

HEYBIKE

EC COMPACT CITY
ELECTRIC BIKE

USER MANUAL



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

THANK YOU FOR PURCHASING THE HEYBIKE EC-COMPACT 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.eu.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:
Email: eu.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 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.



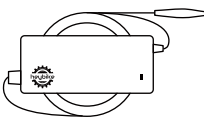
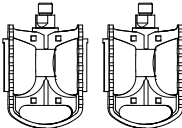
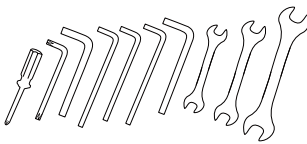
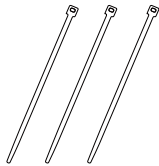
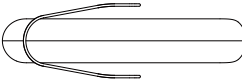
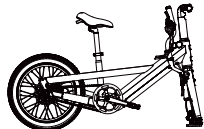
Avoid use under rainy conditions as it may result in potential injuries caused by slippery roads. Moisture can also damage electronic components and void the warranty.

! 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 120kg.
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	 Stickers x2	 Saddle x1
 Charger x1	 Pedals x2	 Battery Lock Keys x2
 Tools x10	 Front Wheel x1	 Cable Ties x3
 Headlight x1	 Front Fender x1	 Electric Bicycle x1

Product Overview



Specifications

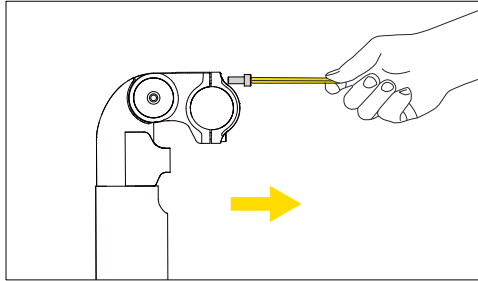
ITEM	SPECIFICATIONS
Model	EC Compact City
Product Dimensions	1660 * 1160 * 665mm
Package Dimensions	1360 * 265 * 885mm
Max Load	120kg
Package Weight	33kg
Ebike Weight	24.5kg
Power	250W
Max Speed	25km/h
Battery	36V/13Ah
Charger	42V 2.0A DC2.1 CE(AC100V-240V)
Charging Time	6-7h
Battery Capacity	468Wh
Pedal-Assist Mode	110km
Max Grade Ability	15 degrees
Tire Size	20*2.4"
IP Level	IPX5
App	Yes

Assembly Instructions

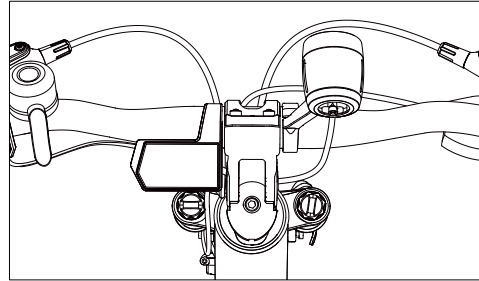
The following instructions provide a guide for unboxing and familiarizing yourself with your new e-bike. Please read them carefully.

Visit www.eu.heybike.com for additional assistance with assembly. If you are unable to assemble your e-bike on your own, we recommend taking your new e-bike 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.

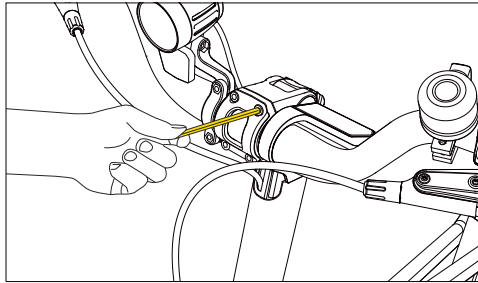
Step 1 - Handlebar Installation



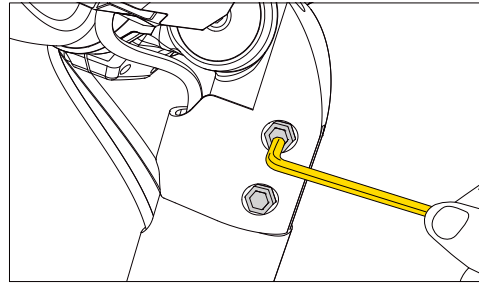
1 Remove the stem screws.



