

TENWAYS

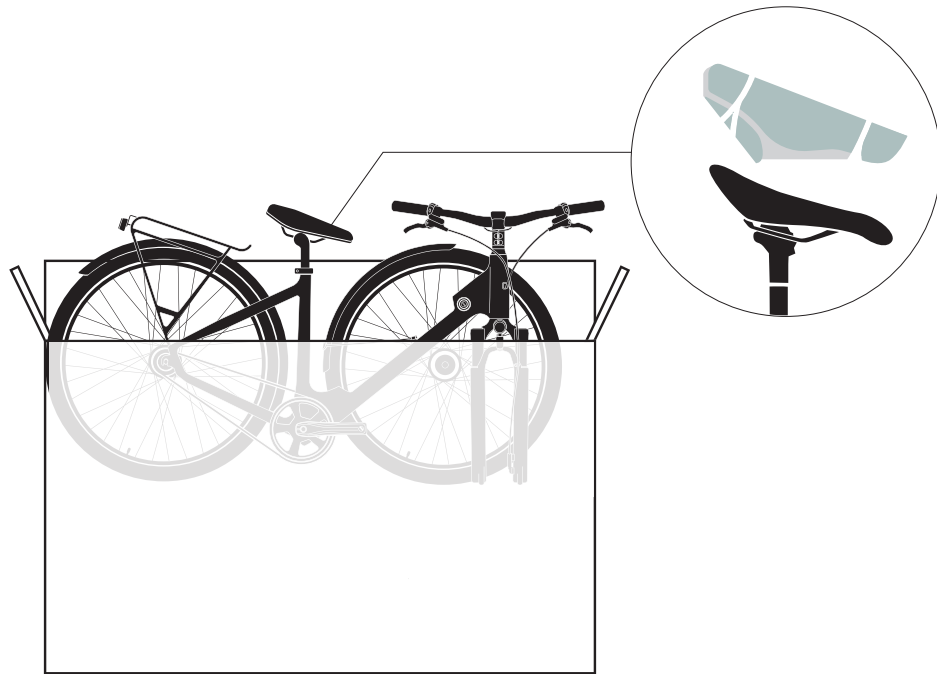
energized urban ride

Installation
Manual

CGO800S

Unwrap your TENWAYS E-bike.

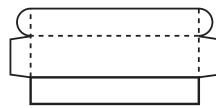
- (1) Take your bike, tool box, and battery pack out of the box.
- (2) Remove and recycle all wrapping materials.



Bike box

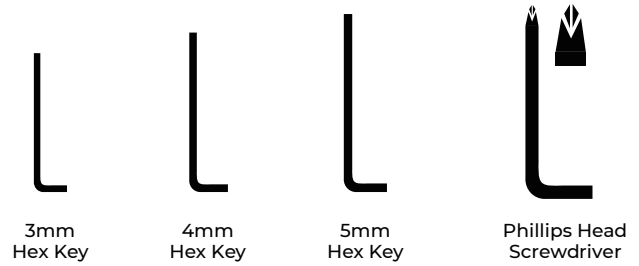


Battery Pack



Tool Box

Tool Box check list.

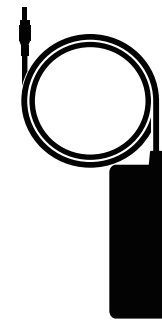


3mm Hex Key

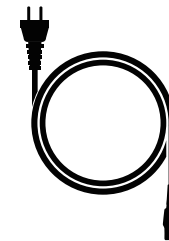
4mm Hex Key

5mm Hex Key

Phillips Head Screwdriver



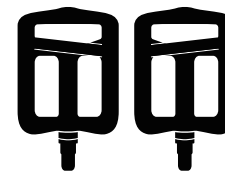
Charger



Adapter



Cycling Pump



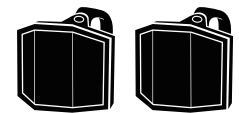
Bicycle Pedals



10mm Wrench



15mm Wrench

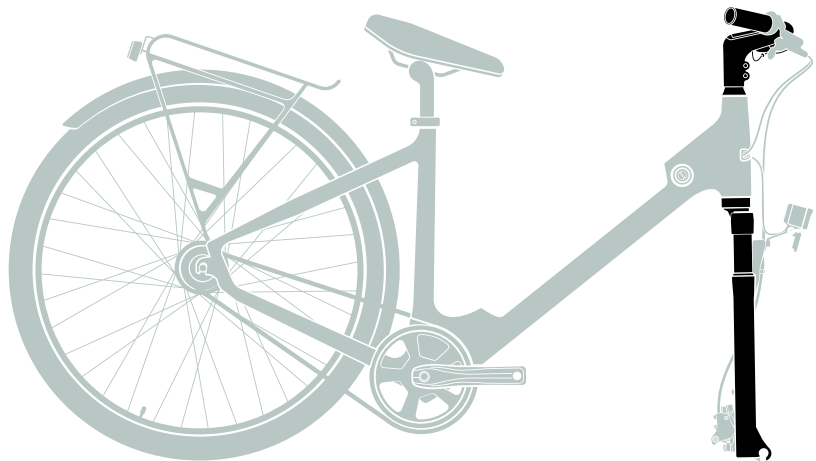
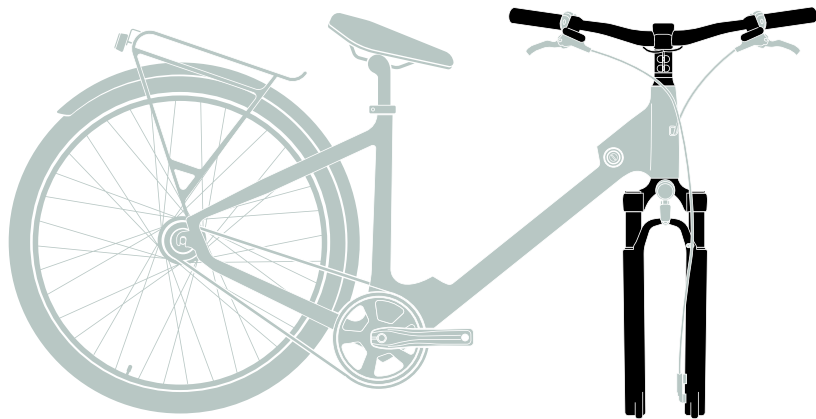


Front & Rear Reflectors

02

Rotate the head of the handlebar.

- (1) Twist the head of the handlebar so that it faces forward.



03

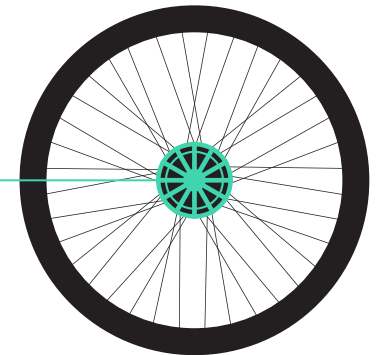
Remove the front wheel.

