



# Serial 1, Powered by Harley-Davidson

ENJOY EVERY RIDE

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Introducing 2022 /CTY + Serial 1 App

**Serial 1's first generation /CTY eBicycles set a new standard of excellence for commuters and recreational riders alike. Informed by intelligent, human-centered design and executed with an unparalleled level of integration and attention to detail, Serial 1's premium eBicycles are celebrated as the easiest and most intuitive way to experience the fun and freedom of exploring your world on two wheels.**

Serial 1's second-generation /CTY lineup elevates the premium eBicycle experience even further with the addition of a full suite of cloud-enabled connectivity features developed in partnership with Google Cloud that capture essential ride data, significantly improve security and safety, and make it easier than ever before to just enjoy the ride! Google Cloud has selected Serial 1 as its strategic eMobility partner, and this relationship means that Serial 1 is among the first to integrate Google Cloud's new Intelligent Product Essentials software solution that enables predictive, proactive, and intelligent features that drive a better eBicycle experience for every rider.

Private preview access to Google Cloud technology has allowed Serial 1 to develop an industry leading user app with sophisticated connectivity features that empower customers to personalize their eBike experience on a new level. By leveraging Google Cloud's significant expertise in AI and analytics, Intelligent Product Essentials allows Serial 1 to design integrated, automotive-grade mobile technology solutions that intelligently connect its customers, eBikes and customer service providers in real time.

## **SERIAL 1 APP KEY FEATURES AND TECHNOLOGY**

A premium eBike experience demands premium digital technology. That's why we partnered with Google Cloud to design a mobile app worthy of the Serial 1 name. With app-controlled security features, genuine Google Maps turn-by-turn navigation, and real-time ride data gathered directly from the eBike, the Serial 1 App serves as the perfect ride assistant for your Serial 1 eBike. And this is just the beginning; our access to Google Cloud analytics and

business intelligence and integration with Google Cloud AI functionality will allow us to continually improve our mobile app solutions to deliver the best-possible eBike experience and ensure the highest level of data security as well.

In addition to cloud-enabled data management and integration, the Serial 1 app is further equipped with the most advanced connectivity hardware available to ensure the most reliable connection and the best possible user experience. Most eBike apps communicate solely via Bluetooth® wireless technology, which means critical features only function when in proximity to another Bluetooth-enabled device. Serial 1's next-generation /CTY platform takes connectivity beyond Bluetooth technology by incorporating a sophisticated Internet of Things (IoT) device that enables connection via not only Bluetooth wireless technology but also using cellular data and/or GPS, to ensure that you can reliably access your bike even when it's not within sight of you or anyone else. This best-in-category solution delivers reliable connectivity beyond what's currently available in the eMobility market and is a fully future-proofed solution that is unlikely to be phased out over the life of the bike.

**Integrated Digital Security with Pinpoint Accuracy:** Security is top-of-mind for all eBike owners. With Serial 1's Pinpoint Mode enabled, customers will have the ability to precisely track, monitor and digitally lock their Serial 1 eBike no matter where it is relative to them. In the event that movement is detected while the bike is digitally locked, the rider will receive a push notification with multiple security options that the owner can control via the Serial 1 app, including:

- The lights on the eBike will flash a warning pattern
- The electric pedal-assist functionality will be disabled
- The owner will be able to view the bike's current location (or last known location, in the unlikely event that the bike goes completely offline)

**Google Maps Route Planning & Turn-by-Turn Navigation:** Integrating current Google Maps Turn-by-Turn navigation data, Serial 1 App users can conveniently plan the best bicycle-specific route directly inside the Serial 1 App. The map will provide you with the best possible route for traveling by bike—including local bike lanes, bike paths and bike trails. Once you've determined your route, Turn-by-Turn directions will be available to guide your ride and keep you on the right path utilizing the most accurate and reliable location services available.

**Virtual Garage:** Register, name and track your Serial 1 eBike all from the comfort of your own phone. Utilizing virtual garage, you can use your mobile device to view, connect to and monitor your Serial 1 eBike on-demand. For households that may have two or more Serial 1 eBikes in their actual garage, families can manage all of their bikes within one shared virtual garage.

