

hiboy

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**EX7**  
Electric Bike

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

USER MANUAL

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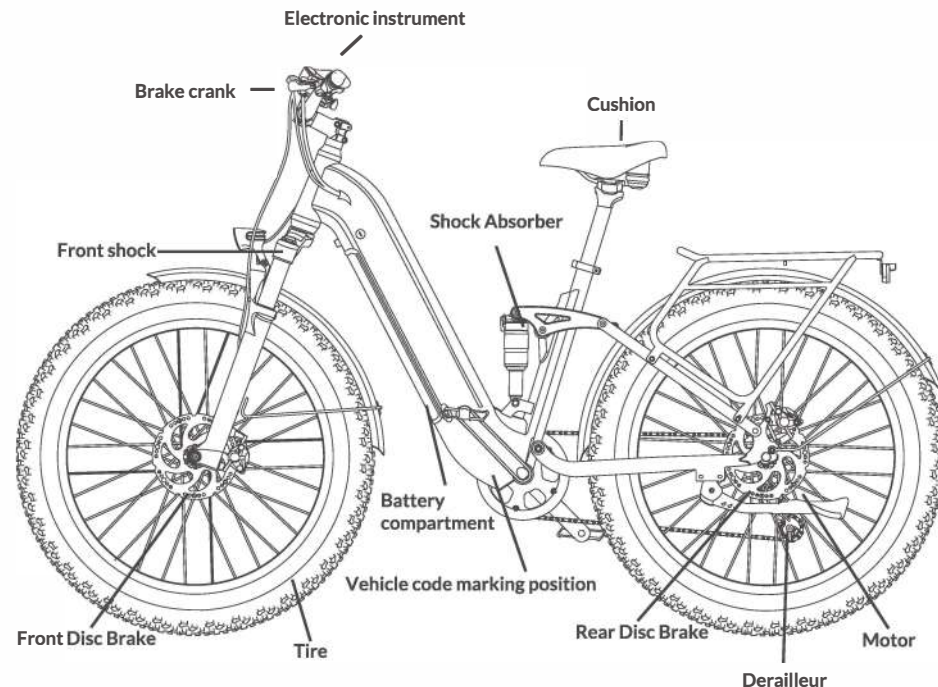
\* Please read and know the instructions described in the user manual carefully before using the electric bicycle and keep it for future reference.

Please do not dispose of this product casually, it needs to be disposed of in accordance with local recycling regulations.

## Welcome

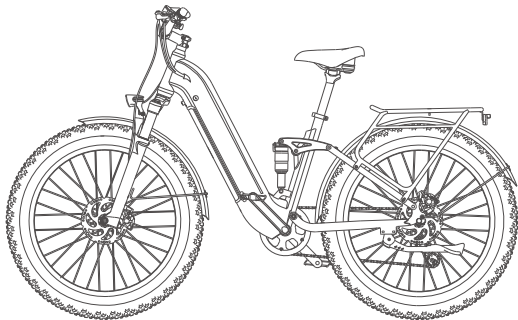
Thanks for choosing the Hiboy Electric Bicycle, and experiencing the pleasure brought to you by travel and fitness.

Shall ride legally in accordance with the local laws and regulations in case of any special local laws and regulations.



## 1. Products & Accessories

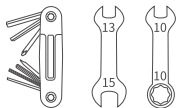
Product name: Hiboy Electric Bicycle  
Model: EX7



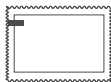
### Shock Absorber



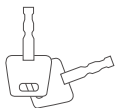
Instructions



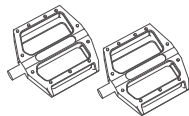
Tools



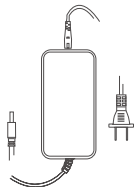
Oil pocket



Keys



Pedal



Power Adapter

Shenzhen Fuyuan dian  
Power Co.,Ltd  
MODEL:FY1885463000  
INPUT:100-240V~  
50/60Hz 2.5A  
OUTPUT:54.6V  $\approx$  3.0A

Please carefully check whether all items in the box are complete and intact.

