



# *Owner's Manual*

Model: City



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## *Rize on . . .*

Congratulations on purchasing your new Rize bike! You have chosen a bike that will give you an unreal riding experience, and you have chosen wisely.

Please read this *Owner's Manual* carefully before using your new e-bike. It is your reference for assembly, maintenance, and safety.

If you do not feel comfortable assembling the bike on your own, we highly recommend that you have your bike assembled by a qualified bicycle mechanic.

If you have questions or need assistance, please contact us directly.

**Help Center:** [help.rizebikes.com](http://help.rizebikes.com)

**Email:** [support@rizebikes.com](mailto:support@rizebikes.com)

**Toll Free:** 1-888-600-1545



Please check the following components: handlebar, stem, pedals, crank arms, and wheels. Ensure they are properly installed and tightened. While some of the components are pre-assembled, it is still important to make sure every component is tightened to the indicated torque value. Failing to notice a loose component may cause it to detach during use and lead to serious injury.

- **Wheels:** A critical part of assembling your bike is securing the front and rear wheels, and checking the tightness of the wheel axle nuts. Properly installed wheels are essential to the safe use of the bike.
- **Tires:** Both tires must be inflated to the specifications outlined in the manual. Failing to do so will reduce performance, increase tire wear, and compromise your safety.
- **Crank:** Ensure the crank pedal arms are tightened to the indicated torque value (*required tools: 8mm hex key, recommended torque 30-35 N.m*).
- **Brakes:** Ensure brakes are working correctly and properly secured. When braking, apply the rear brake first, then the front brake. Applying the brakes incorrectly may cause serious injury.

It is recommended to perform the above safety checks every 200 - 300 km (120 - 180 miles) or if the bike has not been used in three weeks.

## For Your Safety

Users must become accustomed to the power controls before riding. It is highly recommended that you ride your new bike in an open area and set the power assist level to “0”. Once you feel confident operating your bike, increase the power assist gradually.

Keeping your hands over the brake levers is good practice. The brake levers have motor inhibitors that will shut down the motor power when applied. If for any reason you lose control, apply the brake levers immediately to shut down the motor power. Do not try to stop your bike using your feet, as this may cause the user to lose balance.

When walking or carrying your bike, turn off the power to avoid accidentally switching on the motor. If the motor is accidentally switched on, immediately apply the brakes to cut off power to the motor.

**Throttle:** The throttle mechanism allows partial or full motor power to be activated. Inexperienced users should be more cautious when first pushing the throttle. The throttle function is deactivated when the pedal assist level is set to “0”.

**Pedal Assist (Torque Sensor):** The torque sensor activates the motor when pressure is applied to the pedals, causing the bike a sudden forward movement.

### Liability Disclaimer

There are risks associated with the use of any e-bike, and it is the responsibility of the user to understand such risks. You are responsible for your own actions while using an electric bike. Rize Bikes is not responsible nor liable for any accidents or injuries (whether caused by you or others) that may occur during use. We recommend contacting your insurance provider to determine whether or not your current insurance policy covers you in the event of an accident.

