The manufacturer reserves the right to make changes to the product and manual at any time

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Heybike
Cityscape 2.0
ELECTRIC BIKE
USER MANUAL

Contents

Congratulations on your purchase!

heybike

This user manual will help you assemble and operate your new electric bike. Be sure to read all of the information in this manual before riding.

NOTE TO ALL RIDERS UNDER 18 YEARS OF AGE: It's very important that you get parental permission before riding your electric bike.

Product Safety Notice

Don't Ride Until You Read This:

Always wear a helmet when riding your electric bike.

Keep the two keys properly. If the unique keys are lost,
you will not be able to turn on the bike or replace the battery.
If necessary, you should get more spare keys (We don't have a backup key).

Make sure your electric bike has a full battery before taking it out to ride.

Always be aware of local road laws, and follow them.

Do not ride the bike under the influence of drugs or alcohol.

Always respect pedestrians.

Do not ride under wet conditions. The electric bike may slide from under your feet causing injury. Wet conditions may damage the electronics and void the warranty.

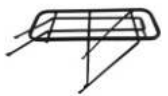
Warning Message

1. Avoid water - The electric bike is not waterproof. The electronics may be damaged due to water and water damage is not covered by our warranty. Riding in wet conditions is also very dangerous and may result in injury.
2. Avoid prolonged exposure to sun or rain and avoid storage in places with high temperatures or corrosive gas.
3. Abuse - We do not cover physical damage due to negligent care and extreme riding.
4. Whenever you ride the heybike Electric Bike, you risk severe injury or even death from loss of control, collisions, and falls. Use caution and ride at your own risk.
5. Do not modify the product from manufacturer's original design.
6. Do not exceed the posted speed limit and obey all traffic laws.
7. Avoid touching the charging port directly and do not let it make contact with a metal object.
8. Keep hands and all body parts away from moving parts while operating the electric bike.
9. Before riding - be sure to check the electric bike over and make sure the electric bike is operating correctly before each use.
10. Before riding - be sure to check that the braking system is functioning properly; also be sure to check that all safety labels are in place and you understand the safety warnings.
11. Before riding - be sure that any and all axle guards, chain guards, or other covers or guards supplied by the manufacturer are in place and in serviceable condition.
12. Before riding - be sure to check that the tires are in good condition, inflated properly, and have sufficient tread remaining.
13. Never exceed the 330 lbs (150 kg) maximum load rating.
14. The electric bike should never be used by children under the age of 18.
15. Maximum Speed - Your electric bike goes at a maximum speed of 20 mph.
16. Make note that additional insurance may be required to cover situations you encounter while riding an electric bike. It is recommended that you contact an insurance company or broker for advice and consultation.
17. To conserve electricity, use assist mode and avoid zero starting, frequent braking, driving against the wind, carrying heavy loads including other people, and riding with insufficient air pressure.

Package Contents

Carefully check package contents, if anything is missing or damaged, please contact Heybike customer service for support: support@heybike.com

Unpack the bike. Open the bike box and remove the small box inside. With the help of another person capable of safely lifting a heavy object, remove the bike from the bike box. Carefully remove the packaging material protecting the bike frame and components. Please recycle packaging materials especially cardboard and foam whenever possible. Open the small box and carefully set out all contents.

 1× User Manual	 1× Rear Rack	 2 × Pedals	 1× Front Wheel	 1× Seat	 1× Fender
 2 × Keys	 1× Front Wheel Screw	 1× Front Fork Bowl Upper Cover 1× Stem Cover	 2 × Wrenches 3 × Allen Key Wrenches	 1× Charger	 1× Electric Bike

Product Overview

Assembly — Front Fork

If you do not feel comfortable assembling the bike yourself, we recommend taking your new bike to a bike shop for assembly and inspection. If you are willing to assemble the bike yourself, be sure to follow all instructions, properly adjust gears and brakes, and set tire pressure.

1

Locate the quick-release lever. Open the lever and remove the thumb nut, safety hook, cone spring (opposite the lever). Keeping the washer and other safety hook and cone spring in place on the lever side

2

Line up the fork with the axle at the center of the wheel. Make sure there's a spacer between the fork and wheel on each side. Install safety hook, gasket, and nut in turn.

3

Tighten the nut onto the fork with No.15 wrench.

4

Install the front fork cover.

Note: When properly installed, the front wheel should be fully seated and centered in the dropouts of the front fork, The brake rotor should be in between the brake pads in the brake caliper, and the front fork nut should be fully and properly secured. Ensure the front wheel is properly secured before moving on to the next step.

