



G11 FOLDING ELECTRIC BIKE

USER MANUAL

SUPPORT

support@hisentbike.com

<https://www.hisentbike.com>

<https://www.youtube.com/@Hisentbike>



HELMETS SAVE LIVES!!

ALWAYS WEAR A PROPERLY FITTED HELMET WHEN YOU RIDE!

OBEY ALL TRAFFIC SIGNS AND SIGNALS.

STAY ALERT TO CARS, PEDESTRIANS, AND ROAD CONDITIONS.

NEVER RIDE UNDER THE INFLUENCE OF ALCOHOL OR DRUGS.

TURN ON YOUR LIGHTS AND WEAR REFLECTIVE GEAR WHEN

RIDING AT NIGHT.

INSPECT YOUR BRAKES, TIRES, AND LIGHTS BEFORE EVERY RIDE.

RIDE AT A SAFE SPEED AND STAY IN CONTROL.

AVOID RIDING IN WET OR SLIPPERY CONDITIONS.

TEENS SHOULD RIDE ONLY WITH ADULT SUPERVISION.



CORRECT FITTING: Ensure the helmet fully covers your entire forehead.



INCORRECT FITTING: Forehead exposed, high risk of severe head injury during a crash.

Thank you for choosing Hisent

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IMPORTANT SAFETY INSTRUCTIONS

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

- Read all the instructions before using the product.
- To reduce the risk of injury, close supervision is necessary when the product is used near children.
- Do not put fingers or hands into the product.
- Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or shows any other signs of damage.
- This equipment is intended for ambient temperatures from - 10°C (14°F) to 45°C (113°F).
- Charge the battery only when ambient temperature is between 0°C (32°F) and 45°C (113°F).

BICYCLE SAFETY GUIDELINES

1. Riders are responsible for safe operation of this vehicle. Hisent shall not be liable for injuries caused by improper use or rider negligence, subject to applicable law and any non-excludable statutory rights.
2. The G11 is a 14-inch triple-fold Class 2 electric bicycle designed solely for single-person transportation.
3. Any unauthorized modification may compromise the structural safety and increase the risk of injury. The manufacturer is not liable for damage caused by such modifications, but this does not affect warranty coverage for unrelated defects.

RISK OF INJURY

Road Safety: E-bike riding carries inherent collision risks. Always observe traffic rules and stay alert to surrounding vehicles & pedestrians.

Health Restrictions: Consult your doctor before riding if you have heart, joint or balance disorders. Riders recovering from injuries need extra caution.

Load Limit: Never exceed the rated total weight, or this may cause loss of balance and crash hazards.

Tire Maintenance: Standard tire pressure: 35 to 42 psi, check pressure before every ride. Low pressure leads to bumpy rides and punctures; overpressure risks tire blowout.

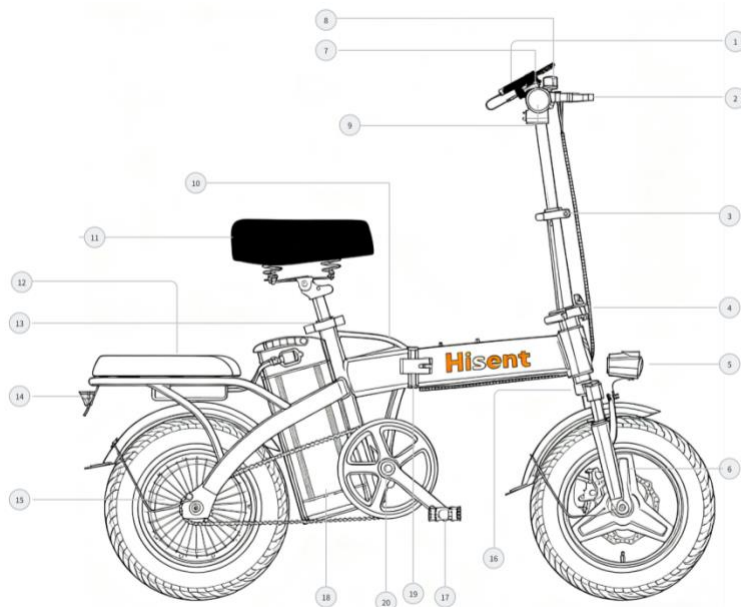
Off-road & downhill rule: Max speed 9 mph on unpaved roads and steep slopes. Protect rear hub motor from hard impact.

