



YOUR LIFE,  
HEYBIKE



## HEYBIKE RANGER S-1000 ELECTRIC BIKE

**USER MANUAL**

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

Visit [www.heybike.com](http://www.heybike.com) to download the latest user manuals

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## CONGRATULATIONS ON YOUR PURCHASE!

1

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

2

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

3

If there is any assistance needed, please feel free to contact Heybike Support.



## ! Product Safety Notice



Always wear a helmet when riding your electric bike.



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



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



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



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



Always respect pedestrians.



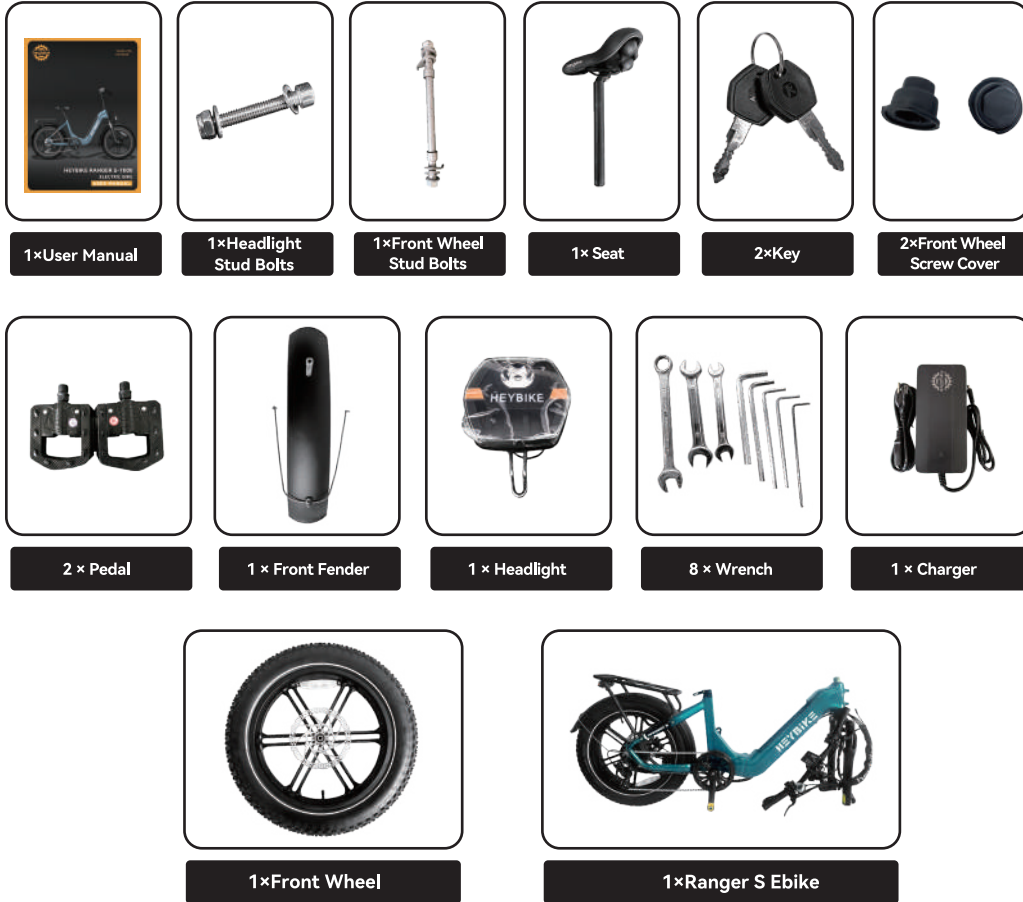
Do not ride under wet conditions. The electric bike may slide from under your feet causing injury. Wet conditions may damage the electronics and void the warranty.

**DON'T RIDE UNTIL YOU READ THESE:**

## ! Warning Message

- **Avoid water** - The electric bike is not waterproof. The electronics may be damaged due to water and water damage is not covered by our warranty. Riding in wet conditions is also very dangerous and may result in injury.
- **Avoid prolonged exposure** to sun or rain and avoid storage in places with high temperatures or corrosive gas.
- **Abuse** - We do not cover physical damage due to negligent care and extreme riding.
- **Whenever you ride** the heybike Electric Bike, you risk severe injury or even death from loss of control, collisions, and falls. Use caution and ride at your own risk.
- **Do not modify** the product from manufacturer's original design.
- **Do not exceed** the posted speed limit and obey all traffic laws.
- **Avoid touching** the charging port directly and do not let it make contact with a metal object.
- **Keep hands and all body parts away** from moving parts while operating the electric bike.
- **Before riding** - be sure to check the electric bike over and make sure the electric bike is operating correctly before each use.
- **Before riding** - be sure to check that the braking system is functioning properly; also be sure to check that all safety labels are in place and you understand the safety warnings.
- **Before riding** - be sure that any and all axle guards, chain guards, or other covers or guards supplied by the manufacturer are in place and in serviceable condition.
- **Before riding** - be sure to check that the tires are in good condition, inflated properly, and have sufficient tread remaining.
- **Never exceed** the 400 lbs (181 kg) maximum load rating.
- **The electric bike should never** be used by children under the age of 18.
- **Maximum Speed** - Your electric bike goes at a maximum speed of 28 mph.
- **Make note that additional insurance may be required to** cover situations you encounter while riding an electric bike. It is recommended that you contact an insurance company or broker for advice and consultation.
- **To conserve electricity**, use assist mode, and avoid zero starting, frequent braking, driving against the wind, carrying heavy loads including other people and riding with insufficient air pressure.