**Real-Time Ride Data Dashboard:** From speed to efficiency, from distance to battery range, you will have every detail of your ride right at your fingertips. Here is a complete list of all the ride data available via the dashboard:

- Speed
- Ride duration
- Ride distance
- Range
- EV system power output
- Rider power output
- eBike efficiency (watt-hours per mile)
- Battery state-of-charge
- Eco indicator (an on-off light that indicates when you are riding in an efficient way)
- Assist mode indicator
- Front light status

**Record My Ride:** Each time you complete a ride using the Serial 1 App, you'll receive a post-ride summary. Over time, you'll be able to compare ride and performance data to learn more about your riding style and track your progress.

**Automatic Service Reminders:** Stay on top of any eBike maintenance needs with regular service notifications delivered via the Serial 1 App. Serial 1 eBikes were designed to be as close to maintenance free as possible. However, once you hit certain time or distance milestones, your Serial 1 App will send you push notifications when it's time for regular maintenance checks or time to monitor any additional service functions related to the mechanical longevity of your Serial 1 eBike.

**Integrated Device Charger:** New this year, all Serial 1 /CTY bikes are equipped with an integrated USB-C charging cable located underneath the handlebar stem. Perfect for powering a mobile phone to run the Serial 1 app, this USB-C cable is capable of charging mobile devices up to 10W (depending upon mobile device).

## **SERIAL 1 EBICYCLE KEY FEATURES AND TECHNOLOGY**

All Serial 1 eBicycles are designed and engineered at a dedicated facility located on the Harley-Davidson® campus in Milwaukee, Wisconsin, using the same principles and processes that guide electric motorcycle development. Mass centralization is key to confident handling and excellent vehicle dynamics, and Serial 1 has gone to great lengths to design a bike with a very low center of gravity to provide agile and predictable handling across all riding situations. Serial 1 eBicycles are sleek and streamlined, with all wires and cables hidden inside the frame, integrated lighting front and rear, and

smooth, clean lines that deliver the same great style that consumers expect from Serial 1. Finally, by incorporating low-maintenance and easy-to-use technology like a Gates Carbon Drive belt system, an auto-shifting CVT transmission (on select models), and self-adjusting hydraulic brakes, we have created very fun and easy-to-use eBicycles that allow the rider to enjoy every ride without any distractions.

**Aluminum Frame:** Frames and forks are constructed from welded hydroformed aluminum to be light and rigid, with geometry designed to deliver:

- Nimble, agile handling across all riding situations
- Confident control and comfort on both urban bicycle paths and rural backroads.

**Integrated Battery:** The lithium-ion battery is integrated into the lower frame for sleek style and convenient removal for off-the-bike charging. It can also be charged on the bike through a charging port conveniently located on the lower frame.

**Mid-Mounted Motor:** The Brose mid-mounted motor produces 90Nm/66 ft. lb. torque, plenty of power assistance to provide a quick launch from a standing start and to give the rider the ability to conquer even the most challenging hills. Mid-mount placement near the crank lowers the center of gravity and centralizes mass to optimize vehicle handling, while an electronic torque sensor automatically registers the pressure the rider applies to the pedals and instantly provides a commensurate amount of electric assistance. No throttle or other action is required—just pedal and go.

**Four Ride Modes:**

- *Eco Mode* for a gentle amount of assistance in flat-and-favorable conditions.
- *Tour Mode* for the optimal blend of assistance and battery economy under mixed riding conditions.
- *Sport Mode* for pronounced assistance away from corners or over rolling hills.
- *Boost Mode* for confronting a steep hill, a strong headwind, or any other condition requiring a sustained burst of power.

**Walk Assist:** A push-button “walk-assist” function located on the handlebar controls provides a low level of forward motion to help easily maneuver the eBicycle at walking speeds, especially if there is ever a need to push it up a hill.

