WEAR A BIKE HELMET. A BIKE HELMET CAN PROTECT YOU FROM SEVERE INJURIES. MAKE SURE THE HELMET IS CORRECTLY POSITIONED.

GROOVE GO PEDELEC

EPAC ELECTRICALLY POWER ASSISTED CYCLE

Original user guide  |  US
Version 1  |  08.02.2017

AGE: 16+

This manual contains important safety, performance and service information. Read and understand it before you take the first ride on your pedelec, and keep it for reference.
## Bike passport

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**Stamp and signature of the dealer**

## Change of holder

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**Date/signature**
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*depending on model
I. Introduction

WARNING

There are risks associated with the use of any bike which cannot be predicted or avoided, and which are the sole responsibility of the rider. Because it is impossible to anticipate every situation or condition which can occur while riding, this manual makes no representation about the safe use of the bike under all conditions.

This user guide contains information on how to use, maintain and look after your Groove Go pedelec. It also contains important safety and performance information. This manual is not intended as a comprehensive use, service, repair or maintenance manual. Please see your dealer for all service, repairs or maintenance. Your dealer may also be able to refer you to classes, clinics or books on bike use, service, repair safety or maintenance.

WARNING

Please see your dealer for all service, repairs or maintenance. This manual is not intended as a comprehensive use, service, repair or maintenance manual. Your dealer may also be able to refer you to classes, clinics or books on bike use, service, repair safety or maintenance.

Make sure the service intervals are kept carefully up to date and observe the maintenance intervals. If wear and damage are not detected in good time, components may fail. If that happens while you are riding the bike you could be severely injured or killed. If you observe worn, damaged or bent components do not use the bike again until the components are repaired or replaced.

WARNING

Before using your pedelec for the first time, carefully read this user guide. Please also read the other items in the information pack. Familiarize yourself with the meaning of the safety information symbols. Should you have queries please contact your dealer. Failure to comply with safety information and instructions can result in death, severe injuries and/or damage to the pedelec. The manufacturer shall not be liable for injury and damage caused by the failure to comply with safety information and instructions.

Make sure your dealer has provided you with all of the documentation that was delivered with the pedelec. Keep this user guide and information pack safe for future use. Please pass on the guides and information pack to other people who will use, maintain or repair this pedelec, otherwise uncertainties can arise that could result in death, severe injuries and/or damage to the pedelec. In case of a conflict between the instructions in this manual and information provided by a component manufacturer, always follow the component manufacturer’s instructions or consult your dealer.

You can download this guide as a PDF file from our website: www.derby-cycle.com/en/downloads/downloads.html. There you will also find links to the websites of the various component manufacturers.
I. I Explanation of the safety information symbols

⚠️ WARNING

This symbol ⚠️ combined with the signal word "WARNING" indicates a potentially dangerous situation. Failure to comply with this safety warning could result in death or serious injury.

⚠️ CAUTION

This symbol ⚠️ combined with the signal word "CAUTION" indicates a potentially dangerous situation. Failure to comply with this safety instruction can result in minor or moderate injuries.

NOTICE

The signal word "NOTICE" indicates a potential situation that may cause product or component damage. Failure to comply with this safety instruction can result in damage to the pedelec and its components.

This symbol indicates helpful tips, useful or important information about the product or its additional uses. It does not indicate hazard or a dangerous or harmful situation.

I.II The Groove Go pedelec

Your Groove Go pedelec is an Electrically Power Assisted Cycle (EPAC). When the assist mode is switched on, the electric motor provides assistance as long as you are pedaling. You can control the degree of assistance, which is adjusted using various assist modes ⇒ 5.5 Changing assist mode, Page US-39. The assistance is dependent on the force and speed of your pedaling and the speed you are traveling. The motor assistance stops as soon as you stop pedaling, turn off the assistance or when the battery is discharged or if you reach a speed of 20 mph. Speeds greater than 20 mph may be achieved by pedaling faster.

II. Component guides

In the component guides you will find important information about the use and maintenance of components of your pedelec. They also often contain information about any warranties. If there is no specific user guide included for the particular component you are interested in, look on the manufacturer's website. You will find a list of our component manufacturers at http://www.derby-cycle.com /en/downloads/downloads.html

III. Dealer

Let our dealers advise you. On page 63 you will find a link to our brand home page with all dealers in your area.
### IV. Legal regulations

**WARNING**

Follow all applicable federal, state and local traffic regulations, otherwise you run the risk of a serious accident. Before using your pedelec abroad, find out about the regulations applicable in that country.

Wear a bike helmet. You should always wear a suitable bike helmet for your own safety. A bike helmet can protect you from severe injuries. Make sure the helmet is correctly positioned.

Only those above the age of 16 should ride the pedelec. Young people may have problems controlling the speed. This could lead to serious falls and accidents.

Check whether a driver’s license is needed (and which license) to ride your pedelec.

