

HEYBIKE

HEYBIKE HAULER 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 HAULER 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:

- a) Read all the instructions before using the product.
- b) To reduce the risk of injury, close supervision is necessary when the product is used near children.
- c) Do not put fingers or hands into the product.
- d) Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or any other signs of damage.
- e) This equipment is not intended to be used at ambient temperatures less than -10 °C or above ambient temperatures of 40 °C.
- f) 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 :

- a) Lisez toutes les instructions avant d'utiliser le produit.
- b) Pour réduire le risque de blessure, une surveillance étroite est nécessaire lorsque le produit est utilisé à proximité d'enfants.
- c) Ne placez pas vos doigts ou vos mains dans le produit.
- d) 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.
- e) 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.
- f) 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 e-bike 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.

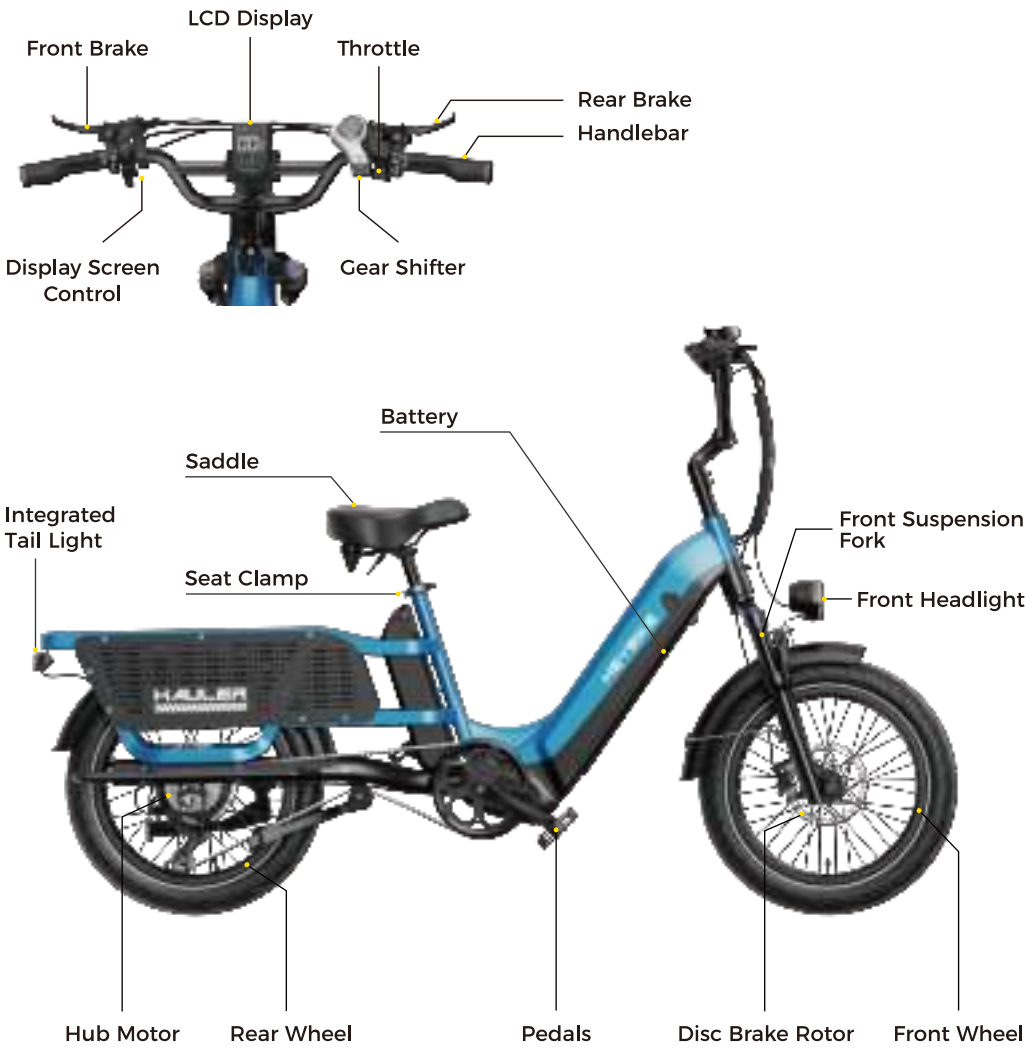
! Warning Message

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

 Battery Lock Keys x2	 Pedals x2	 Charger x1
 Saddle x1	 Front Wheel x1	 Front Fender x1
 Stem Cover x1	 Front Wheel Screw Covers x2	 Stem x1
 Tools x6	 Foldable Footboards x2	 Front Headlight x1
 Headlight Stud Bolt x1	 Electric Bicycle x1	 Manual Flyer x1

 Product Overview



Specifications

ITEM	SPECIFICATIONS
Model	Hauler
Product Dimensions	1900 x 700 x 1200mm
Package Dimensions	1600 x 300 x 750mm
Max Load	440 lbs (199.5kg)
Package Weight	112.5 lbs/121 lbs (51kg/55kg)
Ebike Weight	88.2 lbs/97 lbs (40kg/44kg)
Motor	750W
Max Speed	28mph (45km/h)
Battery	48V 18Ah/48V 12.5Ah
Charger	48V/4A
Charging Time	4-5hours/3-4hours
Battery Capacity	864Wh/600Wh
Pure Electric Mode	Single:45miles/Dual:75miles (72/120km)
Pedal-Assist Mode	Single:55miles/Dual:85miles (86/137km)
Max Grade Ability	15 degrees
Tire Size	20 x 3.0"
