THANK YOU FOR PURCHASING HEYBIKE HORIZON!

To provide you with a better user experience, please read and understand this manual thoroughly before assembling and riding the electric bicycle. You can download the latest product manual at www.heybike.com. Also, be sure to watch Heybike’s official assembly video; you can scan the QR code on the right to access it.

Scan the QR code for the assembly instruction video

For more information about Heybike, please visit our Help Center. We are here to assist you at any time! If you have any questions after reading this manual or watching the video, you can contact us via email and phone.

Thank you for riding Heybike!

Help Center: https://heybike.zendesk.com/hc/en-us
Email: support@heybike.com
TEL: 1-888-301-6908 / 1-888-589-1518

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Using this Manual

1 This user manual is designed to help you safely operate and enjoy your new Heybike. Please be sure to carefully read all the information provided in this manual before you embark on your rides.

2 To all riders under 18 years of age (extremely important): Please obtain your parents' consent before riding an electric bicycle. It's advisable to ride with their supervision while maintaining a low riding speed for added safety. Safety comes first.

3 If you ever require assistance, don't hesitate to reach out to Heybike Support. We are here to help you every step of the way.

Product Safety Guidelines

⚠️ When riding an electric bicycle, it is essential to wear a helmet for your safety.

💡 It is crucial to securely store your bike keys. Losing your keys may result in the inability to start your electric bicycle or replace the battery. If you feel it's necessary, you may consider having spare keys (Please note that HEYBIKE does not provide or sell spare keys or blank keys).

⚠️ Prior to embarking on your ride, always verify that your electric bicycle's battery is fully charged.

⚠️ Stay well-informed about and adhere to local road regulations and traffic rules.

⚠️ Refrain from riding an electric bicycle after using any drugs or consuming alcohol.

⚠️ Treat pedestrians with respect and courtesy.

⚠️ Refrain from riding in slippery or rainy conditions. Riding in such conditions can lead to accidents due to slippery roads. Additionally, wet environments may damage electronic components, potentially voiding their warranty.
Warning Message

- Avoid Water Exposure: Electric bicycles are not waterproof, and electronic components may be damaged by water, which is not covered by our warranty policy. Riding in slippery conditions can also be highly dangerous and may result in accidents.
- Prevent Extended Exposure: Avoid prolonged exposure to direct sunlight or heavy rain, and store your electric bicycle away from high-temperature or corrosive environments to prevent warranty voiding.
- Avoid Misuse: We do not cover physical damages caused by extreme riding or lack of regular maintenance in our warranty.
- Risk of Serious Injury: Riding your electric bicycle carries a risk of serious injury or even death due to loss of control, collisions, or falls. Please use it cautiously and assume personal responsibility for the risks associated with riding.
- Avoid Modifications: Modifying the product from its original manufacturer's design will void the warranty.
- Obey Speed Limits: Do not exceed the speed limits specified in your local area and comply with local traffic regulations.
- Prevent Physical Contact with Charging Port: Avoid direct contact of body parts with the charging port and prevent the charging port from coming into contact with metal objects.
- Pre-Ride Inspection: Before riding, thoroughly inspect your electric bicycle to ensure that all components are functioning properly.
- Brake System Check: Prior to riding, verify that the braking system is in working order and be aware of safety warnings.
- Ensure Protective Covers: Before riding, make sure that the axle guards, chain guards, or other covers provided by the manufacturer are in place and in usable condition.
- Tire Inspection: Check the condition and pressure of the tires before you ride.
- Maximum Load: Do not exceed the maximum load of 330 pounds (150 kilograms).
- Minors Prohibited: Minors must not operate this electric bicycle independently.
- Full Speed: The maximum speed of your electric bicycle is 45 kilometers per hour/28 miles per hour.
- Special Situations: You may require additional insurance to cover specific situations while riding your electric bicycle. We recommend consulting with an insurance company or broker for advice. (Important)
- Power Efficiency: To conserve power, use the assist mode, avoid frequent braking, ride against strong winds, perform dangerous maneuvers, carry heavy loads (including passengers), and ride in low tire pressure conditions.