2 Place the handlebar onto the head part, adjusting the handlebar angle to ensure it is properly aligned with the bike.

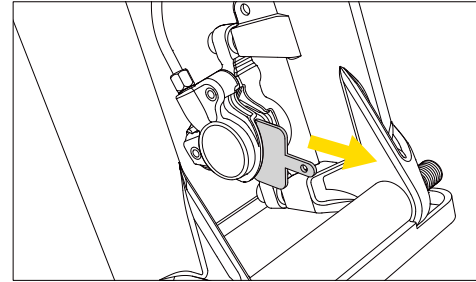


3 Tighten the stem screws.

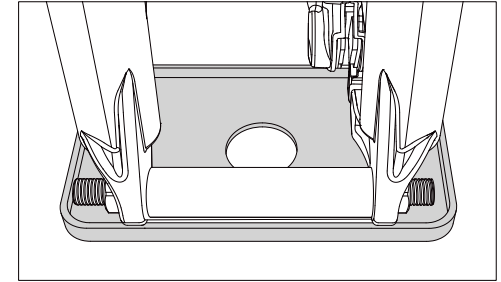


4 Please double check the handlebar screws are tightened before your ride.

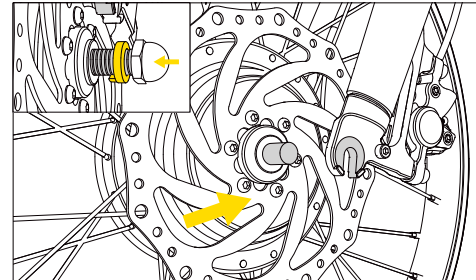
Step 2 - Front Wheel Installation



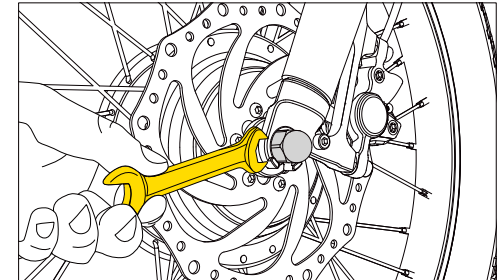
1 Take out the front brake protection clip.



2 Remove the protective shield from the disc brake.



3 Remove the nut in the front wheel first. Install the front wheel axle into the front fork slot and secure it.

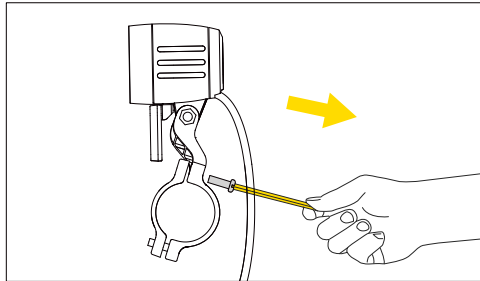


4 Attach the hook to the bottom and tighten the nut.

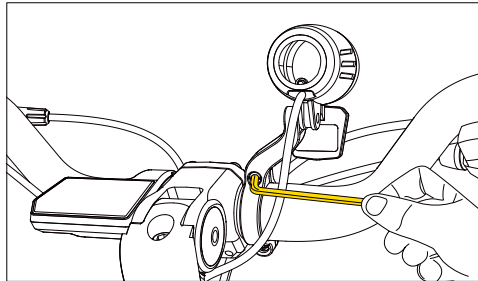
Note: Picture 3, Please install the gasket as shown in the picture and pay attention to the convex part should be installed towards the inside & downward side.