IP Level	IPX 4
App	Yes

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.

Step 1: Front Wheel Installation



1 Remove the protective shield from the disc brake.



2 Insert the front wheel hub axle into the front wheel and secure them into the front fork.



3 Assemble the screws and washers in the correct order and tighten both sides of the screws.



4 Put on the screw cover.

✂ Assembly Instructions / Instructions D'installation

Step 2 - Head Tube Installation



- 1 Loosen the Allen screw and remove the protection mold while holding the top of the front fork at the same time.



- 2 Install the stem.



- 3 Loosen the four Allen screws.



- 4 Place the cover onto the handlebar and tighten all four Allen screws.



- 5 Adjust the handlebar height to your need and tighten the Allen screws on the stem.
Tip: Please keep holding the top of the front fork.



- 6 Make sure the handlebar stem is in line with the top tube and adjust the handlebar in place. Then use the wrench to tighten the two screws.



- 7 Cover the hole with the rubber stopper.

✂ Assembly Instructions / Instructions D'installation

Step 3 - Fender & Headlight Installation



- 1 Remove the nut, washer and bolt at the top of the front fork.



- 2 Install the mudguard and headlight in sequence.



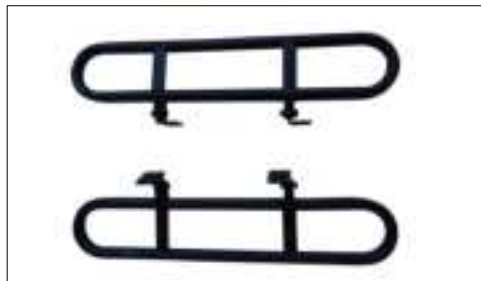
- 3 Remove the nut, washer, and bolt at the bottom of the front fork. Slide the fender through the fork. Reattach the lower fender screws.



- 4 Plug in the headlight. Locate the two sides of the orange, three-pin headlight connector, carefully align the internal pins and notches and external arrows, then press directly together without twisting to fully seat the connection.

✂ Assembly Instructions / Instructions D'installation

Step 4 - Footboard Installation



- 1 Separate the footboards into left and right.



- 2 Remove the 8 screws on the left and right sides.



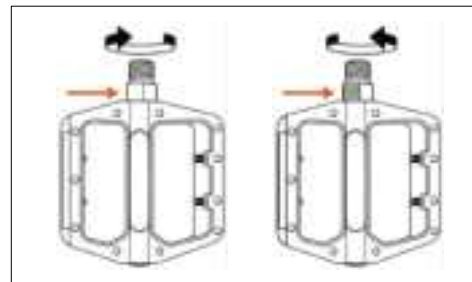
- 3 Pay attention to distinguishing the left and right footboards and aligning the installation holes.



