

RIDE1UP

Ebike Owner's Manual



RIFT

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 RIFT Owner's Manual

Thank you for purchasing a **Ride1Up RIFT** ebike! Please fill out the information below. This is for your records only. Your serial number is the number stamped on the bottom of the downtube facing the front of the e-bike.

OWNER'S NAME: _____

DATE OF ASSEMBLY: _____

BIKE SERIAL NUMBER: _____

IMPORTANT - READ ALL INSTRUCTIONS AND WARNINGS BEFORE YOU ASSEMBLE OR USE THIS E-BIKE. FAILING TO DO SO COULD CAUSE DEATH, SERIOUS PERSONAL INJURY, PROPERTY DAMAGE AND/OR A VIOLATION OF THE LAW. IT IS YOUR RESPONSIBILITY TO UNDERSTAND AND ABIDE BY ALL LAWS RELATED TO THIS E-BIKE. RETAIN INSTRUCTIONS FOR FUTURE REFERENCE AND TO PROVIDE TO OTHER USERS AND/OR FUTURE OWNERS. YOU MUST BE EIGHTEEN (18) YEARS OR OLDER TO RIDE THIS E-BIKE.

California Proposition 65 Warning – Certain components in this product and its related accessories contain chemicals known to state of California to cause cancer, birth defects or other reproductive harm. Wash hands after handling.

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

Ride1UP Customer Support Contact:

Phone: [1-877-RIDE1UP](tel:1-877-RIDE1UP)

Contact Us: <https://ride1up.com/contact/>

For the most up-to-date and effective assembly resources on your RIFT, please scan the QR code below for the digital assembly tutorial and video:




For the most up to date documents, bike models, additional information, instructional videos,

And more visit us at [Ride1UP.com](https://ride1up.com)

Table of Contents

1. Safety Notes 6

1.1 Personal Safety:6 

1.2 E-bike Safety: 7

1.3 Electrical Safety: 7

1.4 Brake Safety 8


1.5 Maintenance 8

1.6 Additional Warnings..... 8

1.6 Additional Warnings (Continued)..... 9

1.7 Notable Bike Parts..... 10

3. Installation Steps: Assembling Your Bike 11

 11

3.1 Handlebar Assembly..... 11

3.2 Front Wheel Assembly:..... 12

For the most up to date documents, bike models, additional information, instructional videos,
 And more visit us at Ride1UP.com

3.3 Seat Post Assembly: 13

3.4 Seat Clamp Assembly: 13

3.5 Pedal Assembly: 14

3.6 Detailed Torque Settings..... 14

3.7 Adjust Derailleur and Shifter:..... 15

3.8 Test and Adjust Front and Rear Brakes..... 15

4. Battery Connection & Removal..... 15

5. Charging the Battery..... 16

6. KD218 LCD Display Instructions..... 17

7. Error Code Troubleshooting..... 18

8. Warranty Information..... 20

NOTE: (full warranty terms listed on website) 20

1. Safety Notes



1.1 Personal Safety:

It is the owner's/rider's responsibility to properly assemble the e-bike and inspect all components and ensure all nuts and bolts are tightened for safety or to trust a qualified 3rd party to do so. This is critical for safety on this e-bike.

Do not operate the bike until you have read and understand all sections of the entire manual. There are important safety warning throughout the whole manual that must be followed to prevent dangerous situations, accidents, and possibly injury and/or death.

This e-bike is only intended for use on paved roads or designated e-bike paths. Using the e-bike for any other purpose may result in serious injury. Before you ride this e-bike, practice riding in a safe area free of hazard and take time to learn the e-bike's controls and power.

Be sure to understand and follow all local laws and regulations, and changes to the same.

Have maintenance/repairs done by a qualified bicycle mechanic.

Never use/ride any Ride1Up bike product in ways precluded by the manufacturer and the laws of your state and local municipality. It is your responsibility to comply the laws in which you are operating the e-bike. Laws vary depending on location in which you operate the bike. Failure to do so could cause death, serious personal injury, property damage and/or a violation of the law.