## 2. Precautions for Use



### Obey traffic regulations and traffic safety.

- Persons under the age of 16 are prohibited to ride E-bike on the road;
- Ride E-bike in the non-motorized vehicle lane, with the maximum velocity of not exceeding 15km/h; Ride E-bike on the right side of the roadway in case of no non-motorized vehicle lane;
- Do not lend the E-bike to persons who cannot ride to avoid injury;
- Carry people or items with E-bike should in accordance with laws and regulations;
- It is recommended to wear a helmet when riding and pay attention to the traffic safety; It is strictly forbidden to hold the handlebar with one hand or ride with both hands away from the handlebar;
- Pay attention to slow down when riding in rain or snow, because the braking distance will be extended then; Try to avoid riding in severe weather, such as heavy rain, etc.

### Safety tips for the use of E-bike

- Do not park E-bike in building foyer, evacuation stair, walkway or safety exit;
- Do not charge and park E-bike in residential buildings; Keep away from combustibles when charging, and the charging time shall not be too long;
- Use and maintain the battery correctly; Used batteries shall not be dismantled without authorization, and shall be recycled by relevant professional department;
- Understand the safe use of charger and warning terms;
- Replace the charger with those matching the storage battery model;
- Do not rinse it with water to avoid the hidden danger of accidents caused by the soaking of internal electronic components and circuits;
- When adjusting the handlebar or seat, be careful not to expose the safety line marking of the handlebar stand tube and saddle tube (where applicable).
- The A-weighted emissionsound pressure level at the driver ears is less than 70dB(A).
- For your safety, do not tamper with other parts of the electric bicycle except the sprocket and non original parts. If any parts are damaged, the best way is to contact the local dealer for after-sales service.

Do not use the E-bike in the off-road or other extreme sports scenes since it is not a professional equipment for off-road and extreme sports.

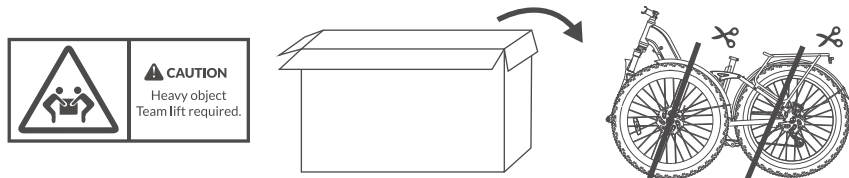
Prolonged Exposure to UV Rays, Rain and the Elements May Damage the Enclosure MaterialsStore Indoors When Not in Use.

### 3. Operation & Use

**NOTICE:** The following steps are only a general guide to assist in the assembly of your ebike and are not a complete or comprehensive manual of all aspects of assembly, maintenance, and repair. Consult a certified, reputable bike mechanic to assist with assembly, repair, and maintenance of your ebike.

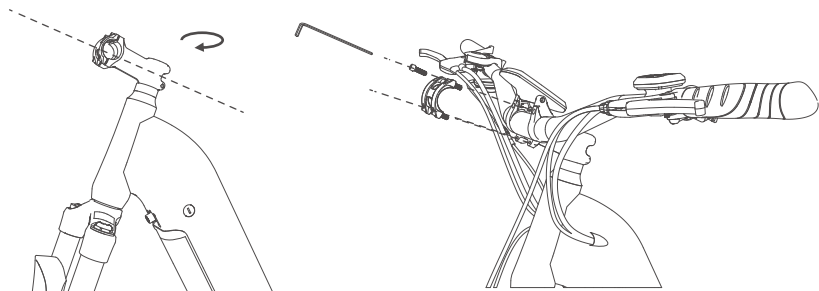
#### Step 1: Unpack the bike.

Open the bike box. With the help of another person capable of safely lifting a heavy object, remove the ebike from the bike box. Carefully remove the packaging material protecting the bike frame and components, as well as remove the small boxes attached to the fork. These are your charger and accessories. Please recycle packaging materials especially cardboard and foam whenever possible.



#### Step 2: Install the handlebar.

Remove the four screws from the stem, ensuring the linear markings on the handlebar are centered and handlebar are adjusted to a comfortable position. Finally, tighten the screws with the assembly tool.



