



+EVELO **COMPASS**

OWNER'S MANUAL

Important Safety and Product Information



TABLE OF CONTENTS

<u>Welcome!</u>	3
Contact Information	3
Unboxing	4
Registration	5
Warranty	7
Battery care and Maintenance	8
Assembly	9
Riding and use of your Compass	19
Best Performance	23
Safety	24
Maintenance	25
Troubleshooting	26



WELCOME!

Congratulations on the purchase of your new EVELO Electric Bicycle!

This manual is designed to give you an understanding of the basic operation and maintenance of this bike. We believe that great customer service is part of your purchase, so please reach out to us if you ever need guidance or assistance.

The latest version of this Owner's Manual is always available at
<http://support.evelo.com/support/solutions>

We suggest that you read this manual in its entirety before using your bicycle.

*Because **Continuous Improvement** is a key operational philosophy at EVELO Electric Bicycles, some images and descriptions in this manual may differ slightly from the bike you have.*

Riding a bicycle is an inherently dangerous activity, and it is your responsibility to ride safely and within your abilities. Proper assembly is vital to the safe operation of your bicycle, so seek professional assistance if you are unable to complete the assembly of your bicycle as outlined in this manual.

Our folding bicycles have been tested and recommended for use by riders weighing 250 pounds (113 kilograms) or less.

CONTACT INFORMATION

Your enjoyment of — and satisfaction with — your new bike is important to us. For after-sales service, please contact us by email at contact@evelo.com or call our toll-free tech support at **1-877-991-7272**.

Many common service related issues are addressed in our online knowledgebase:
<http://support.evelo.com/support/solutions>



UNBOXING

It is recommended to retain the original packaging for a short period of time and keep it as intact as possible. This original packaging is useful for shipping, should you ever choose to.

Since the bikes are heavy, we have a couple of suggestions for removing the it from the box: If you intend to lift the bike up and out of the box, **a second person is highly recommended.** The Compass intentionally ships upside down (resting on the basket) and assembly assumes this starting position.

There are some plastic pieces used as protective packaging. These are not needed for the assembly of the bicycle.

Take your time cutting the zip ties used to hold packaging. There are some similar looking zip ties that are used to secure wires to the frame—do not cut ties that are holding wires in place.

Some smaller parts are shipped in the box containing the charger—be sure to open that box prior to beginning assembly.

Included with your bike are the following:

- EVELO Owner's Manual
- Keys for the battery
- 3 Wheels
- Fenders and mounting bolt(s)
- Headlight
- Handlebar assembly
- Charger
- Assembly tools
- Front Quick Release Skewer

REGISTRATION

of YOUR EVELO ELECTRIC BICYCLE

Please fill out the warranty form located on our website at www.evelo.com/warranty/ to register your bicycle.

Registration is required before we can process a warranty claim.

Registration is also a great security feature. Serial numbers can be used to identify your bike if it is stolen.

The frame's serial number is located on the head tube, just above the front fork:



Please take a moment to write your serial number here and keep a record in a safe place:

BIKE SERIAL NUMBER

Please note that your keys are unique to your bicycle and EVELO cannot provide exact replacements. We recommend using one key for day to day use, and storing the other.



WARRANTY

Warranty Overview

Every EVELO Electric Bicycle comes with a 4 year warranty against manufacturing defects in materials or workmanship on its frame, battery, controller, and motor assembly.

This warranty applies only to the original registered owner of the EVELO bicycle and is not transferable. This limited warranty does not apply to normal wear and tear, malfunctions, or failures due to abuse, neglect, improper repair, improper maintenance, alteration, modification, accidents, or other improper use.


It is important that you register your new bicycle within 30 days after purchase in order to activate the warranty.

