



www.newgenbikes.com

ASSEMBLY & MAINTENANCE

EN15194:2017



345

OWNER'S MANUAL

INDEX

INDEX	2
IMPORTANT SYMBOLS	3
INTRODUCTION	4
INTENDED USE	5
REGISTER YOUR 345	6
LOCAL REGULATIONS	6
ABOUT YOUR BIKE	7
UNBOXING & ASSEMBLY	7
PREPARATION FOR RIDING	11
OPERATING YOUR 345	12
BATTERY	13
GENERAL SAFETY	16
DISPLAY	17
PRE-RIDE SAFETY CHECKLIST	19
MAINTENANCE	20
REPAIRS & MAINTENANCE-SCHEDULE	22
DECLARATION OF CONFORMITY	23

IMPORTANT SYMBOLS

Please be aware of the following symbols used throughout the manual.



TOOLS REQUIRED



IMPORTANT INFORMATION



WARNING



NEWGEN TEAM TIP

INTRODUCTION

Thank you for purchasing your **345** from **NewGen Bikes**.

This manual contains information, warnings and cautions concerning the safe operation of your bike. All information in this manual should be carefully reviewed and if you have any questions, please contact NewGen Bikes immediately.

Keep this manual with your bike for future reference. Please note, the content of this manual is subject to change or withdrawal without notice, for the most up to date version please see www.newgenbikes.com. While this manual is intended as a guide, it is not a comprehensive guide to cycling or bicycle maintenance.

Before setting out on your first ride please make sure you have carefully read and understood your owner's manual, and that you are familiar with the 345's components and operation. We recommend that you familiarise yourself with your new bike in a safe environment before heading out on the open road.

There are risks associated with the use of any bike which cannot be predicted or avoided, and are the sole responsibility of the rider.



Note: The 345 (Pedelec or electric bicycle) is referred to in this manual as a bike, bicycle, NewGen Bike, 345, unless otherwise noted.

INTENDED USE



The 345 is designed for use on roads and well-made paths, carrying a maximum load of 120kgs (rider, luggage). The 345 is not intended for stunts, off road, racing or extreme sports. Your 345 should be used for its intended purpose only. No liability or warranty shall be accepted if the use of the 345 deviates from the intended use.



The manufacturer is not liable for any direct or consequential damages. Misuse may lead to failure of some components, void your warranty and risk injury or death to the rider.

Knowledge Centre

For the most up to date manual and information on your 345 please visit our knowledge centre.

www.newgenbikes/knowledgecentre.com

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REGISTER YOUR 345

After purchasing your 345 it is important to register your bike. You will be asked to enter your serial number which can be found on the top of your bottom bracket.

Scan the below QR code to register your 345 with our online form to validate your warranty.



Alternatively visit our website www.newgenbikes.com/345-registration

Registration will keep you in the loop of any upcoming special promotions or product updates.