#### Step 3: Install the front fender.

A. Use 4mm hex key to loosen front fork screws.

B. Align front fender to the screw holes, use 4mm hex key to tighten front fork screws.

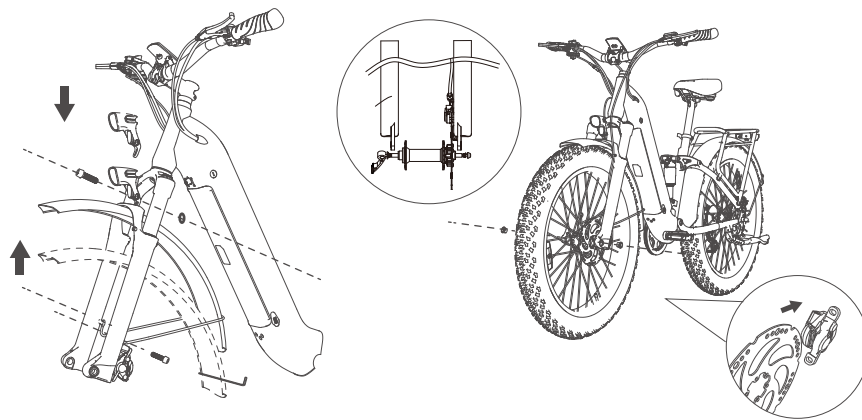
#### Step 4: Front wheel installation.

A. Take out front wheel

B. Remove the fork shield and remove the black shield. Remove the plastic pads from the front wheel brake Calipers. Adjust the handle to a comfortable position. Finally, tighten the screws with the assembly tool.

C. Loosen the front axle nut and place the front suspension fork on the front wheel. Make sure the brake discs are between the brake pads of the brake caliper.

D. Use a 15mm open-end wrench to tighten the front axle with a recommended torque of 25-30Nm.



• Align the mounting holes of the headlight and front fender with the threaded holes. Adjust the angle and tighten the upper screw and front fork screw with a wrench.

• Fasten the front wheel shaft into the front fork and use a wrench to lock the front wheel screws. Make sure the brake discs are between the brake pads of the brake caliper.

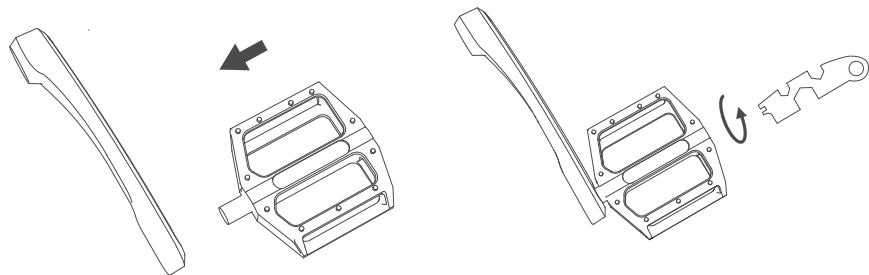
**Caution:** Do not touch the brake disc, especially when the wheel and/or bike is in motion, as this may cause serious injury. Handlebar oil can cause squealing and reduce braking performance

**WARNING :** An improperly secured front wheel and/or handlebar stem can cause loss of control, accidents, serious injury, or death. Check that the front wheel and handlebar stem are properly secured to the bike during assembly and before each ride.



#### Step 5 : Install the pedals.

Both ends of the left and right pedals are marked. First, install the right pedal by tightening the pedal clockwise. Tighten the left pedal by turning the pedal counterclockwise. Both pedals should be tightened to 35. newton measured with a torque wrench.

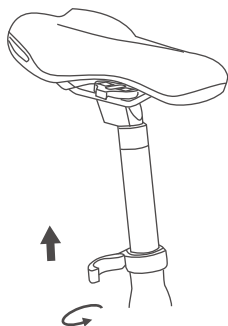


• Align the pedals to the pedal crank holes;

• Install them with the tool handle.

