

HEYBIKE

HEYBIKE VENUS
ELECTRIC BIKE

USER MANUAL



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You can visit www.heybike.com to download the latest user manual.

THANK YOU FOR PURCHASING THE HEYBIKE VENUS 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. 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

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

! Battery Care & Safety

- Operating & charging range: Use only between 14°F-104°F (-10°C to 40°C). Charge only between 32°F-104°F (0°C to 40°C) on a flat, dry, non-flammable surface with the original charger. Let the battery cool before charging.
- Storage: Keep the battery in a cool, dry place away from heat, flames, or direct sunlight. Do not leave it fully discharged for long periods.
- If issues occur: If the battery overheats, leaks, emits odor/noise, or shows swelling or discoloration, immediately power off and stop use. Place it outdoors on a non-flammable surface (e.g., concrete/brick) in a ventilated area, keep away, and contact Heybike support. In case of fire or serious hazard, call the fire department or emergency services immediately.

Cuidado y seguridad de la batería

- Rango de funcionamiento y carga: Utilice solo entre 14°F-104°F (-10°C a 40°C). Cargue solo entre 32°F-104°F (0°C a 40°C) en una superficie plana, seca y no inflamable con el cargador original. Deje que la batería se enfríe antes de cargarla.
- Almacenamiento: Mantenga la batería en un lugar fresco y seco, lejos del calor, llamas o luz solar directa. No la deje completamente descargada por largos períodos.
- Si ocurre un problema: Si la batería se sobrecalienta, tiene fugas, emite olor/ruido o muestra hinchazón o decoloración, apague y deje de usarla de inmediato. Colóquela al aire libre sobre una superficie no inflamable (p. ej., concreto/ladrillo) en un área ventilada, aléjese y contacte al soporte de Heybike. En caso de incendio o peligro grave, llame inmediatamente a los bomberos o servicios de emergencia.

! Battery Care & Safety

電池保養與安全

- 工作与充电范围: 仅在 14°F-104°F (-10°C 至 40°C) 之间使用。仅在 32°F-104°F (0°C 至 40°C) 之间充电, 需放置在平坦、干燥、不燃的表面, 并使用原装充电器。充电前请让电池冷却。
- 存放: 将电池存放在阴凉干燥处, 远离热源、火焰或阳光直射。不要长时间将电池完全放电。
- 如有问题: 若电池过热、泄漏、发出异味/噪音, 或出现鼓胀、变色, 请立即断电并停止使用。将电池放置在室外通风良好的不燃表面 (如混凝土/砖块), 保持距离, 并联系 Heybike 客服。如遇火灾或严重危险, 请立即拨打消防或急救电话。

Уход и безопасность батарей

- Диапазон работы и зарядки: Используйте только при температуре 14°F-104°F (-10°C до 40°C). Заряжайте только при 32°F-104°F (0°C до 40°C) на ровной, сухой, негорючей поверхности с оригинальным зарядным устройством. Дайте батарее остыть перед зарядкой.
- Хранение: Храните батарею в прохладном, сухом месте, вдали от тепла, огня и прямых солнечных лучей. Не оставляйте полностью разряженной на длительное время.
- При проблемах: Если батарея перегревается, течёт, издает запах/шум или изменяет форму/цвет, немедленно выключите питание и прекратите использование. Поместите её на улице на негорючей поверхности (например, бетон/кирпич) в хорошо проветриваемом месте, держитесь подальше и свяжитесь со службой поддержки Heybike. В случае пожара или серьёзной опасности сразу звоните в пожарную службу или экстренные службы.

ব্যাটারি যত্ন ও নিরাপত্তা

- কার্যক্রম ও চার্জিং সীমা: কেবল 14°F-104°F (-10°C থেকে 40°C) তাপমাত্রার মধ্যে ব্যবহার করুন। 32°F-104°F (0°C থেকে 40°C) তাপমাত্রায় সমতল, শুকনো, অগ্নিরোধী স্থানে শুধুমাত্র আসল চার্জার দিয়ে চার্জ করুন। চার্জ দেওয়ার আগে ব্যাটারি ঠান্ডা হতে দিন।
- সংরক্ষণ: ব্যাটারি শীতল, শুকনো স্থানে রাখুন, তাপ, আগুন বা সরাসরি সূর্যালোক থেকে দূরে। দীর্ঘ সময়ের জন্য সম্পূর্ণ ডিসচার্জ অবস্থায় রাখবেন না।
- সমস্যা হলে: যদি ব্যাটারি অতিরিক্ত গরম হয়, লকি করে, গন্ধ/শব্দ নির্গত করে বা ফুলে যায়/রঙ পরিবর্তন করে, অবলম্বনে পাওয়ার বন্ধ করুন এবং ব্যবহার বন্ধ করুন। এটি বাইরে অগ্নিরোধী পৃষ্ঠে (যেমন কংক্রিট/ইট) বায়ুচলাচল এলাকায় রাখুন, দূরে থাকুন এবং Heybike সাপোর্টে যোগাযোগ করুন। অগ্নিকাণ্ড বা গুরুতর ঝুঁকি হলে অবলম্বনে ফায়ার সার্ভিস বা জরুরি পরিষেবা যোগাযোগ করুন।

