



Owner's Manual

Models: Rize RX, RX Pro

Introduction	1
Safety Check	2
General Information	3
Liability Disclaimer	3
Assembly	4
Handlebar	4
Front Wheel	4
Rear Wheel	5
Tire Pressure	5
Fenders	5
Pedals	6
Seat	6
Chain Slap Guard	7
Bottle Holder	7
Brake Lever Adjustment	7
Removing The Battery	7
Battery Care	8
Battery Charging	8
Battery Storage	8

LCD Display	9
Switch Power ON / OFF	9
Power Assist Level	9
Throttle	9
Headlight and Taillight	9
Walk Mode	9
LCD Display Indicator	10
ECO and Sport Mode	11
Data Mode Display	11
Settings Mode	11
Error Code Definition	12
Maintenance	13
Cleaning	13
Tips	13
Legal Requirements	14
Serial Number	14
Warranty	15

Rize on . . .

Congratulations on purchasing your new Rize bike! You have chosen a bike that will give you an unreal riding experience, and you have chosen wisely.

Please read this *Owner's Manual* carefully before using your new e-bike. It is your reference for assembly, maintenance, and safety.

If you do not feel comfortable assembling the bike on your own, we highly recommend that you have your bike assembled by a qualified bicycle mechanic.

If you have questions or need assistance, please contact us directly.

Help Center: help.rizebikes.com

Email: support@rizebikes.com

Toll Free: 1-888-600-1545



Please check the following components: handlebar, stem, pedals, crank arms, and wheels. Ensure they are properly installed and tightened. While some of the components are pre-assembled, it is still important to make sure every component is tightened to the indicated torque value. Failing to notice a loose component may cause it to detach during use and lead to serious injury.

- **Wheels:** A critical part of assembling your bike is securing the front and rear wheels, and checking the tightness of the wheel axle nuts. Properly installed wheels are essential to the safe use of the bike.
- **Tires:** Both tires must be inflated to the specifications outlined in the manual. Failing to do so will reduce performance, increase tire wear, and compromise your safety.
- **Crank:** Ensure the crank pedal arms are tightened to the indicated torque value (*required tools: 8mm hex key, recommended torque 30-35 N.m*).
- **Brakes:** Ensure brakes are working correctly and properly secured. When braking, apply the rear brake first, then the front brake. Applying the brakes incorrectly may cause serious injury.

It is recommended to perform the above safety checks every 200 - 300 km (120 - 180 miles) or if the bike has not been used in three weeks.

For Your Safety

Users must become accustomed to the power controls before riding. It is highly recommended that you ride your new bike in an open area and set the power assist level to “0”. Once you feel confident operating your bike, increase the power assist gradually.

Keeping your hands over the brake levers is good practice. The brake levers have motor inhibitors that will shut down the motor power when applied. If for any reason you lose control, apply the brake levers immediately to shut down the motor power. Do not try to stop your bike using your feet, as this may cause the user to lose balance.

When walking or carrying your bike, turn off the power to avoid accidentally switching on the motor. If the motor is accidentally switched on, immediately apply the brakes to cut off power to the motor.

Throttle: The throttle mechanism allows partial or full motor power to be activated. Inexperienced users should be more cautious when first pushing the throttle. The throttle function is deactivated when the pedal assist level is set to “0”.

Pedal Assist (Torque Sensor): The torque sensor activates the motor when pressure is applied to the pedals, causing the bike a sudden forward movement.

Drivetrain: The drivetrain system requires high maintenance as the mid-drive motor can put extra stress on the drivetrain and shorten the life of the chain and cassette.

The most common practice to maximize the life of your drivetrain:

