

# TESLICA



## Care-go (CG1)

# ELECTRIC BIKE USER MANUAL



# Welcome

Thank you for purchasing the Care-go (CG1) from Teslica E-bikes.

We take pride in bringing you a quality product that will offer years of enjoyment. Please read and understand this manual fully before assembling and riding your bike.

If you have questions after reading this manual, please contact us by email, and/or give us a call on the phone.

**We are here to help!**

**Teslica E-bikes website:** [www.teslica.com](http://www.teslica.com)

**Email:** [ebiker@teslica.com](mailto:ebiker@teslica.com)

**Phone:** (613) 627- 4285

Thanks for Riding Teslica E-bikes!

## Using This Manual

This manual contains details of the product, its equipment, and information on operation, maintenance, and other helpful tips for owners. Read it carefully and familiarize yourself with the Care-Go (CG1) before using it to ensure safe use and prevent accidents. This manual contains many warnings and cautions concerning the safe operation and consequences if proper setup, operation, and maintenance are not performed. All information in this manual should be carefully reviewed and if you have any questions, you should contact Teslica E-bikes immediately.

The notes, warnings, and cautions contained within the manual and marked by the triangular Caution Symbol at the right of this page should be given special care. Users should also pay special attention to information marked in this manual beginning with **NOTICE**.



Keep this manual, along with any other documents that were included with your bike, for future reference, however all content in this manual is subject to change or withdrawal without notice. Teslica E-bikes makes every effort to ensure the accuracy of its documentation and assumes no responsibility of liability if any errors or inaccuracies appear within.

Assembly and first adjustment of your bike from Teslica E-bikes requires special tools and skills and it is recommended that this should be done by a certified, reputable bike mechanic if possible.

Because it is impossible to anticipate every situation or condition which can occur while riding, this manual makes no representations about the safe use of bikes under all conditions. There are risks associated with the use of any bike which cannot be predicted or avoided and are the sole responsibility of the rider.

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# General Info

## Assembly and Fit

Correct assembly and fit are essential elements of ensuring your biking safety, performance, and comfort. Even if you have the experience, skill, and tools to complete these essential steps before your first ride, Teslica E-bikes recommends having a certified, reputable bike mechanic check your work.

**NOTICE:** If you do not have the experience, skill, and tools to complete assembly and fit, Teslica E-bikes highly recommends having a certified, reputable bike mechanic complete these procedures as well as any future adjustments or tuning.

**NOTICE:** A critical aspect of assembling your bike from Teslica E-bikes may include securing the front wheel and will include checking the tightness of the front wheel quick release and of the rear wheel axle nuts. All bikes from Teslica E-bikes use a quick release front wheel mounting mechanism and the rear wheel is bolted on. These mechanisms may become loose or unsecured during shipment or over time. The torque and security of all wheel mounting hardware should be inspected upon arrival and on a regular basis. Both wheels need to be properly secured before operating your bike.

## Mandatory Equipment and Use Locations

Before all rides, ensure you have all required and recommended safety equipment and are following all laws pertaining to using an electric bike in your region. For example, these laws may specify the need for mandatory equipment, use of hand signals, and where you can ride.

## Changing Components or Attaching Accessories

The use of non-original components or spare parts can jeopardize the safety of your Inspire Mini (N1H), void your warranty and, in some cases, cause your Care-Go (CG1) to not conform with laws pertaining to your bike.



**The replacement of original components or installation of third-party accessories or accessories from Teslica E-bikes not explicitly recommended for your bike model is at your own risk. Using aftermarket accessories or components that have not been tested by Teslica E-bikes for safety and compatibility with your bike model may void your warranty, create an unsafe riding condition, damage to property or your bike by Teslica E-bikes, or result in serious injury and/or death.**

## Safety Check Before Each Ride

Always check the condition of your bike before you ride in addition to having regular maintenance performed. If you are unsure of how to conduct a complete check of the condition of your bike before every ride, you should consult a certified bike mechanic for assistance. See the Pre-Ride Safety Checklist for more information.

## Electrical System

The electrical system on your Care-Go (CG1) offers various levels of power assistance and lighting for different operating conditions and user preferences. It is critical that you familiarize yourself with all aspects of your Care-Go (CG1) electrical system and check to see that it is working correctly before every ride. The front and rear brake levers contain safety power cutoff switches, which disable the hub motor's assistance when applied, and both levers should be checked for correct operation. The throttle should provide smooth acceleration when gradually applied. If the throttle, brake lever cutoff switches, pedal assistance, or lighting is not functioning normally, intermittent, or not working, please discontinue using your Care-Go (CG1) immediately and contact Teslica E-bikes Technical Support for assistance.

## Brakes

Ensure brakes are working correctly, all braking system components are free from damage, and properly secured. When you fully squeeze the brake levers, ensure neither the front nor rear brake levers touch the handlebar. Take your bike to a certified, reputable bike mechanic to have the brakes repaired if you find a problem.

## Tires and Wheels

Your wheels should always spin straight and must be repaired or replaced if they wobble side to side or up and down when spinning. If your wheels become untrue or spokes loosen, which can happen with normal use, we recommend that a certified, reputable bike mechanic performs all wheel tuning and truing operations on your bike from Teslica E-bikes. Do not attempt to true wheels or tighten spokes unless you have adequate knowledge, tools, and experience. Ensure the tires and inner tubes are in good working condition without any visual damage and have the correct amount of air pressure. Always replace tires and inner tubes with punctures, cuts, or damage before you ride. Tires without the correct amount of air pressure can reduce performance, increase tire and component wear, and make riding your bike unsafe.

## Quick Release Levers

Quick release levers are located on the Care-Go (CG1) for securing the seat post and the front wheel to the bike. These provide convenience to the user since they allow the front wheel to be removed and the seat post to be adjusted without tools. Since quick release levers can be loosened during transportation, or accidentally between or during rides, it is important that you regularly check to ensure these components are properly secured.

## Accessories, Straps, and Hardware

Ensure all hardware is secured and all approved accessories are properly attached per the specific component manufacturer's instructions. It is good practice to look over all hardware, straps, and accessories before each ride and if you do discover something is wrong or find something you are not sure about, have it checked by a certified, reputable bike mechanic.