Battery Care & Safety

배터리 관리 및 안전

- 작동 및 충전 범위: 14°F-104°F (-10°C~40°C)에서만 사용하세요. 32°F-104°F (0°C~40°C)에서만 평평하고 건조하며 불연성 표면 위에서 정품 충전기로 충전하세요. 충전 전 배터리를 식히십시오.
- 보관: 배터리를 시원하고 건조한 곳에 보관하고 열, 불꽃 또는 직사광선을 피하세요. 장기간 완전 방전 상태로 두지 마십시오.
- 문제가 발생할 경우: 배터리가 과열되거나, 누액, 냄새/소음 발생, 팽창 또는 변색이 나타나면 즉시 전원을 끄고 사용을 중단하세요. 환기가 잘 되는 불연성 표면(예: 콘크리트/벽돌)에 야외에 두고 멀리 떨어지십시오. Heybike 고객센터에 연락하세요. 화재나 심각한 위험 시 즉시 소방서 또는 긴급 구조대에 연락하십시오.

Swiv Konsèy pou Batri & Sekirite

- Ranje fonksyonman ak chaje: Itilize sèlman ant 14°F-104°F (-10°C a 40°C). Chaje sèlman ant 32°F-104°F (0°C a 40°C) sou yon sifas plat, sèk, ki pa pran dife avèk chajè orijinal la. Kite batri a refwadi anvan chaje.
- Depo: Kenbe batri a nan yon kote ki fre, sèk, lwen chalè, dife, oswa limyè solèy dirèk. Pa kite l' totalman dechaje pandan lontan.
- Si gen pwoblèm: Si batri a vin twò cho, koule, bay sant/oswa bri, oswa montre chanjman koulè/oswa vin gonfle, etenn l' imedyatman epi sispann itilize. Mete l' deyò sou yon sifas ki pa pran dife (tankou siman/oswa brik) nan yon kote ki byen ayere, rete lwen, epi kontakte sipò Heybike. Si gen dife oswa gwo danje, rele sèvis ponpye oswa sèvis ijans imedyatman.

Konserwacja i bezpieczeństwo baterii

- Zakres działania i ładowania: Używaj tylko w temperaturze 14°F-104°F (-10°C do 40°C). Ładuj tylko w temperaturze 32°F-104°F (0°C do 40°C) na płaskiej, suchej, niepalnej powierzchni, używając oryginalnej ładowarki. Przed ładowaniem pozwól baterii ostygnąć.
- Przechowywanie: Przechowuj baterię w chłodnym, suchym miejscu, z dala od ciepła, ognia i bezpośredniego światła słonecznego. Nie zostawiaj jej całkowicie rozładowanej na długi czas.
- W razie problemów: Jeśli bateria się przegrzewa, przecieka, wydziela zapach/hałas lub puchnie albo zmienia kolor, natychmiast wyłącz ją i przerwij użytkowanie. Umieść ją na zewnątrz na niepalnej powierzchni (np. beton/cegła) w dobrze wentylowanym miejscu, odsuń się i skontaktuj z pomocą Heybike. W przypadku pożaru lub poważnego zagrożenia natychmiast wezwij straż pożarną lub służby ratunkowe.

Battery Care & Safety

Entretien et sécurité de la batterie

- Plage de fonctionnement et de charge : Utiliser uniquement entre 14°F-104°F (-10°C à 40°C). Charger uniquement entre 32°F-104°F (0°C à 40°C) sur une surface plane, sèche et ininflammable avec le chargeur d'origine. Laisser refroidir la batterie avant la charge.
- Stockage : Garder la batterie dans un endroit frais et sec, à l'écart de la chaleur, des flammes ou de la lumière directe du soleil. Ne pas laisser complètement déchargée pendant de longues périodes.
- En cas de problème : Si la batterie surchauffe, fuit, émet une odeur/bruit ou présente un gonflement ou une décoloration, éteignez immédiatement et cessez de l'utiliser. Placez-la à l'extérieur sur une surface ininflammable (ex. béton/briques) dans une zone bien ventilée, éloignez-vous et contactez l'assistance Heybike. En cas d'incendie ou de danger grave, appelez immédiatement les pompiers ou les services d'urgence.



