

COMMAND CENTER GUIDE-



 **KEY-DISP**

KD686



The eBliss Global COMMAND CENTER is PACKED FULL of features and benefits. This guide is designed to help you navigate and set your new THE RIDE Bike up to fit your needs and your local community regulations and laws.

Please note that we have set your eBike up as a CLASS 2 system. You and or your local bicycle store have the opportunity of setting up your bike differently, with in the recognized 3 Class system. PLEASE NOTE that being changing these settings you are taking responsibility for the updates and that you are following your local laws for eBike use and settings.

The following are established and recognized eBikes Classes-

The 3 Classes

Class 1 – Pedal Assist Only

- Motor helps only when you pedal
- Max assisted speed: 20 mph
- No throttle
- Most access (trails, bike paths, etc.)
- Feels like a normal bike with a boost

Class 2 – Throttle + Pedal Assist

- Has a throttle (can move without pedaling)
- Max speed: 20 mph
- Easier for starting, hills, cargo
- Sometimes restricted on certain trails

Class 3 – Faster Pedal Assist

- Pedal assist only (sometimes limited throttle)
- Max speed: 28 mph
- Best for commuting / road riding
- More restrictions (often limited on trails)

Shared Rules Across All Classes

- Motor power typically capped at 750 watts
- Must have fully operable pedals
- Treated similarly to bicycles under many laws

Let's change mobility,

Let's enjoy the ride,

Let's have a Fun Great Ride!

FGR series The Ride Bikes



At eBliss Global we have designed our eBikes with our 4 platforms to deliver an amazing ride-

RISE-

Reliability Innovate Safety Elevate

With this focus we have been able to deliver one of the most RIDE friendly systems on the market.

Your eBike is packed with a lot of features, benefits, safety, and fun. Our USA Factory has been set up as a CLASS 2 system which is a 20 MPH PAS and Throttle.

ALL our eBikes are built on a 740W motor platform and ALL our eBikes are UL2849 Certified, the battery is UL2271 Certified and we have pre-paid for the battery recycling through the Battery Network and is assembled in our USA Factory.

Your new FGR Series eBike is ASSEMBLED in the USA in UTICA, New York and is sold and serviced through LOCAL COMMUNITY BIKE SHOPS!

Your Command Center has a lot of features and functions.

Ready to use are - Trip Current, Average, Maximum Speed, Distance on Ride, Total Distance OD, Distance to Go on Charge, Battery Left, Light, Wattage, Safety & Security Code, Rider Start Up / Theft Protection, Riding Style- Cadence or Torque, Day Time Running Lights - Flashing Mode, Full Beam, Brake Light Highlight, Turn Signal Notification

You are also able to customize several features in the Command Center- CLASS System Selection, Special Class System Set Up- for commercial use, Rider Safety & Comfort Feature- Speed Settings, Throttle Speed Setting, Brightness Sensor & Setting, Battery Diagnostic Dashboard... And so much more.

Last, your new RIDE eBike is designed to allow you to ride in your area legally with some simple adjustments. This guide is designed to show you the features and help you establish the right settings to enjoy your ride safely, legally, and for fun.

We hope you enjoy your new RIDE

THANK YOU

eBliss Global and The RIDE TEAM



Let's get started

Your Command Center is packed with features, benefits and information. The eBliss Command Center is market leading with several rider-based innovative features.

To start an eRIDE you must power on your DISPLAY or HMI (HUMAN MACHINE INTERFACE)

PRIOR to POWERING on your eBike, please perform a ride safety check on your eBike. Not limited to but check brakes, ensure all bolts are secure and tight, tires are inflated properly, battery is charged and your eBike is safe and ready to ride. If you have any concerns, please reach out to your local bicycle store for support



If your eBike is CHARGING, the DISPLAY WILL NOT TURN ON.

- Unplug charger NOW to be able to active your display
- The DISPLAY is the connection point to the controller and the battery.
- When your eBike is in the OFF position it no longer uses the battery power, the leakage current rate is less than 1 μ A.

NOTE- If you have not ridden your eBike in 72 hours your battery has likely gone into a SLEEP MODE. This is a safety & usage feature for the health of your battery. To ACTIVATE/ WAKE UP you have 2 options to wake up your battery to go ride

