

HEYBIKE

HEYBIKE HERO 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 HERO 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 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.


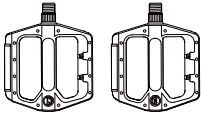
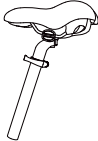
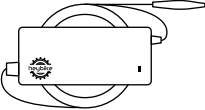




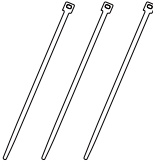
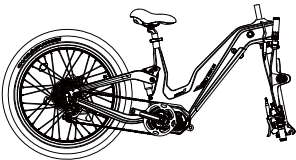


Avoid use under rainy conditions as it may result in potential injuries caused by slippery roads. Moisture can also damage electronic components and void the warranty.

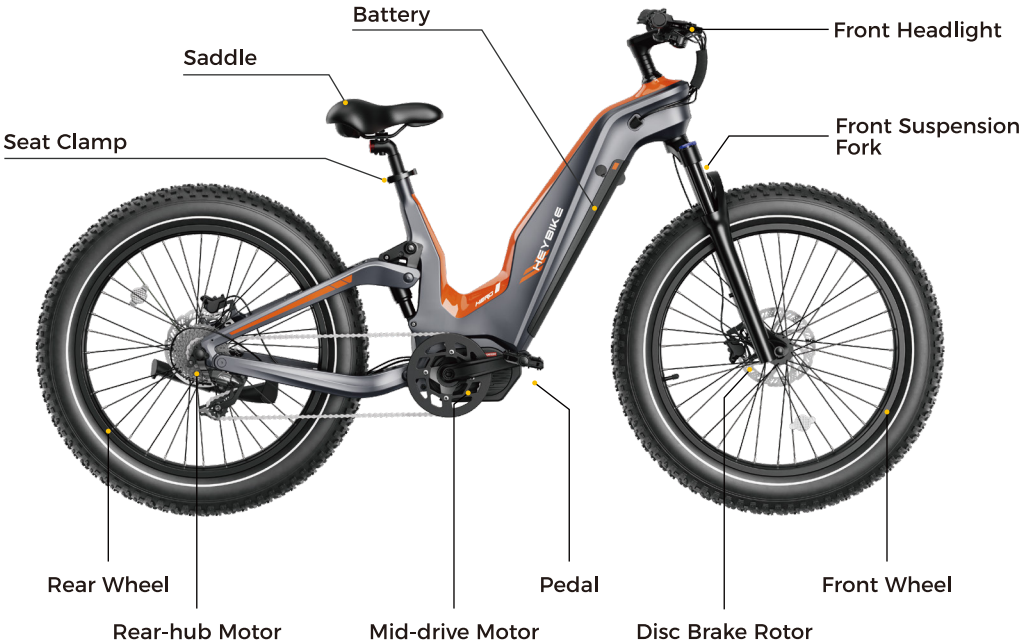
! Warning Message

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 400 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

 Manual Flyer x1	 Pedals x2	 Saddle x1
 Charger x1	 Front Wheel x1	 Battery Lock Keys x2
 Tools x7	 Head Tube Dust Plug x1	 Cable Ties x3
 Bike Frame x1		

 Product Overview



Specifications

ITEM	SPECIFICATIONS
Model	Hero
Product Dimensions	2035 x 735 x 1125 mm
Package Dimensions	1715 x 350 x 860mm
Max Load	400 lbs (181.5 kg)
Package Weight	111.3 lbs (50.5kg)
Ebike Weight	75 lbs (34 kg)
Power	750W Mid-drive / 1000W Rear-hub
Max Speed	35 mph (56km/h)
Battery	48V/18Ah
Charger	54.6V/4A
Charging Time	4-5 hours
Battery Capacity	48V/18Ah (864Wh)
Pure Electric Mode	40-45 miles (64-72 km)
Pedal-Assist Mode	50-60 miles (80-97 km)
Max Grade Ability	15 degrees
Tire Size	26 x 4.0"
IP Level	IPX 4
App	Yes

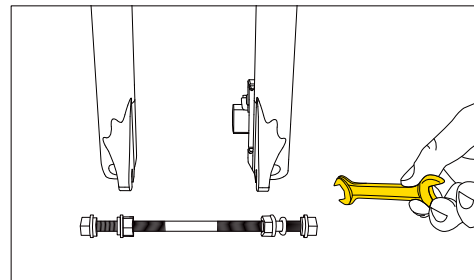
Assembly Instructions / Instructions D'installation

The following instructions provide a guide for unboxing and familiarizing yourself with your new Ebike. Please read them carefully.

