

## Owner's Manual





## Smile. Ride. Repeat...

Congratulations, you are the owner of a brand new Pello Bike! Untold adventures await, but before you head out to conquer the paths and trails, please take time to read this owner's manual.

You will find everything you need to properly set up your bike and some tips to our new cyclists for being safe whilst having fun.

Beyond that, you will even find some tips for maintaining your bike and keeping it in its best working order in the future. If you have any questions or issues with your Pello bike now or in the future, please drop us a note at info@pellobikes.com

Enjoy your time out there; cycling is a family affair and a great way to spend time together.

lets, ride

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## Get to know your Pello balance bike (Ripple)



- 1 Frame
- 2 Fork
- 3 Bell
- 4 Handlebar
- 5 Brake Lever
- 6 V-Brake
- 7 Stem
- 8 Headset

- 9 Tire
- 10 Spokes
- 11 Valve Stem (Schrader)



12 Rim

16 Reflector

- 13 Saddle
- 14 Seatpost
- 15 Seatpost Clamp

## Get to know your single speed Pello (Romper, Revo, Reddi & Reyes-SE)



- 3 Bell
- 4 Handlebar
- 7 Stem
- 8 Headset
- 11 Valve Stem (Presta)

6



- 12 Rim
- 13 Crank Arm
- 14 Chain ring
- 15 Bottom Bracket
- 16 Pedal
- 17 Saddle
- 18 Seatpost
- 19 Seatpost Clamp
- 20 Chain guard
- 21 Chain
- 22 Reflector

## Get to know your geared Pello (Rover, Reyes & Roovi)



3 Handlebar

1

2

- 4 Brake Lever
- 7 Headset
- 8 Tire

- 11 Tubless Ready Rim
- 12 Crank Arm



- 13 Chain ring
- 14 Bottom Bracket
- 15 Pedal
- 16 Saddle
- 17 Seatpost

- 18 Seatpost Clamp
- 19 Chain guard
- 20 Dérailleur
- 21 Disc Brake
- 22 Water Bottle Cage Mounting Bolts 23 Seatpost Dropper Port (Reyes &

Roovi)

## What do I need to put it together?

Now that your bike has been delivered, there are a few steps you need to take to get it ready to ride.

Before your bike left our hands we went through a quality pre-ship checklist that is included in your paperwork. When you opened the box, you will see a Pello that is 95% assembled. Please see below for a few things that are needed to make it 100% complete.

Tools needed:

- 5mm and 6mm Allen wrenches (provided in your small parts box)
- 15mm open wrench (or adjustable crescent wrench)
- Phillips screwdriver
- Presta valve tire pump. If you don't have a presta valve pump, there is a presta valve adapter in your small parts box.



Presta Valve Adapter

You will need to perform the following:

- Unpack your new Pello
- Install and secure the front wheel
- Install and align the handlebars
- Install the pedals
- Install reflectors and bell

Please read all instructions first before assembly.

<u>There was a lot of care given in packing your Pello to ensure it made it to</u> you without damage. Please use care when unpacking your new Pello and please recycle responsibly.

After assembly and prior to riding your Pello, it is recommended that you have your local bike shop or Qualified Bicycle Mechanic review your bike assembly.

## What's in the Small Parts Box?



Packed with your bike will find a small parts box that contains some cool stuff for your Pello. Please see below for what's in the box.



<u>Ripple</u>

Romper & Revo



Reddi & Reyes-SE

- 1 Spare Inner Tube
- 2 5mm & 6mm Hex Tools
- 3 Bell
- 4 Front Reflector
- 5 Rear Reflector
- 6 Pedals
- 7 Presta Valve Adapter



<u>Rover, Reyes & Roovi</u>

- 8 Quick Release Skewer
- 9 Dropper Port Cable Holder (Reyes & Roovi)
- 10 Spare Cable Zipties
- 11 Spare Derailleur Hanger
- 12 Short Seatpost (Revo)

## Assembling your bike

## Install and secure the front wheel

\*Note: Please DO NOT squeeze front brake lever on bikes equipped with disc brakes until wheel is installed. We know this is very tempting but doing so may result in a miss-alignment of the disc pads and rotor.

