

# e-cargo Longtail Owners Manual

# estarli



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# 1. Getting started

## 1.1 Unboxing

**Along with your bike, you will receive:**

- 1. a tool kit containing:**
  - a. Allen keys x 4**
  - b. small spanners x 2**
- 2. a charger**
- 3. PDI sheet**

**If you ordered your bike with the Family Pack or another seat configuration, your bike will arrive with additional bolts and tools. Please see the specific installation guide below for your chosen seat configuration.**

**Alongside this manual, you might like to consult one of the helpful videos on the [Tutorials Page](#) on our website, which includes a number of installation videos for the e-cargo.**

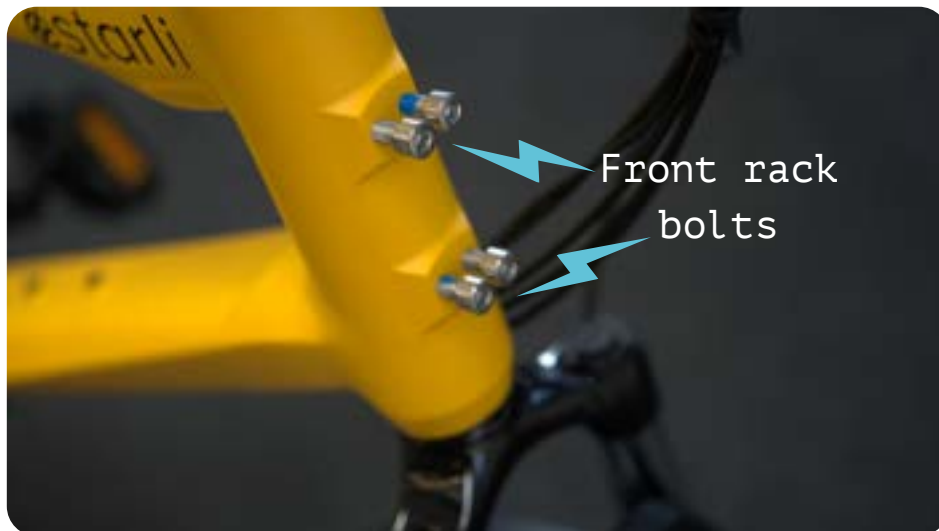


## 1.2 Front rack

Depending on the form of delivery of your e-cargo, you may need to install the front rack.

To attach the front rack:

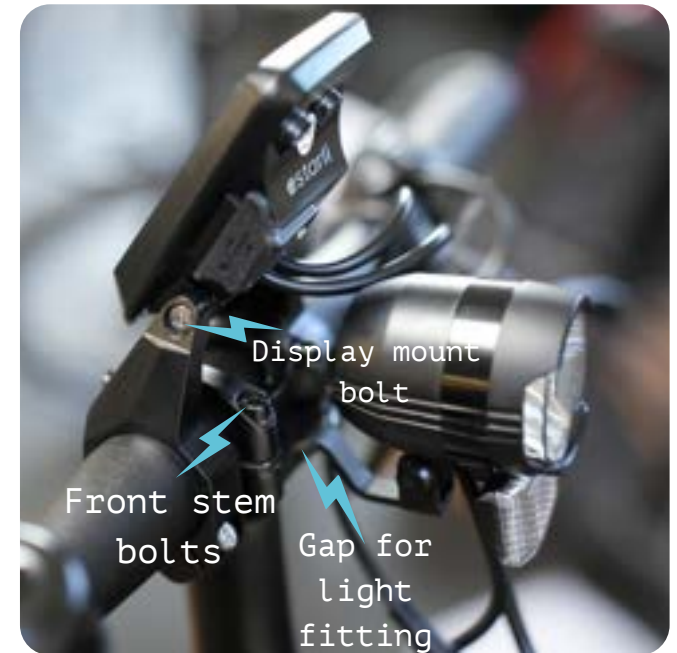
- Remove the pre-threaded bolts from the front of the head tube using the 6mm Allen key provided.
- Align the front rack with the holes on the head tube and re-thread the bolts back through the front rack and into the head tube. Tighten them up with the 6mm Allen key until the rack is secure.



