HD-C6

ELECTRIC BIKE

USER MANUAL

Hidoes

USER MANUAL

PLEASE READ THE INSTRUCTIONS CAREFULLY BEFORE RIDING

Hidoes

Scan QR Code Or Enter URL for Online Installation

https://www.youtube.com/watch?v=pYxlTVLM-0I

Read This Manual Before Using

Why Is It Necessary To Read This Manual Before Operating?

1、 This manual was written to help you understand the proper use and maintenance of the Hidoes line of electric bike.

2、 It is important to understand the functions and features of the new Hidoes before operating it as it will allow you to enjoy it from every ride.

Disclaimer & Warning

During the cycling process, comprehensive safety measures should be taken, and risk awareness and good judgment should be maintained at all times to avoid injuries as much as possible.

- The responsibility for Hidoes maintenance is yours! Proper and frequent maintenance will reduce risks of injuries.
- Please wear a helmet, protective gear, and other safety measures when riding.
- Always follow local laws and regulations.
- Do not perform stunts, spins or jumps; if you insist on doing these dangerous actions, please take full protective measures.

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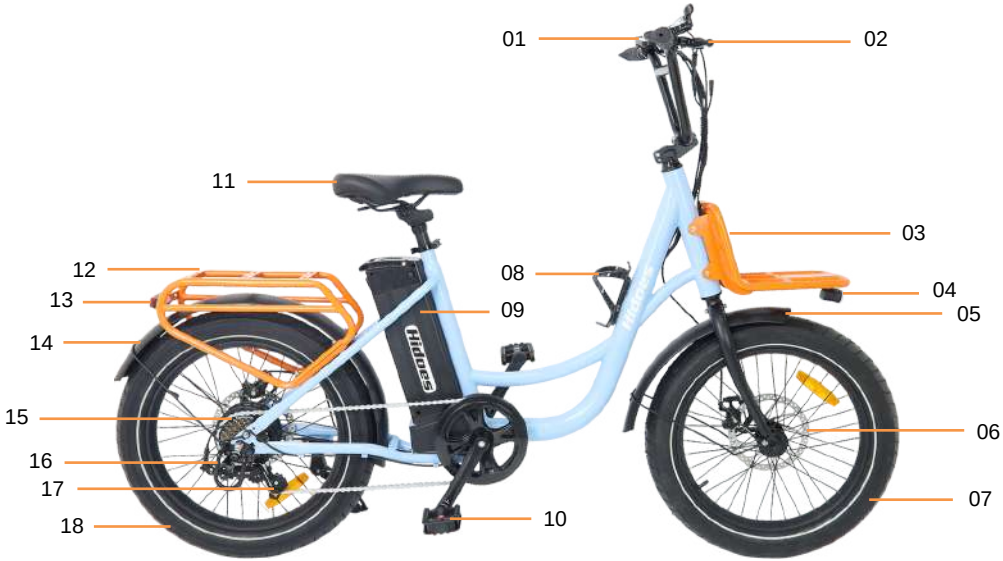
Product & Component Display



01: Meter
02: Brake
03: Front storage basket
04: Headlight
05: Front fender
06: Brake pad
07: Front wheel
08: water bottle cage
09: Battery box
10: Foot pedal
11: Saddle
12: Rear seat
13: Tail lights
14: Rear fender
15: Motor
16: Protection bracket
17: Rear derailleur
18: Rear wheel

Product & Component Display

01: Brake
02: Bell
03: Battery display
04: Speed display
05: Gear display
06: Mileage display
07: Transmission gear
08: Brake
09: Handle

Product Parameters

Model	HD-C6	Tire Size	20 inch(20" x 3.0" Fat Tire)
Battery	36V/13Ah	Tyre Type	Off-road Air tires
Power	250W	Charging time	6~8 hours
Display Screen	Color	Frame Material	iron & Aluminum alloy
Max Speed	25KM/H	Net Weight	28KG
Range	25-35KM	Gross Weight	35KG
Max Load	120KG	Package Size	144*24.5*77.5cm
Brake	Front and rear disc brakes		
Light	Front LED headlights and tail lights		
Adapter	Input 100-240 V~50/60Hz 2.0A, Output 42V 2.0A		

The max load capacity is the maximum weight that the ebike can withstand.
The weight of the tester is 80kg, and the range of the flat road test is 25-35km. The length of the range depends on the weight of the rider, the riding conditions, and the temperature; If the weight of the cyclist exceeds 80kg, the road conditions are rough, and the temperature is low, the range will be correspondingly shortened.