- (1) Remove the front wheel and the plastic protective covers on both sides of the wheel.
- (2) Hold your e-bike with the kickstand down to facilitate the next installation steps.

 You must remove the front wheel in the direction of the spokes to avoid scratching them.



Remove
Plastic
Covers

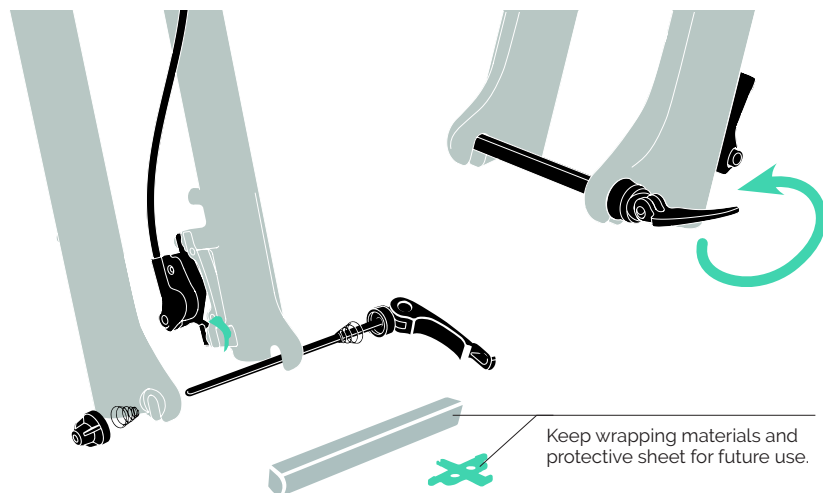


04

Remove quick release from the front fork. Pre-install it on the front wheel.

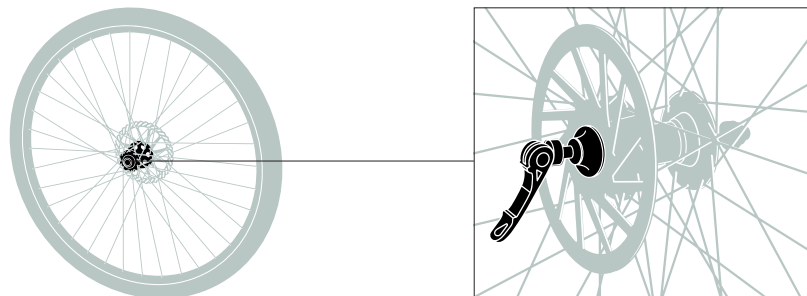
- (1) Loosen the nut and remove the quick release lever.
- (2) Remove all wrapping material from the quick release.
- (3) Remove the protective sheet from the brake clamps.

⚠ The protective sheet on the brake should be removed only at this step, and kept for future use. Removing it too early could damage the brake caliper. When installing the quick release spring, you should ensure that the orientation is the same as when it was removed.



- (4) Install the quick release on the front wheel in the direction shown in the figure, and then tighten the nut.

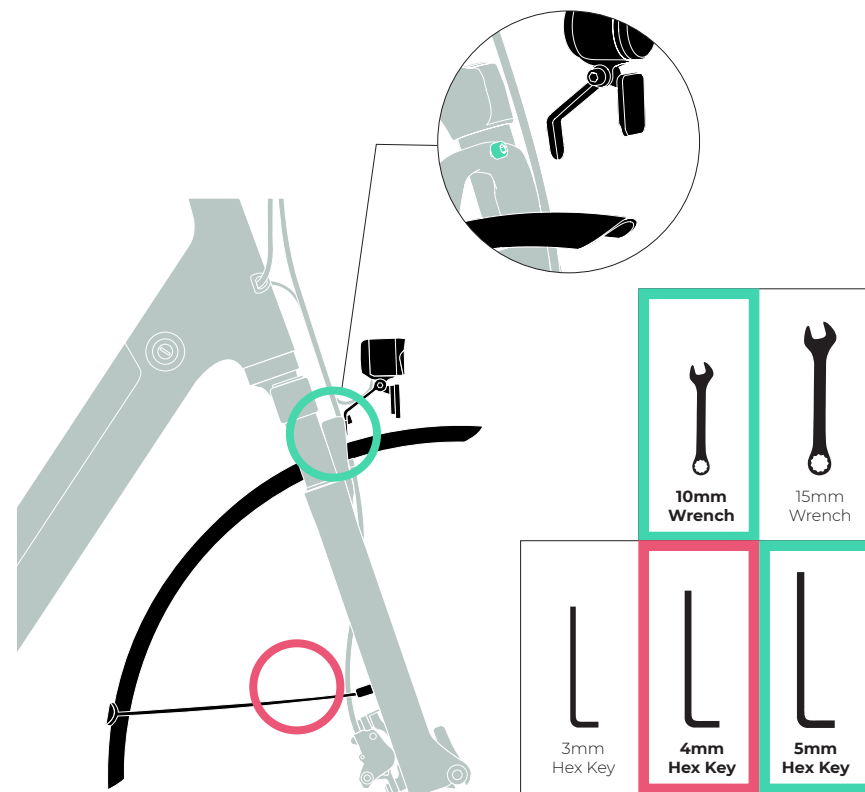
⚠ There is no need for you to fully tighten the nut at this time.



05

Install the front wheel mudguard.

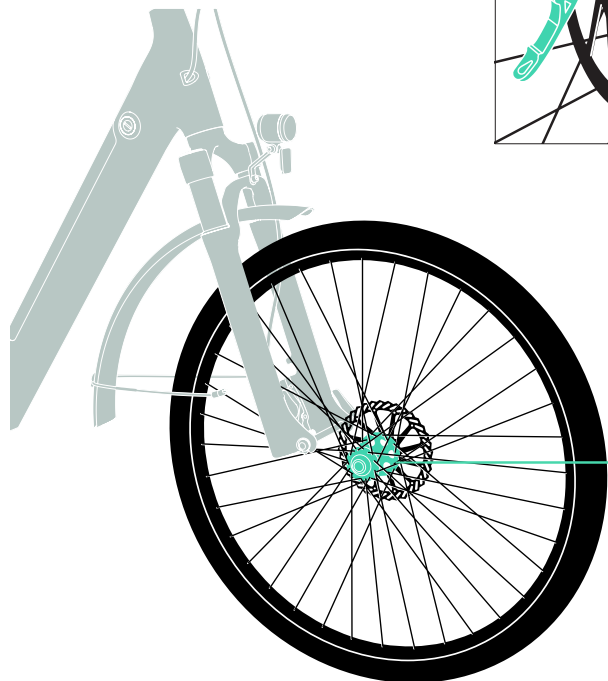
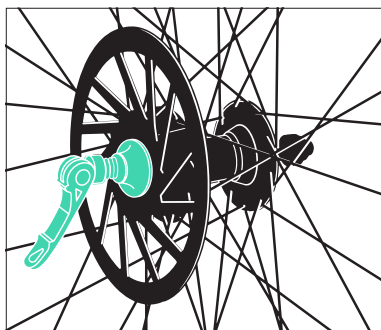
- (1) Secure the nut behind the head light with the 10mm Wrench, and then loosen the screw with the 5mm Hex Key.
- (2) Remove the nut, and then hook the middle of the front mudguard to the screw.
- (3) Put the nut back, and then slightly tighten it.
- (4) Use the 4mm Hex Key to remove the pre-installed screws on the front fork joints, install the two support rods on the joints, and then slightly tighten the screws here.
- (5) Manually adjust the height of the mudguard to the top position, and then tighten all screws.



