PORTOLA 2 OWNER'S MANUAL

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***Ride1Up Portola 2* Owner's Manual**

Thankyou for purchasing a ***Ride1Up PORTOLA*** e-bike! Please fill out the information below. This is for your records only. Your serial number is the number stamped on the headtube 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 AVIOLATION 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 Us: https://ride1up.com/contact/

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

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RIDE1UP

Model: Portola

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Assembly Video

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

1. Safety Notes

1.1 Personal Safety:

△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, youre-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 youre-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.

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 300 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 e-bike immediately and contact our Customer Support Department or review our Support Library for troubleshooting steps.

The rear rack on the Portola has a maximum weight capacity of 125 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 125 lbs. Not following these limits could cause death, serious personal injury, and/or property damage.

△ It is critical to ensure that all frame latches, including but not limited to, the main folding frame latch and foldable stem/handlebar latch is properly engaged, secured and locked prior to riding. Not ensuring that all latches are properly secured before riding 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 anyway. 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 anyway. 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.

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 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.

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.

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 betaken 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:

2. What's in the Box?

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

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3. Installation Steps: Assembling Your Bike

3.1 Unfolding the ebike


Figure 1


Figure 2


Figure 3


Figure 4

- Remove the ebike out of the box and stabilize it so it stands upright using the frame stand. We recommend getting help lifting the bike out of the box (figure 1).
- Unfold the bike frame ensuring the internal cabling doesn't get pinched (figure 2).
- Once the frame is unfolded, secure the frame latch close ensuring that the latch is fully engaged and locked (figure 3).
- Push down the kickstand to keep the bike upright.
- Unfold both pedals (figure 4).

3.2 Stem/Handlebar Assembly

PLEASE COMPLETE STEPS IN ORDER.

- Take the 5mm Allen key and unscrew the step cap bolt off (figure 5-6). Lift the stem cap to remove the silver stem spacer (figure 7). You won't be needing the silver stem spacer however keep the stem cap and bolt as you will need it later.

- Take the stem/handlebars and insert it to the top of the headtube ensuring that the wires are all routing the same way in front of the bike (figure 8)
- Unlock the stem latch by pulling the safety pin and pulling away from the stem (figure 9). Then press the allow 'button' on the other side of the stem to fold down the handlebars (figure 10-11).


Figure 12


Figure 13


Figure 14

- Take the 5mm Allen key to screw and hand tighten (5nm) the stem cap bolt the stem cap to the headset (figure 12).
    - Important – Ensure that when you tighten the stem cap bolt, the fork and headtube are centered in away where there is no gap or space above or below the headtube (figure 13).
- Unfold the stem/handlebars and ensure the handlebars are straight and aligned with the front wheel. Make the necessary adjustments as needed to align the handlebars correctly (figure 14).


Figure 15


Figure 16

- Once they are aligned, fold the stem back open and tighten the stem cap bolt further (7nm) to secure the stem in place (figure 15-16).

- Using the 5mm Allen key, tight the two side screws. Alternate tightening the two screws a little at a time to ensure they are equally tightened (figure 17).

- Lastly, ensure that the stem has been properly installed by holding down the left brake lever and firmly pushing the bike forward to check that there is no gap or give between the fork and the headtube (figure 18). If it feels loose, go back and properly seat the stem on the headtube and tighten again as shown in figure 12 above.

WARNING: ◆ IT'S VITAL TO TIGHTEN THE STEM CAP 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 Saddle/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)

3.3 Seat Clamp Assembly:

- Slide saddle into seat post clamp.
- Using the provided hex wrenches, tighten the bolts to 14 nm of torque (unless otherwise marked on the seat post).
- The seat post angle is adjustable. Ensure each bolt is correctly torqued. If left loose or over-tightened, a seat post bolt could snap.