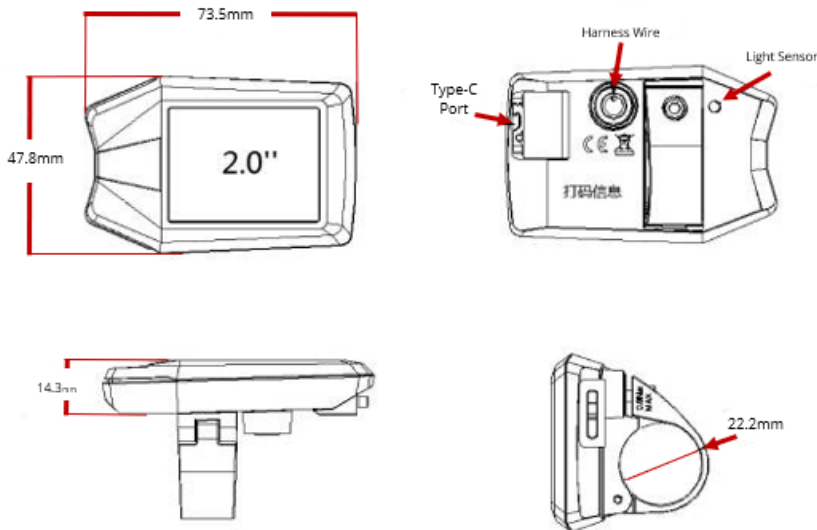
PLUG CHARGER into your ride for 15-30 seconds - this charge reactivates the battery, & the ON/OFF feature NOW will engage. OR **REMOVE THE BATTERY** with your KEY- press the activity button on your battery. Re-Insert & the ON/OFF feature NOW will engage.

NOTE- When eBike is not in use for 5 minutes, the system will switch off automatically. This is NOT SLEEP MODE. *In *SETTINGS* you can adjust the amount of time you would like prior to automatic shut off. See *SETTINGS*

Product model-

Your Model Display/HMI is KD686

- Specifications
- 36V Power Supply
- Rated working current :22mA
- Off-state leakage current: <1μA
- Operating temperature:
14°F-140°F / -10°C~ 60°C
- Storage temperature:
-4°-158°F / -20°C~ 70°C
- Water Resistance Rating of IPX5
- Appearance and dimension
- Product appearance & dimensional (unit: mm)
- Note key features on back of display
C-Port system update- ONLY APPROVED use by The RIDE Bikes Dealers
- Light Sensor used for AI sensitivity- DO NOT COVER UP
- **Display Connection Layout:**
Julet 5 pins male connector. Type: JL-F39-Z508JG



Display Interface Cycle-

- **MIDDLE BUTTON "POWER"** the "ON / OFF"
 - Change selections to the following- ODO (mph/km/h)-> Max Speed (mph/km/h)->AVG speed (mph/km/h) ->Trip time (min)
- **TOP BUTTON "+"**
 - Toggle- UP on PAS levels
 - HOLD Button to change the light function
- **BOTTOM BUTTON "-"**
 - Toggle - DOWN on PAS levels, engage WALK MODE
- **BOTH "+" & "-" together** you will enter setting mode



Now let's power on your RIDE eBike and get familiar with the functions and use!

PRESS THE POWER BUTTON for 2-3 seconds

Once you do this, we have 2 NOTICES / CAUTIONS / WARNINGS prior to your RIDE
First message you will see is

You must be 16+ years or older to ride

This is the general guideline throughout the USA on age requirements to ride an eBike. This is designed to highlight safety and caution for you, the rider and your surroundings.

Full state guidelines are available at Peopleforbikes.org or reach out to your local authorities