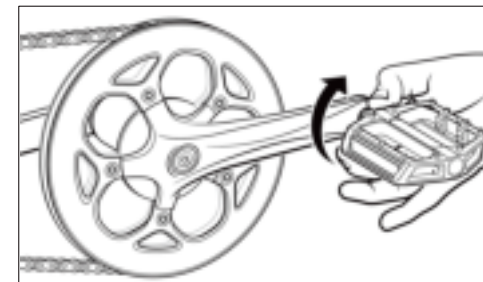
- 4 Tighten all the screws.

✂ Assembly Instructions / Instructions D'installation

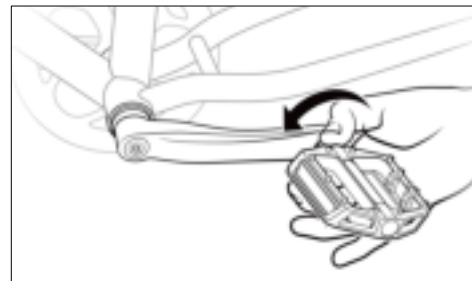
Step 5 - Pedal Installation



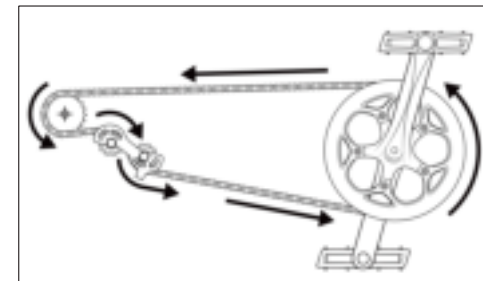
- 1 Locate the right-side / left side pedal, marked "R," and "L," with stickers.



- 2 Thread the right pedal onto the right crank gently by hand, turning clockwise. Then tighten the pedal with an Allen wrench.



- 3 Thread the left pedal onto the left crank gently by hand, turning counter-clockwise. Then tighten the pedal with an Allen wrench.



- 4 Check the chain alignment. Rotate the right pedal counter-clockwise. Watch the chain and ensure it runs through the drivetrain (the rear cog, chain tensioner, and around the front chain ring) smoothly.

Note: If neither pedal or chain runs smoothly or something seems misaligned, please contact Heybike Support.

Adjusting the Front Suspension

The suspension fork can be adjusted up to 60mm 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 counter-clockwise to adjust resistance or fully lock the suspension in place. To unlock, turn the lever completely 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.



OPERATING INSTRUCTIONS / INSTRUCTIONS D'UTILISATION

When using this product, basic precautions should always be followed, Refer to "IMPORTANT SAFETY INSTRUCTIONS" for details. Refer to "STORAGE INSTRUCTIONS" for storage guidelines.

Do not modify or attempt to repair the Ebike system. Otherwise, it may seriously impair the handling, stability, and other aspects of the Ebike, making it unsafe to ride and voiding the warranty.

Only charge the battery with an original charger (Model FY1505462000). Keep the battery and charger away from water and open fire.



Removing the Battery



1 Ensure the bike is turned off. Insert the key and turn towards the "unlock" icon. The battery will pop out of its holding.



2 Hold the bike frame with one hand, and the locking device on the battery with the other. Turn counter-clockwise to unlock.



Removing the Battery



NOTE: The battery weighs roughly 10lbs and should be handled with care. Prop up the battery with your left hand and then remove the battery with both hands.

When removing the battery from the bike, be careful not to drop or damage it. Avoid damaging the exposed connector terminals and keep them clear of debris.

- 3 Remove the battery with both hands.

When installing the battery, ensure the battery is turned off before putting the battery into the frame mount receptacle. Do not force the battery onto the receptacle; slowly align and push the battery into the receptacle. Ensure the battery has been properly secured to the bike before each use by carefully pressing the battery to the bike frame with both hands to test the security of the attachment of the battery to the mount.



