake and pedal at the same time.
- Only use the battery supplied.
- Only use the battery for the bicycle.
- To charge the battery, only use the supplied battery charger.
- Charge the battery in a well ventilated area.
- Do not attempt to repair the battery or battery charger.
- Do not insert objects into the battery charger and do not expose the battery charger, the battery or the electrical components, to water or other liquids.
- Do not throw away used batteries: they can seriously damage the environment.
- When replacing batteries, contact your dealer.
- Avoid using accessories sold by unauthorized dealers, they could cause harm to people and the structure of the bicycle itself.
- Consult qualified staff regarding all routine maintenance and repairs.
- Do not wash the bicycle with a high-pressure jet. A powerful water jet can damage the electrical components of the bicycle. In which case the warranty will be rendered null and void.
- Inappropriate use represents a danger to the user and others. Moreover, in the case of inappropriate use, the warranty will be rendered null and void.

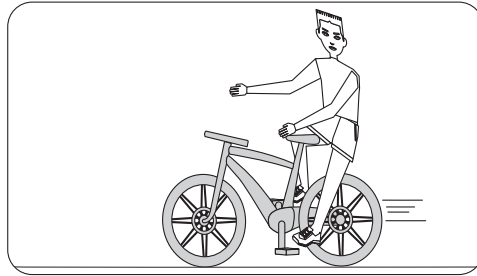
WHAT IS ASSISTED PEDALLING?

This bicycle is equipped with an electric assisted pedalling system. **The motor assists the effort made by the cyclist.** To activate the assisted pedalling it is necessary to begin pedalling and impart force on the pedal and, consequently, the torque sensor. Conversely, if the rider does not pedal, the motor remains inactive. It is possible to modulate the power of the assisted pedalling by selecting the most appropriate level on the display.

Everything you need to know about assisted pedalling:

When the assisted pedalling is activated, starting use of the bicycle is different from that of a normal bicycle. Setting off is easier and much more immediate. Therefore, before using this bicycle in traffic, it is necessary to learn how to use it so as to avoid any surprises when setting off.

When the bicycle is stopped, we recommend using the ECO assisted pedalling program when setting off to avoid accidental falls.



When the assisted pedalling is switched off, the bicycle will require additional pedalling strength. It is therefore possible to use it as a normal bicycle, even when the battery is low, provided it is switched on, as Neox is equipped with electronic gears.

By law, assisted pedalling should not exceed a speed of 25 km/h and, therefore, once 23 km/h has been reached, the assisted pedalling decreases gradually before completely turning off at 25 km/h.

The range of the bicycle depends on the user, the circumstances and the type of route. The main factors that may affect the operating range are: the weight of the rider, the cruising speed, the slope of the route, the tyre pressure, the wind direction, the number of gear changes and braking (in the city) and the outside temperature. Very low temperatures adversely affect the operating range. It is important to take this into account.

BASIC INFORMATION

DESCRIPTION OF THE SUPPLY

- E-bike complete with pedals and wheels
- Support for transport, which can be used in the boot of your car
- Battery charger
- Instruction manual.

LEGAL REQUIREMENTS

Every road user must follow the traffic regulations in force in their country. To ride an e-bike, make sure that permits or a driver's license are not required by the authorities. In many countries it is possible to travel on public streets and roads provided that additional equipment is used as prescribed by law, such as signalling lights, clothing with reflective strips and a helmet.

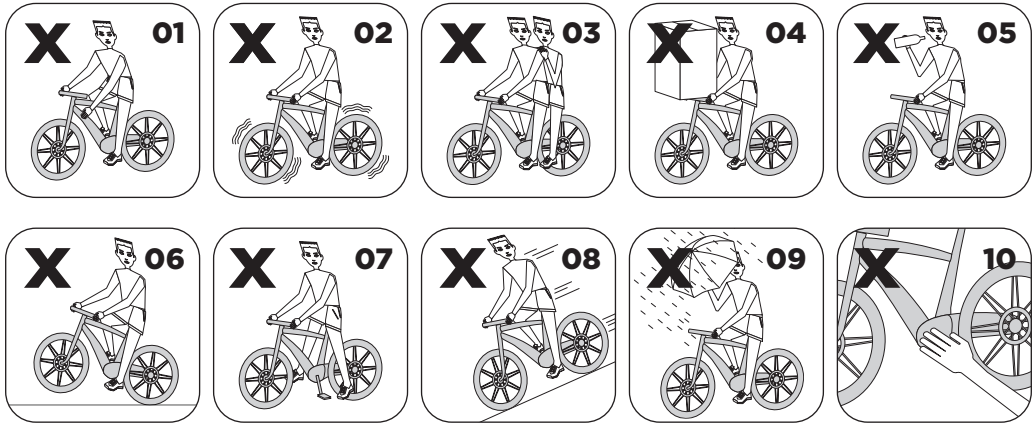
FOR YOUR SAFETY

Make sure that your dealer has completed the necessary sections of the warranty, and that you have received all the documents supplied with the bike, in this manual.

- Contact your dealer if you detect omissions or oversights.
- Use your e-bike only after you have carefully read the following user manual, inside you will find important information.
- If you choose to sell or give away your e-bike, also give this manual to the new owner.

10 RULES FOR RIDING SAFELY

- 1 - Do not turn the key while riding.
- 2 - Inspect the bicycle if you hear abnormal noises while riding. If necessary, contact an authorized Neox Service Centre.
- 3 - To ensure proper operation of the bicycle, and for added safety, we recommend that the bicycle be used by a single person.
- 4 - Do not overload the bicycle or carry objects that may obscure vision.
- 5 - Do not drink while riding.
- 6 - Make sure that the bicycle is upright before starting to pedal, so as to avoid falls.
- 7 - Do not try to take one of your feet off the pedals and pedal with the other to avoid accidents or personal injury.
- 8 - Do not pedal hard on a downhill road when the motor power is decreasing.
- 9 - If it is raining, do not ride with an open umbrella.
- 10 - Do not touch the motor after using the bicycle, as it could cause burns.



WARRANTY TERMS

The durability and reliability of the bicycle, as well as the warranty coverage against any manufacturing defects, are valid only if the customer complies with some basic rules:

- The use of the e-bike for anything other than that envisaged by the design may result in dangerous riding situations, falls and accidents. Short circuiting can also occur inside the accumulator pack and the latter may become damaged or cause injuries to the user.
- Always use your e-bike as described in this instruction manual and in any supplementary documentation.
- Mistakes made during work not performed to perfection on the e-bike can cause damage and compromise the operating safety of the bicycle. This can give rise to dangerous riding situations, falls and accidents.
- You can only perform the work on the e-bike that is described in this instruction manual, as these operations can be performed by the user provided suitable tools are available.
- It is not permitted to change the characteristics of the individual components of the e-bike.
- All other work, including preparation for use, can only be performed by an Authorized Neox Service Centre.
- Never add equipment or try to make alterations to your e-bike by yourself.
- You can request additional accessories through the website www.myneox.it.
- You should only ride and use an e-bike if you are in perfect physical and mental shape.

TRAVELLING AUTONOMY OF A PEDAL ASSISTED CYCLE

The travelling autonomy of the bicycle with the aid of the assisted pedalling PAS, can vary depending on the different conditions of use and the different weights being transported, up to a maximum of 80/100 Km (ECO and NO ASSIST cycle) according to the model.

For example, a prolonged climb with a gradient of more than 7%, with transported weight of 100 kg will drastically reduce the autonomy to even 20/25 Km. The electric motor will absorb more power with increased weight and when climbing hills, riding against the wind and repetitive stopping and changing gear, thereby reducing the distances that can normally be travelled.

To increase the autonomy, do not use the assisted pedalling on flat or downhill stretches of road.

IMPORTANT NOTE: The pedal assisted cycle requires **“joyous and fluid”** and not **“hard and strangled”** pedalling. Pedalling quickly, over 70/80 revolutions per minute and with an appropriate gear ratio, allows the motor to work at maximum efficiency and with minimum power consumption for the same torque delivered.

If the cyclist is skilled at making the motor operate at maximum efficiency, this drastically lowers the electric energy absorption and consequently optimises consumption. The power consumption level is highlighted on the display. Being able to pedal in such a way that keeps this string low, leads to optimized and lower consumption.



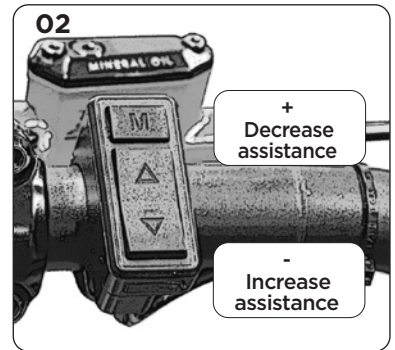
WHO CAN RIDE YOUR E-BIKE?

- The rider must be able to ride a bicycle, i.e. they must have a basic knowledge of using bicycles with the necessary sense of balance to ride and control a bicycle.
- The rider, from a stationary position, should be able to get on and off safely and must be able to touch the ground with their feet.

ELECTRIC ASSISTED PEDALLING

NEOX is equipped with an electric assisted pedalling system. Assistance may be set to one of 4 positions (Fig. 1):

OFF (No assist)
ECO
LOW
HIGH
RACE



The regulation can be done in any moment and use situation by the buttons **▲ ▼** placed directly on the left side of the handlebars.

PHYSICAL AND MENTAL FITNESS

If the rider wishes to ride a bicycle along public streets and thoroughfares, they must be physically and mentally able to circulate with the traffic on the roads.

The e-bike is not designed to compensate weakness or a lack of fitness.

RESIDUAL RISKS

FIRE

Only keep the e-bike in rooms with ambient temperatures between -10°C and +45°C.

KEEP THE E-BIKE AWAY FROM HEAT SOURCES SUCH AS RADIATORS, HEATERS, STOVES, ETC.

IN THE EVENT FLAMES OR SMOKE EMERGE FROM THE ACCUMULATOR PACK, IMMEDIATELY STOP THE BIKE. PROCEED TO PUT OUT THE FIRE WITH A FIRE EXTINGUISHER, IF AVAILABLE.

ELECTRICAL RISKS

As a result of faulty, damaged or defective battery chargers and power cables, you may suffer potentially lethal electrical shocks.

A charged or incorrectly stored accumulator can catch fire.

To recharge the e-bike's accumulator pack, only use the battery charger supplied.

Keep the battery charger away from people and animals.

Do not allow the battery charger to come into contact with water or other liquids.

Do not charge the accumulator pack in direct sunlight.

Keep the accumulator pack and battery charger away from sources of heat (such as radiators).

Only charge the accumulator while present and in a ventilated place (garage).

NEVER USE THE BATTERY CHARGER AND PULL OUT THE PLUG IMMEDIATELY IF:

If the battery charger has any kind of damage.

If the cable insulation or one or more plug connections are damaged. In this case, only hold the plug at an insulated point. If necessary, disable the corresponding fuse in the electrical distribution box.

If the battery charger heats up in an unusual way. However it is normal for the battery charger and the accumulator to heat up significantly.