3.4 Detailed Torque Settings:

- Saddle Clamp Bolts: 14nm (unless otherwise marked on seat post) .
- Crank Arms: 39nm (pre-installed).
- Handlebar Clamp: 5-7nm (unless otherwise marked on stem). Tighten evenly in a cross pattern so the gap at each bolt is the same.

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 of 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.comforthe 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. 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 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.

4. Battery Connection & Removal

- Insert the key into the battery key hole.
- Turn the key in a clockwise direction (At 90 degrees).
- The battery is heavy, 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.
- If the knob feels stuck, do not force it, simply take the weight off of the latch and it will release easily.
- Replace battery with key in the same position, then turn key to lock.
- Charging port is on the right side of the battery at the top of the down tube.

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

5. E-bike Basics & Care

5.1 E-bike Basics:

Your Portola e-bike will arrive with a left-hand controller panel. The middle power button turns on and off the bike. Simply hold the button down.

- 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 turnoff 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 turnoff 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 eco 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.
- The headlight is turned on by holding down the + button.
- The throttle and pedal assist can be used simultaneously.
- You can turn the pedal assist off by pressing the – button past low, until no number is showing, and ride only using the throttle if you like. The bike pedal assist uses a dual sensors and is set to torque by default. Cadence reacts a little delayed based on the spinning of the pedals. It will take sometime 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.

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

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 arestoring 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.

5.3 Battery Basics & Care:

(5.3.a) Fenders: If you are experiencing rubbing or rattling fenders, this can be fixed. Firstly, the front fender tab that attaches to the fork can be mounted on the back to provide more spacing, or the front for a tighter fit. The fender arms are also malleable and sometimes need to be bent with the wheel off to be centered with the wheel.

(5.3.b) 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.c) Noise When Riding: Refer to thethree issues above. Gears, fenders, 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 Support@Ride1UP.com.

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.

(6.1.d) EBS: Electronic Brake Shut-Off. Another possible cause is that the electronic brake shut-off sensors are firing when they shouldn't be. This can happen typically when there is damage to the brake levers or the cables themselves causing a miscommunication with the internal controller. The best way to identify this issue is to unplug these cables from the internal controller and test. You can find the diagram for the internal wiring at the end of this document. There is also a video demonstrating removal of the controller on our YouTube channel/website link.

6.2 Kickstand:

Does the bike sit too low with the kickstand? The kickstand length is adjustable. Loosen the bolt on the bike and slide to the desirable length. Check the bolt tension when first assembling as well to make sure the bolt does not rattle loose. Is there a clicking noise with the kickstand? Make sure it is parallel with the chain stay and fully tightened (8mm hex wrench). If it shifts, it will hit the crank arm when pedaling.

6.3 Charger:

Green light indicates the charger is powered but not charging. Red light indicates charging. Do not charge near anything flammable or store the e-bike 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.

6.4 Derailleur/Gears:

Adjusting the gears on a bike so that there is no chain noise can be tricky for a novice. If you are notable 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.

7. Charging the Battery:

WARNING ◆ DO NOT LEAVE CHARGING BATTERY UNATTENDED

The battery's voltage is indicated by the 4 LED lights located on the top of the battery & also 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 contact Support@RideIUP.com 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 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.

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.

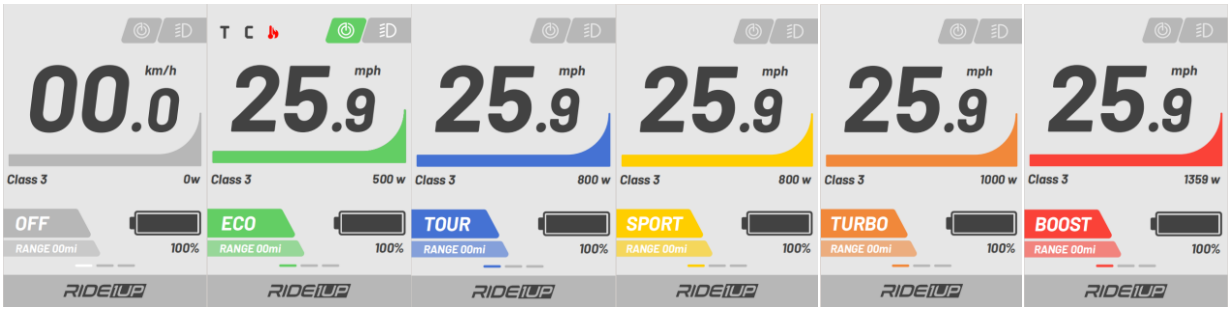
7.1 Battery Basics & Care:

