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Official Website: <https://engwe-bikes.com/>

If you have any questions or suggestions regarding this user manual, please contact us at:

Email: service@engwe-bikes.com



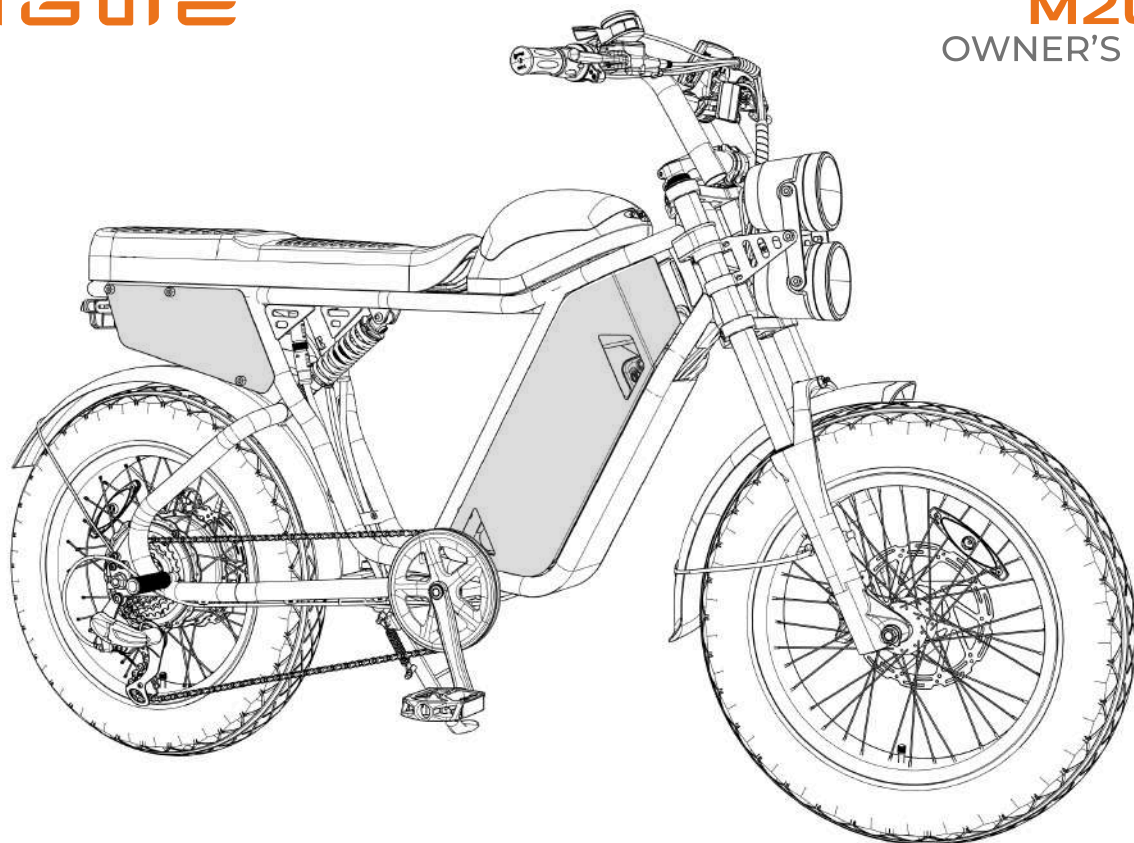
APP Download



Assembly video

ENGUE

M20 3.0 OWNER'S MANUAL



Before you enjoy your ride, please read this user manual carefully.

FCC STATEMENT

1. This Device Complies With Part 15 Of The Fcc Rules. Operation Is Subject To The Following Two Conditions:

(1) This Device May Not Cause Harmful Interference, And

(2) This Device Must Accept Any Interference Received, Including Interference That May Cause Undesired Operation.

2. Changes Or Modifications Not Expressly Approved By The Party Responsible For Compliance Could Void The User's Authority To Operate The Equipment.

Note: This Equipment Has Been Tested And Found To Comply With The Limits For A Class B Digital Device, Pursuant To Part 15 Of The Fcc Rules. These Limits Are Designed To Provide Reasonable Protection Against Harmful Interference In A Residential Installation.

This Equipment Generates Uses And Can Radiate Radio Frequency Energy And, If Not Installed And Used In Accordance With The Instructions, May Cause Harmful Interference To Radio Communications. however, There Is No Guarantee That Interference Will Not Occur In A Particular Installation. If This Equipment Does Cause Harmful Interference To Radio Or Television Reception, Which Can Be Determined By Turning The Equipment Off And On, The User Is Encouraged To Try To Correct The Interference By One Or More Of The Following Measures:

Reorient Or Relocate The Receiving Antenna.

Increase The Separation Between The Equipment And Receiver.

Connect The Equipment Into An Outlet On A Circuit Different From That To Which The Receiver Is Connected.

Consult The Dealer Or An Experienced Radio/tv Technician For Help.

Fcc Radiation Exposure Statement

This Equipment Complies With Fcc Radiation Exposure Limits Set Forth For An Uncontrolled environment. This Equipment Should Be Installed And Operated With Minimum Distance 20cm between The Radiator & Your Body

WARNING

When using this product, basic safety precautions should always be followed:

1. Please read and follow all safety instructions in this manual. When riding in public areas, obey all national and local traffic laws, stay alert, and maintain a safe distance from pedestrians and vehicles.
2. Read all the instructions before using the product. Do not modify or unlock the speed limit without authorization. Any damage caused by improper or unauthorized operation is the user's responsibility.
3. To reduce the risk of injury, close supervision is necessary when the product is used near children.
4. Do not put fingers or hands into the product.
5. Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or any other signs of damage.
6. This product is not designed for professional off-road or stunt riding. Do not ride up or down stairs, jump, perform wheelies, or attempt similar actions.
7. For your first ride, practice in a safe, traffic-free area. Only ride on public roads after becoming fully familiar with the product.
8. Before each ride, check for loose fasteners or damaged parts. If you hear abnormal sounds or notice damaged cables or insulation, stop riding immediately and contact our service team.
9. Do not ride at excessive speed. When riding on public roads, always obey local traffic regulations and keep a safe distance from motor vehicles.
10. For safety reasons, this product must not be used by persons under 14 years old. Do not ride if you are under the influence of alcohol or drugs, have medical conditions that limit physical activity, cannot maintain balance, exceed the maximum load limit, or are pregnant.
11. Use extra caution when riding in rain, snow, on wet, icy, or slippery surfaces, or in any other adverse conditions.
12. Do not charge the product if the charger or power outlet is wet. When charging in public places, comply with local safety regulations.
13. Only use manufacturer-approved parts and accessories to ensure proper performance and safety.
14. Do not modify the product without consulting our service team and ensuring compliance with local laws. The manufacturer is not responsible for any injury or damage caused by unauthorized modifications.
15. Follow all "Caution," "Danger," and "Warning" notices in this manual to reduce the risk of injury.
16. The battery is intended to be charged when the ambient temperature is between 0°C (32°F) and 40°C (104°F) Never charge the battery when ambient temperatures are outside this range.
17. This equipment is not intended to be used at ambient temperatures less than 0°C (32°F) or above ambient temperatures of 40°C (104°F)

SAVE THESE INSTRUCTIONS

- **Danger:** Ignoring This Notice May Result In Serious Injury Or Death. Follow All Required Instructions.
- **Warning:** Ignoring This Warning May Cause Damage To The Vehicle Or Its Components. Follow All Required Instructions.
- **Caution:** Ignoring This Caution May Result In Minor Damage Or Reduced Performance. Follow The Recommended Instructions.