Check local laws/ordinances for laws regarding use of children trailers and cycletrailers on pedelecs. Discuss with a dealer whether trailers may be attached to your bike model.

Never ride your bike while under the influence of alcohol or drugs.

Never ride the bike 'no hands'. You could fall off and seriously injure or even kill yourself – and also be liable for prosecution. You must always have at least one hand on the handlebars.

Never hitch a ride by holding on to another vehicle. It can lead to accidents and serious injuries.

**WARNING**

Like all bikes, the pedelec must comply with all applicable federal, state and local traffic regulations and applicable standards. If you make technical modifications to the bike, take into account the respective national road traffic regulations and applicable standards. If the cut-off speed and/or the speed of the push assist exceed the specified values, the pedelec will become liable to mandatory registration and insurance. Technical modifications can impair the function of your pedelec, resulting in damage to components. If this happens while you are riding the bike you could be severely injured or killed. Furthermore, it will invalidate the manufacturer’s liability, warranty and guarantee (where applicable).

Before you use a trailer bike or trailer make sure you read 6.3.2 Trailer bikes and trailers, Page US-43. Otherwise there is a risk of serious injury or death.

You are sharing the road or the path with others — motorists, pedestrians and other cyclists. Respect their rights.

### IV.I Reflectors

Bikes shall be equipped with reflective devices to permit recognition and identification under illumination from motor vehicle headlamps. In the USA, the requirements for reflectors are regulated in the “16 CFR 1512.16 - Requirements for reflectors”. The following table provides an overview of the required reflectors, as well as a small selection of characteristics which these reflectors should have. For additional information, please see “16 CFR 1512.16 - Requirements for reflectors”.
### IV.II. Lighting

In Germany the requirements for lighting on bikes is regulated in Section 67 of the Road Traffic Licensing Regulation (StVZO) and in the Technical Requirements for vehicle parts. Lighting includes both battery and dynamo-powered lights.

<table>
<thead>
<tr>
<th>Light type</th>
<th>Number</th>
<th>Position</th>
<th>Characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Front light</td>
<td>1</td>
<td>Front</td>
<td>White light&lt;br&gt;The illuminance must be at least 10 lux at the center of the beam at a distance of 10 meters.</td>
</tr>
<tr>
<td>Rear light</td>
<td>1</td>
<td>Back</td>
<td>Red light&lt;br&gt;The lowest point of the illuminating surface must not be lower than 9.75 inches above the road surface.&lt;br&gt;A standlight function is also permitted</td>
</tr>
</tbody>
</table>

### IV.II.I Replacement bulbs

The replacement bulbs you will need depend on the type of lighting fitted on your bike. The table below tells you what type of bulb you will need:

<table>
<thead>
<tr>
<th>Type</th>
<th>Power supply</th>
</tr>
</thead>
<tbody>
<tr>
<td>Front light (LED, incandescent)</td>
<td>6 V</td>
</tr>
<tr>
<td>Front light halogen</td>
<td>6 V</td>
</tr>
<tr>
<td>Rear light</td>
<td>6 V</td>
</tr>
<tr>
<td>Rear light with standlight function</td>
<td>6 V</td>
</tr>
<tr>
<td>Lighting with LED lamps</td>
<td>LED lamps are not replaceable</td>
</tr>
<tr>
<td>Hub dynamo</td>
<td>6 V</td>
</tr>
</tbody>
</table>
IV.II.ii Disposal

Follow all applicable federal, state and local regulations regarding the disposal of the drive system, display, control unit, battery and charger. Otherwise you may be committing an offense and run the risk of a fine or penalty.

Do not dispose of the display, control unit, pedelec battery and charger in the household waste. Hand them in at the designated place (e.g. recycling center, bike dealer). Electronic devices contain valuable materials that can be reused, protecting natural resources. Bring your batteries to a drop-off location (www.call2recycle.org).

V. Intended purpose

V.I Pedelec

This bike is designed and equipped for use on public roads and paved paths. It can also be used on easy terrain. The manufacturer and dealer accept no liability for damage resulting from any use beyond this definition and/or failure to comply with the safety information and instructions in the user guide. This applies particularly to off-road use, overloading and failure to properly rectify faults. Intended use also includes conformance with the specified operating, service and repair conditions in the user guides and service part. Fluctuations in the consumption and power of the battery and a reduction of capacity with increasing age are common and technically unavoidable, and as such, do not constitute material defects.

V.II Pedelec weight

For safety reasons we recommend you weigh your pedelec because the weight can vary due to various equipment characteristics, accessories and frame heights, otherwise you risk fracturing the frame. This can lead to severe falls that could result in death or serious injury.

V.III The maximum permissible total weight

**WARNING**

Do not exceed the the maximum permissible total weight of the pedelec, because it can lead to the fracture or failure of safety-relevant parts (such as the brakes). If this happens while you are riding the bike, it can lead to severe falls – with fatal consequences.