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 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 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: Display Instructions

Basic Interface



- OFF> ECO> TOUR> SPORT> TURBO> BOOST: Six power-assist modes with real-time speed display.

Functional Interface

- OFF, ECO, TOUR, SPORT, TURBO, BOOST: Displays the mileage percentage for the current gear.
- TRIP: Shows the subtotal distance and unit.
- TOTAL TRIP: Shows the total distance and unit.
- AVG SPD: Displays the average cycling speed and its unit.
- MAX SPD: Displays the maximum riding speed and its unit.
- CAL: Displays calorie values and units.

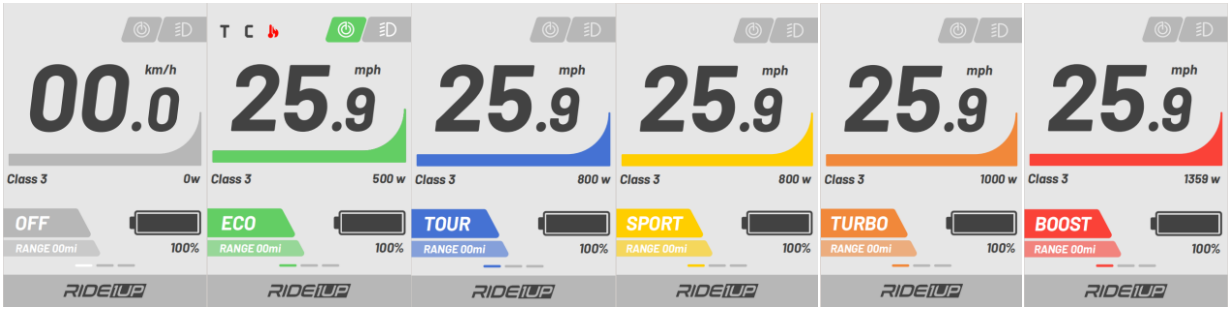
Functional Operations

Power On/Off

Maintain normal connection between the instrument and controller. When the instrument is powered off, press and hold the power button for 2 seconds; the instrument will display the startup interface, then enter the basic interface and begin operation. When the instrument is powered on, press and hold the power button for 2 seconds to turn it off. If the automatic shutdown time is set to 10 minutes and the rider performs no operations (speed = 0), the instrument will shut down automatically after 10 minutes.

Assist Gear Shift

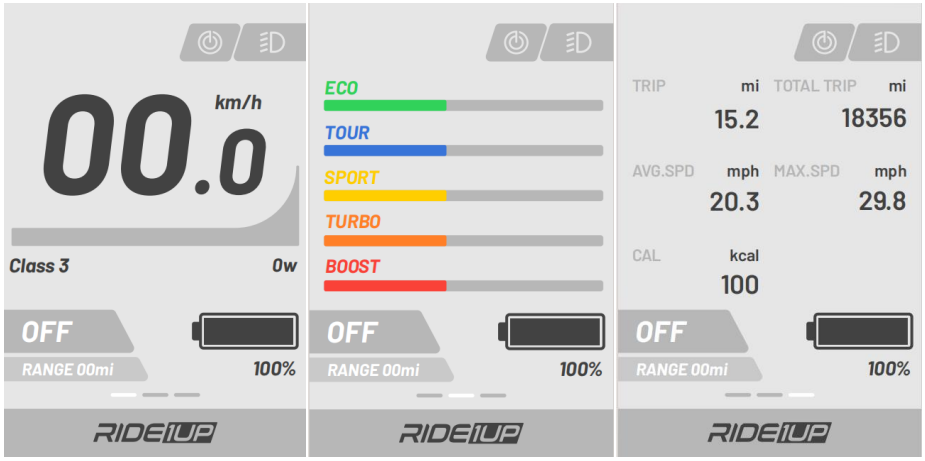
Press the +/ —key to switch assist modes or change assist settings. There are six modes: OFF> ECO> TOUR> SPORT> TURBO> BOOST. When the instrument panel is powered on, the default setting is OFF, indicating no assist function.