1.Product Introduction

- 1.1 Packing List
- 1.2 Components
- 1.3 Functions
- 1.4 Display Functions

2. Quick Guide

- 2.1 Installation Instructions
- 2.2 Battery Removal & Installation
- 2.3 How To Charge
- 2.4 Quick Operating Instructions

3. User Maintenance Instructions

- 3.1 Notes For Operation
- 3.2 Maintenance And Self-inspection
- 3.3 Troubleshooting

4. Service Guide

- 4.1 After-sales Service And Warranty Coverage
- 4.2 Warranty Card And Repair Record
- 4.3 Product Parameters

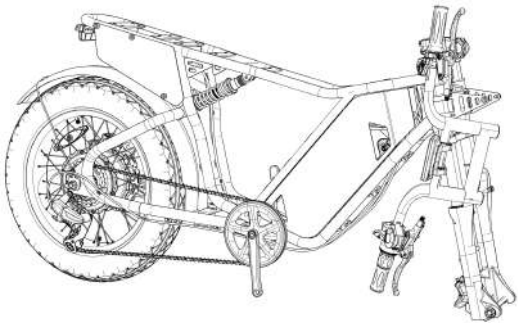


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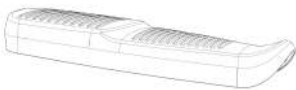


Assembly video

Package Contents



Frame body



Seat



Tank Bag



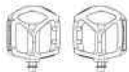
Headlight



Front Fender



Rear Footpegs



Pedals



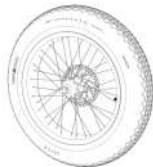
Reflector
Bracket



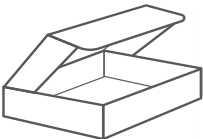
Reflector



Front Axle



Front Wheel



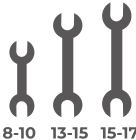
User Manual



Charger



Pump



Wrench



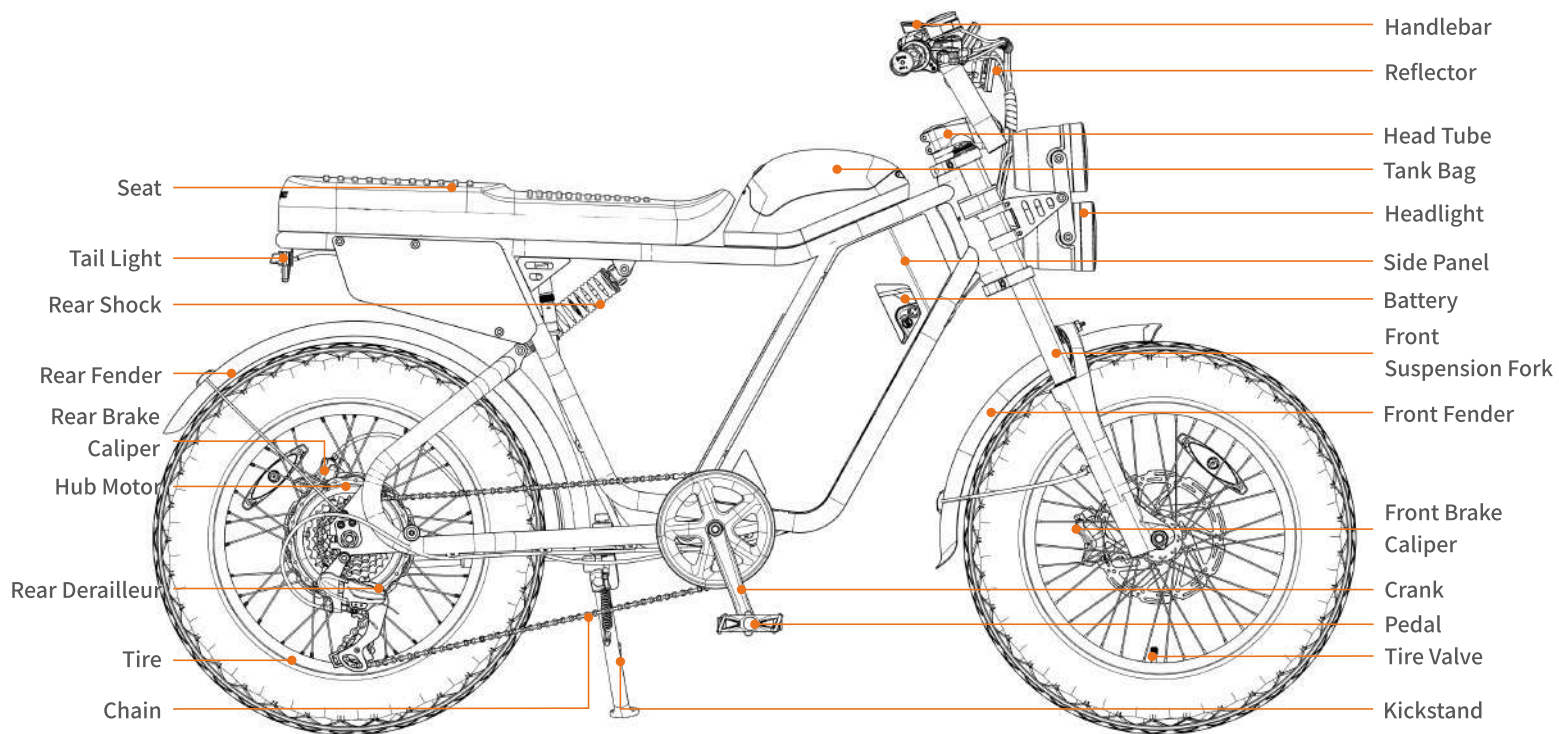
Hex Wrench



Screwdriver

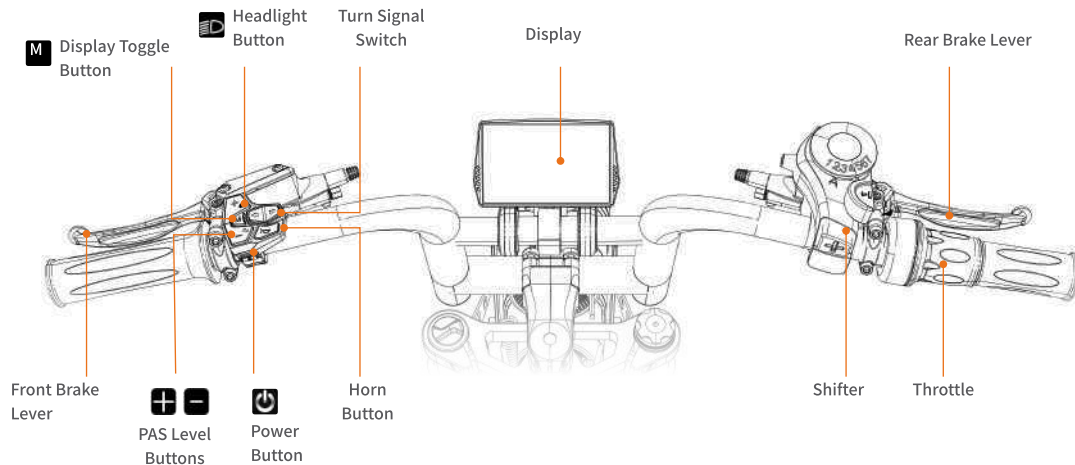


Screw Kit



All images are for reference only. The actual product may vary.

1.PRODUCT INTRODUCTION



FUNCTION DESCRIPTIONS

1. Power On/Off: Press and hold the Power button for 3 seconds to turn on the bike. Press and hold again for 3 seconds to turn it off.
2. PAS Level Adjustment: Press **+** or **-** to adjust the pedal assist level.
3. Walk Assist: Press and hold the **M** button for 2 seconds to activate Walk Assist mode. The bike will move at about 3 MPH, and the display will show the Walk Assist icon. Release the **M** button to stop Walk Assist, the icon will disappear.
4. Headlight: The Daytime Running Light (DRL) turns on automatically when the bike is powered on and cannot be turned off. Press the headlight button to switch the low beam on or off.
5. Riding Data Switching & Settings Menu: When the display is on, press the **M** button briefly to switch riding data. Press and hold the **M** button to enter the settings menu.
6. Cruise Control: When cruise control is enabled in the settings menu, and riding speed exceeds 6 MPH, hold the throttle and press the **-** button to activate cruise control. Release the throttle and the bike will maintain the current speed. Slight braking immediately cancels cruise control.

