

RIDE1UP

Ebike Owner's Manual



VORSA

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 Vorsa Owner's Manual

Thank you for purchasing a **Ride1Up VORSA** e-bike! 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://ride1up.com/bike/support> 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: (877) RIDE1UP (743-3187)

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

For the most effective assembly resources on your VORSA, please scan the QR Code below for the video assembly tutorial:



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	5
1.1 Personal Safety:	5
1.2 Ebike Safety:	6
1.3 Electrical Safety:	7
1.4 Brake Safety:	7
1.5 Maintenance:	8
1.6 Additional Warnings:	8
1.6 Additional Warnings (Continued):	<i>Error! Bookmark not defined.</i>
1.7 Notable Bike Parts:	10
2. What’s in the box?	11
3. Installation Steps: Assembling Your Bike	12
3.1 Front Fork Assembly	12
3.2 Stem Assembly	13
3.3 Handlebar Assembly	13
3.4 Front Brake Assembly:	14
3.5 Front Fender Assembly:	14
3.6 Front Wheel Installation:	15
3.6 Derailleur Guard Installation:	16
3.7 Seat Post and Clamp Installation:	16
3.8 Seat Clamp Assembly and Adjustment:	17
3.9 Pedal Installation:	17
4.0 Rear Rack Installation:	18
4.1 Detailed Torque Settings:	18
4.2 Adjust Derailleur and Shifter:	18
4.3 Test and Adjust Front and Rear Brakes:	19
4.4 Post-Assembly Safety Check:	20

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

And more visit us at Ride1UP.com

5. Battery Connection & Removal20

6.Charging the Battery:..... 21

7.DM07 LCD Display Instructions 22

7.1 Power On/Off..... 23

7.2 Pedal Assist Level..... 23

7.3 Speed & Mileage Mode Switch 23

7.4 Lights On/Off..... 23

7.5 Walk/Push Assist (3.7 mph) 23

7.6 Change Settings..... 24

7.8 Error Code Troubleshooting: 24

7.9 Error Codes/Source of the Error 25

8.Warranty Information 26

8.1 How to Handle Warranty Claims:..... 27

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.

Do not put fingers or hands into the product.

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 and 28+mph in 'Off-Road' mode. 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 Ebike 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 440 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.

The 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.

Prolonged exposure to UV rays, rain, and the elements may damage the enclosure materials - store indoors when not in use.

This ebike is not intended for use at elevations greater than 2000 meters above sea level due to potential electrical safety concerns.

This equipment is not intended to be used at ambient temperatures less than 14 degrees Fahrenheit or above ambient temperatures of 120 degrees Fahrenheit.

The rear rack on the VORSA 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.

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

And more visit us at Ride1UP.com

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.

The battery is intended to be charged when the ambient temperature is between 40 degrees Fahrenheit and 100 degrees Fahrenheit. Never charge the battery when ambient temperatures are outside this range.

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.

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.

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

And more visit us at Ride1UP.com

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.



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.

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.

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

And more visit us at Ride1UP.com

 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](https://www.Ride1UP.com)

2. What's in the box?

The VORSA 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
- Maintenance grease
- Stem
- Derailleur Guard
- Thru-Axle
- 12mm M5 Screws
- 34 mm M6 Screw

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

Please scan QR Code below for VORSA Assembly Video.



3.1 Front Fork Assembly

1. Remove the headset components from the steerer tube
2. Insert the steerer tube through the headtube of the ebike frame.
3. Slide the black plastic compression ring over the steerer tube and seat securely between the headtube and the steerer tube.
4. Slide the metal headtube dust cover over the steerer tube minding the orientation with the flat edge facing forward.



For the most up to date documents, bike models, additional information, instructional videos,
And more visit us at [Ride1UP.com](https://ride1up.com)

3.2 Stem Assembly

1. Remove the rubber plug on the top of the stem.
2. Align the stem facing forward and slide over the top of the steerer tube.
2. Using your M5 allen key, tighten the stem cap bolt clockwise to 7-10nm.
3. Lift the frame and turn the fork from left to right, checking for smooth rotation without grinding.
4. Using your M5 allen key, tighten the stem bolts on either side of the stem to 7-10nm.
5. Replace the rubber plug over the stem cap bolt, ensuring a tight seal.



3.3 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 rider's left-hand side.

Check the routing of the cables again before installing the handlebars. You may need to flip your handlebars for proper routing.

Prepare to install the handlebars by loosening the four stem faceplate screws using a 4mm allen key.

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.

