



PATHFINDER PRO

Owner's Manual



Let's Become a Pathfinder PRO with Rattan Ebike !

Thank you for purchasing the Pathfinder PRO from Rattan E-Bikes! This user manual will help you assemble and operate your new electric bike. Be sure to read all of the information in this manual before riding. Pathfinder Unboxing Video:

<https://www.youtube.com/watch?v=kevlDoCKWG8>

If you're not sure you have the skills, experience, and special tools required for assembly and maintenance, get help from a local, certified, and reputable bike mechanic.

If you encounter any problems in the installation or use, please contact Rattan E-Bike customer support team.

NOTE TO ALL RIDERS UNDER 18 YEARS OF AGE:

It's very important that you get parental permission before riding your electric bike.

How To Contact Rattan Ebike Support Team

E-mail: info@rattanebike.com

Rattan Web: www.rattanebike.com

Rattan Help Center: www.rattanebike.com/pages/help-center

NOTICE: Please attach the details of your order such as order number and the platform you buy when you contact us.

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Safety Notice



Fully assembled Pathfinder PRO

1. Always wear an approved bicycle helmet whenever riding a bike. Failure to wear a helmet when riding may result in serious injury or death.
2. Never operate a bike while under the influence of alcohol, drugs, or any substance or condition that could impair motor functions, judgement, or the ability to safely operate a bike or another vehicle.
3. It is your responsibility to familiarize yourself with the laws and requirements of operating this product in the area(s) where you ride.
4. Failure to properly charge, store, or use your battery will void the warranty and may cause a hazardous situation.
5. Do not ride under wet conditions. The electric bike may slide from under your feet causing injury. Wet conditions may damage the electronics and void the warranty.
6. Please keep the battery key carefully, losing the key will cause the battery can't be locked.

Warning

01. Avoid water - The electric bike is not waterproof. The electronics may be damaged due to water and water damage is not covered by our warranty. Riding in wet conditions is also very dangerous and may result in injury.
02. Avoid prolonged exposure to sun or rain and avoid storage in places with high temperatures or corrosive gas.
03. Abuse - We do not cover physical damage due to negligent care and extreme riding.
04. Whenever you ride the Rattan Electric Bike, you risk severe injury or even death from loss of control, collisions, and falls. Use caution and ride at your own risk.
05. Do not modify the product from the manufacturer's original design.
06. Do not exceed the posted speed limit and obey all traffic laws.
07. Avoid touching the charging port directly and do not let it make contact with a metal object.
08. Keep hands and all body parts away from moving parts while operating the electric bike.
09. Before riding - Be sure to check the electric bike over and make sure the electric bike is operating correctly before each use.
10. Before riding - Be sure to check that the braking system is functioning properly; also be sure to check that all safety labels are in place and you understand the safety warnings.
11. Before riding - Be sure that any and all axle guards, chain guards, or other covers or guards are tightened and fixed.

12. Never exceed the 400 lbs (181kg) maximum load rating.
13. The electric bike should never be used by children under the age of 18.
14. Maximum Speed - Your electric bike goes at a maximum speed of 28 mph.
15. Make note that additional insurance may be required to cover situations you encounter while riding an electric bike. It is recommended that you contact an insurance company or broker for advice and consultation.
16. To conserve electricity, use assist mode and avoid zero starting, frequent braking, driving against the wind, carrying heavy loads including other people, and riding with insufficient air pressure.

Package Content

Unboxing



WARNING Incorrect assembly, maintenance, or use of your ebike can cause component or performance failure, loss of control, serious injury, or death. If you are not sure you could correctly perform all assembly steps in the manual, consult a local, certified, reputable bike mechanic.

Carefully check package contents, if anything is missing or damaged, please contact Rattan customer service for support:

info@rattanebike.com

Unpack the bike. Unbox the package and remove the small box that contains the display inside in case of any damage occurs. With the help of another person capable of safely lifting a heavy object, remove the Pathfinder from the package. Take the assembled tool kits and charger out.

Carefully remove the packaging material protecting the bike frame and components. Please recycle packaging materials especially cardboard and foam whenever possible. Open the small box and carefully set out all contents.

