



SUPRINO



CONTENTS

1 · Preface	3
2 · Descriptions of Models	4
3 · Product Features	6
4 · Name of Components	11
5 · Product Specifications & Statements	12
6 · Instructions for Installation	13
7 · Notice for Riding	14
8 · Instructions for Instrument Panel	16
9 · Failure Code Description & Treatment	19
10 · Instructions for Battery	20
11 · Battery Operating	22
12 · Battery Status & Protection Display	23
13 · Precautions for Battery	25
14 · Warranty Terms	26
15 · Warranty Exclusions	27
16 · Consumer Warranty Card	30

PREFACE

Thank you for choosing SUPRINO e-bike. For your correct operation of the bike and to ensure your safe use of it, please be sure to carefully read the following instructions and precautions and properly keep the Manual for reference when needed.

SUPRINO e-bike is designed for users over 12 years old. Those under 12 years old shall be accompanied, assisted and instructed by the adult when riding. The e-bike can be ridden below 2000 meters above sea level.

SUPRINO e-bike is furnished with power output and to ensure the safety of yourself and others, please pay attention to the power output status of the bike and learn about your own physiological and psychological conditions. Please wear the compliant safety equipment in riding. If you have any doubt about the SUPRINO e-bike, please contact the nearby stores authorized by SUPRINO or SUPRINO INNOVATION CO., LTD.



Introduction to Bike Models

✓ **SUPRINO Urban KU100** Standard Model

Dynamic black



Your urban touring partner

The KU100 standard frame is designed to suit a broad range of riders, but its European-inspired style means that everyone will still stand out in a crowd. Riders can choose from a variety of body kits to further enhance their personal style, and suit the needs of their daily life.

Colors

Bright blue



Matte gray



✓ **SUPRINO Urban KU200** Step-through Model

Milky Way gray



Share with More People

The step-through frame of the KU200 provides a highly accessible and convenient design, and pairs well with a wide range of fashion styles while making it easy to share the joy of riding with friends.

Colors

Pearl white



The colors of the above images are for reference only, and actual models may differ.

Product Features

Enjoy a Family Outing

The European-style SUPRINO Urban models are available in standard and step-through designs, with full-time power assistance and various boutique accessories. You can customize each model to suit your individual style, or for the entire family.

Peace of Mind

SUPRINO Urban models comply with the production and assembly standards and quality inspection requirements of world-class manufacturers. In addition to the production process-strict supervision throughout the entire process, the SUPRINO Urban model must pass a vehicle bench test of more than 10,000 kilometers before being launched, providing you with reliable riding safety.

Pleasant and Light Riding

The core electricity-driven system of the SUPRINO Urban model has passed the professional integration test of motor, controller and battery to enable you to ride in a light, comfortable and pleasant way.

Meet Your Daily Use

SUPRINO Urban model is furnished with splash guard, headlight and carrier. You can choose appropriate additional kits based on your preferences and requirements to meet your daily use.



Mid-Drive Motor

The centered drive motor will provide you with more natural, smoother and impressive riding experience.

The design of the same width as the frame tube, coupled with the five-stage boost mode, and stable CG location equip it with more balanced, stable, efficient and comfortable long-distance riding performance.

Built-in Battery

The unique built-in battery makes the body and lines simpler.

The 500Wh large-capacity battery design provide you with power assist for longer distance of riding so that you will no more worry about insufficient battery capacity.





Seamless Welding Technique

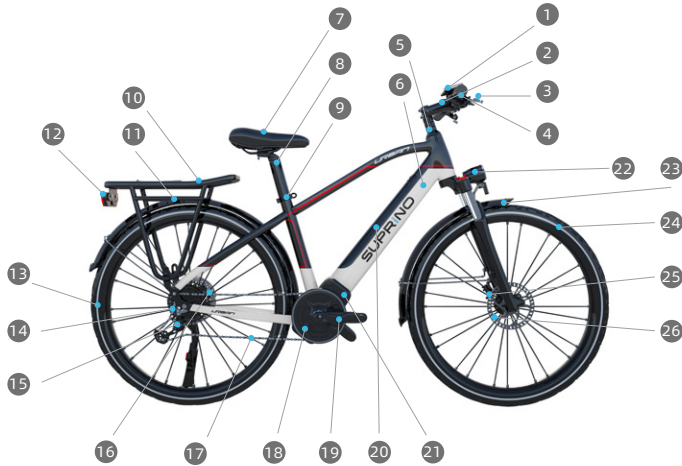
SUPRINO Urban will be manually polished for a long time after aluminum alloy frame welding, trying our best to create more coherent visual effects for you who pay attention to the aesthetic sense of the bike body, so that the color and lines of the body will be more harmonious and smooth.