- 1 To remove the battery, turn the key to the UNLOCK position.



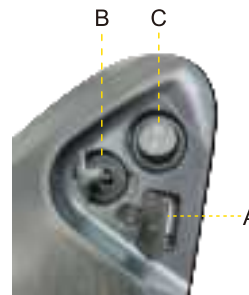
- 2 Then carefully pull the battery up until the battery detaches from the receptacle.

To reinstall the battery, align the slot at the bottom of the battery and reinsert it into the frame. Turn the key to the locked position.

Ensure the power switch is turned on before you ride. If you don't ride your bike for long or need to transport it long distance, ensure it has been switched off, which will help extend the battery's life.



Battery Key Positions

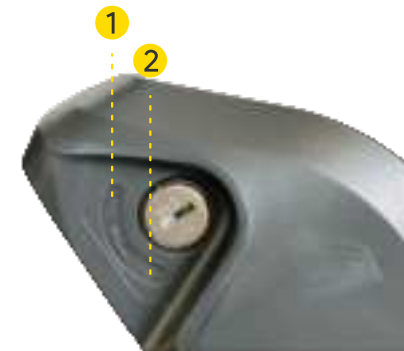


Keyport & key positions

	Description
A	USB charger port
B	Battery charging port
C	Battery power button(I means on , O means off)

1. The photo shows the key port aligned in key position 1. In this position, the battery is in the locked position, and the battery is locked to the frame, making the bike ready to ride.

2. Anytime the battery is in key position 2, (off, unlocked from the frame) the battery must be removed from the bike before moving or riding the bike.





Charging the Ebike

1. The battery can be charged off the bike. To remove the battery, turn the key to the "UNLOCK" position (see the previous remove battery section for details). Then carefully pull the battery up until the battery detaches from the receptacle.
2. Remove the rubber cover on the charging port on the opposite side of the battery from the key switch. Connect the DC output plug from the charger to the charging port on the side of the battery.
3. 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 will turn 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

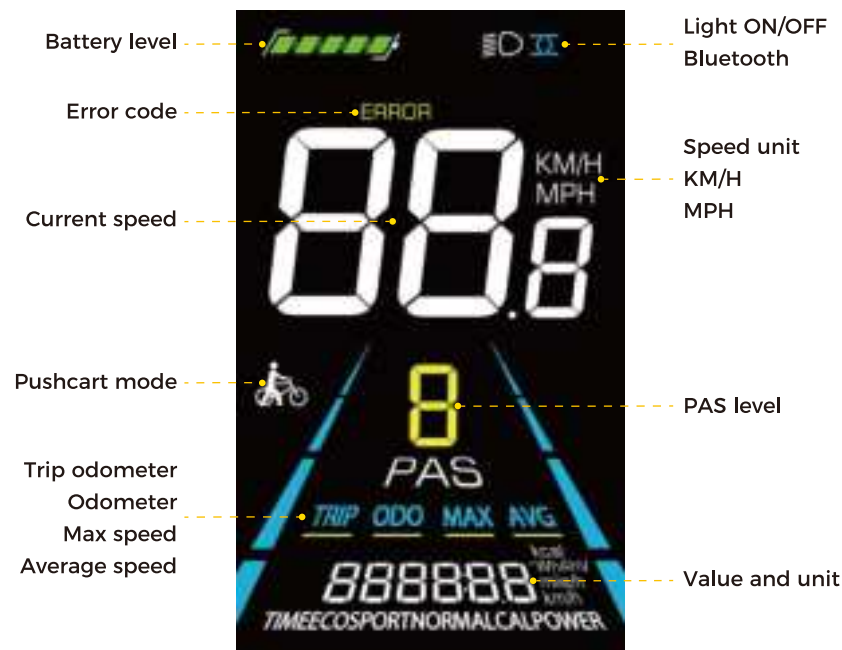
For more detailed instructions, scan the QR code to download the App and explore all its features. Download the official Heybike App from the Google Play Store or the iOS App Store to enjoy all the additional features and information the Heybike App has to offer.

