

cargone

Solution Longtail Owner's Manual



Cargone Solution Longtail

Owner's Manual

Thank you for choosing Cargone Inc. and for supporting a sustainable future. Your bike was built with care and devotion by our team, tailored to meet your unique needs. If you have any questions or concerns, please contact us at support@cargone.ca.

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1. Notes and Requirements

General Information

Please read this manual thoroughly to familiarize yourself with the Cargone Solution Longtail before your first ride.

Symbols

- **Warning!** Indicates imminent danger. Ignoring it may cause serious injury or accidents.
- **Note** Indicates a potentially harmful situation. Ignoring it may cause damage to the bike or its components.

For your safety, perform the quick check before every ride as described in the “Before Every Ride” section.

Safety Information

Warning!

- Perform mandatory inspections at prescribed intervals by an authorized service technician.
- Only perform work you are comfortable and trained to handle. Otherwise, seek an authorized service technician.
- Do not ride if assembly work is incomplete or improper. This compromises safety.

Additional Warnings

- Switch off the e-bike electrical system and remove the battery before any maintenance, field repairs or transport.
- Secure your e-bike against theft and unauthorized access every time you park it.

Riding Safety

- We recommend that only adult riders operate the Cargone Solution Longtail for safety reasons.
- Attend a riding course if you feel unsafe and practice on a non-motorized bike first.
- Wear light-colored, tight-fitting clothing suitable for cycling, and always wear a helmet.

Legal Requirements

Ensure your e-bike and your driving complies with national and local regulations if riding on public roads. This may include speed limits, power limits, licensing, insurance, and helmet requirements.

Commercial Use

Commercial use places higher demands on the bike. Proof of regular inspections and maintenance is required to cover any material defects under warranty.

Note

Permissible total weight = rider's weight + bike weight + load + accessories. See section 9 for more information about weight limitations.

2. Before the First Ride

Your bike is ready to ride upon delivery, but familiarize yourself with its controls, steering, and braking behavior away from traffic.

Brake System

- **Warning!** Hydraulic brakes are strong. Test them away from traffic first.
- The braking distance increases in wet conditions and with heavier loads.

Electric Drive System and Display

- Switch the system on and off using the power button of the KIOX display.
- Start with the lowest assistance level and gradually increase as you get comfortable.

Seat Position and Height

- Adjust the seat position and height with the help of your dealer.
- **Warning!** Ensure the seat post is not extended beyond the minimum insertion mark.

Suspension

- Adjust the suspension to match the anticipated load weight.

Battery

- Ensure the battery is properly inserted and locked before each ride.

Recommended Temperature Ranges

- Optimal charging: 10 to 30°C (charging under 5°C will permanently damage the battery)
- Safe operation: -30 to 40°C
- Storage: -30 to 30°C (battery preferably stored in an heated space)

Carriers and Child Seats

- Only use approved child seats compliant with ISO 11243 from recognized brands such as Thule®, Bobike®, Polisport®, etc. Follow manufacturers instructions.

Bike Trailers

- The Cargone Solution Longtail is approved for use with compatible bike trailers. Consult Cargone Inc. for compatibility.
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3. Before Every Ride

Conduct the following checks before each ride:

- Tighten wheel axles to the proper torque.
 - Ensure handlebars and stem are firmly fixed.
 - Check wheels, tires, lights, and brakes.
 - Confirm the battery is securely in place.
 - Verify that loads and accessories are properly fastened.
-

4. Components: Function and Handling

Wheels and Axle Screws

- Ensure axle screws are tightened to the specified torque.

Saddle Height and Seat Position

- Adjust saddle height and position with dealer assistance.

Adjustable Steering Extender

- Adjust handlebar height as needed and ensure no part of the handlebar assembly contacts the load.

Suspension

- Adjust spring preload for optimal performance.

Brake System

- Ensure the brakes are functioning properly and adjusted correctly.

Disc Brakes

- Inspect the brake pads and discs regularly and replace them if necessary.

Chain Care

- Keep the chain clean and lubricated to ensure smooth operation.

Tires and Air Pressure

- Check tire pressure regularly and maintain the recommended level for optimal performance.

Lighting System

- Ensure the lighting system is working correctly before every ride.

Transporting Passengers and Loads

- Follow the guidelines for safe transportation of passengers and loads as provided in this manual.

Electric Motor, Battery, and Charger

- Regularly inspect the electric motor, battery, and charger for any signs of wear or damage.
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5. Service and Maintenance Schedule

To ensure the longevity and safe operation of your Cargone Solution Longtail, regular maintenance is essential. You can perform the checks marked with • yourself. If faults are detected during inspections, take appropriate measures immediately. Your dealer or the manufacturer will be happy to help if you have any questions or if anything is unclear. Work marked with x should only be carried out by an approved service technician as part of a regular service.