TECHNICAL DATA

Gearbox	NEOX F8.11 electric with rotary insertion
Gear shifters	Electrical with a microswitch on the handlebars
Gears	4/8 sequential (depending on model)
Motor	NEOX FL80S 36 V 500 Watts limited to 250 Watts
Torque sensor	NEOX technology for detection of torque on the gearing
Battery	NEOX 36 Volt 10.5 Ah (375 W/H) lithium-ion battery
Display	NEOX 3.5" LCD with backlight and multifunction buttons
Anti-theft NEOX KEY	Mechanical key for total locking of the rear hub
Anti-theft NEOX PIN	Electromechanical with movement activation via a PIN code
Autonomy	80/100 Km (depending on the assistance and the type of route)
Assisted speed	Maximum of 25 km/h

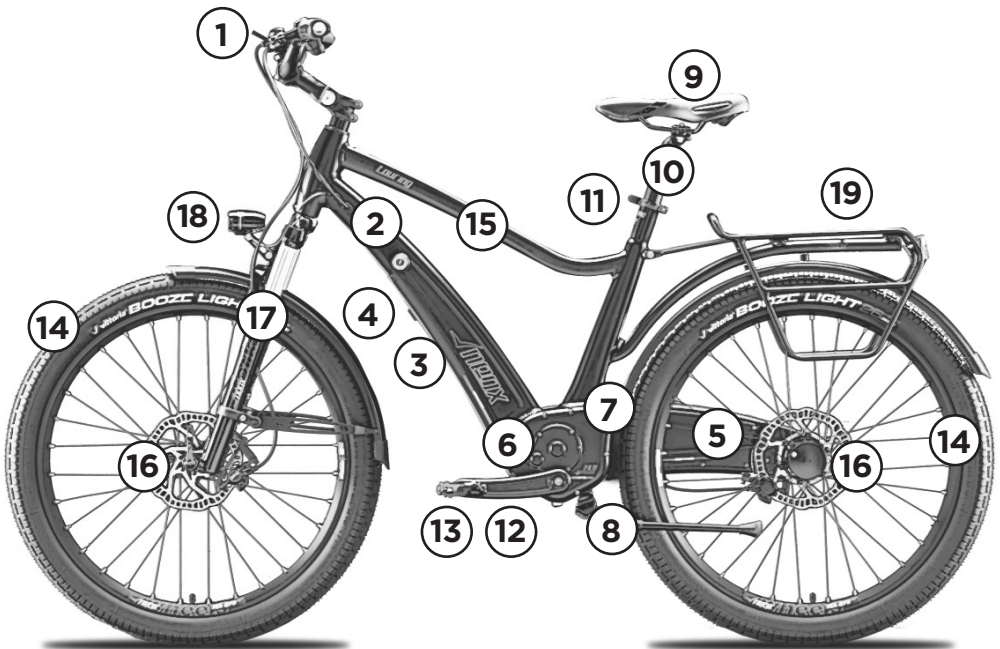
SUPPLY

Frame	NEOX in hydroformed aluminium
Seatpost	NEOX L.300 Matt Black
Brakes	Hydraulic
Rims	NEOX in aluminium 26", 27.5" or 28" (depending on model)
Handlebars	NEOX in Matt Black aluminium
Handlebar stem	NEOX fixed or adjustable Matt Black
Front fork	NEOX fixed or suspension (depending on model)
Tyres	see configurator on the website www.myneox.it
Weight	21/25 Kg (depending on model)

MAXIMUM LOAD CAPACITY OF 115 KG

MAIN COMPONENTS

1. Monitor
2. Battery closing
3. Battery
4. Battery charger socket
5. Electronic control unit box
6. Gears and motor
7. Single arm fork
8. Kickstand
9. Saddle
10. Seatpost
11. Saddle lock
12. Crank
13. Pedal
14. Wheels
15. Frame
16. Braking system
17. Fork
18. Lights (if provided by the model)
19. Cargo rack (if provided by the model)



USEFUL TIPS FOR BETTER USE OF YOUR NEOX

Electric bikes, or better known as “pedal assisted cycles”, are nothing more than a common bicycle equipped with a motorised unit that assists the cyclist with the effort of pedalling.

We should dispel any negative stereotypes regarding electric bikes which claim they are bicycles that do not make any sense because the rider does not generate force. In fact it is important to understand that the electric bike offers the possibility of engaging in healthy physical movement, modulating the effort desired and above all, travelling longer distances.

IT is clear that the cyclist, in order to enjoy this sport, should use the assistance level which is appropriate for the route, while avoiding riding the bicycle with maximum assistance. Maximum use of the assistance, drastically reduces the number of km that can be travelled.

To better understand the sensations involved, using an pedal assisted cycle is similar to: Walking up an escalator:

- The same effort as that used to climb a normal flight of stairs but at a higher travelling speed.

Swimming in a river in the same direction as the current:

- The effort required is reduced but the distance travelled is greater.

Tips to get maximum satisfaction from using your NEOX.

PEDALLING FREQUENCY

A pedalling frequency which is greater than 50 revolutions per minute optimises the efficiency of the motor unit. On the other hand very slow pedalling consumes a lot of energy, in addition to increasing the effort required of the cyclist.

WEIGHT

It is important to minimize weight, reducing the overall weight of the bicycle and luggage to a minimum. It is not recommended to apply unnecessary accessories and attachments to the bicycle which, as well as ruining the design of the vehicle, increase consumption.

PULLING AWAY AND BRAKING

Frequent pulling away and braking are - like with the car - a source of increased consumption compared to riding long distances at a constant speed.

CHANGING GEARS

The correct use of the gears makes NEOX more efficient. When setting off and riding uphill, you should use lower gears. Only use a higher gear if the route and speed permit it. For effective gear shifting refer to the chapter “F.811 Gears” in this manual.

TYRE PRESSURE

Rolling resistance can be minimised with the correct tyre pressure. A tip: regularly check the tyre pressure and always ride with your tyres at the maximum permitted pressure.

MOTOR POWER LEVELS ON THE DISPLAY

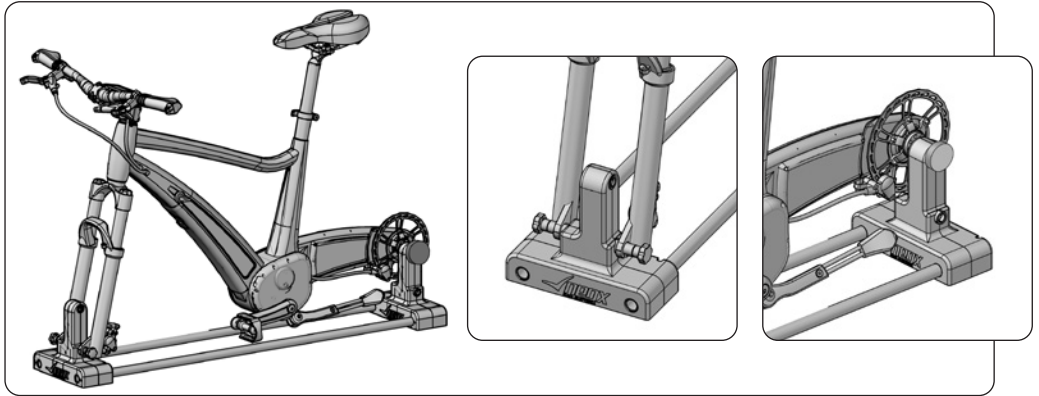
Monitor the power levels of the motor on the display and adjust your riding accordingly. A long bar means that the energy consumption is high. Always keep the bar as short as possible given the conditions of the route, selecting the most appropriate gear possible and pedalling at a “steady” rate

BATTERY AND TEMPERATURE

Do not worry if the arrival of cold weather has a negative effect on the performance of your NEOX. When the temperature drops, the battery performance decreases due to the increase in electrical resistance. In winter, it is normal for the autonomy of the bicycle to be reduced.

REMOVING AND INSTALLING THE SUPPORT

This special support for your NEOX is contained in each package and can be used for easy transport of your NEOX by car. For further information see the video on the website www.myneox.it



BEFORE SETTING OFF WITH YOUR BICYCLE

Be careful whenever you are riding a bicycle, there is a danger of serious falls and accidents, especially if the physical conditions, road surface or weather conditions are not ideal.

Your e-bike is delivered to your dealer assembled. For safety purposes, some important components are not completely assembled. Your dealer should perform the final assembly of your Neox, making it safe.

- Make sure that your dealer has completed in its entirety the “inspection checklist for delivery” in the delivery certificate.
- Only use your e-bike in a suitable sitting position.
- Ask your dealer to adjust the saddle height so that it is in the correct position for you.
- Ask your dealer to instruct you about the technical features of your Neox.
- Treat your e-bike with spray wax.
- **FULLY CHARGE THE ACCUMULATOR PACK - THE FIRST 5 TIMES OF USE ENSURE THE BATTERY IS COMPLETELY FLAT BEFORE FULLY RECHARGING.**

BEFORE EACH USE

A bicycle that is not safe can give rise to dangerous riding situations, falls and accidents.

- Before every ride, check that it is able to operate safely.

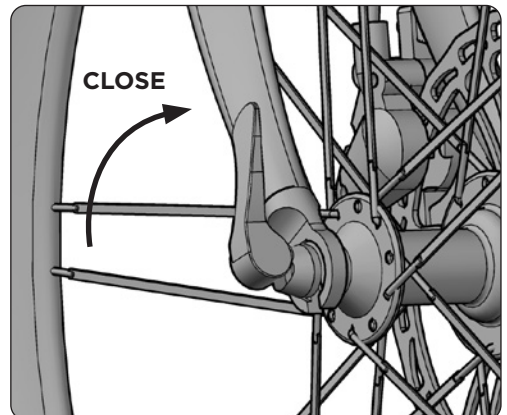
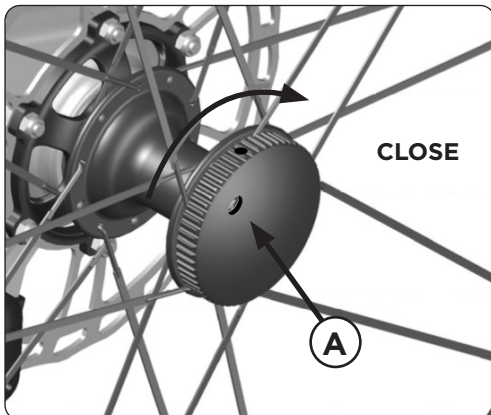
- Stop and inspect the proper set up of your newly purchased bike, so as to more easily recognize any anomalies at a later time
- If any defects are detected during these inspections, immediately contact your dealer.
- You can use your bike again only when it is safe.

Before each check, make sure that your bike is switched off and is not connected to the power supply, so that you do not inadvertently start it.

CHECKLIST OF CONTROLS TO PERFORM BEFORE EACH USE

CHECKING THE WHEEL UNITS

- Check that all the parts are properly mounting.
- The hub of the wheel assembly should not move on the front fork or rear single arm fork.
- The lever of the quick unfasten on the wheels have to be closed and the closing knob on the rear wheel have to be fixed and with the security lock closed.
- check the fixing of the security block (A) on the closing knob.
- You don't have to hear squeaks or creakings.
- Check the tyre pressure.
- Check the position of the valve which must be perpendicular with respect to the hub and not tilted.
- Verify the absence of external damage, foreign bodies and wear on the tyres:
- The entire surface of the tyre must still have the original tread pattern.
- It should not be possible to see the section of the tyre that is located under the layer of rubber.
- There should be no dents, cracks, cuts or damage.
- Remove any foreign bodies (thorns, small stones, bits of glass, etc.) by hand or using a small tool without spikes or blades.

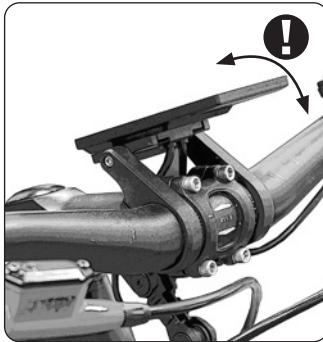
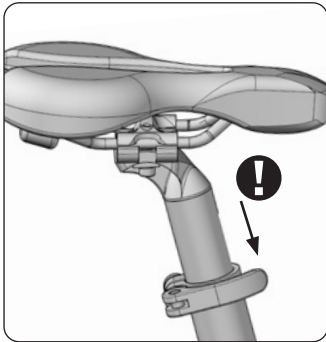


The greater the body weight and the load, the higher the tyre pressure must be. Do not exceed the maximum pressure marked on the tyre.

CHECKING THE SEAT AND THE SEAT POST

If the seat post is not inserted deep enough into the frame, it could separate from the frame while riding and lead to dangerous riding conditions, falls and accidents.

- Make sure the seat post is inserted at the correct depth.
- Hold the saddle firmly with your hands and try to turn both the saddle and the seat post inside the frame.
- The saddle and the seat post must not move.
- If the saddle and/or seat post move they must be suitably fixed



CHECKING THE HANDLEBARS AND HANDLEBAR STEM

If the handlebars and handlebar stem are not fitted properly or are damaged this can lead to dangerous riding conditions, falls and accidents.

- If you detect defects in these parts, or if you have doubts about them, immediately stop using your e-bike.
- Perform a visual inspection of the handlebars and handlebar stem.
- The stem must be parallel to the front wheel rim and the handlebars must be in a perpendicular position.
- Clamp the front wheel between your legs.
- Grip the handlebars at both ends.
- Firmly try to turn the handlebars in both directions.
- Again with force, push down with your hands and try to turn the handlebars in the stem.
- No part must move or shift.
- You should not hear squeaks or creaks.
- Tighten according to the torque marked on the parts (Nm).