No Exposed Wiring

Credited to its frame design, the wiring and joints of SUPRINO Urban model can be properly accommodated in the frame to reduce the exposure of wiring and improve the protection. In addition to maintaining the external simplicity, it can also keep the cycling smooth.



Name of Parts



▼ Name of Parts

- | | | |
|-------------------|--------------------|---------------------|
| 1 Display | 11 Fender Rear | 21 Drive Unit |
| 2 Handlebar | 12 Reflector Rear | 22 Headlight |
| 3 Brake Lever | 13 Wheel Rear | 23 Fender Front |
| 4 Shifter | 14 Freewheel | 24 Wheel Front |
| 5 Handlebar Stem | 15 Derailleur Rear | 25 Caliper Front |
| 6 Frame | 16 Caliper Rear | 26 Brake disc Front |
| 7 Saddle | 17 Chain | |
| 8 Seat Post | 18 Chain wheel | |
| 9 Seat Post Clamp | 19 Crank | |
| 10 Carrier | 20 Battery | |

Product Specifications

- **Model** KU100 (Standard), KU200 (Step-through)
- **Deraillieur** Rear Deraillieur (8 speed)
- **Braking** Hydraulic Disc Brake (Front / Rear)
- **Frame size** 17' (Standard), 16' (Step-through)
- **Tires** 700C x 40C
- **Fork** Suspension Fork
- **Battery** built-in battery, 14Ah / 504Wh *
- **Drive unit** Mid-drive motor, 36V / 250W *
- **Power assist** 5 levels auxiliary power
- **Battery Life** >100KM (fully-charged status)
- **Bike weight** 23.5KG (including the battery)
- **Accessories** Headlight / Carrier / Fender

Specification Statement

Two models including Standard Model (KU100) and Step-through Model (KU200) are available for SUPRINO e-bike. The drive unit used in these two models is completely the same.

Instructions for Installation

Depending on the purchased configuration, you may need to install/adjust the following components. If you have any doubts about product assembly, please go to the nearest SUPRINO authorized store for correct installation and adjustment. Please note that improper installation or adjustment may cause danger and injury when riding.

1. Installation of front wheel

Please unpack the front wheel, align the front wheel and disc correctly, and place it between the fork dropout and disc brake caliper. After that, lock the quick release in clockwise direction until semi-tight, and then lock the quick release handle (feel tight).

2. Installation of handlebar

Please turn the handlebar straight (shifter facing forward) by referring to the position of the handlebar's LOGO in the center and then place the handlebar in the center and install with the stem the firmly (the handle is not loose when rotating).

3. Installation of Pedal

Take the pedal out of the Parts kit, the pedal marked R side should be installed on the side of the chain wheel, and the pedal marked L side should be installed on the other side.

4. Installation of Battery

Put the battery into the groove under the down tube of the frame, please pay attention to the placement direction so that the battery can be smoothly into the groove. After correct installation, there should be no obvious segment gap between the battery cover and the frame.

Notice for Riding

Please check the following items before each ride to ensure the safety of your ride. If any item does not meet the standard, please adjust it to the normal condition first, or go to the nearest SUPRINO authorized store for the correct installation and adjustment.

1. Wheelset check

Please confirm whether the quick release of the front and rear wheels are locked, and also confirm whether the tire pressure is normal. Depending on weight and tire, please pump according to tire pressure reference on cover tire.

Please confirm whether there are cracks and clear tread marks on the cover tire. In case of any damage, please be sure to replace the cover tire.

