

# JIVR

## Owner's Manual



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# Introduction

The information presented here will help to enhance your experience with your new JIVR electronically power-assisted cycle (EPAC). You will find helpful tips about getting started, how to operate the JIVR, safety guidelines, warranty information, details about the battery that powers your JIVR and more.

For safety reasons, **it is important that you read this Owner's Manual before you operate the JIVR.** Please take the time needed to read everything so that you will be able to operate the JIVR in comfort and safety. Becoming familiar with the information here will help to improve your experience with JIVR and extend its operating lifetime.

We suggest that you keep this Owner's Manual for future reference. A downloadable version is available in PDF format [www.jivr.co/manuals](http://www.jivr.co/manuals).

# Disclaimer

This Owner's Manual is intended to assist owners of JIVR electric bicycles in their proper use and maintenance. Technical specifications and other aspects of JIVR electric bicycles may change without notice. This printed Owner's Manual is current and complete as of June of 2018. To check for updates, supplements and revisions made after that date please go to [www.jivr.co/manuals](http://www.jivr.co/manuals). Awareness and application of the information contained in this Owner's Manual is the responsibility of the owners, riders and users (hereafter known as "Users") of the JIVR electric bicycle. Users are solely responsible for ensuring that the JIVR is used for its intended purpose (described below). JIVR bears no responsibility for the incorrect, inappropriate or irresponsible use of the JIVR by the User. JIVR's liability does not extend beyond costs associated with the repair or replacement of the User's JIVR electric bicycle. The User is liable for damages or losses to persons or property arising from use of the JIVR under all circumstances. Use of the JIVR constitutes consent to these provisions and Users acknowledge and accept the risks associated with the use of the JIVR.

# Standards and Conformity



The production of JIVR is done in accordance with **Machinery Directive 2006/42/EC** and is in conformity with the applicable requirements of **EN 15194:2009+A1** regarding the manufacture of electric power-assisted bicycles.

# Copyrights and Trademarks

Certain design elements of the JIVR, its proprietary folding process and the chainless propulsion system are patented by JAM vehicles. The JIVR logo is protected by trademark.

## Parts identification



1.	Blue button	16.	Charging socket
2.	Red button	17.	Charging socket cover
3.	Handlebar	18.	Rear clamp
4.	Stem	19.	Crankshaft
5.	Grips	20.	Pedals
6.	Brake levers	21.	Seat
7.	Brake cables	22.	Seat post
8.	Brake disc	23.	Seat arm
9.	Brake caliper	24.	Swing arm
10.	Steerer	25.	Rear wheel
11.	Fork	26.	Chainless drivetrain
12.	Front wheel	27.	Tyre
13.	JIVR motor		
14.	Frame lever		
15.	Battery		

## Safety tips

We recommend that you read this Owner's Manual, and this section regarding safe use of the bike in particular, before your first ride. Use of the JIVR constitutes assumption of the risks and dangers associated with the use of any bicycle, motorised or otherwise. JIVR assumes no responsibility for its dangerous, irresponsible, careless or negligent use. Proper use and regular care and maintenance help to minimise the possibility of injury or damage to property. We encourage all riders to always act in a safe and responsible manner and to comply with all applicable local rules and regulations governing the use of two-wheeled vehicles, including helmet laws and age restrictions related to the use of bicycles and electric bicycles in particular.

Please note that laws regarding the use of electric bicycles can vary significantly in different jurisdictions. This has important implications for relevant safety guidelines and permissible conditions for use, among other issues.

The JIVR is not designed for use in off-road conditions. Dirt, dust, moisture and residue left over from exposure to the elements and impacts resulting from use in off-road conditions may cause mechanical issues and compromise a safe rider experience.

Always be sure that the JIVR is in good working order before use. In particular, check to see if the brakes, wheels and steering are all functioning properly before riding. Ensure that all movable hinges on the frame are in a fully locked position. Verifying that the height and position of the seat and handlebars are suitable for the User is also part of a basic safety inspection.