Next message is

WEAR A HELMET

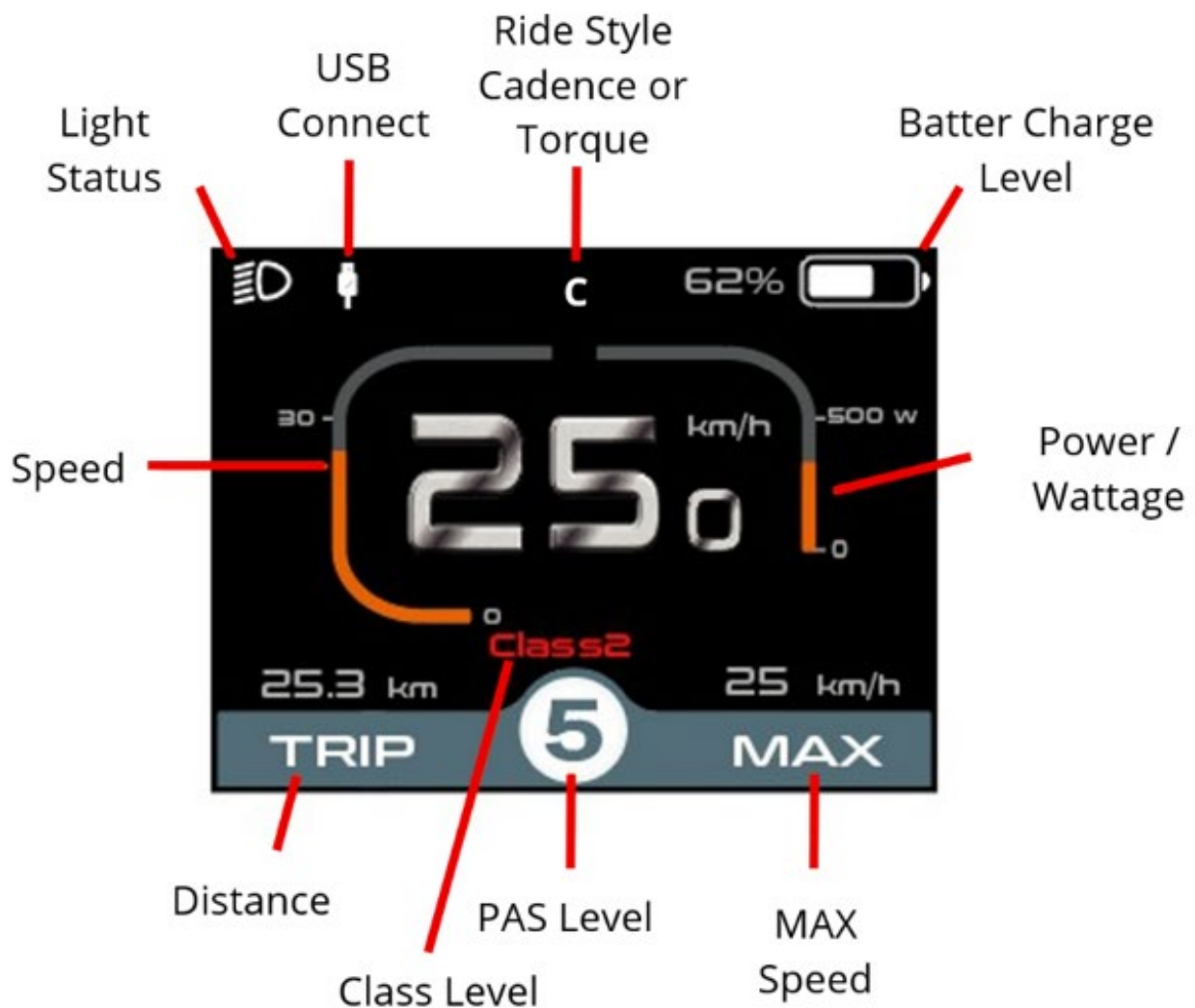
This is a highly suggested safety measure, and we believe you should not ride an eBike or any bicycle without wearing a helmet. Please WEAR A HELMET



Key Visible Display/ HMI Functions

- Ride Style- Cadence / Torque
- Battery Charge Level (SOC-State of Charge)
- Power / Wattage
- MAX Speed or toggle for AVG. Speed
- PAS (Pedal Assist) - (TOGGLE to different levels)
- Class Level
- TRIP Distance of toggle for ODO (Overall Distance)
- PAS control and indication
- Speed (CURRENT- in MPH / KM/h)
- Light Status
- Type- C Connector
- With Toggle you can also see
- Trip time
- Backlight On/Off
- Error code indication if issue

NOTE- there are several rider preferences / features once you access settings



In proceeding, please note that any setting changes or updates are done at the risk and rights of the owner of the eBike. A security / access code will need to be entered into to make changes and in doing so the OWNER of the eBike assumes all changes, risks and updates. All warranties and liabilities to company are released with changes from Factory Setting and for any attempts to change outside of the 3 Class System.

Settings

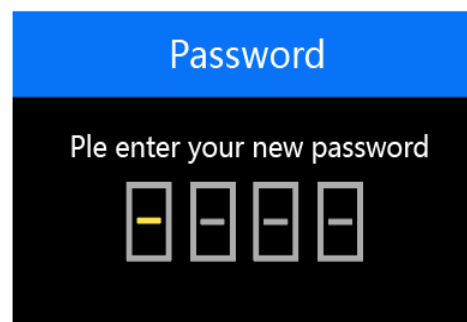
Your eBliss Global eBike, The RIDE Bike has several setting features. It is important to **NOTE** that you will need a SECURITY CODE to be able to access changing any and all of your settings.

By ENTERING the PASSCODE / SECURITY CODE, you, the owner of the eBike accept ALL RISKS and CHANGES and acknowledge that your CHANGES will be set to in accordance with LOCAL LAWS, SAFETY, & REGUALTIONS, and your own personal comfort.

Note any changes outside of the 3 CLASS system is UNATHORIZED and VOIDS WARRANTY and any liability to eBliss Global and The RIDE Bikes. If you accept these terms and are prepared to make these changes and accept responsibility for these changes, please note seek your local Independent Bicycle Dealer (IBD) or contact eBliss Global.

ACCESS- as stated is SECURITY CODE is protected. To reach this stage please follow below.