## 1.3 Front light

If your bike is delivered with the front light detached, it can be installed in the following way:

- Undo and remove the front two stem bolts using a 5mm Allen key. Do this incrementally by alternately undoing each a little bit at a time to avoid too much tension shifting to a single bolt.
- If the display prevents you from accessing the the stem bolts, you should be able to gently push it away from the front of the stem. If it is not possible to move the display without force, the display mount can be loosened with a 3mm Allen key.
- Once the front stem bolts are removed, you should be able to slide the light fitting into the gap in the stem clamp and then return the front stem bolts and tighten them back up using the 5mm Allen key (torque to 6nm).
- If removing the front stem bolts doesn't allow enough room to insert the light fitting, loosen the rear stem bolts as well until there is enough space.
- Once the light is fitted, tighten up the front stem bolts (torque to 6nm) and then the rear stem bolts (torque to 5nm).



# 1.4 Folding & unfolding the handlebars

**To unfold the handlebars on the bikes arrival:**

- **Ensure the handlebar clamp is undone.**
- **Return the handlebars to the upright position.**
- **Push the handlebar clamp closed.**
- **Check the handlebars are firmly secured.**

**To fold the handlebars:**

- **Lift the sliding catch on the handlebar clamp.**
- **Undo the clamp.**
- **Fold the bars down and to the side of the front wheel.**



# 1.5 Folding & unfolding the pedals

It is possible to fold and unfold the pedals of your e-cargo. Your bike will likely arrive with them folded.

## Unfolding:

- Push the top of the pedal down and away from the bike.
- It will rotate and clip into an unfolded position.

## Folding:

- Push the tip of the pedal in and up towards the crank arm and the pedal will fold.



## 1.6 Setting your saddle height

Saddle height is a very personal setting, however, our recommendation for a good starting point is to set the top of the saddle to a height just below the level of your hip.

To adjust the height of the saddle, undo the quick release clamp on the seatpost and raise or lower the saddle to the desired height.

### Quick tips:

- Discomfort in the front of your knee whilst riding or rapidly tiring quadriceps (thigh muscles) could indicate that your saddle is too low.
- Conversely, if your hamstrings get tired very quickly or you are rocking side-to-side on the saddle, this could indicate that your saddle is too high.
- Only make small adjustments to your saddle height, a few mm at a time or you can easily exchange one form of discomfort for another.



## 1.7 Tyre pressures

The correct tyre pressure is specific to the type of tyre and the riding conditions. Please check the side wall of the tyres on your bike for the safe operating range.

For on-road use in dry conditions, we would recommend using a pressure towards the top end of the safe operating range as this will improve both your speed and the range of the battery.

In wet conditions and for off-road use, we would recommend a pressure towards the lower end of the safe operating range as this will improve grip and comfort. Please note though, that running a lower tyre pressure might have a slightly negative impact on the battery's range.



# 1.8 Charging the battery

There are two options for charging the battery:

1) One method is to leave the battery attached to the frame and simply plug the charger into the the port on the right hand side of the frame.

2) The battery can also be removed and charged away from the bike. To do so, unlock the battery using the keys provided, slide it forwards and remove it from the frame before charging the battery using the same charging port as above.

Please only use the charger provided and be sure to fully charge the battery before first use.

Avoid leaving the battery unattended while charging, especially overnight.



# 2. Operating your e-cargo

## 2.1 Basic controls

- To power on the display on and off, hold the power button for 2-seconds.
- The '+' and '-' buttons will toggle through the different power assist modes.
- Hold the lights button for 2-seconds to move between 3 modes: auto, on & off.



## 2.2 Walk assist

**When standing next to the bike, holding the 'walk assist' button will put the bike into 'walk assist mode'.**

**This means the bike's motor will help push the bike along. Use this feature with caution as the bike might nudge forward slightly when engaged. Ensure it is turned off when the bike is on its stand.**



## 2.3 Bedding in the brakes

The key is to heat and cool the brakes in a repeatable and consistent manner without accidentally scoring the pads or rotor by braking too hard, too soon.

