Ride E-Z

Proudly manufactured
in Augusta, Georgia

OWNER'S MANUAL

PHONE: 706.790.6687 **WEBSITE:** werideez.com

Thank you for choosing Ride EZ.

Welcome & Contact Info

Thank you for choosing the Ride E-Z ST100. Whether you're commuting through the city, exploring local trails, or enjoying a leisurely weekend ride, our electric bikes are designed to deliver performance, safety, and comfort. This manual will guide you through setup, operation, and care for your new eBike.

Before you take your first ride with your new eBike, please take a moment to thoroughly read this Owner's Manual and keep it handy for future reference. This manual includes vital information regarding safety, performance, and maintenance.

Our commitment to quality and customer satisfaction means that we're here to support you throughout your Ride E-Z experience.

RIDE E-Z HEADQUARTERS

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Important Safety Information

Your safety is our top priority. Please carefully review the following safety guidelines before operating your Ride E-Z eBike. These recommendations are designed to help you ride confidently and responsibly.

PROTECTIVE GEAR

Wearing proper protective gear significantly reduces the risk of injury. **Always wear a certified helmet** (U.S. Consumer Product Safety Commission, Multidirectional Impact Protection System, or Department of Transportation compliant), regardless of speed or distance. **Wear bright or reflective clothing** to improve visibility. Avoid loose or baggy garments that could get caught in the drivetrain or wheels. **Secure shoelaces**, and remove or secure hanging accessories.

RIDER RESPONSIBILITY

All riders are expected to operate their eBikes safely and legally. **Never ride under the influence** of alcohol, drugs, or medication, which can impair your judgment and reaction time. **Yield to pedestrians**, use designated bike lanes when available, and ride at a safe speed—especially in crowded areas. **Obey all traffic laws**, including stop signs, right-of-way, and direction of traffic flow. Your Ride E-Z eBike may also be subject to local eBike classifications, so it's important to confirm and follow applicable laws.

PRE-RIDE INSPECTION CHECKLIST

Conducting a quick inspection before every ride helps prevent mechanical issues. **Check your brakes** by squeezing both levers to confirm that they engage quickly and evenly. If the brakes feel loose or unresponsive, have them serviced by an authorized service partner before riding. **Inspect your tires** to ensure that they are inflated to

Please carefully review the following safety guidelines before operating your Ride E-Z eBike.

the recommended pressure found on the tire sidewall. **Check the battery** to confirm that it's fully charged, seated properly, and locked in place to prevent power loss. **Test all lights and reflectors** to ensure visibility, especially in low-light conditions. **Look over the frame and components**, including shaking the handlebars and saddle to make sure everything is tightly secured. If anything feels off, do not ride until the issue has been addressed appropriately.

SMART RIDING PRACTICES

Effective riding requires attentiveness and responsible behavior.

- **Follow all local traffic laws, and use hand signals to indicate turns.**
- **Keep both hands on the handlebars for maximum control, especially when riding on uneven surfaces and when braking.**
- **Stay alert and scan your surroundings continuously to anticipate obstacles such as cars, pedestrians, and debris.**
- **Ride defensively and assume others may not see you.**
- **Signal clearly, anticipate others' actions, and stay aware of your environment.**
- **Avoid distractions such as phones or headphones while riding.**
- **Be cautious in adverse weather, as rain, snow, fog, and wind can reduce traction and visibility. If you must ride in these conditions, reduce speed, increase braking distance, and wear weather-appropriate reflective gear.**
- **Use care when approaching difficult terrain, such as mud, gravel, or water crossings.**
- **Keep your weight centered and avoid sharp turns—walk your bike if needed.**

LEGAL COMPLIANCE

As a rider, it is your responsibility to comply with all local, state, and federal eBike regulations. **Know the specific laws** in your area, as they may differ depending on your eBike's class and usage. **Ensure that your bike is equipped with the required safety gear**, such as lights and reflectors. For guidance, your local bike shop is a valuable resource for laws, maintenance, and safety workshops.

https://www.peopleforbikes.org/electric-bikes/state-laws

⚠ **WARNING:** Improper use, neglect, or unauthorized modifications can result in serious injury or death. Always ride your Ride E-Z eBike as intended (see Intended Use & Legal Compliance), maintain it regularly, and follow all safety recommendations.

As a rider, it is your responsibility to comply with all local, state, and federal eBike regulations.

eBike Component Overview

The following diagrams provide a comprehensive visual reference of your Ride E-Z eBike, identifying key components for operation, maintenance, and service. Understanding these parts will help you perform basic safety checks, communicate effectively with service technicians, and get the most from your riding experience.

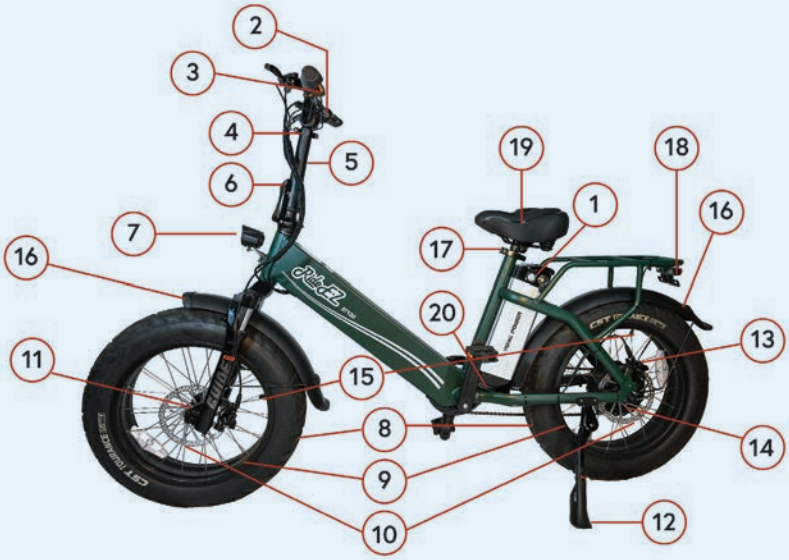
CORE RIDING AND SAFETY COMPONENT DIAGRAM (Parts 1–20)

This diagram highlights many of the core riding and safety systems used by the rider while operating the eBike.