			
Electric Bike*1	Battery*1 Key*2	Charger*1	Pedals*2
			
Front Wheel*1	Quick Release Screw *1	Fender*1	Tool Kit*1

Product Overview



Specification

ITEM	SPECIFICATION
Model	Pathfinder PRO
Product Dimensions	196*74*117 CM
Package Dimensions	155*28*86 CM
Max Load	400 LBS
Package Weight	96 LBS
E-Bike Weight	81 LBS
Max Speed	40 km/h
Battery/Charger	48V 18AH/2A Input 100-240V 50/60Hz Output 54.6V 2.8A
Pedal-Assist Mode	80-120 km
Pure Electric Mode	50-60 km
Max Angle of Climb	30 Degrees
Charging Time	8~9 Hours
Tire Pressure	25-29 PSI
Frame Material	Aluminum Alloy

Assembly

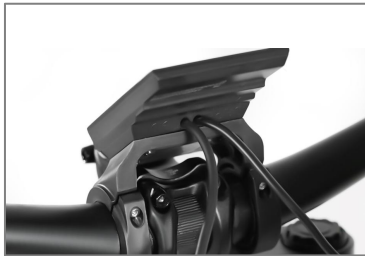


WARNING Incorrect assembly, maintenance, or use of your ebike can cause component or performance failure, loss of control, serious injury, or death. If you are not sure you could correctly perform all assembly steps in the manual, consult a local, certified, reputable bike mechanic.

Handlebar



1. Use the Allen wrench to unscrew the four screws on the bracket.

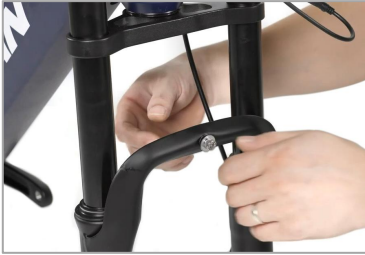


2. Center the handlebar and fix them with four screws, but do not tighten them.

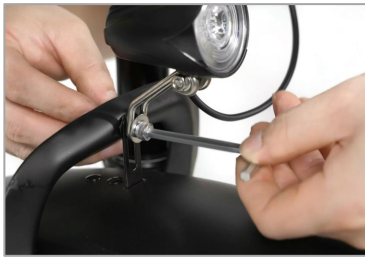


3. Adjust the handlebar angle and tighten the screws.

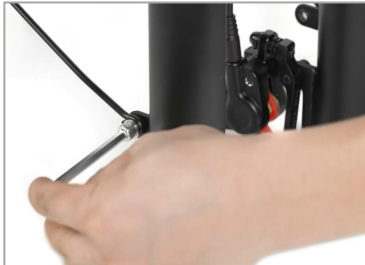
Fender/Headlight



1. Loosen the screws from the front and back of the front fork.



2. Install the fender/headlight mounting hardware and tighten the screws. (The fender bracket is located between the headlight bracket and the front fork.)



3. Loosen the screws on the front fork and install the fender bracket.



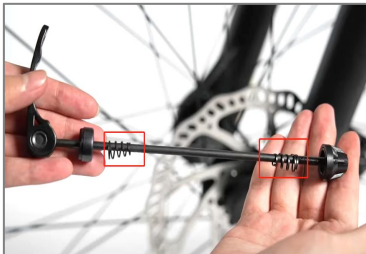
4. Tighten the three screws.

Front Wheel



1. Carefully lift the front of the bike and lower the fork onto the wheel so that the brake rotor enters the caliper, between the brake pads, and the axle enters the fork dropouts fully.

***Remove fork protective cover and take out plastic insert from front wheel brake caliper.**



2. Put the quick release screw through the front wheel. Ensure both cone springs point inward. Keep the lever open and thread on the thumb nut a couple of turns. Hold the quick release screw in line with the axle and tighten the thumb nut until the lever can stay parallel to the floor without being held.

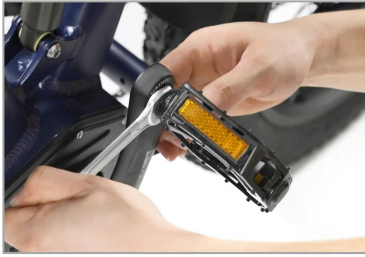
***Make sure not to touch the brake rotor.**

Pedals

Indicators for the right pedal (R) and the left pedal (L) can be found at the bottom of the pedal threads.



