Hikobike

2025 Models

User Guide

PATROL (SMALL)

PATROL (LARGE)

PLEASE READ THIS GUIDE BEFORE RIDING YOUR EBIKE

CONTENTS

ASSEMBLY

The assembly of your HIKOBIKE must be performed and safety checked by a HIKOBIKE dealer or bicycle mechanic. Assembly of the stem, handle bars, and tuning of the gears and brakes requires expert bicycle mechanic knowledge.

GENERAL PRECAUTIONS BEFORE RIDING

Always wear a safety bicycle helmet when riding a HIKO electric bike
Observe the local rules for bicycles and e-bikes

Check Tyre Pressure (35-50psi), brakes, fasteners, and locking systems before commencing on a ride HIKOBIKEs are designed for comfort for use on smooth gravel, dirt or paved surfaces. They are ideal for maintained walking and biking tracks, but not for downhill or single-track mountain bike type use.

	PATROL (Small)	PATROL (Large)
Weight without battery	27.5kg	28kg
Maxium assist speed	45km/hr	45/km/hr
Maximum load carrying	130kg	130kg
Motor	Ananda rated 300W	Ananda rated 300W
Display	MK100 Colour CAN	MK100 Colour CAN
Front Fork	X1 Air Boost	X1 Air Boost
Rear Shock	With Rebund adjust	With Rebund adjust
Brakes	Hydraluic 180mm Disc	Hydraluic 180mm Disc
Shifters	Shimano Deore 10 Spd	Shimano Deore 10 Spd
Tyres	26 x 2.35"	27.5 x 2.35"
Samsung battery Weight	3.9Kg	3.9Kg

BATTERY

The HIKOBIKE come standard with a 48V Samsung The HIKOBIKE comes standard with a 48V SAMSUNG Li-ion with a built in Management system (BMS). The BMS is important component as it allows the charger to charge the battery cells evenly, which will maximise the life expectancy and storage power of the battery.

BATTERY CHARGING

IMPORTANT: Use a Surge Protector with your battery charger to protect against spikes in household voltage.

Charging time: approximately 3 -6 hours for 100% Charge

You can charge the battery either on or off the bike. When the battery is removed from the frame, you can use the battery level indicator to check the battery level. To do this, press the button on top of the battery - there are 4 LED light bars to display the state of charge. The more LEDs that light up, the more battery charge you have available. When charging the battery on the bike you can see the state of charge on the display.

Only charge the battery in temperatures between 10 - 30 deg C, in a dry and safe place. Do not cover the battery during charging. If the battery is extremely cold, warm the battery in a warm ambient room for a few hours before charging it.

To charge your battery follow these steps:

1. Plug the charger's 3 pin plug into the Wall Socket / Surge Protector (which is OFF)
2. Plug the charger into the battery.
3. Then Turn ON the Wall Socket/ Surge Protector to turn ON the charger.
4. The Charger will show LED light: RED – Battery is being Charged. When the LED light changes to Green the battery is fully charged.
5. Once charged, turn OFF or unplug the Charger from the Wall Socket. The battery can remain plugged into the Charger if the Charger is turned OFF or unplugged from the Wall Socket.

The duration of a 720Wh battery while riding can range from 50 to 130 km depending on assist level selected, rider input, and road conditions.

Charge your battery even after a fairly short ride. Small charge top ups do not affect battery life.

BATTERY STORAGE

Store your battery at dry temperatures between 15-25 deg C. Your battery likes the same temperature you do.

When storing the battery for periods longer than 2 months, fully charge the battery and remove the charger from the wall socket. The Battery has a 4 bar charge indicator on the battery pack. Push the button to see how many bars light up. Try to keep the battery with at least 2 bars showing.

The Li-Ion Battery will slowly lose its charge over long storage intervals.

It is important to check and charge the battery at least every 12 months, and keep the battery charged between 20% and 100% level.

Allowing the battery to fully discharge during long storage can harm your battery.

Never leave your battery fully discharged as it may cause permanent damage to the battery.