CHECKING THE BRAKES

The faulty brakes always cause hazardous riding conditions, falls and accidents. **Mal-functioning brakes could be life threatening.**

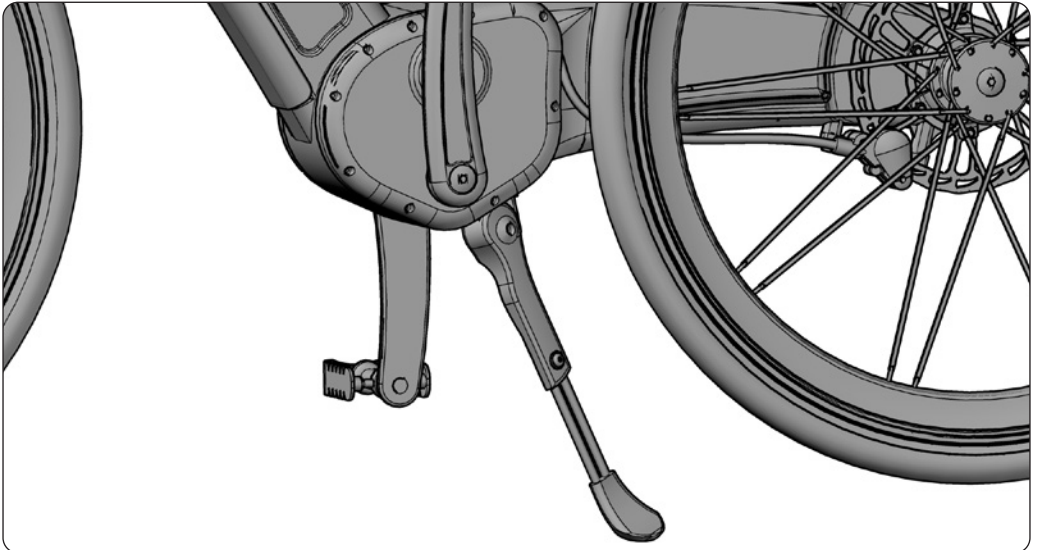
- Check your braking system with particular attention.
- During everyday use the discs and the brake pads wear out diminishing their braking power. They must be replaced periodically.
- Apply the brakes and try to move the bike, both wheels must stay locked.
- Dirty brake discs must be cleaned immediately.
- The presence of oil and grease on the brake discs can reduce the braking power and lead to dangerous riding conditions, falls and accidents.
- Check that the brake disc is not damaged. It must be free of nicks, cracks, deep scratches and any other mechanical damage.

CHECKING THE SIDE STAND

Riding with the stand down can cause serious falls. The same applies if the stand opens by itself during travel.

A side stand which is bent, too short or too long can not guarantee the stability of your bike which could later fall, injuring you or other people.

- Repair or replace the stand at a Neox Service Centre, if it is bent.
- For side stands with adjustable length:
please adjust them to the right length so that your e-bike is stable.
- Perform a visual inspection of the screws connecting the stand.



-
- Before setting off, always raise the stand. The stand will not lower by itself.
 - Apply gentle force with your hands, making sure that the extractable part does not shift.
 - Make sure the stand is firmly secured to the frame and does not move when you move it with your hands

**CHECK FOR ANY DAMAGE ON ALL THE COMPONENTS.
DO NOT MOUNT THE E-BIKE WITH THE STAND DOWN**

GENERAL USE

With your e-bike it is possible to reach unusually high speeds.

- Only use your e-bike if you are able to safely control it while riding and braking at high speeds.
- Wear a helmet when riding a bicycle.
- Ride cautiously and prudently.
- Ride in such a way that you are always ready to brake.
- Do not ride under the influence of alcohol.
- Ride in such a way that you are always in full control of your e-bike, so that you do not find yourself in trouble in the event of sudden danger.
- In the wet the effectiveness of the brakes may be reduced. The braking distance increases.
- When riding you should only wear suitable clothing that does not restrict riding and does not obstruct your view.
- In the dark, and in conditions of poor visibility, wear clothing with reflective stripes and switch on the lights.
- Attention: some layers of clothing and/or the use of a backpack could restrict movement.
- Put your foot on the pedal only when you are actually setting off.
- Release the brakes only when you are actually setting off.
- Ride with caution, respect the envisaged maintenance intervals and immediately seek your Authorized Neox Service Centre if defects are detected.

GENERAL SUMMARY OF WHAT IS LAID OUT IN THE HIGHWAY CODE AND THE DIRECTIVES IN THE EVENT OF UNLOCKING THE SPEED LIMITER.

Highway Code. - For the user.

Anyone who uses an electric bike on the public highway which has been sold pursuant to art. 50 (pedal assisted cycles) but in fact is a moped (e-bike without a limiter set at 25 km/h) is subject to fines.

Fines

Art. 97, paragraphs

7. Anyone circulating with a moped which does not have a valid vehicle registration certificate, where required, is subject to an administrative fine for the sum of between €154 and €616.

8. Anyone circulating with a moped which does not have a license plate is subject to an administrative fine for the sum of between €76 and €308

14. Violations under paragraphs 5 and 7 enforces the application of the accessory administrative sanction of confiscation of the moped, in accordance with the rules laid down in Chapter I, Section II of Title VI; in the cases provided for in paragraph 5 the moped shall be destroyed...

PRODUCT DIRECTIVE WITH REGARD TO THE CONSUMER CODE

For the manufacturer - Anyone producing pedal assisted cycles who does not meet the requirements for this kind of vehicle shall be subject to penalties.

Fines - Fines for failure to apply the requirements of the directive, the Consumer Code with respect to commercial fraud.

Art. 515. Fraudulent trading.

Anyone who, in the exercise of a commercial activity, delivers one movable item for another, or a movable item [Civil Code 812; c.p. 624], with origin, source, quality or quantity different from that stated or agreed, shall be punished, if the offence does not constitute a more serious crime, with imprisonment of up to two years or a fine of up to €2,065.

HIGHWAY CODE

For the user - Anyone who tampers with and uses a vehicle that was originally a bicycle (art. 50) and after which becomes a moped is subject to penalties.

Fines - See Art. 97, paragraphs 7 and 8 of the highway code

NEOX SPEED LIMIT

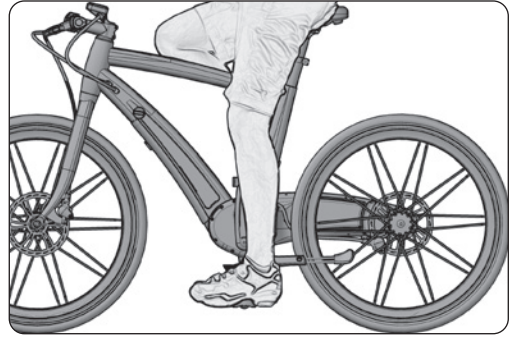
Your e-bike has a device fitted to limit the maximum travelling speed.

It ensures that the maximum assisted speed (eco-standard-high) is kept below 25km/h as per the European Directives in force. The user can exceed this limit but there will be NO electric assistance from your Neox e-bike.

ADJUSTMENTS

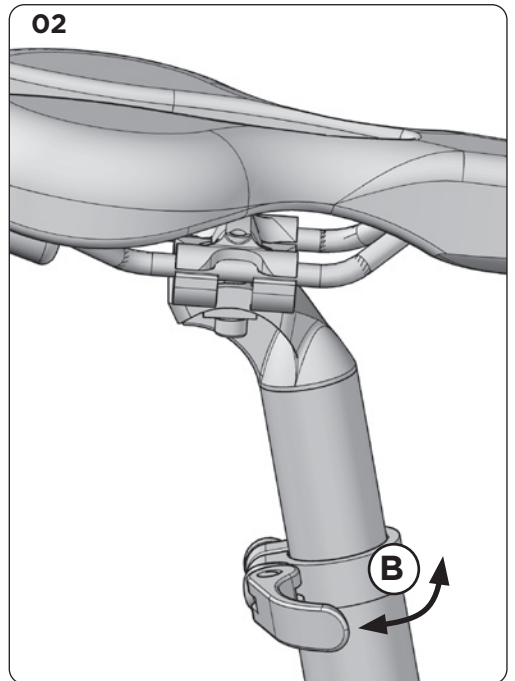
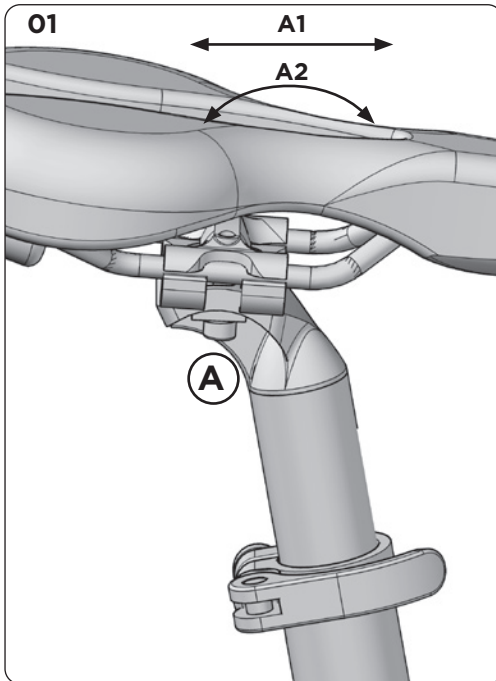
IDEAL HEIGHT OF THE SADDLE

For ideal height of the saddle is the distance between the seat of the saddle and the pedal in the lowest position. The ideal height of the saddle is when, with your foot resting on the pedal in the lowest position, the knee is slightly bent, almost fully extended.



ADJUSTING THE HORIZONTAL POSITION OF THE SADDLE - FIG. 01

The saddle is secured with two screws (A) which allow forward/backward (A1) adjustments to be made and the inclination (A2) to be adjusted. You will need an Allen key and a torque wrench with a 5mm Allen key attachment.



- Loosen the locking screws (**A**) by a few turns until the seat moves easily and/or you can adjust the inclination.
- Move the saddle to the desired position.
- Re-tighten the locking screws (**A**) with a torque wrench. The specified torque is indicated on the seatpost.

ADJUSTING THE SADDLE HEIGHT - FIG. 02 (PREVIOUS PAGE)

- Loosen the locking of the seat post (**B**).
- Move the saddle with the seat post to the desired position being careful not to exceed the maximum height line marked on the post.
- Re-lock the seat post (**B**).

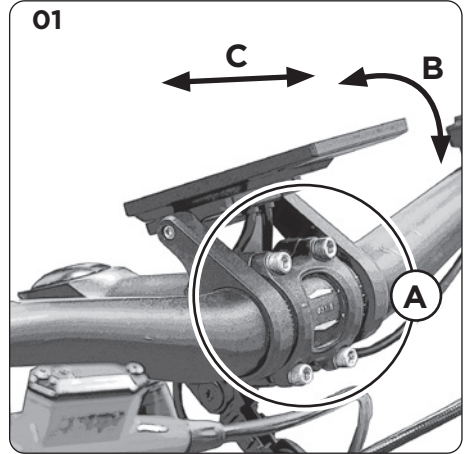
ADJUSTING THE SUSPENSION FORKS (IF PRESENT)

See the operating instructions inside the Neox packaging (only if your Neox has suspension forks).

HANDLEBAR ADJUSTMENT

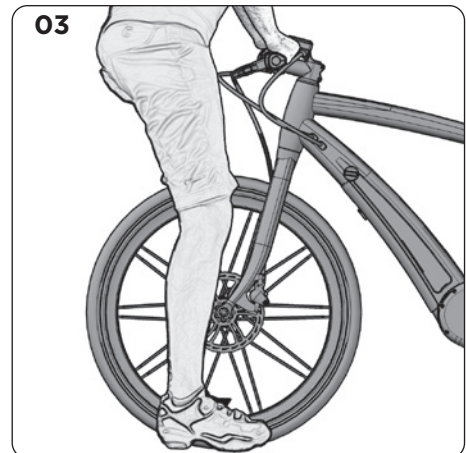
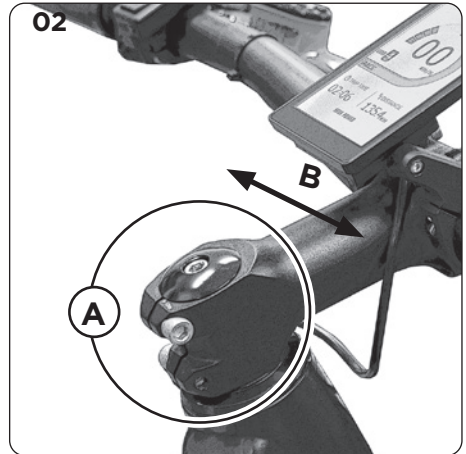
Handlebar - Fig 01

1. Loosen the screws in area (A) until the rotational movement of the handlebar is achieved.
2. Rotate and/or position the handlebars to the desired position B.
3. Check that the handlebars are in a centred horizontal position C.
4. Tighten the 4 screws with a torque wrench to the level marked on the affected part.