✂ Assembly Instructions

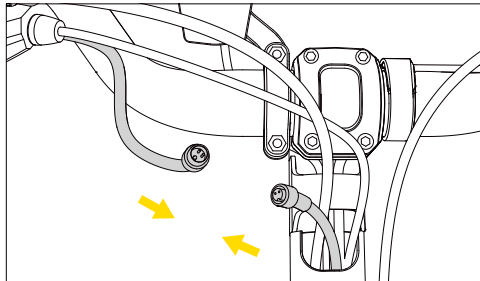
Step 3 - Headlight, Display & Motor Cables Installation



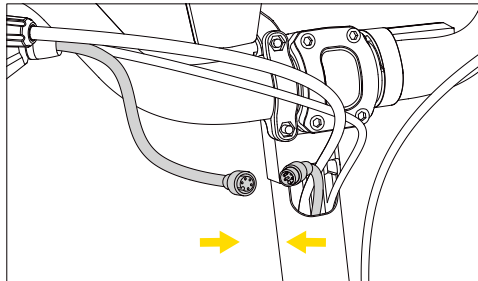
- 1 Remove the headlight screws.



- 2 Put the headlight onto the handlebar and tighten the screws.



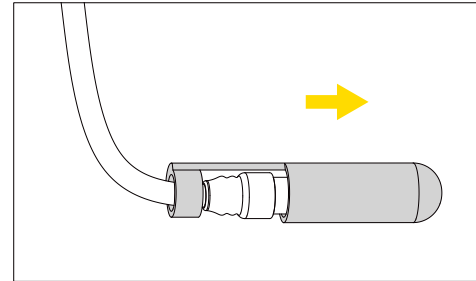
- 3 Plug in the headlight. Locate the two sides of the red, three-pin headlight connector, carefully align the internal pins and notches and press together to connect. DO NOT twist the connectors into place.



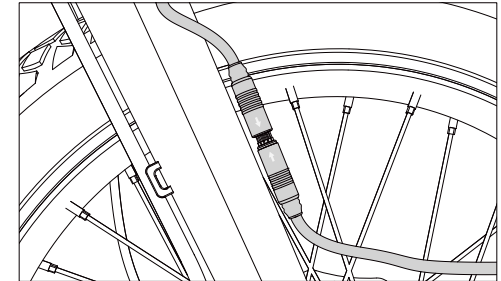
- 4 Like the headlight connection, insert the display cables into the hole and attach the green connectors according to the arrow direction markings. Press them together to connect.

✂ Assembly Instructions

Step 3 - Headlight & Display & Motor Cables Installation



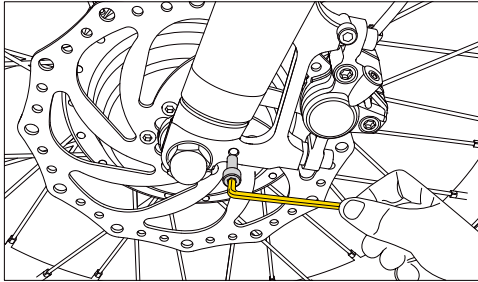
- 5 Take off the motor cable protection cover.



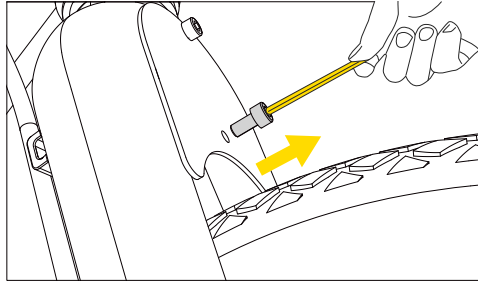
- 6 Align the arrows and connect the motor cables correctly.

✂ Assembly Instructions

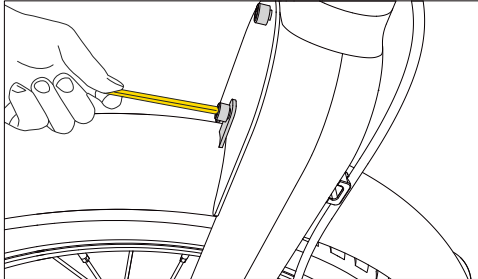
Step 4 - Fender Installation



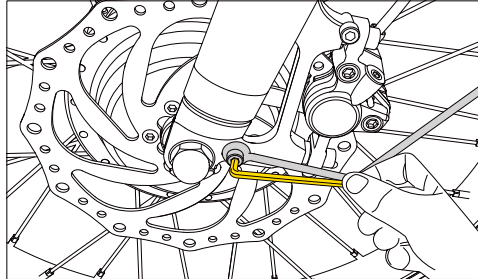
- 1 Remove the screws on the left and right sides of the front fork.