Component	Action	Before Every Ride	Every 500km	Every 5000km
Tires	Check air pressure	•		
	Check for tread wear or sidewall damage	•		
Valve Stems	Confirm valves are inline with axle center		x	x
Wheels	Spin wheel to check rim straightness or contact with frame	•	x	x
	Check for loose or broken spokes	•	x	
	Feel for bearing play between wheel and fork or frame	•	x	
Fenders	Check for alignment, clearance from wheel, and excess dirt		x	x
Suspension Fork	Check for play, wear, and function		x	x
	Check thru-axle screw torque	•	x	
Steering System	Check alignment of fork and handlebars	•	x	

	Check for bearing play in fork and steering column headsets		x	
Frame	Inspect frame welds		x	x
Seat Post Clamp	Check bolt torque when closed		x	x
Seat Post	Check for rotational play	•	x	x
	Confirm minimum insertion	•	x	
Crank	Check for lateral play and loose fixing bolt		x	
	Check for excess chainring wear		x	
Pedals	Check for bearing play		x	
Chain	Inspect chain links		x	x
	Check for chain stretch and excess rust, link binding, and wear		x	

6. Carrying Passengers and Cargo

Transporting passengers and/or cargo on your Cargone Solution Longtail can be safe and enjoyable when following these guidelines. This section provides detailed instructions and safety tips to ensure a secure ride for both the rider and the passengers.

Warning!

Failure to follow the provided guidelines, limitations and configurations can result in serious injury and/or death and/or material damages.

General Guidelines

- **Weight Limits:**
 - Ensure the total weight (rider + bike + cargo + passengers + accessories) does not exceed 440lbs (200kg).
 - Ensure the weight on the rear rack does not exceed 200 lbs (90kg).
 - See section 9 for more information about weight limits.
- **Secure Mounting:**
 - Ensure all accessories and attachments are securely fastened before riding.
- **Passenger Positioning:**
 - Passengers should be positioned comfortably and safely, with appropriate restraints if using child seats.
 - See riding configurations for positioning passengers
- **Cargo Positioning:**
 - Position heavier items lower and closer to the center of the bike to maintain a low center of gravity.
 - Avoid placing heavy loads at the rear or on one side, as this can affect balance and handling.
- **Visibility and Access:**
 - Ensure the cargo and/or passengers do not obstruct your view or interfere with the control of the bike.
 - Avoid covering lights or reflectors to maintain visibility.

Child Seats

- **Compatible Seats:**
 - Follow the manufacturer's instructions for installing and securing the seat.
 - The width and diameter of the rear rack tubing is compliant with ISO 11243 to ensure compatibility with most carrier mounting seats (Thule®, Bobike®,

Polisport®, etc.).

- **Securing the Child:**
 - Ensure the child is securely fastened with the seat's harness.
 - Check that the harness is snug but comfortable.
- **Helmet and Safety Gear:**
 - Children should always wear a helmet and suitable safety gear.
- **Visibility:**
 - Make sure that the child seat does not obstruct the rider's rear view or control of the bike.

Accessories for Passengers

- **Footrests:**
 - The Cargone Solution Longtain offers a built in footrest on both sides of the bicycle.
- **Handholds for Passengers:**
 - The **Cargone Albatros** provides handholds on each side of the passengers.
- **Leg Protection**
 - The **Cargone rigid ABS protection skirt** ensures that the wheel well is completely isolated from the passengers. This protection must not be removed to ensure the passenger's legs and feet cannot come into contact with the wheel, spokes or debris coming from the wheel.

Riding Configurations

- **2 young kids** (any combination of two ISO 11234 compliant child seats per the weight limit specified by their manufacturers)



- **1 young kid + 1 older kid** (combination of one ISO 11234 compliant child seat per the weight limit specified by its manufacturer and one Cargone Seat Pad)



- **2 older kids or 1 adult** (two Cargone Seat Pads)



Specific Guidelines for Different Types of Cargo

- **Large and Bulky Items:**
 - Ensure the load is evenly distributed and secured to prevent shifting.
- **Fragile Items:**
 - Use padding or protective wrapping to safeguard fragile items.
 - Secure these items in a way that minimizes movement and vibration.
- **Loose Items:**
 - Group loose items together in a bag or container before securing them to the bike.
 - Double-check that all items are fastened tightly and cannot move independently.
- **Heavy Items:**
 - Place heavy items as low as possible and close to the bike's longitudinal and lateral center for better stability.
 - Anticipate road traffic movement, avoid sudden acceleration and deceleration and ride at a moderate speed to maintain control.