Key Areas of Note

- **LCD Display Center & Controls (2, 3):** These are your primary interfaces for monitoring speed, battery life, trip data, and pedal-assist levels. The left grip includes buttons to adjust the assist levels and control the lights.
- **Folding Mechanism (6):** This secure two-step folding system enables compact storage and transport. Always ensure that it is fully locked before riding.
- **Braking System (10, 11, 13):** The brake rotors and calipers provide the eBike's stopping power. Regular inspection is important for safe operation.
- **Drive Components (14):** The hub motor in the rear wheel delivers electric assistance, working in tandem with your pedaling or throttle input.
- **Lighting & Visibility (7, 18):** The integrated front headlight and rear reflector enhance visibility in low-light conditions. Always check functionality before riding.
- **Structural Parts (1, 4, 5, 12, 17, 19):** Components such as the seat, kickstand, and handlebar system contribute to comfort and functionality. The charge port (1) is where you connect the charger to replenish your battery.

EXHIBIT 2: eBike Layout (Picture 1 of 2)



No.	Part	No.	Part
1	Charge port	11	Front Brakes
2	LCD Display Center	12	Kick Stand
3	LCD Controls/Left Grip	13	Rear Brake
4	Handlebar Clamp	14	Hub Motor
5	Stem	15	Air Stem
6	Two-Step Folding Mechanism	16	Fender
7	Headlight/Reflector	17	Seat Post Clamp
8	Tires	18	Rear Reflector
9	Rims	19	Seat/Saddle
10	Brake Rotors	20	Controller Access

MECHANICAL AND ELECTRICAL COMPONENT DIAGRAM (Parts 21-34)

This expanded view identifies deeper mechanical and electrical systems critical to the performance of the eBike, including the drivetrain, pedal sensors, wiring, and frame construction.

Key Areas of Note

- **Frame and Suspension (21, 32):** The main frame supports the full weight load and riding dynamics. The front suspension fork improves ride comfort by absorbing bumps and vibrations.
- **Drivetrain System (26, 27, 30, 31):** The drivetrain system includes the chain, crankset, pedals, and pedal sensor. These components work together with the motor to provide a smooth pedal-assist function.
- **Electrical Wiring (23, 28, 33):** The hydraulic lines, wire harness cover, and wire loom organize and protect the bike's electrical and braking systems.
- **Brake Levers and Throttle (24, 25):** Located on the handlebars, the brake levers and throttle allow for control of speed and braking. The throttle provides instant motor power without pedaling—perfect for takeoffs or steep terrain.
- **Load and Support (29):** The seat tube and seat post clamp support rider weight and allow for saddle height adjustment.

Why These Diagrams Matter

These labeled illustrations serve as a quick reference guide for:

- **Identifying parts during maintenance and troubleshooting**
- **Performing pre-ride safety inspections**
- **Understanding how your eBike is built and how it operates**
- **Assisting dealers and technicians with repair or service questions**

If you're unsure about any part's function or notice any irregularities, consult your local bike shop or contact Ride E-Z Customer Support for assistance.

EXHIBIT 2: eBike Layout (Picture 2 of 2)

No.	Part	No.	Part
21	Frame	28	Controller/Wire Harness Cover
22	Bearing Set	29	Seat Tube
23	Hydraulic Lines	30	Pedal Sensor
24	Brake levers	31	Crankset
25	Throttle	32	Suspension Fork
26	Chain/Chain Tensioner	33	Wire Loom
27	Pedals	34	Spokes & Nipples

Battery

BATTERY OVERVIEW: YOSE POWER SYSTEM (48 V, 10.4 Ah)

Your Ride E-Z eBike uses a removable, lockable lithium-ion battery developed by Yose Power. This battery balances strong performance, portability, and safety for everyday riding.

Battery Specifications

- **Voltage: 48 V**
- **Capacity: 10.4 Ah**
- **Energy: 500 Wh**
- **Weight: 3.3 kg**
- **Charge Time: ~6 hours**
- **USB Output: 5 V 1 A (suitable for charging devices such as cell phones)**

Charging Instructions

To charge your Ride E-Z eBike battery safely and effectively, begin by connecting the charger plug to the battery charging port. Only after this connection is secure should you plug the charger into a wall outlet. This sequence minimizes the risk of electrical arcing and protects both the charger and the battery.

The charger is equipped with an LED status indicator to show charging progress. A **red light** indicates that the battery is currently charging. When the light turns **green**, charging is complete, and the battery is ready for use.

The typical charging time is between **4 and 6 hours**, depending on how much charge remains and ambient conditions. Charging should always take place **indoors**, in a **dry, well-ventilated environment**, ideally at temperatures between **50°F and 77°F (between 10°C and 25°C)**. Charging outside this temperature range may affect charging performance, battery performance, and battery lifespan.

Never leave the battery charging overnight or unattended. Doing so may increase the risk of overheating or damage, even with built-in safety features.