⚙️ Display Settings

Functional overview

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

- Battery level indicator
- Pedal assist (PAS) level indicator
- Pushcart mode
- Light ON/OFF
- Error code indicator
- Speed (current speed, maximum speed, average speed)
- Mileage display (single and total mileage)
- Bluetooth connection indicator (optional)
- Personalized parameter settings (e.g. wheel diameter, speed limit, etc.)
- Factory default parameter recovery function



The digital display is equipped with five buttons on the corresponding operating unit:

power on/off , plus , minus , light , and toggle .

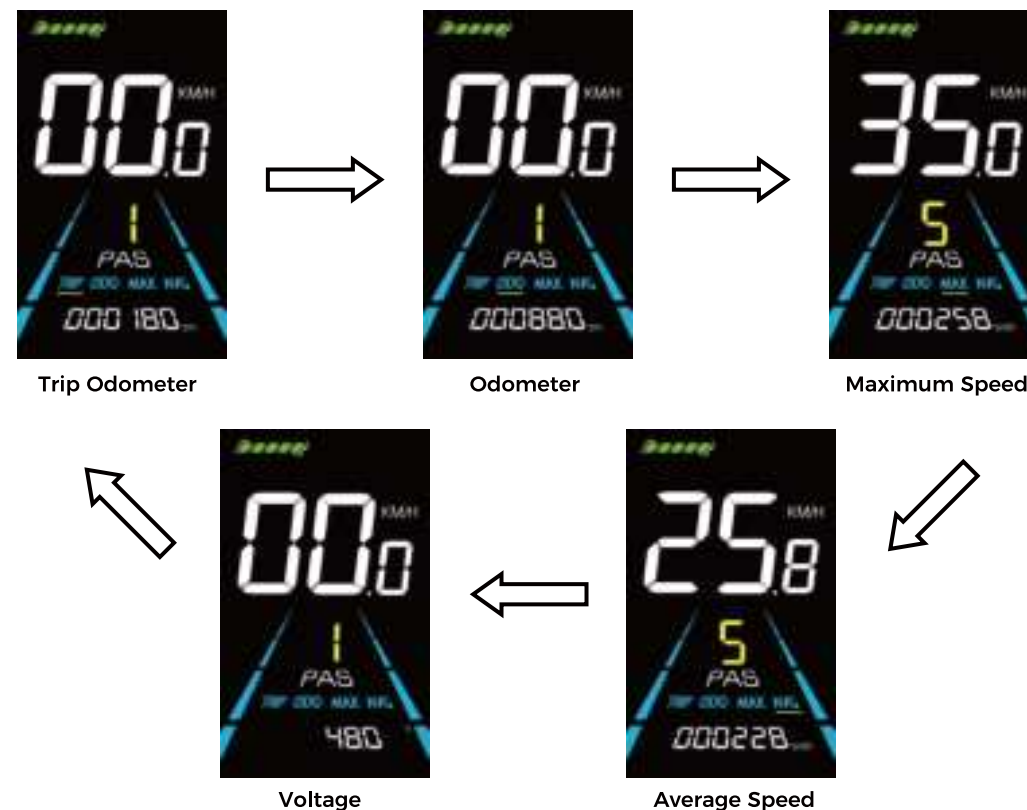
⚙️ Display Settings

Power on/off

Long press  to power on/off the display. After turning on the battery, the startup requires two operations. The first operation is the startup chip, and the second operation is the normal startup of the instrumental panel.

Display interface switching

When the display is powered on, it will show the Current Speed (mile/h) and Trip Odometer (mile) by default. Short press  to cycle between Trip Odometer (mile), Odometer (mile), Maximum speed (mph), Average speed (mph), and Voltage (V).



⚙️ Display Settings

Pushcart mode

Long press and hold  and the Ebike enters the pushcart mode and will run at a constant speed displayed. The icon  will display. To exit pushcart mode, press  to stop power output immediately.

 The pushcart mode can only be used when pushing the electric bicycle, please do not use it while riding.