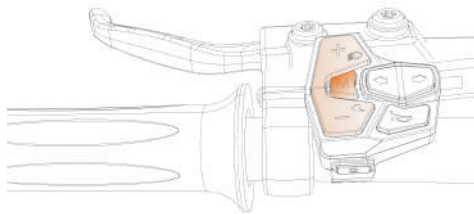
1.3 FUNCTIONS

Display Functions Description



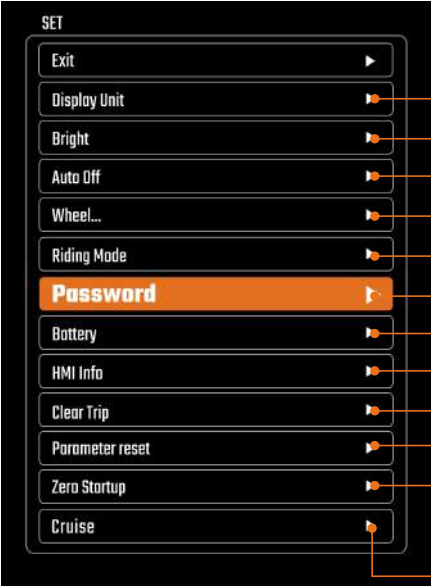
When a fault occurs in the e-bike's electronic control system, the display will show an error code. See Section 3.3 Error Code Description for details.

Power-on Password



The default power-on password is 0000. Press the **M** button four times to confirm and enter the riding interface. You can change the power-on password in the settings.

Settings Menu



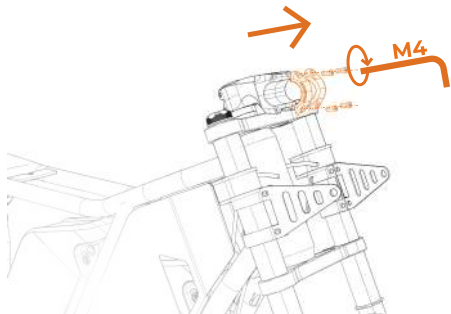
- Unit Settings
- Display Brightness
- Auto Power Off Settings
- Wheel Size (23" default; adjustment not recommended unless necessary)
- Riding Mode Settings (see table for details)
- Power-on Password Settings
- Battery Information
- System Information
- Reset Trip Distance
- Restore Settings
- Enables throttle start from a standstill. Adjustment is not recommended unless necessary.

When cruise control is enabled in the settings menu, and riding speed exceeds 6 MPH, hold the throttle and press the  button to activate cruise control. Release the throttle and the bike will maintain the current speed. Slight braking immediately cancels cruise control.

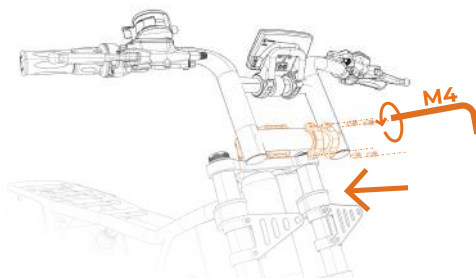
Riding Mode		
	WITH THROTTLE	WITH PEDAL ASSIST
MODE 1	DEACTIVATED	20 MPH
MODE 2	20 MPH	20 MPH

2. QUICK GUIDE

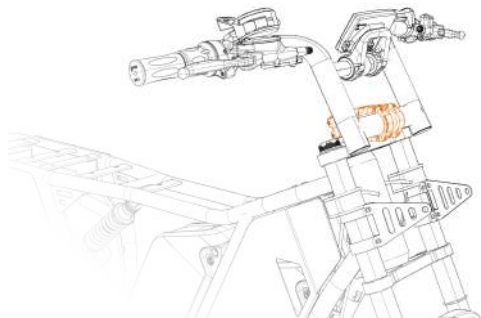
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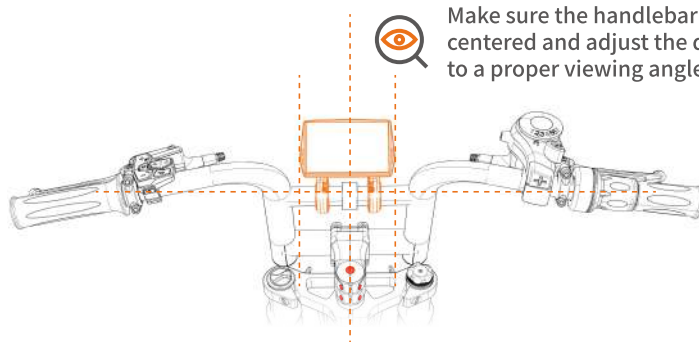
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3



4

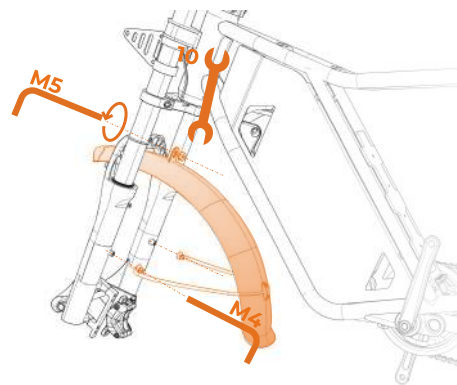
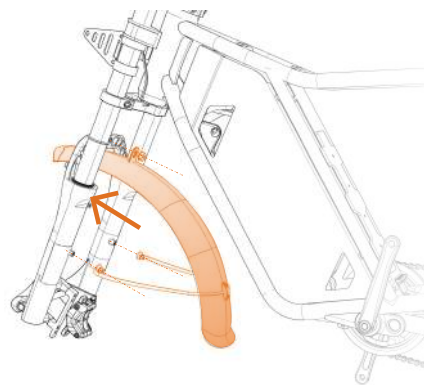
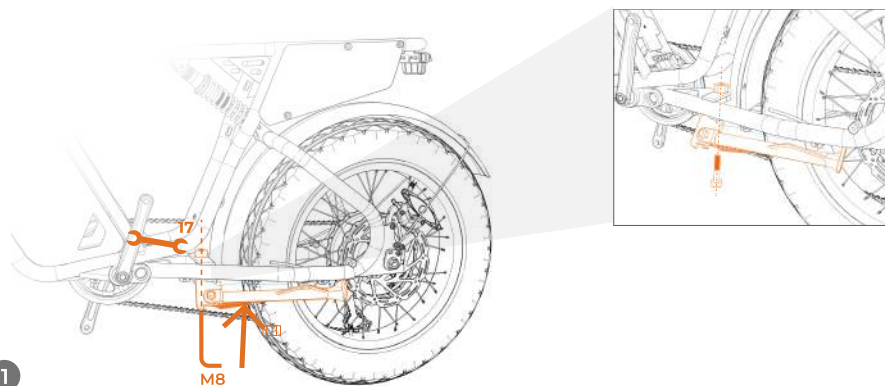


Make sure the handlebar is centered and adjust the display to a proper viewing angle.