Package Contents

Please carefully inspect the package contents. If any items are missing or damaged, please contact Heybike's customer support.

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Manual</td>
<td>x1</td>
</tr>
<tr>
<td>Front Light and Mudguard</td>
<td>x1</td>
</tr>
<tr>
<td>Front Wheel</td>
<td>x1</td>
</tr>
<tr>
<td>Fastening Screw</td>
<td>x1</td>
</tr>
<tr>
<td>Saddle</td>
<td>x1</td>
</tr>
<tr>
<td>Headlight</td>
<td>x1</td>
</tr>
<tr>
<td>Keys</td>
<td>x2</td>
</tr>
<tr>
<td>Nut Protection Cap Cover</td>
<td>x2</td>
</tr>
<tr>
<td>Pedals</td>
<td>x2</td>
</tr>
<tr>
<td>Front Fender</td>
<td>x1</td>
</tr>
<tr>
<td>Wrench-Screwdriver</td>
<td>x2</td>
</tr>
<tr>
<td>Rear Rack</td>
<td>x1</td>
</tr>
<tr>
<td>Charger</td>
<td>x1</td>
</tr>
<tr>
<td>Electric Bicycle (Main Body)</td>
<td>x1</td>
</tr>
</tbody>
</table>
Product Showcase

Main Components of the Electric Bicycle:
- Display Screen switch
- Headlight Switch
- Handlebar
- Blinker Switch
- Gear Shifter
- Brake Lever
- Throttle

Additional Parts:
- Seat
- Seat Clamp
- Tail light
- Hub Motor
- Front Suspension Fork
- Battery
- Front Wheel
- Pedals
- Disc Brake Caliper
- Disc Brake Rotor

Specifications

<table>
<thead>
<tr>
<th>ITEM</th>
<th>SPECIFICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Model</td>
<td>Horizon</td>
</tr>
<tr>
<td>Product Dimensions</td>
<td>1920<em>620</em>1180mm</td>
</tr>
<tr>
<td>Package Dimensions</td>
<td>1650<em>280</em>730mm</td>
</tr>
<tr>
<td>Max Load</td>
<td>330 lbs (150 kg)</td>
</tr>
<tr>
<td>Package Weight</td>
<td>97 lbs (44 kg)</td>
</tr>
<tr>
<td>E Bike Weight</td>
<td>79 lbs (36 kg)</td>
</tr>
<tr>
<td>Max Speed</td>
<td>28 mph (45km/h)</td>
</tr>
<tr>
<td>Charger</td>
<td>Input 100-240V 50/60HZ. Output 54.6V/4A</td>
</tr>
<tr>
<td>Charging Time</td>
<td>3-4 hours</td>
</tr>
<tr>
<td>Battery Capacity</td>
<td>48V/14.4Ah (691.2 Wh)</td>
</tr>
<tr>
<td>Puer Electric Mode</td>
<td>30 miles (48 km)</td>
</tr>
<tr>
<td>Pedal-Assist Mode</td>
<td>55 miles (88 km)</td>
</tr>
<tr>
<td>Max Grade Ability</td>
<td>15 degrees</td>
</tr>
<tr>
<td>Tire Size</td>
<td>24 X 4</td>
</tr>
<tr>
<td>Frame Material</td>
<td>Aluminium alloy</td>
</tr>
<tr>
<td>IP Level</td>
<td>IPX 4</td>
</tr>
<tr>
<td>APP</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Installation Instructions

The following content provides a guide for unboxing and familiarizing yourself with your new bicycle. Please read this carefully.
Visit www.heybike.com for additional assembly assistance, including step-by-step videos. Alternatively, you can scan the QR code to download the bicycle assembly tutorial.

Scan the QR code for the assembly instruction video

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. (Heybike will not reimburse any assembly costs incurred.) If you choose to assemble it yourself, follow all instructions, adjust gears and brakes correctly, and set tire pressure accordingly.