Adjusting display backlight

Press  to adjust the digital display backlight. There are two levels; high and low.



⚙️ Display Settings

PAS level selection

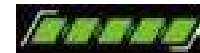
Press  /  to select the PAS level (motor output power) for the Ebike.

NOTE: Illustrations are for reference purposes only. Specific speeds are subject to change.



Battery indicator

The battery indicator has a total of 5 bars. At full charge, all 5 bars will be lit. When the battery is fully depleted, the bar will flash, indicating that the bike should be charged as soon as possible.



Full power



Power bars



Power bars



Power bars



Power bar



No power remaining

⚙️ Display Settings

Error code display

If a fault occurs in the electronic system, the display will automatically show an error code. See page 30 for a detailed error code description

⚠️ When the error code appears on the display, please troubleshoot the problem promptly. The electric bicycle will not be able to function properly once the problem occurs.



Personalized parameter settings

⚠️ Each setting needs to be done while the bicycle is stationary.

The personalized parameter setting procedure is as follows:
When the display is ON and the speed shows 0,

- (1) Press and hold simultaneously for more than 2 seconds to enter the personalized parameter setting interface.
- (2) Press / to toggle between the personalized parameter setting interface, then press to enter the parameter changing state.
- (3) Press / to select the parameter, long press for addition operation, long press for subtraction operation.
- (4) Press to save the parameter settings and return to the personalized parameter setting interface.
- (5) Long Press to save the parameter settings and exit the personalized parameter setting interface.

The following options are available on the personalized parameter setting interface.

⚙️ Display Settings

Backlight brightness settings

01P is the backlight brightness setting. There are three parameters that represent backlight brightness: 01 through 03, with 01 being the lowest setting and 03 being the highest.

Press the button to enter the parameter modification interface. Press / for parameter selection. Press the button to save the parameter settings and return to the selection interface of general setting options.



Metric & Imperial settings

02P is the metric and imperial setting: 00 for metric and 01 for imperial.

Press the button to enter the parameter modification interface. Press / to select parameters. Press the button to save the parameter and return to the selection interface of general setting options.



⚙️ Display Settings

Rated voltage settings

03P is the rated voltage setting. (Can only be viewed but not adjusted)

Press  to enter the parameter viewing state. Press  to return to the personalized parameter setting interface.



Pedal Assist Level (PAS) settings

04P is the Pedal Assist Level setting.

Press  to enter the parameter change state. Press  /  to select the parameter and press  to save the parameter setting and enter the 6.4.1 power ratio value setting interface, or press and hold  to confirm and return to the main interface.



⚙️ Display Settings

PAS level ratio value settings

To meet different requirements for users, the speed of every level can be adjusted by setting the PAS level ratio value.

Press  /  to select the parameter and press  to save the parameter and enter the next interface. Press  again to save the settings and return to the personalized parameter setting interface.



Wheel diameter settings

05P is the wheel diameter setting. The adjustable wheel diameter range is 8 ~ 32 inches.

Press  to enter the parameter changing state. Press the  /  to select the parameter and press  to save the parameter setting and return to the personalized parameter setting interface.



⚙️ Display Settings

Speed magnetic sensor settings

06P is the speed magnet sensor setting. The adjustable range is 1 ~ 63 pieces. The greater the number of magnets activated, the more sensitive the sensor will be. The fewer the number, the less sensitive the sensor will be.

Press  to enter the parameter changing state. Press the  /  to select the parameter and press  to save the parameter setting and return to the personalized parameter setting interface.



Speed limit settings

07P is the speed limit setting. The adjustable speed limit range is 1 ~ 39 mph or 1 ~ 63 km/h. Maximum adjustable speed limit varies by different protocols.

Press  to enter the parameter changing state. Press  /  to select the parameter and press  to save the parameter setting and return to the personalized parameter setting interface.



⚙️ Display Settings

Controller current limit settings

08P is the controller current limit setting. Please do not adjust these settings.

Press  to enter the parameter changing state. Press the  /  to select the parameter and press  to save the parameter setting and return to the personalized parameter setting interface.