**Belt Drive:** Gates Carbon Drive belt is smooth, quiet and maintenance free. It requires none of the frequent lubrication or adjustment of a chain-drive system. It never gets greasy or messy.

**Auto-Shifting Transmission (on RUSH/CTY models only):** Enviolo AUTOMATiQ intelligent automatic transmission is an electronically controlled CVT (Constantly Variable Transmission) rear hub that automatically and constantly adjusts the gear ratio to maintain the rider's optimal, personalized pedaling cadence even as terrain or speed changes. Fully sealed and maintenance-free, it's available on all RUSH/CTY models.

**Handlebar Controls:** Ergonomically arranged thumb-and-forefinger controls on all models allow the rider to turn the eBicycle on and off, change ride modes, switch the integrated headlight on and off, and engage walk-assist without lifting a hand off the handlebar.

**Hydraulic Disc Brakes:** eBike-specific front and rear hydraulic disc brakes utilize 203mm brake rotors designed to deliver confident braking performance in most riding conditions—essential for faster-moving eBicycles and all-weather commuting.

**Internal Routing:** Brake lines and electrical wiring are routed through the frame, promoting longer life and less maintenance through protection from the elements and clean, snag-free styling.

**Integrated Lighting:** A bright LED headlamp mounted on the handlebar stem illuminates the path ahead and can make the rider more conspicuous after dark. Bright combination LED tail and brake lights integrated into the frame dropouts are designed to make the bike more visible from the rear. A distinctive LED front signature light pays homage to the shape of the classic headtube badge on Harley-Davidson's original bicycles from the teens and 1920s and illuminates whenever the eBicycle is powered up.

**Intelligent Sizing:** Frame geometry is optimized for each frame size to maintain a comfortable riding position and consistent handling across all sizes, regardless of rider height. The desired riding posture for the city bikes is upright to maximize comfort and awareness of the rider's surroundings. Both the frame geometry and contact points were evaluated, to make sure that our size range is well suited to nearly every customer.

## MEET THE 2022 /CTY FLEET

### **MOSH/CTY**

Go ahead and hop that curb. Pop a wheelie. Rip a skid. Rediscover the pure, uncomplicated joy of exploring your world on two wheels with the MOSH/CTY, our stripped-down, single-speed cruiser that's built to fly faster and farther, solo or in a pack.

**Frame:** Hydroformed aluminum, welded construction, internal routing

**Fork:** Aluminum

**Motor Type:** Brose S Mag, mid-drive mounting

**Torque:** 90Nm/66 ft. lb.

**Battery:** 529Wh, integrated, removable

**Range:** 35-105 miles/55-170 km – Depends on mode and terrain

**Charge Time:** 0-75% charge = 2.6hrs, 75-100% charge = 2.1hrs

**Maximum Assistance Speed:** 20 mph (US)/25 kph (EU) / 32 km/h (CAN)

**Drivetrain:** Single speed, freewheel

**Final Drive:** Gates Carbon Drive belt

**Brakes:** TRP hydraulic two-piston-caliper disc brakes front and rear, 203mm x 1.8mm rotors

**Wheels:** 27.5 x 35mm alloy rims and Sapim stainless steel spokes

**Tires:** Schwalbe Super Moto-X 27.5 x 2.8-inch

**Front Light:** LED headlight

**Rear Light:** Integrated LED tail lights with brake light

**Signature Light:** Illuminated headtube light

**Connectivity:** Available through the Serial 1 App

**Integrated Device Charger:** Integrated USB-C plug capable of charging mobile devices (up to 10W, depending upon mobile device)

**Controller:** Brose Display Remote

**Frame Sizes:** S, M, L, XL

**Weight:** 48.3 lb/21.9 kg (Size Large)

**Color Options:** Rowdy Blue/Matte Black; Matte Black/Gloss Black

**MSRP:** \$3,799

## RUSH/CTY STEP-THRU

The farmer's market. Barre class. Beer gardens. That delightful ice cream shop two towns over, or the charming Italian café two blocks away. The RUSH/CTY STEP-THRU is your all-access ride to wherever you want to go, loaded with premium features and a step-thru frame that makes it easy to get in the saddle without swinging a leg high over the seat.

