



Ebike Owner's Manual

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Ride1Up Portola Owner's Manual

Thank you for purchasing a **Ride1Up Portola** ebike! Please fill out the information below. This is for your records only. Your serial number is the number stamped on the bottom of the downtube of the ebike.

OWNER'S NAME: _____

DATE OF ASSEMBLY: _____

BIKE SERIAL NUMBER: _____

IMPORTANT - READ ALL INSTRUCTIONS AND WARNINGS BEFORE YOU ASSEMBLE OR USE THIS E-BIKE. FAILING TO DO SO COULD CAUSE DEATH, SERIOUS PERSONAL INJURY, PROPERTY DAMAGE AND/OR A VIOLATION OF THE LAW. IT IS YOUR RESPONSIBILITY TO UNDERSTAND AND ABIDE BY ALL LAWS RELATED TO THIS E-BIKE. RETAIN INSTRUCTIONS FOR FUTURE REFERENCE AND TO PROVIDE TO OTHER USERS AND/OR FUTURE OWNERS. YOU MUST BE EIGHTEEN (18) YEARS OR OLDER TO RIDE THIS E-BIKE.

California Proposition 65 Warning – Certain components in this product and its related accessories contain chemicals known to state of California to cause cancer, birth defects or other reproductive harm. Wash hands after handling.

Need service or support? Visit our website <https://ride1up.com/bike/support> for quick answers or call/email us directly. Our support team is ready to help you, M-F: 9AM-5PM.

Ride1UP Customer Support Contact:

Phone: 1-877-RIDE1UP (743-3187)

Contact Us: <https://ride1up.com/contact/>

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For the most up-to-date and effective assembly resources on your PORTOLA, please scan the QR Code below for the digital assembly tutorial and video:



Model: Portola

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IMPORTANT: READ ALL INSTRUCTIONS BEFORE USE. RETAIN INSTRUCTIONS FOR FUTURE REFERENCE.

WARNING: Basic safety precautions should always be observed when using an electrical appliance to reduce the risk of fire, electrical shock, or serious injury.

1. Safety Notes

1.1 Personal Safety:



It is the owner's/rider's responsibility to properly assemble the e-bike and inspect all components and ensure all nuts and bolts are tightened for safety or to trust a qualified 3rd party to do so. This is critical for safety on this e-bike.

Do not operate the bike until you have read and understand all sections of the entire manual. There are important safety warning throughout the whole manual that must be followed to prevent dangerous situations, accidents, and possibly injury and/or death.

This e-bike is only intended for use on paved roads or designated e-bike paths. Using the e-bike for any other purpose may result in serious injury. Before you ride this e-bike, practice riding in a safe area free of hazard and take time to learn the e-bike's controls and power.

Be sure to understand and follow all local laws and regulations, and changes to the same.

Have maintenance/repairs done by a qualified bicycle mechanic.

Never use/ride any Ride1Up bike product in ways precluded by the manufacturer and the laws of your state and local municipality. It is your responsibility to comply the laws in which you are operating the e-bike. Laws vary depending on location in which you operate the bike. Failure to do so could cause death, serious personal injury, property damage and/or a violation of the law.

Obey all rules of the road and local traffic laws. Respect motorists, pedestrians, and other cyclist.

Do not put fingers or hands into the product.

At night, when visibility is low, your e-bike **MUST** have white front lights and red rear lights lit. It **MUST** also be fitted with a red rear reflector and amber pedal reflectors. Use caution when loading your e-bike into a

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car or when mounting it on a bicycle carrier. You must avoid damaging the wires of the electrical components during riding, transporting, and storing your electric bike. Failure to do so could cause death, serious personal injury, property damage and/or a violation of the law.

The top speed of this ebike is 28mph on pedal assist. Speed laws vary depending on location in which you operate the bike. All riders ride at their own risk. It is your responsibility to comply the rules, laws and regulations in which you are operating the e-bike. Failure to do so could cause death, serious personal injury, property damage and/or a violation of the law.

1.2 E-bike Safety:



You must be eighteen (18) years old or over to ride this e-bike. Your e-bike is designed for a maximum permitted overall weight (rider + passenger + cargo) of 300 lbs. Do not exceed carrying capacity as this may compromise the integrity of the bike and could cause death, serious personal injury, and/or property damage. Your bike must be inspected or assembled by someone experienced with bike mechanics prior to use. Proper assembly and inspection of all nuts and bolts are vital for safety and for your warranty coverage as damages due to improper assembly are not covered under warranty. Improper assembly of critical components could lead to serious injury and or death. Do not submerge your e-bike in water as this may damage the electrical and mechanical components of the e-bike and could cause death, serious personal injury, and/or property. Be aware that the speed at which you are traveling may be faster than you are used to, especially when accelerating.