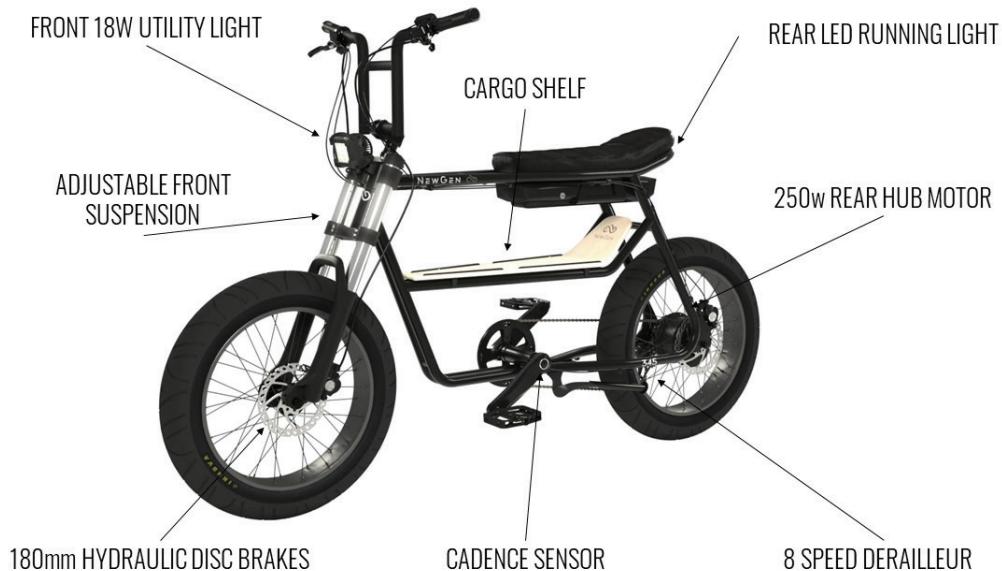
LOCAL REGULATIONS

The EU recognises your 345 as an 'electrically assisted pedal cycles' (EAPCs). In the UK, you do not need a driver's licence to operate an electric bike nor do you need to have it registered, taxed or insured, but you must be over the age of 14.

Electric bike laws and regulations vary from country to country so please make sure you check your local country regulations. In most countries, you can ride an electric bike in bike lanes and on bike paths as you would a regular push bike.

It is illegal in the UK to cycle on a public road after dark without lights and reflectors. Before riding at night be sure to check the battery power level, to ensure there is sufficient charge to power the front and rear light for the duration of your ride. When riding in the dark, it is advised to wear reflective clothing and you must use lights (front and rear). For lights purchased by third parties, it is important to check that they comply with local laws.

ABOUT YOUR BIKE



UNBOXING & ASSEMBLY



You should be confident that you have the skills required to safely prepare your bike before use. If you have concerns about assembling the bike safely please consider taking it to a bike shop where a professional can assemble it for you.

We recommend asking a friend to help unpack and assemble your bike.



1. Remove the 4 plastic inserts around the bottom of the box and then with two people lift the top box off and set it down next to the bike.

 Make sure not to lift the bike from the front light as it is not designed to hold the weight of the bike.

2. Remove the box from the tower to the rear of the bike. In the box you will find:



1 x 6mm Allen Key	2 x Pedal
1 x 15mm Pedal Spanner	1 x Battery Charger
1 x User Manual	1 x Bell
2 x Key (Also attached to handle bars)	



3. Slide out the tower on the opposite side of the box allowing you to roll out your 345 from its channel. Use the bike stand to prop up the bike whilst you complete the rest of the assembly.

THE 345 HANDLE BAR AND PEDAL ASSEMBLY



1. First take out the 6mm Allen key as you will now need this for installing the handle bars.
2. Using the 6mm Allen Key remove all 4 bolts and plate from the front stem.



3. Now release the handlebars from the protective packaging and place them on the stem. Loosely screw the bolts and plate back onto the stem making them finger tight.
4. Working in a diagonal sequence tighten each bolt by a half turn before moving on to the next allowing each bolt to be tightened evenly, until all are tight and the handlebar will not rotate in the stem. Ensure the handlebars are perpendicular to the front wheel.
5. To avoid damage during shipping, pedals are not pre-installed onto the cranks, so you will need the 15mm spanner and pedals from the box.



6. The pedals will look similar but one is intended for the **Right** crank and one for the **Left** crank. Each pedal will either have an **R for Right** and **L for left**. The right and left side of the bike are from the perspective of the rider.



7. Using the 15mm spanner attach the pedals to the crank arms:
 - The Right pedal should be tightened in a clockwise direction.
 - The Left pedal should be tightened anticlockwise direction.
8. The thread on the pedals should easily be found. If not remove the pedal, realign and try again. Never use force to engage the thread.



PREPARATION FOR RIDING



We recommend having your 345 checked over by a reputable bike store before taking it out for its first ride.

Extreme care should be taken when using the pedal assistance sensor and throttle on this product. Ensure you understand and are prepared for the power assistance to engage as soon as pedalling is underway.

Users must understand the operation of the pedal assistance sensors and thumb throttle (sold separately) before using the bike and take ample care in their usage in respect to traveling at speeds appropriate for the usage area, riding conditions, and user experience level. Always use the lowest assist level until you are comfortable with the bike and feel confident in controlling the power.