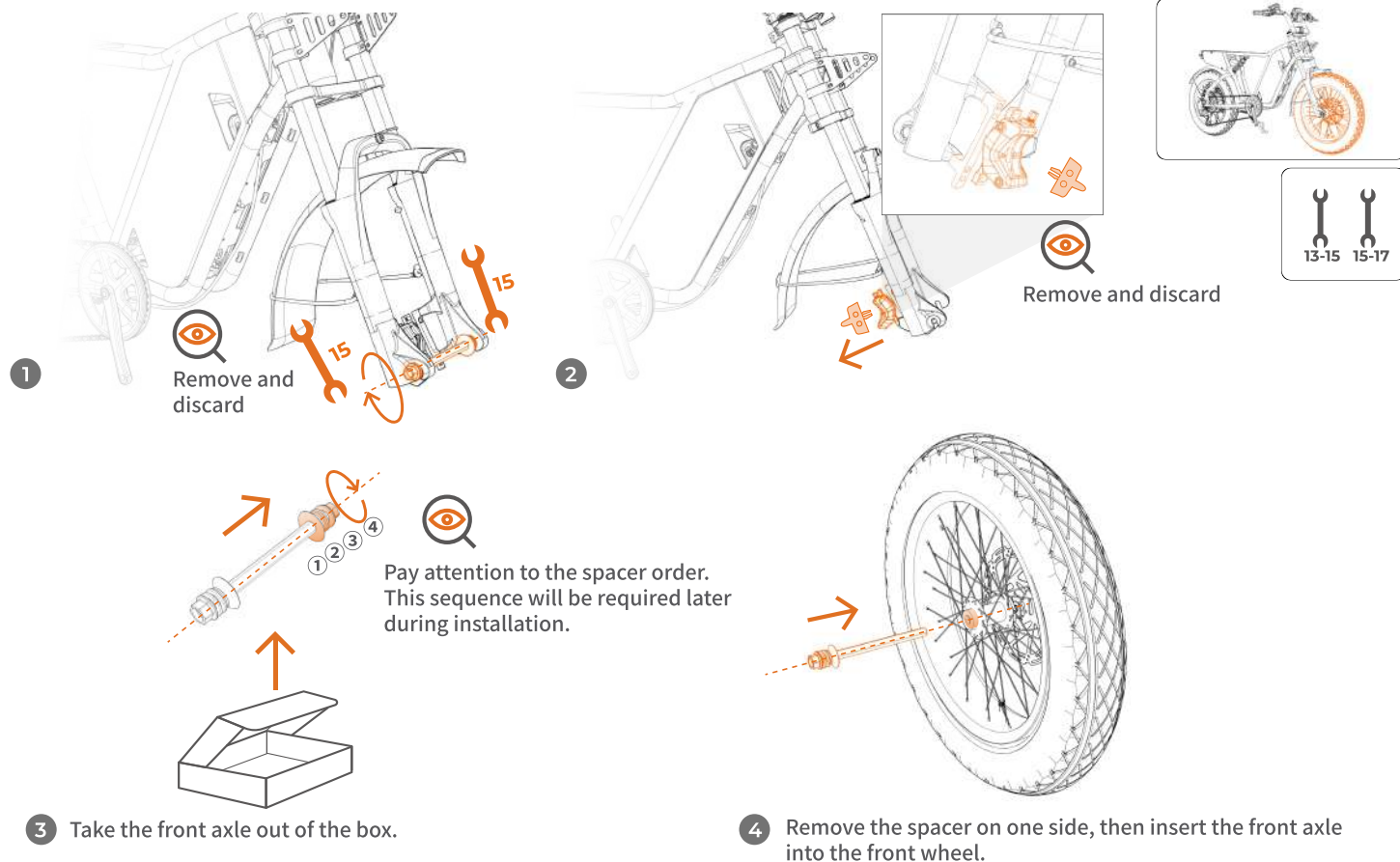


DANGER: Ensure that the head tube bolts are fully tightened.

2.1.1 INSTALLATION INSTRUCTIONS - Handlebar



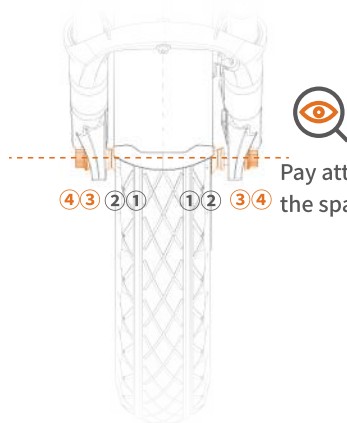
2. QUICK GUIDE



2.1.3 INSTALLATION INSTRUCTIONS – Front Wheel

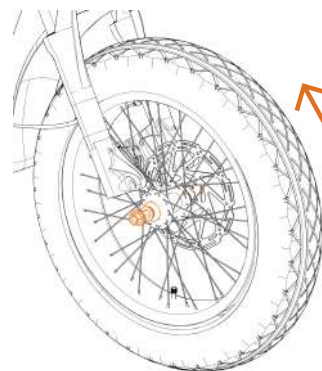


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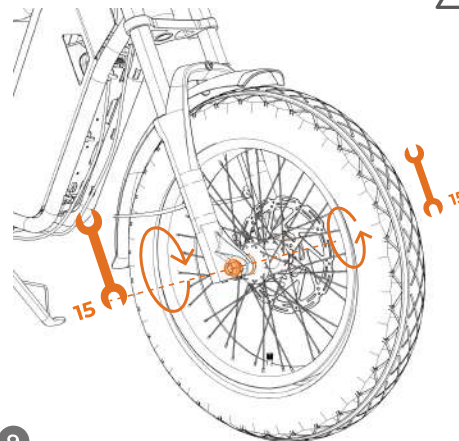


8

Pay attention to
the spacer order.



6

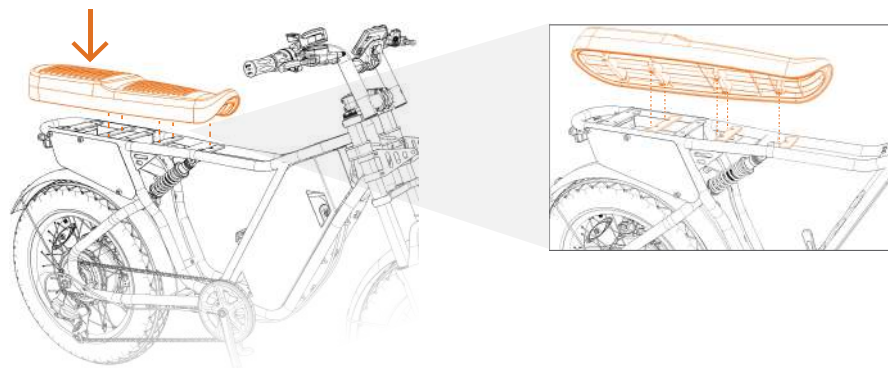


9

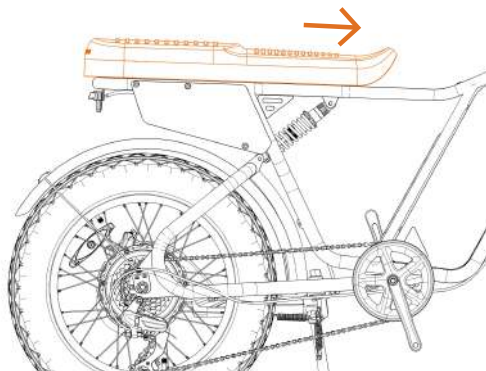


CAUTION: To protect the tires, we deflated the tires before transportation. Please fill the tires to the recommended pressure before riding.

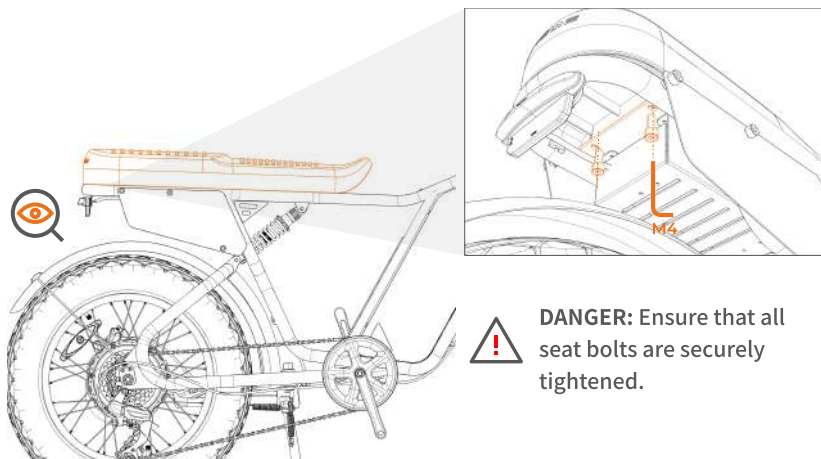
2. QUICK GUIDE



- 1 Align the seat with the mounting holes.