Assembly — Front Fender & Headlight

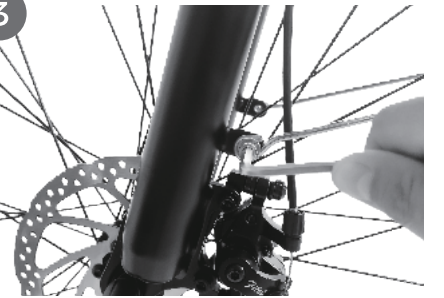
1

Take out the fender, remove the nut, washer and bolt at the top of the front fork.

2

Tighten the screws to fix the steam in place.

3



Tighten the screws to fix the handlebar in place.

4

Reattach the bolt, washer and fender washer, headlight (in that order). Put the front lamp bracket into the screw and align.
Locking the screw with allen key and wrench.

Assembly — Stem

1

Put the Bowl upper Cover into the Stem and insert it into the front frame.

2

Tighten the screws to fix the steam in place.

3

Tighten the screws to fix the handlebar in place.

4

Cover the stem screw with Steam screw plugs for protection

Assembly — Seat

For better pedaling, safety and overall riding comfort, positioning the seat at the right height is important. The rider's leg length is used to determine the seat's position. When you pedal, your hips should remain level and your legs should be almost fully extended at the bottom ofthe pedal stroke, but not over-extended.
To determine the right seat height, sit on the eBike with one pedal at its lowest point and place the ball of your foot on the pedal. Your leg should be almost fully extended(not lockedout) with a slight bend at the knee.

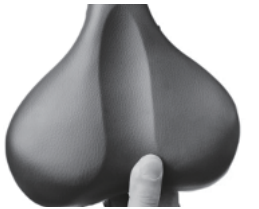
1

Open the quick-release lever by swinging the lever open and outward fully. Put the seat into seatpost tube.

2

Move the seat up and down by sliding the seatpost in or out of the seat tube. DO NOT raise the seatpost beyond the minimum insertion marking etched into the seatpost tube.

3



Adujst the seat and the head of the seat is parallel with the top tube.

4

Close the quick-release lever using your palm or finger.

Assembly

(1) NOTICE: Ensure the seatpost and seat are properly adjusted before riding. DO NOT raise the seatpost beyond the minimum insertion marking etched into the seatpost tube (as shown at right). If the seatpost projects from the frame beyond these markings (shown far right), the seatpost or frame may break, which could cause a rider to lose control and fall. Ensure the minimum insertion markings on the seatpost are inside the seat tube of the frame.

(2) Before using the bike, always check to ensure all latches, levers, and quick-releases are properly secured and undamaged. Check that they are correctly secured before every ride and after every time the bike is left unsupervised, even for a short time. Otherwise, the handlebar stem and/or seatpost may come loose and can result in loss of control, damage to the bike, property, serious injury, and/or death.

Assembly

Adjusting the Suspension Fork

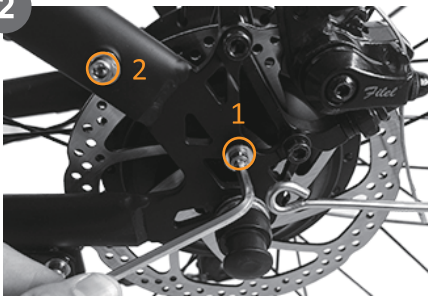
The suspension fork can move up and down up to 80mm to cushion bumps in the riding surface, which can make riding on a rough road or trail smoother and more comfortable. Depending on a rider's preference, the suspension fork can be locked out as a rigid fork, which will typically yield higher efficiency while pedaling.

The lockout lever (1) , located on top of the right side of the suspension fork, can be turned counterclockwise until it stops to completely lock out the suspension fork's travel. To unlock the lockout lever, turn the knob clockwise until it stops. When the lockout lever is unlocked, resist ance can be adjusted by turning.

Assembly — Rear Fender

1

2



Position 1—For installing rear fender.
Position 2—For installing rear rack.

3

Take off the screws from (Position 1) the bike frame.

4

Attached the fender struts to the bike frame and tighten the screws on the left and right sides (Position1).

Assembly — Rear Rack

1

Take out the rear rack and take off the screws from the bike frame.

