

A photograph of two people riding e-bikes on a city bridge. The person in the foreground is a woman wearing a black coat, a green scarf, and a black helmet, riding a dark blue e-bike with a white 'X' logo on the frame. The person in the background is a man wearing a brown puffer jacket, blue jeans, and a black helmet, riding an orange e-bike with a white 'X' logo on the frame. They are riding on a paved path next to a stone railing. In the background, there is a river, a bridge, and a city skyline featuring the London Eye and several tall buildings under a cloudy sky.

eStarli

e28 Owners Manual

Contents

1. Getting started

- 1.1 Unboxing
- 1.2 Handlebars
- 1.3 Setting your saddle height
- 1.4 Attaching the pedals
- 1.5 Charging the battery
- 1.6 Tyre pressures
- 1.7 Bedding in the brakes

2. Operating your e28

- 2.1 Basic controls
- 2.2. Walk assist

3. Maintenance & Care Tips

- 3.1 Battery maintenance
- 3.2 Brake maintenance
- 3.3 Removing the wheels
- 3.4 Fitting a trailer
- 3.5 Pre-ride checklist
- 3.6 Cleaning guide

4. Troubleshooting

5. Service Intervals

6. Warranty & Support

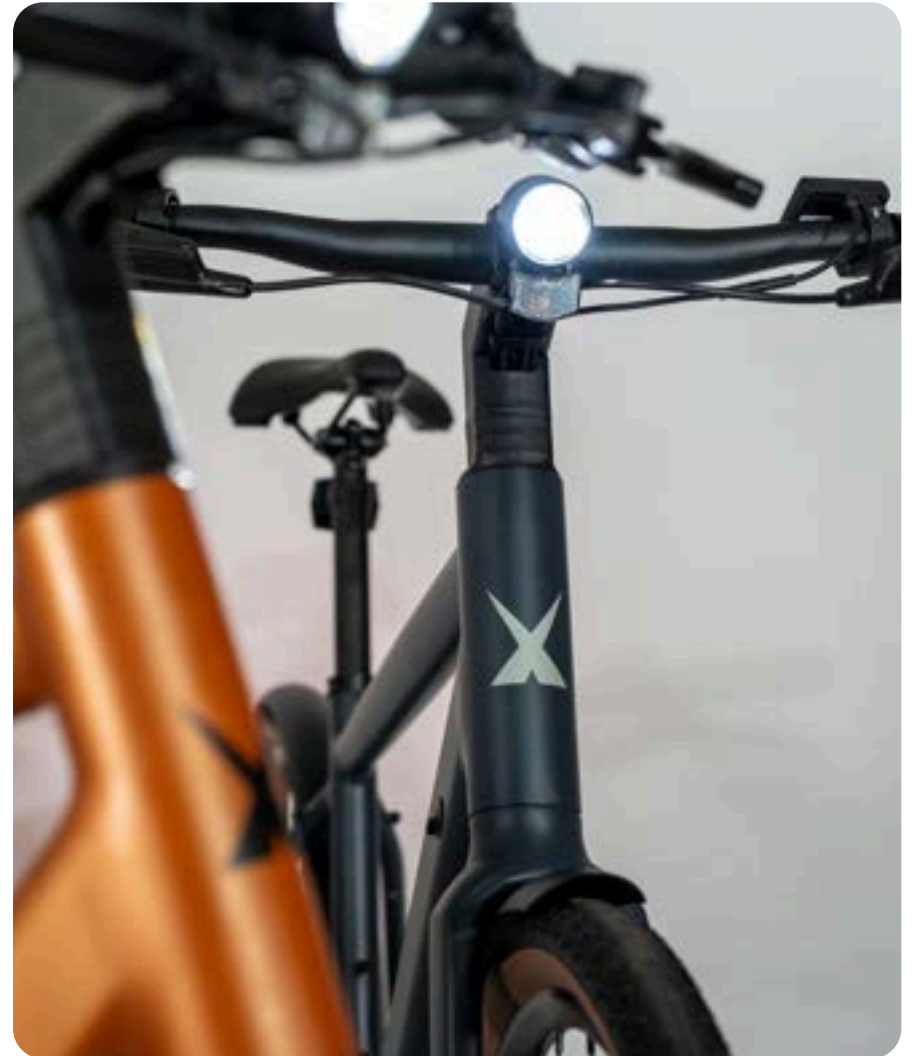
1. Getting Started

1.1 Unboxing

Upon receiving your e28, carefully unpack all components and ensure that all of the following are included:

1. a complete bike with main components attached
2. a pair of pedals
3. a tool kit containing:
 - a. Allen keys x 6
 - b. small spanners x 2
4. a charger
5. PDI sheet

This manual will walk you through the 'Getting Started' steps but please note, there are a number of helpful tutorial videos on the [Tutorials Page](#) on our website, including a video demonstrating the initial steps to get you riding.