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

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

And more visit us at Ride1UP.com

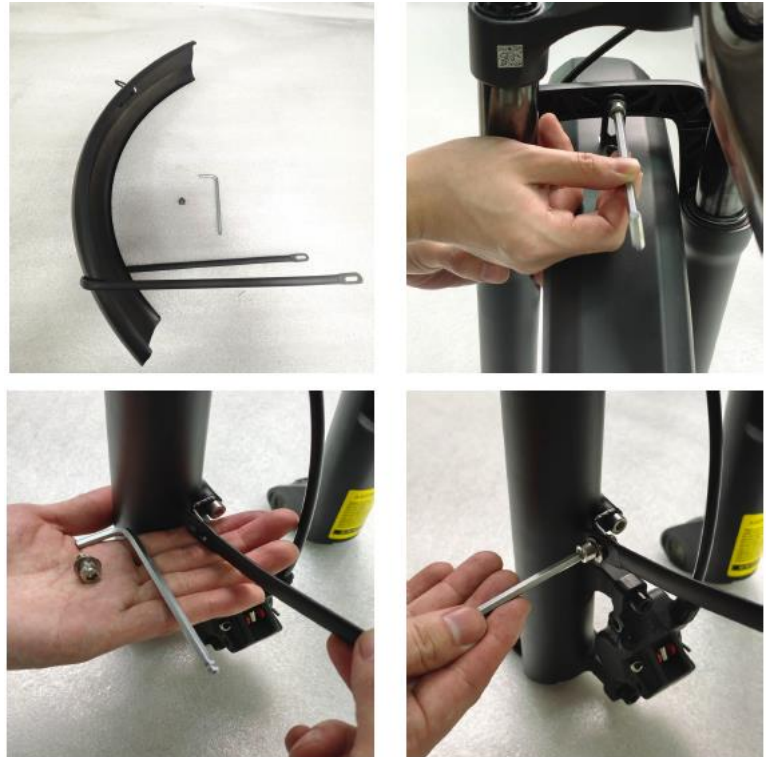
3.4 Front Brake Assembly:

1. Using the 3mm allen key, secure the front brake line to the fork clip as shown.
2. Using the 5mm allen key, install the front brake caliper and spacer as shown, with brake line oriented upwards.
3. Tighten the 6mm brake caliper bolts clockwise to install securely.



3.5 Front Fender Assembly:

1. Take out the front fender for installation.
2. Using a 5mm allen key and M6 bolt, install the fender to the fork bridge. Adjust the spacing between fender and tire to avoid rubbing.
3. Using a 4mm allen key and M5 bolt, install the front fender arms to the inserts on both fork stanchions above the brake caliper as shown. Adjust for proper fit.



3.6 Front Wheel Installation:

NOTE: ♦ Do not touch the brake pads or brake rotors with your fingers. The oil will contaminate them and cause noises when braking.

NOTE: ♦ Do not squeeze the brake lever before the rotor is installed in between the brake pads. This may damage the brake caliper.

NOTE: ♦ Do not stress, stretch, or kink your hydraulic brake line.



1. Take out the front wheel and thru-axle.
2. Place the front wheel between the fork stanchions and line up the axle with the front fork dropouts.
3. Insert the axle rod into the axle, sliding from the non-rotor side, through the rotor side. Place the axle nut on the rotor side and tighten using a 6mm allen key between 9-13nm.



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

And more visit us at Ride1UP.com



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. ♦

3.6 Derailleur Guard Installation:

1. Using a 17mm open-ended wrench, remove the black M10 nut ABOVE the rear wheel axle nut with rubber cap.
2. Align the derailleur guard over the frame insert and install the black M10 nut using the open-ended wrench as shown.



3.7 Seat Post and Clamp Installation:

1. Take out your saddle and seat post.
2. Lightly grease the seat post using the included maintenance grease.
3. Open the seat clamp and insert seat post to desired height and close the clamp with enough resistance to leave a small indentation in your palm.



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

And more visit us at Ride1UP.com

3.8 Seat Clamp Assembly and Adjustment:

NOTE: ♦ 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.**

3.9 Pedal Installation:

NOTE: ♦ **THE LEFT AND RIGHT PEDALS ARE UNIQUE.**

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.** ♦

1. Grease the pedal threads with included maintenance grease.
2. The left pedal (marked "L") must be installed in the left crank arm. It is reverse thread, rotate counter-clockwise to install and tighten.
3. Screw each pedal into a crank by hand. They should screw in easily to start. Do not force them.
4. The right pedal (marked "R") must be installed in the right crank arm. It is standard thread, rotate clockwise to install and tighten.
5. Use a 15mm wrench on pedals to finish tightening the pedals in place.



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

And more visit us at Ride1UP.com

4.0 Rear Rack Installation:

1. Take out the rear rack to prep for installation.
2. Using a 4mm allen key, install the four M5 bolts included in your hardware to frame inserts as shown.