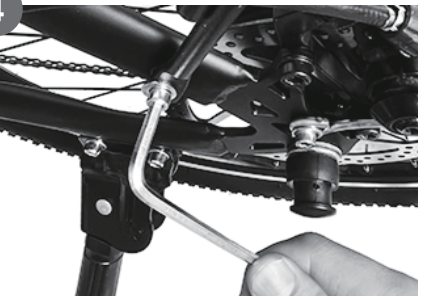
2

Take off the screws from (Position 2) the bike frame.

3

Hold the rack onto the bike frame, attached the screws, and use the 10mm wrench to tighten the rack.

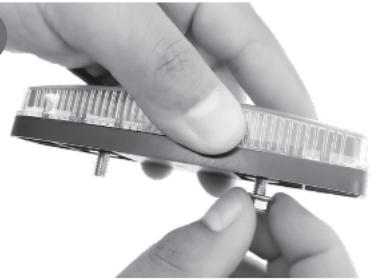
4



Tighten the rack with the screws (Position 2).

Assembly — Taillight

1

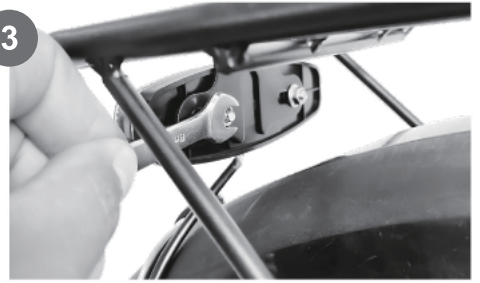


Take off the nuts on the taillight.

2

Assembly the taillight into the rear rack. Screwing the nuts.

3



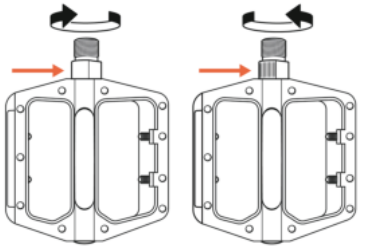
Use 8mm wrench to tighten the nuts.

4

Use the zip ties to attach the taillight cable and the rear rack.

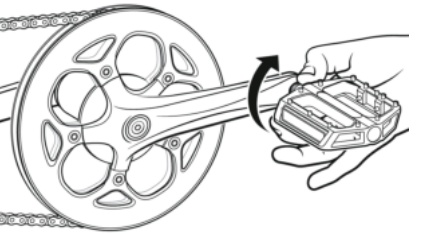
Assembly — Pedals

1



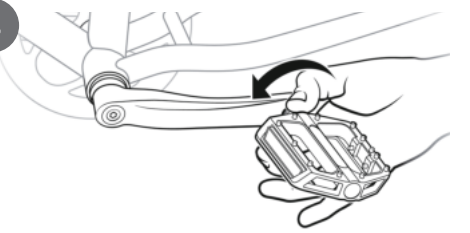
Locate the right-side/ left side pedal, which is marked “R,” “L,” should have an “R”“L,” sticker attached.

2



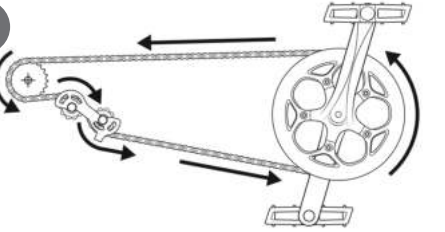
Thread the right pedal onto the right crank gently by hand, turning clockwise. Then tighten pedal by allen wrench.

3



Thread the left pedal onto the left crank gently by hand, turning counter-clockwise. Then tighten pedal by allen wrench.

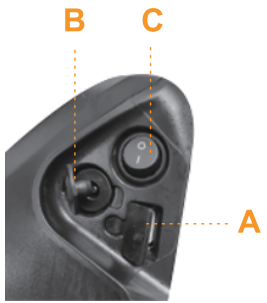
4



Check the chain alignment. Rotate the right pedal and crank toward the back of the bike as though pedaling backward. Watch the chain and ensure the chain runs through the drivetrain (the rear cog, chain tensioner, and around the front chainring) smoothly.

Note: If the pedal/ chain doesn't run smoothly or something seems misaligned, please contact Heybike Support.

Battery Key Positions



Keyport & key positions

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

1.Familiarize yourself with the key port and battery power positions before riding the bike. The photo shows the key port aligned in key position 1, in line with the small lock icon. In key position 1, the battery is in the “lock” position, with the battery locked to the frame, and the key removed so the bike is ready to ride.

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

Charge Your E-Bike

Before using the electric bike, you must fully charge the battery.

1.Ensure the battery is off, by rotating the key to align with the off icon.

2.Remove the rubber cover on the charging port on the opposite side of the battery from the key switch.