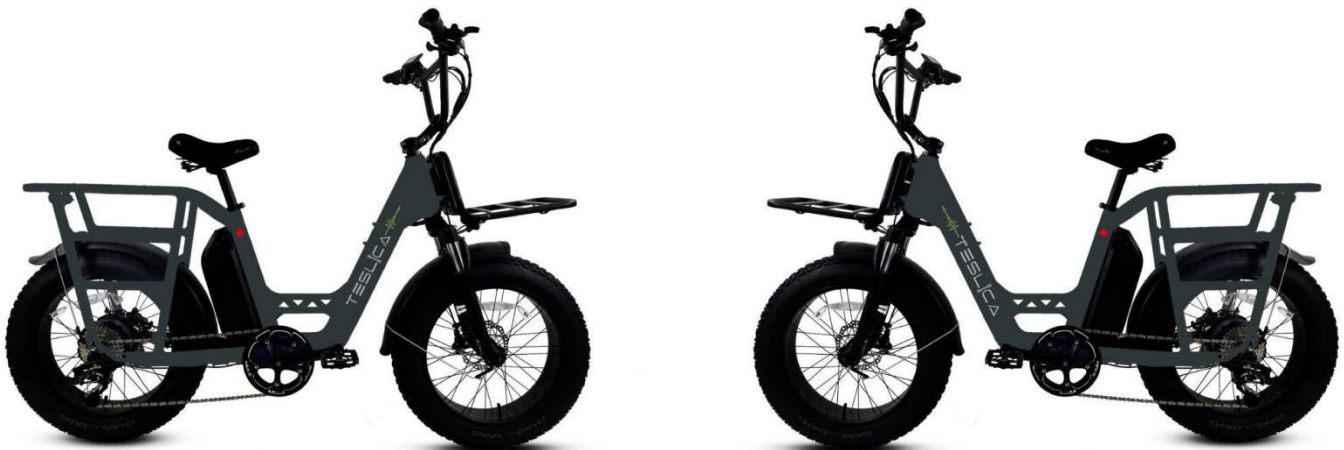
## Suspension, Handlebar, Grips, and Seat Adjustments

The suspension fork on your ebike will affect the handling of the bike so you must understand how it works before use. The suspension fork should be properly adjusted for your weight and terrain. Ensure the handlebar and handlebar stem are properly aligned, fitted to the user, and secured to their recommended torque values. Handlebar grips should not move easily on the handlebar end. Loose, worn, or damaged handlebar grips should be replaced before you ride and can be purchased from [www.teslica.com](http://www.teslica.com). The bolts securing the seat body to the non-adjustable seat base (seat mounting bolts) should be properly secured to recommended torque values. The seat and seat post should be properly aligned, fitted to the user, and the seat post quick release should be properly tightened, fully closed, and secured before riding.

## Battery Basics

Ensure the battery is fully charged and operating properly. The battery gauge on the display and charge status indicator on the battery should read similarly. Ensure the battery charger is unplugged from the outlet, battery, then stored in a safe location before you ride. The battery **MUST** be locked onto the frame battery mount properly before use. Do not operate the electrical system if the battery is removed. Protect the battery; if a battery is dropped, abused, on a bike involved in an accident, or suffers significant impact, with or without obvious external damage, discontinue use and charging and move the battery to a safe location immediately. Recycle or dispose of the battery as soon as possible according to local rules.

## Fully Assembled Care-Go (CG1)



## Assembly Instructions

**NOTICE:** The following assembly steps are only a general guide to assist in the assembly of your bike from Teslica E-bikes and are not a complete or comprehensive manual of all aspects of assembly, maintenance, and repair. We recommend you consult a certified, reputable bike mechanic to assist in the assembly, repair, and maintenance of your bike.

**Step 1: Unpack the bike.** Open the bike box and remove the small box inside. With the help of another person capable of safely lifting a heavy object, remove the Care-Go (CG1) from the shipping box. **Prop the bike on the rear wheel and front fork protector plate** and carefully remove the packaging material protecting the bike frame and components. Please recycle packaging materials especially cardboard and foam whenever possible. Open the small box and carefully **set out all contents**.

**Ensure all of the following pieces are included with the Inspire Mini (N1H):**

Front wheel	Fenders: front fender, rear fender (installed)	Keys (two, identical)	Handlebar stem faceplate bolts	Headlight	Assembly toolkit
Battery (installed)	Front fender mounting bolts	Pedals (marked left and right)	Handlebar stem faceplate	Manual(s)	Charger

If there are any missing parts, please contact Teslica E-bikes.

**Step 2: Rotate the front fork properly**



1. Remove the fixed axle by unscrewing the nut on both sides and removing the axle from the wheel. If tight, it can be loosened with a 15mm crescent wrench.
2. Remove brake pad spacer from brake caliper, then lift the frame/fork and place the front wheel in the bike's fork to align the axle with fork dropout slots.
3. Make sure that the disc brake is well placed in the middle of the brake caliper.
4. If your bike is equipped with hydraulic brakes, be sure NOT to squeeze the brake lever.
5. Insert the axle all the way through.
6. Screw the nuts back onto both sides and very securely tighten the wheel using a 15mm crescent wrench. Then with a torque wrench, tighten to 28-32Nm. Be sure to also tighten the fixed rearwheel axle nut to 30-35Nm.

### Step 3: Install the handlebar onto the stem



1. Lift and straighten the handlebar until it is perpendicular to the ground and lock the handlebar stem safety locking mechanism in place.

2. Insert the loose handlebar into the handlebar stem with the brakes facing outward, and hold into place in the handlebar stem groove. Then place the handlebar stem top cap on top of the handlebar. As you screw in the bolts – one on each side of the bar– be sure to leave the same exact spacing between the handlebar stem and top cap on both sides of the handlebar. There needs to be the same amount of handlebar showing on both sides, between the handlebar stem and top cap.


**NOTE:** if there is not an equal amount of space on both sides of handlebar, then the bar can come loose or threads stripped due to one bolt not being sufficiently long enough when incorrectly installed.

3. When the handlebar is securely in place, tighten both bolts to 6-8Nm using a torque wrench. In addition, for further safety assurance, tighten handlebar stem bolt to 13-15Nm and bar end bolts to 4-5Nm.

