

Ride1UP

E-bike Owner's Manual



Model: Roadster V2

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Ride1UP Roadster v2 Series Owner's Manual

Thank you for purchasing a **Ride1UP** e-bike! This manual contains important safety, performance & maintenance information. Please take a moment to read the manual and review our instructions before you start riding & keep the manual for the future reference.

Need service or support? Visit our website <https://ride1up.com/bike/support> for quick answers or call/email us directly. Our support team is ready to help you, M-F: 9AM-5PM.

Ride1UP Customer Support Contact:

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IMPORTANT: READ ALL INSTRUCTIONS BEFORE USE. RETAIN INSTRUCTIONS FOR FUTURE REFERENCE. **WARNING:** Basic safety precautions should always be observed when using an electrical appliance to reduce the risk of fire, electrical shock or serious injury.

1. Safety Notes

1.1 Personal Safety:

This e-bike is intended for use on paved roads or paths only. Using the e-bike for any other purpose may result in serious injury. Before you ride this e-bike in a busy area or on public roads, practice riding in a safe area free of hazards. Take time to learn the e-bike's controls and power. It is your responsibility to identify and follow all local laws and regulations, including fitting your e-bike with any additional equipment necessary to comply with local laws. At night your e-bike MUST have white front lights and red rear lights lit. It MUST also be fitted with a red rear reflector and amber pedal reflectors. Use caution when loading your e-bike into a car or when mounting it on a bicycle carrier.

1.2 E-bike Safety:

You must be 18 or over to ride this e-bike. Your e-bike is designed for a maximum permitted overall weight (rider + cargo) of 275lbs. Your bike should be inspected or assembled by someone experienced with bike mechanics prior to use. Proper assembly is vital for safety and for your warranty coverage as damages due to improper assembly are not covered under warranty. Improper assembly of critical components could lead to serious injury and or death. Do not submerge your e-bike in water. Be aware that the speed at which you are traveling may be faster than you are used to, especially when accelerating.

1.3 Electrical Safety:

Only use the charger supplied by Ride1UP. Do not store the bike or battery plugged into a wall outlet. Unplug the battery before leaving the bike alone. Never modify the charger in any way. The charger has been designed for a specific voltage, always check that the outlet's voltage is the same as that stated on the rating label. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack; never use the charger with another appliance or attempt to charge this product with another charger. Before use, check the charger cord for signs of damage. A damaged or entangled charger cord increases the risk of fire and electric shock. Keep the charger cord away from hot surfaces and sharp edges. Do not handle the charger with wet hands. Do not store or charge the appliance outdoors. The charger must be removed from the socket before removing the battery, cleaning or maintaining the appliance.

1.4 Brake Safety:

Regularly check your brakes for signs of wear and tear. Any worn parts must be repaired or replaced immediately. Be careful while getting used to the brakes. Practice emergency stops in a place clear of traffic until you are comfortable controlling your e-bike. Wet weather reduces your braking power and the grip of the brakes. Reduce your speed and be aware of longer stopping distances when cycling in wet conditions. Braking on unpaved surfaces will differ. Be sure to practice braking on different surface types. Ensure that braking surfaces and brake pads are free of wax, grease and oil. Do not pedal and brake at the same time as this will cause excessive wear.

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1.5 Maintenance:

Many parts on your e-bike are subject to a higher degree of wear due to their function and depending on their use. Have your e-bike checked regularly at a professional bike shop and have any worn parts replaced. After an accident or crash you must take your e-bike to a bike repair specialist to make sure that it is safe to ride. Be aware that damage may not be visible. Failure to do this may result in serious injury. Any form of crack, scratches or change of coloring in highly stressed areas indicate that the life expectancy of the part has been reached and it should be replaced immediately. Ensure the battery is removed from the bike before carrying out any maintenance. Make sure that all screws and bolts are tightened securely before riding. You must always use genuine replacement parts when performing maintenance on your e-bike. Regularly check the tire pressures (See sidewall of your tire for correct psi range) and regularly check the tread depth of tires.