- 2 Remove the screw at the front of the front fork.



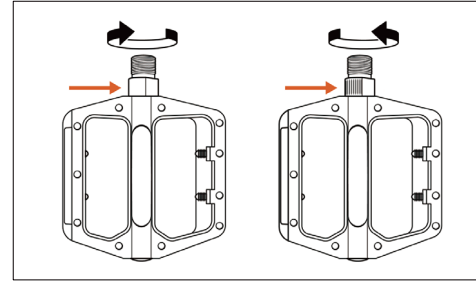
- 3 Align the fender with the screw hole then tighten the fender to the front fork.



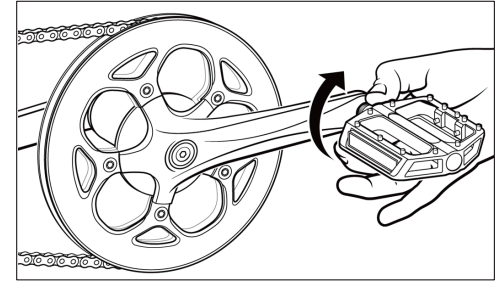
- 4 Use the screws from step 1 to install and secure the front fender bracket to the front fork.

✂ Assembly Instructions

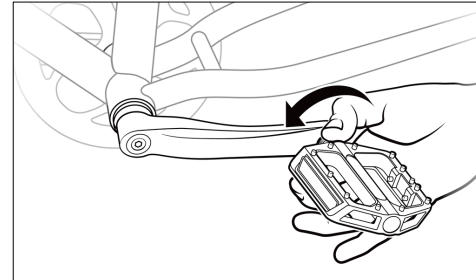
Step 5 - Pedal Installation



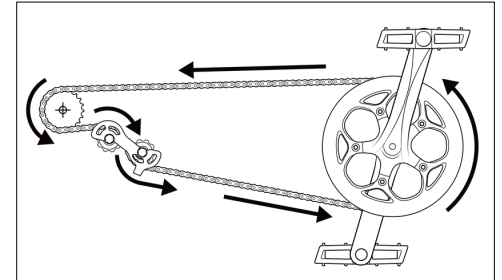
- 1 Locate the right-side / left side pedal, marked "R," and "L," with stickers.



- 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.

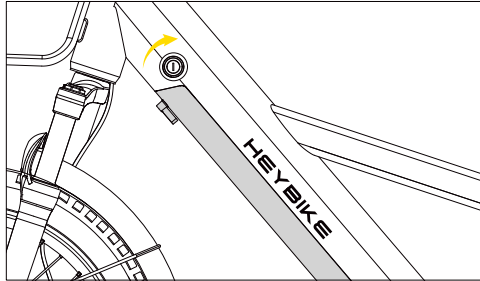


- 4 Check the chain alignment. Rotate the right pedal counter-clockwise. Watch the chain and ensure it runs through the drivetrain (the rear cog, chain tensioner, and around the front chain ring) smoothly.

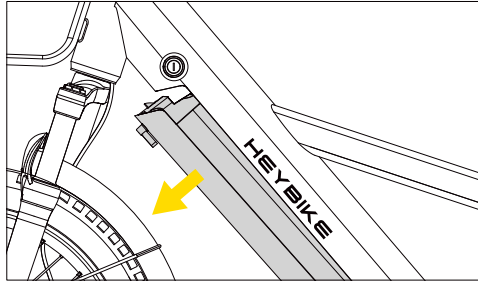
Note: If neither the pedal or the chain runs smoothly, or something seems misaligned, please contact Heybike Support.