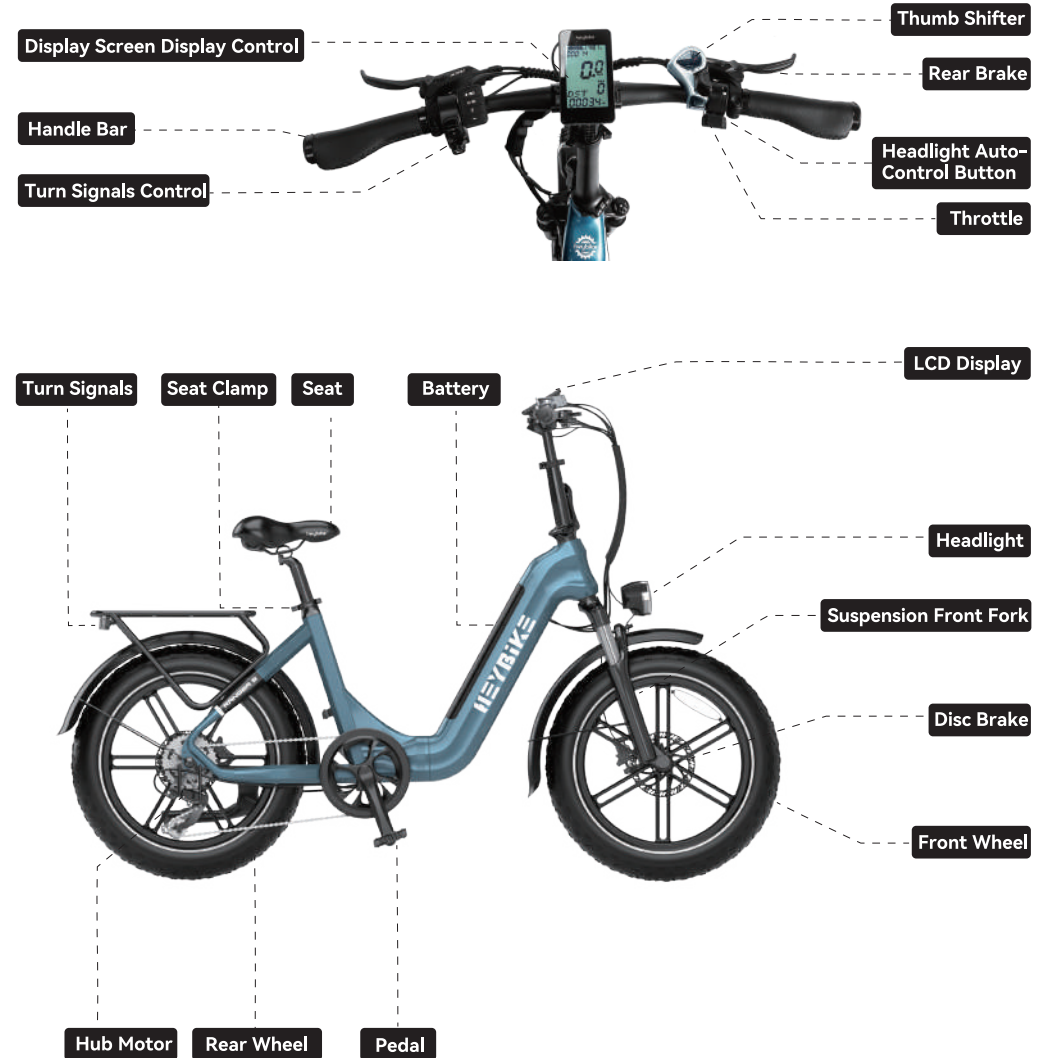
## Package Contents



Carefully check package contents, if anything is missing or damaged, please contact Heybike Support.

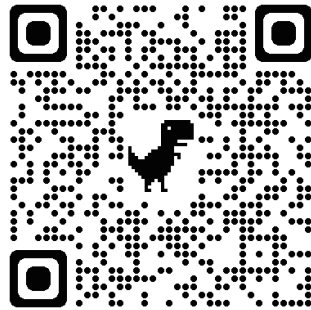
Unpack the bike. Open the bike box and remove the small box inside. With the help of another person capable of safely lifting a heavy object, remove the bike from the bike box. Carefully remove the packaging material protecting the bike frame and components. Please recycle packaging materials especially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

## Product Overview





## Assembly Instruction



Scan QR code to download assembly video:

Congratulations on your purchase of a Heybike Ranger S-1000 electric bike! The instructions that follow are intended to serve as a guide in unboxing and getting familiar with your new bike.

Please visit [www.heybike.com](http://www.heybike.com) for additional help with assembly, including a step-by-step video.

Or you can Scan the code to download the tutorial about how to assemble the bike.

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



## Assembly Instruction

### Step 1--Front Wheel

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



1

Locate the fork, then remove the stud bolts from fork protection.



2

Remove the black retainer from the brake caliper



3

Find out the front wheel stub bolts and put it through the front wheel center shaft (start from the side with the brake disc), then tighten the stud bolts slightly.



4

Snap the front wheel into the threaded part of the fork, use a gear wrench to tighten the stud bolts.

## Assembly Instruction

### Step 2--Handlebar



**1** Locate the head parts, loosen the fastening screw, and remove the washer.



**2** Place handlebar onto head parts, adjusting handlebar angle to make sure the bike is straight in line. Open the quick-release lever.



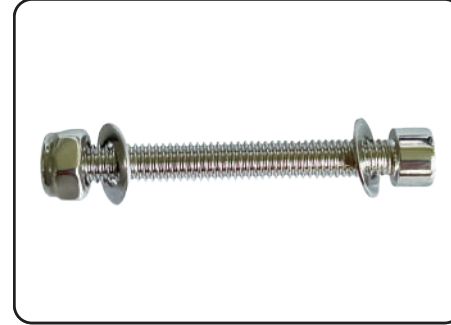
**3** Use an Allen wrench to tighten the screw and lock the quick-release lever.



**4** Use a smaller Allen wrench to tighten the screws around the head parts.

## Assembly Instruction

### Step 3--Headlight & Front Fender



**1** Find out headlight stud bolts.



**2** Use a gear wrench and an allen wrench to fasten headlight and fenders above the front fork.



**3** Connect the power cable of headlight with handlebar's. And also connect display cable with handlebar's.



**4** Loosen the 2 screws located on both sides of the front fork, align the coils of the 2 arms of fender with the holes, and use an Allen wrench to tighten the screws.

## Assembly Instruction

### Step 4--Pedals

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



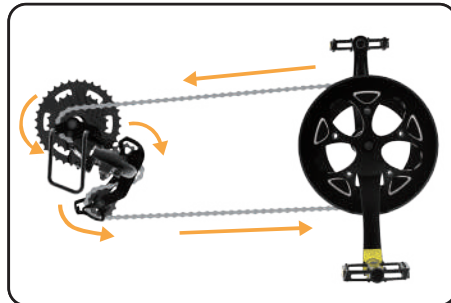
**1** Locate the right/left side pedal, which has the "R"/"L" sticker attached.



**2** Thread the right pedal onto the right crank gently by hand, turning clockwise. Then tighten the pedal with Allen Wrench.



**3** Thread the right pedal onto the right crank gently by hand, turning clockwise. Then tighten the pedal with Allen Wrench.



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

## Assembly Instruction

### Step 5--Seat

Positioning the seat at the right height is key for better pedaling, safety, and overall comfort. The rider's leg length is used to determine the seat's position. When pedaling, your hips should remain level and your legs should not over-extend. To determine the right seat height, sit on the eBike with the pedal at its lowest point and place the ball of your foot on the pedal. If your knee is slightly at this position, the seat is at the right height. Additionally, when placing your heel on the pedal, your leg should be nearly straight.



**1** Open the clamp under the seat post and push the seat down.



**2** Set it to a height that fits the rider then close the clamp to secure the seat in place.



**3** Find out the 2 front wheel screw cover.



**4** Cover them on the screws on both sides of the front wheel.

## Assembly Instruction

### Adjusting the Suspension Fork

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



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

## Assembly Instruction

### Adjusting the Suspension Fork

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

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



**The preload adjustment knob (2)**, located on the top of the left side of the suspension fork. To soften the ride, subtract resistance by turning the preload adjustment knob counterclockwise, in the direction of the small “-” on the knob. To make the suspension stiffer when going over bumps, add resistance by turning the preload adjustment knob clockwise, in the direction of the small “+” on the knob.

## Charge Your E-Bike



- Uncover the rubber cover of the charging port on the left side of the battery.
- Connect the battery and battery charger.
- Insert the charger plug to power, the charging begins when the red light is on.
- **Note:**
  1. When charging the battery, please place the charger in a flat, dry and secure place.
  2. Once fully charged, the light turns green. Unplug the charger from the wall outlet first, and then remove the charger output plug from the battery charging port.
  3. You can also remove the battery and take it indoor to charge.