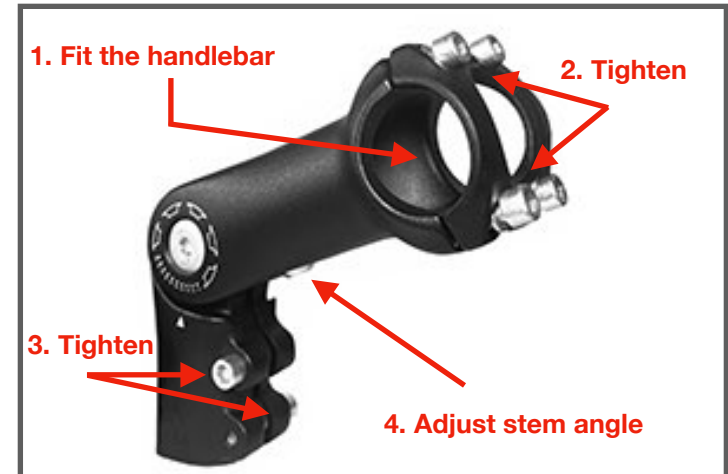
1. Start always at low gears. Example gear 1 or 2, rather than gear 8 or 9.
2. Shift gears gradually. Do not skip gears.
3. Lube your chain frequently (every 160 km / 100 mile). Use a special bike lube to maximize performance and get a smooth ride.

Liability Disclaimer

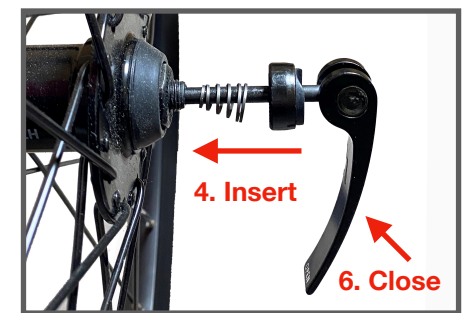
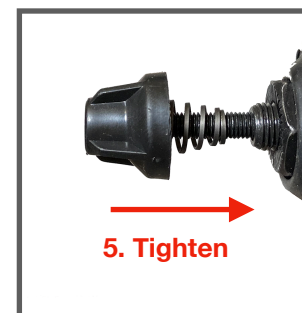
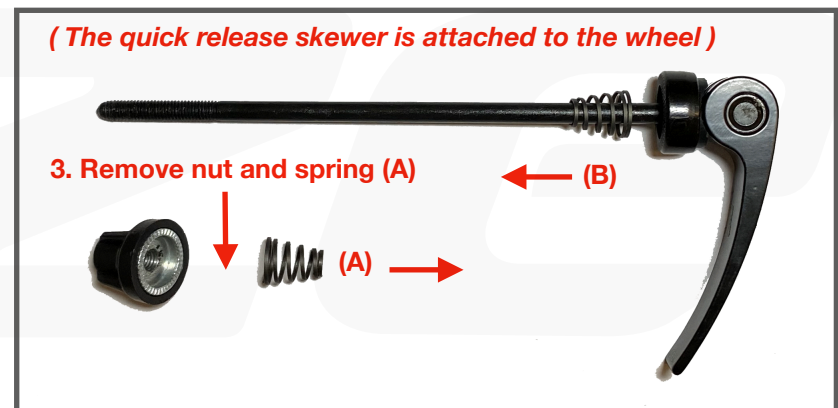
There are risks associated with the use of any e-bike, and it is the responsibility of the user to understand such risks. You are responsible for your own actions while using an electric bike. Rize Bikes is not responsible nor liable for any accidents or injuries (whether caused by you or others) that may occur during use. We recommend contacting your insurance provider to determine whether or not your current insurance policy covers you in the event of an accident.

(A) Handlebar *(required tools: 5mm hex key)*

4. Fit the handlebar into the stem.
5. Attach the clamp and screw all the bolts, then screw each individually until securely tight *(recommended torque 6 N.m)*.
6. Align the handlebar with the front wheel and tighten the two bolts on the side of the stem *(recommended torque 10 N.m)*.
7. Loosen the indicated bolt to adjust the stem angle *(recommended torque 15 N.m)*.

**(B) Front Wheel**

1. Remove the brake pad protector located between the brake pads.
2. Assemble the wheel by inserting the disc brake rotor between the brake pads then insert the fork end onto the wheel axle.
3. Remove the nut and spring (A) from the quick release skewer.
4. Insert the quick release skewer with spring (B) pointing inward into the right side of the wheel axle.
5. Insert spring (A) pointing inward into the left side of the quick release skewer and tighten the nut.
6. Close the quick release lever and tighten by turning clockwise.



(C) Rear Wheel *(required tools: 15mm wrench, recommended torque 30 - 35 N.m)*

Ensure the rear wheel is tightened at the recommended torque value.