- IN RIDE MODE-
- PRESS at SAME TIME "+ and "-"
- Hold for 2 seconds
- Screen will go to SECURITY CODE- ENTER
- You will now be directed to the SETTINGS MENU
- *PASSSSWORD is 1212 You achieve this by toggling with + /- buttons*



If there is no activity in set up after 60 seconds, the display will exit & return to main screen

Once inside settings you have 3 KEY Sections you can access

- Display Settings
- Advanced Settings
- Information
- Exit

To maneuver, navigate and make changes within the system, use

- Top Button "+"
- Bottom Button "-"
- Middle Button "POWER" to set



Display Settings:

This is main section to make a wide variety of changes. SHOW CAUTION when making changes to ensure the follow in line with local laws and regulations as well as safety and personal comfort. Never attempt to make changes while riding. This is unsafe .

Display Settings		NOTES
Trip Reset	Yes or No	Ability to reset TRIP
Unit	Imerial or Metric	Change Measurement
Brightness	100%, 75% ...	Screen Brightness
SCO View	Percentage or Voltage	Battery View
Auto Off	5MIN (DEFAULT)	Time Out Feature
AI Sensitivity	Off	Light Sensitivity
Set Voltage	48 Voltage (DEFAULT-Do Not Change)	Battery Voltage
Password		Security Setting
Set Mode	C1, C2 (DEFAULT), C3, SC	Class Level
BACK		

Trip Reset:

- Ability to clear trip odometer. Like you car clearing his will also clear a number of other fields MAX Speed, AVE Speed, Trip Distance, & Trip Time

To Set & Clear-

- Select TRIP RESET
- Toggle to either YES to CLEAR or NO to KEEP Trip Data
- Press POWER BUTTON "ON / OFF" to SET
- **NOTE**- If NO is selected then TRIP will NOT RESEST

Unit:

- Ability to track all measurable items- distance & speed in either IMPERIAL (Miles / mph) or METRIC (Kilometers / kph)

To Set

- Select UNIT
- Toggle to either IMPERIAL or METRIC
- Press POWER BUTTON "ON / OFF" to SET

Brightness:

- This setting represents the display's backlight brightness. You can adjust the settings to find your personal preference. They Command Center is PRESET at 100%- this is the highest brightest setting.
- Options- 100% Highest Brightness, 75%, 50%, 30%, 10% Lowest Brightness

To Set

- Select BRIGHTNESS
- Toggle to set your BRIIGHTNESS LEVEL- 100%, 75%, 50%, 30%, 10%
- Press POWER BUTTON "ON / OFF" to SET

SCO View:

- Adjusting display reading for Battery State Charge from % Percentage to V Voltage This will highlights on main display shows remaining until empty

To Set

- Select SCO View
- Toggle to either % Percentage of V
- Press POWER BUTTON "ON / OFF" to SET



Auto Off:

- A preset to have your eBike sleep when not in use. This is designed to protect your battery and allow for the security settings to activate (if set up) when your eBike is not in use. This is an auto function, or you can also be able to TURN OFF your eBike OFF by pressing the POWER button you your display. This feature is a SET IT & FORGET IT feature.
- This can be adjusted between 1 to 10 minutes. If this is activated and you have PASSWORD set, you will have to enter your PASSWORD when you want to go for a ride again. The default automatic shutdown time is 5 mins

To Set

- Select AUTO OFF
- Toggle and set your preferred setting 1-10 minutes
- Press POWER BUTTON "ON / OFF" to SET

NOTE *this is different than the Battery SLEEP MODE. The Battery SLEEP MODE is a safety and usage feature for the health of your battery. To ACTIVATE/ WAKE UP you have 2 options to wake up your battery to go ride*

- *PLUG CHARGER into your ride for 15-30 seconds - this charge reactivates the battery, & the ON/OFF feature NOW will engage or REMOVE THE BATTERY with your KEY- press the activity button on your battery. Re-Insert & the ON/OFF feature NOW will engage.*

AI Sensitivity:

- This is a sensor to sense when your lights should automatically turn on. There is sensor located under the display that will sense activation.
- Settings range from 01~05 or OFF. If OFF, you will have Daytime Running Flashing Lights.

To Set

- Select AI SENSITIVITY
- Toggle and set your preferred setting 01~05 or OFF =1 is most sensitive
- Press POWER BUTTON "ON / OFF" to SET

NOTE Your eBike is set with DAY TIME RUNNING FLASHING LIGHTS. These automatically turn on for FRONT & REAR lights when you start your eBike ride. You can turn this off by pressing and holding the Upper display button "+" for 2-3 seconds. We recommend leaving this on, as it helps create visibility and awareness on the road with other vehicles and people.

Set Voltage:

- **DO NOT ADJUST** your eBike should be set to 48 voltage

Password:

This is security setting that will lock down your eBike until you enter your PASSWORD. This is like the security code on your mobile device. This is a THEFT Prevention & Safety Feature for your eBike. You do not need to use this feature but if you do please make sure to log your PASSWORD.