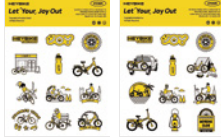










Cura e sicurezza della batteria

- Gamma di utilizzo e ricarica: Utilizzare solo tra 14°F-104°F (-10°C a 40°C). Ricaricare solo tra 32°F-104°F (0°C a 40°C) su una superficie piana, asciutta e non infiammabile con il caricabatterie originale. Lasciare raffreddare la batteria prima della ricarica.
- Conservazione: Tenere la batteria in un luogo fresco e asciutto, lontano da fonti di calore, fiamme o luce solare diretta. Non lasciarla completamente scarica per lunghi periodi.
- In caso di problemi: Se la batteria si surriscalda, perde liquido, emette odori/rumori o mostra rigonfiamenti o scolorimenti, spegnere immediatamente e interrompere l'uso. Posizionarla all'aperto su una superficie non infiammabile (ad es. cemento/mattoni) in un'area ventilata, allontanarsi e contattare l'assistenza Heybike. In caso di incendio o grave pericolo, chiamare immediatamente i vigili del fuoco o i servizi di emergenza.

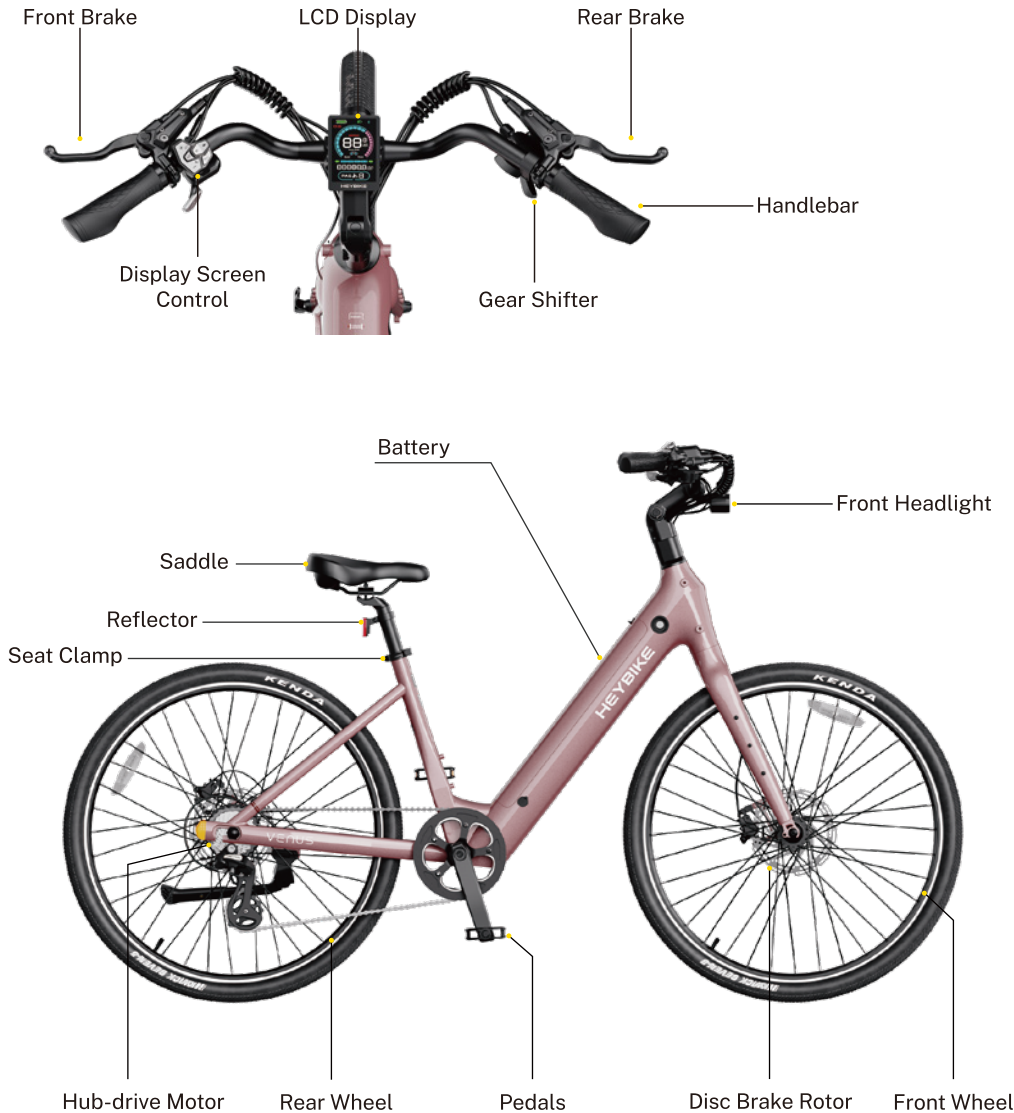
Warning Message

1. **Avoid Water** – The electric bicycle is not waterproof. Exposure to water may damage electronic components and void the warranty. Riding in wet conditions is also dangerous and may result in injury.
2. **Avoid Prolonged Exposure** – Do not expose the bike to direct sunlight or heavy rain for extended periods. Store it in a cool, dry place, away from high temperatures or corrosive gases.
3. **Avoid Misuse** – Physical damage resulting from extreme riding or lack of routine maintenance is not covered under warranty.
4. **Ride with Caution** – Riding an electric bicycle carries the risk of serious injury or death due to loss of control, collisions, or falls. Please ride carefully and stay alert to potential hazards.
5. **No Modifications** – Modifying the product beyond the manufacturer’s original design is strictly prohibited.
6. **Obey Local Laws** – Do not exceed local speed limits and always comply with traffic regulations.
7. **Charging Port Safety** – Avoid direct contact between your body and the charging port. Prevent the port from touching metal objects.
