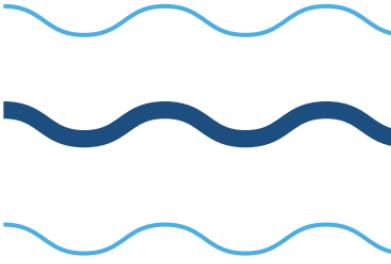




The manufacturer reserves the right to make changes to the product
and update this manual at any time.

hiboy



C1
Electric Bike

USER MANUAL

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IMPORTANT! BEFORE RIDING, YOU SHOULD

- 1. Please read this manual carefully before riding, understand the performance of the product and relevant requirements, and find an open and flat site for a test ride (an empty parking lot or flat field). Make sure you have fully mastered the C1's operation before riding on the road.
- 2. Check the status of the bike: inspect the brakes, tires' air pressure, handlebar, folding button, meter and battery to ensure the bike is in good condition.
- 3. Check the circuit system: switch on the power supply, check whether the indicator light on the meter is normal, the horn working, and whether the lights are functioning correctly. Ensure the battery has sufficient charge to support your planned ride; if the battery is low, please charge it first.
- 4. Check the brake system: ensure that the brake and the brake power-off function are working correctly. If the brake power-off fails, please stop using the bike and contact the after-sales department.
- 5. Make sure that the folding buckle and quick release clip are locked to ensure riding safety.

*1. Veuillez lire attentivement ce manuel avant de conduire, comprendre les performances du produit et les exigences correspondantes, et trouver un endroit dégagé et plat pour un essai (un parking vide ou un terrain plat). Assurez-vous de bien maîtriser le fonctionnement du C1 avant de prendre la route.

*2. Vérifiez l'état du vélo : inspectez les freins, la pression d'air des pneus, le guidon, le bouton de pliage, le compteur et la batterie pour vous assurer que le vélo est en bon état.

*3. Vérifier le système de circuit : allumer l'alimentation électrique, vérifier si le voyant du compteur est normal, si le klaxon fonctionne et si les feux fonctionnent correctement.

*4. Vérifiez le système de freinage : assurez-vous que le frein et la fonction d'arrêt du frein fonctionnent correctement. Si la fonction d'arrêt du frein ne fonctionne pas, arrêtez d'utiliser le vélo et contactez le service après-vente.

*5. Assurez-vous que la boucle de pliage et l'attache rapide sont verrouillées pour garantir la sécurité de la conduite.

When Riding

- 1. Riding by under 16 years of age is prohibited. No carrying people.
- 2. The maximum load of the bike is 105 kg(about 230 lbs), and overloading is strictly prohibited.
- 3. Before ride, please carefully check whether the folding buckle is fastened, whether the battery is charged, whether the tire pressure is normal, and check the brake distance and braking force. The left brake handle corresponds to the rear brake, and the right brake handle corresponds to the front brake, and please pay attention to the initial pinch when using the brakes, especially during emergency braking.
- 4. Please wear a safety helmet of appropriate size and safety qualification while riding. Hold the brake firmly while waiting.
- 5. Please turn off the power when not riding to avoid personal injury and vehicle damage to yourself and others.
- 6. Comply with traffic regulations, do not ride in the lane of motor vehicles.
- 7. Single-handed or hands-off riding is prohibited. The bike is not suitable for cross-country, jumping, racing, etc.
- 8. If you need to ride at night or in low visibility conditions, you can purchase additional vehicle lighting equipment.
- 9. The bike's range will be affected by factors such as battery charge, tire inflation, selected power gear, rider's weight, terrain, and continuous starting or stopping.
- 10. Please pay attention to the maintenance of your electric bike to keep it in good condition.

*1. La conduite par des personnes âgées de moins de 16 ans est interdite. Il est interdit de transporter des personnes.

*2. La charge maximale du vélo est de 105 kg (environ 230 lbs), et la surcharge est strictement interdite.

*3. Avant de rouler, vérifiez soigneusement si la boucle de pliage est bien attachée, si la batterie est chargée, si la pression des pneus est normale, et vérifiez la distance et la force de freinage. La poignée de frein gauche correspond au frein arrière, et la poignée de frein droite correspond au frein avant. Faites attention au pincement initial lorsque vous utilisez les freins, en particulier lors d'un freinage d'urgence.

*4. Portez un casque de sécurité de taille et de qualification appropriées lorsque vous conduisez. Tenez fermement le frein en attendant.

*5. Veuillez couper l'alimentation lorsque vous ne roulez pas afin d'éviter les blessures corporelles et les dommages au véhicule pour vous-même et pour les autres.

*6. Respectez le code de la route, ne roulez pas sur la voie des véhicules à moteur.

*7. Il est interdit de rouler d'une seule main ou sans les mains. Le vélo n'est pas adapté au cross-country, au saut, à la course, etc.

*8. Si vous devez rouler de nuit ou dans des conditions de faible visibilité, vous pouvez acheter un équipement d'éclairage supplémentaire pour votre véhicule.