## Remove the Battery



**1** Put the key into the lock, turn it to the right first.



**2** Then turn it to the left.



**3** When the battery pops out, you can take it out.



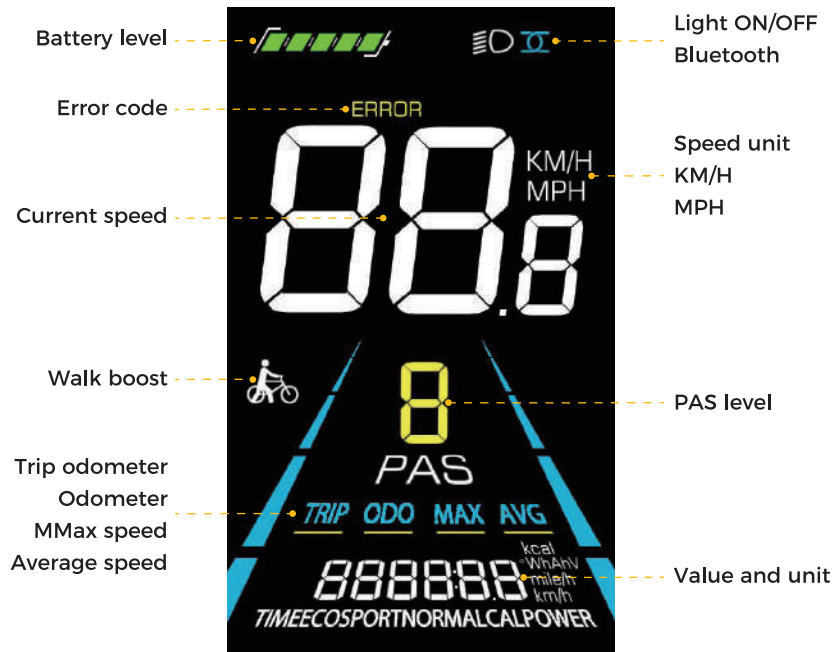
**!** Check this power switch are turned on before you ride. If you don't ride your bike for long or need to transport it long distance, make sure this switch off, which will help extend battery's life.






# Display and Setting

## Functional overview

The YI8IF display offers a variety of features to suit your riding needs, including:



- Battery level indicator
- Pedal assist (PAS) level indicator
- Walk boost mode
- Light ON/OFF
- Error code indicator
- Speed (current speed, maximum speed, average speed)
- Mileage display (single and total mileage)
- Bluetooth connection indicator (optional)
- Personalized parameter settings (e.g. wheel diameter, speed limit, etc.)
- Factory default parameter recovery function




The YL8IF display is equipped with five buttons on the corresponding operating unit: power on/off , plus , minus , light , and toggle .

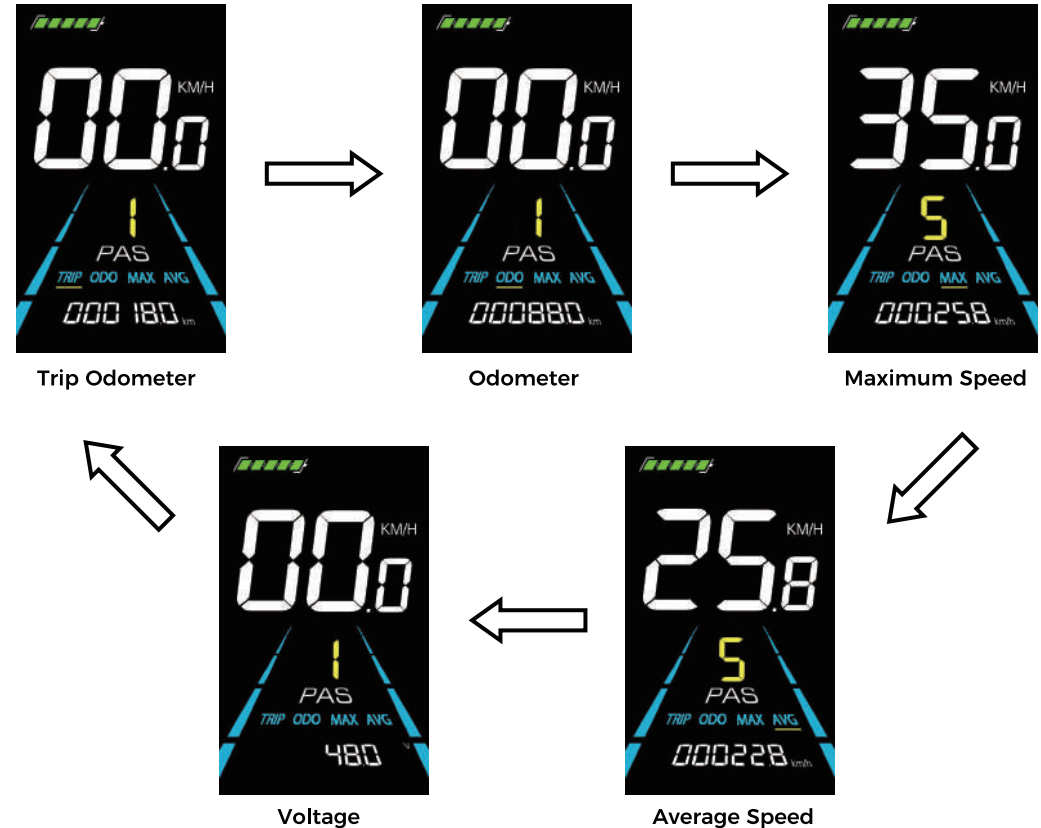
# Display and Setting

## Power on/off

Long press  to power on/off the display. In the power on state, Long press  to turn off the power of the electric vehicle. After turning on the battery power, the first startup requires two startup operations. The first startup is the startup chip, and the second startup is the normal startup of the instrument panel.




## Display interface switching


When the display is powered on, it will show the Current Speed (mile/h) and Trip Odometer (mile) by default. Short press  to cycle between Trip Odometer(mile), Odometer (mile), Maximum Speed (mile/h), Average Speed (mile/h), and Voltage(V)



## Display and Setting


### Walk boost mode

Long Press and hold , the electric bicycle enters the walk boost mode. Your e-bike will run at the constant speed at the promoted speed and the display shows . Release  to stop the power output immediately and restore to the state before walk boost.

 The walk boost mode can only be used when pushing the electric bicycle, please do not use it while riding.





### Turning on/off lights

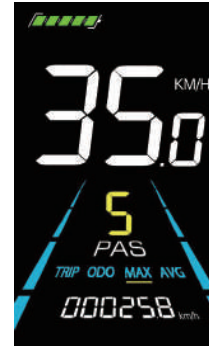
Press the  to make the controller turn on the lights and the display backlight becomes dim. Press  again to make the controller turn off the lights and the backlight restore brightness.