INSTALLING AND REMOVING THE BATTERY

The key is to secure the battery from theft and does not need to be in place to use the bike. HIKOBIKEs are supplied with 2 keys when new. Please keep one in a safe place where you can find it again.

TO REMOVE THE BATTERY FROM THE FRAME

The battery can be easily removed from the bike. It is quite heavy and can easily be dropped so take great care

① Place one hand under the upper part of the battery and turn the key anticlockwise

② Keep your hand underneath the battery and hold it. With your other hand turn the turnbuckle that is on the underside to release the battery

③ Lower the top of the battery, still holding it firmly and then remove it gently without letting it slip out of your hands

If you are turning the key to unlock the battery, ensure you are holding onto the battery at the same time.

TO INSTALL THE BATTERY

① insert the lower end of the battery into the bottom of the battery frame, with the top end of the battery lower than the frame

② Lift the upper end of the battery and click it firmly into the frame

③ Check that the battery is secure before removing your other supporting hand

④ The battery is then secure and you can remove the key if you wish.

BATTERY WARNINGS

The Li-Ion battery is one of the major components on the HIKOBIKE e-bike and great effort should be taken to look after it.

- Always handle with great care. Do not drop or allow it to be struck.
- Do not take the battery casing apart or tamper with the battery.
- Keep it away from children.
- Keep it away from temperatures above 50 °C.
- Never allow a connection between the electrical contacts.
- Never spray it with a hose, immerse it or allow excess water on it.

If you suspect the battery is damaged or not working correctly, contact your dealer.

QUICK START - RIDING THE BIKE

PRE-RIDE CHECKLIST

Please make sure the brake levers are fitted to the correct side of the handlebar for the country before riding. In UK, NZ and Australia the left brake lever is for rear brake and the right brake lever is for the front brake. In many other countries it is the other way: left for front, right for rear.

- Check the tyres for any visible damage.
- Check tyre pressures are 40-50psi, 40Psi is usually best and adjust if necessary.
- Check for any loose nuts, bolts, or fixings.
- Check brake functions, cable tension, pad clearance, etc.
- Check all electronic functions are ok (functions detailed later in this manual).
- Check the reflectors are in place and the lights are working

Before riding off on the bike:

Press the ON button on the control panel

Check the battery capacity

Select the level of assist from 0- 5 (ECO – BOOST)

Start pedalling to start the motor

Select the appropriate gear

For optimum battery life, try to avoid riding the e-bike until the battery is completely flat. Turn off the Power Assist as soon as you notice the battery has lost power, pedal the bike home and charge the battery as soon as possible.

TORQUE SENSOR

You will notice the harder you push down on the pedals the more power assist comes from the MID Motor.

HIKOBIKE APP connection

Turn display ON by pressing the Start Button for 2s. Then Press Start Button and “-” Button at the same time to turn on the Displays Bluetooth.

Open HIKOBIKE APP, setup and account, and select new Device, then select the E-bike.

In the APP goto: Quick Control/ more > to select max Speed.

Function	Description
Local Display Functions	Integration of traditional display functions with a 3-button interface for local power on/off, gear adjustment, headlight control, assist push, and vehicle data display
Remote Power On/Off	Power on or off the vehicle remotely via the mobile app
Vehicle Locator	Use the app to quickly locate the vehicle
Bluetooth Interaction	Interact with the vehicle through the Bluetooth connection for data exchange.
Simple Navigation	Navigation provided through Bluetooth data channels.
Battery Monitoring	Real-time monitoring of battery status.
Vehicle Diagnostics	The app can initiate vehicle diagnostics to check for potential issues.
Geofence	Set a geofence, and the app will send alerts if the vehicle leaves the designated area.(Fence distance optional)
Mileage Tracking	Tracks total mileage driven by the vehicle.
Real-Time Positioning	Real-time device positioning, with periodic reporting of location information to the server. It also supports remote commands to obtain he curren loca ion informa ion.

