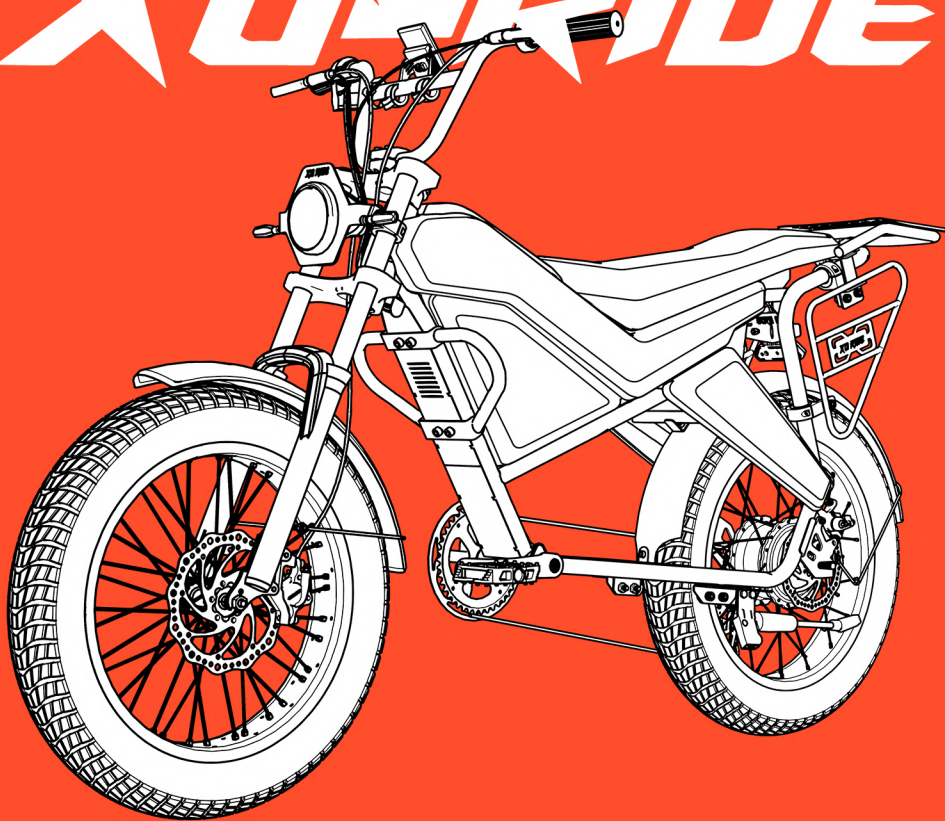




READY TO RIDE

XO-RIDE



www.hoopoebikes.com



XQ-RIDE

CONTENTS

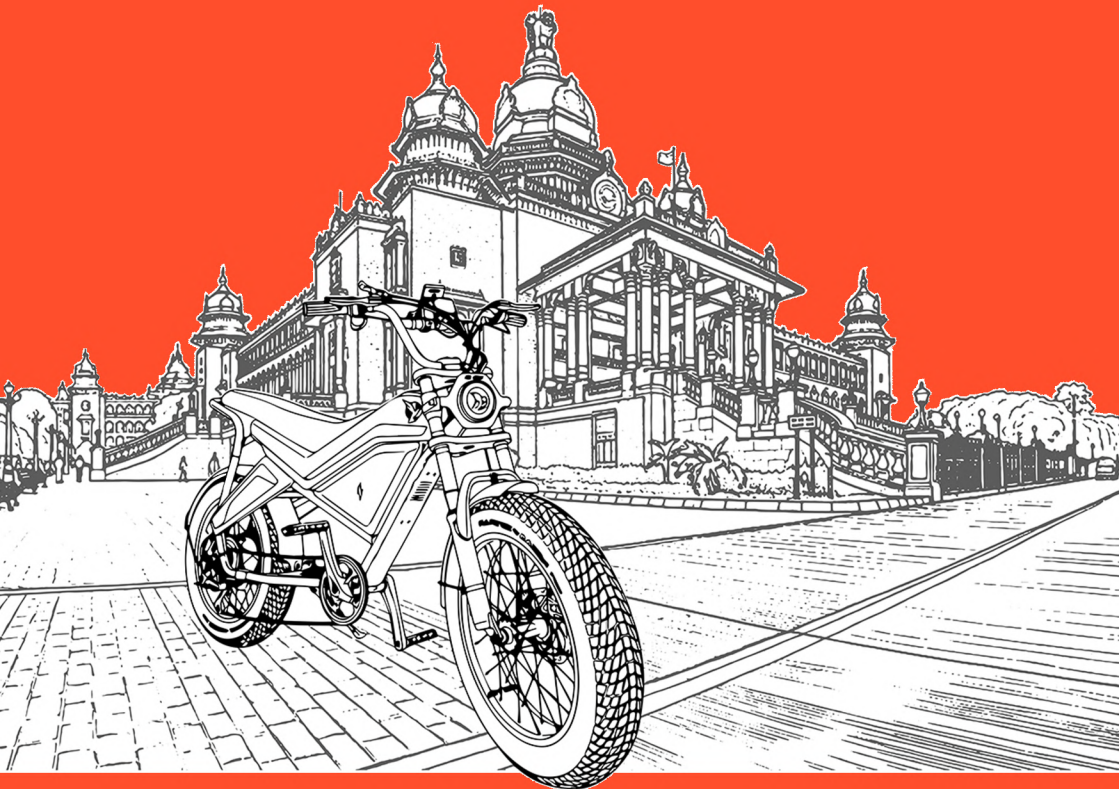
01. Welcome to Hoopoe	01
A new way to move	
02. Included Toolkit	02
Essential tools, precisely chosen	
03. Unboxing Experience	03-06
What's inside, thoughtfully packed	
04. Understanding Your Xo-Ride	07-08
Design, features, and intent	
05. Care & Maintenance	09-10
Preserving performance	
06. Battery & Power	11-13
Energy, managed intelligently	
07. Charging	14
Simple. Safe. Efficient	
08. Display & Controls	15
Clarity in motion	
09. Storage Guidelines	16
Protection, when at rest	
10. Safety Essentials	17
Confidence in every ride	
11. Service & Wear	18-20
Designed for longevity	
12. Warranty & Support	21-22
Warranty & Support	

Start Your Ride!

The Xo-Ride is engineered to empower your journey and redefine everyday adventure.

Its sharp design and intuitive controls offer riders smooth, confident performance without compromise. This manual provides concise, expert guidance on safely using and maintaining your Xo-Ride so it retains its premium performance over the long haul. Follow these guidelines to enjoy every ride with the effortless precision the Xo-Ride was built for.

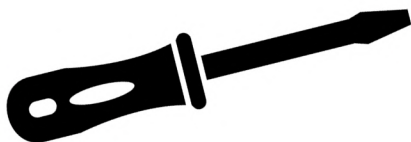
Ride the Future!



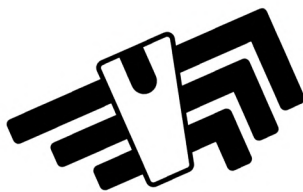
Everything you need, prepared in advance : Tool Box