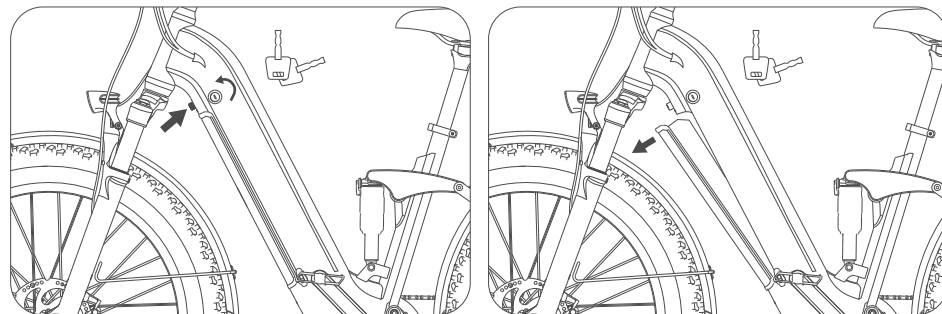
#### Step 6 : Adjust the saddle height

Loosen the seat clamp, adjust the seatpost to a comfortable height, while ensuring the seatpost is inserted past the minimum insertion point, as indicated on the seat post. Close the seatpost clamp lever.



• Open the seatpost clamp and pull out the seatpost, Or adjust to the appropriate height. The maximum height of adjustment shall not be higher than the safety line

#### Step 7 : Replacement or installation of battery

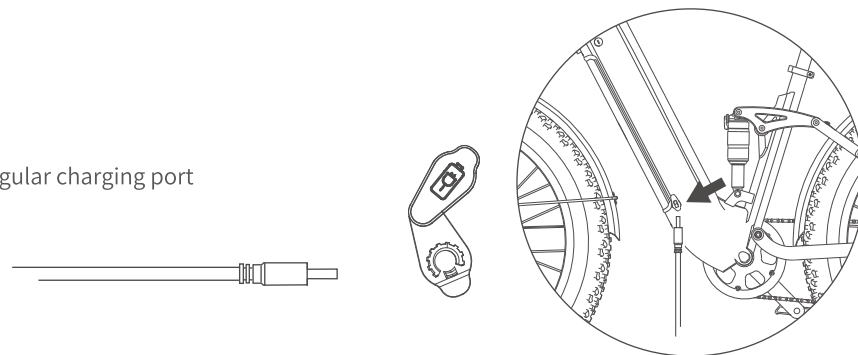


• Turn the key, then turn the folding wrench.

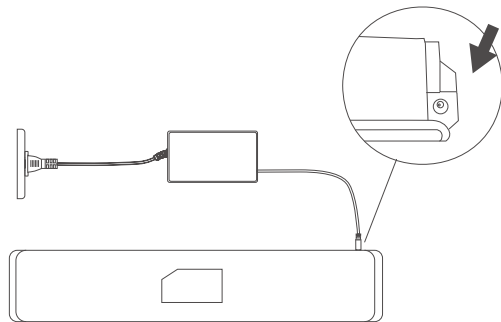
• Remove the battery.

## 4.About charging

Regular charging port



Battery charging port



## Battery Safety Instructions

### WARNING!

To prolong battery life, store the e-bike in an indoor space such as a garage to prevent exposure to low temperatures and negative affect the battery performance.

- 1) Do not dismantle or disperse the battery cells.
- 2) Keep the battery away from children.
- 3) Do not disconnect the cathode and anode of the charger during charging and discharge process. Do not use any conductor to connect both cathode and anode. This will cause a short circuit.
- 4) Do not expose the battery to Water.
- 5) It is prohibited to place the battery in the temperature over 60°C next to the high-temperature heat source, such as a furnace, fireplace, etc.
- 6) Do not hit, throw, or trample the batteries.
- 7) Do not use tools or nails to lacerate and cut through the battery.
- 8) If a leak occurs and electrolyte has come into contact with eyes, please do not rub. Wash immediately with plenty of water.
- 9) If the battery has a smell, heat, smoke, changed colors, distortion or any abnormal signs, stop using the battery and move away from it immediately.
- 10) The battery should be stord in a claan, dry circumstance and charged 2h by the charger every two months when not used for long time.

## Protection

To extend the battery life and intelligent use of li-ion battery, here are the regulations for care:

Requirements on charging and discharging Please Only use the provided charger.

- A. Connect the power to the charger.
- B. Insert the charger's out-put connector to the battery's input connector.
- C. When the signal light is on, please pull out the battery's input connector. The common single charging time is about 6-8 hours. If the battery is full, the charging or discharging must be stopped. Never charge a battery for more than 12 hours a time.
- D. Do not leave a charged battery unattended.
- E. Avoid over discharge: charge the battery timely after discharging, in order and avoid over-discharge.