Operating Instructions

The button control is as follows:

Figure 3: Diagram of a 3-pin button

Use "power button" to indicate the power button 

Use "+ button" to indicate the increase button 

Use "- button" to indicate the decrease button 

Device Power On

When the device is off, long press the "power button" to turn it on, and the screen will light up.

When the device is on, short press the "power button" to cycle through the multifunction display area interface: ODO, VOL, TIME, TRIP, A (real-time current), ODO.

When the device is on, short press the "+ button" to increase the assist level by 1, and short press the "- button" to decrease the assist level by 1.

When the device is on, long press the "+ button" to turn on the headlight, and long press again to turn off the headlight.

When the device is on and the vehicle is not in motion, long press the "- button" to enter the WALK mode.

When the device is on, long press the "power button" and the "+ button" simultaneously to switch the display between VAG (average speed), MAX (maximum speed), and SPEED (current speed).

Device Network Configuration and Pairing

When the device is powered on, press and hold the "power button" and the "- button" until the

Bluetooth icon on the screen starts flashing rapidly. This will initiate the network configuration broadcast. You have 30 seconds to complete the network configuration once the broadcast begins. If the configuration is not completed within 30 seconds, the broadcast will stop, and you will need to trigger it again.

For detailed instructions on using the app, please refer to the "HIKOBIKE APP" available on the HIKOBIKE website.

Device Shutdown

When the device is powered on, press and hold the "power button" to shut down the device, and the screen will turn off.

Device Settings Mode

When the device is powered on, press and hold the "+ button" and the "- button" to enter the settings mode.

P1 – Screen brightness

P2 – Screen Shutdown time

P3 – Not used

To modify parameter values: While in a parameter state, short press the "power button" to switch between parameters. Short press the "+ button" to increase the value and the "- button" to decrease the value. After making the changes, short press the "power button" to move to the next parameter, which will also save the value of the previous parameter. Once all parameters are set, press and hold the "+ button" and the "- button" again to exit the settings mode. If no buttons are pressed, the device will automatically exit and save the settings after 8 seconds.

Refer to the following parameter list for different vehicle models requiring adaptation:

HIKOBIKE APP – Quick Start

After connecting the bike display screen to the APP via Bluetooth, we recommend accepting all tracking and authorisations for data and positioning.

Firstly, goto: Quick Control / More >

Speed limit control, and select bike Max assist speed between 0 - 45km/hr

To use NAVIGATION function, type in the address you want to goto, and press START NAVIGATION.
On the display screen you will now see Arrows directing you on which street to turn.

LOCATION and GEOFENCE allows you to set a no move perimeter around your bike. If the bike is moved out side of this area, a notification is sent to your phone. You can then track where the bike is, Shutdown the bike using the LOCK slider. And in the Quick control / More> select LOSE mode.

BIKE DIAGNOST – run a detect fault on any part of the e-bike electrical system.

To disconnect a phone from the Bike, goto: Settings menu / Remove Device / Remove

Screen Display Description

The overall display of the instrument is as follows:

6.1. Bluetooth Status Indicator Description

Bluetooth Status Description	Bluetooth Icon Status	Remarks
Bluetooth Not Broadcasting	Bluetooth Icon Off	
Bluetooth Not Paired, Not Connected	Bluetooth Icon Flashing Quickly	
Bluetooth Paired, Connected	Bluetooth Icon On	
Bluetooth Paired, Not Connected	Bluetooth Icon Flashing Slowly	

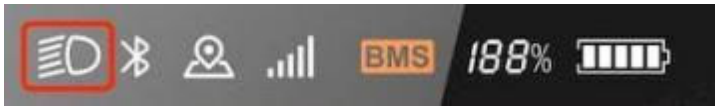
Cellular Status Indicator Description

Cellular Status Description	Cellular Icon Status	Remarks
SIM Card Not Installed	Cellular Icon Off	
SIM Card Installed, Cellular Communication Not Connected	Cellular Icon Flashing Slowly	
Cellular Communication Connected	Cellular Icon On	

