



PHOENIX S

Manual

Safety

When operating the Phoenix S please make sure you adhere to the following:

- Always wear a helmet when riding the Phoenix.
- Always check your mirrors and blind spots when operating the vehicle.
- Turn on headlights when in need of additional visibility.
- Make sure that your battery power is sufficient before you go out to ride.
- Obey all laws of the road.
- Periodically charge the unit when not in use for long periods of time
- If you bring your charger avoid shaking / rattling charger while riding.
- **Once the battery is fully charged remove the charger.**
- **Do not try to operate the unit while charging.**
- **Do not let anyone under the age of 16 years old operate this vehicle.**
- **Do not make sharp / abrupt turns at high speeds to avoid tipping.**
- **Do not operate under the influence of drugs or alcohol**
- **Do not completely submerge the unit in water**
- **Do not operate in harsh weather conditions.**

**For any questions or concerns please call
1-800-649-9320 or visit www.avvenire.ca**

About Avvenire

With years of engineering excellence and a bold vision for the future, we are constantly pushing boundaries in the Electric Mobility industry, earning a reputation for reliability, creativity, and customer-first innovation.

WHO WE ARE

- **Pioneers:** From E-Bikes to next-gen EVs, we are leading the charge in sustainable transport.
- **Tech-Forward:** Our products integrate smart features, solar energy, and luxurious design.
- **Community Focused:** Committed to making green mobility accessible to all.

Introduction

E-Bikes

Using an electric bicycle is a great way to ride around town conveniently and economically. E- Bikes represent a natural progression in the development of urban transportation. Using only small amounts of electricity, e-bikes have the potential to radically reduce the amount of pollution in our cities. They are also very quiet, so they do not add to the high levels of noise pollution which we often take for granted. They are easy, and usually free to park. They are unobtrusive and highly practical additions to the urban landscape.

E-bikes are also inexpensive. They (currently) require no registration, no insurance, no licence and do not incur parking charges. Compared to internal combustion engines, the engines in electric vehicles have fewer moving parts and require far less maintenance. Your Avvenire e-bike is the result of Avvenire's years of experience, the highly trained technical skills of our staff, and careful ongoing design work by our engineers. We hope you enjoy using this product and welcome any feedback that you may have.

New Laws

Most provinces in Canada, most states in the U.S.A, the United Kingdom and many European countries have new laws that permit cyclists to use electric motors to assist the regular operation of bicycles. Please check with your provincial or state government to learn about your local laws.

Liability

Avvenire does not assume any liability for damages, loss of profits, or claims from third parties due to improper use of this product. Avvenire does not assume any liability for damages due to problems with the product resulting from service by a third party that is not certified by Avvenire.

The information in this guide may be subject to change without notice. For the latest information available, please contact your local Avvenire dealer or visit our website. We have taken all possible measures to ensure the accuracy and completeness of the information in this guide. However, if you do find anything missing, incomplete or wrong, do not hesitate to contact us.

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Part Diagrams

Diagram 1: Phoenix

This diagram illustrates the various parts of your bicycle. Please note that many of these parts are not user-serviceable and should be repaired only by trained professionals. This is especially true of the electrical systems and the mechanical components.



- | | | |
|-----------------|----------------|---------------------|
| 1. Display | 6. Seat | 11. Battery #1 |
| 2. Brake | 7. Saddle Bags | 12. Tire |
| 3. Throttle | 8. Motor | 13. Tire Pump Valve |
| 4. Battery #2 | 9. Kickstand | 14. Fender |
| 5. Battery Lock | 10. Pedal | 15. Headlight |

Riding Instructions

This guide assumes that you already know how to ride a standard bicycle. Before you try to ride an electric bicycle, you should be very familiar with controlling and balancing a normal bicycle.

Caution

If you do not have cycling experience, an e-bike is too dangerous to ride. Do not begin learning to ride a bicycle using an e-bike.

Important Notes

- **Ebikes are Fast!** E-bikes are capable of traveling at higher speeds than many bicycle riders are accustomed to. Use caution at all times, especially when travelling in mixed traffic. Always take into account driving and traveling conditions.
- **Obey the Law.** Be sure to follow all provincial and city traffic laws. This includes obeying stop signs, checking carefully when turning, and riding defensively. An e-bike is a motorized vehicle, even though it is classed as a bicycle. You must follow the law.
- **Stay Sober.** Never ride your bicycle while intoxicated. An e-bike is capable of traveling faster than a normal bicycle, and you should always be in control of it.
- **Share the Road.** Be careful in mixed traffic. Let vehicles that are faster than you. Overtake you and give ample room for vehicles travelling slower.

