

# USER MANUAL



URBAN



REV.290822-UM

1800 MY RILU

## Welcome

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Congratulation on your purchase of a RILU URBAN. Your URBAN has two different ways of activating motor power.

### Throttle

Located on the right-hand side of the handlebar is a thumb triggered throttle which enables you to control the speed of the motor up to **20km/h** without the need for pedalling.

### PAS

Built into your URBAN is a “Pedal Assistance Sensor”. This automatically detect the speed at which you pedal and moderates the ‘motors speed’ while riding.

The PAS has three different modes: Low / Mid / High that can be selected via the LED display which is located on the left-side of the handlebar.

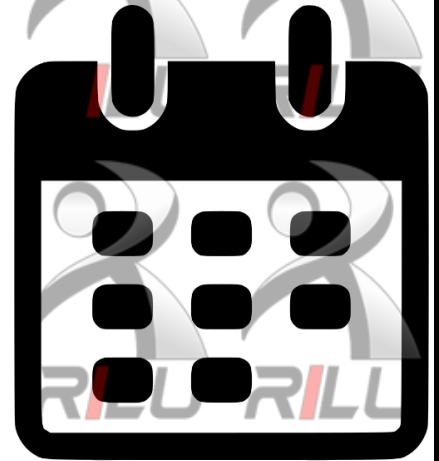
When pedalling at PAS MODE: “High” the motor assists the rider up to **25km/h**.



SMS  
REGISTRATION



ACTIVATION  
UNLOCKED



2 YEARS  
WARRANTY

SERIALIZED EBIKE

DETAILS LOGGED

SUCCESS

# 2 YEAR WARRANTY

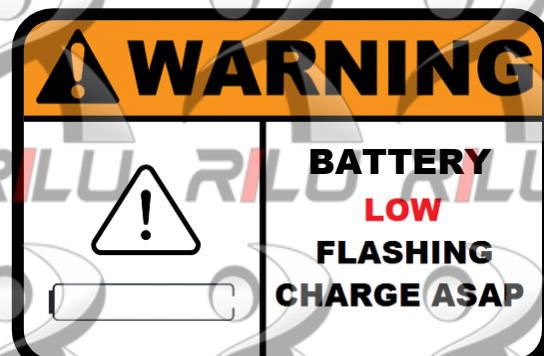
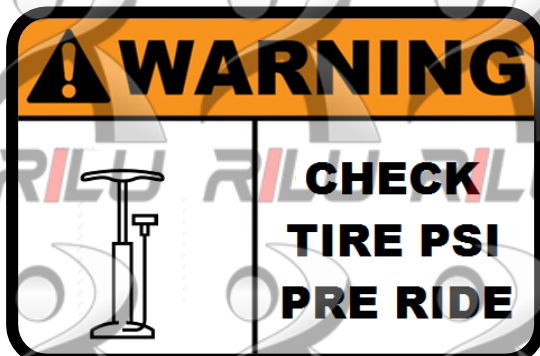
SCAN QR CODE



*Located on the back page  
of this user manual*

## General Usage Summary

RILU recommends you first ride the bike without using any electrical assistance to familiarize yourself with the mechanical gearing and braking system of your URBAN.

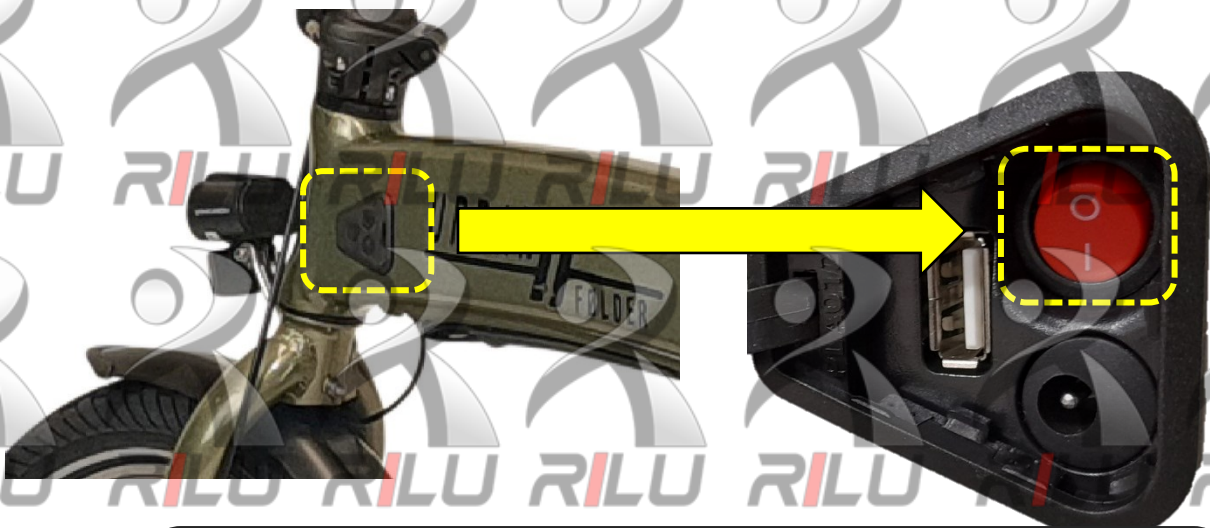


## Turning URBAN (ON & OFF)



## Can't power on your LED display?

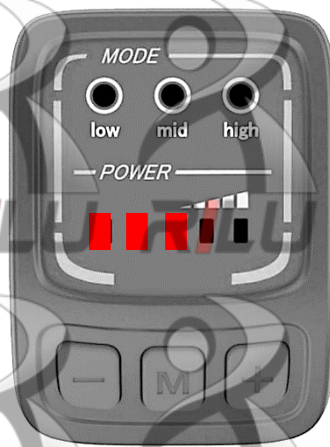
Check the battery power switch.  
Ensure its set to the ON position.



**Look under the rubber triangle cover**  
Check the **RED** switch is set to the "I" position

## Default Motor Assistance Level

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When you turn on your URBAN the PAS “**MODE**” will be set to off.  
Low / Mid / High will not be illuminated.

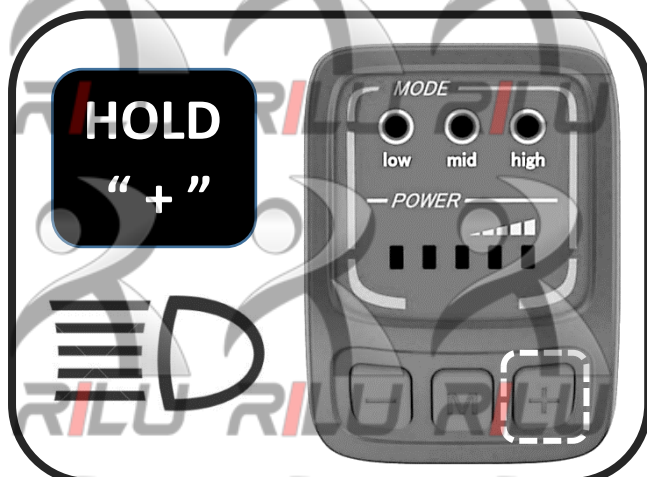
Only the Battery “**POWER**” gauge will illuminate to show the charge state of your URBAN

Throttle functionality is independent from the PAS “**MODE**” selected.