4. Consult a certified, reputable, and local bike fitting specialist for assistance with properly fitting the bike to a rider.

### Step 4: Perform a handlebar twist test to ensure the handlebar stem is secure.

- A. **Brace the front wheel.** Stand at the front of the bike, facing the handlebar, and brace the front wheel between your feet and lower legs.
- B. **Try to twist the handlebar.** Hold both handlebar grips and push forward with one hand while pulling back with the other. Push and pull at the same time with about 20 lb (9 kg) of force with each hand.
- C. **Ensure the handlebar and wheel stay properly aligned.** The handlebar and handlebar stem should be tightly secured perpendicular to the front wheel.
- D. **Repeat the twist test pulling/pushing with the opposite hands,** again with 20 lb (9 kg) of force pulling with one hand and 20 lb (9 kg) of force pushing with the other.
- E. **If needed, align the handlebar and stem and torque the stem clamp bolts evenly** to the specification for the handlebar stem clamp bolts in the Recommended Torque Values table below. After torquing the stem clamp bolts to the proper specification, perform the twist test again. If the handlebar still moves, contact Product Support.

 **WARNING:** If you are not sure you have the experience, skills, and tools to correctly perform all steps to properly secure and verify the security of the handlebar, front wheel, and handlebar stem you **MUST** consult a certified, reputable bike mechanic to check your work and/or secure those components to the bike properly.



**Step 5: Install the pedals.** Locate the pedal with a smooth pedal axle exterior and an “R” stamped into the end of the pedal axle (1, in the image below), which indicate it is the right pedal. The right pedal goes on the crank on the right side of the bike (which has the drivetrain gears, is the same as a rider’s right side when riding, and is depicted in the image below, center).

**The right pedal (1) is threaded to tighten by turning clockwise.** Carefully thread the right pedal onto the crank on the right side of the bike slowly and by hand. Do not cross thread or damage the threads.

**The left pedal (2) is reverse-threaded and tightens counterclockwise.** Ensure the remaining pedal has notches on the exterior of the axle and an “L” stamped into the end of the axle (2, in the image below), indicating it is the left pedal. Carefully thread the pedal onto the left crank by hand slowly. Do not cross thread or damage the threads.

**Torque each pedal to 35 Nm.** Use a pedal wrench to avoid damage caused by wider wrenches.



## Step 6: Install the front fender and headlight

**A. Remove the fender/headlight mounting bolt** from the fork arch and set aside.

**B. Place the fender in position.** From the back of the front tire, pass the front fender mounting point under the front fork arch.

**C. Plug in the headlight.** Locate the two sides of the red, two-pin headlight connector, carefully align the internal pins and notches and external arrows, then press directly together without twisting to fully seat the connection.

**D. Attach the headlight and fender to the fork arch.** Pass the headlight mounting bolt through a washer, the headlight mount, the fender mounting point, the fork arch mounting point, a second washer, and thread the locknut onto the bolt end. Use a 5 mm Allen wrench at the bolt head and a 10 mm wrench on the locknut at the bolt end and tighten partway. Attach the fender mounting arms to the front fork. Ensure the fender is centered and torque all mounting bolts to the recommended torque value (6 Nm).

**E. Adjust the headlight angle** to illuminate the road ahead and not blind oncoming traffic. Use a 3 mm Allen wrench and 8 mm wrench to loosen the headlight angle adjustment bolt, tilt the headlight to the optimal position, and then tighten in place securely.



**Step 7: Inflate tires.** Check that the tire beads and tires are evenly seated around the rims. Use a pump with a Schrader valve and pressure gauge to inflate each tire to the recommended pressure indicated on the tire sidewall. Do not overinflate or underinflate tires.



**Step 8: Set the desired seat height.**

Open the seat post quick release lever by tilting it up so it will clear the rear rack tubing then hinging it open fully (depicted in the images below). Ensure the seat post clamp opening is aligned with the notch at the front of the seat tube. Adjust the seat post up or down to a comfortable height, while ensuring the seat post is inserted into the frame past the minimum insertion point.

If needed, use the thumb nut to add tension to the clamp so there is some resistance when the lever is in line with the clamp bolt, but do not overtighten. Close the quick release lever to secure the seat post and check that it cannot move. See the Adjusting the Seat section of this manual for more details.



**Step 9: Ensure all hardware is tightened properly** following recommended torque values.

**Recommended Torque Values**

Hardware Location	Hardware	Torque Required (Nm)
Handlebar Area	Stem Clamp Bolts	10
Handlebar Area	Stem Faceplate Bolts	8
Handlebar Area	Brake Lever Clamp Bolt	6
Brakes	Caliper Adapter to Frame	6-8
Brakes	Caliper to Adapter	6-8
Brakes	Brake Cable to Caliper Clamp	6-8
Brakes	Disc Brake Rotor to Hub	7
Seat Post Area	Seat Mounting Bolts	10
Rear Dropout Area	Rear Axle Nuts	40
Rear Dropout Area	Rear Torque Arm Bolt	5
Rear Dropout Area	Chain Tensioner Mounting Bolt	6
Bottom Bracket and Crank Area	Bottom Bracket and Lockring	60
Bottom Bracket and Crank Area	Crank Arm Bolt into BB spindle	35
Bottom Bracket and Crank Area	Pedal into Crank Arm	35
Bottom Bracket and Crank Area	Chainring Bolts	10
Bottom Bracket and Crank Area	Controller Mounting Bolts	5
Wheel Area	Fender Mounting Bolts	6
Kickstand	Kickstand Mounting Bolts	8
Rear Rack Area	Wheel Skirt Mounting Bolts	4
Rear Rack Area	Foot Peg Mounting Bolts	20
Rear Rack Area	Passenger Seat Mounting Bolts	N/A - tighten securely, do not overtighten

**NOTICE:** Ensure all hardware is tightened properly following recommended torque values and all safety checks in this manual are performed before the first use of the bike.

**NOTICE:** Prior to first use, ensure the three seat mounting bolts are secured to the recommended torque value. A loose seat clamp or seat post mounting bolt can cause damage to the bike, property, loss of control, a fall, serious injury, or death. Regularly check to make sure that the seat clamp is properly tightened.

**Step 10: Review the remainder of the manual.** Once the bike has been assembled per the above instruction, read, understand, and follow the procedures outlined in the remainder of the manual before operating the bike.