**Frame:** Hydroformed aluminum, welded construction, internal routing

**Fork:** Aluminum

**Motor Type:** Brose S Mag, mid-drive mounting

**Torque:** 90Nm/66 ft. lb.

**Battery:** 529Wh, integrated, removable

**Range:** 30-90 miles/50-145 km – Depends on mode and terrain

**Charge Time:** 0-75% charge = 2.6hrs, 75-100% charge = 2.1hrs

**Maximum Assistance Speed:** 20 mph (US)/25 kph (EU) / 32kmh (CAN)

**Drivetrain:** Enviolo Automatiq intelligent auto-shifting CVT hub

**Final Drive:** Gates Carbon Drive belt

**Brakes:** TRP hydraulic four-piston-caliper disc brakes front and rear, 203mm X 2.3mm heavy-duty rotors

**Wheels:** 27.5 x 35mm alloy rims and Sapim stainless steel spokes

**Tires:** Schwalbe Super Moto-X 27.5 x 2.4-inch

**Front Light:** LED headlight

**Rear Light:** Integrated LED tail lights with brake light

**Signature Light:** Illuminated headtube light

**Connectivity:** Available through the Serial 1 App

**Integrated Device Charger:** Integrated USB-C plug capable of charging mobile devices (up to 10W, depending upon mobile device)

**Controller:** Brose Display Allround

**TFT Display:** 1.5-inch, 240 x 240-pixel TFT display shows selected ride mode, current speed, average speed, maximum speed, odometer/trip meter, battery charge level, and headlamp on/off status at a glance.

**Storage Compartment:** A lockable, 620 cubic-centimeter compartment measuring 206mm (length) X 42mm (height) X 70mm (wide).

**Fenders:** Integrated front and rear

**Rack:** Integrated front and rear

**Rack Capacity:** 22 lb/10 kg capacity each, front & rear racks

**Frame Sizes:** S, M, L

**Weight:** 59.5 lb/27.0 kg (Size Medium)

**Color Options:** Serene Blue/Matte Black; Gloss Black/Matte Black

**MSRP:** \$4,999

## **RUSH/CTY (Europe only)**

Just get on and go, anytime, anywhere. With an automatic CVT transmission, maintenance-free belt drive, and a powerful electric motor, there's no mess, stress or clumsy shifting required. The RUSH/CTY takes care of everything, so you can experience true freedom and just enjoy the ride.

**Frame:** Hydroformed aluminum, welded construction, internal routing

**Fork:** Aluminum

**Motor Type:** Brose S Mag, mid-drive mounting

**Torque:** 90Nm/66 ft. lb.

**Battery:** 706Wh, integrated, removable

**Range:** 25-115 miles/40-185 km – Depends on mode and terrain

**Charge Time:** 0-75% charge = 3.5hrs, 75-100% charge = 3hrs

**Maximum Assistance Speed:** 25 kph (EU) / 32kmh (CAN)

**Drivetrain:** Enviolo Automatiq intelligent auto-shifting CVT hub

**Final Drive:** Gates Carbon Drive belt

**Brakes:** TRP hydraulic four-piston-caliper disc brakes front and rear, 203mm X 2.3mm heavy-duty rotors

**Wheels:** 27.5 x 35mm alloy rims and Sapim stainless steel spokes

**Tires:** Schwalbe Super Moto-X 27.5 x 2.4-inch

**Front Light:** LED headlight

**Rear Light:** Integrated LED tail lights with brake light

**Signature Light:** Illuminated headtube light

**Connectivity:** Available through the Serial 1 App

**Integrated Device Charger:** Integrated USB-C plug capable of charging mobile devices (up to 10W, depending upon mobile device)

**Controller:** Brose Display Allround

**TFT Display:** 1.5-inch, 240 x 240-pixel TFT display shows selected ride mode, current speed, average speed, maximum speed, odometer/trip meter, battery charge level, and headlamp on/off status at a glance.