Obey all rules of the road and local traffic laws. Respect motorists, pedestrians, and other cyclist.

At night, when visibility is low, 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. Failure to do so could cause death, serious personal injury, property damage and/or a violation of the law.

The top speed of this ebike is 28mph on pedal assist. Speed laws vary depending on location in which you operate the bike. All riders ride at their own risk. It is your responsibility to comply the rules, laws and regulations in which you are operating the e-bike. Failure to do so could cause death, serious personal injury, property damage and/or a violation of the law.

For the most up to date documents, bike models, additional information, instructional videos,

And more visit us at Ride1UP.com

1.2 E-bike Safety:



You must be eighteen (18) years old or over to ride this e-bike. Your e-bike is designed for a maximum permitted overall weight (rider + passenger + cargo) of 350 lbs. Do not exceed carrying capacity as this may compromise the integrity of the bike and could cause death, serious personal injury, and/or property damage. Your bike must be 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 as this may damage the electrical and mechanical components of the e-bike and could cause death, serious personal injury, and/or property. Be aware that the speed at which you are traveling may be faster than you are used to, especially when accelerating.

Throttle should be gradually applied for a smooth acceleration. If you feel that the throttle, pedal assist, or brake levers are abnormally functioning, such as jerky acceleration, brakes not stopping the bike etc. please stop using your ebike immediately and contact our Customer Support Department or review our Support Library for troubleshooting steps.

The rear rack on the RIFT has a maximum weight capacity of 150 lbs. Do not exceed the max weight capacity as this may compromise the integrity of the bike and could cause death, serious personal injury and/or property damage.



Whenever riding with a passenger, it is important to practice extra caution and not exceed speeds of 15 MPH and the maximum weight capacity for the rack of 150 lbs. Not following these limits could cause death, serious personal injury, and/or property damage.

1.3 Electrical Safety:



Only use the charger supplied by Ride1UP and never tamper or modify the charger in any way. Do not leave the e-bike or battery plugged into a wall outlet unattended. Unplug the battery before leaving the bike alone. The charger has been designed for a specific voltage and should not be tampered with in any way. 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 e-bike or attempt to charge this product with another charger.

Before use, check the charger cord for signs of damage such as exposed wires or tears in the cable lining. A damaged or entangled charger cord increases the risk of fire and electric shock. Keep the charger cord at least 6ft away from hot surfaces and sharp edges. Do not handle the charger with wet hands as it could cause death, serious personal injury, and/or property damage. Do not store or charge the e-bike outdoors. The charger must be removed from the socket before removing the battery, cleaning or maintaining the e-bike because this creates potential for electrical damage and/or injuries.

For the most up to date documents, bike models, additional information, instructional videos,

And more visit us at [Ride1UP.com](https://www.Ride1UP.com)

1.4 Brake Safety:



Regularly check your brakes for signs of wear and tear and functionality such as a reduction in braking power. Before every ride, quickly test your brakes by walking next to the e-bike and engaging the brakes assuring they are properly working. Visibly check your brakes to ensure there is no damage such as cracks and breaks. Failure to do so could cause death, serious personal injury, and/or property damage.

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 could cause death, serious personal injury, and/or property damage. Many parts on your e-bike are subject to a higher degree of wear due to their function and depending on their use such as brakes, tires, pedals etc. Have your e-bike checked regularly at a professional bike shop and have any worn parts replaced. Depending on the level and extent of use, regularly can mean as much as once a week, and as little as twice a year. It is the rider's/owner's responsibility to ensure the e-bike is safe to ride at all times.

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 so could cause death, serious personal injury, property damage and/or a violation of the law.

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 could cause death, serious personal injury, and/or property damage.

