HYGGE

MANUAL

2026 SERIES


&HYGGE
CST BFT 20x4.0
CST BFT 20x4.0

CONGRATULATIONS

Welcome to the Hygge family

Congratulations on your new Hygge E-Bike. We're thrilled to have you join our growing community of riders. Before your first ride, take a moment to read the user manual, to ensure the best and safest experience.

Scan the QR code above to access the manual on your phone or computer. It can be viewed in multiple languages and downloaded anytime.

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HYGGE TUTORIALS

Scan the **QR code** for quick access to our YouTube channel or search **www.youtube.com/@hyggebikes.**

Click on the Playlists tab, where you will find the **“Hygge Bikes - Tutorials”** playlist.

Hygge Bikes provides tutorials for installation, setup, and troubleshooting. If you can’t find what you need, contact **support@hyggebikes.com** with your order ID and issue details.



HOW TO LOCATE YOUR SERIAL NUMBER

Each Hygge E-Bike has a unique serial number on the frame and sticker for warranty and insurance. All products are automatically registered at purchase.

QUICK START GUIDE

Carefully unbox your Hygge E-Bike and inspect it upon arrival, keeping the original packaging until everything has been checked and you are fully satisfied with your purchase. Hygge E-Bikes come 90 percent assembled. Before the first journey, complete the following steps to ensure a safe and smooth riding experience.

Step 1. Align the handlebars

For safe packaging, handlebars arrive unattached or turned backwards. Align and straighten the handle bar to face the forward position before riding. You can refer to the handle bar alignment video in our Youtube tutorial playlist.

Step 2. Attach the pedals

Install the pedals onto the crank arms. Each pedal is marked to indicate the correct side and direction for tightening. Ensure they are securely torqued.

Step 3. Check tyre pressure

The recommended PSI is printed on the tyre of your model.

Vester series	25–30 PSI
Sorø series	25–30 PSI
Virum series	45–50 PSI
Lossø series	45–60 PSI
Herlev series	45–60 PSI

Step 4. Charge the Battery

Charge the battery for 3–4 hours before first use. It can be charged on or off the E-Bike. Ensure the battery is switched off while charging.

Step 5. Turn on the battery
Every Hygge E-Bike model has a different battery and method of operation.

- **Vester series** powers on using the battery switch.
- **Virum series** powers on with the LCD; no switch needed.
- **Herlev series** powers on using the battery switch.
- **Sorø series** powers on using the battery switch located at the front frame.
- **Lossø series** powers on using the battery switch.

Step 6. Turn on the display
Press and hold the power button to turn on the LCD display. The default password is 0000 or 9999. To turn the front light on, press and hold the + button. Press and hold it again to turn it off.

- Press + to increase pedal assistance level.
- Press – to decrease pedal assistance level.

Step 7. Final safety checks before riding
Test both brake levers without pedal assistance to ensure they are working correctly. If you have a folding model, read the instructions on the folding clamp sticker attached to the E-Bike. The folding mechanism must be fully locked and tightened when the bike is in riding position.

Step 8. Seatpost setup & safety check
Check that the seatpost is fully tightened and properly torqued, as the bolt may arrive partially tightened out of the box.

If you have any issues during these steps, please contact us at support@hyggebikes.com or refer to our “Hygge Bikes - Tutorials” playlist on Youtube.

CHARGING THE BATTERY

To charge the battery, connect the charger to the battery charging port and then plug the charger into a mains power socket.

The charger indicator light will show the charging status:

- **Red light– the battery is charging.**
- **Green light– the battery is fully charged or almost fully charged.**

A full charge normally takes approximately **3–5 hours**, depending on the remaining battery level.

Important:

The bike will not power on while the charger is connected to the battery,a even if the battery is fitted on the bike. This is a safety feature of the electrical system.

Before switching the bike on, the charger must be fully disconnected from both the battery and the mains power supply. Once the charger has been removed, the bike can be switched on and used as normal.

If the bike does not power on after charging, please remove the battery from the bike and then reinstall it securely. Once the battery is correctly fitted, turn on the LCD display as normal.



REAR LIGHT CABLE RECONNECTION

If your rear light connection has become unplugged, please remove the bottom bolts from the rear light so you can access the connector.

Reconnect the cable to the rear light firmly until you hear a clear **“click”**. This confirms the connector is properly secured.

Please make sure the wiring is connected correctly:

- **Red wire = Positive (+)**
- **Black wire = Negative (-)**

Once connected, refit the rear light bolts securely and test the light before riding.

If you are unable to do this, please visit one of our service centres so they can reinstall it correctly, as the connection goes into the rear light.

You can find the nearest service centre here:

https://www.hyggebikes.com/pages/test-ride



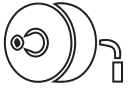
GET TO KNOW YOUR HYGGE E-BIKE

A. BRAKES



Hygge E-Bikes come with TEKTRO hydraulic disc brakes on both front and rear wheels, delivering powerful and reliable stopping for your safety. Braking is controlled via the handlebar levers, and we recommend applying the brakes gradually to maintain control and avoid wheel lock or skidding.

B. MOTOR



Hygge E-Bikes is equipped with ANANDA 250W hub motor seamlessly integrated into the rear wheel, offering smooth power to the riders pedaling effort. Users have the convenience of adjusting the motor's power, selecting from a range of power assist levels (1-5) through the LCD control system. Adhering to EU/UK regulations, the motor can propel the E-Bike to a maximum speed of 25 km/h (15.5 mph).

To optimise performance, it is advisable to use power assist settings as follows:

Downhill power assist	level 1-2
Flat terrain power assist	level 3
Uphill power assist	level 4-5

C. BATTERY

Hygge E-Bikes come with SAMSUNG batteries, fully compliant with IEC 62133, UN 38.3, CE, and EN 50604 standards, and protected by a Battery Management System (BMS) for safety and reliability.

Battery Installation & Removal

Vester series	Unlock with the key and slide upward.
Herlev series	Unlock with the key and slide upward.
Virum series	Unlock the seat post clamp, unplug the battery underneath, and lift vertically.
Sorø series	Unfold the E-Bike and remove the battery embedded into the frame.
Lossø series	Unlock with the key and lift up from the frame.