Throttle should be gradually applied for a smooth acceleration. If you feel that the throttle, pedal assist, or brake levers are abnormally functioning, such as jerky acceleration, brakes not stopping the bike etc. please stop using your ebike immediately and contact our Customer Support Department or review our Support Library for troubleshooting steps.

Prolonged exposure to UV rays, rain, and the elements may damage the enclosure materials - store indoors when not in use.

This ebike is not intended for use at elevations greater than 2000 meters above sea level due to potential electrical safety concerns.

This equipment is not intended to be used at ambient temperatures less than -10 degrees Celsius or above ambient temperatures of 60 degrees Celsius.

The rear rack on the Portola has a maximum weight capacity of 125 lbs. Do not exceed the max weight capacity as this may compromise the integrity of the bike and could cause death, serious personal injury and/or property damage.



Whenever riding with a passenger, it is important to practice extra caution and not exceed speeds of 15 MPH and the maximum weight capacity for the rack of 125 lbs. Not following these limits could cause death, serious personal injury, and/or property damage.

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It is critical to ensure that all frame latches, including but not limited to, the main folding frame latch and foldable stem/handlebar latch is properly engaged, secured and locked prior to riding. Not ensuring that all latches are properly secured before riding could cause death, serious personal injury, and/or property damage.

1.3 Electrical Safety:



Only use the charger supplied by Ride1UP and never tamper or modify the charger in any way. Do not leave the e-bike or battery plugged into a wall outlet unattended. Unplug the battery before leaving the bike alone. The charger has been designed for a specific voltage and should not be tampered with in any way. Always check that the outlet's voltage is the same as that stated on the rating label. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack; never use the charger with another e-bike or attempt to charge this product with another charger.

Before use, check the charger cord for signs of damage such as exposed wires or tears in the cable lining. A damaged or entangled charger cord increases the risk of fire and electric shock. Keep the charger cord at least 6ft away from hot surfaces and sharp edges. Do not handle the charger with wet hands as it could cause death, serious personal injury, and/or property damage. Do not store or charge the e-bike outdoors. The charger must be removed from the socket before removing the battery, cleaning or maintaining the e-bike because this creates potential for electrical damage and/or injuries.

The battery is intended to be charged when the ambient temperature is between 0 degrees Celsius and 40 degrees Celsius. Never charge the battery when ambient temperatures are outside this range.

1.4 Brake Safety:



Regularly check your brakes for signs of wear and tear and functionality such as a reduction in breaking power. Before every ride, quickly test your brakes by walking next to the e-bike and engaging the brakes assuring they are properly working. Visibly check your brakes to ensure there is no damage such as cracks and breaks. Failure to do so could cause death, serious personal injury, and/or property damage.

Any worn parts must be repaired or replaced immediately. Be careful while getting used to the brakes. Never brake with only your front brake. Practice emergency stops in a place clear of traffic until you are comfortable controlling your e-bike. Wet weather reduces your braking power and the grip of the brakes. Reduce your speed and be aware of longer stopping distances when cycling in wet conditions. Braking on unpaved surfaces will differ. Be sure to practice braking on different surface types. Ensure that braking surfaces and brake pads are free of wax, grease and oil. Do not pedal and brake at the same time as this will cause excessive wear.

1.5 Maintenance:



Make sure all screws, nuts and bolts are tightened securely before riding. Failure to do so could cause death, serious personal injury, and/or property damage. Many parts on your e-bike are subject to a higher degree of wear due to their function and depending on their use such as brakes, tires, pedals etc. Have your e-bike checked regularly at a professional bike shop and have any worn parts replaced. Depending on the

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level and extent of use, regularly can mean as much as once a week, and as little as twice a year. It is the rider's/owner's responsibility to ensure the e-bike is safe to ride at all times.

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Ensure the battery is removed from the bike before carrying out any maintenance. You must always use genuine replacement parts when performing maintenance on your e-bike. Regularly check the tire pressures (See sidewall of your tire for correct psi range) and regularly check the tread depth of tires.



After an accident or crash you must take your e-bike to a bike repair specialist to make sure that it is safe to ride. Be aware that damage may not be visible. Failure to do so could cause death, serious personal injury, property damage and/or a violation of the law.

Any form of crack, scratches or change of coloring in highly stressed areas indicate that the life expectancy of the part has been reached and it should be replaced immediately.

1.6 Additional Warnings:



Routine maintenance checks are required on your e-bike. Check all important connections, brake functionality, and ensure axle nuts are secured before riding. Failure to do so could cause death, serious personal injury, and/or property damage.

It is recommended to not ride at night when visibility conditions are low if avoidable. Riding is more dangerous than riding during the day. Do not ride your bike at night without properly functioning front head lights and rear taillights. Wear reflective and light-colored clothing. Failure to do so may result in serious injury and/or death.



