

# Ride1UP

## E-bike Owner's Manual



*Model: Roadster V2*

For the most up to date documents, bike models, additional information, instructional videos,  
and more, visit us at [Ride1UP.com](https://www.Ride1UP.com)

## **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:

Phone: (888) 494-1415

Email: [support@ride1up.com](mailto:support@ride1up.com)

**Ride1UP**  
*Model: Roadster v2*

## **Table of Contents**

<b>1. Safety Notes</b>	4
1.1) Personal Safety	4
1.2) E-bike Safety	4
1.3) Electrical Safety	4
1.4) Brake Safety	5
1.5) Maintenance	5
1.6) Additional Warnings	5-6
1.7) Notable Bike Parts	6
<b>2. What's in the Box?</b>	7
<b>3. Installation Steps: Assembling Your Bike</b>	8
3.1) Front Wheel Assembly	8
3.2) Handlebar and Stem Assembly	9
3.3) Saddle/Seat Post Assembly	9
3.4) Seat Clamp Assembly	9
3.5) Pedal Assembly	10
3.6) Detailed Torque Settings	10
3.7) Spoke Tension	10
<b>4. Charging the Battery</b>	11-12
<b>5. Display Instructions</b>	13
5.1) General Operation	13
5.2) LCD KM/H to MPH	14
<b>6. Error Code Troubleshooting</b>	14
6.1) Error Codes/Source of the Error	14
<b>7. Warranty Information</b>	15
7.1) How to Handle Warranty Claims	15-16

**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.

For the most up to date documents, bike models, additional information, instructional videos, and more visit us at [Ride1UP.com](http://Ride1UP.com)

## 6. Safety Notes

### **1.1 Personal Safety:**

It is the owner's/rider's responsibility to properly assemble their bike and inspect all components and ensure all nuts and bolts are properly tightened for safety or to trust a 3<sup>rd</sup> party to do so. This is important for all bikes and even more critical for safety on an electric bike. Failure to do so may result in serious injury and/or death.

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. You must avoid damaging the wires of the electrical components during riding, transporting, and storing your electric bike.

### **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. You MUST have the bike inspected or assembled by someone experienced with bike mechanics prior to use. Proper assembly and inspection of all nuts and bolts are 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 and functionality. Before every ride, quickly test and visually check your brakes. Any worn parts must be repaired or replaced immediately. Be careful while getting used to the brakes. Never brake with only your front brake. 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.

### **1.5 Maintenance:**

Make sure all screws, nuts, and bolts are tightened securely before riding. Failure to do so may result in serious injury and/or death. 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. Ensure the battery is removed from the bike before carrying out any maintenance. 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.

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.

### **1.6 Additional Warnings:**

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.

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. All bolts and nuts should be checked. 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.

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:



For the most up to date documents, bike models, additional information, instructional videos, and more visit us at [Ride1UP.com](http://Ride1UP.com)

## 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.



For the most up to date documents, bike models, additional information, instructional videos, and more visit us at [Ride1UP.com](https://www.Ride1UP.com)

## 3. Installation Steps: Assembling Your Bike

### 3.1 Front Wheel Assembly:



- Make sure your fork is not backwards.
- Place the front wheel axle into 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.

### 3.2 Handlebar and Stem Assembly:

- Check the routing of the cables again before installing stem with handlebars. You may need to flip your handlebars for proper routing. Slowly slide the stem onto the fork steerer tube. (D).
- Place the top cap on the top and carefully tighten the compression bolt to the fork until you feel some resistance when rotating the stem. (the order is very important). The fork should turn smoothly, but it should not shift up and down relative to the headtube.
  - Pull the fork up so it is properly seated against the bearings and push the stem down to increase pressure on the headset while tightening the bolt with the hex wrench.
  - Tighten the compression bolt until it the fork is secure. The fork should turn smoothly, but should not shift up and down relative to the headtube.
  - Once top cap is tightened, align stem and tighten pinch bolts. (Figure E) Please refer to the Detailed Torque Specifications in section 2.3 below to ensure that the bolts are torqued to the specified range.
- When securing the stem handlebar clamp, tighten each bolt in a cross pattern. The gap at each bolt should be the same size. Please check your stem for Torque ratings and refer to section 3.5.