(D) Tire Pressure

Rize RX model: recommended tire pressure 30-50 psi.

RX Pro model: recommended tire pressure 5-30 psi.

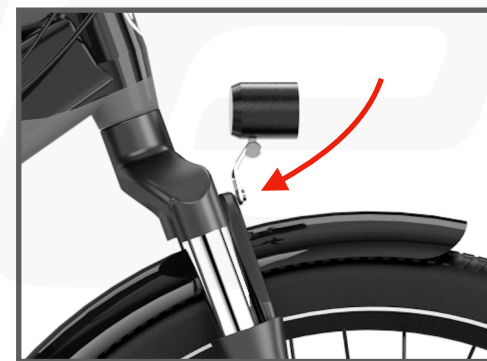
Tire pressure range depends on many variables so please use your discretion taking into account your weight, cargo, terrain, temperature, the feel of traction you are experiencing while riding, and hill grades when applicable.

WARNING

The tires must be inflated to the proper psi as indicated on the tire sidewall. Do not over-inflate or under-inflate tires.

(E) Fender *(required tools: 4mm hex key, 5mm hex key, 10mm wrench)*

1. Place the fender hook on the front side of the fork arch at the highest position.
2. Insert the bolt into the headlight holder and fender hook, and tighten on the fork arch.
3. Use the bolts mounted on the fork to tighten the fender stays.



(F) Pedals *(required tools: 15mm wrench, recommended torque 35-40 N.m)*

The right and left pedals are marked with an "R" or "L" on the end of the thread. The right pedal axle has a smooth surface whereas the left pedal axle has grooves.

The pedal and crank threads are designed to line up easily. Be sure to tighten the pedals with your hand, first. It should be easy for the first few turns. Do not force if tightening is difficult. If the tightening is difficult, stop immediately as the pedal thread is not aligned and continuing to do so will damage the thread of the crank arm.

1. Apply a small amount of grease onto the pedal thread axle.
2. Insert the **right** pedal into the right crank arm. Carefully thread the pedal **clockwise** onto the crank, by-hand, slowly and then fully tighten.
3. Insert the **left** pedal into the left crank arm. Carefully thread the pedal **counter-clockwise** onto the crank, by-hand, slowly and then fully tighten.

WARNING

Inserting the pedal into the wrong side, installing at the wrong angle, or failure to tighten firmly will strip the crank arm thread and will cause the pedal to detach.

(G) Seat

1. Open the seat tube lever, insert the seat post, and close the lever to lock.
2. Rotate the lever to adjust the lock tightness.
3. Adjust the seat angle by loosening the indicated bolts. You can tilt the seat up or down and move it forward or backward to fit your comfort *(required tools: 8mm hex key, recommended torque 20 N.m)*.

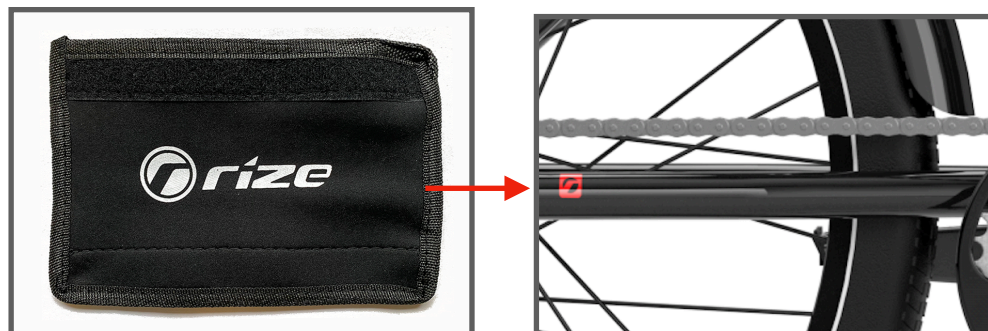


WARNING

Do not raise the seat post beyond the minimum insertion point line. Doing so may cause the seat post or frame to break and can result in serious injury or death.

(H) Chain Slap Guard *(optional)*

The chain slap guard is made to protect the lower frame against dirt or scratches from the chain. It is placed on the chain stay.