3.Plug the charger into the battery’s charging port. With the battery on or off the bike, place the charger in a flat, secure place, and connect the DC output plug from the charger to the charging port on the side of the battery.

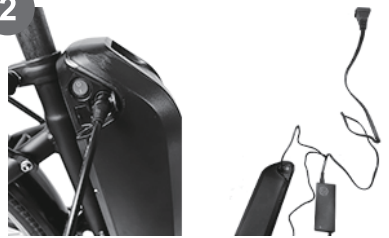
4.Plug the charger into a power outlet, charging should initiate and will be indicated by the LED charge status lights on the charger turning red. Once fully charged, the charging indicator light turning green. Unplug the charger from the wall outlet first and then remove the charger output plug from the battery charging port.

Charge Your E-Bike

1

The battery can be charged off the bike. To remove the battery, turn the key to the OPEN position. (see the previous remove battery section for details), Then carefully pull the battery up untill 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 turning green. Unplug the charger from the wall outlet first and then remove the charger output plug from the battery charging port.

Start-up procedure

After the bike has been properly assembled according to the assembly video, all components are secured correctly, a certified, reputable mechanic has checked the assembly, and you have read this entire manual, turn on the bike and select a pedal assist level following the steps below:

1. Test the battery lock security. Ensure the key port is aligned with the OFF icon, which indicating the battery is off and locked onto the frame mount. Carefully use both hands to pull up on the battery to test that the lock is secure.
2. Ensure proper handlebar and seat adjustment. Note that lowering the seat so the rider can put one or both feet flat on the ground without dismounting from the seat may offer a safer and more comfortable introduction to operating the bike. Ensure the handlebar faceplate bolts and seatpost quick-release are fully and properly secured.
3. Turn the bike on. Insert the key and turn clockwise to the ON positon. Locate the LCD Display (near the left handlebar grip). Hold down the center power button for approximately 2 seconds until power is delivered to the LCD Display.
4. Turn on the headlight and taillight if needed or desired. Once the LCD Display is on, press ☼ buttons (located on the light remote).
5. Select the desired level of pedal assistance (PAS) between level 0 through 3 using the + and - on the display remote. Level 1 corresponds to the lowest level of pedal assistance, and level 3 corresponds to the highest level of pedal assistance. Level 0 indicates pedal assistance is inactive. Start in PAS level 0 or 1 and adjust from there.
6. Begin riding carefully. With the proper safety gear and rider knowledge, you may now operate your bike. On a flat surface, in a low gear (1 or 2), most riders should be able to begin pedaling the bike with pedal assist level 0 or 1. You may also use the throttle to accelerate and maintain your desired speed.
7. The throttle is used by slowly and carefully rotating the throttle backward toward the rider. Do not use the throttle unless you are on the bike.

Do not use the throttle while dismounted. Avoid accidental application of the throttle while dismounted; anytime you are moving the bike while dismounted, ensure the bike is powered off to prevent accidental application of the throttle.

Remove the battery

For your convenience, the heybike battery can be removed

1

Ensure the battery is off. Align the key port with the appropriate off position by inserting the key into the keyport and rotating to align the key with the off icons

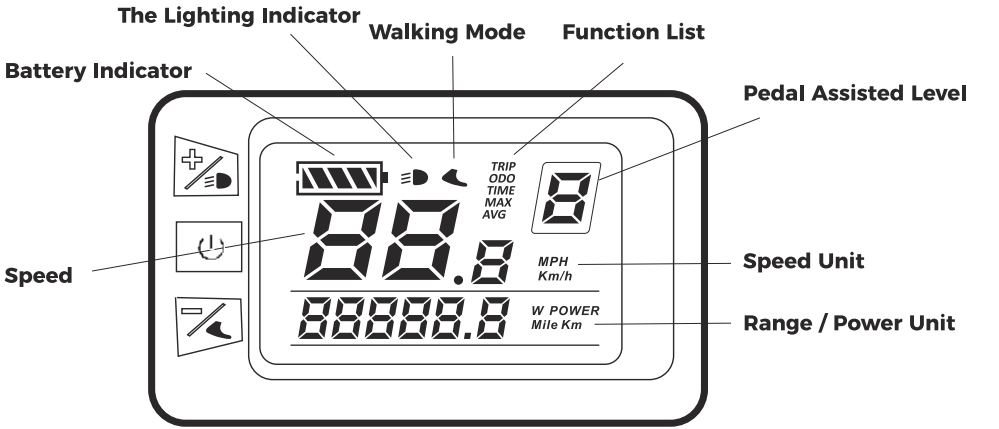
2

Carefully slide the battery upwards and lift it off the frame.