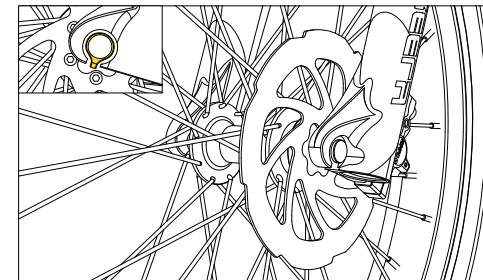
Visit www.heybike.com for additional assistance with assembly, including step-by-step videos. Alternatively, you can scan the QR code to download the bicycle assembly tutorial.

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



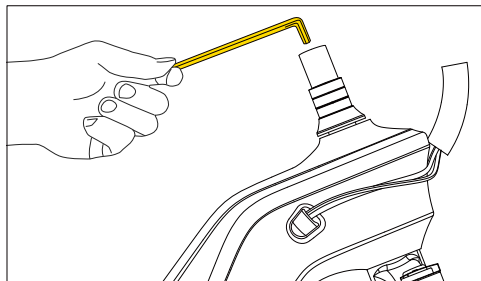
1 Remove the front fork protector bar.



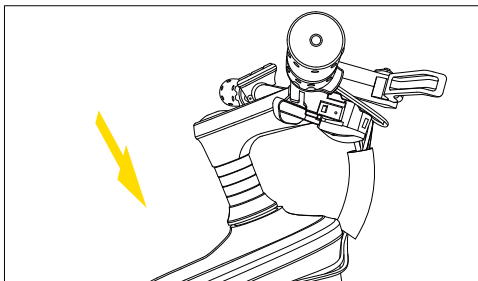
2 Attach the hook to the bottom and tighten the nut.

✂ Assembly Instructions / Instructions D'installation

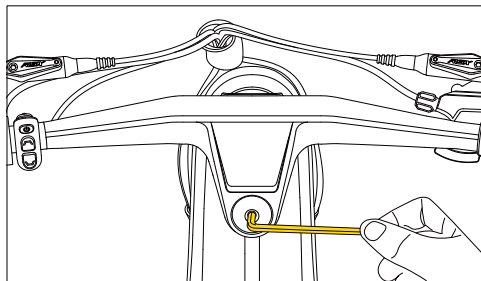
Step 2 - Head Tube Installation



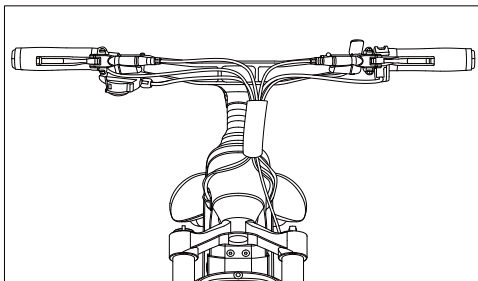
1 Take out the front fork tube cover.



2 Install the head tube.



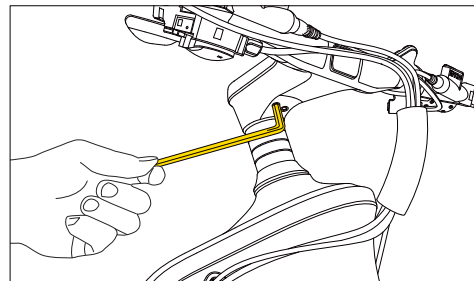
3 Tighten the head tube screw.



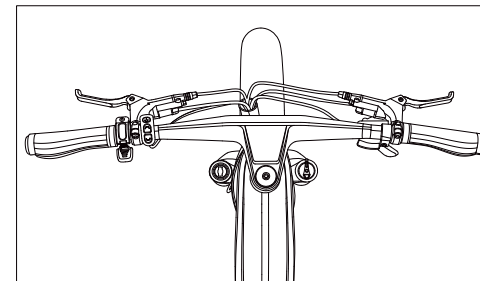
4 Align the head tube with the front wheel.