Periodic careful examinations of the frame, tyres, tyre rims, pedals, brake cables and other important parts of your JIVR should be carried out to identify anything that needs cleaning, adjustment or repair. The components of your JIVR are subject to wear. If the design life of a component has been exceeded, it may suddenly fail, potentially causing injury. Any cracks, scratches, or change in the colouring in highly stressed areas may indicate that the life of the component is expired and the part should be replaced.

Users should ride the JIVR only when physically comfortable doing so and confident in their ability to handle the JIVR under normal road and traffic conditions. Do not expose the JIVR to impact forces not normally associated with the reasonable use of any bike, including jumping off curbs, off-road biking and high downhill speeds. The minimum usable seat height on JIVR is 77cm and the maximum recommended height is 1m.

Note that the seat post does not come out of the seat arm. The maximum height of the seat is safe for use. The minimum seat height is reached when it will not go down any further.

Your JIVR is not designed to pull or support any seat or device intended for use by children. The A-weighted emission sound pressure level at the driver's ears is less than 70dB(A).

# JIVR Safety Essentials

- 1) Wear a helmet that meets the applicable safety code. Follow the steps, instructions and suggestions stated in the user manual.
- 2) Conduct a safety inspection with a specialist regularly.
- 3) Practice the operation of the product including pedaling, handling, braking and throttling in advance under safe conditions.
- 4) Wear a pair of comfortable shoes. Loose clothing or other items may get caught by the moving parts on your JIVR. Do not wear sandals or pedal with bare feet when riding the JIVR.
- 5) Use lights and wear bright colors so pedestrians and car drivers can notice you when riding at night.
- 6) Protect your eyes by wearing sunglasses when the sunlight creates a glare.
- 7) Wear safety equipment and use lights to conform to local traffic laws.
- 8) Do not perform any stunts while riding. Stunts and dangerous actions may damage the JIVR or cause injuries.
- 9) Operate the product at the appropriate speed depending on the circumstances. Higher speeds may increase risks of injury.
- 10) The maximum rider weight for this product is 100 kg (including personal belongings).
- 11) Do not use the JIVR after drinking alcohol or under the influence of intoxicants.
- 12) Always comply with applicable traffic regulations.
- 13) The JIVR is not intended for use by children.
- 14) Use JIVR only as a personal means of transportation in traffic. Make sure, that your JIVR is not overloaded or exposed to sudden heavy impacts.
- 15) When you sit on a JIVR for the first time, begin with caution. The electric pedal assistance system and the sensitivity of the brakes will feel unfamiliar at first, and you will need to get accustomed to it.

# Before you ride

*Before using your JIVR, always be sure that:*

- The handlebars turn left and right. If the handlebars are extended to the maximum “up” position, they are locked into place and will not move left and right. **The handlebars must be positioned somewhere between the maximum and minimum height.** Simply adjust the height as needed and use the quick-release mechanism to lock it into place. Remember that the quick-release mechanism is locked when pushed to the closed position.
- The seat is positioned at the appropriate height for the rider.
- All hinges and levers are in a locked position. There are five such levers on the JIVR:
  - In the centre of the handlebars, used to adjust the angle of rider’s grip. It is locked into place when pressed down.
  - At the base of the steerer, used to regulate the height of the handlebars. The quick-release mechanism should be closed.
  - On the right side of the frame, used to enable the folding process. It is locked into place when moved counterclockwise to match the contours of the frame.
  - Behind the seat arm, just in front of the rear tyre, also used to enable the folding process. It is locked into place when pressed inward and clicked into position.
  - At the top of the seat arm, used to regulate the seat height. The quick-release mechanism should be closed in the locked position.
- Both pedals are fully extended in the horizontal position, as needed for riding.
- The brake cable for the rear tyre is arched upward, not downward, and does not interfere with the operation of the wheel.

Regarding the quick-release mechanisms located at the top of the front wheel fork and seatpost, if you feel lessening amounts of resistance or little resistance at all over time, the tension nut on the mechanism needs adjustment.

## Intended Use

JIVR is meant for the personal enjoyment of our customers in conditions that are appropriate for the use of a motorised bicycle. This includes, but is not limited to, appropriate atmospheric and road surface conditions. In particular, JIVR is intended for use in urban areas on even paved surfaces. Use on cobbled streets, grass, dirt or other uneven surfaces is beyond the scope of this intended use. Commercial use of the JIVR beyond the reasonable limits that may be expected from personal use may compromise its ability to deliver a safe rider experience and invalidates the terms of any applicable warranty.