⚠ **WARNING:** Use only the **original Yose Power charger** provided with your Ride E-Z eBike. This charger is specifically designed to match the voltage, current, and connector specifications of your battery. Use of third-party or unapproved chargers may cause damage and void your product warranty.

Charger Specifications

- **Output Voltage: 54.6 V**
- **Current: 2 A**
- **Brand: SANS**

Battery Locking and Removal

Before inserting or removing the battery, always ensure that the eBike is turned off to avoid accidental power surges or damage.

To remove the battery, **insert the key into the lock mechanism** and turn it **clockwise** to unlock. Once it has been unlocked, **slide the battery smoothly** out of its cradle. To reinstall the battery, **align it carefully with the guide rails** and slide it back into position until you hear a distinct **click**, confirming that the battery is locked securely into place.

Proper removal and reinsertion are essential for maintaining electrical contact and preventing battery movement during riding. See Accessing the Battery Under the Seat in the eBike Adjustments section for details on how to do this process.

Battery Storage Guidelines

For short- or long-term storage, keep the battery in a **cool, dry, and well-ventilated space** away from direct sunlight, moisture, and heat sources. Avoid storing the battery in extremely cold or hot conditions, which can degrade cell performance and shorten the battery's usable life.

If the battery will be stored for longer than one month, it should be charged to approximately **50% to 80%** of its capacity before storage. This partial charge helps preserve the health of the lithium cells and reduces the risk of deep discharge damage. While the battery is in storage, check it every **2 to 3 months** and boost the charge if necessary to keep it within the safe range.

Avoid storing the battery for extended periods when it is **fully discharged or fully charged**, as either condition can negatively affect the battery's chemistry over time.

During extreme weather events, such as heat waves, snow, or heavy rain, remove the battery from the eBike and store it indoors in a secure location.

For additional safety, store the battery in a room equipped with a smoke detector. Keep it away from flammable materials such as paper, fuel, and solvents. If the eBike will not be used for a prolonged time, remove the battery and store it separately to avoid unnecessary wear on the connectors and frame components.

Battery Disposal and Recycling

Lithium-ion batteries must be disposed of responsibly. **Never throw the battery in household trash**, as it poses environmental and fire risks. Instead, take damaged, expired, or nonfunctional batteries to a certified **e-waste or battery recycling center**. Many retail stores and recycling programs accept lithium-ion batteries for proper disposal.

Always follow local laws and regulations concerning electronic waste to help protect the environment and public safety.

⚠ Safety Warnings

To ensure your safety and the proper functioning of your Ride E-Z battery system, observe the following warnings:

- Use only the original Yose Power charger that came with your eBike.
- **Do not expose the battery** to open flame, water, submersion, or extreme heat sources.
- **Do not puncture, disassemble, or modify** the battery in any way. The battery should be serviced only by qualified technicians, as the internal battery components are dangerous.
- If the battery is ever **dropped, punctured, or visibly damaged, discontinue use**, and contact Ride E-Z Customer Support immediately for evaluation and replacement guidance.

Ignoring these safety precautions may result in fire, explosion, or permanent damage to the battery and eBike.

Battery Life Cycle and Replacement

The Yose Power lithium-ion battery is designed to last for approximately **1,000 full charge cycles** under normal use. A full cycle is defined as using 100% of the battery's capacity and recharging it to full capacity. Partial charges do not count as full cycles and may even extend the battery's lifespan.

When it comes time to replace your battery, use only **Ride E-Z–approved replacements** to ensure compatibility and continued safety. To order a new battery, **contact Ride E-Z Customer Support** with your battery's serial number and model information for verification and assistance.

Using non-approved batteries or chargers may lead to suboptimal performance and safety issues and may void your warranty.

Quick Start Guide

Find the key by examining the bike.

Turn the key to the On position.

This section is designed to get you up and riding quickly with just a few essential steps.

Whether you're new to eBikes or a seasoned rider, following this guide ensures a smooth and safe first ride.

Press and hold the Power button for 3 seconds.

The LCD Display Center will power on and show the Ride E-Z home screen.

The eBike monitoring display will appear.

Display and Controls Overview

Your Ride E-Z eBike features a handlebar-mounted LCD display that provides critical real-time information about your ride and eBike system. It also allows you to adjust the Pedal Assist System (PAS) levels and control other electronic functions.

DISPLAY FUNCTIONS

1. **Battery Level:** Indicates the remaining battery charge using a segmented bar or percentage indicator. Recharge the battery before the remaining charge drops too low to avoid motor cutoff or premature battery wear.
2. **Speed (mph, km/h):** Shows your current speed. Most displays allow you to toggle between miles per hour (mph) and kilometers per hour (km/h) through the settings menu.
3. **Distance:** An odometer for tracking total distance.
4. **Pedal Assist System (PAS) Level:** The Pedal Assist System (PAS) on your Ride E-Z eBike is designed to enhance your natural pedaling effort with motor assistance. When you begin to pedal, a sensor detects your motion and signals the motor to provide support. The level of assistance is adjustable and corresponds to preset speed limits, allowing you to control how much help the motor provides.

Each PAS level increases both the responsiveness and the maximum speed to which the motor will provide assistance. Higher levels reduce the effort needed to pedal—which is especially useful for climbing hills, accelerating from a stop, and riding into the wind.