Products & Accessories

SERIAL NUMBER	ITEM	QUANTITY
1	Charger	1
2	Instructions	1
3	Toolkit	1

Product Installation

1 Remove the electric bike from the packaging box

2 Remove the screws in the center of the front fork

3 Align the front fender with the hole on the front fork

4 Use a tool to tighten the screws to secure the front fender into the middle of the front fork

5 Remove disc brake protective housing

6 Remove the nut and spring on one side

7 Insert the bearing into the corresponding holes in the front tire

8 Install the nut and spring onto the bearing and tighten the nut

9 Remove the front fork mount

10 Remove the plastic sheet from the front brake

11 Lift the body and align the front fork with the bearing screws on the front wheels

12 Lock the quick-release buckle

13 Remove the fixing screws on both sides of the fender

14 Align the fender bracket with the corresponding screw holes

15 Fix the left and right ends of the front fender with screws

16 The rear wheel fenders are similarly fixed at the left and right ends

17 Remove the four screws from the rod

18 Place the handlebars into the corresponding lock mouth

19 Insert the handlebar cover

20 Use a tool to tighten the four screws at the lock opening to secure the handlebars

21 Tighten the screw under the brake handle to secure it

22 Remove the screws from the bicycle bell and attach the bell to the handlebar tube.

23 Install the screws on the bike bell and tighten the screws with a tool.

24 Angle the meter and tighten the screws

25 Remove the screws from the headlights

26 Align the holes in the headlights with the screw holes in the front storage basket

27 Tighten the screws connecting the front lamp to the front basket

28 Secure the headlight cable under the front storage basket

29 Remove the four screws from the head tube

30 Align the front storage basket with the hole where the head tube is connected

31 Tighten the four screws connecting the front storage basket to the head tube

32 Connect the wiring ports on the headlights

33 Remove the two screws on the upper tube

34 Attach the bike kettle holder to the upper tube

35 Each pedal comes with an "L" sticker or "R" sticker that identifies it as the left or right pedal

36 By turning the right pedal clockwise and the left pedal counterclockwise with your hand, Use tools to tighten pedal screws

37 Remove the rear light screws

38 Align the rear light with the mounting holes and tighten the screws

39 Remove the insulating plastic sheet from the taillight

40 Push the button to switch on the rear lights

41 Unfasten the seat fastener

42 Remove the seat tube and insert the seat tube into the silicone ring

43 Move the silicone ring to t he top of the seat tube

44 Insert the seat tube, Lock the quick release handle in the direction

45 The battery is locked by turning the key on the battery clockwise

46 Hold down the power button for 3-5 seconds, When the instrument display lights up, it is successfully turned on.

47 Click the "+" button to adjust the start gear

48 Assembly completed

Power On & Unlock

The display is equipped with three buttons on the corresponding operating unit power on/off , plus , minus .

Long press to power on/off the display. If you do not use the electric bike for more than 5 minutes, the meter will automatically shut down.

When the display is powered on, it will show the Current Speed (km/h) and Odometer (km) by default. Short press to switch between Odometer (km), Trip Odometer(km), Maximum Speed (km/h), and Average Speed (km/h).

Long Press and hold , the electric bicycle enters the walk boost mode. The electric bicycle will walk at a fixed speed of 6 km per hour and the display shows . Release the button to stop the power output immediately and restore to the state before walk boost.

The walk boost mode can only be used when pushing the electric bicycle, please do not use it while riding.

Long press the to make the controller turn on the lights.
Long press again to make the controller turnoff the lights.

Simultaneously press to enter the personalized parameter setting interface.

After unlocking, please wear a helmet and protective gear before cycling, and ensure that all functions of the electric bike are normal before starting your cycling.

After cycling, please press and hold the power button on the instrument panel to turn off the power.

Safe Driving Warning

Certain countries of regions require safety devices or gear. It is your responsibility to know the state laws and follow them. However, we strongly recommend safety gear to be donned before operating the device.