Battery Care

- A full recharge takes approximately 3–5 hours.
- For storage over 2 months, remove the battery, charge it to around 50–80%, and store it in a dry place between 5°C-20°C/ 41°F-68°F.
- Avoid direct sunlight and extreme temperatures.
- If the battery is unused, charge it at least once per month to maintain its health.
- The built-in Battery Management System (BMS) prevents overcharging and protects the battery.

Storing a battery fully charged for long periods can slightly reduce its lifespan. Partial charge and storing in ambient conditions best for long-term battery life.

D. UNPOWERED RIDING

You can also operate the E-Bike without using the power assistance. When the power assistance is turned off or set to level 0, the E-Bike functions without motor and can be ridden manually.

E. GEARS

Hygge E-Bikes are equipped with SHIMANO Altus shifters, featuring trigger design for easy and precise gear changes. The automatic series shift gears automatically.

F. TYRE PRESSURE

The recommended PSI is printed on the tyre of your model.

Vester series	25–30 PSI
Sorø series	25–30 PSI
Virum series	45–50 PSI
Lossø series	45–60 PSI
Herlev series	45–60 PSI

G. THROTTLE

Hygge E-Bikes do not come with a throttle but include a plug and play system for easy installation. Our throttles are configured to be fully road legal and will propel the bike only up to 3.8 mph (6 km/h). You can order throttles from the Hygge website **www.hyggebikes.com.**

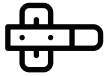
H. FOLDING OF E-BIKE

The Sorø, Vester, and Virum series E-Bikes are designed to fold into a compact form for convenient storage and transport. To fold the E-Bike, release the central frame clamp and carefully fold the frame, using the folding stand for support. Then fold the handlebars by pressing the button on the lever, releasing the clamp, and positioning them into a compact form. You can also fold the pedals as an additional step.

For a detailed demonstration, please refer to the “Hygge Bikes - Tutorials” playlist mentioned on page 1.



I. FOLDING HINGE CARE



Hinge Maintenance (Vester, Virum and Sorø Series)

Hygge E-Bikes are equipped with a folding hinge (clamp) that allows the frame to be folded and unfolded easily while ensuring it remains securely locked during use. Proper maintenance is essential for safe and reliable operation.

Maintenance Guidelines

- Clean the hinge regularly by removing dirt and dust with a cloth.
- Lubricate monthly using a bike specific lubricant or light grease. Apply sparingly.
- Inspect before each ride to ensure the clamp locks securely and there is no movement or looseness.
- Store the bike indoors or use a protective cover to prevent exposure to moisture and corrosion.

Warning

- Do not force the hinge. If movement is stiff, clean and lubricate before use.
- Do not apply heavy grease or excessive oil, as this can attract dirt and affect operation.
- Failure to maintain the hinge properly may result in looseness or damage, which can affect riding safety and may not be covered under warranty. Regular maintenance will ensure smooth folding operation and long-term reliability.

J. SUSPENSION MAINTENANCE & SETUP



All suspension systems are pre-set before delivery and ready to ride. The Vester, Lossø, and Herlev series use mechanical suspension and do not require air pressure adjustments. The Sorø series features front mechanical and rear air suspension. The rear shock can be adjusted, with a recommended maximum of 150 PSI. We recommend occasional checks to ensure optimal performance.

K. SMART BATTERY-SAVING MODE

Your Hygge e-bike is equipped with an advanced CAN communication system that intelligently manages power to help you get the most from every charge.

When the battery level falls below approximately 10%, Smart Battery-Saving Mode activates automatically. The system prioritises Pedal Assist Levels 1 and 2, reducing unnecessary power consumption and helping extend the remaining riding range for as long as possible.

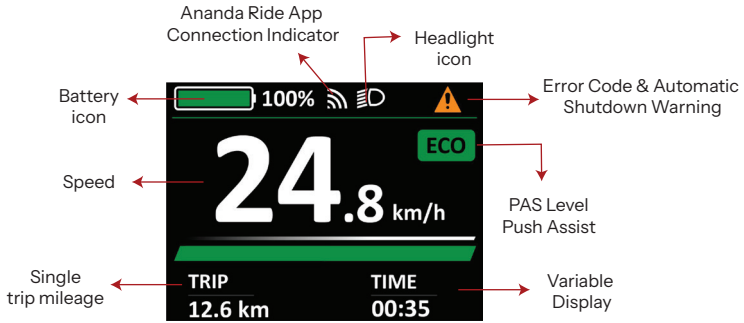
Higher pedal-assist levels are temporarily limited while this feature is active. Once the battery is recharged above the power saving threshold, full pedal-assist performance returns automatically.

This intelligent feature is designed to maximise efficiency, protect your remaining battery charge, and help you continue your journey for longer.



LCD DISPLAY

Experience the cutting edge design of our LCD interface, which serves as your state-of-the-art control center for operating your Hygge E-Bike. With its advanced design and features, this LCD interface ensures a seamless and intuitive interaction, enhancing your overall riding experience.

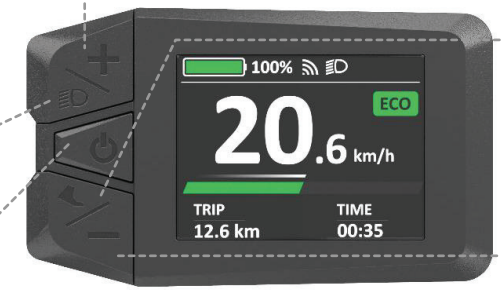


BUTTON DEFINITION

"+" Button
Upshifts the PAS level.
Disables push assist.
Increases values.
Moves the menu highlight up.

"Light" Button
Turns ON/OFF your main lighting
Opens the function menu when held with "-"

ON/OFF Button
Toggles display/menu. Hold to power OFF or exit menus.



Push Assist & Function Menu
Hold to activate push assist (if enabled).
Hold with "+" to open the function menu.