# 3 Assembly

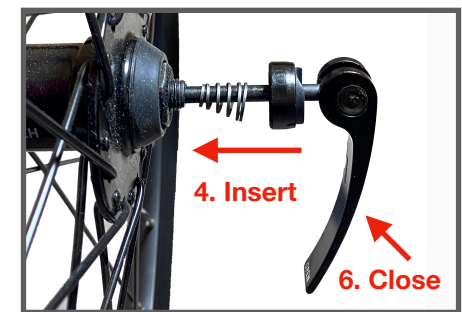
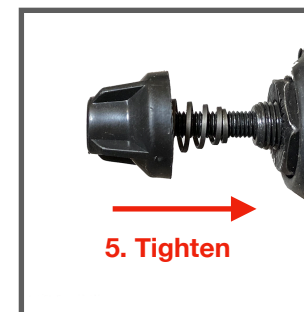
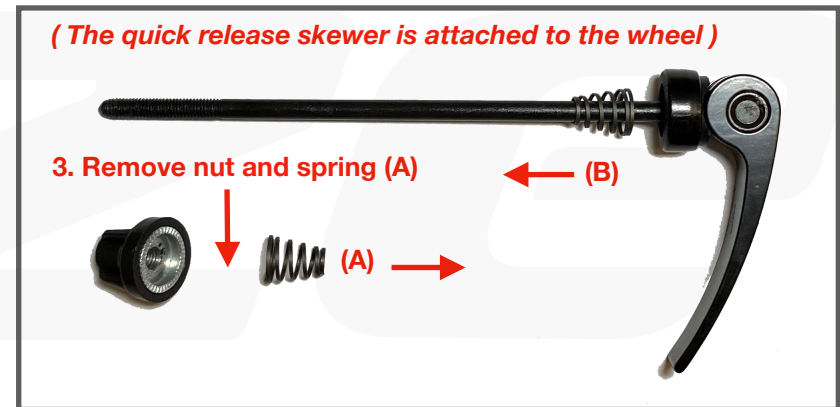
## (A) Handlebar (required tools: 4mm hex key, 5mm hex key)

1. Remove the silver spacer and retainer from the head tube.
2. Open the handlebar lever and adjust to forward position.
3. Insert the handlebar stem into the head tube.
4. Tighten the indicated bolt. (recommended torque 8 N.m)
5. Align the handlebar with the front wheel and tighten the two bolts on the side of the stem (recommended torque 10 N.m).



## (B) Front Wheel

1. Remove the brake pad protector located between the brake pads.
2. Assemble the wheel by inserting the disc brake rotor between the brake pads then insert the fork end onto the wheel axle.
3. Remove the nut and spring (A) from the quick release skewer.
4. Insert the quick release skewer with spring (B) pointing inward into the right side of the wheel axle.
5. Insert spring (A) pointing inward into the left side of the quick release skewer and tighten the nut.
6. Close the quick release lever and tighten by turning clockwise.



**(C) Rear Wheel** (required tools: 18mm wrench, recommended torque 40 N.m)

Ensure the rear wheel is tightened at the recommended torque value.

**(D) Tire Pressure**

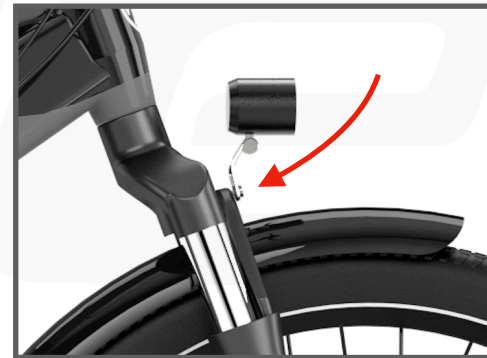
Recommended tire pressure is 40-65 psi. Tire pressure range depends on many variables so please use your discretion taking into account your weight, cargo, terrain, temperature, the feel of traction you are experiencing while riding, and hill grades when applicable.

*The tires must be inflated to the proper psi as indicated on the tire sidewall. Do not over-inflate or under-inflate tires.*

**WARNING**

**(E) Fender** (required tools: 4mm hex key, 5mm hex key, 10mm wrench)

1. Place the fender hook on the front side of the fork arch at the highest position.
2. Insert the bolt into the headlight holder and fender hook, and tighten on the fork arch.
3. Use the bolts mounted on the fork to tighten the fender stays.





## (F) Pedals *(required tools: 15mm wrench, recommended torque 35-40 N.m)*

The right and left pedals are marked with an "R" or "L" on the end of the thread. The right pedal axle has a smooth surface whereas the left pedal axle has grooves.

The pedal and crank threads are designed to line up easily. Be sure to tighten the pedals with your hand, first. It should be easy for the first few turns. Do not force if tightening is difficult. If the tightening is difficult, stop immediately as the pedal thread is not aligned and continuing to do so will damage the thread of the crank arm.

