

RIDE1UP



CF RACER1

Ebike Owner's Manual

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Ride1Up CF Racer1 Owner's Manual

Thank you for purchasing a **Ride1Up CF RACER1** 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 of the ebike.

OWNER'S NAME: _____

DATE OF ASSEMBLY: _____

BIKE SERIAL NUMBER: _____

IMPORTANT - READ ALL INSTRUCTIONS AND WARNINGS BEFORE YOU ASSEMBLE OR USE THIS EBIKE. 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 EBIKE. 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 EBIKE.

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://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: 1-877-RIDE1UP

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

For the most up-to-date and effective assembly resources on your CF RACER1, please scan the QR Code below for the digital assembly tutorial and video:



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Model: CF Racer1

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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.

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1. Safety Notes

1.1 Personal Safety:



It is the owner's/rider's responsibility to properly assemble the ebike 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 ebike.

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 ebike is only intended for use on paved roads or designated ebike paths. Using the ebike for any other purpose may result in serious injury. Before you ride this ebike, practice riding in a safe area free of hazard and take time to learn the ebike'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 ebike. 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 ebike 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 ebike 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 ebike. Failure to do so could cause death, serious personal injury, property damage and/or a violation of the law.

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1.2 Ebike Safety:



You must be eighteen (18) years old or over to ride this ebike. Your ebike is designed for a maximum permitted overall weight (rider + cargo) of 225 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 ebike in water as this may damage the electrical and mechanical components of the ebike 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.

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 ebike 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 ebike 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 ebike outdoors. The charger must be removed from the socket before removing the battery, cleaning or maintaining the ebike because this creates potential for electrical damage and/or injuries.

1.4 Brake Safety:



Regularly check your brakes for signs of wear and tear and functionality such as a reduction in breaking power. Before every ride, quickly test your brakes by walking next to the ebike and engaging the

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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 ebike. 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 ebike 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 ebike 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 ebike 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 ebike. 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 ebike 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 ebike. 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.

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.

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The ebike 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 ebike: 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 ebike. 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 ebike such that the handlebars are higher than a rider's shoulders because this will reduce the rider's ability to steer and control the ebike. In addition to front and rear reflectors, you must also ensure that the ebike is equipped with side reflectors. Never ride your ebike without the seat provided with the ebike.

This ebike is not meant for downhill riding or rocky trails. The ebike is for paved or smooth surfaces only.




Do not ride your ebike 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.

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 ebike and packaging materials such as plastics, foam, and cardboard away from children.


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 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 ebike 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 ebike with you during air travel, or if you ship your ebike 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:



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2. What's in the Box?

Bike frame, bike box, saddle, additional box of parts, all zip tied together and padded



2.1 Unpacking the parts box

Included in your parts box is a torque wrench set, hex wrench set, pedals, reflectors, crank arm tool (not needed for assembly), seatpost grommet, anti-slip for seatpost, maintenance grease for pedals, charging box and cord, beanie and ambassador pamphlet



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3. Installation Steps: Assembling Your Bike

3.1 Unpacking the ebike

- Remove the ebike out of the box and stabilize it so it stands upright using the axle platform stand. We recommend getting help lifting the bike out of the box.
- Carefully clip the zip ties to remove the front wheel and remove all protective packaging to begin assembly



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3.2 Front Wheel Assembly

PLEASE COMPLETE STEPS IN ORDER.



- **Step 1:** Using the torque wrench and 6mm torque bit, remove the thru-axle and platform stand. Gently rest the dropouts on a smooth, level surface.



- **Step 2:** Remove the brake caliper spacer before installing the front wheel.



- **Step 3:** Insert the front wheel and gently guide the rotor into the front brake caliper.



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- **Step 4:** Pass the thru-axle through the front fork dropouts



- **Step 5:** Using the torque wrench and 6mm torque bit, tighten the thru-axle in the dropout threads to 12nm.



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WARNING: ♦ IT'S VITAL TO TIGHTEN THE THRU-AXLE TO SPECIFICATION. IF UNSURE, THIS SHOULD BE COMPLETED BY SOMEONE FAMILIAR WITH BIKE MECHANICS.

3.2 Saddle/Seat Post Assembly:

- **Step 1:** Using the torque wrench and 3mm torque bit, loosen the seat tube bolts and remove the plastic spacer from the seat tube.