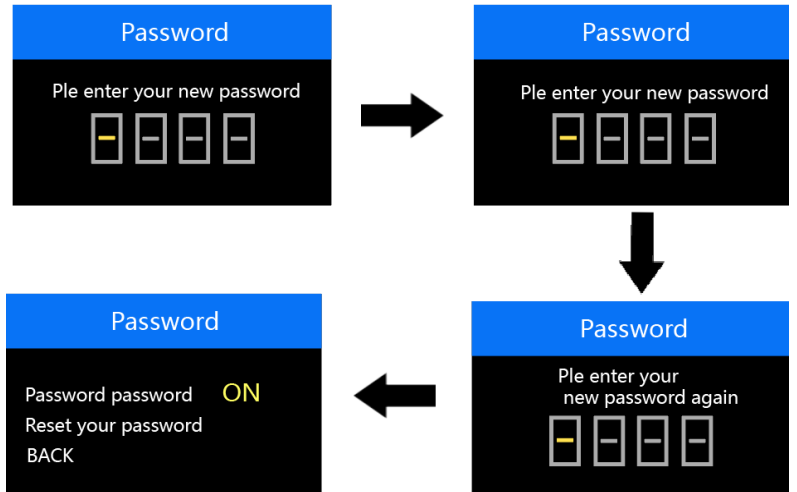
NOTE If you forget your code, you can contact eBliss Global for a jail break. It is highly recommended that your eBike is registered as it will allow us to assist more quickly. If you have not registered your eBike please note, we will need to do a verification process and proof of purchase to ensure the eBike in question is with the rightful owner!



Password / Passcode default setting is OFF

To Set

- Select PASSCODE
- Toggle to YES- if you wish to set up
- 4 Boxes will appear Toggle "+ or -" to select your desired NUMBER, once selected press POWER BUTTON
- Repeat for the following 3 Boxes
- At end of the 4th code, you will need to PRESS & HOLD POWER BUTTON to return to main screen



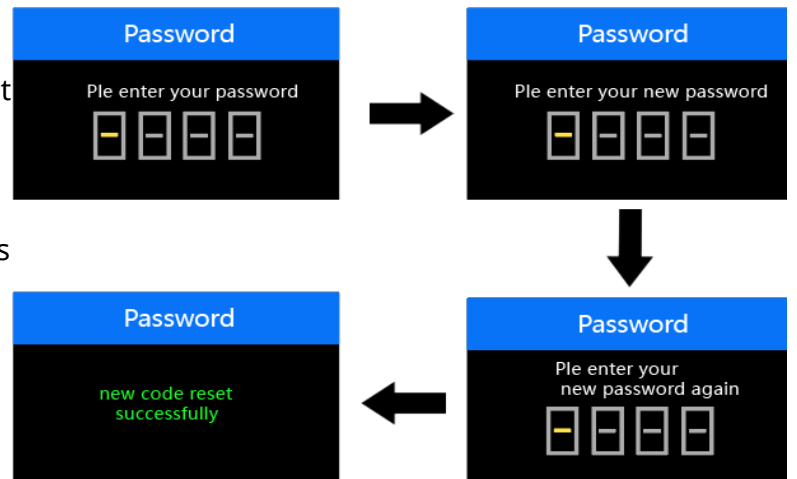
Password / Passcode Reset

- To RESET CHANGE, UPDATE, or TURN OFF PASSWORD / PASSCODE, you will need to follow the steps below
- To- Change, Update or Turn Off Password

Select PASSCODE

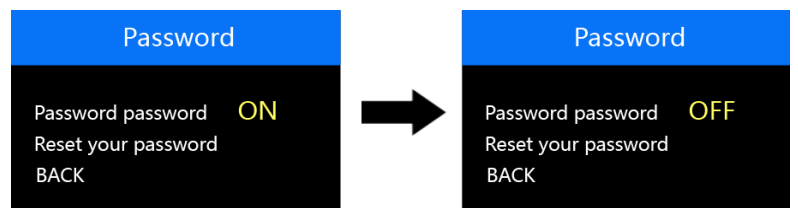
TOGGLE and SELECT RESET YOUR PASSWORD

- When password is enabled. 'Reset password' will add to Password interface. Press +/-button to select 'Reset Password' and press on/off to confirm. Meanwhile, the interface asks for current password. When the correct password is input, the interface prompts to set a new password. Then follow the operations of setting a new password. The interface will be back to original settings page in 2 seconds after the password is reset successfully.
- Hold on/off to return to the home page or by route 'BACK' → 'home page'.



Password Disable

- In "Start Password" interface, choose OFF and short press on/off to confirm. Meanwhile, display interface asks for a password. When the correct password is input, the display prompts 'password function disabled'. After 2 seconds, the interface will be back to original settings page.
- Hold on/off to return to home page or by route 'BACK' → 'home page'.