2. Brake check

Please confirm whether the front and rear brakes operate normally, and whether the brake sensitivity is in line with your use habits. The moderate and fine tuning can be carried out according to your operation habits, but be sure to ensure the braking force of the brake.

3. Brake direction

In the cases of all finished bike types, the brake direction is left brake lever corresponding to front brake, right brake lever corresponding to rear brake. It is recommended to brake the rear wheel first to avoid excessive braking force and affect your control.

4. Bike body check

Please check whether the wiring of each part of the body falls off or the wiring is cracked.

Speed Limit Declaration

SUPRINO e-bike has speed limit design in order to meet the specifications for relevant e-bike in sales territory. It is strictly forbidden to modify, replace, disassemble or even destroy the related electronic accessories of the product. In case of the above situation, product warranty and follow-up after-sales service will not be provided.

Users shall be solely responsible for any damage to personnel or property caused by any unauthorized change in product design as stated in the specifications.

NCC Warning (Taiwan)

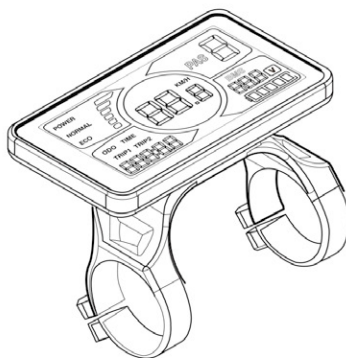
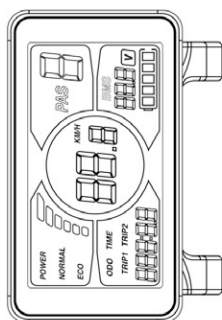
No company, firm or user shall change the frequency, increase the power or change the characteristics and functions of the original design of the low-power RF motor approved by type certification without permission.

The use of low-power RF motor shall not affect aviation safety or interfere with legitimate communications; When interference is found, it should be disabled immediately until there is no interference. Lawful communications referred to in the preceding paragraph means radio communications operating in accordance with the provisions of the Telecommunications Act. Low-power RF motors shall be subject to the interference from legitimate communications or radio-electric motor equipment for industrial, scientific and medical intention.

Instructions for Instrument Panel

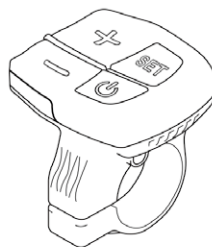
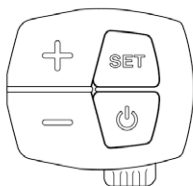
1. Dimensions and Materials

The product shell is ABS, which can be used between -20°C to 60°C .

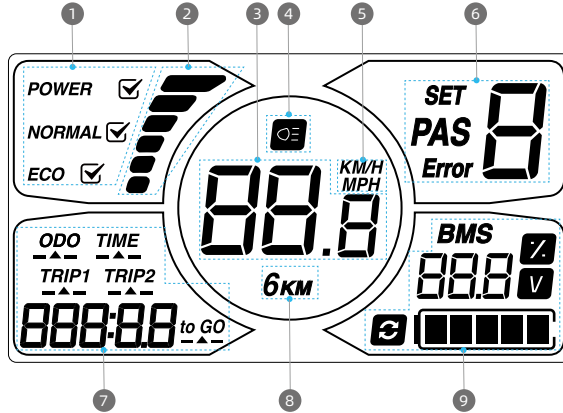


2. Definitions of Buttons

There are four buttons on the instrument panel, including ON/OFF, SET, UP and DOWN.



3. Overview of Functions



1 Selection of Riding Mode :

Display the current riding mode.

2 Display the current :

Displays current auxiliary power output.

3 Display the speed :

Display current riding speed.

4 Backlight / headlight :

Under power-on state, press ON/OFF key to turn on the backlight and headlight on the instrument panel at the same time. Headlight symbol is displayed here.

5 Display the speed unit :

Display the speed unit currently chosen, KM/H or MPH.

6 Display the information :

SET: when entering the setting screen, it will flash (it is not recommended to modify by yourself).

PAS: display the auxiliary power level.

Error: display the failure code (in case of system errors).

7 Display the ride information :

ODO: display the total mileage of ride.

