

**HD-C8**

**ELECTRIC BIKE  
USER MANUAL**

***Hidoes***

# USER MANUAL

PLEASE READ THE INSTRUCTIONS CAREFULLY BEFORE RIDING



Scan QR Code Or Enter URL for Online Installation Video

<https://www.youtube.com/watch?v=JXlIHz3I8FI>



# 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 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 user must be adults.
- 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

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# Product & Component Display



01.Headlight	07.Chain	13.Rear disc brake
02.Front fender	08.Kickstand	14.Rear fender
03.Brake disc	09.Transmission	15.Brake taillight
04.Front wheel	10.Rear wheel	16.Battery
05.Front disc brake	11.Brake disc	17.Seat
06.Pedal	12.Motor	18.Storage bag

# Product & Component Display



01.Left grip

02.Brake

03.Bell

04.Meter

05.Transmission

06.Brake

07.Right grip

# Product Parameters

Model	HD-C8	Tire Size	20 inch(20" x 4.0" Fat Tire)
Battery	48V/17Ah	Tyre Type	Off-road Air tires
Power	250	Charging time	6~8 hours
Display Screen	Color	Frame Material	Iron
Max Speed	25KM/H	Net Weight	37KG
Range	45-55KM	Gross Weight	49KG
Max Load	150KG	Package Size	153*30*82cm
Break	Front and rear disc brakes		
Light	Front LED headlights and tail lights		
Adapter	Input 100-240 V~50/60Hz 2.5A, Output 54.6 V 2.0A		
<p>The max load capacity is the maximum weight that the ebike can withstand.</p> <p>Max speed may vary depending on the rider's weight, riding style, ambient temperature, battery level and terrain.</p>			

# Products & Accessories



SERIAL NUMBER	ITEM	QUANTITY
1	Charger	1
2	Pump	1
3	Toolkit	1
4	Instructions	1
5	Battery Key	2
6	Bicycle lock	1

# Product Installation

1 Remove the electric bike from the packaging box



2 Remove the handlebar screws with tools



3 Insert the handlebar



4 Insert the handlebar cover and tighten the screws completely with the tool



5 Remove the front fork mount



6 Take out the front wheel axle and remove the spacers and screws at both ends.



7

Insert the axle into the front wheel



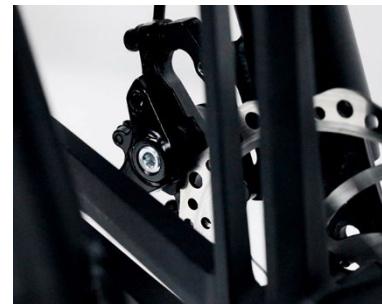
8

Put the front wheel into the front fork



9

When putting the front wheel in, make sure the brake disc is accurately placed in the gap of the disc brake



10

Insert the gasket and nut



11

Use tools to completely tighten the nuts on both sides.



12

Remove the headlight fixing screws



13 Remove the fixing screws on both sides of the fender



14 Insert the front fender



15 Take out the headlight



16 Put the headlight in and fix the front fender and headlight together with screws



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



18 Insert the headlight cable in the direction of the opposite arrow



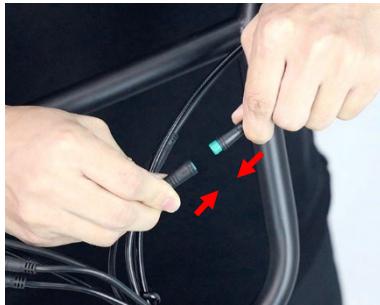
19

Install the left and right  
pedals



22

Insert the meter cable in  
the opposite direction of  
the arrow



20

Remove the meter fixing screw



23

Press the battery switch to the  
non-o position



21

Fix the meter on the handlebar  
near the bell



24

Press and hold the power  
button to turn on the device.



# Power On & Unlock

The display is equipped with three buttons on the corresponding operating unit power on/off and manu button ,plus and light button , reduce and boost button  .

Long press the power button  to enter the password interface, the first 0 of the password flashes, press the power button once and the second 0 will flash;press the power button again and the third 0 will flash;when the fourth 0 flashes,press the power button one last time to unlock the meter.

When the meter is unlocked, short press the power button  to switch the total mileage, single mileage, riding time and other information to a cyclic display.

Long Press and hold  , the electric bicycle enters the walk boost mode  . 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  .Press  again to make the controller turn off the lights.

Short press  and  to switch gears of the electric bicycle, thus changing the motor output power.

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 meter panel to turn off the power.If the rider does not perform any operation on the meter for 10 minutes (speed is 0), the meter will automatically shut down.

# Safe Driving Warning

Certain countries or 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 this 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 has 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 0 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

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### **- 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:**

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- 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.

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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

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### 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 41F/5°C or above 104F/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**

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Do not store the battery in a location that exceeds the temperature range of 20°C -25°C/68F-77F. Do not pierce the battery. Refer to local laws and regulations on battery recycling and/or 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(70F /22°C). Using the battery at temperatures below 41F/5°C will shorten battery life and affect performance. Expect battery life and performance at -4F/-20C to be half of that at 70F/22C 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:**

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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 Hidores 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 least 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
E02	Brake failure	Brake failure	Check whether the brake is reset after release.
E06	Low voltage	Low voltage	The battery is too low, please charge.
E07	Motor failure	Check whether the connection between the controller and the motor is loose.	If this does not work the motor needs to be replaced.
E08	Accelerator failure	Check if the accelerator is reset.	If it doesn't work the accelerator needs to be replaced.
E09	Controller failure	Controller failure	Replace the controller.
E10	Communication failure	Communication between the meter and the controller is abnormal.	Controller or meter needs to be replaced.
E12	BMS communication failure	BMS communication failure	Replace the controller.
E13	Headlight failure	Check if the headlight cable connector is loose.	Replace headlights.

# Troubleshooting

<b>Malfunction</b>	<b>Possible Cause</b>	<b>Possible Solution</b>
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. 5.Loose pedal arm bolts.	1.Lubricate chain. 2.Tighten / adjust bearings. 3.Tighten / adjust bearings. 4.Replace. 5.Tighten.

<b>Malfunction</b>	<b>Possible Cause</b>	<b>Possible Solution</b>
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. 3.Front forks or frame bent.	1.Align wheels. 2.Adjust. 3.Straighten.

<b>Malfunction</b>	<b>Possible Cause</b>	<b>Possible Solution</b>
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.
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		█	█	█

\* Every 5 to 10 rides depending on ride length and conditions.

# 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!

**Hidoes**



<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.

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.**

-  Address: Room505, 5th Floor, Liuwei Business Center,  
Yangmei Longjing Road, Longgang District, Shenzhen city, China
-  WhatsApp: +8613612953725
-  Customer support: support@hidoes.com
-  Official website: [www.Hidores.com](http://www.Hidores.com)

**Hidores**

***Hidoe*s** HD-C8

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