"-" Button
Downshifts PAS
Enables push assist
Decreases values
Moves down the menu

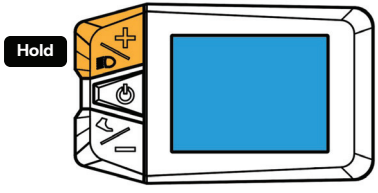
LCD DISPLAY

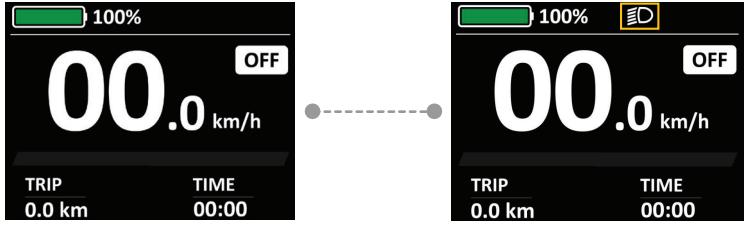


TURN ON/OFF MAIN LIGHTING

Warning: Riding in the dark without lights increases the risk of accidents. Main lighting refers to the headlight and taillight and does not include turn signals. Lighting controls are disabled while you are in the function menus.

- To turn on the main lighting, hold (+) button until the lights come on. The will appear on the top display.
- To turn it off, hold (+) button again until the lights go off. The light icon will disappear.



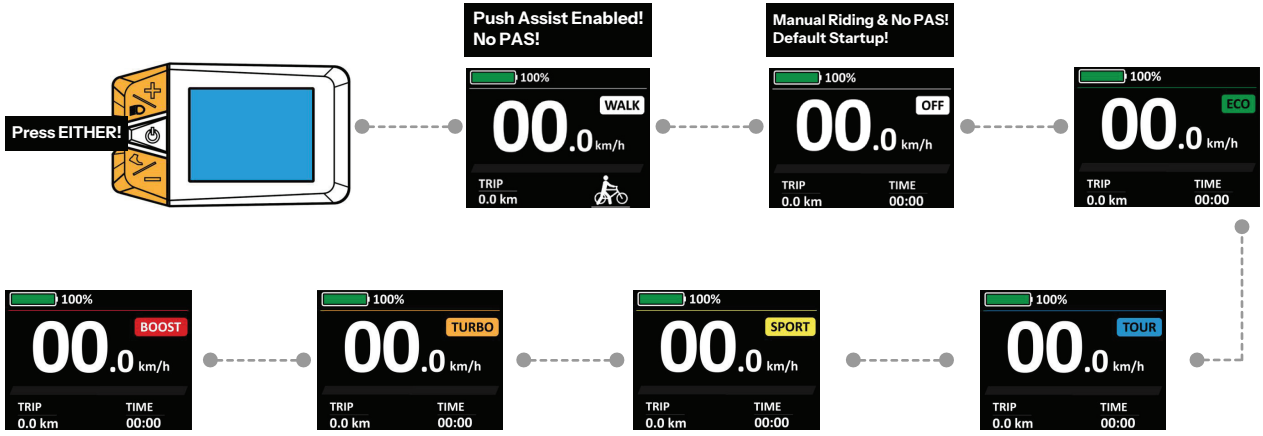


LCD DISPLAY

SELECTING A PAS LEVEL

The pedal assist system (PAS) provides motor assistance while you continue pedalling.

- There are five PAS levels: ECO, TOUR, SPORT, TURBO, and BOOST.
- Selecting OFF disables pedal assist and allows manual riding only.
- PAS is also disabled while the function menu is open or when an error code is active.
- Press + to increase the PAS level and – to decrease it.
- From OFF, press – to switch to WALK mode and activate push assist.
- Avoid holding + too long, as this may turn the main lighting on or off.



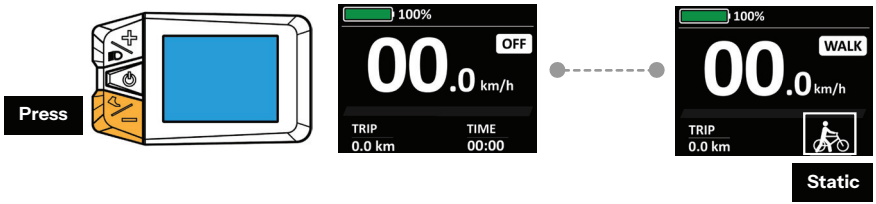
LCD DISPLAY

LCD

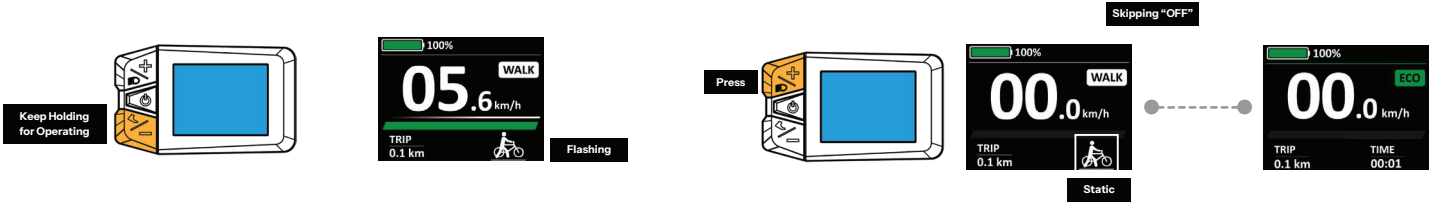
TURNING ON/OFF THE PUSH ASSIST

The push (walk) assist system provides extra support while pushing your E-Bike.

- To enable push assist, press – ( ) until OFF changes to WALK. The ( ) should remain static.



- To activate it, hold – ( ) while pushing the E-Bike forward. The will flash and the E-Bike will move at around 6 km/h (4 mph).
- To stop, release – ( ) The will stop flashing.
- To disable WALK mode, press + to return to ECO or another PAS level.