8. **Pre-Ride Inspection** – Before riding, perform a full inspection to ensure all components are functioning properly. Check the braking system, confirm all protective covers (such as chain guards and axle covers) are secure, and familiarize yourself with all safety warnings.
9. **Maximum Payload** – Do not exceed the maximum total payload of 350 lbs (159 kg).
10. **Age Restriction** – The electric bicycle should not be used by anyone under 16 years of age.
11. **Insurance Recommendation** – You may require additional insurance coverage to protect against certain risks while riding. Consult an insurance provider for professional advice.
12. **Power Conservation Tips** – To extend battery life, use pedal assist, avoid frequent braking, minimize riding against strong winds, and maintain proper tire pressure. Avoid carrying heavy loads or passengers.

Package Contents

 <p>Manual Flyer x1</p>	 <p>Notice Card x2</p>	 <p>Sticker x1</p>	 <p>Quick Release Skewer x1</p>
 <p>Cable Tie x5</p>	 <p>Kickstand x1</p>	 <p>Charger x1</p>	 <p>Stem Top Cap Plug x1</p>
 <p>Front Wheel x1</p>	 <p>Keys x2</p>	 <p>Pedals x2 (L&R)</p>	 <p>Tools x9</p>
 <p>Electric Bike x1</p>			

Product Overview



Specifications

ITEM	SPECIFICATIONS
Model	VENUS
Product Dimensions	72.8×29.5×40.9"/43.7"(1850×750×1040/1110 mm)
Package Dimensions	58.7×9.5×31.5"(1490×240×800 mm)
Max Load	350 lbs (158.8 kg)
Package Weight	71 lbs (32.5 kg)
Ebike Weight	45 lbs (18.2 kg)w/o Battery 50 lbs (22.7 kg)w/ Battery
Motor	750W Hub Drive
Max Speed (EPAC Mode)	28mph (45km/h)
Battery Capacity	680Wh Li-Ion Battery
Charger Parameters	54.6V 2.0A
Charging	6-8 hours
USB Charging Port	Output 5V 0.6A
Pedal-Assist Range (PAS1)	85 miles (136 km)
Max Grade Ability	15 degrees
Tire Size	27.5 x 2.2"
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 45 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 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

***Be careful of box staples when opening the package.**

Step 1 - Handlebar Adjustment



1 Remove the two bolts along with the washers from the kickstand.



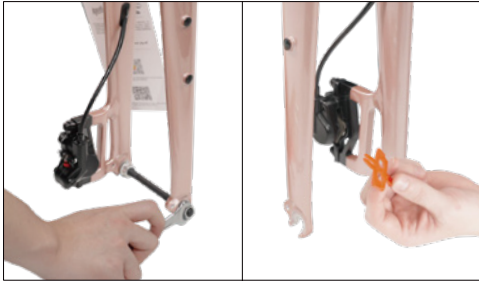
2 Align the holes on the kickstand with the holes on the mounting plate.



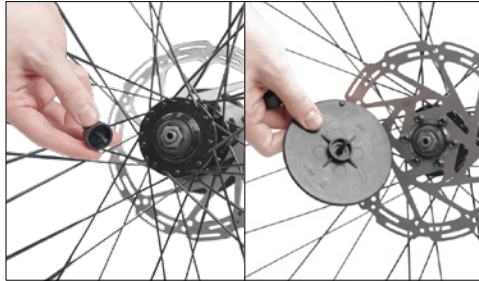
3 Reinstall the bolts, placing a washer between each bolt and the plate. Tighten securely to fasten the kickstand in place.