Use of the JIVR in a manner inconsistent with its intended use may create hazards for the User and reduce its expected service life.

JIVR owners assume responsibility for ensuring that any medical conditions, physical limitations or health issues do not negatively affect the safe operation of the JIVR. If you have any questions or doubts about your ability to safely operate your JIVR, please consult a doctor before attempting to ride it.

Users assume responsibility for ensuring the visibility of the JIVR to others in conditions of low light or inclement weather.

## Proper Maintenance and Normal Wear and Tear

Safe operation of the JIVR may be compromised by a lack of reasonable maintenance. However, even when properly cared for, components of the JIVR are subject to the influence of normal wear and tear over time. Continued use of these components after their functionality is significantly diminished due to wear poses a safety hazard.

## Maximum Weight Load

The JIVR uses high-quality materials and is designed to meet demanding standards but, as with any mechanical device, it is subject to reasonable limitations on the amount of weight and pressure it can bear while still providing a secure User experience. Exceeding a maximum total User weight of 100kg or 220lbs may compromise the JIVR's ability to operate in a safe manner and invalidates applicable warranties.

## Getting Used to Your JIVR

Riding a motorised, pedal-assisted bicycle may take some getting used to, especially for first-time Users. This is particularly relevant when learning to use the brakes to stop or slow forward progress while maintaining full control. We recommend that you slowly get the “feel” for the sensitivity of the brakes and how to activate and deactivate motorised assistance under controlled conditions, away from traffic or other hazards, before progressing to normal use of the JIVR.

Always be confident in your ability to safely control the movement of your JIVR.

## Alterations and Modifications

Do not make any alterations, modifications or changes to the materials used to make the JIVR, to its internal components or to any software used in its operation. Any such change may compromise the JIVR’s safe operation and will invalidate any applicable warranties.

Be sure that these steps have been followed and that all parts of the JIVR are fully extended and locked into place before its first use.

Returning your JIVR to its folded state is essentially the same process in reverse.

## Dimensions of your JIVR

### **Unfolded:**

Length: 1500 mm

Width (handlebar unfolded): 610 mm

Width (handlebar folded): 260 mm

### **Folded:**

Length: 1000 mm

Height: 600 mm

Width (handlebar unfolded): 610 mm

Width (handlebar folded): 370 mm

Seatpost min-height: 770 mm

Seatpost max-height: 1000 mm

Fork min-height: 870 mm

Fork max-height: 1000 mm

**Weight:** 18 kg (39.7 lbs)

# Using your JIVR

The primary feature that distinguishes any EPAC from conventional bicycles is a motor that assists the rider, thus requiring less physical effort to use. Your JIVR offers three different levels of assistance, each of which can be easily activated and deactivated by the User.

There are four modes that can be used when riding your JIVR.

- Without the use of any battery-powered assistance, just like a traditional bike.
- The first level of battery-powered assistance is activated by first pressing the blue button on the outside end of the right handlebar, which enables the motor. Pressing the red button on the inside of the right handlebar then engages the first level of pedal assistance. The maximum speed in this mode is 11km/h (6.8 mph).
- The second level of battery-powered assistance is activated by pressing the same red button again. The maximum speed in this mode is 17km/h (10.5 mph).
- At the highest level of pedal assistance, reached after pressing the red button a third time, the top of speed of the JIVR is 25km/h (15.6mph), which is the maximum allowed for EPACs in the European Union. Pressing the red button again while in this mode will disengage the motor and power-assisted pedalling will stop, returning you to the first mode on this list.
- When pedal assistance is no longer necessary or you are finished riding, press the blue button until the light turns off in order to deactivate the motor. Allowing the battery to remain depleted for extended periods of time will diminish its maximum capacity.

Pressing the red button on the right handlebar cycles through the modes listed above in order. In other words, each press of the red button takes you one cycle forward until you start over with no assistance at all.

When using any of the pedal assist modes, you can disable the assistance simply by stopping pedalling.