Terms of the Warranty

For your reference, we've outlined the comprehensive terms of the warranty below:

- Frame, Display, Controller, and Motor Assembly – are warranted to be free from defects in material or workmanship for a period of forty-eight (48) months or 20,000 miles (whichever comes first) from purchase. After any warranty period has elapsed, you may purchase spare and replacement parts by contacting us.
- Original Batteries – are warranted to be free from defects in material or workmanship for a period of 48 months from the date of purchase as follows: full replacement during the first 24 months, while replacements needed during months 25-48 are prorated as per our prorated schedule (details on website).
- Replacement Batteries (if provided) – are warranted to be free from defects in material or workmanship for a period of six (6) months from delivery.

Please note that while every effort is made to provide our customers with a superb shopping experience, issues sometimes can arise during shipping. If any parts happen to be damaged during shipping, EVELO will send a replacement part at our expense and will work with you or the bike shop of your choice to fix the issue.



For warranty issues, EVELO will cover the cost of labor for service required within the first 30-days of ownership. To receive this service, the customer should contact EVELO directly, and we will make the necessary arrangements. If a part or component is faulty, email contact is preferred, along with a video or photo of the faulty part.

After the 30-day free repair labor period, the owner will be responsible for labor costs associated with warranty replacements.

For any parts under warranty that will need to be replaced within the 48-month time frame, EVELO will cover the cost of regular ground freight to the customer.

Limited Remedy: Unless otherwise provided, the sole remedy under the above warranty, or any implied warranty, is limited to the replacement of defective components and parts with those of equal or greater value at the sole discretion of EVELO. Unless this falls within the 30-day free labor repair period, the customer is responsible for labor costs associated with warranty replacements.

In no event shall EVELO be responsible for direct, incidental or consequential damages, including, without limitation, damages for personal injury, property damage, or economic losses, whether based on contract, warranty, negligence, product liability, or any other theory. Some states do not allow the exclusion or limitation of damages, so the above limitation or exclusion may not apply to you.

Exclusions: The above warranty, or any implied warranty, does not cover normal wear and tear. All warranties are void if the electric vehicle is used for other than normal activities, including, but not limited to, failing to follow the owner's manual or using the electric vehicle for commercial activities or in competitive events, and training for such activities or events.

EVELO makes no other warranties, express or implied. All implied warranties, including the warranties of merchantability and fitness for a particular purpose, are limited in duration to that of the express warranties stated above. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

BATTERY CARE & MAINTENANCE

The battery provided with your EVELO Electric Bicycle is a high-quality unit that requires very little from the user in terms of care. However, a few things are worth noting with respect to any Lithium Ion battery.

To maximize the lifespan of your battery, we suggest an initial conditioning charge of 12 hours. After that, connect it to the charger as needed. While there is no need to recharge the battery following short trips, we recommend not leaving a battery partially discharged — and especially not completely discharged — for extended periods of time.

A typical charge takes 4-6 hours (longer in very cold temperatures) to complete. The battery will perform best if you do NOT leave it plugged in constantly, since charging/discharging keeps the electrons in the unit moving, improving longevity.

Battery Storage

If you store your battery for 30 days or longer, it is critical that you keep it in a place that is temperature controlled and give it a full 12-hour conditioning charge every 30 days.

Refer to “Environmental Conditions” section below for temperature ranges.

Using Your Charger

The charger that comes with your bike has internal controls that prevent overcharging of the battery. First, plug the charger into the battery. Then connect the wire connections at the charger block to and make sure the cord is fully seated. Lastly, plug it into a 120v AC outlet. The lights on the charger will indicate when the battery is fully charged. Do not leave the unit plugged in for extended periods of time.

In addition, do not use the charger unit in poorly ventilated spaces such as closets or drawers, as it may overheat.

Connect your battery to the charger as shown in the photograph.





Environmental Conditions

Temperature extremes can affect your battery. Please keep it within the following temperature ranges, as suggested by the battery manufacturer:

Charging: 32 degrees to 113 degrees F (0 degrees – 45 degrees C)

Discharging & Storage: -4 degrees to 140 degrees F (-20 degrees to 60 degrees C)

ASSEMBLY

OF YOUR EVELO ELECTRIC BICYCLE

NOTE

If you do not have the ability or skill to assemble the bicycle yourself, please take it to a local bike shop for professional assembly.