Spanner



Screw Driver



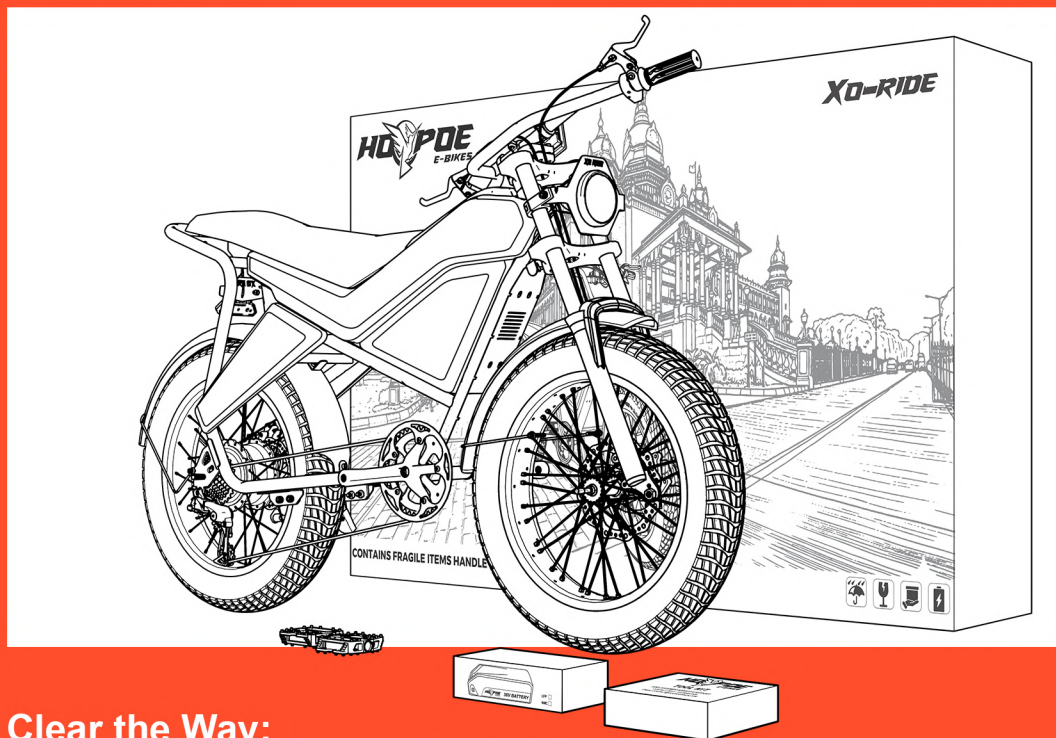
Allen Key's

Welcome to the first step of your journey. Your Xo-Ride has been precision-packed to ensure it arrives in showroom condition.

Follow these steps to move from box to boulevard.

Open & Organize:

Carefully open the main chassis box. Remove the Xo-Ride, pedal unit, the charger unit, and the front wheel.



Clear the Way:

Remove all protective wrapping from the bike and pedal.

Tool Check:

Have your Included Toolkit ready. You will primarily use the Allen Key set.

Prepare the Stem:

Using the provided Allen Key, loosen the four bolts on the handlebar stem clamp and remove the faceplate.

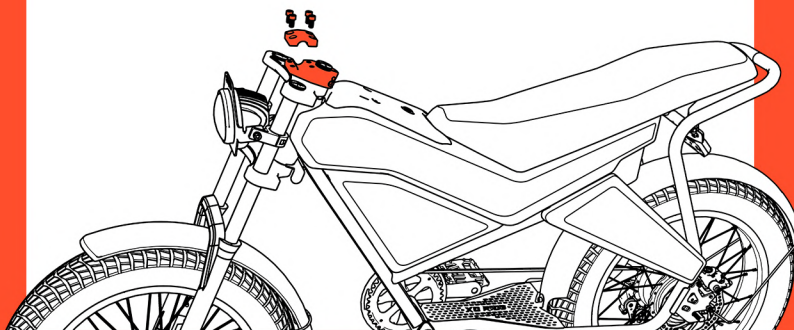
Perfect Alignment:

Place the handlebar into the designated cradle. Ensure the controls are facing forward and the bar is centered.

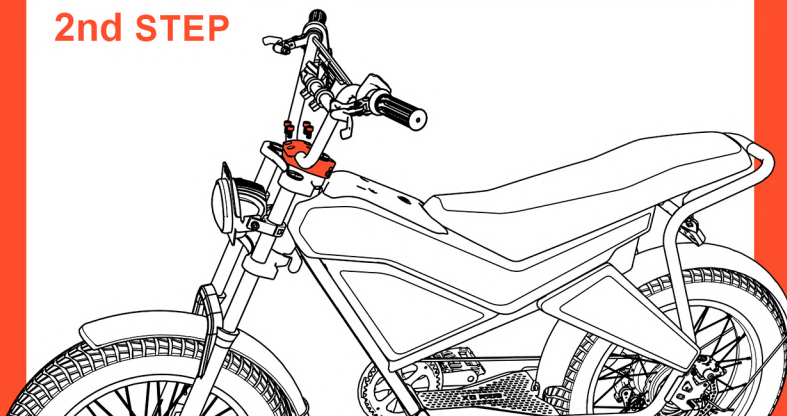
Secure the Bond:

Reattach the faceplate. Tighten the bolts in a "cross pattern" (top-left, bottom-right, etc.) to ensure even pressure. Verify there is an equal gap on both sides of the clamp.