*9. L'autonomie du vélo est affectée par des facteurs tels que la charge de la batterie, le gonflage des pneus, le rapport de force sélectionné, le poids du cycliste, le terrain et les démarques et arrêts continus.

*10. Veillez à l'entretien de votre vélo électrique pour le maintenir en bon état.

After Riding

- If there is any abnormality, please check and repair them asap.

After riding on a rainy day, please immediately clean up the rainwater and sediment.

- If you encounter any issues with the installation, please contact Hiboy customer service for support: support@hiboy.com

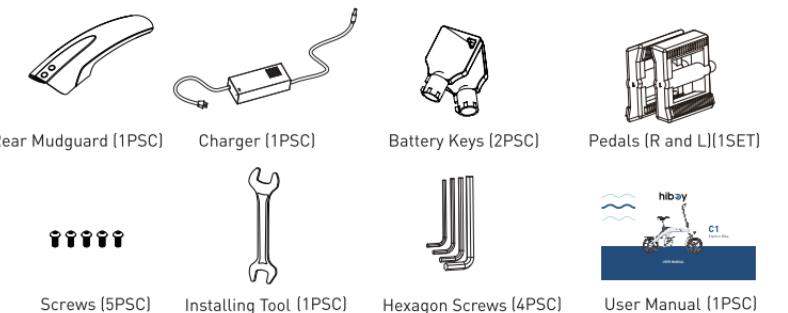
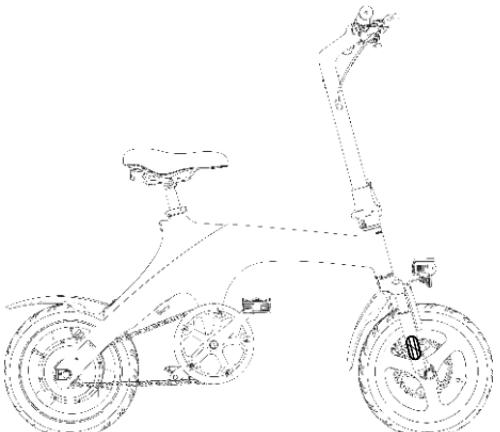
*En cas d'anomalie, vérifiez-la et réparez-la au plus vite.

Après avoir roulé par temps de pluie, nettoyez immédiatement l'eau de pluie et les sédiments.

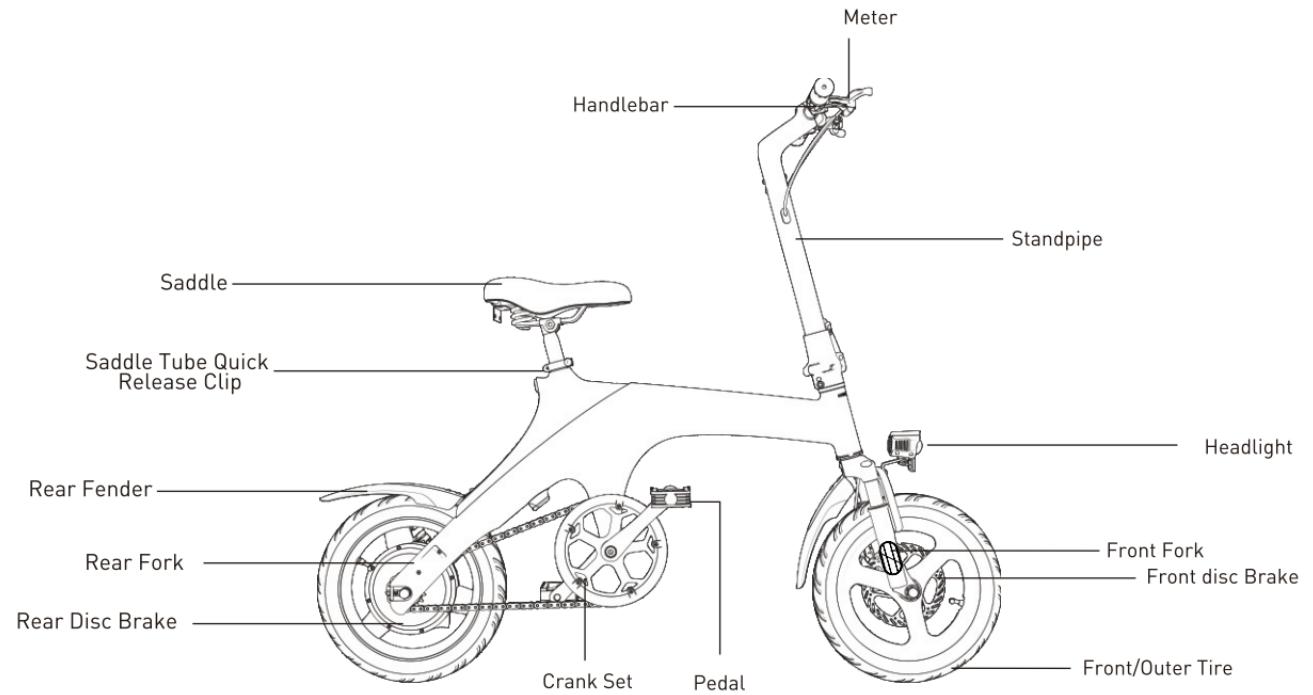
Si vous rencontrez des problèmes lors de l'installation, veuillez contacter le service clientèle de Hiboy pour obtenir de l'aide : support@hiboy.com