For the most up to date documents, bike models, additional information, instructional videos, and more visit us at [Ride1UP.com](http://Ride1UP.com)



### 3.3 Saddle/Seat Post Assembly:



- Open the seat clamp and insert the seat post to or past the minimum insertion point. (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 unless otherwise marked on part.
- The seat post angle is adjustable. Ensure the bolt is correctly torqued. **If left loose or over-tightened, the seat post bolt could snap causing serious injury and/or death.**

For the most up to date documents, bike models, additional information, instructional videos, and more visit us at [Ride1UP.com](http://Ride1UP.com)

**NOTE:** ♦ SOME GENERATIONS COME WITH THE SEAT POST SEPARATE FROM THE SADDLE. IF ALREADY JOINED, CHECK THAT THE TORQUE ON THE BOLT IS TIGHTENED TO THE PROPER TORQUE.

### 3.4 Pedal Assembly:



- Screw each pedal into a crank by hand. They should screw in easily to start. Do not force them. 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.
- **The crank arms must be installed 180° from each other.** Make sure to orient the crank arm opposite of the other. Install the crank bolt and torque to 39nm.
- Make sure both crank arm bolts are torqued to 39nm. Failure to do so may cause the crank to come loose during riding and permanently damage it.

**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. BEFORE INSTALLING PEDALS, CONFIRM THAT THE LEFT PEDAL IS MARKED “L”, AND THE RIGHT PEDAL IS MARKED AS “R”. FAILURE TO USE THE CORRECT PEDAL ON THE CORRECT SIDE WILL RESULT IN A STRIPPED CRANK ARM.

### 3.5 Detailed Torque Settings:

Saddle Clamp Bolt: 16nm (unless otherwise marked on part)

Handlebar Clamp: 8-9nm (unless otherwise marked on stem - tighten evenly in a cross pattern)

For the most up to date documents, bike models, additional information, instructional videos, and more visit us at [Ride1UP.com](http://Ride1UP.com)

**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.

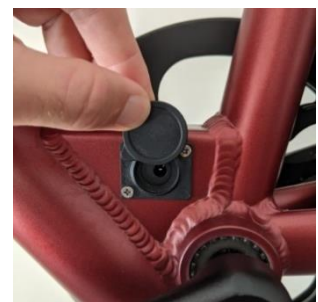
If you ever see a spark while charging your battery. Please inspect the charging port of the battery and the tip of the charger. Please contact [Support@Ride1UP.com](mailto:Support@Ride1UP.com) and share pictures.

**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 wall socket and then insert the chargers plug into the charging port on the bike. When opening the charger port cover, Rotate it. **DO NOT PULL OUTWARD.**

Make sure the charger’s tip is not stressed or supporting the weight of the charger. Do not wiggle the charger’s tip in the charging port of the battery.



**NOTE:** ALWAYS KEEP THE CHARGER PORT CLOSED WHEN NOT CHARGING. Failure to do so may permanently damage your battery.

**Step 3.** The chargers LED indicators light up in the following manner:

For the most up to date documents, bike models, additional information, instructional videos, and more visit us at [Ride1UP.com](http://Ride1UP.com)

- 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.**

**Do not wiggle the tip of the charger in the battery port.**

### **Battery Basics & Care:**

**NOTE:** Never charge your battery when it's temperature or the space it is stored in is below freezing. Failure to follow this rule could result in serious injury, death, and property damage.