1st STEP



2nd STEP

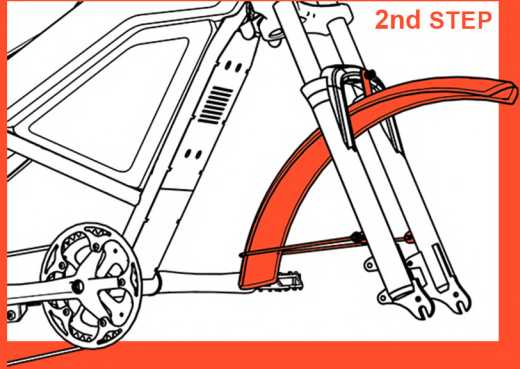
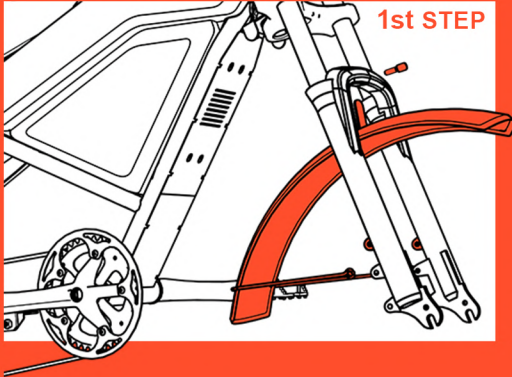


Alignment: 1st Step

Position the front mudguard bracket against the fork mounting point.

Secure Fastening: 2nd Step

Thread the precision bolt through the bracket and secure it with the provided nut.

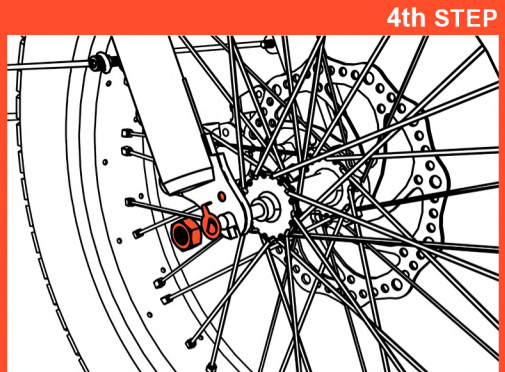
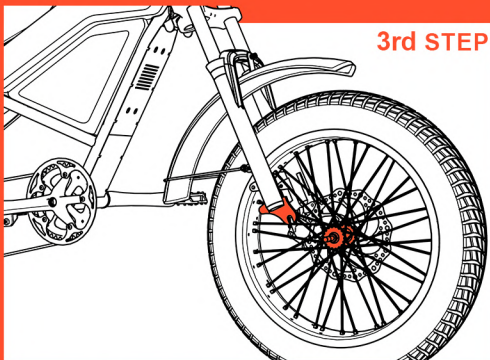


Secured Support & Safety: 3rd Step

Enlist a partner to safely elevate the front chassis while you align the wheel hub with the fork dropouts, ensuring the dedicated safety-hook washer is correctly positioned for installation.

Precision Seating: 4th Step

Verify the washer's hook is perfectly seated within the dropout aperture before installing and tightening the axle nut.



Final Torque:

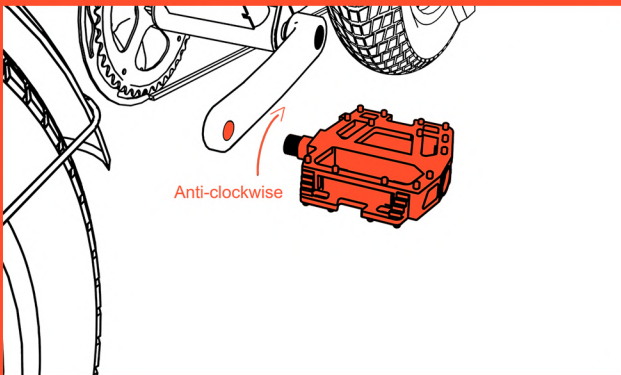
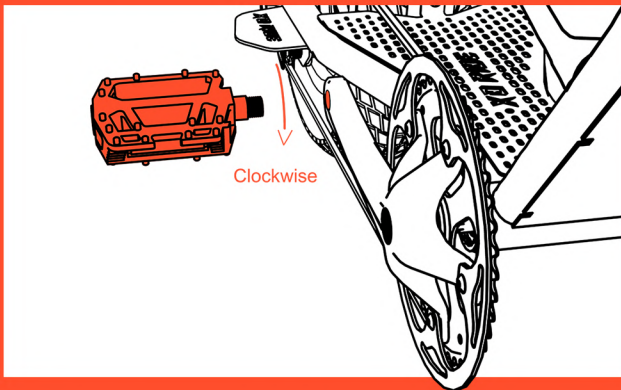
Use the **Xo-Ride Spanner** from your toolkit to tighten the nut fully, confirming the wheel is centered and the disc rotor is properly aligned within the caliper.

