



Owner's Manual
Connected Models

Welcome to Blix.

To ensure you get the most out of your new Blix, familiarize yourself with the operating guidelines, maintenance tips, and other useful information.

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Important Information

About this Manual

This manual provides tips and instructions for basic maintenance that will benefit the performance and lifespan of your Blix. In addition, we will provide you with all of the information you will need to operate your bike before your first ride.

While this manual covers much of the information you will need to develop a comfortable and confident relationship with your bike, it is not intended to guide owners in every possible scenario. Like any traditional bicycle, Blix bikes will require some upkeep and maintenance, which can be done either by yourself or by a certified bike mechanic. However, Blix bikes utilize specialized hardware such as batteries and controllers which may require advanced troubleshooting performed by a certified bike mechanic after consulting with Blix technical support.

Activate your Warranty

Your warranty activates automatically once you have received your bike, but you should register your Blix online by visiting:

www.blixbike.com/pages/bikeregistration

Registering your bike will establish a record of ownership to ensure that your purchase information can always be referenced. Registering your bike is also helpful should your Blix ever be stolen as we will be able to identify your property if your Blix is found. You will be asked to record your name, date of purchase, model, and frame number of your bike.

Important Information

It is important to keep the frame number for your records as it is specific only to your bike and may be referenced in the event of a warranty claim. The frame number is engraved on the frame near the pedals on the bottom of the bike.

Questions?

There are different models of Blix bikes and this manual may contain information and illustrations that do not apply to yours. If you have any questions after reading this manual, we encourage you to contact our Blix Support:

blixbike.com/support
support@blixbike.com
(855) 655-BLIX [2549]
blixbike.com

Blix Bicycle Inc.
2877 Mission St.
Santa Cruz, CA 95060

Before Riding

Safety Regulations

- Carefully read this manual before your first ride.
- Before each ride, check your bike to ensure there are no damaged or loose components.
- You should not make any alterations or changes to your Blix bike which may inhibit its normal functions. This may affect the safety of the bike.
- Your Blix bike is intended both for recreation and transportation. It is solely designed for cycling on paved roads and bike paths.



Note: Ultra is a multi-terrain bike but is not intended to be used as a mountain bike.

- Blix bikes are Class 2 bikes out of the box and are legal on most bike paths and bike lanes.
- **Changing to Class 3 through the Blix Connect App may change the legality of the bike in your region.** We recommend you check your local laws to ensure the legality of an eBike in your area.
- **Riders must be over the age of 16 to ride any eBike. Laws may vary in each locality, ensure rider age complies with your local laws.**

Before Riding

Assembly

Blix bikes are designed for easy assembly whether you are a first time bike owner or a seasoned pro, but our customer support specialists are a great resource if you are feeling unsure. Professional assembly is recommended as some adjustments may be necessary.

Blix Connect

The Blix Connect App is an optional app that works with connected models like the Ultra & Dubbel.

App Features

- **Map:** Main view with navigation, ride tracking, and main vehicle controls
- **Dashboard:** Live overview of metrics during the ride
- **Activity Feed:** Overview of tracked rides and Blix notifications
- **Vehicle:** Over-the-air updates and additional configuration of the bike
- **Support:** FAQs and direct line of access to customer support
- **Settings:** Personalization of the app user experience

We highly recommend downloading the app from the App Store or Google Play store during set-up to enhance your riding experience.



Tip: The Terms & Conditions and Privacy Policy can be found in the settings section of the Blix Connect App.

Before Riding

Before Each Ride

- Ensure your tires are pumped up to the recommended PSI. The PSI is written on the side of the tire for easy reference.
- Ensure all bolts and hardware are secured tightly.
- Check that the brakes are adjusted properly. See the [Brake Adjustment Guide](#) online for more thorough information on adjusting your brakes.
- Check that the wheels are securely fastened, and the front wheel quick release is tight. **To ensure the quick release is tightly closed, force should be required to close the quick release lever. If the lever closes easily with little to no force, the front wheel may not be secured properly and could result in personal injury and/or damage to the bike.**
- Ensure handlebars are tightly mounted in alignment with your tire, and that the handlebars are in a comfortable position for your arms and wrists.