## REMOVING THE BATTERY

To remove the battery from the bike, insert the key and turn to the unlocked position. When the battery is completely locked, you can feel resistant while turning the key.

DO NOT force the battery into the tray; slowly align and gently push the battery down into the tray. Then push the battery in (make sure you push hard enough) and hear the "CLICK" sound. Slightly turn the key to feel if there's resistance from the key. If you can feel the resistance, then the battery is completely locked.

- Make sure there is no space between battery and tray, confirm battery.
- Ensure the battery has been properly secured to the bike before each use.

## Storage Requirements

A. The lithium-ion battery cannot be stored in hot and high humidity places. Therefore, the temperature of the storage should be between 20 to 55 degrees Celsius.

B. The bike must be kept in dry and clean area.

C. The battery cannot be stored for a long time without charging. The battery should be charged once a month. The battery should be stored with fully charged status.

**WARNING - Risk of Fire and Electric Shock No User Serviceable Parts**

**WARNING - Risk of Fire - No User Serviceable Parts**

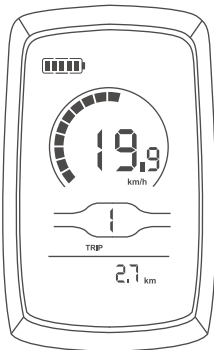
# 5. Instrument Operation

## Function introduction

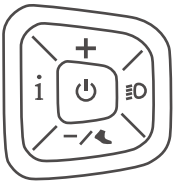
### Features

The following information can be displayed by the speedometer

- Real-time speed, Max speed, Average speed
- Indication motor power
- Battery indicator
- Assistant level
- Odometer, total travel distance
- Trip distance/time
- Calorie burnt
- Light indicator
- Metric(km/h)/Imperial(mph) switching
- Error codes indicator
- Auto headlights, Brightness adjustment, automatic backlight
- Auto Power-off
- USB Port ( 5V/500mA)



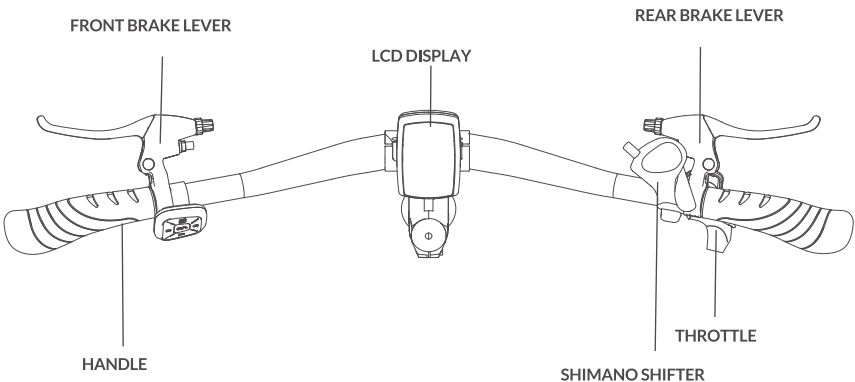
## · Definition of control buttons



Control Buttons

Buttons	Name	Functions
	[Power]	1.Power on/off 2.Setting confirmation
	[ + ]	1.Parameter adjustment 2.Menu operation
	[ - ]	1.Parameter adjustment 2.Push mode on/off 3.Menu operation
	[ i ]	1.Menu operation
	[ O ]	1.Light turn on/off

## ·Functional area layout



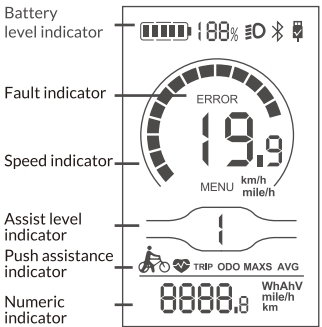
## General operation

### Power on/off




By pressing and holding the button“”, the display will start to work and the working power supply of the controller will be turned on. In the power-on state, by pressing the button“”, your e-bike will be powered off. In the power-off state, the display will no longer use the battery power, and its leakage current will be less than 1uA. ·If your e-bike is not used for more than 5 minutes, the display will be automatically powered off.