TIRE AIR PRESSURE: THE TIRE IS PRESSURIZED TO THE STANDARD VALUE ON THE TIRE

SAFETY GEAR

Helmet: Most common and serious injuries from riding are head injuries. This can be prevented by donning a helmet. You must wear a helmet when riding the Hidoes electric bike. The helmet must be worn according to their instruction. Wear a good. properly fitted helmet and other protective gear to reduce the severity of injuries in the event of an accident.

Lower your risk of getting critical head injuries by 85% with a helmet.

Lower your risk of getting elbow injuries by 82% with elbow pads.

Lower your risk of getting knee injuries by 32% with knee pads.

SAFETY FIRST

If you are uncertain about any part of his manual, please bring your Hidoes and this manual to a local bike shop for professional inspection,assembly and instructions.

To keep yourself safe and to prolong the lifespan of your Hidoes, it is extremely important that you follow the safety guidelines in this manual.

Before you ride your Hidoes for the first time, be 100% sure that it ha been assembled correctly. The step-By-step instructions for the assembly are included in this manual. If you are unsure about the assembled product, please bring it to your nearest bike shop.

Make sure that the following parts are installed correctly and tightened securely: pedals, saddle height, handlebar (both rotation and height) and wheels.

Ensure that all safety latches, including quick releases and rings, are locked firmly in place.

Ensure all screws and bolts (including those in the front/rear wheels, saddle and brake rotors) are tightened properly. There may be specific instructions given when it comes to securing certain parts of the bike, e.g., you may have to use a torque wrench for safety reasons. Check your brakes before every ride. Exercise extra caution when riding in wet or icy conditions.

The tyres must always be inflated to the correct pressure (as specified on the tyre sidewall) before every ride. Riding the bicycle with either too low or too high pressures will affect bicycle performance, may affect effective electrical assistance range, and may render the bicycle as dangerous. Use an accurate pressure gauge when checking pressures.

Please observe all traffic regulations and other applicable laws, including any laws on lighting.

Do not drink and ride. Alcohol, in any amount, can impair your judgment and increase your risk of getting into an accident., Riding at night or in bad weather can be dangerous.

Do not lend your Hidoes to someone who is unfamiliar with operating the bike. If you do choose to lend your Hidoes to anyone, make sure that they read and understand the instructions in this manual.

WHEN WAITING AT THE TRAFFIC JUNCTION,ADJUST THE SPEED MODE TO LOWEST SPEED GEAR OR HOLD THE BRAKE SO THAT YOU DO NOT START THE E-BIKE IF YOU STEP ON THE PEDAL ACCIDENTALLY.

Do not perform any kind of maintenance while the E-Bike is turned on or charging.

Before each ride, check whether the quick-release screws are loose and whether the brakes are working. Check the handlebars and screws once a week and charge the bike at least once every three months.

Check the tires and wheels and that it is not showing signs of wear and tear.

Battery & Charging

BATTERY

- **Do not charge indoors.**
- Do not turn on and operate the electric bike while charging.
- Keep the battery away from children, pets or direct heat.
- Do not expose the battery to high temperature and pressure.
- Please use the charger included with the electric bike for charging.
- Please do not throw away batteries at will to avoid polluting the environment.
- Do not store the electric bike over a long period of time with an almost empty battery.
- From time to time, discharge the battery by riding. Have the battery recharge again and make sure to not leave battery fully empty.

DO not charge if the electric bike has the following conditions occur:

- The battery leaks.
- The battery is damaged.
- The battery heats up or is deformed.
- The bottom or overall of the deck overheats.

The use, storage or charging of the battery outside specified limits may result in the annulment of the warranty, battery damage and an effective battery charging.

Battery & Charging

First Charge

It is important to fully charge the battery before your first use of the electric bike.

Your electric bike's battery comes with these built-in features:

1. Balanced charging protection: During charging, the battery automatically balances the voltage among the internal cells to protect each cell.
2. Over-charging protection: The battery stops charging automatically when full to protect against damage.
3. Over current protection: The battery automatically stops charging if the voltage is higher than prescribed voltage to protect the battery.
4. Over discharging protection: The battery automatically stops discharging when its voltage drops below Under voltage value to protect the battery.
5. Short-circuit protection: the battery automatically stops output in the case of a short-circuit.