For the most up to date documents, bike models, additional information, instructional videos,

And more visit us at Ride1UP.com

It is recommended to not ride at night when visibility conditions are low if avoidable. Riding is more dangerous than riding during the day. Do not ride your bike at night without properly functioning front head lights and rear taillights. Wear reflective and light-colored clothing. 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. Riders must have the physical condition, reaction time, and mental capacity to ride safely and manage traffic, road conditions, sudden situations, and respect the laws governing electric bike use where they are ride. If you have an impairment or disability such as a visual impairment, hearing impairment, physical impairment, cognitive/language impairment, or a seizure disorder, consult your physician before riding any bike.

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. Wear appropriate shoes, eye protection, and avoid loose clothing. Wear reflective clothing and gear when visibility is diminished. Failure to do so may result in serious injury and/or death.

1.6 Additional Warnings (Continued):

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 because this will reduce the rider's ability to steer and control the e-bike. 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, loose gravel or anything else that could cause a loss of traction. Failure to follow this rule may result in 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


It is recommended to not ride in wet weather. Wet weather impairs visibility, braking and traction of the ebike and affects others sharing the road. Accidents increase in wet weather conditions.

Keep your e-bike and packaging materials such as plastics, foam, and cardboard away from children.

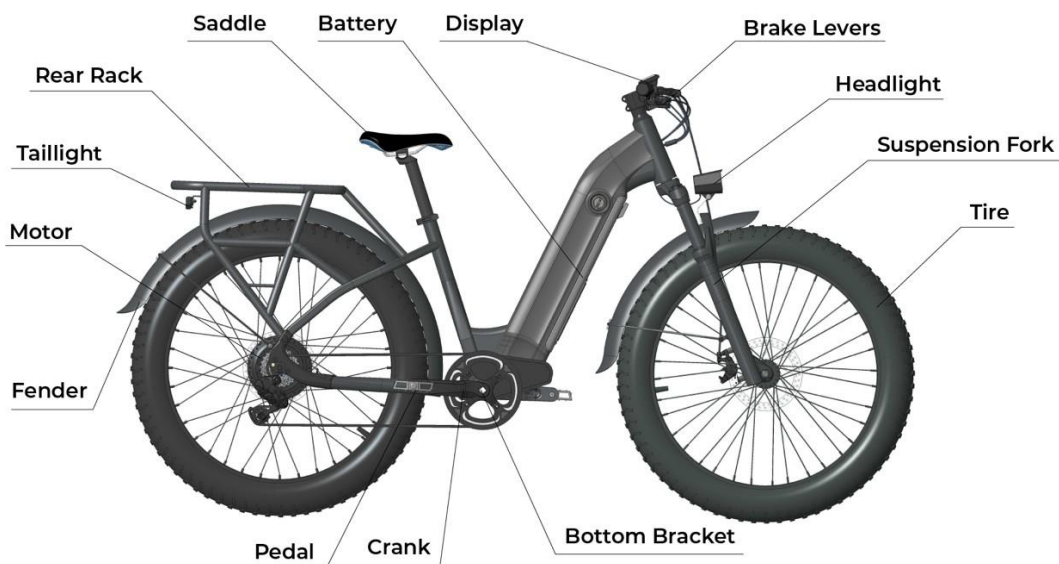
 Lithium-Ion batteries can be extremely dangerous if stored or used improperly. Please learn proper care of your battery at <http://batteryuniversity.com/>. Damage to your lithium battery from misuse could result in serious injury, hazardous smoke and fires, and/or death. Do not ride if the battery pack is visibly damaged.

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.

 Always be aware of the traffic around you. Keep a lookout for obstacles in your path and in your surroundings.

 Never operate a bike while under the influence of alcohol, drugs, or any substance or condition that could impair motor functions, judgement, or the ability to safely operate a bike.

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

2. What's in the Box?

The RIFT will arrive fully wrapped with foam and cardboard and include the following in our Accessory Box:

Accessory Box:

- User Manual
- Ride1Up Gift
- Battery Charger
- (2) Keys
- Ride1Up Allen Wrench Set
- (2) 13/15 Double Wrenches
- 8/10 Double Wrench
- (2) Pedals – R & L
- 12mm M5 Screws
- 34 mm M6 Screw

3. Installation Steps: Assembling Your Bike

Please scan QR Code below for RIFT Assembly Video.