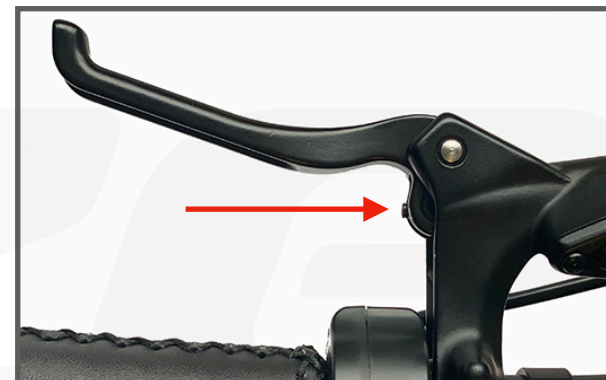


(I) Bottle Holder *(optional)*

Use the screws mounted on the frame tube seat to install the bottle holder.

(J) Hydraulic Brake Lever Adjustment *(required tools: 2mm hex key)*

1. Tighten the indicated bolt to extend the brake lever reach.
2. Loosen the indicated bolt to shorten the brake lever reach.



(K) Removing The Battery

The battery keys are attached to the handlebar. Insert the key into the key port, turn clockwise, and pull the battery or battery lever.

WARNING

Failure to carry out proper assembly, operation, and/or maintenance could result in serious injury or death.

Battery Charging

Ensure the battery is fully charged before your first ride. Plug the charger first into the battery and then into the outlet. The charger will show a red light indicating that the battery is charging. Once fully charged the light indicator will turn green.

Remove the charger from the battery within one hour after it has been completely charged. The charger will automatically stop charging when the battery is full, however, unnecessary damage to the charging components could occur if the charger is left attached to the battery and power source.

The battery can be charged after each use. Charging the battery after short rides will not cause damage.

- Charge the battery on a non-inflammable surface with a smoke/fire detector nearby. Do not charge the battery in a wet/humid place or anywhere exposed to strong sunlight.
- Always charge your battery where temperatures are between 10 - 25 °C.
- Charge the battery with the supplied charger. Do not attempt to use another charger as it may damage the battery or cause a fire or an explosion.
- Do not leave the battery unattended while charging.

WARNING

Failure to follow proper charging procedures may result in damage to your battery, charger, and other personal property.

Battery Storage

- Keep the battery indoors during extreme weather.
- Avoid storing the battery in places of high temperature or high humidity.
- Charge the battery to 70% if not used for two months. The battery will slowly discharge over time. When the battery reaches 20% charge it again to 70%.

5 LCD Display

Switching the Power ON / OFF

1. Press and hold the power button for two-seconds. The LCD display will turn on and the bike will be ready to start.
2. To switch OFF, press and hold the power button for two-seconds.



Power Assist Level

The level of assist determines the motor's input while pedalling. By default, there are 1-5 levels of power assist, 1 being the lowest, and 5 the highest. If you wish to ride with no power assist, select 0.

Press the + (up) / - (down) button to select the level of power assist.

Throttle (Accelerator)

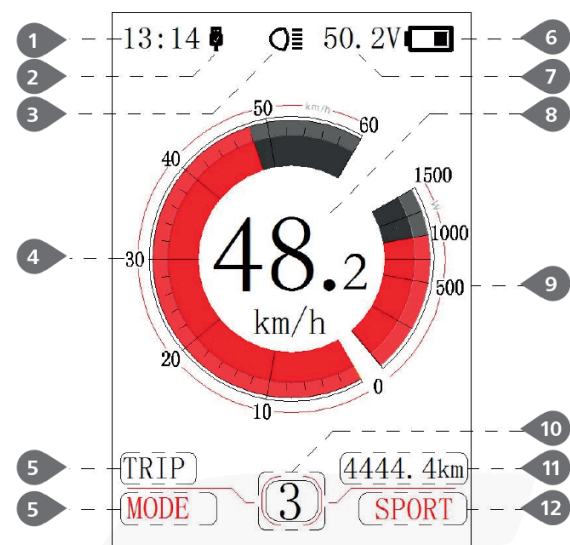
The throttle is enabled as soon as the LCD display is switched on. If you wish to switch off the throttle, select power assist level "0".

