

## Heybike Cityscape

# Heybike Cityscape Electric Bike User Manual

Model: Cityscape

### 1. PRODUCT OVERVIEW

The Heybike Cityscape Electric Bike is designed for urban commuting and leisure rides, offering a blend of traditional cycling and electric assistance. It features a step-through aluminum frame, a powerful motor, and a removable battery, making it a versatile and convenient option for adults seeking an efficient and comfortable ride.



Figure 1.1: The Heybike Cityscape Electric Bike, showcasing its design and included phone mount.

Key features include a 350W (peak 500W) rear-drive motor, a 36V 10Ah (360Wh) removable lithium-ion battery providing up to 40 miles of range with pedal assist, and a top speed of 23 MPH. The bike is equipped with 26-inch puncture-resistant tires, a 7-speed Shimano gearing system, and front shock absorbers for a smooth riding experience. Dual disc brakes and an integrated lighting system enhance safety.

## 2. SAFETY INFORMATION

Before operating your Heybike Cityscape Electric Bike, please read and understand all safety instructions. Failure to follow these instructions may result in serious injury or damage to the bike.

### 2.1 General Safety Guidelines

- Always wear a helmet that meets safety standards when riding.
- Obey all local traffic laws and regulations.
- Perform a pre-ride inspection before each use, checking brakes, tires, and battery.

- Do not ride under the influence of alcohol or drugs.
- Be aware of your surroundings and ride defensively.
- Avoid riding in adverse weather conditions, such as heavy rain or snow, if possible.
- Ensure the battery is securely locked in place before riding.

## 2.2 Battery Safety

- Use only the charger provided by Heybike.
- Do not expose the battery to extreme temperatures or direct sunlight for prolonged periods.
- Do not puncture, drop, or disassemble the battery.
- Charge the battery in a well-ventilated area, away from flammable materials.

## 3. COMPONENTS AND FEATURES

Familiarize yourself with the main components of your Heybike Cityscape Electric Bike.

### 3.1 Motor System

The Cityscape is equipped with a powerful 350W rear-hub motor, capable of reaching peak power of 500W, providing robust assistance for various riding conditions. This motor allows for a top speed of 23 MPH.

## POWERFUL & EFFICIENT SYSTEM



Figure 3.1: Illustration of the powerful and efficient motor system, highlighting the direct motor, 23 MPH top speed, and 7-speed gearing.

### 3.2 Battery

The bike features a modular and removable 36V 10Ah (360Wh) lithium-ion battery, integrated into the frame for a sleek design. It includes a Battery Management System (BMS) for intelligent safety and a convenient removable USB charging port. The battery provides a range of up to 40 miles with pedal assist (PAS) and approximately 25 miles using throttle only.