Total weight = Weight of the bike + weight of the rider + weight of the trailer bike or trailer + weight of luggage and/or child.

Example calculation:

259 lbs total weight = 53 lbs weight of the bike + 165 lbs weight of the rider + 22 lbs weight of the trailer + 19 lbs weight of the luggage.

259 lbs is below the allowed total weight of 287 lbs and is therefore permissible.

<table>
<thead>
<tr>
<th>Bike type</th>
<th>Maximum permissible total weight</th>
<th>Weight of rider**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Groove Go pedelec</td>
<td>287 lbs</td>
<td>234 lbs</td>
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** with a 53 lbs pedelec.
VI. The Groove Go pedelec and its components*

Pedelec

1 Rear light
2 Luggage rack
3 Saddle
4 Saddle post
5 Saddle clamp
6 Seat tube
7 Down tube
8 Down tube battery
9 Handlebar stem
10 Shifter
11 Brake lever
12 Handlebars
13 Front luggage rack
14 Front light
15 Fork
16 Disc brake
17 Drop-outs (fork)
18 Front wheel hub
19 Reflective stripes
20 Wheel
21 Pedal
22 Pedal crank
23 Motor
24 Chain
25 Drop-outs
26 Wheel rim
27 Tyre
28 Axle nut

*depending on model
Pedelec Compact

1. Saddle
2. Saddle post
3. Saddle clamp
4. Seat tube
5. Seat tube battery
6. Down tube
7. Handlebar stem
8. Handlebars
9. Shifter
10. Brake lever
11. Fork
12. Front luggage rack
13. Front light
14. Disc brake
15. Drop-outs (fork)
16. Front wheel hub
17. Reflective stripes
18. Wheel
19. Pedal
20. Pedal crank
21. Chain
22. Motor
23. Drop-outs
24. Rear light
25. Wheel rim
26. Tyre
27. Axle nut
VII. Warranty

Warranty periods

The statutory warranty valid at the time of delivery applies to all models.

Conditions for claim under warranty

» Manufacturing, material or information error.

» The cause of the change in the product is not wear or aging arising naturally or as a result of its functions.

» The damage was not caused by use of the bike for other than the intended purpose.

The following are excluded from the warranty

» Damage caused by improper use or force majeure.

» All parts subject to function-related wear and tear or aging to a normal, expected extent, unless this is the result of a defect in the manufacturing process or material.

» Damage caused by incorrect or insufficient care and unprofessional repairs, conversions or replacement of components on the bike.

» Accident damage or damage caused by other external factors, providing this is not attributable to incorrect information or a product error.

» Repairs carried out with used parts or damage that occurs as a consequence of this.

» Damage resulting from competitive use.

» Special equipment, accessories or non-standard equipment; in particular technical modifications.

The following are considered wear parts under the statutory warranty

» Tires

» Rims in connection with rim brakes

» Brake pads

» Bike chains and toothed belts

» Chain wheels, sprockets, bottom brackets and jockey wheels

» Lamps in the lighting equipment

» Handlebar tape and handle grips

» Hydraulic oils and lubricants

» Gear-shift and brake cables

» Paint finishes

» Bearings

» Sliding bearings and bearings for full-suspension frames, suspension forks or other suspension elements
1. General Safety Information

Comply with the safety and user instructions at the start of the following sections.

**WARNING**

By choosing to ride a bike, you assume the responsibility for that risk, so you need to know — and to practice — the rules of safe and responsible riding and of proper use and maintenance. Proper use and maintenance of your bike reduces risk of injury.

We discourage allowing children under the age of 16 years to ride pedelecs. They may not be able to cope with the speed. It can result in serious accidents and falls.

Wear a bike helmet. You should always wear a suitable bike helmet for your own safety. A bike helmet can protect you from severe injuries. Make sure the helmet is correctly positioned.

Do not ride in unfavorable lighting conditions (fog, rain, dusk, darkness) without adequate lighting ⇒ IV.II Lighting, Page US-7; it can lead to accidents and serious injuries ⇒ 1.1.2 Wet weather, Page US-14. Avoid wet weather riding where possible.

Keep your hands and other body parts and clothing away from moving parts. They may get caught or entangled and lead to a fall and/or other serious injuries.

Adapt your riding style to the prevailing traffic conditions. You could fall off and involve yourself and others in a serious accident that could result in death or serious injury. Take into consideration the longer braking distances needed on wet or icy roads. Think ahead, anticipating the actions of other road users and reduce your speed. Avoid sudden jerky movements of the handlebars and braking actions. Dismount if you are unsure about a situation.

