

# HEYBIKE

## HEYBIKE MARS 3.0 ELECTRIC BIKE

**USER MANUAL**



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You can visit [www.heybike.com](http://www.heybike.com) to download the latest user manual.

# THANK YOU FOR PURCHASING THE HEYBIKE MARS 3.0 EBIKE!

We are delighted to bring you an excellent product. To ensure you have the best user experience, please read and understand this manual thoroughly before assembling and riding the electric bicycle.

You can download the latest product manual at [www.heybike.com](http://www.heybike.com). After reading the manual, if you have any questions, please contact us via email or phone. For more information about Heybike, visit our Help Center. We are always here, ready to assist you!

Thank you for riding Heybike Electric Bikes!

Heybike Help Center: <https://heybike.zendesk.com/hc/en-us>

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

TEL: +1 888 301 6908 / +1 888 859 1518

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## Instructions Before Use

This manual will help you safely operate and use your new Ebike. It is essential to read all the information in this manual before riding. Please keep this manual and any other accompanying documents that came with the packaging for future reference. The content of this manual may be subject to change, so please visit the Heybike official website to check and download the latest version. Due to the unpredictable nature of riding, this manual does not make any representations regarding safe use under all conditions. The rider assumes full responsibility for any unforeseen risks during Ebike usage.

**IMPORTANT NOTE:** To all riders under 16 years old, obtain parental permission before riding an electric bicycle.

If you need any assistance, please feel free to contact the Heybike Support Team.



## ⚠️ Product Safety Warnings

### INSTRUCTIONS PERTAINING TO RISK OF FIRE OR ELECTRIC SHOCK / INSTRUCTIONS POUR RISQUE D'INCENDIE ou DE DÉCHARGE ÉLECTRIQUE

The owner's manual provides important operation and maintenance instructions for your Ebike. Read the owner's manual carefully before riding and save it for future reference. Failure to follow any instructions in the owner's manual may result in electric shock, fire, and/or serious injury.

#### IMPORTANT SAFETY INSTRUCTIONS

WARNING – When using this product, basic precautions should always be followed, including the following:

- Read all the instructions before using the product.
- To reduce the risk of injury, close supervision is necessary when the product is used near children.
- Do not put fingers or hands into the product.
- Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or any other signs of damage.
- This equipment is not intended to be used at ambient temperatures less than -10 °C or above ambient temperatures of 40 °C.
- The battery is intended to be charged when the ambient temperature is between 0 °C and 40 °C. Never charge the battery when ambient temperatures are outside this range.

SAVE THESE INSTRUCTIONS

#### INSTRUCTIONS DE SÉCURITÉ IMPORTANTES

AVERTISSEMENT – Lors de l'utilisation de ce produit, les précautions de base doivent toujours être suivies, notamment :

- Lisez toutes les instructions avant d'utiliser le produit.
- Pour réduire le risque de blessure, une surveillance étroite est nécessaire lorsque le produit est utilisé à proximité d'enfants.
- Ne placez pas vos doigts ou vos mains dans le produit.
- N'utilisez pas ce produit si le cordon d'alimentation flexible ou le câble de sortie est effiloché, si l'isolation est cassée ou si d'autres signes de détérioration sont présents.
- Cet équipement n'est pas destiné à être utilisé à des températures ambiantes inférieures à -10 °C ou supérieures à des températures ambiantes de 40 °C
- La pile doit être chargée lorsque la température ambiante est comprise entre 0 °C et 40 °C. Ne jamais charger la pile lorsque la température ambiante est en dehors de cette plage.

CONSERVEZ CES INSTRUCTIONS

## ! Product Safety Notice



Always wear a helmet when riding your electric bike.



Please keep the bike key secure. If the key is lost, you will not be able to start your Ebike or replace the battery. If necessary, you can obtain spare keys (Heybike does not provide or sell spare keys).



Ensure your electric bike is fully charged before taking it out to ride.



Strictly adhere to local road regulations.



Do not ride an Ebike after consuming medication or alcohol.



Always respect pedestrians.



Avoid use under rainy conditions as it may result in potential injuries caused by slippery roads. Moisture can also damage electronic components and void the warranty.