Set Mode:

- This is CLASS Setting Section. The **DEFAULT setting is CLASS 2**. This system has 4 CLASS settings. It is important to set you eBike to your correct local laws & regulations. Your local IBD dealer can help support with knowledge and changes. You can adjust CLASS MODE in SETTINGS.
 - CLASS 1- C1- 20 mph PAS with NO THROTTLE**
 - CLASS 2- C2- 20 mph PAS & THROTTLE USE**
 - CLASS 3- C3- 28 mph PAS & THROTTLE USA UP to 20 mph**
 - Special Class- SC- for Currier Service 15 mph PAS & THROTTLE**

To Set

- Select Set Mode
- Toggle thru C1= CLASS 1, C2= **CLASS 2 (DEFAULT)**, C3= CLASS 3, and SC= Special Class
- Please make sure to select the right legal setting for your riding area your safety & comfort
- Press POWER BUTTON "ON / OFF" to SET
- Factory Setting PAS levels for all 3 Classes- Your eBike is PRESET on CLASS 2

CLASS 2		
Factory Pre-Set Settings		
PAS Level	Top Speed	CLASS 2 THROTTLE
5	20	20
4	16	16
3	12	12
2	8	8
1	5	5
0	Human Powered	
Walk Mode	2	
CLASS 2 THROTTLE Top speed is regulated at 20 mph and by PAS level you are in		

CLASS 1		
Factory Pre-Set Settings		
PAS Level	Top Speed	NO THROTTLE
5	20	
4	16	
3	12	
2	8	
1	5	
0	Human Powered	
Walk Mode	2	
This mode is DOES NOT HAVE THROTTLE ACCESS		

CLASS 3		
Factory Pre-Set Settings		
PAS Level	Top Speed	CLASS 3 THROTTLE
5	28	20
4	22	20.0
3	17	17.0
2	11	11.0
1	7	7.0
0	Human Powered	
Walk Mode	2	
CLASS 3 THROTTLE Top speed is regulated at 20 mph and by PAS level you are in		



Advanced Settings:

Advanced Settings		NOTES
Assist Levels	0-5	Cannot make changes
Wheel Size	Pre Set for Model	See Chart for settings
Pas Speed Limit	20mph	Custom Comfort See Chart
Throttle Speed Limit	20mph	Custom Comfort See Chart
Battery Info		Battery Status Report
BACK		

- **Voltage:** Charge level- ex.- over 48V is fully charged
- **Current:** Discharge level- ex. -should be low when not in use and high when in use
- **SOH:** State of Health: ex.-100% is NEW. This will decrease over time and use
- **SOC:** State of Charge: ex.-59% shares there is slightly more than 50% charge left
- **Res Cap:** Remaining Capacity: this aligns with SOC and is an indicator of battery health
- **Cycle Count:** This is a tracker on how many charge cycles you have performed on your battery
- **Battery Configuration**
 - Series Number: 13- defines cell group to achieve 48V nominal
 - Parallel Number (P):5- there are 5 groups of 13 cells to equal 65 total cells
 - Cell- Level Voltage Analysis- this is your battery balance review.
 - **These items are key if a battery performance review is requested**

Battery Info	
BACK	NEXT
Voltage:	49.2V
Current:	-0.11A
SOH:	100%
SOC:	59%
Res Cap:	9.83Ah
Cycle Times:	1
Series Num:	13
Parralle Num:	5
Cell Voltage1:	3792mV
Cell Voltage2:	3790mV
Cell Voltage3:	3790mV
Cell Voltage4:	3791mV
Cell Voltage5:	3793mV
Cell Voltage6:	3791mV
Cell Voltage7:	3790mV
Cell Voltage8:	3793mV
Cell Voltage10:	3793mV
Cell Voltage11:	3792mV
Cell Voltage12:	3792mV
Cell Voltage13:	3793mV
Cell Voltage14:	0mV
Cell Voltage15:	0mV

Assist Levels:

- Highlight the number of pedal assist levels available on your eBike. 0- is a traditional bicycle, 0 is lowest ASSIST level thru 5 being the TOP Speed of Assist.

NOTE- This field is NOT Adjustable. It is factory set

Wheel Size:

- This is a preset function that is based on Diameter & Width creating the correct setting to track accurately your distance and speed. If you believe this is not tracking correctly, please check this setting and adjust.

To Set

- Select Wheel Size
- Toggle thru to find right option-
Failure to use these settings will likely result in inaccurate readings on speed and distance
 - **Cargo- C- 22" Wheel**
 - **FAT- F- 32" Wheel**
 - **Urban- U- 29" Wheel**
 - **Folding- X- 22" Wheel**
- Press POWER BUTTON "ON / OFF" to SET



Pas Speed Limit:

•This is also called *CUSTOM COMFORT* feature. In this setting you can adjust TOP Speed DOWN from a TOP SPEED down 1 mph at a time to as low as 11 mph to find your comfort zone. In doing this it will also automatically engage the PAS levels 1-5 to adjust its settings (see chart). **NOTE** that **THROTTLE is also tied to PAS levels & will adjust.**

•You also have a unique adjustment for throttle also.

