Electra

hyena



500W SYSTEM THROTTLE
2027 TOWNIE GO!

E-BIKE QUICK START GUIDE

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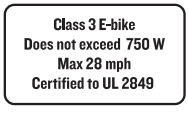
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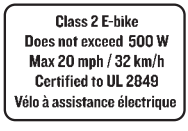
Classification

Do not ride in a manner not specified for your e-bike. This e-bike features both pedal assistance and a throttle. The laws for e-bikes vary by location, including throttle use, minimum age to operate, and laws for carrying passengers and cargo. It is your responsibility to know and follow the laws where you ride.



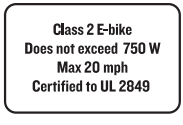
United States — Class 3

In the United States (except California), this e-bike can reach a maximum speed of 28 mph (45 km/h) under assistance while pedaling. Using the throttle alone, it can reach a maximum speed of 20 mph (32 km/h).



Canada — U.S.-designated Class 2

In Canada, this e-bike can reach a maximum speed of 20 mph (32 km/h) under assistance while pedaling or while using the throttle.



California — U.S.-designated Class 2

In California, this e-bike can reach a maximum speed of 20 mph (32 km/h) under assistance while pedaling or while using the throttle.

Important safety instructions

This quick start guide explains the basic operation of the Hyena system on your e-bike.

For the most current, model-specific operating information and detailed instructions, use the QR codes or web addresses below to access resources for your bike's model year.

Even experienced riders should review this guide and the following materials:

- The Bicycle Owner's Manual included with your e-bike
- The Hyena Charger Manual included with your e-bike
- The online e-bike Owner's Manual - Hyena Throttle e-bike system

electra.trekbikes.com/electra-manuals

These original instructions contain important safety information and guidance on the proper use, maintenance, and disposal of your e-bike and its electrical components. If you do not have access to a computer or the internet, you can request a printed manual from your local authorized retailer.

Safety alert levels

⚠ **WARNING:** *Indicates a danger with a medium level of risk which could result in death or serious injury if not avoided.*

⚠ **CAUTION:** *Indicates a danger with a low level of risk which could result in a minor or moderate injury if not avoided.*

NOTICE: *Indicates information considered important, but not hazard-related (e.g. messages relating to property damage).*

⚠ **WARNING:** *Failure to read and follow all instructions before using this e-bike can result in serious injury or death.*

- *Read this entire owner's manual before operating the bicycle.*
- *Save this manual for future reference.*
- *Do not allow anyone to use this bicycle without understanding its operation and safety requirements.*

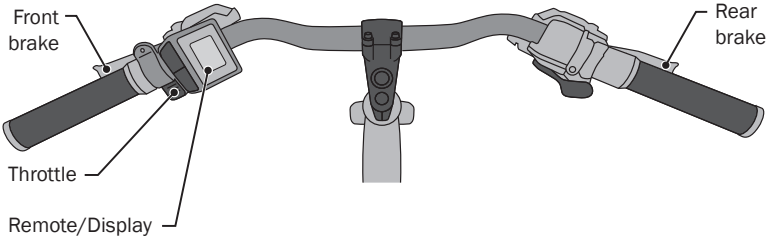
⚠ **WARNING:** *The e-system contains electrical components. Improper service or modification can cause fire, electric shock, serious injury, or death.*

- *There are no user-serviceable parts in the electric system.*
- *Do not disassemble, modify, or attempt to repair the electric system.*
- *All service must be performed by an authorized e-bike service technician.*

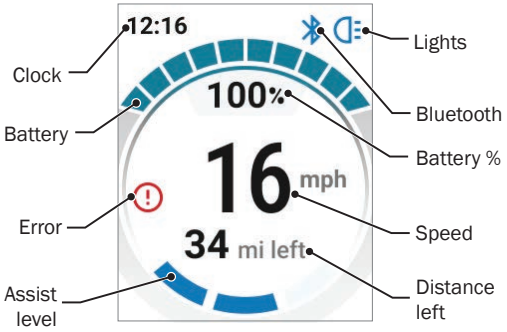
A few things to know about riding your new e-bike

1. **Start slow**
   E-bikes take a bit of getting used to. Start on the lowest assist setting and take time to get comfortable with pedal assistance.
2. **Brake sooner**
   E-bikes are heavier and accelerate faster than traditional bikes. More power, more speed, and more weight. Slow down sooner than you would on a normal bike. Start braking with a lighter hand and a gradual pull of the brake levers. Always brake with both front and rear levers evenly.
3. **You're faster than you look**
   Drivers and pedestrians might not expect your speed. Ride with extra care and pay greater attention to your surroundings.
4. **All bike rules still apply**
   You're responsible for knowing and following all the rules of the road, paths, and trails in your area. With greater speed, there is greater responsibility.
5. **Extra safety considerations**
   E-bikes have unique safety considerations. Review all safety information in this manual before riding.