The e-bike is intended for use by those at least eighteen years of age. Use by anyone below the age of eighteen is prohibited. Riders must have the physical condition, reaction time, and mental capacity to ride safely and manage traffic, road conditions, sudden situations, and respect the laws governing electric bike use where they are ride. If you have an impairment or disability such as a visual impairment, hearing impairment, physical impairment, cognitive/language impairment, or a seizure disorder, consult your physician before riding any bike.

Have installation/assembly checked by a professional bike mechanic or completed entirely by a bike mechanic prior to riding. All bolts and nuts should be checked. Failure to do so could result in serious injury and/or death.



When operating your e-bike: Do not wear earplugs, headphones, headsets, or use a cell phone while riding. Never hitch rides on other vehicles. Never hold an item which interferes with your grip on the handlebars & never be under the influence of alcohol or drugs while riding.



ALWAYS wear a helmet when riding your e-bike. Wear appropriate shoes, eye protection, and avoid loose clothing. Wear reflective clothing and gear when visibility is diminished. Failure to do so may result in serious injury and/or death.

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1.6 Additional Warnings (Continued):

It is your obligation to check all applicable laws for bicycle rules governing operation, equipment, use and appropriate places for operation. Do not exceed local speed restrictions. Maintain your brakes such that you can at least execute a one-braked-wheel skid on dry, level, clean pavement.

Never configure your e-bike such that the handlebars are higher than a rider's shoulders because this will reduce the rider's ability to steer and control the e-bike. In addition to front and rear reflectors, you must also ensure that the e-bike is equipped with side reflectors. Never ride your e-bike without the seat provided with the e-bike.

This e-bike is not meant for downhill riding or rocky trails. The e-bike is for paved or smooth surfaces only.



Do not ride your e-bike in unsafe weather conditions or when the road surface is comprised, with ice, snow, water, sand, loose gravel or anything else that could cause a loss of traction. Failure to follow this rule may result in serious injury and/or death.

It is recommended to not ride in wet weather. Wet weather impairs visibility, braking and traction of the ebike and affects others sharing the road. Accidents increase in wet weather conditions.

Keep your e-bike and packaging materials such as plastics, foam, and cardboard away from children.



Lithium-Ion batteries can be extremely dangerous if stored or used improperly. Please learn proper care of your battery at <http://batteryuniversity.com/>. Damage to your lithium battery from misuse could result in serious injury, hazardous smoke and fires, and/or death. Do not ride if the battery pack is visibly damaged.

Special precautions must be taken if you transport your e-bike with you during air travel, or if shipped by air courier. Be sure to follow all requirements of airlines and air couriers regarding lithium batteries if you take your e-bike with you during air travel, or if you ship your e-bike by air courier.



Always be aware of the traffic around you. Keep a lookout for obstacles in your path and in your surroundings.



Never operate a bike while under the influence of alcohol, drugs, or any substance or condition that could impair motor functions, judgement, or the ability to safely operate a bike.

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1.7 Notable Bike Parts:



2. What's in the Box?

Bike frame, bike box, saddle, additional box of parts, stem and handlebars, all zip tied together and padded.



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3. Installation Steps: Assembling Your Bike

3.1 Unfolding the ebike



Figure 1



Figure 2



Figure 3



Figure 4

- Remove the ebike out of the box and stabilize it so it stands upright using the frame stand. We recommend getting help lifting the bike out of the box (figure 1).
- Unfold the bike frame ensuring the internal cabling doesn't get pinched (figure 2).
- Once the frame is unfolded, secure the frame latch close ensuring that the latch is fully engaged and locked (figure 3).
- Push down the kickstand to keep the bike upright.
- Unfold both pedals (figure 4).

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3.2 Stem/Handlebar Assembly

PLEASE COMPLETE STEPS IN ORDER.



Figure 5



Figure 6



Figure 7

- Take the 5mm Allen key and unscrew the stem cap bolt off (figure 5-6). Lift the stem cap to remove the silver stem spacer (figure 7). You won't be needing the silver stem spacer however keep the stem cap and bolt as you will need it later.



Figure 8



Figure 9



Figure 10



Figure 11

- Take the stem/handlebars and insert it to the top of the headtube ensuring that the wires are all routing the same way in front of the bike (figure 8)
- Unlock the stem latch by pulling the safety pin and pulling away from the stem (figure 9). Then press the allow 'button' on the other side of the stem to fold down the handlebars (figure 10-11).

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Figure 12



Figure 13



Figure 14

- Take the 5mm Allen key to screw and hand tighten (5nm) the stem cap bolt the stem cap to the headset (figure 12).
 - Important – Ensure that when you tighten the stem cap bolt, the fork and headtube are centered in a way where there is no gap or space above or below the headtube (figure 13).
- Unfold the stem/handlebars and ensure the handlebars are straight and aligned with the front wheel. Make the necessary adjustments as needed to align the handlebars correctly (figure 14).



Figure 15



Figure 16

- Once they are aligned, fold the stem back open and tighten the stem cap bolt further (7nm) to secure the stem in place (figure 15-16).