✂ Assembly Instructions / Instructions D'installation

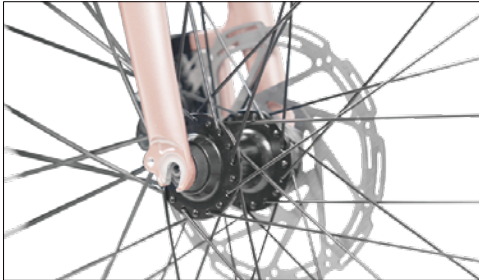
Step 2 - Front Wheel Installation



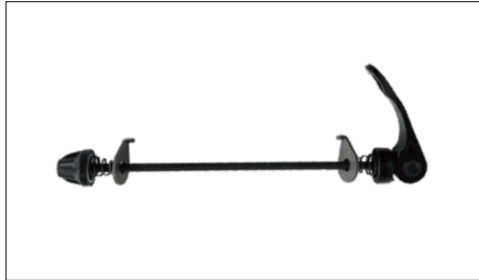
- 1** Loosen the protective axle bolts to release the front fork. Remove the plastic brake pad spacer from between the brake pads.



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



- 3** Position the front wheel into the fork dropouts, ensuring the brake rotor fits correctly between the brake pads. Do not pull the brake lever until the wheel is fully installed.



- 4** Loosen the nut on the quick-release skewer (the side opposite the lever).

✂ Assembly Instructions / Instructions D'installation

Step 2 - Front Wheel Installation



- 5** Insert the skewer fully through the hub and fork dropouts, ensuring a spring (narrow end inward) and a washer are installed on each side, with the washer outside the spring.



- 6** The quick-release lever should be on the side opposite the disc brake. While holding the lever in the open position, tighten the nut on the opposite side until resistance is felt when closing the lever halfway. Open the lever again, tighten the nut about one full turn, then close the lever firmly. It should leave a clear imprint on your palm when properly secured.



- 7** When closed, the lever should not be aligned with the fork.

✂ Assembly Instructions / Instructions D'installation

Step 3 - Handlebar Installation & Adjustment



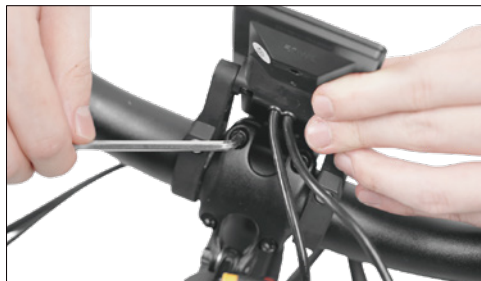
- 1 Loosen and remove the four bolts on the stem faceplate. Be careful not to lose the washers attached to each bolt.



- 2 Place the handlebar in the open clamp and center it by aligning the reference mark on the handlebar with the center of the stem opening. Ensure no cables or wires are pinched in the clamp.



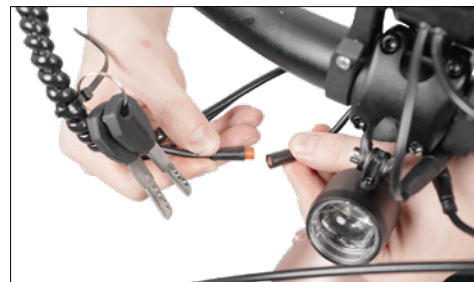
- 3 Reinstall the bolts and washers, tightening them lightly in a diagonal pattern. Do not fully tighten yet. Adjust the handlebar angle to your preference.



- 4 Once the handlebar is properly positioned, tighten all four bolts evenly and securely in a diagonal pattern.

✂ Assembly Instructions / Instructions D'installation

Step 3 - Handlebar Installation & Adjustment



- 5 Aligning the arrows and pushing them straight together without twisting. Connect the plugs of matching colors. The two red plugs are for the brakes and either can be connected as long as colors match.



- 7 Firmly press the stem top cap plug into the opening at the top of the stem.



- 6 To adjust the stem angle, loosen the side adjustment bolt, set the desired angle, then retighten it firmly. You can also adjust the display angle by tilting it to your preferred position and tightening the display bolts if needed.

Assembly Instructions / Instructions D'installation

Step 4 - Pedal Installation



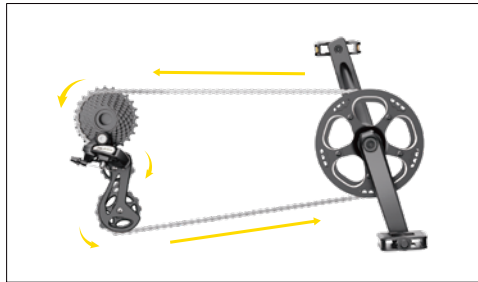
- 1 Find the right/left pedal marked with "R" / "L" stickers.



- 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 5 - 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. If the clamp feels too loose or tight, adjust using the clamp side bolt.

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.



🔋 Battery Removal & Installation

To Remove the Battery:



1 Ensure the bike is turned off. Pull the battery cover latch to release the cover.



2 Lift it slightly and remove it completely.



3 Insert the battery key and turn it clockwise to unlock. Pull down the battery latch and lift the battery out using the handle strap.