### Step 1/3

**Ripple, Romper & Revo =** Loosen 5mm Allen bolts on each side of wheel but do not remove.

Reddi, Rover, Reyes, Reyes-SE & Roovi = Remove screw nut from quick release skewer and insert into the front hub as shown below (you will find the quick release in the small parts box).

\*(If your tires are directional please look on side of tire for the directional arrow.)

#### Reddi, Rover, Reyes, Reyes-SE & Roovi



Assembling your bike cont...

### Step 2/3

#### Ripple, Romper & Revo = Skip to next step

Reddi, Rover, Reyes, Reyes-SE & Roovi = Now that the skewer is inserted into the hub you will now hand tighten the screw nut partially onto skewer with narrow side of spring going first (please see image below)



Screw Nut

### Step 3/3

**Ripple, Romper & Revo =** Align stem and fork so they are both faceing forward. The fork is properly oriented when the fender eyelet is facing the rear of the bike. Attach wheel to fork, ensure axle is properly seated at top of fork dropouts. Tighten both sides clockwise with provided 5mm Allen key until secure. (Please see images below)





### Step 3/3 Continued

Reddi & Reyes-SE = Align stem and fork so they are both faceing forward. The fork is properly oriented when the fender eyelet is facing rear of bike. Attach wheel to fork and ensure axel is seated fully into the fork dropouts. (Because of the cushy tires you may need to wiggle the tire a little past the brakes) Tighten screw nut until the quick release lever is tight and in closed position. Look for the word "closed" on the quick release lever when it is in it's the closed position. (Please see images below).



**Rover, Reyes & Roovi** = Align stem and fork so they are both facing forward. The fork is properly oriented when the disc caliper is facing rear of bike and on the same side as rear caliper. (Note: Stem is still loose and will be tightened when installing the handlebar). Attach wheel to fork. When attaching wheel to fork make sure to align the disc rotor with the caliper. Once the axel is seated fully in the front dropouts tighten screw nut until the quick release lever is tight and in the closed position. Look for the word "closed" on the quick release lever when it is in it's the closed position. (Please see images below)



Align rotor and caliper so rotor slides between caliper brake pads



Assembling your bike cont...

## Installing Handlebar to Stem

## Step 1/2

Unscrew stem fixing bolts securing faceplate to stem body. Insert handlebar between stem body and faceplate and then thread bolts back into the stem loosely. Adjust the handlebar to the desired position to best fit your child (refer to bike fit section for tips) then tighten the bolts 1/4 turn at a time in an X-pattern (Ripple, Romper, Revo & Roovi) and Top-Bottom (Reddi, Rover & Reyes). The faceplate should be tightened evenly on the handlebar so the faceplate gap is even top and bottom and the handlebar is secure. Align stem and fork so they look straight when looking down onto handlebar (align stem with front wheel) then tighten stem body fixing bolts. Please see page 17 for reference images of proper cable routing. (Please see images below & on next page)



Ripple, Romper & Revo

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## Step 1/2 Continued

Tighten in X-Pattern (Ripple, Romper, Revo & Roovi)



Tighten Top-Bottom (Reddi, Rover, Reyes, Reyes-SE)



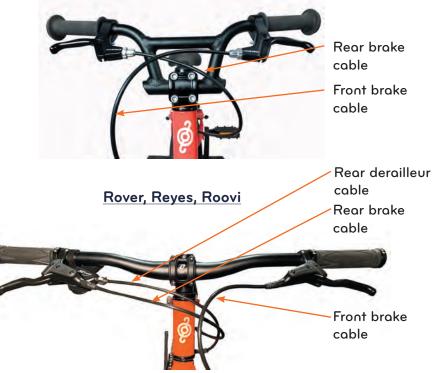
Assembling your bike cont...

### Step 2/2

Please reference the images below for proper Cable Routing after handlebar instalation. **Ripple** 



Rear brake cable



## <u>Connect the Front Brake (Romper,</u> Revo & Reddi, Reyes-SE)

\*Please note that the Romper comes equipped with a rear coaster and rear hand brake. The rear hand brake is already connected and adjusted.