Key Reminder: Safety is always your top priority.

ADDITIONAL SAFETY WARNINGS

1. **Helmet Rule:** Always wear a properly fitted, CPSC-certified bicycle helmet while riding. Helmet use may be required by state or local law; check and comply with all applicable regulations in your riding area.
2. **Age Requirements:** Operation of this vehicle is subject to applicable local, state, and regional age restrictions. Riders must comply with all local and state legal minimum age requirements for vehicle operation. State-specific legal provisions apply and shall prevail; refer to the online state law directory for detailed jurisdiction-specific requirements. All riders must wear a properly fitted bicycle helmet that complies with 16 CFR Part 1203. Compliance certification is issued by the manufacturer or importer based on a reasonable testing program in accordance with CPSC requirements. The CPSC does not issue individual product certification for each helmet unit.
3. **Factory-limited to 19.9 mph.** This model is intended to meet common state Class 2 definitions; classification and permitted use vary by jurisdiction. Confirm that pedals are fully operable and motor-only speed is below 20 mph under the federal test condition
4. **Local Traffic Rules:** E-bike regulations vary by state and city; learn local speed limits and lane rules before riding.
5. **Night Riding Safety:** Front LED headlight and rear brake light must be turned on after sunset; wear reflective clothing. Follow all local lighting and visibility requirements.
6. **Passenger Ban:** Only one rider is permitted. The padded rear cargo rack is for cargo only; maximum load 33 lb. Never carry passengers.
7. **Zero Tolerance for Impaired Riding:** Do not ride under the influence of alcohol, marijuana or any drug affecting balance and judgment.

OVERVIEW



Vehicle Component List

1. Phone holder
2. Handbrake levers
3. Handlebar quick-release clamp
4. Stem-folding quick-release latch
5. LED headlight
6. Front wheel with disc brake
7. Battery-level display
8. Bell
9. Full-twist throttle
10. Folding assist handle
11. Height-adjustable four-spring saddle
12. Padded rear cargo rack (cargo only; no passengers)
13. Seat-post quick release
14. Rear position light and brake light
15. Rear hub motor
16. Front suspension fork
17. Pedals
18. Detachable lithium-ion battery pack
19. Frame-folding latch
20. Chainwheel (front crank sprocket)

NOTICE: Store original and spare keys securely. Duplication of lost keys is difficult and costly.

SPECIFICATION

Item	Specification
Frame Material	High Carbon Steel
Model	G11 Electric Bike
Color	Black / Green
Total Max Load (Rider + Goods)	265 lb (120 kg)
Rear Cargo Rack Limit	33 lb (15 kg) maximum; cargo only; no passengers
Battery Type	Lithium-ion battery
Rated Voltage	48 V
Battery Capacity	10 Ah
Motor Type	Brushless motor
Throttle Style	Full-twist throttle
Tire Structure	Pneumatic tires with inner tubes
Tire Size	14 x 2.125 in
Suitable Rider Height	5 ft to 5 ft 9 in (152-180 cm)
Operating Temperature	14°F to 113°F (-10°C to 45°C)
Brake System	Front and rear disc brakes
Assist Mode	Not equipped
Motor Rated Power	500 W

Item	Specification
Factory-Limited Max Speed	19.9 mph
Battery Full-Charge Voltage	54.6 V
Charger Input	AC 110-240 V, 50/60 Hz
Max Charging Current	≤2 A
Standard Charging Time	6 to 8 hours
Rear Light	Position light and automatic brake light
Display	Keyed battery-level display
Folding Structure	Triple-fold frame, handlebar stem, and seat post
Suspension System	Front suspension fork and four-spring cushioned saddle.
Whole Bike Net Weight	55.12 lb (includes battery)
Standard Accessories (Included)	1. Pre-assembled frame (front/rear wheels + front fork) 2. 48 V lithium battery × 1 3. OEM charger × 1 4. Foldable saddle + buckle 5. Pedal set (L+R) 6. Hex key screwdriver, multi-function wrench 7. User Manual
Bonus Gifts (Included)	Phone holder x 1; lock x 1; reflectors x 2

ASSEMBLY PROCESS & UNFOLD / FOLD GUIDE



Scan for assembly and accessory-replacement videos.