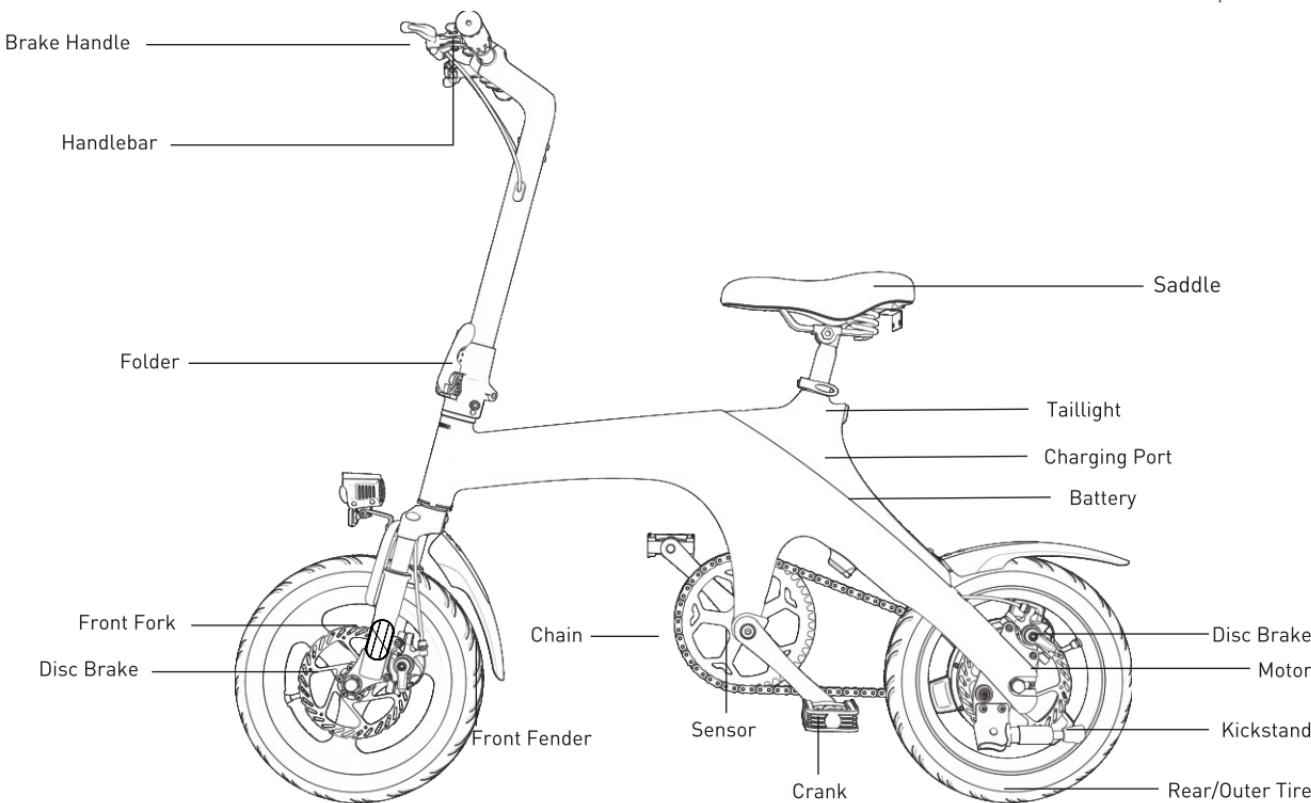
1. Package Contents

Please check package contents carefully, if anything is missing or damaged, please contact Hiboy customer service for support: support@hiboy.com.



2. Product Overview

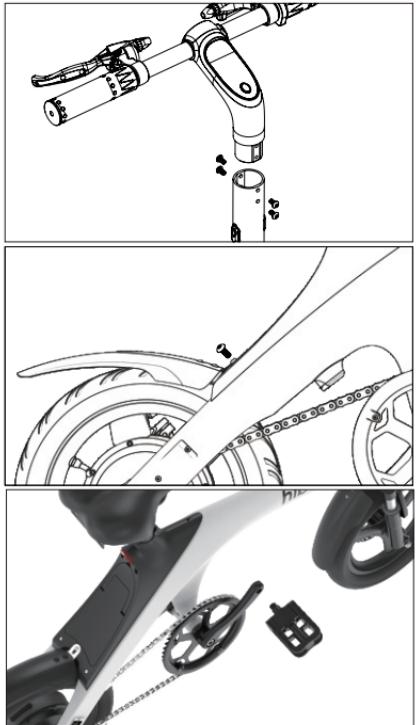




3. Installation Instructions / INSTRUCTIONS D'INSTALLATION

Installation of Handlebar

1. Lift the riser and secure it with the protective clips to hold it in place.
2. Attach the handlebar to the stem, ensuring that the screw holes align.
3. Use the Hexagon wrench to tighten the four screws securely.