Display Information Switching

Briefly press the power button while the device is on to cycle through the riding interface, mileage interface, and function interface.

The interface switch is shown below:



Walk Assist

Press —and hold the button for 2 seconds to enter assisted —pushing/walk mode; release the button to exit.

UI pattern

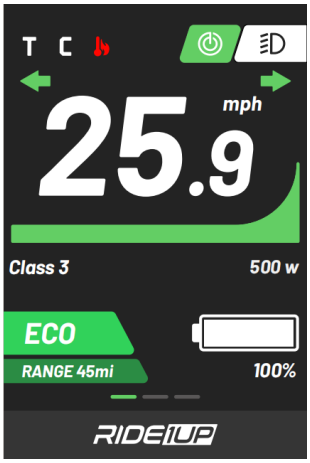
By default, the device enters day mode upon startup, with the main interface displaying a gray background. Switch between day and night modes using the headlight switch; in night mode, the main interface shows a black background.

Headlight Switch

Hold the + the button; after 2 seconds, the headlights turn on and the headlight indicator + icon on the instrument panel lights up. Hold the button again; after 2 seconds, the headlights turn off and the headlight indicator icon turns off.

Steering Switch

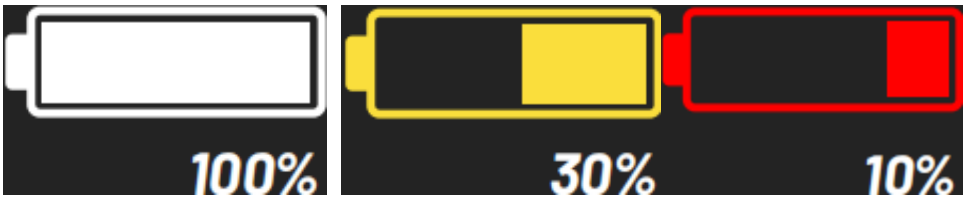
Shortly press the ⬅ left turn button to activate the left turn light; the instrument display interface ⬅ appears with the left turn indicator icon flashing ➡. Shortly press the left turn button again to deactivate the left turn light and ➡ extinguish the left turn indicator icon. Shortly press the right turn button to activate the right turn light; the instrument display interface appears with the right turn indicator flashing. Shortly press the right turn button again to deactivate the right turn light and extinguish the right turn indicator icon.



Power / SOC (state of charge) Display

When the battery level is normal, the percentage display changes according to the battery capacity: red for 0–10%, yellow for 10–30%, and white for>30%. When the battery reaches the under-voltage warning threshold, only a flashing battery outline icon appears, alerting the user to charge immediately.

The battery level is shown below:



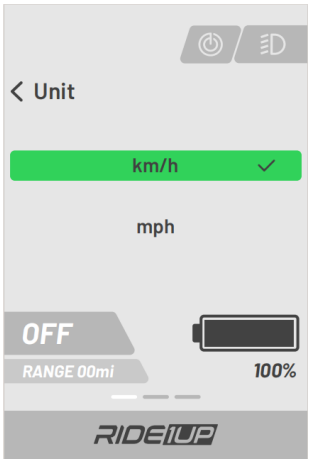
When the battery level drops to <=10%, the main riding interface displays a low battery warning message. This warning does not interfere with riding operations, and the warning can be dismissed by pressing the corresponding button.