Official YouTube channel:

<https://www.youtube.com/@Hisentbike>

Unfold the Bike for Use:

1. Unlock the middle frame folding latch, pull front and rear frame straight and lock the buckle tightly.
2. Loosen steering locking eccentric, lift handlebar stem vertically and fasten the eccentric knob securely.
3. Adjust saddle height to fit your body size and lock the seat buckle.
4. Identify the pedals by the R and L marks. Viewed from the outside of the bicycle, install the right pedal clockwise and the left pedal counterclockwise. Start each pedal by hand for several full turns. Do not force the threads.
5. Turn ignition key clockwise to power on, test lights, throttle and both brakes before riding. Before testing the throttle, keep both wheels clear of people and obstacles and be prepared to apply both brakes. Perform the first powered test in an open area with only slight throttle input.

CAUTION: Keep fingers away from folding hinge gaps to prevent pinching injuries. When tightening bolts for pedals, wheels, handlebar stem, seat post and folding latch, use the included tool and tighten securely. Ensure the seat post is inserted past the minimum insertion line marked on the post. Double-check that all folding lock mechanisms are fully engaged before riding.

Folding Operation Diagram:

1. Turn the key counterclockwise to switch off the bike and remove all keys. Open the handlebar-stem safety catch and folding latch, then fold the stem down.



2. Open the height-adjustment quick release, lower the handlebar stem, and close the quick release.



3. Remove the pedals: turn the right pedal counterclockwise and the left pedal clockwise.



4. Open the seat-post quick release, lower the seat post to its lowest position, and close the quick release.



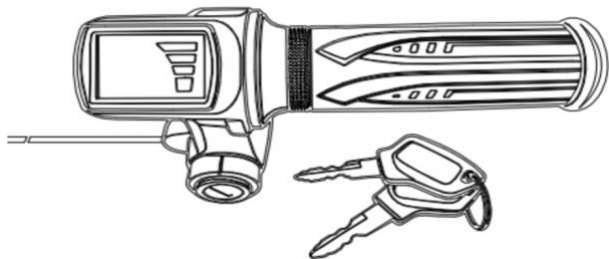
5. Pull the frame-latch trigger outward, open the frame latch, and fold the frame.



6. Fold the front half of the frame toward the rear wheel. Keep hands clear of the hinge and support the bike so it cannot unfold unexpectedly.



THROTTLE OPERATION GUIDE



KEY AND THROTTLE OPERATION

WARNING: Before powering on, release the throttle and keep both wheels clear of people and obstacles.

OFF: Turn the key fully counterclockwise to switch off the bike and remove the key.

POWER: Turn the key clockwise to the first position to power the bike.

LIGHTS: Turn the key clockwise to the second position to activate the headlight and rear position light.

BATTERY INDICATOR: Check the battery-level bars before riding. Recharge before the indicated level becomes critically low.

THROTTLE: With the bike stable and the path clear, twist the throttle gradually. Release it completely to stop motor power.

BRAKING AND SHUTDOWN: Use both brake levers smoothly. After stopping, release the throttle, switch the key to OFF, and remove the key.

SAFETY CHECKLIST

Item	Inspection Standard
Twist Throttle	Check looseness & surface damage; grip must fully reset instantly after release. Check that the throttle wiring harness is intact and free of wear or damage; confirm smooth, linear acceleration with no lag or sticking.
Front & Rear Brakes	Test both brakes for effective stopping. Confirm the brake pads are serviceable, and the brake levers are secure. Lubricate only mechanical cables; never contaminate brake rotors or pads.
Wheels & Tires	Inflate tires to 35-42 psi. Check for bulges, cuts, excessive tread wear, loose spokes, and loose axle hardware. If vibration or noise occurs, stop riding and inspect the wheel assembly.
Drive Chain	Keep the chain clean and properly lubricated. Inspect more frequently after riding in rain or dust.
Cranks & Pedals	Pedals tightly fastened on cranks; crank arms straight without bending.
Rear Hub Motor	Confirm the motor wheel spins freely and the bearings feel smooth. Check that motor cables, axle nuts, torque arms, and washers are intact and secure.
Battery Pack	Charge before long trips. Inspect the battery case for cracks, swelling, or dents, and confirm the battery locks firmly to the frame without movement.