Check the following before riding:

ELECTRICAL SYSTEM

Make sure you are familiar with the information on your bike's display and fully understand the function of the buttons. Please consult the Display section of the manual if you are unsure before operating the bike.

WHEELS

Check the tyre pressure and make sure it is the correct value. Tyre pressure requirements can be found on the sidewall of the tyre. Lift the front tyre off the ground and spin the tyre to make sure they rotate smoothly, are true and do not rub significantly against the brake pads. If the wheel is not true or rubs heavily on the brake pads take the bike to a reputable bike shop to have the wheel checked out.

HEADSET

To check the headset is properly secure, stand in front of your bike with the front wheel firmly between your legs. Turn the handle bars to check for movement. If movement occurs, realign your handlebar and tighten the headset and headpost.

BRAKES

Check the brakes by pulling both brake levers. You should feel an obvious pressure point. Standing next to the bike, rock it back and forth making sure the brakes stay locked and the bike does not roll forward or back. The brake levers should not touch the handlebar.

OPERATING YOUR 345

1. Before heading out check your battery is fully charged!
2. Insert the battery into the rear of the bike. For instruction on how to insert and remove the battery please refer to the Battery section (Pg. 17) of this manual.
3.  Make sure the Battery is firmly locked in place!
4. To switch on the bike, hold down the power button on the underside of the display for 3 seconds. (For information about how to operate the display please see the Display section of the manual.)
5. Select the Pedal Assist level by toggling the up + and down - buttons on the display.



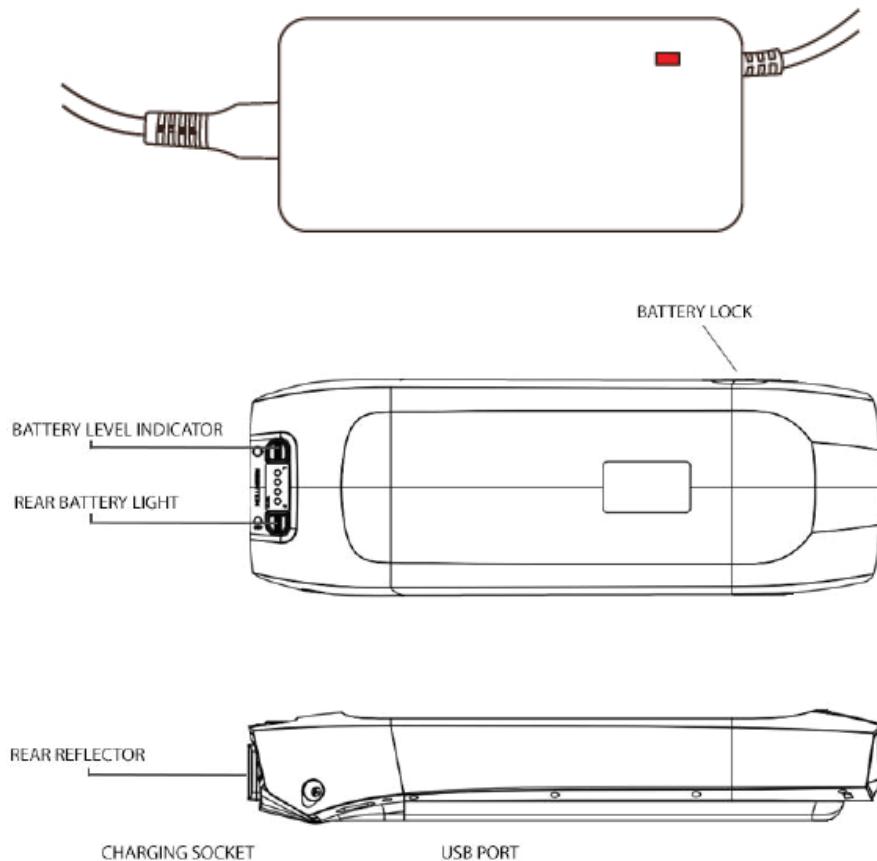
 Always set the assist level to the lowest level (level 1) when you set off to ensure you have full control of the bike. Then when you feel comfortable increase the assist level. Pull the brake levers before mounting the bike to avoid any unintentional movement.