✂ Assembly Instructions

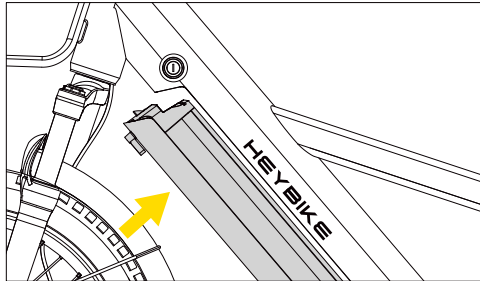
Step 6 - Battery Installation & Removal



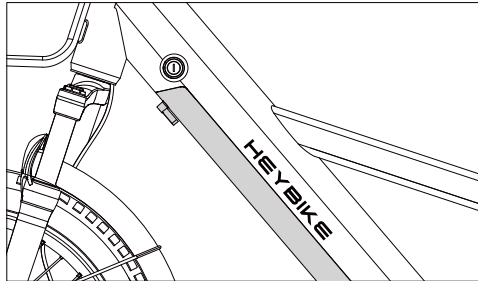
- 1 Ensure the bike is turned off. Insert the battery key, hold the top of the battery with one hand, and turn counter-clockwise towards the "unlock" icon.



- 2 Turn the locking lever on the battery to the right and pull the battery down and away to remove the battery from its holding.



- 3 To install, insert the battery into the battery frame, bottom part first. The "bottom" is indicated by slots for connector ports. Pushing the top of the battery into place, a clicking sound will indicate the battery is properly in place.

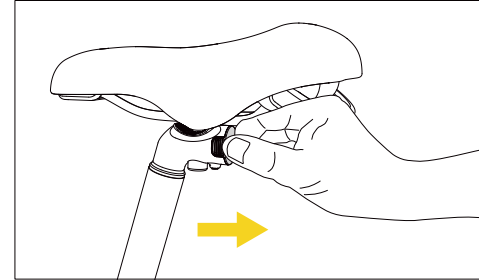


- 4 The outer battery cover should be flush with the bike frame.

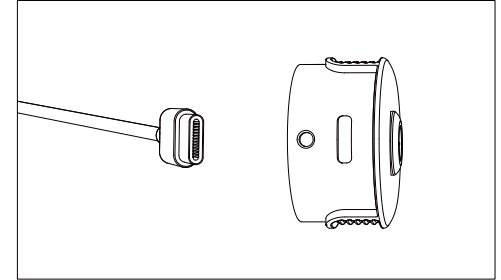
💡 Taillight

Please Note:

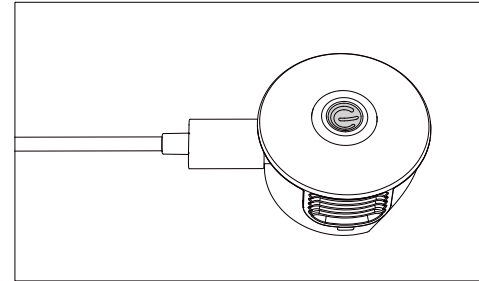
Switch on the power button before your ride. Press and hold the power button  for 1 second to turn on/off.



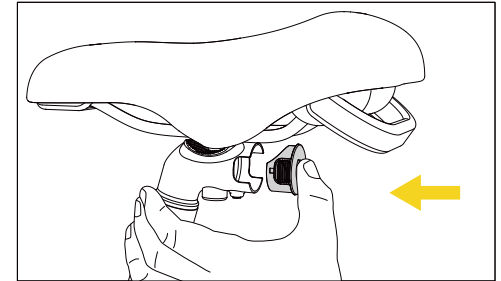
- 1 Hold both sides of the taillight and pull the taillight out from the bike to remove it.



- 2 Connect the charging cable with the taillight charging port to charge it.



- 3 When the taillight LED flashes, it is charging. It is fully charged after about 1 hour.



- 4 Remove the charging cable and with the taillight LED facing towards you, use both hands to push the light inward to install the taillight.