Install the front wheel.

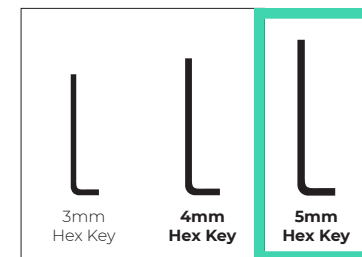
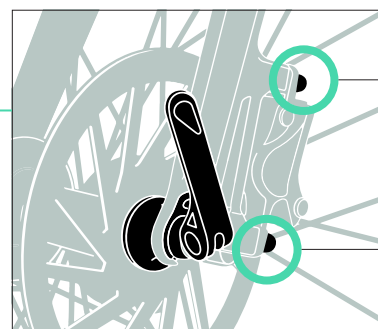
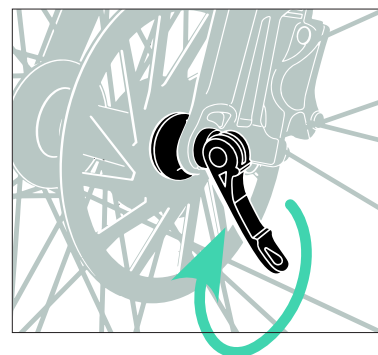
 This step is extremely important, so please read carefully.

- (1) Adjust the quick release lever to the open position. Install the front wheel; make sure that the brake disc is in the middle of the brake clamps.
- (2) Tighten the quick release nut, and then turn it to the closed position as shown in the figure.
- (3) Push the e-bike back and forth and press the brake to check if the front wheel wobbles. If so, please repeat step 2 until you feel enough resistance when closing the quick release lever.



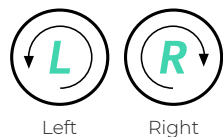
 This step is extremely important, so please read carefully.

- (4) Turn the front wheel by hand and check if there are any signs of scraping.
- (5) If yes, please follow the steps below to make adjustments:
 - Use the 5mm Hex Key to slightly loosen the mounting screws of the brake clamps to make sure that they can move slightly.
 - Press the front brake 3 to 5 times.
 - Hold the front brake and tighten the mounting screws of the brake clamps.
 - Turn the front wheel by hand and listen for the sound of friction.
 - If there is friction, loosen the mounting screws of the brake clamps.
 - Manually adjust the position of the brake clamps to center the disc, and then re-tighten the screws.

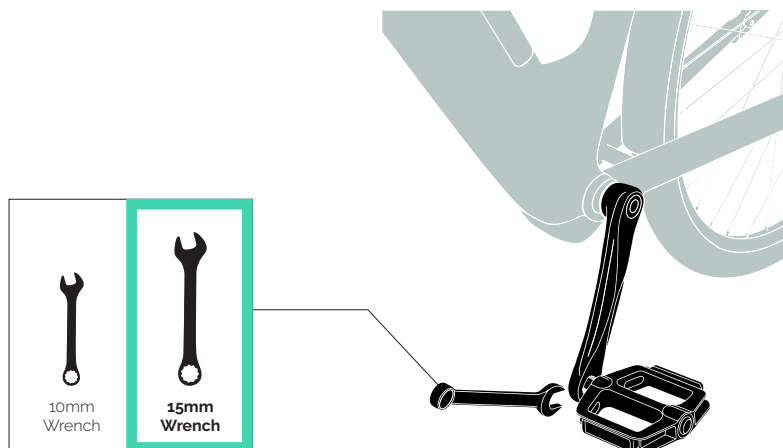


Install the pedals.

- (1) Separate the left and right pedals. The right and left pedals are marked by an R and an L respectively. The right pedal is used for the side with the crankset, while the left one is used for the other side.

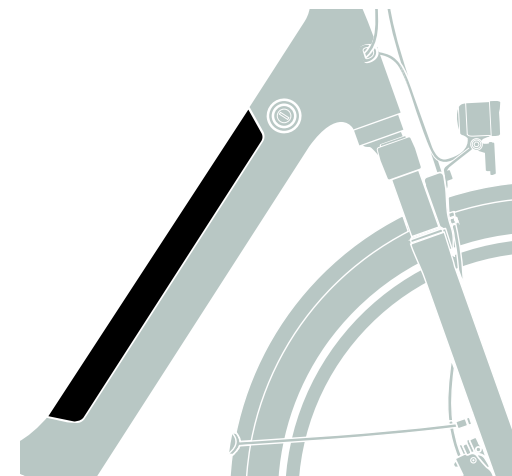
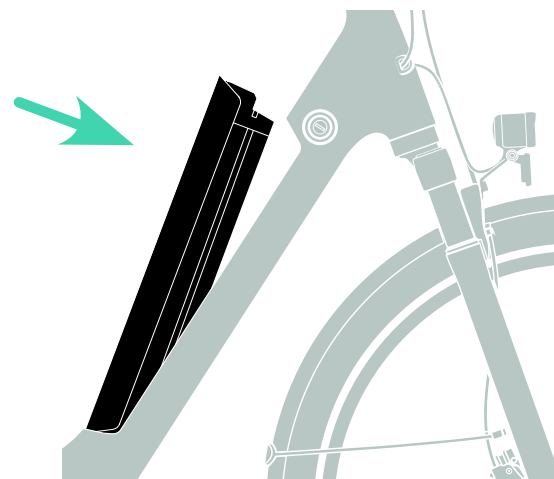


- (2) Tighten the right pedal clockwise and the left pedal counterclockwise.
- (3) Please stop tightening the pedals if you feel a lot of resistance. If this happens, align and reinstall the pedals.



Install the battery.