User Settings

- Check the instrument's power status. Press the + / — key simultaneously to access the settings menu and hold down the + / — key to select specific settings. Shortly press the power button to enter the corresponding settings interface for parameter adjustments.
- Press the + / — key again to exit the settings and return to the cycling interface.

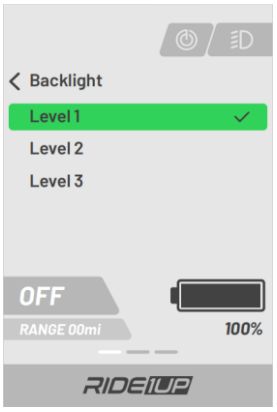
Unit Setup

In the Unit interface, press + / — select the setting item; hold the power button to save parameters and return to the previous level.



Backlight Settings

In the Backlight settings interface, press + / — to select a setting option; hold the power button to save parameters and return to the previous level.

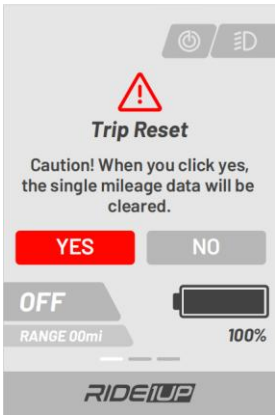


Calorie Reset

In the Calorie Reset settings interface, press + / — or select YES/NO to switch modes. Select YES to clear calorie data; short-press the power button to clear data and return to the previous level.

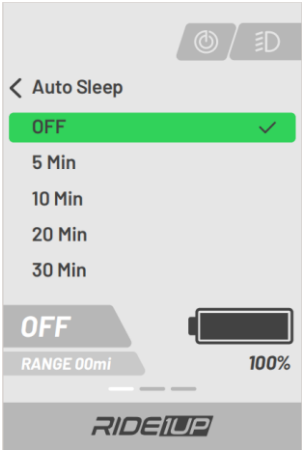
TRIP Reset

In the Trip Reset settings interface, press +/— and hold the power button to switch between YES and NO options. Select YES to clear the subtotal distance, maximum speed, and average speed; a short press clears the data and returns to the previous level.



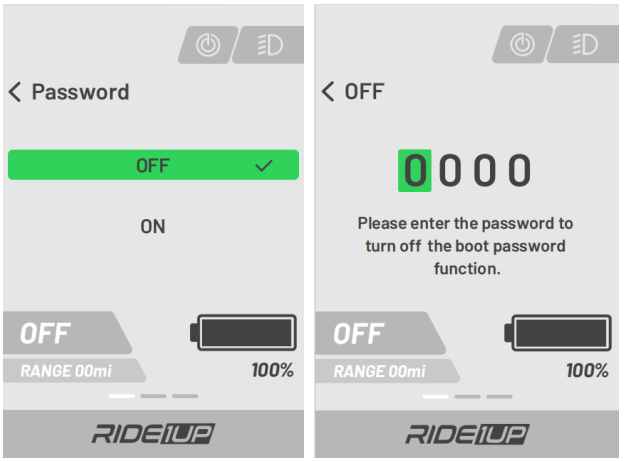
Automatic shutdown settings

In the Auto Sleep settings interface, press +/— to select a setting option; hold the power button to save parameters and return to the previous level.



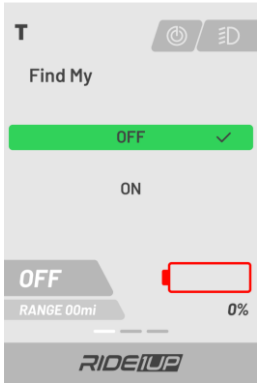
Password Setting

In the Password Settings interface, press +/— to select the setting option and switch to the ON item. If a startup password is required, briefly press the power button to set the password value. Briefly press the power button to cycle through the password digits from left to right, then press +/— to adjust the password value. After completing the settings, briefly press the power button to save the parameters and return to the previous level.