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Figure 17

- Using the 5mm Allen key, tight the two side screws. Alternate tightening the two screws a little at a time to ensure they are equally tightened (figure 17).



Figure 18

- Lastly, ensure that the stem has been properly installed by holding down the left brake lever and firmly pushing the bike forward to check that there is no gap or give between the fork and the headtube (figure 18). If it feels loose, go back and properly seat the stem on the headtube and tighten again as shown in figure 12 above.

WARNING: ♦ IT'S VITAL TO TIGHTEN THE STEM CAP TO AVOID THE MOVEMENT OF THE HANDLEBARS, AS WELL AS THE COMPRESSION CAP, ENSURING FORK IS INSTALLED CORRECTLY. THIS SHOULD BE COMPLETED BY SOMEONE FAMILIAR WITH BIKE MECHANICS

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3.2 Saddle/Seat Post Assembly:



- Open the seat clamp and insert the seat post to or past the minimum insertion point. (Figure 5 & 6)
- Adjust the suitable height and rotate the clamp to tighten and then shut it. (Figure 7)

3.3 Seat Clamp Assembly:



- Slide saddle into seat post clamp.
- Using the provided hex wrenches, tighten the bolts to 14 nm of torque (unless otherwise marked on the seat post).
- The seat post angle is adjustable. Ensure each bolt is correctly torqued. If left loose or over-tightened, a seat post bolt could snap.

3.4 Detailed Torque Settings:

- Saddle Clamp Bolts: 14nm (unless otherwise marked on seat post).
- Crank Arms: 39nm (pre-installed).
- Handlebar Clamp: 5-7nm (unless otherwise marked on stem). Tighten evenly in a cross pattern so the gap at each bolt is the same.

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3.5 Adjust Derailleur and Shifter:

Rear derailleurs have 3 adjustment screws (2 are the high and low limit screw), plus the barrel adjuster at the derailleur and the barrel adjuster on the handlebars

It is critical that the low and high limit screws are properly adjusted. If they are not, the chain may come off the largest cog, into the spokes and cause permanent damage to your derailleur, derailleur hanger, motor cable, spokes, and rim. The motor is so powerful that if this happens it can quickly destroy or damage the components mentioned.

Verify your shifter and derailleur are properly adjusted. When you first assemble your bike, your derailleur may need to be tuned if you hear any noise while shifting or if it is not shifting smoothly. Or lastly, if the chain is shifting past the largest or smallest cog.

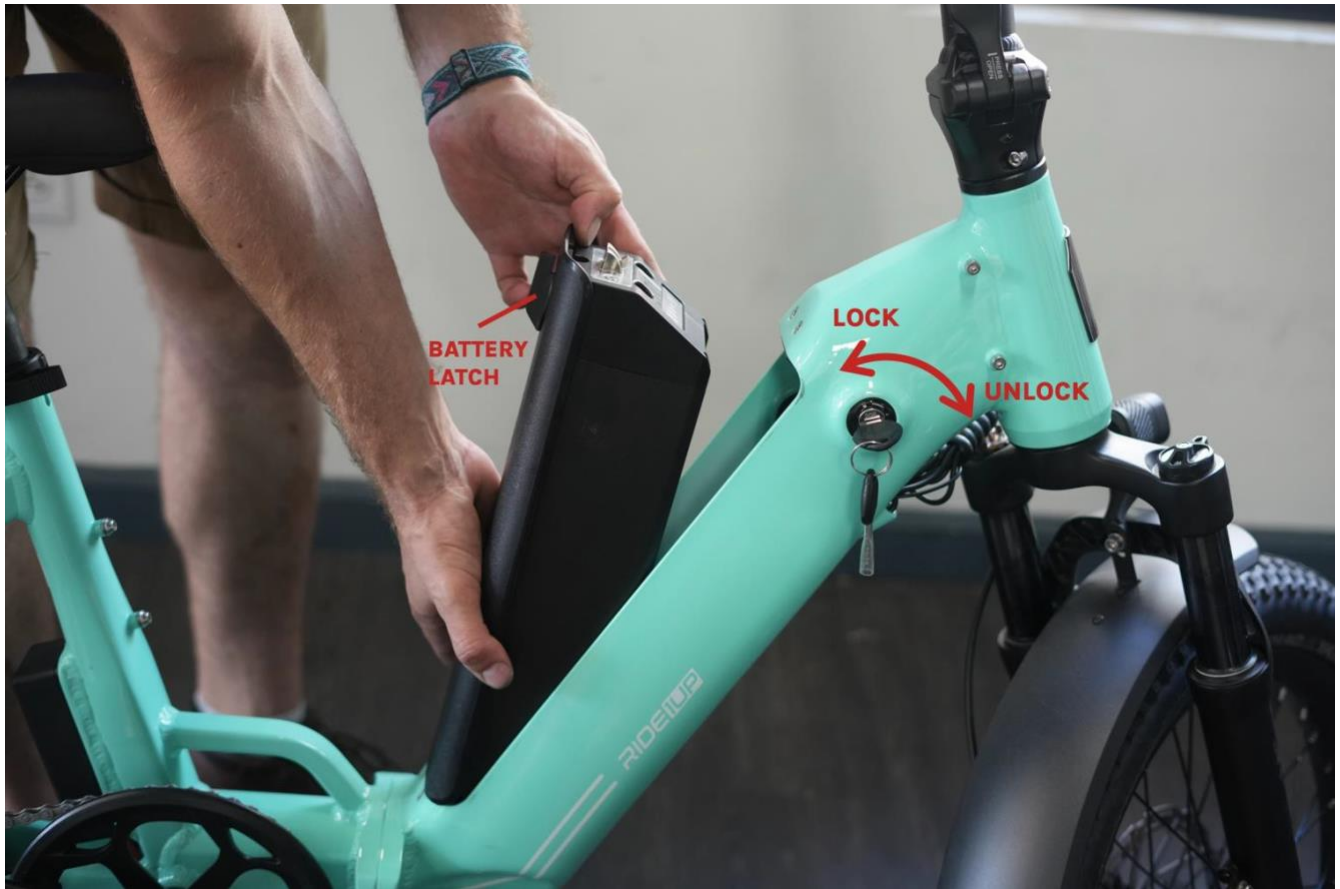
Adjusting your derailleur properly will be done best by a mechanic, however it can be accomplished by following a helpful video. Please check our support pages at www.Ride1UP.com for the latest tips and video on how to do this properly.