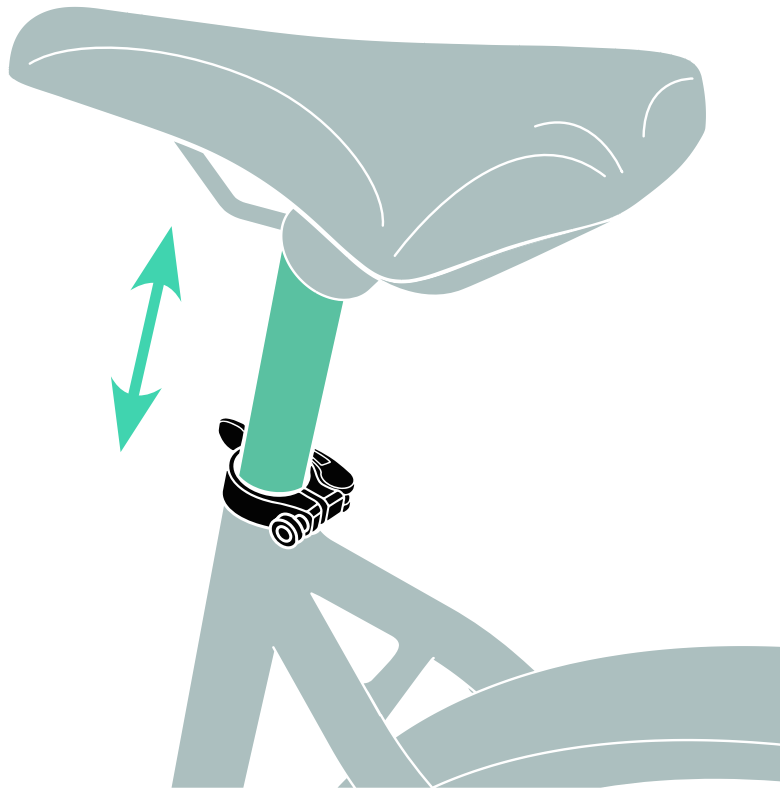
- (1) Tilt and clip the lower end of the battery into the battery slot, and then press the upper end.
- (2) You will hear a click when the battery is firmly seated.



Adjust the height of the saddle cushion.

- (1) Open the seat post clamp, adjust the saddle cushion to a suitable height, and then lock the clamp.

 The height of the seat post cannot exceed the marked safety line.



Install the reflectors.

- (1) Distinguish between the front reflector and the rear one. The rear reflector is red, while the front one is white.

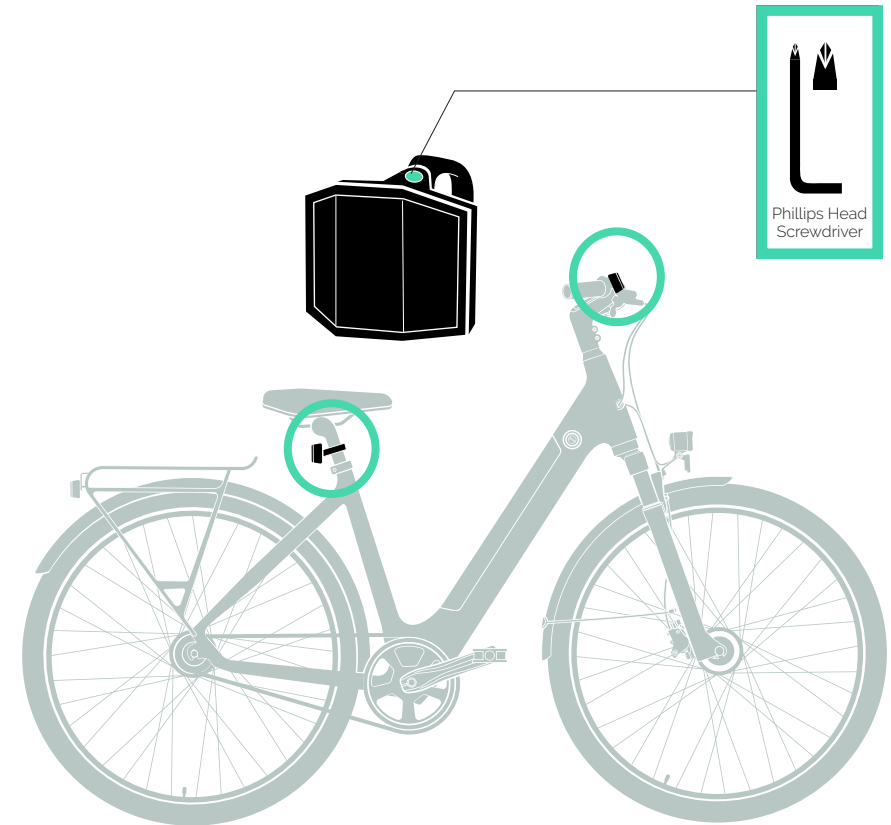


Front
Reflector



Rear
Reflector

- (2) Use the Phillips head screwdriver to install the rear reflector to the seat post and the front one to the handlebar.

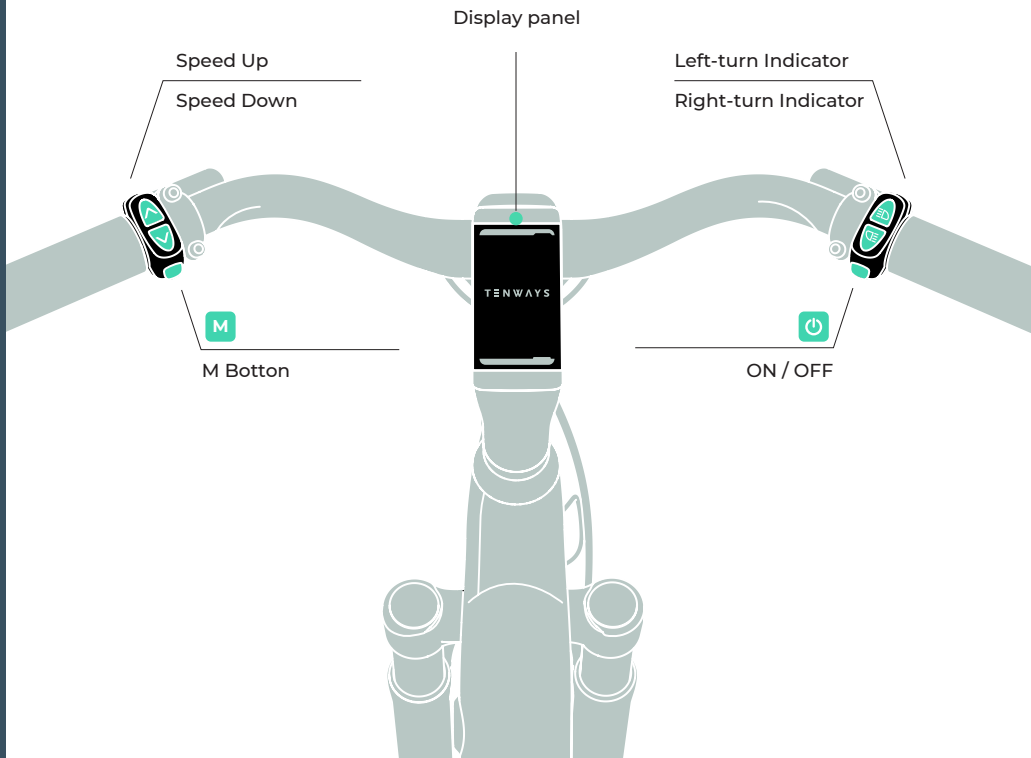


Phillips Head
Screwdriver

Panel operations

How to turn on the panel.

- (1) You can press and hold the On/Off button to turn on the panel.
- (2) The default passcode is 0000. You can press the M button 5 times to enter the operation interface.
- (3) The panel will be turned off if you long press the On/Off button again when it is on.
- (4) The e-bike will automatically shut down if it is not used for more than ten minutes.