1. Apply a small amount of grease onto the pedal thread axle.
2. Insert the **right** pedal into the right crank arm. Carefully thread the pedal **clockwise** onto the crank, by-hand, slowly and then fully tighten.
3. Insert the **left** pedal into the left crank arm. Carefully thread the pedal **counter-clockwise** onto the crank, by-hand, slowly and then fully tighten.

### WARNING

*Inserting the pedal into the wrong side, installing at the wrong angle, or failure to tighten firmly will strip the crank arm thread and will cause the pedal to detach.*

## (G) Seat

1. Open the seat tube lever, insert the seat post, and close the lever to lock.
2. Rotate the lever to adjust the lock tightness.
3. Adjust the seat angle by loosening the bolt underneath the seat. You can tilt the seat up or down and move it forward or backward to fit your comfort *(required tools: 5mm hex key, recommended torque 25 N.m)*.

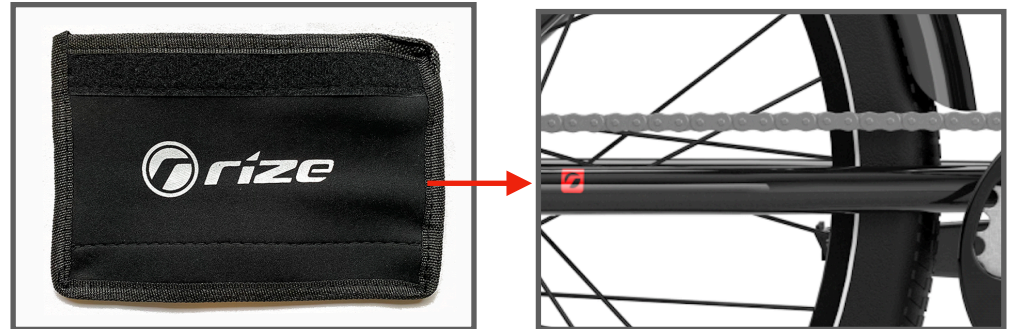


### WARNING

*Do not raise the seat post beyond the minimum insertion point line. Doing so may cause the seat post or frame to break and can result in serious injury or death.*

### (H) Chain Slap Guard *(optional)*

The chain slap guard is made to protect the lower frame against dirt or scratches from the chain. It is placed on the chain stay.

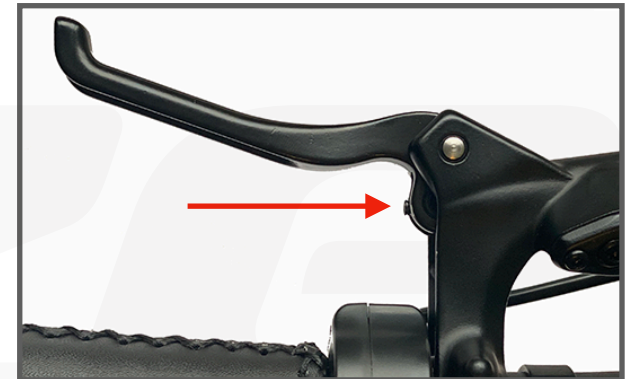


### (I) Bottle Holder *(optional)*

Use the screws mounted on the frame tube seat to install the bottle holder.

### (J) Hydraulic Brake Lever Adjustment *(required tools: 2mm hex key)*

1. Tighten the indicated bolt to extend the brake lever reach.
2. Loosen the indicated bolt to shorten the brake lever reach.



### (K) Removing The Battery

The battery keys are attached to the handlebar. Insert the key into the key port, turn clockwise, and pull the battery or battery lever.

## WARNING

*Failure to carry out proper assembly, operation, and/or maintenance could result in serious injury or death.*

## Battery Charging

Ensure the battery is fully charged before your first ride. The charger will show a red light indicating that the battery is charging. Once fully charged the light will turn green.

Remove the charger from the battery within one hour after it has been completely charged. The charger will automatically stop charging when the battery is full, however, unnecessary damage to the charging components could occur if the charger is left attached to the battery and power source.

The battery can be charged after each use. Charging the battery after short rides will not cause damage.