When the Battery is Removed, be careful not to drop or damage the battery when loose from the bike. Avoid damaging the exposed connector terminals and keep them clear of debris.

When Installing the Battery. Ensure the battery is turned off before sliding the battery into the frame mount receptacle. Do not force the battery onto the receptacle; slowly align and push the battery down into the receptacle. Ensure the battery has been properly secured to the bike before each use by carefully pulling upwards on the battery with both hands to test the security of the attachment of the battery to the mount.

Display and Setting



TRIP: These numbers show distance data for a single trip. Data is automatically cleared when the bike is powered off.

ODO: These numbers show odometer data(i.e., cumulative distance).

MAXS: These numbers show maximum speed data for a single trip.

AVG: These numbers show average speed data for a single trip.

Battery Level: This icon indicates how much battery life you have left.

POWER ASSISTED MODE: 0,1,2,3: Displays the current pedal assisted level.

LCD Display Controls

Operation	Directions
Turn on bike	Press and hold ⏻ until power engages (turn the battery first) (2)
Turn off bike	Press and hold ⏻ (2)
Increase pedal assist (PAS) level	Press + button (1)
Decrease pedal assist (PAS) level	Press − button (3)
Toggle odometer, trip odometer	Press ⏻ button (2)
Turn on backlight	Press and hold + (1)
Turn on walking mode	While dismounted, press and continue to hold − button (3)
Turn on headlight	Press once ☼ (4)
Activate Electric Bell	Press once (5)

LCD Display Operations

Setting Mode: When the bike is on, press and hold + and − buttons at the same time to enter the setting mode. Press once ⏻ to confirm and enter the next set, press and hold ⏻ to quit the Setting Mode.

1.TC MODE: After entering TC MODE，you can choose whether to clear the TRIP when the bike is off. Y mean need to clear the TRIP manually. ⊓ mean not clear the TRIP.

2.BL MODE: After entering BL MODE，you can choose the black light level.

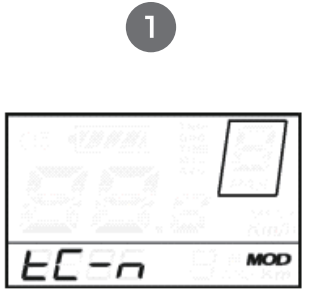
3.SPEED UNIT MODE: After entering SPEED UNIT MODE,you can choose the speed unit from MPH TO KPH.

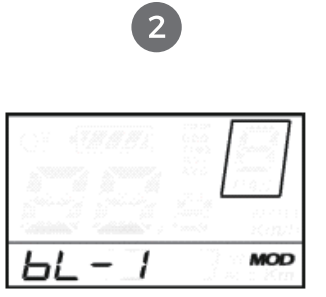
Wheel diameter and Max Speed Setting

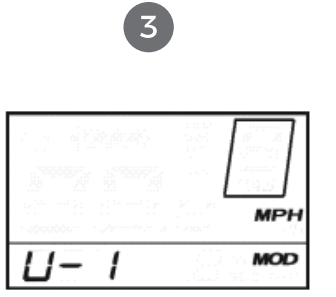
Press and hold on + and − to enter seeting mode,then press and hold − and ⏻ to enter Wheel diameter and Max Speed Setting mode.

Personalized Setting

Press and hold on + and − to enter seeting mode,then press and hold + and − again to enter Personalized Setting.Includes voltage,speed,power sensor settings.For more detailed instructions,please visit Heybike Help Center.

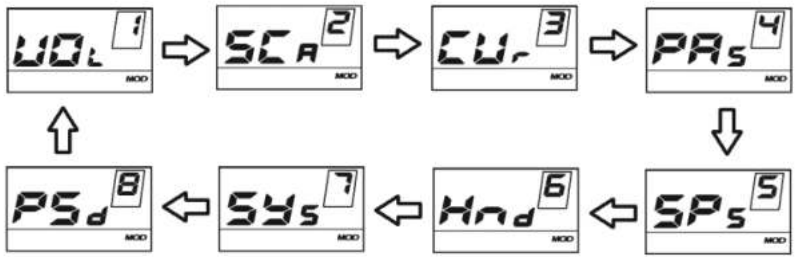




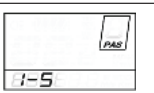


Personalized Setting

Press and hold on + and − to enter seeting mode,then press and hold + and − again to enter enter Personalized Setting.