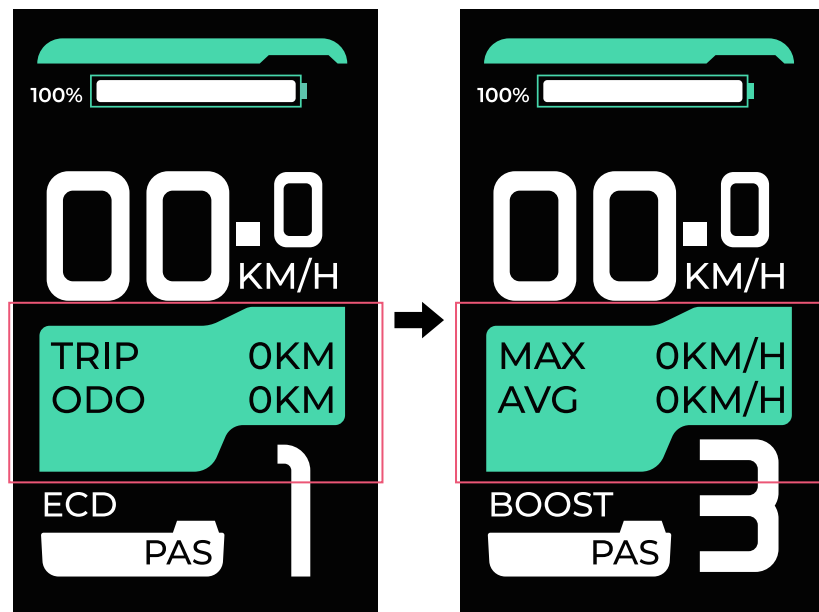
Panel display interface

- (1) The panel displays the real-time speed by default after it is turned on.
- (2) The PAS level is shown at the lower right corner of the panel display, while TRIP (a specific distance in kilometers your e-bike has traveled) and ODO (the total number of kilometers your e-bike has traveled) are shown at the middle position.
- (3) The battery percentage is displayed at the top.



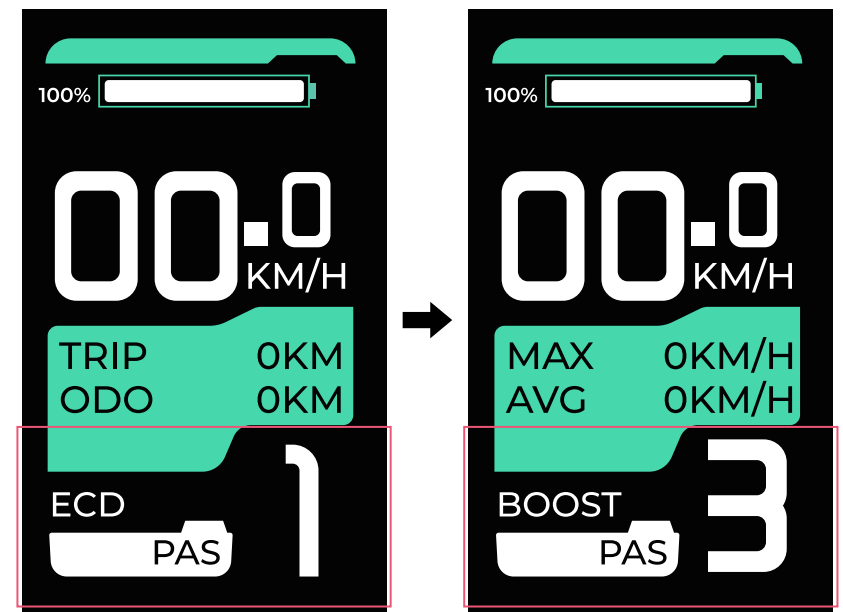
How to switch between the main interfaces.

- (1) You can long press the M button to switch from the TRIP and ODO interface to the AVG and MAX interface.
- (2) The AVG and MAX interface shows the average speed and the maximum speed.



Adjust the assistance.

- (1) You can use the Up and Down buttons to select from 5 assistance modes.
- (2) The 1st and the 5th PAS represent the lowest and the highest power respectively.
- (3) PAS 0 is the default when the panel is turned on.



How to use the head light and the tail light.

- (1) Short press the RIGHT/LEFT turn indicator button to turn on the rear turn signal on the RIGHT/LEFT side.




- (2) Press and hold the LEFT-TURN Indicator button for 2 seconds to turn on the head light and tail light.
- (3) Press and hold the RIGHT-TURN Indicator button for 2 seconds to turn off the head light and tail light.



Assisted pushing.

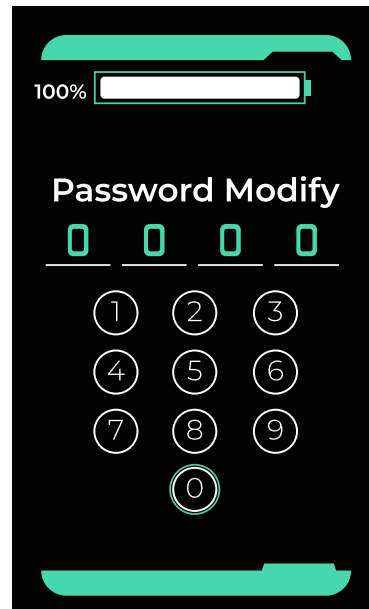
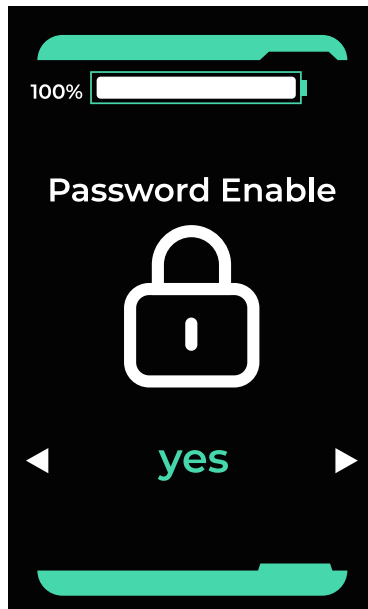
The e-bike will enter Assisted Pushing if you press and hold the DOWN button for 2 seconds.

 This feature can only be used when you're walking and pushing the e-bike.



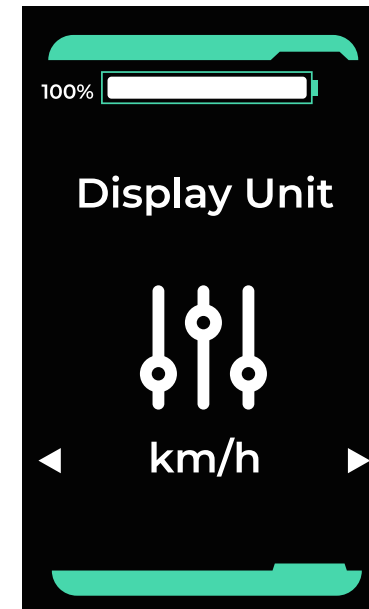
How to change the passcode.