Your Throttle will work regardless of the PAS “**MODE**” you have selected.

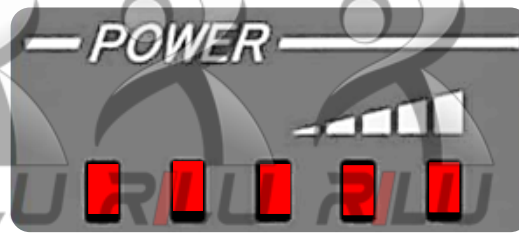
## Headlight & Rear Light - “ON”

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## Battery Capacity - POWER

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The battery “**POWER**” gauge is located below the POWER logo at the bottom of the handlebar LED Display.

It is an approximate estimation of battery capacity based on a real-time voltage reading of the battery pack.

There are several factors that may affect the accuracy of the reading such as cold weather or steep inclines.

When the motor is under heavy load the POWER gauge LEDs will ‘sag’ showing an underestimated capacity reading.

This usually happens when only using the throttle or going up a steep hill.

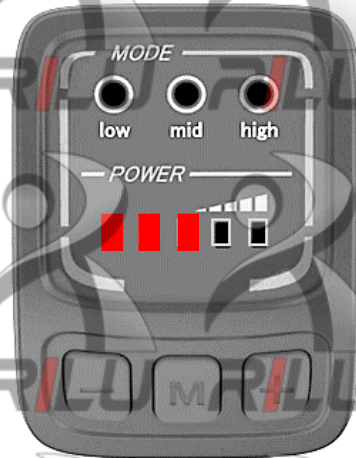
The gauge will correct itself after the heavy load is lifted.

# Throttle

**⚠ WARNING**

Throttle is **ACTIVE**

*PAS MODE not required*




Thumb throttle engages the motor up to a max speed of 20Km/h.

Enjoy 30Km + range while riding the URBAN as a sit-down scooter

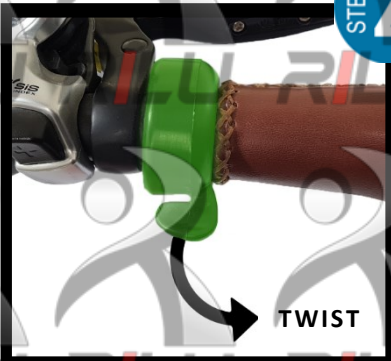
## Flat Terrain

**STEP 1**



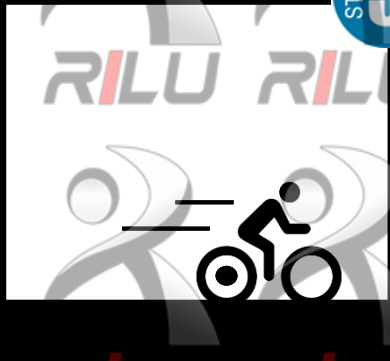
Gear Shifter  
# 7

**STEP 2**



Throttle  
Twist

**STEP 3**

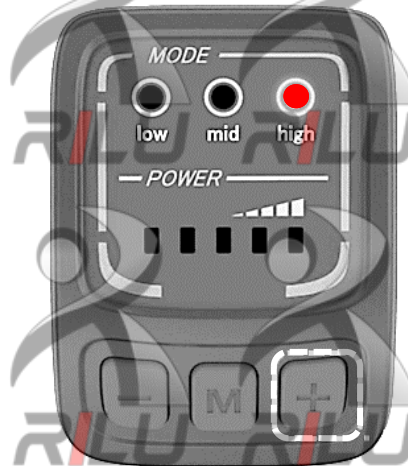


Pedal Free  
Cruising



# PAS

**⚠ WARNING**  
Only use 'high' once you are confident with riding your URBAN

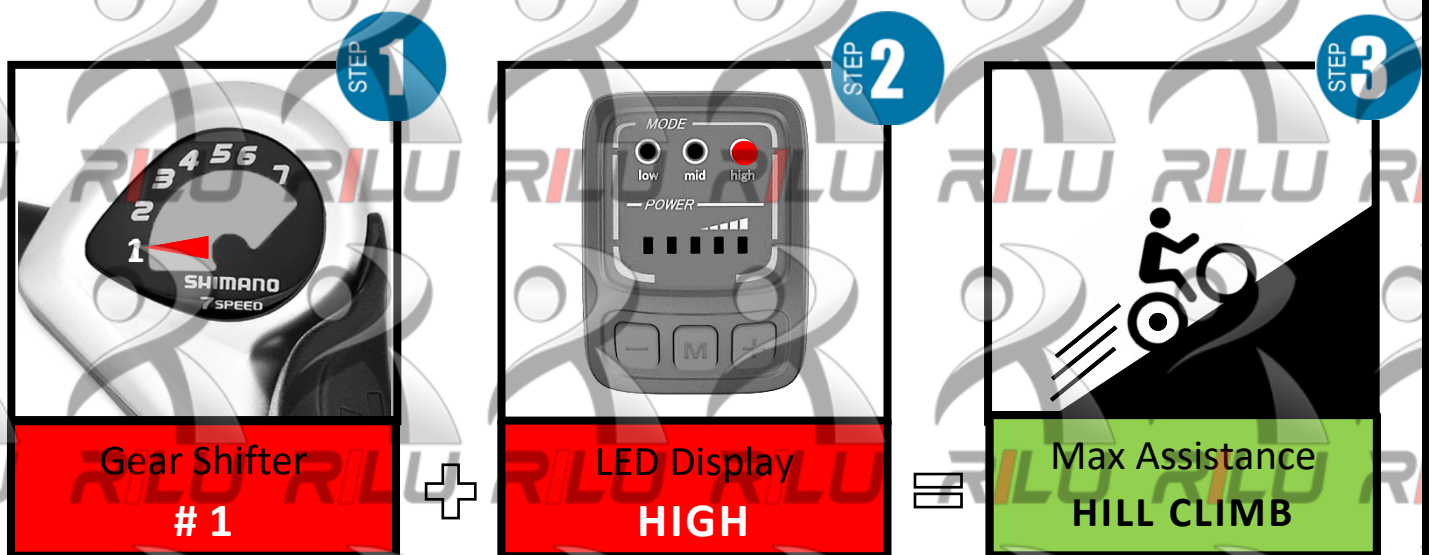


**PRESS**  
“+”

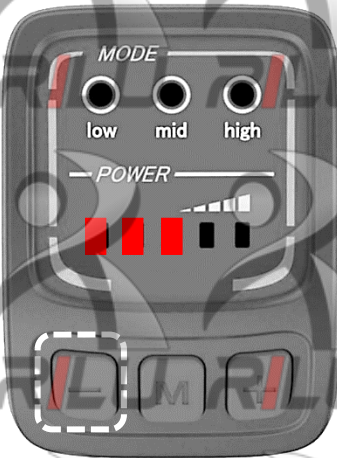
MODE: **HIGH** unlocks your motors full **25Km/h** capability

Enjoy 40Km + range while riding the URBAN as a power assist bicycle.