6. To switch on your front and rear light simply hold down the + button on your display 3 seconds. A headlight icon will appear on your display indicating the front light is on. Switch off the lights by holding down the + button on the display for 3 seconds.
7. After your ride turn off the bike by holding down the power button on the underside of the display for 3 seconds.

 It's always good practice to finish your ride in the lowest gear so that next time you head off you have a nice and easy take off.

BATTERY

The 345 is equipped with a high-capacity Lithium Ion rechargeable battery. Charge the battery fully before your first use. The battery will take around 5 hours to fully charge. The charger that comes with your e-bike recognizes the battery pack's initial charge and will automatically cease charging when the battery is fully charged. Follow the instruction contained on the label affixed to the battery charger. The charger light will change from **red** to **green** when the battery is fully charged. Always ensure the rubber charging port on the battery is properly closed and always keep the battery and charger out of direct sunlight.



TO INSERT THE BATTERY, slide the battery into the rack under the seat with both hands, the battery will not go all the way in and will be blocked by the lock. With your other hand push the key into the lock and turn anti-clock wise, this will open the lock and you can slide the battery home. Once in place turn the key back clockwise and remove the key. To make sure the battery is locked in place try pulling the battery back out.



TO REMOVE THE BATTERY, push in and turn the key fully anti-clockwise to unlock the battery from its case. With your other hand hold the rear of the battery and pull it out from the rack. The battery pack can be charged while connected on-board the bike and it can also be charged when removed from of the bike.



Important safety information regarding your battery & Charger

In order to maximise the life from your battery you should take care to use, store and recharge it correctly. Over time, the capacity of the battery will reduce and eventually the battery may need replacing. The service life of the battery will vary according with usage. The old battery should be disposed of responsibly, in accordance with local regulations.

- The battery should be charged indoors in dry conditions and at room temperature
- Never use a battery that shows any signs of damage, leaks, dents in the housing or that has been dropped
- Only use the battery for your e-bike and do not attempt to use it for other purposes
- Do not leave your battery on the charger unattended
- Charge your battery on a fire-resistant surface and/or in a safe place
- Only use the original battery for your 345
- Keep the battery away from heat sources and fire
- Do not expose your battery to liquids or water
- Do not store your battery at very low temperatures (below 5 degrees Celsius)
- Remove the battery before transporting your bike
- Keep the battery out of reach of children and animals
- Never tamper with the battery. Do not open the case or try to repair the battery. Do not attempt to modify the battery connector in any way
-  Do NOT touch damaged or defective batteries or cells as this may lead to acid injuries or electric shocks
- Remove the charger from the battery after charging
- Unplug your charger when not used
- Do not subject the battery to impact, throw or shock the battery. Protect your battery against falling over or falling down
- Do not park your vehicle over long periods with an installed battery
- If the charger or charging cable become damaged, do not use the charger

GENERAL SAFETY



Riders should pay special attention to all general safety points below before operating their 345. Neglecting these precautions may affect your warranty and personal safety!

Road safety:

- When riding obey the applicable road laws in your local area
- Ride predictably, in a straight line, and with the flow of traffic. Never ride against traffic
- Use hand signals to indicate turning and stopping
- Maintain a comfortable stopping distance from all other objects, riders, and vehicles. Safe braking distances can change depending on the road surface, light and weather conditions among other variables
- It is not recommended to ride in wet weather. Your 345 is not meant for use in heavy rain, puddles, streams or rivers
- If riding in wet conditions take extra care including decreasing speed and increasing braking distances. Feet or hands can slip in wet conditions and lead to serious injury and/or death
- Avoid potholes, gravel, wet or oily roads, wet leaves, curbs, train tracks, speed bumps, drain gates, thorns, broken glass and other obstacles, hazards and puncture risks
- Avoid hard bumps, impacts and shocks as these may damage the electronics, frame battery and connectors
- When riding on public roads, make sure you have front and rear lights and reflectors in working conditions
- If you note strange sounds or vibrations have your bike checked by a reputable bike shop
- Maintain a comfortable stopping distance from all other objects
- Secure any loose clothing while riding to prevent it getting caught in any of the bike's moving parts
- Do not carry passengers or cargo that will interfere with your ability to control the bicycle.
- Squeezing the brake lever too fast can lead to unintended sudden stopping and cause you to crash or get rear ended
- Make sure to test the braking power before heading into traffic. It can be much more powerful than what you are used to