The height and positioning of both the seat and the handlebars can adjusted via a quick-release mechanism that is easily loosened and tightened. Make sure that it is safely tightened at all times when riding the JIVR. The lowest possible seat height is 77cm and the highest recommended height is 1m.

Your JIVR uses Continental Contact 20" x 1.4" tyres and 20" rims. You may change or replace them with commonly available 20" tyres in bike shops and bike repair centres. We recommend

that you use a tyre thickness of no more than 1.5". Larger tyres may adversely affect the folding process and battery power.

Controlling your speed and stopping are achieved through the use of front and rear disc brakes, controlled by hand by levers on the front of the handlebars. The left brake applies to the front wheel and the right brake to the rear. Familiarise yourself with the "feel" of the brakes and their sensitivity to pressure before travelling at higher speeds.

## Unboxing your JIVR

***Your JIVR arrives in the folded position. Unfolding it to its usable, extended form will be covered in the next section.***

Place the box on the floor with the side with the JIVR logo facing up. Remove the tape sealing the box with scissors, being careful not to allow the blades to penetrate inside the box or cause injury to yourself.

When you remove the top of the box, you will see that there is an Allen key taped to the top of the protective covering. This key will be needed in one of the steps of the unboxing process.

Take the JIVR out of the box and remove all protective layers that kept it free from damage during shipping.

When you receive your JIVR, it is already nearly totally assembled. The only step remaining is inserting the steerer into the fork. You will see that the handlebars are attached to the rest of the bike by the brake cables but not properly inserted in the final position.

Note that in its current folded position, the seat on your JIVR is facing *backwards*. When inserting the handlebars, do so with the brake levers (the part you use with your hands when braking) facing in the *opposite* direction to the way the seat is pointing.

Insert the steerer into the stem to its full depth. Be sure that the handlebars are exactly perpendicular to the front wheel.

Once the handlebars are in their proper position, the stem needs to be tightened. Take the Allen key supplied in the box and use it to tighten the two silver screws located on the front side of the stem, perpendicular to the front wheel. Tighten them by using the Allen key to turn them clockwise. There is no need to apply excessive force—it's enough to turn the screws until you feel sufficient resistance.

When this is done, it's time to unfold your JIVR.

## Unfolding your JIVR

- Stand on the side of the bike seat. You will note that the JIVR's front wheel cannot be turned left or right and is currently locked into place.
- Start by opening the quick-release lever on the seat arm by moving it so that it points upward. You will then extend the seat. Pull it out approximately 20 cm from its starting position. Be sure to close the quick release before proceeding. You should now be able to freely move the seat arm up and down. Hold it in your left hand.
- Open the lever on the other side of the bike. Remember that it needs to be pushed to about 210° past its initial locked position—180° is not enough.
- At this point, you are still holding the seat with your left hand. With your right hand, grab the stem, just under the handlebars.
- Now you will unfold the bike by lifting the JIVR and moving your right hand outwards and away from your body, turning the front half of the JIVR 180° so that it faces the same direction as the rear half. Try to do this in one motion. You can assist the process by moving your left hand, holding the seat, to your left and slightly behind you.
- Rest the JIVR on the ground before you proceed. The front wheel should still be locked into place.
- At this point, the bike seat and handlebars will be facing the same direction and the rear wheel will be just under the seat.
- Lock the frame lever by returning it to its original position. When locked, it should fit perfectly with the contours of the frame around it.
- Before attempting to lock the frame lever, be sure that the two pieces of the bike frame are perfectly aligned, forming one continuous, smooth surface.
- To move the rear wheel down to its proper position, first open the rear clamp.
- To open it, grab it and twist it 90° clockwise and hold it in position.
- While holding the rear lever/hinge in position, simply push the rear wheel backwards and let it fall to the floor.
- Leaving the rear clamp open, grab the seat and lift the entire JIVR up. As you lift, the rear wheel will lock into place. You will hear a “click”.
- Please note that when your JIVR is brand new, a small gap is likely to appear between the bike frame and the rear swing arm. This is perfectly normal and will soon disappear after the internal components have a chance to “fit” each other. If the gap appears when you open your JIVR, it's enough to simply turn the pedals forward a bit and the gap will disappear as the frame and swing arm snap into place. Be sure that no gap appears before you proceed.
- At this point, the rear clamp is still in the open position.