1. Rotating in the direction of the pointer shown on the crank.



2. Tighten the pedals with the wrench.

Seat Adjustment



1. Untighten the quick release lever by swinging the lever open and outward fully.



2. Move the seat up and down by sliding the seatpost in or out of the seat tube. **DO NOT** raise the seatpost beyond the minimum insertion marking etched into the seatpost tube.



3. Adjust the seat and the head of the seat is parallel with the top tube.



4. Close the quick release lever using your palm or finger.

Battery Use & Protection

 **WARNING** Please check the battery condition, key position and power before riding, make sure the battery is locked before riding to prevent the battery from falling off during the riding.



A	Battery button (activates charge-level lights)
B	Charge-level lights
C	Battery charging port
D	Battery On/Off switch (O-OFF; I-ON)
E	Key (LOCK : Battery can not can be removed, key can be removed. OPEN : Battery can be removed, key can not can be removed.)

 **WARNING** There are 4 of indicators, 3 green light and 1 red light. If there is only one red light, please charge the battery.

How to Take Care The Battery

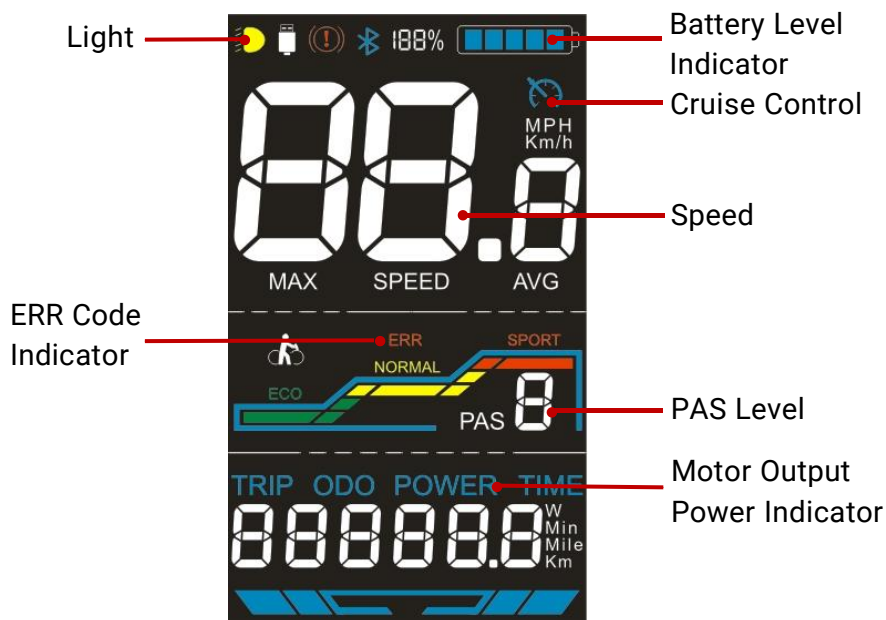
Check the charger, charger cables, and battery for damage before each charge.

The battery will be locked if the keys are lost and you will not be able to use, make sure you always have a copy of the key since Rattan does not have any copy of the keys.

- Always charge in a safe area that is cool, dry, indoors, away from direct sunlight, dirt, or debris, in a clear area away from potential to trip on the charging cords, or for damage to occur to the bike, battery, or charging equipment while parked and/or charging. Always charge your battery in temperatures between 50°F~77°F (10°C~25°C).
- Keep the battery charged once a week even if you are not in use in case any defective issue occurs.
- The battery can be charged on or off the bike. To remove the battery, turn the key to the off and unlocked position, remove the key from the key port by pulling directly up without twisting. Keep the battery charged once a week even if you are not in use in case any Defective issue occurs.
- The battery should be recharged after each use, so it is ready to go the full range per charge next ride. There is no memory effect, so charging the battery after short rides will not cause damage.
- Charging the battery normally takes 8-9 hours. In rare cases, it may take longer to allow the battery management system to balance the battery, particularly when the bike is new or after long periods of storage.
- Charger shows red during charging, and it would turn green when the battery is fully charged.

