

Electric Bike A20PRO

User Manual (2025)



CEA YA A20 PRO

To those who choose CEAYA

Dear friends,

Thank you for choosing CEAYA among the many e-bike brands! We have always been committed to bringing users a satisfying experience and quality products, Enjoy Riding Enjoy Living is a lifestyle we want to convey, and we hope that cycling can benefit everyone.

The A20PRO is one of our flagship e-bike products, featuring small size, long range, superior performance, adaptability to various road conditions and riding comfort. The height-adjustable seatpost and handlebar easily help you find a more comfortable riding position.

From the beginning of the design, we hope it is a suitable e-bike for all kinds of people, no matter you are male or female, old or young, tall or short, fat or thin. We believe that A20PRO will bring you a satisfying riding experience.

Ride your CEAYA e-bike A20PRO on a sunny day and enjoy a relaxing ride!

This manual provides you with detailed information on the precautions, assembly, tips and tricks, warranty and how to seek after-sales support for your A20PRO, hoping to familiarise you with your e-bike so that it can serve you better.

Although it may not be perfect, there is no perfect product in the world.

If you really like our products, we welcome you to share your riding experience with friends or cyclists!

If you have cool ideas, we also sincerely hope that you can provide us with valuable ideas for improvement so that we can bring you a more satisfactory work!

If you have spare parts purchase needs, such as a second battery or other accessories, you can find them on our official website. Our website is www.ceayabikes.com

For more tips on using ebike, we sincerely invite you to follow our Youtube channel CEAYA Electric Bike, we will share more interesting ebike experience for you.

Finally, thank you again for your purchase and support, and we wish you happy riding!

Sincerely

CEAYA

*You can scan the code to get instructions in other languages or more detailed content.

*Sie können den Code scannen, um Anleitungen in anderen Sprachen oder ausführlichere Inhalte zu erhalten.

*Vous pouvez scanner le code pour obtenir des instructions dans d'autres langues ou un contenu plus détaillé.

*È possibile scansionare il codice per ottenere istruzioni in altre lingue o contenuti più dettagliati.

*Puede escanear el código para obtener instrucciones en otros idiomas o contenidos más detallados.

*Je kunt de code scannen om instructies in andere talen of meer gedetailleerde inhoud te krijgen.

*Pode ler o código para obter instruções noutras línguas ou conteúdos mais pormenorizados.



A20PRO Assembly Video Tutorial

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Part I: Cautions

1.1 When you receive ebike:

1.1.1 ebike is packed with professionally customized cartons and cushioning materials, please keep them for a while in case you don't have a suitable carton for transporting ebike when you need to use it. To avoid bumping the parts, please finish assembling it on a soft floor or workbench (such as carpet, lawn);

1.1.2 In order to facilitate the transportation of ebike, usually we only pre-assemble 85-90% of the parts. Please follow the instructions to assemble the rest of the ebike;

1.1.3 The ebike is shipped with about 60% of the tire pressure drained, please follow the recommended air pressure on the tires to add air to the tires. When adding air, please pay attention to adjust the position of the outer tire edge and ebike wheel rim link to be effectively set together;

1.1.4 The battery power may only retain about 60-80% after a long period of transportation. For first time use, please charge the ebike battery first, usually the first charging time is about 6-7 hours, which can effectively activate the battery lithium ion activity;

1.1.5 When charging, please strictly follow the smooth order of connecting the charger to the battery first, and then energize the battery.

1.2 Please pay attention before riding:

1.2.1 Please make sure that all ebike components are installed correctly and that the screws are fully locked (including pedals, fenders, forks, handlebars, saddle, quick release wheels, etc.);

1.2.2 Make sure the ebike battery switch (if there is one) is turned on;

1.2.3 Please check that the electrical system is working properly, including gauges, throttle, motor, battery level;

1.2.4 Please check the status of the brakes to ensure that the brake sensitivity can work properly.

1.2.5 For riding safety, please make sure you have worn a riding helmet or other riding protective gear.

1.2.6 Because the motor accelerates very quickly, for safety reasons, if you are riding an e-bike for the first time, please practice using the human mode first before switching to the electric mode, and gradually adapt to the riding speed.