## Hill Climbing



## Walk Assist Function



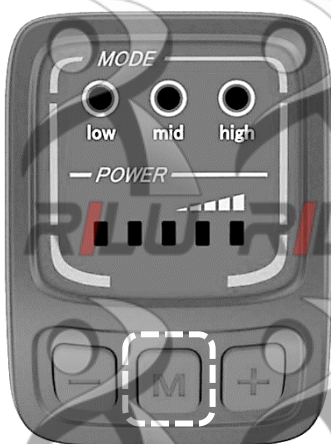
**WARNING**

Only use 'Walk Assist' when you are walking the bike, do not use while sitting on the bike.

## Throttle Speed - Adjust

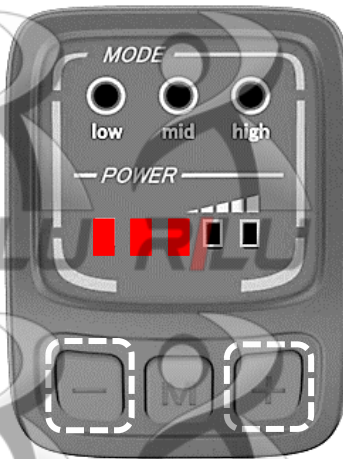
Default: 20Km/h  
ALL MODE LED FLASH **ONCE**

Adjust Throttle Speed: 6Km/h  
ALL MODE LED FLASH **TWICE**



**HOLD**  
" M "

STEP 1



**HOLD**  
" - & + "

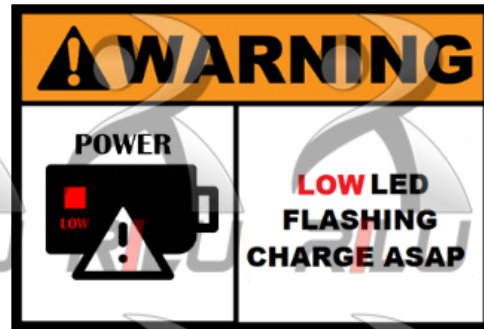
STEP 2



**MODE LED**  
**FLASHES**

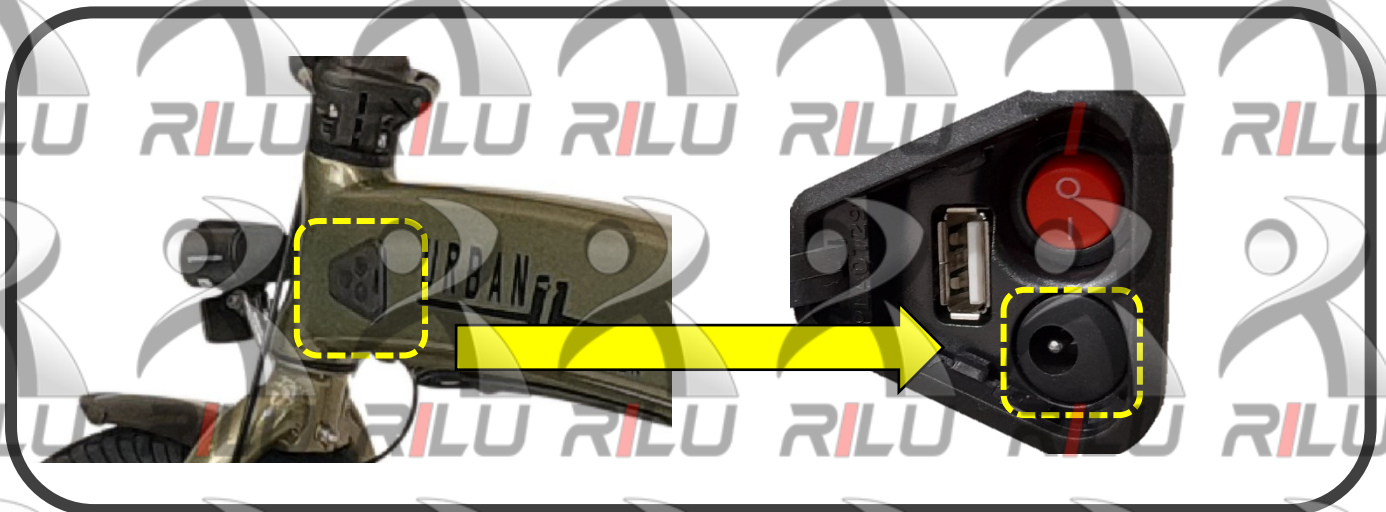
STEP 3

## Battery Low – Flashing Warning



When battery LED is **Flashing**  
Battery charge level is <10%.

It is critical that you recharge within 24 hours  
to avoid any damage to the battery.



## Folding Guide

### Step 1 - Lower seat post.

This will enable the seat post to act as a balance leg assisting the bike to keep upright when folded



**LOWER SEAT  
MIN**



**SEATPOST TO  
GROUND**

### Step 2 - Fold pedals

Reduces risk of damaged during transport and storage



**Step 3 - Align the pedals**

Chain side – Pointing to the back of the bike.