Handlebar Stem - Fig 02

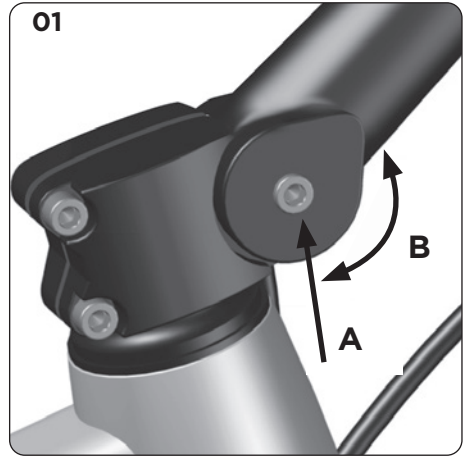
1. Loosen the screws in area (A) until the support rotates.
2. Perfectly align the wheel moving in direction B while clamping the wheel as shown in Fig. 3.
3. Tighten the 2 screws in area (A) with a torque wrench to the level marked on the affected part.



Adjustable handlebar stem (if available) - Fig 01

On some models it is also possible to vertically adjust the handlebar stem.

1. Loosen the screw (A) (Fig. 1) locking the vertical movement of the handlebar stem.
2. Adjust the stem to the desired position by moving it vertically in the appropriate direction (B) (Fig. 1).
3. Lock the screw (A) (Fig.1) with a torque wrench to the level marked on the affected part.

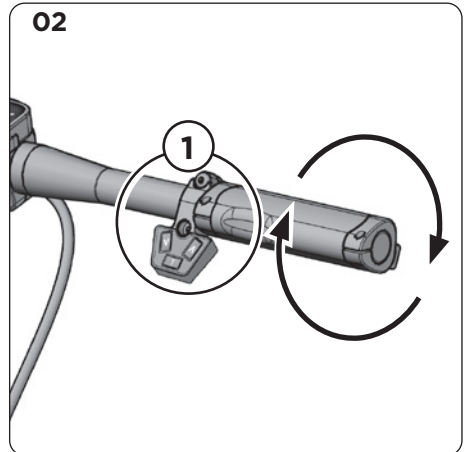


ADJUSTING THE BRAKE LEVERS.

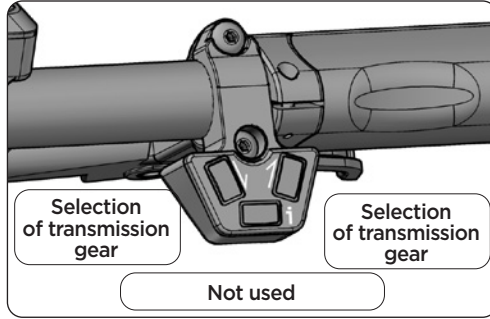
1. Loosen the screws (1) until the brake bracket begins to rotate.
2. Move the brake lever into the desired position.
3. Fasten the 2 screws with a suitable wrench to the minimum level that prevents the brake lever from rotating.

Manually control (Fig. 2) that there is not excessive rotation.

Do not completely lock the rotation of the bracket to prevent it from breaking if the e-bike accidental falls over.



CONTROLS ON THE SIDE RIGHT OF THE HANDLEBAR



USING THE DISPLAY

FUNCTIONAL OVERVIEW

- Four buttons, easy to operate
- Use password to turn on
- Mileage display: Subtotal mileage (TRIP), total mileage (ODO)
- Speed display: Real-time speed SPEED maximum speed MAX average speed AVG
- Five stalls of power assist control 0-5 level OFF-ECO-LOW-HIGH-RACE
- Eight levels of electricity instructions 1-8 level power and under voltage prompts, show the percentage of the battery power
- Km / miles
- Riding time TRIP TIME display
- Adjust the brightness of the backlight
- 6KM /H walk assist function
- Remaining mileage display (requires BMS support)
- Real time power display (Segment display, real-time numerical display)
- Real time display(time is on when display shutdown)
- System maintenance instructions: Advice maintenance information based on riding distance and charge cycles
- UART communication port Micro USB convenient for system maintenance, parameter setting.
- Error code indicator

INTERFACE

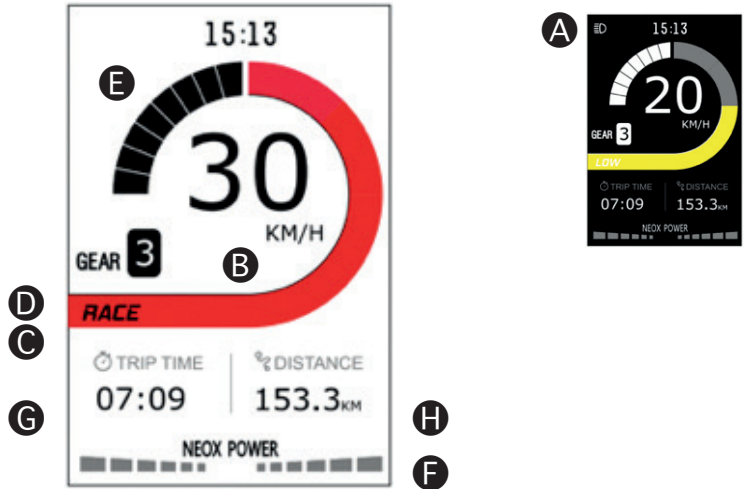


*Boot interface, 2 seconds
show when turn on the display*



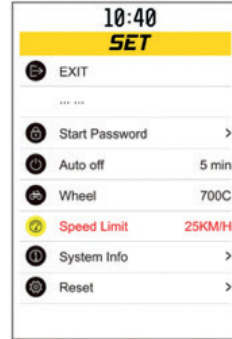
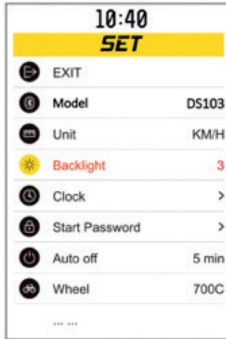
*Wait interface, wait for system to start up,
8 seconds*

BASE INTERFACE



- A** Headlight: Show when the headlight is on. When the headlight is off, this icon will not show.
- B** Speed: Show current speed, KM/H or MPH
- C** Power assist mode: Show the level of assist power. Form low power assist to high power assist: ECO, LOW, HIGH, RACE. RACE is default when the display is on. OFF means no assist power;
- D** GEAR level: Show the current assist gear level, 1-8 from low to high, 4 is default when the display is on.
- E** Battery indicator: 8 level battery indicator, percentage of the battery power.
- F** Power: Show current output power and 6 segments show the level of the motor power.
- G** Riding time: Show the hours and minutes of the riding time.
- H** Chilometraggio: mostra il chilometraggio del viaggio

SETTING INTERFACE



DEFINITION OF BUTTONS



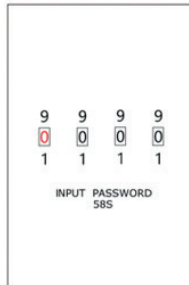
- ⏻ Turn on/off
- Ⓜ Function button
 - ▲ Adjust +
 - ▼ Adjust -

OPERATION

TURN ON/OFF

Maintain the normal connection of the display and the controller. Long press (2 seconds) button when is display is off. Display shows the boot interface and enters the basic interface to start work. Long press (2 seconds) button when the display is on. Display closed. If no operation to the display and the speed is 0 for 5 minutes, display will turn off automatically.

PASSWORD TO TURN ON

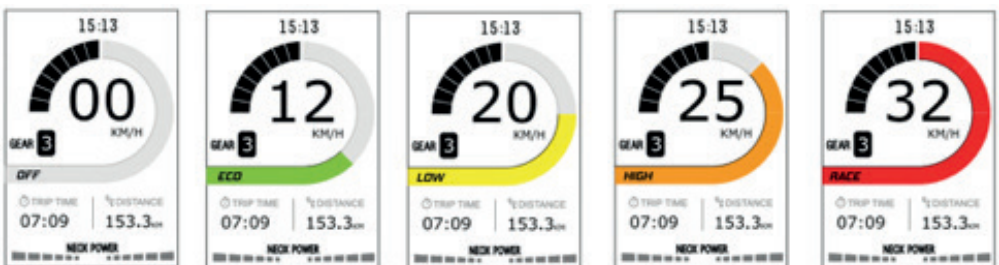


After boot interface display turn to password enter interface. Display will shutdown in 60 seconds if not enter the correct password. When the password entered correctly, display will turn to riding interface. (The default password is 1234). Press **[M]** to select password digit from left to right. Press **▲ / ▼** to select the password number of each digit. Press **[M]** after finish entering. When the password is correct, display turn to operation interface, when the password is wrong, re-enter the password. **Password function can be enable/closed in the setting interface. And the password can be changed.**

ASSIST MODE SELECT

Press **▲** or **▼** change the assist mode and the output power of the motor. ECO is the lowest power assist level. TURBO is the highest power assist level. ECO is the default level. OFF means no assist power.

Assist mode select interface shown as below:



OFF / grey

ECO / green

LOW / yellow

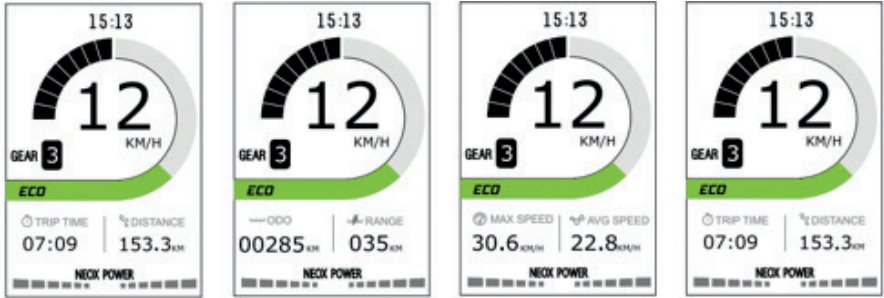
HIGH / orange

RACE / red

SPEED, MILEAGE SHOWN SWITCH

Short press **[M]** to loop shown information from: TRIP TIME/DISTANCE-> ODO/RANGE-> AVG SPEED/ MAX SPEED.

Interface shown as below:



TRIP TIME
DISTANCE

ODO
RANGE

MAX SPEED
AVG SPEED

TRIP TIME
DISTANCE

WALK ASSIST MODE

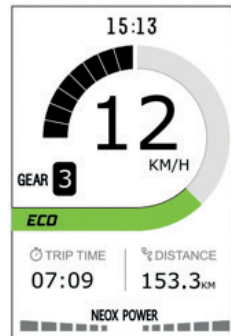
It's necessary to insert gear level 1 to activate walk mode.

Long press **[V]** button for 2 seconds, bike entered walk assist mode. When **[WALK]** is shown, loose **[V]** button to exit walk assist mode and turn to riding interface.

Walk assist mode switch as below pictures (only in the walk assist status):



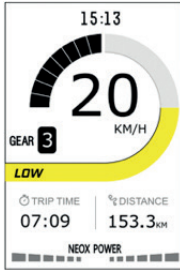
Walk assist mode



Normal mode

HEADLIGHT ON/OFF(DAY AND NIGHT MODE SWITCH)

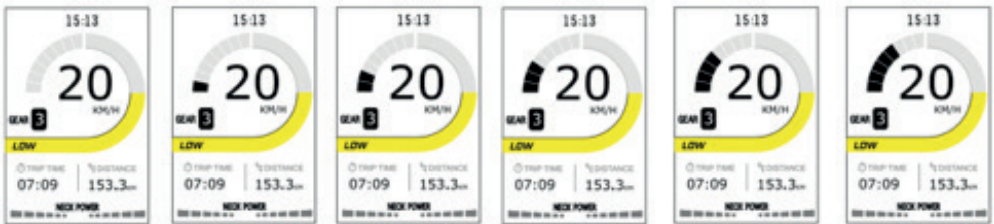
Long press ▲ button for 2 second, the headlight is turned on (need support of controller). Interface of display turn to night mode, headlight icon is on. Long press ▲ button for 2 second again, the headlight is turned off; interface of display turn to day mode, the headlight icon is off.



POWER INDICATOR

When the battery works normal, the battery power shows 1-8 levels according to the battery capacity. When the battery power less than 5%, it shows level 0, the icon of the battery turn to yellow and blink to remind the user to charge immediately.