**WARNING**

Ride defensively. Always assume that others do not see you. Look ahead, and be ready to avoid:

» Vehicles slowing or turning, entering the road or your lane ahead of you, or coming up behind you.
» Parked car doors opening.
» Pedestrians stepping out.
» Children or pets playing near the road.
» Pot holes, sewer grating, railroad tracks, expansion joints, road or sidewalk construction, debris and other obstructions that could cause you to swerve into traffic, catch your wheel or cause you to have an accident.
» The many other hazards and distractions which can occur on a bike ride.

Only use the bike for its intended purpose ⇒ V. Intended purpose, Page US-8, otherwise it can lead to component failure. If this happens while you are riding the bike you could be severely injured or killed.

Do not remove the front or rear reflectors or reflector brackets from your bike ⇒ IV.II Lighting, Page US-7. They are an integral part of the bike’s safety system. Removing the reflectors reduces your visibility to others using the roadway. Being struck by other vehicles may result in serious injury or death. Make sure that your bike is equipped with correctly positioned and securely mounted reflectors.
WARNING

Inspect your pedelec before every trip, and after each time it has been transported anywhere or has been left unattended ⇒ 4. Before every trip, Page US-35. If wear and damage are not detected in good time, components may fail. If this happens while you are riding the bike you could be severely injured or killed. Due to the additional power, wearing parts on a pedelec are subject to more stress than a normal bike. If you observe worn, damaged or bent components do not use the bike again until the components are repaired or replaced.

Contact your bike dealer when it is necessary to replace wearing parts and other ⇒ 11. Service intervals, Page US-58 components. We recommend that all assembly and adjustment work is carried out by your dealer. Only use original replacement parts. Replacement parts from other manufacturers can impair the function of your pedelec. It can result in failures that can lead to serious accidents, injury or death.

Do not exceed the the maximum permissible total weight of the pedelec, because it can to the fracture or failure of safety-relevant parts ⇒ V.III The maximum permissible total weight, Page US-8. If this happens while you are riding the bike, it can lead to severe falls – with fatal consequences.

Ask your dealer to show you the operation and features of the components. Please also read the component guides. We recommend that all assembly and adjustment work be carried out by an approved dealer, as incorrect assembly could cause components to become loose. If this happens while you are riding the bike you could be severely injured or killed. If you do have to tighten something, you will find a complete list of the required torque settings in Section ⇒ 10. Torque settings, Page US-57, which must be strictly followed.

WARNING

Always remove the battery before starting to do adjustments, assembly, service or maintenance on the pedelec. The pedelec could switch on unexpectedly and you could be seriously injured.

You should have your bike and its components checked periodically by your dealer for indicators of stress and/or potential failure, including cracks, deformation, corrosion, paint peeling, dents, and any other indicators of potential problems, inappropriate use or abuse. These are important safety checks and very important to help prevent accidents, bodily injury to the rider and shortened product life.

CAUTION

Do not attempt to open the motor, display, battery or charger; you could injure yourself. Furthermore, parts may be destroyed, invalidating the warranty. If problems arise please contact your dealer.

NOTICE

Always park your pedelec so that it cannot tip over. If the bike tips over components can be damaged. If your bike is not equipped with a kick stand, one can be retrofitted. Please ask your dealer.

Do not clean the pedelec with a water hose or high pressure washer. You could damage the bike. Clean the pedelec with a soft damp cloth.
1.1 Tips

1.1.1 Children

**WARNING**

Make sure that your child always wears an approved bike helmet when riding; but also make sure that your child understands that a bike helmet is for bicycling only, and must be removed when not riding. A helmet must not be worn while playing, in play areas, on playground equipment, while climbing trees, or at any time while not riding a bike. Failure to follow this warning could result in serious injury or death.

As a parent or guardian, you are responsible for the activities and safety of your minor child, and that includes making sure that the bike is properly fitted to the child; that it is in good repair and safe operating condition; that you and your child have learned and understand the safe operation of the bike; and that you and your child have learned, understand and obey not only the applicable local motor vehicle, bike and traffic laws, but also the common sense rules of safe and responsible bicycling. As a parent, you should read this manual, as well as review its warnings and the bike’s functions and operating procedures with your child, before letting your child ride the bike.

1.1.2 Wet weather

**WARNING**

Avoid wet weather riding where possible. Wet weather impairs traction, braking and visibility, both for the bicyclist and for other vehicles sharing the road. The risk of an accident is increased in wet conditions. Under wet conditions, the stopping power of your brakes (as well as the brakes of other vehicles sharing the road) is dramatically reduced and your tires don’t grip nearly as well. This makes it harder to control speed and easier to lose control. To make sure that you can slow down and stop safely in wet conditions, ride more slowly and apply your brakes earlier and more gradually than you would under normal, dry conditions.

1.1.3 Night rides

Riding a bike at night is much more dangerous than riding during the day. A biker is very difficult for motorists and pedestrians to see.