1.2 Handlebars

Upon unboxing, the handlebars of your e28 will be set parallel to the frame and will need adjusting. With the step-through model, they will also be turned downwards and need raising.

To straighten the bars, using a 5mm Allen key, loosen the bolts on the side of the headset until you are able to turn the bars to the front so they sit directly over the middle of the forks. We recommend standing in front of the bike with the front wheel anchored between your knees.

Once straightened, carefully tighten up the bolts on the side of the headset. You will only need to hand tighten the headset bolts i.e. until you cannot turn the Allen key further using a single hand. If you have a torque wrench, the correct torque for the bolts will be written on the side of the headset.



With the step-through model, to raise the bars, loosen the bolts on the front of the stem with a 4mm Allen key until they are loose enough to rotate the bars to the desired level. Be careful to ensure the bars stay in the middle of the stem clamp when rotating them.

Once in position, tighten the stem bolts back up. You will only need to hand tighten them i.e. until you cannot turn the Allen key any further using a single hand. If you have a torque wrench, tighten the front stem bolts up to 5nm.

To check there is no play in the headset, stand over the bike without sitting on the saddle, hold both brakes down and push the bike back and forth gently. If you can feel any play in the headset, you might need to loosen the headset bolts and ensure the headset and spacers are properly settled and retighten the bolts as described above.



1.3 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, as can be seen in the image.

To adjust the height of your saddle, there is a clamp at the bottom of the seatpost. Using a 5mm Allen key, loosen the bolt on this clamp until you can just about move the saddle up and down. Once at the desired height, ensure the saddle is pointing forwards and hand tighten the seat post clamp. If using a torque wrench, the correct setting will be written on the seatpost clamp.

If you experience any discomfort in the front of your knee whilst riding or that your quadriceps (thigh muscles) get tired very quickly, a possible cause could be that your saddle is too low.

Conversely, if you find that whilst riding, your hamstrings get tired very quickly or you are rocking side to side on the saddle, this might indicate that your saddle is too high.



1.4 Attaching the pedals

The packaging your e28 pedals come in will have a sticker on both sides indicating which is left or right. For future reference, you can tell which is which as the left pedal will have 3 lines on outside of the pedal spindle, whereas the right has a smooth pedal spindle.

To attach the pedals, you will need the 15mm spanner provided in the toolkit with your bike.

Starting with the right pedal, begin screwing it into the the crank arm on the right side of the bike by hand, turning the pedal clockwise.

Once hand tightened, you can use the spanner to tighten it a bit further. Remember you might need to undo it again in the future, so don't overtighten.

Repeat this process for the left pedal but turning the pedal anti-clockwise.



1.5 Charging the batteries

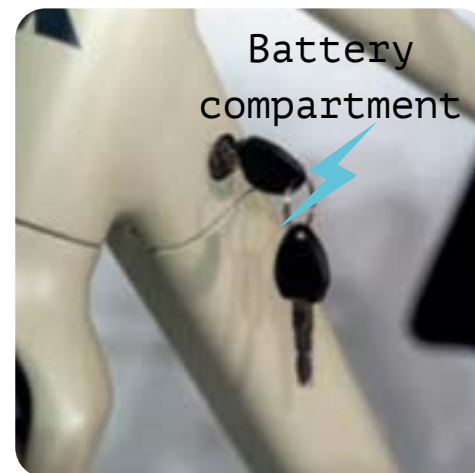
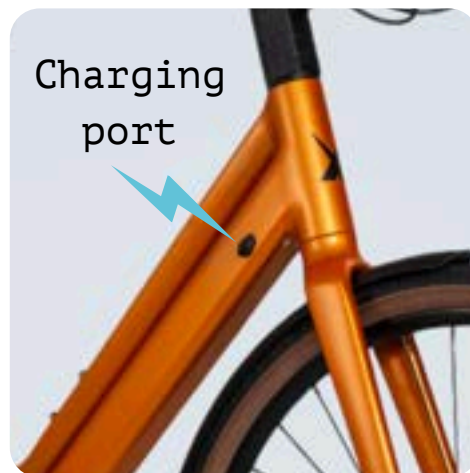
There are two options for charging the battery:

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

2) Using the keys that will arrive with the bike, open the battery compartment on the left side of the bike. Remove the battery and there is a charging port at top right of the battery.