The battery power is shown as below:



Level 0

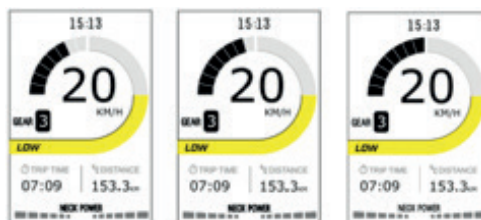
Level 1

Level 2

Level 3

Level 4

Level 5



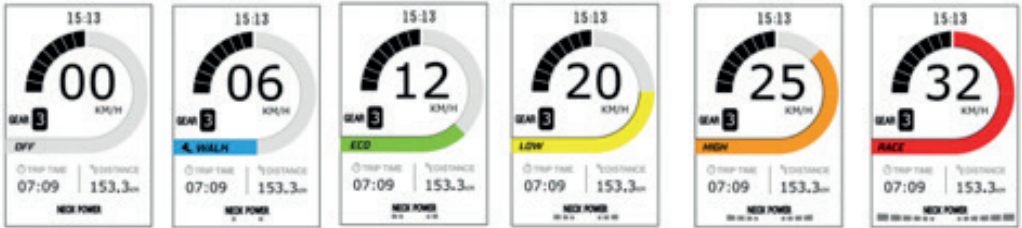
Level 6

Level 7

Level 8

POWER INDICATE

In the riding, display will show the current power value and 5 levels to indicate the level of the power. 0-5 level from low to high. Level 0 means no assist power.



Level 0

Level 1

Level 2

Level 3

Level 4

Level 5

USER SETTINGS

Setting items: unit setting, backlight setting, clock setting, password setting, time period of automatically shut down, *wheel diameter, *speed limitation information, *system information, reset to factory setting.

(* means fixed items, do not provide user settings options)

ENTER SETTING INTERFACE

- 10 seconds within display turned on, and speed is 0, long press **[M]** (2 seconds), system enter the data setting interface. On this status users can set and view the parameters of the display.
- Long press **[M]** (2 seconds) to exit and save the setting status. Select **[Exit]** on the setting interface, short press **[M]** to exit and save the setting status.
- User settings interface state, if 10 seconds without the operation, display returns to normal riding state, do not save the parameter settings.
- On user setting interface, short press **[M]** to choose setting item, short press **▲ / ▼** to switch setting items up and down.

EXIT ITEM

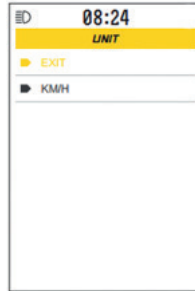
- Choose Exit, short press **[M]** o save the setting parameter and exit setting interface turn to riding interface.

UNIT SETTING

Unit: Metric/inch

- Enter unit setting interface, short press ▲ / ▼ to choose KM/H or MPH. Short press [M] to save the parameter and exit unit setting interface and return to setting interface after select is done.

Interface is shown as below:



BACK LIGHT SETTING

Brightness adjust interface

Brightness: backlight 5 levels adjustable: 1, 2, 3, 4, 5. Level 1 is the darkest level. Level 5 is the brightest level. Short press ▲ / ▼ to select the level of the backlight, press [M] to confirm the select and turn back to backlight setting interface.

Interface shown as below:

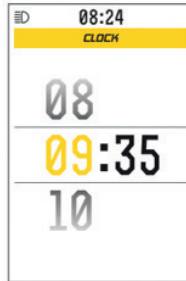


CLOCK SETTING

Time format: Hour: Minute

Enter clock setting interface, choose “Hour” automatically, short pres ▲ / ▼ to set the hour, short press [M] to change the setting item from hour to minute, short press ▲ / ▼ to set the minute, short press [M] to exit after the setting is done.

Interface shown as below:



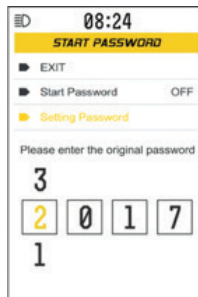
PASSWORD SETTING

Exit: exit START PASSWORD interface.

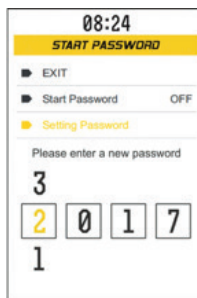
Start Password ON/OFF: Password function ON/OFF

Setting Password: Setting the password

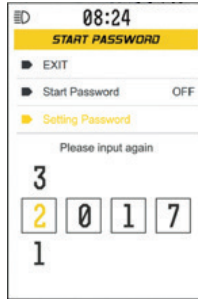
Short press ▲ / ▼ to select Exit, Start Password, Setting Password, choose Exit and short press [M] to exit to SET interface, Choose Start Password, short press [M] o switch ON/OFF, choose Setting Password, short press [M] to select the digit of the password from left to right, press ▲ / ▼ to modify the password number of selected digit, Press [M] to verify the original password after 4 digit password selected, if the original password is not correct. Display exit to SET interface.



When the original password enter correctly, pop to new password interface to enter the new password.



When the new password entered correctly, prompt to enter again.



Confirm the new password correctly, display will pop to password enter interface and need new password entering to turn to normal interface.

AUTOMATIC SHUTDOWN TIME SETTING

10 minutes: Automatic shutdown if 10 minutes no operation and speed of the bike

20 minutes: Automatic shutdown if 20 minutes no operation and speed of the bike

30 minutes: Automatic shutdown if 30 minutes no operation and speed of the bike

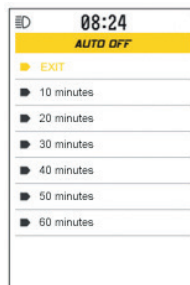
40 minutes: Automatic shutdown if 40 minutes no operation and speed of the bike

50 minutes: Automatic shutdown if 50 minutes no operation and speed of the bike

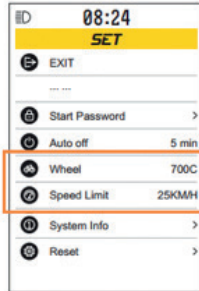
60 minutes: Automatic shutdown if 60 minutes no operation and speed of the bike

Short press ▲ / ▼ to select Exit: 10 minutes, 20 minutes, 30 minutes, 40 minutes, 50 minutes, 60 minutes. Choose Exit and short press **M** to return to SET interface. Choose 10 minutes, 20 minutes, 30 minutes, 40 minutes, 50 minutes, 60 minutes save the settings and return to SET interface;

After setting is done, on the riding interface, when the speed is 0 and no operation of the display, time reaches the setting, display will shutdown automatically. Display can only be turned on by press the **U** button.



WHEEL DIAMETER AND SPEED LIMITATION INFORMATION



Wheel diameter and speed limitation information can only set by the setting computer. Users can only view without setting.

SYSTEM INFORMATION REVIEW

S/N: Serial number of equipment

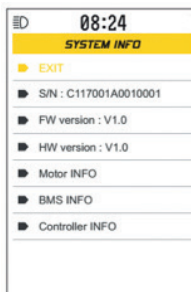
FW version: Firmware version number

HW version: Hardware version number

*Motor INFO: (Need support from controller)

*BMSINFO: (Need support from controller)

*Controller INFO (Need support from controller)



e.

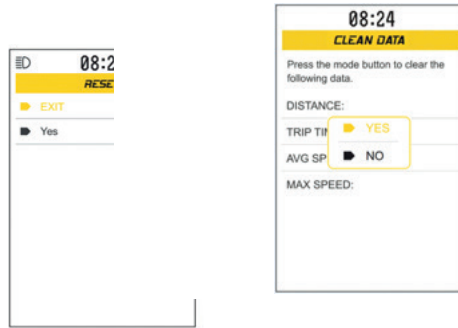
RESET

Exit: Exit RESET interface

Yes: Reset to factory settings

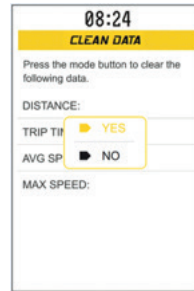
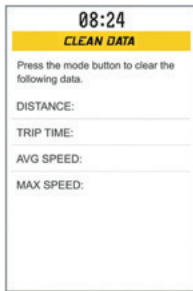
Short press ▲ / ▼ to select Exit, Yes, select Yes then short press [M] o return to factory settings (unit, backlight brightness, turn on password, auto shut off time) and return to user setting interface. Choose Exit and short press [M] to return to SET interface.

Interface shown as below:



DATA CLEARANCE

10 seconds within display turned on, and speed is 0, long press **M** (2 seconds) enter the data clearance interface, short press **M** to clearance trip mileage (TRIP), riding time (TRIP TIME), average speed (AVG) and maximum speed (MAX). Then display pop up the confirmation window, short press **M** again to clearance all listed items. Display will return to riding interface without data clearance if no operation in 10 seconds. Shown the data clearance interface as below:



IMPORTANT NOTE

- In the use of the display, pay attention to the security, do not plug the display in and out the when the power is on.
- Try to avoid use exposure in harsh environments like heavy rain, heavy snow, and strong sunlight.
- When the display can't be used normally, it should be send to repair as soon as possible.
- **Damage caused by excessive twisting is not covered by the warranty**

ERROR INFORMATION

Nr.	Status data	Description	Note
1	0x01	Normal status	LED of controller is on
2	0x03	Already brake	Display will not show
3	0x04		Torque sensor
4	0x05	Throttle error	
5	0x06	Under voltage protection	Display will not show
6	0x07	Over voltage protection	
7	0x08	Hall signal error of motor	
8	0x09	Phase wire error of motor	
9	0x10	Temperature of motor reaches the protect temperature	
10	0x11	Temperature sensor of motor error	
11	0x12	Current sensor error	
12	0x13	Temperature error inside battery	
13	0x14	Temperature of controller reaches the protect temperature	
14	0x15	Temperature sensor of controller error	
15	0x21	Speed sensor error	
16	0x22	BMS communication error	Display can't get the information, will not show the code
17	0x23	Front light error	
18	0x24	Light sensor error	
19	0x25	Torque signal error from torque sensor	
20	0x26	Speed error from torque sensor	
21	0x30	Communication error	Display will check communication error automatically, controller will not send this message

HOW TO ACTIVATE THE NEOX ANTI-THEFT SYSTEM

The bike has two anti-theft systems.

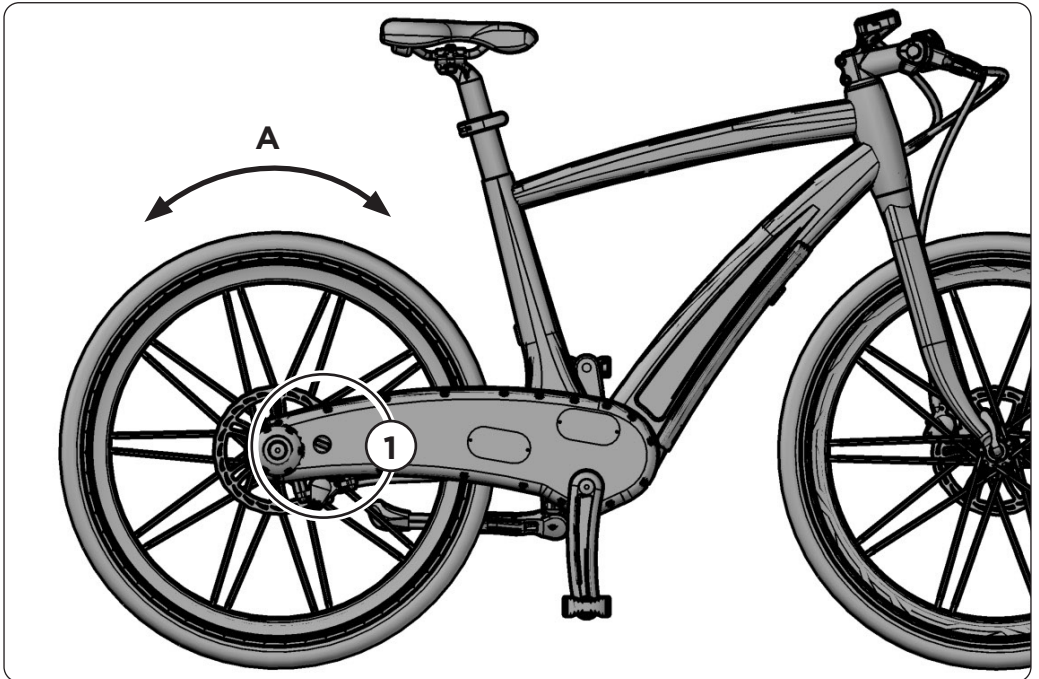
- The first inhibits transmission and can only be reactivated by entering the Neox Pin code.
- The second system consists of the mechanical locking of the rear wheel.