Overview







Icons for button operation

Short press (0.5 seconds)



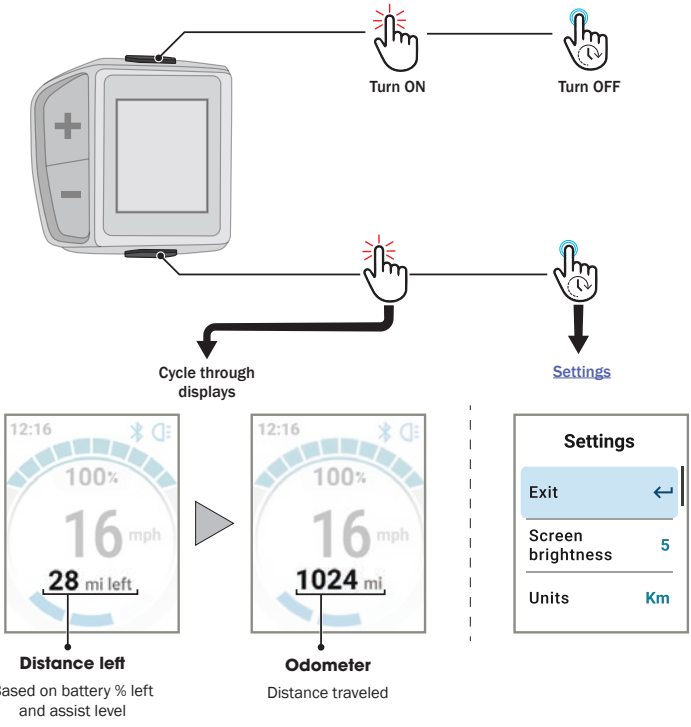
Long press (>2 seconds)



Controls

Power ON/OFF

NOTE: Always turn OFF the e-bike after your ride.



Distance left

Based on battery % left and assist level

Odometer

Distance traveled

Shutdown mode



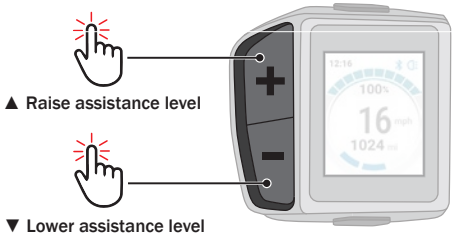
After 5 minutes of inactivity, the **Bike shutdown** screen displays and the e-system will turn OFF after another 60 seconds.

Assist levels

There are three assist levels that will give you a boost when you pedal or press down the throttle.

NOTE: When you turn ON your e-bike, the assistance will be OFF.

NOTE: Pulling either brake lever will cut the motor and assistance.



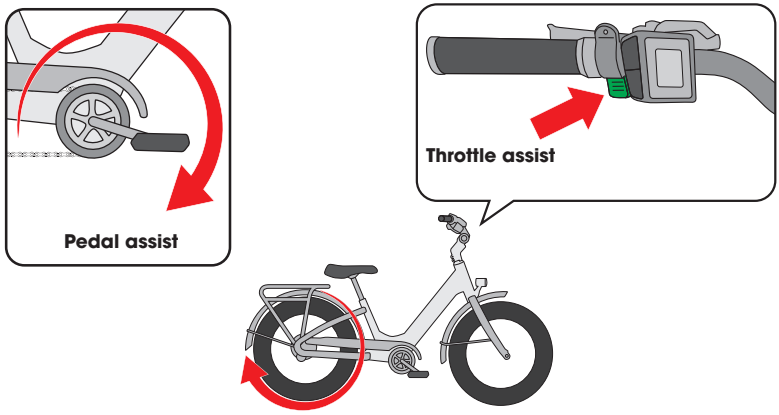


IMPORTANT: Before selecting pedal assistance, be seated on the e-bike and hold one brake.