Installation of Rear Mudguard

1. Place the screw into the small slot at the rear of the battery and secure it with a hex wrench.

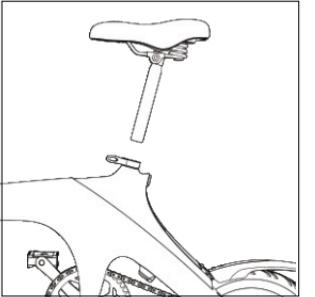
Installation of Pedals

1. Identify the Left and Right signs on the pedals. They can only be installed on their respective sides.
INCORRECT INSTALLATION WILL CAUSE DAMAGE. PLEASE BE AWARE TO DISTINGUISH LEFT & RIGHT BEFORE INSTALLATION.
2. The "L" is for the Left pedal on the riding direction, and the "R" is for the Right pedal on the riding direction (chain side).
3. Tighten the nut with a wrench in the direction of the arrow.



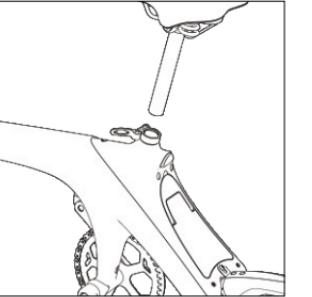
Installation of Saddle

1.



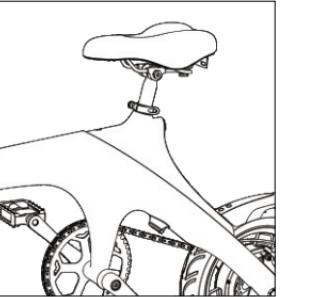
1.Push the saddle down and adjust the height by pulling up or pushing down.

2.



2.Ensure that the saddle is fully inserted and adjust it accordingly.

3.



3.Lock the handle in place.

- 1.Speed display: Shows the real-time speed of the bike.
- 2.Mode display :

ECO

energy saving mode-9.3 MPH(15KM/H),

D

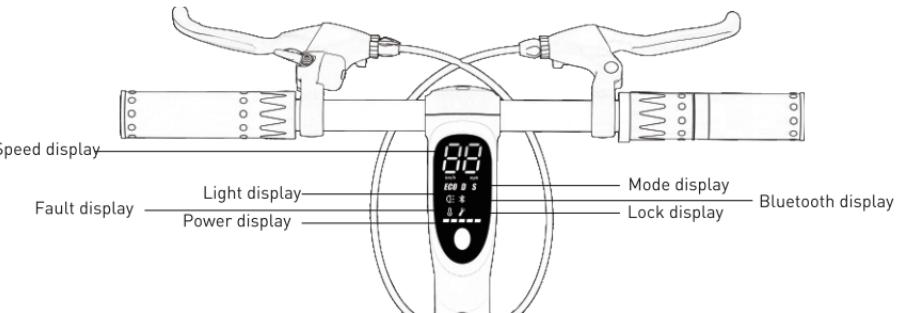
comfort mode-15.5 MPH(25KM/H),

S

sport mode-20 MPH(32KM/H),

- 3.Light display: The icon lights up when the light is on and turns off when the light is off.
- 4.Lock display: The icon lights up when the bike is locked and turns off in the unlocked state.
- 5.Power display: Shows the current percentage of bike power.
- 6.Bluetooth display: Lights up when the bike's Bluetooth is turned on.
- 7.Fault display: If there is a bike failure, it will be displayed along with a fault code.

Display Introduction



4.Operating Instructions /INSTRUCTIONS D'UTILISATION

After assembling the bike correctly according to the assembly video, make sure that all the parts are properly secured and that you have read the entire manual, follow these steps to power on the bike.

1. Ensure that the battery lock is secured. Make sure that the key port is locked to prevent the battery from falling off due to the bike's shaking during riding.

Note: To prevent the key from falling off when riding, be sure to remove the key before riding the electric bike.

2. Make sure the handlebar and seat are properly adjusted. Note that lowering the seat so that the rider can put one or both feet flat on the ground without removing them from the seat may provide a safer and more comfortable introduction to operating the bike. Make sure handlebar panel bolts and seat posts are fully and correctly secured for quick release.

3. Power on: Find the LCD display, press the button above the LCD display, and the power will be transferred to the LCD display.

4. To switch speed modes, simply double-click the button above the LCD or twist the throttle (you can use the throttle to accelerate or maintain the desired speed).

(ECO) energy saving mode-9.3 MPH(15KM/H), (D) comfort mode-15.5 MPH(25KM/H), (S) sport mode-20 MPH(32KM/H).

Warning: The C1 has pedal assist, which can cause greater than expected acceleration, especially for relatively new riders, which can result in loss of control, serious injury, or even death. To reduce the risk, start riding in (ECO) energy saving mode.