Installation Steps

Step 1 - Front Wheel Installation

1. Find the front fork and remove the protect axle on the fork.
2. Remove the protective shield from the disc brake.
3. Insert the front wheel hub axle into the front wheel and secure them into the front fork.
4. Assemble the screws and washers in the correct order and tighten both sides of the screws.
5. Put on the Nut Protection Cap Cover.
6. Adjust the brake to the appropriate position.
### Step 2 - Stem Installation

1. Locate the E-bike's head tube position, loosen the securing bolt, and remove the washer.
2. Insert the stem into the head tube, adjust the stem angle to ensure that the bicycle frame is vertical. Open the folding handle.
3. Use an Allen wrench to tighten the bolt and lock the folding handle.
4. Use a smaller Allen wrench to tighten the bolts around the head.
5. Open the stem quick-release handle, adjust the height of the handle bar, and lock it after adjustment.

### Step 3 - Front Light and Front Fender Installation

1. Remove the screws.
2. Secure the fender.
3. Remove the screws on the front fork.
4. Install and secure the front fender.
**Installation Steps**

### Step 4 - Pedal Installation

1. Find the right/left pedal marked with 'R'/‘L’ stickers.
2. Gently thread the right pedal onto the right crank arm clockwise. Then, use an allen wrench to tighten the pedal.
3. Gently thread the left pedal onto the left crank arm counterclockwise. Then, use an allen wrench to tighten the pedal.

**Please note:** If the pedals or chain do not move smoothly or seem misaligned, please contact Heybike support. Do not force the pedal with a wrench if it cannot be threaded in.

4. Check the movement of the chain, chainring, and freewheel. Rotate the right pedal and crank arm to the rear of the bicycle, as if you were pedaling backward. Observe the chain and ensure it smoothly passes through the transmission system.

### Step 5 - Saddle Installation

1. Open the seatpost clamp.
2. Position the saddle properly and adjust its height.
3. Tighten the seatpost clamp.

### Step 6 - Rear Rack Installation

1. Remove the screws on both sides of the rear fork.
2. Place the rear rack in position and securely fasten the screws.
3. Connect the rear light wiring harness.
Charging Your Electric Bicycle

1. Rubber cover closed status
2. Lift the rubber cover on the battery's charging port and insert the charger's charging plug.
3. Plug the charger's plug into a power outlet; charging begins when the red light illuminates.

To remove the battery

1. Insert the key and turn it counterclockwise; the battery will automatically pop up.
2. After the battery pops up, remove it.
3. Place the battery in a safe location for secure charging.

Please note:

1. When charging the battery, place the charger on a flat, dry, and safe surface.
2. Once fully charged, the light will turn green. First, unplug the charger from the socket and then disconnect the charger's output plug from the battery's charging port.
3. You can also remove the battery and charge it indoors.
4. Avoid charging in direct sunlight, and make sure there are no flammable or explosive materials nearby (the maximum charging temperature is 80 degrees Celsius/170 degrees Fahrenheit).
5. Do not use unsafe or expired power banks or emergency power sources to charge the battery.

Please note:

Before your ride, check if the power is on, and ensure the battery is free from abnormalities. If any abnormalities are detected (damage, excessive temperature, etc.), do not use the battery, and promptly contact Heybike's customer support. If you won't be riding for an extended period or need to transport the bicycle over long distances, make sure the power switch is turned off, as this will help extend the battery's lifespan.
**Display and Settings**

- **ODO:** Displays the total mileage data.
- **DST:** Displays the distance you have traveled since you last reset or started your trip.
- **MAX:** Displays the maximum speed of a single trip.
- **AVG:** Displays the average speed of a single trip.
- **Battery Icon:** Indicates the remaining battery level.

**Button showcase**

1. **+/−** Button: The plus button is used to increase the level of assistance or power output, depending on the mode you're in. It can also be used to adjust settings like speed or assistance level. The button can also control the backlight of the display.

2. **Power Button/Mode Button:** This button is used to turn the electric bicycle on or off. It's the main switch for activating the system. The mode button allows you to switch between different riding modes, such as pedal-assist or full-electric mode.