3.1 Handlebar Assembly

PLEASE COMPLETE STEPS IN ORDER.

- Ensure that the front fork is facing the correct way. The brakes near the bottom of the fork should be on the riders left hand side.
- Check the routing of the cables again before installing the handlebars. You may need to flip your handlebars for proper routing.
- Remove the stem faceplate on the headset by loosening the four screws using a 4mm allen wrench.
- Place the handlebars onto the stem and secure it in place by screwing back on the faceplate.
- Tighten the 4 screws in an "X" pattern to ensure tightness is distributed evenly.
- Do not stress, stretch, or kink your hydraulic brake line.

For the most up to date documents, bike models, additional information, instructional videos,

And more visit us at [Ride1UP.com](https://www.Ride1UP.com)

WARNING: ♦ IT'S VITAL TO TIGHTEN THE BAR CLAMP TO AVOID THE MOVEMENT OF THE HANDLEBARS, AS WELL AS THE COMPRESSION CAP, ENSURING FORK IS INSTALLED CORRECTLY. THIS SHOULD BE COMPLETED BY SOMEONE FAMILIAR WITH BIKE MECHANICS

3.2 Front Wheel Assembly:

- Do not touch the brake pads or brake rotors with your fingers. The oil will contaminate them and cause noises when braking.
- Do not squeeze the brake lever before the rotor is installed in between the brake pads. This may damage the brake caliper.
- Do not stress, stretch, or kink your hydraulic brake line.



1



2



3



4

- Align the disc rotor so it fits between the brake pads. Do not force it. (Figure 2)
- Place the front wheel axle onto the fork dropouts. (Figure 3)

For the most up to date documents, bike models, additional information, instructional videos,

And more visit us at Ride1UP.com

- Install the quick release skewer. **The narrow part of the cone springs should face inward.** (Figure 4)
- Rotate to tighten and then hand tighten the axle skewer quick release arm. Line up the disc rotor to make sure there is space on each side, so they don't rub. Then make sure the wheel is secure.



WARNING IT IS VITAL THAT THE AXLE BOLTS HAVE BEEN TIGHTENED. IF THEY ARE NOT PROPERLY ALIGNED, THE WHEEL MAY COME OFF, CAUSING SERIOUS INJURY AND/OR DEATH. ♦

3.3 Seat Post Assembly:



- Open the seat clamp and insert the seat post to or past the minimum insertion point. (Figure 5 & 6)
- Adjust the suitable height and rotate the clamp to tighten and then shut it. (Figure 7)



3.4 Seat Clamp Assembly:

- Slide saddle into seat post clamp.
- Using an 6mm hex wrench. Tighten the bolt to 12 nm of torque (unless noted otherwise on seatpost).

For the most up to date documents, bike models, additional information, instructional videos,

And more visit us at Ride1UP.com

- The seat post angle is adjustable. Ensure the grooves are properly aligned. Ensure the bolt(s) is correctly torqued. **If left loose or over-tightened, the seat post bolt could snap causing serious injury and/or death.**

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.

3.5 Pedal Assembly:

NOTE: ♦ THE LEFT AND RIGHT PEDALS ARE UNIQUE.