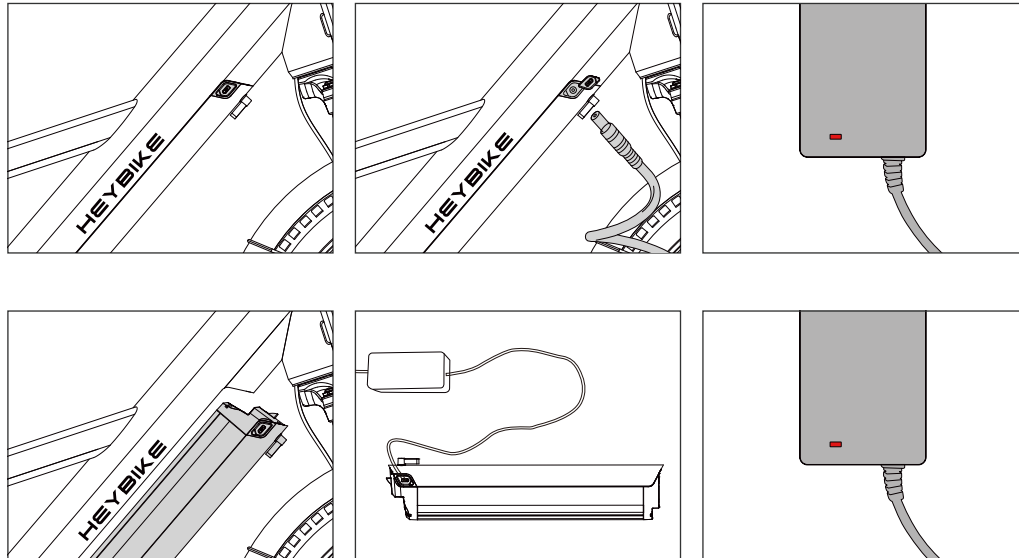
Taillight Functions

- Brake warning
- Smart chip control with high-brightness alert during braking
- Rear taillight warning
- Built-in rechargeable lithium battery



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.



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.



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

Functional overview

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

- Real-time speed, maximum speed, average speed
- Real-time motor power
- Total mileage, Trip mileage
- Metric(km/h)/Imperial (MPH) switching
- Auto headlight, Brightness adjustment, auto backlight
- USB charging port (5V/1A)
- Error code
- Assist level
- Trip tim
- Calorie consumption
- Light indicator
- Battery capacity
- Auto power-off time

Bluetooth Version

- APP connection
- Data sync
- Riding rank
- Riding track recording
- Riding navigation



⚙️ Display and Setting

Functional overview

1. Time
2. Bluetooth connection sign
3. Abnormal warning
4. Headlight status
5. Assist level
6. Speed units
7. Battery capacity
8. Real-time speed
9. Cruise control
10. Power bar



Navigation Streaming

1. Navigation turning information
2. Mileage remaining



Button Functions

The digital display is equipped with three buttons on the corresponding operating unit.

1. Power on/off
2. Plus
3. Minus

Display and Setting

Power on/off

Long press the “Power” button for 2s.

Turn on/off headlight

Long press the “+” button for 1.5s.

Switch assist level

Short press the “+” button to increase the assist level; short press the “-” button to decrease the assist level. Press and hold the “-” button to start pushcart mode, and release the “-” button to exit pushcart mode.

Switch data display

In the main interface, short press the “Power” button for 1s to switch to view different data information.

Switch and display data 1: Average speed、Maximum speed、Riding time and Environmental protection savings.

Switch and display data 2: Trip mileage、Total mileage、Total riding time and Calories burnt.

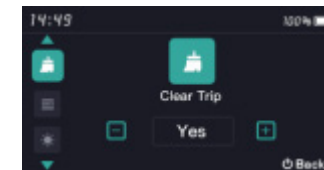
Menu operation

1. When speed is 0, long press “+” and “-” together for 2s to enter user menu interface.
2. After entering the menu interface, short press the “+” or “-” button to select the setting option, then short press the “Power” button to confirm the selection and modify the option.
3. Short press “+” or “-” button to adjust the value, when there are too many available value digits, long press “+” or “-” button for quick adjustments.
4. Short press the “Power” button to complete the modification and return to menu interface.
5. Long press “+” and “-” together for 2s to exit user menu interface.”

Display and Setting

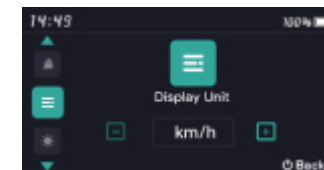
Clear Trip

In this option, the Trip mileage, Trip time, Maximum speed, Average Speed can be cleared.