TIME: display the ride time.

TRIP1: display the mileage per ride.

TRIP2: after starting up, the mileage of last ride is displayed in 30 seconds (automatically reset).

8 Slow Boost Mode (6KM Speed) :

Long press the “+” button for 2 seconds to enable the slow boost mode, the instrument panel will display the word 6KM and the e-bike will move forward at a slow speed of 6KM, suitable for auxiliary traction in climbing traction.

9 Display the battery information :

Display the voltage: display the voltage of the battery.

Display the power capacity: display the power capacity. When the battery is low, the symbol flashes.

4. Failure Code Description and Treatment

In case of failure code in the riding, please go to the nearest SUPRINO authorized outlets for inspection, or contact SUPRINO INNOVATION CO., LTD.

▼ Code	▼ Description of Failure Codes
0	Normal
2	Abnormal controller (abnormal working current)
3	Abnormal motor load (Locked-motor)
4	Low working voltage
5	Abnormal brake (power-on test)
6	Abnormal hall voltage of the motor
8	Too high temperature of the motor
9	Too high working voltage
10	Abnormal signal reception of controller
15	Abnormal signal reception instrument panel



Note

part of the contents displayed on the product you bought may be different from those on the Manual due to product upgrade of the company, which, however, won't affect your normal use.

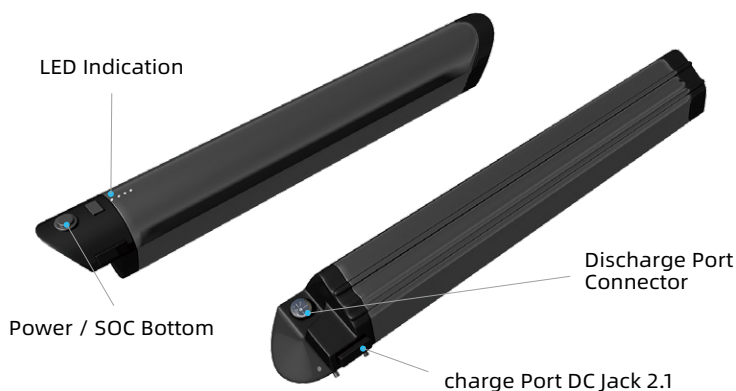
Instructions for Battery

1. Battery System

The batteries used in SUPRINO e-bike are smart batteries, with functions of charging and discharging protection, and OTP, please feel free to use. If the battery has not been used for a long time (more than 3 months), please charge the battery completely at least every 3 months (the LED of the charger is blue light) to maintain the service life of the battery; In case that the battery is not charged and maintained for a long period, the battery performance will be reduced, probably leading to the reduction of storage capacity and shortening the use time.

Both the Standard and Step-through SUPRINO e-bike adopt the same type of battery with Suspend Mode. In case that the battery is in the low voltage state, that is, the battery LED is flashing red, you' re required to charge the battery to restore the normal function of the battery.

2. Battery Structure and Names of Parts



3. Characteristics of Battery System

Smart balance function :

The battery management system is equipped with the function of smart balance. The balance mechanism will be dynamically activated during charging, so that the battery can maintain stable performance in normal service life.

Overcharge protection function :

If the battery management system identifies that the battery is fully charged, the system automatically stops charging and dynamically starts the balance mechanism to avoid battery performance degradation caused by overcharging for a long time.

Low voltage protection function :

In case that the battery has not been charged and maintained for a long time, do not charge the battery when the battery is completely exhausted. The low-voltage lock function is enabled to prohibit you from charging the battery to avoid battery damage.



4. Instructions for Battery Maintenance

You don't have to wait for the battery to run out before charging. You can charge the battery when it is used for 1 to 2 bars to lengthen the service life of the battery.

Please be careful not to overcharge the battery. The blue light on the charger means that the battery is fully charged.

If the battery is not used for a long time, charge it at least once every three months.