In the first case, see the section "Turn On/Off" (pag. 29).

LOCKING THE REAR WHEEL

1. With the bike stopped put the key into the switch.
2. Rotate of 360° in counter-clockwise the key moving a little the wheel backwards and forwards for some degree (a), in order to simplify the complete rotation of the key.
3. Remove the key.

Always be sure to unlock the wheel before using the bike !!!



THE BATTERY

USEFUL INFORMATION ABOUT THE BATTERY

The charging process must be carried out in a ventilated room or in the garage, with the battery connected to the bicycle or by removing the battery from the bicycle.

Before charging make sure the battery has not been subjected to large fluctuations in temperature, if so wait 30 minutes before connecting the charger to the battery.

While charging a red light is lit on the battery charger.

When the green light turns on, this means charging is complete (100% charge in about 5 hours, 80% charge in about 4 hours)

- **The battery should be fully charged.**
- **It is not recommended to leave the battery uncharged as this may seriously damage it.**
- **When the battery is uncharged do not try to use up the little power remaining but proceed to recharge it otherwise the battery will be damaged severely.**
- Do not leave the battery to charge for more than 12 hours.
- Never charge the battery in extremely hot conditions.
- Never charge near flammable liquids.
- Do not cover the battery and/or charger in any way.
- While charging the battery heats up slightly.
- Only use the supplied power adapter.

If the vehicle is not used for a long period of time, it is advisable to recharge the battery every 3 months and to keep it in a dry area at a temperature between 0°C and 25°C to avoid damaging it.

Ambient temperature during charging: between 0°C and 45°C.

Ambient temperature during normal operation: between -10°C and 45°C.

The battery does not require maintenance, in the event of failure or a significant reduction in performance or autonomy contact your Authorised Neox Service Centre. If the battery emits a bad smell, unplug it from the electrical outlet and contact an Authorised Neox Service Centre.

The battery undergoes a capacity reduction of 20% after 600-800 cycles.

The exhausted battery (end of life) should not be thrown away with normal waste.

NOTE: The battery performance will vary according to the weight of the rider, the presence or absence of uphill climbs, the conditions of the road surface and the temperature.

In summer, autonomy is significantly higher than in winter.

For charging see the information leaflet.

Warnings

- **The first time the battery must be recharged for at least 7 hours.**
- **For the first 5 uses completely charge the battery and then fully discharge it. This will ensure the maximum performance of the battery pack.**
- **Fully charge the battery before long stops.**
- **Do not store the e-bike for long stops with the battery uncharged.**

THE NEOX BATTERY

The NEOX battery (Fig 1) is a battery pack constructed with Samsung cylindrical cells. The lithium-ion batteries have a high energy density and are perfect for cyclic applications. Compared to traditional lead-acid batteries, lithium-ion batteries have advantages in terms of savings: up to 70% reduction in volume and weight, while the number of charging cycles is three times higher.

Another important advantage of the NEOX lithium-ion battery is that it is equipped with a Battery Management System (BMS) that automatically compensates for any imbalance between the cells, to ensure maximum safety and durability of the battery. The NEOX lithium-ion battery is equipped with a cell-battery integrated safety control system.

Unlike other batteries, lithium-ion batteries have no memory effect and can be charged even if they are fully discharged.

The total battery capacity is reached after 4.5 complete cycles of charging - discharging. **The first time the battery must be recharged for at least 7 hours.**

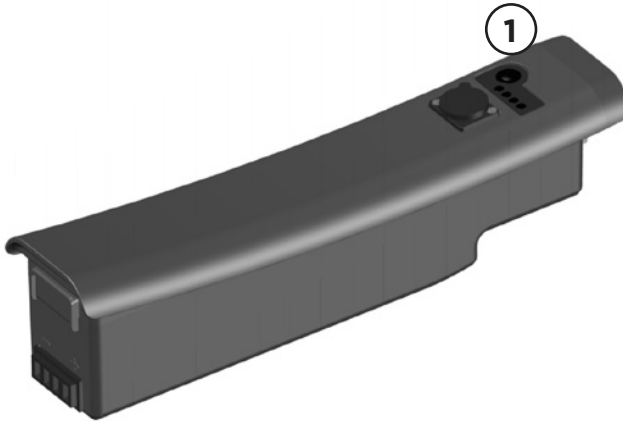
BATTERY TECHNICAL DATA

Battery:	lithium ion, removable
Nominal power:	36 or 48 V depending on the version.
Rated capacity:	10.5 Ah
Weight:	2.5 Kg
Dimensions:	360x90x85 mm
Charging time:	4-5 hours (first time minimum 7 hours)

Only recharge the battery using the supplied battery charger.

Press the “charge status” button (1), present on the upper side of the battery, to see the charge level of the battery.

- 3 lights on, fully charged battery**
- 2 lights on, battery charged**
- 1 light on, low battery**
- 0 lights on, low battery or faulty fuses**



REMOVING AND INSTALLING THE BATTERY

The NEOX battery has been designed to be inserted into the main tube of the frame. This “disguises it” and makes it invisible to the eye, hence improving the design of your Neox, but above all to provide it with increased protection, inside a hydroformed aluminium shell to prevent damage due to accidental knocks or falls.

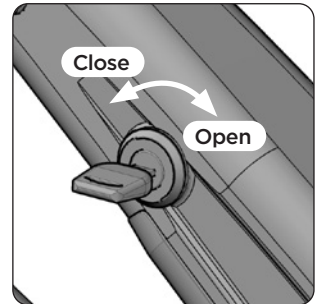
LOCK FOR ASSEMBLY AND TAKING APART OF THE BATTERY.

Features:

The key can be turned on two positions and it can be extracted only in OPEN position.

1 CLOSE position: the battery is inserted and hooked in the right position.

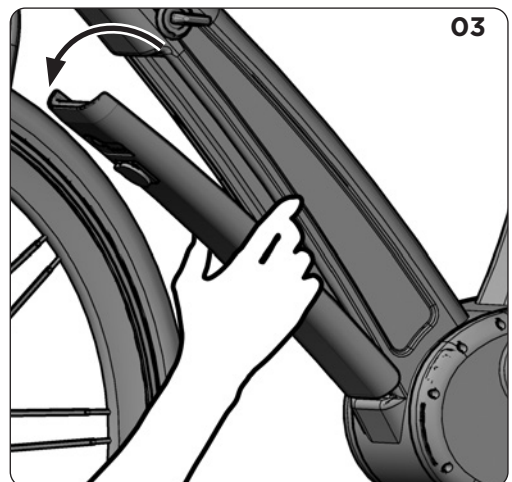
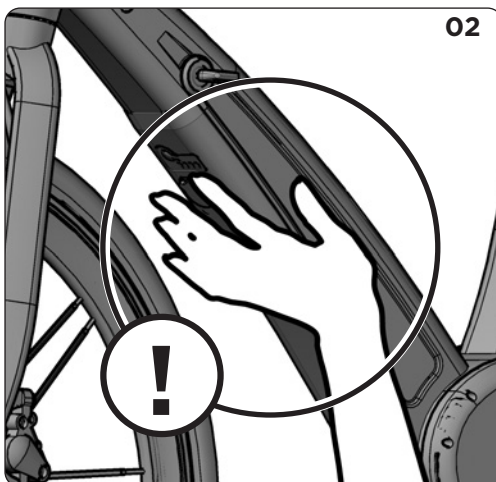
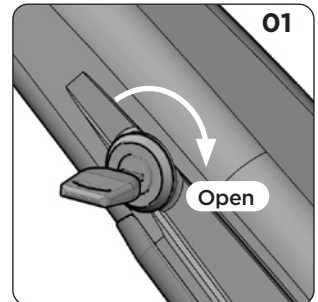
2 OPEN position: the battery is unlocked and can be removed from the bike.



REMOVING THE BATTERY

Hold the battery (2) with the right hand in order to be sure that, once opened the block system inside the main pipe of the frame by key rotation, this doesn't fall down. Turn it clockwise (fig. 1) until complete rotation to the right.

Pull out the battery by tilting it downwards. (fig.3)

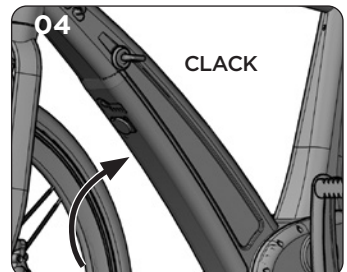
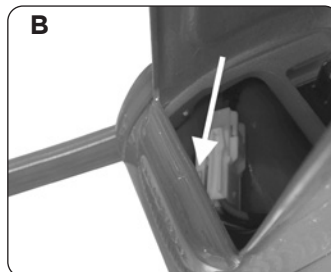
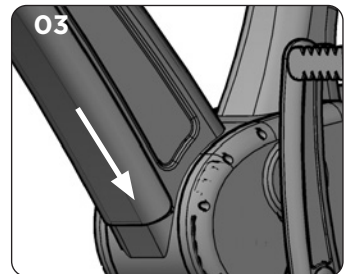
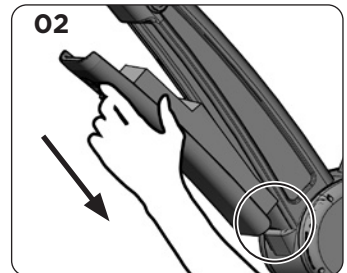
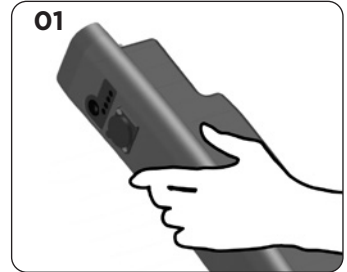
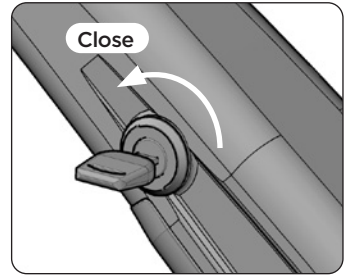


INSTALLING THE BATTERY

Be sure that the key is in CLOSE position and so completely turned in counterclockwise or that the key is not inserted in the lock.

Take the battery with your left hand as shown. (Fig.1) Insert the bottom of the battery into its housing inside the main tube of the frame at an outward angle with respect to the frame and move it downward (Fig. 2), making sure that the coupling on the bottom of the battery box (Part. A) fits properly on the lower edge of the frame tube (Part. B) as shown. (Fig. 3)

Push (peremptorily, until the “clack” of the closure) the battery upwards until the complete insertion, in order that it is fitted together with the frame pipe. (Fig. 4) Now the battery is properly inserted and blocked inside his compartment and your Neox is ready to be used.



HOW DOES THE NEOX BATTERY PERFORM DURING USE

Above all it is important to remember, as said above, that the Neox battery reaches its best performance after the first 4/5 full charging and recharging cycles and when it is recharged for the first time for at least 7 hours.

The intelligent electronic management system of the NEOX battery (BMS) protects the lithium-ion battery. The BMS controls each single cell, after the first few recharges it balances the cells and thereby prolongs the battery life. The interval between the date of first use and the date on which it will be necessary to replace your Neox battery is therefore very long.

While using your Neox is important to understand what happens with the gradual discharge of the battery. In fact the Neox is a fully electronic e-bike, including gear changes. The system however has been designed so that the user is able to use the Neox as a normal bike and therefore even with the battery completely discharged, despite the fact that the gearbox is fully electronic. In fact, with a low battery, there will be a reserve of energy that will allow the rider to reach their destination while being able to use the gears despite the fact they are electronically controlled and the battery is fully depleted.

During use, with a fully charged battery, Neox will have more assistance power available, in all three assistance modes. As the reserve energy in the battery decreases, the power available to your Neox will gradually decrease. If we are using the bike for example in HIGH, at a certain point, automatically, Neox will change to STANDARD mode, then change again to ECO mode until all of the available energy in the battery has been used before changing to NO ASSIST mode.

At this point, with all the energy used, NEOX becomes a normal bicycle, with full use of the gears despite the fact they are electronically controlled.

BATTERY LIFE

The duration of a PowerPack depends mainly on the type of use employed. Like any other lithium-ion battery, the PowerPack ages naturally, even when not in use.