## MODULAR & SAFE LARGE BATTERY

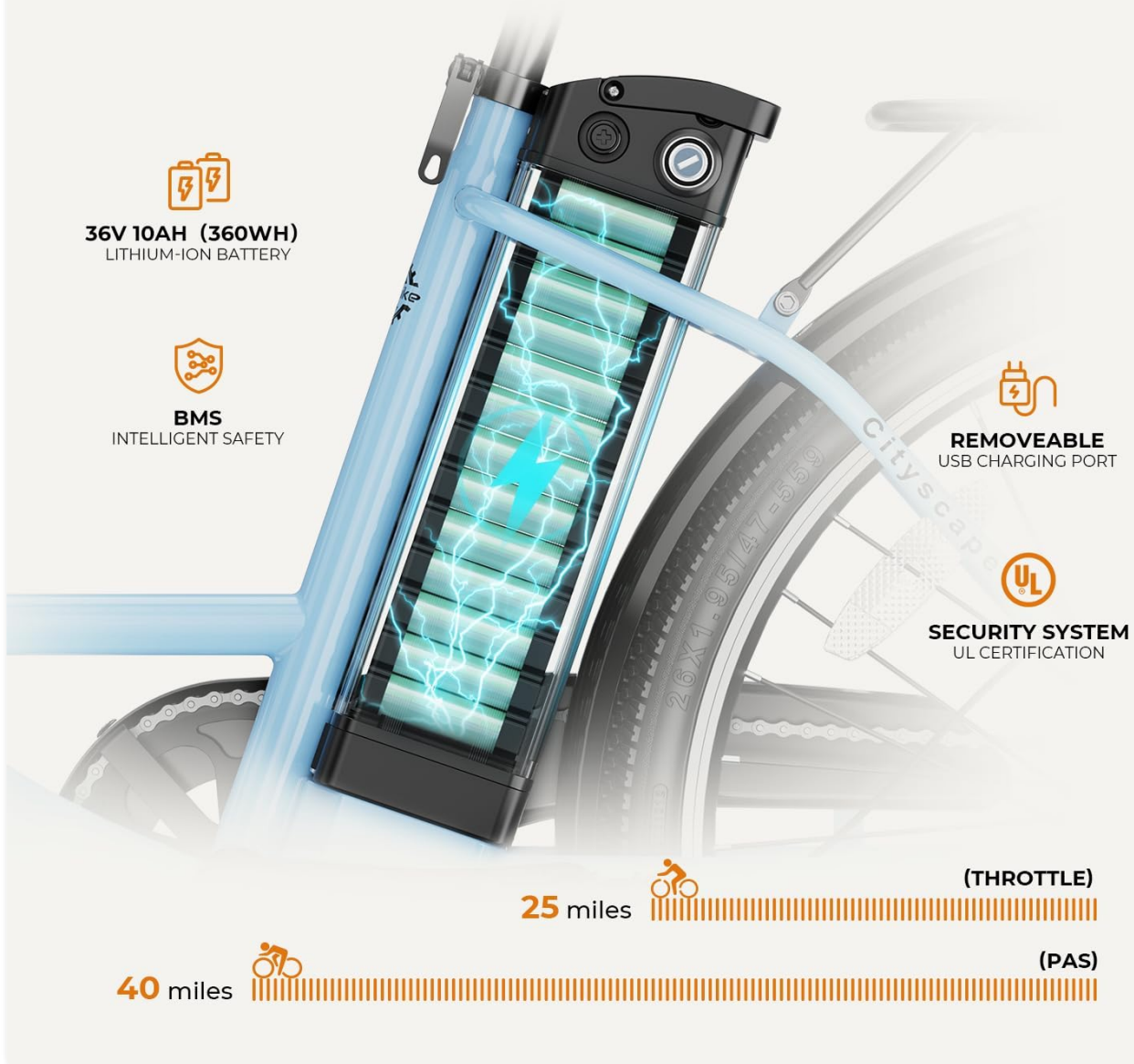


Figure 3.2: The modular and safe large battery, detailing its 36V 10Ah capacity, BMS intelligent safety, removable USB charging port, and UL certification, along with estimated range.

### 3.3 Suspension System

The Heybike Cityscape is equipped with a front suspension fork with lockout, designed to absorb shocks and provide a smoother, more comfortable ride across various terrains, including neighborhood streets, travel paths, and even light trails.



## ALL-TERRAIN READY DAMPING



NEIGHBORHOOD



TRAVEL



SNOW



TRAIL

SHOCK ABSORBER  
BENEFITED BY FRONT SUSPENSION FORK WITH LOCKOUT,  
CITYSCAPE OFFER A SMOOTH AND COMFORTABLE RIDE.

Figure 3.3: The all-terrain ready damping system, showing the front suspension fork with lockout for a smooth and comfortable ride.

### 3.4 Handlebar Controls

The handlebar features a multifunctional display, twist throttle, lighting controls, and a horn system for comprehensive control during your ride. The Shimano 7-speed shifter is also conveniently located on the handlebar.

## STABLE CONTROL DIRECTION



Figure 3.4: Stable control direction, illustrating the multifunctional display, twist throttle, lighting controls, and horn system on the handlebar.

### 4. SETUP AND ASSEMBLY

The Heybike Cityscape Electric Bike comes mostly pre-assembled, significantly reducing the time required for setup. Follow these steps to complete the assembly and prepare for your first ride.

1. **Unpacking:** Carefully remove the bike and all components from the packaging. Retain the packaging for future transport or storage.
2. **Handlebar Adjustment:** Loosen the stem clamp and adjust the handlebar to a comfortable riding position. Ensure it is centered and then securely tighten the clamp.
3. **Pedal Installation:** Identify the left (L) and right (R) pedals. The left pedal tightens counter-clockwise, and the right pedal tightens clockwise. Apply a small amount of grease to the threads and tighten them firmly.

4. **Front Wheel Installation (if detached):** If the front wheel is not pre-installed, align it with the front fork dropouts and secure it using the quick-release skewer or axle nuts, ensuring it is centered and spins freely.
5. **Seat Post Adjustment:** Insert the seat post into the frame and adjust the saddle height to ensure your feet can comfortably touch the ground when stopped. Secure the quick-release lever.
6. **Battery Installation:** Insert the fully charged battery into its designated slot on the frame and lock it securely with the key.
7. **Pre-Ride Checks:** Before your first ride, check tire pressure (refer to tire sidewall for recommended PSI), ensure brakes are functioning correctly, and confirm all bolts and quick releases are tightened.

## 5. OPERATING INSTRUCTIONS

Understanding the operating modes and controls of your Heybike Cityscape will enhance your riding experience.