The chargers do stop charging when the battery is fully charged. When charging your battery, do not charge near any potentially flammable material. Charge in a safe fire-resistant space. If you are storing the e-bike for more than a day, do not leave it plugged in. It is best to leave it charged to 80% but unplugged. When riding always close the cover to the charger port. If moisture gets in, the battery can be destroyed. Everyone is encouraged to learn a little bit more about the basics of lithium ion battery care and proper treatment. For extended life, charge your battery to 80% and use it until it is at 20%. Depending on the charge level when plugged in, it takes 2-4 hours for the battery to fully charge when using the standard charger supplied with the bike. Charging for 1-2 hours will keep it near 80% depending on last usage. You can check the charge percentage on the display. If storing for longer periods, it is a good idea to store your battery with a 40-80% charge. **Check the battery once a month.** If the battery drops to 25% or lower, charge it up to 40-80%. Recommended storage temperatures are 50°-77°F and will provide the best performance out of the battery. Storage should be done in a dry area.

## 5. Display Instructions



### 5.1 General Operation:

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

- **Switching the e-bike System On/Off:** to switch on/off the e-bike system, hold the orange button for 2 seconds.
- **It is best practice for safety, to only turn on your electric bike once you have lifted your leg over the bike and are straddling the frame. You should turn it on before you begin riding, but only once you are ready to ride.**
- **It is also best practice for safety to turn off the bike when you are done riding after you dismount from the seat, but before you lift your leg over the bike to get off. If you stop to look at something or talk with someone, please turn off your bike or safety.**
- Once the bike is powered on, if PAS is on and at 1 or higher, if the pedals are bumped and move forward when next to or moving the bike, power will be sent to the motor and the bike will accelerate.
- Turning it on and off as described above will minimize the chance of the bike accelerating unintentionally.
- To utilize PAS press the up button to increase your PAS level from 1 to 5.
- To activate walk assist you can press and hold the down button. This is helpful if walking the bike up a hill or through grass.
- When parking the e-bike for more than 10 minutes, the e-bike system switches off automatically.

For the most up to date documents, bike models, additional information, instructional videos, and more visit us at [Ride1UP.com](http://Ride1UP.com)

**5.2 LCD KM/H to MPH:**

To change from KMH to MPH and adjust other settings, turn on the display, within 10 seconds press and hold the M button to enter the settings menu. This will open the display’s initial menu. Use up down buttons to select “Unit”. Press the M button to select. Select your preferred units. Make sure your settings are saved.

**6. Error Code Troubleshooting:**

In the event of a problem with the electrical components of your bike, the display will show an error code. The error code may only appear briefly when the problem occurs. If an error occurs and you can do so safely, glance at your screen to see if an error code is present. Compare the code with this list below and **how to resolve**:

The display can alert the bike failure, if failure detected, the display interface will show the error code. Interface shown as below:



Error code definition

Error code table:

Error code	Fault description	Checking method
"04" shown at speed	throttle doesn't turn back to zero position	Check if the throttle return to zero position
"05" shown at speed	throttle failure	check throttle
"07" shown at speed	overvoltage protection	check the voltage of the battery
"08" shown at speed	failure of motor's hall signal wire	check the motor
"09" shown at speed	failure of motor's phase wire	check the motor
"11" shown at speed	failure of the controller's temperature sensor	check the controller
"12" shown at speed	failure of the current sensor	check the controller
"13" shown at speed	failure of the temperature of the battery	check the battery
"14" shown at speed	failure of the temperature of the motor	check the motor
"21" shown at speed	failure of the speed sensor	check the position of the speed sensor
"22" shown at speed	failure of the BMS communication	check the battery
"30" shown at speed	communication failure	check the connector of the controller

For the most up to date documents, bike models, additional information, instructional videos, and more visit us at [Ride1UP.com](http://Ride1UP.com)

## 7. 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](http://ride1up.com/bikes) or by emailing [support@ride1up.com](mailto: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, Belt, Internal Controller, Display, Grips, and Motor.

### **7.1 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](mailto: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](mailto:support@ride1up.com) so we can cover the warranty.

For the most up to date documents, bike models, additional information, instructional videos, and more visit us at [Ride1UP.com](http://Ride1UP.com)

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.