1.2.7 Always be aware of local road laws, and follow them.

1.2.8 Do not ride the bike under the influence of drugs or alcohol.

1.2.9 Keep the two keys properly. If the unique keys are lost, you will not be able to turn on the bike or replace the battery.

If necessary, you should get more spare keys (We don't have a backup key)

1.2.10 Make sure your electric bike has a full battery before taking it out to ride.

If you are ready for the above precautions, then please start your e-bike journey! Have a nice ride!

1.3 Warning Page

1.3.1 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.

1.3.2 Avoid prolonged

exposure to sun or rain and avoid storage in places with high temperatures or corrosive gas.

1.3.3 Out of Warranty

We do not cover physical damage due to negligent care and extreme riding.

1.3.4 Disclaimer

Whenever you ride the electric bike, you risk severe injury or even death from loss of control, collisions, and falls. Use caution and ride at your own risk.

1.3.5 Do not modify the product from the manufacturers original design.

1.3.6 Do not exceed the posted speed limit and obey all traffic laws.

1.3.7 Avoid touching the charging port directly and do not let it make contact with a metal object.

1.3.8 Keep hands and all body parts away from moving parts while operating the electric bike.

1.3.9 Before riding

- be sure to check the electric bike over and make sure the electric bike is operating correctly before each use.
- 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.
- be sure that any and all axle guards, chain guards, or other covers or guards supplied by the manufacturer are in place and in serviceable condition.
- be sure to check that the tires are in good condition, inflated properly, and have sufficient tread remaining.

1.3.10 Never exceed the 330 lbs (150kg) maximum load rating.

1.3.11 The electric bike should never be used by children under the age of 18.

www.ceayabikes.com

1.3.12 Maximum Speed -

Your electric bike goes the maximum speed of 25 km/h.

1.3.13 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.

1.3.14 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 tire air pressure.

1.3.15 Do not park your e-bike in the foyer, staircase, pavement and safety exit of a building. Keep away from combustible and flammable materials when charging and avoid charging for a long time.



Part II: Specifications

2.1 Product Specifications

Model Name	A20PRO	Manufacturer	Foshan Shunde Canjie Car Industry Co.,LTD
Configuration Specifications			
Instrument	Colorful LCD Display	Derailleur	Shimano 7-speed
Motor	250W Brushless Motor	Brakes	Disc brakes, 160mm discs
Battery capacity	20Ah Lithium Battery	Tire Size	20*4.0 inch fat tires
Charging time	6-7 hours	Maximum speed	25 km/h
Charger	48V3.0A DC	Range in purely electric mode	55-60km
Appearance Specifications			
Frame	Aluminum Frame	Maximum weight	150KG
Size	173(L)*110(H)cm	Suspension	DH Fork Suspension+Rear Shock
Foldable or not	Unable	Net weight	Approx. 33KG
Gross weight (with packing)	About 42KG	Height	160cm-200cm/5.2ft-6.5ft