1.6 Additional Warnings:

The e-bike is intended for use by those at least eighteen years of age. Use by anyone below the age of eighteen is prohibited. Have installation/assembly checked by a professional bike mechanic or completed entirely by a bike mechanic prior to riding. Failure to do so could result in serious injury and/or death. When operating your e-bike: Do not wear earplugs, headphones, headsets, or use a cell phone while riding. Never hitch rides on other vehicles. Never hold an item which interferes with your grip on the handlebars & never be under the influence of alcohol or drugs while riding.

ALWAYS wear a helmet when riding your e-bike. Failure to do so may result in serious injury and/or death. It is your obligation to check all applicable laws for bicycle rules governing: operation, equipment, use and appropriate places for operation. Do not exceed local speed restrictions.

Maintain your brakes such that you can at least execute a one-braked-wheel skid on dry, level, clean pavement. Never configure your e-bike such that the handlebars are higher than a rider's shoulders. In addition to front and rear reflectors, you must also ensure that the e-bike is equipped with side reflectors. Never ride your e-bike without the seat provided with the e-bike.

This e-bike is not meant for downhill riding or rocky trails. The e-bike is for paved or smooth surfaces only. Do not ride your e-bike in unsafe weather conditions or when the road surface is comprised, with ice, snow, water, sand, or anything else that could cause a loss of traction. Failure to follow this rule may result in serious injury and/or death.

Routine maintenance checks are required on your e-bike. Check all important connections, brake functionality, and ensure axle nuts are secured before riding. Failure to do so may result in serious injury and/or death. Do not ride your bike at night without working front lights and rear tail lights. Failure to do so may result in serious injury and/or death.

Keep your e-bike and packaging away from children. Lithium-Ion batteries can be extremely dangerous if stored or used improperly. Please learn proper care of your battery at <http://batteryuniversity.com/>. Damage to your lithium battery from misuse could result in serious injury, hazardous smoke and fires, and/or death.

Special precautions must be taken if you transport your e-bike with you during air travel, or if shipped by air courier. Be sure to follow all requirements of airlines and air couriers regarding lithium batteries if you take your e-bike with you during air travel, or if you ship your e-bike by air courier.

1.7 Notable Bike Parts:



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2. What's in the Box?

Figure 1: Bike frame, bike box, saddle, additional box of parts (Figure 2), front wheel, axle skewer, and handlebars, all zip tied together and padded.



Figure 2: Saddle and separate box with: pedals, charger, and toolkit.



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3. Installation Steps: Assembling Your Bike

3.1 Front Wheel Assembly:



- Place the front wheel axle onto the fork dropouts.
- Install the quick release skewer. **The narrow part of the cone springs should face inward.**
- Rotate to tighten and then hand tighten the axle skewer quick release arm. Make sure the wheel is fully secure.

WARNING ♦ IT IS VITAL THAT THE QUICK RELEASES HAVE BEEN TIGHTENED. IF THEY ARE NOT PROPRRLY ALIGNED, THE WHEEL MAY COME OFF, CAUSING DAMAGE TO THE BIKE OR YOURSELF.

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3.2 Saddle/Seat Post Assembly:



- Open the seat clamp and insert the seat post. (Figure 8 & 9)
- Adjust the suitable height and rotate the clamp to tighten and then shut it. (Figure10)

3.3 Seat Clamp Assembly:



- Slide saddle into seat post clamp.
- Using an 6mm hex wrench. Tighten the bolt to 16-17nm of torque.
- The seat post angle is adjustable. Ensure the bolt is correctly torqued. If left loose or over-tightened, the seat post bolt could snap.

3.4 Pedal Assembly:



- Screw each pedal into a crank by hand. The pedals are marked with an R and L, **the left pedal tightens to the left.**
- Use an adjustable wrench to finish tightening the pedals in place.

NOTE: ♦ THERE ARE TWO PEDALS INCLUDED IN THE BOX WITH YOUR BIKE. THE PEDALS SCREW INTO THE ENDS OF THE CRANKS WITHOUT EXTRA NUTS, SCREWS OR PINS.

3.5 Detailed Torque Settings:

Saddle Clamp Bolt: 16nm

Handlebar Clamp: 8-9nm (tighten evenly in a cross pattern)

3.6 Spoke Tension:

ROADSTER	F-Left	281mm	13G	130KGS-160KGS
	F-Right	281mm	13G	130KGS-160KGS
	R-Left	268mm	13G	130KGS-160KGS
	R-Right	269mm	13G	130KGS-160KGS

4. Charging the Battery

WARNING ♦ DO NOT LEAVE CHARGING BATTERY UNATTENDED

Your battery must be charged in an ambient temperature, on a non-flammable & dry surface, away from any sources of heat, humidity or flammable materials. Also, it must not be covered.