- **Step 2:** Take the rubber seatpost grommet and anti-slip from the parts box. Slide the rubber grommet on the seatpost to your desired insertion point. Lightly apply anti-slip to the post, then insert the seatpost into the seat tube.



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- **Step 3:** With the seatpost and saddle at suitable height, using your torque wrench and 3mm torque bit, tighten the seat tube bolts to 5nm.



3.3 Pedal Installation:

- **Step 1:** With the included maintenance grease, lubricate the right pedal threads. Using your torque wrench and 6mm torque bit, gently thread and tighten the right pedal **clockwise** to 10nm of torque.



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3.5 Adjust Derailleur and Shifter:

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.

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.

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).

3.6 Test and Adjust Front and Rear Brakes:

After assembly, you must test your front and rear brake. You can then adjust them as needed. 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 sometimes be trued (bent back) 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.

5. Ebike Basics & Care

5.1 Ebike Basics:

Your CF Racer1 ebike will arrive with an LCD 3-button display installed. The power button on the top side of the display turns on and off the bike. Simply long press the button.

- 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 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.
- The + button increases pedal assist and the – button decreases pedal assist and can be set to off if you press the – button when on low.
- You can turn the pedal assist off by pressing the – button past low, until (0) is showing. The bike pedal assist uses a cadence sensor, which reacts a little delayed based on the spinning of the pedals. It will take some time to get used to this and manipulating the motor to engage and disengage when expected takes a little practice. You can adjust the sensitivity in the display settings.
- A quick backpedal instantly stops the motor. You can adjust the sensitivity of the cadence sensor and other pedal assist settings by referring to the LCD manual. We also have videos on our website and YouTube channel guiding you through this process.

NOTE: ♦ DO NOT CHARGE YOUR BATTERY WHEN THE BATTERY'S TEMPERATURE OR THE SPACE IT IS STORED IN IS BELOW FREEZZING (32 DEGREES F).

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5.2 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 ebike 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.

NOTE: ♦ ALWAYS KEEP THE CHARGER PORT COVERED TO PROTECT AGAINST MOISTURE, WHICH CAN DESTROY THE BATTERY.

5.3 Basics Bike Care:

(5.3.a) Bent Derailleur Hanger: Before your first ride, it is very important to check the alignment of the derailleur and derailleur hanger. If the derailleur hanger is bent inward, your derailleur may over shift and the chain will get caught between the motor and the cog. Since the derailleur is installed on the bike out of the box, the derailleur can become bent in transit. It is a light-weight malleable aluminum. Bent derailleur hangers can be a relatively common issue during the period of bike ownership, typically when they are impacted or while transporting the bike. The derailleur hanger can be fixed by straightening the derailleur hanger with a tool. After the hanger is straightened, the derailleur/gears can be indexed (under adjustments) to remove any additional clicking or grinding noises. If you cannot fix the derailleur hanger, new ones can be found online. Ride1UP will cover the cost to straighten your derailleur hanger or replace if necessary if it arrived bent.

(5.3.b) Noise When Riding: Refer to the three issues above. Gears and brakes are the most common sources of riding noise. Additionally, the front hub can sometimes make a squeaking noise if it does not have enough grease. Pay attention to the noises. They are usually symptomatic of a minor issue that could cause more problems later. It is best to determine what is causing the noise and resolve the issue. If you are unsure of the cause, please review our support page at www.Ride1UP.com. You can also share a clear video without wind noise to <https://ride1up.com/contact/>.

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6. Troubleshooting Problems:

6.1 Motor Not Working:

One of the worst problems to experience. What needs to be done? Determine the source, or cause of the issue(s). What to look for:

(6.1.a) Display Settings: Perhaps a setting was accidentally changed. Try resetting the display by conducting a factory reset. Review the display manual or display support page on www.Ride1UP.com to reset the display. Steps to complete this procedure are listed on the last page of this owner's manual.

(6.1.b) Cables: is a connection loose? Look for kinked, loose, or damaged cables. Check the quick disconnect connections, especially the one on the chain stay. Consider disconnecting them, inspecting both ends, properly aligning (ensuring the pins are not bent) them and then carefully plugging them back in.