- (1) You can use the UP/DOWN buttons to set/cancel the passcode after selecting the passcode setting interface.
- (2) You can also use these buttons to change the passcode.
- (3) Long press the M button to save the settings and exit after you change the passcode.



How to modify display units.

- (1) The parameters can be set to show in metric or imperial units after you select the display unit interface.
- (2) By default, the panel displays parameters in metric units. You can use the UP/DOWN buttons to change it into imperial units.
- (3) Long press the M button to exit and save the settings.



How to reset the trip distance.

- (1) You can press and hold the M and DOWN buttons at the same time to reset the trip distance in the TRIP/ODO interface.
- (2) The trip time will also be reset if you reset the distance.

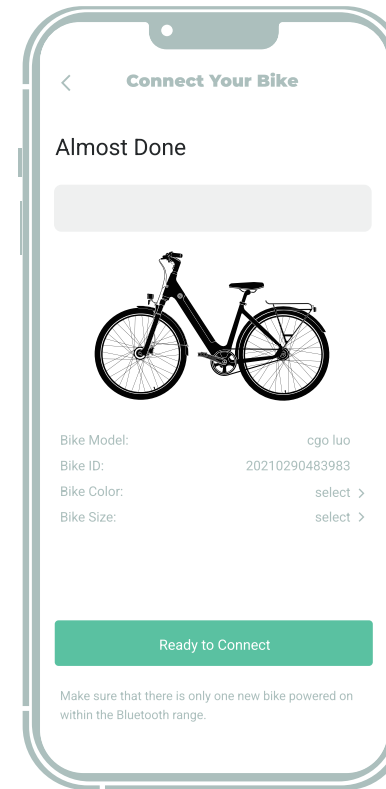
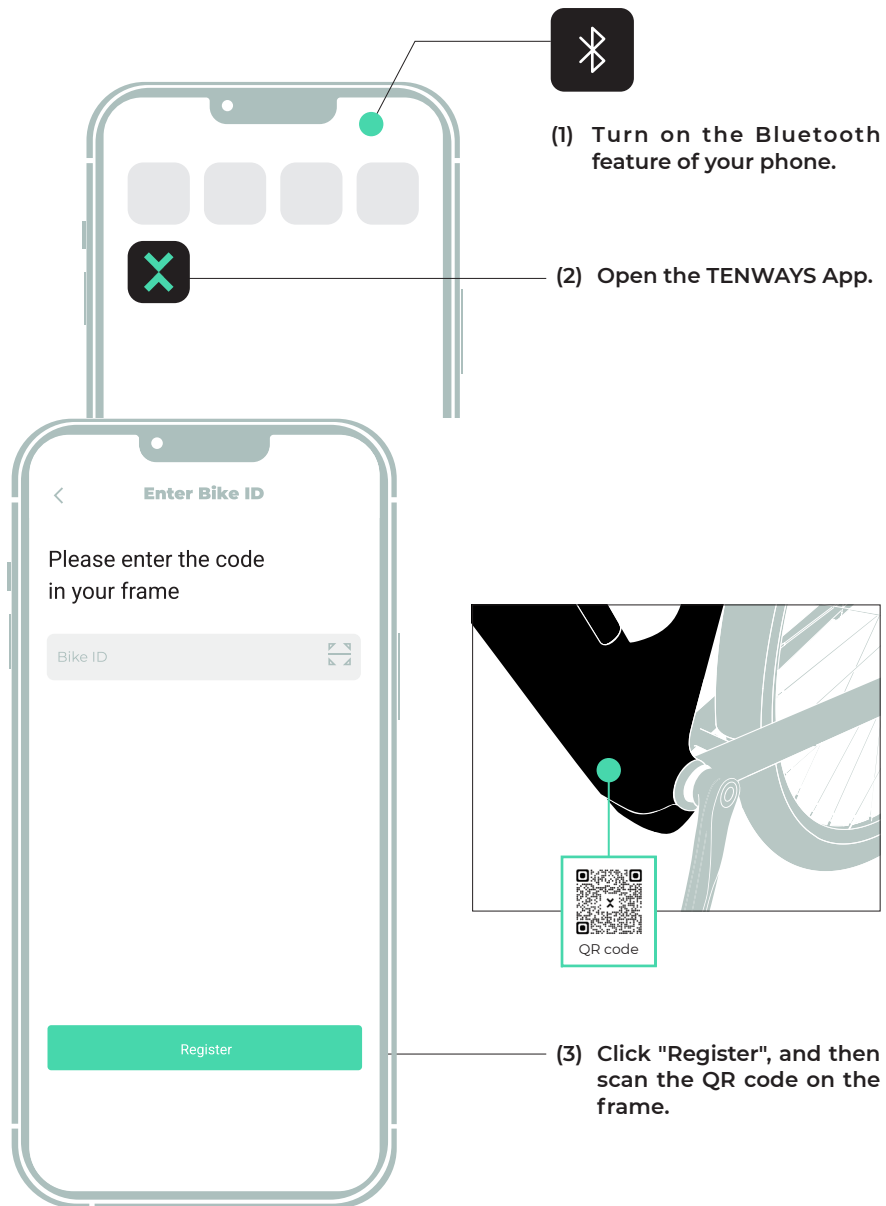


Error codes.

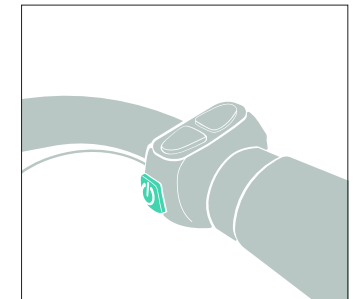
- (1) If an "ERROR" message appears on the screen, please refrain from further use.
- (2) You need to contact TENWAYS customer service immediately and provide the error code information.
- (3) We will help you solve the problem as soon as possible.

Error code	Definition
21	Abnormal current
22	Handlebar abnormalities
23	Motor phase loss
24	Hall signals of the motor are abnormal
25	Brake abnormalities
30	Communication abnormalities

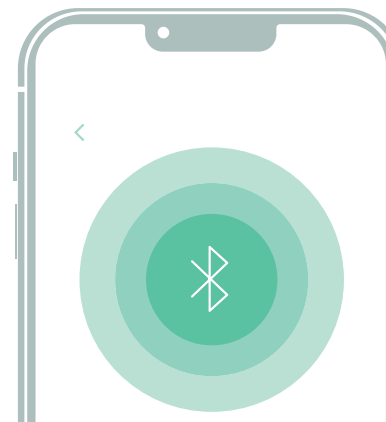
How to connect to the TENWAYS App.



- (4) Fill in the color of your e-bike and give your e-bike a name.



- (5) Turn on the panel of your e-bike, and then enter the passcode.



- (6) Your e-bike will be connected to TENWAYS App automatically after 10 seconds.

Before your first ride.

