

E-BIKE

USER MANUAL

V8.0

Manual English

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1 Preface

1.1 Welcome

Welcome and congratulations on your purchase of a new Giant, Liv or Momentum E-bike. The fun of pedalling is only moments away!

Ride Life, Ride Giant

Nothing makes us happier than seeing people out riding bikes. Since 1972 Giant has manufactured quality bikes for every type of terrain and rider imaginable. Giant bicycles have allowed millions of cyclists just like you the opportunity to live happier, healthier lives because of the joy, exercise and sheer exhilaration that riding a bicycle brings. And it is this commitment to sharing the joy of the ride that inspires us to continually offer the world's most innovative bicycles.

1.2 Use of the manual

Read all information in this manual carefully before you start riding on your new E-bike. Safety instructions are very important and should not be overlooked. By reading the manual you will have a better understanding of the general operation of the various bike parts.

This manual is a supplement to the general bike manual. For more information on other parts and warranty, consult the general bike manual.

1.3 Illustrations

Illustrations shown in this document may differ in detail from the exact configuration on your particular e-bike model. The illustrations are a general reference for instruction and description purposes only.

1.4 Symbols used in the manual



DANGER: Warns about a situation that will cause death, serious physical injury and/or heavy material damage if one does not obey the safety instructions.



WARNING: Warns about a situation that can cause death, serious physical injury and/or heavy material damage if one does not obey the safety instructions.



CAUTION: Warns about a situation that can cause material damage if one does not follow the safety instructions.



NOTICE: Provides important information to avoid problems.



INFO: Provides additional information.

1.5 Service & technical support



NOTICE: This manual is not intended to be an extensive reference book about service, maintenance and/or repairs. Please consult your dealer for service and technical support. You can find more information about our products or find a dealer via our global website: www.giant-bicycles.com.



2 Safety

2.1 Safe use of the bicycle

Before using the E-bike on the open road, ride the bike in a secure area to get acquainted with riding a bike with electric pedalling support. Try all settings on the bike and get familiar with the results.



WARNING: Keep both hands on the grips on the handlebar and the brake levers within reach while riding, to be able to immediately respond to any circumstance. Failing to do so can cause you to lose control over the bicycle.



WARNING: Never exceed the maximum permissible load of the bicycle with any kind of load.



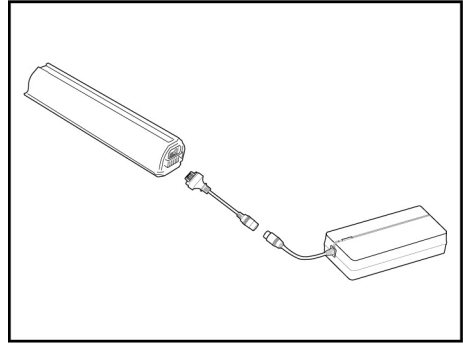
NOTICE: The A-weighted emission sound pressure level at the rider's ears is less than 70 dB(A).

2.2 Battery & charger safety



WARNING:

- Keep the EnergyPak battery & charger away from water and open fire.
- Do not use the battery & charger for other purposes.
- Do not connect terminals.
- Keep the battery away from children and pets.
- Do not subject the battery & charger to shocks (e.g. by dropping).
- Do not cover the battery & charger or place objects on top of it.
- Stop the charging procedure immediately if you notice a strange smell or smoke.
- In the unlikely case that the battery is on fire, do NOT try to put it out with water. Use sand instead and call emergency services immediately.





CAUTION: Avoid contact with battery and charger during charging operation. The charger heats up. Please read/note additional information on the rear of the battery case.

2.3 Luggage carrier



WARNING: Warning: Always make sure that any luggage or child-seat feature fitted to the luggage carrier is securely fitted in accordance with the manufacturer's instructions, and that there are no loose straps or other items that can get caught in the wheel.



CAUTION: Warning: Luggage can only be safely carried on the carrier(s). Do not attach luggage to any other part of the bike.



CAUTION: Warning: The bicycle may behave differently (particularly with regard to steering and braking) when the luggage carrier is loaded.



NOTICE: Notice: It is recommended to check and adjust positioning of reflectors and lamps such that these are not obscured when luggage is attached to the luggage carrier.



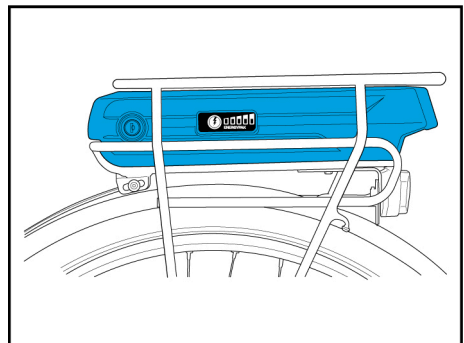
INFO: Info: It is recommended distribute luggage evenly between the two sides of the luggage carrier.

Carrier with integrated battery:

On some bikes the battery holder and luggage carrier are combined. Please ensure that luggage is securely fixed to avoid damage to the battery and/or holder.



CAUTION: Maximum rear carrier capacity including EnergyPak: 22 kg.



2.4 Accessories & attachments

Bicycle trailers & trailer bicycles



CAUTION: Please be aware that the use of a (third party) bicycle trailer or trailer bicycle will cause extra load stress and increased wear on the E-bike's electric and/or mechanical parts. Since there are different types of trailer attachments available (depending on brand/model/etc.) it is not possible to list each combination and predict the outcome for each usage scenario. Always follow the trailer manufacturer's instructions for installation, usage and safety. Never modify any original parts of the E-bike to accommodate a (third party) trailer. Never exceed the total permissible load weight of the E-bike as stated elsewhere in this user manual.

Child seats



CAUTION: Please be aware that the use of a child seat can cause extra load stress and increased wear on the E-bike's electric and/or mechanical parts. Since there are different types of child seats available (depending on brand/model/etc.) it is not possible to list each combination. Always follow the child seat manufacturer's instructions for installation, usage and safety. Never modify any original parts of the E-bike to accommodate a child seat. Never exceed the carrier load capacity and/or total permissible load weight of the E-bike as stated elsewhere in this user manual. If a child seat is used, and the bike is fitted with a saddle with exposed coil springs underneath the saddle, there is a substantial risk that the child's fingers can get injured from getting trapped in the coil springs. Please take appropriate steps to prevent the trapping of the child's fingers.

Carriers



CAUTION: There are many types of carriers that can have different specifications. Before use, always consult the documentation that came with the carrier and/or consult your local dealer for installing instructions, maximum load, torque specifications, parts specifications, maximum compatible wheel size, trailer- and child seat compatibility. For information about the name and address of the manufacturer, importer or representative, trademark, model and production batch number or reference, check the carrier's documentation and/or on the carrier itself.

3 Description

3.1 Introduction E-Components

Giant, Liv and Momentum e-bikes are equipped with unique components and technology developed by Giant, aimed to provide the highest performance and best experience for each rider's usage. We briefly explain some of the major system components and terminology below.

ENERGYPAK

Giant EnergyPak batteries produce maximum performance in an integrated package. The EnergyPak charges very fast compared to earlier battery systems and provides a superb riding range. The EnergyPak Plus accessory battery can be added to various models to extend the range even more. All EnergyPaks are thoroughly tested in Giant factories to ensure maximum quality, safety and reliability.

SYNCDRIVE

The SyncDrive motor is widely acclaimed for its performance and reliability. Finely tuned by Giant for best performance on each model, the small mid-drive motor delivers a powerful, yet smooth and natural pedalling assistance in every assist mode. Choose the higher assist levels when you're riding in tough conditions, rough terrain and when the roads are pointing upward. Maximum torque is available in the "Power" level to help you climb the steepest slopes.

The low power assist levels save battery capacity to help you cover greater distances. Ideal for riding urban and suburban roads, or whenever less power assistance is needed.

The sophisticated Smart Assist function provides an optimal balance of power and range. Smart Assist uses the input from all the sensors to instantly and automatically adapt the power output to changing riding conditions.

RIDECONTROL

The RideControl Ergo series provide an ergonomic layout with easy-to-operate controls. Visual feedback comes from bright LED indicators or a screen like the RideDash EVO. The RideControl Dash features all the essential controls plus a colour screen, integrated into a single compact unit.

Connect the RideControl app on your smartphone with your e-bike to add even more possibilities, which are ever expanding and improving with updates.

RIDECONTROL DASH

The RideControl Dash is a remote with integrated colour display screen that shows extensive bike and ride information from the EnergyPak(s), SyncDrive motor, sensors, lights and other connected e-components. Ergonomically placed at the left handlebar grip, it offers many features of the RideControl Ergo remotes and the RideDash EVO, into a single compact unit.

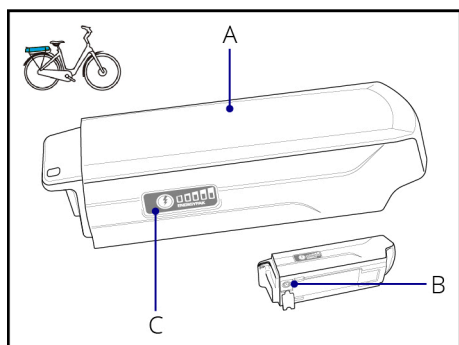
RIDEDASH EVO

The RideDash EVO gives the rider extensive bike and ride information on a beautiful, large colour screen placed in the centre of the handlebar. Operated by the RideControl Ergo series, it shows clear and large indications of items like speed, distance, battery status, remaining range, and other useful information.