Select the settings via + / − and press ⏻ to enter the corresponding setup windows.

Number	Set up the item	Specific	The screen appears
1	Battery voltage setting	Do not change	
2	Pedal assist setting	The default mode is 0-3	
3	Current limit setting	Do not change	

Number	Set up the item	Specific	The screen appears
4	Power assist sensor setup	1. Direction of assisted rotation，F mean forward.	
		2. Power sensor sensitivity, 2 means most sensitive.	
		3. The number of magnets, do not change.	
5	Speed sensor settings	Do not change	
6	Throttle function settings	1. Walking mode setting, Y means Yes.	
		2. Throttle speed limited (do not change)	
7	System settings	Do not change	
8	Start-on password	Not unavailable	

Daily Care and Maintenance

Cleaning and Storage
If you see stains on the bike body, wipe them off with a damp cloth. If the stains won't scrub off, put on some toothpaste, and brush them with a tooth brush, then wipe them off with a damp cloth.

Notes: do not clean the bike with alcohol, gasoline, kerosene or other corrosive and volatile chemical solvents to prevent dire damage. Do not wash the bike with a high-pressure water spray. During cleaning, make sure that the bike turned off, the charging cable is unplugged, and the rubber flap is closed as water leakage may result in electric shock or other major problems. When the bike not in use, keep it indoors where it is dry and cool. Do not put it outdoors for along time. Excessive sunlight, overheating and over cooling accelerate the battery pack's life span.

Battery Maintenance
1. Use original battery packs, use of other models or brands may bring about safety issues;
2. Do not touch the contacts. Do not dismantle or puncture the casing. Keep the contacts away from metal objects to prevent short circuit which may result in battery damage or even injuries and deaths;
3. Use original power adapter to avoid potential damage or fire;
4. Mishandling of used batteries may do tremendous harm to the environment. To protect natural environment, please follow local regulations to properly dispose used batteries.
5. After every use, fully charge the battery to prolong its life span.

Storage and Disposal
1. Please try to store the bike in a cool and dry place between 50 ˚F – 77 ˚F (10 ˚C – 25 ˚C). In extremely humid environments the interior of the bike may suffer condensation or even water accumulation, which may damage the battery rapidly. Devices are not intended for use at elevations greater than 2000m above sea level prolonged exposure to UV rays, rain and the elements may damage the enclosure materials, store indoors when no tin use.
2. In daily use, try to avoid recharging the bike after completely exhausting the battery. If the battery is low, charge it as soon as possible.
3. Please charge the bike every other month to preserve the battery.

Recommended Service Intervals

Regular inspection and maintenance are key to ensure bikes from heybike function as intended, and to reduce wear and tear on their systems. Recommended service intervals are meant to be used as guidelines. Real world wear and tear, and the need for service, will vary with conditions of use. We generally recommend inspections, service, and necessary replacements be performed at the time or mileage interval that comes first in the following table.

Interval	Inspect	Service	Replace
Weekly, 100-200 mi (160-321 km)	- 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 (402-1207 km)	- 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, 750-1250mi (1207-2011km)	- Inspect drivetrain (chain, chainring, freewheel, and derailleur). - Inspect all cables and housings.	- Standard tune-up by certified, reputable bike mechanic is recommended. - Grease bottom bracket.	- Replace brake pads. - Replace tires if necessary. - Replace cables and housings if necessary.

Pre-Ride Safety Checklist

Notice: Before every ride, and after every 25-45 miles(40-72 km), we advise following the pre-ride safety checklist.

Safety Check	
1.Brakes	Ensure front and rear brakes work properly. Check brake pads for wear and ensure they are not overworn. Ensure brake pads are correctly positioned in relation to the rims. Ensure brake cables are lubricated, correctly adjusted, and display no obvious wear. Ensure brake levers are lubricated and tightly secured to the handlebar. Test that the brake levers are firm and that the brake, and the brake light are functioning properly.
2.Wheels and Tires	Ensure tires are inflated within the recommended limits posted on the tire sidewalls and hold air. Ensure tires have good tread, have no bulges or excessive wear, and are free from any other damage. Ensure rims run true and have no obvious wobbles, dents, or kinks. Ensure all wheel spokes are tight and not broken. Check axle nuts and front wheel quick release to ensure they are tight. Ensure the locking lever on the quick release skewer is correctly tensioned, fully closed, and secured.
3.Steering	Ensure the handlebar and stem are correctly adjusted, tightened, and allow proper steering. Perform a handlebar twist test (see assembly step 4) to ensure the stem clamp bolt security. Ensure the handlebar is set correctly in relation to the fork and the direction of travel.
4. Chain	Ensure the chain is clean, oiled, and runs smoothly. Extra care is required in wet, salty/otherwise corrosive, or dusty conditions.
5. Bearings	Ensure all bearings are lubricated, run freely, and display no excess movement, grinding, or rattling. Check headset, wheel bearings, pedal bearings, and bottom bracket bearings.
6. Cranks and Pedals	Ensure pedals are securely tightened to the cranks. Ensure the cranks are securely tightened and are not bent.
7. Derailleur and Mechanical Cables	Check that the derailleur is adjusted and functioning properly. Ensure shifter and brake levers are attached to the handlebar securely. Ensure all shifter and brake cables are properly lubricated.