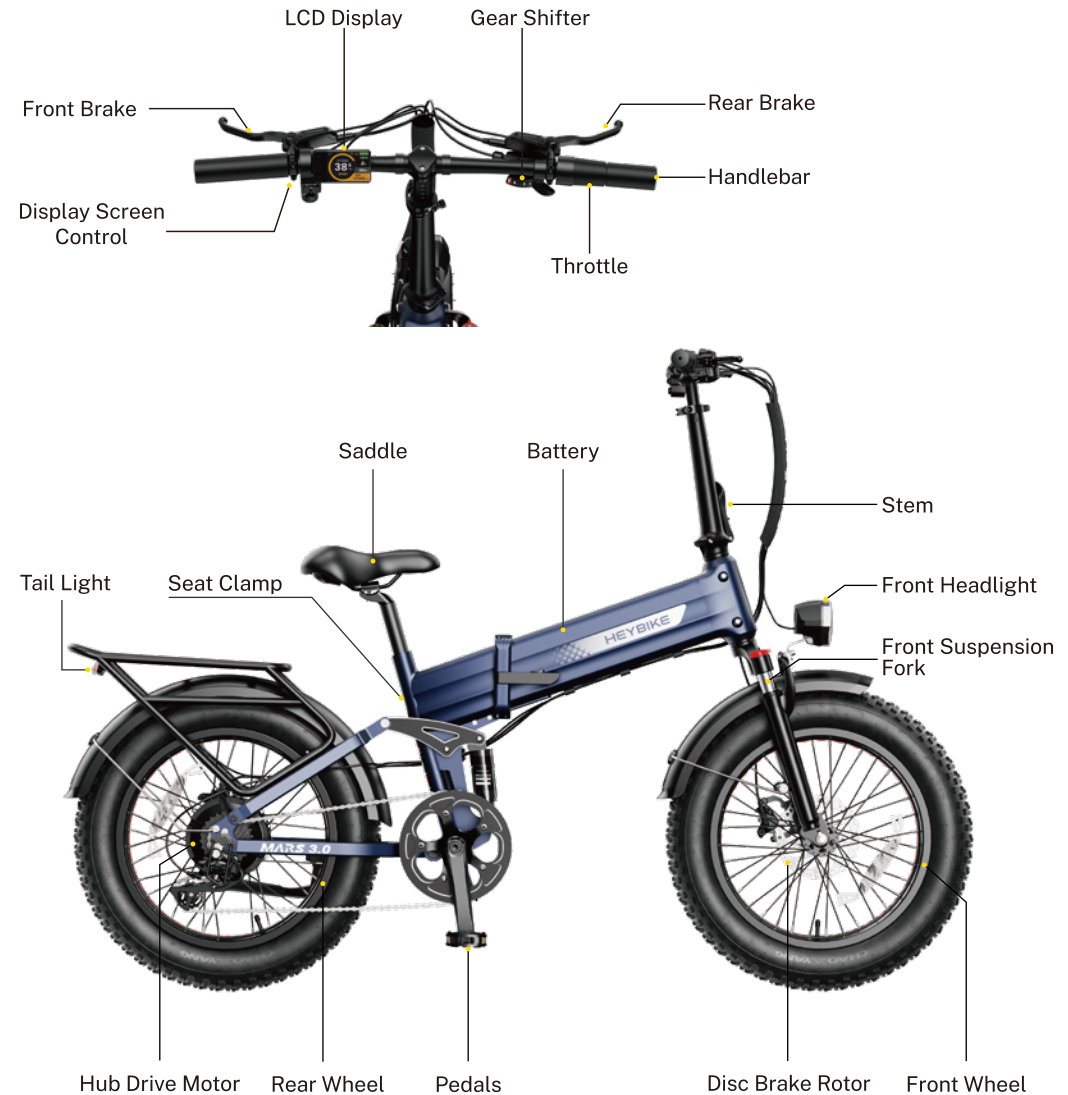
## ! Warning Message

1. Avoid Water - The electric bicycle is not waterproof, and electronic components may be damaged by water, voiding our warranty policy. Riding in wet conditions is also highly dangerous and may result in injury.
2. Avoid prolonged exposure to direct sunlight or heavy rain. Store the bike in a place free from high temperatures or corrosive gases.
3. Avoid Misuse - We do not provide warranty coverage for physical damage as a result of extreme riding or lack of routine maintenance.
4. When riding the electric bicycle, there is a risk of severe injury or even death due to loss of control, collision, or falls. Please ride cautiously and be aware of potential riding risks.
5. Modifying the product beyond the original manufacturer's design is strictly prohibited.
6. Do not exceed the speed limits set by authorities in your local area and comply with all traffic regulations.
7. Avoid direct contact between the human body and charging port. Also, prevent the charging port from coming into contact with metal objects.
8. Before riding - Conduct a thorough inspection of the electric bicycle to ensure all components are functioning properly. Check whether the braking system is operating correctly and become familiar with the safety warning content. Ensure that the axle protection device, chain guard, or any other covers or protective devices provided by the manufacturer are in place and in usable condition.
9. Do not exceed the maximum total payload of 440 lbs.
10. The electric bike should never be used by children under the age of 16.
11. You may need additional insurance coverage to protect against specific situations that may arise while riding the electric bicycle. We recommend contacting an insurance company or broker for advice or consultation.
12. To conserve power, use the assist mode, avoid frequent braking, riding against strong winds, carrying heavy loads (including passengers), and riding with low tire pressure.

# Package Contents

 <p>Manual Flyer x1</p>	 <p>Notice Card x2</p>	 <p>NFC Card x2</p>	 <p>Protective Bolt Cap x2</p>
 <p>Cable Tie x5</p>	 <p>Headlight x1</p>	 <p>Charger x1</p>	 <p>Front Fender x1</p>
 <p>Front Wheel x1</p>	 <p>Keys x2</p>	 <p>Pedals x2</p>	 <p>Tools x8</p>
 <p>Electric Bike x1</p>			

# Product Overview



## Specifications

ITEM	SPECIFICATIONS
Model	Mars 3.0
Product Dimensions	1700 x 650 x 1320mm
Package Dimensions	1420 x 325 x 710mm
Max Load	440 lbs (200kg)
Package Weight	86 lbs (39kg)
Ebike Weight	70 lbs (32kg)
Motor	750W Hub Motor
Max Speed	28mph (45km/h)
Battery	624Wh Li-Ion Battery
Charger	54.6V 100-240V 2A
Charging Time	5-7 hours
Pedal-Assist Range (PAS 1)	65 miles (105km)
Tire Size	20 x 4.0"
IP Level	IPX5
App	Yes

**\*Range Disclaimer:**

Range varies significantly between riders due to multiple factors, including rider&cargo weight, terrain, weather, and PAS level/throttle use.