3.2 EnergyPak & charger

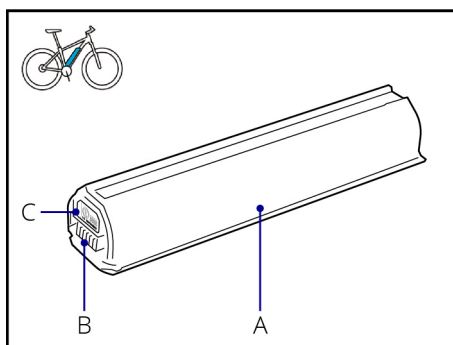
EnergyPaks

EnergyPak (rear rack)



- A. EnergyPak
- B. Charging socket
- C. Energy level check (button)

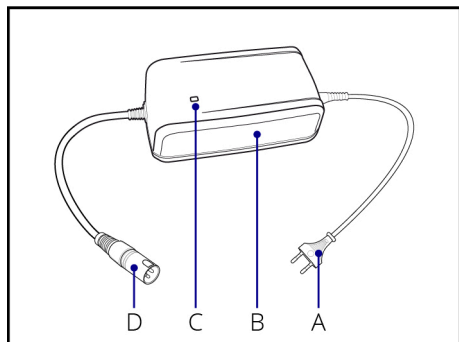
EnergyPak (integrated)



- A. EnergyPak
- B. Charging socket
- C. Energy level check (button)

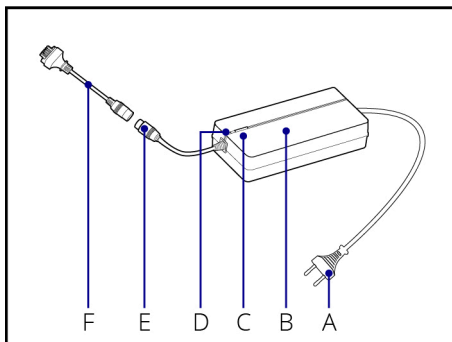
Chargers

4A charger



- A. AC socket (110~230 V) (type will vary)
- B. Charger
- C. Charging indicator
- D. Charging socket

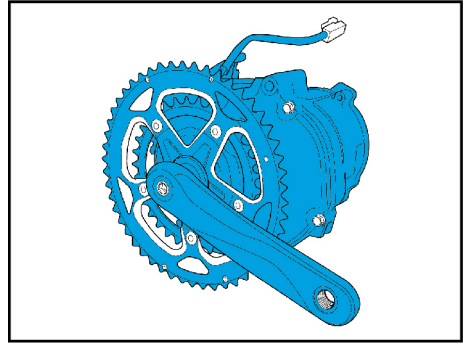
Smart charger



- A. AC socket (110V/110~240 V) (type will vary)
- B. Charger
- C. Charging indicator 60%
- D. Charging indicator 100%
- E. Charging socket
- F. Charge adapter

3.3 SyncDrive

The powerful SyncDrive motor technology uses a range of sensors and smart processing to provide responsive pedalling assistance that is perfectly synchronized with human input. The result is a very natural and predictable power output pattern, keeping the assistance in harmony with the rider. There are several SyncDrive motor variations, all custom tuned by Giant to fit the bike model's intended type of use.

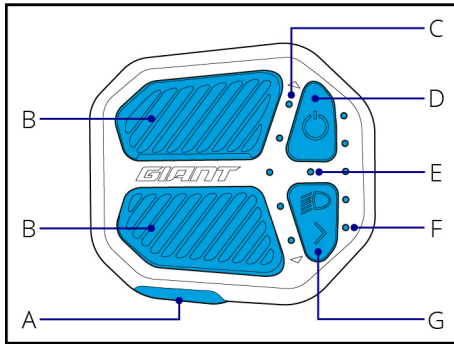


INFO: SyncDrive motors equipped with a square taper bottom bracket have up to one millimetre horizontal play on the axle by design.

3.4 RideControl

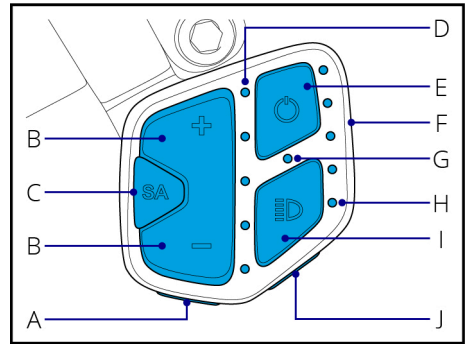
The RideControl Ergo series of remotes provide the control over all important system functions. The clear LEDs give visual feedback on the status of the EnergyPak, SyncDrive motor, sensors, lights and other connected e-components.

RideControl Ergo



- A. Walk Assist
- B. Assistance level (up / down)
- C. Power Assist indicator (5 LEDs)
- D. On / Off
- E. Light indicator (white) / Error indicator (red)
- F. EnergyPak charge indicator (5 LEDs)
- G. Light / Info

RideControl Ergo 2



- A. Info
- B. Assistance level (up / down)
- C. Smart Assist (AUTO function)
- D. Power Assist indicator (5 LEDs)
- E. On / Off
- F. USB-C port
- G. Light indicator (white) / Error indicator (red)
- H. Battery level indicator (5 LEDs)
- I. Light / Screen backlight
- J. Walk Assist



INFO: The Walk Assist function is not available in some countries due to local regulations.

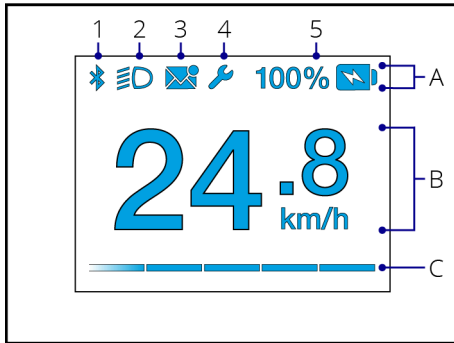


INFO: RideControl Ergo series remotes can also control the RideDash EVO screen if present. The RideDash EVO can also be purchased separately. Availability and pricing may vary. Contact your authorized dealer or visit the Giant website for more information.

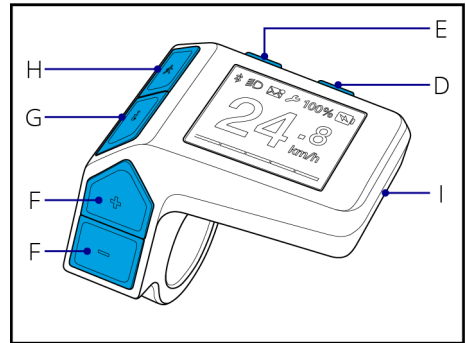
3.5 RideControl Dash

The RideControl Dash is a remote and colour display screen integrated in a single unit, with features similar to RideControl Ergo series and the RideDash EVO.

Screen



Buttons



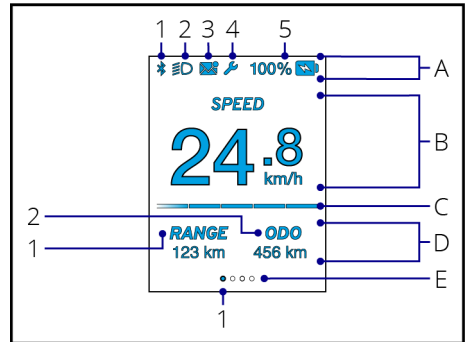
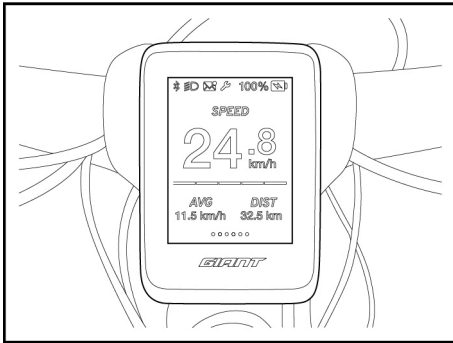
- A. Status bar
 - 1. Wireless connection
 - 2. Light status
 - 3. Phone notification
 - 4. Service
 - 5. Battery status
- B. Data field
- C. Assist level indicator
- D. Light / screen backlight
- E. Power on/off
- F. Assistance level up/down
- G. Info
- H. Walk Assist
- I. USB-C port



INFO: The Walk Assist function is not available in some countries due to local regulations.

3.6 RideDash EVO

The RideDash EVO is a colour display screen that shows extensive bike and ride information from the EnergyPak(s), SyncDrive motor, sensors, lights and other connected e-components. The RideDash EVO is operated by the RideControl Ergo or Ergo 2.



- A. Status bar
 - 1. Wireless connection
 - 2. Light status
 - 3. Phone notification
 - 4. Service
 - 5. Battery status
- B. Data field
- C. Assistance level indicator
- D. Sub data fields
 - 1. Sub data field 1
 - 2. Sub data field 2
- E. Page indicator
 - 1. Active page

4 Transport & Storage

This chapter describes specific information regarding the e-bike parts. For more information on transport and storage of the bike, consult the general bike manual.