Brakes are essential safety devices so care should be taken to make sure they work correctly.

### Step 1/3

Make sure the brake cable is seated in the brake lever.

#### Brake lever is NOT seated properly



Brake lever IS seated properly



Assembling your bike cont...

## Step 2/3

Squeeze the brake arms together until the pads press up against the rim while pulling the brake noodle across to the noodle holder.



Noodle Holder Brake Noodle Brake Arm



Squeeze brake arms and pull noodle to noodle holder

### Step 3/3

While continuing to hold the brake arms together, slide the end of the brake noodle into the slot on the noodle holder. Let go of the brake arms. Then slide the rubber boot over the end of the noodle.



Now that the brake is connected, squeeze it several times to make sure it is working properly. Spin the wheel, it should spin freely, if not repeat steps 1-3.

### Connect the Front Brake (Rover, Reyes & Roovi)

Your Rover, Reyes or Roovi is equipped with disc brakes. Your brakes have been adjusted before they arrived to you. Once you completed installing the front wheel from "Install and Secure the Front Wheel" you should spin the wheel to ensure it rotates smoothly and squeeze the front brake several times to ensure the wheel is properly mounted in the front fork. If the brake is rubbing or the wheel is not spinning freely please go back to the "Install and secure the front wheel" wheel" section again and repeat these steps to ensure proper wheel and rotor alignment. Note: Some amount of light brake rub that does not affect wheel movement is ok and should go away after a few rides.

\*Please note that disc brakes may take a few times of stopping before they are working to their full potential. For the first ride it is recommended that you find a level location to ride. Ride the bike and stop several times on a level and safe location free from obstacles and vehicles, this will allow the disc pads to properly 'bed' to the disc rotors. Brakes are essential safety devices so care should be taken to make sure they work correctly. Assembling your bike cont...

## Install the Pedals

You will find the pedals in the small parts box. They are marked L for left side and R for right side on the end of the axles as shown in the image below. The right side of the bike is called the drive side or the side with the chain.



### Step 1/3

The right pedal marked R will thread in to the right crank arm (the side with the chain) by turning the pedal axle CLOCKWISE Step 2/3

<u>The left pedal marked L will thread in to the left crank arm</u> by turning the pedal axle COUNTER <u>CLOCKWISE</u>

### Step 3/3

<u>Use an adjustable wrench or 15mm open end wrench to</u> <u>tighten the axle of the pedal into the crank arm. Tighten</u> <u>firmly.</u>

## Install the Saddle / Height Adjustment

For your child to ride their new bike properly, the saddle must be correctly installed and adjusted to the right height for their size and ability.

### Step 1/3

Your saddle/seatpost is already installed on your bike. If your saddle/seatpost is not already installed on the bike please open the quick release clamp and slide seapost into frame as shown below.



Open quick release seatpost clamp

### Step 2/3

When thinking about seatpost height, a good starting point is adjust the seatpost so that the top of the saddle is level with your child's hip bone. Ensure the saddle is straight and tighten the quick release seat post clamp to secure the seat post. \*Note: If your child is learning to pedal for the 1st time it is recommended for them to have their feet flat on the ground. If they are confident in their riding then the proper position is for their toes to be touching and heals off the ground while sitting on the bike. Assembling your bike cont...

## Step 3/3

Once the seatpost is adjusted to the correct height, ensure the quick release clamp is in the closed position. If seatpost is not tight in seat tube, tighten the quick release lever with the adjusting screw on opposite side of lever. (Please see image below)



## Install Front and Back Reflectors and Bell

Reflectors are an important safety feature and legally required on bikes purchased in the USA. Take the two (red and white) reflectors from the small parts box and install as follows.

### Step 1/3

<u>Use a Phillips head screwdriver to attach the white reflector bracket to</u> the handlebars facing forward.

<u>\*Note: Ripple, Romper & Revo reflectors have a small shim inside the clamp.</u>

### Step 2/3

<u>Use a Phillips head screwdriver to attach the red reflector bracket</u> to the seat post under the saddle facing backward.