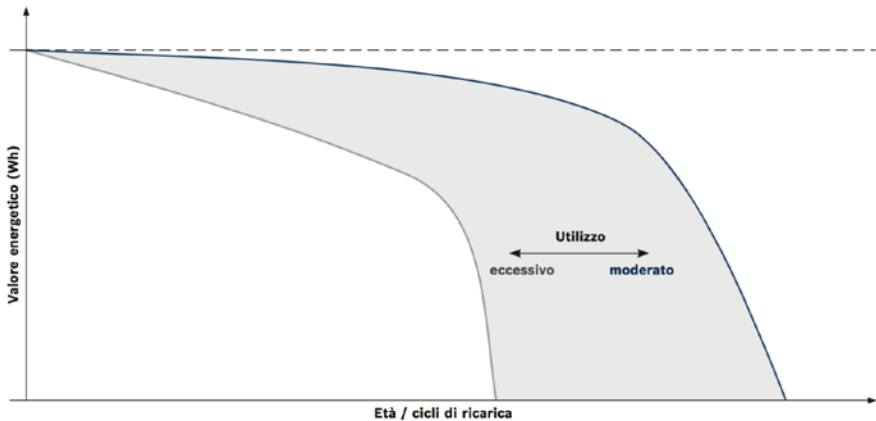
Factors that shorten the life span:

- Excessive use
- Storage at an ambient temperature $> 30\text{ }^{\circ}\text{C}$
- Long periods of storage with the battery fully charged or fully discharged
- Exposing the e-bike to strong sun

Factors that have a positive effect on the battery life:

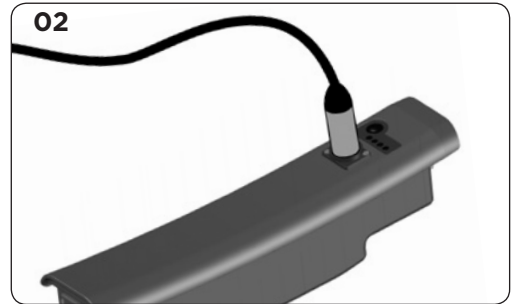
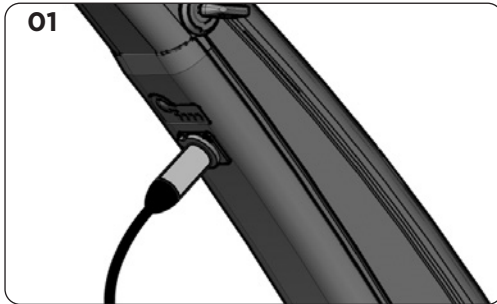
- Moderate use
- Storage at an optimal ambient temperature ($0 - 20\text{ }^{\circ}\text{C}$)
- Storage with the battery charged to about 60 %

The figure shows a typical evolution of the energy content according to the duration and frequency of use.



CHARGING THE BATTERY

The NEOX battery can be charged both while installed on the bike (Fig. 1) and when removed from its housing (Fig. 2) by inserting the charging connector plug into the front of the battery.



The charging process must be carried out in a ventilated room or garage.

INSTRUCTIONS FOR RECHARGING

Follow the instructions carefully to reduce the risk of fire or electric shock.

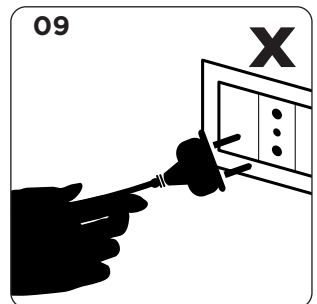
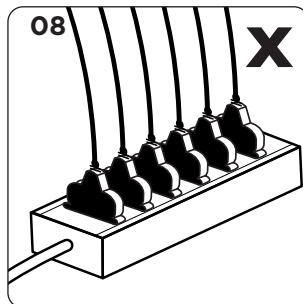
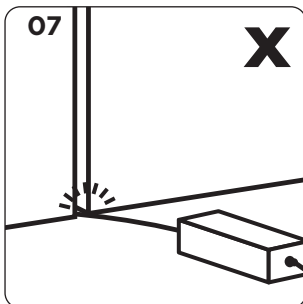
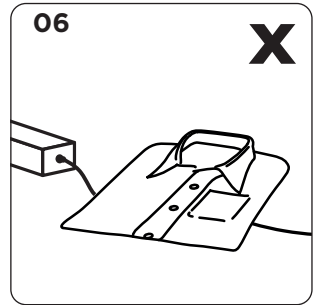
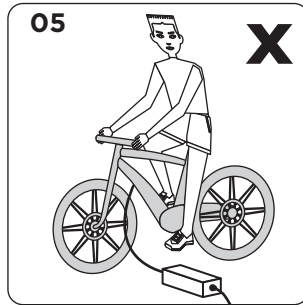
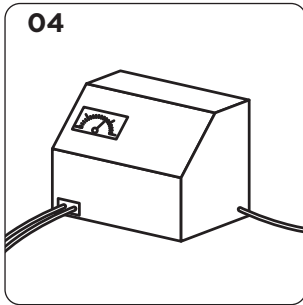
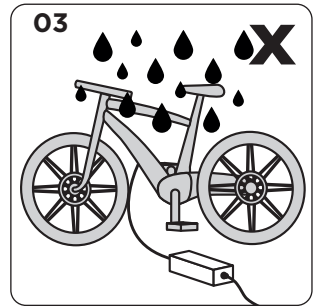
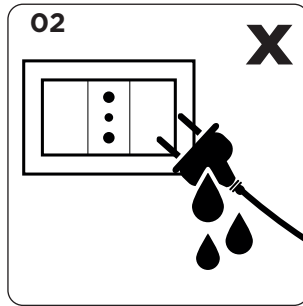
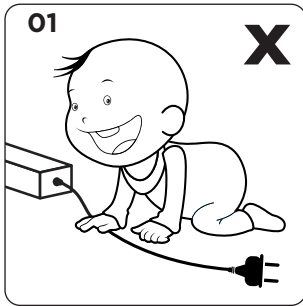
1. The lithium ion battery charger should only be used with the original rechargeable battery. Other types of batteries may cause damage to people and property.
2. The battery charger is intended for use indoors and in dry places.
3. The mains outlet must be near the equipment and be easily accessible.
4. The charger must not be repaired and, if faulty or damaged, should no longer be used.
5. If the charger is damaged or no longer charges, return it to the shop where it was purchased. Do not dispose of it together with household waste.
6. The charger is intended for use in a horizontal position or on the floor.
7. The charger is intended for use with a detachable power cord, to be used to connect to the normal household mains supply. The power supply unit can function at different input voltages without the need for adjustment by the user.

CAUTION

Carefully observe the following instructions when charging.

1. Keep the battery recharging equipment out of the reach of children and avoid entangling the wires.
2. To avoid the risk of electric shock, do not insert the plug with wet hands or when the electrical parts are wet, and prevent the charging equipment from coming into contact with water or other liquids.

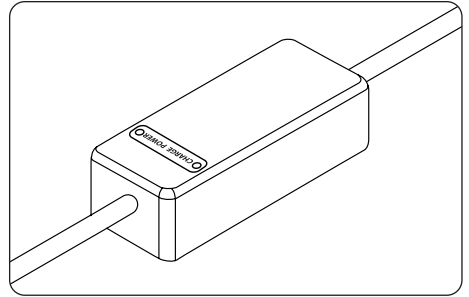
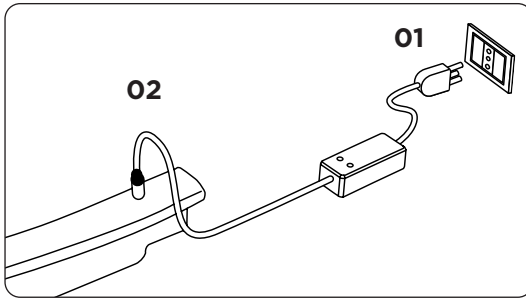
3. Do not clean your bike with water during the battery charging procedure.
4. For longer battery life, use only original NEOX equipment for the charging procedure, making sure that there is sufficient ventilation to avoid overheating the charger.
5. Do not pedal or ride the bike while charging the battery, so as to avoid falls or seriously damaging the charging equipment.
6. Do not place clothing on the equipment during charging.
7. Be careful not to crush the cable during charging to prevent short circuits.
8. Use only individual power sockets.
9. Do not pull the cord to remove the plug from the socket.



HOW TO USE THE BATTERY CHARGER

1. Be sure that connections are in good conditions and not damaged by improper strength or use.
2. Insert the plug (1) of the power set in a socket AC 220 Volt. If the plug is inserted in the socket at 220 Volt AC without the battery connected with the power set, the two leds Power Red and Charge Green will turn on as the unit is in stand by.
3. Connect the connector (2) to the battery out of power; the green light becomes red.
4. The Charge Led becomes green when the battery is completely charged. When the battery is completely charged, remove plugs 1 and 2 from the power set and remove the battery.

These instructions are also contained inside the battery charger packaging.



WARNINGS

- The first time the battery must be recharged for at least 7 hours.
- For the first 5 uses completely charge the battery and then fully discharge it. This will ensure the maximum performance of the battery pack.
- Fully charge the battery before long stops.
- Do not store the e-bike for long stops with the battery uncharged.

CHARACTERISTICS OF THE BATTERY CHARGER

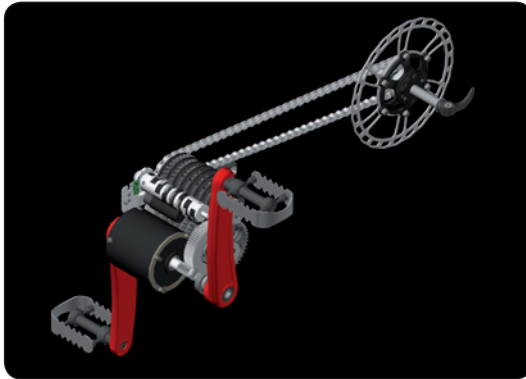
Input voltage:	100-240V AC
Frequency:	57-63Hz
Absorbed current:	1.5A
Output voltage:	36V DC
Maximum current output:	2A

- While charging a red light is lit on the battery charger. When this light turns green, charging is completed.
- During charging place the battery charger in a horizontal position and in a ventilated environment which is not exposed to direct sunlight.
- Never charge in the vicinity of liquids, whether they are flammable or not.
- Do not place the battery charger and the cord in water or in places with high humidity.
- If the charger is subjected to large fluctuations in temperature, wait 30 minutes prior to use.

GEARBOX F8.11

Your Neox is equipped with a gearbox that is more similar to that found on a motorcycle/car than a normal bicycle gear system. IT is equipped with an innovative gearbox, with rotary engagement and with electric controls on the handlebars.

The bike has 4 or 8 sequential speeds available, depending on the model purchased. Nothing could be more simple for the user. Gear changes can be made while stationary and/or during movement, without any restriction for the user.



Like all innovations, this system needs to be understood so that you can quickly take advantage of all the benefits that the system presents.

Below are some advice and tips.

INTRODUCTION

The Neox gearbox has 4 or 8 speeds available, depending on the model purchased.

Gear 1 (lowest gear)

The pedalling resistance decreases and the speed achieved is lower, but it is easier to climb hills.

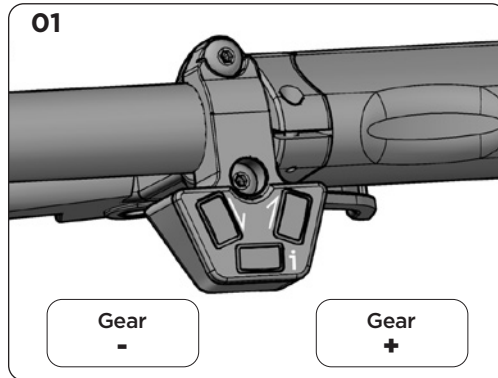
4/8 gear (highest gear):

the resistance to pedalling is increased and the speed achieved is higher.

First we shall describe difference between CHANGE and CLIMB.

The gear change is performed by pressing the electric buttons on the right side of the handlebars. (Fig.1)

The right button increases the gear, the left button decreases the gear.



CHANGE (OR INCREASE IN GEAR)

THIS is the change from one gear to a higher gear, i.e. from gear 1 to 4 or 8, depending on the model.

This may be carried out in any situation and dynamics of use without any problem, applying either minimum or maximum pressure on the pedal cranks (added to the thrust torque of the motor).

The gear change is sequential and has been designed so that it does not require any special skill by the user.

In fact the user can set off with any gear engaged. When you press the button to make the change, the system first engages the desired gear, and once this is engaged, disengages the previous gear. This allows an excellent degree of fluidity and the low noise levels produced by the system are second to none.

CLIMB (OR DECREASE IN GEAR)

THIS is the change from one gear to a lower gear, i.e. from gear 4 or 8, depending on the model, to gear 1.