4.1 Transportation



CAUTION: Batteries are not designed to be on the bike during transportation by car. Batteries must be taken off the bike(s) and transported inside the car.

4.2 Storage

E-bike

Store the bike in a location where it is protected from snow, rain, sun etc. Snow and rain can cause the bike to corrode. The ultraviolet light from the sun can fade the paint or crack any rubber or plastic on the bike.

EnergyPak

If the bike is not used for a longer period (one month or more) the EnergyPak is best stored:

- At 60% of its capacity. Smart Charger only: use the Smart Charger's 'Long Storage' charge mode.
- Separate from the bike.
- At temperatures between 0°C and 40°C.



NOTICE: Check the EnergyPak every month to see if at least one LED is still blinking. Charge the EnergyPak if necessary.



CAUTION: Charge the EnergyPak every 3 months. Negligence to do so may void the warranty of the EnergyPak.

5 Bike usage

5.1 Range

The range on one charge strongly depends on several circumstances, such as (but not limited to):

- Weather conditions, such as ambient temperature and wind;
- Road conditions, such as elevation and road surface;
- Bike conditions, such as tire pressure and maintenance level;
- Bike usage, such as acceleration and shifting;
- Rider and luggage weight;
- Amount of charge and discharge cycles;
- Age and condition of the EnergyPak.

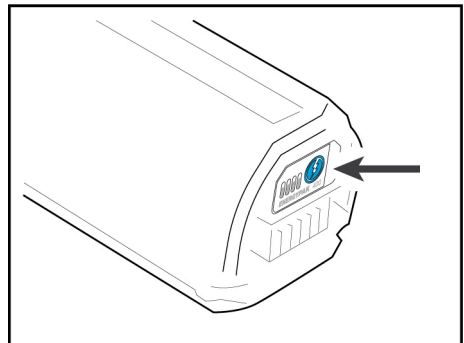
Shifting recommendations

For better range, Giant advises to shift according to the speed. For low speeds and setting off, low gearing is best. The higher the speed, the higher the gear can be chosen. For smooth support and optimum range, it is best to release pedal pressure while shifting gears.

- High speed, high gear.
- Low speed, low gear.
- Release power during shifting.

5.2 EnergyPak

Power in the EnergyPak can be checked by pushing the energy level check button.





NOTICE:

- After 15 normal charges, or at least every 3 months, discharge the EnergyPak completely before recharging the EnergyPak. This will optimize the lifespan of the EnergyPak.
- When an EnergyPak is connected to the bike, some power will get lost in the system when the bike is not in use. To prevent this, the EnergyPak can be disconnected from the bike when not in use for more than a few days.

New Energypak

A new EnergyPak is shipped in a protective 'hibernate' state. It must be activated before it can be used.

- A 'hibernated' EnergyPak can be recognized by pushing the energy level check button. The LEDs of the EnergyPak will not light up.
- Plug an active charger in the EnergyPak;
- Unplug the charger from the EnergyPak;
- The EnergyPak is now no longer in 'hibernate' state. Pushing the energy level check button will result in LEDs lighting up.
- The EnergyPak is ready for use.

It is not possible for an EnergyPak to go back to 'hibernate' state once it is activated. Usually, your dealer will activate and charge the EnergyPak.

5.3 Charging



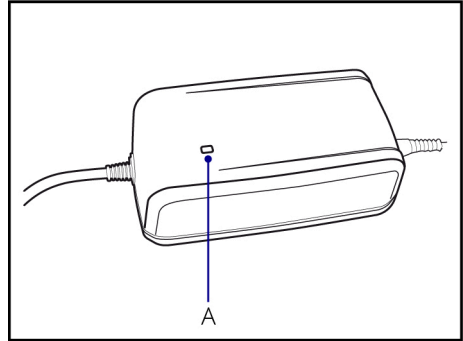
INFO:

- Charge the EnergyPak battery at room temperature ($\pm 20^{\circ}\text{C}/68^{\circ}\text{F}$).
- Charging below 0°C or above 40°C ($32^{\circ}\text{F}\sim 104^{\circ}\text{F}$) can lead to insufficient charging and can have a negative impact on the battery life cycle.

5.3.1 Use of the chargers

4A charger

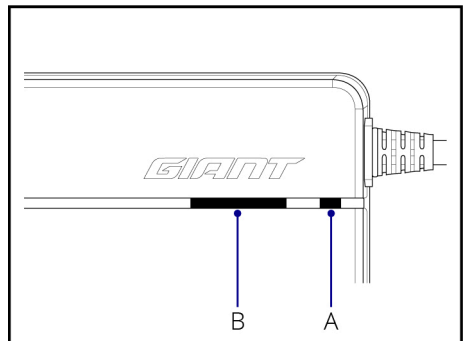
- EnergyPak not connected:
Charger LED (A) is green (constant).
- During charging:
Charger LED is red (constant).
- Charging issue:
Charger LED is red (blinking).
- Charging is completed (100%):
Charger LED is green (constant).



Smart charger

Normal charge mode (100% charge):

- Power on sequence (self test):
Charger LED 1 (A) is fast red / green / off.
Charger LED 2 (B) is fast green / red / off.
- EnergyPak not connected:
Charger LED 1 is red (constant).
- During charging:
Charger LED 1 is green (blinking).
- Charging is completed:
Charger LED 1 is green (constant).
- Charging issue:
Charger LED 1 is red (blinking).



Long term storage charge mode (60% charge):

- Connect charger;
- Press LED 2 button (B);
- Charging procedure is exactly like regular charging, except:
LED 2 is yellow (constant);
Charging will stop at 60% (for long time storage).

5.3.2 EnergyPak removal & installation

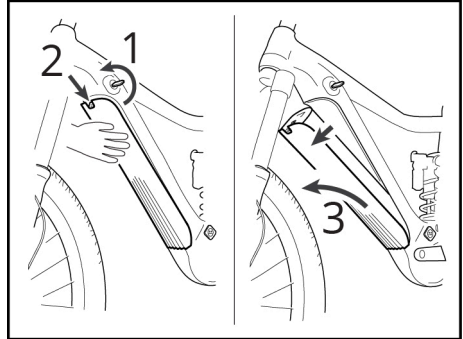


NOTICE: Always switch off the power first, before removing the EnergyPak.

EnergyPak Smart Integrated

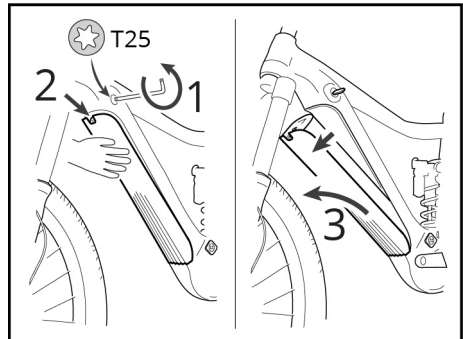
Removing the EnergyPak (Key Lock Type):

- Support the weight of the battery;
- Insert the key and unlock the EnergyPak;
- For top loading integrated batteries only: lift out the EnergyPak and continue with charging the EnergyPak.
- Push the drop protection lever to fully unlock the EnergyPak;
- Remove the battery from the bike.



Removing the EnergyPak (Torx Lock Type):

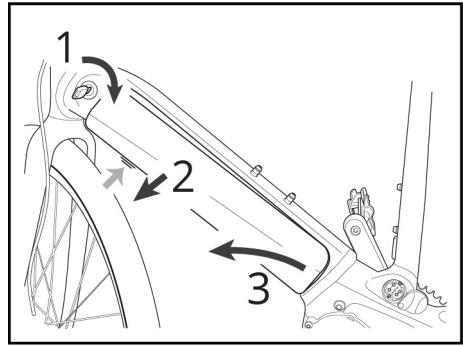
- Support the weight of the battery;
- Insert the Torx tool size 25 and turn counter-clockwise to release the EnergyPak (the screw is endless so it will not come out);
- Push the drop protection lever to fully unlock the EnergyPak;
- Remove the battery from the bike.



EnergyPak Smart Compact

Removing the EnergyPak:

- Hold the battery in the frame to make sure it cannot drop when unlocking;
- Insert the key and unlock the EnergyPak. The EnergyPak will be ejected slightly;
- Some models have an extra drop protection. Push the plastic tab underneath the battery (light grey arrow) to release the EnergyPak;
- Remove the battery from the bike.



Installing the EnergyPak Smart Integrated & Compact:

- Reverse removal procedure to install the EnergyPak.
- Make sure the slots are aligned correctly at the bottom;
- Push the top of the EnergyPak and make sure the EnergyPak is secured properly (a 'click' can be noticed while doing so);
- Pull out the key;
- For models without key, tighten the Torx screw completely;
- The bike is ready for use.