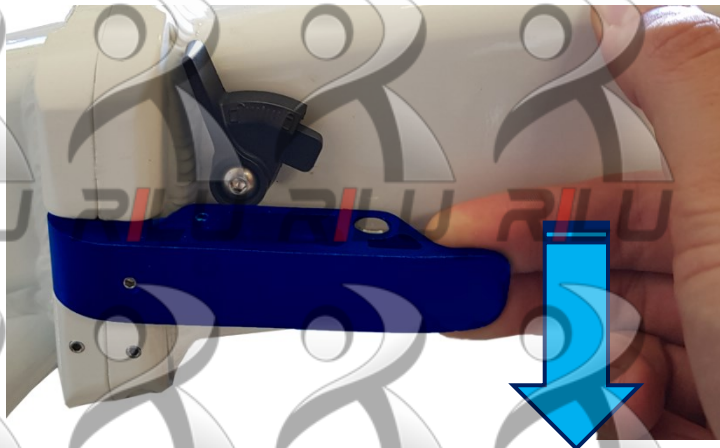


**Step 4 - Unlock 'Folding Safety Latch'**



**TWIST  
UP**

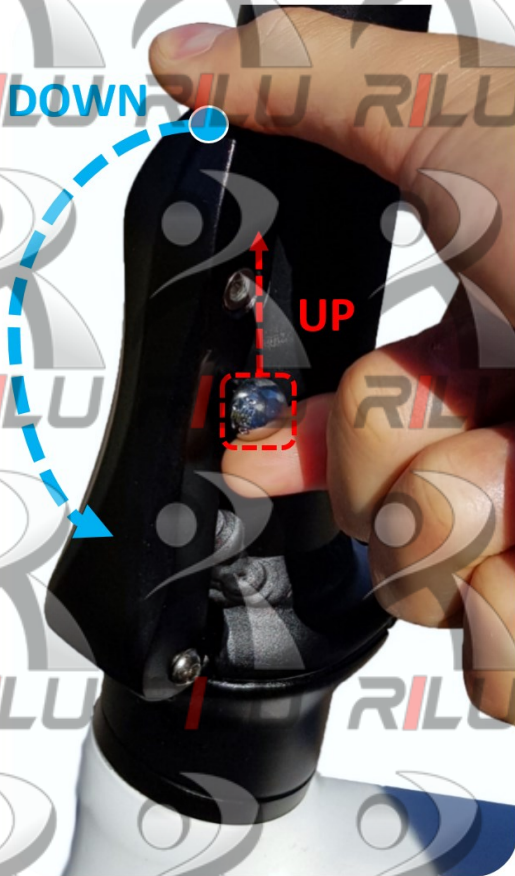
**Step 5 - Pull 'Folding Lever' forward**



**PULL  
Forward**

**Step 6 - Fold handlebar stem**

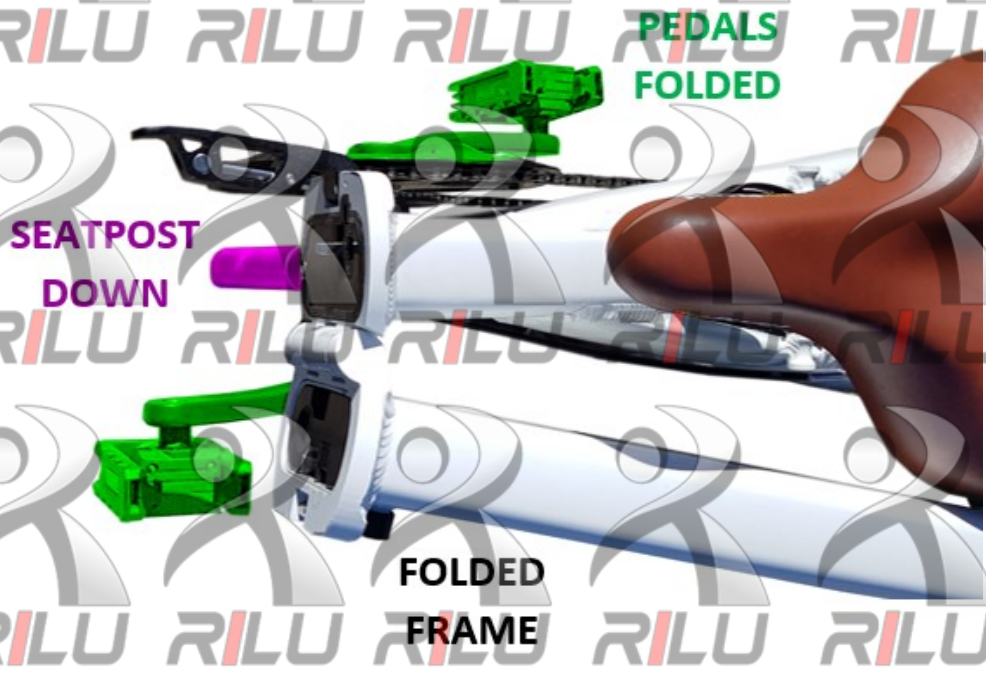
- Release (UP) (Stem lock)
- Fold (DOWN) (Stem latch)