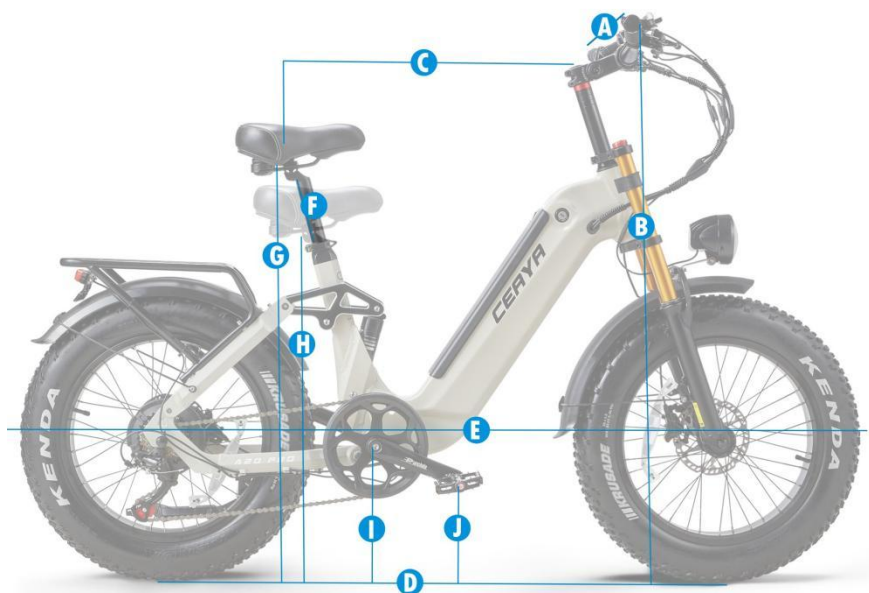
2.2 Ebike Part Name Chart



1	Stem	8	Sprockets / Freewheel	15	Rim
2	DH Fork Suspension	9	Rear Derailleur	16	Tires
3	Detachable Battery	10	Sprocket Cover	17	Fenders
4	Rear Suspension	11	Pedal	18	LED Headlight
5	Saddle	12	Crank	19	Head Tube
6	Brake Taillight	13	Quick Release Shafts	/	/
7	Motor	14	Brake Disc	/	/



20	Grips	26	Shifter (-)
21	Light and Horn Switch	27	Meter / LCD Display
22	Meter Control Buttons	28	Throttle Connector (optional)
23	Adjustable Stem	29	Handlebar
24	Suspension Adjust Switch	30	Brake Lever
25	Shifter (+)	/	/



A	Handlebar width: 68CM/26.77"	E	Bike length:173CM/68.11"	I	Ground clearance: 28CM/11.02"
B	Bike height:110CM/43.31"	F	Seatpost adjustable distance:6CM/2.36"	J	Pedal clearance: 10CM/3.93"
C	Centre distance: 55CM/21.65"	G	Max height: 93CM/36.61"	/	/
D	Wheelbase:113CM/44.49"	H	Min seat height: 69CM/27.17"	/	/

Part III: Instructions for Use

3.1 Frame number

The frame number is the unique ID of the ebike, it is usually labeled on the head tube or down tube pentagon of the ebike.



3.2 How to Assemble, Fold or Store

3.2.1 Assemble

For shipping purposes, the Stem is shipped with the opposite orientation, so we need to adjust the stem 180° to the correct orientation first.

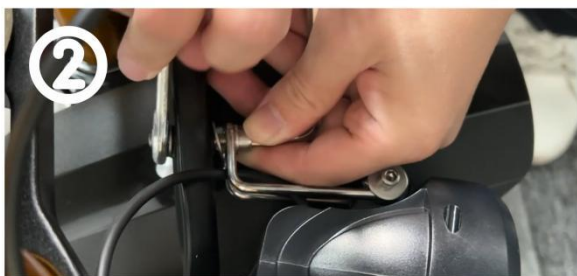


Step 1: Install the handlebar

Adjust the handlebar to the right centre position before tightening the screws.

Please note: In order to avoid the installation is not solid and lead to safety hazards when riding, please follow the diagonal way to lock the screws.

For example, install the top left screw first, then the bottom right screw, and do the same for the two outer sides. This will make it easier for you to adjust the position of the handlebar.