It is normal to need to adjust your derailleur once again after logging some miles on the bike as things settle (spring and cable tension involved in shifting).

3.6 Test and Adjust Front and Rear Brakes:

After Assembly, you must test your front and rear brake. You can then adjust them as needed. After assembly, you may need to adjust the front and rear brake. Look in line with the brake pads and slowly tighten the quick release axle while ensuring the rotor stays in the exact middle between the pads. The disc rotor is one of the most exposed malleable components during shipping. If it is bent, it can sometimes be trued (bent back) or replaced with a new disc rotor. If unsure how to properly adjust your brakes, please check our website for a recommended video. If you are unable to access our website, you should take the bike to your local bike shop for an assembly inspection and/or tune up. The bike shop will be able to inspect the bike for safety and adjust your brakes.

4. Battery Connection & Removal



- Insert the key into the battery key hole.
- Turn the key in a clockwise direction (At 90 degrees).
- The battery is heavy, use both hands to avoid dropping and damaging the battery.
- With one hand holding the battery in, gently rotate the knob to the left or right and carefully use both hands to remove the battery.
- If the knob feels stuck, do not force it, simply take the weight off of the latch and it will release easily.
- Replace battery with key in the same position, then turn key to lock.
- Charging port is on the right side of the battery at the top of the down tube.

NOTE: ♦ ALWAYS KEEP THE CHARGER PORT COVERED TO PROTECT AGAINST MOISTURE, WHICH CAN DESTROY THE BATTERY.

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5. E-bike Basics & Care

5.1 E-bike Basics:

Your Portola ebike will arrive with an LCD 3-button display installed. The middle button turns on and off the bike. Simply hold the button down.

- It is best practice, for safety, to only turn on your electric bike once you have lifted your leg over the bike and are straddling the frame. You should turn it on before you begin riding, but only once you are ready to ride.
- It is also best to turn off the bike when you are done riding after you dismount from the seat, but before you lift your leg over the bike to get off. If you stop to look at something or talk with someone, please turn off your bike for safety.
- Once the bike is powered on, the throttle is active, if pushed it will cause the bike to accelerate.
- If PAS is on and at 1 or higher, if the pedals are bumped and move forward when next to or moving the bike, power will be sent to the motor and the bike will accelerate.
- Turning it on and off as described above will minimize the chance of the bike accelerating unintentionally.
- The + button increases pedal assist and the – button decreases pedal assist and can be set to off if you press the – button when on low.
- The headlight is turned on by holding down the + button.
- The throttle and pedal assist can be used simultaneously.
- You can turn the pedal assist off by pressing the – button past low, until no number is showing, and ride only using the throttle if you like. The bike pedal assist uses a cadence sensor, which reacts a little delayed based on the spinning of the pedals. It will take some time to get used to this and manipulating the motor to engage and disengage when expected takes a little practice. You can adjust the sensitivity in the display settings.
- A quick backpedal or slight engagement of the brake lever instantly stops the motor. You can adjust the sensitivity of the cadence sensor and other pedal assist settings by referring to the LCD manual. We also have videos on our website and YouTube channel guiding you through this process.