Safe Riding

Lights & Reflectors



Some Blix models come equipped with LED lights which can be switched on and off with the display. All Blix bikes come with reflectors or reflective tires. Remember to keep the lights and reflectors clean for increased visibility.

Use a Helmet



Even if you feel confident on the road and in your own riding ability, you will share the road with other vehicles and pedestrians; accidents can happen.

Getting to Know your Blix

The Anatomy of an eBike

Blix electric bikes include similar components found on a standard bicycle, with an added electric motor powered by a rechargeable battery. An LCD display is also included, allowing you to control the level of pedal-assist and throttle your Blix will provide during use.




The Display

The display will show riding information such as speed, mileage, and battery level. The display is water-resistant, meaning the bike can be ridden in the rain with the display powered on.



To minimize the risk of water damage, wipe off the display after it has been in contact with rain or water. If you plan to store your bike for an extended period of time, store in a dry area.

The Button Pad

There are 3 buttons on the display. The up and down buttons navigate between Pedal Assist Level, Battery Level, Trip Distance, and Speed. The  button will allow you to access the settings and adjust them if needed.



We highly recommend downloading the Blix Connect App from the App Store or Google Play Store for more display options.

Powering On

On dual battery models, simply press the power button located on the upper left side of the down-tube battery. The system will automatically turn on. To turn off the bike, simply press that same button down again.

The same steps can be followed using the black button on the rear battery.



1a. Rear Battery



1b. Downtube Battery

The Display

Walk Assist Mode

When walking your bike, you can activate walk mode. This will engage the motor at a walking speed of 3-4 mph. With the display on, press and hold the Down button to enable. A walking symbol is displayed on the screen. Walk mode will be active as long as you continuously hold the Down button. Walk mode will disengage as soon as you let go of the button.



Note: Walk Assist Mode is only intended for use when pushing the bike. Do not use this mode when actively riding.

LED Lights

On connected models, press and hold the up button for 2-3 seconds to turn on the headlight. Some models, like the Dubbel, include a tail light which will also power on when holding the up button. The light's brightness will stay constant when turned on.



Note: The tail light on connected models is considered a running light and does not function as a brake light.

Trip & Odometer

Press the  button quickly to navigate between:

- ➔ Speed (mph)
- ➔ Trip
- ➔ Pedal Assist Level
- ➔ The battery level of the highest charged battery

To see more options, we highly recommend downloading the Blix Connect App.

Motor Control

The Pedal Assist System (PAS)

With the up and down buttons, you can control the level or assistance you will receive when pedaling. The higher the PAS level, the more assistance you will receive and the faster you will go.

If you wish to use your Blix as a regular bike, you can turn the PAS to 0. You will no longer receive pedal assistance, but you will still have full access to the throttle.

Throttle

If you don't want to pedal at all, you can use the throttle lever to receive full electric power while the display is powered on. When using the throttle, it is not necessary to pedal manually. The PAS has no effect on the speed at which the throttle will take you. Even at PAS 1, you will still have access to the full speed of the bike when using the throttle.



Note: Using the throttle function will cause the battery to run out faster than when using pedal assist alone.

When setting Class 3 enabled models to the 28mph option through the Blix Connect App, the throttle will only take you to 20mph. To achieve the 28mph top speed, pedal assist must be used.

Motor Control

Shifting Gears

You can use the thumb shifter on the right-hand side of the handlebar to shift gears. A lower gear offers less resistance and a higher pedaling speed, while a higher gear offers more resistance and a slower pedaling speed. Changing gears will have no effect on your pedal assist or motor control.



The Battery

Battery Safety

- Keep the battery out of reach of children.
- Only use the charger provided with your Blix bike.
- Use the charger only in a dry, indoor environment on a flat surface.
- Do not use the charger on a carpet. This could produce static electricity.
- Do not connect the charger with wet hands.
- Do not charge the battery under direct sunlight.
- Do not charge the battery during lightning storms.
- Charge the battery where there is plenty of ventilation.
- Do not charge or store the battery in extreme conditions -hot or cold- as this can cause permanent damage to the Lithium-Ion cells.
- Discontinue charging if you hear unusually loud noises or notice leakage from the battery.
- Do not disassemble the battery unless specifically instructed to by Blix support.
- Do not heat or hit your battery, this could cause serious injury.
- Do not immerse the battery in water or other liquid.
- Disconnect the charger from the electrical outlet when not charging.