- Pull the seat stem towards the rear wheel and allow the seat arm to click into place just behind the rear clamp . When it is securely in place, close the rear clamp by pushing it to a forward position.
- Open the quick-release lever at the top of the front-wheel fork.
- While the lever is open, pull the handlebars up to the desired height. Please note that you must ride your JIVR with the handlebars somewhere *between* the minimum and maximum heights. If you pull the handlebars all the way to the maximum height, they will again lock into place and you will not be able to turn them left or right.
- When you have adjusted the handlebars to the desired height, close the quick-release lever.
- Unfold the pedals to their open position.
- Before riding, be sure that the rear brake cable is arched upward above the rear swing arm and not under it.

## Folding your JIVR

Folding your JIVR bike is the essentially the reverse of the unfolding process

- Start by locking the handlebars in place by moving them up or down to the maximum or minimum height. To do this, open the front quick-release lever.
- After locking the handlebars into place, lock the quick-release lever into place. Remember that it is not necessary to apply excessive force.
- Open the rear lever/hinge at the rear of the frame
- Lift the JIVR slightly and pull the rear wheel to a position under the bike seat. Gently lower the JIVR to the ground.
- Lock the rear lever by closing back to the position it was in when the JIVR was unfolded.
- Unlock the front lever by moving it forward (clockwise) 210° from its locked position.
- You may experiment to find a position that is most comfortable for you, but start by standing with the handlebar stem in your left hand, the seat in your right and folding the JIVR closed in one motion
- When folded, return the front lever to the closed and locked position
- You should be able to rest the JIVR on its two wheels and roll it.
- Open the rear quick-release lever and move the seat to a position right next to the frame. This will allow you to wedge the seat into place, preventing it from moving. Close the quick-release lever when the seat is in position.
- When the JIVR is folded you can still adjust the height of the handlebars to make rolling it more comfortable for you. Just open the front quick-release lever to change the height. Close the quick-release lever when finished.

# Maintenance

You can maintain the overall performance of your JIVR by keeping it clean using simple methods.

It's enough to wipe the surface of the JIVR with a damp cloth. Do not use high pressure cleaners or detergents and do not submerge any parts in water.

Do not expose your JIVR to temperature extremes. Store it in cool, dry conditions between 15°C and 25°C.

Keep moving parts free from interference.

There is no part of your JIVR that requires additional lubrication.

Inspect parts of the JIVR exposed during the folding process for dirt, dust and other foreign objects and remove them before fully extending those parts into place.

Brake pads in the braking mechanism will need to be replaced after a certain amount of wear in order to maintain proper braking power. You or other third parties may change the brake pads without nullifying any applicable warranties. Allow brake rotors time to cool down after intense use before handing them to avoid burns.

# Battery Information

JIVR's assisted pedal modes are powered by Lithium-Ion 36V, 8.7Ah batteries encased in the frame of the bike. Following these guidelines is essential in helping to ensure that your JIVR functions properly. Battery performance and useful lifespan is also enhanced by adhering to a few simple rules.

- Always use the original power charger included with your JIVR. Use of other charges may result in battery malfunction.
- Do not use or store the JIVR under extreme temperatures for extended periods of time. Prolonged exposure of the battery to temperatures below 0°C or above 40°C (32° and 105° Fahrenheit) may compromise battery performance. Do not charge the battery when the ambient temperature is below 0°C.
- For optimum battery performance, store your JIVR in a dry area between the temperatures of 15°C and 25°C.
- Do not attempt to remove, alter, modify or handle the batteries included in the JIVR.

- If you suspect that the battery in your JIVR needs to be replaced, contact your JIVR Customer Care Consultant. Do not attempt to remove the battery yourself.
- It is important to keep the battery at least partially charged at all times.

At unboxing, the JIVR battery is partially charged but we recommend that you fully charge it before the first use. It takes approximately three hours to fully charge a depleted battery. When fully charged, the battery will power the JIVR for approximately 50 km. Remember that the JIVR always functions as a conventional pedal-powered bicycle even when the battery is depleted.

Always charge your JIVR under dry indoor conditions and keep the charging port free from moisture.