Riding with Passengers and Cargo

- **Starting and Stopping:**
 - Start and stop smoothly to avoid jostling passengers and Cargo.
 - Allow extra time and distance for braking.
- **Turning and Maneuvering:**
 - Take turns slowly and widen your turning radius to maintain balance.
 - Be mindful of the bike's increased length and weight.
- **Communication:**
 - Communicate with passengers about any upcoming turns, bumps, stops, or changes in speed.
 - Ensure passengers understand the importance of staying seated and holding on.
- **Road Awareness:**
 - Be extra vigilant of road conditions, obstacles, and traffic when carrying passengers.
 - Avoid rough, loose or uneven surfaces that may destabilize the bike.

Additional Safety Tips

- **Training:**
 - If you are new to carrying passengers or heavier loads on a cargo bike, practice in a safe, traffic-free area to get accustomed to the bike's handling.
- **Legal Compliance:**
 - Ensure your bike setup complies with local laws and regulations regarding passenger and load transport.
- **Helmets:**
 - Wearing a helmet can considerably diminish the risk of serious injury for both the rider and the passengers, we recommend that everyone on the bike use one at all times.

Loading and Unloading Passengers and Cargo

- **Safe Loading:**
 - Load the bike while it is on a stable, flat surface to prevent tipping.
 - Use the kickstand to keep the bike steady during loading.
 - Hold on to the bike while passengers are loading.
- **Safe Unloading:**
 - Remove the load carefully to avoid sudden shifts in balance.
 - Ensure the bike remains stable and secure during the unloading process.

Note

Please take into account that riders can generally carry 80% of their weight comfortably. Evaluate your own level of comfort before carrying heavy loads.

By following these guidelines, you can ensure a safe and enjoyable experience for both you and your passengers on the Cargone Solution Longtail.

7. Weight Limits

The Cargone Solution Longtain has an overall weight limit of 440 lbs or 200 kg and both the front and the rear rack have their own weight limits. These two limits must be met simultaneously at all times.

Warning!

Failure to follow the provided guidelines, limitations and configurations can result in serious injury and/or death and/or material damages.

	Load	Limit
Overall weight limit	Bicycle, rider, cargo, accessories, passengers	200 kg or 440 lbs
Rear rack weight limit	Passengers and cargo secured to the rear rack	90 kg or 200 lbs

Example:

A **210 lbs** rider, riding a fully equipped **96 lbs** bike with standard accessories, two batteries and the Cargone Albatros **could not** carry two **75 lbs** children. Even though the rear rack weight limit would be respected at **150 lbs**, the overall weight would be over the limit at **456 lbs**.

8. Overall Dimensions

The table below provides the overall dimensions of the Cargone Solution Longtail.

Note

These dimensions are provided for reference only and may vary slightly due to manufacturing tolerances and design updates.

Dimension	Measurement
Total length	200 cm or 79 in
Standing height	192 cm or 76 in
Maximum Height (ground to handlebar)	110 cm or 43 in
Width	Handlebar: 74 cm or 29 in Kickstand: 56 cm or 22 in Frame (at widest point): 45 cm or 17.5 in

9. Warranty and Liability

Stipulations

Cargone Inc. warrants that its products are free from defects in material and workmanship for the period specified below and calculated from the date of purchase.

- Frame: Five (5) years
- Accessories manufactured by Cargone: Two (2) years
- Bosch® complete Cargo Line drive system: Two (2) years
- Third-party components: Per manufacturer's warranty (usually one (1) year)

This warranty is limited to the original purchaser and is not transferable.

Claiming Warranty

To make a warranty claim, contact your authorized Cargone dealer or Cargone Inc. directly at support@cargone.ca. You will need to provide proof of purchase and a detailed description of the issue.

Liability

Cargone Inc. is not liable for any damages or injuries resulting from improper use, maintenance, or unauthorized modifications of the bike.

Disclaimer

This manual is intended to provide guidelines for the safe operation and maintenance of your bike. It is not exhaustive and does not cover every possible situation or condition. Always use your best judgment and consult an authorized service dealer when in doubt.

10. End of Life

When your Cargone Solution Longtail has reached the end of its service life, it is important to dispose of it responsibly to minimize environmental impact. Please follow these guidelines:

1. **Battery Disposal:** The battery is classified as hazardous material and must be disposed of according to local regulations. Contact your local waste management authority or return the battery to an authorized dealer for proper disposal.
 2. **Recycling:** Many parts of your bike, including the frame, metal components, and electronics, can be recycled. Please separate these parts and dispose of them at a local recycling facility.
 3. **Documentation:** Keep a record of the disposal and recycling process for any future reference or legal requirements.
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11. Contact

For any inquiries, support, or feedback, please contact us at:

Cargone Inc. Email: support@cargone.ca Website: www.cargone.ca

Please ensure all maintenance and service work is performed by qualified personnel to maintain the safety and longevity of your Cargone Solution Longtail. Thank you for choosing Cargone!