Of course, our Customer Service Team can help you with the process if needed. Tools to complete the job are included, and some of the smaller pieces are packed inside the charger box to prevent loss.

Proper assembly is extremely important for the safe and smooth operation of your electric bicycle. Please read through the entire assembly instructions before beginning.



ASSEMBLY

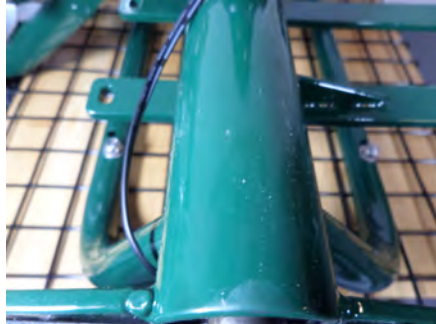
The Compass is intentionally shipped upside down to facilitate assembly. These instructions proceed assuming the Compass is inverted, resting on the cargo basket.

Step 1 Attach Rear fenders

1. Remove the six bolts from the frame near the rear axle and set them aside:



2. Pass the tail light wire OVER the axle as shown:



3. Loosely screw in one of the bolts:





4. Connect basket bolt using the allen wrench and open ended wrench as shown. Use the rear portion of the slot in the plate.



5. Install the remaining 5 bolts and securely tighten all 6.

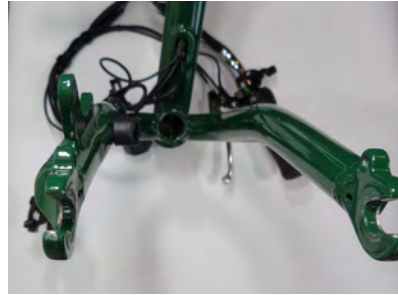


6. Repeat the above steps on the other side of the Trike.



Step 2 Attach Front Fender

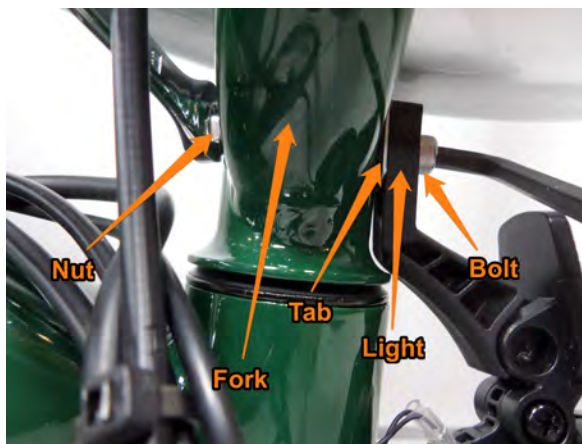
1. Rotate the front fork so that it faces forward. The brake mount should be on the left side (as viewed from the riding position if the trike were right-side-up). The blades of the fork should curve forward. The wires and cables should not wrap around the frame.



2. Attach brake caliper using the two bolts as shown. The caliper should be on the inside of the fork leg, and the bolts should be very tight.



3. Attach the headlight and front fender tab using the following sequence: insert the bolt from the front through the headlight bracket, the fender tab, the fork, and install the nut. Tighten securely.