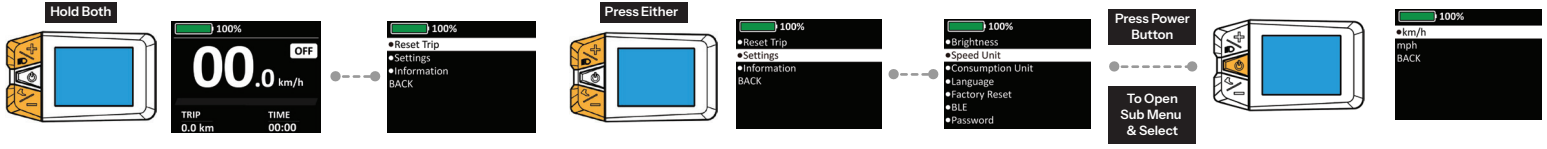


LCD DISPLAY

LCD

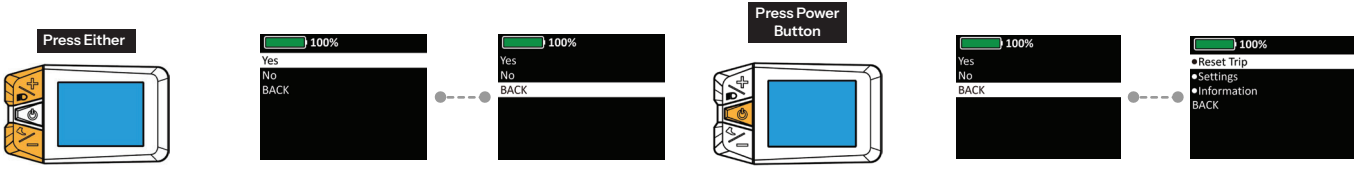
ACCESSING THE MENU DIRECTORY

- Hold “+” and “–”simultaneously until the directory is accessed.
- You will see three main menus: Reset Trip, Settings, and Information.
- Use either “+” or “-” to move up and down in Settings Menu.
- Press power button to display the menu contents.



LEAVING THE MENU

- Press “+” and “–”to select back

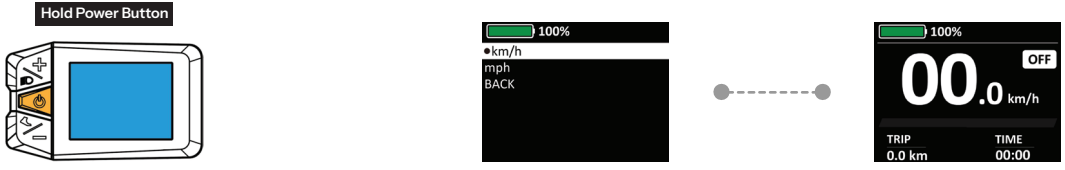


LCD DISPLAY

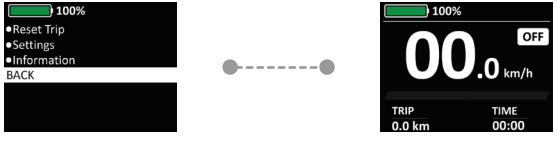


EXITING ALL MENU

- **(Method 1)** In a menu or the directory of the main menus, hold the Power button until the digital display resets.
- All your changes should be saved and reused next time.



- **(Method 2)** In the directory of the main menus, you can also press + or – to select BACK and then press the Power button.



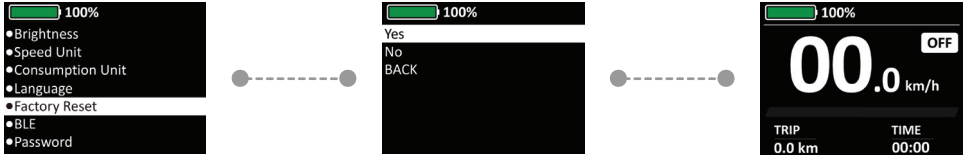
LCD DISPLAY



FACTORY RESET

Open Factory Reset, which allows you to revert custom settings to their presets.
Note: The correct password is REQUIRED if you have already enabled password protection mentioned in Section “Password protection.”

- To retain custom settings, select No.
- To restore factory settings, select Yes and then the digital display should reset.

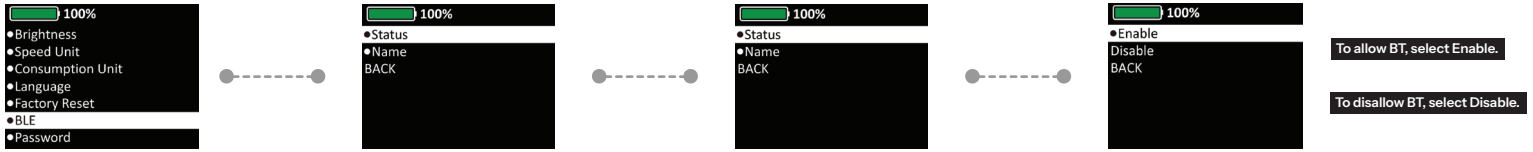


LCD DISPLAY

BLUETOOTH CONNECTIVITY

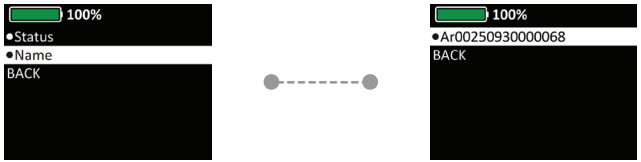
Open BLE, which has 2 submenus and concerns wireless communication with other smart devices.

Note: BT is REQUIRED for the use of Ananda Ride App.



For the HMI's name, open Name.

Note: You can also read this in Display Inf under Information mentioned in HMI Section

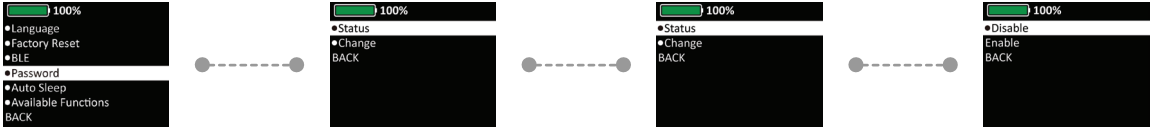


LCD DISPLAY

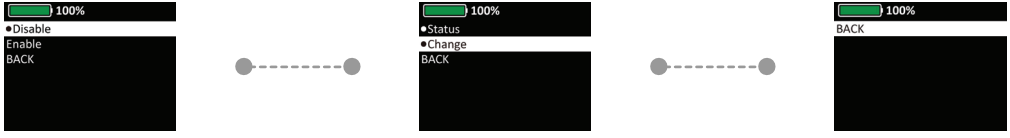
PASSWORD PROTECTION

Open Password, which has 2 submenus and allows the HMI to be locked unless a correct password is entered.