- 2 Push the seat forward into the locking slot.



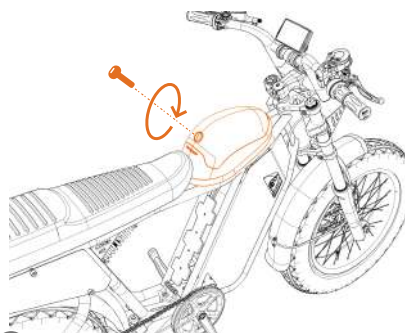
- 3 Tighten the two bolts at the rear of the seat.



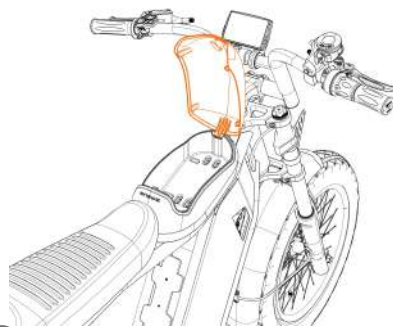
DANGER: Ensure that all seat bolts are securely tightened.



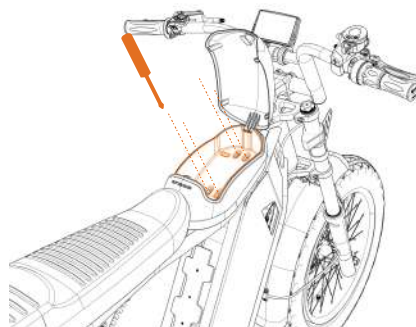
Screwdriver



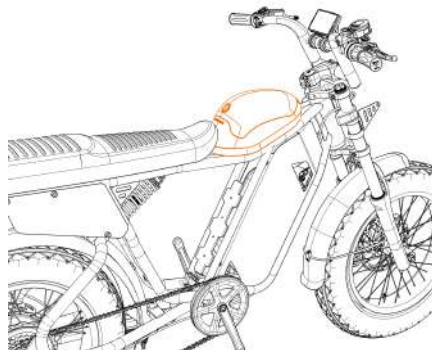
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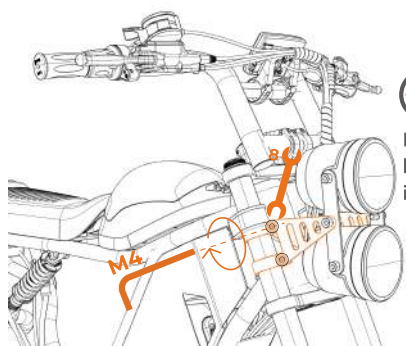


4



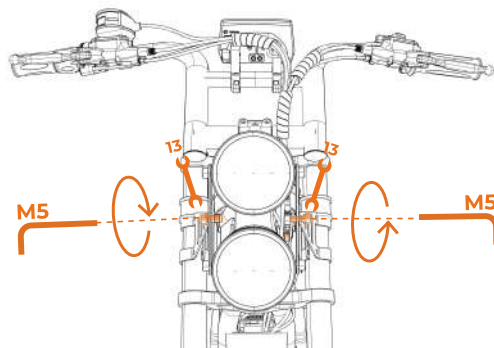
CAUTION:
Keep the tank bag key in a safe place.
The tank bag is not waterproof.
Do not store valuables inside.

2. QUICK GUIDE

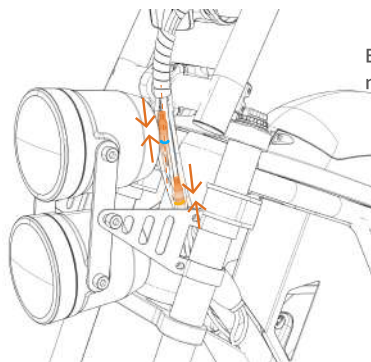


Make sure the headlight is not installed upside down.

- 1 The lamp with the blue 4-pin cable goes on top, and the one with the yellow 3-pin cable goes on the bottom.



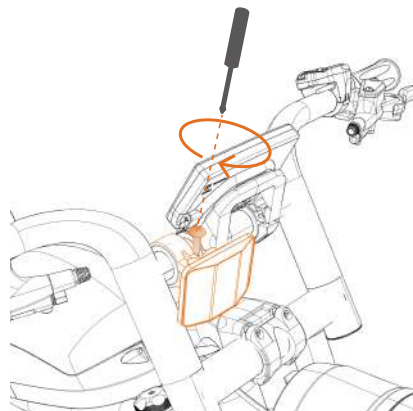
2



Ensure that the connectors match by color.

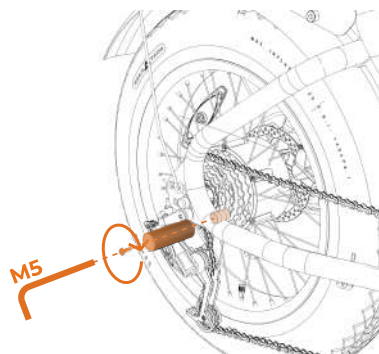


- 3 Connect the blue 4-pin cable to the blue connector, and the yellow 3-pin cable to the yellow connector.

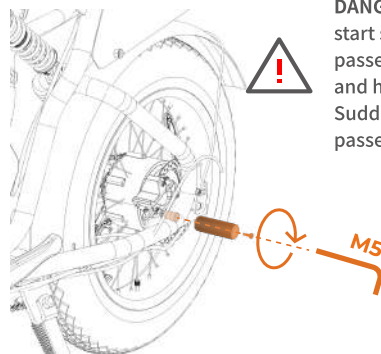


- 4 Use the screwdriver to install the reflector.

2.1.6 INSTALLATION INSTRUCTIONS – Headlight and Reflector

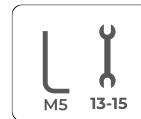


1

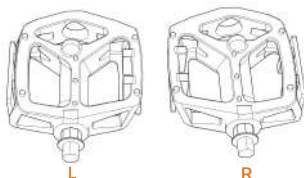


2

DANGER: When riding with a passenger, start slowly and accelerate gently. The passenger should lean slightly forward and hold the rider's waist for balance. Sudden acceleration may cause the passenger to fall.



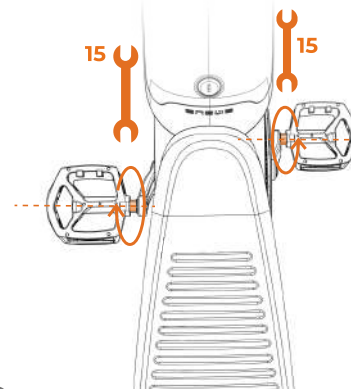
Identify the left and right pedals.