4.1 Detailed Torque Settings:

Stem Side Bolts: 5-6nm (unless otherwise marked)

Stem Cap Bolt 7-10nm (unless otherwise marked)

Handlebar Clamp Faceplate: 5-6nm (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.

4.2 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

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

And more visit us at Ride1UP.com

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).

4.3 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.

4.4 Post-Assembly Safety Check:



1. Inflate the tires to the recommended PSI notated on the tire sidewalls.
2. Check whether the front handlebars and stem are aligned with the front tire. If not, go back to step 3.2 and adjust as needed.
3. Check for proper handlebar placement and adjust for comfort. If not in correct orientation, go to step 3.3 to loosen faceplate bolts and readjust, then retighten to specified torque.
4. Refer to section 4.2. Test your brakes and adjust calipers to avoid rubbing. Note: new brakes require bedding and may make noise for first 10-15 miles of use.
5. Test the front suspension and adjust sag and preload for your weight and preference.

5. 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 released from the bottom of the downtube. Please use both hands to avoid dropping and damaging the battery.
- With one hand holding the battery in, gently depress the latch and carefully use both hands to remove the battery from the bottom of the downtube.

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

And more visit us at Ride1UP.com

- If the battery feels stuck, do not force it, press the battery inwards to 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.
- The battery's charge port is on the upper right of the downtube.

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.

6.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 <https://ride1up.com/contact/> and share pictures.

Follow the steps below when charging the battery:

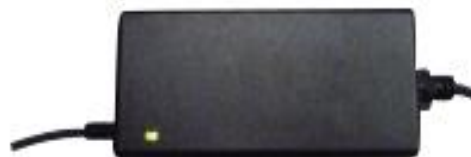
Step 1. Turn the bike off. The LCD will be off.

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)

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

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

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.

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.

7.DM07 LCD Display Instructions



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

And more visit us at Ride1UP.com

7.1 Power On/Off

Long press the POWER button 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.

7.2 Pedal Assist Level

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

7.3 Speed & Mileage Mode Switch

Pressing the M 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.

7.4 Lights On/Off

Press and hold (+) button for 2 seconds to turn on/off the integrated lights.

7.5 Walk/Push Assist (3.7 mph)

Press and hold the (-) button for 2 seconds to enter the walking mode until released.

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

And more visit us at Ride1UP.com

7.6 Change Settings

Hold the M button to enter the setting menus, press UP/DOWN buttons to change the parameter setting, pressing the M button can switch to the next item. Holding the M 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.

7.8 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**:

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

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

7.9 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

7.10 Off Road Mode:

The Vorsa is shipped with a default Class 2 setting which limits top speeds to 20mph using throttle and pedal assist. For speeds more than 28mph, rider must contact [Ride1Up Customer Support](#) to acknowledge private road use only and compliance with local laws and regulations. The rider must execute the Release of Liability, Waiver of Claims, and Indemnity Agreement before instructions are given to the rider on how to unlock the Off-Road Mode. When you have access to safe terrain on private property, Off-Road Mode allows riders to achieve speeds more than 28mph. Top speeds are dependent on many factors such as rider strength and weight, terrain, and weather conditions and should only be access after the reading and understanding all sections of the entire manual in addition being experienced riding the bicycle in Class 3 mode.

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

And more visit us at Ride1UP.com

Unlocking Multi-Class Speed System (Off-Road Mode)

1. Complete Waiver: Rider safety is our top priority. In order to get instructions and passcodes to unlock the Vorsa, owners must submit a completed waiver. This ensures owners fully understand the operational workings, warnings, and risks involved with unlocking the Vorsa. **IMPORTANT:** Enter the same email you used to purchase the Vorsa 1 in the waiver form. Did you purchase from a dealer, 2nd hand or receive as a gift? If so, complete the waiver and reach out to support with an ID attachment that matches your waiver info.

[Vorsa Multi-Class Speed System Waiver](#)

2. Receive Instructions: A support representative will verify your completed waiver and purchase, and send you instructions and codes to unlock your Vorsa. Support reps will typically respond within 1 business day. If you have not heard back after 1 business day, please reach out to customer support.
3. Have Fun & Ride Responsibly: As with any other electric bike, be sure to ALWAYS wear a helmet and other safety gear, follow your local rules and regulations.

Riders must have the physical condition, reaction time, and mental capability to ride safely and manage traffic, road conditions, sudden situations, and respect the laws governing electric bike use where they ride. Please refer to Section 1 for all full Safety Notes.



Rider is responsible for referring to local laws and regulations before accessing Off Road Mode.



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

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,

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

And more visit us at Ride1UP.com

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.