⚠ **WARNING:** *Do not press the throttle or rotate the pedals while mounting or dismounting. Selecting any level of pedal assistance while mounting or dismounting your e-bike may cause unintended movement. The bike could move if the throttle is accidentally pressed or the pedals rotate, which could cause a fall and result in injury.*

Assistance

When in assist mode, pedaling or pressing down the throttle powers the back wheel. You can do both at once, but the system won't combine the power — it just goes with whichever input is calling for more assistance.



Throttle assist

When you press down the throttle while in assist mode, the motor provides assistance **up to 20 mph (32 km/h)**. The throttle is like the gas pedal on a car — the farther you press it, the faster you go.

Start slow! Always start by lightly pressing the throttle, then slowly increasing the pressure to add more speed. A slow and steady start will help you start moving — especially if you are carrying cargo.

⚠ **WARNING:** *Improper use of the throttle can cause the e-bike to move unexpectedly, resulting in serious injury or death.*

- *Use the throttle only while seated on the e-bike.*
- *Do not use the throttle while walking the e-bike. The e-bike can move forward suddenly.*
- *Do not use the throttle when the rear wheel is elevated. The wheel can rotate unexpectedly and entangle clothing, hands, or body parts.*

Pedal assist

When you pedal while in assist mode, the motor provides assistance **up to 28 mph (45 km/h)** — *but only while you are pedaling*.

NOTE: Some regions only have a max assist speed of **20 mph (32 km/h)**.

Shift gears like you normally would on a bike without a motor (such as shifting to an easier gear while going up a hill). Adjust your pedaling and gearing for a smooth and comfortable cadence.

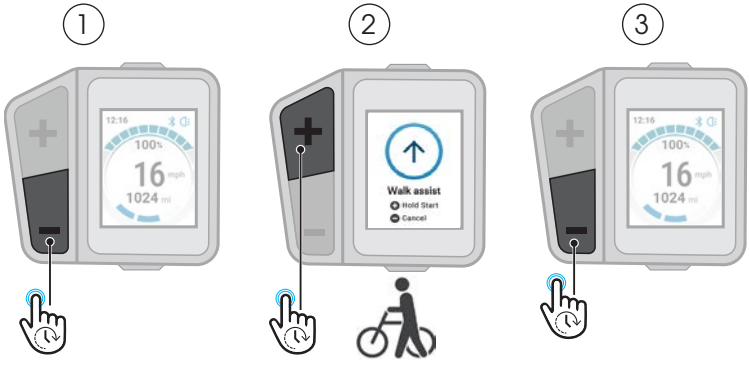
NOTE: Shift gears only when the pedals and chain are rotating.

Why you still might want to pedal

Pedaling will help conserve your battery. Using only the throttle will drain your battery more quickly than using pedal assistance.

Walk assist

Walk assist provides up to 3.7 mph (6 km/h) of assistance when you are walking the e-bike.



Turn walk assistance ON

Press and hold while walking the e-bike.

Turn walk assistance OFF

OR

Don't press any buttons for 10 seconds.



When *not* to use Walk assist

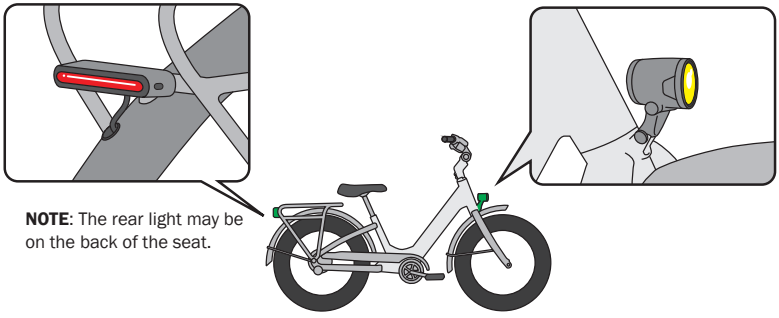
Only use walk assistance when you are off the e-bike and pushing it.

⚠ **WARNING:** *Improper use of walk assistance can cause the e-bike to move unexpectedly, resulting in serious injury or death. Use walk assistance only while walking next to the e-bike. Do not use walk assistance while riding the e-bike or when the wheels are not in contact with the ground.*



Lights

NOTE: The front and rear lights turn on automatically when you turn on the e-bike. You can then turn the lights OFF/ON.