### Display interface

After the display is turned on, the display will show the real-time speed (km/h) and the trip distance (km) by default.By pressing the button “”, the information displayed will be switched between the trip distance (mile), ODO (mile), maximum speed (mile/h), average speed (mile/h) and battery remaining capacity.





Push assistance

By pressing and holding the button “”, the electric push assistance mode will be enabled. Your e-bike will run at the constant speed of 5km/h. The display will show “”. By releasing the button “”, your e-bike will immediately stop power output and return to the state before push assistance.

·The push assistance function can only be used when you are pushing your e-bike. Please do not use it during riding.

Headlight on/off

By pressing the button “”, the controller will turn on the headlights and the display backlight will turn dark; by pressing the button “” again, the controller will turn off the headlights and the display backlight will resumes the luminance.

Assist level selection

By pressing the button “” / “”, the e-bike assist level will be switched to change the motor output power.

- 0-3 gear only controls Pedal Assist:
- 0 gear: motor will not output power;
- 1-3 gear: Motor power increases gradually;
- Pedal Assist top speed 28 mph; Throttle top speed 20 mph;

Battery level indicator

The battery level indicator consists of five segments. When the battery is fully charged, the five segments will be all on. In case of undervoltage, the outline of the battery indicator will flash, which means the battery has to be charged immediately.



Full battery level indication



Segment indication



Undervoltage flashing

Battery remaining capacity indication

The remaining capacity of the battery can be known through the display, as shown in the figure below.

Error code indicator

When a fault occurs in the electronic control system of your e-bike, the display will automatically indicate the error code. Detailed definitions of error codes are shown in **Schedule 1**.

·When an error code appears on the display interface, please conduct troubleshooting in time. Otherwise, your e-bike will not work normally.

Schedule 1 Error Code Definitions

Error codes for protocols Bafang :			
Error codes	Definition	Error codes	Definition
E004	Throttle not homing fault	E014	Controller high temperature protection
E005	Throttle fault	E015	Controller temperature sensor fault
E006	Low voltage protection	E021	Speed sensor fault
E007	Overvoltage protection	E022	BMS communication failure
E008	Motor Hall fault	E023	Headlight failure
E009	Motor phase line fault	E024	Headlight sensor fault
E010	Motor high temperature protection	E025	Torque sensor torque signal fault
E011	Motor internal temperature sensor fault	E026	Torque sensor speed signal fault
E012	Current sensor fault	E030	Communication failure
E013	Temperature fault in battery		

Attentions

1. Be sure to power off first before connecting and disconnecting the cable, or the display will be totally damaged;
2. When fix the display to the ebike, please ensure that the torque of the screwdriver is about 0.5N.M (DO NOT EXCEED 0.6N.M), or it will cause damages to the handle;
3. Do not put the display into water;
4. The display can be wiped with wet and soft cloth, but DO NOT use any chemical liquid or spray on the display;
5. The USB port of the display cannot provide waterproof protection when in use. When riding in the rain, please make sure that the protective rubber plug of the USB port is closed tightly, and it is forbidden to use the display to connect external devices in the rain;
6. When scrapping, disposing or recycling in an environmentally friendly manner, please observe local laws and regulations and do not dispose of the instrument or any accessories as residential garbage;
7. The damage and failure of the instrument caused by improper installation or use are not covered by the after-sale warranty;
8. We are not responsible for parts damage, malfunction or even personal safety accidents caused by improper parameter setting.

## 6. Check before Use

### Final Check Before Each Ride:

#### Handlebars

Check your handlebars are straight and secure. To check, grip the front wheel between your legs and try to turn the handlebars.

#### Wheels

Make sure the front and rear mudguard stays are tight. Ensure the quick release mechanism is properly gripping the front wheel.

#### Seat and post

The seat and post should be straight, fastened tightly and not exceed the max height indicator.

#### Pedals and chain

The pedals should be wound in and fully tightened. Gears should engage cleanly and change smoothly.

#### Brakes

Test front and rear brakes whilst rolling the bike forwards - both wheels should stop completely. Check there is more than one finger thickness between the grip and the brake lever when fully depressed.

#### Rack

Ensure that the rack is secure and that all bolts are tight.

#### Kickstand

The kickstand shouldn't wobble. Tighten if necessary.