Items to Carry with the Electric Bike

It is a good idea to carry the following items with you at all times when you ride your e-bike.

- The charger, to charge the bike in case the battery power runs out.
- 30 Amp Fuse, spares for the batteries, in case the fuses blow (if applicable).
- A lock, to secure your e-bike when you park it.
- A helmet, as required by safety laws.

Inspecting your Electric Bike

Always inspect your e-bike before you ride it, to make sure its safety features are operating properly. Many accidents can be avoided with routine inspections. Once you are comfortable with your e-bike, you will be able to detect small changes in the way it feels. If anything changes between uses, make sure to have it properly examined. Also, be sure to listen for changes in the sounds your e-bike makes over time. Any mechanical or power issues may have effects on the sounds the bicycle makes.

Holding the Handlebars

As with a normal bicycle, place your fingers over the brake levers, using the palms of your hand and your thumbs to wrap around and under the handlegrips. Doing this allows you to activate the brakes easily, by squeezing your hand, in case you have to stop quickly. This is the safe way to control your electric bicycle.

Turning your E-bike On and Off

To turn on your e-bike, press and hold the M Button in the middle of the keypad on the left handlebar (see Operation section for more details). Repeat this process to turn off the ebike.

NOTE - At least the bottom battery must be in and set to the on position (on the battery) and the battery power switch must be set to 1 or 3



Warning

When you activate the e-bike, the electrical system becomes live. Do not try to affect changes to the E-Bike (such as removing the battery or repairing electrical components) while the E-Bike is activated. Turn the E-Bike off and remove the key before you attempt to access any of the electrical components. Also, the battery carries a significant electric charge and can injure people if not treated properly and with respect.

Accelerating and Decelerating

The throttle is found on the right-side hand grip on the handlebars. Turn rotate the grip counterclockwise (towards from you) to accelerate. To decelerate, release the grip (turn it away from you). Don't over-rotate the accelerator, as this could damage the accelerator and electrical components.

Warning

Do not activate the accelerator until you are seated on the bicycle and are ready to accelerate. The e-bike can easily escape from your control, possibly injuring you or others, and the e-bike may be damaged by being dropped.

Stopping

Your e-bike has two sets of brakes, at the front and at the rear. The levers attached to the handlebars, on the left and right, activate the brakes. Pull the levers toward you to activate the brakes.

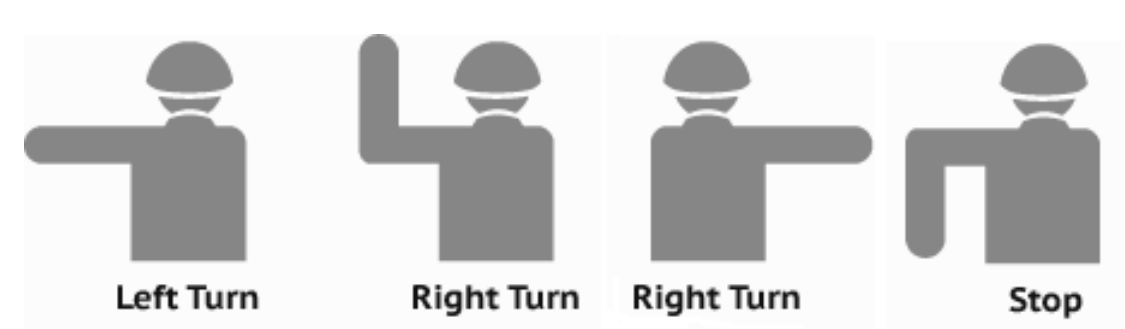
You can use both brakes to come to a stop more quickly, or you can use one of the brakes to come to a gentle stop, depending on your riding needs at the moment. When the brakes are activated, the power to the engine is automatically turned off, until you release the brakes. This allows you to stop safely.

Safety Tips

- When you are traveling in wet weather, water may cause your brakes to function less efficiently because it reduces friction between the brake pads and the wheels.
- Take care to slow down and give yourself more room to stop or slow if necessary.
- It is a good idea to have your brakes and brake pads checked regularly. The brake pads will eventually wear down through friction, and after significant use will have to be replaced.
- Engage the rear brakes first before the front brakes to avoid flipping the unit.

Signalling

Please use the appropriate hand signals when riding your ebike.



Lights

The headlight and tail light are useful features when you are riding at night or in dark areas. They radically improve your safety in mixed traffic. The lights on your e-bike consume some electricity. Keeping them on may reduce the maximum distance you can travel on one charge by about 5 %.

Pedaling

This e-bike is designed to be a motor-assisted bicycle. You can use the motor by itself, but ideally, you can work with the motor by pedaling. This increases the distance you can travel on your e-bike, because it assists the motor and reduces the amount of electricity you draw from the battery.