- For permission, open Status.
- To activate password protection, select Enable.
- To deactivate it, select Disable. For adjustment, open Change.



Note: If Disable is selected under Status, password adjustment will be inaccessible.



LCD DISPLAY

SETTING UP NEW PASSWORD

1. Ensure that Enable has been selected under Status.
2. Open Change to access PASSWORD interface.

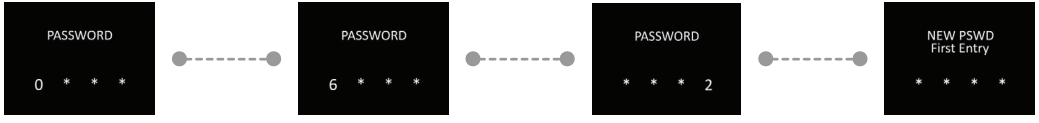


3. Enter the old password.

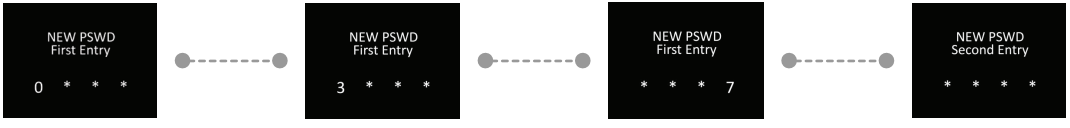
Note: Enter “7591” if you have NEVER set one OR have already consented to Factory Reset.

a. Press the power button to enter 0 for the first digit.
b. Press + or − until 0 is toggled to the correct number.
c. Press the power button to confirm the first digit and move on to the next one.
d. Repeat the above steps for the remaining digits and move on to NEW PSWD First Entry.

Note: Any wrong entry exits the Password submenu.



4. Enter your new password under First Entry and move on to Second Entry in the same way.

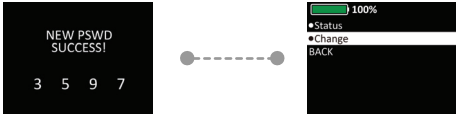


LCD DISPLAY

5. Repeat your new password under Second Entry.

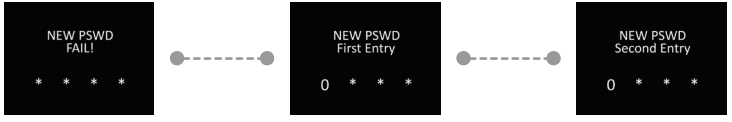


- If your two entries are identical, the display should tell NEW PSWD SUCCESS with your new password and then return by itself to the directory of the Password submenu.



- If your two entries mismatch, the display should tell NEW PSWD FAIL.

Simply press the power button and then repeat Steps 4–5 until NEW PSWD SUCCESS is achieved.



Note:

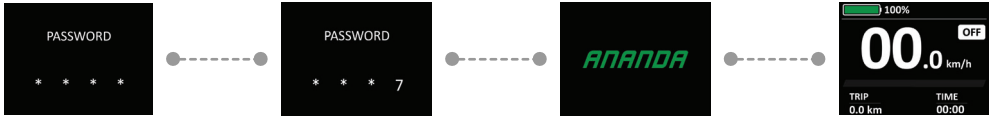
- For best results, take notes IMMEDIATELY in case you forget the password.
- Avoid setting an overly SIMPLE password, such as “0000” and “1234”, as this can lead to an easy guess.
- To quit midway, simply hold the power button until the digital display resets, exiting the function menus and retaining your old password.
- Next time you open Status or Change, enter your latest password in the beginning.

LCD DISPLAY

UNLOCKING THE HMI WITH A PASSWORD

1. Hold the power button until the screen lights up. PASSWORD should be displayed, requiring you to enter your password.

2. Enter the correct password following Step 3 in setting new passowrd. When finished, press the power button and then the system should be accessed.



Note:
- If your entry is wrong, PASSWORD FAIL should be displayed, requiring you to re-enter your password.
- In the event that you forget your password:
- If you are Ananda's corporate customer, try upgrading the HMI's firmware via Ananda Link to reset the system, deactivating password protection and re-enabling the default password (7591).
- If you are an end user, contact your E-Bike manufacturer or dealer.
- When the HMI is locked by password protection, automatic shutdown is DISABLED.

APP CONTROL

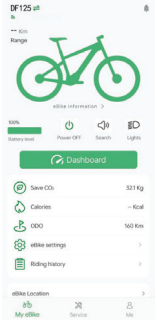
OVERVIEW

Ananda Ride is a mobile app designed to enhance the riding experience, serving as a digital companion that connects riders to their E-Bikes and enabling seamless control, real-time monitoring, and intelligent insights for a more connected and informed journey.

Key Functions:

- E-Bike location finder
- Real-time ride monitoring
- Ride history and analysis
- E-drive unit information
- Performance customization
- System diagnosis
- Troubleshooting
- Notifications and updates

For optimal riding, download Ananda Ride.







ANANDA

Note: *The app features are EVOLVING with ongoing UPDATES to Ananda Ride.*

Android

iOS

APP CONTROL

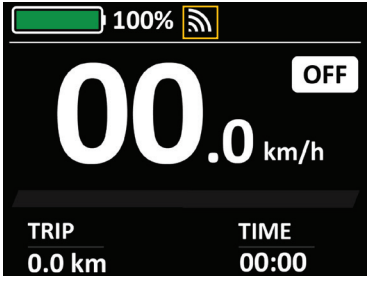
USER GUIDE

Before each use:

1. Read the HMI's BLE Name following Section “Wireless Bluetooth Connectivity” or Section “HMI”
2. Activate the HMI's wireless BT connectivity following Section “Wireless Bluetooth Connectivity.”
3. Activate your smartphone BT, place your phone close to the HMI, and search for this BLE Name.
4. Tap this BLE Name on your phone, setting up the HMI-phone connection.
5. Go to your Ananda Ride following the separate app instructions.