5. How to turn on the light: Click the button on the LCD display once to turn on the light, and then click the button again to turn off the light.

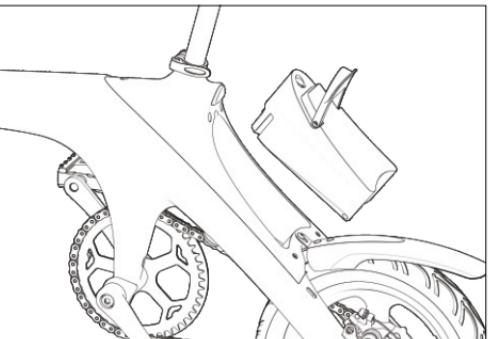
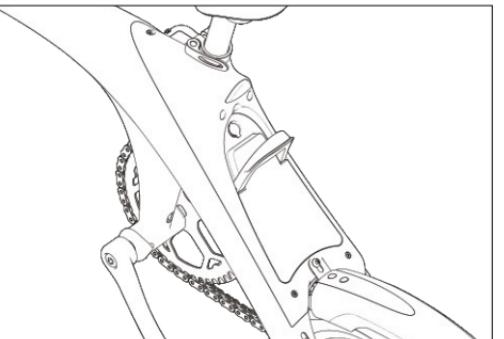
6. Be careful when you first start riding. With the right safety gear and rider knowledge, you are ready to operate your bike.

7. Please check tire pressure, tread, chain, power, shift, brakes, lights, spokes, pedals before riding to ensure safe riding.

8. Power off: Long press the button on the LCD monitor to power off.

WARNING-Risk of Fire - No User Serviceable Parts.

5. Remove The Battery



1. Open the key lock with the key,
2. Find the handle on the battery, lift the handle, and remove the battery

Install battery

1. Align the battery slot and insert the battery into the slot
2. Lower the handle,
3. Lock the key lock

6. How To Charge The Battery

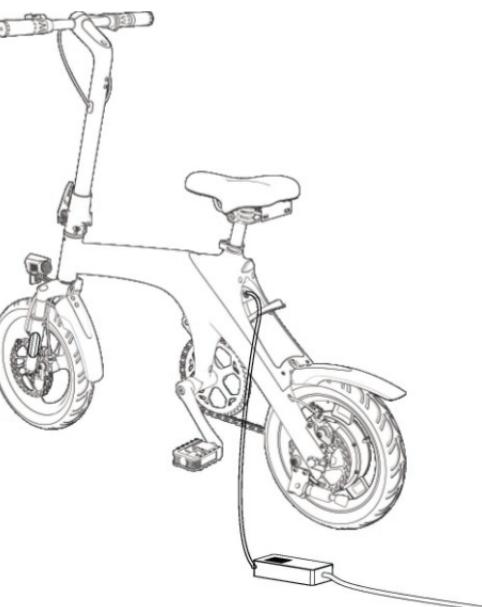
1. When using the charger for the first time, you should carefully check whether the rated output voltage of the charger matches the battery voltage, and check whether the input voltage of the charger matches the grid voltage.

2. When charging, place the charger smoothly in a ventilated place. Plug the charger output plug into the charging hole and then plug the charger power plug into the 220V 50Hz AC power supply. Ensure the input power plug and AC socket contact are reliable.

3. Lift the handle and align it over the battery to see the charging jack.

4. The charger indicator light changes from red to green when the battery is fully charged. Charging time should be 5-6 hours, with a maximum of 7 hours.

5. After charging, unplug the input plug of the charger first, and then unplug the output plug connected to the electric bike. Avoid leaving the charger connected to a live power outlet for an extended period without charging



6. Leave it indoor when charging or not riding. Prolonged Exposure to UV Rays, Rain and the Elements May Damage the Enclosure Materials, Store Indoors When Not in Use.

7. The Enclosure Materials. Store Indoors When Not in Use.

8. Charging of the E-Bike shall only be performed with the manufacturer's recommended charger.

7. Battery Protection Precautions

- 1. Due to the characteristics of the lithium battery, each time it is charged, it can be fully charged each time it is charged [the charger indicator light turns from red to green]. Try to avoid overcharging and overdischarging
- 2. Do not place anything on the battery and charger while charging, as it may cause the charger to overheat and lead to serious consequences
- 3. You can charge the battery at any time. Failure to charge the battery in time will cause it to gradually lose performance and reduce its life. Proper use and maintenance can help the battery maintain about 80% capacity after more than 500 charge/discharge cycles, but the overall capacity of the battery will inevitably decrease.
- 4. If the battery remains in a state of power loss for a long time, it will lead to permanent loss of performance. If you want to store your battery for an extended period, please store the battery in a cool and dry place, keeping the temperature between 10-21 °C, avoiding direct sunlight. Take out the battery for charging every 30 days to extend its life and maintenance performance.
- 5. Please do not intentionally short-circuit the battery, as it may cause very serious consequences. Any damage caused by improper use of the charger will not be covered by the warranty

8. Daily Care And Maintenance / INSTRUCTIONS D'ENTRETIEN À L'INTENTION DE L'UTILISATEUR

Cleaning

If you notice stains on the electric bike's body, wipe them off with a damp cloth. If the stains don't come off easily, use toothpaste and a toothbrush to scrub them before wiping them off with a damp cloth.