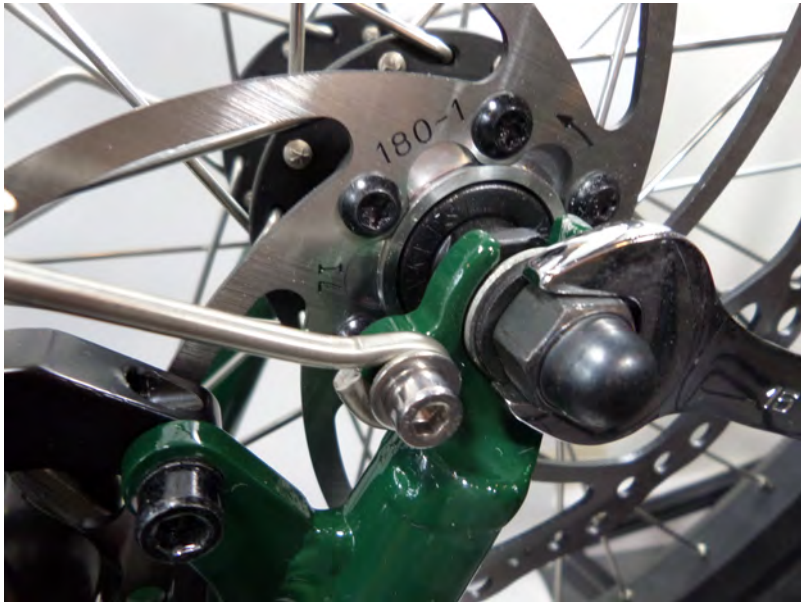


4. Attach fender struts to both sides using the 2 bolts provided. Tighten securely.



Step 3 Attach Front Wheel

1. Install the front wheel into the front fork. Make sure the brake disc goes into the caliper. The washers go on the outside adjacent to the nut. Tighten both nuts securely.



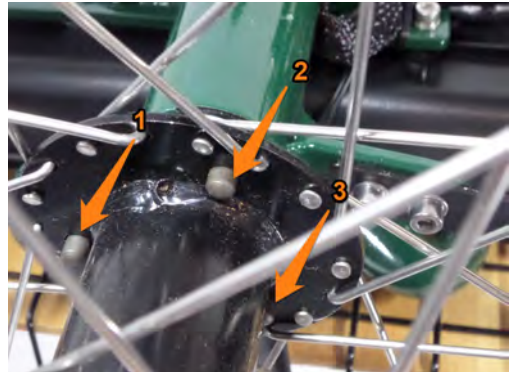


Step 4 Attach Rear Wheels

1. Remove the axle caps and bolts:



2. The left side wheel engages 3 pins on the axle flange. Locate those pins and slide one of the wheels on. Guide the wheel so that the pins fit into the wheel's holes.



IF THE WHEEL ONLY SLIDES ON A SHORT DISTANCE:

The bearing spacer may be interfering. It is in the hub to prevent the wheel bearings from moving. It can be easily aligned with the axle with a finger, or an object like a pen. Just reposition it as you move the wheel inward.



If you encounter tire / fender interference, simply deflate the tire by pressing the valve core with a pen (or similar item) and squeeze the tire.



3. Replace the axle cap and securely tighten the bolt.



4. Repeat on the other side. Note: only one side has the 3 pins that engage the hub (as in Step 2 of this section)

5. Using a standard pump (not included) inflate all 3 tires to 35-65 psi.

Step 5 Flip Trike Onto Its Wheels

Ideally with the help of another person, turn the bike first onto its side, then onto its wheels.

Step 6 Install Stem and Handlebars

1. Slide the stem into the steerer tube. Make sure that it is in at least as far as the "Minimum Insertion" line etched into the side of the stem. Turn the stem/handlebar assembly so that it aligns properly with the front wheel, and tighten the bolt in the stem from the top:



2. Adjust the angle of the handlebars so that they are comfortably reached from the seat. Loosen the bolt shown to adjust, then securely tighten:



STEP 7

Removing and Installing the Battery

1. At the forward area of the basket is the battery lock. Insert a key and turn to unlock.



2. Grasp the battery and slide rearward.



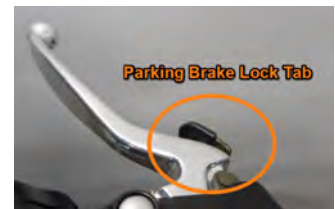
Installation is the reverse of removal.

DISC BRAKES

You can prevent brake squeal on a new bike by properly “bedding in” the brake pads. It is also important to do this when brake pads are replaced.