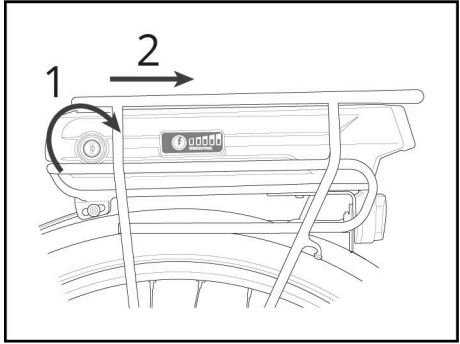
EnergyPak (rear rack)

Removing the EnergyPak:

- Insert the key and unlock the EnergyPak;
- Hold the grip and pull the EnergyPak backwards;
- Slide out the EnergyPak;

Removing the EnergyPak:

- Reinstall the EnergyPak and make sure the slots are aligned correctly in the bottom;
- Push the EnergyPak forward and make sure the EnergyPak is secured properly (a 'click' can be noticed);
- Pull out the key;
- The bike is ready for use.



5.3.3 Charging a removed EnergyPak



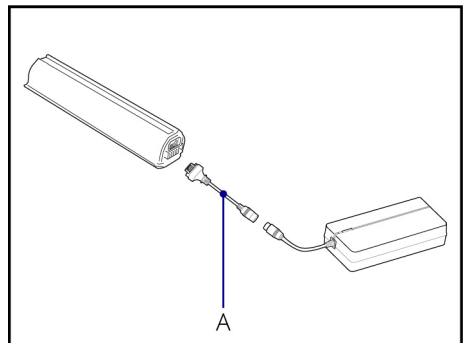
NOTICE: Always switch off the power first, before removing the EnergyPak.



NOTICE: Always take care to align all connectors properly before connecting.

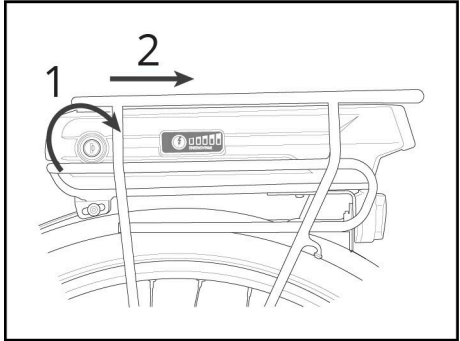
Charging the EnergyPak Smart Integrated & Compact:

- Connect the charge adapter (A) to the charger;
- Connect the charger to the EnergyPak;
- Connect the charger to an AC outlet;
- Charging operation can be discontinued at any given time;
- Disconnect the charger from the mains outlet;
- Disconnect the charger from the EnergyPak.



Charging the EnergyPak (rear rack)

- Connect the charger to the EnergyPak;
- Connect the charger to an AC outlet;
- Charging operation can be discontinued at any given time;
- Disconnect the charger from the mains outlet;
- Disconnect the charger from the EnergyPak;



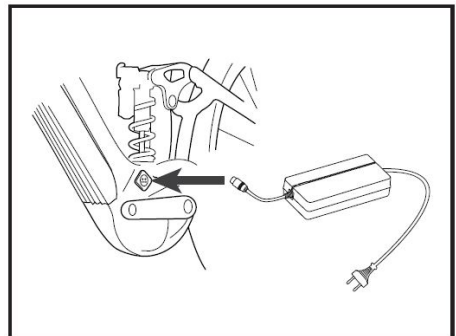
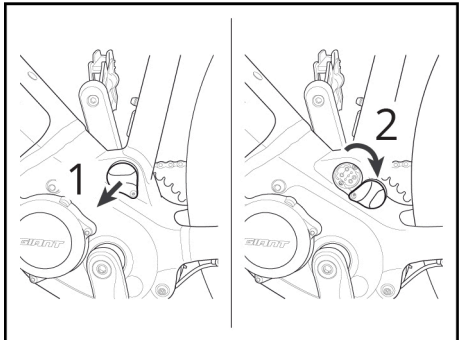
5.3.4 Charging inside the bike



NOTICE: Always take care to align all connectors properly before connecting.

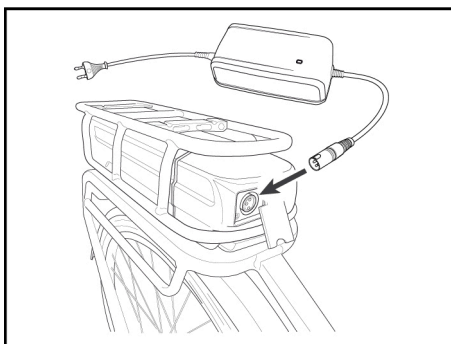
EnergyPak Smart Integrated & Compact

- Pull and rotate the charge-port cover clockwise, or lift the rubber cover to expose the charge-port;
- Connect the charger to the charge-port on the bike;
- Connect the charger to an AC outlet;
- Charging can be stopped at any given time;
- Disconnect the charger from the mains outlet;
- Disconnect the charger from the charge port;
- Put the charge-port cover back in place;
- The bike is ready for use.



EnergyPak (rear rack)

- Connect the charger to the EnergyPak outlet on the front of the rear rack;
- Connect the charger to an AC outlet;
- Charging can be stopped at any given time;
- Disconnect the charger from the mains outlet;
- Disconnect the charger from the charge port;
- The bike is ready for use.



5.3.5 Charging time table

EnergyPak capacity	300 Wh		400 Wh		500 Wh	
	110 V	200-240 V	110 V	200-240 V	110 V	200-240 V
80% charge	2:20 h	1:45 h	3:00 h	2:00 h	3:40 h	2:45 h
100% charge	4:40 h	3:30 h	6:00 h	4:30 h	7:20 h	5:00 h

Table 1: 4A charger time table (110 V / 200-240 V)

EnergyPak type	Smart Compact		Smart Integrated		
	375 Wh	500 Wh	400 Wh	500 Wh	625 Wh
60% charge	1:05 h	1:25 h	1:10 h	1:25 h	1:50 h
80% charge	1:35 h	2:05 h	1:50 h	2:05 h	2:40 h
100% charge	3:15 h	4:10 h	3:20 h	4:10 h	5:00 h

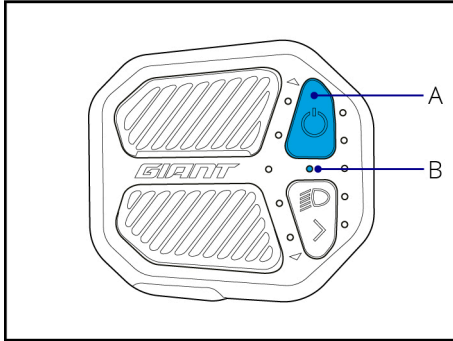
Table 2: Smart charger time table (110-240 V)

5.4 Controls

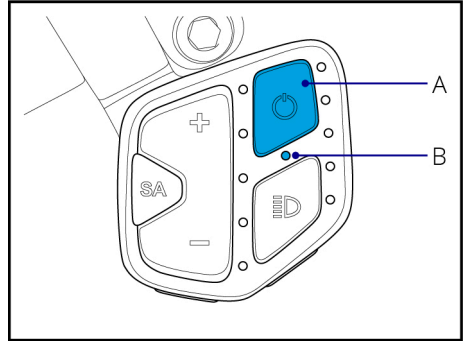
5.4.1 RideControl Ergo series

Powering on and off

RideControl Ergo



RideControl Ergo 2



On: Press the On / Off button (A) to switch on the system.

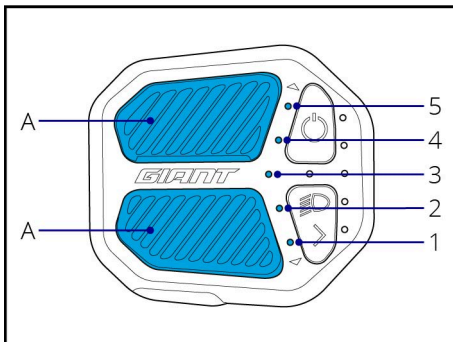
Off: Press the On / Off button (A) for at least 1.5 seconds and release the button to switch off the system.



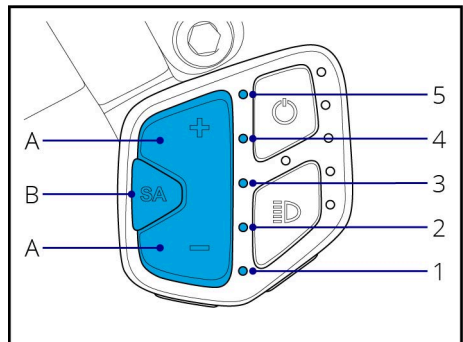
NOTICE: Light indicator LED (B) will blink 3 times, indicating the bike is being switched off.

Power Assist level

RideControl Ergo



RideControl Ergo 2



Smart Assist (AUTO):

The SyncDrive motor automatically adapts the power output to the circumstances to optimize ride comfort and range.

- On RideControl Ergo:
 - Long press (>2 sec) Assist Up or Down button (A) to activate Smart Assist.
- On RideControl Ergo 2:
 - Press the Smart Assist button (B) to activate Smart Assist.
- When Smart Assist is active, press Assist Up or Down button (A) to return to manual assist level selection.
- Only the middle Power Assist indication LED (3) will be lit to indicate Smart Assist is active.
- If a RideDash is connected, it will show the Smart Assist level as 'AUTO' on the screen.



INFO: Smart Assist mode is not available on all models.

Assist level 1-5:

Manually select the power assist level.

- Short press the Assist Up or Down button (A) to change the assist level.
- The Power Assist indicator LEDs (1-5) indicate the selected level from bottom to top.
 - 1 indicates the level with the lowest Power Assist, but highest distance range (ECO level).
 - 5 indicates the level with strongest Power Assist, but highest energy consumption (POWER level).