- Charge the battery on a non-inflammable surface with a smoke/fire detector nearby. Do not charge the battery in a wet/humid place or anywhere exposed to strong sunlight.
- Always charge your battery where temperatures are between 10 - 25 °C.
- Charge the battery with the supplied charger. Do not attempt to use another charger as it may damage the battery or cause a fire or an explosion.
- Do not leave the battery unattended while charging.

### **WARNING**

*Failure to follow proper charging procedures may result in damage to your battery, charger, and other personal property.*

## Battery Storage

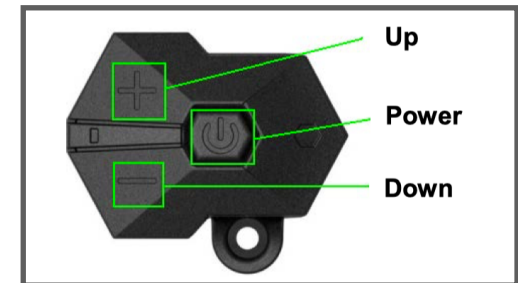
- Keep the battery indoors during extreme weather.
- Avoid storing the battery in places of high temperature or high humidity.
- Charge the battery to 70% if not used for two months. The battery will slowly discharge over time. When the battery reaches 20% charge it again to 70%.

# 5 LCD Display

## Switching the Power ON / OFF

1. Press and hold the power button for two-seconds. The LCD display will turn on and the bike will be ready to start.
2. To switch off, press and hold the power button for two-seconds.

To enable LCD secure lock, refer to the LCD advanced settings (option 15).



## Power Assist Level

The level of assist determines the motor's input while pedalling. By default, there are 1-7 levels of power assist, 1 being the lowest, and 7 the highest. If you wish to ride with no power assist, select 0.

Press the + (up) / - (down) button to select the level of power assist.

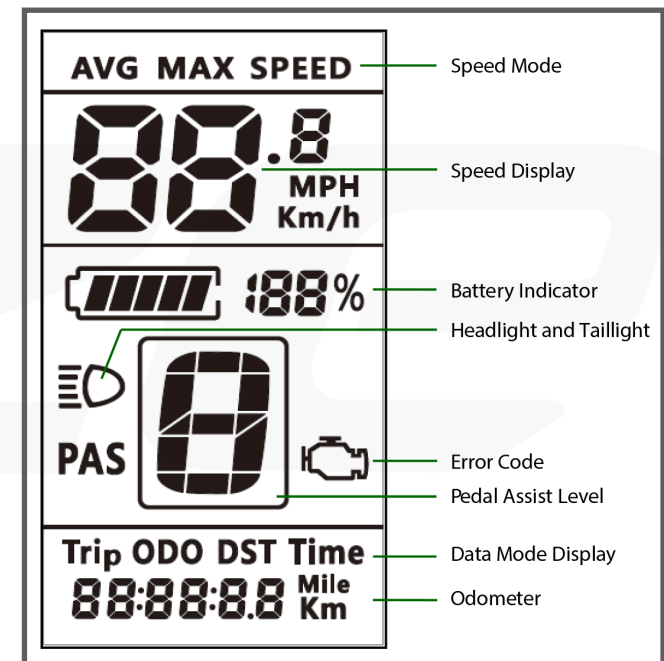
## Throttle (Accelerator) and Cruise Control

The throttle is enabled as soon as the LCD display is switched on. If you wish to switch off the throttle, select power assist level "0".

To activate the cruise control, refer to the LCD advanced settings (option 13).

## Switching ON / OFF the Headlight, Taillight, and Flashing Mode

1. Press and hold the + (up) button for one second to switch on the lights.
2. Press and hold the + (up) button again to switch the taillight to flashing mode.
3. Press and hold the + (up) button again to switch off the lights.



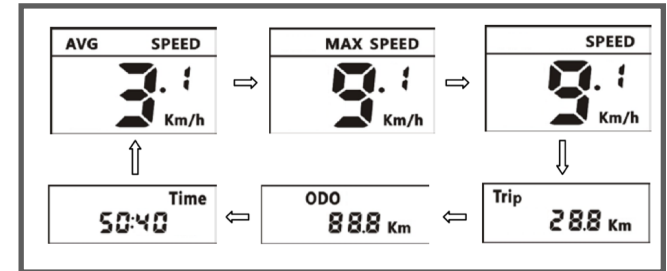
## Walk Mode

Press and hold the - (down) button to start the walking mode. This feature will operate the motor at a relatively low speed to assist you in walking the bike.