NOTE: ♦ DO NOT CHARGE YOUR BATTERY WHEN THE BATTERY'S TEMPERATURE OR THE SPACE IT IS STORED IN IS BELOW FREEZZING (32 DEGREES F).

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5.2 Battery Basics & Care:

NOTE: Never charge your battery when it's temperature or the space it is stored in is below freezing. Failure to follow this rule could result in serious injury, death, and property damage.

The chargers do stop charging when the battery is fully charged. When charging your battery, do not charge near any potentially flammable material. Charge in a safe fire-resistant space. If you are storing the e-bike for more than a day, do not leave it plugged in. It is best to leave it charged to 80% but unplugged. The button on the top of the battery works as a charge gauge. It is not an on-off button. When riding always plug the charger port with the rubber cover. If moisture gets in, the battery can be destroyed. Everyone is encouraged to learn a little bit more about the basics of lithium ion battery care and proper treatment. For extended life, charge your battery to 80% and use it until it is at 20%. Depending on the charge level when plugged in, it takes 3-6 hours for the battery to fully charge when using the standard charger supplied with the bike. Charging for 1-2 hours will keep it near 80% depending on last usage. You can check the charge percentage on the display. If storing for longer periods, it is a good idea to store your battery with a 40-80% charge. Check the battery once a month. If the battery drops to 25% or lower, charge it up to 40-80%. Recommended storage temperatures are 50°-77°F and will provide the best performance out of the battery. Storage should be done in a dry area.

5.3 Battery Basics & Care:

(5.3.a) Fenders: If you are experiencing rubbing or rattling fenders, this can be fixed. Firstly, the front fender tab that attaches to the fork can be mounted on the back to provide more spacing, or the front for a tighter fit. The fender arms are also malleable and sometimes need to be bent with the wheel off to be centered with the wheel.

(5.3.b) Bent Derailleur Hanger: Before your first ride, it is very important to check the alignment of the derailleur and derailleur hanger. If the derailleur hanger is bent inward, your derailleur may over shift and the chain will get caught between the motor and the cog. Since the derailleur is installed on the bike out of the box, the derailleur can become bent in transit. It is a light-weight malleable aluminum. Bent derailleur hangers can be a relatively common issue during the period of bike ownership, typically when they are impacted or while transporting the bike. The derailleur hanger can be fixed by straightening the derailleur hanger with a tool. After the hanger is straightened, the derailleur/gears can be indexed (under adjustments) to remove any additional clicking or grinding noises. If you cannot fix the derailleur hanger, new ones can be found online. Ride1UP will cover the cost to straighten your derailleur hanger or replace if necessary if it arrived bent.

(5.3.c) Noise When Riding: Refer to the three issues above. Gears, fenders, and brakes are the most common sources of riding noise. Additionally, the front hub can sometimes make a squeaking noise if it does not have enough grease. Pay attention to the noises. They are usually symptomatic of a minor issue that could cause more problems later. It is best to determine what is causing the noise and resolve the issue. If you are unsure of the cause, please review our support page at www.Ride1UP.com. You can also share a clear video without wind noise to Support@Ride1UP.com.

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6. Troubleshooting Problems:

6.1 Motor Not Working:

One of the worst problems to experience. What needs to be done? Determine the source, or cause of the issue(s). What to look for:

(6.1.a) Display Settings: Perhaps a setting was accidentally changed. Try resetting the display by conducting a factory reset. Review the display manual or display support page on www.Ride1UP.com to reset the display. Steps to complete this procedure are listed on the last page of this owner's manual.

(6.1.b) Cables: is a connection loose? Look for kinked, loose, or damaged cables. Check the quick disconnect connections, especially the one on the chain stay. Consider disconnecting them, inspecting both ends, properly aligning (ensuring the pins are not bent) them and then carefully plugging them back in.

(6.1.c) Accident: After a crash or if the bike is dropped, and the motor cable is damaged where it exits the axle, the motor may no longer function. This requires replacement motor parts and a more time consuming/costly repair. Reach out to customer support if you see damage to the cable.

(6.1.d) EBS: Electronic Brake Shut-Off. Another possible cause is that the electronic brake shut-off sensors are firing when they shouldn't be. This can happen typically when there is damage to the brake levers or the cables themselves causing a miscommunication with the internal controller. The best way to identify this issue is to unplug these cables from the internal controller and test. You can find the diagram for the internal wiring at the end of this document. There is also a video demonstrating removal of the controller on our YouTube channel/website link.

6.2 Kickstand:

Does the bike sit too low with the kickstand? The kickstand length is adjustable. Loosen the bolt on the bike and slide to the desirable length. Check the bolt tension when first assembling as well to make sure the bolt does not rattle loose. Is there a clicking noise with the kickstand? Make sure it is parallel with the chainstay and fully tightened (8mm hex wrench). If it shifts, it will hit the crank arm when pedaling.