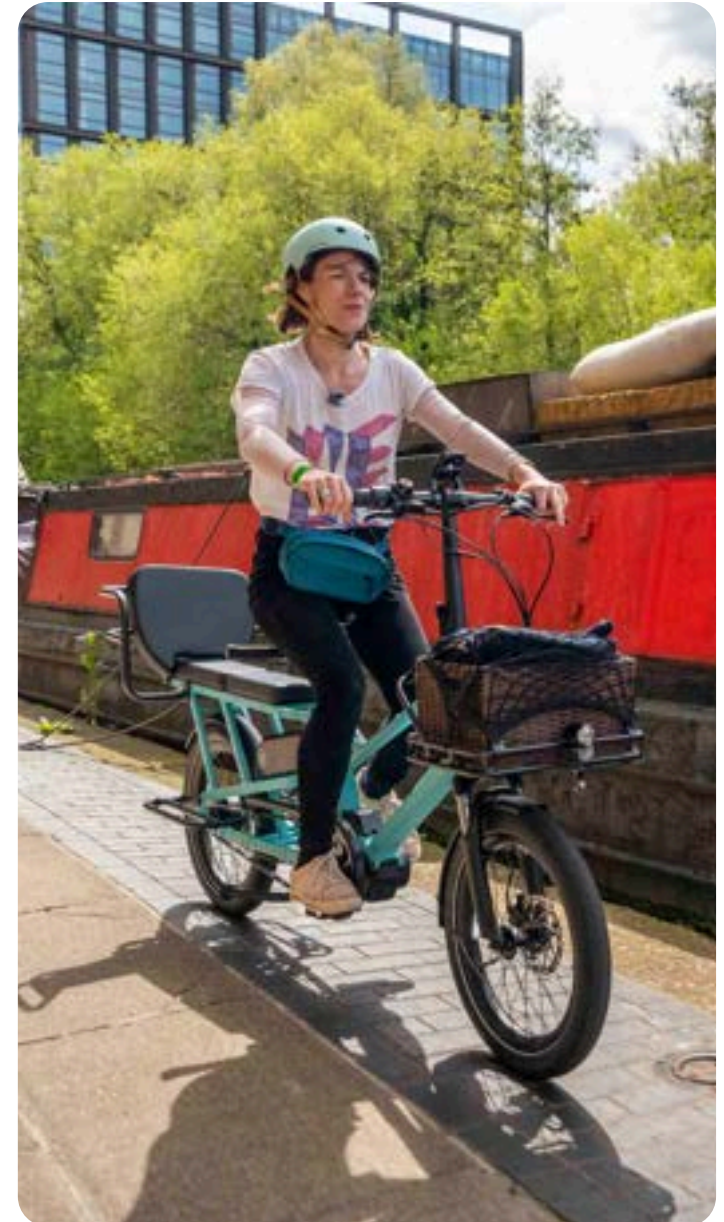
Find somewhere safe to ride your bike for the first time and pedal up to a moderate speed (~10mph). Sit down in the saddle and apply the brakes evenly - without skidding - until speed drops to a walking pace.

Release the brakes while you are still moving. Repeat this process about 10 times and you should feel the braking power increase with each repetition.

Be careful not to skid as the braking power increases with each repetition.

Perform the same steps but increase the speed to ~15mph and repeat 20 times.

Repeat this process after any pad replacement or rotor contamination cleaning.



# 3. Installing accessories

## 3.1 Family pack



## Guard rail

- Start with the end section of the guard rail that has the lower crossbar and line it up with the mounting points on the side of the flatbed, underneath the back of the saddle.
- Use one of the mounting bolts with a washer for each side and tighten using a 5mm Allen key.
- Install the rear end of the guard rail in the same way, installing it to the final mounting points either side on the flatbed.



- Slot the side bar without the hinge into both ends of the guard rail on the right-hand side (drive side) of the bike.
- Once connected, slot a bolt housing through the holes at both ends. You might need to rotate and wiggle the side bar a bit to push the bolt housing through.
- Secure both ends of the side bar by threading one of the longer bolts provided into the bolt housing from the other side of the rail and tightening it with a 4mm Allen key.
- Finally, slot the side bar for the left-hand side of the bike into the catch bolt toward the front of the guard rail and then line up with the entrance hinge at the back of the guard rail.
- Thread the larger bolt housing through the hinge and secure on the other side with the remaining bolt and a 5mm Allen key.