1. Select an area in which to ride that allows you to reach a moderate speed safely.
2. Accelerate to a moderate speed and apply the brakes evenly, slowing the bike to a walking pace. Do NOT come to a complete stop. Repeat this acceleration and braking sequence 20 times. Braking power will increase during this process.
3. Next, accelerate to a slightly higher speed and apply the brakes, slowing to a walking pace. Again, do not come to a complete stop. Repeat this sequence 10 times.
4. Allow the brakes to fully cool before riding again.

Your Compass is equipped with a parking brake for both the front and rear. Squeeze the brake lever and pull the black tab in to set either brake. Squeeze the brake lever to release.



FIT ADJUSTMENTS

Many parts of your new EVELO Electric Bicycle can be customized for a personalized fit.

Seat Adjustment

The seat is easily adjusted up or down by flipping the quick-release lever that clamps the post into the bike. Note that there is a “minimum insertion line” stamped on the seat post that must be adhered to for safety’s sake. (If you need your seat to be higher than permitted with the stock seat post, please contact us.)

The seat can also be moved forward and backward by loosening the single bolt on the underside of the seat. Since it slides on its rails, there is no need to remove the bolt — just loosen it, adjust, and firmly re-tighten.

Loosening this bolt also lets you change the angle of the seat up or down a bit. Again, be sure to re-tighten it firmly if you loosen it to change the seat position in any way.

Handlebar Adjustment

To adjust the handlebars to a customized position:

Loosen the bolt shown, tilt the handlebars to the preferred position, and retighten. You may need to adjust the display angle and brake levers also.



Tire Inflation

The tires have a range of recommended inflation indicated on the sidewall of the tire. (35-65 psi) Lower pressure will give a softer ride. A higher pressure will provide a firmer ride, but will give the best range per charge.

RIDING

YOUR EVELO ELECTRIC BICYCLE

PRE-RIDE CHECKLIST

Carry out this pre-ride checklist before **EVERY RIDE!**

- Make sure the tires are properly inflated. All bicycle tires gradually lose air over time, and this can affect handling, range, and puncture-resistance.
- Are **all** the “Quick Release” levers tight? Are the folding release levers secure and locked?
- Check both wheels for broken spokes. If you find any, seek service before riding the bike.
- Are the handlebars tight? If there is any noticeable movement, tighten properly before riding.
- Visually inspect your tires for cuts, embedded glass, or other signs of possible failure.
- Make sure that the pedals are screwed in tightly, as damage is possible if they come loose. Make sure the pedal folding mechanisms are fully engaged.
- Are the brakes working properly? Squeeze the levers before riding to ensure they apply the brakes, and then test them at a very low speed.

Make sure your battery is switched on:



YOUR FIRST RIDE

Initially, we recommend you take a ride on the bike with the motor turned off. The bike handles differently than traditional bikes you may be used to riding, so it may take a little getting accustomed to.

A ride or two without the motor engaged will help you adjust to the differences from a traditional bike, making for an easier transition when you do use the electric assist.

When you first use the bike with the motor on, please familiarize yourself with the functions and performance of your bike by riding at slower speeds on flat ground in a safe area.

Make sure you are comfortable with the bike in these conditions before increasing speed or riding in more difficult conditions such as bumpy or hilly ground, in traffic, or in less-than-ideal weather.

QUICK-START GUIDE TO OPERATING THE DISPLAY PANEL

Full instructions for your display panel can be found at <http://support.evelo.com/support/solutions>, (Search for “Compass Manual”) but some of the most basic functions are listed here for your convenience. Information in the complete manual includes such topics as how to change settings, error code information and so forth.

The following images are useful reference.



QUICK-START GUIDE TO OPERATING THE DISPLAY PANEL

1. Power On/Off

Press and hold Power button for 1 second to turn on/off the display. The Display automatically turns off when idle for an extended period.
(Default value is 5 minutes.)

2. Pedal Assist Level

Short press "+ / -" button to change the assist level. Top assist level is 5. Level 0 has no motorized assistance.