### Step 3/3

<u>Use a Phillips head screwdriver to attach the bell to the handle bar. Let</u> your child determine where the bell should go, right or left side. You can adjust the bell hammer by rotating it as needed. \*Note: Ripple, Romper & Revo bell have a small shim inside the clamp.

## <u>Bike Fit</u>

#### Saddle Height

A good starting point is to have your child stand next to the bike saddle, adjust the saddle height to the height of their hips by loosening the Quick Release seatpost clamp. Once adjusted have them sit on the saddle, continue adjusting up or down until their feet are comfortably on the ground and your child tells you "that's good".

\*Note: If your child is learning to pedal for the 1st time it is recommended for them to have their feet flat on the ground. If they are confident in their riding then the proper position is for their toes to be touching and heals off the ground.

**\*\*Revo Note:** The Revo is shipped with a longer seatpost installed on the saddle. Should you need the saddle lower than the installed post allows you can remove the saddle and install it on the shorter seatpost that was includeed in your small parts box. Simply loosen the 6mm bolt under the saddle to remove and then slide the saddle onto the seatpost and tighten the bolt.

**\*\*Roovi Note:** The Roovi is shipped with a shorter seatpost installed on the saddle. As your child grows into a young adult you can remove the saddle and install it on the longer seatpost that is included with your bike. Simply loosen the 6mm bolt under the saddle to remove and then slide the saddle onto the longert seatpost and tighten the bolt.

#### Saddle Position

A good starting angle of the saddle is parallel with the ground. If needed you can adjust the saddle angle by loosening the 6mm bolt under the saddle. This also allows you to move the saddle back and forth to adjust the fit of the saddle.

#### Reach & Handlebar Height

While sitting on the saddle they should be able to reach the handlebars comfortably (ideally they will have a slight bend in the elbows). There are 2 ways to adjust the reach, saddle and handlebar position.

**Saddle position** - You can slide the saddle backwards or forwards by loosening the 6mm bolt under the saddle. This will also allow you to adjust the saddle angle.

Handlebar position - You can rotate the handlebars forward or backwards by loosening the fixingbolts on the faceplate of the stem. Additionally, you can adjust the handlebar hieght by flipping the stem over. This will increase or decrees your handlebar height. You can also move the headset spacers above or below the stem to adjust handlebar height.



6mm bolt for saddle adjustment angle and forward or back position.

Adjusting screw

Closed quick release seatpost clamp

## Reach & Handlebar Height Handlebars can be rotated for fit Angle and position of saddle can be adjusted for fit Spacers can be moved on top or below stem for height adjustment

## <u>Bike Fit Cont.</u>

#### Front Wheel and Handlebar Alignment

Ensure the handlebars are aligned. They should appear perpendicular to the front wheel when looking down from above. To adjust the alignment loosen the fixing bolts on the stem and adjust (refer to pg 15).

#### **Brakes**

We check that all brakes are adjusted before shipping. However, before riding its a good idea to verify that your child can comfortably use brake levers and make sure brakes are operating properly. If needed you can adjust the position of the brake lever and bring it closer to the grip by adjusting the 2mm allen screw located on the inside of brake lever. You can also rotate the brake lever up or down on the handlebar by loosening the 5mm allen fixing bolt under the brake lever clamp. In order to make sure your child can control the brakes they should stand stationary with their feet on the ground and pull the brake levers to test. Also, ensure they are able to engage the coaster brake on Pello bikes that are equipped with one (Romper).

#### Suspension Fork

If you purchased the optional front suspension fork for your Rover, Reyes or Roovi please refer to the included RST owners manual or visit thier website (www.rstsuspension.com/en/). There you will find information for setting up your fork and maintence settings.

Note: We have intentionally let the air out of the fork in order to fit it in the box with your bike. You will need a shock pump to re-inflate your fork and to adjust proper sag for your rider.

## <u>Checklist, Review & First Ride</u>

Saddle adjusted properly and secure?
Handlebar adjusted properly and secure?
Brakes operate properly and levers tightened?
Pedals tightened?
Wheels secure in the dropouts? (Wheel should spin freely and feel tight in bike)
Tires properly inflated?
Ready to ride?