Switching ON / OFF the Headlight and Taillight

The Auto Light mode is turned ON by default. To turn ON / OFF the lights manually, hold the headlight button for one second.

Walk Mode

Press and hold the - (down) button to start the walking mode. This feature will operate the motor at a relatively low speed to assist you in walking the bike.



- 1** Time display:
The time is represented in the 24-hour system and show the current time, time can be set in the "Set clock".
- 2** USB charge display:
When external connect into the display, it display the symbol.

- 3** Headlight indication:
Only shows when headlight is on.
- 4** Speed scale display:
the scale value is in accordance with the digital value.
- 5** Mode select:
single-trip distance (TRIP) → total distance ODO → maximum speed (MAX) → average speed (AVG) → remaining distance (RANGE) → energy consumption (CALORIES) → time (TIME).
- 6** Battery level display:
Display current battery level value.
- 7** Voltage display/percentage display:
Display actual battery level value, display mode can be set in the "Soc View".
- 8** Speed digital display:
Display current speed value, speed unit can be set in "Unit".

- 9** Power scale display/current scale display:
Display current output value, output unit can be set in "Power View".
- 10** Power assistant level display/walk assistance:
Display the seven levels as "0"/"1"/"2"/"3"/"4"/"5"/" ", briefly press (0.5S) **+** or **-** to switch the level. Touch and hold (2S) **+** to start the mode "walke assistance", display symbol.
- 11** Mode data display:
Display current data corresponding to the mode.
- 12** Riding mode display:
Display current riding mode, "SPORT" or "ECO", can touch and hold (2S) **+** to switch the mode.

Data Mode Display

Press and hold the “i” button to change the data mode display. Press again to change to the next mode. The sequence:

Single Trip Distance > Total Distance > Maximum Speed > Average Speed > Remaining Distance > Energy Consumption (Calories) > Time

ECO and SPORT Riding Mode

Press and hold the + (up) button to switch between ECO and SPORT mode.

Settings Mode

- Double press “i” (mode) button to enter the settings mode.
 - Press + (up) or - (down) button to navigate through the settings options.
 - Press “i” (mode) button to select an option.
 - Press + (up) or - (down) buttons to make changes.
 - Press “i” (mode) button to go back.
1. **Unit:** speed unit in kilometer or miles
 2. **Brightness:** display brightness
 3. **Auto Off:** numbers of minutes to automatic switch power-off.
 4. **Default Mode:** startup riding mode (ECO / Sport)
 5. **Power View:** output display mode (Power / Current)
 6. **SOC View:** battery level display mode (Percentage / Voltage)
 7. **Trip Reset:** reset for single trip distance
 8. **Wheel:** The wheel diameter must be set according to the tire size. Wrong tire size will cause inaccuracy in the speed readout.
*Exception: set the RX Pro 26*4” fat tires wheel diameter size to 27”.*
 9. **Speed Limit:** (not applicable)
 10. **AL Sensitivity:** light sensitivity
 11. **Factory Setting:** reset to factory default
 12. **Password:** boot password settings
 13. **Set Clock:** time settings

Error Code Definition

Whenever an error is detected, the LCD display shows the sign  with an error code.

Error codes range from 04 to 30:

- Error 04: Throttle fault
- Error 05: Throttle fault
- Error 07: Over-voltage protection
- Error 08: Motor hall signal cable fault
- Error 09: Motor phase cable fault
- Error 11: Controller temperature sensor fault
- Error 12: Current sensor fault
- Error 13: Battery temperature fault
- Error 14: Motor temperature fault
- Error 21: Speed sensor fault
- Error 22: BMS communication fault
- Error 30: Communication fault

6 Maintenance

It is important to perform proper maintenance and often tune up your bike to ensure optimal performance and safe riding. Regularly lubricate your chain, gear shifter, sprocket, and all moving parts.

Always check the condition of your bike before riding and make sure it is well maintained. When in doubt, consult a bicycle mechanic for assistance.

WARNING

If you do not have the experience, skill, or tools to maintain your bike, we highly recommend you hire a qualified bike mechanic to perform the work for you.

Cleaning:

- Wipe your bike after each wet ride and store in a dry place to avoid rust and corrosion.
- Always remove the battery when cleaning or servicing your bike.
- Clean the battery and the battery housing with a slightly damp rag if necessary. Do not spray with water as this may damage the battery or cause a short circuit.