Engineered Asymmetry:

For your convenience and mechanical safety, each pedal is clearly etched with an "L" (Left) or "R" (Right) identifier.

Orientation:

Ensure you are matching the "R" pedal to the drive-side (chain side) and the "L" pedal to the non-drive-side of the chassis.



Right Pedal (Drive-Side):

Align the threads and rotate clockwise to tighten.

Left Pedal (Non-Drive-Side):

To account for rotational forces, this pedal features reverse threading; rotate anti-clockwise to secure.



Removable Battery

Power that moves with you.

The XO-Ride features a high-efficiency removable battery, seamlessly integrated into the frame. Lightweight and easy to access, it allows convenient charging on or off the bike.

Designed for everyday practicality, without compromising form.



INTELLIGENT PEDAL ASSIST

Support, when it matters.

Multiple assist levels adapt to your riding style—whether conserving energy or powering through inclines. The system responds intuitively, blending human effort with electric precision.

A ride that adjusts to you.



SMART DISPLAY INTERFACE

Information, simplified.

A clean, intuitive display keeps essential ride data within view—speed, battery, distance, and modes. Designed for clarity in motion, so your focus stays on the road ahead.

Control without distraction.



ALL-TERRAIN TYRES

Confidence across surfaces.

Built to handle changing urban and semi-urban conditions, the tyres provide enhanced grip, shock absorption, and stability. From smooth roads to uneven paths, every ride stays composed.



HIGH-EFFICIENCY MOTOR

Power, delivered seamlessly.

The XO-Ride motor is tuned for smooth acceleration and consistent output. Silent in operation yet strong in performance, it supports effortless commuting and longer journeys.



FRONT SUSPENSION

Comfort, engineered in.

A responsive front suspension absorbs shocks and irregularities, ensuring a balanced and controlled ride—even on uneven terrain.

Ride longer. Ride smoother.



THROTTLE CONTROL

Effort, optional.

Instant acceleration at your fingertips. Whether starting from a standstill or easing through traffic, throttle mode provides effortless mobility when you need it most.



MULTI-SPEED DRIVETRAIN

Adapt to every terrain.

A refined gear system allows smooth transitions across speeds and surfaces. Whether climbing, cruising, or accelerating, performance remains uninterrupted.



INTEGRATED LIGHTING SYSTEM

Visibility, redefined.

Front and rear lights, paired with clear indicators, enhance safety in low-light conditions. Designed to keep you visible—and aware—at all times.



Gentle Washing:

Use a soft, damp cloth or sponge and mild bike detergent to clean the frame and components. Avoid high-pressure water jets, especially near the motor, battery, and display. Rinse gently and dry with a clean cloth to prevent rust.



Drivetrain:

Degrease the chain, chainrings, cassette, and derailleur pulleys using a brush and mild degreaser. Wipe thoroughly until no dirt remains. Let all parts dry, then apply a thin coat of bicycle chain lube. Wipe off any excess lube after a minute.



Brakes & Rotors:

Do not allow oil or lubricant on brake components. If necessary, clean brake rotors with isopropyl alcohol and a clean cloth. Keep rotor surfaces and pads free of grease to ensure reliable stopping.



Frequency:

Perform a light clean after every ride in wet/muddy conditions. A full cleaning (including chain lube) every 300–500km or monthly is recommended, whichever comes first. This prevents buildup and corrosion over time.

CARE, OVER TIME

Your Xo-Ride performs best when care becomes a habit.
A simple routine keeps every ride effortless.

DAILY

Before Every Ride

- Check lights, brakes, and tyre pressure
- Ensure battery has sufficient charge

Just a minute. Total confidence.

WEEKLY

Keep It Fresh

- Wipe down frame and drivetrain
- Lubricate the chain
- Inspect brake pads
- Check bolt tightness

Clean bike. Smooth ride.

MONTHLY

Tune the Details

- Adjust gear shifting (derailleur alignment)
- Inspect chain wear
- Tighten spokes and mounts
- Check brake alignment and cable tension

Precision keeps performance intact.

EVERY 300–500 KM Or 6 MONTHS

Complete Service

- Fine-tune brakes and gears
- Deep clean and lubricate all moving parts
- Inspect bearings (headset & bottom bracket)
- Tighten all structural components

A full reset for a flawless ride.