As it is an extremely rapid change, the climb must be performed while bearing in mind some features of the system:

The bike incorporates a SAFETY system that inhibits downward gear changes by the user while pushing on the pedal. In the event the wrong button is pressed or the repeated pressing of the button, this system avoids a sudden increase in pedalling frequency that could unbalance the user, resulting in danger to themselves or others.

Therefore, to perform the CLIMB (increase in gear) just REDUCE pressure on the pedal to a minimum until the sensor measuring the torque transmitted to the pedal gives consent (via software) to the system to change down a gear.

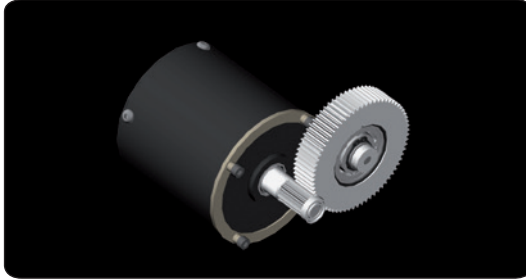
This system allows you to change up a gear in total safety both for the user and for your Neox device.

MOTOR

NEOX has an assistance motor integrated in the gearbox unit and the whole assembly is contained in a die-cast aluminium box.

Model: Brushless NEOX FL80S 36 V 500 Watts, limited to 250 Watts

The motor does not need any maintenance.



In case of abnormal noises, heat, smoke, performance loss, etc... contact your Authorized Neox Service Centre.

The motor responds reliably to the most stringent quality requirements. It is an motor capable of producing a power output of 500 W and with an upper energy efficiency level of 85%. It is a very compact unit, weighing only 2 kg. It works without friction thanks to brushless technology.

Like any other part of the bicycle, the motor life depends on its use. Under standard conditions, the duration of the motor can vary between 10 to 20 years or up to 100,000 km.

The motor will emit a certain level of noise during use; This is normal and depends on the effort to which it is subjected.

CAUTION

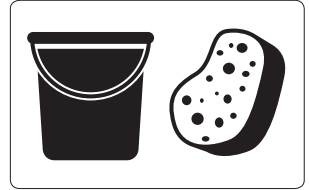
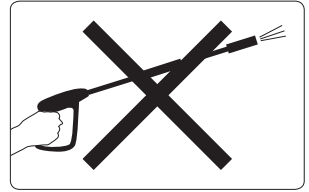
Use in rainy conditions: the motor as well as the electrical connectors, are properly protected for use in rainy conditions, as they are entirely sheltered inside a die-cast aluminium box.

ADJUSTING ASSISTANCE

The motor provides extra power, proportionate to the effort, as soon as you start pedalling. This power can be adjusted so as to optimize the autonomy of the bicycle. The regulation have to be done with the bike turned on and it's possible to regulate with stationary bicycle or with moving bicycle with the buttons on the left side of the handlebars. (fig. 2)The adjustment can be performed at any time and in any situation of use.

MAINTENANCE AND CARE

Regular and proper care of the bicycle is very important and one of the conditions for validity of the warranty. Corrosion caused by poor maintenance or damage caused by winter weather conditions is not covered by the warranty. Protect your Neox from any contact with corrosive substances by using a spray wax or a similar protective product. Clean your Neox after any contact with corrosive substances and reapply the protection as described below. For washing do not use steam jets/high pressure cleaners. A strong jet of water can damage your Neox and/or result in a short circuit (fire hazard).



PLEASE NOTE:

Proper maintenance extends the life of the bike and its components.

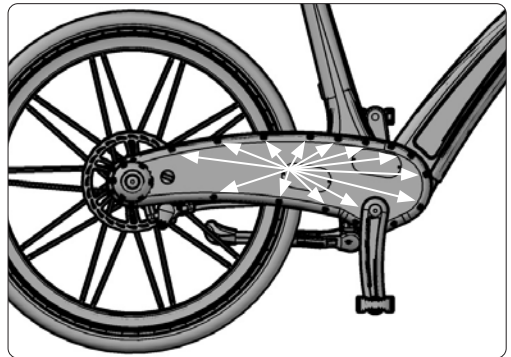
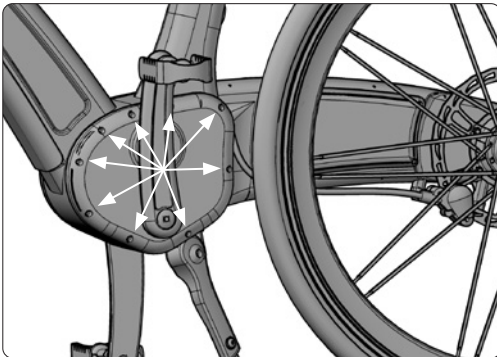
1. Perform regular cleaning and maintenance of your bike.
2. For washing use only a gentle water spray or a bucket of water and a sponge.
3. Use only clean fresh or desalinated water. Do not use salt water (e.g. seawater).

With many detergents and in the presence of low levels of dirt, it is sufficient to spray the product and rinse after leaving it to act for the prescribed time. Then stubborn dirt can be removed with a brush for radiators or similar, before rinsing.

Cleaning agents, lubricants and protective agents are chemical products. Some of these products can damage your Neox e-bike. Only use products specifically designed for bicycles. Make sure the products do not attack paint or rubber parts, plastic, metal, etc. Consult your dealer. Strictly follow the indications of the manufacturers.

PLEASE NOTE:

AFTER THE FIRST 500 KM CARRY OUT AN INSPECTION OF ALL SCREWS OF THE SINGLE ARM FORK ON THE NEOX E-BIKE. SUBSEQUENTLY CARRY OUT THIS INSPECTION EVERY 1000 KM.



WASHING

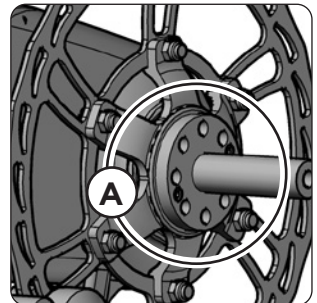
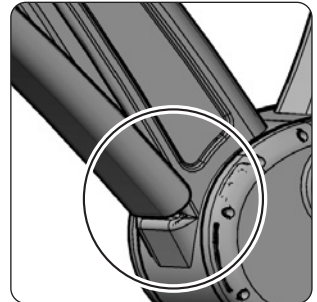
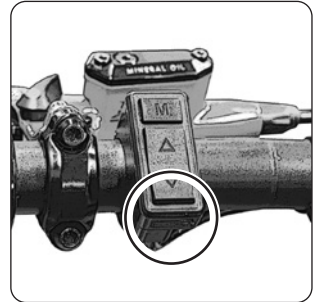
For washing do not use steam jets/high pressure cleaners. A strong jet of water can damage your e-bike or result in a short circuit (fire hazard). The Neox is an e-bike is easy to clean as there are no exposed motors or batteries and has a very linear and rounded structure.

For this reason it is advisable to adopt the procedures described below.

1. Turn off the e-bike from the display and remove the key from the switch.
2. Protect the monitor with a bag and seal it.
3. Remove the first layer of dirt with a gentle jet of water.
4. Spray on a cleaning agent.
5. Gently rub with the help of a cloth or sponge and after washing rinse with a jet of water **NOT AT HIGH PRESSURE.**
6. Remove the battery and blow inside the frame to remove any standing water.
7. Remove the rear wheel and clean the shaft and daisy chain attachment.
8. Grease the part with lithium grease, which is water resistant.

VERY IMPORTANT!!!

Keep the connection zone between rear hub and wheel (A) always lubricated with lithium grease.



PUTTING THE BICYCLE OUT OF SERVICE

PREPARATION OF THE BICYCLE FOR A LONG PERIOD OF DISUSE

Keep the Neox e-bike in an enclosed environment or otherwise protected from the sun, possibly off the ground, regularly check the tyre pressure, disconnect the battery and charge it every 2-3 months, cover the bicycle with a cloth.

DESTRUCTION

The construction materials of the bicycle require special disposal procedures. In the case of destruction refer to local regulations for the disposal of the materials composing the bike. Under no circumstances must the product be discarded into the environment, as it represents a source of pollution in the long term: an act punishable by law. The ability to reuse some parts of the bicycle, as mechanical units or for raw materials for other constructions, is carried out under the user's own responsibility.

CAUTION:

Reuse of any unit after the decommissioning of the bicycle waives the manufacturer from any liability arising from the use of the unit

DISPOSAL OF YOUR NEOX

Your Neox, like all electrical and electronic equipment, contains materials which are harmful to the environment and human health, and contains materials that can be reused and recycled. In the European Economic Area (EEA) is therefore mandatory to deliver your Neox to a special disposal and collection centre, separately from household waste.

Dispose of your Neox at a municipal refuse collection point. For detailed information on proper disposal of your Neox, please contact your local council or your dealer.

Tyres and inner tubes can be disposed of with household waste.

QUESTIONS AND ANSWERS

Question: What speed can I ride this bike at?

Answer: *It depends on the cyclist. There is no maximum limit. In any case, at speeds above 25km/h, the pedal assistance exerted by the motor will be deactivated. This pedal assistance limit is a legal requirement, pursuant to European standard EN 15194.*

Question: Are NEOX bicycles very heavy?

Answer: *No. In fact, given that the weight of the NEOX bicycle is between 20 kg and 24 kg depending on the model, it is considered to be among the lightest electric bikes on the market. Bearing in mind it has a motorcycle/motor vehicle type transmission system and the technology contained, exciting results have been achieved.*

Question: Should I take any additional precautions to be able to ride a NEOX with respect to a traditional bicycle?

Answer: *No, although it is important to pay attention when turning on your NEOX (as described in this manual), because of the additional impulse of the motor. It is recommended to start movement in Eco mode, with lower force and a low gear.*

Question: Do I have to stop every time I want to activate the pedal assistance?

Answer: *No. The pedal assistance can be activated while riding the bike, although it is not recommended as it may constitute a distraction. No special precautions are required apart from the advice in this manual.*

Question: Can I remain stationary on the bike when waiting at traffic lights?

Answer: *Yes. The motor will remain inactive provided that is no pressure is applied to the pedals. As force is exerted on the pedals you will notice the bike pushing forward. This is a consequence of the continuous reading by the power sensor measuring the force exerted on the pedal.*

Question: Can I change gears while the bike is stationary, such as when waiting at traffic lights?

Answer: *Yes. The Neox sequential gearbox permits this. If you arrive at the traffic lights in a high gear, while waiting, even with the bicycle stationary, you can prepare the correct gear for setting off again.*

Question: How often do I have to take the bike to a NEOX dealer for a service?

Answer: *No electrical component of the NEOX pedal assistance system requires periodic maintenance. The rest of the components require the same attention as the components of a standard bicycle, depending on the frequency of use of the bicycle.*

Question: What happens if I get a puncture? Can I repair the tyre myself?

Answer: *Without any problem. The front wheel must be removed as with any normal standard bike, the rear wheel is further facilitated by the single arm fork system.*

Question: Do I have to charge the battery when I'm not using it?

Answer: *For proper use and maintenance of the battery, read the battery section of this manual.*

Question: What should I do when I'm not going to use the bike for a long time?

Answer: *It is recommended to charge the battery to 70-80% before storing it for an extended period. Likewise, it is recommended to check the charge level of the battery every three months and maintain it at a level above 20%.*

Question: Why is the autonomy reduced when there is frost or very cold weather?

Answer: *Because below 0 °C the performance of the battery deteriorates. This factor does not pose any problem or damage the battery, it just prevents you from fully discharging the battery reducing the autonomy of the bicycle.*

Question: Can I buy a spare battery?

Answer: *Yes, extra batteries are available from NEOX retailers. If you need greater autonomy and do not have the possibility of recharging the battery between the two trips, it is recommended to buy a second battery which is suitable for the NEOX bike in use.*

Question: I can use the battery from another electric bicycle?

Answer: *Yes, provided that the battery of the NEOX bicycle is compatible. In the event that the battery is from another electric bicycle not produced by NEOX, it must not under any circumstances be used on your NEOX because it would damage the assistance system beyond repair and would render your warranty null and void.*

Question: Can I make copies of the keys to lock the battery?

Answer: *Yes, it is a flat key. Just ask your Neox dealer for the base key and have it copied at any hardware store.*

Question: Do I have to wear a helmet?

Answer: *The wearing of helmets for cycling, depends on the laws of each country. In any case, for safety reasons, we recommend the use of helmets.*

Question: Do I have to have insurance for third party liability?

Answer: *Insurance is not mandatory, it is only recommended.*

Question: Is there a minimum age for use of the NEOX?

Answer: *Any person can ride a NEOX, but preferably over the age of 15.*



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