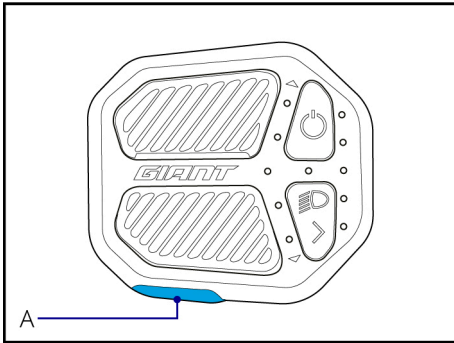
Assist off:

For riding without Power Assist, but with indications / bicycle computer and light functions.

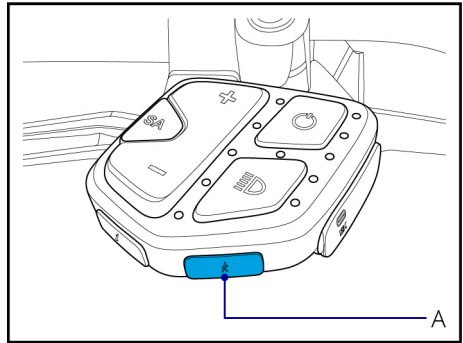
- Press assist DOWN button, until all assist indicator LEDs are off.
- Motor assist is switched off
- All other system functions remain available.

Walk assist

RideControl Ergo



RideControl Ergo 2



The Walk Assist function is to help you while walking with the bike. It works up to a speed of 6 km/h (4 mph). Walk Assist is at its most powerful in the lowest gear, which means the smallest chain ring up front and the largest sprocket on the rear.



INFO: The Walk Assist function is not available in some countries due to local regulations.

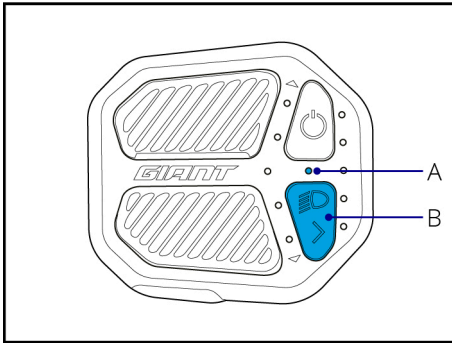
- Press the Walk Assist button (A) to set Walk Assist standby. The assist indicator lights up in a back and forth sequence.
- Press the Assist Up button within 3 seconds. The Walk Assist will engage.
- Release Assist Up button to stop or pause. Press again within 3 seconds to re-engage.
- Press any other button on the RideControl, to return to normal riding mode immediately.



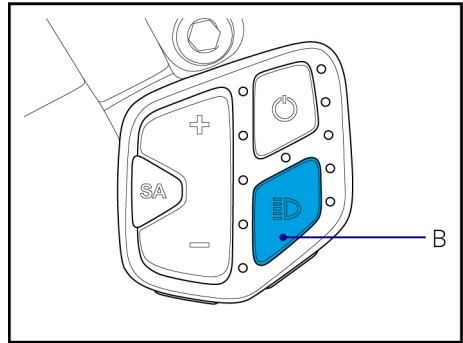
INFO: If no other action is performed within 3 seconds after pressing walk assist button, the system will return to normal riding mode.

Lighting

RideControl Ergo



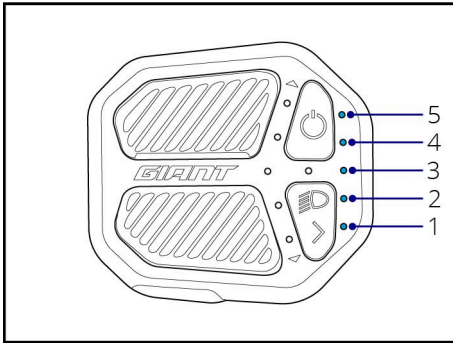
RideControl Ergo 2



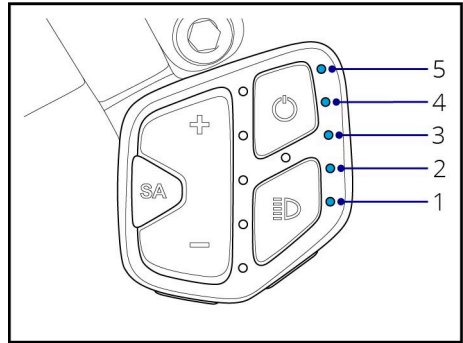
- **Long press (>2 sec)** the light button (B) to switch the bike lights On / Off. The light indicator (A) lights up.
- When switching on the bike light, the backlight of the RideDash EVO screen will be dimmed.
- On S-Pedelecs (high speed E-bikes) the bike lights cannot be switched off. The button will switch between low beam and high beam.
- **Long press (>2 sec)** light button (B) to switch the bike lights On / Off. For S-Pedelecs (high speed E-bikes) this button switches between low beam and high beam.
- **Short press** light button to switch RideDash EVO screen backlight: OFF / BRIGHT / DIMMED.

Battery level indication

RideControl Ergo



RideControl Ergo 2

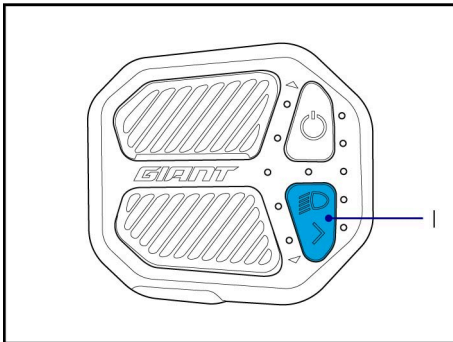


The remaining energy level of the EnergyPak is shown by the battery indicator LEDs (1-5). Each LED represents 20% of the EnergyPak's capacity.

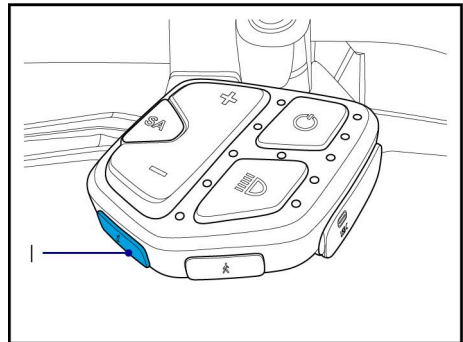
- When battery power is less than 10%, the bottom LED (1) changes from white to orange.
- When battery power is less than 3%, bottom LED (1) blinks orange. The system will switch to lowest assist level.
- When battery power is less than 1%, the Power Assist will shut down. The light system will be still functional for at least 2 hours.

Info button

RideControl Ergo



RideControl Ergo 2

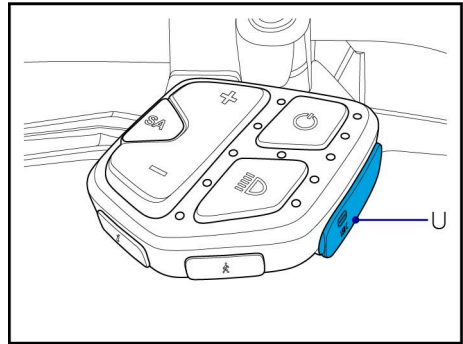


The Info button (I) is used to control various screen functions if a RideDash or other compatible bicycle computer is connected to the system. The specific functionality depends on the connected device.

USB-C port (RideControl Ergo 2)

The USB-C port (U) can be used to power or charge an external device like a smartphone, bike light or bicycle computer.

- To access the USB-C port, use a fingernail to lift the cover. Use the appropriate cable (not included) for your device to connect it.
- The port is only a power outlet (5 V / 1.5 A). It cannot be used for data transfer.



CAUTION:

- Do not use the USB-C port in wet or moist conditions.
- Make sure no liquids, mud or dirt can enter the USB-C port.
- Always close the USB port cover properly when the USB-C port is not in use.

System events

In case of a system event (malfunction), the RideControl will show an indication of the event:

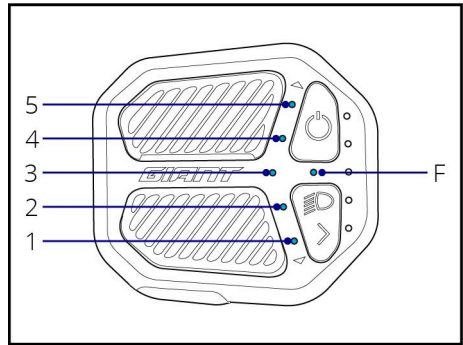
Assist power will stop on most system events.

Lighting indicator (F) will flash red.

One of the assist level indicators will start blinking as event indicator.

Event descriptions:

- LED 5: Heat issue
- LED 4: Not applicable
- LED 3: Speed sensor issue
- LED 2: Motor issues
- LED 1: Battery issues



Quick troubleshooting steps:

1. Note which assist level indicator is blinking (1-5).
2. Switch off the system.
3. Visually check for any obvious cause.
4. Solve any easy and obvious cause, if safely possible (e.g. reinstall incorrectly placed battery).
5. Switch the system back on.

If the issue is solved:

- Normal use may be continued.
- Schedule a service check at an authorized dealer.