5. Battery Operating

<p>Power on</p>	<ol style="list-style-type: none"> 1. Press the power/batter capacity button of the battery to power on. 2. If it cannot start normally after a long time, please connect the charger to the battery, wake up the battery and then restart it.
	<p>LED lights flash in a sequence of red > green > blue.</p> <p>After the flash, the light indicator will display the current battery capacity.</p>
<p>Power off</p>	<ol style="list-style-type: none"> 1. Press the power/battery capacity display button of the battery for 3 seconds until the LED flashes. Release the button and power off. 2. If there is no operation for 1 minute after powering on, it will enter the power-saving shutdown mode. 3. When the battery cannot continue to work due to low voltage, the battery will enter shutdown mode (please fully charge the battery).
	<p>The LED will be turned off until the LED flashes in full color and the button is released.</p>

6. Battery Status & Protection Display

✓ LED Display : 3 colors (Blue/Green/Red)				
Battery Status	Constant Blue light 66%~100% (Status of Charge)	Constant Green light 33%~66% (Status of Charge)	Constant Red light 10%~33% (Status of Charge)	Red light flashes < 10% (Status of Charge)
				
Battery Protection	1. Battery indicator flashes continuously (30 seconds) 2. Blue light flashes, indicating that short-circuit current protection is activated.		1. Battery indicator flashes continuously (30 seconds) 2. Green light flashes, indicating that the OTP is activated.	

7. Battery Specifications

Battery Cell	Samsung (Or similar products)
Typical Capacity	14Ah, 504Wh
Typical Voltage	36V
Charging current/time	8~10hr
LED indicator	<ol style="list-style-type: none"> 1. Power / Status of Charge display 2. Discharge overcurrent protection 3. Over-temperature protection
Protection mode	<ol style="list-style-type: none"> 1. Over-Voltage Protection / Under Voltage Protection. 2. Over-Current Protection. 3. Short-Circuit Protection. 4. Over-Temperature Protection / Under Temperature Protection. 5. Transient voltage surge protection.
Battery weight	< 3.5kg
Battery Case Material	PC+ABS and Aluminum alloy
Dustproof & Waterproof	IPX4 Waterproof protection
Fireproof	UL94-V0
Safety certification	UN38.3, CE, FCC, EN, ISO13849, CNS15387 / 15424 / 15425

Precautions for Battery

1. Do not use, charge or store the battery in a humid, high-temperature environment with corrosive and volatile gas, getting close to inflammable and too much dust.
2. Keep the battery away from water and fire or heat sources.
3. Avoid heavy impact, puncture damage, or falling of the battery.
4. Please use the original battery designated to get the warranty rights and interests. It's likely to damage the battery if you use the non-original battery.
5. Charge the battery at an ambient temperature of 0° C to 45° C and without direct sunlight exposure. Do not cover the battery with foreign matter during charging.
6. Please store the battery in a cool and dry place (0~25° C).
If the battery is not used for a long time, please connect the charger for a complete charge at least once every three months.
7. Disconnect the battery from the charger when the battery has been fully charged or not charged.
8. Dispose of the used batteries in accordance with local regulations.
9. It is strictly prohibited to disassemble or reassemble the battery. If the battery cannot work properly, please do not repair it by yourself. Please go to SUPRINO authorized stores nearby for inspection or contact SUPRINO INNOVATION CO., LTD.
10. In case of liquid leakage, peculiar smell or hot shell of the battery, please stop using it immediately, stay away from combustibles and store it in a cool and dry environment. If the battery is stable, please go to the nearest SUPRINO authorized store for inspection, or contact SUPRINO INNOVATION CO., LTD.

11. Battery damage may occur if the battery is not used in the recommended manner. If you come into contact with the leaking liquid during battery leakage, please wash it with plenty of water first. If you still feel unwell, please go to the nearest hospital for examination.

Warranty Statement

Warranty terms are limited to products purchased from SUPRINO authorized channels, including official website ordering and SUPRINO authorized stores. The warranty target is only the primary buyer, and the products are assembled and adjusted by SUPRINO authorized stores.

To protect your rights and interests, please properly keep the user's manual and original purchase certificate after purchasing. Color, specifications and equipment of each model are based on the actual product, SUPRINO INNOVATION CO., LTD. reserves the right to coat, specifications change.