DISPLAY

The 345 comes fitted with the 500c high contrast 2.2 inch IPS screen. Do no attempt to operate the display while riding.



Operation

1. Turning On/Off



- Long press the power button on the underside of the display for 3 seconds. The boot logo will appear followed by the display interface
- To switch off, long press the power button for 3 seconds

2. Power Assist levels

- There are 5 levels of pedal assist. 1 being the lowest and 5 being the highest level of assist
- The assist level is displayed at the bottom right of the screen.
- Press + or — to select the level of assist required. The assist level will always default to level 1 on start up

3. Display Information

- To switch display information press M to loop the following information
- Trip Miles (TRIP) → Riding Time (TRIP TIME) → Average Speed (AVG) → Maximum Speed (MAX) → Total Mileage (ODO)

4. Walk Assist Mode

- Long press — for 2 seconds and the bike will enter into walk mode assist. This will engage the motor and accelerate the bike to a walking pace (6km/h). Hold the — button to maintain the walk mode. Walk mode will disengage when the — is not held down

5. Headlight on/off

- Long press + for 2 seconds to turn the front utility light on. The headlight icon will be displayed on the screen



- Long press ↑ for 2 seconds to turn the front light off
- Always remember to have both the front and rear lights on when riding at night or in low light conditions

PRE-RIDE SAFETY CHECKLIST

Before riding your 345 for the first time, and periodically thereafter, please pay close attention to the following:

- We recommend the use of an approved cycling helmet, even in countries like the UK where their use is not mandatory
 - Before taking to the open road, please take the time to familiarize yourself with the operation of the bike and pedal assist system in a safe environment away from hazards
 - Ensure your battery is locked securely in place, do so by pushing the battery into the holder until it clicks into place. Remove the key from the lock and pull the battery to check it's locked in place
 - Check the brakes by pulling both brake levers. You should feel an obvious pressure point. The break levers should not touch the handlebar
 - Check brakes and Tyres (including Tyre pressure) regularly
 - Check that all wheel nuts are properly tightened
-  • Take extra care while riding in wet conditions including decreasing speed and increasing braking distances. Feet or hands can slip in wet conditions and lead to serious injury and/or death

MAINTENANCE

Follow these basic guidelines and see a certified, reputable bike mechanic at regular intervals to ensure your bike is safe for use. Performing regular maintenance on your 345 can improve the bike's riding efficiency and extend the bike components life. When carrying out any maintenance on your 345 make sure the bike is turned off, it's securely positioned and the battery is removed. This will reduce the potential for damaging the bike or injuring yourself.

BRAKES

Brakes are one of the most important parts of your bike and require regular attention. Your 345 is fitted with Hydraulic Disc brakes.

Hydraulic brakes require specialist equipment to carry out certain adjustments and maintenance. We would recommend this is carried out by a professional, most local bike shops will be able to perform this service for you. After a while (depending on use) the pads in the callipers get worn down and should be replaced. Replacements can be found at most local bike shops.

Disc brakes generally take a little time to settle in and it's more than likely they will squeak a little on your first few rides as they adjust.

The 345 uses Magura MT4 eSTOP brakes optimised for e-bikes. For any manufacturing problems or questions related to Magura brakes please contact the manufacturer. www.magura.com/en/components/techcenter/

GEARS

Poor and noisy gear changes can often be a result of chain misalignment. To check alignment put the bike in the highest gear and look from the back of the bike. The rear derailleur cogs should be in line with the smallest sprocket on the cassette. Rotate the adjuster clockwise and anticlockwise until the derailleur cog is aligned with the sprocket. If the gear changes are still poor, we recommend taking your 345 to a local bike shop for a service.