GPS Connection Icon

GPS Status Description	GPS Icon Status	Remarks
GPS Positioning Invalid	GPS Icon Off	
GPS Positioning Valid	GPS Icon On	

Headlight Icon Display



Headlight Status Description	Headlight Icon Status	Remarks
Headlight Off	Headlight Icon Off	
Headlight On	Headlight Icon On	
Find Vehicle	Headlight Icon Flashing	1 second on, 1 second off, cycles 8 times

Battery Level Display

1. When in an ultra-low voltage state, the battery icon outline will start flashing (slow flash).

2. The app shows the battery percentage based on the corresponding segments. Within each segment, the voltage and percentage are linearly correlated.

3. The default display is based on 48V voltage.

Main Display Area Display Logic

By default, real-time speed is displayed as "SPEED," with the digits below showing the speed value in real-time to one decimal place.

The unit is set to Km/h by default, and you can switch between metric (Km/h) and imperial (mph) units in the app

"SET": indicates entering the settings interface. After accessing a settings item, "SET" and "P0+option" will light up simultaneously. For specific displays, refer to the parameter table in section 6.3.5.

"AVG" + "SPEED": indicates average speed, with the digits below showing the average speed value in real-time to one decimal place.

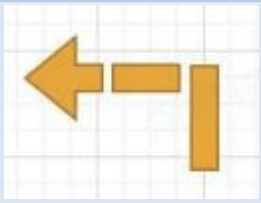
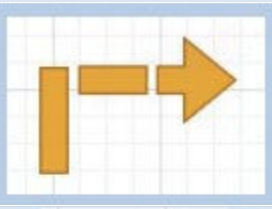
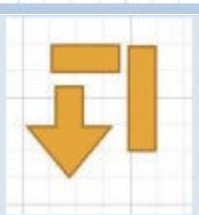
"MAX" + "SPEED": indicates maximum speed, with the digits below showing the maximum speed value in real-time to one decimal place.

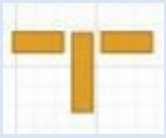
"DST": indicates the remaining range, reserved.

During riding, the ring decoration strip will enter a marquee state according to the riding speed. The faster the speed, the faster the marquee; the slower the speed, the slower the marquee. When the bike comes to a stop, the ring decoration strip will remain steadily lit.

Map Navigation Display

During navigation, the units are consistently in metric, either km or m.

Navigation Icon	Description
	Smart Travel Icon
	Left Turn Icon or Left Front Icon
	Right Turn Icon or Right Front Icon
	Left Rear Icon or Left U-turn Icon
	Right Rear Icon

	Destination Arrival Icon

6.9.E-Bike Assist Level Display

Digital gear display and gear bar display, supporting 0--5 gear mode.

6.10. Multi-function Display Area

ODO: Total mileage, displayed in the format of 8888.8 km/mile. Total mileage accumulates, and data is saved even when the power is off.

TRIP: Single trip mileage, displayed in the format of 8888.8 km/mile. Single trip mileage accumulates by default, and data is saved even when the power is off.

TIME: Power-on time, displayed in the format of 88:88.

VOL: Real-time battery voltage, displayed in the format of 8888.8.

No title: Real-time battery current, displayed in the format of 8888.8A.

The default display when powered on is ODO. By short pressing the "POWER button," you can cycle through ODO, VOL, TIME, TRIP, A (current), and back to ODO.

6.11.Faults and Related Status Displays

 -----Motor Fault

 ------Controller Fault

 -----Brake Warning

At the same time, the fault code is displayed in the "multi-function display area." The fault code list is as follows:

仪表故障代码	故障说明
E06	Under voltage (under voltage protection state
E07	Motor fault（motor phase loss）
E08	Throttle fault（Throttle fault state）
E09	Controller fault（controller fault state）
E10	Communication fault（display not receiving data from the controller）
E11	Communication fault（controller not receiving data from the display）
E12	Current fault（controller overcurrent fault）
E13	Hall sensor fault
E14	Brake fault
E15	Controller temperature fault
E16	Controller over-voltage fault
E17	Controller under-voltage fault
E18	Torque sensor fault

ASSIST MODE SELECTION

Press the up or down arrows to select the desired level of assistance from the motor. Level 1 is the lowest and Level 5 is the highest. At Level 0 there will be no assist from the motor while pedalling.