How to charge

1. Do not charge indoors.

2. Ensure that electric bike is **TURNED OFF**. Connect external power charger to electric bike.
3. Connect charger to electrical outlet, then turn on the power of electrical outlet.
4. Do not charge the batteries in temperatures below 41°F/5°C or above 104°F/40°C. The battery may stop the charging process.
5. The charger lights up RED- The battery is charging. The charger lights up GREEN – The battery is fully charged.
6. After the battery is fully charged, please unplug the charger in time.

Battery Maintenance

Do not store the battery in a location that exceeds the temperature range of 20℃-25℃/68°F-77°F. Do not pierce the battery. Refer to local laws and regulations on battery recycling and disposal.

If maintained properly, a battery can continue to perform at optimal levels well even powering your bike for many miles. Charge the battery after each ride to prevent the battery from draining completely. To ensure optimal performance and prolonged battery life, use the battery at room temperature(70°F /22℃). Using the battery at temperatures below 41°F/5°C will shorten battery life and affect performance. Expect battery life and performance at -4°F/-20℃ to be half of that at 70°F/22℃ and to improve when the temperature rises.

NOTE:

Generally, a fully charged battery can last for 90 days in standby mode while a low-power battery can last for 30-60 days in standby mode. Remember to charge the battery after each use. Draining the battery may damage it. The electronic components inside the battery log the battery's charges and discharges. Damage caused by over-discharge or under-discharge is not covered by the limited warranty.

ATTENTION:

Do not attempt to disassemble the battery as it poses a fire hazard.

Do not ride the bike if the ambient temperature exceeds the operating temperature (see Specifications). Excessively low/high temperatures will curtail the bike's maximum power/torque, potentially leading to slips or falls and resulting in injury or property damage.

Cleaning & Storage & Disposal at End-of-Life

Cleaning

Clean your E-Bike properly to prolong its lifespan and enjoy a smooth riding experience.
Before cleaning the bike, make sure that the power is turned off and the charging cable is unplugged. Otherwise, you may damage the electronic components.. Wipe the E-Bike with a soft, dry microfiber cloth.
Check the wheels for debris. The E-Bike is designed for easy wheel maintenance.
The E-Bike is IPX4 water resistant, which means it is splash-proof. However, do not submerge the E-Bike in water..
Do not let water or any other liquids get into the E-Bike's electrical parts or battery.
NOTE:
Do not use alcohol, gasoline, acetone, or other corrosive/volatile solvents to clean the bicycle. These substances may damage the bike's exterior and internal components.

Storage

Here are some tips on how to store your Hidoes E-Bike.
Before storing the bike, charge the battery fully to prevent over-discharge due to lack of use.
Even if you have not been using your E-Bike for more than one month, you should discharge and charge the battery at east once a month.
Cover the E-Bike to keep dust out, Do not store your bike in a dusty environment as this may damage the bike over time.

NOTE:

Store your bicycle in a cool and dry place. Do not keep it outdoors for a prolonged period. Exposure to sunlight and extreme temperatures (hot or cold) will speed up the wear and tear of plastic parts and may reduce battery life.

Disposal at End-of-Life

This product must not be disposed of by incineration, landfilling, or alongside household waste. Improper disposal of the battery may lead to overheating, a fire or an explosion and result in serious injury.

The chemicals inside the battery are chemical pollutants. We recommend that all Hidoes products be disposed of as a whole or through an e-waste recycling center, program, or facility.

Local regulations and laws about the recycling and disposal of lithium-ion batteries and/or products containing them vary according to country, state, and region. Check your local laws and regulations on the proper way to dispose of the battery and/or bike. It is the user's responsibility to dispose of their property in accordance with local regulations and laws.

For additional information about where you should drop off your batteries and electrical or electronic waste, please contact the relevant local or regional authorities or waste disposal services.

Error Code

Error Code	Fault	Diagnostic Step	Solution
E001	Controller failure	Controller failure	Replace controller
E002	Communication fail	The instrument cannot receive the signal from the controller. Check whether the green line of the controller is connected properly.	Replace Instrument
E003	Motor Hall failure	Check whether the motor wires are connected properly or whether the colored wires are connected incorrectly.	If there is no problem with each circuit, the motor needs to be replaced.
E006	Phase fault	Check whether the motor wires are connected properly or whether the colored wires are connected incorrectly.	If there is no problem with each circuit, the motor needs to be replaced.