**Step 7 - Stand behind the folding lock**



**Step 8 - Fold the bike in half**



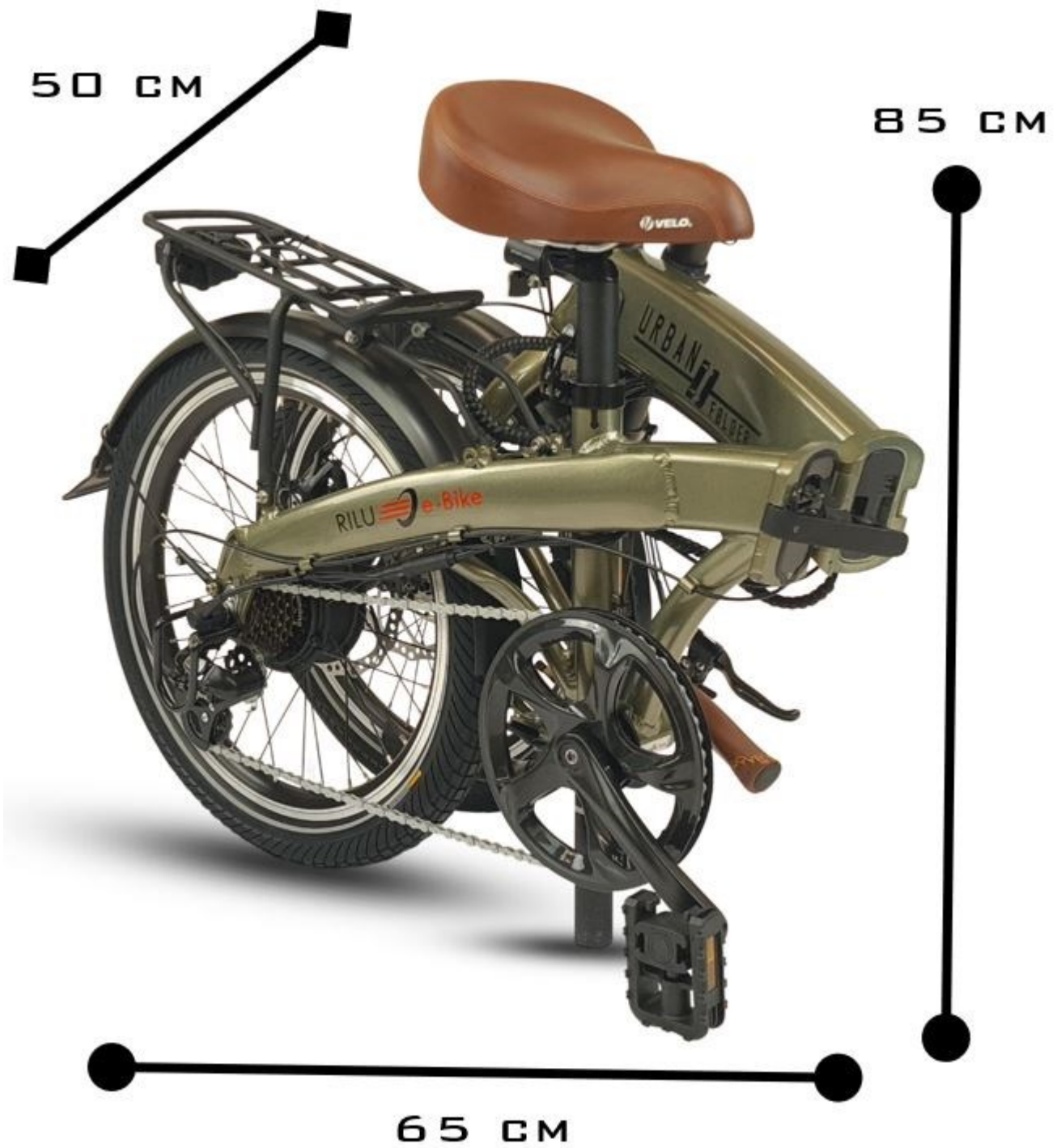
**Step 9 - Carry using two hands**

- Hand 1 - Rear of bike rack
- Hand 2 - Folded bike frame



## Folding - Dimensions

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## Adjusting - Folding Clamp

Over time you may need to adjust the folding clamp if you are unable to fully close the clamp before riding or if the folding lock is loose and doesn't grip the frame.



## Adjusting - Gear Quick Adjustment

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RILU advises using a bike service stand when performing gearing and breaking adjustments.

It will be easier when the bike is raised off the ground.

**! WARNING**

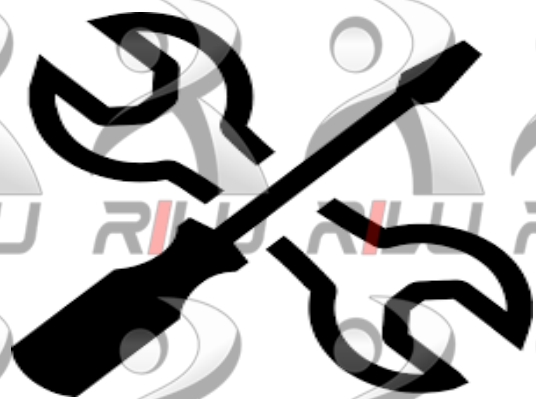
Electric bicycles are heavier than regular bicycles please ensure your bike stands weight rating meets the **20Kg** requirement of your URBAN

**! WARNING**

**TURN OFF** electric system when working on gearing and breaking to avoid any unexpected motor power.

**! WARNING**

**TURN OFF** electric system when working on your URBAN



## Gearing Adjustment - Uneven Shifting / Slipping

If you experience uneven shifts or slippage in the lower gears, where the chain jumps from gear #2 to gear #3 unintentionally. Try to adjust the derailleur using the following method to improve shifting.

### STEP 1

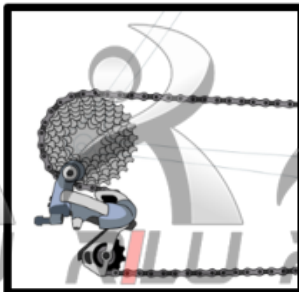


#### Shift Lever

Turn the cranks clockwise and use the gear lever to shift into "7" then back down "1" two times over.

Set the gear lever to "2"

### STEP 2



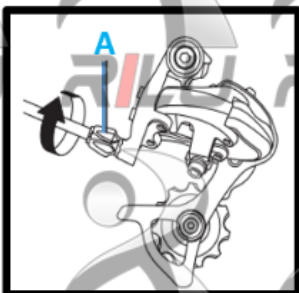
#### Observe Gearing

If the chain stays on gear #3 when the gear shifter has "2" selected

Proceed to derailleur adjustment



### STEP 3



#### Adjust Derailleur

While turning the cranks clockwise

Tighten **A**

Stop when it reached gear 2



# Gearing Adjustment – Gear #7 Pulley Alignment

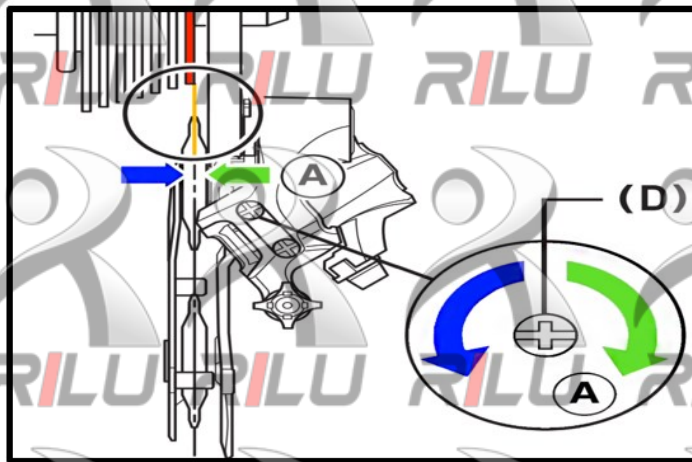
## STEP 1



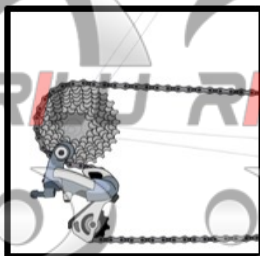
### Shift Lever

Turn the cranks clockwise and use the gear lever to shift into “7” then back down “1” two times over.