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.

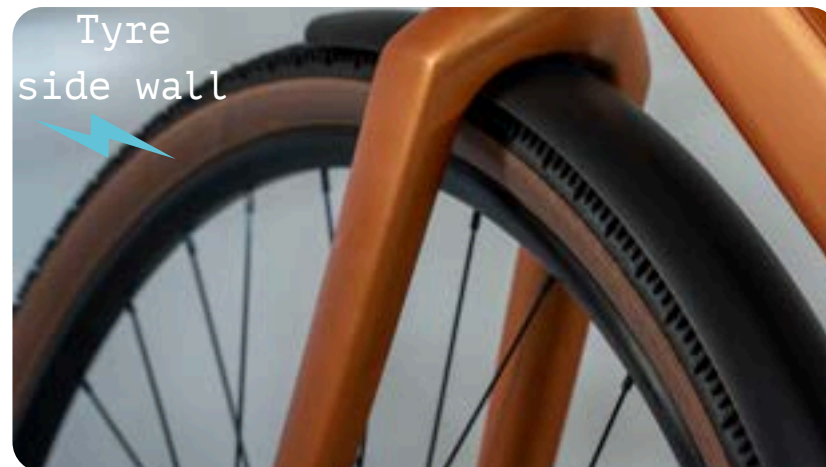


1.6 Tyre pressures

The correct tyre pressure is specific to the type of tyre. 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.



1.7 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 (~10mp/h). 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 ~15mp/h and repeat 20 times.

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



2. Operating your e28



2.1 Basic controls

The bike control display can be found on the left side of the handlebars and has three buttons on the underside. A power button and a '+' and a '-' button.

To power on the display, hold the power button for 3-seconds.

The '+' and '-' buttons will toggle through the different power assist levels.

Double-clicking the power button will turn on the front and rear lights.

Holding the '+' button will see the display jump to power mode 5, the highest assist level.

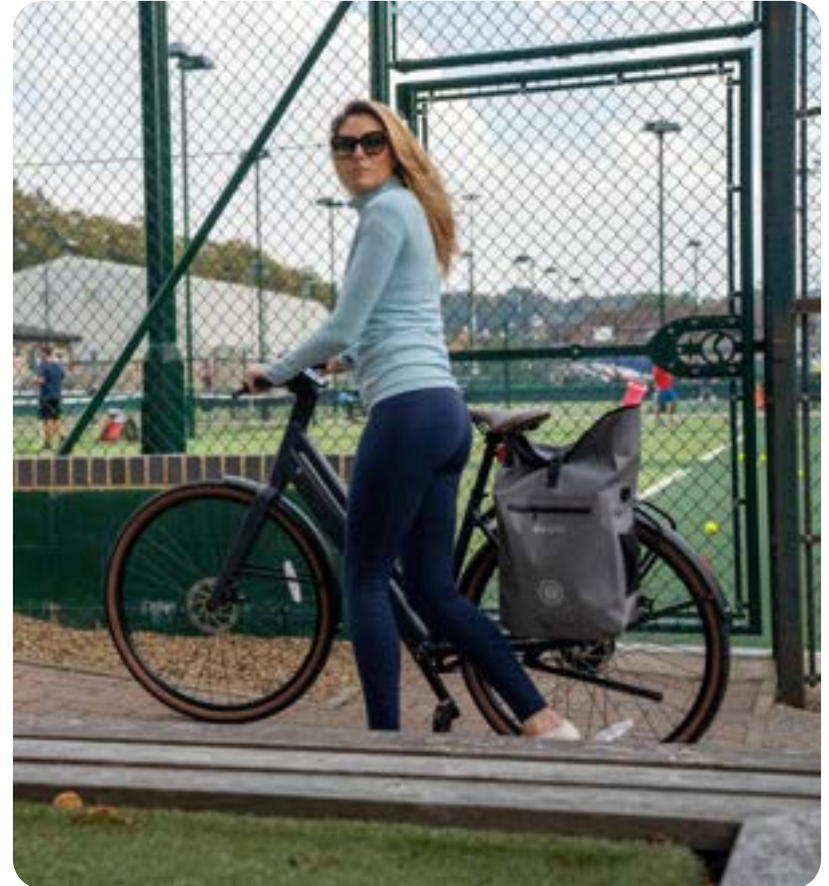
2.2 Walk assist & display settings

When standing next to the bike, holding the ‘-’ 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 leant against a wall or in a stand.