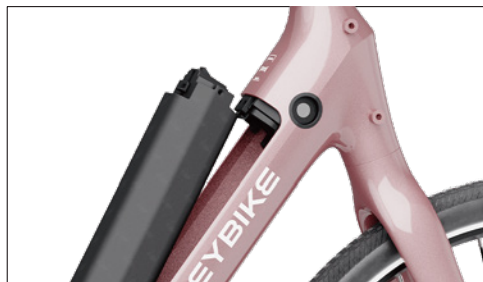


4 The removed battery can be charged directly by connecting it to the charger.

For your convenience, the Heybike battery is designed to be easily removable. Follow these steps to safely remove and reinstall the battery.

Battery Removal & Installation

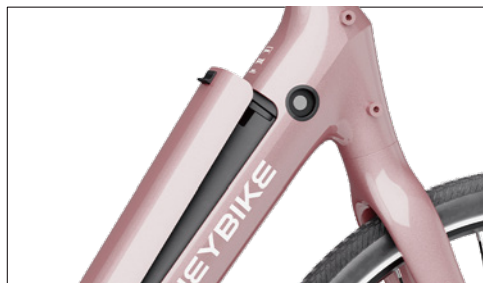
To Reinstall the Battery:



- 1** To install the battery, place the bottom of the battery into the frame first.



- 2** Align the groove on the bottom of the battery with the guide in the battery slot, then gently slide it into place.



- 3** Reinstall the battery cover and push the latch upward until it clicks securely into place. The battery is now locked and ready for use.

Please note: before your ride, ensure the power is on and ensure the battery is free from abnormalities. If any abnormalities are detected (damage, excessive temperatures, etc.), do not use the battery, and promptly contact Heybike's customer support. If you won't be riding for an extended period or need to transport the bicycle over long distances, ensure the power switch is turned off, as this will help extend the battery's lifespan.

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



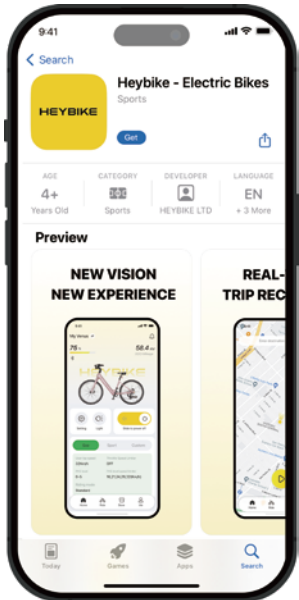
1. When charging the battery, place the charger on a flat, dry, and stable surface.
2. Once fully charged, the indicator light on the charger will turn green. Unplug the charger from the wall outlet first, then disconnect the charger's output plug from the battery's charging port.
3. Avoid charging in direct sunlight and keep the area free of flammable or explosive materials.
4. Do not use any unqualified charging cables, portable devices, or emergency power sources to charge the battery.
5. For more information on battery storage and safety, refer to the Battery Care & Safety section.

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

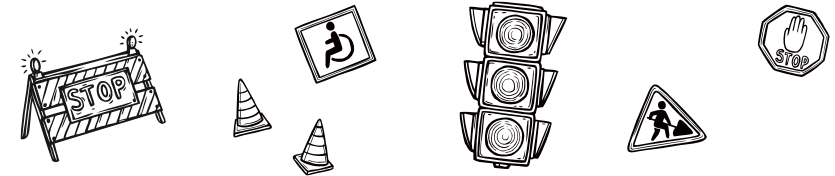


Download for Android

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.