ANNUALLY

Professional Care

- Full inspection by a certified technician
- Replace wear components (pads, cables, housing)
- Complete system check for long-term reliability

Because longevity is engineered—and maintained.

BATTERY REMOVAL

11

Security Engagement:

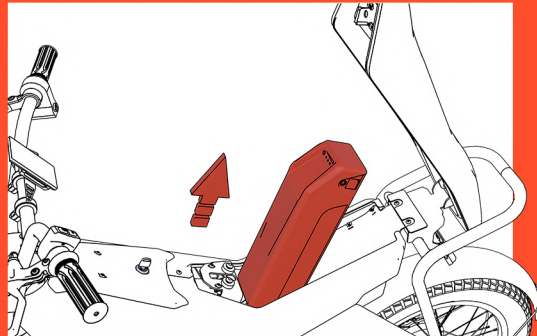
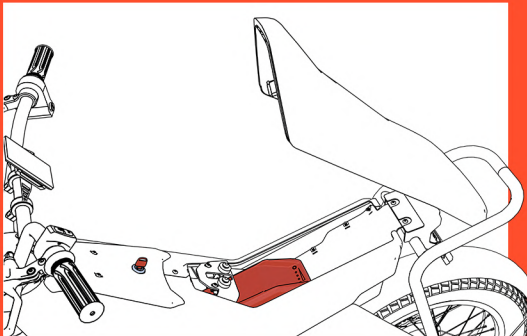
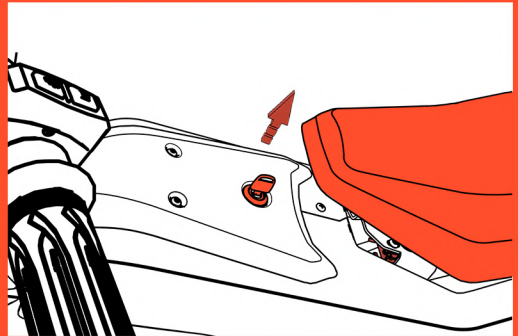
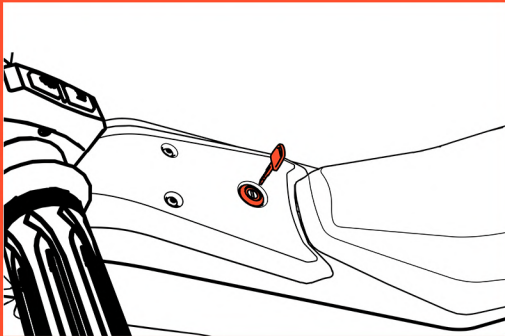
Insert the provided key into the dedicated security port located on the vehicle top panel.

Mechanism Disengagement:

Rotate the key to release the internal locking mechanism.

Pivot Access:

Once unlocked, pivot the seat assembly upward to reveal the integrated battery bay.



Vertical Clearance:

Ensure the seat is fully retracted before attempting to lift the power unit.

Smooth Removal:

Firmly grip the battery pack and lift it vertically out of the chassis compartment.

Handling Protocol:

The battery should slide out smoothly; never apply excessive force during extraction.



Original Charger Only:

Use only the supplied NMC-specific charger . Using the wrong charger can overheat or damage the battery cells.



Charge Levels:

For routine use, you may charge after partial discharge; lithium batteries have no “memory.” Avoid leaving the battery completely drained. Do not store the battery at 100% charge for long periods . For long-term storage, maintain about 40–60% State of Charge . This preserves battery health.



Temperature:

Always charge and store the battery at moderate temperatures (roughly 10–25°C). Never charge in freezing or very hot conditions . Extreme temperature accelerates chemical wear.



Handling & Safety:

The battery should slide in and out smoothly; never force it. After charging, disconnect by unplugging the connector (not by pulling the cable) . Inspect the battery pack periodically: if you notice any swelling, unusual heat during charging, or faults, discontinue use immediately and contact Hoopoe support.



Connections:

Periodically check all electrical connectors (battery, display, motor, sensors) for security and cleanliness. Ensure plugs fit snugly and have no corrosion. Loose or dirty contacts can cause intermittent power loss or faults.



Wiring:

Inspect the wiring along the frame and fork regularly. Look for any frayed insulation, chafing, or kinks, and ensure cables are secured with zip-ties or clips. Damaged wires should be repaired or replaced by a qualified technician immediately.



Sensor Alignment:

If equipped, ensure any speed/cadence sensors are properly aligned (e.g. sensor and magnet on the wheel/chainring). Misaligned sensors will prevent the motor from engaging.