Riding in Wet Weather

Your e-bike is designed to function in wet conditions, such as when it is raining. However, because the motor is on the rear wheel, it is easy to slip when moving at high speeds. If it is very wet, be sure to avoid high speeds. When you are traveling in wet weather, water may cause your brakes to function less effectively because it reduces friction between the brake pads and the wheels. Take care to slow down and give yourself more room to stop or slow if necessary.

The Motor and Water

Your e-bike is not designed to be immersed in water. Always ensure that the water level does not go above the middle of the tire, to prevent water from getting inside the motor. Water in the motor can cause short-circuits and may damage the electrical systems in your e-bike.

Riding in Cold Weather

Your e-bike is designed to operate year-round. However, in very cold conditions or when there is a lot of snow or slush on the ground, it is possible for the motor in the e-bike to get wet or for the brakes to function less effectively, just as it can happen in wet weather. Below 10 degrees Celsius, the battery will not work as well as it would in warmer temperatures. While Lithium-Ion batteries perform better than Lead-Acid batteries in temperature extremes, both will experience reduced performance in cold temperatures.

Also, riding the e-bike in cold temperatures may require you to replace the battery sooner rather than later.

Maximum Load

Do not exceed the maximum load capabilities of your e-bike. You can find the exact loading capacity listed in the technical specifications in this guide.

If you exceed the maximum load, the performance of the bike will suffer.

Exceeding the maximum load of your e-bike could cause damage to the shocks, to the mechanism and, ultimately, even to the frame. It could also cause your motor to work too aggressively, and may cause it to burn out.

The Battery

This section details what you need to know about the battery that powers your e-bike. Always remember to treat your e-bike's electrical systems with respect.

Battery Power

The dashboard has a battery charge indicator. When the e-bike is activated, the gauge will jump and indicate the currently available battery power. If the power has dropped significantly, you should charge your e-bike.

Distance and Power

Your battery has the capacity to carry you anywhere from 35+ km before it must be recharged. The ability of your battery to power your bicycle depends on many variables. These variables include the weight of the rider, the prevailing wind resistance, the rider's driving habits, the presence of steep hills and inclines, and other issues such as proper air pressure in the tires.

Saving Power

If you are traveling long distances, you can save a lot of electricity by using better driving habits:

- **Coasting:** When going downhill or over long, flat road surfaces, try using your e-bike's momentum and allow it to coast, without drawing power from the motor.
- **Stopping and Starting:** Try to avoid stop and go movements. The motor draws more power when starting from a full stop.
- **Weight:** Remove unnecessary weight from the bike. This reduces the amount of power the motor must draw.
- **Air Pressure:** Make sure your tires have the proper air pressure. Proper pressure reduces drag on the tires and radically increases the efficiency of any vehicle.
- **Head and Tail Lights:** Turn off the lights to conserve power, if it is safe to do so. The lights will reduce the distance you can travel by about 5%.
- **Pedalling:** When accelerating from a full stop, you might want to try pedaling to help acceleration.

Charging your E-Bike

Charging your e-bike is a simple process. You require the following:

- The charger that came with your e-bike.
- A 110V household electrical outlet.

Charger Warning

Only use the chargers that were supplied with your e-bike. Using chargers that do not have specifications identical to those which came with the e-bike could irreparably damage your e-bike's battery and electrical systems, and may cause injury.

To charge your e-bike, follow these steps:

1. Turn off the e-bike.
2. Plug the female end of the charger cable into the charging slot on the e-bike.
3. Plug the male end of the charger power cable into your wall socket. This should be a 110v household electricity supply. You can also use a portable generator, if necessary, but make sure it provides 110V current.
4. Allow the e-bike's battery to charge for the appropriate amount of time
.
5. Disconnect the charger when the LED light on the charger is green. The batteries have been fully charged.

If your charger's LED status light does not change from red to green over an extended period of time, for perhaps more than 6 hours, and the battery is very hot, the battery or charger may need replacing. Stop charging and bring both to your Avvenire dealer immediately. Do not charge the battery.

Understanding Your voltage

Electric scooters primary power is displayed on your unit as a voltage. This number in short shows how powerful your unit is, and as it dips down when the unit will no longer be able to perform. Depending on your unit’s voltage and battery type (Lithium vs Lead Acid) will effect the range of voltage between what is fully charged and when it exceeds the low voltage threshold.