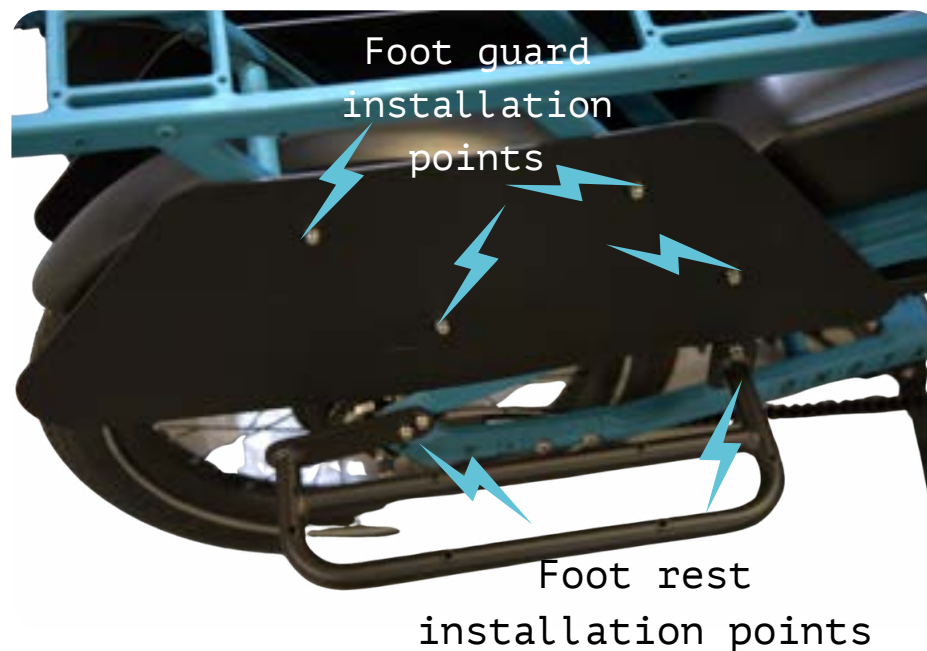


## Foot rests

- The foot rests mount on both sides of the rear of the frame as shown in the image below.
- Each foot rest is mounted by four bolts with a washer on either side of the mounting and a nut on the inside of the frame to secure each bolt.
- Use the provided 10mm spanner to hold the nut on the inside of the frame steady and use the 5mm Allen key to tighten up the bolts.

## Foot guards

- The foot guards mount directly onto the side of the frame above the foot rests.
- There are four installation points on each side.
- Ensure the foot guard is orientated as in the image below, short side on the top and the longer point towards the back of the bike.
- Use the 4mm Allen key provided to secure the foot guard against the side of the frame.

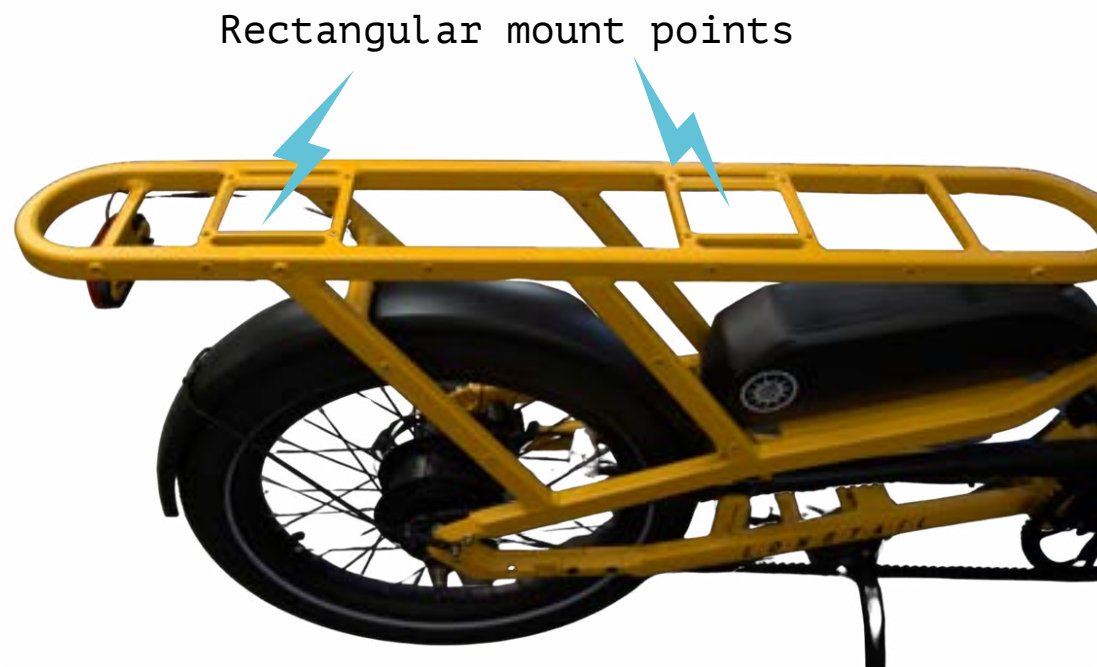


## 3.2 Child seats

- **First, fit the thin rail that attaches to the outside of the flatbed using the bolts provided and a 4mm Allen key.**
- **The seat fitting can then be placed on top of the flatbed in the desired position. To secure the seat fitting ensure the clamps are resting on the outside of the flatbed rails you have just installed and then tighten the clamp bolts using a 5mm Allen key until the seat fitting is securely clamped to the newly installed flatbed side rail.**
- **Reset the code for the cable lock before mounting the child seat. The default code will be '000'. To change the code, undo the lock, press in the reset button on the bottom of the lock and change the code to the desired combination. Release the reset button.**
- **Pass the ends of the lock through a section of the flatbed rails and lock the seat to the flatbed.**



- Rest the seat on top of the rectangular mount points on the flatbed.
- Pull back the catch on the underside of the seat and it should drop completely onto the mount point on the flatbed.
- Release the catch to attach the seat to the flatbed and tighten up the dial on the underside of the catch to secure it further.