- Charge the battery to 100% before your first ride.
- When charging your e-bike:
 - i. Charge the bike indoors and keep it away from direct sunlight, rain or snow.
 - ii. Do not charge the bike with non-TENWAYS chargers.
 - iii. Ensure a proper ambient temperature. The best ambient temperature for the charger is 20°C to 25. A lower temperature may lead to insufficient charging, while a higher temperature may lead to overcharging.
 - iv. It is recommended to remove the charger immediately after the bike is fully charged to avoid overcharging the battery.
- Check the tire pressure by hand or with a tool and ensure the pressure is within the range of 50-75 PSI/3.4-5.1 BAR.
- Press the driving belt to check whether the belt tension is proper (you should be able to press the middle part of the belt down 10-15 mm if the tension is moderate).
- If you want to use your e-bike on public roads, please make sure that you comply with local riding regulations, for example those governing riding equipment, control lights, and reflectors.
- Make sure that you wear the correct protective equipment. Always wear a helmet and be visible.
- When properly adjusted, the saddle should be at hip height.
- Check and ensure that the front wheel quick release, handlebar, brakes, pedals, and other related parts of the e-bike are properly fastened before you start to ride.
- The brake settings vary by country/region. Check which brake lever acts on which brake first, and if it does not comply with your habits, we recommend that you ask an expert to change the settings so that you can accurately brake the front and rear wheels if an emergency occurs while you're riding. If you encounter any problems while riding, please brake first (please brake the two wheels at the same time to stop within the shortest possible distance).
- Check the steering; the steering has a crucial impact on braking and riding safety.
- We recommend that you purchase relevant insurance for bikes or e-bike riding in your area so that you can contact your insurance company or agency promptly to get adequate protection in the event of an accident.


Routine maintenance

Daily inspections

- Before riding, check whether the screws in the following key parts are properly tightened:
 - i. Screws between the handlebar and the front fork stem.
 - ii. Screws between the brake lever and the handlebar.
 - iii. Screws between the brake clamps and front fork.
 - iv. Screws on the chainring
- After all screws are properly tightened before the first ride, check if they maintain the same fastening performance when your e-bike reaches a 200 km riding distance and at every 1,000 km after the initial 200 km.
- It is recommended to check the fastening performance of screws at every 600 km if you usually ride under complex road conditions.

Daily cleaning

- Use a rag or large brush to clean the dust when there is not much sludge on your e-bike.
- When there is a lot of sludge on your e-bike, use a brush and soapy water to wash off the sludge, rinse it with clean water, and then dry it with a cloth.
- Check the wear degree of the brake blocks after you have them cleaned to see if they can ensure normal braking. Replace them promptly if they are seriously worn.
- It is recommended to clean the e-bike after you ride it for about 200 km. You need to clean the bike first before you put it into storage if you plan to not ride for a long period of time.

 Do not clean the bike with a high-pressure water gun, as this might damage the mechanical pivots and related mechanical fitting parts.

Routine maintenance

How to maintain the battery

- Operating and storage temperatures of the battery
- Working temperature of the lithium battery is 0°C to 30°C.
- It is recommended that the lithium battery be stored in an environment where the temperature is 0°C to 25°C, and the humidity is 65 ± 20% RH.
- The performance of lithium batteries is affected by the ambient temperature. Don't worry if the performance of your battery degrades during cold weather. The battery performance will resume when the temperature rises.
- If possible, the battery should not be charged above 95% or discharged below 10%, as this may decrease battery life. A reasonable charging and discharging scheme can mitigate accelerated battery deterioration.
- Keep the power at 50% to 70%, check the battery condition every 2 months to avoid damage caused by over-discharging, charge and discharge the battery every 3 months if it is not used for a long time.

How to maintain the brakes

- The new brake blocks and discs feature relatively smooth surfaces, so the braking effect will improve after you ride 100 km or brake on long downhill 3 to 5 times, when such surfaces are roughened.
- Check screws between the brake lever and the handlebar, as well as screws between the brake clamps and frame or front fork:
 - i. Check if these screws maintain the same fastening performance when your e-bike reaches a 200 km riding distance
 - ii. Check the fastening performance at every 1,000 km after the initial 200 km.
 - iii. It is recommended to check the fastening performance of screws at every 600 km if you often ride under complex road conditions
- The wear degree of brake blocks should be checked after you've ridden on normal roads for 1,000 km, or 600 km if the road conditions are complex. The blocks should be replaced promptly when two thirds or more are worn.
- Contact a professional store and ask technicians to replenish the lubricant after you confirm that there is no sign of oil leakage on the brakes when you feel that they are obviously softened even though their wear degrees are still acceptable.
- Contact a professional store and ask technicians to find out the cause of any abnormal noise and come up with a solution if you notice obvious abnormal noise during riding and the problem persists after you clean the oil on the brake blocks and discs.

Routine maintenance

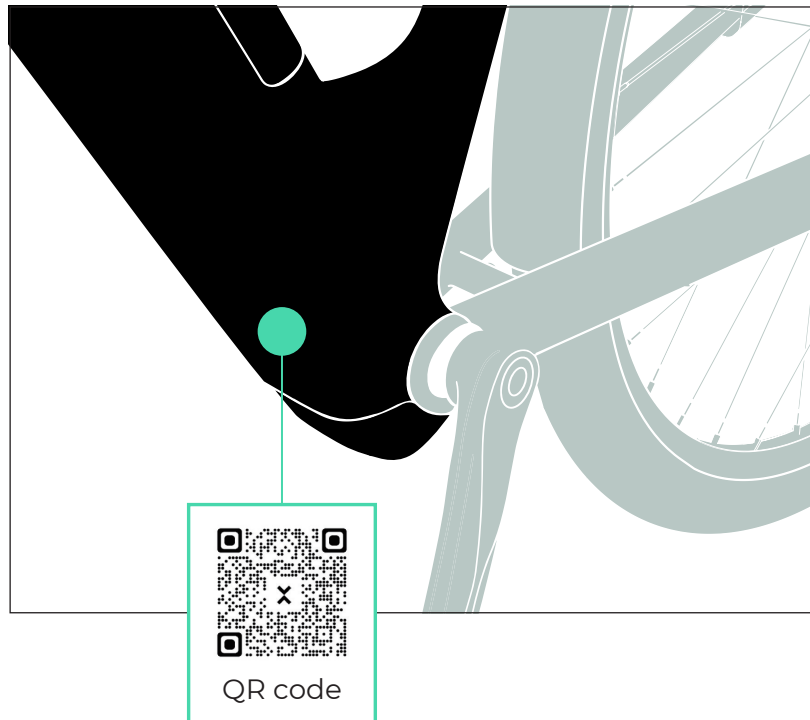
Professional store maintenance

It is recommended to go to a professional store for maintenance 2-3 times a quarter, or after every 1,000 km of riding. The following items should be checked during such maintenance:

- Performance of the hydraulic brakes.
- The fastening performance of screws, especially those between the discs and bottom brackets, in key parts.
- The wear degree of the head parts.
- The wear degree of the front hub bearings.
- The wear degree of the pedal pivots.
- The professional store should lubricate the internal pivots to ensure the smoothness of pivots in front fork parts, front hub bearings, bottom bracket, and other parts.
- The wear degree of the tires.
- The fastening performance of the bottom bracket torque sensor, battery, controller, motor, display, and other electronic control parts.