Heybike's maximum range is tested under the following conditions: ~155 lbs rider, no extra cargo, minimal wind, ~86°F (30°C), mostly flat terrain, tires at 25 PSI, riding at PAS 1 with no throttle.

## Assembly Instructions / Instructions D'installation

The following instructions provide a guide for unboxing and familiarizing yourself with your new Ebike. Please read them carefully. Visit [www.heybike.com](http://www.heybike.com) for additional assistance with assembly, including step-by-step videos. Alternatively, you can scan the QR code to download the bicycle assembly tutorial.

If you are unable to assemble your Ebike on your own, we recommend taking your new Ebike to a bicycle shop for assembly and inspection. If you choose to assemble it by yourself, please follow all instructions, properly adjust gears and brakes, and set tire pressure.



Scan QR code to download assembly video:

## ✂ Assembly Instructions / Instructions D'installation

### Step 1 - Handlebar Installation



- 1 Loosen and remove the top screw and protective ring mold. Keep the top bolt and cap for reinstallation.



- 2 Slide the stem onto the steerer tube. While maintaining upward thumb pressure on the folding lever's release mechanism, pivot the lever outward to extend the stem.



- 3 Install the top cap and bolt onto the head tube. Ensure there is no gap between the stem and head tube by pressing them together while tightening the top bolt. This prevents wobbling during use. If wobbling occurs, repeat this step.



- 4 Apply downward pressure on folding lever until lock engagement is confirmed.

## ✂ Assembly Instructions / Instructions D'installation

### Step 2 - Handlebar Adjustment



- 1 To adjust the handlebar, pull open the clamp on top of the stem. Set the handlebar to your desired height, then close the clamp securely. If the clamp feels too loose or too tight, adjust the clamp side bolt as needed.



- 2 Ensure the handlebar is facing forward and aligned perpendicular to the front fork.



- 3 Tighten the two lower side bolts on the stem.

## ✂ Assembly Instructions / Instructions D'installation

### Step 3 - Front Wheel Installation



- 1 Remove the protective cover from the front fork and take out the front brake protection clip.



- 2 Remove axle protective covers from both ends of the front wheel axle.



- 3 Loosen the axle end nuts. Position the brake disc between the brake pads. Ensure the end nut, circular washer, and hooking washer are outside the fork, with the washer's pointed end facing upward toward the fork's slot. Place the circular washer between the hooking washer and the end nut.



- 3 Securely tighten the axle end nuts and place the protective bolt caps onto both ends of the axle.

## ✂ Assembly Instructions / Instructions D'installation

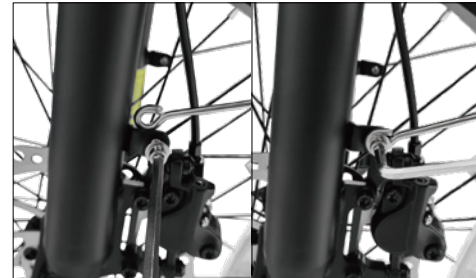
### Step 4 - Front Light & Fender Installation



- 1 Remove the headlight bolt from the front fork, insert the fender under the fork with the longer end covering the rear side of the wheel.



- 2 Align the holes of the fender, headlight bracket, and fork, then reinstall and tighten the headlight bolt with a washer on each end between the nut and the fork.



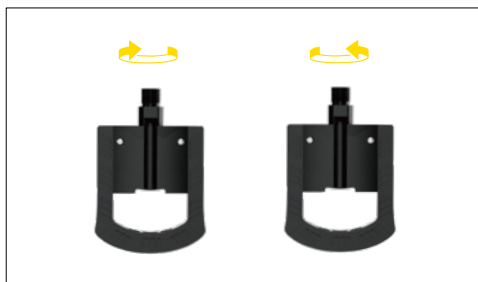
- 3 Remove the screws located on the sides of the front fork, near the spokes, align the fender stays with the openings, and secure them by tightening the bolts.



- 4 Connect the headlight plug by aligning the arrows and pushing straight in without twisting. You may need to open the wire sleeve to locate the connector.

## Assembly Instructions / Instructions D'installation

### Step 5 - Pedal Installation



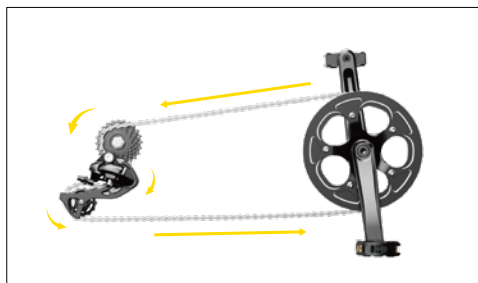
- 1 Find the right/left pedal marked with "R" / "L" stickers.



- 2 Gently thread the right pedal onto the right crankarm clockwise. Then, use an open-end wrench to tighten the pedal.



- 3 Gently thread the left pedal onto the left crankarm counter-clockwise. Then, use an open-end wrench to tighten the pedal.



- 4 Check the movement of the chain, chainring, and freewheel. Rotate the pedals and crankarm as if you were pedaling backwards. Observe the chain and ensure it smoothly passes through the transmission system.

Please Note: If the pedals or chain do not move smoothly or seem misaligned, please contact Heybike support. Do not force the pedal into place with the wrench if it cannot be threaded in.

## Assembly Instructions / Instructions D'installation

### Step 6 - Seat Installation



- 1 Open the quick release lever by swinging the lever open and outward fully.