PAS Level	Maximum Assisted Speed	Description
Level 1	8 mph (12.9 km/h)	Light assistance for flat terrain or casual riding; preserves battery life
Level 2	11 mph (17.7 km/h)	Moderate support; good for cruising through neighborhoods or on bike paths
Level 3	14 mph (22.5 km/h)	Balanced power for mixed terrain and longer rides with moderate effort
Level 4	17 mph (27.4 km/h)	Strong assistance; ideal for light hills, commuting, or faster-paced riding
Level 5	20 mph (32.2 km/h)	Maximum motor support; best for steep hills, headwinds, or when minimal effort is desired

NOTE: The motor will assist only while you are actively pedaling. If you stop pedaling, the PAS system pauses until pedaling resumes. Use caution when engaging the pedals from a complete stop, and always mount the bike securely before operating the pedals, as just a little bit of pedal rotation will engage the PAS.

The PAS level can be adjusted by simply clicking on the **+** button to increase the PAS level and clicking on the **–** button to decrease the PAS level.

NOTE: if a rider is using the throttle only, the bike will go 20 mph on any PAS level.

CONTROL PANEL

The control panel allows you to turn the display on and off, adjust the PAS levels, and control other electronic functions.

Control Pad Buttons

Power Button: Press and hold to turn the display ON or OFF.

+ Button: Increases PAS level. Hold to activate front and rear lights (if equipped).

– Button: Decreases PAS level. Hold to activate Walk Assist mode. In Walk Assist mode, the bike will move at 1 mph as long as the **–** button is held

THROTTLE

If your Ride E-Z eBike is equipped with a throttle, it allows you to activate the motor without pedaling—similar to how a scooter operates. The throttle is typically located on the right handlebar and may be a twist or thumb-style design, depending on your model.

How to Use the Throttle

- **Power On First:** Ensure that the bike is powered on and that the battery is fully charged and properly seated. The display must be active for the throttle to function.
- **Start from a Stop (Safely):** Use caution when engaging the throttle from a complete stop. Always mount the bike before applying the throttle, and begin with light input to avoid sudden acceleration.
- **Apply Gradual Acceleration:** Gently twist or press the throttle to activate the motor. Apply the throttle smoothly to maintain control, especially in tight spaces and around pedestrians.
- **Throttle Speed Limits:** Most throttles are limited by local law to operate up to 20 mph (Class 2). Check your display to monitor speed and PAS level.

LEGAL & SAFETY NOTES

Throttle use is not permitted in all jurisdictions.

Check with your local regulations to determine whether throttle-enabled eBikes are allowed on public roads, bike lanes, or trails in your area.

Do not use the throttle when walking the bike—use Walk Assist mode instead.

Throttle overrides the PAS. If both are active, the bike will respond to the throttle input.

PRO TIP: Use the throttle on hills or when starting from a stop for smoother takeoffs, especially when carrying cargo or riding uphill.

When using the throttle, always keep one hand on the brake lever and be prepared to disengage the throttle by releasing it immediately.

LIGHTS & REFLECTORS

Your Ride E-Z eBike is equipped with integrated front and rear LED lights designed to increase your visibility and safety under various riding conditions.

How to Operate the Lights

To turn lights on or off, press and hold the **+ button** on the control pad for 2–3 seconds.

Both the **front headlight** and **rear taillight** will illuminate if connected and functioning properly.

The lights remain on until the same button combination is used to turn them off or the bike is powered down.

When to Use Lights

- **Low visibility conditions:** fog, heavy cloud cover, rain, or tunnels
- **Dusk and dawn:** any time ambient light is reduced
- **Nighttime riding:** always use both front and rear lights at night
- **During the day (optional):** use daytime running lights for added visibility in traffic

Reflector Safety

In addition to powered lights, your eBike may feature reflectors on the wheels, pedals, and/or rear fender. These are **passive safety devices** that reflect car headlights and should never be removed.

Battery Consideration

The lights draw minimal power from the main eBike battery. However, frequent nighttime riding may slightly reduce the total battery range.

TIP: Regularly inspect the lights and wiring for damage. Replace bulbs or reconnect wiring if lights fail to operate.

Always check that your lights are functioning before each ride—especially in the evening and under poor weather conditions.

As you begin, there are a few important tips to help ensure a smooth and controlled experience.

First Ride Tips: Getting Comfortable with Your eBike

Becoming confident on your Ride E-Z eBike is essential for both your safety and your riding enjoyment. As you begin, there are a few important tips to help ensure a smooth and controlled experience.

- **Start with PAS Level 1.** Using the lowest assist setting allows you to feel how the motor responds to your pedaling with gentle support. It provides a more manageable pace for new riders. Higher PAS levels offer more power but can feel abrupt if you're not yet familiar with the bike's responsiveness.

- **Avoid using the throttle while mounting the bike.** Accidental throttle engagement can cause the bike to lurch forward unexpectedly, leading to a loss of balance. Always wait until you are fully seated, stable, and ready to ride before using the throttle.

- **Practice braking with even pressure on both levers.** This helps you become familiar with how your brakes respond and reduces the risk of sudden stops or skidding—which is especially important when riding at higher speeds and on wet or slippery surfaces.

- Choose a **flat, open area for your first few rides.** A quiet parking lot or low-traffic street is ideal for learning how the bike handles. Riding in a controlled environment helps you build confidence without the distraction of cars, pedestrians, or uneven terrain.

Safe Riding Practices

Riding safely protects not only you, but also pedestrians, drivers, and other cyclists. Whether you're commuting to work, taking a recreational ride, or exploring new routes, following fundamental safety practices significantly reduces your risk of injury and enhances the overall riding experience.

Obey all traffic signals and bike lane rules.

Treat your Ride E-Z eBike as you would any other vehicle on the road. Come to a complete stop at red lights and stop signs, yield when appropriate, and signal clearly before turning. Always ride in the same direction as traffic, and use designated bike lanes when available. Exercise increased caution at intersections, driveways, and merging points. Following the rules of the road helps drivers and other road users predict your movements, improving safety for everyone.