Step 2: Install the headlight and front mudguard

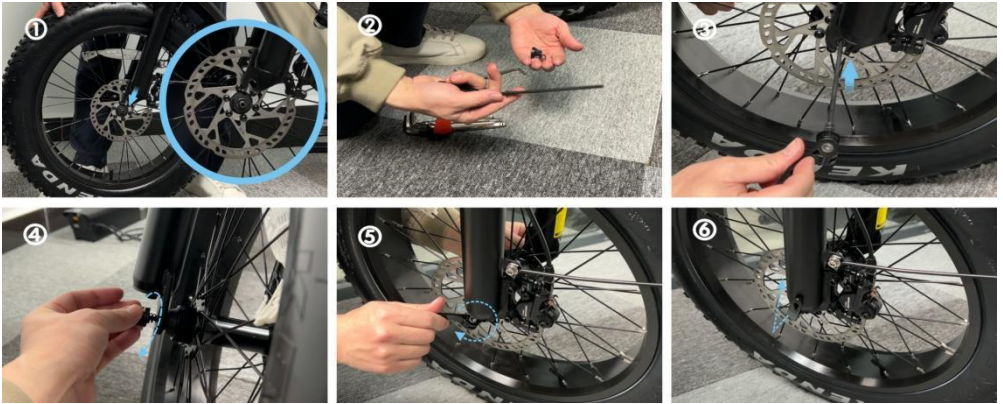
(if the ebike you received has been installed in advance, please ignore this step)

Remove the screws in the middle of the fork and install the wing and headlight in turn.

Attention:

The order of mounting position is headlight → mudguard.

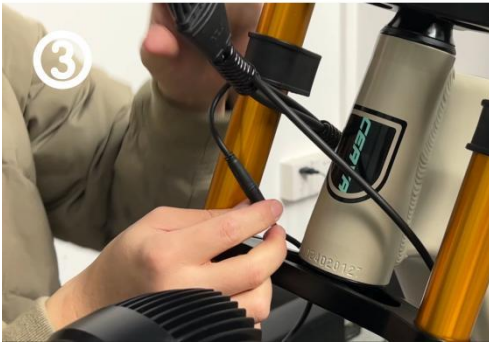
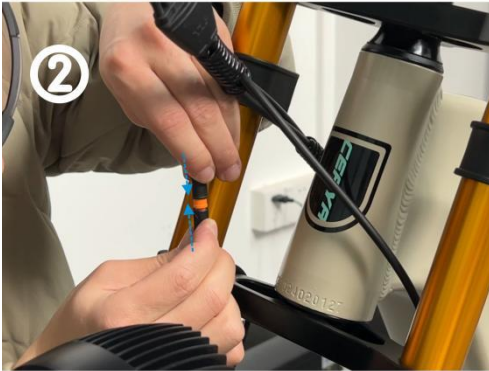
Step 3: Assemble the quick release front wheel



Combine the fork and front wheel, then just use the quick release axle to secure it.

Attention

1. Please note that the brake discs and the brake clips on the front forks are relatively centred when they are combined.
2. Please note that the position of the fork and the front wheel is relative to the centre when they are combined.
3. If the pressure of the front tyre is not enough, please refer to the recommended air pressure marked on the tyre to add air to the tyre. When adding air pressure, please adjust the position of the outer tyre and the rim while pumping up the air, so that the outer tyre will not be separated from the rim due to the gap between the outer tyre and the rim when the tyre is full of air. If this happens, deflate the tyre and re-inflate it in the same way.



Step 4: Connect the power supply of the lights
(if the power supply of the headlights is already pre-wired when you receive the ebike, please ignore this step)

Just follow the arrow direction on the male and female connector

Attention:

1. Please connect the male and female connectors strictly according to the direction of the arrows.
2. Please connect carefully to avoid breaking the metal probe in the connector.



Step 5: Install the pedals

When installing the pedals, please pay attention to the letter on the pedals. L for left, R for Right. You need to follow the instructions to lock the bike pedals.



Please use a spanner tool to lock the pedals when installing the pedals, to avoid the pedals falling off due to poor installation when riding.

Note:

As the cranks are made of aluminium alloy, the hardness is less than iron pedal bearings, please do not use too much force when installing them, just make sure they are locked tight, excessive force will result in damage to the crank holes and make them unusable.

Since then you have completed the basic assembly of the Ebike. You can start using it.

3.2.2 How to get started

	Step 1: Check that the battery is fully charged (make sure the battery is full before a long ride)
	Step 2: Long press the start button to start the meter, it is recommended to set the booster level to 1 for the first time use.
	Step 3: If you need to adjust the seat height, please open the quick release buckle of the seat post to adjust the seat height.