- 2 Move the seat up and down by sliding the seatpost in or out of the seat tube. DO NOT raise the seatpost beyond the minimum insertion marking etched into the seatpost tube.



- 3 Adjust the seat and the head of the seat is parallel with the top tube.



- 4 Close the quick release lever using your palm or finger.

For better pedaling, safety and overall riding comfort, positioning the seat at the right height is important. The rider's leg length is used to determine the seat's position. When you pedal, your hips should remain level and your legs should be almost fully extended at the bottom of the pedal stroke, but not over-extended.

## ✂ Adjusting the Seatpost

(1) NOTICE: Ensure the seat post and seat are properly adjusted before riding. DO NOT raise the seat post beyond the lowest insertion marking etched into the seat post tube (as shown on the right). If the seat post is extended past these markings, the seat post or frame may break, potentially harming the rider and damaging the bike irreparably. Ensure the lowest insertion markings on the seat post are INSIDE the seat-tube of the frame.

(2) Before using the bike, always check that the latches, levers, and quick releases are properly secured and undamaged. Ensure that they are correctly secured before every ride and after every time the bike is left unsupervised, even momentarily. Otherwise, the handlebar stem and/or seat post may come loose and result in loss of bike control, damage to the rider and/or bike, additional property damage, serious injury, and/or death.



## ✂ Adjusting the Front Suspension

The suspension fork can be adjusted up to 100mm to cushion riding surfaces, making rides on rough roads or trails smoother and more comfortable. Depending on the rider's preference, the suspension fork can be locked into place, providing less cushioning but greater pedaling efficiency.

### The lockout lever (1)

Located to the top-right of the suspension fork, the lockout lever can be turned clockwise to adjust resistance or fully lock the suspension in place. To unlock, turn the lever counter-clockwise.

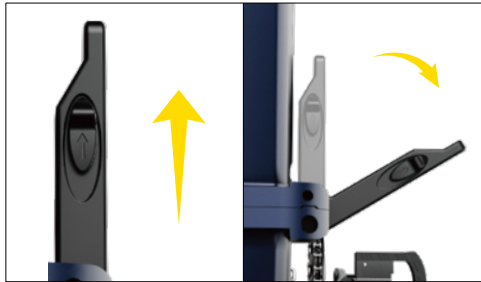
### The preload adjustment knob (2)

Located to the top-left of the suspension fork, to soften resistance, turn the preload adjustment knob counter-clockwise towards the minus sign (–) on the knob. To increase suspension stiffness, turn the adjustment knob towards the plus sign (+) on the knob.



## Battery Removal & Installation

For your convenience, the Heybike battery is designed to be removable. Follow these steps to effortlessly take out and reinstall your battery:



- 1 Push the locking clasp forward with your thumb and simultaneously pulling outward to unfold the folding handle.



- 2 Insert the battery key into its slot, press the key inward and simultaneously rotate it to the left until the button recesses.



- 3 Simultaneously fold the frame inward toward the center until it is fully collapsed into the folded position.



- 4 Withdraw the key and grab the battery's carrying handle with your fingers, slide it forward parallelly, and remove the battery.

### Reinstall the battery:

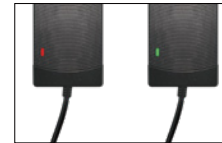
1. Align the groove on the bottom of the battery and gently insert it into the frame.
2. Turn the key to the locked position and your bike is ready to go.

## Charging the Ebike

1. Remove the rubber cover on the lower side of the battery tube. Connect the DC output plug from the charger to the charging port on the side of the battery.
2. The battery can also be charged off the bike. To remove the battery, turn the key to the "UNLOCK" position (see the previous remove battery section for details). Connect the power outlet to the battery via the charging port on the battery.



Battery charging port



Red: charging  
Green: full of charge



1. When charging the battery, place the charger on a flat, dry, and secure surface.
2. Once fully charged, the light will turn green. First, unplug the charger from the socket, and then disconnect the charger's output plug from the battery's charging port.
3. Avoid charging in direct sunlight, and ensure there are no flammable or explosive materials nearby (the maximum charging temperature is 80 degrees Celsius/170 degrees Fahrenheit).
4. Do not use other charging cords, portable devices or emergency power sources to charge the battery.

## Charging the Ebike



The battery can be removed from the bicycle for charging. To remove the battery, turn the key to the position 3. (see the previous remove battery section for details).



Remove the rubber cover on the charging port. Connect the DC output plug from the charger to the charging port on the side of the battery.



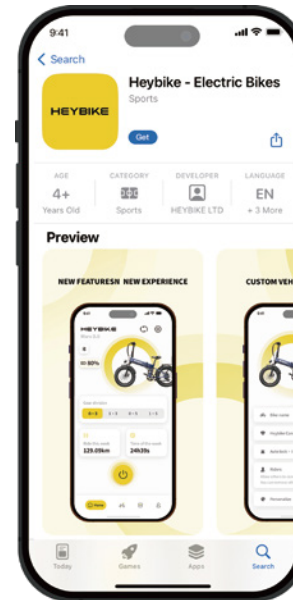
Plug the charger into a power outlet, charging should initiate and will be indicated by the LED charge status lights on the charger turning red. Once fully charged, the charging indicator light turning green. Unplug the charger from the wall outlet first and then remove the charger output plug from the battery charging port.

## App Operation

The Heybike App is continuously updated to provide more features and information. Please refer to the latest version for the exact interface.