If the issue returns:

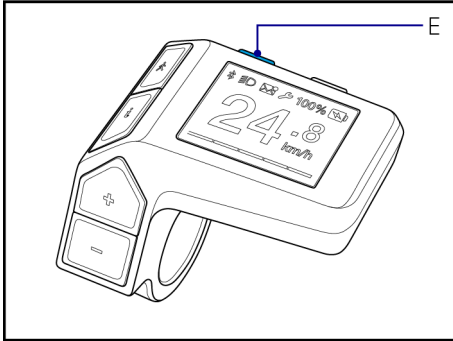
- Repeat step 1-5.

If the issue persists:

- Stop riding.
- Contact authorized dealer for diagnosis and repairs.

5.4.2 RideControl Dash

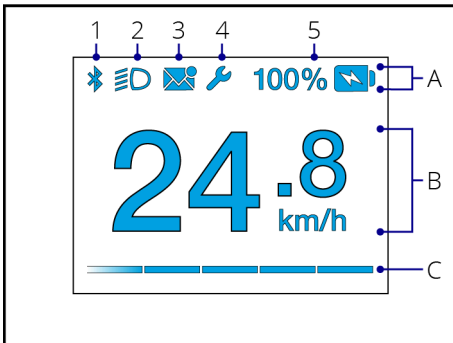
Powering on and off



On: Press the On / Off button (E) to switch on the system.

Off: Press the On / Off button (E) for at 2 seconds to switch off the system.

Screen



A. Status bar: The status bar always shows the battery status (5). Other icons (1-4) will appear when that function is active.

1. **Wireless connection:** Indicates an active wireless connection between the bike and a smartphone with the RideControl app.
2. **Light status:** The light icon indicates that the bike lights are switched on.
3. **Notification:** Indicates that there are new or unread messages on a smartphone. Only via the RideControl app.
4. **Service indicator:** The service indicator (wrench icon) appears when periodic technical maintenance is due or when a system event (malfunction) has occurred.

5. **Battery status indicator:** The battery status indicator shows the current EnergyPak charge level from 100% to 0%.
- When battery power is less than 3%, the battery icon starts blinking. The system will switch to lowest assist level.
 - When battery power is less than 1%, the battery icon is blinking. Power Assist will shut down. The light system will be still functional for at least 2 hours.



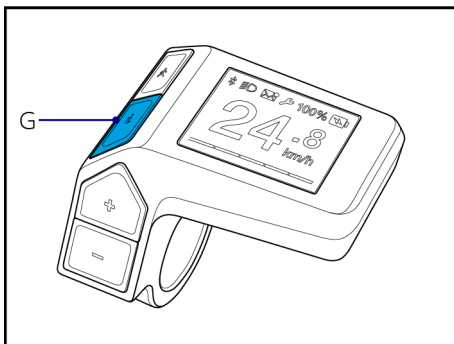
INFO: Some RideControl app functions and features mentioned in this manual may not be available at this time. Compatibility and available features may also vary depending on app version, e-bike model, component hardware/firmware version, smartphone specifications, operating system, etc.

B. Data field: The RideControl has a single data field to display the selected information. The data field displays 'Speed' information by default.

Data field options:

- SPEED: Current riding speed.
- RANGE: Estimated remaining riding range on current assist level.*
- ODO: Total riding distance since first use.
- DISTANCE: Riding distance since last reset.
- TRIP TIME: Riding time since last reset.
- AVG SPEED: Average speed since last reset.
- MAX SPEED: Maximum speed since last reset.
- CADENCE: Current pedaling speed in rpm (rotations per minute).

*The range is an estimated number. Various circumstances during the ride, like terrain profile or wind strength and direction, may affect the actual range.



Press the 'Info' button (G) on the RideControl Dash to change to a different data field. The screen will display the description of the new field for 2 seconds and switch to the new field.

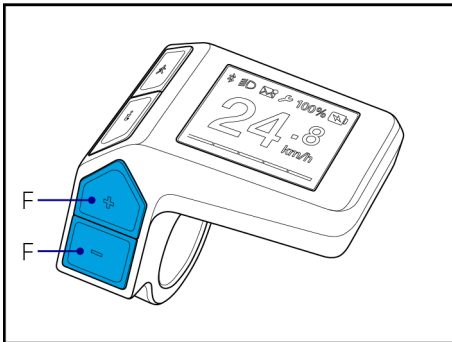
C. Assist level indicator: The Assist Level indicator visually represents the currently selected assist level as a row of 5 bars, that can vary in color.

Assist level options*:

- OFF
- ECO
- TOUR
- ACTIVE
- SPORT
- POWER
- SMART ASSIST (AUTO)

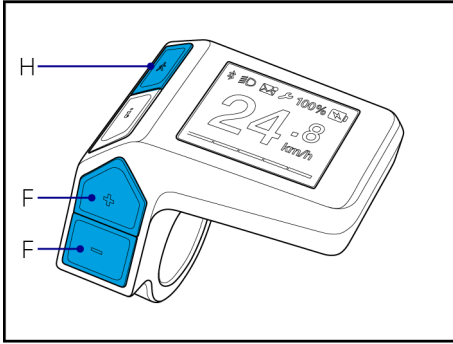
In SMART ASSIST (AUTO), the SyncDrive motor automatically adapts the power output to the circumstances to optimize ride comfort and range.

*Assist levels availability and power ratio per level depend on SyncDrive motor type and factory system settings.



Press the Assist Level UP/DOWN buttons (F) to change to the desired assist level. Long press Up and Down simultaneously (2 sec.) to activate Smart Assist. The screen shows the new assist level name and estimated remaining riding range for 2 seconds. Then the riding screen will return with an updated level indicator.

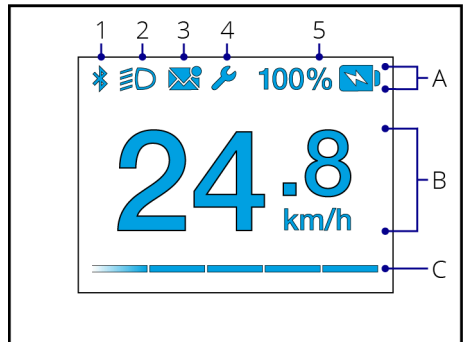
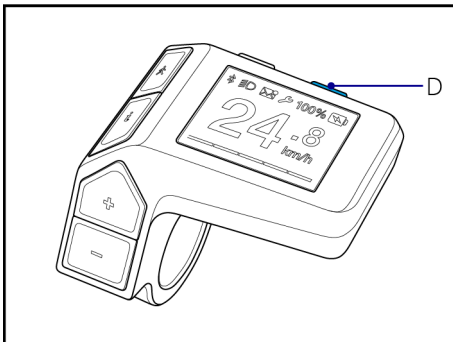
Walk assist



The Walk Assist function is to help you while walking with the bike. Walk Assist works up to a speed of 6 km/h (4mph) and is at its most powerful in the lowest (easiest) gear.

- Press the Walk Assist button (H) to set Walk Assist standby.
- Press the Assist UP button (F) within 3 seconds. Walk Assist will engage.
- Release Assist Up button to stop/pause.
- Press again within 3 seconds to re-engage.
- If Assist button is not pressed, the system will return to normal riding mode after 3 seconds.
- Pressing any other button will directly exit Walk assist mode and return to normal riding mode.

Lighting / screen brightness



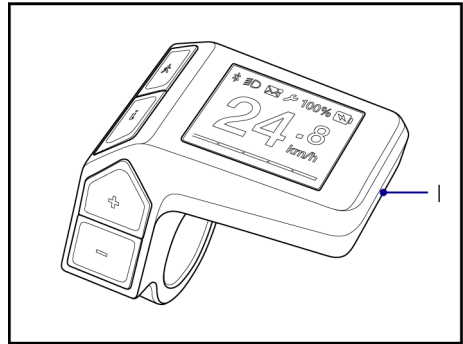
Switching the bike lights: Long press (>2 sec) the light button (D) to switch the bike lights On / Off. The light indicator (A2) lights up.

Changing the screen brightness: Press the light button (D) repeatedly to change brightness (low/medium/high).

USB-C port

The USB-C port (I) can be used to power or charge an external device like a smartphone, bike light or bicycle computer.

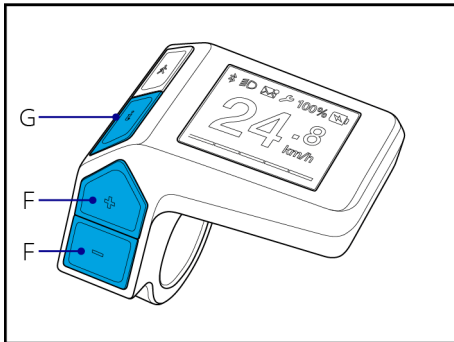
- To access the USB-C port, pull the corner and lift the cover. Use the appropriate cable (not included) for your device to connect it.
- The port is only a power outlet (5 V / 1.5 A). It cannot be used for data transfer.



CAUTION:

- Do not use the USB-C port in wet or moist conditions.
- Make sure no liquids, mud or dirt can enter the USB-C port.
- Always close the USB port cover properly when the USB-C port is not in use.

Settings



Changing display units (metric/imperial): Press and hold 'Info' button (G) for 5 seconds.