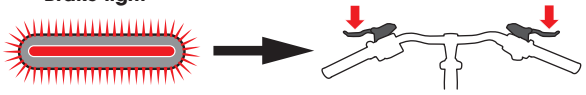
NOTE: The rear light may be on the back of the seat.

Rear light



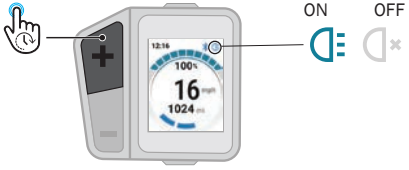
Turns on when the e-bike is turned ON.

Brake light



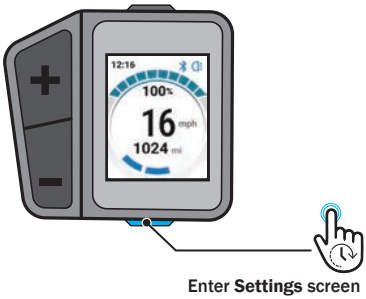
Turn the lights OFF/ON

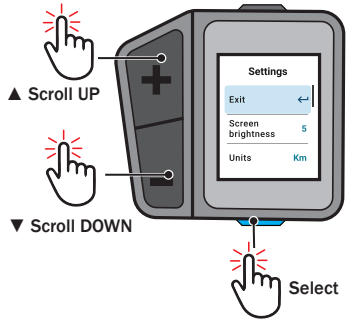
Turn lights OFF/ON



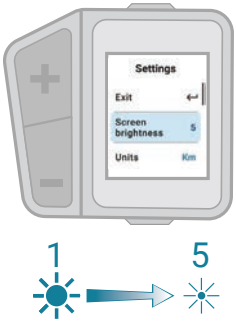
Settings

NOTE: The e-bike must be stationary to enter the settings screen.

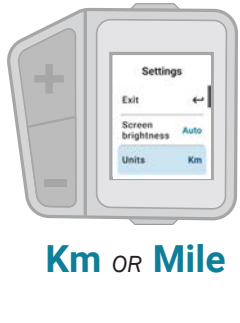




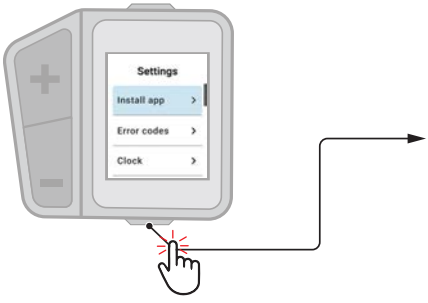
Brightness



Units



Install app

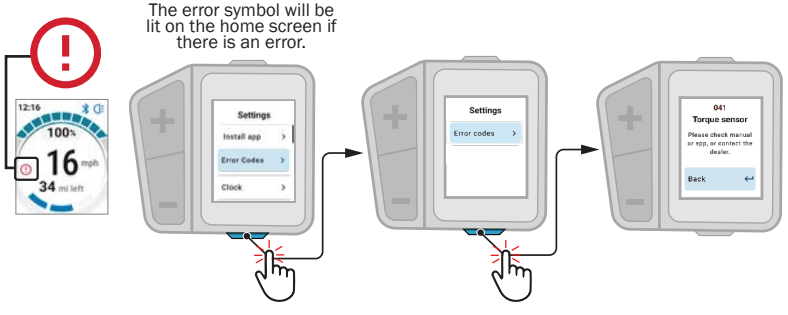


QR code for Trek Ride Club

Settings (continued)

Error codes

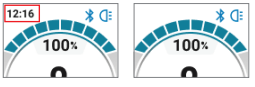
The error symbol will be lit on the home screen if there is an error.



Clock

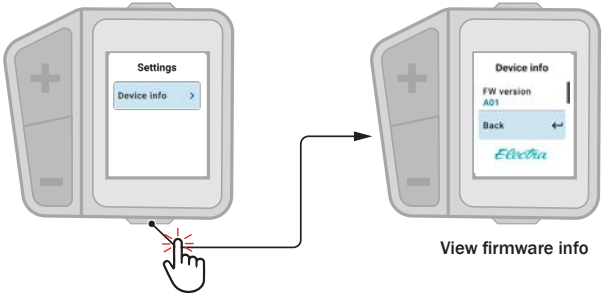


ON *OR* *HIDE*



NOTE: Use the Trek Ride Club app to update the display clock. The time zone or time change will automatically update when the app syncs with your phone.