**WARNING:** If you have any questions regarding the assembly of your bike, contact Teslica E-bikes. If you are not able to ensure all the assembly steps in the assembly video are performed properly, or you are unable to view the assembly video, **you MUST consult a certified, reputable local bike mechanic for assistance** in addition to contacting Teslica E-bikes for help.



**WARNING:** Before using the bike, always check to ensure all quick release levers and locks are properly secured and undamaged. Check that they are correctly secured before every ride and after every time the bike is left unsupervised, even for a short time. Otherwise, the seat post, front wheel, and/or battery may come loose and can result in loss of control, damage to the bike, property, serious injury, and/or death.



**WARNING:** Do not extend the seat post beyond the recommended range and/or any minimum insertion marking etched into the components. Ensure that all hardware is properly tightened to recommended torque values and components are secured before moving on to the next step, otherwise damage to the bike, property, serious injury, or death could occur.

## Rider Comfort

Depending on a rider's preference, ability, and amount of experience with bike and ebike riding, lowering the seat so the rider can put one or both feet on the ground without dismounting from the seat may offer a safer and more comfortable experience while operating the bike. Generally, for the most comfortable riding position and best possible pedaling efficiency, the seat height should be set correctly in relation to the rider's leg length, as described in the Adjusting the Seat Height section, allowing the knee to be slightly bent with the ball of the foot on the pedal and the pedal at the lowest point at the bottom of the pedal stroke. To obtain maximum comfort, riders should not overextend their arms' reach when riding. It is generally advised to ensure the handlebar and brake lever angles allow for a comfortable arm position and relatively straight line from forearms, wrists, and hands. Ensure the handlebar angle is adjusted so that it allows the handlebar to remain clear of the rider's body while turning. A bike fitting professional, such as a certified, reputable bike mechanic who specializes in bike fit, should be consulted to ensure you have a good fit.

**NOTICE:** If you have any questions regarding the proper fit of your bike, please consult a certified, reputable local bikemechanic for assistance fitting the bike to a rider or contact Teslica E-bikes.

## Adjusting the Suspension Fork

The suspension fork can move up and down up to 80 mm to cushion bumps in the riding surface, which can make riding on a rough road or trail smoother and more comfortable. Depending on a rider's preference, the suspension fork can be locked out as a rigid fork, which will typically yield higher efficiency while pedaling.

**The lockout lever (1)**, located on top of the right side of the suspension fork, can be turned counterclockwise until it stops to completely lock out the suspension fork's travel. To unlock the lockout lever, turn the knob clockwise until it stops.

When the lockout lever is unlocked, resistance can be adjusted by turning **the preload adjustment knob (2)**, located on the top of the left side of the suspension fork. To soften the ride, subtract resistance by turning the preload adjustment knob counterclockwise, in the direction of the small "-" on the knob. To make the suspension stiffer when going over bumps, add resistance by turning the preload adjustment knob clockwise, in the direction of the small "+" on the knob.



# Battery Charging

## When the Battery Is Removed

- Ensure the battery is turned off and the key is removed from the key port whenever it is being removed or off the bike.
- Be careful not to drop or damage the battery when loose from the bike.
- Do not touch the “+” and “-” terminal contacts on the bottom of the battery when the battery is removed from the bike.
- Do NOT operate the bike with the electrical system in the on position, or damage to the electrical system can occur.



**Protect the battery. Use caution to avoid damage to battery connector terminals, which are exposed when the battery is unlocked and removed from the frame of the bike. In the case of damage to the terminals or battery mounts, please discontinue use and contact Teslica E-bikes Technical Support immediately.**

## When Installing the Battery onto the Bike

- Ensure the battery is turned off and the key is removed from the key port before sliding the battery into the frame mount receptacle.
- Do not force the battery onto the receptacle; slowly align and push the battery down into the receptacle.
- Ensure the battery has been properly secured to the bike before each use by carefully pulling upwards on the battery with both hands to test the security of the attachment of the battery to the mount once locked.

## Charging Time

When the input and output plugs of the charger are connected properly, and the battery is not fully charged, the two red charging indicator lights should illuminate; when charging is complete, one red and one green light should illuminate. The time the charger takes to fully charge the battery is dependent on various factors including distance traveled, riding characteristics, terrain, payload, and battery age. The following table provides an estimate of charge time based on most common distances traveled in regular operation:

Distance Traveled	Estimated Time to Fully Recharge
5 mi (8 km)	1 hour
10 mi (16 km)	1.5 hours
15 mi (24 km)	2.5 hours
20 mi (32 km)	3.5 hours
25 mi (40 km)	4.5 hours
30 mi (48 km)	5.5 hours
45 mi (72 km)	7 hours

## LCD Color Display Features



### How to operate the COLOR Display

- 1) Switching the E-bike System On/Off: hold the On/Off button for 3s.
- 2) Switching Push-assistance mode ON/OFF: press and hold the “-” button.
- 3) Switching the Lighting On/Off: press the “+” button for 2s. The display backlight brightness is automatically reduced while the screen displays “”. Likewise, press the “+” button for 2s again, the bike lights can be switched off and display backlight recover its brightness.
- 4) Assist Level Options: Press “+” or “-” button to change the E-bike system assist level and change the motor output power. The default assist level ranges from level “0” to level “5”, The output power is zero on Level “0”. Level “1” is the minimum output power. Level “5” is the maximum output power. When you reach “5”, press the “+” button again, the interface still shows “5”, and blinks at “5” to indicate the power maximum. When you are in level “0”, press the “-” button again, the interface still shows “0” and blinks at “0” to indicate the power minimum. The default value is level “1”.



**NOTE: ♦ THE DISPLAY MAY VARY BASED ON GENERATION. PLEASE REFER TO OUR ONLINE USER MANUAL BASE FOR UPDATED OR PREVIOUS MODELS.**

# Maintenance

## Basic Bike Care

To ensure safe riding conditions you must properly maintain your bike from Teslica E-bikes. Follow these basic guidelines and see a certified, reputable bike mechanic at regular intervals to ensure your bike is safe for use and fun to ride. See the Pre-Ride Safety Checklist and Recommended Service Intervals sections below for more detailed information.