## Display and Setting

### PAS level selection

Press  /  to switch PAS level of electric bicycle, thus changing the motor output power. (The following pictures are only for illustration of different speeds in different gears. The specific speed is subject to the actual product)



### Battery level display

The Battery level is shown as 5 bars. When the battery is full charged, all of the 5 bars lighten up. When the battery is fully depleted, the bar will begin to flash, warning the user to charge the battery as soon as possible.



Full power

Four bars power

Three bars power

Two bars power

One bar power



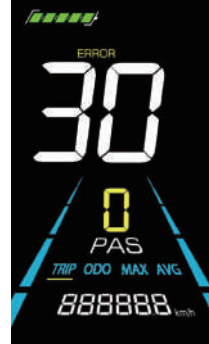
Empty power flashing

## Display and Setting

### Error code display

If there is a fault occurs in the electronic system of the electric bicycle, the display will automatically show an error code, see Schedule 1 for a detailed definition of the error code.

⚠ When the error code appears on the display, please troubleshoot the problem in time, the electric bicycle will not be able to drive normally after the problem occurs.



### Personalized parameter settings

⚠ Each setting needs to be done with the bicycle stationary.

The personalized parameter setting procedure is as follows:  
When the display is ON and the speed shows 0.

- (1) Press and hold **+** **-** simultaneously for more than 2 seconds to enter the personalized parameter setting interface.
- (2) Press **+** / **-** to toggle between the personalized parameter setting interface, and press to enter the parameter changing state.
- (3) Press **+** / **-** to select the parameter, long press **+** for addition operation, long press **-** for subtraction operation.
- (4) Press **i** to save the parameter settings and return to the personalized parameter setting interface.
- (5) Long Press **i** to save the parameter settings and exit the personalized parameter setting interface.

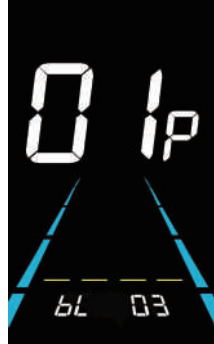
The following options are available on the personalized parameter setting interface.

## Display and Setting

### Backlight luminance setting

01P is the backlight luminance setting, Parameters 01,02 and 03 are available, which represent the backlight luminance, 01 for the minimum luminance, 02 for the standard luminance and 03 for the maximum luminance

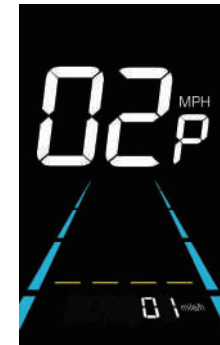
Press the button **i** to enter the parameter modification interface. Press the button **+** / **-** for parameter selection. Press the button **i** to save the parameter and return to the selection interface of general setting options.



### Metric and Imperial setting

02P is the metric and imperial setting, 00 for metric and 01 for imperial.

Press the button **i** to enter the parameter modification interface. Press the button **+** / **-** for parameter selection. Press the button **i** to save the parameter and return to the selection interface of general setting options

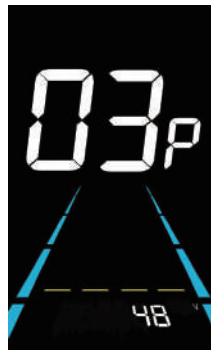


## Display and Setting

### Rated voltage setting

03P is the rated voltage setting. (Can only be viewed but not adjusted)

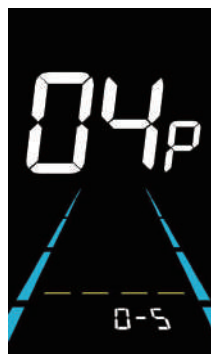
Press **i** to enter the parameter viewing state. Press **i** to return to the personalized parameter setting interface.



### PAS level setting

04P is the Pedal assist level setting. The available PAS level settings are: 0~3,1~3, 0~5,1~5.

Press **i** to enter the parameter changing state. Press the **+** / **-** to select the parameter and press **i** to save the parameter setting and enter the 6.4.1 power ratio value setting interface, or press and hold the **i** to confirm and return to the main interface.



## Display and Setting

### PAS level ratio value setting

To meet different requirements for users, the speed of every level can be adjusted by setting the PAS level ratio value. Please see the details from Schedule 2.

For example, "10-48%" is the ratio range of PAS 1. The default ratio value of PAS 1 is 28% which is adjustable.

Press the **+** / **-** to select the parameter and press **i** to save the parameter and enter into the next level setting.

Press **i** again to save the settings and return to the personalized parameter setting interface.



### Wheel diameter setting

05P is the wheel diameter setting. The adjustable wheel diameter range is: 8~32inch.

Press **i** to enter the parameter changing state. Press the **+** / **-** to select the parameter and press **i** to save the parameter setting and return to the personalized parameter setting interface.



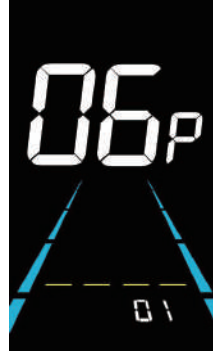


## Display and Setting

### Number of speed sensor magnets setting

06P is the speed sensor magnet number setting. The adjustable speed sensor magnet number range is: 1 ~ 63pcs.

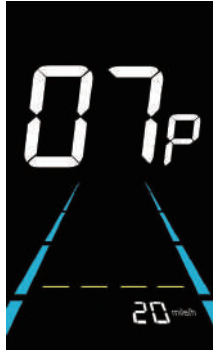
Press **i** to enter the parameter changing state. Press the **+** / **-** to select the parameter and press **i** to save the parameter setting and return to the personalized parameter setting interface.



### Speed Limit Setting

07P is the speed limit setting. The adjustable speed limit range is: 1~39mile/h. (1~63km/h)(The maximum adjustable speed limit varies by different protocols).

Press **i** to enter the parameter changing state. Press the **+** / **-** to select the parameter and press **i** to save the parameter setting and return to the personalized parameter setting interface.



## Display and Setting

### Controller Current Limit Setting

08P is the controller current limit setting. The adjustable range is: 1~31A.

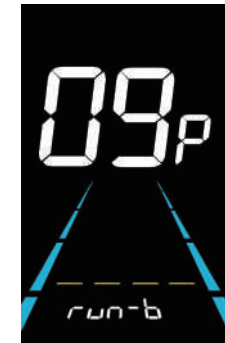
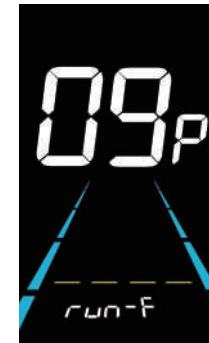
Press **i** to enter the parameter changing state. Press the **+** / **-** to select the parameter and press **i** to save the parameter setting and return to the personalized parameter setting interface.



### PAS sensor direction setting

09P is the PAS sensor direction setting, run-F is front direction and run-b is opposite direction.

Press **i** to enter the parameter changing state. Press the **+** / **-** to select the parameter and press **i** to save the parameter setting and return to the personalized parameter setting interface.