#### Tires

Pump tires to very firm (impossible to deform with your thumb). 40-210KPA

#### Electrics

Test both lights.

Fully charge the battery before use.

#### Adjusting the height of the seat

Unlock the lever (OPEN), adjust the seat height to the desired position without ever exceeding the mark carved onto the seat's tube, lock the lever (LOCK). The seat's height must be set so that your leg is stretched out when the corresponding pedal is in the lower position.

### Riding your e-bike

After the bike is installed, turn on the main switch and the power display light is on, indicating that the power is on. Loosen the bracket. Put one foot on the pedal to check if it is safe to continue and then set off. When you first start pedaling, you will feel the motor. As you ride the bike, the battery power will run out and the power indicator will go off in sequence. If the battery is depleted, turn off the main switch and use the pedals for riding only and fully recharge after the trip has accumulated over 10 miles.

Use both brakes together when stopping.

When riding in wet conditions your brakes will be less effective and a greater stopping distance is needed. In dry conditions your stopping distance should be less than 4 meters; this can increase to 15 meters on wet or snowy roads.

Never ride through deep puddles or streams. Ensure that water never reaches the motor and controller level.

Avoid loose or uneven surfaces, up and down keeps and watch out for unexpected pot holes.

Don't carry extra passengers or heavy loads, as this will damage the motor and battery.

Never ride under the influence of drugs or alcohol, or when feeling unwell. Always ride with lights at night.

If you are new to cycling or an inexperienced rider, find a quiet place to practice and gain confidence before trying to ride on busier roads.

### Precautions required prior to each use

- 1). Check all lights and displays are working.
- 2). Check regularly to ensure that the electrical connectors between the bike and battery are clean.
- 3). Check the brakes: this can be done by putting the front brake on and pushing forwards. Do the same with the back brakes. The bike should not move and the brake levers should not touch the handlebars. The brakes should work without having to press down too hard on the handles.
- 4). If your bike has a quick release on the front wheel check it is fully tightened and the wheel is running true. Quick release mechanisms can more easily work loose than conventional axles and so should be checked before every ride.
- 5). Make sure your clothing is suitable for riding. Long, loose or flowing garments may become caught in the wheels or chain.
- 6). Wear an approved safety helmet.

## 7. Technical Parameters

Product name	Electric Bicycle
Model	EX7
Main technical parameters	
Dimensions (L × W × H)	1980mm×675mm×118mm
Tires	JLUER/26"×4.0
Total weight	79lbs
Max. design speed	28MPH(45KM/H)
Endurance mileage	75miles(120KM)
Total payload capacity	330lbs
Max Incline	30%

This endurance mileage is measured at the mean speed of 16.8MPH the flat road without wind under the conditions of 80kg load, the temperature of about 23°C. However, the actual endurance mileage varies depending on many factors, such as road conditions, temperature, wind velocity, humidity, personal weight and operating habits and so on. The endurance mileage value in this parameter page and the specification certificate are for reference only.

Type of battery	Lithium battery
capacity	18Ah
Nominal voltage	48V
Nominal power	750W
Shifter	Shimano 7
Charging time	7 h
Brake lever	Mechanical disc brake
Front fork	Suspension fork
Charger	US standard 2A smartcharger
Cycling environment temperature range	-20 C -45 C
Charging ambient temperature range	0 C -50 C
Bike frame	Aluminium alloy

## 8. Maintenance & Repair

### Regularly check the complete E-bike

- Check whether the fasteners are locked and whether the joints of various parts are normal;
- Check whether the pattern of the outer tire is worn or cracked, whether the front and rear tire pressure is appropriate, and whether the drive system is smooth;
- Check whether the brake system is running properly;

### E-bike storage method

- In case of not using this product for a long time, do not store it outdoors, or under strong light or below zero temperature for a long time. Keep it from the heat source (e.g. heating equipment, etc.) not less than 2cm;
- Store in a dry, clean and well-ventilated indoor environment, with a temperature of 10°C - 45°C and a relative humidity of not more than 90%;
- In case of not using the E-bike for a long time, charge it regularly (usually once every two months) to maintain the battery performance;
- Keep the E-bike away from corrosive liquids, and prevent it from any mechanical shock and heavy object pressure.