#### Review the bike with your Child & First Ride

OK, now that the Pello is fitted properly and you've gone through the checklist, make sure to take the time and explain how the bike works and review all the parts of the bike with your little rider. You may begin by talking about what each part is (refer to "Get to know your Pello" section). Explain how and where to hold onto the handlebars and how all the controls work. Lift the rear of the bike off the ground and spin the cranks to show them how the pedals make the rear wheel go around. Show them how the brakes work. Being comfortable on the bike is important for your child's first ride on their Pello. Ensuring the controls are correctly positioned and the bike is properly adjusted to suit them will help them quickly learn how to control and ride their Pello Bike. If you have any questions regarding the bike features or fit, please contact us or visit your local bike shop.

Refer to page 32 for more riding tips.

Always wear a CPSC approved helmet while riding.

Life's an adventure, Let's Ride!

## <u>Maintaining your bike</u>

As with all bikes, occasional care and maintenance is necessary for your Pello Bike to roll its best. If you have any questions regarding maintenance, please contact us or visiting your local bike shop / qualified mechanic.

#### <u>Lubrication</u>

Check the chain and cables occasionally to ensure they are correctly lubricated. If the chain looks dry or has excess dirt, it should be cleaned using a degreaser, then a small amount of bicycle chain lubricant should be applied. This will ensure it operates smoothly and help prevent corrosion. To keep cables moving smoothly, it may be necessary to replace them or lube them. If you are unsure how to lubricate or replace your cables, please contact us or visit your local bike shop / qualified mechanic for assistance.

#### Nuts Bolts and Fasteners

Occasionally check all nuts, bolts and fasteners to make sure they are secure. Make sure none are loose, damaged or corroded.

#### <u>Tires</u>

Tire pressure should be checked occasionally to make sure that tires are inflated to the correct pressure. Inspect tires for wear and replace it if there are any cracks, cuts, uneven wear or bald spots.

Inflate the tires by removing the dust cap from the valve, unscrew the presta valve and inflate with a "Presta" valve tire pump. Reverse the steps when finished inflating the tires. If you do not have a Presta valve pump use the adapter included in your welcome bag. Note: The Ripple has a schrader type valve that does not require the valve adapter or to unscrew the valve.

The recommended air pressure for tires is shown on the tire sidewall. Take care to not over or under inflate tires.

We recommend that you inflate tires according to the tire pressure recommendation when your child first rides the bike. After a few rides you may choose to decrease the tire pressure based on how your child is riding. A lower pressure will allow the tires to absorb more impact for a smoother ride. However, running the pressure too low also increases the risk of a flat or injury.

#### <u>Wheels</u>

If rims are rubbing on the brake pads it may indicate they have become "out of true". This means they will not rotate without shifting from side to side. In this case, contact your local bike shop or a qualified bicycle mechanic to inspect them and perform any necessary adjustments.

#### <u>Cables</u>

Inspect cables occasionally for corrosion, damage or fraying. If any of these things are apparent, contact your local bike shop or a qualified bicycle mechanic for inspection.

#### <u>Brakes</u>

Periodically check that brakes are functioning correctly. Squeeze the brake lever; the brake pads should touch the rim or disc rotor before the lever reaches the grip. If this is not the case (only on non-hydrolic brakes) use the cable adjuster barrel located on the brake lever to tighten the cable and then retry. Wheels should rotate smoothly without rubbing on the brake pads. Make sure the brakes are making contact evenly with the rim or disc. If you have any problems with brakes, contact your local bike shop or a qualified bicycle mechanic to inspect them and perform any necessary adjustments.

#### Suspension Forks

Please refer to the included RST owners manual or visit (www.rstsuspension.com/en/) for maintenence requirements.

#### <u>Bearings</u>

Bearings are located in the hubs, bottom bracket, pedals and the headset. If they are not rotating freely or have any other issues, contact your local bike shop or a qualified bicycle mechanic to inspect them and perform any necessary adjustments.