3. **Button:** This button is used to switch Speed Display.

4. **Button:** The minus button decreases the level of assistance or power output, and it can also be used to adjust various settings.

5. **Light switch Button:** This button can switch the headlight turn on or turn off.

6. **Blinker Button:** This button can control the blinker to show the turn signal.

7. **Horn Button:** It can start honk when you press the button.
Operating Instructions

<table>
<thead>
<tr>
<th>Operation</th>
<th>Function Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power On</td>
<td>Long press ⚙ until the screen displays.</td>
</tr>
<tr>
<td>Power Off</td>
<td>Long press ⚙ until the screen turns off.</td>
</tr>
<tr>
<td>Gear Up</td>
<td>Short press the ⚙ button.</td>
</tr>
<tr>
<td>Gear Down</td>
<td>Short press the ⚙ button.</td>
</tr>
<tr>
<td>Switch Speed Display</td>
<td>Short press the ⚙ button.</td>
</tr>
<tr>
<td>Backlight On</td>
<td>Long press the ⚙ / ⚝ button.</td>
</tr>
<tr>
<td>Switch DST/ODO</td>
<td>Short press the ⚙ / ⚝ button.</td>
</tr>
<tr>
<td>Walk Mode On</td>
<td>Long press the ⚙ button.</td>
</tr>
<tr>
<td>Headlight On/Off</td>
<td>Toggle the ⚙ / ⚝ button.</td>
</tr>
<tr>
<td>Turn Signal On/Off</td>
<td>Toggle the ⚙ / ⚝ button.</td>
</tr>
<tr>
<td>Operation</td>
<td>Function Description</td>
</tr>
<tr>
<td>Switch Mode</td>
<td>Simultaneous long press, ⚙, ⚝ buttons, enters the available parameter setting mode.</td>
</tr>
</tbody>
</table>

Instrument Error Codes:
In the event of a malfunction, some error codes will be displayed on the instrument panel. When an error code occurs, you can feedback the corresponding code to Heybike to obtain corresponding technical support and maintenance.

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Description</th>
<th>Scroll Tip</th>
</tr>
</thead>
<tbody>
<tr>
<td>21</td>
<td>Current abnormal</td>
<td>ERR: Current</td>
</tr>
<tr>
<td>22</td>
<td>Throttle abnormal</td>
<td>ERR: Throttle</td>
</tr>
<tr>
<td>23</td>
<td>Motor phase</td>
<td>ERR: Phase</td>
</tr>
<tr>
<td>24</td>
<td>Motor hall abnormal</td>
<td>ERR: Hall</td>
</tr>
<tr>
<td>25</td>
<td>Brake abnormal</td>
<td>ERR: Brake</td>
</tr>
<tr>
<td>30</td>
<td>Communication failure</td>
<td>ERR: Comm Rx</td>
</tr>
<tr>
<td></td>
<td>(display failed to</td>
<td></td>
</tr>
<tr>
<td></td>
<td>receive correct</td>
<td></td>
</tr>
<tr>
<td></td>
<td>controller data)</td>
<td></td>
</tr>
</tbody>
</table>

The Heybike APP is continuously updated to provide more features and information. Please refer to the latest version for the exact interface. Here are the basic instructions for using the Heybike APP:

1. Open the Heybike application and enable the Bluetooth feature on your phone.
2. Click “Register.” After successfully registering, you can use the Bluetooth feature to locate your electric bicycle and give it a name.
3. For more detailed instructions, you can scan the QR code to download the app or explore all its features on your own.

Please download the official Heybike APP from the Google Play Store or iOS App Store to enjoy additional features and information, enhancing your experience with your electric bicycle.
Starting Your Ride

Once your bicycle has been assembled following the assembly video, all components are securely fastened. A certified and reputable mechanic has checked the assembly, and you have thoroughly read the entire manual. Follow these steps to begin your ride. If you are new to riding an e-bike, ensure that an experienced individual accompanies you for guidance.