Below are basic instructions to use the Heybike App:

1. Open the Heybike App and enable the Bluetooth feature on your phone.
2. Click "Register". After successfully registering your bike, you can use the Bluetooth feature to locate your Ebike and give it a name.



Download for iOS



Download for Android

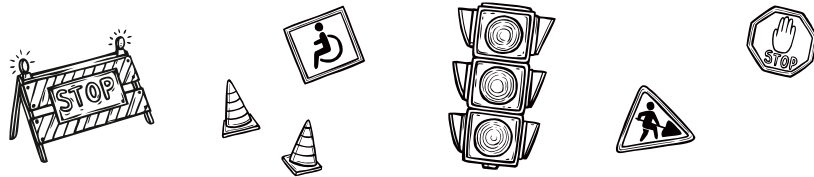


Download for Android

For more detailed instructions, adjust the settings and personalize your bike, scan the QR code to download the App and explore all its features. Download the official Heybike App from the Google Play Store or the iOS App Store to enjoy all the additional features and information the Heybike App has to offer.

## Important Notice Before Your Ride

- The regulations covering the use of your Heybike eBike vary by different countries, and even municipality in certain locations. You must comply with the local regulations related to the minimum age of the rider, insurance, license plate, traffic, and maximum speed regulations, and any other regulations. These regulations may change at any time.



- Please wear a helmet while riding. To get started, we recommend starting in PAS level 0 if you have never ridden an ebike. If you're familiar with riding an ebike, level 1 through 3 is a great choice - this will make pedaling easy, and will also ensure a safe start.



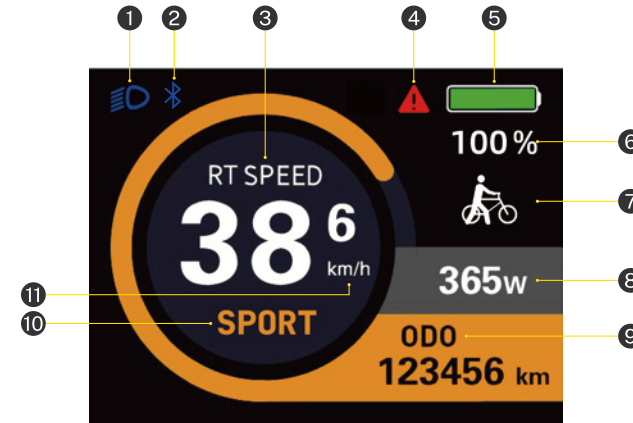
*Let your joy out*

## Display Settings

### Functional overview

The digital display offers a variety of features to suit your riding needs, including:

- Boot password
- System unit switch (km/h or mph)
- Walk assist mode
- Error code indication
- NFC Function: optional.
- Front light indication: front light status supported by controller.
- Battery indication: battery level percentage, low voltage indication
- Speed display:(in km/h or mph) real-time speed (SPEED), max speed (MAX), average speed (AVG)
- Distance: single-trip distance (TRIP), total travel distance (ODO)
- Dual Drive Control and Display: This function works with controller.
- Bluetooth Connection: optional, support OTA upgrade via mobile phone.
- Assist Mode Control and Display (3/5/9 levels)
- Assist Level Control and Display
- Riding Info: Braking Status, Front Light Status, Low Voltage.
- Turning Signals: This function works with controller
- Status of Double Battery Packs: optional, works with controller.



- 1. Headlight Status
- 2. Bluetooth
- 3. Real-time Speed
- 4. Abnormality Warning
- 5. Battery Level
- 6. Battery Percentage
- 7. Walk Assist Mode
- 8. Power
- 9. Odometer
- 10. PAS Level
- 11. Speed Unit

# Display Settings

The digital display is equipped with 3 buttons on the corresponding operating unit: power on/off (⏻), plus (▲), minus (▼).



**Long Press**  
• Power on/off



**Single Press**  
• Increase/decrease assist level



**Long Press**  
• Turn on/off headlight



**Long Press**  
• Long press and hold to turn on the Walk Assist Mode, release to turn off



## Operation Directions

Long press: Holding the button for more than 2 seconds.  
Short press: Press the button for less than 0.5 seconds.  
Double-click: Press the button for two times in less than 0.3 seconds.

## Power on/off

Long press ⏻ to power on the display. Once the display lights up normally, the bike is ready for use.  
Long press ⏻ again to power off the display. If the bike is not used for 10 minutes (speed remains at 0), it will automatically enter sleep mode and shut down. You can adjust the auto-sleep time in the settings menu.

You can also turn on the bike by tapping the NFC card(s) comes with the bike on the lower half of the display screen.  
Additionally, you can power the bike on or off using the Heybike App.

## Passcode power on

Short press ▲ or ▼ to select numbers, and use ⏻ to confirm and switch between digits. The display will automatically turn off if there is no action for more than 10 seconds.  
The default passcode is 0000.

# Display Settings

## Display interface switching

When powered on, the display shows the Current Speed (mph) and Trip Odometer (mile) by default. Short press ⏻ to cycle through: Trip Odometer (mile), Odometer (mile), Riding Time, Maximum Speed (mph), Average Speed (mph), and Voltage (V).

## Walk assist mode

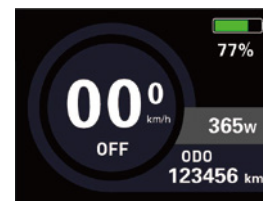
Long press and hold ▼ to activate Walk Assist Mode, which will propel the bike at a constant speed (6km/h). The 🚲 will appear on the display when active.