Notes: Avoid cleaning the electric bike with alcohol, gasoline, kerosene, or other corrosive and volatile chemical solvents, as they may cause damage

Do not use high-pressure water spray to clean the electric bike, and ensure the bike is turned off during cleaning to avoid electric shock or other issues caused by water leakage.

WARNING!

Battery maintenance

01. Use original battery packs; using other models or brands may pose safety issues.
 02. Do not touch the contacts, 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.
 03. Use the original power adapter to avoid potential damage or fire.
 04. Improper handling of used batteries can harm the environment. Please follow local regulations for proper disposal of used batteries.
 05. After every use, fully charge the battery to prolong its lifespan. Avoid placing the battery in an environment where the ambient temperature is higher than 104°F or lower than 14°F (e.g., do not expose the electric bike or the battery pack to direct sunlight in a car for an extended time. Do not throw the battery pack into fire, as it may cause battery failure, overheating, or fire.) If the electric bike is expected to be left idle for more than 30 days, please fully charge the battery and store it in a dry and cool place. Remember to recharge it every 60 days to protect the battery from potential damage beyond the limited warranty. The battery performs better at normal temperatures and may lose performance if stored below 32°F.
- * If the temperature drops below -4°F, the riding range may be significantly reduced. Once the damage is done, the battery cannot be recharged.

FCC Compliance Statements

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

ISED Compliance Statements

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) L'appareil ne doit pas produire de brouillage;
 - (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.
- Cet équipement est conforme aux limites d'exposition aux radiations IC CNR-102 établies pour un environnement non contrôlé.

RF Exposure Compliance

This equipment complies with FCC/ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux radiations IC CNR-102 établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec une distance minimale de 20 cm entre le radiateur et votre corps. Cet émetteur ne doit pas être colocalisé ou fonctionner en conjonction avec une autre antenne ou un autre émetteur.

9. Important Safety Instructions

WARNING

- When using this product, basic precautions should always be followed including the following:

- 01. Read all the instructions before using the product.
- 02. Please make sure the folding mechanism is locked and not loose before riding.
- 03. Please make sure the brake function is normal before riding.
- 04. Please make sure the handlebar is not loose or shaking before riding.
- 05. Switch off when you're not riding
- 06. Please make sure the seat is not loose before riding.
- 07. Please use the original charger.
- 08. Please retract the kickstand before riding.
- 09. Please ensure that the tyre pressure is in accordance with the tyre pressure standard before use.
- 10. To reduce the risk of injury, close supervision is necessary when the product is used near children.
- 11. Do not put fingers or hands into the product.
- 12. Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or any other signs of damage.
- 13. This equipment is not intended to be used at ambient temperatures less than -10°C(14°F) or above ambient temperatures of 45°C (113°F).
The equipment's recommended storage temperature is between 10°C(50°F) and 45°C (113°F).
- 14. The battery is intended to be charged when the ambient temperature is between 10°C (50°F) and 40°C(104°F). Never charge the battery when ambient temperatures are outside this range. The battery is not intended to be used at ambient temperature less than -10°C(14°F) or above ambient temperature of 45°C (113°F) . The battery's recommended storage temperature is between 15°C (59°F) and 25°C (77°F).
- 15. They are not intended for use at elevations greater than 2000 m above sea level.

ATTENTION

- Lors de l'utilisation de ce produit, des précautions de base doivent toujours être suivies notamment les suivantes :

- *01. Lisez toutes les instructions avant d'utiliser le produit.
- *02. Assurez-vous que les dossier sont bien verrouillés et qu'ils ne sont pas desserrés avant de rouler.
- *03. S'assurer que les freins fonctionnent correctement avant de rouler.
- *04. Vérifiez que le guidon n'est pas lâche ou bancal avant de rouler.
- *05. Eteignez votre vélo lorsque vous ne roulez pas
- *06. Assurez-vous que la selle n'est pas desserrée avant de rouler.
- *07. Utilisez le chargeur d'origine
- *08. Rangez votre cale-pied avant de rouler.
- *09. Assurez-vous que la pression des pneus est conforme à la norme de pression des pneus avant d'utiliser le vélo.
- *10. Pour réduire le risque de blessure, une surveillance étroite est nécessaire lorsque le produit est utilisé près d'enfants
- *11. Ne mettez pas les doigts ou les mains dans le produit.
- *12. N'utilisez pas ce produit si le cordon d'alimentation flexible ou le cable de sortie est effiloché, a une isolation brisée ou tout autre signe de dommage.
- *13. Cet équipement n'est pas destiné à être utilisé à des températures ambiante inférieures à -10°C (14°F) ou supérieures à des températures ambiante de 45°C (113°F). La température de stockage recommandée de l'équipement se situe entre 10°C (50°F) et 45°C (113°F).
- *14. La batterie doit être chargée lorsque la température ambiante est comprise entre 10°C (50°F) et 40°C (104°F). Ne chargez jamais la batterie lorsque la température ambiante se situe en dehors de cette plage.
La batterie n'est pas destinée à être utilisée à une température ambiante inférieure à -10°C (14°F) ou supérieure à une température ambiante de 45°C (113°F). La température de stockage recommandée de la batterie se situe entre 15°C (59°F) et 25°C (77°F).