## 3.3 Family bench

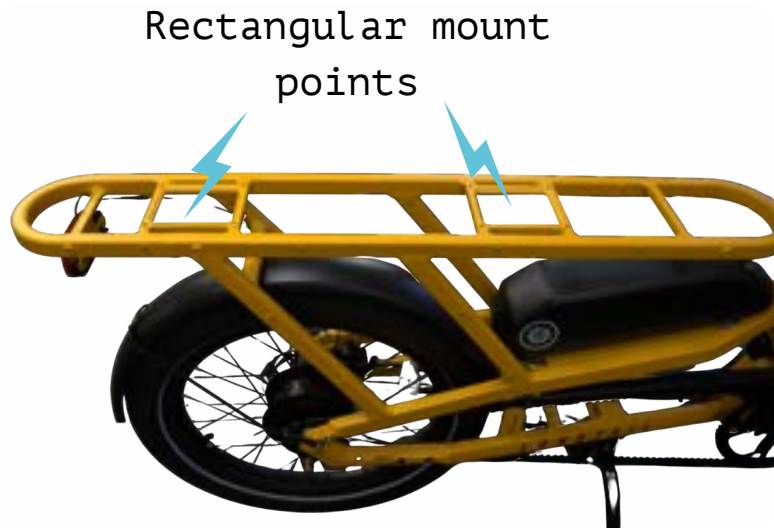
- The family bench mounts directly to the top of the flatbed of the e-cargo.
- There is a rectangular attachment on the underside of the pad, which should drop partially into the rectangular mount points on the flatbed.
- Pull back the catch on the underside of the pad and it should drop completely onto the mount point on the flatbed.
- Release the catch to attach the pad to the flatbed and tighten up the dial on the underside of the catch to secure it further.



# 3.4 Lazy Boy seat & passenger handlebars

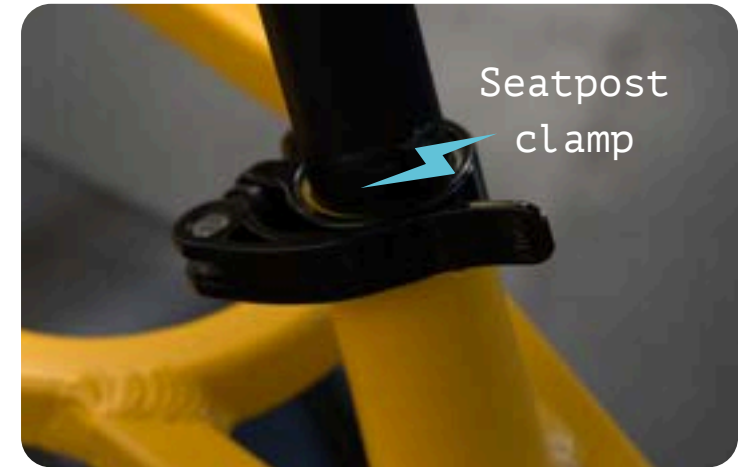
## Lazy Boy Seat

- Start with the long bench section - this mounts directly to the top of the flatbed of the e-cargo.
- There is a rectangular attachment on the underside of the pad, which should drop partially into the rectangular mount point at the back of the flatbed.
- Pull back the catch on the underside of the pad and it should drop completely onto the mount point on the flatbed.
- Release the catch to attach the pad to the flatbed and tighten up the dial on the underside of the catch to secure it further.
- Fit the back rest rail by lining it up with the rear mount points on the flatbed and securing with the washers and bolts provided. Tighten using a 5mm Allen key.
- Lastly, attach the back pad using the velcro straps.



## Passenger handlebars

- Undo the seat post clamp and remove the seat post and saddle completely.
- Slide the bottom of the handle bar stem onto the seat post (make sure the stem tube is pointing up).
- Tighten the bolts on the stem clamp so the stem stays in place on the seat post.
- Return and secure the seat post to the frame.
- Push the handlebar grips onto the handlebar and tighten up the clamps at both ends of the grips with a 3mm Allen key.
- Push the grip bungs into the ends of the handlebar on both sides.
- Remove the bolts and the front of the handlebar clamp on the stem using a 4mm Allen key.
- Place the middle of the handlebar in the handlebar clamp and return the front of the clamp and the bolts, tightening them securely.