- The left pedal (marked “L”) must be installed in the left crank arm. It is reverse thread, rotate counter-clockwise to install and tighten.
- Screw each pedal into a crank by hand. They should screw in easily to start. Do not force them.
- The right pedal (marked “R”) must be installed in the right crank arm. It is standard thread, rotate clockwise to install and tighten.
- Use a 15mm wrench on pedals 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. FAILURE TO USE THE CORRECT PEDAL ON THE CORRECT SIDE WILL RESULT IN A STRIPPED CRANK ARM. ♦

3.6 Detailed Torque Settings:

Saddle Clamp Bolt: 12 nm (unless otherwise marked on seat post)

Crank Arms: 39nm

Compression Cap (bolt): 4-5nm (unless otherwise marked)

Stem/Steerer Clamp: 8-9nm (unless otherwise marked on stem)

Handlebar Clamp: 5-9nm (unless otherwise marked), tighten evenly in a cross pattern - If installed properly the gap at each bolt should be similar. Failure to do so may result in 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

3.7 Adjust Derailleur and Shifter:

Verify your shifter and derailleur are properly adjusted. When you first assemble your bike, your derailleur may need to be tuned if you hear any noise while shifting or if it is not shifting smoothly. Or lastly, if the chain is shifting past the largest or smallest cog.

Rear derailleurs have 3 adjustment screws (2 are the high and low limit screw), plus the barrel adjuster at the derailleur and the barrel adjuster on the handlebars.

It is critical that the low and high limit screws are properly adjusted. If they are not, the chain may come off the largest cog, into the spokes and cause permanent damage to your derailleur, derailleur hanger, motor cable, spokes, and rim. The motor is so powerful that if this happens it can quickly destroy or damage the components mentioned.

Adjusting your derailleur properly will be done best by a mechanic, however it can be accomplished by following a helpful video. Please check our support pages at www.Ride1UP.com for the latest tips and video on how to do this properly.

It is normal to need to adjust your derailleur once again after logging some miles on the bike as things settle (spring and cable tension involved in shifting).

3.8 Test and Adjust Front and Rear Brakes:

After Assembly, you must test your front and rear brake. You can then adjust them as needed. How you install the front wheel and brake caliper can affect whether the disc brakes rub when first assembling. After assembly, you may need to adjust the front and rear brake. Look in line with the brake pads and slowly tighten the quick release axle while ensuring the rotor stays in the exact middle between the pads. The disc rotor is one of the most exposed malleable components during shipping. If it is bent, it can be trued (bent back) in most cases or replaced with a new disc rotor. If unsure how to properly adjust your brakes, please check our website for a recommended video. If you are unable to access our website, you should take the bike to your local bike shop for an assembly inspection and/or tune up. The bike shop will be able to inspect the bike for safety and adjust your brakes.

4. Battery Connection & Removal

- Insert the key into the battery keyhole.
- Turn the key in a clockwise direction (At 90 degrees).
- Please note that the battery is heavy and will get released from the bottom of the downtube as soon it is released. Please use both hands to avoid dropping and damaging the battery.
- With one hand holding the battery in, gently rotate the knob to the left or right and carefully use both hands to remove the battery from the bottom of the downtube.
- If the knob feels stuck, do not force it, simply take the weight off the latch and it will release easily.
- Replace battery with key in the same position, then turn the key to lock. This model's battery lock automatically returns to the locked position.

For the most up to date documents, bike models, additional information, instructional videos,

And more visit us at Ride1UP.com

- The battery's charger is on the upper right.

NOTE: ♦ ALWAYS KEEP THE CHARGER PORT COVERED TO PROTECT AGAINST MOISTURE, WHICH CAN DESTROY THE BATTERY. THIS IS ESPECIALLY IMPORTANT IF YOU LIVE IN A WET CLIMATE.

5. Charging the Battery:

WARNING ♦ DO NOT LEAVE CHARGING BATTERY UNATTENDED

The battery's voltage is indicated by the display unit located on the handlebars. 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. Do not cover the battery while it is charging.

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 and share pictures.

Follow the steps below when charging the battery:

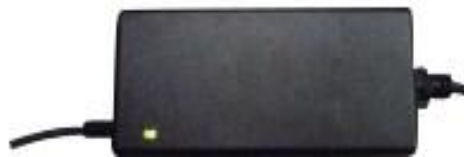
Step 1. Turn the bike off. The LCD will be off.

Step 2. Plug the charger (which is off) into the socket and then insert the charger plug into the battery, which is also off. 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.