10. Moving And Storage / INSTRUCTIONS VISANT LE DÉPLACEMENT ET L'ENTREPOSAGE

Moving warning:

When transporting the electric bike, ensure that the device is in the off position to avoid accidental activation by inadvertent switch contact.

Advise users to adopt the correct lifting posture by raising the electric bike vertically to prevent the device from tilting or falling. When handling, please hold it gently.

Lors du transport de la trottinette électrique, assurez-vous que l'appareil est éteint pour éviter une activation accidentelle par contact involontaire avec l'interrupteur.

Conseillez aux utilisateurs d'adopter la posture de levage correcte en soulevant la trottinette électrique verticalement pour éviter que l'appareil ne bascule ou ne tombe. Lors de la manipulation, tenez-le délicatement.

Storage warning:

When the electric bike's not in use, keep it indoors where it is dry and cool.

Do not put it outdoors for a long time.

Excessive sunlight, overheating and overcooling accelerate tire aging and compromise the electric bike and the battery pack's lifespan.

Lorsque le vélo électrique n'est pas utilisé, conservez-le à l'intérieur, dans un endroit sec et frais.

Ne le laissez pas à l'extérieur pendant une longue période.

L'ensoleillement excessif, la surchauffe et le refroidissement excessif accélèrent le vieillissement des pneus et compromettent la durée de vie du vélo électrique et de la batterie.

11. Specifications

C1	Items	Specifications
Dimensions	Item Size[1]	62.6*42.9*19.7 inch (129*109*50CM)
	Tire	Pneumatic Tire 14*2.1 in
Weight	Item Weight	50.1 lbs (22.7kg)
Riding Requirements	Max.load	230 lbs (105 KG)
	Age	16-50
Main Parameters	Max. speed	20 mph (32KM/H)
	Pure Electric Riding Dist.(Load 230lbs) [2]	21.7 miles (35KM)
	Pedal Assist Riding Dist.(Load 230lbs) [2]	43.5 miles (70KM)
	Max Angle of Climb	20%
	IP Rating	IPX4
	Variable Speed	3 Speed Modes
	Frame Material	High-carbon Steel
	Rated Voltage	36 V
	Max. input Voltage	42 V
Battery Pack	Rated Capacity	7.8 Ah
	Intelligent Battery Management System	Unusual temperature/short circuit/under voltage/over current protections...etc
Wheel Motor	Rated Power	350 W
	Max.power	648 W
Charging Adapter	Input Vol	100-240V AC
	Output Vol	DC 42V 1.5A
	Charging Time	5-6 Hours

[1]Item height from the ground to the top of the bike.

[2]Pure Electric Riding Dist/Pedal Assist Riding Dist. On flat surfaces, no wind, and at 77°F, the bike was pedal-assisted in [ECO] mode assist with a fully charged load of 230lbs. The real battery life varies with factors of the load, humidity, specifications, wind speed and riding habits...etc

12. Limited Warranty Statement

30 DAY SATISFACTION GUARANTEED RETURN POLICY

If you are unsatisfied with your purchase, Hiboy's return policy allows you to return your undamaged Hiboy product purchased on the authorization channel within 30 days counting from the date of receipt of shipment, and request a refund from the authorization channel for any reason. Note: The cost of return shipping will be borne by the customer if the product has no quality issue.

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

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

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

LIMITED PRODUCT WARRANTY

Hiboy product are substantially free from defects in materials and workmanship under normal use for a period of time indicated above. Hiboy does not warrant the operation of the product will be uninterrupted or error-free. Hiboy is not responsible for damage resulting from failure to follow instructions relating to the product's usage.

REMEDIES

If a product defect is discovered during the warranty period and you wish to receive a claim. To the extent permitted by law, (1) the product will be

repaired free of charge with new or refurbished replacement parts, (2) the product will be replaced with a new or refurbished product. If a return or exchange is required, shipping and handling charges may apply. The Limited Warranty is valid only in jurisdictions where the Product is authorized by www.hiboy.com and to the extent permitted by applicable law in such jurisdictions. The warranty period for any replacement hardware product is for the remainder of the original warranty period or 30 days (whichever is longer), or any additional time applicable in your jurisdiction.

HOW TO OBTAIN WARRANTY SERVICE

A Warranty Service Order must be requested from Hiboy within Warranty Period from the date of receipt of shipment. To request a Warranty Service Order, contact the Hiboy Service Team support@hiboy.com.