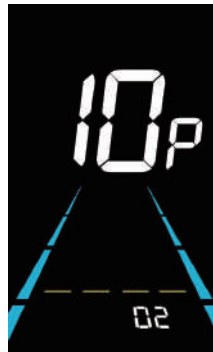


## Display and Setting

### Pedal assist sensitivity setting

10P is the pedal assist sensitivity setting. When set to higher numbers, it will take more crank rotations to activate the motor. On lower numbers, it will take little crank rotation to activate the motor. The adjustable range is: 2-9.

Press **i** to enter the parameter changing state. Press the **+** / **-** to select the parameter and press **i** to save the parameter setting and return to the personalized parameter setting interface.



### Number of pedal assist sensor magnets setting

11P is the number of pedal assist sensor magnets setting. The adjustable range: 5-12 pcs.

Press **i** to enter the parameter changing state. Press the **+** / **-** to select the parameter and press **i** to save the parameter setting and return to the personalized parameter setting interface.

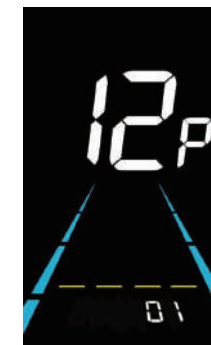


## Display and Setting

### Throttle mode setting

12P is the throttle mode setting. 00 represents normal throttle mode, 01 represents throttle 6km mode. When the Throttle is turned, the instrument enters the walk boost mode.

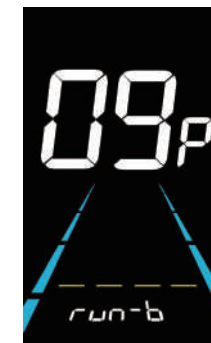
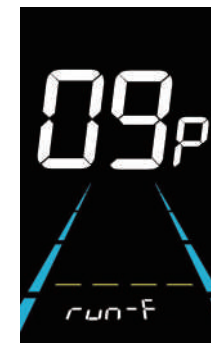
Press **i** to enter the parameter changing state. Press the **+** / **-** to select the parameter and press **i** to save the parameter setting and return to the personalized parameter setting interface.



### Throttle level setting

13P is the throttle Level setting. 00 is to disable the throttle level. 01 is to enable the throttle level. If you select 01, it means that when the steering angle is turned to the maximum, the bicycle speed can only reach the maximum speed that can be reached by the current display of the throttle level; If 00 is selected, it means that when turning the throttle, it is not limited by the throttle level displayed on the display and can reach the rated maximum speed.







Press **i** to enter the parameter changing state. Press the **+** / **-** to select the parameter and press **i** to save the parameter setting and return to the personalized parameter setting interface.

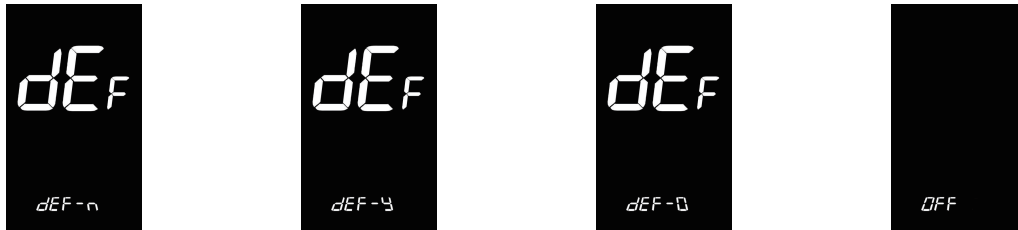


## Display and Setting

### Restore factory default parameter settings operation

dEF is the restore factory default parameter settings, dEF-Y is to restore default settings, and dEF-N is not to restore.



Enter into the main setting interface and keep the speed at 0, press and hold  and  simultaneously for 2s to enter the restore factory default setting interface. Pressing  /  to toggle to dEF-Y. Then after pressing  to confirm, the display will show dEF-0 for a few seconds and then automatically start to restore the factory default settings. After restoring to default, the screen will display OFF. Press and hold  for more than 2 seconds to return to the normal display interface.

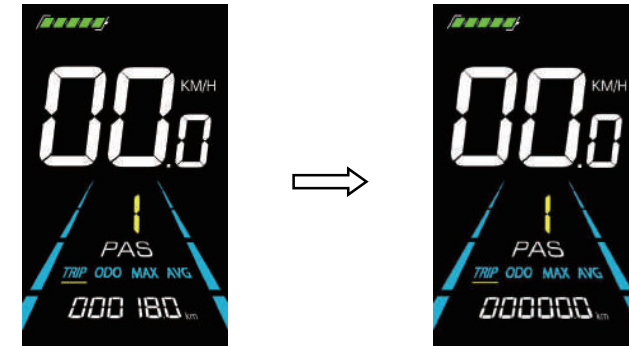


## Display and Setting

### Trip odometer reset operation

The display can record trip odometer and odometer. Trip odometer is not automatically reset after turning off. The trip odometer needs to be reset manually.

Enter into the main setting interface and keep the speed at 0, press and hold  and  simultaneously for 2s to reset the trip odometer. The main interface will flash during the reset process.



Error Code Definition

Error code	Definition	Error code	Definition
E021	Current failure	E024	Hall failure
E022	Throttle failure	E025	Brake failure
E023	Motor phase failure	E030	Communication failure

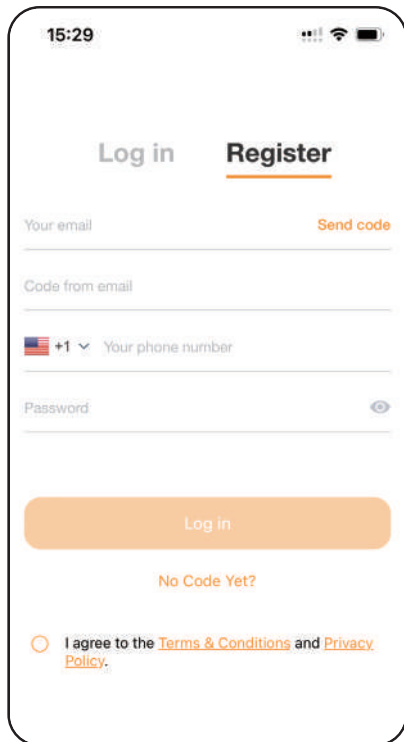
# APP Operation

Heybike APP will update continually and the phone display interface is subject to the latest version. Note: APP is only available for models released after September, 2022.