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



(A)



(B)

NOTE: Depending on the charge level when plugged in, it takes 3-6 hours for the battery to fully charge when using the standard charger supplied with the bike.

For the most up to date documents, bike models, additional information, instructional videos,

And more visit us at Ride1UP.com

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

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. The button on the top of the battery works as a charge gauge. It is not an on-off button. When riding always plug the charger port with the rubber cover. 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 3-6 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.

6. KD218 LCD Display Instructions



6.1 Power On/Off

Press and hold POWER button for 2 seconds to power on and off. The Display automatically shuts down when the bike is not used for 10 minutes.

For the most up to date documents, bike models, additional information, instructional videos,

And more visit us at Ride1UP.com

- 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 for safety.
- Once the bike is powered on, the throttle is active, if pushed it will cause the bike to accelerate. 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.

6.2 Pedal Assist Level

The assist level ranges from Level “0” to Level “5”. Level “1” is the minimum power and Level “5” is the maximum. To change the assist level, press the UP or DOWN buttons until desired level is displayed.

6.3 Speed & Mileage mode switch

Pressing the POWER button can change the speed and mileage mode, AVG→SPEED→MAX SPEED→TRIP→ODO→TIME.

**If there is no operation for 5 seconds, display will return Speed (Real-Time) display automatically.

6.4 Backlight On/Off

Press and hold UP button for 2 seconds to turn on/off the display backlight.

6.5 Walk/push Assist (4mph)

Press and hold DOWN button for 2 seconds enters the walking mode until released.

6.6 Change settings

Hold the POWER button to enter the setting menus, press UP/DOWN buttons to change the parameter setting, pressing the POWER button can switch to the next item. Holding the POWER button will exit from menu.

NOTE: ♦ THE DISPLAY MAY VARY BASED ON GENERATION. PLEASE REFER TO OUR ONLINE USER MANUAL BASE FOR UPDATED OR PREVIOUS MODELS.

7. 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,

For the most up to date documents, bike models, additional information, instructional videos,

And more visit us at Ride1UP.com

glance at your screen to see if an error code is present. Compare the code with this list below and **how to resolve**:

- **7.1 Error Codes/Source of the Error:**

Code	Error	Source of the Error
21	Current Abnormality	The battery is not supplying the required voltage to power the display and motor. Use the display to view the real-time voltage being output from the battery. It can also be checked using a multimeter. If the battery is old and has been charged / discharged many times, it may need to be replaced.
22	Throttle Abnormality	When you press and release the throttle, it should return to the original position. Remove any obstructions. Check the throttle and throttle cable for damage, such as a cut or frayed cable.
23	Motor Phase Abnormality	Check the cable that connects the rear hub motor to the rest of the system and make sure it is free from grit or contaminants and is firmly connected. This error might appear if you don't reconnect the cable after removing the rear wheel (for example, after changing a flat tire, or transporting your bike in the trunk of a car). At least one of the motor wires has been damaged or is disconnected.
24	Motor Hall Signal Abnormality	Check the motor cable connection point by the chainstay, and where the motor cable connects to the internal controller. The wire might be disconnected or damaged, reconnect the motor cable. Another possibility: Damage to the motor cable as it exits the axle, perhaps if the wheel was dropped on the cable.
25	Brake Abnormality	Disconnect electronic brake shut offs. Likely a magnet sensor issue. This can happen often after a crash or when the bike is dropped. See video on Ride1UP YouTube channel, or under instructional videos on the support page to resolve.
30	Communication Abnormality	A problem with the connection from the internal controller to the display. The display is not receiving vital information.

For the most up to date documents, bike models, additional information, instructional videos,

And more visit us at [Ride1UP.com](https://www.ride1up.com)

8. 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. Damages resulting from improper assembly are not covered by the warranty. 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.

8.1 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.

For the most up to date documents, bike models, additional information, instructional videos,

And more visit us at Ride1UP.com