To enter the settings menu, hold down the the ‘+’ and ‘-’ button at the same time.

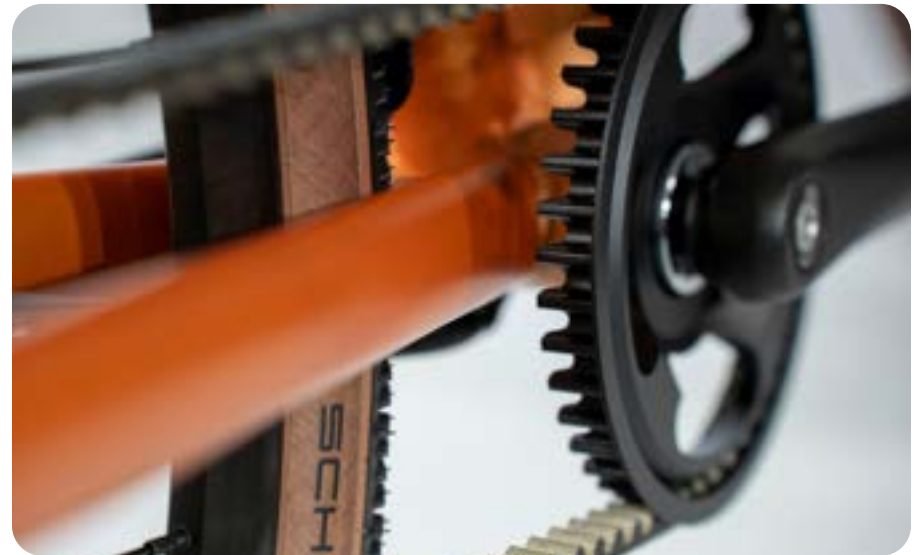
In the settings menu you will be able to toggle between imperial and metric units, reset the trip and change the length of time before the display will automatically turn itself off.



3. Maintenance & Care Tips

3.1 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.**



3.2 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 e28 uses hydraulic disc brakes and therefore, should have consistent braking power in most conditions.



3.3 Removing the wheels

Front wheel

- For the front wheel of both the e28.9 & e28.X, you will need the 6mm Allen key in the toolkit provided.
- Using the 6mm Allen Key, undo and remove the thru axle.
- You will then be able to lift the handle bars whilst pressing the front wheel down and it will drop out.
- Make sure you do not press the front brake or the pistons will compress making it difficult to get the wheel back on again. We recommend inserting a brake pad spacer to prevent the pistons from closing.