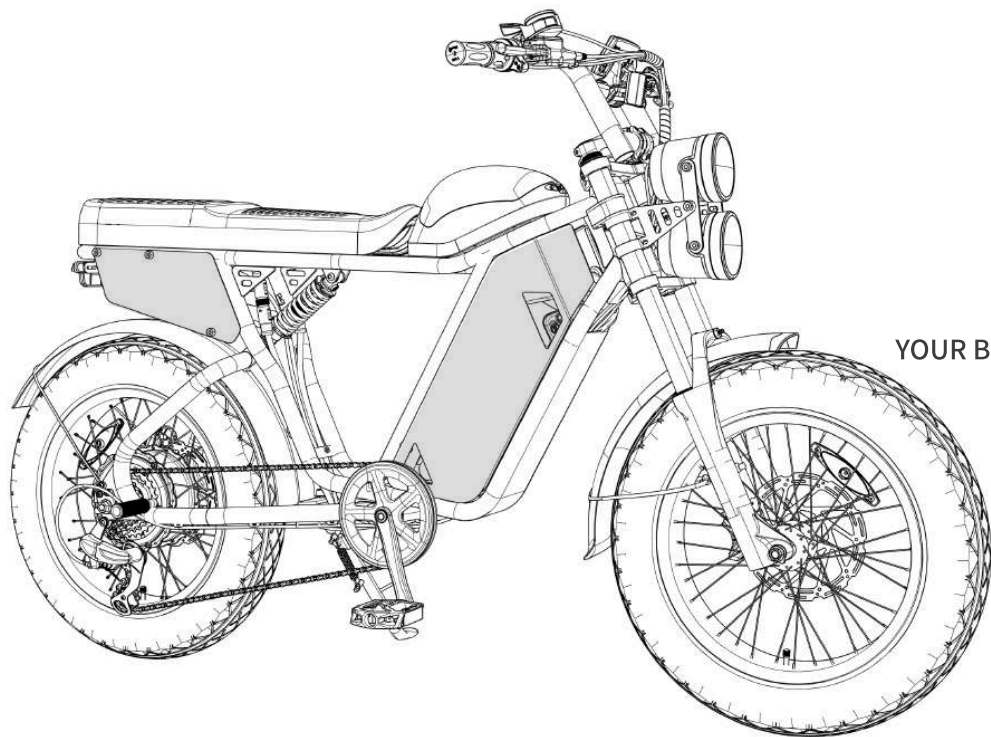
1



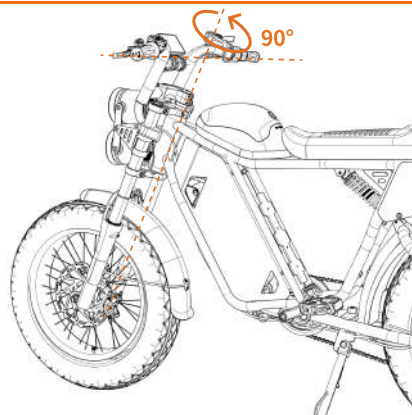
2



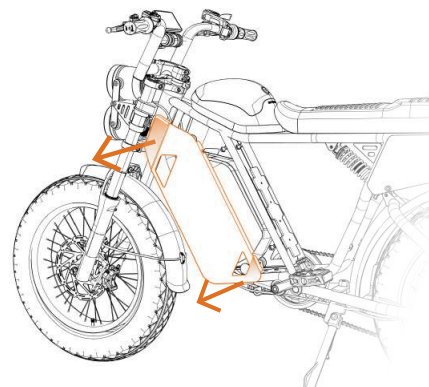
3



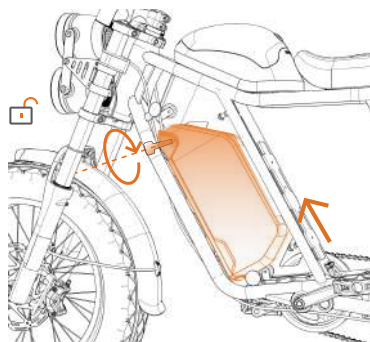
CONGRATULATIONS!
YOUR BIKE IS NOW FULLY ASSEMBLED.



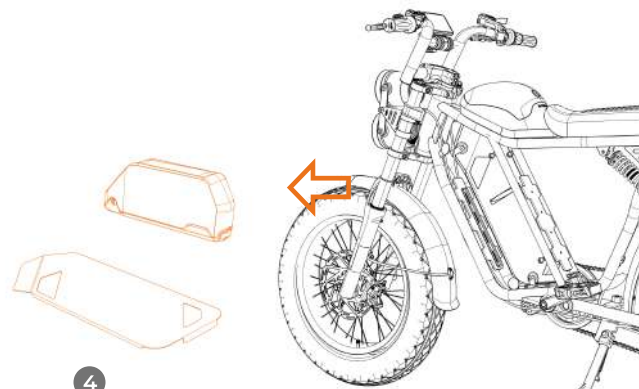
1 Straighten the front wheel.



2 Hold the left side panel firmly with both hands and pull it outward to remove it.



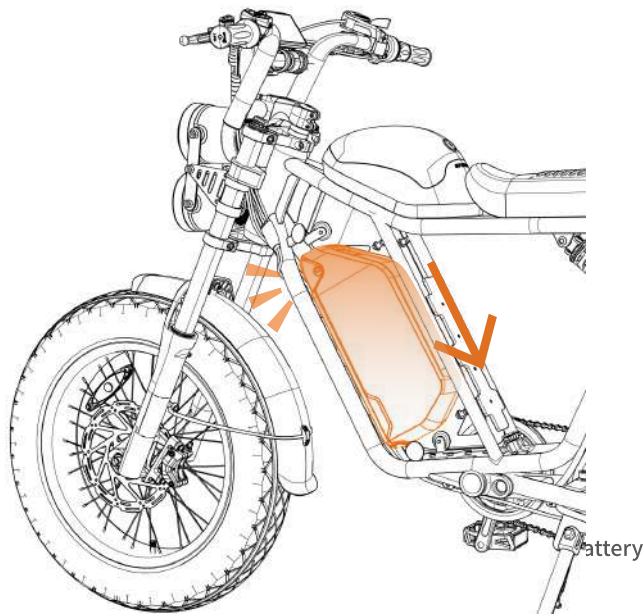
3 Turn the key to unlock the battery and hold it in that position while pushing up on the bottom of the battery to remove it.



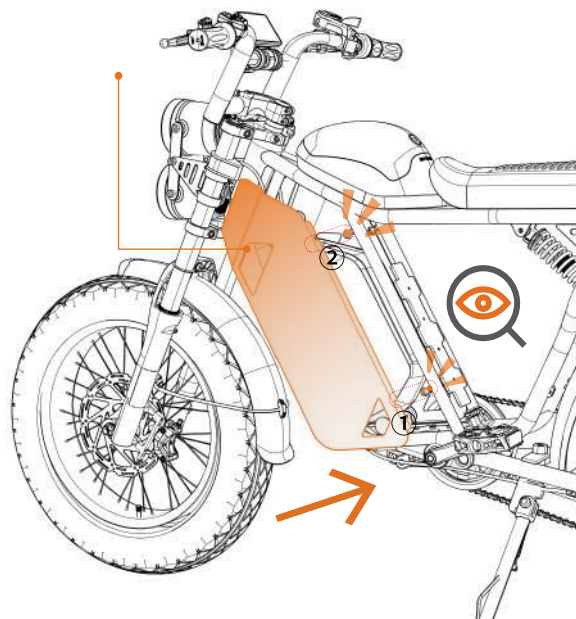
4



CAUTION: The strong magnet may cause pinching. Keep fingers clear when the panel snaps into place.

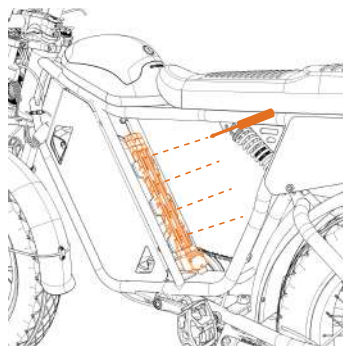


- 1 Align the battery with the base rail and slide it in until you hear a click.

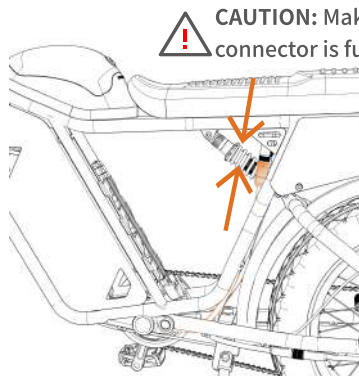


- 2 When installing the side panel, first align and press in the lower-right mounting stud, then align and press in the upper-right stud.

Install the second battery and its components (sold separately).

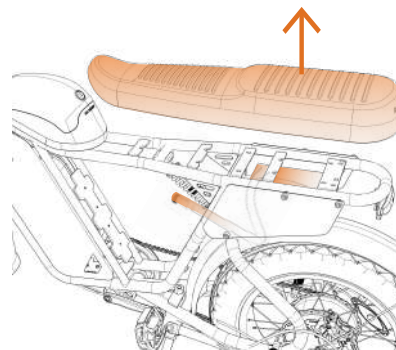


- 1 Remove the battery base and secure it using a screwdriver.