Resetting sub data fields:

- To clear DIST, TRIP, AVG SPD: press and hold Assist up & down buttons (F) simultaneously for 3 seconds.
- To clear MAX SPD: scroll to MAX SPD data field. Press and hold Assist up & down buttons (F) simultaneously for 3 seconds.

System events

A system event warning screen shows when a malfunction occurs:

- A warning screen is displayed for 2 seconds.
- An event description is displayed for 5 seconds.
- The riding screen returns after the warning screen, showing the service indicator in the status bar.

Quick troubleshooting steps:

1. Make a note of the event description.
2. Switch off the system.
3. Visually check for any obvious cause.
4. Solve any easy and obvious cause, if safely possible (e.g. reinstall incorrectly placed battery).

Switch the system back on. If the issue is solved:

- Normal use may be continued.
- Schedule a service check at an authorized dealer.

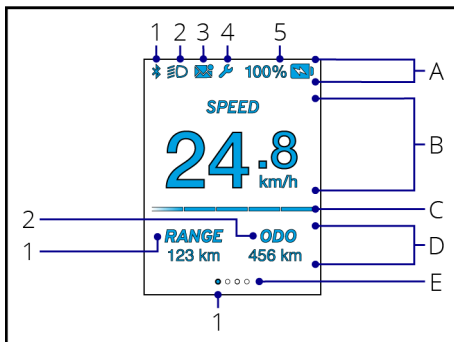
If the issue returns, repeat step 1-5.

If the issue persists:

- Quit riding.
- Contact authorized dealer for diagnose and repairs.

5.4.3 RideDash EVO

Screen



A. Status bar: The status bar always shows the battery status (5). Other icons (1-4) will appear when that function is active.

1. **Wireless connection:** Indicates an active wireless connection between the bike and a smartphone with the RideControl app.
2. **Light status:** The light icon indicates that the bike lights are switched on.

3. **Notification:** Indicates that there are new or unread messages on a smartphone. Only via the RideControl app.
4. **Service indicator:** The service indicator (wrench icon) appears when periodic technical maintenance is due or when a system event (malfunction) has occurred.
5. **Battery status indicator:** The battery status indicator shows the current EnergyPak charge level from 100% to 0%.
 - When battery power is less than 3%, the battery icon starts blinking. The system will switch to lowest assist level.
 - When battery power is less than 1%, the battery icon is blinking. Power Assist will shut down. The light system will be still functional for at least 2 hours.

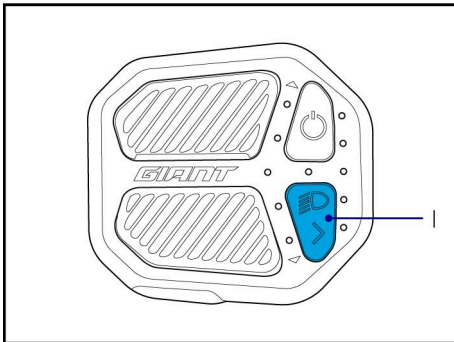


INFO: Some RideControl app functions and features mentioned in this manual may not be available at this time. Compatibility and available features may also vary depending on app version, e-bike model, component hardware/firmware version, smartphone specifications, operating system, etc.

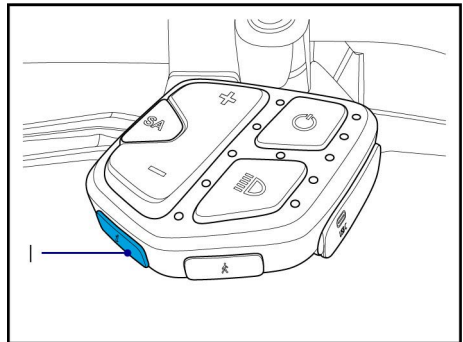
B/D/E. Pages and data fields: The RideDash EVO shows various ride information in 3 data fields.

- Main data field (B): the main data field shows SPEED by default.
- Sub data fields (D): page 1 displays RANGE and ODO sub data fields by default. Change the page to view different data fields.
- Page indicator (E): displays the number of pages and highlights the currently selected page.

RideControl Ergo



RideControl Ergo 2



Press the 'Info' button (A) on the RideControl Ergo or RideControl Ergo 2 to change to a different data field.

Repeat to scroll through available pages:

- Page 1 (Default):
 - RANGE: Estimated remaining riding range on current assist level.*
 - ODO: Total riding distance since first use.
- Page 2:
 - DIST: Riding distance since last reset.
 - TRIP: Riding time since last reset.
- Page 3:
 - AVG SPD: Average speed since last reset.
 - MAX SPD: Maximum speed since last reset.
- Page 4:
 - CAD: Current pedaling speed in rpm (rotations per minute).
 - RANGE: Estimated remaining riding range on current assist level.*

*The range is an estimated number. Various circumstances during the ride, like terrain profile or wind strength and direction, may affect the actual range.

C. Assist level indicator: The Assist Level indicator visually represents the currently selected assist level as a row of 5 bars, that can vary in colour.

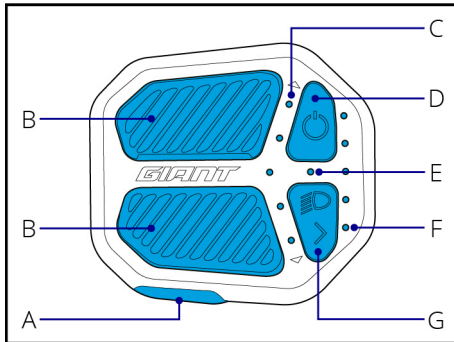
Assist level options:

- OFF
- ECO
- TOUR
- ACTIVE
- SPORT
- POWER
- SMART ASSIST (AUTO)

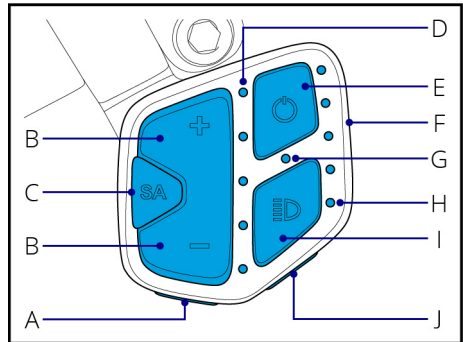
The screen shows the new assist level name and estimated remaining riding range for 2 seconds. Then the riding screen will return with an updated level indicator.

Settings

RideControl Ergo



RideControl Ergo 2



Changing display units (metric/imperial):

On RideControl Ergo:

- Press and hold 'Info' button (G) for 5 seconds.

On RideControl Ergo 2:

- Press and hold 'Info' button (A) for 5 seconds.

Resetting sub data fields:

- To clear DIST, TRIP, AVG SPD: press and hold Assist up & down buttons (B) simultaneously for 3 seconds.
- To clear MAX SPD: scroll to MAX SPD data field. Press and hold Assist up & down buttons (B) simultaneously for 3 seconds.

Changing the screen brightness (low/medium/high):

On RideControl Ergo:

- Press and hold Walk assist button (A) for 2 seconds to change to the next brightness level.
- Release button after 2 seconds.

On RideControl Ergo2:

- Press light button (I) to change to the next brightness level.

System events

A system event warning screen shows when a malfunction occurs:

- A warning screen is displayed for 2 seconds.
- An event description is displayed for 5 seconds.
- The riding screen returns after the warning screen, showing the service indicator in the status bar.

Quick troubleshooting steps:

1. Make a note of the event description.
2. Switch off the system.
3. Visually check for any obvious cause.
4. Solve any easy and obvious cause, if safely possible (e.g. reinstall incorrectly placed battery).

Switch the system back on. If the issue is solved:

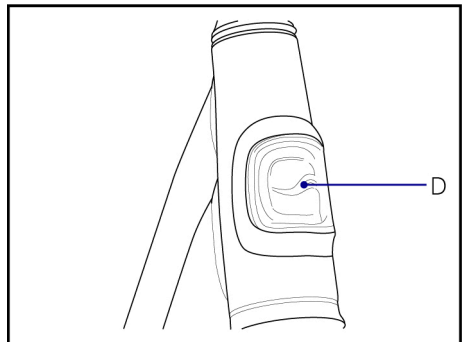
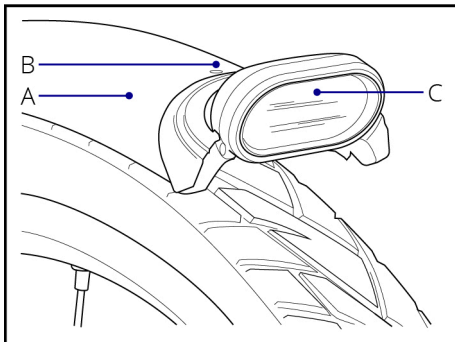
- Normal use may be continued.
- Schedule a service check at an authorized dealer.

If the issue returns, repeat step 1-5.

If the issue persists:

- Quit riding.
- Contact authorized dealer for diagnose and repairs.

5.5 Integrated head tube light



Certain models have an additional light integrated in the head tube to improve rider visibility in traffic during daytime.