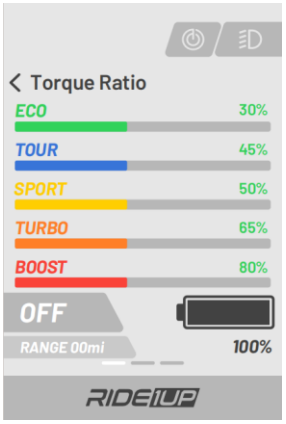
Find My Settings

In the Find My settings interface, press +/— or select the setting item, then hold the power button to save parameters and return to the previous level.



Torque Ratio Setting

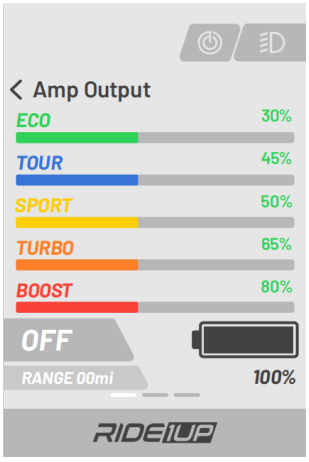
In the Torque Ratio settings interface, press +/— select the setting option, use the left +/— right arrow keys to adjust values, or hold down the key to save parameters and return to the previous level.



Amp Output Setting

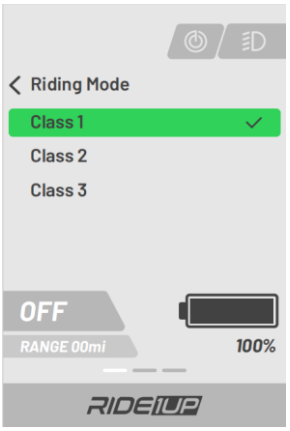
In the Amp Output settings interface, press +/— to select a setting, use the left/right arrow keys to adjust values, or hold down +/— to save parameters and return to the previous level.

The display interface is as follows:



Change Class Settings

In the Riding Mode settings interface, press +/— to select a setting option; hold the power button to save parameters and return to the previous level.