WARNING: Do not insert foreign objects, such as keys, into the charging port. This can cause blown fuses, battery damage, and electrical fires. Damage caused by inserting a foreign object is not covered under warranty.

The Battery

Important Note

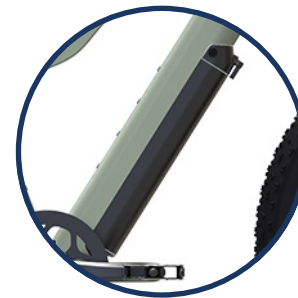
If you are an owner of a non-connected Blix bike, such as a Vika+ Flex, Aveny Skyline, Packa Genie, or Sol Eclipse, please be aware that these batteries are NOT cross-compatible.

If the battery on the non-connected bike has a tactile switch that flips to an on or off position, it is an older battery that will not work with the connected model. Only batteries with a push-button switch will work.

If an older battery is installed onto a connected model, it may **cause damage both to the bike and to the battery**. Installing an older battery will also void your warranty.

Battery Position

The Ultra and Dubbel come standard with a downtube battery fitting into the frame on the lower tube. On the dual battery option, the second battery is located under the seat and is mounted to the seat tube on the frame.



1a. Downtube Battery



1b. Rear Battery

The Battery

Power Button

The Battery power button is located on the downtube battery and is a silver button. The button will illuminate with a blue LED ring to indicate the bike is powered on. Pushing this button will turn on the bike and then off if pressed again.



1a. Downtube Battery

Dual battery options include an additional battery on the rear. This functions in a similar way, powering on both batteries when pressed, but does not have an LED indicator light.



1b. Rear Battery

Battery Lock

Your Blix batteries are equipped with a set of keys and locks for securing the batteries to the bike. The locks will keep the batteries securely mounted in position during riding, but can also be used to remove the battery when not in use. The keys can be replaced for a fee by Blix in the event that they are lost or go missing



1a. Downtube Battery



1b. Rear Battery

The Battery

Removing the Battery

Removing the battery can be useful for security and storage.

On the Ultra and Dubbel, the downtube battery can be removed by turning the key to the unlock position and then turning the lever on the battery in either direction to cause the battery to drop down.

To remove the rear battery on dual battery models insert the key and turn to the unlock position then remove the key. Pull the battery upwards until the battery releases.



Battery Removal



WARNING: Batteries on connected models are NOT cross-compatible. Installing a previous generations battery onto a connected model will cause damage both to the bike and to the battery, voiding the warranty.

The Battery

Charging

You can charge the battery both when it is mounted or removed from the bike. You can plug the charger into any 120v electrical wall outlet.

Complete charging time for a fully empty battery is about 6 hours. **Only charge the battery using the provided charger.** When charging is completed, disconnect the charger.

Charge the battery regularly between rides. Do not allow your battery to remain in a uncharged state for long periods of time, as this may negatively affect the long term life of the battery.



The 2 amp Blix charger is equipped with a single LED light. The light will turn green when the charger is connected to the wall. Plugging the charger into a depleted battery will cause the LED to turn red, and when the battery is fully charged, the light will turn back to green.

It is normal for the charger to heat up when connected to the battery, especially when the battery has been fully depleted. Some electrical noise is expected, but please contact support if any concerns arise.

The Battery

Checking the Battery Status

You can check the battery status directly on the battery when it's turned on.

On the rear battery, there are 4 LEDs directly on the battery, 3 green and 1 red. The green LEDs will slowly deplete until only the red LED remains, indicating that the battery is empty. The absence of any light indicates that the battery is completely empty, and will need to be charged for a while before you are able to check the levels again.



Fully Charged



Low Power

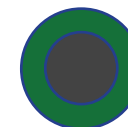


Depleted

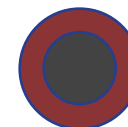
On the downtube battery, the LED battery level indicator is only visible when the battery is removed from the frame of the bike. The light ring will change color to indicate the level of charge. Blue light indicates a full charge, green indicates a half charge, and red indicates the battery is depleted. The absence of any color indicates the battery is fully empty, and will need to be charged for a while before you are able to check the levels again.