To Set

- Select Pas Speed Limit
- TOGGLE to desired top speed
- Press POWER BUTTON "ON / OFF" to SET

CLASS 2		
Factory Pre-Set Settings		
PAS Level	Top Speed	CLASS 2 THROTTLE
5	20	20
4	16	16
3	12	12
2	8	8
1	5	5
0	Human Powered	
Walk Mode	2	
CLASS 2 THROTTLE Top speed is regulated at 20 mph and by PAS level you are in		

CLASS 1		
Factory Pre-Set Settings		
PAS Level	Top Speed	NO THROTTLE
5	20	
4	16	
3	12	
2	8	
1	5	
0	Human Powered	
Walk Mode	2	
This mode is DOES NOT HAVE THROTTLE ACCESS		

CLASS 3		
Factory Pre-Set Settings		
PAS Level	Top Speed	CLASS 3 THROTTLE
5	28	20
4	22	20.0
3	17	17.0
2	11	11.0
1	7	7.0
0	Human Powered	
Walk Mode	2	
CLASS 3 THROTTLE Top speed is regulated at 20 mph and by PAS level you are in		

Pedal Assist Level Speed Chart				
Custom Comfort Settings				
If TOP SPEED in PAS 5 is adjusted the following chart will help guide you on each PAS levels MAX SPEEDS (+/- 1 mph)				
5	4	3	2	1
28	22	17	11	7
27	21	16	10	6
26	21	16	10	6
25	20	15	10	6
24	19	15	10	6
23	18	14	9	6
22	17	13	8	5
21	17	13	8	5
20	16	12	8	5
19	15	12	8	5
18	14	11	7	5
17	13	10	7	4
16	13	10	6	4
15	12	9	6	4
14	11	9	6	4
13	10	8	5	3
12	9	7	5	3
11	9	7	4	3
10	8	6	4	3



Information:

This shows model and software version. NOTE software can only be updated by an authorized eBliss Global, Inc and The Ride Bike local bicycle store. Tampering with this will void warranty and likely cause damage.

Information	NOTES
Display Software	
KD686-C-296-04T-V2.08.05-06.00	Product Details

Key Function Review:

Class Mode:

- The display has 4 CLASS settings. It is important to set you eBike to your correct local laws & regulations. Your local IBD dealer can help support with knowledge and changes. You can adjust CLASS MODE in SETTINGS.
- CLASS 1- C1- 20 mph PAS with NO THROTTLE
- CLASS 2- C2- 20 mph PAS & THROTTLE USE
- CLASS 3- C3- 28 mph PAS & THROTTLE USA UP to 20 mph
- Special Class- SC- for Currier Service 15 mph PAS & THROTTLE
- Default SETTING is CLASS 2- to make changes see your local Dealer. (Changes can be made in SETTINGS)


PAS (Pedal Assist Level):

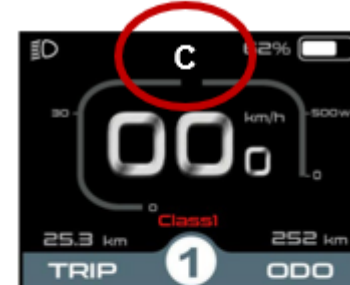
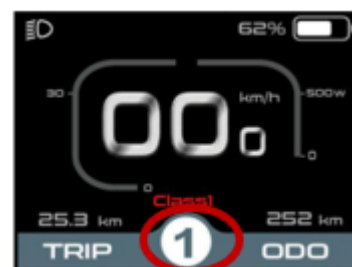
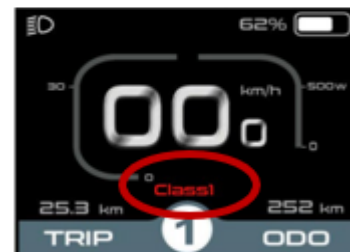
- Your eBike has 6 Settings. 0- NO motor engagement, 1- Lowest speed, 2- step up speed, 3- Mid-level Speed, 4- Next Level, 5- Maximum speed. You can adjust your PAS level by pressing "+" to increase or "-" to decrease
- Your eBike default assist level ranges is "0"
- The WALK MODE will engage
- NO throttle in PAS 0

Pedal Style- Cadence of Torque Sensor

- You are able to switch between CADENCE or TOQUE sensor on your eBike. This feature allows you to find the preferred riding style.
- CADENCE- the pedal style is more of a CRUISE or light pedaling motion. You will easily reach TOP Speed for each Pedal Assist Level with minimal effort. CADENCE Mode will drain your battery faster
- TORQUE- Is more of your fitness or impact use. You will have to pedal with effort to engage the PAS (pedal Assist Level) and maintain this effort to keep your speed. With TORQUE Mode you will be able to extend that battery based on HUMAN POWER

Walk Mode / Push Assist:

- To activate function, PRESS & HOLD the "-" button. After 2 seconds, your eBike is activated to go at a uniform walking speed of 2 mph while the screen displays 
- The push-assist function is switched off as soon as you release the "-" button. The EBike system stops the power output immediately and get back to the status before the push-assist is activated.