6.3 Charger:

Green light indicates the charger is powered but not charging. Red light indicates charging. Do not charge near anything flammable or store the e-bike long-term while plugged in. If you are having issues with the battery not charging, try riding the bike again, draining some battery, and try using a different outlet. Then reach out to support if the issue does not resolve.

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6.4 Derailleur/Gears:

Adjusting the gears on a bike so that there is no chain noise can be tricky for a novice. If you are not able to watch a video explaining how to index the gears, the best thing to do is to take the bike to a local bike shop for assistance. It is critical that your derailleur is properly tuned/adjusted. If it is not, when shifting into 1st gear the chain and derailleur may go into the wheel which will quickly damage it if the powerful motor is running.

7. Charging the Battery:

WARNING ♦ DO NOT LEAVE CHARGING BATTERY UNATTENDED

The battery's voltage is indicated by the 4 LED lights located on the top of the battery & also on the display unit located on the handlebars. Your battery must be charged in an ambient temperature, on a non-flammable & dry surface, away from any sources of heat, humidity or flammable materials. Also, it must not be covered.

If you ever see a spark while charging your battery. Please inspect the charging port of the battery and the tip of the charger. Please contact Support@Ride1UP.com and share pictures.

Follow the steps when charging battery:

Step 1. Turn the bike off. The LCD will be off.

Step 2. Plug the charger (which is off) into the socket and then insert the charger plug into the battery, which is also off. Make sure the charger's tip is not stressed or supporting the weight of the charger. Do not wiggle the charger's tip in the charging port of the battery.

Step 3. The chargers LED indicators light up in the following manner:

- The **red** LED lights on: The battery **is being charged**. (Figure A)
- The red LED light becomes **green**: The battery **is fully charged** and you can unplug the charger. (Figure B)



(A)



(B)

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NOTE: It takes 3-6 hours for the battery to be fully charged when using the standard charger supplied with the bike.

Do not leave the battery unattended while plugged into the charger.

Do not store the batteries connected to the charger.

Do not wiggle the tip of the charger in the battery port.

7.1 Battery Basics & Care:

NOTE: Never charge your battery when it's temperature or the space it is stored in is below freezing. Failure to follow this rule could result in serious injury, death, and property damage.

The chargers do stop charging when the battery is fully charged. When charging your battery, do not charge near any potentially flammable material. Charge in a safe fire-resistant space. If you are storing the e-bike for more than a day, do not leave it plugged in. It is best to leave it charged to 80% but unplugged. The button on the top of the *battery* works as a charge gauge. It is not an on-off button. When riding always plug the charger port with the rubber cover. If moisture gets in, the battery can be destroyed. Everyone is encouraged to learn a little bit more about the basics of lithium ion battery care and proper treatment. For extended life, charge your battery to 80% and use it until it is at 20%. Depending on the charge level when plugged in, it takes 3-6 hours for the battery to fully charge when using the standard charger supplied with the bike. Charging for 1-2 hours will keep it near 80% depending on last usage. You can check the charge percentage on the display. If storing for periods longer periods (a week or more), it is a good idea to store your battery with a 40-80% charge. **Check the battery once a month.** If the battery drops to 25% or lower, charge it up to 40-80%. Recommended storage temperatures are 50°-77°F and will provide the best performance out of the battery. Storage should be done in a dry area.

8. KD21C LCD Display Instructions:



8.1 Power On/Off

Press and hold MODE button for 2 seconds to power on and off. The Display automatically shuts down when the bike is not used for 10 minutes.

- It is best practice for safety, to only turn on your electric bike once you have lifted your leg over the bike and are straddling the frame. You should turn it on before you begin riding, but only once you are ready to ride.
- It is also best practice for safety to turn off the bike when you are done riding after you dismount from the seat, but before you lift your leg over the bike to get off. If you stop to look at something or talk with someone, please turn off your bike for safety.
- Once the bike is powered on, the throttle is active, if pushed it will cause the bike to accelerate. If PAS is on and at 1 or higher, if the pedals are bumped and move forward when next to or moving the bike, power will be sent to the motor and the bike will accelerate.
- Turning it on and off as described above will minimize the chance of the bike accelerating unintentionally.

8.2 Pedal Assist Level Operating

The assist level ranges from Level “0” to Level “5”. Level “1” is the minimum power and Level “5” is the maximum. To change the assist level, press the UP or DOWN buttons until desired level is displayed in the top right corner.

8.3 Speed & Mileage Mode Switch

Pressing the MODE button displays the following in this order: RUNNING SPEED→TRIP DISTANCE→TRIP TIME→ MAXIMUM SPEED→AVERAGE SPEED→MOTOR POWER.

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8.4 Backlight On/Off

Press and hold UP button for 2 seconds to turn on/off the display backlight and headlights if wired.

8.5 Walk/Push Assist (4mph)

Press and hold DOWN button for 2 seconds enters the walking mode until released.