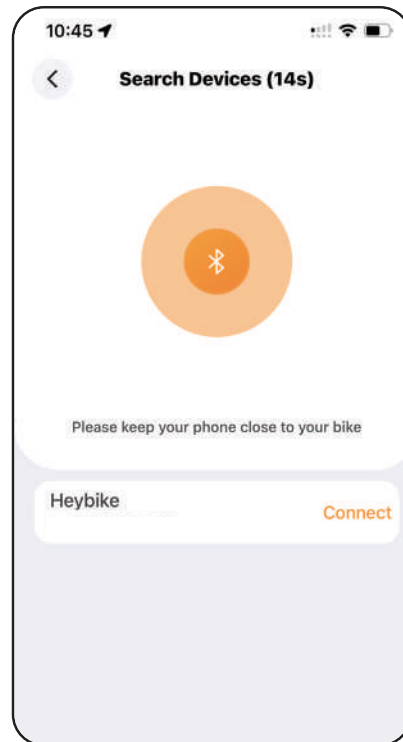
Please download the Genuine APP from Google Play Store or IOS App Store.(Search heybike)



● Heybike

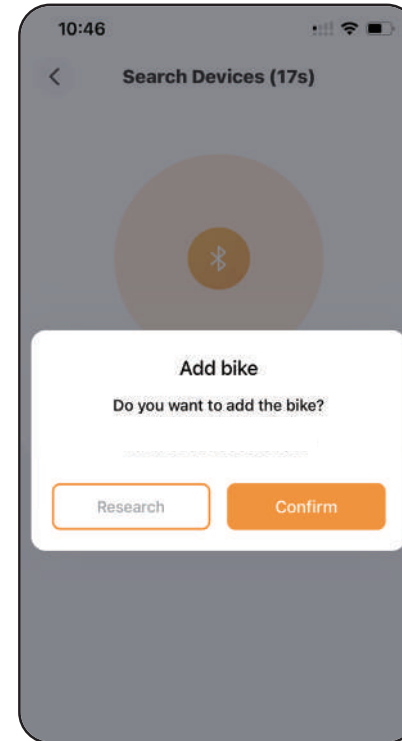


**1** Turn on the Bluetooth on your phone first. Use your email to register an account for the first use and log in.

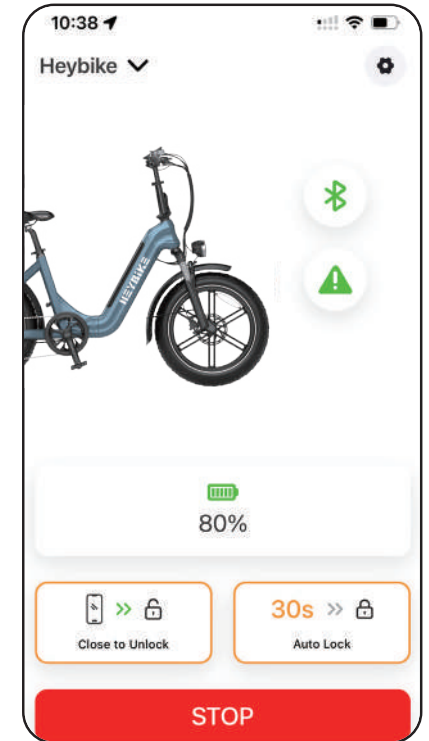


**2** After login, click the Connect button to enter the Bluetooth search page.

# APP Operation



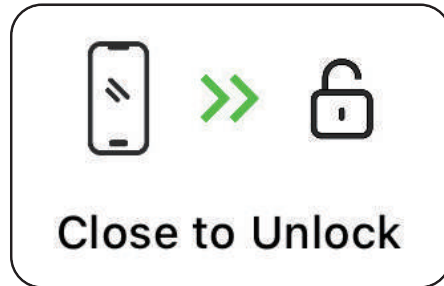
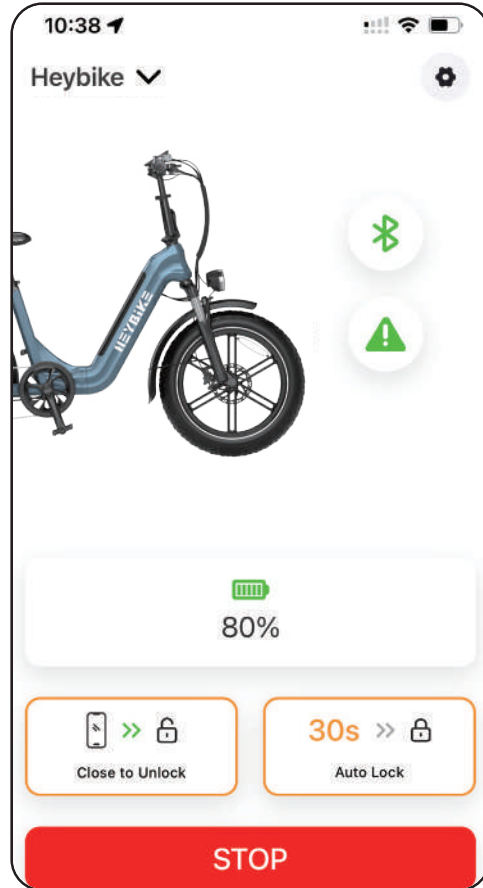
**3** Find your device, click Connect on the right side, then click Confirm to bind your bike.



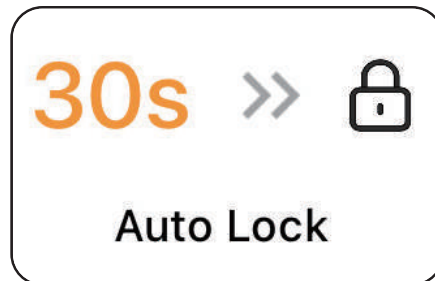
**4** The Bluetooth icon on the main page will stay firm green which means the APP is connected successfully with the bike. (Note: the blinking blue Bluetooth icon means the APP doesn't connect with the bike)

# APP Operation

Log in and Connect your Bike




**1** **Close to unlock**  
Need to open the APP and connect to Bluetooth, while close to the bike 3-5 meters, the bike will turn on automatically.



**2** **Auto lock**  
The bike will be turned off automatically after the Bluetooth is disconnected and reaches the setting time.

# Start-up Procedure

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

- Familiarize yourself with the battery power positions. Turn on the battery first, then be ready for a ride.
- Ensure proper handlebar and seat adjustment. Note that lowering the seat so the rider can put one or both feet flat on the ground without dismounting from the seat may offer a safer and more comfortable introduction to operating the bike. Ensure the handlebar faceplate bolts and seat post quick-release are fully and properly secured.
- Turn on the bike. With the battery locked in place. Locate the LCD display controls (near the left handlebar grip). Hold down the power button for approximately 3 seconds until power is delivered to the LCD display and turned on.
- Turn on the headlight and taillight if needed. Once the battery is on, press  button (located on the light remote).
- Select the desired level of pedal assistance (PAS) between levels 0 through 5 using the + and - on the display remote. Level 1 corresponds to the lowest level of pedal assistance. Level 5 corresponds to the highest level of pedal assistance. Level 0 indicates pedal assistance is inactive. Start in PAS level 0 or 1 and adjust from there.
- Begin riding carefully. With the proper safety gear and rider knowledge, you may now operate your bike. On a flat surface, in a low gear (1 or 2), most riders should be able to begin pedaling the bike with pedal assist level 0 or 1. You may also use the throttle to accelerate and maintain your desired speed.
- The throttle is used by slowly and carefully rotating the throttle backward toward the rider. Do not use the throttle unless you are on the bike.