1. Properly maintain batteries by keeping them fully charged when between uses of up to two weeks apart. See this manual's Long-Term Battery Storage section for information on storing battery longer than two weeks between rides.
2. Never immerse or submerge the bike or any components in water or liquid as the electrical system may be damaged.
3. Periodically check wiring and connectors to ensure there is no damage and the connectors are secure.
4. To clean, wipe the frame with a damp cloth. If needed, apply a mild non-corrosive detergent mixture to the damp cloth and wipe the frame. Dry by wiping with a clean, dry cloth.
5. Store under shelter; avoid leaving the bike in the rain or exposed to corrosive materials. If exposed to rain, dry your bike afterwards and apply anti-rust treatment to chain and other unpainted steel surfaces.
6. Riding on the beach or in coastal areas exposes your bike to salt, which is very corrosive. Wipe down your bike frequently and wipe or spray all unpainted parts with anti-rust treatment. Damage from corrosion is not covered under warranty so special care should be given to extend the life of your bike when used in coastal areas or areas with salty air or water.
7. If the hub and bottom bracket bearings have been submerged in water or liquid, they should be taken out and re-greased. This will prevent accelerated bearing deterioration.
8. If the paint has become scratched or chipped in the metal, use touch up paint to prevent rust. Clear nail polish can also be used as a preventative measure.
9. Regularly clean and lubricate all moving parts, tighten components, and adjust as required.
10. All pre-attached and optional component hardware should be inspected regularly to ensure proper torque spec, secure attachment, and that they are in good working condition.

## Recommended Service Intervals

Regular inspection and maintenance are key to ensure bikes by Teslica E-bikes function as intended, and to reduce wear and tear on their systems. Recommended service intervals are meant to be used as guidelines. Real world wear and tear, and the need for service, will vary with conditions of use. We generally recommend inspections, service, and necessary replacements be performed at the time or mileage interval that comes first in the following table.

Interval	Inspect	Service	Replace
Weekly ,100- 200 miles	<ul style="list-style-type: none"> <li>- Check hardware for proper torque: See Recommended Torque Values chart.</li> <li>- Check drivetrain for proper alignment and function (including the chain, freewheel, chainring, derailleur, and jockey wheels).</li> <li>- Check wheel trueness and for quiet wheel operation (without spoke noise).</li> <li>- Check condition of frame for any damage.</li> </ul>	<ul style="list-style-type: none"> <li>- Clean frame by wiping frame down with damp cloth.</li> <li>- Use barrel adjuster(s) to tension brake cables if needed.</li> </ul>	<ul style="list-style-type: none"> <li>- Replace any components confirmed by Teslica E-bikes Technical Support or a certified, reputable bike mechanic to be damaged beyond repair or broken.</li> </ul>
Monthly ,250- 750 miles	<ul style="list-style-type: none"> <li>- Check brake pad alignment, brake cable tension.</li> <li>- Check drivetrain for proper alignment and function (including the chain, freewheel, chainring, derailleur, and jockey wheels).</li> <li>- Check chain stretch.</li> <li>- Check brake and shifter cables for corrosion or fraying.</li> <li>- Check spoke tension.</li> <li>- Check accessory mounting (rack mounting bolts, fender hardware, and alignment).</li> </ul>	<ul style="list-style-type: none"> <li>- Clean and lubricate drivetrain.</li> <li>- Check crankset and pedal torque.</li> <li>- Clean brake cables.</li> <li>- True and tension wheels if any loose spokes are discovered.</li> <li>- Balance the battery.</li> </ul>	<ul style="list-style-type: none"> <li>- Replace brake and shifter cables if necessary.</li> <li>- Replace brake pads if necessary.</li> </ul>
Every 6 Months, 750- 1250 miles	<ul style="list-style-type: none"> <li>- Inspect drivetrain for proper alignment and function (including chain, chainring, freewheel, derailleur, and jockey wheels).</li> <li>- Inspect all cables and housings.</li> </ul>	<ul style="list-style-type: none"> <li>- Standard tune-up by certified, reputable bike mechanic is recommended.</li> <li>- Grease bottom bracket.</li> </ul>	<ul style="list-style-type: none"> <li>- Replace brake pads.</li> <li>- Replace tires if necessary.</li> <li>- Replace cables and housings if necessary.</li> </ul>

## Pre-Ride Safety Checklist

**Notice:** Before every ride, and after every 25-45 miles (40-72 km), we advise following the pre-ride safety checklist in the table below.

Safety Check	Basic Steps
1. Brakes	Ensure front and rear brakes work properly. Check brake pads for wear and ensure they are not over-worn. Ensure brake pads are correctly positioned in relation to the rims. Ensure brake cables are lubricated, correctly adjusted, and display no obvious wear. Ensure brake levers are lubricated and tightly secured to the handlebar. Test that the brake levers are firm and that the brake, motor cutoff functions, and the brake light are functioning properly.
2. Wheels and Tires	Ensure tires are inflated within the recommended limits posted on the tire sidewalls and hold air. Ensure tires have good tread, have no bulges or excessive wear, and are free from any other damage. Ensure rims run true and have no obvious wobbles, dents, or kinks. Ensure all wheel spokes are tight and not broken. Check axle nuts and front wheel quick release to ensure they are tight. Ensure the locking lever on the quick release skewer is correctly tensioned, fully closed, and secured.
3. Seat	Ensure the three seat mounting bolts are tightened to the recommend torque value. Ensure the seat quick release lever is properly tightened and secured and that the seat cannot move. Check that the seat is adjusted properly, and seat post quick release lever is securely tightened.
4. Steering	Ensure handlebar and stem are correctly adjusted and tightened and allow proper steering. Perform a handlebar twist test (see assembly step 5) to ensure the stem clamp bolt security. Ensure the handlebar is set correctly in relation to the fork and the direction of travel.
5. Chain	Ensure the chain is oiled, clean, and runs smoothly. Extra care is required in wet, salty/otherwise corrosive, or dusty conditions
6. Bearings	Ensure all bearings are lubricated, run freely, and display no excess movement, grinding, or rattling. Check headset, wheel bearings, pedal bearings, and bottom bracket bearings.
7. Cranks and Pedals	Ensure pedals are securely tightened to the cranks. Ensure the cranks are securely tightened and are not bent.
8. Drivetrain	Check the chain, chainring, derailleur, and jockey wheels are aligned and functioning properly. Ensure the drivetrain components are clean and properly lubricated.
9. Frame and Fork	Check that the frame and fork are not bent or broken. If either frame or fork are bent or broken, they should be replaced.
10. Motor Drive Assembly and Throttle	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.
11. Battery	Ensure battery is charged before use. Ensure there is no damage to battery. Do not use or charge a battery after significant impact, etc. Lock battery to frame and ensure that it is secured. Charge and store bike and battery in a dry location, between 50 °F – 77 °F. Let bike dry completely before using again.
12. Cables	Look over connectors to make sure they are fully seated and free from debris or moisture. Check electrical cables and cable housing for obvious signs of damage. Check mechanical brake cables and cable housing for obvious signs of damage or corrosion. Ensure headlight, taillight, and brake light are functioning, adjusted properly, and unobstructed.
13. Accessories	Ensure all reflectors are properly fitted and not obscured. Ensure all other fittings on bike are properly secured and functioning. Inspect helmet and other safety gear for signs of damage. Ensure rider is wearing helmet and other required riding safety gear. Ensure mounting hardware is properly secured if fitted with a front rack, rear rack, basket, etc. Ensure taillight and taillight power wire are properly secured if fitted with rear rack. Ensure fender mounting hardware is properly secured if fitted with fenders. Ensure there are no cracks or holes in fenders if fitted with fenders.