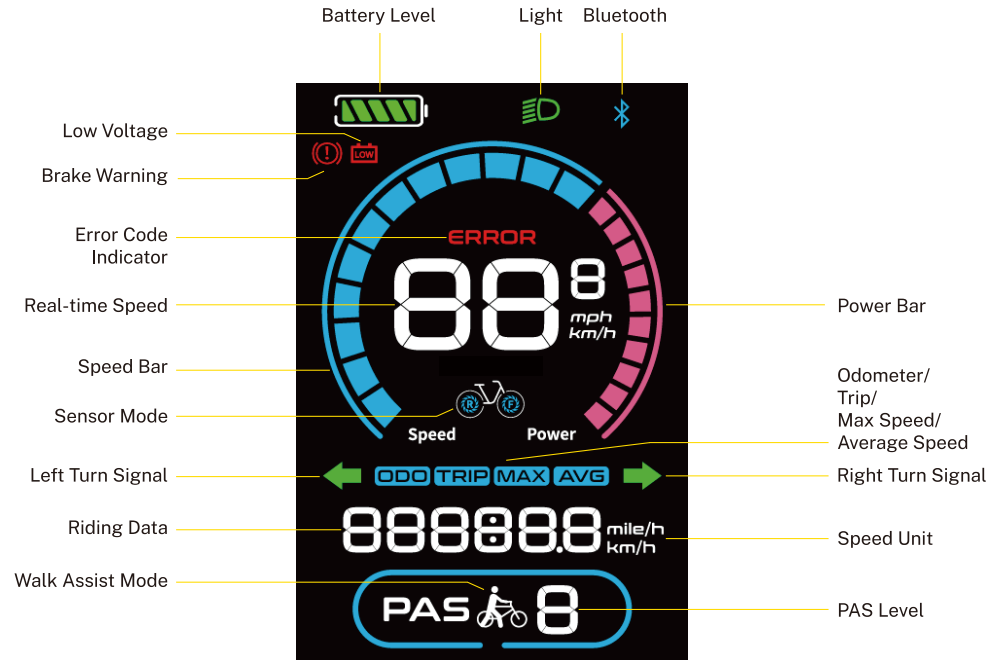
Let your joy out

Display Settings

Functional overview

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

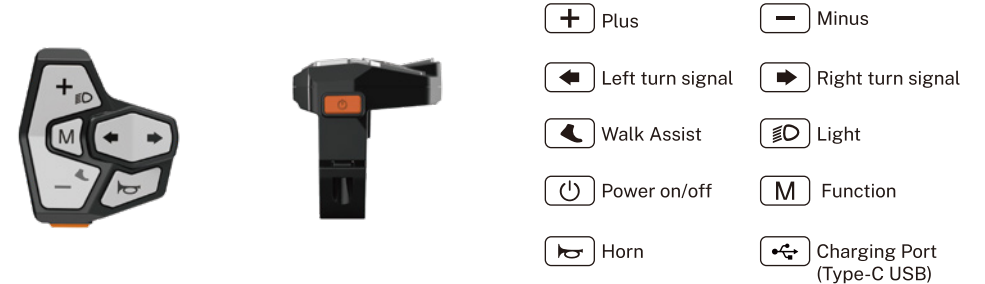
- Brake warning
- Backlight brightness
- Display auto off time
- Speed limit
- Auto headlight
- Startup password
- Battery level indicator
- Riding data
- Light sensor sensitivity
- Setting menu password
- Walk assist mode
- Real-time speed
- Error code indicator
- Headlight indicator
- Turn signal indicator
- Bluetooth connection
- Reset to factory defaults
- System unit (Metric/Imperial)
- Pedal Assist level indicator
- Torque / Cadence sensor mode
- Odometer/Trip/Max Speed/ Avg. Speed



Display Settings

Button functions

The digital display is equipped with a type-c USB port and 7 buttons on the corresponding operating unit:



Operation Directions

Long press: Hold the button for more than 2 seconds.
Short press: Press the button for less than 0.5 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-off time in the settings menu.

Light on/off

Long press the to turn on/off the light.

Horn

Press the to whistle the horn.

Assist level

Press the or to switch the assist level. 0 means no assist power.

Walk assist mode

Long press and hold the to turn on the walk assist mode, release to turn off.

Display Settings

Torque / Cadence sensor mode

Long press the **[M]** to switch between torque and cadence sensor modes.

A bike icon will appear on the display under the real-time speed when cadence mode is active. The icon will not appear when torque mode is active.

Switch riding data

Short press the **[M]** to switch between riding data including Odometer, Trip, Max Speed and Avg. Speed.

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. Once successfully paired, the **[*]** will appear in the upper right 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 error	E63	Battery under voltage
E61	Throttle error	E64	Brake error
E62	Communication error	E65	Motor/Hall sensor failure

Setting Instructions

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 **[M]** when none of the options are highlighted.

Adjust parameters:

Single press **[+]** or **[-]** to scroll through the setting interfaces. Single press **[M]** to enter a setting, then single press **[+]** or **[-]** to adjust the value. The parameter will flash after modification. After selecting the desired value, single press **[M]** to save the setting and automatically proceed to the next parameter.

Save and exit the setting menu:

After modifying the parameters, long press **[+]** and **[-]** again to exit and save the changes. The system will also automatically save and exit if no action is taken for more than 60 seconds.

Display Settings

Parameter Settings

P00 Factory Reset:

Restores the display settings to factory defaults. Set the parameter to 10 and briefly press the **[P]**. The display will flash a full-segment screen momentarily to confirm a successful reset.

P01 Backlight Brightness:

Adjust the brightness of the display backlight. 1 = the dimmest setting 3 = the brightest setting.

P02 System Unit:

Switch between 0-Metric (km/h) and 1-Imperial (mph) units.

P03 System Voltage:

Default value = 48V. This parameter cannot be changed.

P04 Auto-Off Time:

Set the auto-off time for the display. You can select between 1 to 10 minutes or turn off the auto-off feature by selecting 0. The default auto-sleep time is 5 minutes.