## Data Mode Display

Short-press the power button to change the data mode display. Press again to change to the next mode. The mode sequence:

Average Speed > Max Speed > Current Speed > Single Trip > Odometer > Time



## Settings Mode

- Quick double-press the power button to enter the settings mode.
- Press the power button to navigate through the settings options.
- Press + (up) or - (down) buttons to make changes and then the power button to confirm.
- To exit the settings mode, double-press the power button.

If no action is taken for 6 seconds on the settings mode, you will be redirected to the home screen.

The sequence of the settings option: Cr > S7 > bL1 > OFF > Wd > bU0 > PSd  
(**advanced settings**) > SPL > SAs > Sdr > PAs > EnP > Hd6 > Sdd > dPd > PPd

1. **Cr** = Clear temporary data (trip reset)  
Select “y” to clear the temporary data (average speed, max speed, current speed, single trip, time).
2. **S7** = Speed KM / Miles. Switch speed mode to kilometers or miles.
3. **bL1** = Backlight brightness (1 - 5)

4. **OFF** = Auto off LCD screen (1 - 15) minutes  
The LCD screen switches OFF automatically when not in use. Select from 1 to 15 minutes.
5. **Wd** = Wheel diameter (20, 26, 27.5) (20F, 26F specific for 4" fat tires)  
The wheel diameter must be set according to the tire size. Wrong tire size will cause inaccuracy in the speed readout.
6. **PSd** = Advance settings  
Enter the password 1919 to access the advanced settings.

### Advanced Settings

7. **SPL** = Speed limit (*default 32 km / 20 miles*)  
Set the maximum speed limit.
8. **Sdr** = Motor responsiveness (*default 2*)  
Enables you to adjust motor responsiveness from 0 - 3 (gradual to quick response).
9. **PAs** = Pedal assist levels (*default 1-7*)  
Enables you to change the number of power assist levels between (1-3, 1-5, 1-7, 1-9).
10. **EnP** = Battery percentage indicator (0 disabled, 1 enabled)
11. **Hd6** = Cruise control (0 disabled, 1 enabled)  
To start the cruise control, push and hold the throttle at the desired speed for 8 seconds, without pedalling.
12. **Sdd** = Taillight flashing mode (0 disabled, 1 enabled)
13. **dPd** = LCD secure lock feature (0 disabled, 1 enabled) (*default password 0000*)  
This feature will lock the LCD screen and will require a password to unlock and use the electrical system.
14. **PPd** = Set password for LCD secure lock

## Error Code Definition

Whenever an error is detected, the LCD display shows the icon  with an error code.

Error codes range from 21 to 30:

- Error 21: Current abnormal
- Error 22: Throttle error
- Error 23: Motor phase lost
- Error 24: Motor hall error
- Error 25: Brake error
- Error 30: Controller communication error

*Rize*

## 6 Maintenance

It is important to perform proper maintenance and often tune up your bike to ensure optimal performance and safe riding. Regularly lubricate your chain, gear shifter, sprocket, and all moving parts.

Always check the condition of your bike before riding and make sure it is well maintained. When in doubt, consult a bicycle mechanic for assistance.

### WARNING

*If you do not have the experience, skill, or tools to maintain your bike, we highly recommend you hire a qualified bike mechanic to perform the work for you.*

### Cleaning:

- Wipe your bike after each wet ride and store in a dry place to avoid rust and corrosion.
- Always remove the battery when cleaning or servicing your bike.
- Clean the battery and the battery housing with a slightly damp rag if necessary. Do not spray with water as this may damage the battery or cause a short circuit.