✂ Assembly Instructions / Instructions D'installation

Step 2 - Head Tube Installation



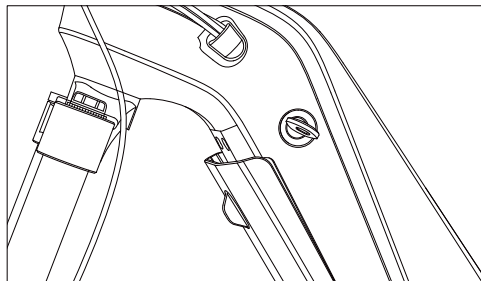
5 Tighten the screw at the head tube.



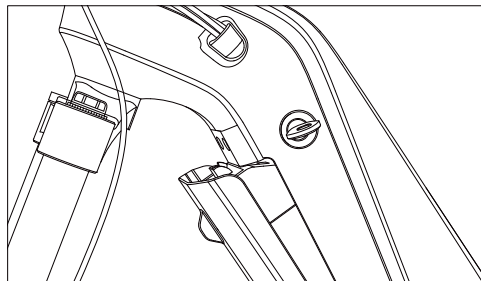
6 A completed installation of the head tube should look like the picture shown.

✂ Assembly Instructions / Instructions D'installation

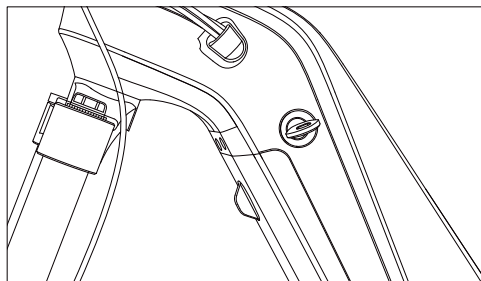
Step 3 - Battery Installation and Removal



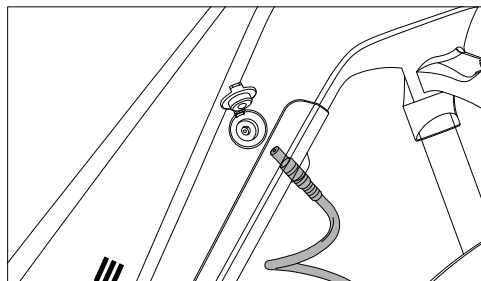
- 1 Insert the key and rotate it counter-clockwise to unlock the battery.



- 2 Rotate the button on the battery counter-clockwise to remove the battery.



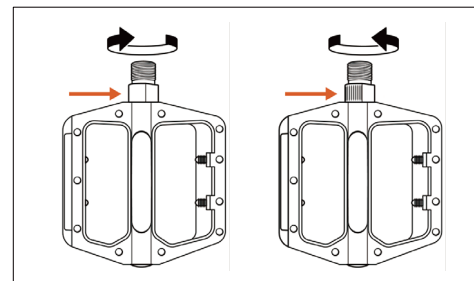
- 3 To install the battery, place the battery gently into the battery housing and press it lightly with your hand to lock it into place.



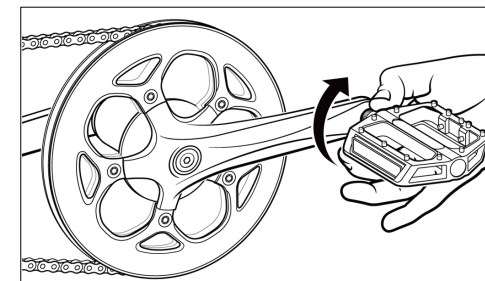
- 4 Remove the rubber charging plug and charge the Ebike.