P05 Wheel Diameter:

Default to 27.5 inch. This setting is fixed and cannot be changed.

P06 Speed Limit:

Adjust the maximum speed of the bike with a range of 1 km/h - 45 km/h (28 mph).

P07 Auto-Headlight:

Enable or disable the automatic headlight function, which activates the headlight in low-light conditions.

0 - OFF 1 - ON.

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.

P08 Light Sensor Sensitivity:

Adjust the sensitivity of the light sensor for the headlight between 20-100. Higher values increase light sensitivity.

P09 Startup Password:

Enable and set a 4-digit password required when turning on the bike. If set to 0000, no password will be required.

P10 Setting Menu Password:

Enable and set a 4-digit password for accessing the settings menu. If set to 0000, no password will be required.

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

Cleaning and Storage

If you notice stains on the bicycle, use a damp cloth to wipe them away, or use a soft brush or toothbrush with a mild cleaning agent such as toothpaste.

Warning:

Do not use alcohol, gasoline, kerosene, or other corrosive or 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 the bicycle is turned off, the charging cable is unplugged, and the rubber cover of the charging port is securely closed to prevent water from entering and causing potential short circuits or other serious issues.

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

Battery Maintenance

All Heybike eBikes are equipped with advanced lithium batteries. To ensure safety and maintain optimal performance for longer riding time and range, proper battery care is essential.

1. Use only the original battery pack. 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 injury.
3. Always use the original charger to avoid potential damage or fire hazards.
4. Improper disposal of used batteries can harm the environment. Please follow local regulations for proper battery disposal.
5. Store the bicycle in a cool, dry place with temperatures between 50°F–77°F (10°C–25°C). Excess moisture may lead to condensation or water buildup, which can damage the battery.
6. Avoid fully depleting the battery during regular use. Recharge it as soon as the power level is low. If the bicycle is not in use, recharge the battery at least once a month to maintain its health.

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

Troubleshooting

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

Limited Warranty

30 DAY SATISFACTION GUARANTEED RETURN POLICY

For full, up-to-date warranty terms and the exact warranty period that applies to your purchase, please visit: <https://www.heybike.com/pages/warranty>

1. Warranty scope

Heybike warrants to the original purchaser that the eBike and its covered components will be free from defects in materials and workmanship under normal use for the warranty period specified by the sales channel where the eBike was purchased (for example: Heybike online store, Amazon, BestBuy, or an authorized dealer). Warranty terms and length may vary by channel, so please check the applicable policy for your purchase.

2. Who is covered

- The warranty applies to the original purchaser.
- A subsequent owner may be covered only if they can provide proof of original purchase (original owner name and original order number).
- The warranty period begins on the date the original purchaser receives the eBike.

3. What is covered

Covered components (parts and systems) found to be defective in materials or workmanship during the applicable warranty period will be repaired or replaced according to the terms of the applicable channel warranty. Covered items include, but are not limited to, the lithium-ion battery, frame, fork, motor, controller, display, and throttle. For the complete list of covered components, please refer to the warranty page or contact Customer Service.

4. What is not covered

The warranty does not cover:

- **Normal wear and tear / consumables**, which naturally degrade with use (for example: tires, tubes, brake pads, chains, spokes, bearings, cables, grips, stripped bolts).
- Damage or defects caused by failure to follow the user manual, accidents, misuse, neglect, abuse, extreme riding or stunt riding, commercial or rental use, improper assembly, unauthorized modifications or installation of incompatible parts or accessories, water damage from misuse, or lack of routine maintenance.
- Damage caused by unauthorized repairs or non-Heybike parts.
- Battery damage from power surges, use of an improper charger, improper maintenance, normal wear, or water damage.
- Any non-eBike products sold by Heybike.

If you are unsure whether a particular issue is covered, please contact Customer Service for guidance.



Limited Warranty

5. Receiving items that arrived damaged or defective

All items, including accessories and consumables, are expected to be inspected on arrival. If anything is damaged or defective upon delivery, contact Customer Service immediately and retain photos and the original packaging where possible.

6. How to request warranty service

If you believe your eBike or a component is defective:

- Contact Heybike Customer Service at support@heybike.com (or use the contact details on the Contact Us page).
- Provide your order number, a description of the issue, and photos or a short video showing the problem.
- Our support team will guide you through troubleshooting and, if applicable, the warranty claim process. We will do our best to help you at every step.

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



Contact Us

If you experience any issues related to riding, maintenance, safety, or encounter errors or faults with your Heybike, please reach out to us via phone, email, or online chat at heybike.com.

Email: support@heybike.com

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

Hours: Monday–Friday, 7:00 AM – 4:00 PM (PST)



Scan the QR code to join our official Facebook Group.
Share your riding experiences, connect with other riders, and enjoy exclusive rewards & events!

HEYBIKE INC.

www.heybike.com