Device info



View firmware info

Trek Ride Club app

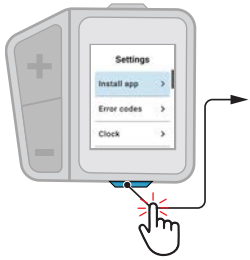
NOTE: You only have to pair your e-bike and phone once. Use the Trek Ride Club app to make further adjustments to your e-bike such as:

- Track your activity
- Navigate to a destination
- Update firmware
- Settings for locking the e-system

1 **Download the app.**

Via the app store on your phone **OR** via the QR code in the display settings.





Install app QR code

Trek Ride Club

2 **Turn the e-bike ON and tap your e-bike in the Trek Ride Club app.**



3 **You're ready to hit the road!**





The Bluetooth symbol indicates your phone is connected.



Locking the e-system

TREK RIDE CLUB APP ONLY: The e-system can be set to automatically lock when the bike powers down. This setting is accessed through the Trek Ride Club app.



Set your passcode

Set your passcode through the Trek Ride Club app on your phone.
Settings > My bike > Bike Security

- **Set your passcode**
- **Change your passcode**
- Enable the **system lock** feature
- Enable **Mobile Key** auto unlock feature

IMPORTANT:
Make a note of your passcode in a safe place for future reference.

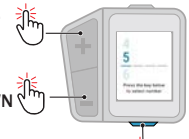
Unlock the e-system

Through the display

For each digit,
▲ Scroll UP

or

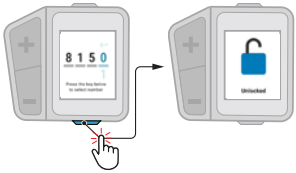
▼ Scroll DOWN



Press to select and advance to the next digit.

Select (↩) to return to previous digit.





NOTE: After 3 incorrect code attempts, the system will power down. Restart the display to access the lock screen and input your correct passcode.

If you forget your passcode, reach out to your Electra dealer for reset support.

OR

Via app

Mobile Key auto unlock feature enabled

In the Trek Ride Club app, use **bike security settings** to set the **Mobile Key** feature. Then simply walk near your bike so that your phone is within range. The bike must be powered on. Your phone will connect to your bike via the app and automatically unlock the e-system.

Mobile Key auto unlock feature disabled

The bike must be powered on. Walk near your bike so your phone is within range. When the app connects to the bike, a **pop-up** will appear with an option to **unlock** the bike.

Important battery information

INSTRUCTIONS PERTAINING TO RISK OF FIRE OR ELECTRIC SHOCK

SAVE THESE INSTRUCTIONS.

⚠ **WARNING:** *Improper handling or use of the battery can cause fire, explosion, electric shock, serious injury, or death.*

- *Do not disassemble, open, crush, or shred the battery or battery cells.*
- *There are no user-serviceable parts. Do not attempt to repair or modify the battery.*
- *Do not use the battery if the power cord, output cable, or insulation is frayed, damaged, or shows signs of wear.*
- *Use the battery only within the specified operating temperature range. For best performance, operate at room temperature.*

⚠ **WARNING:** *Failure to follow battery safety instructions can result in severe injury or death.*

- *Follow all battery handling, charging, storage, and use instructions in this manual.*
- *Use only approved chargers and accessories specified for this battery system.*

- Do not expose the battery to heat or fire. Avoid storage in direct sunlight.
- Do not short circuit the battery. Do not store batteries loosely in a box or drawer where they may contact each other or other metal objects.
- Do not drop, strike, or subject the battery to mechanical shock.
- Use only batteries designed and approved for use with this e-bike.
- Purchase replacement batteries only from the e-system manufacturer or an authorized dealer.
- Keep the battery clean and dry.
- If battery connections become dirty, wipe them with a clean, dry cloth.
- Use the battery only for its intended application.
- This battery system is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or persons lacking experience and knowledge unless they have received proper instruction or are under supervision.
- Close supervision is required when the product is used near children. Children should not play with the battery system.
- Keep the battery and all small components out of reach of children.
- Cleaning and user maintenance must not be performed by children without supervision.
- Do not charge or store the e-bike or battery in children's rooms or bedrooms.
- Do not allow the battery system to come into contact with solvents or chemicals, including alcohol, oil, anti-corrosion products, or detergents.
- Seek medical attention immediately if battery combustion gases are swallowed, inhaled, or come into contact with skin or eyes.
- If combustion gases are inhaled, move to fresh air immediately and seek medical attention.