Adjust your speed in adverse riding conditions.

Weather and terrain can drastically affect how your bike handles. In rain, braking distances increase and traction decreases. Snow, ice, and frost reduce balance and control, while sand and gravel make steering and stopping more difficult. Reduce your speed when riding in these conditions, and avoid abrupt maneuvers such as sharp turns and sudden braking. Always give yourself extra time and space to slow down or stop, and stay alert for hidden hazards such as potholes and slippery patches under puddles.

Keep your handlebars clear of hanging items.

Do not hang backpacks, grocery bags, or other objects from your handlebars. Even small loads can disrupt the balance of the bike, interfere with steering, or cause the front wheel to veer. This becomes especially dangerous at higher speeds or during turns. Instead, carry items in a properly installed rear rack or pannier system or in a well-fitted backpack. Keeping your hands and handlebars clear ensures better control and safer maneuvering.

Use hand signals to communicate clearly.

Signaling your intentions is crucial when sharing the road. Before making a turn, changing lanes, or slowing down, use deliberate, easy-to-see hand signals. Extend your left arm straight out to signal a left turn. For a right turn, either extend your right arm straight out or raise your left arm bent at a 90° angle upward, depending on regional standards. To signal a stop or slowdown, extend your left arm downward with your palm facing behind you. Making eye contact with nearby drivers and glancing over your shoulder before changing position add another layer of safety.

Become familiar with common hand signals.

Communication with others on the road is crucial. Use clear, deliberate hand signals before turning, changing lanes, and stopping. For example, extend your left arm out for a left turn, your right arm out for a right turn (or left arm bent upward), and left arm bent downward to indicate slowing or stopping. Make eye contact with nearby drivers if possible and always check over your shoulder before moving into a new lane or position. These simple actions help others anticipate your movements and avoid accidents.

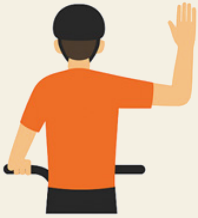
Hand signals are a vital part of safe eBike riding, especially when sharing the road with cars, pedestrians, and other cyclists. Signaling clearly helps others anticipate your actions and avoid accidents.

Here are the three most common hand signals every rider should know:

LEFT TURN

SIGNAL: Extend your left arm straight out horizontally.

When to Use: Before turning left at an intersection or into a driveway.



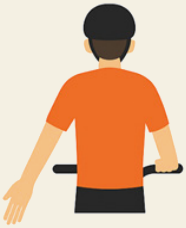
RIGHT TURN

(TWO ACCEPTED VERSIONS)

OPTION A (most common): Extend your right arm straight out horizontally.

OPTION B (traditional in some regions): Extend your left arm and bend it upward at a 90° angle.

Use the version that is most commonly recognized in your region.



STOP OR SLOW DOWN

SIGNAL: Extend your left arm and bend it downward at a 90° angle, palm facing behind you.

WHEN TO USE: Before braking or stopping and when you need to slow significantly.

Additional Useful Hand Signals

	Signal	Purpose
Slowing Down (alternative)	Extend your right arm out to the side and move your hand up and down (palm facing down).	To alert riders behind you that you're reducing speed but not coming to a full stop.
Hazard on the Road (Pointing)	Point with your left or right hand toward the ground on the side of the hazard (e.g., pothole, debris).	Used in group riding to warn following riders of something they might not see in time.
Move/Pass on This Side	Wave behind your back with your left or right hand, indicating which side a rider should pass on.	Often used when riding in groups or on narrow paths to signal passing zones or safe movement direction.

Maintenance Schedule & DIY Tips

Regular maintenance keeps your eBike safe, efficient, and reliable. Even simple checks can prevent costly repairs and extend the lifespan of your components. Here's a suggested routine for daily, weekly, and monthly upkeep—much of which you can do yourself with basic tools.

DAILY CHECKS (BEFORE EVERY RIDE)

Battery Charge Level

Check the battery status before each ride to ensure that you have sufficient range for your trip. Most eBikes have a built-in battery gauge or indicator lights. Riding with a low battery can reduce motor performance and leave you stranded. If the charge is low, plug the battery in before heading out.

Tire Pressure

Inspect both tires for adequate inflation by pressing firmly with your thumb. Underinflated tires reduce range, handling, and puncture resistance. Use a tire pressure gauge to confirm the pressure (check your sidewalls for recommended pressure). Top off with a hand pump or floor pump as needed.

Brakes

Squeeze both brake levers to ensure that they engage smoothly and stop the wheels without excessive pressure. Listen for squeaking or scraping, which may indicate the need for adjustments or pad cleaning. Functional brakes are critical, especially at higher eBike speeds.

WEEKLY MAINTENANCE

Lubricate the Chain

Apply bicycle-specific chain lubricant to a clean, dry chain. Spin the pedals backward while dripping lube onto the chain links; then wipe off excess with a rag. This reduces friction, prevents rust, and extends drivetrain life.

Inspect the Frame

Look over the entire bike frame for cracks, paint chips, or signs of stress, especially near weld points and joints. Also, check the handlebars, seat post, and pedals for looseness. Early detection of wear can prevent frame failure and accidents.

MONTHLY MAINTENANCE

Check Control Cables and Housing

Examine brake and shifter cables for fraying, corrosion, and stiffness. Inspect the cable housing for cracks and pinching, and ensure that the cables are routed smoothly without obstruction. Replace damaged cables promptly for consistent braking and gear shifting.