**WARNING**

Therefore, children should never ride at dawn, at dusk or at night. Adults who chose to accept the greatly increased risk of riding at dawn, at dusk or at night need to take extra care both riding and choosing specialized equipment which helps reduce that risk. Consult your dealer about night riding safety equipment.
WARNING

Reflectors are not a substitute for required lights. Riding at dawn, at dusk, at night or at other times of poor visibility without an adequate bike lighting system and without reflectors is dangerous and may result in serious injury or death. Bike reflectors are designed to pick up and reflect car lights and street lights in a way that may help you to be seen and recognized as a moving bicyclist.

While riding at dawn, at dusk or at night:
» Ride slowly.
» Avoid dark areas and areas of heavy or fast-moving traffic.
» Avoid road hazards.
» If possible, ride on familiar routes.
» If riding in traffic:
  • Be predictable. Ride so that drivers can see you and predict your movements.
  • Be alert. Ride defensively and expect the unexpected.
» If you plan to ride in traffic often, ask your dealer about traffic safety classes or a good book on bike traffic safety.

1.1.4 Bright, visible clothing

Wear light colored, reflective clothing and accessories, such as a reflective vest, reflective arm and leg bands, reflective stripes on your helmet, flashing lights attached to your body and/or your bike ... any reflective device or light source that moves will help you get the attention of approaching motorists, pedestrians and other traffic.

Always wear appropriate shoes that will stay on your feet and grip the pedals. Make sure that shoe laces do not get entangled or caught in moving parts, and never ride barefoot or in sandals.

Always wear protective eyewear, to protect against airborne dirt, dust and bugs — tinted when the sun is bright, clear when it’s not.

Always wear bright, reflective and visible clothing that is not too loose to entangle in the bike or get snagged by objects on the side of the road or trail.
2. Protection from theft, manipulation and loss

![WARNING]

Protect your pedelec from unauthorized access. If third parties alter components (e.g. the brakes) without your knowledge, you could be seriously injured. Inspect your pedelec before every trip, and after each time it has been transported anywhere or has been left unattended ⇒ 4. Before every trip, Page US-35. If your bike is damaged, do not ride it again before the damage has been rectified. If your bike is lost or stolen it will not be replaced under the warranty.

The following measures can help you to protect your pedelec from theft and manipulation and to recover it if it has been stolen:

Always lock the bike and battery even if you are only leaving it for a short while. Ideally, the lock(s) should block the wheel powered by the motor. Do not leave the key in. To be on the safe side, you can also remove the battery. The pedelec must also be secured with a lock when it is parked outside the home (e.g. sheds, basement).

Do not park your pedelec in deserted locations – especially for long periods. If possible, park your pedelec in manned private or communal garages or individual bike lockers.

Chain and lock the pedelec to fixed anchors such as a fence or street lamp to prevent theft.

Quick-release wheels should be attached to a fixed object together with the frame. That way the bike cannot be stolen. Alternatively, the quick-release levers can be replaced by an anti-theft device. For questions about this please contact your dealer.

Use a high quality bike lock: you should invest approximately 10% of the purchase price of the bike in locks. Your dealer will be able to fit a suitable frame lock if your bike does not already have one. Alternatively, you can also use other types of bike locks. Ask your dealer for advice.

Make a note of the important details of your pedelec and get it registered with the police. This makes it easier to identify if it is stolen.

Bike theft is often covered by household contents insurance. Check the terms of your insurance policy as soon as possible.
3. Before your first ride

Make sure that your pedelec is adjusted to suit your height and is ready to use. Familiarize yourself with the basic functions of your pedelec. If your new bike doesn’t fit, ask your dealer to exchange it before you ride it.

**WARNING**

Your dealer will explain to you the operation and specificities of your pedelec and its components. Please also read the component guides. We recommend that all assembly and adjustment work is carried out by a dealer, as incorrect assembly could cause components to become loose. If that happens while you are riding the bike you could be severely injured or killed. If you do have to tighten something, you will find a complete list of the required torque settings in Section 10. Torque settings, Page US-57, which must be strictly followed.

Adjusting the pedelec to your height. If the bike is not correctly adjusted to your height you can lose control over the bike and fall off.

Practice braking and riding with assistance in a safe place before venturing into traffic. If you do not familiarize yourself with the operation and higher speed of your pedelec you could cause a serious accident. Ride in ECO mode until you feel confident enough to try the higher modes 5.5 Changing assist mode, Page US-39. Dismount if you are unsure about a situation.