Low Voltage Threshold

Your unit will try to protect the battery by preventing the motor from drawing power below the Low Voltage Threshold. By doing this it will significantly increase the life expectancy of your unit. If you find that your motor starts cutting off at a certain speed or not engaging at all it may be because your voltage is dropping past the threshold point and needs to be charged. To see what your voltage threshold you can check on it via the bluetooth APP (if applicable) and you can check it out using this chart.

VOLTAGE CHART

VOLTAGE	LEAD ACID		LITHIUM ION	
	FULL CHARGE	LOW VOLTAGE	FULL CHARGE	LOW VOLTAGE
24V	27V	21V	29.4V 7S	20V 7S
36V	40V	32V	42V 10S	28V 10S
48V	53V	42V	54.6V / 58.8V 20S 21S	37V / 40V 20S 21S
60V	67V	53V	67.2 / 71.4V 18S 17S	45V / 48V 18S 21S

LITHIUM Full/Low Voltage Reading

Depending on the way your lithium battery’s composition will impact what the low voltage and full charge reading should be. Underneath each reading on the above chart shows a number and a “S” this represents how many series are in your battery pack. To know the exact series of your battery contact your local Avvenire dealer.

ASSEMBLING the Phoenix

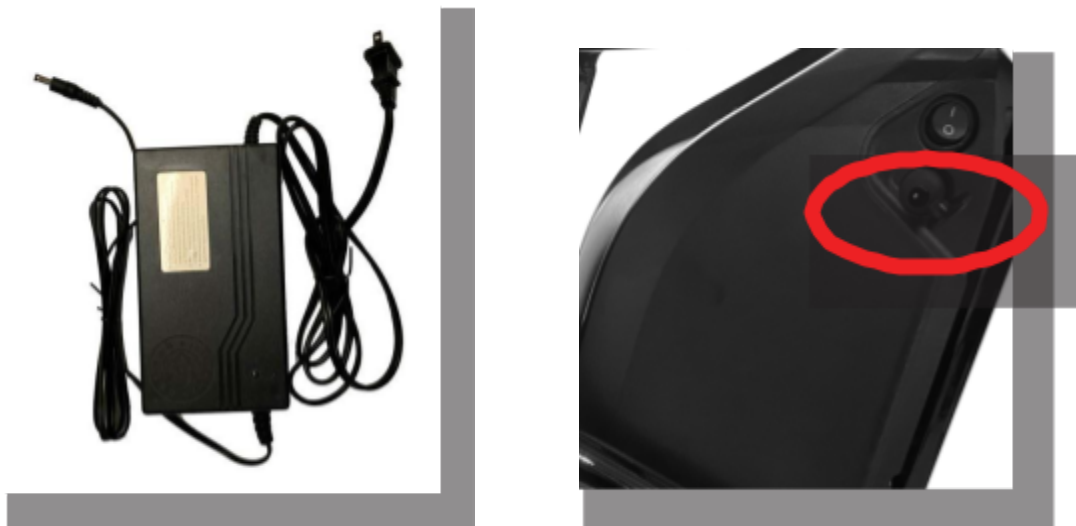
For a full assembly video visit or scan the QR code here:

www.Avvenire.ca/assembly/phoenix



Charging the Phoenix

First take the charger that came with your Phoenix Sand plug it into the the wall. Once you have done that locate the charging port of the Phoenix Slocated on the left side of the frame near the pedals.



Once the bike is charging the charger will glow red. When the unit is fully charged the charger will glow green and then your bike is ready to go.

Warning

Do not leave the Phoenix Scharging for long periods of time after it is fully charged. Once the bike is charged unplug it ASAP.

Battery Care

Follow these suggestions to maintain your battery's optimal performance. If you do not follow these suggestions, your battery may lose its ability to maintain a charge and might have to be replaced sooner than would otherwise be necessary.

- **Charge it:** Charge your battery immediately after riding it.
- **Full Charge:** Do not allow the battery to run down completely and lie in storage without a charge. This significantly reduces the battery's lifespan and may cause damage.
- **Keep it Charged:** When being stored, charge the battery occasionally to make sure its power supply does not run down. Charging it once every 21 days should be sufficient.
- **Storage Conditions:** Store the battery on a flat, cool, dry surface. Do not allow the battery temperature to drop below 10 degrees Celsius for extended periods of time.

Cold Weather and your Battery

Below 10 degrees Celsius, the battery will not work as well as it would in warmer temperatures. While Lithium-Ion batteries perform better than Lead-Acid batteries in temperature extremes, both will experience reduced performance in cold temperatures.

Also, repeatedly riding the e-bike in cold temperatures may cause your battery to have to be replaced sooner.

Replacement and Disposal

After approximately 300 charges, a lead-acid battery will need to be replaced. A lithium-ion battery will last approximately 1000 charges. When the battery has to be replaced, you will notice that your battery cannot carry as much of a charge as it could initially.