Fully Charged



Low Power



Depleted

The Battery

Storing the Battery

The battery status and durability can be maintained with regular use. To ensure a long battery life, be sure to charge the battery often, especially between rides.

- Do not leave the battery fully uncharged for long periods of time. This will affect the overall battery life. Keep the battery at a charge of between 20-80% to prolong battery life.
- The battery charger is exclusively designed for use in a dry, indoor environment with adequate ventilation.
- Only use the charger provided with your Blix.
- Do not store the battery in extreme temperatures as this will cause irreversible damage to the Lithium-Ion cells.
- Do not allow the battery to fall below a 5% charge.
- Avoid storing or towing bikes with the battery installed outdoors during periods of rain or snow. Prolonged exposure to water can cause electrical fires, risking damage to property and personal injury.

When storing the battery, it is recommended that you charge the battery for two hours each month.

Recycling

The battery's capacity and performance will decrease over time. The life cycle of the battery depends on many factors including usage, storage, maintenance, and environment. Lithium-Ion batteries can be recycled. If you are unsure where to recycle the battery in your area, contact your local recycling center.

The Battery

Battery Range

There are many factors that affect the range of the battery. In the list below, you will find some examples of factors and conditions that may decrease the range:

- Headwind
- Hilly Terrain
- Soft Ground
- Low Tire Pressure
- High Assistance Level
- Throttle Usage
- Little to No Maintenance
- Acceleration
- Low Manual Pedaling Force
- Heavy Weight / Over encumbered

To Maximize Battery Range

- Accelerate slowly and avoid over use of the throttle.
- Pedal more to avoid letting the motor do all the work.
- Stick to hills with less than a 15% grade.
- When climbing hills, use PAS 1-2 to prevent overheating.

Battery Technical Safety

- The battery consists of a series of interconnected Samsung Lithium-Ion cells. The battery also contains a control unit (BMS) that monitors the cells during use and when charging the battery.
- The control unit (BMS) restricts the use of the battery when it is at a low voltage level to prevent damage to the battery cells. This means the battery is empty and needs recharging.
- The control unit also contains a balancing circuit that controls charging so that the individual cells are charged evenly. This improves the performance of the battery.
- Should there arise an imbalance between the cells, the battery range may be affected. In order to improve the balance between the cells, it is recommended that you fully charge between uses.

Maintenance

Keeping your bike in good working condition can be quick and simple. Here are a few suggestions for a long and trouble-free relationship with your new Blix.

Keep it Clean

A clean bike lasts longer and is safer to ride. Use a damp cloth to wipe off the bike. Do not use a power washer or other high-pressure water systems as this may damage parts of your bike.

Tighten the Screws


Regularly check that all screws and nuts are securely attached. Unfastened parts may cause the bike to malfunction, causing damage or serious injury.

Lubricate

Keep the chain well lubricated with bicycle chain lubricant. Make sure to wipe off the chain with a cloth before and after lubrication to prevent accumulation of excess dirt and oil.

Pump Tires

Keep the bicycle tires sufficiently inflated. A properly inflated tire has lower rolling resistance. The recommended tire pressure is found on the side of the tire.

 *Inflating your tire at a lower than recommended pressure may cause tires to become flat.*

Maintenance

Professional Maintenance

Many parts of an eBike are similar to a traditional bike and regular professional maintenance will keep your Blix in top shape.

Storing your Blix

Your Blix bike is best stored indoors when not in use to protect from harsh weather conditions. Keep in a dry area to prevent rust build up and damage to electronics.

Adjusting the Brakes

Be sure to maintain and service the brake system regularly. Well functioning brakes are essential to the safe operation of your bike.

All Blix bike models are equipped with disc brakes. For safety reasons, the brake levers on the handlebars are equipped with a cut-off sensor that automatically turns off the power assistance when braking. Hydraulic or mechanical disc brakes provide great braking performance. Adjustments of these can be done at home using our [Brake Adjustment Guide](#), but we recommend that they be adjusted by a professional.

Adjusting the Gears

If you are unable to shift into any of the 8 gears, it could be that your gears need adjustment. We recommend adjustments to the gears be done by a professional, but if you feel comfortable doing these adjustments yourself and need assistance please contact Blix Technical Support for assistance.