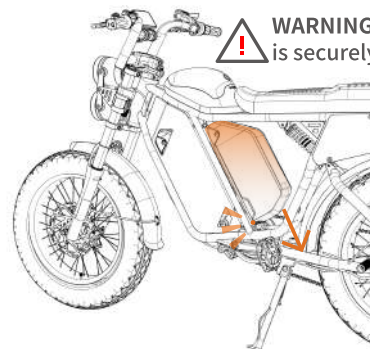
CAUTION: Make sure the power connector is fully locked in place.

- 3 Connect the cable from the battery base to the power cable and tighten the connector. Secure the wiring with zip ties.



Remove the protective cap from the power cable

- 2 Remove the seat and locate the unused power cable from the controller for later connection. Then reinstall the seat.



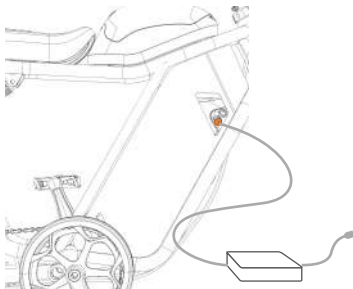
WARNING: Make sure the battery is securely locked in place.

- 4 Align the second battery with the slide rail and insert it until it clicks. Turn on the battery's power switch.

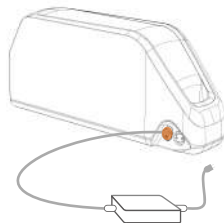
2. QUICK GUIDE

CHARGING METHODS

- ① Charge the battery directly on the bike.



- ② Remove the battery and charge it separately.



1. Charging:

Open the battery charging port and fully insert the charger plug into the battery, then plug the charger into a power outlet. The battery can be charged on the bike or removed for separate charging.

If a second battery is installed, it will charge automatically. Do not connect two chargers simultaneously when two batteries are installed on the bike.

For better battery health, it is recommended to turn off the battery power switch before charging. After charging, the battery may enter a protection state. Before turning on the bike, switch the battery power off and on again to activate it.

The battery contains a small amount of charge when shipped; fully charge it before first use.

2. Indicator Status: During charging, the charger indicator light will be red. When the light turns green, the battery is fully charged.

3. Charging Time: A single battery typically requires 2–3 hours to charge from low power, depending on the remaining battery level and ambient temperature. After riding or in high ambient temperatures, charging may be delayed until the battery temperature returns to a safe range.

4. Finishing Charging: When charging is complete, unplug the charger from the AC outlet first, then disconnect the charger output plug from the battery. Finally, close the dust cap to prevent dust and moisture from entering.

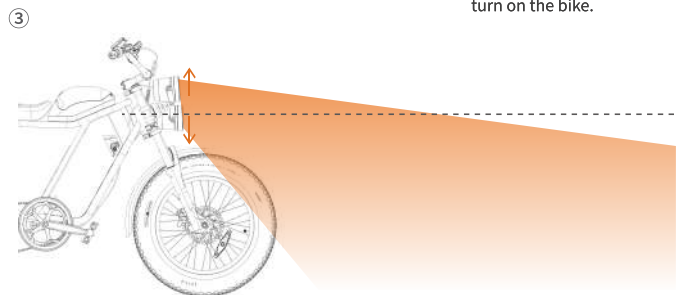
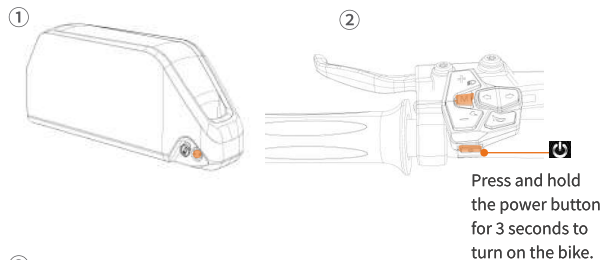


DANGER: Do not attempt to repair the charger, as it contains high-voltage components. Charge the battery only in a dry, well-ventilated area, away from children and flammable objects. Never charge outdoors. Use only the manufacturer's recommended charger. If you notice unusual odor or excessive heat during charging, stop immediately and contact after-sales support.

2.3 HOW TO CHARGE

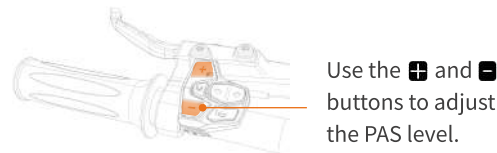
Step 1: Power On and Adjust the Headlight

- ① Turn on the battery: Make sure the battery power switch is set to “—” (ON).
- ② Power on the bike: Press and hold the power button for about 3 seconds until the display lights up. The default password is 0000, press the **M** button to confirm.
- ③ Turn on the headlight: Press the headlight button briefly, then adjust the beam angle so it illuminates the road ahead without dazzling oncoming traffic.



Step 2: Adjust the PAS Level

- ① The bike offers PAS levels 0–5. Press the “+” or “-” buttons to switch levels; higher levels provide stronger motor assistance. In PAS 0, the motor does not output power and the bike can be ridden like a regular bicycle.
- ② Throttle operation is not affected by the PAS level; throttle power remains the same regardless of the selected PAS level.



Step 3: check The Bike And Wear A Helmet

Make Sure All Components Are Secure, The Battery Is Charged, And The Brakes Work Properly. Wear A Helmet Before Riding.



WARNING: The left brake controls the front wheel and the right brake controls the rear wheel. Apply the rear brake first, then the front. Do not brake the front wheel abruptly to avoid losing balance.

3.USER MAINTENANCE INSTRUCTIONS

Electrical and Safety Guidelines

1. Do not park or charge the eBike in building entrances, hallways, stairwells, or evacuation routes.
2. Do not charge inside residential buildings. Keep away from flammable materials and avoid charging for more than 12 hours.
3. Do not modify the battery, wiring, lighting, or install unauthorized electrical accessories.
4. Do not touch electrical components with wet hands or metal objects.
5. Do not open electrical parts to avoid liquid or debris entering.
6. Avoid spraying water directly on electrical connectors; do not use a pressure washer.
7. Avoid prolonged exposure to sun or rain to prevent component aging.

Riding Safety

1. Riders must be 14 years or older. Do not lend the bike to inexperienced users.
2. Ride in designated bike lanes and follow local speed regulations.
3. Carry passengers or cargo only as allowed by local laws.
4. Always wear a properly fastened helmet.
5. Slow down in rain or snow; avoid riding in severe weather.
6. Follow traffic laws; do not ride under the influence or with improper control.
7. Wear bright, comfortable clothing and suitable footwear.

Pre-Ride Checklist

1. Power on, display works, and battery level is sufficient.
2. Front/rear lights and turn signals function correctly; headlight angle is appropriate.
3. Horn works properly.
4. Handlebar position and screws are secure.
5. Brakes are responsive and activate the tail light.
6. Tire pressure and condition are normal, with no sharp objects.
7. Wheel nuts are tight; pedal reflectors are intact.

Riding Precautions

1. Accelerate gradually when starting to avoid sudden loss of control.
2. Increase braking distance and ride cautiously on wet or snowy roads to prevent slipping.
3. Shift to a lower gear before stopping to make the next start easier.

Pushing and Parking

1. Turn off the power before pushing the bike to avoid accidental throttle activation.
2. Use the walk-assist mode when pushing uphill or when carrying heavy loads.
3. Park the bike on a flat surface, deploy the kickstand, and turn off the power.
4. Clean and maintain the bike regularly to keep it in optimal condition.

Storage Instructions

1. Store the eBike in a cool, dry, and well-ventilated area, away from direct sunlight, moisture, and extreme temperatures.
2. Turn off the battery switch before storage.
3. For long-term storage, keep the battery between 50%–80% charge and recharge every 1–2 months.
4. Keep the bike and battery away from flammable or explosive materials.
5. Store the bike and battery out of reach of children.
6. Do not place heavy objects on the bike or battery.