1. Familiarize yourself with the battery’s power location. First, turn on the battery and prepare for your ride.

2. Ensure that the handlebar and seat are properly adjusted. Please note: Adjust the seat so that the rider can have one or both feet flat on the ground without the need to dismount from the seat. This can provide a safer and more comfortable riding experience.

3. Start the bicycle: With the battery locked, locate the display switch (near the left handlebar). Hold the power button for about 3 seconds until the display screen is turned on. Alternatively, turn on your phone's Bluetooth. The bike will automatically turn on when you are within 3-5 meters of the vehicle (if set to auto power-on in the app).

4. To turn off the bicycle, long-press the power button for about 3 seconds until the display screen shows “off.” Alternatively, if the Bluetooth connection is lost or after a set period of time, the bicycle will automatically turn off (if set to auto power-off in the app).

5. Important points which you should know before you ride the E-bike:

   Safety Equipment:
   - Helmet: Wearing a helmet is absolutely essential. Helmets provide head protection in case of accidents and reduce the risk of head injuries.
   - Gloves: Riding gloves can offer hand protection, reduce vibration, and provide better grip.
   - Knee and Elbow Guards: These guards protect your knees and elbows in case of a fall and reduce the risk of injuries.
   - Eye Protection: Use appropriate eyewear or goggles, especially at high speeds, to protect your eyes from wind, debris, and insects.

6. Braking System:
   - Front and Rear Brakes: Understand how to use both front and rear brakes for optimal braking performance. Typically, use the front brake for sudden stops and the rear brake for smooth deceleration.
   - Braking Distances: Realize that braking distances may vary at different speeds and road conditions. Braking at high speeds requires more distance to stop safely.
   - Regular Brake System Inspection: Regularly inspect the brake system to ensure brake pads and brake lines are not worn, maintaining effective braking.

7. If necessary, turn on the front headlight.

Starting Your Ride

- Using the control unit’s “+” and “−” buttons, select the desired Pedal Assist System (PAS) level between 0 and 5. Level 1 corresponds to the lowest PAS level, while Level 5 represents the highest. Level 0 means the PAS is not activated. Start from PAS 0 or 1 and adjust from there.

- Begin riding cautiously. Operate your bicycle with proper safety gear and riding knowledge. On flat terrain, using a low gear (1 or 2), most riders should be able to start pedaling from PAS level 0 or 1. You can also use the throttle to accelerate and maintain your desired speed; throttle usage should be slow and careful, turning it towards the rider.

Always prioritize safety and responsible riding when starting your e-bike journey.
Daily Maintenance

Cleaning and Storage:

If you notice any stains on the bike, simply wipe them clean with a damp cloth or use toothpaste with a toothbrush for cleaning. It’s essential to keep your bike looking good and functioning smoothly.

Note: Do not use alcohol, gasoline, kerosene, or other corrosive and volatile chemical solvents to clean the bike, as this may cause severe damage. Avoid using a high-pressure washer for cleaning. During cleaning, make sure the bike is turned off, the charging cable is unplugged, and the charging port rubber cover is properly closed to prevent water leakage, which could lead to electrical short-circuits and other significant issues.

When the bike is not in use, store it in a dry and cool indoor space. Prolonged outdoor exposure or excessive exposure to sunlight, heat, or cold environments can accelerate the aging of the bike and its battery. Keeping your bike sheltered from extreme conditions will extend its lifespan and maintain its performance.

Battery Maintenance:

All Heybike vehicles use advanced lithium batteries to provide you with a longer and more efficient riding experience. Proper battery maintenance is essential for safety and optimal performance.

- Use the original battery pack. Using other models or brands of batteries may pose safety issues. Ensure that you only use the recommended battery to maintain the safety and performance of your bike.
- Do not touch the battery terminals and keep them away from metal objects to prevent short circuits that can damage the battery or cause harm. Battery terminals are sensitive components, and any interference should be avoided to prevent accidents.
- Use the original power adapter to avoid potential damage or fire hazards. The power adapter provided with your bike is specifically designed for safe and efficient charging.
- Improper disposal of old batteries can have a significant environmental impact. Dispose of old batteries according to local regulations. Proper disposal ensures that batteries do not harm the environment.