### 5.1 Powering On/Off

- **To Power On:** Press and hold the power button on the handlebar display for a few seconds until the screen illuminates.
- **To Power Off:** Press and hold the power button again until the display turns off.

### 5.2 Riding Modes

The Cityscape offers three distinct riding modes:

- **1. Pedal Assist Mode (PAS):** This mode provides electric assistance as you pedal. Use the '+' and '-' buttons on the display to cycle through different levels of pedal assist (typically 1-3 or 1-5, depending on the model's firmware). Higher levels provide more assistance.
- **2. Throttle Mode:** Engage the twist throttle on the right handlebar to propel the bike without pedaling. This mode is ideal for quick acceleration or when you need a break from pedaling. The throttle can be used from a standstill or while riding.
- **3. Manual Mode:** Ride the bike like a traditional bicycle with no electric assistance. This mode is useful for exercise or when the battery is depleted.

### 5.3 Shifting Gears

The Heybike Cityscape features a 7-speed Shimano gear system. Use the shifter on the right handlebar to change gears. Shift to lower gears for climbing hills and higher gears for flat terrain or downhill riding. Always shift gears while pedaling lightly to ensure smooth transitions and prevent damage to the drivetrain.

### 5.4 Braking

The bike is equipped with dual disc brakes for reliable stopping power. The left lever controls the rear brake, and the right lever controls the front brake. Apply both brakes simultaneously and smoothly for effective and safe stopping. Avoid sudden, hard braking, especially with the front brake, to prevent skidding.

### 5.5 Charging the Battery

To charge the battery:

1. Ensure the bike is powered off.



2. Locate the charging port on the battery (or on the bike frame if charging while installed).
3. Connect the charger to the charging port, then plug the charger into a standard wall outlet.
4. The charger's indicator light will typically turn red during charging and green when fully charged.
5. Once fully charged, disconnect the charger from the outlet first, then from the battery.

It is recommended to charge the battery after each significant ride to maintain optimal battery health.

## 6. MAINTENANCE

Regular maintenance ensures the longevity and safe operation of your Heybike Cityscape Electric Bike.

- **Tire Pressure:** Check tire pressure before each ride. Maintain the PSI recommended on the tire sidewall for optimal performance and safety.
- **Brakes:** Regularly inspect brake pads for wear and ensure brake levers provide firm and responsive stopping power. Adjust or replace as needed.
- **Chain:** Keep the chain clean and lubricated to ensure smooth shifting and prevent premature wear.
- **Fasteners:** Periodically check all bolts, nuts, and quick releases to ensure they are securely tightened.
- **Cleaning:** Clean the bike regularly with a damp cloth and mild soap. Avoid using high-pressure washers directly on electrical components.
- **Battery Care:** Store the battery in a cool, dry place. If storing for extended periods, charge it to about 50-70% every 1-2 months.

## 7. TROUBLESHOOTING

This section addresses common issues you might encounter with your Heybike Cityscape Electric Bike.

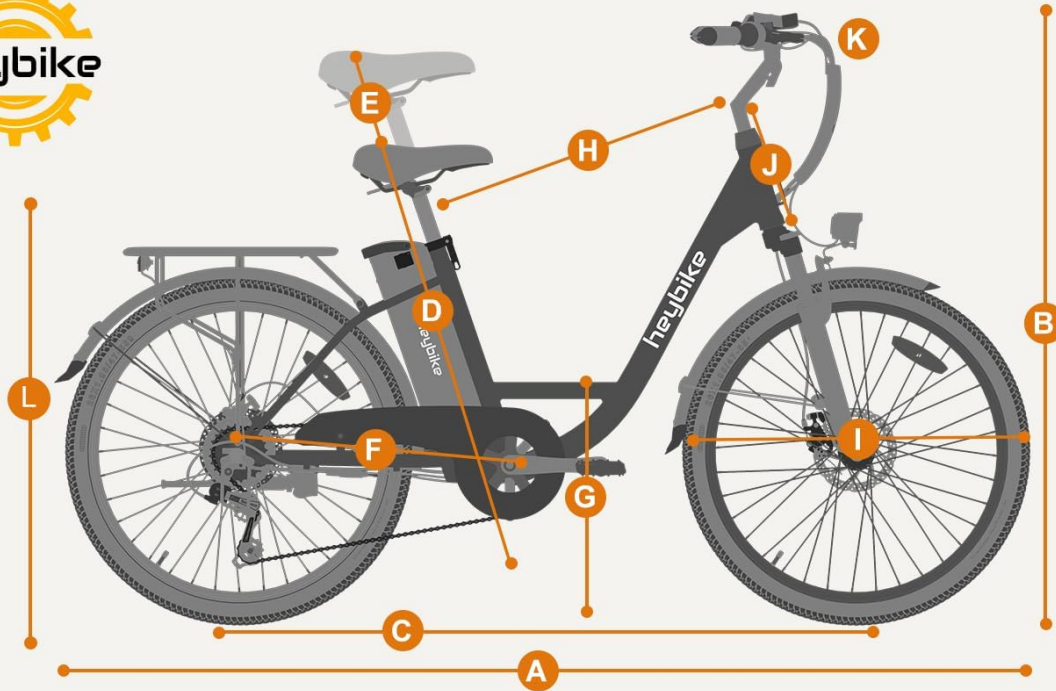
Problem	Possible Cause	Solution
Bike does not power on.	Battery not charged, battery not properly installed, loose connection.	Ensure battery is fully charged. Reinstall battery securely. Check all cable connections.
Motor not assisting.	PAS level too low, throttle not engaged, brake lever sensor engaged, motor cable loose.	Increase PAS level. Ensure throttle is fully twisted. Check if brake levers are fully released. Inspect motor cable connection.
Battery not charging.	Charger not connected properly, faulty charger, battery issue.	Ensure charger is securely plugged into battery and outlet. Check outlet functionality. Contact support if issue persists.
Brakes feel weak.	Worn brake pads, loose brake cable, air in hydraulic system (if applicable).	Inspect and replace brake pads if worn. Adjust brake cable tension. Consult a bike mechanic for hydraulic brake issues.