#### <u>Reflectors</u>

All Pello bikes come with a white reflector on each wheel, and one front (white) and one rear (red) reflector. Reflectors are an important safety feature and are legally required. Make sure they are clean and securely fastened to the bike as per the assembly instructions.

#### <u>Storage</u>

When not riding it is recommended to store your bike in a covered area free from weather conditions.

#### Cleaning & Periodic Maintenance

Keep your bike clean by washing it with a sponge, water, and a gentle degreaser. Do not use a power washer as it may damage bearings. Remove excess water with a dry cloth or towel. After washing it is a good idea to apply chain lube to keep the chain from rusting. A well-used Pello means your child is having fun, but that also means you should properly inspect it, at a minimum, for the following:

**Yearly -** Check tires and wheels for integrity and proper condition. Adjust the tension of the brake cable since it can stretch after use. As needed adjust the shifters and dérailleur. Check all connection and torque points on the bike such as handlebar, headset, cranks, pedals, saddle, seat post, and all mounting screws. Check brake pads, bicycle chain, gear, sprocket, and rims for wear and check the tightness of all fittings and connections.

#### Once your bike is 3+ years old or has a lot of miles on it (like 700 miles)

- Have a professional and experienced mechanic disassemble, inspect, clean, lubricate and possibly replace wear and tear components such as: hubs, pedals, headset, brakes, and drive-train. Please see page 35 for a way to keep track of maintenance.

#### Maintenance Questions

If you are unsure about the maintenance of your Pello, or have any further questions please contact us: info@pellobikes.com

### <u>Safety Tips</u>

#### <u>Always wear a helmet</u>

When riding your Pello make sure to always wear a helmet that is properly adjusted. Always wear a helmet that is CPSC approved. Night Riding

If riding at night, take extra precautions to make sure you are seen. Local laws may require that you use lights in addition to a set of CPSC compatible reflectors. Make sure all bikes are equipped with a full set of reflectors (supplied with your Pello) that are correctly positioned and clean. Wear reflective and or high visibility clothing and only ride at night when necessary. If possible when riding at night, slow down and use familiar roads with street lighting.

#### <u>Disc Brakes</u>

\*Please note that disc brakes may take a few times of stopping before they are working to their full potential. For the first ride it is recommended that you find a level location to ride. Ride the bike and stop several times on a level and safe location free from obstacles and vehicles, this will allow the disc pads to properly 'bed' to the disc rotors.

### Riding Tips

Get your child excited about their new bike! Have them help you assemble it or review some of the parts that make the bike work, such as how the pedals make them go or how the brakes make them stop. Doing this will help your child understand what makes them go/stop and provide a framework for them to relate to when riding.

Find a place that is car free. Removing cars is good for them and you, it helps you both focus on riding and not looking for cars.

Grass hills with a slight decline are great for getting them rolling. Have them start at the top of the incline while you support them and help guide them down the hill. A good place to support them is under their armpits; this allows them to steer on their own and allows them to feel how the bike leans as it turns.

Be patient. Bike riding is a lifelong activity that your child will enjoy for years to come. If they aren't feeling it, take a break, grab a snack and talk about the parts again or about how fun it will be to ride and go on adventures! They will tell you when they're reddi :)

#### Satisfaction Guaranteed (Return Policy)

We want you and your little one to be totally content with your new Pello purchase. To make sure you and your child love your new Pello, we offer a 60-day full refund guarantee. Sort of like buying a new pair of shoes, generally wear them around a bit but don't wear them out, and if they don't fit take them back. When trying out your Pello, try to keep it in a clean condition. You have 60 days to try the bike out. If you aren't in love with it or it doesn't fit properly we will give you your money back and pay for it to be shipped back to us.

\*\*If you are thinking of returning the bike please keep your box and packing material so you can repack the bike. Shoot us an email to arrange a return at info@pellobikes.com.

#### Warranty

We believe in our little bikes and think that you should too; that's why we offer a lifetime warranty on the frame and fork for as long as you own the bike. For all the other parts of the bike you are guaranteed for 2 years. (Warranty applies to original owner and does not include normal wear and tear items like tubes, brake pads, etc)

#### <u>Spare Parts</u>

We carry most of our parts in house; if you need something extra, just ask, we've got you covered.