Set the gear lever to “7”

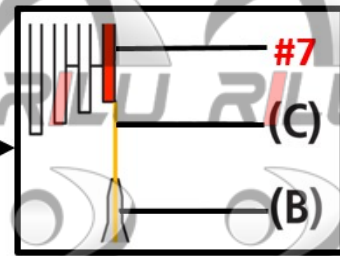


## STEP 2

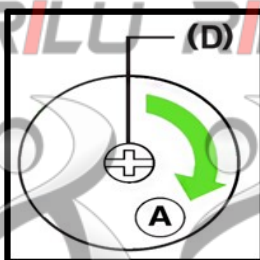


### Observe Gearing

Chain (C) is off-centre  
 Gear #7 (highlighted red)  
 Gear pulley (B) requires realignment

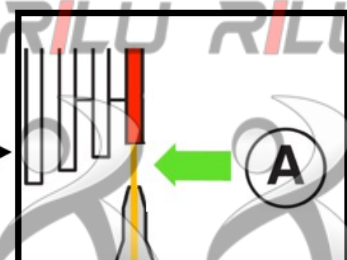


## STEP 3



### Adjusting Gear Pulley

Using a Philips head screwdriver  
 Turn (D) Clockwise to align the pulley  
 with Gear 7



# Gearing Adjustment – Gear #1 Pulley Alignment

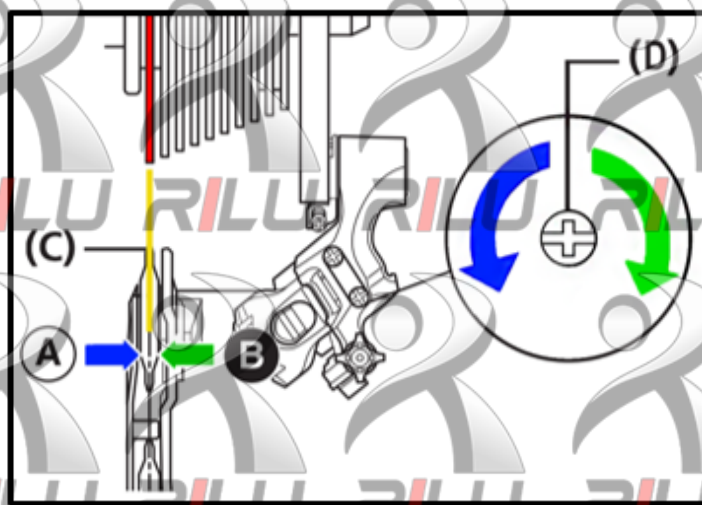
## STEP 1



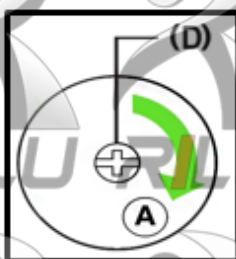
### Shift Lever

Turn the cranks clockwise and use the gear lever to shift into "7" then back down "1" two times over.

Set the gear lever to "1"



## STEP 2

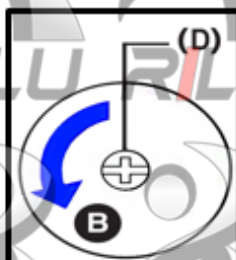


### Adjusting Gear Pulley

Using a Philips head screwdriver  
Turn (D) Clockwise.  
Move Gear Pulley (CW) the left



## STEP 3



### Adjusting Gear Pulley

Using a Philips head screwdriver  
Turn (D) Counter Clockwise.  
Move Gear Pulley (CCW) the left

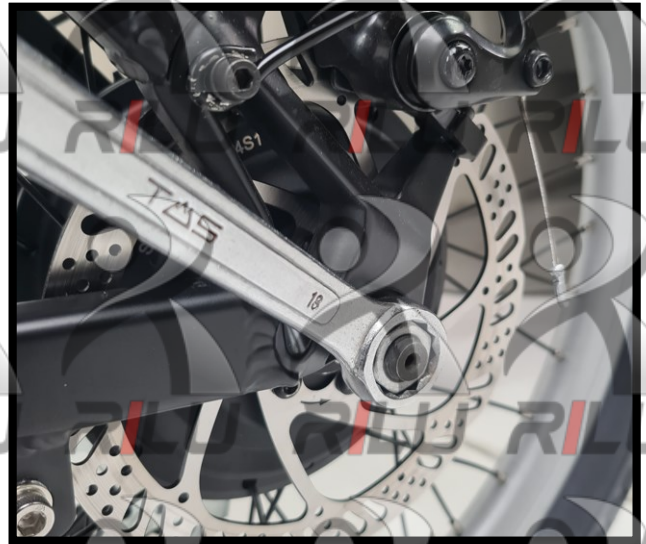


# Motor – Tire Change

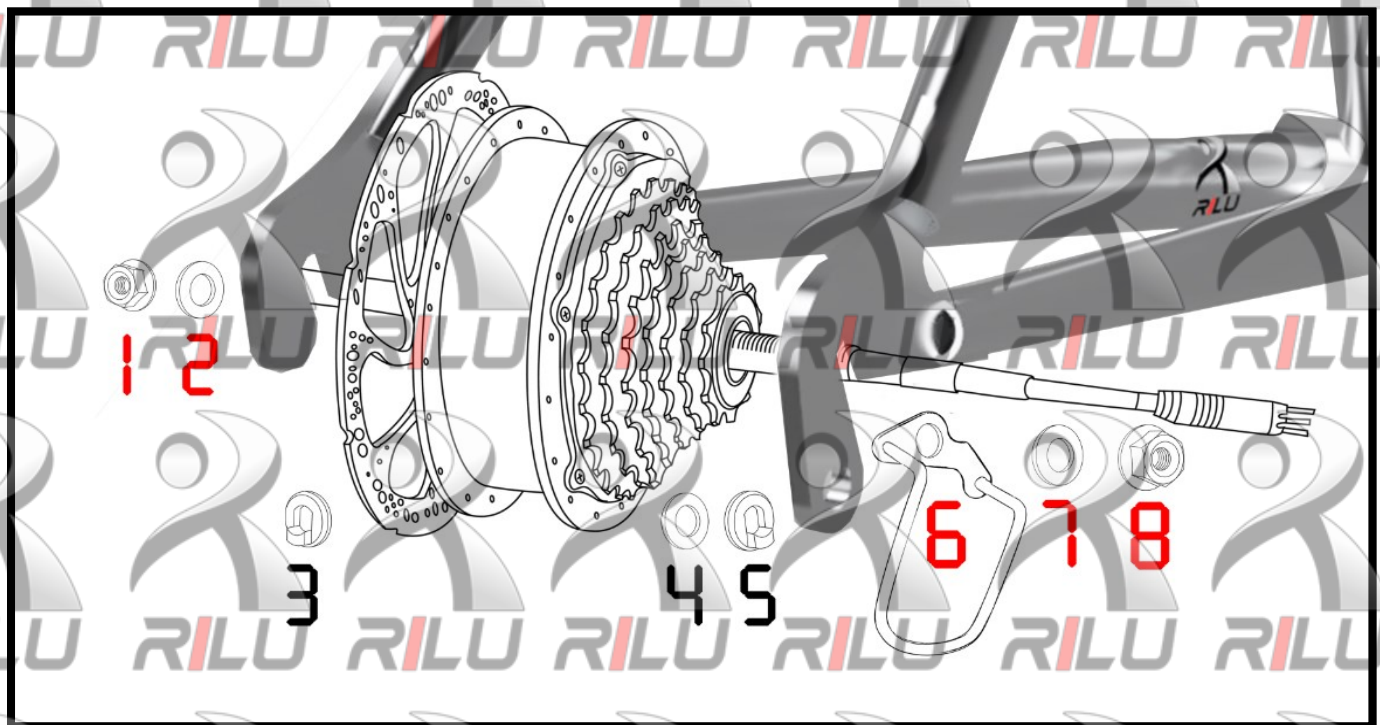
Un-Plug Cable



18mm SPANNER



REAR AXLE ASSEMBLY



DISC - SIDE

GEARS - SIDE

|           |              |                |
|-----------|--------------|----------------|
| <b>1</b>  | <b>2</b>     | <b>3</b>       |
| Outer Nut | Outer Washer | Inner C-Washer |