Inspect Brake Pad Wear

Examine your brake pads—whether disc or rim—for wear lines or thinning material. Replace the brake pads if the grooves are no longer visible or if braking has become noisy or ineffective. Worn-out pads can compromise your stopping power and damage your braking surfaces.

BIKE STORAGE & TRANSPORT

Store in a Cool, Dry Area

When not in use, keep your eBike indoors or in a sheltered space away from direct sunlight, rain, and extreme temperatures. Prolonged exposure to moisture can lead to rust and electrical degradation. Avoid leaving your bike outside for extended periods, especially in winter or hot climates.

Remove the Battery Before Transporting

Always detach the battery before loading your eBike into a vehicle or onto a rack. This reduces the overall weight and helps protect the battery from shock, vibration, and temperature fluctuations during transit. It also minimizes the risk of accidental activation or electrical faults during transport of the bike.

BATTERY STORAGE & TRANSPORT

Remove Battery When Transporting

As noted previously, the battery should always be removed and transported separately when the eBike is being moved by vehicle. Place the battery in a padded, secure container if possible, and never store it loosely where it can shift or fall.

Use eBike-Rated Car Racks

Not all bike racks are suitable for the weight and frame style of electric bikes. Use a rack that is specifically rated for eBikes to prevent damage or unsafe transport. Ride E-Z offers compatible, heavy-duty eBike racks—visit our website (www.werideez.com) for details and recommendations.

eBike Adjustments

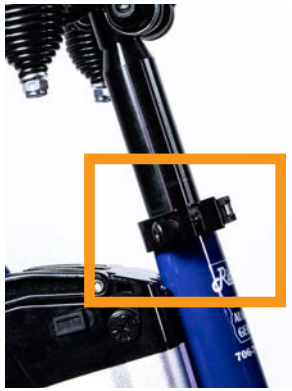
The following components can be adjusted by the user.

ACCESSING THE BATTERY UNDER THE SEAT

Your Ride E-Z eBike battery is located inside the seat tube and can be accessed by completely removing the seat post.

TO REMOVE THE SEAT AND ACCESS THE BATTERY:

Locate the seat post clamp.



Open the clamp.

Remove the seat post completely.

Remove the black clamp completely.

The bike will look like this.

Turn the key to the unlock position.

Pull the battery vertically upward until it is separated from the eBike frame.

FOLDING DOWN THE HANDLEBAR STEM

Riders will fold the handlebar stem during transportation or for storage.

Find the locking mechanism that secures the handlebar stem (highlighted).

Place thumb on locking mechanism.

Turn the lock clockwise to unlock the folding stem. A small hole appears (see orange box) when the handlebar stem is unlocked.

Pull the clamp away from the bike.

Gently move the folding stem in the direction it wants to naturally fall. Be very careful pulling down the stem because the electrical and brake wires are connected to the handlebars.

Note: To put the handlebar stem back in its upright position, make sure that the locking mechanism is locked securely in place after turning it counterclockwise. This step is very important for every rider's safety.

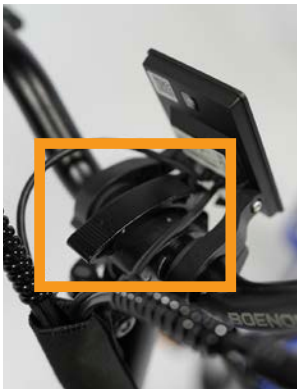
ADJUSTING YOUR HANDLEBARS FOR COMFORT AND CONTROL AND FOR TRANSPORT

Handlebar Pitch

The angle of the handlebars can be adjusted by the user.

TO ADJUST THE HANDLEBAR PITCH:

Find the clamp below the user display.



Pull the clamp up as high as it can go.

Next, take the handlebars and crank them down toward the seat and then toward the pedals. The handlebars can move toward and away from the seat.

Adjust the pitch as desired, and then lock the clamp back into place.

Handlebar Height

Proper handlebar height is essential for comfort, control, and posture while riding. Adjusting the handlebar to suit your riding style and body geometry can reduce strain on your back, shoulders, and wrists and improve your overall stability on the bike.

Handlebar height should be adjusted based on your preferred riding position and body size as follows:

- **Upright comfort riders may prefer higher handlebars to reduce pressure on the back and shoulders.**
- **Performance or sport riders may choose a lower position for a more aerodynamic posture.**
- **Taller or shorter riders may need to adjust height simply to match their reach and natural riding stance.**

There is no one-size-fits-all handlebar height. Take time to find the position that feels natural and allows you to maintain control without overreaching or feeling cramped.

TO ADJUST THE HANDLEBAR HEIGHT:

Locate the quick-release lever or bolt at the base of the handlebar stem.

On many Ride E-Z folding eBikes, this is a clamp system that can be opened by hand.

Adjust the handlebars until comfortable, and then lock the clamp back into place.

Adjusting the handlebars too high or too low can negatively impact your riding posture, visibility, and control. If you're unsure of the correct height, consult your local bike shop for guidance or a professional fitting.

ADJUSTING YOUR SEAT FOR COMFORT AND CONTROL

A properly adjusted seat is one of the most important aspects of a safe and comfortable ride. The right seat position helps prevent fatigue, improves pedaling efficiency, reduces joint strain, and ensures that you feel balanced and in control of your eBike.

You should become familiar with two key adjustments: seat height and seat angle. Both play a critical role in your riding posture and overall comfort.

Seat Height

Setting the correct seat height helps maximize pedaling efficiency and minimize stress on your knees and hips.

TO ADJUST THE SEAT HEIGHT:

Locate the seat post clamp.