When the wireless connection icon appears, you can use Ananda Ride to work with your E-Bike.

- For detailed instructions:
- Contact Ananda if you are Ananda's corporate customer.
- Contact your E-Bike dealer or manufacturer if you are an end user.



TROUBLE SHOOTING

COMMON PROBLEMS

Note:
The following solutions are for reference only and may NOT address all causes listed herein or otherwise.
Use your judgment, knowledge, and common sense at ALL times and seek professional service as needed.

Problem	Possible Cause(s)	Recommended Solutions
HMI Looseness	Loose Clamp Handlebar Issue	Retighten the clamp bolt. Fill in the space between the clamp and your handlebar.
Startup Failure	Power Supply Issue External Wiring Issue	Match your battery with the HMI in rated voltage and communication protocol. Reinstall or reactivate your battery. Recharge your battery if over-discharge protection has occurred. Replace your battery if it is damaged or dead. Clean or retighten your HMI-controller-battery connections. Eliminate short circuit faults in your E-Drive system.
Manual Shutdown Failure	Function Menu Open	Exit ALL function menus.
Automatic Shutdown Failure	Menu Setting Issue Password Protection	Ensure Auto Sleep has NOT been set to No Sleep. Enter the correct password to access the HMI system.

TROUBLE SHOOTING

Problem	Possible Cause(s)	Recommended Solutions
Sudden Shutdown	Auto Shut off for Idleness ERROR (RED) Issue Power Supply Issue External Wiring Issue	Reactivate the HMI. Reinstall or reactivate your battery. Recharge your battery if over-discharge protection has occurred. Replace your battery if it is damaged or dead. Clean or retighten your HMI-controller-battery connections. Eliminate short circuit faults in your e-drive system. Address the ERROR code.
Residual Power Consumption After Shutdown	BMS/Controller Setting Issue	Ensure your battery automatically cuts power upon HMI shutdown or controller power-off command. If it is unable to do so, manually switch it off.
Display Ghosting or Image Retention	Extreme Ambient Temperature	Use in warmer or cooler conditions.
Visual Discomfort	Menu Setting Issue	Readjust Brightness, resetting the screen's backlight.
Button Failure	Obstruction Interference Liquid Ingress	Clear debris or dirt around the problematic button. Deactivate and power off the HMI, allowing it to dry completely and seeking authorized service as needed.
Lighting Failure Despite Correct Icon Display	Lighting Fixture Issue External Wiring Issue System Incompatibility	Ensure your lighting is functional. Clean, correct, or retighten your lighting wire connection(s). Match your controller with your main lighting.
Lighting Failure w/o Icon Display	Function Menu Open	Exit ALL function menus.
Push Assist Failure Despite Correct Icon Display	External Wiring Issue System Incompatibility Faulty Controller or Motor	Clean, correct, or retighten your motor-controller connection. Re-pair your controller with your motor. Repair or replace your controller and/or motor.

TROUBLE SHOOTING

Problem	Possible Cause(s)	Recommended Solutions
Push Assist Failure w/o Icon Display	Push Assist Disabled	Toggle the PAS to WALK BEFORE holding the push-assist button (–).
No Electric Assist Despite an Effective PAS Level	Function Menu Open External Wiring Issue System Incompatibility Faulty Controller or Motor	Exit ALL function menus. Clean, correct, or retighten your motor-controller connection. Re-pair your controller with your motor. Repair or replace your controller and/or motor. Address other issues indicated by any ERROR code (RED) reported.
No Percentage Value for Battery Power	Battery Communication Issue	Reactivate your battery and the HMI. Match your battery with the HMI in rated voltage and communication protocol. Clean, correct, or retighten your battery-controller communication connection. Reinstall, repair, or replace your battery.
Variable Display Parameter Loss	Menu Setting Issue Battery Communication Issue	Dot the lost parameter(s) in Available Functions. If Range is absent and unselectable, fix your battery communication as described above.
Incorrect Speed or Distance Reading	System Incompatibility Speed Sensor Issue Faulty Controller HMI Software Issue	Ensure your wheel outer diameter meets your controller's requirement (Wheel Size in Motor Inf under the Information menu). Properly reinstall or repair your speed sensor. Repair or replace your controller. Upgrade the HMI's firmware via Ananda Link.
Invalid E-Drive Unit Info ("0", "N/A", "Null", or Void)	External Wiring Issue Controller Issue	Clean or retighten your HMI-controller connection. Check your controller settings.
Wireless BT Connectivity Failure	BT Disabled Magnetic Interference	Set Status to Enable in BLE under the Settings Menu. Avoid sources of magnetic interference.

TROUBLE SHOOTING

Problem	Possible Cause(s)	Recommended Solutions
Ananda Ride App Control Failure	BT Connectivity Failure Smartphone Issue Magnetic Interference App Issue	Re-pair and/or re-link your smartphone with the HMI via BT. Re-pair and/or re-link Ananda Ride with the HMI. Reactivate your smartphone and the HMI or simply their BT. Have your smartphone repaired. Avoid sources of magnetic interference. Update or reinstall Ananda Ride.
Password Failure	Password Forgotten	Check notes if you have taken any. Upgrade the HMI's firmware via Ananda Link, resetting the system, disabling password protection, and re-enabling the default password (7591). Seek authorized professional service if you are an end user or NOT Ananda's corporate customer.

FAULT CODES

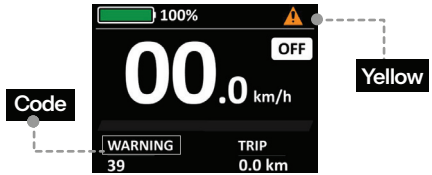
Your E-Drive parts are automatically and continuously monitored as long as the HMI is active. When a fault is detected, a numeric code should be present in EITHER of the following forms.

Classification

Note: As digital display, WARNING codes ARE superseded by ERROR codes IF they coexist.

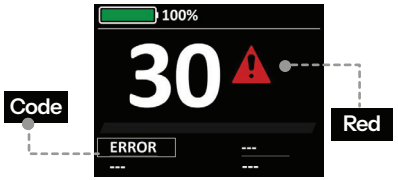
TROUBLE SHOOTING

Warning Code



WARNING
Your electric assist might remain functional. HOWEVER, refrain from use UNTIL any code is CLEARED with the issue FULLY addressed.