Follow these steps when charging battery:

Step 1. Turn the bike off. The LCD will be off.

Step 2. Plug the charger (which is off) into the socket and then insert the charger's plug into the frame's charger outlet. When opening the charger port cover, pull upward. **DO NOT PULL OUTWARD. ALWAYS KEEP THE CHARGER PORT CLOSED WHEN NOT CHARGING.**



Step 3. The charger's LED indicators light up in the following manner:

- The **red** LED light is on: The battery **is being charged**. (Figure A)
- The red LED light becomes **green**: The battery **is fully charged** and you can unplug the charger. (Figure B)



(A)



(B)

NOTE: It takes 2-4 hours for the battery to be fully charged when using the standard charger supplied with the bike.

Do not leave the battery unattended while plugged into the charger. Do not store the batteries connected to the charger.

5. Display Instructions



5.1 General Operation:

(for more information, download the entire LCD manual at ride1up.com/bike/support)

- **Switching the e-bike System On/Off:** to switch on/off the e-bike system, hold the M button for 2 seconds.
- When parking the e-bike for more than 10 minutes, the e-bike system switches off automatically.

5.2 LCD KM/H to MPH:

To change from KMH to MPH and adjust other settings, turn on the display, press and hold the ^ and v button together for 2 seconds. This will open the display's initial menu. Tap the M button twice until U2 is showing. Press the ^ and v button to switch it to U1 which is MPH.

6. Warranty Information

NOTE: (full warranty terms listed on website)

All Ride1UP electric bikes come with a One-Year Limited Warranty from date of purchase. Defective items or parts will be replaced and shipped to the holder of the warranty only. Warranties are not transferable to parties other than the original purchaser. All purchases must be made directly from Ride1UP.com. If purchase was not made on Ride1UP.com, you must register your product at ride1up.com/bikes or by emailing support@ride1up.com with the original receipt of purchase.

The warranty covers product defects only that were already present at time of handover. It does not cover normal wear and tear, product misuse, act of God, accident, commercial use, alterations, modifications, improper assembly, water damage, extreme riding, installation of electrical or mechanical components that have been modified, altered or replaced with third-party parts, operator error and improper follow-up maintenance. The warranty is only upheld if the user has followed all the rules in the owner's manual. Ride1UP reserves the right to make judgment determinations of proper use based on the evidence provided and may require photos and/or videos of the items in question. **Professional assembly is required for upholding the Limited Warranty. We will require proof of professional assembly or a post-assembly sign-off by a bike professional for warranty coverage to be applied.** The components that are covered are: Frame, Fork, Saddle, Stem, Headset, Tires, Battery, Derailleur, Shifters, Brakes, Hubs, Freewheel or Cassette, Chain, Internal Controller, Display, Grips, and Motor.

6.1 How to Handle Warranty Claims:

In the event the E-bike is damaged during shipping, we will file a claim with the shipping company for major damage and send a replacement part when necessary. Minor scratches to components don't necessitate replacement or any refund, but for major aesthetic damage a credit may be issued, or replacement sent if the item is severely damaged. We will not cover any damage caused when owner sets up their own shipping option including using a freight forwarding or similar service.

Ride1UP will cover labor and parts involved in handling the guarantee within the 30-day period after purchase. It is the owner's responsibility to immediately inspect your bike on receipt, maximum within 3 days. Shipping claims are time sensitive. To quickly resolve the issue, the owner must send an email with a photo and/or video if appropriate to support@ride1up.com.

After the first 30-days Ride1UP will ship replacement parts of defective items within one year at no charge. The owner will be responsible for labor. Warranty parts will be shipped within the U.S. only at our cost. It will be necessary to send an email with a photo/and or as appropriate to support@ride1up.com so we can cover the warranty.

Ride 1up reserves the right to make judgment determinations of proper use based on the evidence provided and may require additional photos and or videos of the item or issue in question.

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