Tip:

The most comfortable seat height for riding is when the seat cushion is flush with your hip position when standing. Remember to tighten the quick release buckle on the seat post after adjusting the position.



Step 4: Check if the brakes, shock absorbers and electrical system are normal. If everything is correct, you can start your riding journey!

3.2.3 How to remove the battery



Remove the battery:

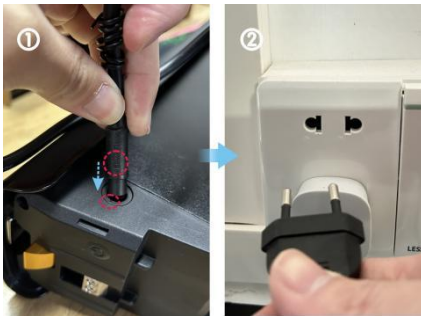
Insert the key and turn to unlock, the battery will automatically unlock. Then press the button above the battery to remove it.

Install the battery:

Put the discharged end of the battery into the battery compartment first and then put it into the locking end. Turn the key from left to right to LOCK to remove the key.

Note:

For safety, always remove the battery when you need to maintain or reconnect the ebike electrical system.



Electric Bike Charging

First connect the charger to the e-bike battery and then connect the other end to the power source.

3.3 Tips of using ebike

Ebike has three riding modes: ①Throttle mode (Optional) , ②Pedal-Assisted mode (PAS), ③Riding mode.

Mode introduction:

-Throttle mode (optional) :

you need to switch on the power supply, the motor is driven by the throttle, no need to step on the pedal. The proportion of motor-assisted is 100%.

-Pedal-Assisted mode: (PAS)

the power needs to be turned on, the motor power level needs to be set to level 1 or above (a total of 5 power levels, the higher the level, the more obvious the power effect), while pedalling, the motor will power the ride. The proportion of motor-assisted is 50%.

-Riding mode:

no need to start the power supply, normal riding can be. Motor-assisted 0%

The three riding modes can be switched at will, and after mastering them, you can try to reasonably match the chainstay 7-step gear system, and you will get an interesting riding experience.

3.4 Lighting control

-Headlights and tail lights

Short press on the right handlebar light button activates the headlights and taillights.

Part IV: Instrument (Meter/Ebike Computer)

4.1 About instrument of A20PRO



4.2 Description of icons



1	Battery Level	6	Headlight
2	Progress Bars	7	Fault Indicator
3	Speed	8	Mileage Data
4	Boost Mode	9	Total distance (ODO)/TIME/TRIP distance (TRIP)
5	PAS Level	/	/

4.3 Error code display

If there is a fault occurs in the electronic system of the electric bicycle, the display will automatically show an error Code, see Schedule 1 for a detailed definition of the error code

Schedule 1 Error Code Definition

Schedule 1 Error Code Definition				
	Error Code	Definition	Error Code	Definition
	02	Brake Failure	09	MOS Failure
	06	Undervoltage Faults	14	Holl Failure
	07	Motor Failure	30	Communication Failure
	08	Throttle Failure (Optional)	/	/

Note:

When the error code appears on the display, please troubleshoot the problem in time, the electric bicycle wil not be able to drive normally after the problem occurs.

4.4 Personalized parameter settings

You can make some simple personalised settings for ebike, but please note: each setting needs to be made while the bike is stationary.

The personalized parameter setting procedure is as follows

Enter and exit the settings page:

After long press the power button to start the instrument, (when ebike is in the stationary state), press and hold the '+' and '-' keys for more than 2 seconds to enter the parameter setting interface; at this time, the display shows 'P';

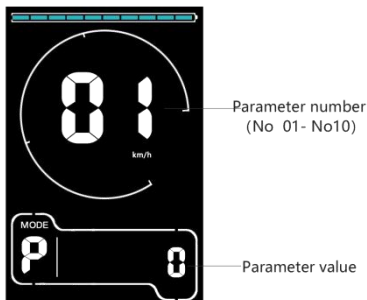
Press and hold the '+' and '-' keys at the same time to exit the parameter setting, or exit automatically without operation within 20 seconds.