Open the seat post clamp lever (quick-release or bolt-style) located at the base of the seat post.

Adjust the seat to the desired height by sliding the seat post up or down. Your leg should be almost fully extended when the pedal is at its lowest point—your knee should have a slight bend.

Once the seat is at the desired height, lock the clamp securely, ensuring that the seat does not rotate or slip when you apply pressure.

TIP: Never raise the seat post beyond the “minimum insertion” mark etched on the post. Doing so may weaken the frame and cause damage.

Seat Angle and Tilt

In addition to height, the **angle at which the seat sits** can be adjusted to suit your body geometry and riding preference.

TO ADJUST THE ANGLE:

Loosen the bolts located underneath the seat, where it connects to the top of the seat post.

Tilt the nose of the saddle forward (more acute angle) if it feels like you're tilting too far back or putting pressure on your lower back.

Tilt the nose of the saddle slightly upward (more obtuse angle) if the seat feels too loose, you're sliding forward, or you're experiencing discomfort in your arms or wrists from leaning too far.

After finding a comfortable angle, re-tighten the bolts evenly and securely to ensure that the seat stays firmly in place while riding.

⚠ **IMPORTANT:** An improperly angled seat can lead to numbness, joint strain, and/or poor posture over time. Take the time to adjust the seat angle gradually, and test your position on a short ride before locking it in.

If you're unsure about your adjustments or need assistance fine-tuning your seat position, your local bike shop can help you with a personalized fitting.

Troubleshooting

Power & Battery Issues

Problem	Possible Cause	What to Check / Do
Bike won't power on	Battery not fully connected or charged	Ensure that the battery is securely locked into place and fully charged.
Display flickers or shuts off	Loose battery connection	Remove and reseat the battery. Clean contacts if necessary.
Battery drains too quickly	High PAS level or steep terrain	Try riding at lower PAS levels. Fully charge battery before rides.
No battery indicator appears on screen	Display or cable issue	Inspect display connection. If loose or damaged, contact an authorized Ride E-Z dealer.

NOTE: For persistent power issues, battery diagnostics may require dealership tools or replacement testing. Do not attempt to open the battery housing.

Motor & Pedal Assist Issues

Problem	Possible Cause	What to Check / Do
Motor does not engage when pedaling	PAS sensor misaligned or dirty	Check for debris near the crank or magnet ring. Clean carefully.
Throttle not working	Throttle cable or sensor disconnected	Inspect cable at throttle and controller. Do not ride with a faulty throttle.
Intermittent motor power	Loose motor cable or internal error	Check motor cable near rear hub or bottom bracket. Secure all plugs.
Motor cuts out on bumps	Vibration is loosening a connection	Inspect all connectors (battery, controller, motor) for tight fit.

Braking & Handling Issues

Problem	Possible Cause	What to Check / Do
Brake lever feels soft or spongy	Air in hydraulic lines or worn pads	Inspect pads. If worn, replace. If softness or sponginess persists, contact an authorized Ride E-Z dealer to bleed the brakes.
Brakes squeal loudly	Contaminated or glazed brake pads	Clean with isopropyl alcohol or replace pads. Avoid touching rotors with fingers.
Bike pulls to one side when braking	Pad imbalance or wheel misalignment	Check for even brake pad wear and centered wheel.
Steering feels unstable	Loose headset or tire pressure issue	Tighten headset. Check and adjust tire pressure to recommended value.

Display & Electronics

Problem	Possible Cause	What to Check / Do
Screen frozen or unresponsive	Firmware error or electrical glitch	Power cycle the bike (i.e., turn the bike off completely and then turn it back on) . If issue persists, contact an authorized Ride E-Z dealer.
Settings not saving	Internal memory fault	Requires dealer firmware reset or controller replacement.
Speed not displaying correctly	Wheel sensor misalignment	Check magnet on spoke and sensor alignment. Adjust position as needed.

When to Contact a Ride E-Z Dealer

Situation	Why It Matters
Battery swelling or not charging	Could be a safety hazard. An authorized Ride E-Z dealer can test or replace battery safely.
Brake system needs to be bled	Requires specialized tools and experience to perform safely.
Controller or display failure	Diagnosing internal faults requires Ride E-Z diagnostic tools.
Recurring error codes or system shutdowns	Indicates deeper system issue requiring professional servicing.

Intended Use & Legal Compliance

Your Ride E-Z eBike is designed for paved roads, bike lanes, and light trails. It is not intended for extreme off-road use or stunt riding. Using the bike outside its intended purpose may compromise safety, void warranties, and result in damage to the components.

Electric bikes are categorized into classes that determine where and how they can be legally operated. These classifications impact whether an eBike can be used on sidewalks, bike paths, trails, and/or roads—and may also dictate equipment requirements such as lighting, speedometers, and other safety devices. It is your responsibility to understand the classification of your Ride E-Z eBike and to comply with all applicable state and local regulations.

Before riding, review your local regulations related to helmet use, lighting, sidewalk riding, and trail access, as well as any special registration, age restrictions, or licensing requirements.

RIDER REQUIREMENTS

Your Ride E-Z eBike is intended for a single rider only. **Do not carry passengers** under any circumstance. The maximum supported rider weight is **250 pounds (113 kg)**. Exceeding this limit may reduce performance, increase wear, and pose safety risks—particularly for braking, stability, and motor output. Carrying a second person or overloading the frame could result in damage and may void your warranty.

STATE & LOCAL REGULATIONS

Laws regarding eBike usage can vary significantly across states and even between municipalities. **Consult your state's Department of Motor Vehicles (DMV) or local transportation authority** to understand

the rules in your area. Regulations may include licensing or registration requirements, minimum rider age restrictions, helmet requirements, and limitations on where eBikes can be ridden.