**Your cables, spokes, and chain will stretch after an initial break-in period of 50-100 mi (80-160 km), and bolted connections can loosen. Always have a certified, reputable bike mechanic perform a tune-up on your Care-Go (CG1) after your initial break-in period of 50-100 mi (80-160 km) (depending on riding conditions such as total weight, riding characteristics, and terrain). Regular inspections and tune-ups are particularly important for ensuring that your bike remains safe and fun to ride.**



## Tire Inflation and Replacement

The Care-Go (CG1) employs 20" x 4" rubber tires with inner tubes. The tires are designed for durability and safety for regular cycling activities and the tires need to be checked before each use for proper inflation and condition. Proper inflation, care, and timely replacement will help ensure the bike's operational characteristics will be maintained, and unsafe conditions avoided. Recommended tire pressure is written on the tire sidewall.



**It is critically important that proper air pressure is always maintained in pneumatic tires. Do not underinflate or overinflate your tires. Low pressure may result in loss of control, and overinflated tires may burst. Failure to always maintain the air pressure rating indicated on pneumatic tires may result in tire and/or wheel failure.**



**Inflate your tires from a regulated air source with an available pressure gauge. Inflating your tires from an unregulated air source could overinflate them, resulting in a burst tire.**

Even tires equipped with built-in flat-preventative tire liners can and do get flats from punctures, pinches, impact, and other causes. When tire wear becomes evident or a flat tire is discovered, tires and/or tubes must be replaced before operating the bike or injury to operators and/or damage to your bike from Teslica E-bikes could occur.



**When changing a tire or tube, ensure that all air pressure has been removed from the inner tube prior to removing tire from the rim. Failure to remove all air pressure from the inner tube could result in serious injury.**



**Using aftermarket tires or inner tubes, not provided by Teslica E-bikes may void your warranty, create an unsafe riding condition, or damage your bike from Teslica E-bikes. If required by law, ensure replacement aftermarket tires have sufficient reflective sidewall striping.**

For more information on tire or tube replacement procedures, or questions about tire inflation, visit [www.teslica.com](http://www.teslica.com) and contact Teslica E-bikes Support Center.

## Troubleshooting

### Basic Troubleshooting

	Symptoms	Possible Causes	Most Common Solutions
1	<b>It does not work</b>	<ol style="list-style-type: none"> <li>1. Insufficient battery power</li> <li>2. Faulty connections</li> <li>3. Battery not fully seated in tray</li> <li>4. Improper turn on sequence</li> <li>5. Brakes are applied</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge the battery</li> <li>2. Clean and repair connectors</li> <li>3. Install battery correctly</li> <li>4. Turn on bike with proper sequence</li> <li>5. Disengage brakes</li> </ol>
2	<b>Irregular acceleration and/or reduced top speed</b>	<ol style="list-style-type: none"> <li>1. Insufficient battery power</li> <li>2. Loose or damaged throttle</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge or replace battery</li> <li>2. Replace throttle</li> </ol>
3	<b>When powered on the motor does not respond</b>	<ol style="list-style-type: none"> <li>1. Loose wiring</li> <li>2. Loose or damaged throttle</li> <li>3. Loose or damaged motor plug wire</li> <li>4. Damaged motor</li> </ol>	<ol style="list-style-type: none"> <li>1. Repair and or reconnect</li> <li>2. Tighten or replace</li> <li>3. Secure or replace</li> <li>4. Repair or replace</li> </ol>
4	<b>Reduced range</b>	<ol style="list-style-type: none"> <li>1. Low tire pressure</li> <li>2. Low or faulty battery</li> <li>3. Driving with too many hills, headwind, braking, and/or excessive load</li> <li>4. Battery discharged for long period of time without regular charges, aged, damaged, or unbalanced</li> <li>5. Brakes rubbing</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust tire pressure</li> <li>2. Check connections or charge battery</li> <li>3. Assist with pedals or adjust route</li> <li>4. Balance the battery; contact Tech Support if range decline persists</li> <li>5. Adjust the brakes</li> </ol>
5	<b>The battery will not charge</b>	<ol style="list-style-type: none"> <li>1. Charger not well connected</li> <li>2. Charger damaged</li> <li>3. Battery damaged</li> <li>4. Wiring damaged</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust the connections</li> <li>2. Replace</li> <li>3. Replace</li> <li>4. Repair or replace</li> </ol>
6	<b>Wheel or motor makes strange noises</b>	<ol style="list-style-type: none"> <li>1. Loose motor cable connection</li> <li>2. Damaged motor bearings</li> <li>3. Damaged wheel spokes or rim</li> <li>4. Damaged motor wiring</li> </ol>	<ol style="list-style-type: none"> <li>1. Reconnect cable</li> <li>2. Replace</li> <li>3. Repair or replace</li> <li>4. Repair or replace motor</li> </ol>

## Error Detection

Your bike from Teslica E-bikes is equipped with an error detection system integrated into the display and controller. In the rare event of an electrical issue with the bike, you may see an error code on the display.