Clean & Dry:

Keep the electrical components (battery compartment, BMS, controller) dry and free of debris. Do not spray water directly onto connectors or the motor.



Service:

If you experience electrical faults (cut-outs, flickering display) or overheating in the controller/BMS, have the system inspected by an authorized service center.

Charger Connection:

Always plug the charger into the Xo-Ride's charging port before connecting to mains power . This prevents power surges. Use only the original 36V/3A charger that came with the bike .

Charging:

With the charger connected, a red light indicates charging. When the light turns solid green, the battery is fully charged. Unplug the charger from the wall first, then from the bike . A full charge (36V 13Ah) takes about 3–4 hours. Avoid leaving the battery on the charger long after it's full.

Powering On:

After charging, slide the battery into its slot and press & hold the battery's power button (~3s) until the LEDs light up . Next, press and hold the display's power button (often marked "PWR") until the screen lights up . The display will show speed, battery level, and assist mode.

Assist Level & Throttle:

Use the +/- buttons to select a pedal-assist level (1–5). Higher levels give more motor boost. If your Xo-Ride has a thumb throttle, test it by twisting gently; the motor should engage immediately. Some models require pedaling first before the throttle activates – practice gently.

Pre-Ride Check:

Before you ride, do a quick systems check: ensure the brake levers operate smoothly, lights turn on, and tyres feel firm. Start in a low assist mode until you're comfortable with the Xo-Ride's handling and acceleration.



Gentle Cleaning:

Use a soft microfiber cloth to clean the LCD screen. If needed, lightly dampen the cloth with water (no chemicals) to wipe away dirt. Avoid solvents or abrasive materials that could scratch the display or damage its coatings.



Buttons & Housing:

Gently clean around the buttons and display edges with a dry cloth or soft brush. Ensure the display is securely mounted; check that waterproof seals or gaskets show no damage or gaps.



Temperature Care:

Avoid exposing the display to extreme temperatures. In hot weather, park in shade to prevent heat damage. In freezing temperatures, allow the display and battery to warm up to room temperature before powering on to prevent condensation or sluggish screen behavior.



Function Check:

Regularly test all display functions (speed, battery, assist levels, lights). If segments appear dark or flicker, or if buttons stop responding, troubleshoot as below or seek professional repair.



Indoor Storage:

Always store the Xo-Ride indoors in a cool, dry environment. Ideal storage temperature is around 10–25 °C . Avoid basements or attics that can be damp, humid, or experience extreme heat/cold.



Battery:

If storing the bike for more than a few days, keep the battery at about 50% charge. Check the battery level every few months and recharge to 40–60% as needed. Never store the battery fully discharged or fully charged for long periods.



Tyres:

Leave tyres inflated to the recommended pressure. If storing the bike indefinitely, use a stand or secure the bike so the weight is off the tyres and suspension (for example, hanging the bike by the frame or using a work stand). This avoids flat spots on the tyres and sagging suspension.



Position:

Store the bike upright. Do not hang it by the front fork or rear wheel unless it is fully supported, as this can stress the frame or bearings.



Clean First:

Always clean the bike before long-term storage to remove grit and moisture. A clean, dry bike is far less likely to corrode or get moldy in storage.

Regulation:

The Xo-Ride is classified as a low-speed electric cycle ($\leq 250\text{W}$ motor, $\leq 25\text{km/h}$). In India, this means no driver's license or registration is required. However, always obey local traffic laws, signals, and speed limits.

Helmet & Gear:

Always wear an ISI-certified helmet and protective gear. Helmets are often legally required for all two-wheeler riders in many states. Reinforce safety with bright clothing and lights when riding at night or in poor visibility.

Rider & Load:

This e-bike is designed for a single rider only. Do not carry passengers or exceed the 120kg total load limit (rider+cargo). Secure any carried items properly.

Environment:

Ride on approved roads and cycle paths only. Avoid deep water, heavy rain, or off-limit areas. Be cautious of slippery surfaces, potholes, or debris.

General Caution:

Xo-Ride components are tuned for safe use. Never modify electrical or mechanical systems (e.g. removing speed limiter, altering cables). Such changes can be illegal or unsafe.