DETAILED TROUBLESHOOTING TABLE

Symptom	Possible Root Causes	Standard Solutions
Throttle does not respond	1. Battery power off 2. Battery depleted 3. Brake cut-off sensor active 4. Throttle connector loose or damaged 5. Controller or motor fault	1. Turn the key to POWER 2. Fully charge the battery 3. Release both brake levers and recheck 4. Reconnect the throttle connector or replace the throttle assembly 5. Contact Hisent support
Obvious speed drop	1. Low battery level 2. Motor fault 3. Controller parameters changed	1. Fully charge the battery 2. Contact Hisent support 3. Contact Hisent support to restore factory settings
Short riding range per charge	1. Insufficient battery charge 2. Low tire pressure 3. Excess rider or cargo weight 4. Rough or hilly terrain 5. Frequent throttle-only riding	1. Fully charge the battery 2. Inflate tires to 35-42 psi 3. Reduce carried weight 4. Choose smoother, flatter routes 5. Use moderate throttle and pedal power when practical
Battery refuses to charge	1. Charger connector loose 2. Charging temperature out of range 3. Charger damaged 4. Battery fault	1. Reconnect both charging connectors 2. Charge only within 32-113°F (0-45°C) 3. Replace only with an approved Hisent charger 4. Contact Hisent support
Abnormal rattling / grinding noise	1. Loose frame & wheel fasteners	1. Tighten all bolts & nuts

Symptom	Possible Root Causes	Standard Solutions
	2. Misaligned brake disc & pads 3. Motor bearing wear	2. Adjust brake caliper clearance 3. Contact service for motor inspection
Charger indicator light does not light up	1. 1. Poor plug contact 2. 2. Charger internal fuse blown 3. Battery charging port blocked by dust	1. Reconnect wall socket and battery port 2. Replace with an original Hisent charger or an approved compatible replacement 3. Clean port dust with dry soft brush
Battery casing bulges after charging	1. Prolonged overcharging or heat exposure 2. Aged or damaged battery cells 3. Incompatible charger	1. Stop use; keep away from people and combustibles 2. If smoking or burning, evacuate and call 911 3. Contact Hisent for replacement and disposal instructions
Chain slips / falls off during riding	1. Incorrect chain tension 2. Damaged or worn chain	1. Have a qualified technician adjust chain tension 2. Replace the damaged chain

BATTERY MAINTENANCE, CHARGING & SAFETY

1. Basic Lithium Battery Parameters

- No memory effect; standard charging time is 6-8 hours. Stop charging when full.
- Optimal battery charging temperature range: 0°C (32°F) to 45°C (113°F). Charging beyond this range will damage battery cells and shorten service life.
- Low temperatures temporarily reduce range and power.
- Normal aging: After one year of use, the capacity retention rate is 80% to 95% of the original capacity.
- Factory pre-charge level: 50%-85%; minor power loss during transport is normal.

2. Battery Remove & Install

- Shut down bike and pull out the ignition key before detaching battery.
- Insert key into battery lock, turn counterclockwise while pushing inward to unlock, flip saddle forward then lift battery by built-in handle vertically.

- Installation: Align battery slide rails with frame slots, insert vertically without forced impact. Lock battery by turning key twice clockwise; start bike and confirm stable power display with no loose shaking.

3. Standard Charging Sequence

- Connect charger plug to battery charging port FIRST, then plug charger into household AC wall socket (Follow this sequence to reduce connector arcing and damage. Never force the charging plug).
- After fully charged: Unplug wall power first, then disconnect battery port, cover charging rubber cap to block dust and moisture.
- Charging Timing Rule: Only charge the bike on a stable, non-flammable, dry and well-ventilated surface. Keep the device away from flammable materials and heat sources. Do not charge in garages, stairwells, elevators or near sleeping areas. Avoid charging in areas exposed to direct sunlight.
- Mandatory Charging Safety Rules: Charge when battery power falls below 20% to prevent deep discharge damage. Use only the original charger or an approved compatible replacement. Always supervise charging; do not charge while sleeping or leave the charger connected without load for over 30 minutes.

4. Battery Storage Rules

- Short-term storage (≤ 1 month, battery mounted on bike): Keep residual power $\geq 30\%$, store in dry shaded area, natural self-discharge is normal.
- Long-term storage (over 1 month): Remove the battery, store it at about 50% charge (avoid below 10% or above 90%), and keep it indoors at 41°F-77°F (5°C-25°C), away from corrosive chemicals and fire sources. Recharge to about 80% every 2 months.
- General storage rule: Store the battery and charger separately at least 2 m from combustibles. Do not seal the battery in airtight containers; avoid high humidity and extreme temperatures. For storage longer than 1 month, follow the 41°F-77°F (5°C-25°C) range above.