<u>Contact</u> info@pellobikes.com (Best way to reach us) 804-255-9484 (Voicemail and we'll call you back)

#### Life's an adventure, lets ride!

# **Grow**Pello

GrowPello is our way keep your child rolling on the right size bike. Kids grow and keeping them fitted properly is important as they develop their riding skills.

Once you purchase your first Pello you are automatically enrolled. There is no sign-up required or extra fee to pay. With GrowPello you will save 11% on your next bike and the next one and the next...

There is no time-frame to use the discount and you get to keep your current bike. The only requirement is that you bought your Pello from us or a qulified dealer.

When your child is ready to grow into their next bike shoot us an email with the email used for purchase at info@ pellobikes.com. We'll look up your order and email you your growpello discount code.



## Monthly Maintenance Tracker

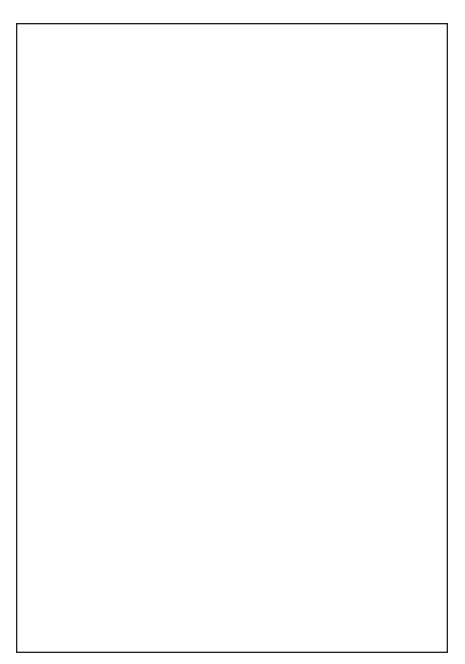
Service(s) Performed	Date

## Yearly Maintenance Tracker

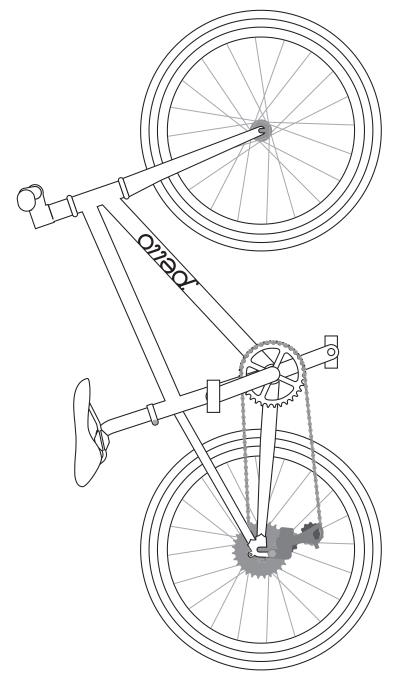
Service(s) Performed	Date

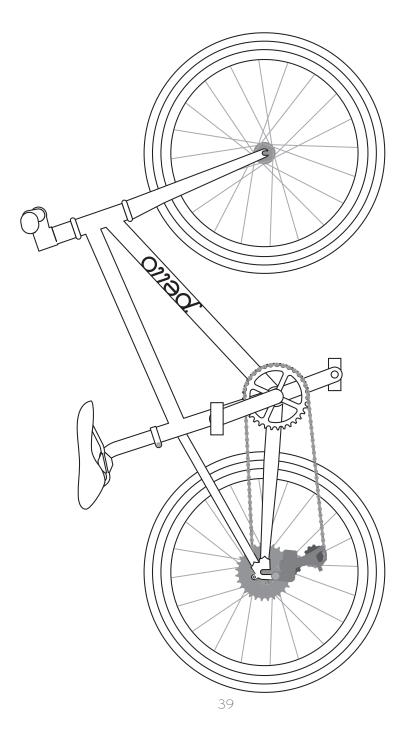


How was the ride today?



Color the bike with your unique style:)









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