✂ Assembly Instructions / Instructions D'installation

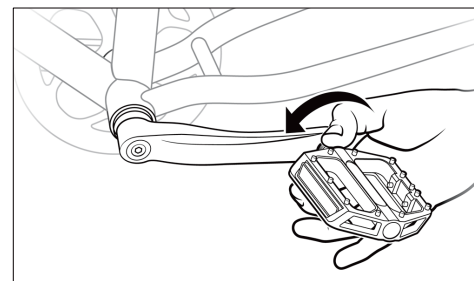
Step 4 - Pedal Installation



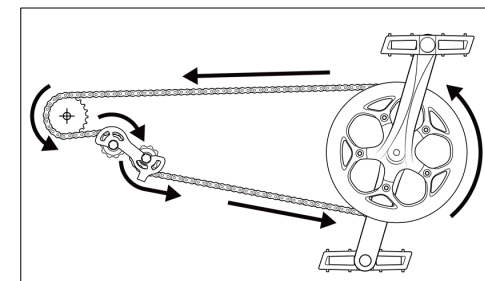
- 1 Locate the right and left side pedals, marked "R," and "L," with a sticker.



- 2 Gently thread the right pedal onto the right crank, turning clockwise. Then tighten the pedal by Allen wrench.



- 3 Gently thread the left pedal onto the left crank, turning counter-clockwise. Then tighten the pedal by Allen wrench.



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

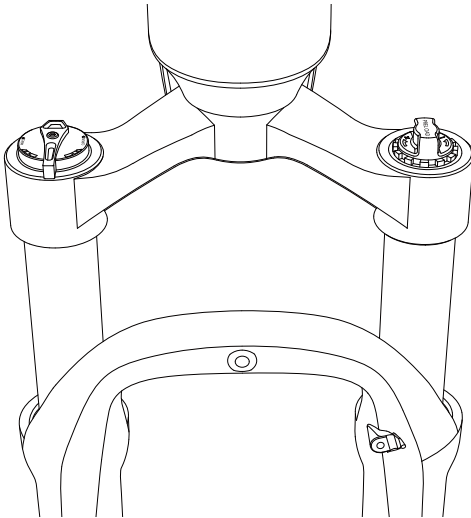
Note: If the pedal or chain do not run smoothly or something seems misaligned, please contact Heybike Support.

Adjusting the Front Suspension

The lockout lever

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 suspension fork can be adjusted up to 80mm 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.



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.

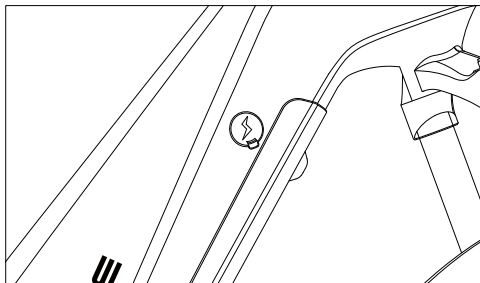
Do not modify or attempt to repair the ebike system. Otherwise, it may seriously impair the handling, stability, and other aspects of the Ebike, making it unsafe to ride and voiding the warranty.

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

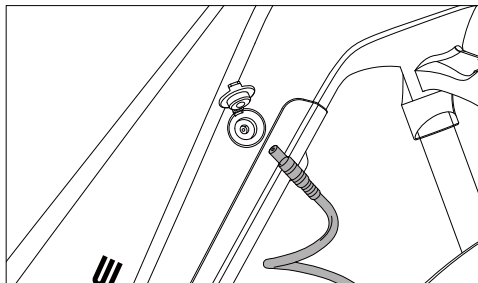


Charging the Ebike

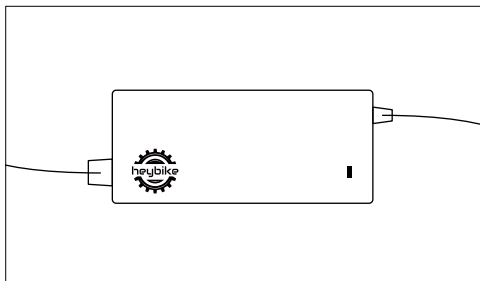
Before your ride, ensure the power is on and whether or not the battery is experiencing any abnormalities like external damage or excessive heat. If any abnormalities are present, please do not use the battery and contact Heybike customer support as soon as possible. If you are not riding for an extended period or need to transport the bike over long distances, ensure that the battery's power switch is turned off. This will help prolong the battery's lifespan.



- 1 The charging port is located above the battery housing and covered with rubber plug.