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

# Daily Care and Maintenance

## Cleaning and Storage

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

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

## Battery Maintenance

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

## Storage and Disposal

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

## Recommended Service Intervals

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

Interval	Inspect	Service	Replace
Weekly, 100-200 mi (160-321km)	<ul style="list-style-type: none"> <li>- Check drivetrain for proper alignment and function (including the chain, freewheel, chainring, and derailleur).</li> <li>- Check wheel trueness and for quiet wheel operation (without spoke noise).</li> <li>- Check condition of frame for any damage.</li> </ul>	<ul style="list-style-type: none"> <li>- Clean frame by wiping frame down with damp cloth.</li> <li>- Use barrel adjuster(s) to tension derailleur/brake cables if needed.</li> </ul>	<ul style="list-style-type: none"> <li>- Replace any components confirmed by heybike Product Support or a certified, reputable bike mechanic to be damaged beyond repair or broken.</li> </ul>
Monthly, 250-750 mi (402-1207km)	<ul style="list-style-type: none"> <li>- Check brake pad alignment, brake cable tension.</li> <li>- Check bike is shifting properly, proper derailleur cable tension.                             <ul style="list-style-type: none"> <li>- Check chain stretch.</li> </ul> </li> <li>- Check brake and shifter cables for corrosion or fraying.                             <ul style="list-style-type: none"> <li>- Check spoke tension.</li> </ul> </li> <li>- Check accessory mounting (rack mounting bolts, fender hardware, and alignment).</li> </ul>	<ul style="list-style-type: none"> <li>- Clean and lubricate drivetrain.</li> <li>- Check crankset and pedal torque.</li> <li>- Clean brake and shift cables.</li> <li>- True and tension wheels if any loose spokes are discovered.                             <ul style="list-style-type: none"> <li>- Balance the battery.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Replace brake and shift cables if necessary.</li> <li>- Replace brake pads if necessary.</li> </ul>
Every 6 Months, 750-1250mi (1207-2011km)	<ul style="list-style-type: none"> <li>- Inspect drivetrain (chain, chainring, freewheel, and derailleur).</li> <li>- Inspect all cables and housings.</li> </ul>	<ul style="list-style-type: none"> <li>- Standard tune-up by certified, reputable bike mechanic is recommended.</li> <li>- Grease bottom bracket.</li> </ul>	<ul style="list-style-type: none"> <li>- Replace brake pads.</li> <li>- Replace tires if necessary.</li> <li>- Replace cables and housings if necessary.</li> </ul>

**Pre-Ride Safety Checklist**

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

Safety Check	
1.Brakes	Ensure front and rear brakes work properly. Check brake pads for wear and ensure they are not overworn. Ensure brake pads are correctly positioned in relation to the rims. Ensure brake cables are lubricated, correctly adjusted, and display no obvious wear. Ensure brake levers are lubricated and tightly secured to the handlebar. Test that the brake levers are firm and that the brake, and the brake light are functioning properly.
2.Wheels and Tires	Ensure tires are inflated within the recommended limits posted on the tire sidewalls and hold air. Ensure tires have good tread, have no bulges or excessive wear, and are free from any other damage. Ensure rims run true and have no obvious wobbles, dents, or kinks. Ensure all wheel spokes are tight and not broken. Check axle nuts and front wheel quick-release to ensure they are tight. Ensure the locking lever on the quick-release skewer is correctly tensioned, fully closed, and secured.
3.Steering	Ensure the handlebar and stem are correctly adjusted, tightened, and allow proper steering. Perform a handlebar twist test (see assembly step 4) to ensure the stem clamp bolt security. Ensure the handlebar is set correctly in relation to the fork and the direction of travel.
4. Chain	Ensure the chain is clean, oiled, and runs smoothly. Extra care is required in wet, salty/otherwise corrosive, or dusty conditions.
5. Bearings	Ensure all bearings are lubricated, run freely, and display no excess movement, grinding, or rattling. Check headset, wheel bearings, pedal bearings, and bottom bracket bearings.
6. Cranks and Pedals	Ensure pedals are securely tightened to the cranks. Ensure the cranks are securely tightened and are not bent.
7. Derailleur and Mechanical Cables	Check that the derailleur is adjusted and functioning properly. Ensure shifter and brake levers are attached to the handlebar securely. Ensure all shifter and brake cables are properly lubricated.
8. Frame, Fork, and Seat	Check that the frame and fork are not bent or broken. If either frame or fork are bent or broken, they should be replaced. Check that the seat is adjusted properly, and seatpost quick-release lever is securely tightened.
9. Motor Drive Assembly and Throttle	Ensure hub motor is spinning smoothly and motor bearings are in good working order. Ensure all power cables running to hub motor are secured and undamaged. Make sure the hub motor axle bolts are secured and the torque arm, torque arm bolt, and torque washers are in place.
10. Battery	Ensure battery is charged before use. Ensure there is no damage to battery. Lock battery to frame and ensure that it is secured. Charge and store bike and battery in a dry location, between 50 °F – 77 °F (10 °C – 25 °C). Let bike dry completely before using again.
11. Electrical Cables	Look over connectors to make sure they are fully seated and free from debris or moisture. Check cables and cable housing for obvious signs of damage. Ensure headlight, taillight, and brake light are functioning, adjusted properly, and unobstructed.
12. Accessories	Ensure all reflectors are properly fitted and not obscured. Ensure all other fittings on bike are properly secured and functioning. Inspect helmet and other safety gear for signs of damage. Ensure rider is wearing a helmet and other required riding safety gear. Ensure mounting hardware is properly secured if fitted with a front rack, rear rack, basket, etc. Ensure the taillight and taillight power wire are properly secured if fitted with rear rack. Ensure the fender mounting hardware is properly secured if fitted with fenders. Ensure there are no cracks or holes in fenders. If installed, ensure the optional rear wheel lock is secured in the unlocked position and the key is removed before every ride.



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

**Tire Inflation and Replacement**

The Ranger S-1000 employs 20"x4.0" rubber tires with inner tube. The tires are designed for durability and safety for regular cycling activities and need to be checked before each use for proper inflation and condition. Proper inflation, care, and timely replacement will help ensure that your bike's operational characteristics will be maintained, and unsafe conditions avoided.

It is recommended 20 PSI for Heybike's stock tires. Always stay within the manufacturer's recommended air pressure range as listed on the tire sidewall.



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



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

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



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



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

For more information on tire or tube replacement procedures, or questions about tire inflation, visit [heybike.com/pages/help-center](https://heybike.com/pages/help-center) or contact Heybike Support.