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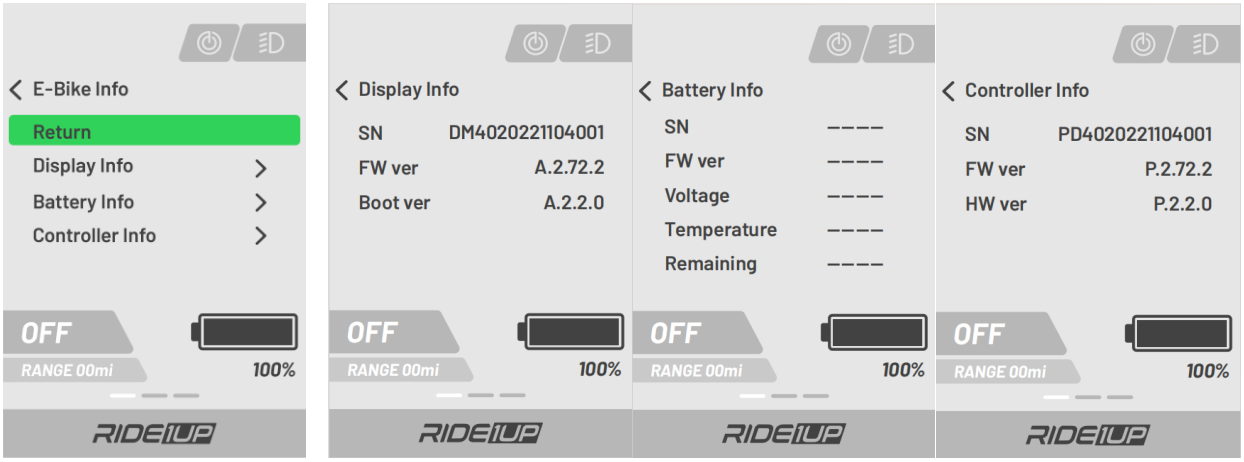
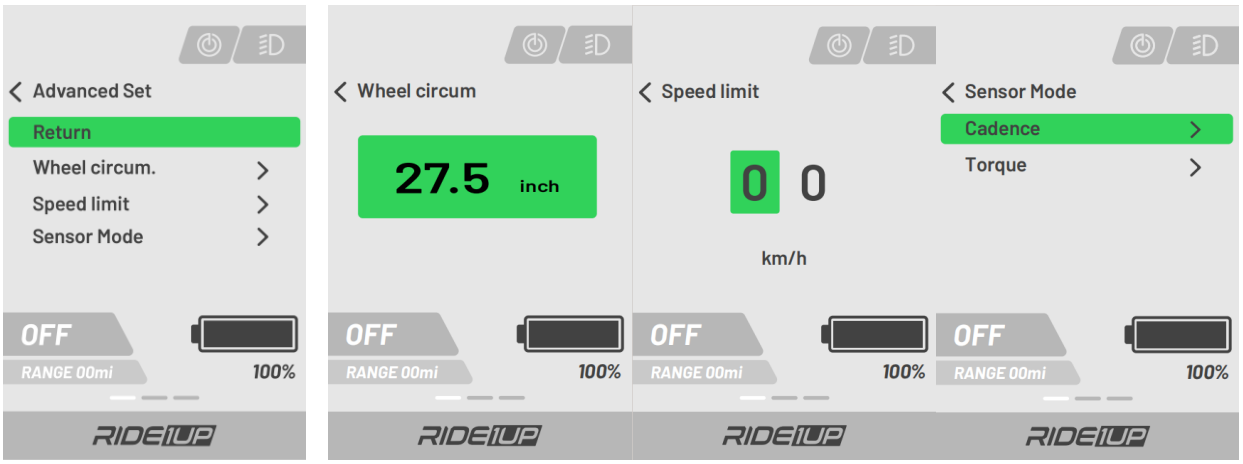
System Information

In the E-Bike Info settings interface, press +/— or select a setting option. Short-press the power button to view the corresponding option details, and select Return to press the power button again to return to the previous level.



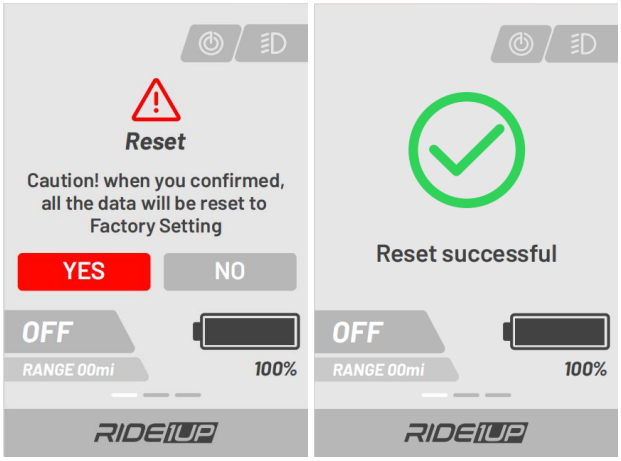
Advanced Settings

In the Advanced Settings interface, press +/— select a setting item; hold the power button to access the corresponding setting; press +/— adjust the setting parameters; select Return and hold the power button to return to the previous level.



Reset Settings

In the Reset settings interface, press the +/— key or select YES/NO to switch modes. Select YES to restore default settings and display a reset success confirmation message. Shortly press the power button to return to the previous level.



8.1 Error Codes

When fault information appears on the main screen, the bubble will remain filled. Click the power button and select the OK option to return to the main interface.

The interface appears as follows:

9. 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 ride1 up.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.

9.1 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 atour cost. It will be necessary to send an email with a photo and/or video as requested tosupport@ride1up.comso 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.

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

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