

# Adventure Neo Allroad EQ

Quick Start Guide



Applies to 2023 Cannondale Adventure  
Neo Allroad EQ Models C68403U & C68403M.

**cannondale®**

## Welcome to the Cannondale family.

First up, thank you for buying a new Cannondale electric bike – we're excited to have you on board and to get you out riding as soon as possible. Our Quick Start Guides provides basic use and operation instructions. This quick start guide is not a replacement for your bicycles [Cannondale Owner's Manual](#) and other component manuals supplied with your bicycle.

Our guide will take you through charging the battery, battery removal/installation, turning the bike on/off, using electric pedal assist, controlling the lights, using the throttle, and using walk assist mode.

If you still have any questions, then our Cannondale rider support staff are ready to help you. Feel free to [Submit Your Question](#) or give us a call at **1-800-245-3872 (BIKE USA)**

If you haven't done so already, please don't forget to [Register Your Bike](#) to activate your [Limited Lifetime Warranty](#). Protect your purchase by connecting your Cannondale to your name. Stay up to date with upgrades, repairs and service announcements.



## WARNING

**This is a Quick Start Guide, not an Owner's manual.**

Bicycling is an active sport with inherent risk. A wide range of injuries are possible. Due to the nature of bicycle riding, the situations you encounter while riding, you will be exposed to the risk of serious injury, paralysis or death. This risk cannot be eliminated. You can minimize the risk in many ways. **Begin by reading the complete [Cannondale Bicycle Owner's Manual](#) accompanying this bike and available online at [cannondale.com/owners-manuals](http://cannondale.com/owners-manuals), particularly sections "IMPORTANT SAFETY INFORMATION" and "PART 3 - ASSEMBLY".**

## **Battery**

Charging the battery	7
Remove/Insert the battery	9

## **Pedal Assistance**

Drive unit remote	13
Turning bike on/off	14
Default display information	15
Adjusting pedal assist	16
Controlling the Lights	17
Controlling the Throttle	18
Using Walk Assistance	19



# Battery

In this guide are basic battery charging and removal/installation instructions. See the [Battery User Manual](#) that came with your bike or located in the [Cannondale Help Center](#) for complete battery specifications, operating instructions, and troubleshooting.

## Charging the battery

For your convenience, the battery on the Cannondale Adventure Neo Allroad bikes can be charged on or off the bike.

For both methods of charging, start by connecting the battery charger's power plug directly into a wall outlet.

**DO NOT USE EXTENSION CORD.**

1. The charger's LED light will illuminate Red to indicate the charger is receiving power and is ready to charge

## On-bike charging

1. On the left side of the bike (side opposite from the gears), locate the rubber dust-plug and pull it open to obtain access to the charging port
2. Insert the charging plug into the port
3. Charger LED will briefly blink upon connection
  - a. A steady Red LED indicates the battery is charging
  - b. LED will turn Green when battery has been fully charged



## Off-bike charging

1. If battery is still installed on the bike, see the following section: “Removing the battery” for instructions on how to remove the battery
2. Place battery on a dry surface away from direct heat
3. Locate the round rubber dust-seal on the underside of the battery
4. Pull open the rubber dust-seal on the underside of the battery and insert the charging plug into the port
  - a. A steady Red LED indicates the battery is charging
  - b. LED will turn Green when battery has been fully charged

For optimal battery life, remove the charger from the battery port.

Always unplug the battery charger from the wall outlet after battery charging is complete

DO NOT store the bike plugged into an outlet.  
50% charge is recommended for long-term storage