Troubleshooting

Malfunction	Possible Cause	Possible Solution
Pedal assistance not working	1.Under-charged battery. 2.Battery no longer serviceable. 3.Battery charger faulty. 4.Motor electrics or switches damaged / faulty.	1.Charge battery. Follow battery care procedures. 2.Have battery checked. Replace if faulty. 3.Have charger checked. Replace if faulty. 4.Seek diagnosis and repair from authorised service centre.
Reduced range and/or speed	1.Under-charged battery. 2.Battery no longer serviceable. 3.Low tyre pressure. 4.Brakes dragging. 5.Terrain, headwind, etc.	1.Charge battery. Follow battery care procedures. 2.Have battery checked. Replace if faulty. 3.Inflate to recommended pressure. 4.Adjust. 5.Normal.
Gear change (where applicable) rough / not changing	1.Derailleur cables sticking / stretched / damaged. 2.Derailleurs / shifter not correctly set.	1.Lubricate / adjust / replace cables. 2.Adjust.
Chain slip / jumping off sprockets	1.Worn sprockets. 2.Stretched chain. 3.Front sprocket loose / out of true. 4.Sprocket teeth bent / broken. 5.Derailleur / shifter not correctly adjusted.	1.Replace. 2.Replace. 3.Re-true / tighten. 4.Replace. 5.Adjust.
Clicking noises when pedalling	1.Stiff chain link. 2.Loose pedals / bearings. 3.Loose bottom bracket / bearings. 4.Bent bottom bracket or pedal bolt.	1.Lubricate chain. 2.Tighten / adjust bearings. 3.Tighten / adjust bearings. 4.Replace.

	5.Loose pedal arm bolts.	5.Tighten.
Malfunction	**Possible Cause**	**Possible Solution**
Grinding noise when pedalling	1.Pedal bearings too tight. 2.Bottom bracket bearings too tight. 3.Rear wheel not straight. 4.Chain too tight. 5.Derailleur dirty.	1.Adjust. 2.Adjust. 3.Align so chain is straight. 4.Adjust. 5.Clean and lubricate.
Brakes not effective	1.Pads worn. 2.Pads / discs dirty. 3.Brake cables binding / stretched /damaged. 4.Brakes levers binding. 5.Brakes require adjustment.	1.Replace. 2.Clean and degrease. 3.Lubricate / adjust / replace cables. 4.Clean pivots. 5.Adjust.
Brakes squeal	1.Pads / discs dirty. 2.Brakes not centred. Calliper fasteners loose.	1.Clean and degrease. 2.Centre brakes and adjust. Tighten.
Brakes chatter / vibrate	1.Brake mounting bolts loose. 2.Brakes out of adjustment. 3.Steering head bearings loose.	1.Tighten. 2.Centre brakes and adjust. 3.Adjust bearings.
Wheel vibration / wobble	1.Axle bent or broken. 2.Wheel out of true. 3.Wheel hub bearings loose / not serviceable. 4.Quick-release (if equipped) mechanism loose.	1.Replace. 2.True wheel. 3.Adjust / replace. 4.Adjust.
Steering not accurate	1.Wheels not aligned to frame. 2.Steering head loose / binding.	1.Align wheels. 2.Adjust.

	3.Front forks or frame bent.	3.Straighten.
Malfunction	**Possible Cause**	**Possible Solution**
Motor "clicks" / has reduced power and / or shuts off	1.Under-charged battery. 2.Motor internal fault.	1.Charge battery. Follow battery care procedures. 2.Replace.
No power when pedal assistance switched ON	1.Blown fuse. 2.Loose connectors / wiring damage. 3.Faulty switch. 4.Faulty controller.	1.Replace. 2.Check connectors / wiring. Replace as required. 3.Replace. 4.Replace.
Pedal assistance OK, but no display	1.Loose connectors / wiring damage. 2.Faulty controller.	1.Check connectors / wiring. Replace as required. 2.Replace.
Display OK, but no pedal assistance	1.Loose motor connectors / wiring damage. 2.Poor contact at battery terminals. 3.Faulty braking sensor.	1.Check connectors / wiring. Replace as required. 2.Inspect and clean terminals. 3.Replace.
Bicycle runs at full speed without pedalling	1.Faulty crank sensor. 2.Faulty throttle. 3.Faulty controller.	1.Replace. 2.Replace. 3.Replace.
Throttle (if equipped) not returning to neutral position	1.Grip jamming against throttle. 2.Faulty throttle.	1.Reposition grip so gap to throttle is 1 to 2mm. 2.Replace.
Pedal assistance operating intermittently or not as expected	1.Loose connectors / wiring damage. 2.Faulty controller. 3.Faulty crank sensor. 4.Faulty throttle.	1.Check connectors / wiring. Replace as required. 2.Replace. 3.Replace. 4.Replace.
Charger shows "full charge" in an unusually short amount of time	1.Faulty charger. 2.Faulty batteries.	1.Replace. 2.Replace.