**Storage Compartment:** A lockable, 620 cubic-centimeter compartment measuring 206mm (length) X 42mm (height) X 70mm (wide).

**Fenders:** Integrated front and rear

**Rack:** Integrated front and rear

**Rack Capacity:** 22 lb/10kg capacity each, front & rear racks

**Frame Sizes:** S, M, L, XL

**Weight:** 59.0 lb/26.7 kg (Size Large)

**Color Options:** Ruby Red/Matte Black; Gloss Black/Matte Black

**MSRP:** \$4,999 (Check Local Dealer for European MSRP)

## **RUSH/CTY SPEED (USA only)**

Feel true, wind-in-your-face freedom with the RUSH/CTY SPEED, a Class 3 eBicycle that provides electric assistance all the way up to 28 mph. Built to thrill, the RUSH/CTY SPEED makes fitness more fun, brings excitement to your errands, and introduces more capability to any cycling situation.

**Frame:** Hydroformed aluminum, welded construction, internal routing

**Fork:** Aluminum

**Motor Type:** Brose TF Mag, mid-drive mounting

**Torque:** 90Nm/66 ft. lb.

**Battery:** 706Wh, integrated, removable

**Range:** 25-115 miles/40-185 km – Depends on mode and terrain

**Charge Time:** 0-75% charge = 3.5hrs, 75-100% charge = 3hrs

**Maximum Assistance Speed:** 28 mph

**Drivetrain:** Enviolo Automatiq intelligent auto-shifting CVT hub

**Final Drive:** Gates Carbon Drive belt

**Brakes:** TRP hydraulic four-piston-caliper disc brakes front and rear, 203mm X 2.3mm heavy-duty rotors

**Wheels:** 27.5 x 35mm alloy rims and Sapim stainless steel spokes

**Tires:** Schwalbe Super Moto-X 27.5 x 2.4-inch

**Front Light:** LED headlight

**Rear Light:** Integrated LED tail lights with brake light

**Signature Light:** Illuminated headtube light

**Connectivity:** Available through the Serial 1 App

**Integrated Device Charger:** Integrated USB-C plug capable of charging mobile devices (up to 10W, depending upon mobile device)

**Controller:** Brose Display Allround

**TFT Display:** 1.5-inch, 240 x 240-pixel TFT display shows selected ride mode, current speed, average speed, maximum speed, odometer/trip meter, battery charge level, and headlamp on/off status at a glance.

**Storage Compartment:** A lockable, 620 cubic-centimeter compartment measuring 206mm (length) X 42mm (height) X 70mm (wide).

**Fenders:** Integrated front and rear

**Rack:** Integrated front and rear

**Rack Capacity:** 22 lb/10kg capacity each, front & rear racks

**Frame Sizes:** S, M, L, XL

**Weight:** 59.0 lb/26.7 kg (Size Large)

**Color Options:** Pearl Peacock Blue/Matte Black; Pearl Midnight Black/Matte Black

**MSRP:** \$5,599

## **SERIAL 1 APP FAQs**

### **How do I download the Serial 1 App?**

The Serial 1 App is available for both iOS and Android users in the Apple App Store and Google Play store in the US, Europe and Canada.

- To download the app for iOS:
  1. Search “Serial 1” in the App Store
  2. Tap “Get” to download
  3. Tap “Open” from the App Store, or tap the Serial 1 App icon on your device
- To download the app for Android:
  1. Search “Serial 1” in the Google Play store
  2. Tap “Install”
  3. Tap the Serial 1 icon to launch the app

### **Is the Serial 1 App compatible with all Serial 1 eBikes?**

The Serial 1 App is only compatible with Serial 1 eBikes produced in 2022 and beyond. Only 2022 Serial 1 eBikes can be added to the virtual garage and thus access the real-time ride data and security features of the app. If you are unsure if your bike is compatible with the Serial 1 App, please contact our support team at [support@serial1.com](mailto:support@serial1.com). Turn-by-turn navigation functionality is available to any bike rider, whether they are riding a 2021 Serial 1 or any other brand of bicycle.