Error Code



Note:
Your electric assist will be DISABLED IMMEDIATELY. The HMI will turn OFF automatically WITHIN 30 SECONDS.

DETAILED GUIDE

Note:

- ALL fault codes listed herein ARE applicable to systems using ANANDA CONTROLLERS only, EXCEPT "30" reported by the HMI itself.

If the HMI is used with a third-party controller, refer to the separate third-party instructions.

- The following solutions are for reference only and may NOT be executable by non-professional end users OR technicians unfamiliar with the HMI and related e-cycle parts.
- Use your judgment, knowledge, and common sense at ALL times, seeking professional service as needed.
- Reconfigurations and repairs to ANY Ananda products used with the HMI WITHOUT Ananda's prior authorization WILL void ALL warranties stated or implied, including but not limited to Ananda controllers.

TROUBLE SHOOTING

Code	Type	Implication	Recommended Solutions
01	ERROR	Phase Overcurrent	Avoid prolonged high-load conditions, such as climbing steep hills, running over rough terrain, and carrying heavy loads. Correct or retighten ALL external wire connections. Address damaged controller or motor wiring. Eliminate short circuit and ground faults.
02	ERROR	Bus Overcurrent	Ensure your battery remains intact, supplies stable voltage, and matches your controller and motor. Equip your battery with an advanced BMS. Realign, recalibrate, repair, or replace your controller and motor, ensuring integrity, compatibility, and sufficient ratings.
03	ERROR	Hall Effect Fault	Clean, correct, or retighten ALL external wire connections. Address damaged controller or motor wiring. Avoid sources of magnetic interference. Eliminate short circuit and ground faults. Realign, recalibrate, repair, or replace your controller and motor, ensuring integrity, compatibility, and sufficient ratings.
04	WARNING	Brake Fault	Clean or retighten the wire connection(s) of your brake system(s). Clean or readjust your brake components. Replace your worn or damaged brake components.
05	WARNING	Controller Overheating	Allow your e-drive system to rest and cool down before reactivation. Avoid riding in extremely hot weather. Avoid prolonged high-load conditions, such as climbing steep hills, running over rough terrain, and carrying heavy loads. Address damaged controller or motor wiring. Eliminate short circuit and ground faults.

TROUBLE SHOOTING

Code	Type	Implication	Recommended Solutions
06	WARNING	Motor Overheating	Ensure your battery remains intact, supplies stable voltage, and matches your controller and motor. Clean the external surface of your controller and motor. Ensure adequate ventilation or cooling for your controller and motor. Reconfigure your controller, reducing power output when necessary. Realign, recalibrate, repair, or replace your controller and motor, ensuring integrity, compatibility, and sufficient ratings. Equip your e-drive system with temperature sensing. Address mechanical resistance within your drivetrain.
08	ERROR	Controller Communication Fault	Match your controller and battery with the HMI in rated voltage and communication protocol. Turn off and reactivate the HMI and your e-drive system. Clean, correct, or retighten your controller's external wire connections. Address your damaged controller wiring. Avoid sources of magnetic interference. Reconfigure, repair, or replace your controller.
09	WARNING	Mild Undervoltage	Ensure your battery remains intact, supplies stable voltage, and matches your controller's rated voltage. Equip your battery with an advanced BMS. Recharge your battery if it is low. Clean, correct, or retighten ALL external wire connections. Address your damaged external wiring. Reconfigure or replace your controller, ensuring integrity, compatibility, and sufficient ratings.

TROUBLE SHOOTING

Code	Type	Implication	Recommended Solutions
20	WARNING	Push Assist or Power Button Fault	Clear debris or dirt around the problematic button. Turn off and reactivate the HMI and your e-drive system. Seek authorized professional service for the HMI.
30	ERROR	HMI Communication Fault	Match your controller and battery with the HMI in rated voltage and communication protocol. Turn off and reactivate the HMI and your e-drive system. Clean or retighten your HMI-controller connection. Replace the damaged controller wiring to the HMI. Avoid sources of magnetic interference. Repair or replace your damaged or faulty controller. Have the HMI serviced by authorized trained technicians.
31	WARNING	Controller Reference Voltage Fault	Repair or replace your damaged or faulty controller.
36	WARNING	Torque Circuit Fault	Match your controller with your torque sensor. Clean, correct, or retighten your torque sensor-controller connection. Repair or replace your damaged torque sensor or controller.
37	WARNING	Speed Sensing Fault	Match your controller with your speed sensor. Try magnet rearrangements for your speed sensor. Repair or replace your damaged speed sensor or controller.
38	WARNING	Controller Temperature Sensing Fault	Match your controller with your temperature sensor. Address your controller's temperature sensor wiring. Repair or replace your damaged temperature sensor or controller.

TROUBLE SHOOTING

Code	Type	Implication	Recommended Solutions
39	WARNING	Mild Overvoltage	Ensure your battery matches your controller's rated voltage. Equip your battery with an advanced BMS. Eliminate short circuit and ground faults. Clean, correct, or retighten ALL external wire connections. Address your damaged external wiring. Reconfigure or replace your controller, ensuring integrity, compatibility, and sufficient ratings.
40	ERROR	Current Feedback System Fault	Turn off and reactivate the HMI and your e-drive system. Reconfigure, repair, or replace your battery, controller, motor, etc.
41	ERROR	Motor Drive Voltage Fault	Ensure your battery remains intact, supplies stable voltage, and matches your controller and motor. Equip your battery with an advanced BMS. Eliminate short circuit and ground faults.
42	ERROR	Motor Drive Current Fault	Clean or retighten your motor's external cable connection. Address damaged motor wiring. Reconfigure, repair, or replace your motor, ensuring integrity, compatibility, and sufficient ratings. Reconfigure your controller, enhancing motor power regulation.
44	WARNING	Motor Temperature Sensing Fault	Realign or recalibrate your controller with your temperature sensor. Repair or replace your controller or motor's temperature sensor.
45	ERROR	Severe Undervoltage	Repair or replace your battery, controller, motor, etc.
46	WARNING	Severe Overvoltage	Eliminate short circuit and ground faults. Replace your battery, controller, motor, etc.