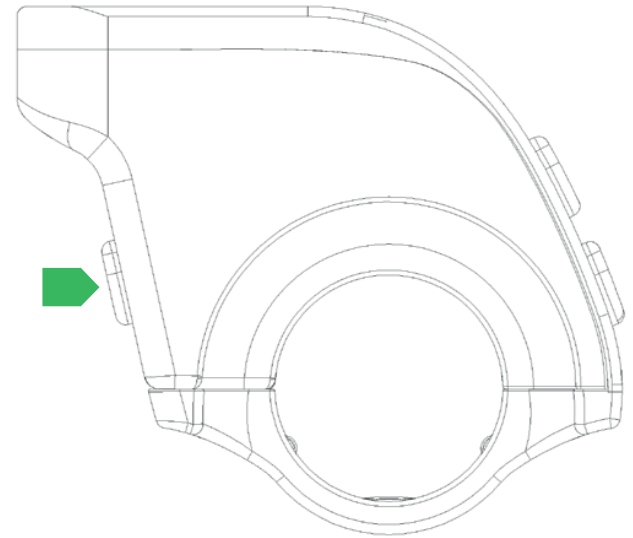
## Removing the battery

The Cannondale Adventure Neo Allroad comes with an easy to remove semi-integrated battery, which offers the freedom to charge at home, in the office, or wherever you have power.

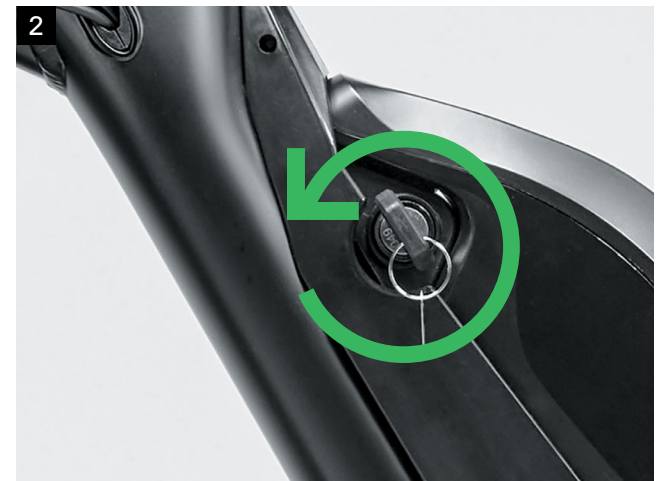
To remove the battery

1. Power off battery pack on the handlebar display by pressing and holding the power button for three seconds.
2. Insert the battery key and turn counterclockwise.
3. Lift and remove the battery from the battery cradle.
4. After removing battery, always turn the key clockwise until it stops in order to make sure the locking mechanism is in the proper position for re-installation of the battery. Failure to have the mechanism in this position can result in the battery popping out of the cradle and falling while riding.

1

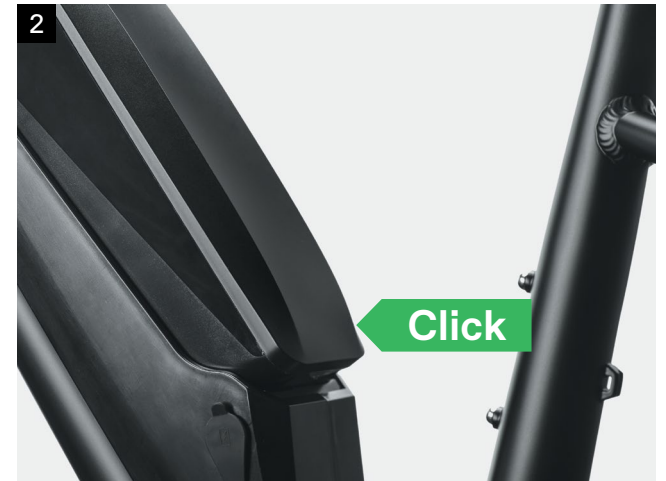


2



## Installing the battery

1. Insert key into lock core. Turn key clockwise until it stops. Remove the key and store it safely.
2. Place battery into the cradle, bottom first.
3. With your hand on the top part of the battery pack, push downward until you hear a click.
4. Pull upward on the battery to ensure it is locked into the cradle. If the battery releases when pulled, reinsert the key and double check that it is turned clockwise all the way, then push downward on the battery until you hear a click.