Frame code

The frame code, which is in the form of a QR code, can be found near the bottom bracket at the bottom of the frame down tube. You can scan the QR code with your phone to see the 15-digit frame code. You can use the frame code to purchase insurance. Please provide your frame code information when contacting us for consultations.



Warranty

- This product has passed the relevant certification of EN15194-2017 electrically powered assisted cycles regulations.
- All original components are covered by warranty for a period of two years from the date of delivery.
- Claims under this warranty must be made directly to TENWAYS and proof of purchase is required.
- The warranty applies to original owners and is transferable to further owners.
- The warranty does not cover:
 - i. An incorrect assembly or installation of the product by the user.
 - ii. An improper or negligent use, operation, or transformation of the product.
 - iii. A maintenance contrary to the maintenance instructions of the product (e.g., lack of maintenance of the brakes).
 - iv. Normal wear and tear.
 - v. Defects inherent to the normal useful life or service life of the product.
 - vi. Damages or defects due to accidents.

FAQ

- Q** What is the model of this e-bike? Which terrains is this e-bike targeted at?
- A** It's an urban commuter intended for urban pavement or slightly potholed roads. Do not ride it on mountain roads. Otherwise, accidents may occur.
-
- Q** What is the weight of the whole bike including the battery?
- A** It's about 23 kg.
-
- Q** What should I do if any parts are damaged or any abnormality occurs during use?
- A** Please contact TENWAYS customer service immediately, or turn to relevant professionals for inspection and maintenance.
-
- Q** How long would it take to fully charge the battery?
- A** About 4.5 hours
-
- Q** What is the riding distance of one battery charge?
- A** 70 to 100 km.
-
- Q** What are the tire pressure requirements?
- A** The air pressure of the tires should stay within the range of 50-75 PSI/3.4-5.1 BAR.
-
- Q** What is the proper belt tension?
- A** The tension value should stay within 45 to 60 Hz (35 to 45 lbs), which means the middle part of the belt should sink for 10 to 15 mm when you press it down by hand.
-
- Q** What is the overall noise level of this product while riding?
- A** This product has passed the relevant certification of EN15194-2017, meaning the rider will not hear any sound higher than 70 dB from this e-bike during riding.
-

Warnings




- This bike is designed for urban riding. Do not use it for racing, mountain biking, or other non-urban usage scenarios. It is important to understand your e-bike and its intended use, as personal safety incidents may occur when you use it in wrong usage scenarios.
- Inspection and maintenance is very important to the safety and service life of your e-bike. You should check the brakes, tires, handlebar, and rims regularly. Any unmaintained parts may break or perform poorly, possibly causing life-threatening accidents.
- If you choose to attach a spring-loaded child seat, please make sure it is installed and fitted correctly to avoid possible injury.
- Your bike must comply with legal regulations for riding on public roads in all conditions, including inclement weather, at night, early morning, or dusk. It is your responsibility to familiarize yourself with and comply with all applicable laws in your country, including properly equipping you and your bikes as required by law.
- Improper fitting, installation, operation and maintenance of any accessories and parts may cause serious personal injuries or even death. Do not modify the frame or original components in any way. Modifications may cause damages to your e-bike and lead to life-threatening accidents. Mismatched accessories or incorrect installation can affect product performance and make riding unsafe.
- Like all mechanical parts, bikes are also subject to wear and stress. Different materials and components may react to wear or stress fatigue in different ways. Make sure you have spare parts ready for tires, brake blocks, and other fragile parts. If the design life of a component has been exceeded, it may suddenly fail, causing injuries to the rider. Any cracks, scratches, or color changes indicate that the life of the component has been reached and it should be replaced.
- Extra caution should be exercised when you install any third-party accessories on your bike. Child seats and racks may increase the load and raise the overall center of gravity for the bike. If the bike gets out of control, you and the child passenger may be injured or even killed.
- Do not touch the brake discs while the front and rear wheels are still turning, or after you use the brakes. You may be injured or burned.
- If you have any questions related to the battery, please feel free to contact TENWAYS.
- A great deal of concentration is required when you're riding. Sudden braking or steering may result in an accident.
- Do not modify or tamper with the motor and built-in computer system of the bike. Modification or tampering of any kind will void your warranty and may cause a life-threatening accident.
- The brake settings vary by country/region. Check which brake lever acts on which brake first. If it does not comply with your habits, we recommend that you ask an expert to change the settings.
- Urban cycling can be dangerous. Riding without a helmet can result in serious injuries or even death.

Warnings

- Do not use a headset or talk on the phone while riding.
- Do not ride when you don't have full control of the bike.
- The CGO800S is not designed to match any trailers.
- Ride with extra caution on slippery surfaces. Ride slowly and brake lightly to allow for longer braking distances.
- Your riding speed should fit the road conditions, your capabilities, and local laws and regulations.
- Featuring better braking ability, our disc brakes may perform differently from other brake systems. Please familiarize yourself with their special feeling before you ride for the first time.
- Ensure that all lights function properly and are not blocked. We recommend the use of lights in all environments to ensure maximum visibility.
- The max load of the rear rack is 5kg.
- When adding third-party accessories to your e-bike, you need to ensure the compatibility. Child seats and backpacks may raise your center of gravity, affect your balance, and sabotage your control of the e-bike. If the bike gets out of control, you and the child passenger may be injured or even killed.
- Do not keep the motor running under high load for a long time.
- Do not charge the bike with any non-TENWAYS chargers.
- Do not place the bike in a strong magnetic field, or put any magnetic objects near the bottom bracket.
- The bike is designed to withstand a maximum weight of 120 kg, exceeding this weight may cause a life-threatening accident.
- Do not hang bags, umbrellas, and other overly large or heavy items on the handlebar.
- Do not wear overly long clothes while riding, as they may get entangled in the wheels or crankset.
- Do not attempt to open or touch the internal components of the e-bike, as this may cause permanent damage.
- Do not break the motor violently, or immerse the motor in water.
- Unless required for maintenance, do not attempt to remove the display.
- Do not use components from other e-bike brands on TENWAYS e-bikes.
- This manual cannot cover the installation and maintenance methods for each e-bike part, and the technical details shown in texts and illustrations in the manual may also change, so please contact TENWAYS if you cannot find answers to your technical problems.

 **ATTENTION**

- The battery pack **MUST** be locked onto the frame battery mount before use.
- Ensure the battery and charger are not damaged before charging.
- Don't connect the positive and negative terminal of the battery pack.
- Don't expose the battery to high temperatures.
- Ensure the battery charger is unplugged from the battery pack and put away before you ride.
- Always charge your battery in temperatures between 10 and 26 degrees Celsius.
- Do not subject the battery to salt water or leave the bike for extended periods in the rain.
- Only use original equipment for charging.

RoHS    

Lithium



EPAC according to EN15194

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