Select the setting item:

After entering the setting page, short press the power button to switch the setting page (P01-P10)

Setting values

After switching to the page to be set, short press '+' or '-' key to change the parameter value corresponding to the page, short press power key to confirm the parameter value and return to the main page of the instrument.



4.5 Functional description

Options	Function Operation Guidelines
P01	Speed unit setting ("0"→ KM/H ; "1"→ MPH)
P02	LCD backlight brightness setting
P03	Meter waiting to go to sleep duration setting (0-60min)
P04	Wheel diameter setting
P05	Max speed setting
P06	Password setting (0 for no power-on password, 1 for with password)
P07	Limit current setting
P08	Cruise control setting (0 for on,1 for off)
P09	Drive mode setting (0 for purely power-assisted, 1 for purely electric, 2 for mixed mode)
P10	PAS level division setting (3 for up to level 3, 5 for up to level 5)

Attention!

Users modify the instrument parameter settings resulting in motor failure is a man-made fault, will not be supported by the warranty policy, in order to avoid parameter setting errors leading to the failure of the e-bike, please do not modify the parameters other than those that can be modified as described below.

4.6 Factory original parameters:

Due to different production batches, the parameter values of the meter may be re-matched according to the updated and upgraded accessories. But only updated and upgraded accessories quality, for this change we do not do separate notification, please understand the inconvenience. If you are not sure about your ebike version, please contact our technical customer service to support you.

Options	Value
P01	“0” for km/h / “1” for MPH
P02	4
P03	5
P04	28
P05	25
P06	0
P07	20
P08	1
P09	2
P10	5

Part V: Warranty Terms

5.1 Warrnty Policy

Parts	Warranty Period	Example Problems	Notes
Name			
Suspension Fork	6 months	1. Natural sealing off.	Any damages caused by misuse are not covered under the warranty
		2. Fracture key parts crack.	
HandleBar		3.Fork fracture.	
Motor	1 Year	1.Internal gear break.	Any damages caused by misuse are not covered under the warranty
		2.Bearing broken.	
		3.The wheel hub shell cracking.	
		4.Coil burned.	
		5.Magnets off.	
		6.clamping stagnation or have serious noise, not the normal operation	
Charger	6 months	Not be charged	Problems occured after unauthorized modification will not be covered
Controller	1 Year	1.protection function failure.	
		2.Burn out.	
Battery	6 months	Not working	
Display	6 months	Not working, no display	
Frame	1 Year	Rust, damage	

Switch	6 months	Not work	Any damages caused by misuse are not covered under the warranty
Crank	6 months	Not work	
Expansion Brake	6 months	Not work	
Throttle	6 months	Not work	

***One of the following is not eligible for warranty:**

1. Test and dispose of electric bicycles sold, such as bicycles for test riding, bicycles at special auctions or other special products that are clearly marked as not applicable to the CEAYA warranty policy when they are sold.
2. Products or accessories that exceed the above warranty period.
3. Damage caused by accident or improper use by users.
4. Loss or damage caused by natural disasters, man-made disasters, force majeure or chemical attack
5. For accessories that do not need to be returned, proof materials such as videos or pictures cannot be provided.
6. The user modifies the bicycle, modifies or increases or decreases the damage caused by other accessories.
7. Consumables or consumables in normal use (such as accessory coatings, inner tubes, threads, sprockets, chains, pedals). It is not subject to personal injury, damage, normal wear and tear.
8. All accessories or equipment that are sold as free bonuses with the purchase of an electric bike.
9. Stolen electric bikes.
10. Electric bikes for resale.

5.2 Maintenance

5.2.1 Maintenance of ebike parts

Unlike ordinary commodities, since ebike is a daily-use product and has a high working intensity, the parts will be depreciated and worn out. Therefore, we recommend you to check the condition of ebike parts every 2-3 months, maintain them regularly, and buy replacement parts in time to replace consumed parts, such as brake pads, front and rear suspension, chain, sprocket and so on.