3. Speed & Mileage mode switch

Short press MODE button to change the speed and mileage mode, as follows:
TRIP-> ODO-> MAX SPEED -> AVG SPEED -> RANGE -> CALORIES->TIME

4. Headlight/backlight On/Off

Press and hold the HEADLIGHT button for 1 second to turn on/off the headlight and screen backlight.

5. Walking mode (3mph)

Press and hold "-" button for 2 seconds to activate walking mode. Release the button to stop. While Walking Mode is active, the bike will propel itself forward at about 3 MPH. Do be careful not to activate Walking Mode while indoors or in any area where you don't want the bike to move forward. The purpose of this is so you can walk alongside your bike when you choose not to ride it. The assist level displayed will change from a number to a bicyclist icon.

6. Data Reset

Double Press the MODE button quickly to reset temporary data, including AVG Speed / MAX Speed / Trip / Time.

** These temporary data are not erased by power off.*

7. USB PORT -- There is a USB port located on the front edge of the display for charging cell phones etc. When using this port, make sure that the charge cord for you accessory in no way will interfere with the operation of the bicycle.

PEDAL-ASSIST, THROTTLE, AND SHIFTING

Multiple levels of power assist are provided by the motor. The level of assist provided at any given time can be adjusted using the display panel on the handlebars.

A sensor at the crank activates the motor when the pedals receive pressure from the rider. The motor continues to run at the preselected level as long as pressure is applied to the pedals. When first using the power-assist mode, we recommend you start off with a low level of assist (PAS 1 or 2) until you get used to the power function and the bike in general.

The throttle is on the left side of the handlebars and is actuated by depressing the lever. When the bike is powered on, pressing the throttle provides power to the motor even when the rider is not pedaling. The bike must be moving forward at 6 mph+ for the throttle to work.

Using your Shifter

One of the special features of your new bicycle is its mid-drive motor. This design allows the motor, as well as the rider, to take advantage of gear changes in the shifting system, improving efficiency. To get the most out of the mid-drive motor, you need to shift gearing.

In general, when starting from a stop, you should be in a low gear (1).

As the bike gains speed, progressively shift up through the gears (1-2-3).

- "1" is the lowest gear
- "2" is mid range
- "3" is the highest gear.



If you encounter a hill or strong headwind, shift down to a lower gear. Shifting can happen when the bike is stopped.



ACHIEVING THE **BEST PERFORMANCE** FROM YOUR EVELO ELECTRIC BICYCLE

RANGE

Travelling as far as possible on a single battery charge is dependent upon many variables. Some ways to maximize range include:

- Contribute by pedaling
- Select the lower pedal-assist settings
- Use higher inflation pressures for your tires
- Ride at moderate speeds (higher speeds bring greater wind resistance, putting a greater load on the motor)
- Avoid riding in stop-and-go traffic.
- Shift gears as conditions change

In many ways, considerations similar to those one takes to improve gas mileage for a car are likely to be helpful in increasing the range of your new electric bike.

Different riders in different conditions can expect different performance. For example, a 130 pound rider who is pedaling on flat terrain will go significantly further on a charge than a 230 pound rider in hilly terrain who is not pedaling. This is why distance –per–charges are estimated in such a broad spectrum.

RIDING IN THE RAIN

EVELO Electric Bicycles are designed so that you can operate them in rainy weather. Factory-level design elements keep the electrical components well-protected.

However, if you do choose to ride in the rain, be aware that necessary braking distances can be increased significantly, and keep in mind that the road surface can be slick. Use caution in wet conditions — even if it is not actively raining.

Riding in rain and wet weather is acceptable use and we do recommend that you avoid circumstances where your bike will be immersed in water, such as riding through a deep stream. The bike is water-resistant, but not waterproof.

We also recommend that you dry your bike with a soft towel if you having been riding in wet conditions.