TROUBLE SHOOTING

Code	Type	Implication	Recommended Solutions
47	ERROR	Controller MOSFET Failure	Repair or replace your damaged controller.
50	WARNING	Throttle Fault	Match your controller with your throttle. Clean, correct, or retighten your throttle-controller connection. Repair or replace your damaged throttle or controller.
60	WARNING	HMI Reference Voltage Fault	Seek authorized professional service for the HMI.
70	WARNING	HMI-IoT Communication Fault (Applicable to Some Custom Batches Only)	Reactivate, repair, or replace your IoT device. Avoid sources of magnetic interference.

MAINTANENCE

WARNING

- Read and follow ALL related instructions in Safety Information.
- Pay particular attention to the safety details listed below.
- If you are an end user, these instructions can be more closely related to you.

CLEANING

Clear any dust or stains off the HMI's external surface as needed.

- Make sure the screen is so clean that ALL displayed contents are visible.
- Remove ANY foreign objects that interfere with the buttons or CommPower port.
- Recommended Tools:
  - Soft, dry cloth
  - Cool compressed air at levels compliant with your local authorities (incl. ANSI, OSHA, BSI, CE, etc.)

WARNING

- To prevent electric shock, turn and power off the HMI BEFOREHAND.
- DO NOT get the HMI wet, which may damage the electronic components and pose various electrical hazards.
- In particular:
  - DO NOT use direct pressurized spray.
  - DO NOT flush or soak the HMI in ANY cleaning fluid.
  - If a damp cloth is necessary, ONLY use clean water and wring it out BEFOREHAND.
  - If any e-components accidentally become wet, allow them to FULLY dry BEFORE resuming use.

CAUTION

DO NOT clean in ANY following way, as they can cause irreparable product damage.

- Apply abrasive or caustic chemicals.
- Blow the HMI with hot or high-pressure air.
- Poke the CommPower port with hard sharp tools, such as a needle.

CHECKS

Check that the HMI remains tightly secured to your E-Bike BETWEEN uses.
Properly retighten its clamp bolt as needed.

CAUTION

- ALWAYS be gentle and slow when applying ANY force.
- DO NOT exceed 0.8 N·m (7 in-lbf).
- If the clamp bolt is missing, ONLY use an identical M3×8 replacement.

Check ALL external parts of the HMI for any loss, wear, and damage BETWEEN uses.
Replenish, repair, or replace any problematic parts BEFORE further use.
In particular:

- Inspect the screen and housing for ANY cracks.
- Test ALL buttons, seeing that they can be pressed smoothly.
- Examine the CommPower connection, ensuring NO looseness, blockage, or breakage.

CAUTION

- ONLY use identical and authorized replacements.
- DO NOT open or dismantle the HMI to reach its internal components.
- DO NOT attempt to modify the HMI's appearance or structure.
- DO NOT poke the CommPower port with hard sharp tools, such as a needle.
- Have the issues addressed by authorized trained technicians as needed.

If the HMI has been and is to be idle for an extended period, REGULARLY reactivate it and check ALL functions.
Make sure the display is clear and ALL buttons operate the system correctly

CAUTION

- ALWAYS remember to deactivate and power off the HMI AFTER check.
- Have the issues addressed by authorized trained technicians as needed.

EU/UK REGULATION



All Hygge E-Bikes are fully road-legal and comply with European EPAC regulations as well as UK E-Bike laws. The motor is limited to 250W and assisted speed to 25 km/h (15.5 mph). For legal and safety reasons, speed settings cannot be changed, and we do not provide access to increase motor power or remove speed limits. Altering your E-Bike to exceed these limits can reclassify it as a moped or motor vehicle, which would require registration and licensing, and make it illegal to ride on public roads.

Your Hygge E-Bike is designed to meet EU & UK legal standards while providing a safe and enjoyable riding experience.



IMPORTANT MAINTENANCE TIPS

Regular maintenance is essential for safety, performance, and long product life especially for folding e-bikes.

Service Intervals:

First service at 100–150 km, then every 3–6 months. For heavy use, check monthly. Service immediately if you notice noise, looseness, or instability.

Why It Matters:

Ensures safe riding, smooth performance, longer lifespan, and early issue detection.

Bolt Checks:

Check key areas like the stem, folding hinge, seat clamp, and wheels. Use correct torque, too loose causes instability, too tight can damage parts.

Folding Safety:

Always fully lock the folding mechanism before riding. Do not ride if anything feels loose.

Maintenance is the responsibility of the owner and is essential for safe operation.

Hygge E-Bikes are rated IPX5 under IEC 60529, meaning it is designed to handle rain and wet road conditions during normal use.

Suitable for everyday use in:

- Light to moderate rain
- Wet roads and puddles
- Daily commuting in changing weather

To prevent damage:

- Do not submerge in water
- Do not use high-pressure washers
- Avoid prolonged exposure to heavy rain

After riding in wet conditions:

- Wipe and dry the bike
- Store in a dry place
- Keep charging ports and connectors clean and dry

Water damage caused by improper use or care is not covered under warranty.

HYGGE BIKES WARRANTY

Hygge Bikes provides a standard manufacturer's warranty on all E-Bike models, valid from the date of purchase.

Warranty coverage includes:

- **Motor:** 1 year
- **Battery:** 1 year
- **Frame:** 3 years
- **Electrical components and other parts:** 1 year

This warranty covers manufacturing defects. Wear and tear parts are subject to limited coverage. In certain regions, extended warranty coverage of up to 2 years may apply in accordance with local regulations. For further details, please contact our support team.

Warranty Claims and Support

To make a warranty claim or request support, please contact us at **support@hyggebikes.com** with your order ID or serial number. Our support team also assists with after sales service, servicing requests, and spare parts. Replacement parts are available for purchase upon request.

For Warranty Information please visit:

www.hyggebikes.com/pages/warranty-coverage

Returns and Refunds information please visit:

www.hyggebikes.com/policies/refund-policy



www.hyggebikes.com

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