Fully charge the battery after each use to extend its lifespan. Regular charging maintains the battery’s capacity and ensures it’s ready for your next ride.

- Store the bike in a dry and cool place within a temperature range of 50°F–77°F (10°C–25°C). Humid environments may lead to condensation and even water accumulation, which can damage the battery. Proper storage conditions are essential to prevent damage and maintain the battery’s health.
- Avoid letting the battery run completely empty during daily use. If the battery level is low, recharge it promptly. Preventing the battery from completely depleting helps extend its longevity and ensures you’re ready for your next ride.
- If you are not using the bike, make sure to charge it every month to protect the battery. Regular maintenance and care, even during periods of non-use, will preserve the battery’s integrity and ensure it’s always ready for your next adventure.

These maintenance practices will help ensure the longevity, safety, and optimal performance of your Heybike electric bike, making every ride a memorable and hassle-free experience.
### Troubleshooting

<table>
<thead>
<tr>
<th>Symptoms</th>
<th>Possible Causes</th>
<th>Most Common Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 Irregular acceleration and/or reduced to speed</td>
<td>1. Insufficient battery power 2. Loose or damaged throttle 3. Misaligned or damaged magnet ring</td>
<td>1. Charge or replace battery 2. Replace throttle 3. Align or replace magnet ring</td>
</tr>
<tr>
<td>3 The motor does not respond when the bike is powered on</td>
<td>1. Loose wiring 2. Loose or damaged throttle 3. Loose or damaged motor plug wire 4. Damaged motor</td>
<td>1. Repair and or reconnect 2. Tighten or replace 3. Secure or replace 4. Repair or replace</td>
</tr>
<tr>
<td>4 Reduced range</td>
<td>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</td>
<td>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</td>
</tr>
<tr>
<td>6 Wheel or motor makes strange noises</td>
<td>1. Loose or damaged wheel spokes or rim 2. Loose or damaged motor wiring</td>
<td>1. Tighten, repair, or replace 2. Reconnect or replace motor</td>
</tr>
</tbody>
</table>

### FAQ

**Q1: What if the e-bike arrived missing an accessory or a broken part?**

A1: Please take a picture or a video and contact HEYBIKE Support with your order number; the HEYBIKE Support Team will reply soon and send the right accessory or part replacement.

**Q2: Will my bike arrive assembled?**

A2: Your bike will be basically assembled on arrival. We will also provide a toolbox and a comprehensive assembly video to assist you in assembling your bike. Also, if you encounter any trouble assembling the bike, please contact Heybike support or visit a local e-bike shop.

**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. Don’t hesitate to get in touch with us at any time. To help you solve the problem as quickly as possible, please describe the issue in detail and provide photos/videos with your order number and SN number. For more FAQs, please visit www.heybike.com.
Limited 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 e-bike purchased from Heybike online or a physical storefront is covered by this Limited Warranty. The Warranty Period begins upon your receipt of the e-bike and shall end immediately upon the earlier of the end of the Warranty Period or any sale or transfer of the e-bike to another person, and under no circumstances shall the Limited Warranty apply to any subsequent owner or other transferee of the e-bike.

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 e-bike 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 e-bike 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 are not an e-bike.

DETERMINING WHETHER DAMAGE OR DEFECT TO AN E-BIKE OR COVERED COMPONENT IS PROTECTED BY THIS LIMITED WARRANTY SHALL BE IN THE SOLE DISCRETION OF Heybike INC.

Contact Us

TEL: 1-888-301-6908 / 1-888-589-1518

Email: support@heybike.com

Website: www.heybike.com

If you experience issues related to riding, maintenance, safety, or errors/faults with your HEYBIKE, please feel free to contact us using the provided telephone numbers.

You can also join our Facebook Group by scanning the QR code below. Share your riding experience with other riders and get an exclusive bonus!