Pad Inspection:

Check brake pad wear regularly (at least monthly or if braking feels weak). Replace pads if the friction material is worn down (1 mm thickness remaining) or if braking performance drops. Proper pad clearance and thickness are critical for safety



Lever Feel:

Brake levers should engage firmly, stopping the wheel without letting the lever reach the handlebar. If levers feel spongy or extend too far, adjust the cable tension or have a technician inspect the hydraulic system (if applicable).



Alignment:

Ensure each caliper is centered over the rotor. For mechanical disc brakes, adjust the pad position using the barrel adjuster on the caliper until rub is eliminated. For hydraulic systems, keep the rotors true and pads parallel.



Cleanliness:

Keep the brake rotors and surrounding area dry and clean. Oils, greases, or solvents on the rotor surfaces will drastically reduce braking performance. Never touch rotors with oily hands, and avoid spraying lubricants near brakes.



Pressure:

Inflate tyres to the recommended pressure on the sidewall (approximately 20–25 PSI for 20×4.0" fat tyres). Proper pressure balances efficiency and traction. Under-inflation increases flats and tyre/wheel damage; over-inflation can cause a harsh ride and poor grip.



Pressure Limits:

Never exceed the maximum PSI printed on the tyre sidewall. Over-inflation risks blowouts, especially on uneven roads.



Inspection:

Before each ride, inspect tyres for cuts, embedded glass/metal, or excessive wear. If you see deep cracks, bulges, or the tread is worn flat, replace the tyre immediately.



Match Specification:

Only use the Xo-Ride's specified 20"×4.0" fat tyres (front and rear). Do not substitute narrower tyres or tubes – they may not support the bike's weight properly.



Environmental Changes:

Tyre pressure can change with temperature. In hot climates, pressure may rise—check and release a bit if needed. In cold weather, check pressure more often as it can drop.

FINE-TUNED FOR YOUR XO-RIDE

PARAMETER	RECOMMENDATION
 Tyre Pressure	20–25 PSI Balanced. Comfortable.
 Storage Charge	40–60% Charge Ready when you are.
 Service Interval	Every 6 Months / 300–500 KM Smooth, every ride.

Limited Warranty Policy:

Hoopoe stands behind the quality of every Xo-Ride. We provide a limited warranty to the original purchaser against defects in materials and workmanship under normal use and service.

What Is Covered

THE FRAME: Five Years against structural defects.

HUB MOTOR: One Year.

BATTERY: 1+1 Year.

What Is Not Covered

NORMAL WEAR & TEAR:

Tyres, tubes, brake pads, chains, and cables.

MISUSE:

Damage from stunts, racing, overloading, or off-road use beyond the bike's design.

NEGLECT:

Damage caused by improper storage (page 16) or lack of maintenance (page 9-10).

UNAUTHORIZED MODS:

Any alteration to the motor, battery, or electrical system.

ENVIRONMENTAL DAMAGE:

Corrosion caused by salt, hail, or high-pressure washing.

How to Make a Claim

Contact Support: Email us at contact@hoopoebikes.com with your serial number and proof of purchase.

Assessment: Provide photos or videos of the issue for a remote diagnostic check.

Resolution: If deemed a warranty issue, we will coordinate repair or replacement through an authorized service center.

Note: Always keep your original receipt. The warranty is non-transferable and applies only to the original owner.

TROUBLESHOOTING



Battery Not Powering On:

Ensure the battery is charged and fully inserted. Press and hold the battery power button for at least 3 seconds . If it still won't turn on, charge the battery for a few minutes and try again. Check the battery's LEDs or use a multimeter to confirm it's not flat.



Display Won't Light Up:

First, verify the battery is powered on. Check the connector between the battery and display for tightness . Try cycling the power off and on (hold buttons longer if needed). If the display is blank but battery is on, inspect cables for damage.



Motor Doesn't Engage:

Make sure you have selected a non-zero pedal-assist level and/or are twisting the throttle. Some models require a quick pedal crank to “wake” the motor. Check the speed or cadence sensor alignment on the wheel/crank . If wiring to the motor is loose, the motor will not engage.



Excessive Noise or Vibration:

Unusual sounds often point to a loose component or wear. Tighten any loose bolts (stem, headset, rack, etc.). If the chain rattles or skips, the derailleur may need adjustment. A grinding noise under load could mean low chain lube or a misaligned gear. For brake rubbing noises, re-center the caliper.



Other Issues:

Always clean the bike before long-term storage to remove grit and moisture. A clean, dry bike is far less likely to corrode or get moldy in storage.



For Warranty scan QR

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