WARNING: Repairs must not be performed by untrained personnel. If a malfunction occurs, please contact customer service or visit an authorized service center for assistance.

3.1 NOTES FOR OPERATION

Vehicle Maintenance & Self-Check

1. The eBike is fully adjusted before leaving the factory. If you have any doubts, contact the manufacturer or dealer.
2. Check tire pressure regularly and keep it within the recommended range.
3. Routinely inspect major components—handlebar, stem, saddle, axles, bottom bracket, freewheel, chain, and wheels—to ensure smooth operation. Tighten any loose nuts or bolts immediately.
4. Replace worn parts such as brake pads, chain, or tires at a local repair shop. Always use parts of the same model and specifications.

Motor Maintenance

1. Keep the motor clean and free from foreign objects or corrosive liquids/gases. Do not strike or heat the motor housing.
2. The motor is rated IPX5. Do not spray it with a high-pressure water jet or submerge it in water. If water reaches the hub center, electrical components may short-circuit and become damaged.

Battery Maintenance

1. Lithium battery lifespan depends heavily on usage habits. Avoid running the battery to very low levels. Charge regularly and do not leave the battery unused for long periods.
2. For initial use, a normal full charge is sufficient. Disconnect the charger once charging is complete.
3. If the bike will not be used for an extended time, charge the battery for about 2 hours every month. Do not store the battery in a fully discharged state, as deep discharge can cause irreversible damage.



DANGER: Do not disassemble old batteries yourself. Dispose of them only at government-designated facilities or at our authorized service centers.

WARNING: Keep the battery away from open flames and high-temperature heat sources. Do not throw the battery into fire. Do not expose it to direct sunlight during hot weather.

3.USER MAINTENANCE INSTRUCTIONS

Troubleshooting

Symptom	Possible cause	Common solution
The bike fails to work	Low battery Poor connection of electrical parts Incorrect start sequence	Charge the battery Clean and re-tighten the connector Start the bike in the correct sequence
Insufficient range	Insufficient tire pressure Excessive uphill travel, high wind speeds, frequent braking, and overloading The battery is faulty, damaged or aging	Check whether the tire leaks and inflate the tire adequately Utilize the pedal for assistance while riding or modify your route accordingly Contact the engwe after-sales team for assistance
The battery fails to be charged	Poor connection of charger The charger is damaged the battery is stored for a long time and not charged regularly	Reconnect the charger Replace the charger Contact the engwe after-sales team for assistance
The motor fails to work after power-on	The motor cable is loose or damaged The throttle grip is loose or damaged. The motor is damaged	Reconnect or replace the cable Tighten or replace the throttle grip Contact the engwe after-sales team for assistance
Unusual acceleration or excessively low speed	The throttle grip is loose or damaged, or the battery charge is too low	Tighten or replace the throttle grip and fully charge the battery

Fault code

Fault Code	Causes of Fault	Solution
E01	Controller Overcurrent Fault	Check the wiring harness for any damage and contact the ENGWE after-sales team.
E09	Battery Undervoltage Fault	1. The battery voltage is low — charge the battery; 2. Check whether the battery is properly installed and whether the power connectors between the battery base and controller are loose; 3. If none of the above solves the problem, please contact the ENGWE after-sales team.
E15	Brake Fault	1. Release the brake lever and check whether the fault is cleared; 2. Turn the key to power on. Check whether the brake-cutoff sensor at the brake lever is stuck.If the fault clears, it indicates the sensor wire needs replacement; 3. If the fault still cannot be cleared, please contact the ENGWE after-sales team.
E30	Communication Fault	1. Check whether the display cable is loose; reconnect if necessary; 2. Check whether the display cable is damaged. Regardless of damage, contact the ENGWE after-sales team.
E43	Motor Hall Sensor Fault	Please contact the ENGWE after-sales team.

3.3 TROUBLESHOOTING

Warranty principles

1. The user shall use the product as described in this manual. For any performance failure caused by the product quality, the company will fulfill its warranty obligations according to the provisions of the consumer protection laws;
2. The company is responsible for repairing faults outside the warranty coverage and the main components after the warranty period has expired. However, appropriate charges will apply.
3. For the replacement of the battery beyond the warranty period, the company will provide the battery at the factory cost. However, the corresponding battery must be collected and sent back to the manufacturer to ensure safety and prevent environmental pollution.

Warranty coverage and duration

Item	Accessory name	Warranty period	Notes for warranty
Basic parts	Frame	12 months	In cases of natural deformation, cracked welds, loose welds, fractures, and other quality issues resulting from substandard manufacturing, the manufacturer will provide replacements in accordance with the warranty terms. Unauthorized modifications, damage from collisions, etc., are not covered under the warranty.
	Fork, handlebar, foldable riser, seat post	12 months	
	Tire	1 month	Tires punctured by sharp objects, parts damaged due to collision, etc. are not covered under the warranty.
	Saddle, brake, brake disc, brake lever	3 months	
	Crank set, pedal, kickstand, mudguard, seat post quick-release hoop, foldable stem quick-release hoop, hub, thumb shifter, rear derailleur, flywheel, chain, bottom bracket, shock absorber	6 months	Man-made damage, modification without authorization, parts and accessories damaged due to collision, etc. are not covered under the warranty.
Electrical Parts	Control unit, charger, main/auxiliary cables, instrument, throttle grip, torque sensor, battery cover, power-off brake lever	12 months	The manufacturer will make replacement as per the warranty terms for short circuits, burnout, performance failure caused by poor manufacturing, etc.; Water ingress, cable disconnection, man-made damage, etc. are not covered under the warranty.
	Headlight, taillight	6 months	
Motor	Motor core, Hall element, bearing, clutch	12 months	The manufacturer will make replacement as per the warranty terms for problems such as phase loss, burned Hall elements, demagnetization, and abnormal sound of the bearing; Faults such as cable disconnection and water ingress are not covered under the warranty.
Battery	Battery top cover, battery bottom cover, battery case, motor core	12 months	If the battery fails to charge and its capacity is less than 70%, the manufacturer will make replacement as per the warranty terms (the new battery's warranty period will be calculated according to the remaining warranty period, rather than being calculated from the beginning). Faults due to man-made damage are not covered under the warranty.

• Note: The limited warranty does not apply to any subsequent owner or other transferee of the electric bike.

4.SERVICE GUIDE

Notes for warranty

1. The accessories will be covered in the warranty in strict accordance with the warranty period;
2. The warranty period starts from the date of purchase;
3. The charger, battery and motor disassembled without authorization will not be covered under the warranty;
4. Other parts of the bike are only covered under the three-month warranty in case of quality problems;
5. When other parts of the bike fail, the maintenance must be carried out at a professional maintenance site. It is not allowed to disassemble and assemble the bike without authorization. The control unit, battery and charger must have intact labels;
6. For repair of the bike, the warranty card, invoice, certificate of conformity and other relevant documents must be presented;
7. The battery shall be subject to a separate warranty, that is, in case of battery problems, the battery shall be returned to the manufacturer to determine whether it is under the warranty coverage according to the battery test, and then the warranty liability shall be carried out accordingly.



Warranty card

User	Organization			
	Name		Tel	
Address				
Purchase Date			Color	
Bike Model			Invoice Number	
Frame Number			Motor Number	

Repair record

Date	Repair Content	Remarks

4.2 WARRANTY CARD AND REPAIR RECORD

Product Parameters

Product model	M20 3.0
Frame material	Aluminum alloy
Maximum load	150kg / 330lbs.
Maximum speed	20mph
Motor torque	120Nm Max
Battery capacity	60V 20Ah, 1200Wh
Maximum range	40miles
Tire size	20" X 4.0"
Tire pressure	Not more than 20 PSI
Charger	67.2V 8A
Charging time	2.5-3h
Waterproof rating	IPX4
Bike weight	46.3kg / 102lbs

*The maximum range is measured on a full battery at 25 °C, with a 75 kg load, on flat roads in MODE 2. Actual range may vary depending on riding mode, temperature, load, wind, road conditions, and other factors.