Please note that battery life and performance may not be consistent with each use. A number of factors may influence how long a fully-charged battery may last before requiring recharging, including how often pedal assistance is used and to what degree, the frequency of travelling on inclines, rider weight, weather conditions and tyre pressure.

Battery life and capacity is extended by keeping at least a partial charge at all times. During periods of extended storage, be sure to fully charge to battery.

Even under ideal care and conditions, battery life is still limited. Each time any battery is depleted and recharged, its total charging capacity is slightly diminished. When used under appropriate conditions, your JIVR battery will last for approximately one thousand charge cycles.

Contact your JIVR Care Consultant regarding the replacement of the battery. Do not attempt to remove, modify or open the battery.

## Charging your JIVR battery

The port for charging your JIVR is located under the frame lever on the rider's right side of the frame. The port is covered by a round removable cap. To remove it, simply press inwards anywhere along its edge or use the magnetic end of the charging cable to pull it off. Please take care not to lose the cap and replace it when charging is done.

Once the cap is removed, connect the charger to the charging port. The connection is made via magnetic attraction. You will know when the connection is properly made when the charger is pulled securely into place.

When plugged into an outlet but not connected to a JIVR, the green light on the charger will slowly blink.

When supplying power to your JIVR, the green light will blink faster.

When your JIVR is fully charged, the green light will be activated but will not blink.

A red light indicates a problem with the charger. Contact your JIVR Care Consultant for further information. Contact us at [support@jivr.co](mailto:support@jivr.co).

If your JIVR is not charging properly.

**Safety tips :**

- 1) Keep the charger away from children.
- 2) Always keep the charger and battery on flat surface in a dry place.
- 3) Make sure that charger is unplugged and removed from the power socket when not in use.
- 4) Only use the charger included with your JIVR. Using other chargers not supplied by JIVR may cause fire hazards, cause electric shocks or other serious injuries.
- 5) Never connect a damaged cable or plug to the power socket.
- 6) Do not disassemble the charger.
- 7) The charger and the batteries should only be cleaned with a dry cloth. Never use a wet cloth and do not submerge these components into any liquid.
- 8) Use only the original cable supplied with the charger. Replacement one may catch fire, provoke the electric shock or cause serious injury.
- 9) Do not charge the battery when temperature is below 0°C or above +40°C. It is also recommended to keep the battery at the room temperature (15-25°C) before charging it.
- 10) Do not throw away useless or broken battery. Use special bins.

## Warranty

Your JIVR comes with a basic warranty that may be supplemented through additional service plans sold at a separate cost. The terms of the basic warranty are as follows:

- The frame of the JIVR comes with a lifetime warranty against cracks and structural breakdown resulting from activities included in the description of “intended use” above.
- There is a one-year guarantee for all other parts, including:
  - The JIVR motor located in the front wheel
  - All electrical and mechanical components contained in the JIVR’s frame
- Components that are subject to wear under normal use are not covered by warranty. This includes tyres, inner tubes, components of the braking mechanism, handlebar grips and pedals. Also, cosmetic damage, including, but not limited to scratches and dents, is not covered under warranty.

The JIVR warranty does not include damage to cosmetic elements

Please note that warranties covering any part of the JIVR may be invalidated by subjecting it to unintended uses or conditions specified earlier in this document.

To make a claim for services covered by warranty, contact your JIVR Care Consultant at <http://support.jivr.co>

Evidence of tampering with the mechanical, electric or software elements of the JIVR is grounds for cancelling the validity of all applicable warranties and guarantees.

With the exceptions of tyres, inner tubes, brake pads and grips, changing or altering any other components of the JIVR voids applicable warranties.

Inspections of your JIVR must be done once a year or every 5,000km in order to maintain the validity of applicable warranties. Contact your JIVR Customer Care Agent for details about arranging your inspection.

Please keep the original box your JIVR arrived in. If it becomes necessary to return the bike to us for repair or warranty-related reasons, use the original box and packaging **only**. If you no longer have the box, please notify us prior to sending anything and we will send a box to you first. This is done to ensure the bike has the proper protection it needs during the shipping journey. The fee for providing a new box is 50 euro.

## Contact Information

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