# Pedal Assist

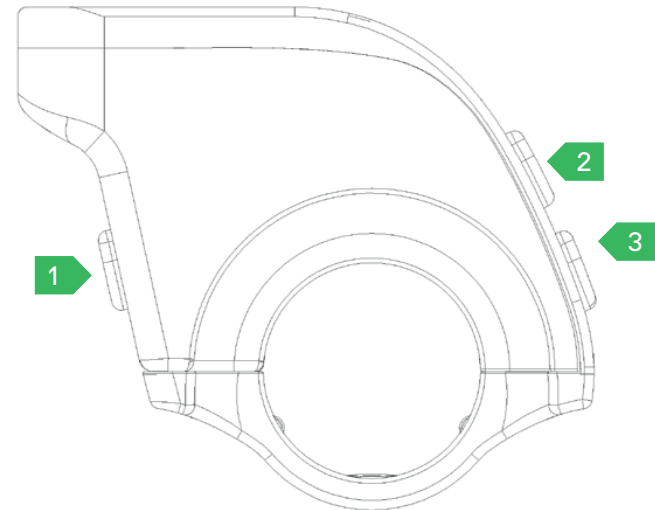
The intelligent display on the handlebars is the control center for all the e-bike features on your Cannondale Adventure Neo Allroad EQ. Below are basic use and operation instructions. See the complete [Bafang DP C11 Display Manual](#) that came with your bike or on the Cannondale.com Help Center for all specifications, operations and troubleshooting details.

## Drive unit remote

The e-bike drive unit remote is positioned on the handlebars next to the left brake lever where it can easily be operated by the rider's left thumb.

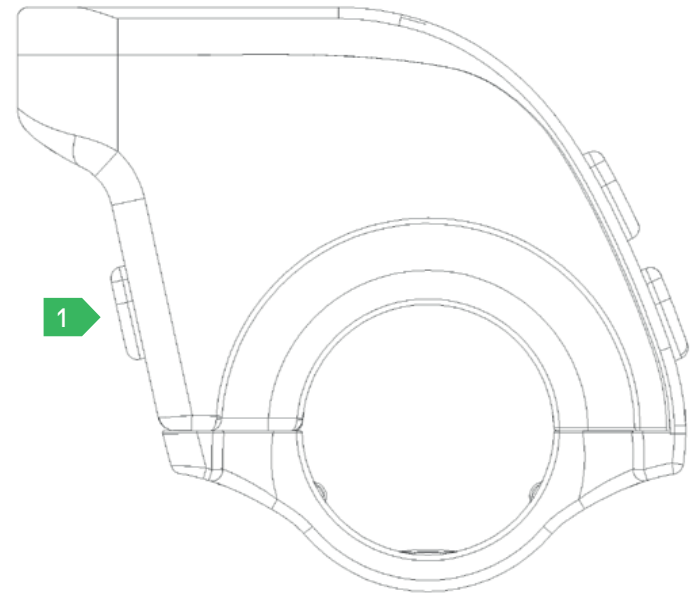
All e-bike functions are operated using the 3 buttons on the remote.

1. ON/OFF power button
2. Level “+” button
3. Level “-“ button



## Turning the bike ON/OFF

1. To turn the device on/off, press and hold the Power button for 3 seconds until display comes on/goes off.
2. If bike is not used for 5 minutes, the display will automatically turn off in order to conserve battery.



## Default display information

### 1. Battery charge level indication

Indicated by 5 LED bars inside the battery icon on the display. A flashing battery icon means the battery is low and needs to be charged immediately.