8.6 Change Settings & Class

Once the e-bike is powered on, holding both the UP and DOWN buttons for 2 seconds will access the general settings. To store the selected settings and exit, hold the MODE button. To cancel the operating and not store the settings data, hold the DOWN button. This will return you to the previous menu. If there are no operations in one minute, the display will exit the settings state. The settings can only be accessed when the e-bike is parked.

The Portola will arrive in Class 2 out-of-the-box. To change the class settings, hold both the DOWN and POWER buttons for 2 seconds. Doing so will allow you to cycle through C1, C2, and C3 class settings.

NOTE: ♦ THE DISPLAY MAY VARY BASED ON GENERATION. PLEASE REFER TO OUR ONLINE USER MANUAL BASE FOR UPDATED OR PREVIOUS MODELS.

9. Error Code Troubleshooting:

In the event of a problem with the electrical components of your bike, the display will show an error code. The error code may only appear briefly when the problem occurs. If an error occurs and you can do so safely, glance at your screen to see if an error code is present. Compare the code with this list below and how to resolve:

9.1 Error Codes/Source of the Error:

Code	Error	Source of the Error

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21	Current Abnormality	The battery is not supplying the required voltage to power the display and motor. Use the display to view the real-time voltage being output from the battery. It can also be checked using a multimeter. If the battery is old and has been charged / discharged many times, it may need to be replaced.
22	Throttle Abnormality	When you press and release the throttle, it should return to the original position. Remove any obstructions. Check the throttle and throttle cable for damage, such as a cut or frayed cable.
23	Motor Sensor	Check the cable that connects the rear hub motor to the rest of the system and make sure it is free from grit or contaminants and is firmly connected. This error might appear if you don't reconnect the cable after removing the rear wheel (for example, after changing a flat tire, or transporting your bike in the trunk of a car). At least one of the motor wires has been damaged or is disconnected.
24	Motor Communication	Check the motor cable connection point by the chainstay, and where the motor cable connects to the internal controller. The wire might be disconnected or damaged, reconnect the motor cable. Another possibility: Damage to the motor cable as it exits the axle, perhaps if the wheel was dropped on the cable.
25	EBS (electronic brake shut-off)	Disconnect electronic brake shut offs. Likely a magnet sensor issue. This can happen often after a crash or when the bike is dropped. See video on Ride1UP YouTube channel, or under instructional videos on the support page to resolve.
30	Communication Error	A problem with the connection from the internal controller to the display. The display is not receiving vital information.

10. Warranty Information:

NOTE: (full warranty terms listed on website)

All Ride1UP electric bikes come with a One-Year Limited Warranty from date of purchase. Defective items or parts will be replaced and shipped to the holder of the warranty only. Warranties are not transferable to parties other than the original purchaser. All purchases must be made directly from Ride1UP.com. If purchase was not made on Ride1UP.com, you must register your product at ride1up.com/bikes or by emailing support@ride1up.com with the original receipt of purchase.

The warranty covers product defects only that were already present at time of handover. It does not cover normal wear and tear, product misuse, act of God, accident, commercial use, alterations, modifications, improper assembly, water damage, extreme riding, installation of electrical or mechanical components that have been modified, altered, or replaced with third-party parts, operator error and improper follow-up

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maintenance. The warranty is only upheld if the user has followed all the rules in the owner's manual. Ride1UP reserves the right to make judgment determinations of proper use based on the evidence provided and may require photos and/or videos of the items in question. Damages resulting from improper assembly are not covered by the warranty. The components that are covered are: Frame, Fork, Saddle, Stem, Headset, Tires, Battery, Derailleur, Shifters, Brakes, Hubs, Freewheel or Cassette, Chain, Internal Controller, Display, Grips, and Motor.

10.1 How to Handle Warranty Claims:

In the event the E-bike is damaged during shipping, we will file a claim with the shipping company for major damage and send a replacement part when necessary. Minor scratches to components don't necessitate replacement or any refund, but for major aesthetic damage a credit may be issued, or replacement sent if the item is severely damaged. We will not cover any damage caused when owner sets up their own shipping option including using a freight forwarding or similar service.

Ride1UP will cover labor and parts involved in handling the guarantee within the 30-day period after purchase. It is the owner's responsibility to immediately inspect your bike on receipt, maximum within 3 days. Shipping claims are time sensitive. To quickly resolve the issue, the owner must fill out our contact form with a photo and/or video if appropriate at <https://ride1up.com/contact/>

After the first 30-days, Ride1UP will ship replacement parts of defective items within one year at no charge. The owner will be responsible for labor. Warranty parts will be shipped within the U.S. only at our cost. It will be necessary to fill out our contact form with a photo and/or video as requested at <https://ride1up.com/contact/> so we can determine if it is covered under the warranty.

Ride1UP reserves the right to make judgment determinations of proper use based on the evidence provided and may require additional photos and or videos of the item or issue in question.