### Transportation

- During transportation, prevent it from severe mechanical shock, exposure to sunlight, rain, chemical corrosive substances and harmful gas erosion;
- During loading and unloading, be careful to handle it gently to prevent dropping, rolling and heavy object pressure.

### Instructions of maintenance and cleaning

- It is forbidden to rinse the E-bike with water to avoid the hidden danger of accidents caused by the soaking of internal electronic components and circuits;
- Please gently wipe the stains on the surface of paint or plastic parts with neutral detergent and rag, and then clean it with a dry cloth;
- Please wipe the metal parts with lubricating oil for maintenance;
- It is strictly forbidden to inject oil into the brake part, so as to avoid danger caused by brake failure.



## 9. Instruction Manual Annex 1

### FCC 15.21 Information to user

Please note that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### FCC 15.105 Information to the user (Class B)

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## 10. Limited Warranty Statement

### 30 DAY SATISFACTION GUARANTEE RETURN POLICY

If you are unsatisfied with your purchase, Hiboy's return policy allows you to return your undamaged Hiboy product purchased through the authorized channel within 30 days from the date of receipt of shipment and request a refund from the authorized channel for any reason.

Note: The customer will be responsible for the cost of return shipping if the product has no quality issue.

For the return request, Hiboy is not responsible for lost packages due to the carrier, or products received that cannot be verified. Damaged products determined to have been caused by the end-user may be subject to denial of the return request.

### TO QUALIFY FOR A REFUND, ALL THE FOLLOWING CONDITIONS MUST BE MET

1. A Return Merchandise Authorization (RA) must be requested from Hiboy within 30 days from the date of receipt of the shipment. To request an RMA, please contact Hiboy Service Team at support@hiboy.com.
2. The cost of return shipping will be borne by the customer.
3. For warranty service, please keep your receipt and/or invoice to validate proof of purchase.
4. Returned products 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 Hiboy, [a] without an RMA from Hiboy[b] without all parts included in the original package, Hiboy retains the right to refuse delivery of such return.

### LIMITED PRODUCT WARRANTY

Hiboy products will be free from defects in materials and workmanship under normal use for the aforementioned period.

Hiboy does not warrant that the operation of the product will be uninterrupted or error-free. Hiboy is not responsible for damage arising from failure to follow instructions related to the product's usage.

## REMEDIES

If a hardware defect is found and a valid claim is received by Hiboy within the warranty period, Hiboy will, at its option and to the extent permitted by law, either [1] repair the product at no charge, using new or refurbished replacement parts or, [2] replace the product with a new or refurbished product. In the event of a defect, to the extent permitted by law, these are your sole and exclusive remedies. Shipping and handling charges may apply except where prohibited by applicable law. This Limited Warranty is valid only in the jurisdictions where the products are sold by [www.hiboy.com](http://www.hiboy.com), and is valid to the extent permitted by the applicable laws of such jurisdictions. Any replacement hardware product will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer, or for any additional period of time that may be applicable in your jurisdiction.

## HOW TO OBTAIN WARRANTY SERVICE

A warranty service order must be requested from Hiboy within the warranty period from the date of receipt of the shipment. To request a Warranty Service Order, contact the Hiboy Service Team at the after-sales email address. To obtain warranty service, you must deliver the product in its original packaging or in packaging that provides an equal degree of protection to the address specified by Hiboy. In accordance with applicable law, Hiboy may require the customer to furnish proof of purchase details and/or comply with registration requirements before receiving warranty service. The warranty period is thirty (30) days or any additional period of time that may be applicable in your jurisdiction.

## LIMITATION OF DAMAGES

Except to the extent prohibited by applicable law, Hiboy shall not be liable for any incidental, indirect, special, or consequential damages, including but not limited to loss of profits, revenue, or data, resulting from any breach of express or implied warranty or condition, or under any other legal theory, even when Hiboy has been advised of the possibility of such damages. Some jurisdictions do not allow the exclusion or limitation of special, indirect, incidental, or consequential damages, so the above limitation or exclusion may not apply to you.

## 11. CONTACT US

**Contact us if you experience issues relating to riding, maintenance and safety, or errors/- faults with your Hiboy electric bike EX7.**  
**E-mail Service:**[support@hiboy.com](mailto:support@hiboy.com)



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