Release ▼ to exit Walk Assist Mode; the icon will disappear.

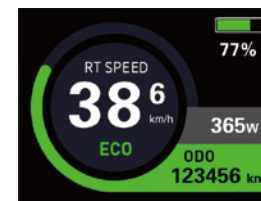
**NOTE:** Walk Assist Mode is for pushing the eBike only. Do not use it while riding.

## PAS level selection

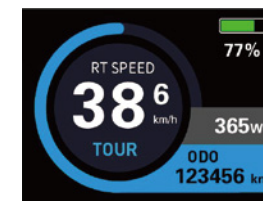
Press ▲ or ▼ to select the PAS level (pedal assist power).  
There are 5 levels available. When "OFF" is displayed, pedal assist is disabled.



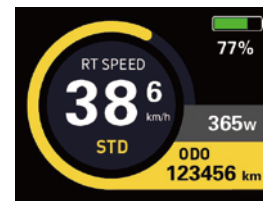
Level 0



Level 1



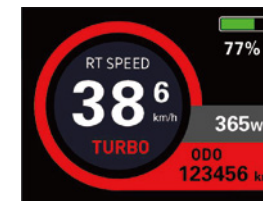
Level 2



Level 3



Level 4



Level 5

## Display Settings

### Lights on/off

Long press ▲ to turn on/off the headlight.

### Turn signals on/off

Switch the ⇐ / ⇒ to turn the left or right turn signals on or off.

### Horn

Single press 📢 to sound the horn.

### Bluetooth connection

Ensure you have an active Heybike App account. Turn on Bluetooth on your phone and open the Heybike App. Keep your phone close to the display. If the display is off, it will automatically power on when it detects a Bluetooth signal.

The display will show "Search Devices," and once successfully paired, a "Bluetooth Connected" message will appear along with a 📶 in the upper left corner of the display under default interface. You can now use the Heybike App to adjust bike settings or power the bike on/off.

### Error Code Definition

E60	Controller failure	E63	Battery under voltage
E61	Throttle failure	E64	Brake failure
E62	Communication failure	E65	Motor/Hall sensor failure

## Display Settings

### Setting operations

**Enter setting menu:** Long press ▲ and ▼ simultaneously to enter the parameter settings interface. The settings include Display Settings and Basic Settings. You can switch between the two settings using the ⇐ when none of the options are highlighted.

**Adjust parameters:** Single press ▲ or ▼ to switch the setting interfaces. Single press ⇐ to enter the settings, then single press ▲ or ▼ to set the value. The parameter will flash after modification. After selecting the value, single press ⇐ to save and switch and then enter to the next setting parameter at the same time.

**Save and exit the setting menu:** After modifying the parameters, long press ▲ and ▼ again to exit the menu setting and save the modified parameters. If you don't operate this step, the menu will be automatically exited and the modified parameters will be saved after 10 seconds.

MENU	
Display Settings	Basic Settings
→ System Unit	km/h
Brightness	
Auto-off	OFF
Auto Lamp	OFF
Battery Ind	Voltage
EXIT	

MENU	
Display Settings	Basic Settings
→ Wheel	12inch
Battery	36V
Low Battery	>
Password settings	>
Advanced settings	>
Factory settings	>
Information	
EXIT	

# ⚙️ Display Settings

## Display settings

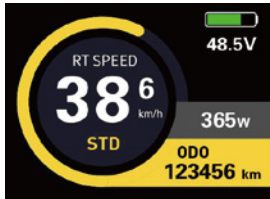
**System Unit:** Switch between Metric (km/h) and Imperial (mph).

**Brightness:** Adjust the backlight brightness of the display. | is the dimmest setting, |||| is the brightest.

**Auto-off:** Set the auto sleep time for the display. You can select between 1 to 10 minutes or turn off the auto-off feature. The default auto-sleep time is 5 minutes.

**Auto Lamp:** Enables the automatic headlight feature, which turns on the headlight in low-light conditions. Note that when enabled, the headlight may turn on even if the bike is powered off, as long as low light is detected. The auto headlight feature has priority over manual headlight control.

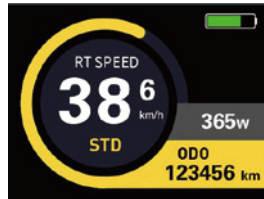
**Battery Ind:** Choose the battery display mode: Voltage, Percentage, or OFF.



Voltage



Percentage



OFF

## Basic settings

**Wheel:** Set the wheel diameter in inches. Incorrect settings will result in inaccurate speed display.

**Rated Voltage:** For proper operation, please do not change the setting from 48V to other options.

**Low Battery:** Set the voltage level for the low battery warning.

**Password settings:** Enable/disable and manage various password options, including Boost Password (startup password), Setting Menu Password, Base Setting Password, and ADV Setting Password.

# ⚙️ Display Settings

## Advanced settings

**Speed Limit:** Minimum value is 10 km/h, maximum is 100 km/h. Note that while the display allows up to 100 km/h, the bike will only operate up to its physical speed limit and will not exceed its design capabilities.

**Current Limit:** For proper operation, do not change the setting from 30A to other options.

**Walk 6km/h:** Enables walking mode at 6 km/h.

**Assist Levels:** Switch between 3 levels and 5 levels of pedal assist.

**Poles in Motor:** Number of speed sensor magnets inside the motor. For proper operation, do not change the setting from 1.