STOPPING THE MOTOR

All the following will stop the motor:
Stopping pedalling
Pulling on either brake lever
Pressing the thumb throttle whilst pedalling
Pressing the down arrow to PAS 0

HEADLIGHT / REARLIGHT AND DISPLAY BACKLIGHT SWITCH

Press the light button to turn on the backlight of the display and the head and taillight. Press the Light button again to turn them off. The Lights are set to AUTO on in low light.

WALK ASSISTANCE 6KM/HR

Press and hold the walk Button. The ebike will move at 6Km/hr and be in WALK mode. Once the button is released the ebike will stop.

BATTERY CAPACITY INDICATOR

When the battery status is normal, a certain number of the battery LCD segments at the top left of the screen will light up, according to the level of charge.

DO'S AND DON'TS

Do treat your e-Bike like any bicycle you would want to last well… keep it stored somewhere secure and away from the elements.

Don't treat your e-Bike as a dirt-bike! The motor and battery are weatherproof, but not water-tight. It is ok in rain, but not submerge in water crossing deep rivers.

Never take your e-Bike on the beach as salt water and sand will drastically shorten the lifespan of many of the e-bike's components (motor, gears, wiring connections, etc).

Note: Your warranty is void if evidence of salt, sand, or water damage are present within the components. Important: If you live very close to the sea you must keep your bike indoors when not in use. This will save you heaps as your components will last longer.

Important: Your bike may arrive with the battery partially charged. You need to give it a full charge before ANY use. Top your battery up after each use (lithium batteries prefer shallow discharge).

Note: The LCD battery display bars will dip under full load (on hills, etc). This is normal as running voltage drops under high load. To get an accurate battery reading, wait about 10 sec after the motor is not in use.

Do take extra care on the road as you will be travelling faster than you normally do on a bike and your bike is now power-assisted, so will behave differently.

WARRANTY

Before delivery to the customer, HIKOBIKE e-bikes are checked to the BS EN 14764 standard for defective materials and construction defects by a qualified bicycle mechanic.
The warranty is only applicable to the first owner of the e-bike. The rights are not transferable.

WARRANTY PERIODS

The warranty period is effective from the date of delivery to the customer.

Part	Warranty Period	
Components	1 year	Third party component warranty conditions for the relevant manufacturer also apply. The warranty does not apply to parts that are susceptible to wear and tear, such as tyres, chains, brakes, cables, cassettes, derailleur except if they are assembly or material defects.
Motor, battery and other electronic equipment	2 years	
Frame	5 years	

INVALIDATING THE WARRANTY

This warranty will be invalidated in any of the following circumstances:

- The e-bike has been subject to damage due to use in competitions, jumping, downhill, or trials.
- The e-bike has been ridden in places unsuited to electric bicycles, including rivers, streams, sea or any water deeper than a few inches, on sand or beaches, or any other place clearly unsuited to an e-bike.
- The e-bike has been involved in an accident.
- The e-bike has been operated in a careless or reckless fashion.
- The e-bike has been modified with non-original parts or altered from its original settings.
- The e-bike has been used for rental or any other commercial purposes.

HIKOBIKE has the ultimate decision whether to acceptant a warranty claim and the option of repair, replacement or reimbursement.

Warranty work should only be carried out by authorised Hikobike agents and does not cover the any transport costs.

HIKOBIKE accept no liability for damage to the e-bike or parts that have arisen from: incorrect tuning of moving parts; the improper use of the e-bike; and the improper maintenance of the e-bike. This includes damage as a result of untimely replacement of parts which suffer wear and tear.

Acceptance of any warranty claim does not imply an acceptance of any liability for any damages.
This warranty is in addition to the customer's standard legal rights in New Zealand.

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