Contact your local Avvenire dealer to purchase a new battery.

When replacing your battery, dispose of it at a proper municipal battery recycling facility. If none is available, please contact your local Avvenire dealer.

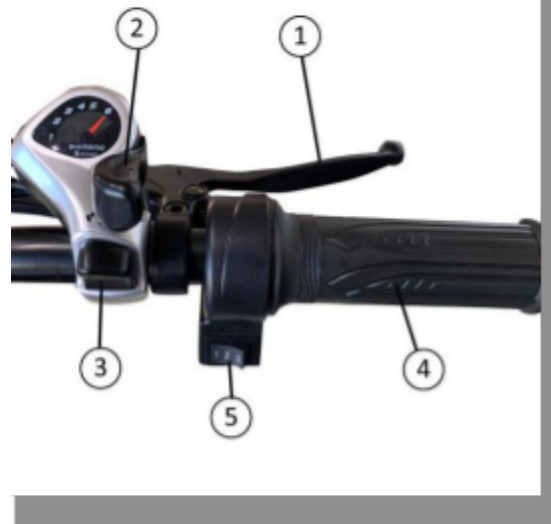
Operation

Right handle bar

On the right handlebar you will find the shimano shifters and brake lever.

1. **Brakes** - Press this to engage the front brakes (press this on the left side to engage the rear brakes)
2. **Shift Down** - Press this to shift the manual gears down 1
3. **Shift Up** - Press this to shift the manual gears up 1
4. **Throttle** - Twist this handle towards you to engage the motor without pedalling.
5. **Choose** which battery power is being drawn from.
1 Draws from the Top Battery, 3 Draws from the bottom battery and 2 does not draw from any battery.

Note: Do not shift the gears while you are not pedaling. Note: Always brake with your rear brakes first.



Left handle bar

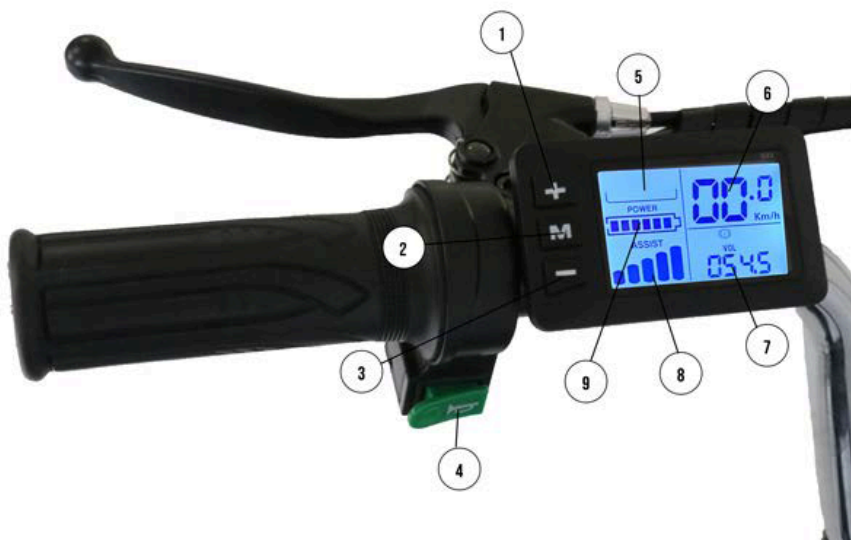
1. **Back Brakes** - Pull this to engage the back brakes.
2. **Horn** - Press this to honk the horn
3. **Display** - See next page for more information.



Display

Your display on your left handle is what configures your pedal assist features. Here are all the functions

- 1) + : Press this to increase the level of pedal assist
- 2) M : Press and hold this to turn on the bike (Battery must be in and the battery switch must be on the right setting and the battery must be on)
- 3) (-) : Press this to decrease the level of pedal assist. Press an
- 4) Horn : Press this to honk the horn.
- 5) Motor Power - This shows how much power is being drawn from the motor.
- 6) Speedometer - Shows your current speed
- 7) Odometer / Trip Meteter / Voltage - Shows the distance travelled or the voltage of the bike (switch this by pressing the power button quickly).
- 8) Pedal Assist - Choose from 0 - 5 levels of pedal assist. 0 provides no assistance while pedaling, 1 provides slight assistance and 6 provides maximum assist.
- 9) Battery Meter - Shows how much you battery power you have left up to bars, 6 being full power.



Display advanced

To access the advanced settings of your display press and hold the + and - buttons. To exit this menu press and hold (+) and (-) buttons again. To switch between menus quick press the (M) button. To change the setting on any P Menu press (+) or (-) to go up or down respectively.