- If electrolyte or combustion gases contact skin, remove any solid residue immediately. Rinse affected areas with plenty of water for at least 15 minutes. Remove contaminated clothing immediately and seek medical attention.
- If electrolyte or combustion gases contact the eyes, flush gently with plenty of water for at least 15 minutes. Protect the unaffected eye and seek medical attention immediately.
- If a battery or battery components are ingested, seek medical attention immediately.
- In the event of a battery fire:

  1) If safe to do so, remove other batteries from the area.

  2) Evacuate all persons from the immediate area.

  3) Use plenty of cold water to extinguish the fire (minimum of 10 times the battery's weight).
- Do not use a battery with damaged or broken seals. Dispose of the battery promptly in accordance with local regulations.
- Avoid exposing the battery to sudden or extreme temperature changes which can damage the battery.

Battery technical data

Model #		**BP-C480**
Part #		4001B25D
Cell type		Lithium-ion
Capacity (energy)		458 Wh
Weight		6.61 lbs (3.0 kg)
Protection rating		IPX7
Rated voltage (nominal)		47.19V
Max charging voltage		54.6V
Rated capacity		9.7Ah
Operating temperature		14°F~104°F (-10°C~40°C)
Storage temperature	1 year	-4° F~73° F (-20° C~23° C)
	3 months	-4° F~113° F (-20° C~45° C)
	1 month	-4° F~140° F (-20° C~60° C)
Charging temperature		32°F~95°F (0°C~35°C)
Dimensions		424 mm / 56 mm / 72 mm
Compatible charger		48 V charger (Trek 5354321)

Battery and e-bike care

Charge the battery

The battery is supplied partially charged. For best performance, charge the battery to 100% before riding your e-bike.

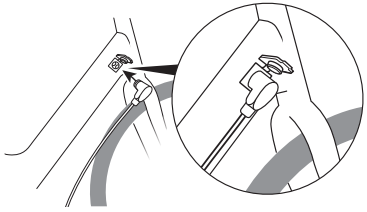
The battery will charge to 80% in about 4 hours, and 100% in about 5.5 hours.

Charge the battery in a well-ventilated area using only the charger recommended by the manufacturer.

⚠ WARNING: *Improper charging or storage of the battery can cause fire, electric shock, serious injury, or death.*

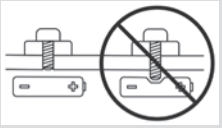
- *Charge the battery only as instructed in the charger manual supplied with this bicycle. Follow all charging safety instructions and warnings.*
- *Monitor the battery during charging. Maintain the battery at a minimum charge level of 30% to 60%. Deep discharge can damage the battery.*
- *When charging is complete, disconnect the battery from the charger. Do not store the battery while connected to the charger.*
- *Battery chargers are for indoor use with standard electrical outlets only. Do not install or use chargers in vehicles.*

Charge port location



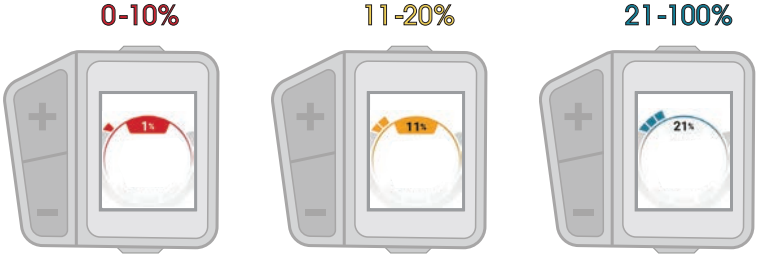
⚠ WARNING: *Improper installation of accessories or improper service procedures can cause battery damage, electrical short circuits, fire, serious injury, or death.*