- Remove the charger from the battery within one hour of the green light indicating a complete charge. The charger is designed to automatically stop charging when the battery is full, but unnecessary wear of the charging components could occur if the charger is left attached to the battery and a power source for longer than 12 hours. Detach the charger within one hour, or as soon as possible, once the green light indicates a complete charge to avoid unnecessary wear of charging components.
- Never charge a battery for more than 12 hours at a time.
- Do not leave a charging battery unattended.

Display & Setting



Battery Level Indicator	Remaining battery power.
Light	Headlights and taillights turned on.
Speed	Real time speed while riding.
Cruise Control	Cruise control is on.
ERR Code Indicator	Shows the error code when the electronic control system fails.
PAS Level	0,1,2,3,4,5 Displays the current PAS level.
TRIP	Shows the distance of a single trip. Data is automatically cleared when the bike is powered off.
ODO	Shows the total distance of the bike from the beginning of use.
POWER	Shows the current motor output wattage.
TIME	Shows the single ride time.



Common Operation	How to Do
Turn on/off the bike	Press and hold the "  " for 3 seconds till the display is on / off.
Increase/Decrease the PAS Level	Press "+" or "-" button to increase or decrease the PAS Level.
TRIP/ODO/POWER/TIME Switch	Short press " i " to switch TRIP (Single Mileage) /ODO(Total Mileage) / POWER (motor output wattage) / TIME(single ride time).
Headlight Control	Long press "+" for 3 seconds to turn on/off the headlight.
Access the Display Setting	Press the "+" and "-" buttons constantly for 3 seconds, then "+" stands for last one, "-" stands for next one, "i" stands for confirm.
Cruise Mode	When riding, short Press "  " button to enter cruise mode. "  "will be showed on the display. Short Press "  " button or brake to turn off the cruise mode.

Display Setting

1. Turn On/Off The Display

Press the "⏻" for 2~4s, turn on the display and power system connection. Press the "⏻" for 2~4s, turn off the display and the power system connection is disconnected.

*** The display will be off when there are over 10 minutes not in use.**

2. Display Interface

Turn on the display, the display will show speed (MPH) and ODO (Mile) by default, short press the "I" to switch ODO (Mile), TRIP (Mile), POWER (W) , Time (Min).



ODO(Total mileage)



TRIP(Single mileage)



TIME(Single ride time)



POWER(Motor output wattage)

3. Walk Mode

Turn on the display, long press the "-" button and the bike will start in walk mode.

" " will show on the screen and it will drive at a uniform speed of 6km/h.

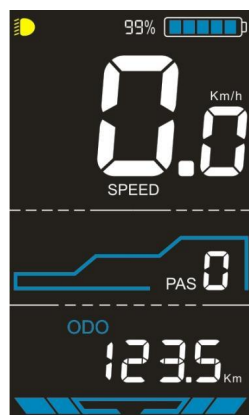
Release the "-" button, will stop the electric power output and return to the state before the walk mode.

*** Walk mode is available only when you need to walk the bike with little effort, do not use it in riding.**



4. Turn on/off headlight

Long press " " button to turn on the headlight; again long press " " key to turn off the headlight.



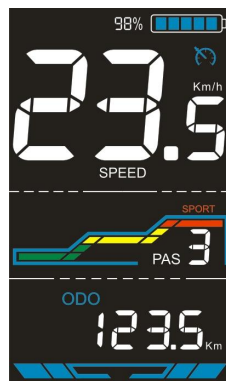
5. PAS Level Selection

Short press " " / " " button to switch the PAS level.



6. Cruise control Mode

When riding, short Press " " button to enter cruise mode. " "will be showed on the display. Short Press " " button or brake to turn off the cruise mode while the screen will no longer display icon.



Parameter Setting



WARNING

Each of the settings needs to be performed when the bike is still.

- ① When the display is powered on and speed is 0, Long press both the " " button and " " button simultaneously for 2S to enter the parameter setting selection interface;
- ② Short press " " / " " button to switch the parameter setting selection interface, short press " " button to enter the parameter setting state;
- ③ Short press " " / " " button for parameter selection;
- ④ Short press " " button, save the parameter setting and return to the parameter selection setting interface;
- ⑤ Long press " " selection, save the parameter setting and exit the parameter selection setting interface.