EBIKE CLASSIFICATION

Ride E-Z eBikes are Class 2 electric bicycles. This means that they include both **pedal-assist and throttle modes** and can assist at speeds up to **20 mph (32 km/h)**. Class 2 bikes are often allowed on most bike paths, lanes, and trails—but always check your local laws before riding.

Understanding the classification system is important, as it helps determine legal access and equipment requirements. The system commonly used in the United States includes the following four classes:

- **Class 1** eBikes offer pedal assist only, with no throttle. The motor activates only when you pedal and stops assisting at 20 mph.
- **Class 2** eBikes (including Ride E-Z eBikes) provide both pedal-assist and throttle capability. The motor cuts off at 20 mph whether you're pedaling or using the throttle.
- **Class 3** eBikes offer pedal assist only, with no throttle. These bikes assist up to 28 mph and may have access restrictions in certain areas.
- **Class 4** eBikes typically exceed 28 mph or have motors with powers greater than 750 W. These are considered off-road or motorized vehicles and are generally restricted to streets or private property.

Most states regulate Class 1–3 eBikes under rules similar to those applied to bicycles, allowing them in many public spaces. However, Class 4 bikes are typically excluded from bike lanes and trails.

COMPLIANCE REMINDER

It is your responsibility to ensure that your eBike meets your state and city's legal requirements. This includes **lighting requirements, helmet laws, sidewalk restrictions,** and **equipment standards**. Consult your local authorities or DMV for complete guidance. Failure to comply may lead to fines or voided warranties.

RIDER LIMITATIONS

Maximum Weight Limit: The Ride E-Z eBike is engineered for riders up to 250 lb. Exceeding this limit can cause strain on the frame, motor, brakes, and wheels, leading to unsafe conditions or component failure.

Single Rider Only: The bike is designed for one person. Adding passengers reduces stability and compromises safe operation. **Do not install aftermarket seats, foot pegs, or cargo solutions for carrying others** unless explicitly approved by Ride E-Z.

⚠ **IMPORTANT:** Carrying a passenger or exceeding the weight limit not only increases the risk of injury but may also void your warranty.

⚠ Final Note on Legal Compliance

For your safety and the legality of your ride, **consult your local Department of Motor Vehicles or transportation authority** to ensure that you are following all applicable eBike laws.

Additionally, there are numerous online resources outlining state-level eBike laws. For example, the following two sites provide state-by-state summaries of eBike laws:

- **People for Bikes: https://www.peopleforbikes.org/electric-bikes/state-laws**
- **The Cyclist Choice: https://thecyclistchoice.com/resources/electric-bike-laws-by-state/**

Warranty Terms & Exclusions

WARRANTY COVERAGE: MANUFACTURED DEFECTS – 1 YEAR

Ride E-Z stands behind the quality of our craftsmanship. Every eBike is built to meet strict manufacturing standards. We provide a 1-year limited warranty covering manufacturing defects in materials and workmanship, beginning on the date of original retail purchase.

WHAT IS NOT COVERED:

This warranty does not cover:

- Wear-and-tear items (see “Exclusions” section)
- Damage from crashes, misuse, or neglect
- Water damage or corrosion from improper storage
- Unauthorized repairs or part replacements
- Any issues caused by aftermarket components or tuning kits

How to File a Claim

If you believe your eBike has a manufacturer-related defect:

1. **Stop riding immediately** to prevent further damage.
2. **Contact Ride E-Z Customer Support**, or visit an authorized Ride E-Z dealer.
3. Provide proof of purchase, serial number, and photos/videos of the issue.
4. Our support team will assess the situation and determine whether a warranty repair or replacement is appropriate.

Note: All warranty work must be performed by Ride E-Z or an authorized service partner. Unauthorized repairs or disassembly will void the warranty.

EXCLUSIONS FROM WARRANTY COVERAGE

While your Ride E-Z eBike is built with durability and reliability in mind, certain conditions and types of damage are not covered under the standard warranty. Please review the following exclusions to understand the parts and conditions that fall outside the scope of manufacturer support:

Wear and Tear Items

- **Components that are subject to normal wear from regular use are not covered. These include, but are not limited to:**
    - Brake pads and rotors
    - Tires and inner tubes
    - Chains, cassettes, and chainrings
    - Grips, saddles, and pedals
    - Bearings, bushings, and cables
- These items degrade over time depending on riding style, terrain, and maintenance and are considered the rider's responsibility to monitor and replace.

Misuse or Water Damage

- **The warranty does not apply to any damage resulting from improper use, including:**
    - Riding in extreme weather conditions (deep water, snow, saltwater exposure)
    - Using the bike for stunt riding, racing, or commercial delivery
    - Failure to store the bike properly (e.g., leaving it exposed to the elements)
    - Damage caused by improper cleaning methods, pressure washing, or submersion
- Although your eBike is designed to handle light rain and puddles, it is not waterproof. Excessive water exposure can damage electrical components and will void your warranty.

Unauthorized Repairs or Modifications

- **Tampering with or replacing key components with non-OEM parts will void warranty coverage. Such actions include:**
  - Opening or modifying the battery, controller, or motor
  - Installing non-approved displays, throttles, or PAS sensors
  - Attempting repairs without prior authorization from Ride E-Z or a certified dealer
  - Use of aftermarket firmware, apps, or tuning devices
- **If your eBike needs service, contact your local Ride E-Z dealer or an authorized repair technician to ensure that your warranty remains valid.**

Ride E-Z

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