|              |                |              |              |           |
|--------------|----------------|--------------|--------------|-----------|
| <b>4</b>     | <b>5</b>       | <b>6</b>     | <b>7</b>     | <b>8</b>  |
| Inner Washer | Inner C-Washer | Outer Hanger | Outer Washer | Outer Nut |

## Motor – Service Notes

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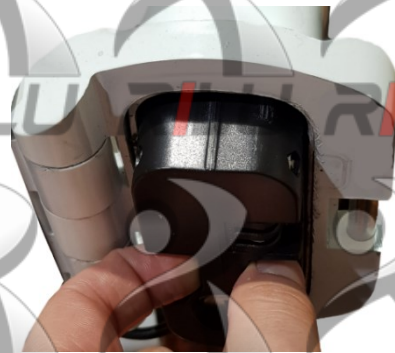
## Battery – Unlocking



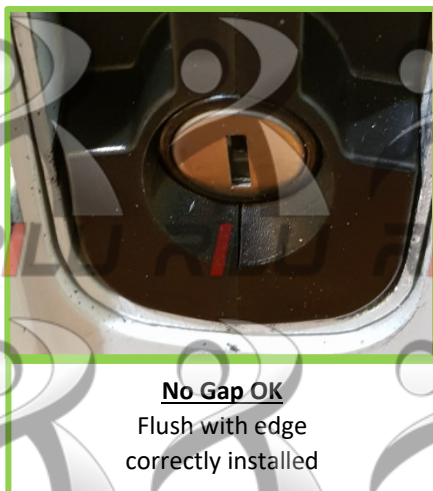
## Battery – Removal

Pinch the battery

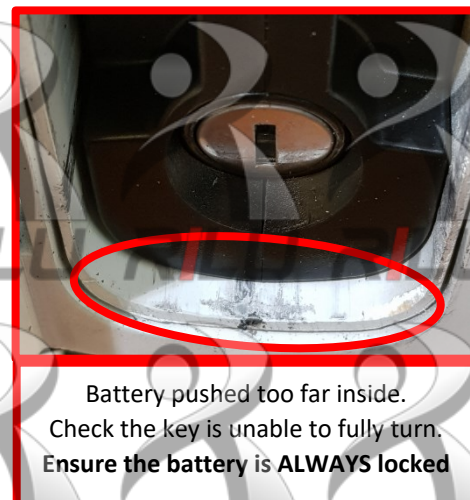
Pull away from frame



## Battery – Installation



**No Gap OK**  
Flush with edge  
correctly installed



Battery pushed too far inside.  
Check the key is unable to fully turn.  
Ensure the battery is **ALWAYS** locked



## Battery - Charger Warnings

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The charger will warm up during charging.  
Ensure charging takes place in a well-ventilated area.  
**DO NOT cover the charger, nor the battery during charging.**

## Battery – Charging Error

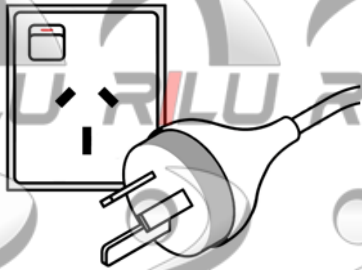
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**Battery (RED) & Charger (GREEN)**

*Contact your dealer for support if you experience the above issue  
or if battery not receiving charge.*

## Battery – Charging Steps



STEP 1

PLUG  
Wall - AC



STEP 2

CHECK  
LED green



STEP 3

CONNECT  
Battery

## Battery – Storage Guide

|   |  |
|---|--|
| <b>⚠ WARNING</b>  |  |
|  | <b>DO NOT STORE BATTERY IN DIRECT SUNLIGHT</b> |

|  |                              |
|--|------------------------------|
| <b>⚠ WARNING</b>   |                              |
|  | <b>CHARGE EVERY 3 MONTHS</b> |

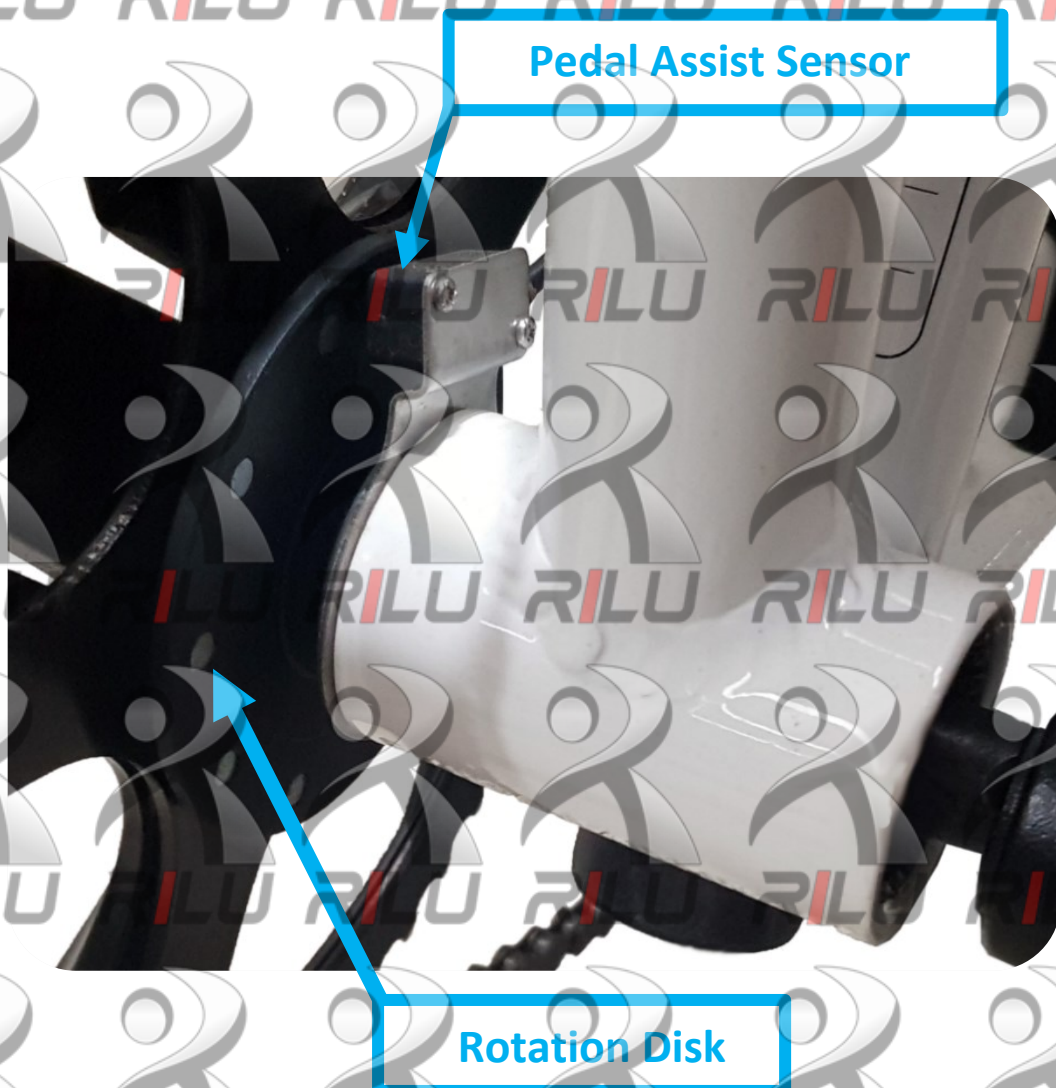
|   |  |
|---|--|
| <b>⚠ WARNING</b>  |  |
|  | <b>DISPOSE BATTERY ACORDING TO LOCAL REGULATIONS</b> |