TYRES & WHEELS

Always ensure tyres are pumped up to the required pressure. The PSI can be found written on the side wall of all Tyres. Typically for the 345's 20 x 4 Tyres this is greater than 20 PSI and a max of 35 PSI. Tyres with incorrect air pressure can reduce performance, increase tyre wear and make riding unsafe. As well as making sure the tyres are properly inflated you should also check for any damage to the tyre. Replace the tyre if there is significant wear or damage. If your wheels are not spinning straight or become untrue or spokes loosen, do not attempt to true or tighten unless you have adequate knowledge, tools and experience. It is recommended that a certified, reputable bike shop performs all wheel tuning.

Replacement tyres and inner tubes can be purchased directly from our online accessories store. www.newgenbikes.com

MOTOR

Ensure hub motor is spinning smoothly and motor bearings are in good working order. Ensure all power cables running to hub motor are secured and undamaged. Make sure the hub motor axle bolts are secured and all torque arms and torque washers are in place.

CLEANING

Make sure to remove the battery before cleaning and maintaining the bike. Clean the frame like any other vehicle you own with soap and water, using a soft cloth so as not to scratch paint. Take care to not spray electronic components directly with liquids. Keep the battery dry, wipe the battery down with a dry cloth to clean it. Do not submerge the bike, hub motor or battery in water.

REPAIRS & MAINTENANCE-SCHEDULE

Many components on your 345 are highly stressed, and with high mileage and hard riding these components over their life time can become fatigued and fail. Failure can cause injury so it's very important you check and service your 345 regularly to ensure these parts function as intended and are replaced if necessary. When replacing safety-critical components including but not limited to the Frame, Fork, Tyres, Rims, Brakes, Front and Rear Lights, Kickstand, Handlebar, Stem, Drivetrain, Battery, or Control Unit/Display, genuine replacement parts should be used to ensure they work safely with your electric bike.

INTERVAL	COMPONENTS	SERVICE
0 – 200 MILES	<ul style="list-style-type: none"> • Check hardware for proper torque • Check drivetrain for proper alignment and function. • Check wheel trueness • Check for any Tyre or rim damage • Check frame for any damage 	<ul style="list-style-type: none"> • Clean the frame with a damp cloth • Initial break-in period, have the bike serviced by reputable bike store
250 – 750 MILES	<ul style="list-style-type: none"> • Check brake pad alignment and pressure point on brake lever • Check hardware for proper torque. • Check gears are shifting correctly • Check chain stretch • Check shifter cables for corrosion or fraying 	<ul style="list-style-type: none"> • Clean and lubricate drivetrain • Check crank set and pedal torque • Clean brakes and shift cables
750 – 1250 MILES	<ul style="list-style-type: none"> • Check drivetrain • Check hardware for proper torque. • Check brake pad alignment and pressure point on brake lever • Check shifter cables for corrosion or fraying 	<ul style="list-style-type: none"> • Take bike in to reputable bike store for a service

DECLARATION OF CONFORMITY

Your 345 is an EPAC "Electrically Power Assisted Cycle", a bicycle with a motor that only functions on condition of the rider pedalling. When rider stops pedalling, the motor stops providing assistance. Your 345 bike complies with EN 15194, the motor assistance is limited to a maximum continuous power rating of 0.25kW (250W) and a maximum speed of 25km/h (15.5 mph).

Certification includes compliance with:

- General Product Safety Directive 2001/95/EC
- 2006/42/EC Machinery Directive
- 2014/35/EU Low Voltage Directive
- 2014/30/EU Electromagnetic Compatibility Directive

Please note:



A throttle is NOT included on EN 15194 compliant bikes.

Declaration of Conformity



This user manual complies with the requirements of EN 15194 and Machinery Directive EC/2006/42.



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