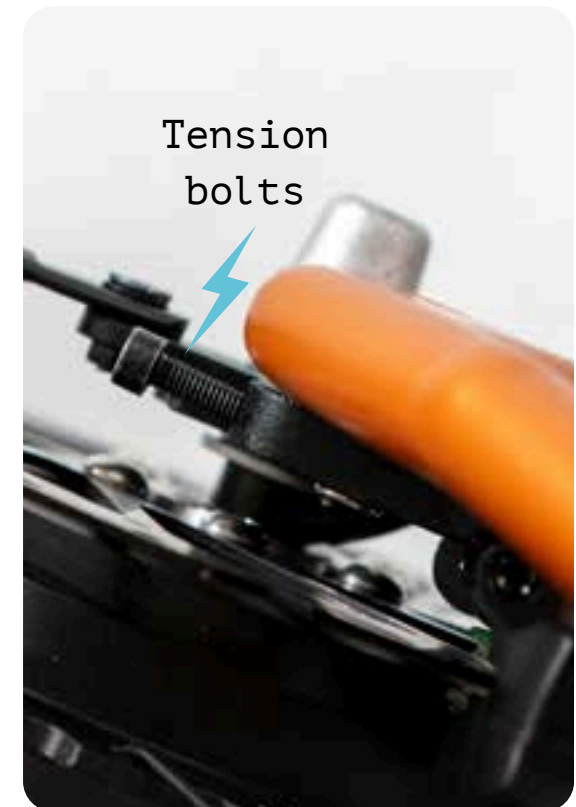
e28.9 rear wheel

- Ensure the display is turned off and disconnect the power cable to the hub at the junction that sits underneath the frame in front of the kickstand.
- Ensure the chain is on the bottom sprocket of the cassette i.e. the bottom gear. This releases tension from the chain and makes it easier to remove the wheel.
- Using a 2mm Allen key, remove the four bolts on the cable cover on the frame.
-
-
- As for the front wheel, once removed, do not press the rear brake and we recommend inserting a brake pad spacer.



e28.X rear wheel

- Ensure the display is turned off and disconnect the power cable to the hub at the junction that sits underneath the frame in front of the kickstand.
- The process for the e28.X is the same as above, except you will need a 19mm spanner (not currently provided) to remove the axle bolts.
- There is no need to shift gear before undoing the axle bolts.
- When returning the wheel to the frame, please note the belt tension will need to be checked and potentially adjusted using the tension bolts by the rear drop outs. It is highly recommended that the belt tension be checked and adjusted by a trained mechanic to ensure the wheel sits straight.



3.4 Fitting a trailer

Your e28 can be fitted with a trailer provided that it is compatible with an M12x1.25 axle thread or installed securely with a suitable adapter.

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



3.5 Pre-ride checklist

- 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 fitted securely and there is no play.
- Hold both brakes and gently rock the bike to check for play in the headset.
- Check seatpost clamp is hand tightened or torqued.
- Ensure all connections are secure and free from damage.
- Check the battery is securely fitted and the compartment is locked.
- Check stem bolts are securely fastened/torqued.
- For the e28.X, check the belt for any signs of wear.
- For the e28.9, check the chain for wear and that it is lubricated with a good quality dry chain lubricant.
- Make sure your brakes are properly adjusted and that the brake pads have plenty of tread left.



3.6 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:

- A garden hose or the Estarli pressure washer, set to the bike wash setting
- a brush set like the Estarli brush set
- a good degreaser [not needed for the e28.X]
- a good bike specific cleaner
- two microfibre cloths (one should be a cloth you don't mind getting greasy)
- a water dispersant spray
- a good quality dry chain lubricant [not needed for the e28.X]
- 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 - Degrease [skip this stage if you have an e28.X]

Removing gunk and debris ridden lubricant from the drivetrain is crucial to preserve the life of your bike's drivetrain.

Spray degreaser directly on to the chain, cassette and chainrings. Spray some more onto a coarse brush and then run the brush over the drivetrain components, ensuring you don't forget the jockey wheels on the rear derailleur where a lot of gunk tends to accumulate.

Once you have applied the degreaser and given the drivetrain a scrub, rinse the drivetrain off, spraying at an angle to avoid spraying into the bottom bracket or rear wheel hub.

Step 3 - 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.

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

Step 4 - Drying

With a cloth that you don't mind getting greasy, wipe the drivetrain dry, paying special attention to the chain.

You can use a water dispersant on the cassette, chain and chainrings, however, be careful not to spray into the bottom bracket as this can drive out some of the grease. It is also a good idea to cover the rear brake rotor with a clean and dry cloth when directing water dispersant to the cassette and chain.

Wipe off any excess with the greasy cloth.

With a second clean cloth, dry the frame and non-drivetrain components.

Step 5 - Lubricate [skip this stage if you have an e28.X]

Ensure you use a good quality chain lubricant. Unless riding in wet conditions for long periods, we would advise a dry lubricant as wet lubricants collect debris more quickly.

When lubricating the chain, it is just the little rollers on each link we are trying to lubricate, so apply sparingly and precisely. Using too much lubricant will see your chain gather debris more quickly, hastening another clean.

Apply the lubricant to each roller on the chain, run the drivetrain backwards to work the lubricant in, then wipe off any excess. The chain shouldn't look greasy after lubricated. It should look clean with a bit of shine.

Step 6 - Brake cleaning

Always clean the brakes last incase any lubricant or water dispersant has accidentally contaminated the brake rotors or pads.

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

4. 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.

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.
- **Chain is squeaking during riding** - the chain likely needs lubricating.
- **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.

5. 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.**



6. 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 or contact our service team at help@estarli.co.uk.