If this happens at any time it is recommended that you cease operation and contact Teslica E-bikes Technical Support immediately for troubleshooting steps.

The following error codes can aid in troubleshooting:

Error Code	Definition
21	Abnormal current
22	Throttle fault
23	Motor phase fault
24	Motor hall fault
25	Brake switch fault or Brake applied while turning on
30	Communication fault

## Warnings and Safety

### General Operating Rules

**Notice:** It is recommended that users, both riders and passengers, pay special attention to all the general operating rules below before operating their bike from Teslica E-bikes.

- When riding, obey the same road laws as all other road vehicles as applicable by law in your area.
- For additional information regarding traffic/vehicles laws, contact the road traffic authority in your area.
- Ride predictably, in a straight line, and with the flow of traffic. Never ride against traffic.
- Use correct hand signals to indicate turning.
- Ride defensively; to other road users you may be hard to see.
- Concentrate on the path ahead. 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 flat risks.
- Cross train tracks at a 90-degree angle or walk your bike across.
- Expect the unexpected such as opening car doors or cars backing out of driveways.
- Be careful at intersections and when preparing to pass other vehicles or other cyclists.
- Familiarize yourself with all the features and operations of your bike by Teslica E-bikes. Practice and become proficient at applying the brakes, using the pedal assist system, and using the throttle in a controlled setting before riding in more dynamic conditions.
- Wear proper riding clothes including closed-toe shoes. If you are wearing loose pants, secure the bottom using leg clips or elastic bands to prevent them from being caught in the chain, gears, derailleur, etc.
- Do not use items that may restrict your hearing.
- Check your local rules and regulations before carrying cargo.
- When braking, apply the rear brake first, then the front brake. If brakes are not correctly applied, they may lock up, you may lose control, and you could fall.
- Maintain a comfortable stopping distance from all other objects, riders, and vehicles. Safe braking distances are based on forces such as road surface and the amount of weight on the bike among other variables.



## Safety Notes



**The following safety notes provide additional information on the safe operation of your bike from Teslica E-bikes and should be closely reviewed. Failure to review these notes can lead to serious injury or death.**

- All users must read and understand this manual before their first use of the bike from Teslica E-bikes. Additional manuals for components used on the bike may also be provided and should be read before use in addition to this manual.
- Ensure that you comprehend all instructions and safety notes/warnings.
- Ensure the bike fits you properly before your first use. You may lose control or fall if your bike is too big or too small.
- Always wear an approved bicycle helmet whenever riding a bike and ensure that all helmet manufacturer instructions are used for fit and care of your helmet. Failure to wear a helmet when riding may result in serious injury or death.
- Ensure correct setup, tightening, and torquing to recommended torque values is performed on your bike before first using it. Check the setup, tightness, torque, and condition of components and hardware regularly.
- It is your responsibility to familiarize yourself with the laws and requirements of operating this product in the area(s) where you ride.
- Ensure the handlebar grips are undamaged and properly installed. Loose or damaged grips can cause you to lose control and fall.
- Ensure clothing and body parts are kept clear of the kickstand and springs when opening and closing the kickstand.
- If no passenger is riding on the rear seat, keep the foot pegs folded close to the frame.
- Do not use this product with standard bike trailers, stands, vehicle racks, or accessories that Teslica E-bikes has not tested for safety and compatibility and have verified as safe and compatible with the bike. Contact Teslica E-bikes to check if your equipment will work with the bike.
- Off-road riding requires close attention, specific skills, and presents variable conditions and hazards which accompany the conditions. Wear appropriate safety gear and do not ride alone in remote areas. Check local rules and regulations if off-road ebike riding is allowed.
- Engaging in extreme riding is extremely dangerous and should be avoided. Although many articles/advertisements/catalogs depict extreme riding, this is not recommended nor permitted, and you can be seriously injured or killed if you perform extreme riding.
- Bikes and bike parts have strength and integrity limitations and extreme riding should not be performed as it can damage bike components and/or cause or lead to dangerous riding situations in which you may be seriously injured or killed.
- Failure to perform and confirm proper installation, compatibility, proper operation, or maintenance of any component or accessory can result in serious injury or death.
- After any incident, you must consider your bike unsafe to ride until you consult with a certified, reputable bike mechanic for a comprehensive inspection of all components, functions, and operations of the bike.
- Failure to properly charge, store, or use your battery will void the warranty and may cause a hazardous situation.
- You should check the operation of the brake motor cutoff switches before each ride. The brake system is equipped with an inhibitor which cuts off power to the electric motor whenever the brakes are squeezed. Check proper operation of brake motor cutoff switches before riding.
- 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 pedaling is underway.
- Users must understand the operation of the thumb throttle and pedal assistance sensors 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.
- Any aftermarket changes to your bike from Teslica E-bikes not expressly approved by Teslica E-bikes could void the warranty and create an unsafe riding experience.
- Because electric bikes are heavier and faster than normal bikes, they require extra caution and care while riding.
- 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 or death.
- Do not remove any reflectors or the bell.

## Helmets

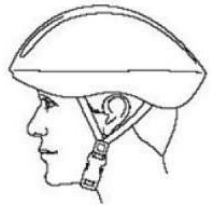
It is strongly advised that a rider and passenger always wear a properly fitting ANSI or SNELL approved bicycle safety helmet when riding.



Always wear a properly fitted helmet which covers the forehead when riding a bike. Many locations require specific safety devices. It is your responsibility to familiarize yourself with the local laws, rules and regulations where you ride and to comply with all applicable laws, including properly equipping yourself and your bike as the law requires.



Once safely dismounted from the bike, a child's helmet should be removed to reduce the risk of strangulation or hanging, especially when engaging in activities such as climbing trees or playground equipment.



## General Warnings



Like any sport, bicycling involves risk of damage, injury, and death. By choosing to ride a bike, you assume the responsibility for that risk, so you need to know, and practice the rules of safe and responsible riding and the proper use and maintenance of this bike. Proper use and maintenance of your bike reduces risk of damage, injury, and death.