|  |                            |
|--|----------------------------|
| <b>⚠ WARNING</b>   |                            |
|  | <b>RED LED CHARGE ASAP</b> |

## Pedal Sensor – Location & Function

Wedged between the chain wheel and the bottom bracket is the “Pedal Assist Sensor” and the “Rotation Disk”.

Peddalling will cause the Disk to rotate, the sensor is able to detect the rate (cadence) at which you are pedalling.



## Pedal Sensor – No Motor Power

If you are pedalling while in mode (low/med/high) and are not receiving automatic motor assistance or experiencing intermittent motor power please inspect the “pedal assist sensor” and the “rotation disk” alignment as it is possible to knock and bend the sensor when folding your URBAN



## Thumb Throttle – Loose

If you find the throttle is free spinning there is a 4mm Allen screw located at the base of the throttle, tighten it to avoid any further movement.

4mm Allen



# Dealer Notes

5000Km 12 Month

2500Km 6 Month

1250Km 3 Month

250Km 1 Month

Store

Mechanic

Adjustments

Comments

Service Logbook

1st Year

| 15,000Km 24 Month   | 12,500Km 21 Month   | 10,000Km 18 Month   | 7500Km 15 Month  |
|---|---|---|--|
|    |    |    |    |
|    |    |    |    |
|   |   |   |   |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Store

Mechanic

Adjustments

Comments

**Service Logbook**  
2nd Year

Recommended Service Interval (relative to component warranty)  
ODO Estimations based of 20km commute 3 days a week

SMS REGISTRATION + ACTIVATION UNLOCKED = 2 YEARS WARRANTY

1st Year

- Frame
- Brakes
- Gears
- Fork
- Rims
- Spokes
- Stem, Seat...
- Electrical

250km 1 Month

< < < < < < < <

1250km 3 Month

< < < < < < < <

2500km 6 Month

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5000km 12 Month

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7500km 15 Month

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10,000km 18 Month

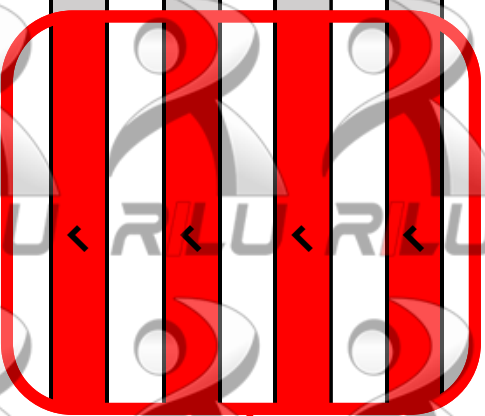
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12, 500km 21 Month

< < < < < < < <

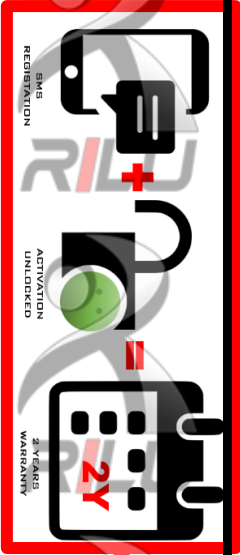
15,000km 24 Month

< < < < < < < <





# COMPONENT WARRANTY CHART \*\*



|               |          |         |        |
|---------------|----------|---------|--------|
| <b>Frames</b> | Standard | 25,00Km | 5 Year |
|               | Folding  | 15,00Km | 3 Year |

|               |         |         |        |
|---------------|---------|---------|--------|
| <b>Brakes</b> | V-Brake | 1,500Km | 1 Year |
|               | Disc    | 3,000Km | 1 Year |

|              |            |         |        |
|--------------|------------|---------|--------|
| <b>Forks</b> | Suspension | 10,00Km | 1 Year |
|              | Rigid      | 15,00Km | 2 Year |

|                |         |         |        |
|----------------|---------|---------|--------|
| <b>Gearing</b> | 7 Speed | 4,000Km | 1 Year |
|----------------|---------|---------|--------|

|               |        |         |        |
|---------------|--------|---------|--------|
| <b>Wheels</b> | Spokes | 3,000Km | 1 Year |
|               | Rims   | 5,00Km  | 1 Year |

|              |                |         |        |
|--------------|----------------|---------|--------|
| <b>Other</b> | Stem, Seat etc | 5,000Km | 1 Year |
|--------------|----------------|---------|--------|

|                   |                |                     |                            |         |         |
|-------------------|----------------|---------------------|----------------------------|---------|---------|
| <b>Electrical</b> | Component      | Standard            | <b>SMS ACTIVATION REQ.</b> |         |         |
|                   |                | Battery (80%)       | 5000km                     | 1 Year  | 2 Year  |
|                   | Motor, Display | 5000km              | 1 Year                     | 10,00Km | 2 Year  |
|                   |                | Charger, Controller | 5000km                     | 1 Year  | 10,00Km |