3.1.1 Toe overlap

**WARNING**

Avoid toe overlap (picture a). Otherwise, your foot can get caught in the spokes, you can fall very hard and get serious injuries. Your toe or toeclip may be able to contact the front wheel when a pedal is all the way forward and the wheel is turned. Changing tire size or pedal crank arm length affects toe overlap. Ask your dealer to help you determine if the combination of frame size, crank arm length, pedal design and shoes you will use results in pedal overlap (picture b). Whether you have overlap or not, you must keep the inside pedal up and the outside pedal down when making sharp turns (picture c).
3.1 Attaching the pedals

1. Screw the right hand pedal (marked 'R') into the right hand pedal crank in a clockwise direction.

2. Screw the left hand pedal (marked 'L') into the right hand pedal crank in an anticlockwise direction.

Caution
Some people have claimed that extended riding with a saddle which is incorrectly adjusted or which does not support your pelvic area correctly can cause short-term or long-term injury to nerves and blood vessels, or even impotence. If your saddle causes you pain, numbness or other discomfort, listen to your body and stop riding until you see your dealer about saddle adjustment or a different saddle. If you have questions, please consult with a urologist or men’s health expert.

Warning
Make sure you screw the pedals in straight otherwise you could damage the thread on the pedal crank – if that happens while you are riding the bike you could fall off.

3. Tighten both pedals towards the front wheel with a torque setting of 40 Nm [29.5 ft·lb].

3.2 Adjusting the saddle

Correct saddle adjustment is an important factor in getting the most performance and comfort from your bike. If the saddle position is not comfortable for you, see your dealer. Your dealer can adjust saddle angle or teach you how to do it.

WARNING
Make sure you screw the pedals in straight otherwise you could damage the thread on the pedal crank – if that happens while you are riding the bike you could fall off.

If, in spite of carefully adjusting the saddle height, tilt and fore-and-aft position, your saddle is still uncomfortable, you may need a different saddle design. Saddles, like people, come in many different shapes, sizes and resilience. Your dealer can help you select a saddle which, when correctly adjusted for your body and riding style, will be comfortable.

Riding with an improperly tightened seat post can allow the saddle to turn or move and cause you to lose control and fall. Therefore:

» Ask your dealer to help you make sure you know how to correctly clamp your seat post.
» Understand and apply the correct technique for clamping your seat post.
» Before you ride the bike, first check that the seat post is securely clamped.
3.2.1 Adjusting the saddle height

1. Sit on the pedelec and at the same time lean against a wall.

2. Turn the pedal crank on the side away from the wall to its lowest point.

3. Put your heel on the pedal. Your leg should be fully extended.

4. Raise the saddle if your leg is not fully extended when your heel is on the pedal. Lower the saddle if you cannot reach the pedals.

**WARNING**

There is a mark on the saddle post showing the maximum amount you can pull the saddle post out of the frame. Never pull out the saddle post beyond this mark, otherwise it can buckle or break and you could fall off.

3.2.2 Adjusting the saddle height: Seat clamp(s)*

1. Use an Allen key to loosen the seat clamp(s) by turning them anti-clockwise.

2. Move the seatpost into the right position. Take heed of the marking.

3. Tighten the seat clamp(s) by turning them anti-clockwise with a torque wrench. If no value is shown on the component, use the torque settings from the following table:

<table>
<thead>
<tr>
<th>Thread</th>
<th>Tightening torque</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Nm</td>
</tr>
<tr>
<td>M5 / M6 / M8</td>
<td>M5: 5 / M6: 10 / M8: 20</td>
</tr>
</tbody>
</table>

**WARNING**

Only use appropriate tools to tighten screws and bolts. Observe the specified torque setting. Screws that have not been tightened properly with a torque wrench are at risk of breaking, which could lead to severe falls.

4. Try to twist the saddle to check that it is firmly fixed.

*depending on model
3.2.3 Adjusting the saddle height: Quick-release skewer*

**WARNING**

The quick-release skewer must be correctly closed before you set off. Check that it is correctly fitted before every ride and after every time the bike is left unsupervised, even for a short time. Otherwise, the seatpost may come loose; if this should happen whilst you are cycling, you could fall. This could result in serious injuries.

1. Open the quick-release skewer by swinging the lever 180°. You will generally be able to read "OPEN" on the inside of the lever.

2. Move the seatpost into the right position. Take heed of the marking.

3. Close the quick-release skewer by swinging the lever back 180°. You will generally be able to read "CLOSE" on the outside of the lever.

4. Try to twist the saddle to check that it is firmly fixed.

**WARNING**

It should be so hard to close the quick-release skewer that you need to use the balls of your hands (120 N: corresponds to a weight force of 26.5 lbs). You should have the mark of the lever imprinted on your hand. Otherwise, it could open when you are cycling, which could lead to the seatpost coming loose and cause you to fall. If you close the quick-release skewer too tightly, the seatpost can break; if this should happen when you are cycling, you could fall.
3.3 Shifting and tilting the saddle

**WARNING**

Never clamp the saddle in the curve of the saddle rail; always do it in the straight section. Only shift the saddle within the straight section (fig. 1). Saddles that stay clamped outside this area can fail (fig. 2).