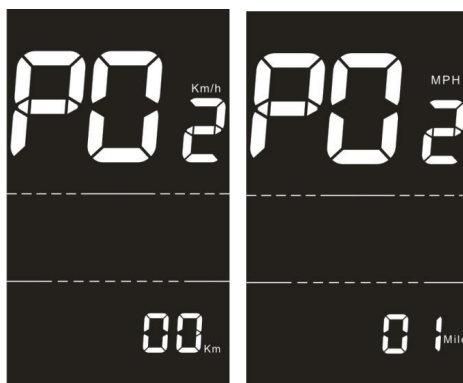
1.Backlight Brightness Adjustment

P01 is the backlight brightness setting,
00 means darkest and 03 means brightest.



2.Set Units

P02 is the metric and imperial
setting, 00 for kilometers & km/h
or 01 for miles & mph.



3.Auto Shut-off Time Setting

P04 is the automatic shutdown time setting.
This display is equipped with automatic
shutdown function for a long time without any
operation, the available automatic shut- down
time range is 1~60min, 00 means no auto-
matic shut- down.

***Factory default is 10min automatic shut-
down.**



4. Pedal Assist Level

P05 is the Pedal Assist Level setting. The available options are: 0-3,1-3,0-5,1-5,1-7,0-7,0-9,1-9.

Short press "  " button twice to enter the parameter setting state, short press "  "/"  " button for parameter selection. Then short press "  " button to save parameter settings and return to the parameter selection setting interface.

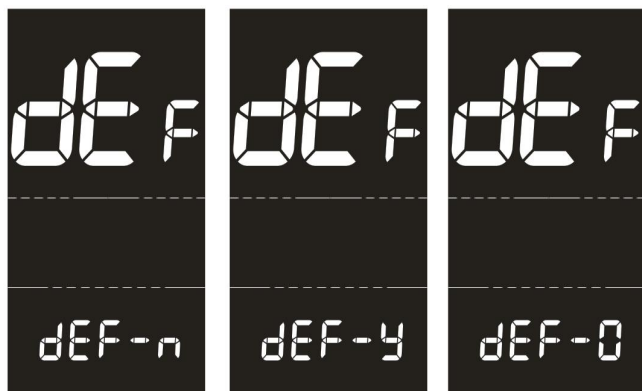
5. Restore Settings

dEF - restore factory default parameter settings.

dEF-Y - restore default settings.

dEF-N -no need to restore.

Under the condition of the 0 speed in the main interface, press and hold the "  " and "  " button for more than 2S to enter the restore factory default parameter setting interface. Short press "  "/"  " button to switch. If "Y" is selected, then long press "  " button for more than 2S, it will show "dEF-0" for a period of time and automatically start to restore the factory default setting. After restore default completion, it will automatically exit and return to the main interface.



6. TRIP Reset

When the electric control system fails, it will automatically show the error code. For details, please see below sheet.



7. Error Code Indicator

P16 is the single mileage **zero-reset** setting. 00 means no **zero- reset** and 01 means single mileage **zero-reset**.



Error Code	Definition
21	Current Abnormality
22	Throttle Abnormality
23	Motor Phase Abnormality
24	Motor Hall Signal Abnormality
25	Brake Abnormality
30	Communication Abnormality



WARNING

The display has generally been set to a normal state, and it is recommended not to modify the data of the display without special requirements.

Specifications

1. Power supply: 24V, 36V, 48V
2. Rated current: 10mA
3. Max current: 30mA
4. Leakage current after power off: $<1\mu\text{A}$
5. Current supply to controller: 50mA
6. Working temperature: $-10\sim 60^{\circ}\text{C}$
7. Storage temperature: $-20\sim 70^{\circ}\text{C}$

Troubleshooting

Problems	Most Common Solutions
Battery cannot be charged	1. Use a multimeter to check if the battery still have voltage. 2. Check if the charger indicator is normal. (Red light means charging, green light means fully charged.) 3. Check the battery case see if it is damaged, if so, stop using the battery and contact us.
The brakes make abnormal noise	Adjust the brake pads and brake disc.
Motor makes abnormal noise	Contact us with a video to show the condition and sound.
The tires got flat or could not be inflated	The tires will not be filled with air. Ride the bike after inflating the tires. (The pumping range is 21-25 psi)

Bike won't work

Possible Causes	Most Common Solutions
Insufficient battery power	Charge the battery
Battery hasn't been turned on	Plug the key and turn it to the end to activate the battery and try again
Battery not fully seated in tray	Install battery correctly
Faulty connections	Clean and reconnect connectors
Brakes are squeezed	Adjust the brake pads and brake discs
Battery non-functional	Test the battery voltage with multi-meter and contact us

FAQ

Q1: What if the e-bike arrived missing accessory or broken part?