**Start Mode:** Select between throttle on demand and throttle after pedal. “Zero” means throttle on demand, “Non-Zero” means throttle after pedal.

**Drive Mode:** 0 = pedal assist only, 1 = throttle only, 2 = pedal assist + throttle.

**PAS Disc:** Number of PAS sensor magnets. Default and maximum is 12.

**Start Sensitivity:** Adjusts the delay before motor assistance after pedaling, range 1-24.

**Start Strength:** Adjusts the initial power output when starting to pedal, range 0-5.

Basic Settings	
Advanced Settings	
→ Speed limit	10km/h
Current limit	15A
Auto Cruise	No
Assist levels	5
Torque level range	500mV
Poles in motor	46

Basic Settings	
Advanced Settings	
→ Start mode	Zero
Drive mode	2
PAS Disc	5
Start Sensitivity	2
Start Strength	3
EXIT	

**Factory Settings:** Reset all settings to factory defaults.

**Information:** Displays speed records, ride distance, display serial number, and other ride data.

 **MAINTENANCE & STORAGE INSTRUCTIONS /**  
**INSTRUCTIONS DE MAINTENANCE ET DE STOCKAGE**

**Cleaning and Storage**

If you see stains on the bicycle, use a damp cloth to wipe them away, or use a toothbrush with toothpaste.

Warning: Do not use alcohol, gasoline, kerosene, or other corrosive and volatile chemical solvents to clean the bicycle, as they may cause severe damage. Do not use a high-pressure washer for cleaning. During the cleaning process, ensure that the bicycle is turned off, the charging cable is unplugged, and the charging port rubber cover is properly closed to prevent water leakage and avoid potential electrical short circuits or other major issues.

When the bicycle is not in use, store it indoors in a dry and cool place. Prolonged outdoor storage or exposure to excessive sunlight, heat, or extremely cold or wet environments can accelerate the aging of the bicycle and its battery.

**Battery Maintenance**

All Heybike Ebikes are equipped with advanced lithium batteries. To ensure safety and optimal performance for longer riding time and distance, proper battery maintenance is necessary.

1. Please use the original battery pack, as using batteries from other models or brands may pose safety risks.
2. Do not touch the battery contacts. Keep them away from metal objects to prevent short circuits that could damage the battery or cause harm to individuals.
3. Use the original power adapter to avoid potential damage or fire hazards.
4. Improper disposal of used batteries can cause significant harm to the environment. Please follow local regulations for the proper disposal of used batteries.
5. Charge the battery indoors at room temperature (50°F-104°F / 10°C-40°C). Do not charge the battery in direct sunlight or leave it unattended while charging. If the battery has been in a low-temperature environment, allow it to warm up to room temperature before charging.
6. Store the bicycle in a dry and cool place at temperatures between 50°F-77°F (10°C-25°C). Moisture in the environment can lead to condensation or water accumulation, which could damage the battery.
7. Avoid fully depleting the battery during regular use. Recharge when the battery level is low. If the bike will not be used for an extended period, check the battery monthly and charge it to 60%–80% as needed.

 **Recommended Service Intervals**

Regular inspection and maintenance are key to ensure Heybike Ebikes function as intended, and to reduce wear and tear on their systems. Recommended service intervals are meant to be used as guidelines. Real world wear and tear, and the need for service, will vary with conditions of use. We generally recommend inspections, service, and necessary replacements be performed at the time or mileage interval that comes first in the following table.

Interval	Inspect	Service	Replace
Weekly, 100-200 mi (160-321km)	<ul style="list-style-type: none"> <li>- Check drivetrain for proper alignment and function (including the chain, freewheel, chainring, and derailleur).</li> <li>- Check wheel trueness and for quiet wheel operation (without spoke noise).</li> <li>- Check condition of frame for any damage.</li> </ul>	<ul style="list-style-type: none"> <li>- Clean frame by wiping frame down with damp cloth.</li> <li>- Use barrel adjuster(s) to tension derailleur/brake cables if needed.</li> </ul>	<ul style="list-style-type: none"> <li>- Replace any components confirmed by Heybike Product Support or a certified, reputable bike mechanic to be damaged beyond repair or broken.</li> </ul>
Monthly, 250-750 mi (402-1207km)	<ul style="list-style-type: none"> <li>- Check brake pad alignment, brake cable tension.</li> <li>- Check bike is shifting properly, proper derailleur cable tension.</li> <li>- Check chain stretch.</li> <li>- Check brake and shifter cables for corrosion or fraying.</li> <li>- Check spoke tension.</li> <li>- Check accessory mounting (rack mounting bolts, fender hardware, and alignment).</li> </ul>	<ul style="list-style-type: none"> <li>- Clean and lubricate drivetrain.</li> <li>- Check crankset and pedal torque.</li> <li>- Clean brake and shift cables.</li> <li>- True and tension wheels if any loose spokes are discovered.</li> <li>- Balance the battery.</li> </ul>	<ul style="list-style-type: none"> <li>- Replace brake and shift cables if necessary.</li> <li>- Replace brake pads if necessary.</li> </ul>
Every 6 Months, 750-1250 mi (1207-2011km)	<ul style="list-style-type: none"> <li>- Inspect drivetrain (chain, chainring, freewheel and derailleur).</li> <li>- Inspect all cables and housings.</li> </ul>	<ul style="list-style-type: none"> <li>- Standard tune-up by certified, reputable bike mechanic is recommended.</li> <li>- Grease bottom bracket.</li> </ul>	<ul style="list-style-type: none"> <li>- Replace brake pads.</li> <li>- Replace tires if necessary</li> <li>- Replace cables and housings if necessary.</li> </ul>