### **Is the Serial 1 App available in all countries?**

The Serial 1 App is optimized for use in the U.S., Canada and Europe. Features that require cellular data usage may not work in other countries.

### **What features can I view on the dashboard?**

- When you login to the app, you will find a map that shows your current location, your Serial 1 eBike’s current location, and a variety of functions that will allow you to start your ride, digitally lock your eBike, and more.
- Virtual garage will appear as a menu option—this is where you will select which of your Serial 1 eBikes (if you have more than one Serial 1 eBike) is active in the app.
- While riding, you’ll be able to view a variety of metrics including: current speed, ride duration, ride distance, range, power output, eBike efficiency, battery state-of-charge, and more.
- After each trip you will be able to view a post-ride summary. These post-ride summaries can be stored in the app, allowing users to review and compare ride metrics over time.

### **What does it mean to digitally lock your bike?**

The Serial 1 App allows the ability to digitally lock your eBike from anywhere using just your mobile phone. The digital lock function delivers a push notification to inform you when anyone or anything moves the eBike. Upon receiving that notification, you can choose to engage Pinpoint mode which will allow you to remotely disable the electric pedal assistance and also trigger a security response that flashes the lights for 10 seconds and reports the eBike's exact location.

### **Does the digital lock replace the need for a physical bike lock?**

The Serial 1 App will allow you to remotely disable the motor on your Serial 1 eBike, causing all pedal-assist functions to stop, but you will still be able to pedal the bike without electric assistance. For this reason, we still recommend you use a high-quality physical lock whenever you leave your eBike unattended. For more information on the locking devices that Serial 1 recommends, please view our support page [here](#).

### **Can you adjust the Enviolo hub settings within the Serial 1 App?**

At this time, you cannot adjust the settings of the Enviolo AUTOMATIq hub within the Serial 1 App. To make adjustments to your hub settings, you must pair your bike with the Enviolo app (available separately). For instructions on how to download the Enviolo app and make adjustments to the automatic-shifting CVT hub, please visit our support page [here](#).

### **Can the Serial 1 App alter the maximum assistance speed of my Serial 1 eBike?**

The maximum assistance speed is determined by local regulations and cannot be altered by the Serial 1 App. Further, any alteration to the motor would void the warranty.

### **How many Serial 1 eBikes can I store in my virtual garage?**

Your virtual garage is account-based and can store as many Serial 1 eBikes as you own. For example, if you and another member of your family each have a bike you can add both bikes to a joint account and use the same login to connect to either eBike.

### **How does the Serial 1 App communicate with my Serial 1 eBike? Do I need an internet or WIFI connection to use the app?**

You will connect your Serial 1 eBike to the Serial 1 App via Bluetooth® wireless technology and/or a cellular data connection. The Serial 1 App communicates with an integrated Internet of Things (IoT) device that hosts its own internet connection to deliver real-time ride data. This means that both the bike and the mobile device will need to be in range of cell towers to experience full functionality of the app. However, in the case that either device is out of range and without service, data will still be stored locally on both the phone and the Serial 1 eBike and uploaded once a cellular connection is restored. (There is an indicator on the app that shows whether or not the Serial 1 eBike has a connection.) Additionally, turn-by-turn navigation will continue to work even with an intermittent cellular connection.

### **Does the integrated IoT device draw power from the eBike battery?**

The integrated IoT device contains a separate battery that charges off the main eBike battery pack. There is no need for you to take any additional steps to charge aside from charging your eBike regularly. You may occasionally see an indication on your Brose display that the IoT device is charging. Because the IoT device is powered separately, the eBike's GPS location will still be available for some time even if the main battery pack is completely discharged or removed for enhanced security. An additional charging notification will come through the app in the event that the main eBike battery pack is getting low and requires charging.

### **How will Serial 1 use the data that is gathered through the Serial 1 App?**

As you continue to ride using the Serial 1 App, the app will continue to learn from your specific eBike and your unique riding style. Serial 1 will use ride data gathered through the Serial 1 App to further enhance app user experience for all customers as we continue to develop and update new models and features. This data will also aid the Serial 1 support team in identifying and troubleshooting maintenance needs on your eBike. Data will not be shared with or sold to any third parties.