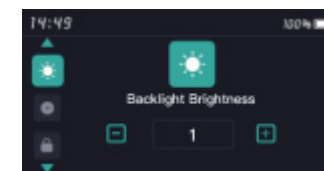
Switch Display Unit

Display unit of speed and mileage can be switched. Both metric and imperial units are available.



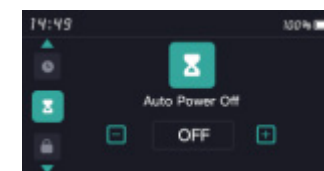
Backlight Brightness Settings

Screen brightness can be adjusted and the adjustment range is from 1 to 5, and Auto. The 5th level is the brightest and the auto will adjust the screen brightness automatically according to the ambient light.



Auto Power Off time

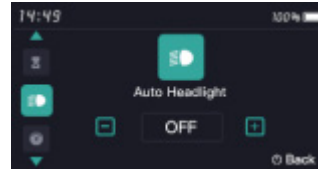
The automatic power off time will turn off the display and can be set to user preference. The setting range is from 1 to 99, and OFF, and the display will turn off automatic turn off when set OFF.



Display and Setting

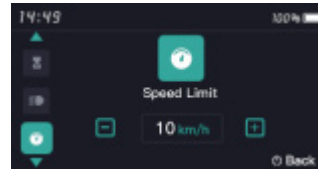
Auto Headlight

Auto headlight mode can be set to user preference. When set ON, the headlight will turn on or off automatically according to the ambient light. When set OFF, the auto headlight function will turn off automatically.



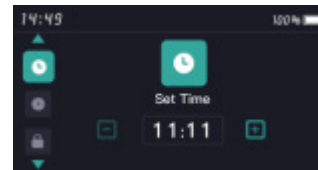
Speed Limit

The maximum speed of the vehicle can be adjusted to user preference. For your safety, please do not exceed the speed limit stipulated by local regulations.



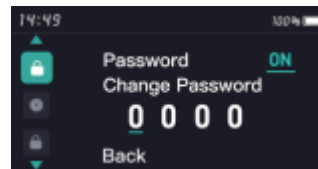
Set time

The display time can be adjusted to user preference. The settings order is hour-minute."



Set password

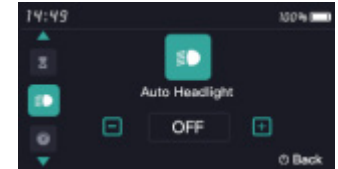
Users can enable a 4 number password at startup and password modification can also be set with this function.



Display and Setting

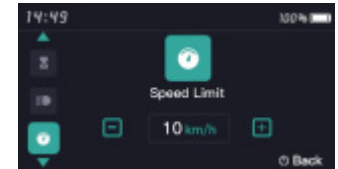
Review System Information

This setting displays the bike's system information.



Bluetooth Connection Setting*

Users can connect the bike to their mobile device by scanning the QR code via the Heybike App. It is required to scan the QR code in order to properly use the bike.



Error Code Definition

E02	Brake error	E08	Throttle error
E06	Low-voltage protection	E09	Current or MOS error
E07	Motor phase error	E14	Motor hall error
E30	Communication error		



Recommended Service Intervals

Regular inspection and maintenance are key to ensure bikes from jasion function as intended, and to reduce wear and tear on their systems. Recommended service intervals are meant to beused as guide-lines. 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)	– 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.	– Clean frame by wiping frame down with damp cloth. – Use barrel adjuster(s) to tension derailleur/brake cables if needed.	– 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)	– 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).	– 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.	– Replace brake and shift cables if necessary. – Replace brake pads if necessary.
Every 6 Months, 750-1250 mi (1207-2011km)	– Inspect drivetrain (chain, chainring, freewheel and derailleur). – Inspect all cables and housings.	– Standard tune-up by certified,reputable bike mechanic is recommend-ed. – Grease bottom bracket.	– Replace brake pads. – Replace tires if necessary – Replace cables and housings if necessary.



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 perfor-mance 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 GMBH

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