A1: Please take a photo and send to Rattan ebike Support Team by sending e-mail: info@rattanebike.com and Rattan ebike Support Team will reply you soon and send correct accessory or part replacement.

Q2: Will my bike arrive assembled?

A2: Your bike will arrive mostly assembled. We'll also provide the tools and a comprehensive assembly video for the rest part.

Q3: What can I do if something goes wrong with my e-bike during the warranty?

A3: We believe that communication is the best way to solve the problem. Please contact us in time. To help you solve the problem as quickly as possible, please describe the problem in detail and provide photos/videos with your order ID.

Q4: What if the tires got flat or could not be inflated?

A4: The tires will not be filled with air. Ride the bike after inflating the tires. Please check if there is a hole in the inner tube and if there is something sharp puncturing the inner tube.

Q5: What if the brakes make abnormal noise?

A5: Adjust the brake pads or brake discs, or you can contact us directly.

Q6: What if the bike won't turn on?

A6: Make sure the battery has been fully charged and reconnect the display cable to see if it could work, or you can contact us directly.

Limited Warranty

15 Days Satisfaction Guaranteed Return Policy

If you are unsatisfied with your purchase, Rattan's return policy allows you to return the product purchased on the authorization channel within 15 days counting from the date of receipt of shipment, and request are fund from the authorization Channel.Note:Express shipping cost is non-refundable.

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

Over 15 days: Return is not acceptable; Accept exchange new product or partial refund. We will deduct the shipping fee or restocking \$180/pc when we are making a refund for non-defective products and non-longer needed products.

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

To Qualify For A Refund, All The Following Conditions Must Be Met:

1. A Return Merchandise Authorization (MA) must be requested from Rattan ebike within 15 days from the date of receipt of shipment. To request an MA, contact Rattan Service Team at info@rattanebike.com.
2. The cost of return shipping will be paid by the customer.
3. For warranty service, please keep your receipt and/or invoice to validate proof of purchase.

4. Returned product must be in good physical condition (not physically broken or damaged).
5. All accessories originally included with your purchase must be included with your return.
6. If you return a product to Rattan ebike, (a) without an RMA from Rattan ebike (b) without all parts included in the original package, Rattan ebike retains the right to refuse delivery of such return.

Limited Product Warranty

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

- Only the original owner of an bike purchased from Rattan ebike online or physical storefront is covered by this Limited Warranty. The Warranty Period begins upon your receipt of the bike and shall end immediately upon the earlier of the end of the Warranty Period or any sale or transfer of the bike to another person, and under no circumstances shall the Limited Warranty apply to any subsequent owner or other transferee of the ebike.
- The Limited Warranty is expressly limited to the replacement of a defective lithium ion battery (the "Battery"), frame, forks, stem, handlebar, headset, seat post, saddle, brakes, lights, bottom bracket, crank set, pedals, rims, wheel hub, freewheel, cassette, derailleur, shifter, motor, throttle, controller, wiring harness, LCD display, kickstand, reflectors and hardware (each a "Covered Component").
- The Covered Components are warranted to be free of defects in materials and/or workmanship during the Warranty Period.

Limited Warranty Does Not Cover:

Normal wear and tear of any Covered Component.

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

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

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

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

Any products sold by Rattan ebike that is not an ebike.

For more information about the WARRANTY, please check the [**https://www.rattanebike.com/pages/warranty**](https://www.rattanebike.com/pages/warranty)

Contact Us

E-mail: info@rattanebike.com

Rattan Web: www.rattanebike.com

Rattan Help Center: www.rattanebike.com/pages/help-center

NOTICE: Please note you order number us when you contact us, this will help us to check your order information.

Rattan ebike will always be by your side!



Unboxing Videos



Facebook Group



Facebook Page