### Tips

- Regularly check tire pressure and ensure that they are inflated with appropriate air volume.
- Lube your chain frequently (every 160 km / 100 mile). Use a special bike lube to maximize performance and get a smoother ride.
- Park your bike indoors during wet conditions. It requires proper maintenance to ensure all electrical systems are working correctly, and to prevent your bike from becoming rusty and corroded.
- Avoid transporting your bike on a vehicle rack during rain, as this may allow water to infiltrate the electrical components.

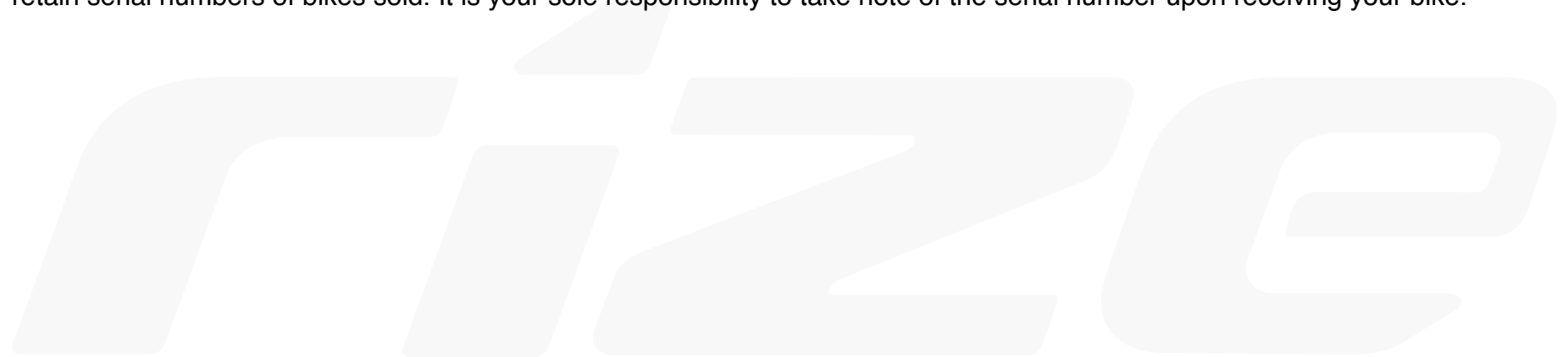


Electric bicycles are regulated, and regulations vary depending on your country/state/province/city. It is your responsibility to stay informed of local laws and to comply with them. You may contact local authorities, electrical bicycle shops or bicycle associations to acquire further information on legal requirements.

You are required to wear a helmet for your own safety. Use front and rear lights after sunset for increased visibility.

## Serial Number

It is important to keep a record of your serial number as this will be required by the police in case of theft. Rize Bikes does not retain serial numbers of bikes sold. It is your sole responsibility to take note of the serial number upon receiving your bike.



Our e-bikes are built using durable frames and quality parts supplied by solid brands. Each e-bike comes with a 12-month warranty against defects from the manufacturer.

## Electrical Parts

Electrical parts include the LCD screen, throttle, controller, pedal assist sensor, motor, and battery. These parts are user-friendly and can be easily replaced by the user. If an electrical problem is found, our team will provide the necessary support to resolve the problem. Parts that are defective beyond repair will be replaced and shipping costs will be covered.

## Mechanical Parts

Mechanical parts that are found damaged upon receiving the bike are covered by the warranty.

## WARRANTY DOES NOT COVER:

- Normal wear and tear
- Damage resulting from improper assembly of the bike
- Damage or failure as a result of abuse, neglect, lack of maintenance, misuse, or accidents
- Damage resulting from improper charging of the battery or use of any charger not supplied by Rize Bikes
- Replacing headlights and taillights

Installation of any electrical components not originally supplied by Rize Bikes will void the warranty.



If you have any other questions please refer to the Rize Bikes Help Center.

**Help Center:** [help.rizebikes.com](http://help.rizebikes.com)

**Email:** [support@rizebikes.com](mailto:support@rizebikes.com)

**Toll Free:** 1-888-600-1545

This owner's manual is subject to change without notice.

Please visit [help.rizebikes.com](http://help.rizebikes.com) to download the latest version.