Biking and controlled substances do not mix. Never operate a bike while under the influence of alcohol, drugs, or any substance or condition that could impair motor functions, judgement, or the ability to safely operate a bike or another vehicle.



The Care-Go (CG1) is designed for use by persons 16 years old and older. Riders must have the physical condition, reaction time, and mental capability to ride safely and manage traffic, road conditions, sudden situations, and respect the laws governing electric bike use where they ride, regardless of age. If you have an impairment or disability such as a visual impairment, hearing impairment, physical impairment, cognitive/language impairment, a seizure disorder, or any other physical condition that could impact your ability to safely operate a vehicle, consult your physician before riding any bike.



If you do not have the experience, skill, and tools to complete maintenance and adjustment of your bike, Teslica E-bikes strongly recommends having a certified, reputable bike mechanic maintain, tune, and ensure the bike is safe to ride.

## Wet Weather



It is recommended to not ride in wet weather if avoidable. Ride in wet weather only if necessary.

This electric bike is not meant for use in puddles, heavy rain, or streams. Never immerse or submerge this product in water or liquid as the electrical system may be damaged.

- In wet weather you need to take extra care when operating this bike.
- Decrease riding speed to help you control the bike in slippery conditions.
- Brake earlier since it will take longer to slow than when operated in dry conditions.
- Take care to be more visible to others on the road. Wear reflective clothing and use approved safety lights.
- Road hazards are more difficult to see when wet; proceed with caution.

## Night Riding



It is recommended to not ride at night if avoidable. Ride at night only if necessary.

- Wear reflective and light-colored clothing.
- Slow down and use familiar roads with street lighting, if possible.
- Ensure tire wall, pedal, and other reflectors are installed and unobstructed.
- Ensure headlight and taillight/brake light are functioning correctly and use them.

## Limited Warranty



### 30DAYS SATISFACTION GUARANTEED RETURN POLICY

If you are unsatisfied with your purchase, TESLICA return policy allows you to return the product purchased on the authorization channel within 30 days counting from the date of receipt of shipment, and request a refund from the authorization Channel.

**Note: Express shipping cost is non-refundable.**

To be eligible for a return, your item must be in the same condition that you received it, unworn, unused, and the bike must have less than ten (10) miles on the odometer, be free of any wear and tear, dirt, dust, fragrance, or any other signs of use and must include all items that were inside the box (charger, keys, hardware, etc.).

#### Over 30 days:

- Return is not acceptable;
- Accept exchange new product or partial refund.

We will deduct the shipping fee or restocking \$150/pc when we are making a refund for non-defective products and non-longer needed products.

For the return request, TESLICA is not responsible for lost packages due to the carrier, or products received that cannot be verified. Received products that have damage determined to have been caused by the end-user may be subject to denial of the return request.

## TO QUALIFY FOR A REFUND, ALL THE FOLLOWING CONDITIONS MUST BE MET:

- A Return Merchandise Authorization (RMA) must be requested from TESLICA within 30 days from the date of receipt of shipment. To request an RMA, contact TESLICA Service Team at [ebiker@teslica.com](mailto:ebiker@teslica.com)
- The cost of return shipping will be paid by the customer.
- For warranty service, please keep your receipt and/or invoice to validate proof of purchase.
- Returned product must be in good physical condition (not physically broken or damaged).
- All accessories originally included with your purchase must be included with your return.
- If you return a product to TESLICA bike, (a) without an RMA from TESLICA (b) without all parts included in the original package, TESLICA retains the right to refuse delivery of such return.

## LIMITED PRODUCT WARRANTY

TESLICA warrants the original purchaser that your TESLICA product shall be free from defects in materials and workmanship under normal use for a period aforementioned. TESLICA does not warrant the operation of the product will be uninterrupted or error-free.

- Only the original owner of an e-bike purchased from TESLICA online or physical storefront is covered by this Limited Warranty. The Warranty Period begins upon your receipt of the e-bike and shall end immediately upon the earlier of the end of the Warranty Period or any sale or transfer of the e-bike to another person, and under no circumstances shall the Limited Warranty apply to any subsequent owner or other transfer of the e-bike.

- The Limited Warranty is expressly limited to the replacement of a defective lithium-ion

battery (the “Battery”), frame, forks, stem, handlebar, headset, seat post, saddle, b r a k e s, lights, bottom bracket, crank set, pedals, rims, wheel hub, freewheel, cassette, derailleur, shifter, motor, throttle, controller, wiring harness, LCD display, kickstand, reflectors and hardware (each a “Covered Component”).

- The Covered Components are warranted to be free of defects in materials and/or workmanship during the Warranty Period.

### **Limited Warranty Does Not Cover:**

- Normal wear and tear of any Covered Component.

- Consumables or normal wear and tear parts (including without limitation tires, tubes, brake pads, cables and housing, grips, chain and spokes).

- Any damage or defects to Covered Components resulting from failure to follow instructions in the e-bike owner’s manual, acts of God, accident, misuse, neglect, abuse, commercial use, alterations, modification, improper assembly, installation of parts or accessories not originally intended or compatible with the e-bike as sold, operator error, water damage, extreme riding, stunt riding, or improper follow-up maintenance.

- For the avoidance of doubt, TESLICA will not be liable and/or responsible for any damage, failure or loss caused by any unauthorized service or use of unauthorized parts.

- The Battery is not warranted from damage resulting from power surges, use of an improper charger, improper maintenance or other such misuse, normal wear or water damage.

- Any products sold by TESLICA that is not an e-bike.

**DETERMINING WHETHER DAMAGE OR DEFECT TO AN EBIKE OR COVERED COMPONENT IS PROTECTED BY THIS LIMITED WARRANTY SHALL BE IN THE SOLE DISCRETION OF TESLICA.**



## Contact Us

Contact us if you experience issues relating to riding, maintenance and safety, or errors/faults with your TESLICA.

# TESLICA Inc

613 - 627 - 4285



[www.teslica.com](http://www.teslica.com)



[ebiker@teslica.com](mailto:ebiker@teslica.com)



**244 Britannia Rd, Ottawa, ON K2B 5×2,  
Canada**

**Please read this manual in full prior to operation your new bike**

**Visit [www.teslica.com](http://www.teslica.com) to download the latest user manuals**