For issues not listed here or if solutions do not resolve the problem, please contact Heybike customer support.

## 8. SPECIFICATIONS

Detailed technical specifications for the Heybike Cityscape Electric Bike.

Specification	Value
Model Name	Cityscape
Bike Type	Commuting Bike
Age Range	Adult
Motor	350W (Peak 500W) Rear-Drive
Top Speed	23 MPH
Battery	36V 10Ah (360Wh) Removable Lithium-ion
Max Range (Pedal Assist)	Up to 40 Miles
Gears	7-Speed Shimano
Wheel Size	26 Inches
Frame Material	Aluminum
Suspension Type	Front
Brake Style	Disc Brakes (Front & Rear)
Maximum Weight Recommendation	250 Pounds
Included Components	Integrated Rear Rack, Phone Mount
Color	Blue



<b>A. Total length</b>	75"
<b>B. Handlebar height</b>	42.5-46"
<b>C. wheelbase</b>	47"
<b>D. Minimum seat height</b>	32"
<b>E. Maximum seat height</b>	37"
<b>F. Chain stay length</b>	20"
<b>G. Stand height</b>	19"
<b>H. Top tube length</b>	22"
<b>I. Wheel diameter</b>	26"
<b>J. Head tube length</b>	6"
<b>K. Handlebar length</b>	24"
<b>L. Minimum inseam length</b>	34"



Recommended height  
**5'3"-6'5"**



Bicycle weight  
**58.4LBS**



Load capacity  
**MAX 264LBS**

Figure 8.1: Key dimensions and weight specifications for the Heybike Cityscape Electric Bike, including recommended rider height and load capacity.

## 9. WARRANTY AND SUPPORT

Heybike stands behind the quality of its products. For detailed warranty information, including coverage periods and terms, please refer to the warranty card included with your purchase or visit the official Heybike website.

If you encounter any issues or have questions regarding your Heybike Cityscape Electric Bike, please contact Heybike customer support. Have your model name and purchase date ready to assist the support team.

**Heybike Official Website:** [www.heybike.com](http://www.heybike.com)

**Customer Support Email:** [support@heybike.com](mailto:support@heybike.com) (Example, actual email may vary)

## Documents - Heybike – Cityscape



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### [Heybike Cityscape 1.0 Electric Bike User Manual - Assembly, Safety, and Operation Guide](#)

Comprehensive user manual for the Heybike Cityscape 1.0 electric bike. Covers detailed assembly steps, crucial safety notices, operation procedures, battery charging, and essential maintenance tips for a safe and enjoyable riding experience. lang:en **score:33** filesize: 11.09 M page\_count: 19 document date: 2025-05-23



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### [Heybike Cityscape 2.0 Electric Bike User Manual](#)

Comprehensive user manual for the Heybike Cityscape 2.0 electric bike, covering assembly, operation, maintenance, safety guidelines, and troubleshooting.

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### [HEYBIKE Cityscape 2.0 Electric Bike User Manual](#)

This comprehensive user manual provides essential information for assembling, operating, and maintaining your HEYBIKE Cityscape 2.0 electric bike. Learn about safety precautions, product features, troubleshooting, and warranty details.

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### [Heybike Cityscape 2.0 Electric Bike User Manual](#)

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