Tips

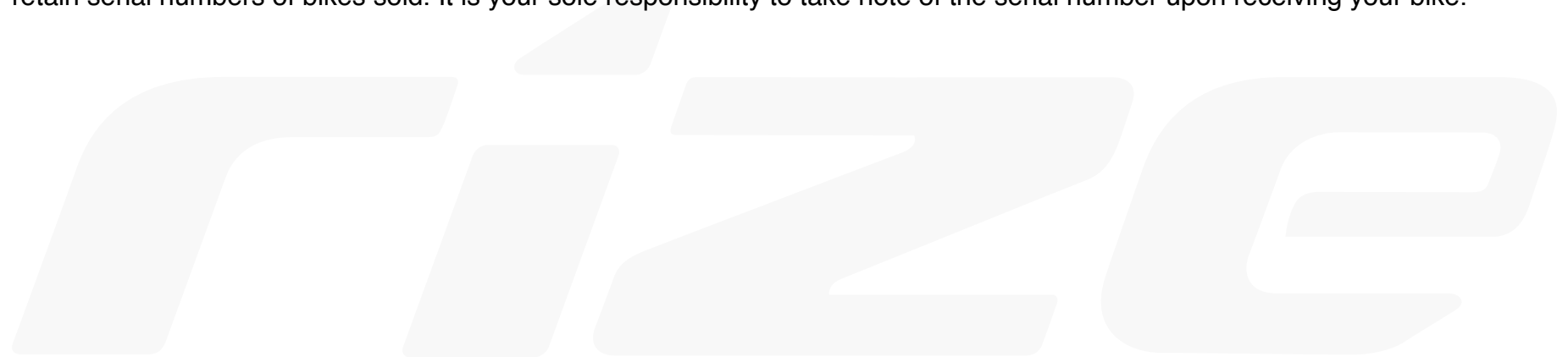
- Regularly check tire pressure and ensure that they are inflated with appropriate air volume.
- Lube your chain frequently (every 160 km / 100 mile). Use a special bike lube to maximize performance and get a smoother ride.
- Park your bike indoors during wet conditions. It requires proper maintenance to ensure all electrical systems are working correctly, and to prevent your bike from becoming rusty and corroded.
- Avoid transporting your bike on a vehicle rack during rain, as this may allow water to infiltrate the electrical components.

Electric bicycles are regulated, and regulations vary depending on your country/state/province/city. It is your responsibility to stay informed of local laws and to comply with them. You may contact local authorities, electrical bicycle shops or bicycle associations to acquire further information on legal requirements.

You are required to wear a helmet for your own safety. Use front and rear lights after sunset for increased visibility.

Serial Number

It is important to keep a record of your serial number as this will be required by the police in case of theft. Rize Bikes does not retain serial numbers of bikes sold. It is your sole responsibility to take note of the serial number upon receiving your bike.



Our e-bikes are built using durable frames and quality parts supplied by solid brands. Each e-bike comes with a 12-month warranty against defects from the manufacturer.

Electrical Parts

Electrical parts include the LCD screen, throttle, controller, pedal assist sensor, motor, and battery. These parts are user-friendly and can be easily replaced by the user. If an electrical problem is found, our team will provide the necessary support to resolve the problem. Parts that are defective beyond repair will be replaced and shipping costs will be covered.

Mechanical Parts

Mechanical parts that are found damaged upon receiving the bike are covered by the warranty.

WARRANTY DOES NOT COVER:

- Normal wear and tear
- Damage resulting from improper assembly of the bike
- Damage or failure as a result of abuse, neglect, lack of maintenance, misuse, or accidents
- Damage resulting from improper charging of the battery or use of any charger not supplied by Rize Bikes
- Replacing headlights and taillights

Installation of any electrical components not originally supplied by Rize Bikes will void the warranty.



If you have any other questions please refer to the Rize Bikes Help Center.

Help Center: help.rizebikes.com

Email: support@rizebikes.com

Toll Free: 1-888-600-1545

This owner's manual is subject to change without notice.

Please visit [**help.rizebikes.com**](http://help.rizebikes.com) to download the latest version.