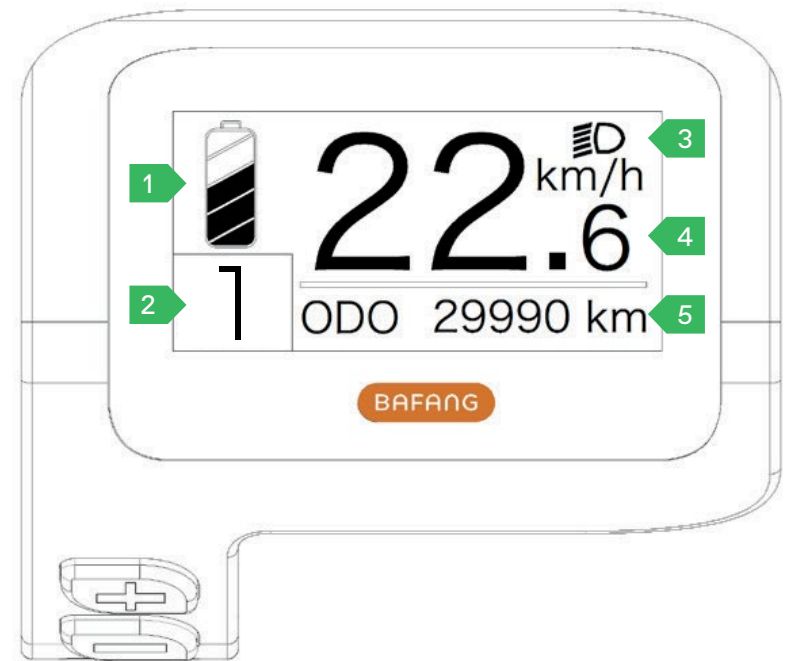
### 2. Electric Assist Level – Indicated by a number, 0 – 5, in the lower left corner of the display.

### 3. Headlight indication

### 4. Speed indication

### 5. Multi-function indication

(See [Bafang DP C11 Display Manual](#) for full overview of functions and instructions for changing default Multi-function display)



## Adjusting pedal assist

The Adventure Neo Allroad has 5 pedal assist levels. Assist is provided up to 20 mph (32 kmh). When the bike is first turned on, it will always be in Level 0 (no assist).

1. Use the Up (+) button to increase the pedal assist level
2. Use the Down (-) button to decrease the pedal assist level
3. When the assist is off the bike can be ridden like any non-electric bike.

\*Note. Adventure Neo Allroad features custom Smart Reserve battery programming; allowing an additional 5-10 miles of assist from published range at reduced power output to prevent riders from being stranded with an empty battery. Smart Reserve will activate when battery charge reaches about 30% remaining (2 - 3 LED bars illuminated)

## Controlling the lights

Your Cannondale Adventure Neo Allroad comes with a headlight and taillight to help make you more visible when riding. The headlight, taillight and display backlight are all controlled together. Lights are on by default whenever the system is powered on.

1. To turn off lights, press and hold the + button for 3 seconds until the lights go off
2. To turn on lights, press and hold the + button for 3 seconds until the lights come on



## Controlling the throttle

The Adventure Neo Allroad is equipped with a thumb throttle that allows the bike to be powered by electric power only up to 20 mph, without the need to pedal the bike. The throttle is located on the handlebars next to the riders left thumb. For safety reasons, the throttle will only engage after you begin pedaling.

1. Using your thumb, press the throttle down to engage and accelerate the bike.
2. Release the throttle to disengage power coming from the throttle.



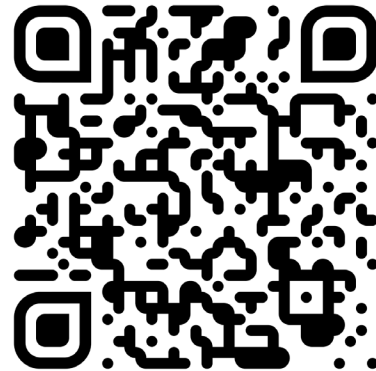
## Using Walk Assistance

Walk Assistance uses the e-bike drive system to help propel the bike forward at a speed of 2 mph (3 kmh) making it easier to move the bike when it is not being ridden. This is especially helpful when walking the bike up an incline or hill.

1. Press and hold down (-) button. After 3 seconds the bike will begin moving forward under electric power.
2. Release the down (-) button to stop electric walk assist and exit walk assist mode.



# Register your e-bike



Register your Cannondale e-bike to activate your Lifetime Warranty  
Go to [www.cannondale.com/bike-registration/register](http://www.cannondale.com/bike-registration/register)



Get the most out of your Cannondale electric bike by downloading the Cannondale App. The Cannondale App automatically logs ride activity, provides all your manuals at your fingertips, has every detail about your bike and can even remind you when it's time for a tune up.