Light Function:

- When you TURN ON your eBike the LIGHT SAFETY Function is activated. This is a FLASHING FRONT & REAR Lights as well as Enhanced Rear Light when braking & Turn Signals when activated (if applicable). **NOTE-** the display has a light sensor which automatically switches ON/OFF the lights.
 - With lack of natural light
 - Display will be dimmable (you can adjust in SETTINGS)
 - Lights will Turn OFF
 - At any time, especially at DUSK or NIGHT you can MANUALLY turn ON Lights for FULL BEAM impact & visibility. You do this by PRESSING & HOLDING the “+” button. After 2 seconds the lights will engage.
 - Toggle between FLASHING & SOLID BEAM features.



Motor Power Indicator:

- This indicator highlights the impact the motor is making in your RIDE. The more motor power use the faster your battery will drain.

Battery Charge Level (SOC-State of Charge):

- This indicator highlights the battery level in

Error Code Indication:

- Your eBike has a built in DIAGNOSTIC tool designed to highlight ERRORS. These ERROR codes will help support maintenance, areas needing attention, & part replacement. Please see your local bicycle dealer with any questions & service. We do have a diagnostic chart below.

NOTE When an error code appears, please repair the fault IMMEDIATELY or you will not be able to ride the eBike normally, with motor engagement.



Error Code	Section	Definition	Possible Cause	Recommended Fix
10	Battery	Over Voltage Protection	Voltage detected exceeds 54.6V.	replace battery
11	Battery	Low voltage protection	Battery voltage below safe threshold	Recharge battery or check for damaged cells. Check Settings in HMI/Display for abnormal reading
12	Motor- Rear	Motor Shaft Lock Protection	The motor is not rotating.	Check whether the brakes have locked up or if the motor is stuck with the
13	Motor- Rear	Motor temp reaches protection point	Motor overheating	Allow motor to cool; check for heavy load or poor ventilation
14	Controller	Controller voltage fault	Abnormal voltage levels detected	Verify battery voltage & wiring; replace controller if needed
15	Sensor / BB-Bottom Bracket	Abnormal PAS assistance	PAS sensor sending incorrect signals	Inspect PAS sensor alignment & wiring; replace if defective
16	Controller	MCU self test fault	Controller MCU failed diagnostic	Replace controller
17	Throttle / Display / HMI / Controller / Wiring Harness	Run away protection	Uncontrolled acceleration detected	Check throttle & PAS sensors for sticking or incorrect signals
18	Sensor / BB-Bottom Bracket	Cadence sensor fault	Cadence sensor malfunction or disconnected	Inspect sensor & wiring; replace if damaged
21	Controller	Controller MOSFET damaged or over	MOSFETs damaged or excessive current	Replace controller; inspect for short circuits
22	Throttle / Display / HMI / Controller / Wiring Harness	Throttle voltage fault	Throttle failure	Check the Throttle voltage
23	Motor- Rear Hub	Motor phase wire fault	Disconnected or shorted phase wires	Check phase wires for continuity & shorts; repair or replace
24	Motor- Rear / Motor Harness	Motor hall signal fault	Hall sensors not sending correct signals	Inspect motor Hall sensor wiring; replace motor if sensors damaged
25	Brake- Front or Rear	Brake fault	Brake sensor or wiring malfunction	Check brake lever sensors & wiring; Try adjusting wire/sensor, replace faulty
30	Display / HMI / Controller / Wiring Harness	Communication fault	Communication error between components	Check connectors between display, controller, & sensors, Unplug & Re-Plug make sure plugs are properly aligned & no internal or external damage



Quality Assurance and Warranty Scope:

Warranty:

The warranty will be valid only for

- Products used in normal usage conditions.
- Follows the eBliss Global and The Ride Bike Warranty Program.

The following cases **do not** belong to our warranty scope.

- The display is demolished.
- The damage of a display caused by wrong installation or operation.
- Shell of the display is broken
- The fault or damage of the display is caused by the force majeure (e.g., fire, earthquake, etc.).
- Beyond Warranty period.
- Alterations, changes, or attempts to reprogram outside of product scope and outline

Warnings:

- Use the display with caution.
- Don't attempt to release or link the connector when battery is on power.
- Try to avoid hitting the display.
- Don't modify system parameters to avoid parameter disorder.
- Make the display repaired when error code appears.

**PLEASE ALWAYS acknowledge LOCAL LAWS, WEAR A HELMET, RIDE SAFELY!
DO NOT MAKE UNAUTHORIZED CHANGES, this VOIDS all WARRANTY**

**If you have any questions, please reach out to your
local eBike store or contact
The RIDE Bikes at
866-315-7433 (RIDE)**