(6.1.c) Accident: After a crash or if the bike is dropped, and the motor cable is damaged where it exits the axle, the motor may no longer function. This requires replacement motor parts and a more time consuming/costly repair. Reach out to customer support if you see damage to the cable.

6.2 Charger:

Green light indicates the charger is powered but not charging. Red light indicates charging. Do not charge near anything flammable or store the ebike long-term while plugged in. If you are having issues with the battery not charging, try riding the bike again, draining some battery, and try using a different outlet. Then reach out to support if the issue does not resolve.

6.3 Derailleur/Gears:

Adjusting the gears on a bike so that there is no chain noise can be tricky for a novice. If you are not able to watch a video explaining how to index the gears, the best thing to do is to take the bike to a local bike shop for assistance. It is critical that your derailleur is properly tuned/adjusted. If it is not, when shifting into 1st gear the chain and derailleur may go into the wheel which will quickly damage it if the powerful motor is running.

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7. Charging the Battery:

WARNING ♦ DO NOT LEAVE CHARGING BATTERY UNATTENDED

The battery's voltage is indicated on 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. 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 fill the contact form at <https://ride1up.com/contact/> and share pictures.

Follow the steps when charging battery:

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

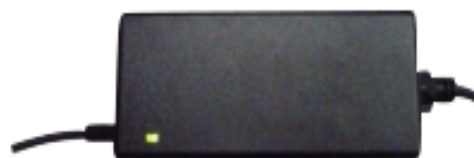
Step 2. Plug the charger (which is off) into the socket and then insert the charger plug into the charging port, which is also off. Make sure the charger's tip is not stressed or supporting the weight of the charger. Do not wiggle the charger's tip in the charging port of the battery.

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

- The **red** LED lights 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 3-6 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.

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7.1 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 ebike 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 permanently damaged.

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 periods longer periods (a week or more), 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.

8. DM 02-RM05 LCD Display Instructions:



8.1 Power On/Off

Long press the power-on button on the top side of the display to power on and off. The Display automatically shuts down when the bike is not used for 10 minutes.

- 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.

8.2 Pedal Assist Level Operating

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 (+) or (-) buttons until desired level is displayed in the bottom center.

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8.3 Speed & Mileage Mode Switch

Short press the (+) and (-) button to display the following in this order: TRIP DISTANCE→WATTAGE→OVERVIEW→VOLTAGE→RIDING MODE USAGE→MOTOR POWER.

8.4 Walk/Push Assist (4mph)

Long press the (-) button for 2 seconds enters the walking mode until released.

8.5 Change Settings

Once the ebike is powered on, long press both the UP and DOWN buttons for 2 seconds to access the user configurations. To store the selected settings and exit, hold the MODE button. To cancel the operating and not store the settings data, hold the DOWN button. This will return you to the previous menu. If there are no operations in one minute, the display will exit the settings state. The settings can only be accessed when the ebike is parked.

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

9. 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:

9.1 Error Codes/Source of the Error:

Error code	Error description	Suggest operation
"04" shown at speed	throttle doesn't turn back to zero position (stay on the high position)	Check if the throttle turned back
"05" shown at speed	throttle failure	Check throttle
"07" shown at speed	overvoltage protection	Check battery voltage
"08" shown at speed	failure of motor's hall signal wire	Check motor
"09" shown at speed	failure of motor's phase wire	Check motor
"11" shown at speed	failure of the motor's temperature sensor	Check controller
"12" shown at speed	failure of the current sensor	Check controller
"13" shown at speed	failure of the temperature of the battery	Check battery
"14" shown at speed	Controller temperature is too high, and reaches the protection point	Check motor
"21" shown at speed	failure of the speed sensor	Check the install position of the speed sensor
"22" shown at speed	Failure of BMS communication	Change battery
"30" shown at speed	communication failure	Check connector to controller

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10. 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 filling out the contact form at <https://ride1up.com/contact/> 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.

10.1 How to Handle Warranty Claims:

In the event the ebike 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 fill out our contact form with a photo and/or video if appropriate at <https://ride1up.com/contact/>

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 fill out our contact form with a photo and/or video as requested at <https://ride1up.com/contact/> so we can determine if it is covered under the warranty.

Ride1UP 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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