Urban E400 owner manual

MODEL EB-E400 | Owner information

Rear child seat use is permitted only with the listed approved JuniorSeat 22, professionally installed and checked. The rack limit is 27 kg including seat and child, and the total bike load limit also applies.

Online guide: agentcenter.team/demo/manuals/urban-e400.html

Model specifications

Model code	EB-E400
Intended use	Daily commuting and approved rear child seat use
Frame	Aluminium
Gears	8 speed derailleur
Brakes	Hydraulic disc
Tyres	700 x 47 mm
Fork	Rigid fork
Weight	24.5 kg
Maximum total load, including bike, rider and cargo	150 kg
Sizing	S: indicative rider height 155 to 168 cm; M: indicative rider height 166 to 180 cm; L: indicative rider height 178 to 190 cm
Included lights	Yes
Included mudguards	Yes
Rear rack rating	27 kg
Battery	500 Wh
Motor	50 Nm
Assistance cut-off	25 km/h
Illustrative range	40 to 85 km; not guaranteed
Approximate full charge	4.5 hours

First use and fit

The shop states that bikes are assembled and checked for collection. Verify size, saddle position and safe operation with staff before riding. Rider-height guidance is indicative and cannot replace a fit check.

Before every ride

- Check that both brakes stop the bicycle reliably before joining traffic.
- Check the tyres for damage and inflation. Use the pressure range printed on the actual tyre sidewall, not an assumed universal value.
- Check that wheels and other visible fasteners are secure, with no unusual looseness or damage.
- Check the steering, saddle and controls for secure fit and comfortable reach.
- Check lights and reflectors where required for the conditions; check any carried load is secure.

If brakes, steering, wheels, folding joints or electrical parts appear unsafe, do not ride. Ask a qualified bicycle mechanic to inspect the bike.

Electric assistance, battery and charging

This model has electric assistance. The shop catalogue specifies battery capacity, motor torque, assistance cut-off and an illustrative range; it does not identify a battery or charger manufacturer.

- Use only the charger and battery approved for the actual bike, as confirmed by the supplier.
- Keep charging equipment dry and in a safe, ventilated area. Follow the labels supplied with the physical battery and charger.
- Do not charge a battery showing damage, swelling, leakage, abnormal heat or a strong unusual odour. Disconnect only if safe and seek qualified assistance.
- Do not open, modify or attempt internal repair of the battery, motor, electrical system or charger.
- Before cleaning or maintenance, power the bike off and follow the actual battery removal instructions if applicable.
- Real-world range varies with terrain, assistance level, temperature, cargo, tyres and rider behaviour.

Exact charging temperature limits, storage charge percentage, charger input and fault-code meanings are not specified in the catalogue. Confirm them from the supplied component documentation; do not guess.

Care and maintenance

- Clean with a soft cloth and gentle products; avoid pressure washing bearings and electrical connections.

- Keep the chain clean and lubricated appropriately, wiping off excess lubricant.
- Inspect tyres, brakes and drivetrain regularly, especially after wet rides or heavy use.
- After a crash, impact or suspected component damage, stop riding until the bicycle has been checked.
- Do not use unverified torque values, replacement parts or adjustments. Have a workshop confirm component-specific instructions.

Common issues

Brake feels weak or rubs	Do not ride until braking is safe. Ask a workshop to check pad wear, alignment and the correct brake type.
Gears skip or chain slips	Reduce load, stop safely, check for obvious damage and arrange a drivetrain adjustment.
Tyre repeatedly loses air	Inspect the tyre and inner tube or seek a puncture repair. Do not ride on a flat tyre.
Wheel, frame or steering damaged	Stop riding and have the affected parts examined before use.

Service and assistance

Use the Everyday Bikes servicing page for published service packages and pricing. Parts or additional work require a separate quote. For warranties and returns, consult the shop policies .

For unknown component specifications, including torque settings, tyre pressures, brake-fluid type and charging limits, ask qualified staff rather than using an invented setting.