- When the bike lights are switched on, the front bike light sensor (B) will switch between front bike light (C) or head tube light (D) automatically.
 - Head tube light is activated in bright surroundings (with 20 second sensor delay)
 - Front bike light is activated in dark surroundings (with 5 second sensor delay)
- Press button (A) underneath the front bike light to switch the light sensor on or off. This switches between 'auto' and 'manual' lighting.
 - The head tube light cannot be activated when the sensor is switched off.

5.6 Keys

The bike comes standard with two keys that are used for the battery lock. Some models are equipped with a ring lock that uses the same keys. A qualified locksmith can duplicate the keys. On bicycles without a ring lock, on-board charging can lead to the battery lock key being unused for a long period. When a battery is locked, it cannot be removed without damage. Always make sure to have at least one key readily available for maintenance or repairs.



NOTICE:

- Keep your key number and non-used key(s) in a safe place for repairs and emergencies.
- Make sure you always have at least one spare key.
- Always bring the key when visiting the dealer for maintenance or repairs.

6 Maintenance



INFO: Make sure to also read the information on maintenance in general bike manual.

6.1 Cleaning

Giant Hybrid E-bikes use plastic shells to cover electric parts. Do not use excessive water to wash the plastic. Use a soft cloth with a neutral solution to wipe the dirt off the plastic shells. After that, wipe it dry with a clean soft cloth.



CAUTION: Do not use high-pressure water or air hoses for cleaning. It can force water into electric components, which may cause malfunctioning.



CAUTION: Do not wash the E-bike components with excessive water. If the internal electrical parts are infected with water, the insulator may corrode which leads to power-drain or other problems.



CAUTION: Do not use non-neutral soap solutions to wash plastic components. Non-neutral solutions may cause colour-change, distortion, scratching etc.

6.2 Drivetrain

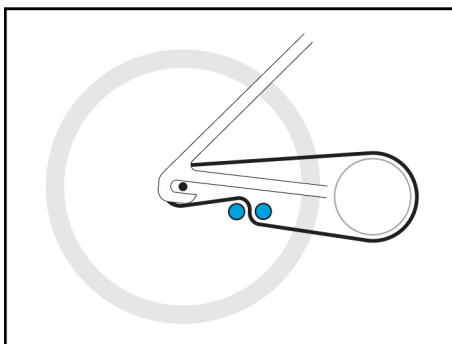
Some E-bike models come equipped with an internal gear hub. Most models have an automatic chain-tensioner that maintains proper chain tension, similar to bikes with a rear derailleur. On models without an automatic chain tensioner, the chain tension must be checked and adjusted manually.



CAUTION:

Adjustments should only be performed with proper tools by a trained mechanic.

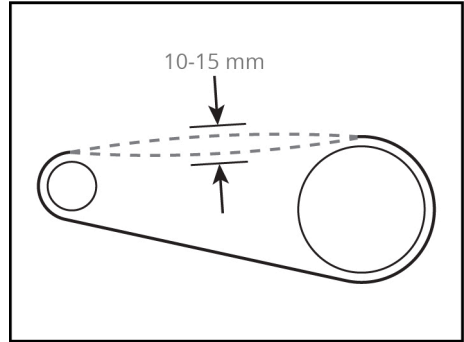
Ask your local Giant dealer for more information and support on your E-bike's technical maintenance.



How to check the chain tension:

To check the chain tension, hold the chain in the middle section between the front and rear sprockets.

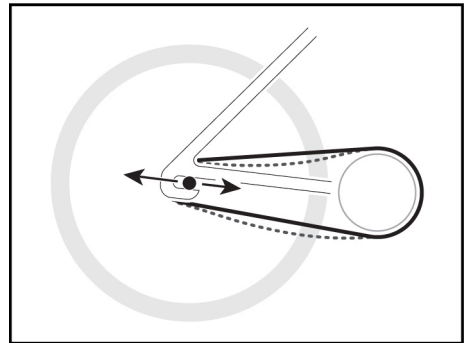
- Move the chain up and down to check the slack on the chain;
- There should be between 10-15 mm of vertical movement;
- If the movement is more or less, the chain tension needs to be adjusted.



How to adjust the chain tension:

Some models have horizontal drop-outs, others may have sliding rear drop-outs and chain tension adjustment screws. To adjust the chain tension, the rear wheel or sliding drop-out should be released in to allow for horizontal movement of the rear axle and sprocket.

- Release the axle nuts, or sliding drop-out bolts if applicable;
- Move the rear wheel backward or forward by hand or by turning the adjustment screws to achieve the proper chain tension;
- Fix the rear wheel in place by tightening the axle nuts or drop-out bolts;
- Always make sure the rear wheel is centred in the frame.



Belt Drive:

Read the belt drive manufacturer's operating instructions provided with the E-bike for technical specifications and requirements.

All models with belt drive have sliding rear drop-outs and tension adjustment screws to adjust the belt tension. The adjustment procedure for a belt drive is the same as for a chain.

7 Legal documentation

7.1 Warranty

Giant warrants for the original owner only the frame, rigid fork, or original component parts of each new Giant brand bicycle to be free from defects in material and workmanship for the following specified periods:

Warranty of two years for electronic equipment such as:

- RideControl display & buttons
- SyncDrive motor
- EnergyPak battery;
 - for 60% of its original nominal capacity at a maximum of 600 charges.
- Wiring

The maximum permissible total weight (bicycle, rider and luggage) for our E-bikes is 156 kg (344 lbs).

For all other parts and components we refer to Giant's general user manual that is delivered with this E-bike as well. That user manual is leading in case of any issues. The information below and in Exclusions on page 49 is only for reference.

REQUIRED ASSEMBLY WHEN PURCHASED.

This warranty applies only to bicycles and frame sets purchased new from an Authorized Giant Dealer and assembled by that dealer at the time of purchase.

LIMITED REMEDY

Unless otherwise provided, the sole remedy under the above warranty, or any implied warranty, is limited to the replacement of defective parts with those of equal or greater value at the sole discretion of Giant. This warranty extends from the date of purchase, applies only to the original owner, and is not transferable. In no event shall Giant be responsible for any direct, incidental or consequential damages, including, without limitation, damages for personal injury, property damage, or economic losses, whether based on contract, warranty, negligence, product liability, or any other theory.

Giant makes no other warranties, express or implied. All implied warranties, including the warranties of merchantability and fitness for a particular purpose are limited in duration to that of the express warranties stated above. Any claim against this warranty must be made through an Authorized Giant Dealer or distributor. The purchase receipt or other proof of the date of purchase is required before a warranty claim may be processed.

Claims made outside the country of purchase may be subject to fees and additional restrictions. Warranty duration and detail may differ by frame type and/or by country. This warranty gives you specific legal rights, and you may also have other rights which may vary from place to place. This warranty does not affect your statutory rights.

7.2 Exclusions

Normal wear and tear on parts such as tires, chains, brakes, cables and gearwheels in situations where there are no assembly or material defects.

- Bicycles serviced by other than an Authorized Giant dealer.
- Modifications from the original condition.
- Use of the bicycle for abnormal, competition and/or commercial activities or for purposes other than those for which the bicycle was designed.
- Damage caused by failing to follow the user manual.
- Paint finish and decal damage resulting from taking part in competitions, jumping, downhill and/ or training for such activities or events or as a result of exposing the bike to, or riding the bike in, severe conditions or climates.
- Labour charges for part replacement or changeover.

Except as is provided by this warranty and subject to all additional warranties Giant and its employees and agents shall not be liable for any loss or damage whatsoever (including incidental and consequential loss or damage caused by negligence or default) arising from or concerning any Giant bicycle.

7.3 Conformity



Hybrid power bicycles with a maximum support speed of 45km/h fulfil the requirements of EU Directive 168/2013/EC for L1e-B category vehicles.

Hybrid power bicycles with a maximum support speed of 25km/h fulfil the requirements of EU Machinery Directive 2006/42/EC.

These bicycles also comply with the following non-harmonized standards:

- Bicycle standard: ISO 4210-2
- Electric bicycles: EN 15194

The declaration of conformity for your specific Giant E-bike can be found as an inlay in this user manual.

7.4 Disclaimer

Do not tamper with your bicycle. Tampering is removing or replacing any original equipment or modifying your bicycle in anyway that may change its design and/or operation. Such changes may seriously impair the handling, stability and other aspects of the bicycle, making it unsafe to ride. Tampering can void the warranty and render your bike not in compliance with the applicable laws and regulations. To ensure safety, quality and reliability, use only original parts or Giant authorized replacements for repair and

replacement. Giant is not responsible for any direct, incidental or consequential damages, including, without limitation, damages for personal injury, property damage, or economic losses due to tampering.

7.5 FCC

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Please note that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



INFO: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with radio frequency exposure limits set forth by the FCC for an uncontrolled environment.

This equipment should be installed and operated with a minimum distance of 5mm between the device and the user or bystanders.

This device must not be co-located or operating in conjunction with any other antenna or transmitter.

7.6 IC

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

1. This device may not cause interference;

2. This device must accept any interference, including interference that may cause undesired operation of the device.

This equipment complies with radio frequency exposure limits set forth by the Innovation, Science and Economic Development Canada for an uncontrolled environment.

This equipment should be installed and operated with a minimum distance of 5 mm between the device and the user or bystanders.

This device must not be co-located or operating in conjunction with any other antenna or transmitter.