P01: Back light Display Brightness - level 1 is the darkest and level 3 is the brightest.

P02: Mileage unit - Switch between KM and miles.

P03: Voltage - Set the voltage of the bike [this should be set to the number specified in the specification section].

P04: Sleep time - this specifies how long before the bike automatically turns off [0 will not turn off, 1 - 60 how long before it will turn off in minutes].

P05: Pedal Assist Setting - Specifies how many levels of Pedal Assist there is :

0 = 1 - 3 Levels / 1 = 1 - 5 Levels

P06: Wheel Diameter - This is to set the wheel diameter of the bike to ensure correct speed and distance travelled accuracy.

P07: Magnetic Steel Velocity - Measures the speed of magnets. (1 - 100)

P08: Speed Limit: Sets the maximum speed the unit can travel. (This must be set to your municipal laws)

P09: Throttle on Zero: This determines if the throttle will work on 0 Pedal Assist Setting.

0 = Throttle works on No PAS / 1 = Throttle only works on Level 1 PAS and above.

P10: Power Modes: This determines if the Throttle works, Pedal Assist Works, or Both.

0 = Pedal Assist only Works / 1 = Throttle Only works / 2 = Pedal Assist and Throttle Works

P11: Pedal Assist Sensitivity: Determines how much pedaling has to be done before the PAS kicks in. 1 = Least Sensitive / 24 = Most Sensitive

P12: Pedal Assist Starting Strength: Determines how much power is given initially from the start of pedalling. 1 = Least Power / 5 = Most Power

P13: Magnetic Plate Setting - Choose between 5, 8, 12 magnets. Do not tamper with unless familiar with these units.

P14: Controller Current - This sets the amount of power going into the controller. The Default is 12A. Modifying this higher than the default may ruin the controller and should not be tampered with. Any damage done in this manner will not be covered under warranty.

P15: Low Voltage Threshold: This sets the voltage where the motor will automatically cut off. (See Low Voltage chart)

P16: Not Applicable

P17: Cruise Control: Enables cruise control. With this enabled holding the (-) button will toggle the cruise control and braking will disable it

0 = Cruise Control Off / 1 = Cruise Control On

P18: Speed display adjustment: This adjusts the displayed speed by a percentage to more accurately show your current speed. Increasing this past 100 will increase the displayed speed and decreasing will do the inverse. Default is 100%. Range 50% - 100%.

P19: Zero Pedal Assist - Turns on and Off the Zero Pedal Assist Level.

0 = Pedal Assist starts at 0 / 1 = 1 to 3 or 5 levels.

P20: Not Applicable.

battery

The Phoenix Scomes with two fully removable batteries. Only the battery on the down tube is operational, the second battery must be switched onto the down tube to get the full range of the two batteries.

To remove a battery. First put a key in and turn it so that the battery is in the unlock position and then slide the battery upwards.

1) Main Battery - This battery must be in place to turn on the bike. And it has power drawing from it when the battery switch is on 3

2) Spare Battery - This battery does NOT need to be in place to turn on the bike. This allows you to charge it while you ride. It will have power drawing from it when the battery switch is on 1.



Each battery has a switch on it. The battery must be set to 1 for the battery to power the bike. Set this switch to 0 to turn the battery off.

To put the battery back in, slide the grooves of the back of the battery over the rail of the battery holder and once it is in securely lock it in place.

The battery with the shorter charging port grooves goes in the main battery and the longer one goes into the spare battery.



battery power meter

The battery also comes with a battery meter that you can check the charge level while it's on the bike or off. To check the battery meter on the battery press the button as seen below. When 4 bars are lit up its fully charged, when only one bar is lit up it needs to be charged. ****NOTE**** The power button must be set to ON (1) for this to work.



headlights

The Display and integrated LED headlights ensure your path is brightly lit, enhancing safety during nighttime adventures or dimly lit trails. Press and Hold (+) button to turn on the headlight/backlight.



saddle bags

The Phoenix Scomes with an optional saddle bags that all you to carry goods including your charger groceries and more.



side car

The Phoenix Scomes with an optional side car that allows a passenger to ride with you.

Warning

Please check your local municipalities for the legality of riding with a side car.



Tires

On each tire you will find a valve with a cap as seen here. Unscrew the cap and fill the tires with a pump between 45 and 60 PSI



steering lock

The Phoenix Shas has a second set of keys which allows you to lock the steering in place. This is to prevent someone to rolling away with the unit

To engage the steering lock:

- 1) Put the keys into the key as seen on the right.
- 2) Tilt the handlebars so that the lock pin lines up perfectly with the hole (see below)
- 3) Once lined up, turn the key until the pin goes through the hole.