### **Do I need to pay for subscription services?**

The Serial 1 data plan is free for the first two years. Users will decide if they want to extend service after that period.

### **What is the best way to carry my phone on my Serial 1 eBike?**

While there are many compatible mobile phone mounts available for purchase from the aftermarket, Serial 1 recommends using a Quad Lock Case and Motorcycle Handlebar Mount (32mm diameter) to conveniently secure your mobile phone to the eBike handlebar. Adding Quad Lock's optional Weatherproof Wireless Charging Head will allow you to run the Serial 1 app without draining your mobile phone battery by connecting to the integrated USB-C charging cable located underneath the handlebar stem. All Quad Lock products are sold separately.

## **SERIAL 1 EBIKE FAQs**

### **What is Serial 1, Powered by Harley-Davidson?**

Born as a skunkworks inside the Harley-Davidson Product Development center, Serial 1, Powered by Harley-Davidson, is now an independent eBicycle brand that is partially owned by Harley-Davidson. Engaging in the eBicycle market with a separate and dedicated brand allows Harley-Davidson to play a key role in the eMobility revolution while allowing Serial 1 to focus exclusively on the eBike space to better understand the eBike customer and deliver an unmatched riding experience rooted in freedom and adventure. This represents the best of both worlds, combining Harley-Davidson's legendary motorcycle expertise and leadership in two-wheeled electric propulsion with the agility and innovation of a new brand dedicated exclusively to the eBicycle product and customer.

### **Where will Serial 1 eBicycles be sold?**

Serial 1 eBicycles are available through select Harley-Davidson® motorcycle dealerships, independent bike dealers (IBDs), and direct to U.S. consumers online at [serial1.com](http://serial1.com). The Serial 1 website offers a [dealer locator](#) function that identifies Serial 1 eBicycle dealers with models available for test rides and on-site purchase.

### **In what countries will Serial 1 eBicycles be sold?**

Serial 1 eBikes are currently available in the U.S. and Canada as well as most European countries. More countries will be added in the near future; for the most recent information, please consult the [dealer locator](#) function at [Serial1.com](http://Serial1.com).

### **Where are Serial 1 bikes designed and engineered?**

Milwaukee, Wisconsin.

### **Where will the Serial 1 eBicycle be manufactured?**

Serial 1 eBicycles are manufactured by an experienced global eBicycle supplier. Manufacturing will be conducted to world-class standards, with oversight by Serial 1.

### **Will a Serial 1 eBicycle require a title, license to ride, or registration?**

The Class 1 pedal-assist eBicycle products we offer do not require a title, registration or license to operate in the U.S., Canada or Europe. The Class 3 pedal-assist eBicycle products we offer may require registration and a license in Canada and Europe, depending on the market. Customers are encouraged to check your local regulations to ensure you meet requirements.

### **How do I know which size eBicycle I need?**

The best method of picking the right size for you is always a test ride at your nearest participating dealer location. If it's not possible to visit a dealer, the customer can use the sizing tool on the Serial 1 eBicycle website to determine the best fit. The sizing tool can be found on each of the model pages on [www.serial1.com](http://www.serial1.com). Customers may contact Serial 1 customer service with any additional questions.

### **What should I do if I am between two sizes?**

There may be a few people that still fall very closely between two sizes. The question of which size is right for each customer comes down to what they are looking for in the bike. A larger size will feel roomier and will be more stable at high speeds, and a smaller size will feel more compact and will give you more sporty handling.

### **How does auto-shifting CVT work?**

The Enviolo AUTOMATIq stepless transmission is based on the NuVinci CVT gear system, which uses a set of rotating and tilting balls positioned between the input and output discs of a transmission. Tilting the balls changes their contact diameters and thus varies the effective gear ratio. As a result, the NuVinci CVT system offers seamless and continuous transition to any ratio within its range. See it work in this [video](#).