# Troubleshooting

	Symptoms	Possible Causes	Most Common Solutions
1	The bike does not turn on	<ol style="list-style-type: none"> <li>1. Insufficient battery power</li> <li>2. Faulty connections</li> <li>3. Battery not fully seated in tray</li> <li>4. Brakes are applied</li> <li>5. Blown discharge fuse</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge the battery</li> <li>2. Clean and repair connectors</li> <li>3. Install battery correctly</li> <li>4. Disengage brakes</li> <li>5. Replace discharge fuse</li> </ol>
2	Irregular acceleration and/or reduced top speed	<ol style="list-style-type: none"> <li>1. Insufficient battery power</li> <li>2. Loose or damaged throttle</li> <li>3. Misaligned or damaged magnet ring</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge or replace battery</li> <li>2. Replace throttle</li> <li>3. Align or replace magnet ring</li> </ol>
3	The motor does not respond when the bike is powered on	<ol style="list-style-type: none"> <li>1. Loose wiring</li> <li>2. Loose or damaged throttle</li> <li>3. Loose or damaged motor plug wire</li> <li>4. Damaged motor</li> </ol>	<ol style="list-style-type: none"> <li>1. Repair and or reconnect</li> <li>2. Tighten or replace</li> <li>3. Secure or replace</li> <li>4. Repair or replace</li> </ol>
4	Reduced range	<ol style="list-style-type: none"> <li>1. Low tire pressure</li> <li>2. Low or faulty battery</li> <li>3. Battery discharged for long period of time without regular charges, aged, damaged, or unbalanced</li> <li>4. Brakes rubbing</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust tire pressure</li> <li>2. Check connections or charge battery</li> <li>3. Balance the battery; contact tech support if range decline persists</li> <li>4. Adjust the brakes</li> </ol>
5	The battery will not charge	<ol style="list-style-type: none"> <li>1. Charger not well connected</li> <li>2. Charger damaged</li> <li>3. Battery damaged</li> <li>4. Wiring damaged</li> <li>5. Blown charge fuse</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust the connections</li> <li>2. Replace</li> <li>3. Replace</li> <li>4. Repair or replace</li> <li>5. Replace charge fuse</li> </ol>
6	Wheel or motor makes strange noises	<ol style="list-style-type: none"> <li>1. Loose or damaged wheel spokes or rim</li> <li>2. Loose or damaged motor wiring</li> </ol>	<ol style="list-style-type: none"> <li>1. Tighten, repair, or replace</li> <li>2. Reconnect or replace motor.</li> </ol>

# Limited Warranty

## 30 DAY SATISFACTION GUARANTEED RETURN POLICY

Heybike warrants the original purchaser that your Heybike product shall be free from defects in materials and workmanship under normal use for a period aforementioned. Heybike does not warrant the operation of the product will be uninterrupted or error-free.

Only the original owner of an Ebike purchased from Heybike online or physical storefront is covered by this Limited Warranty. The warranty period begins upon your receipt of the Ebike and shall end immediately upon the earlier of the end of the warranty period or any sale or transfer of the Ebike to another person, and under no circumstances shall the Limited Warranty apply to any subsequent owner or other transferee of the Ebike.

The Limited Warranty is expressly limited to the replacement of a defective lithium-ion battery (the "Battery"), frame, forks, stem, handlebar, headset, seat post, saddle, brakes, lights, bottom bracket, crank set, pedals, rims, wheel hub, freewheel, cassette, derailleur, shifter, motor, throttle, controller, wiring harness, LCD display, kickstand, reflectors and hardware (each a "Covered Component"). The Covered Components are warranted to be free of defects in materials and/or workmanship during the warranty period.

## Limited Warranty Does Not Cover

Normal wear and tear of any Covered Component.

Consumables or normal wear and tear parts (including but not limited to tires, tubes, brake pads, cables and housing, grips, chain and spokes).

Any damage or defects to Covered Components resulting from failure to follow instructions in the Ebike user manual, acts of God, accident, misuse, neglect, abuse, commercial use, alterations, modification, improper assembly, installation of parts or accessories not originally intended or compatible with the Ebike as sold, operator error, water damage, extreme riding, stunt riding, or improper follow-up maintenance.

For the avoidance of doubt, Heybike will not be liable and/or responsible for any damage, failure or loss caused by any unauthorized service or use of unauthorized parts.

The battery is not warranted from damage resulting from power surges, use of an improper charger, improper maintenance or other such misuse, normal wear or water damage.

Any product sold by Heybike that is not an Ebike.

**DETERMINING WHETHER DAMAGE OR DEFECT TO AN EBIKE OR COVERED COMPONENT IS PROTECTED BY THIS LIMITED WARRANTY SHALL BE IN THE SOLE DISCRETION OF HEYBIKE.**

## Contact Us

If you experience any issues related to riding, maintenance, and/or safety, or are experiencing errors or faults with your Heybike, please contact us anytime via telephone.

TEL: +1 888 301 6908 / +1 888 859 1518



Scan the QR code to join our Facebook Group.  
Share your riding experience with other riders and get an exclusive bonus!

**HEYBIKE INC.**  
**[www.heybike.com](http://www.heybike.com)**