## 3.5 Rear cargo rack

- The rear cargo rack mounts directly to the e-cargo flatbed.
- Line the cargo rack up with the installation points.
- Using the four bolts and the 5mm Allen key provided, secure the cargo rack to the flatbed.



## 3.6 Speaker

Please note, there is an installation tutorial video for installing the speaker on our [Tutorials Page](#):

- Place the base plate at the back of the front rack.
- Use the shortest of the three velcro straps provided to secure the middle of the base plate to the bottom of the front rack.
- Insert the two longer straps down through each of the eyelets on the base plate and underneath the front rack and pull through to the backside of the front rack. Leave in place for now.
- Place the speaker on the base plate.
- You can now use the two longer straps to secure the speaker by drawing the section of each strap hanging from the front of the base plate, wrapping it over the top of the speaker and connecting it tightly with the end of the strap that is hanging behind the front rack, ensuring the straps are also wrapped around the top rail on the back of the front rack.



## 3.7 Cocoon trunk

Please note, there is a full tutorial video for installing the cocoon on our [Tutorials Page](#):

- Start by undoing the seat clamp and removing the seat post and saddle.
- Pull the cocoon over the outside of the guard rails and allow it to drop onto the flatbed.
- Pull the upper corners of the front of the cocoon up onto the front corners of the guard rail.
- Then do the same for the rear corners of the cocoon onto the rear corners of the guard rail.
- At the bottom inside the cocoon will be two fabric 'tongues', thread these under the flatbed of the e-cargo and connect the two ends by fastening the buttons.



- **Similarly, find the buttons at the base and sides of the cocoon and fasten the two sides underneath the e-cargo flatbed.**
- **Close the gaps at the front and bottom of the cocoon using the velcro fastenings.**
- **On each side of the cocoon, three straps will be dangling down. Thread the two longer straps towards the back behind the bars of the foot rest then through the clip on the cocoon and fasten the velcro.**
- **Do the same for the third strap to pull the cocoon at the front of the foot rest closer in.**



## 3.8 Frunk bag

- Place the Frunk bag on the front rack and secure it using the 3 velcro straps on each side of the base of the bag.
- The top of the bag can be secured to the headset using the strap on the bag or if it is raining, the two sides of the top of the bag can be rolled down and secured using the clips on the side.



# 4. Maintenance & Care Tips

## 4.1 Battery maintenance

- **Fully charge the battery before first use.**
- **Charge your battery for at least 2 hours, once a month.**
- **When not in use, store your bike in a dry environment ideally between 12-22°C.**
- **Charge the battery before storing or long periods of non-use.**



## 4.2 Brake maintenance

**The brakes are a serviceable item that should be checked regularly. If you notice any brake fade or reduced function, it is important that you have them looked at by a trained bike mechanic before doing any further cycling.**

**The e-cargo uses hydraulic disc brakes and therefore, should have consistent braking power in most conditions.**

**You are welcome to visit an Estarli service center for brake pad replacement or bleeding.**



## 4.3 Removing the wheels

Due to the weight of the e-cargo, we highly recommend seeking the assistance of a trained mechanic before removing the wheels.

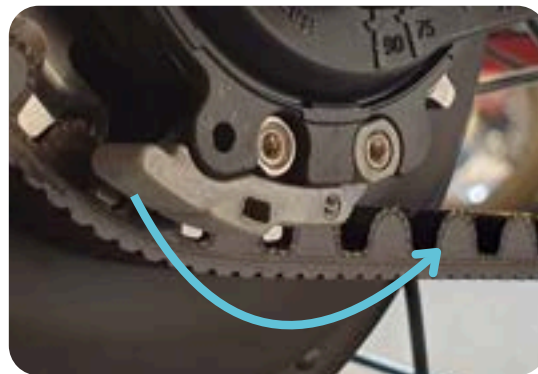
### Front Wheel

- Undo the lever on the skewer.
- Hold the bolt on the other end of the skewer and rotate the lever anti-clockwise until the bolt on the other end can be removed (ensure you do not lose the quick release springs).
- The skewer can then be removed from the wheel hub and drop outs and the wheel can then also be removed from the bike.