### **What do the different ride modes do?**

The four available ride modes adjust the amount of electric assistance provided by the motor. The rider will select the ride mode that best suits their desires depending on the ride conditions:

- Eco Mode is best used in flat-and-favorable conditions, when you want just a gentle amount of assistance without unnecessarily depleting the battery.
- Tour Mode is best used when you desire a consistent-but-still-transparent level of electric assistance, for the optimal blend of assistance and battery economy under mixed riding conditions.
- Sport Mode is best used when you want pronounced assistance away from corners or over rolling hills, to ride farther or faster than you would under your own power.
- Boost Mode is best used when confronting a steep hill, a strong headwind, or any other condition where you might require a sustained boost of substantial assistance.

### **Do I need special charging equipment to own a Serial 1 eBicycle?**

No. A portable charger is supplied with the eBicycle and can be plugged into any standard household electric outlet (in Europe and North America).

### **What is the range of a Serial 1 eBicycle?**

Because Serial 1 eBikes are pedal-assist, the available range will vary widely depending on terrain, what ride mode you choose and how much pedal assistance the rider provides. With that in mind, you should expect a Serial 1 eBike to deliver the following range by model:

- MOSH/CTY: 35-105 miles/55-170 km
- RUSH/CTY: 25-115 miles/40-185 km
- RUSH/CTY STEP-THRU: 30-90 miles/50-145 km
- RUSH/CTY SPEED: 25-115 miles/40-185 km

### **How long does it take to charge the battery?**

For the 529Wh battery in MOSH/CTY and RUSH/CTY STEP-THRU models: 0-75% charge = 2.6hrs, 75-100% charge = 2.1hrs

For the 706Wh battery in the RUSH/CTY and RUSH/CTY SPEED model: 0-75% charge = 3.5hrs, 75-100% charge = 3hrs

### **Can I purchase a second battery?**

Batteries may be available for purchase in the future.

### **Does the Serial 1 eBicycle require any special maintenance?**

The Serial 1 eBicycle doesn't require any special maintenance beyond what would be required for any conventional bicycle. Maintain air pressure in the tires and monitor other systems per the guidelines described in the owner's manual and your Serial 1 eBicycle will provide you with many miles of worry-free riding pleasure.

### **How challenging is it to assemble a Serial 1 eBicycle? Are special tools required?**

Serial 1 eBicycles are delivered to the consumer in a mostly assembled state. To complete the assembly, the end user will need to install the front wheel (and front fender on select models), saddle, kickstand, reflectors and pedals. Complete assembly instructions—along with a [step-by-step instructional video](#)—are available to assist this project. All necessary assembly tools are included with each bicycle and minimal mechanical skill or knowledge will be required.

### **Where can Serial 1 eBicycles be serviced?**

If your Serial 1 eBicycle requires service, that service should be carried out by a Serial 1 eBicycle dealer or by the dedicated Serial 1 customer service team.

### **How long is the Serial 1 eBicycle warranty and what's covered?**

A limited warranty covers the full vehicle including the battery for 24 months (2 years) and covers everything except damage and wear and tear. Additionally, the frame is warrantied for 60-months (5 years) to be free from manufacturing or design defects (excluding damage).

### **Is there a line of Serial 1 eBicycle accessories?**

A limited selection of bicycle accessories may be available in the future.

## ***ABOUT SERIAL 1, POWERED BY HARLEY-DAVIDSON***

*Inspired by the entrepreneurial vision of Harley-Davidson's founders—and the revolutionary impact of their first motorcycle, affectionately referred to as "Serial Number One"—Serial 1 offers innovative eBicycles that make every ride an adventure. Born as a skunkworks inside Harley-Davidson's Product Development Center, the eBicycle project began in 2018 with a small group of passionate motorcycle and bicycle enthusiasts working with a single focus, to design and develop the best and most capable eBicycles available today. The decision to create the independent Serial 1 brand in 2020 represents the best of two worlds—an innovative arrangement that combines Harley-Davidson's leadership in two-wheel electric propulsion with the agility and autonomy of a new brand dedicated exclusively to the eBicycle product and customer.*