![Correct and wrong clamping](https://example.com/correct_wrong_clamping.png)

**Use a torque wrench to tighten the clamping screws.** Observe the specified torque setting. If no value is shown on the component, use the torque settings from the following table:

<table>
<thead>
<tr>
<th>Thread</th>
<th>Tightening torque</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Nm</td>
</tr>
<tr>
<td>M5 / M6 / M8</td>
<td>M5: 5.5 / M6: 5.5 / M7: 14 / M8: 20</td>
</tr>
</tbody>
</table>

Failure to comply can result in screws/bolts becoming loose, tearing away or fracturing. If that happens while you are riding the bike, components may come off and you could have a severe crash. If screws are overtightened, other components can also be damaged.

3.3.1 Screw supports: Shifting and tilting the saddle

1. Loosen the clamping screw by turning it anti-clockwise. Turn the screw completely two to three times at most or the whole mechanism could fall apart.

2. Shift the saddle forwards or backwards as desired.

3. Tilt the bike saddle to the desired angle.

4. Tighten the clamping screw by turning it clockwise with a torque wrench.

5. Ensure that the newly-tightened saddle does not tip; test it by pressing down on the front and back alternately.
3.3.2 Twin-screw supports: Shifting and tilting the saddle

**WARNING**

Screw the clamping screws fully in a straight position in the nuts. Failure to do so can result in the screws tearing out of the nuts.

1. To shift the saddle, loosen the front and rear screws by turning them anti-clockwise. Turn the screws completely two to three times at most or the whole mechanism could fall apart.

2. Shift the saddle forwards or backwards as desired.

3. Tighten the screws using a torque wrench to turn them clockwise.

4. To alter the angle of the saddle, loosen the front screw by turning it anti-clockwise. Turn the screw completely two to three times at most or the whole mechanism could fall apart.

5. Tighten the front screw with the same number of turns.

6. Ensure that the newly-tightened saddle does not tip; test it by pressing down on the front and back alternately.

3.3.3 Clamp attachment: Shifting and tilting the saddle

1. Turn the clamping nut clockwise to loosen it. You may need to keep the nut on the other side in place with a second key.

2. Shift the saddle forwards or backwards as desired.

3. Tilt the bike saddle to the desired angle.

4. Turn the clamping nut clockwise to tighten it. You may need to keep the nut on the other side in place with a second key. Observe the correct torque setting.

5. Ensure that the newly-tightened saddle does not tip; test it by pressing down on the front and back alternately.

3.3.4 Suspension seatpost

**WARNING**

If your bike is equipped with a suspension seat post, the suspension mechanism may require periodic service or maintenance. Ask your dealer for recommended service intervals for your suspension seat post.
3.4 Handlebars

**WARNING**

Make sure the stem and the handlebars are at the right height for you.

Make sure the saddle and handlebar stem are parallel to the bike's center line and clamped tight enough so that you can't twist them out of alignment.

An insufficiently tightened stem clamp bolt, handlebar clamp bolt or bar end extension clamping bolt may compromise steering action, which could cause you to lose control and fall. Place the front wheel of the bike between your legs and attempt to twist the handlebar/stem assembly. If you can twist the stem in relation to the front wheel, turn the handlebars in relation to the stem, or turn the bar end extensions in relation to the handlebar, the bolts are insufficiently tightened.

3.4.1 Adjusting the height and angle of the handlebars

**WARNING**

Ask your dealer to do this, otherwise there is a risk of the handlebars loosening, leading to falls and serious injuries.

3.5 Turn lights *

On the back of the front light there is a slider. Depending on the direction you push the slider, the front and rear lights are either ON or OFF during travel.

3.6 Brakes

**WARNING**

Before every ride: Check the brakes. Squeeze the brake levers. Make sure the brake quick-releases are closed. Make sure all control cables are seated and securely engaged. Make sure the brakes begin to engage within an inch of brake lever movement. Make sure you apply full braking force at the levers without having them touch the handlebar. If not, your brakes need adjustment. Do not ride the bike until the brakes are properly adjusted by a professional bike mechanic.

Riding with improperly adjusted brakes, worn brake pads, or wheels on which the rim wear mark is visible is dangerous and can result in serious injury or death.

Replace the brake pads when they reach the safe wear limit. The use of worn brake pads can lead to serious injuries with fatal consequences.

**CAUTION**

Disc Brakes: Avoid touching the brake discs after intensive use of the brakes: they can become very hot. Touching them may cause contact burn injuries.
See the brake manufacturer’s instructions for operation and care of your brakes, and for when brake pads must be replaced. If you do not have the manufacturer’s instructions, see your dealer or contact the brake manufacturer.

If replacing worn or damaged parts, use only manufacturer-approved genuine replacement parts.

Many bikes have brake levers which can be adjusted for reach. If you have small hands or find it difficult to squeeze the brake levers, your dealer can either adjust the reach or fit shorter reach brake levers.