## Rear Wheel

- Undo very slightly the two barrel adjusters underneath the gear shifter to provide a bit of slack on the gear cables.
- Undo the little grey cable catch on the underside of the rear wheel hub and lift the two gear cables away from the rear hub.
- Using a 16mm spanner (not currently provided) remove the axle bolts on either side of the rear wheel hub.
- Once the axle bolts are removed, the drive belt can be looped off the rear hub and the wheel can then be removed from the frame.



## 4.4 Fitting a trailer

**Your e-cargo can be fitted with a trailer provided that it is compatible with an M10x1.0 axle thread or installed securely with a suitable adapter.**

**Please note we have not designed or tested our bikes for specific trailer brands.**



## 4.5 Pre-ride checklist

- Ensure seatpost and handlebar clamps are securely fastened.
- Ensure tyres are inflated to a pressure between the safe operating range indicated on the tyre side wall.
- Scan the tyres for cuts or damage that could lead to a puncture.
- Check pedals are unfolded and fitted securely with no play.
- Hold both brakes and gently rock the bike to check for play in the headset.
- Ensure all connections are secure and free from damage.
- Check the battery is securely fitted and the compartment is locked.
- Check the drivetrain belt for any signs of wear.
- Make sure your brakes are properly adjusted and that the brake pads have plenty of tread left.



## 4.6 Cleaning guide

Please note, we have a full cleaning guide video on the [Tutorials Page](#) of our website.

If during cleaning you notice any scratches, please note touch up paint packs are available on the Estarli website.

### Recommended cleaning equipment:

- The Estarli pressure washer set to the bike wash setting, or a garden hose
- a brush set like the Estarli brush set
- a good bike specific cleaner
- a microfibre cloth
- a hydraulic brake cleaner

It is always best clean your bike immediately after a ride, before water and debris has a chance to damage your bike.



## Step 1 - Spraying the bike down

**This step is to get rid of any obvious mud or dirt. The cleaning products will get rid of smaller debris but we need a hose or the Estarli bike washer to get the larger bits off.**

**Be sure not to spray directly into anywhere with bearings, such as the headset, bottom bracket or wheel hubs and avoid areas with electrical components, such as the battery or wire connections.**

## Step 2- Apply bike cleaner

**We would really recommend using the Estarli bike cleaner with the foaming attachment for this step. Regardless, spray bike specific cleaner generously over the whole bike, staying away from any electrical components.**

**Then spray a bit of cleaner onto a soft brush and run the brush over the bike working the cleaner in and breaking up accumulated dirt.**

**Pay particular attention to the belt on the drivetrain, inspecting it for grit and stones and brushing those away.**

**Rinse the bike, again being careful not to spray directly into the bottom bracket, headset, wheel hubs or electrical components.**

### Step 3 - Drying

Thoroughly dry the bike with a microfibre cloth working from the top of the bike downwards.

Pay particular attention to the belt on the drivetrain, again, inspecting it for debris and wiping any away.