SAFETY DETAILS

We recommend the following safety-related procedures:

- Wear a helmet.
- Ride in control at all times.
- Use lights and reflective gear in low light situations.
- Inspect your bike often — especially the brakes and tires.
- Seek maintenance if there are any notable changes in bike performance.
- Know and observe the rules of the road before cycling. Bike users must follow all road rules.
- Ride defensively. To motorists, pedestrians, or even other cyclists, you are not as visible as you might think. Always watch for hazardous situations, and be ready to stop or take evasive action at all times. With the assistance of the electric motor, you may be traveling faster than drivers expect—beware of cars pulling out in front of you.
- Avoid road hazards. Watch for and avoid potholes, drain grates, railroad tracks, loose road material, and other potentially dangerous items.
- Use both the front and the rear brakes together for best performance. Using ONLY the rear brake will significantly increase your stopping distance.
- **Tricycles handle differently than bicycles.** We take for granted the amount of lean used to turn a 2 wheeled bike -- we actually turn the handlebars very little. On a trike, this is the complete opposite: you must steer it by turning the handlebars, and because of the 3 wheel platform, leaning simply isn't an option. Momentum tends to force the rider's weight to the outside of the turn, potentially lifting the inside rear wheel, and if carried to the extreme, causing the trike and rider to topple to outside of the turn.
Our Compass uses 24" diameter wheels and wide tires, which lower the center of gravity and improve stability; however, **the rider must use caution while turning** -- the sharper the turn and the faster the speed, the greater the risk of tipping.



MAINTENANCE

OF YOUR EVELO ELECTRIC BICYCLE

As with any mechanical device or machine, you will get longer life and better performance from your electric bicycle if you adhere to a basic maintenance schedule.

In addition to the items in the “Pre-Ride Checklist” section, we recommend the following:

- **Tires** — Check tire pressure weekly. All bike tires lose air naturally over time. Inflate to 35-65 PSI
- **The Chains:** Both chains require lubrication whenever they appear dry. Apply an appropriate lubrication, and wipe off excess as that will attract dirt
- **Cables** — Each month, visually inspect cable ends for fraying and replace if it is present. Replace all cables and housings annually.
- **Nuts and bolts** — Check all nuts and bolts monthly for tightness.
- **Cleaning** — Clean the bike whenever excess dirt is apparent. Avoid high-pressure washing, especially near the motor, at places where wires enter/exit the frame, the battery and wheel/crank bearings.
- **Wheels** — Check for straightness on a monthly basis, and more often if you have experienced a rough ride or sudden impact. Have the wheels serviced if there is notable side-to-side wobble.
- **Brakes** — Inspect your brakes at least once per month. If a brake lever can be squeezed all the way to the handlebar grip, there is a basic adjustment that can be made. Contact us for guidance, or visit <http://support.evelo.com/support/solutions> for information. If your brakes are worn beyond this adjustment, either take the bike to a local bike shop for professional service, or contact EVELO for additional instructions.
- **Tune-Up** — We recommend a full-service tune-up annually by a professional bicycle mechanic.

TROUBLESHOOTING

If you experience difficulty with your EVELO Electric Bicycle, consult the following list. If you do not find the problem on this list, contact our Customer Service Team, and we will work with you to identify the source of the problem and help with a solution. Many common issues are addressed at <http://support.evelo.com/support/solutions>.

Symptom	Likely Cause	Action
No Power at Display	Red switch in "Off" position	Make sure the switch at the battery is "On". Press and hold "Power" button on display for 2 seconds.
Range seems low	Battery not fully charged	Consult other sections of this manual: "Using your Charger" and "Achieving the Best Performance From Your EVELO Electric Bicycle" and "Using your NuVinci shifter"
Battery won't Charge	Charger not connected / battery connected to bike while fully discharged	Consult "Using Your Charger" section of this manual / remove battery from bike before connecting charger.



ELECTRIC BICYCLES

Questions? Get In Touch:

Email: contact@evelo.com

Call: 877-991-7272

Compass 1st edition 1-2

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