- *Consult an Electra authorized dealer before installing any accessories. Use only fasteners supplied with the bicycle or accessory. Incorrect fasteners or installation can puncture the battery or damage the electrical system.*



- *Do not use a battery that has been dropped, crushed, or otherwise severely impacted. A damaged battery can ignite. If battery damage is suspected, stop using the bicycle and have the battery inspected by an Electra authorized dealer immediately.*
- *Before performing maintenance, turn the e-bike power off and wait for the display to go blank. Remove the battery if applicable.*
- *Do not perform electrical work while the battery is connected. All electrical service must be performed by an Electra authorized dealer.*

Battery display



Running out of battery

After the battery can no longer provide assistance to the motor (0%), the lights will operate for up to three hours.



NOTE: The assist level bars will not display after you reach 0% battery.

Storage

After extended storage, the battery may require several charge and discharge cycles to restore optimal performance. Before returning the e-bike to use, fully charge the battery.

When possible, remove the battery from the e-bike when not in use.

⚠ WARNING: *Store the battery properly.*

- *Store the e-bike and battery in a dry, well-ventilated location away from moisture, heat sources, and combustible or flammable materials.*
- *Store the battery only within the manufacturer's recommended temperature ranges:*

1 year	-4° F~73° F (-20° C–23° C)
3 months	-4° F~113° F (-20° C~45° C)
1 month	-4° F~140° F (-20° C~60° C)

Storage outside this range can damage the battery, reduce performance, or cause the battery to ignite.

NOTE: Store the battery at a minimum of 30% for the best long-term health of the battery. Avoid having less than 10% battery charge.

Transport

During transport, remove the battery or ensure it is securely installed. For added safety, secure the battery with a strap around the down tube.

⚠ WARNING: *Improper transport of the e-bike or battery can result in serious injury or death, or cause battery damage or fire.*

- *The electric drive system adds weight to the bicycle. Use only a bicycle rack approved for the combined weight of the e-bike and accessories. An overloaded or incompatible rack can fail.*
- *Do not leave the battery in a vehicle or location exposed to extreme heat or cold. Transport the battery only within the manufacturer's recommended ambient temperature range. Temperatures above 158° F (70° C) can cause battery damage, leakage, rupture, or fire.*
- *Follow all local transportation rules and regulations when transporting the e-bike, including requirements for public transportation such as buses or trains.*

Maintenance

Keeping your bike clean is a good maintenance practice. However, there are no serviceable parts in the electric system. Do not disassemble, modify, or attempt to repair the electric system. All service/maintenance must be performed by an authorized e-bike service technician.

⚠ **CAUTION:** *Improper cleaning can damage the electrical system.*

- *Do not submerge the e-bike or any components in water.*
- *Do not use high-pressure water or hoses.*
- *Water intrusion can damage electrical components and impair system operation.*

⚠ **WARNING:** *Improper repair, maintenance, or modification of the electric system can cause electric shock, fire, serious injury, or death.*

- *Unauthorized modifications to the drive system are prohibited.*
- *If you suspect tampering or notice a change in assist behavior, stop riding immediately and contact an authorized e-bike retailer.*

Dispose of the drive unit, battery, speed sensor, remote, wiring, accessories, and packaging in accordance with local laws and regulations. Do not dispose of an e-bike or its components with household waste. Contact your local e-bike retailer for proper recycling options.

After transport or storage, inspect the battery and e-system controls for damage before riding.

Wireless compliance information

Name	HMI
Model	CC-EL25C
FCC ID	SH6MDBT42
IC	8017A-MDBT42
Frequency	2402-2480 MHz (BLE)
Maximum Transmitted Power	1.33 dBm EIRP

FCC – US

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and a human body.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

—Reorient or relocate the receiving antenna.

—Increase the separation between the equipment and receiver.

—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

—Consult your bike shop or an experienced radio/TV technician for help.

Trek Bicycle Corporation is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Any changes or modifications not expressly approved by Trek Bicycle Corporation of this device could void the user's authority to operate the device.

ISED – CANADA

CAN ICES (B) / NMB (B)

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development (ISED) Canada's licence-exempt RSS(s). Operation is subject to the following two conditions: (1) This device may not cause interference. (2) This device must accept any interference, including interference that may cause undesired operation of the device.

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter This equipment should be installed and operated with a minimum distance of 20 cm (7.9 inches) between the radiator and a human body.

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