Maintenance Schedule

Component / Condition	Check Before Every Ride	*Check Periodically	Clean / Lubricate	Adjust / Tighten / Replace as Required
Tyre Pressure	■			■
Tyre Wear / Damage	■			■
Brake Adjustment	■			■
Handlebar Tightness	■	■		■
Controls and Display	■			
Seat Post Tightness	■			■
Fasteners / Mounting Hardware				■
Brake Pads / Shoes		■		■
Brake Cable Wear		■		■
Chain		■	■	■
Reflectors		■		
Battery / Charger		■		■
Steering Head Bearings		■	■	■

Derailleur		■	■	■
Wheel Spoke Tension		■		■
Wheel Trueness		■		■
Wheel Bearings		■	■	■
Bottom Bracket (Crank) Bearings		■	■	■

The above maintenance operations should be carried out after 5-10 times of use of the electric bicycle.

After Sales

Dear customer,

Thank you for choosing our product! To ensure that you can install and use our product smoothly, we strongly recommend that you visit our official website to view the related video installation tutorials and after-sales parts replacement videos.

On our official website, you can find detailed video tutorials that guide you on how to correctly install and use our product. In addition, we also provide after-sales parts replacement videos to ensure that you can correctly perform the replacement when needed.

We hope these videos will help you better understand and use our product. If you still have questions or concerns after watching the videos, please feel free to contact our customer service team, and we will be happy to assist you.

Thank you again for your purchase and support!

Wishing you a pleasant user experience!

https://www.Hidoes.com

https://www.facebook.com/HidoesBike/

https://www.youtube.com/@Hidoes

Limited Warranty

BY USING THIS PRODUCT YOU AGREE TO THIS LIMITED WARRANTY.
PLEASE READ THIS LIMITED WARRANTY CAREFULLY.

To benefit from the limited warranty, the customer is advised to read Hidoes Warranty terms together with the “care and maintenance” sections provided in the user manual. This limited warranty applies to the extent permitted by law and unless restricted or prohibited by law.

Attentions for warranty Faults caused by any of following causes are not within the scope of warranty:

1. Failed to maintain according to this user manual.
2. Product damage or defects caused by improper driver operation.
3. Damage caused by misuse, traffic accident or accidental collision.
4. Damage caused by riding on abnormal roads or accidental collision.
5. Damage of the vehicle caused by natural disaster or irresistible force.
6. Products which have had their serial numbers removed or tampered with.
7. Defects or malfunctions of the product not notified by customer during the Warranty Period.
8. Products used for commercial purposes including but not limited to leasing/hiring, use in competitions etc.
9. Performing high-risk actions such as stunts, spinning, or jumping lead to rapid aging or malfunction of the product.
10. Expose this product under blazing sun or outdoor for along time,as that will speed up the aging process of the product and cause malfunction.
11. Defects or damages from improper storage, exposure to moisture or dampness, modifications, connections, repairs (except as carried out by Hidoes or its authorised centres), misuse, neglect, abuse, accident, alteration, improper installation, or other acts which are not the fault of Hidoes, including damage caused by dropping, blown fuses, liquid entering the interior of the product.

PLEASE ALWAYS KEEP THE BOX FOR ANY POSSIBLE FUTURE AFTER-SALES SHIPMENT

Warranty Card

Dear user, Thanks for using our electric electric bike. Please fill in the form below clearly for sake of better after-sale services.

User	Name		Workplace	
	Tel			
	Add			
Date of Purchase			Serial number	
Model			VIN	
Invoice Number			Battery serial number	
Distributor	Name			
	Contact			
Note				

Shenzhen Tianshengle Technology Co., Ltd.

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