PAS sensor direction settings

09P is the PAS sensor direction setting. Please do not adjust these settings.

Press  to enter the parameter changing state. Press the  /  to select the parameter and press  to save the parameter setting and return to the personalized parameter setting interface.



⚙️ Display Settings

Pedal assist sensitivity settings

10P is the pedal assist sensitivity setting. Please do not adjust these settings.

Press  to enter the parameter changing state. Press the  /  to select the parameter and press  to save the parameter setting and return to the personalized parameter setting interface.



Pedal assist magnetic sensor settings

11P is the pedal assist magnet sensor setting. The adjustable range is 5 ~ 12 pieces. The greater the number of magnets activated, the more sensitive the sensor will be. The fewer the number, the less sensitive the sensor will be.

Press  to enter the parameter changing state. Press  /  to select the parameter and press  to save the parameter setting and return to the personalized parameter setting interface.



⚙️ Display Settings

Throttle mode setting

12P is the throttle mode setting. 00 represents normal throttle mode, 01 represents throttle 6km mode. When the Throttle is turned off, the instrument enters the pushcart mode.

Press  to enter the parameter changing state. Press the  /  to select the parameter and press  to save the parameter setting and return to the personalized parameter setting interface.



Throttle level settings

13P is the throttle level setting. 00 disables the throttle, 01 enables the throttle. If you select 01, it indicates that when the steering angle is turned to the maximum, the bicycle speed can only reach the maximum speed currently displayed by the throttle level. If 00 is selected, this indicates that when turning the throttle, it is not limited by the throttle level displayed and can reach the maximum rated speed.

Press  to enter the parameter changing state. Press  /  to select the parameter and press  to save the parameter setting and return to the personalized parameter setting interface.



⚙️ Display Settings

Restore factory default parameter settings operation

dEF is the restore factory default parameter setting. dEF-Y will restore to default settings, and dEF-N will keep the current settings.

Enter into the main setting interface, keep the speed at 0, press and hold  and  simultaneously for 2 seconds to enter the restore factory default setting interface. Pressing  /  toggles to dEF-Y. After pressing  to confirm, the display will show dEF-0 for a few seconds then automatically restore to factory default settings. After restoring to default, the system will display OFF. Press and hold  for more than 2 seconds to return to the normal display interface.



⚙️ Display Settings

Trip odometer reset operation

The display records the trip odometer and odometer. The trip odometer does not automatically reset after turning off. The trip odometer needs to be reset manually.

Enter into the main setting interface and keep the speed at 0, press and hold  and  simultaneously for 2s to reset the trip odometer. The main interface will flash during the reset process.



Error Code Definition			
Error code	Definition	Error code	Definition
E021	Abnormal current	E024	Hall error
E022	Throttle error	E025	Brake error
E023	Motor phase error	E030	Communication error



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 battery 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. Always fully charge the battery after each use to extend battery lifespan.
- 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. If the battery level is low, recharge it as soon as possible. If the bicycle is not in use, make sure to recharge it every month to protect the battery.



Troubleshooting

	Symptoms	Possible Causes	Most Common Solutions
1	The bike does not turn on	1. Insufficient battery power 2. Faulty connections 3. Battery not fully seated in tray 4. Brakes are applied 5. Blown discharge fuse	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	1. Insufficient battery power 2. Loose or damaged throttle 3. Misaligned or damaged magnet ring	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	1. Loose wiring 2. Loose or damaged throttle 3. Loose or damaged motor plug wire 4. Damaged motor	1. Repair and or reconnect 2. Tighten or replace 3. Secure or replace 4. Repair or replace
4	Reduced range	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	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	1. Charger not well connected 2. Charger damaged 3. Battery damaged 4. Wiring damaged 5. Blown charge fuse	1. Adjust the connections 2. Replace 3. Replace 4. Repair or replace 5. Replace charge fuse
6	Wheel or motor makes strange noises	1. Loose or damaged wheel spokes or rim 2. Loose or damaged motor wiring	1. Tighten, repair, or replace 2. Reconnect or replace motor.



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