- 2 Lift the rubber plug located on the charging port and insert the charging cord.



- 3 Plug the charging cord into a power outlet. Charging will begin once the red light on the charger transformer illuminates.

Please Note:

1. When charging the battery, place the charger in a flat, dry, and safe location.
2. Once the battery is fully charged, the indicator light will turn green. First, unplug the charger from the power outlet, then remove the charger's plug from the Ebike charging port.
3. The battery can also be removed and taken indoors to charge.



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 and Setting

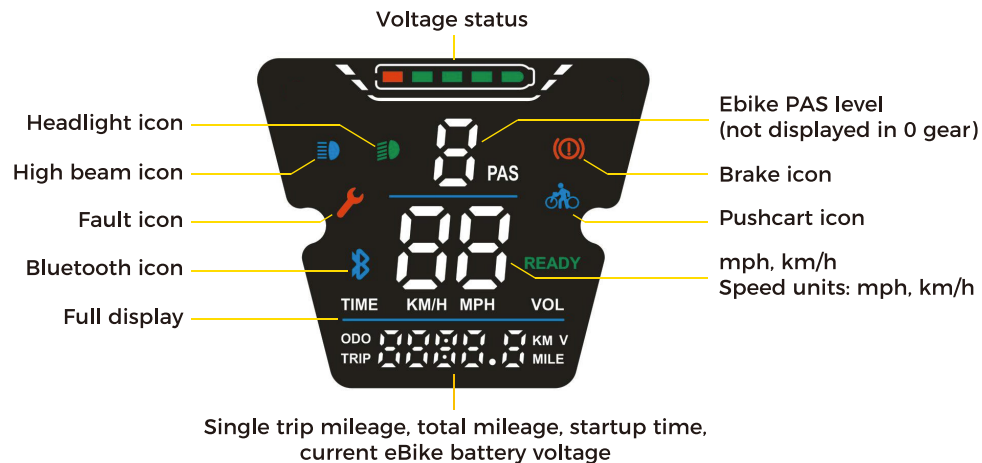
Startup display

On startup, the display will show speed, battery level, fault prompt, gear display, light on/off, Bluetooth connection prompt, voltage, single trip mileage, total mileage, and battery percentage simultaneously.

Control and setting functions

Some settings can be adjusted to user preferences: Power switch, auto-sleep time, screen brightness, headlight control, gear shifting, unit settings, and more. All settings can be adjusted on the bike directly or with the Heybike App.

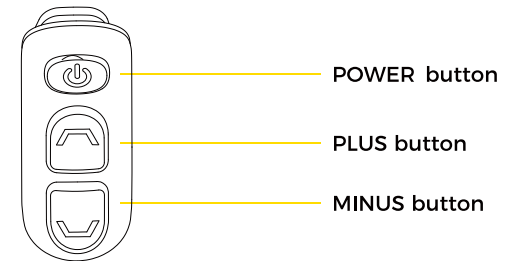
Communication Method: UART



21	abnormal current	24	motor hall anomaly
22	abnormal throttle	25	brake abnormality
23	motor phase deficiency	30	display not receiving data fault from the controller

Button Functions

1. Short press the POWER button to start the Ebike; Long press to turn it off after startup.
2. After startup, press the "+" or "-" button once to change gears.
3. After startup, long press the "-" button to enter "6KM cruise", a pushcart mode.
4. After startup, long press the "+" button to turn on/off the headlight.
5. After turning on the headlight, short press the POWER button to switch between high and low beam.
6. Simultaneously long press the "+" and "-" buttons for 5 seconds to enter the setting mode; Press the POWER button once to switch between different settings; Press "+" or "-" once to adjust the values.



Simultaneously long press the "+" and "-" buttons for 5 seconds, and then enter the password 1212 for system settings mode. Press the POWER button once to switch between different settings. Press "+" or "-" once to adjust the values.

P0	Long press the MODE button for 20 seconds to restore all settings to factory settings.
P1	Screen brightness: 1~4; 4 is the brightest.
P2	Unit of distance: 0 for KM, 1 for mile.
P3	Sleeping time: 0~60 minutes (Default: 8 minutes).
P4	Single-trip mileage reset (reset when value exceeds 10).



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