Reverse this process to disengage the steering lock.



Technical Data

This section provides you with the technical specifications for your e-bike.

The Motor and Wheel Assembly

The Phoenix Shas a 500 Watt magnetic DC brushless motor on the rear wheel hub. This type of motor has excellent low-end torque and high efficiency when working within its range. Note that while the motor is very quiet, it does produce some noise. Also attached to the rear hub are speed reduction gear and the speed free clutch.

The Freewheel

The wheels have freewheels, so the e-bike's drive train is not fixedly geared. This means that when coasting or traveling downhill, you can turn off the engine and your e-bike will continue to move without slowing. This feature will allow you to achieve faster speeds when coasting, moving downhill or moving with the wind. It will also allow you to conserve electrical power, because you will be able to let the motor rest while moving.

The Controller

Avvenire pioneered the development of intelligent component control in e-bikes. The Avvenire Drive technology developed by Avvenire is the brain of your e-bike. It allows your e-bike to achieve faster acceleration, to climb steeper hills, and to save energy.

The Brakes

The brakes on your e-bike are disc brakes. They generally provide for very fine stopping and control. This is a very tested and well-designed technology, but even so, the brakes will require servicing from time to time, and may have to be adjusted for tension.

When the brakes are activated, tension increases and the clamps engage. This is a very effective and reliable way to stop a vehicle.

The Chain and Pedals

The pedals are connected to the rear wheel. Along with the chain, they provide a human- powered “drive train”. This is an important part of your e-bike. The pedals are not removable and should not be removed.

VEHICLE IDENTIFICATION NUMBER (VIN)

Your unit comes with a Vehicle Identification Number. You should write this down and keep it somewhere safe in case of theft of your unit. This is also required for registering your warranty on the warranty section of Avvenire.com. To find the VIN on your Phoenix Slook where the pedal shat connects to the frame. The VIN number is engraved on the frame.



Maintenance and Troubleshooting

This section outlines problems you may have and solutions you may be able to use.

Many of the parts in this product are not user-serviceable and should be repaired by trained professionals. This is especially true of the electrical systems and the mechanical components. Alteration of these components voids the warranty.

Tire Pressure

Maintain the air pressure in your tires at the appropriate level. If the air pressure is too low, your e-bike's performance will suffer and it will become damaged more easily.

Cold weather and lower temperatures will cause the air pressure in your tires to drop, and warmer weather will cause it to increase, even if there are no leaks in the tire tube. To replace the air in your tires, follow this procedure:

1. Identify the required pressure by examining the text along the side of the tire rim. This text should indicate the recommended pressure for your tire.
2. Locate the air valve on the inner surface of the tire rim.
3. Remove the valve cap and place in a secure location.
4. Place the nozzle end of an air pump (hand-power or mechanical) over the valve.
5. Pump up the air in the tire, being careful not to let the pressure go above the level prescribed on the side of the tire wall.
6. Remove the pump nozzle from the air valve without allowing much air to escape from the tire.
7. Replace the valve cap on the air valve.

Maintaining the proper air pressure will allow you to travel much further on a single charge, because the motor will not have to work as hard to move the e-bike.

Replacing Flat Tires

Replacing flat tire tubes is a more complicated and labour-intensive process with e-bikes than it is with regular bicycles. It requires proper tools, more skill and more patience. The front wheel is easier to service when changing a flat tire than the rear wheel, as the rear wheel is connected to the hub motor and other mechanical parts.

Unless you are very familiar with the mechanical components of the rear motor, attempting to change a flat rear tire may cause serious problems. Please contact your Avvenire dealer for specific instructions on how to remove your wheel and tires safely, and how to replace the tubes. It may be easier – and safer - to have the tubes replaced by your Avvenire dealer.

The Motor

Do not service the motor yourself. Bring the e-bike to your Avvenire dealer for service. The motor in your e-bike is a highly complex and fine-tuned mechanism. Repairing it requires significant expertise. **We suggest maintenance every 100 running hours or so.**

The Chain

Ensure that the chain on your e-bike is well-oiled and lubricated. It is an important part of your e-bike. As with any bicycle, it needs to be maintained if it is to function.

Bringing in your E-bike for Service

Do not attempt to service the electronic or mechanical parts of your e-bike unless you are absolutely sure of what you are doing and have a solid understanding of electrical and mechanical equipment.

Liability

Avvenire will not be held responsible for damage or injuries resulting from errors resulting from improperly serviced parts.

Ebike Maintenance

Cleaning

Cleaning is extremely important this will ensure your e-bike will serve you for a long time. In the long run, it will save you money and a lot of time waiting for the bike to be repaired. You should clean your ebike weekly.