### Step 4 - Brake cleaning

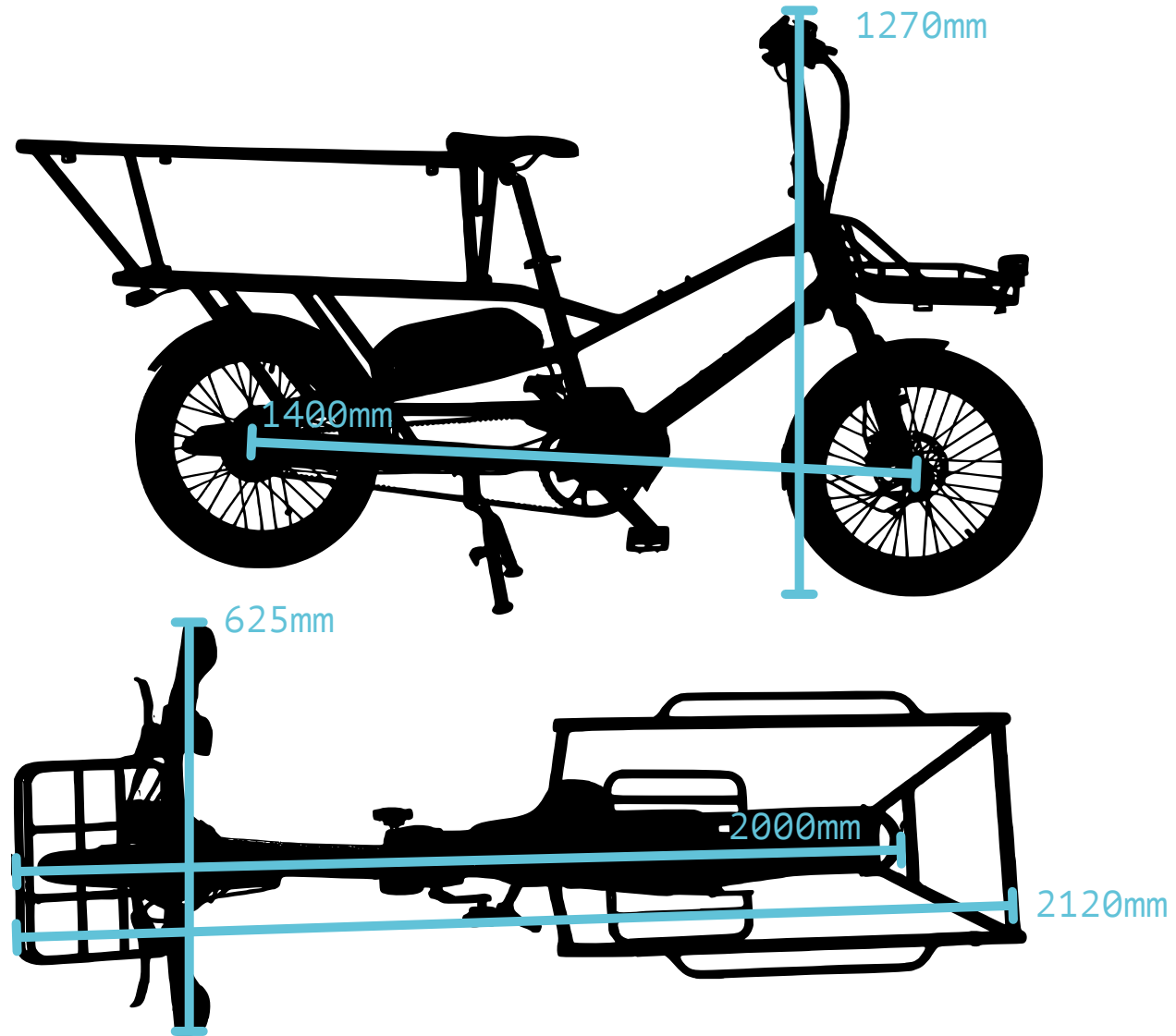
Always clean the brakes last incase anything has accidentally contaminated the brake rotors or pads.

Spray the brake cleaning agent directly and liberally onto the brake rotors and into the brake calipers to clean the pads.



# 5. e-cargo dimensions

|   |        |
|---|--------|
| Front wheel to rear of standard flatbed     | 2000mm |
| Front wheel to back of family pack          | 2120mm |
| Max height (floor to top of computer mount) | 1270mm |
| Max height when handlebars folded           | 900mm  |
| Max width (width of handlebars)             | 625mm  |
| Length of standard flatbed                  | 750mm  |
| Front to rear axle                          | 1400mm |



# 6. Troubleshooting

Guidance for many of the most common issues can be found on the [Tutorials page](#) on our website. If you are unable to find information regarding an issue there, please do reach out to our customer support team at [help@estarli.co.uk](mailto:help@estarli.co.uk).

Some common wear related issues and quick tips:

- **Squeaky brakes** - the brake rotors and/or pads are likely to be contaminated, spray the rotors and brake pads with a good quality hydraulic brake cleaner and ensure the brake pads have plenty of tread left.
- **Brake rub** - check the alignment of the brake callipers and that the wheel doesn't wobble noticeably when spun. If the wheel wobbles, it may need truing by a professional mechanic.
- **No power** - ensure the battery charging light comes on when the battery is on charge and that it is then firmly installed. If it does not, it indicates an issue with your battery.
- **Power cutting out** - with the battery removed, check all wiring connections.
- **Creaking from the middle of the bike when pedalling out of the saddle** - cranks likely need tightening or the bottom bracket needs servicing.
- **Too much travel on the brake lever before significant braking occurs** - it is likely that your brake pads have worn down and need replacing.

# 7. Service Intervals

**Regular servicing ensures optimal performance. We recommend:**

- **Every 3 months: brake checks, checking tyre and chain wear.**
- **Every 6 months: battery health check.**
- **Annually: full professional inspection and service.**



# 8. Warranty & Support

For full details of your bike's warranty, please refer to the [Warranty & Support Page](#) on our website.

For further support, visit [Estarli.com](http://Estarli.com) or contact our service team at [help@estarli.co.uk](mailto:help@estarli.co.uk).