Safety Check	
8. Frame, Fork, and Seat	Check that the frame and fork are not bent or broken. If either frame or fork are bent or broken, they should be replaced. Check that the seat is adjusted properly, and seatpost quick release lever is securely tightened.
9. Motor Drive Assembly and Throttle	Ensure hub motor is spinning smoothly and motor bearings are in good working order. Ensure all power cables running to hub motor are secured and undamaged. Make sure the hub motor axle bolts are secured and the torque arm, torque arm bolt, and torque washers are in place.
10. Battery	Ensure battery is charged before use. Ensure there is no damage to battery. Lock battery to frame and ensure that it is secured. Charge and store bike and battery in a dry location, between 50 ˚F – 77 ˚F (10 ˚C – 25 ˚C). Let bike dry completely before using again.
11. Electrical Cables	Look over connectors to make sure they are fully seated and free from debris or moisture. Check cables and cable housing for obvious signs of damage. Ensure headlight, taillight, and brake light are functioning, adjusted properly, and unobstructed.
12. Accessories	Ensure all reflectors are properly fitted and not obscured. Ensure all other fittings on bike are properly secured and functioning. Inspect helmet and other safety gear for signs of damage. Ensure rider is wearing a helmet and other required riding safety gear. Ensure mounting hardware is properly secured if fitted with a front rack, rear rack, basket, etc. Ensure the taillight and taillight power wire are properly secured if fitted with rear rack. Ensure the fender mounting hardware is properly secured if fitted with fenders. Ensure there are no cracks or holes in fenders. If installed, ensure the optional rear wheel lock is secured in the unlocked position and the key is removed before every ride.

Your cables, spokes, and chain will stretch after an initial break-in period of 50-100 mi (80-160 km), and bolted connections can loosen. Always have a certified, reputable bike mechanic perform a tune-up on your bike after your initial break-in period of 50-100 mi (80-160 km) (depending on riding conditions such as total weight, riding characteristics, and terrain). Regular inspections and tune-ups are particularly important for ensuring that your bike remains safe and fun to ride.

Tire Inflation and Replacement

The Cityscape employs 26"×1.95"rubber tires with inner tubes. The tires are designed for durability and safety for regular cycling activities and need to be checked before each use for proper inflation and condition. Proper inflation, care, and timely replacement will help ensure that your bike's operational characteristics will be maintained, and unsafe conditions avoided.

heybike recommends **45-60 PSI** for the stock tires on the heybike. Always stay within the manufacturer's recommended air pressure range as listed on the tire sidewall.

It is critically important that proper air pressure is always maintained in pneumatic tires. Do not underinflate or overinflate your tires. Low pressure may result in loss of control, and overinflated tires may burst. Failure to always maintain the air pressure rating indicated on pneumatic tires may result in tire and/or wheel failure.

Inflate your tires from a regulated air source with an available pressure gauge. Inflating your tires from an unregulated air source could overinflate them, resulting in a burst tire.

Even tires equipped with built-in, flat-preventative tire liners, like those that come with bikes from heybike, can and do get flats from punctures, pinches, impact, and other causes. When tire wear becomes evident or a flat tire is discovered, tires and/or tubes must be replaced before operating the bike or injury to operators and/or damage to your bike from heybike could occur.

When changing a tire or tube, ensure that all air pressure has been removed from the inner tube prior to removing the tire from the rim. Failure to remove all air pressure from the inner tube could result in serious injury.

Using aftermarket tires or inner tubes, not provided by heybike may void your warranty, create an unsafe riding condition, or damage to your bike. If required by law, ensure replacement aftermarket tires have sufficient reflective sidewall striping.