Troubleshooting

If you experience any issues with your Blix bike that requires troubleshooting, contact Blix support for assistance. You can also find troubleshooting guides at support.blixbike.com. Most issues can be resolved by checking parts of the bike and replacing or repairing parts if needed.

Removing the Rear Wheel

If a situation arises where the rear wheel must be removed, the power cable to the hub-motor is equipped with a quick connector that can easily be disconnected.

To remove the rear wheel:

1. Cut the zip tie and disconnect the motor cable.
2. Remove the rubber caps and loosen the axle nuts.
3. Extend the derailleur and remove the wheel.



The rear motor wheel is heavy. Take care to protect your hands during the removal process. It may be beneficial to have a helper when removing the wheel from the bike.

To reattach the rear wheel:

1. Extend the derailleur and insert the wheel.
2. Verify the axle is fully seated.
3. Firmly tighten the axle nuts and reinstall the rubber caps.
4. Connect the motor cable and install a new zip tie.

The connector plug has two arrows which align to indicate the correct position. Failure to align these arrows may result in damage to the cable.

For More Information

If you would like additional information about your new Blix bike, or have any general questions after reading this guide, you can reach out to Blix via our support desk, by email, or by phone.

We continually strive to improve our products and services and we love hearing from you.

Thank you for choosing Blix and Happy Riding.

-The Blix Team

blixbike.com/support
support@blixbike.com
(855) 655-BLIX [2549]
blixbike.com

Blix Bicycle Inc.
2877 Mission St.
Santa Cruz, CA 95060

Troubleshooting

All Blix bikes are covered under One (1) year comprehensive warranty. This includes frame and all components.

The warranty **does not include normal wear and tear, improper maintenance or misuse.**

CONDITIONS OF WARRANTY AND LIABILITY

(a) Remedies: The sole remedy is limited to replacement of defective parts, components or accessories of those with equal or greater value at the sole discretion of Blix. Blix may or may not approve warranty services to be carried out by a 3rd party, however this needs to be confirmed and approved by Blix in writing prior to any warranty services being done. Any costs associated with services for warranties that are not confirmed and approved by Blix prior to work being done will be the customer's sole responsibility to cover.

Seller's liability under any limited warranty is discharged, in Seller's sole discretion and at its expense, by: repairing or replacing the affected goods; or crediting or refunding the end user's purchase price of the affected goods, less any applicable discounts, rebates or credits. Seller's limited warranty is extended to the first end-user purchaser only. Affected products may not be submitted to Seller for warranty repair or replacement except with written authorization from Seller after confirmation of coverage.

(b) Exclusions: The above warranty or any implied warranty does not cover normal wear and tear, improper assembly, damage or failure due to accident, misuse, abuse, or neglect, improper follow-up maintenance, installation of third party components, parts, or accessories, or any products that have been modified from manufacturer's specifications.

(c) Delivery Costs: The end user is responsible for all costs and risk of loss associated with the delivery of warranted goods to Seller or its agent for warranty repair or replacement, and Seller is responsible for all costs and risk of loss associated with the return delivery of repaired or

For More Information

replaced products to the end user.

(d) THIS SECTION SETS FORTH PURCHASER AND END USER'S SOLE REMEDY AND SELLER'S ENTIRE LIABILITY FOR ANY WARRANTY RELATING TO THE PRODUCTS. EXCEPT FOR THE LIMITED EXPRESS WARRANTIES DESCRIBED IN THIS SECTION

(A) NEITHER SELLER NOR MANUFACTURER HAS MADE OR MAKES ANY EXPRESS OR IMPLIED REPRESENTATION OR WARRANTY WHATSOEVER, INCLUDING ANY WARRANTIES OF: (i) MERCHANTABILITY; (ii) FITNESS FOR A PARTICULAR PURPOSE; (iii) TITLE; (iv) NON-INFRINGEMENT; OR (v) PERFORMANCE OF PRODUCTS TO STANDARDS SPECIFIC TO THE COUNTRY OF IMPORT, WHETHER ARISING BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE, ALL OF WHICH ARE EXPRESSLY DISCLAIMED AND (B) PURCHASER ACKNOWLEDGES THAT IT HAS NOT RELIED ON ANY REPRESENTATION OR WARRANTY MADE BY SELLER, EXCEPT AS SPECIFICALLY DESCRIBED IN THIS SECTION.

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