5.2.2 E-bike battery maintenance:

After a long period of use the battery will decay and drain, this is normal battery deactivation, usually 10-12 months. As the battery nears the end of its life, you will obviously notice a decrease in battery life. At this point, you can simply replace the battery with a new one.

The following methods will ensure the safe use of your batteries and prolong their life.

- ① Store well: Store the battery in a dry, cool and ventilated environment.
- ② Charge safely: Do not charge in closed or hot environments, such as bedrooms and kitchens.
- ③ Charge outdoors as much as possible, avoid charging at night, pay attention to the charging length each time you charge, and disconnect the battery when it is full to avoid overcharging.
- ④ Long-term non-use of e-bikes should be at least 2-3 months for the battery fully charged once, so as to avoid the battery completely inactive can not continue to use.
- ⑤ Use the original charger to charge. When charging, connect the charger to the battery first and then energise the charger.
- ⑥ When the battery has reached the end of its useful life, you can find original spare batteries on CEAYA official website (www.ceayabikes.com).

Part VI: Troubleshooting

Fault content	Cause of Failure	Solution
Ebike won't start	Battery is dead	Try charging the battery and restarting ebike, if there is no improvement please contact customer service for assistance.
Brake failure	Cause 1. Worn brake pads Cause 2. Brake disc contaminated	Solution 1. Replace the brake pads Solution 2. Clean the oil on the brake pads and discs.
Chain comes off frequently	The position of the rear derailleur is shifted	Adjust the limit screw on the rear paddle
Outer tyre off rim	Failure to pay attention to adjust the position of the outer tyre and rim when inflating the tyre	Deflate and re-inflate, adjusting the position of the tyre to the rim while inflating.
Flat tyre / flat tyre	1. Air pressure is too high 2. Sharp object punctured the tyre 3. Damaged air nozzle	Solution 1. Replace the inner tube Solution 2. Repair the inner tube leak with a patch kit.
Rear wheel noise	1. Brake pads rubbing on the brake discs 2. Motor wiring failure	Solution 1. Adjust the brake caliper position to avoid rubbing the discs Solution 2. Contact your dealer for assistance with motor failure issues.
Shock absorbers not working well or rattling after a period of use.	Shock rod needs maintenance	Maintain the shock absorber, clean the oil or mud on the shock and then add the special lubricant along the shock rod.

Ebike parts are standard universal parts, you can buy the corresponding parts locally and replace them yourself, you can also find some original parts in the official [online shop](http://www.ceayabikes.com) of CEAYA brand (www.ceayabikes.com)

www.ceayabikes.com

Part VII: Customer Service Contacts

In the process of using ebike you have any questions you can contact the dealer shop customer service or through the following ways to contact with our professional after-sales customer service to get in touch.

(Please note: if your problem involves damaged parts, please contact the customer service staff of the dealer of the corresponding online shopping mall as a priority)

Shop professional customer service:

Open the buyer's APP or web page > Select your order > Contact the seller.

Support Email:

buyer-support@ceayabikes.com

WhatsApp :

+86 18144989961

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CEAYA's STORY



On a sunny afternoon in January 2021, the two founders of our team shared a test drive of a new ebike MX02S that is not yet on the market: It gave a very pleasantly surprised ride, nicely set into the frame, and although the battery is slightly out of place, it's so much more perfect than mounting a battery pack on the handlebars of the bike! But it also had some shortcomings, such as a less than linear

power boost and less than smooth gear changes.

So we started discussing what we should design an ebike with:

1. Exquisite appearance
2. Excellent and stable performance
3. Adapt to more usage scenarios
4. Can bring fun to the rider



Thus, a fashionable and environmentally friendly ebike brand CEAYA was born, CEAYA is committed to making more people love cycling, love life, and bring the ideal cycling experience for everyone who loves cycling.



Enjoy Riding Enjoy Living

www.ceayabikes.com