5. LITHIUM BATTERY FIRE WARNING

- Lithium-ion cells may smoke, ignite or explode if punctured, crushed, overcharged or soaked in water.
- If the battery is swollen, leaking, unusually hot, damaged or producing an unusual odor: Stop using and charging it immediately. Keep people away. Disconnect power only if this can be done safely. Do not move a hot, swollen or

leaking battery. If the battery smokes, catches fire or makes unusual sounds, evacuate immediately, close doors for isolation if safe to do so, call 911 and state it involves lithium-ion batteries. Do not re-enter the area.

- Charge in dry, well-ventilated areas on non-flammable surfaces, away from combustible materials and heat sources. Never charge in garages, stairwells, elevators, or near sleeping areas; maintain at least 2 m from wood, fabric, and fuel.
- Do not leave the charging bike unattended overnight. Unplug promptly once the battery is fully charged.
- Use only the original Hisent 54.6 V charger or an approved compatible replacement.
- Recommended battery replacement cycle: 2-3 years after regular use, even without obvious faults.
- Unauthorized battery disassembly may void battery-warranty coverage for damage caused by that disassembly. It does not affect unrelated defects or non-excludable statutory rights.

6. Daily Battery Care

- Keep battery shell dry and clean. Keep metal objects away from the battery terminals.
- Avoid dropping, squeezing and soaking battery in acid/alkaline liquid, or this may cause permanent irreversible damage.

NOTICE: Users cannot disassemble or repair battery packs independently. Unauthorized disassembly voids warranty coverage for related defects and risks overheating, smoke, fire and explosion.

US LITHIUM BATTERY DISPOSAL & RECYCLING RULES

- Do not place lithium-ion batteries in household trash or municipal recycling bins. Take intact end-of-life batteries to a qualified recycler.
- Undamaged batteries may be taken to certified local or participating retail collection sites.
- Find nearby drop-off locations at <https://www.call2recycle.org/> or contact your local waste authority.
- Critical Separation Rule (CPSC Guidance): Damaged, swollen, defective, recalled, or malfunctioning packs **MUST NOT** go into standard collection bins. Contact a local Household Hazardous Waste facility before drop-off.
- Never incinerate or expose batteries to prolonged heat. Damaged or swollen units require hazardous-waste handling.
- Store spare batteries in a cool, dry, shaded place, away from sunlight and temperatures above 113°F (45°C).

REGULAR MAINTENANCE SCHEDULE

Maintenance Item	Cycle	Operation Standard
Clean and lubricate the chain	Every 7 days / after riding in rain	Wipe off mud and grit, apply bicycle chain lubricant, and wipe away excess.
Brake pad thickness inspection	Every 15 days	Replace brake pads if friction material is less than 1 mm thick.
Tire pressure check	Before every ride	Maintain 35-42 psi.
All frame & wheel bolt tightening	Every 30 days	Check and tighten loose fasteners; inspect motor torque arms.
Battery terminal wipe clean	Every 2 months	Wipe terminals with a dry cloth and prevent metal-object contact or short circuits.
Rear sprocket lubrication	Every month	Lubricate the rear sprocket only. Keep lubricant away from the hub-motor axle, wiring, brake rotors, and brake pads.
Clean the brake rotors	Every month	Remove sand, dirt, and oil contamination.
Fold hinge lubrication	Every month	Apply light lubricant to the folding latch and steering hinge to prevent rust and sticking.

RETURN AND REFUND SUMMARY

Scope. This summary applies to products purchased directly from hisentbike.com. Products purchased from an authorized third-party retailer must be returned through that retailer under its applicable policy.

15-day e-bike return window. Email support@hisentbike.com within 15 calendar days after delivery to request return authorization. After written approval, tender the return to the approved carrier within the deadline provided by Hisent.

Non-quality-related returns. The e-bike must have fewer than 10 total miles; be free from regular-use wear, damage, or modification; include the original battery, charger, keys, tools, manual, and standard accessories; and be returned in the original protective packaging. A 10% restocking fee and actual outbound and return shipping costs, typically \$100-\$150 per e-bike in total, apply.

Defective, incorrect, missing, or transit-damaged products. Contact Hisent as soon as possible. Transit damage should preferably be reported within 7 calendar days. Provide the order number and reasonably available photos, video, serial number, and diagnostic information.

Authorization and lithium-battery shipping. Never ship an e-bike or lithium battery without written authorization and packing instructions. Do not independently ship a loose, damaged, swollen, leaking, or recalled battery.