Do not use aggressive power jets or water sprays when washing the ebike and keep water off the battery as much as you can. Clean gently but thoroughly and make sure that all the outer casing of the electric parts are dry and clean.

Remove any dirt, debris, sand, mud, grit, grime that got caught on the bike and dry it off.

While cleaning, it is a good opportunity to look closely for a worn, loose, cracked, rust, teared or damaged parts. Buckled paint can also be a hint for some parts that need closer inspection.

Lubricating

It is also recommended to lubricate the chain, levers, derailleur, cables, etc. A clean, lubricated e-bike tends to be faster, smoother and quieter. It's like having a little extra push for free.

Apply the lubricant to the different parts and let it sit a few minutes and then wipe off the excess lubricant with a rag. After a while, clean the different parts with a degreaser to remove any excess dirt that has been collected.

Weather

Don't leave the bike out in the rain or snow.

Store it somewhere dry and out of direct sunlight. Overheating the batteries, for example, can cause problems.

Do not open up casings, chargers, etc as you are unlikely to be able to reseal them effectively afterward, making them more susceptible to water damage and other extreme weather conditions.

Batteries should be removed from the ebike if not used and charged once a month regardless of usage.

Schedule

The frequency of maintenance depends on how much you ride and under which conditions. Recreational riders needs far less maintenance then off-road riders. The harder you ride, the more you have to take care of your bike if you want it to last. There are various time intervals for proper maintenance. Quick maintenance should be done before & after every ride.

Time after Purchase	Action Suggested
Everytime before you ride (The 60 Second Check)	Check tire pressure, check brakes that they work, check lights, check bolts (make sure everything is tight), check battery gauge. Do not ride the unit unless everything is functional and proper
30 Days (every month)	Completely clean the unit, including the dust on the motor and under the seat. Check for any abnormal wear and tear or alignment problems.
90 Days (every 3 months)	Inspect frame and fork for paint crack or bulgest that may indicate frame or part damage; pay particular attention to all frame joints. Check wear and tear on tires. Check range of battery.
180 Days	Inspect all components on the unit. Check that connections are nice and tight. Look inside where your controller is and clean in detail. Check that all plugs are clean. Go over every bolt and nut in your unit.
360 Day (every 12 months)	Bring the unit for a complete tune-up. Varying on the unit the shop should complete a battery discharge, tires should be changed depending on wear and tear. All connections should be checked for rust and loosness. All components should be checked including charged, ignition, and gauges.

Specifications

Name	Phoenix
Motor	500W
Voltage	48V
Amp Hour	13AH x 2
Watt Hours	1248WH
Battery Life	1000 Cycles
Battery	Lithium Ion
Removable Battery	Yes
Charger	42V 2AH 110V x 2
Charge Time	6 - 8 Hours
Lights	LED
Max Load	275 lbs. + 175 (Side Car)
Assembled Weight	100 lbs.
Assembled Length	67"
Assembled Width	31"
Assembled Height	43"
Seat Height	N/A
Seat Width	N/A
Seat Length	N/A
Boxed Weight	110 lbs.
Boxed Length	59"
Boxed Width	13"
Box Height	35"
Range	Up to 80 km
Speed	32 km/h
Climbing Incline	20 degrees
Front Wheel	20 x 4
Rear Wheel	20 x 4
Gauges	Battery Level / Odometer / Speedometer
Ground Clearance	N/A

Wheel Base	N/A
Battery Weight	8 lbs. x 2

Name	Phoenix
Rear Brakes	Disc Brakes
Front Brakes	Disc Brakes
Ignition	N/A
Front Shocks	Yes
Rear Shocks	N/A
Controller	Standard
Pedal Assist	5 Levels
Speed Levels	6 Speed Shimano
Throttle	Full Twist
Cruise Control	No
Display	Back Lit LED
Frame Size	N/A
Rear / Basket Storage	Optional Saddlebags
Under Seat Storage	N/A
Rear / Basket Storage Volume	N/A
Under Seat / Glove Storage	N/A
MP3	N/A
Occupancy	1 + (1 Side Car)
Alarm	No
Steering Lock	No
Center Kickstand	No
Foldable	No
Folded Dimenison	N/A

*****Weight and Dimensions are without side car*****

Contact Us

For any inquiries or to learn more about our innovative solutions, please reach out to us. Our team is here to assist you and provide any information you need.



1-800-649-9320



1-647-556-4040



info@avvenire.ca

Avvenire Toronto



15 Curity Ave
Toronto, ON M4B 1X4

Avvenire Clarington



8335 Hwy 35, Clarington, ON, L0B 1M0