For more information on tire or tube replacement procedures, or questions about tire inflation, visit heybike.com/pages/help-center or contact heybike Product Support.Email: support@heybike.com

Troubleshooting

Symptoms	Possible Causes	Most Common Solutions
1.The bike does not work	1. Insufficient battery power 2. Faulty connections 3. Battery not fully seated in tray 4. Improper turn on sequence 5. Brakes are applied 6. Blown discharge fuse	1. Charge the battery 2. Clean and repair connectors 3. Install battery correctly 4. Turn on bike with proper sequence 5. Disengage brakes 6. 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. Driving with too many hills, headwind, braking, and/or excessive load 4. Battery discharged for long period of time without regular charges, aged, damaged, or unbalanced 5. Brakes rubbing	1. Adjust tire pressure 2. Check connections or charge battery 3. Assist with pedals or adjust route 4. Balance the battery; contact tech support if range decline persists 5. 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.

Specifications

ITEM	SPECIFICATIONS
Model	Cityscape2.0
Product Dimensions	172 x 65 x 110 (cm)
Package Dimensions	135 x 22 x 70 (cm)
Package Weight	68.3 lbs (31KG)
Max Load	264 lbs (120kg)
E Bike Weight	55.1 lbs (25KG)
Max Speed	21mph
Battery/Charger	Input 100-240V 50/60HZ AC Plug; Output 42V2A
Pedal-Assist Mode	25-40 miles (40-65km)
Pure Electric Mode	19-25 miles (30-40km)
Max Angle of Climb	14 degrees
Charging Time	5-6 hours
Tire Pressure	45-60 PSI
Bell/Horn	Electric Horn Installed
Charging Port	Output Voltage 5V1A
Frame Material	High-carbon steel
IP Level	Ip×4

FAQS

Q1: What if the e-bike arrived missing accessory or broken part?
A1: Please take a photo and send to Heybike Support Team by sending email: support@heybike.com and Heybike Support Team will reply you soon and send correct accessory or part replacement.

Q2: Will my bike arrive assembled?
A2: Your bike will arrive mostly assembled. We' ll also provide the tools and a comprehensive assembly video for the rest part.

Q3: What can I do if something goes wrong with my e-bike during the warranty?
A3: We believe that communication is the best way to solve the problem. Please contact us in time. To help you solve the problem as quickly as possible, please describe the problem in detail and provide photos/videos with your order ID.

Error Code

Error Code	
21	Current issue
22	Throttle issue
23	Power motor issue
24	Power motor signal issue
25	Brake handle issue
30	Communication issue

Limited Warranty

30DAYS SATISFACTION GUARANTEED RETURN POLICY

If you are unsatisfied with your purchase, Heybike's return policy allows you to return the product purchased on the authorization channel within 30 days counting from the date of receipt of shipment, and request are fund from the authorization Channel.
Note: Express shipping cost is non-refundable.

To be eligible for a return, your item must be in the same condition that you received it, unworn, unused, and the bike must have less than ten (10) miles on the odometer, be free of any wear and tear, dirt, dust, fragrance, or any other signs of use and must include all items that were inside the box (charger, keys, hardware, etc.).

Over 30 days: Return is not acceptable; Accept exchange new product or partial refund.

We will deduct the shipping fee or restocking $150/pc when we are making a refund for non-defective products and non-longer needed products.

For the return request, Heybike is not responsible for lost packages due to the carrier, or products received that can not be verified.
Received products that have damage determined to have been caused by the end-user maybe subject to denial of the return request.

TO QUALIFY FORARE FUND, ALL THE FOLLOWING CONDITIONS MUST BE MET:

1. A Return Merchandise Authorization(RMA) must be requested from Heybike within 30days from the date of receipt of shipment. To request an RMA, contact Heybike Service Team at support@heybike.com
2. The cost of return shipping will be paid by the customer.
3. For warranty service, please keep your receipt and/or invoice to validate proof of purchase.
4. Returned product must be in good physical condition(not physically broken or damaged).
5. All accessories originally included with your purchase must be included with your return.

6. If you return a product to Hey bike, (a) without an RMA from Heybike(b) without all parts included in the original package, Heybike retains the right to refuse delivery of such return.

LIMITED PRODUCT WARRANTY

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 without limitation 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 owner's 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 products 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 RPB.

Contact Us

Contact us if you experience issues relating to riding, maintenance and safety, or errors/faults with your HEYBIKE

Scan the QR code and join our Facebook Group.
Share your riding experience with other rides and get an exclusive bonus!

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