Refund timing. Hisent normally inspects an authorized return within 3-5 business days after receipt and initiates an approved refund within 5 business days. Payment providers may require additional processing time.

Complete terms and effective date: <https://www.hisentbike.com/return-refund>

LIMITED WARRANTY SUMMARY

This warranty covers verified defects in materials and workmanship under normal residential use. Coverage begins on the delivery date, applies to the original purchaser, and is non-transferable. Proof of purchase and reasonably necessary claim information are required.

Coverage periods are summarized below. Complete terms, exclusions, and remedies are controlled by the online policy.

Component	Period	Coverage summary
Lithium battery pack	12 months	Verified defects in materials or workmanship; see complete policy.
Rear hub motor, motor controller, frame, front fork, handlebar assembly, OEM charger	6 months	Verified defects in materials or workmanship; exclusions apply.
Battery-level display, throttle, headlight, rear brake light	3 months	Verified manufacturing defects.
Tires and inner tubes	30 days	Factory defects only; ordinary puncture and wear excluded.
Brake pads/discs, chain, bearings, grips, bell, plastic lock shell	30 days	Factory defects only; normal wear excluded.

Available remedies. Hisent may provide troubleshooting, a replacement component, repair, replacement of the e-bike, or a functionally equivalent replacement. Cash refunds are provided only where required by law or under the Return & Refund Policy.

Main exclusions. Coverage does not apply to the extent damage was caused by collision, misuse, overloading, commercial or rental use, incorrect assembly or maintenance, incompatible parts or chargers, unauthorized modification, water or fire exposure, external causes, normal wear, cosmetic damage, theft, or an unidentifiable serial number. A third-party part or service does not by itself exclude an unrelated covered defect.

Shipping and labor. For approved claims submitted more than 15 days after delivery, Hisent provides the approved replacement component without charge; the customer is responsible for disclosed shipping and unapproved third-party labor costs, subject to applicable law.

Complete terms and effective date: <https://www.hisentbike.com/warranty>

AFTER-SALES SERVICE AND FULL POLICIES

Before Making a Claim

Stop riding if a fault may affect braking, steering, wheel retention, folding-latch security, battery safety, or another safety-critical function.

Email Hisent with your contact information, order number or retailer receipt, model, serial number, a clear description of the issue, and reasonably available photos, video, meter readings, or diagnostic information.

Do not open or disassemble the battery, motor, controller, or structural frame unless Hisent gives written instructions.

If a battery is swollen, leaking, unusually hot, damaged, or producing an unusual odor, stop using and charging it immediately and contact Hisent for instructions.

Email: support@hisentbike.com

Website: <https://www.hisentbike.com>

Return & Refund: <https://www.hisentbike.com/return-refund>

Limited Warranty: <https://www.hisentbike.com/warranty>

Shipping Policy: <https://www.hisentbike.com/shipping-policy>

POLICY NOTE: This manual provides a concise summary only. Review the complete policy, its effective date, and all applicable terms before requesting service. Nothing in this manual limits rights that cannot lawfully be waived.

LIABILITY STATEMENT

- This e-bike is only for personal short-distance commuting. Commercial delivery, racing and rental use are prohibited; all accidents & damage from unauthorized commercial use fall on the user's responsibility, subject to applicable law and any non-excludable statutory rights.
- Conduct regular inspection on motor, brakes, wheel hubs and all bolts. Replace damaged/worn tires via professional technicians immediately. Store the bike in a shaded, dry, well-ventilated location away from direct sunlight, heat sources and combustible materials.
- To the extent permitted by applicable law, Manufacturer shall not compensate personal injury or property loss caused by improper assembly, wrong charging, neglected maintenance or third-party non-original spare parts; this does not affect any non-excludable rights you may have under applicable law.
- Hisent reserves the right to adjust product specifications and manual content without advance notice; physical product shall prevail.
- All traffic violations and resulting accidents, injuries and property losses are the sole legal responsibility of the rider.
- Damage caused by force majeure (earthquake, flood, typhoon, natural disaster) is not covered under warranty.
- To the extent permitted by applicable law, Hisent and distributors shall not be liable for indirect, incidental, punitive or consequential damages. This limitation does not affect any non-excludable rights you may have under applicable law.
- By operating this e-bike, the user acknowledges the inherent risks of riding. This does not affect any non-excludable statutory rights under applicable law.

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