Warranty Contents and Terms

During the warranty period, SUPRINO authorized stores will provide perfect after-sales service if any damage occurs under normal use according to the contents of the user manual and is judged as quality issue by the original factory testing. If the damage is caused by improper use, the related parts and maintenance costs will be charged according to the actual situation.

If any abnormal condition occurs during the warranty period, the user can apply for warranty maintenance according to the contents as stipulated in this Manual; The warranty scope is mainly for parts repair or replacement, and the replacement parts are owned by SUPRINO INNOVATION CO., LTD. The warranty period of the parts is described below.

1. 5 years for bike frame

In principle, it shall be replaced with the same frame. If the product has been discontinued, replace it with the frame of the same grade.

2. 1 year for battery, motor and display

3. 1 year for non-consumable parts.

Including suspension fork, saddle, seat post, shifter, derailleur, handlebar, handlebar stem, brake parts, fender, carrier, paddle, bearing, connecting rod and connecting screw.

Warranty Exclusions

The fault and damage caused by the following reasons is not covered by the warranty and shall be borne by the user.

1. The sound and vibration produced by the rotatable parts such as pedals, front and rear hub, steering system, shock absorber and freewheels that will not affect the general function.
2. Consumable parts, including tape, tires, brake pads, brake disc, brake cable, derailleur cable, chain wheel, crank, chain, freewheel, rim, hub, spoke and other parts will wear out gradually with use.

3. The coated surface of the frame and parts may be corroded or lost due to sweat, collision, friction and other external environmental factors.
4. Not properly maintained according to the operating instructions.
5. Peeling of painting, natural fading of metal surface or plastic parts caused by poor storage or long-term use.
6. Used for stunts or jumps and other performance actions resulting in parts damage or functional failure.
7. For business rental, including frequent use of repeated rental by an unspecified majority of persons; Or unlicensed improper use, including the purpose and manner of use not intended for the product.
8. Damage not caused by the characteristics of the bike and the use environment, including the failure of the bike caused in the places not suitable for riding, such as steps, unpaved roads, etc.
9. Arbitrarily disassemble, reassemble parts or use parts not approved by the original factory.
10. Product damage caused by external force, including traffic accident, vehicle collision, collision and clamping damage, transportation damage, improper use, overturning, falling into ditches or other accidental collision (chase).
11. Causes of acts of God or force majeure.
12. Failure caused by violation of relevant laws, such as overloading, double loading, adding pedal lever, etc.
13. Deformation or cracking of parts due to consumable wear, fatigue of materials after use.
14. Punctured tires and air leaks caused by nails, glass, gravel and other sharp objects.

15. The bending, deformation and fracture of rim and body parts caused by road obstacles or holes.
16. Parts missing, such as screws and nuts.
17. Reversing the saddle or artificial cutting damages to the saddle.
18. Chain loosening, off or malfunction of the derailleur after use.
19. Chain cover, fender, rear carrier, child seat, etc. are scratched, deformed and broken due to overturning (tilting) or collision.
20. The handle stem, handlebar and seat post are not used according to the specifications for safety warning line, resulting in frame deformation, fracture and other damage.



Customer Warranty Card

(Proof print)

Customer Warranty Card

Please read the warranty terms and speed limit declaration carefully. Fill in following information correctly and sign to indicate that you agree to the warranty policy and speed limit declaration to ensure your own warranty rights.

- | | |
|---------------------------|---------------------------|
| • Full Name _____ | • CustomerSignature _____ |
| • Contact Number _____ | |
| • Date of Purchase _____ | <div>Store Stamp</div> |
| • Store of Purchase _____ | |
| • Purchased Model _____ | |
| • Frame Serial No. _____ | |

Customer Warranty Card

Please read the warranty terms and speed limit declaration carefully. Fill in following information correctly and sign to indicate that you agree to the warranty policy and speed limit declaration to ensure your own warranty rights.

- | | |
|---------------------------|---------------------------|
| • Full Name _____ | • CustomerSignature _____ |
| • Contact Number _____ | |
| • Date of Purchase _____ | <div>Store Stamp</div> |
| • Store of Purchase _____ | |
| • Purchased Model _____ | |
| • Frame Serial No. _____ | |