## Troubleshooting

	Symptoms	Possible Causes	Most Common Solutions
1	The bike does not work	<ol style="list-style-type: none"> <li>1. Insufficient battery power</li> <li>2. Faulty connections</li> <li>3. Battery not fully seated in tray</li> <li>4. Improper turn on sequence</li> <li>5. Brakes are applied</li> <li>6. Blown discharge fuse</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge the battery</li> <li>2. Clean and repair connectors</li> <li>3. Install battery correctly</li> <li>4. Turn on bike with proper sequence</li> <li>5. Disengage brakes</li> <li>6. Replace discharge fuse</li> </ol>
2	Irregular acceleration and/or reduced top speed	<ol style="list-style-type: none"> <li>1. Insufficient battery power</li> <li>2. Loose or damaged throttle</li> <li>3. Misaligned or damaged magnet ring</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge or replace battery</li> <li>2. Replace throttle</li> <li>3. Align or replace magnet ring</li> </ol>
3	The motor does not respond when the bike is powered on	<ol style="list-style-type: none"> <li>1. Loose wiring</li> <li>2. Loose or damaged throttle</li> <li>3. Loose or damaged motor plug wire</li> <li>4. Damaged motor</li> </ol>	<ol style="list-style-type: none"> <li>1. Repair and or reconnect</li> <li>2. Tighten or replace</li> <li>3. Secure or replace</li> <li>4. Repair or replace</li> </ol>
4	Reduced range	<ol style="list-style-type: none"> <li>1. Low tire pressure</li> <li>2. Low or faulty battery</li> <li>3. Driving with too many hills, headwind, braking, and/or excessive load</li> <li>4. Battery discharged for long period of time without regular charges, aged, damaged, or unbalanced</li> <li>5. Brakes rubbing</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust tire pressure</li> <li>2. Check connections or charge battery</li> <li>3. Assist with pedals or adjust route</li> <li>4. Balance the battery; contact tech support if range decline persists</li> <li>5. Adjust the brakes</li> </ol>
5	The battery will not charge	<ol style="list-style-type: none"> <li>1. Charger not well connected</li> <li>2. Charger damaged</li> <li>3. Battery damaged</li> <li>4. Wiring damaged</li> <li>5. Blown charge fuse</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust the connections</li> <li>2. Replace</li> <li>3. Replace</li> <li>4. Repair or replace</li> <li>5. Replace charge fuse</li> </ol>
6	Wheel or motor makes strange noises	<ol style="list-style-type: none"> <li>1. Loose or damaged wheel spokes or rim</li> <li>2. Loose or damaged motor wiring</li> </ol>	<ol style="list-style-type: none"> <li>1. Tighten, repair, or replace</li> <li>2. Reconnect or replace motor.</li> </ol>

## Specifications

ITEM	SPECIFICATIONS
Model	Ranger S-1000
Product Dimensions	70x24.4x50 (inch)
Package Dimensions	58.2x11x28.3 (inch)
Max Load	400 lbs (181.4 kg)
Package Weight	92.6 lbs ( 42kg)
E Bike Weight	72 lbs (33 kg)
Motor	48V 1000W Brushless Hub
Max Speed	28 mph (45km/h)
Charger	Output 54.6V/4A
Charging Time	3-4 hours
Battery Capacity	48V/14.4Ah (691.2 Wh)
Puer Electric Mode	31-40 miles (50-64.4 km)
Pedal-Assist Mode	34-55 miles (54.7-88.5 km)
Max Grade Ability	15 degrees
Tire Size	20"*4.0"
Frame Material	Aluminium alloy
IP Level	IPX 4
APP	Yes

## FAQS

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

A1: Please take a photo and contact Heybike Support, then Heybike Support Team will reply you soon and send correct accessory or part replacement.

Q2. Will my bike arrive assembled?

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

Q3. What can I do if something goes wrong with my e-bike during the warranty?

A3: We believe that communication is the best way to solve the problem. Please contact us in time. To help you solve the problem as quickly as possible, please describe the problem in detail and provide photos/videos with your order ID.

## Error Code

Error Code	Describe	Scroll Tip
21	Current abnormal	ERR: Current
22	Turning handle abnormal	ERR: Throttle
23	Motor phase	ERR: Phase
24	Motor hall abnormal	ERR: Hall
25	Brake abnormal	ERR: Break
30	Communication failure (display failed to receive correct controller data)	ERR: Comm Rx

## Limited Warranty

### 30 DAYS SATISFACTION GUARANTEED RETURN POLICY

If you are unsatisfied with your purchase, Heybike's return policy allows you to return the product purchased on the authorization Channel within 30 days counting from the date of receipt of shipment, and request are fund from the authorization Channel.

Note: Express shipping cost is non-refundable.

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

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

We will deduct the shipping fee or restocking \$200/per when we are making a refund for non-defective products and non-longer needed products.

For the return request, Heybike is not responsible for lost packages due to the carrier, or products received that can not be verified.

Received products that have damage determined to have been caused by the end-user maybe subject to denial of the return request.

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

1. A Return Merchandise Authorization(RMA) must be requested from Heybike within 30 days from the date of receipt of shipment. To request an RMA, please contact Heybike Support.
2. The cost of return shipping will be paid by the customer.
3. For warranty service, please keep your receipt and/or invoice to validate proof of purchase.
4. Returned product must be in good physical condition(not physically broken or damaged).
5. All accessories originally included with your purchase must be included with your return.
6. If you return a product to Hey bike, (a) without an RMA from Heybike(b) without all parts included in the original package, Heybike retains the right to refuse delivery of such return.

**LIMITED PRODUCT WARRANTY**

Heybike warrants the original purchaser that your Heybike product shall be free from defects in materials and workmanship under normal use for a period aforementioned. Heybike does not warrant the operation of the product will be uninterrupted or error-free.

- Only the original owner of an ebike purchased from Heybike online or physical storefront is covered by this Limited Warranty. The Warranty Period begins upon your receipt of the ebike and shall end immediately upon the earlier of the end of the Warranty Period or any sale or transfer of the ebike to another person, and under no circumstances shall the Limited Warranty apply to any subsequent owner or other transferee of the ebike.

- The Limited Warranty is expressly limited to the replacement of a defective lithium ion battery (the "Battery"), frame, forks, stem, handlebar, headset, seat post, saddle, brakes, lights, bottom bracket, crank set, pedals, rims, wheel hub, freewheel, cassette, derailleur, shifter, motor, throttle, controller, wiring harness, LCD display, kickstand, reflectors and hardware (each a "Covered Component").

- The Covered Components are warranted to be free of defects in materials and/or workmanship during the Warranty Period.

**Limited Warranty Does Not Cover:**

- Normal wear and tear of any Covered Component.
- Consumables or normal wear and tear parts (including without limitation tires, tubes, brake pads, cables and housing, grips, chain and spokes).

- Any damage or defects to Covered Components resulting from failure to follow instructions in the ebike owner's manual, acts of God, accident, misuse, neglect, abuse, commercial use, alterations, modification, improper assembly, installation of parts or accessories not originally intended or compatible with the ebike as sold, operator error, water damage, extreme riding, stunt riding, or improper follow-up maintenance.

- For the avoidance of doubt, Heybike will not be liable and/or responsible for any damage, failure or loss caused by any unauthorized service or use of unauthorized parts.

- The Battery is not warranted from damage resulting from power surges, use of an improper charger, improper maintenance or other such misuse, normal wear or water damage.

- Any products sold by Heybike that is not an ebike

DETERMINING WHETHER DAMAGE OR DEFECT TO AN EBIKE OR COVERED COMPONENT IS PROTECTED BY THIS LIMITED WARRANTY SHALL BE IN THE SOLE DISCRETION OF HEYBIKE.

## Contact Us

Tel: +1 888 301 6908 / +1 888 859 1518

**If you experience issues relating to riding, maintenance and safety, or errors/faults with your HEYBIKE.**



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

**HEYBIKE LTD**

 [www.heybike.com](http://www.heybike.com)

 **100N HOWARD ST STER, SPOKANE, WA, UNITED STATES**