To obtain warranty service, you must deliver the product, in either its original packaging or packaging providing an equal degree of protection, to the address specified by Hiboy. In accordance with applicable law, Hiboy may require the customer to furnish proof of purchase details or comply with registration requirements before receiving warranty service within the warranty period or 30 days, whichever is longer, or for any additional period of time that maybe applicable in your jurisdiction.

LIMITATION OF DAMAGES

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

13. Question & Answer

1. Is there any necessary information that needs to be included before contacting with Hiboy Support Team?

A: Yes, if you need any support from Hiboy, please contact us at support@hiboy.com, and please always include your order number, correct model No., descriptions of the problem, pictures, and videos that can show details about the issue in the email, thanks.

2. My electric bike can't be turned on, what can I do?

A: First, please make sure you are not turning on the electric bike during charging, as we have set the electric bike not to turn on during charging for safety reasons. Second, please make sure the electric bike has been charged for a while to have enough battery to support turning it on. If the problem persists, please contact us at support@hiboy.com for further support.

3. I can't charge my electric bike, what's the problem?

A: Please note that if the electric bike is charging, then the LED on the charger will show red color; if the electric bike is fully charged, then the LED on the charger will show green color. So please help to verify if the charger is defective first: Plug the charger into the socket but not connecting it to the electric bike. If the charger LED is not on or it is not showing a green color, then it means the charger is defective. If the charger is not defective, please contact us at support@hiboy.com for further support.

4. What should I do if the electric bike arrived missing an accessory or with a broken part?

A: Please take a photo and send it to Hiboy Support Team's email: support@hiboy.com. The Hiboy Support Team will reply to you soon and send correct accessory or part replacement.

5. My electric bike is stolen, can you help me?

A: I'm sorry, we can't track on the location or serial number of the electric bike, please call the local policeman and ask them for help.

6. I have written several emails to support@hiboy.com, but no responses received, why?

A: Our Hiboy Support Team will reply to you within 1 working day. If you didn't receive any reply from us, please also kindly check your spam box, and add support@hiboy.com on your whitelist to make sure our reply is not blocked. In addition, you can also contact us on the platform where you purchased the electric bike, such as Amazon chat box, leave message on hiboy.com website, eBay chat box, etc.

7. Are there any precautions for storing the electric bike if I need to go out for a long time on vacation?

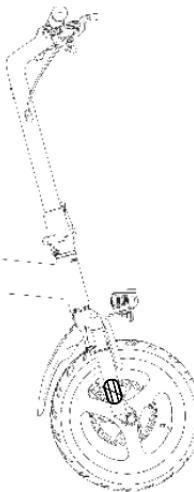
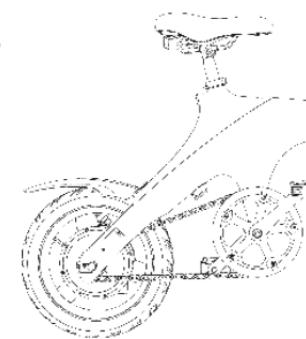
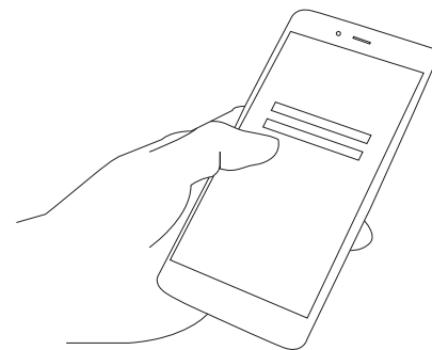
A: Please make sure the electric bike is stored in a dry and cool place, do not put it outdoors for an extended period. If the electric bike is expected to be left idle for more than 30 days, please fully charge the battery, and remember to recharge it every 60 days to protect the battery from potential damage which is beyond limited warranty.

Trouble Shooting

Error code	Error description	Solution
E1	Brake error	Check the brake handle for short circuit or damage
E2	Handle error	Check the handle for short circuit or damage
E3	Communication error	Check that the communication lines between the meter and the controller are in good contact
E4	Controller MOS error	Replace the controller
E5	Undervoltage error	Check that the battery voltage is low or that the battery is paired with the controller's rated voltage
E6	Oversupply voltage error	Check that the battery is paired with the rated voltage of the controller
E7	Motor hall error	Check that the motor wires are in good contact
E9	The controller abnormal zero error	Replace the controller

14. Hiboy App

1. Scan the QR code to download Hiboy App. Before using the App, you need to click on register to follow registration process on the App, if you meet with any problems during registration, please refers to the "Question and Answer" to find the answer, you can also contact us for support.



15. CONTACT US

2. Turn on the bike.
3. Select the device to connect.
4. After connecting with the bike, you can use theApp to control the bike, such as change the Speed mode, Speed unit,lock / unlock the bike, turn on / off the lights...etc.

Have fun with Hiboy electric bike.

Contact us if you experience issues relating to riding, maintenance, safety or errors with your Hiboy electric bike C1.
E-mail Service: support@hiboy.com



@Hiboy_Official



@Hiboy



HiBoyOfficial



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