### 3.6.1 Three types of bike brakes

There are three general types of bike brakes: rim brakes, which operate by squeezing the wheel rim between two brake pads; disc brakes, which operate by squeezing a hub-mounted disc between two brake pads; and internal hub brakes. All three can be operated by way of a handlebar mounted lever. On some models of bike, the internal hub brake is operated by pedaling backwards. This is called a coaster brake.

---

**WARNING**

**Practice braking and riding with assistance in a safe place before venturing into traffic.** The braking action may be stronger or weaker than you are used to. Serious accidents can happen if you do not familiarize yourself with the braking action. Practice until you feel confident enough. Dismount if you are unsure about a situation.

**Rim brakes: Avoid continuous braking on long downhill stretches.** It can lead to a loss in braking power and/or damage to the tires. Brake intermittently with intervals in between to allow the airflow to cool the braking system. If necessary, make regular stops to ensure adequate cooling.

**Applying brakes too hard or too suddenly can lock up a wheel, which could cause you to lose control and fall.** Sudden or excessive application of the front brake may pitch the rider over the handlebars, which may result in serious injury or death.
3.6.2 Braking

**WARNING**

Make sure that your hands can reach and squeeze the brake levers comfortably. If your hands are too small to operate the levers comfortably, consult your dealer before riding the bike. The lever reach may be adjustable; or you may need a different brake lever design.

The shorter the brake lever reaches, the more critical it is to have correctly adjusted brakes, so that full braking power can be applied within available brake lever travel. Brake lever travel insufficient to apply full braking power can result in loss of control, which may result in serious injury or death.

To make sure that you have maximum friction available, keep your wheel rims and brake pads or the disk rotor and caliper clean and free of dirt, lubricants, waxes or polishes. The braking action of a bike is a function of the friction between the braking surfaces.

3.6.2.1 Learning how to brake

**WARNING**

Practice braking and weight transfer techniques where there is no traffic or other hazards and distractions.

Learn which brake lever controls which bike

It’s very important to your safety that you learn and remember which brake lever controls which brake on your bike. Traditionally, in the U.S. the right brake lever controls the rear brake and the left brake lever controls the front brake; but, to check how your bike’s brakes are set up, squeeze one brake lever and look to see which brake, front or rear, engages. Now do the same with the other brake lever. Two keys to effective speed control and safe stopping are controlling wheel lockup and weight transfer.

Learn to practice slowing and stopping smoothly

Brakes are designed to control your speed, not just to stop the bike. Maximum braking force for each wheel occurs at the point just before the wheel “locks up” (stops rotating) and starts to skid. Once the tire skids, you actually lose most of your stopping force and all directional control. You need to practice slowing and stopping smoothly without locking up a wheel. The technique is called progressive brake modulation. Instead of jerking the brake lever to the position where you think you'll generate appropriate braking force, squeeze the lever, progressively increasing the braking force. If you feel the wheel begin to lock up, release pressure just a little to keep the wheel rotating just short of lockup. It’s important to develop a feel for the amount of brake lever pressure required for each wheel at different speeds and on different surfaces. To better understand this, experiment a little by walking your bike and applying different amounts of pressure to each brake lever, until the wheel locks.
Learn how to transfer your weight

When you apply one or both brakes, the bike begins to slow, but your body wants to continue at the speed at which it was going. This causes a transfer of weight to the front wheel (or, under heavy braking, around the front wheel hub, which could send you flying over the handlebars).

A wheel with more weight on it will accept greater brake pressure before lockup; a wheel with less weight will lock up with less brake pressure.

So, as you apply brakes and your weight is transferred forward, you need to shift your body toward the rear of the bike, to transfer weight back on to the rear wheel; and at the same time, you need to both decrease rear braking and increase front braking force. This is even more important on descents, because descents shift weight forward.

This weight transfer is even more pronounced if your bike has a front suspension fork. Front suspension “dips” under braking, increasing the weight transfer.

Go more slowly on loose or wet surfaces

Everything changes when you ride on loose surfaces or in wet weather. Avoid wet weather riding where possible. It will take longer to stop on loose surfaces or in wet weather. Tire adhesion is reduced, so the wheels have less cornering and braking traction and can lock up with less brake force. Moisture or dirt on the brake pads reduces their ability to grip. The way to maintain control on loose or wet surfaces is to go more slowly.

3.7 Understanding the chain

Always remove the battery before starting to work on the pedelec. The system could switch itself on unexpectedly and you could seriously injure yourself.

Check the chain for signs of wear before every trip. A worn or damaged chain can break. It that happens while you are riding the bike you could be thrown off and seriously injured.

When you are cleaning the chain, make sure that no water gets into the motor. Water ingress can damage the motor.

If your brakes are not functioning as listed above, they need adjustment, do not ride the bike until the brakes are properly adjusted by a professional bicycle mechanic.

If the chain won’t shift smoothly and quietly from gear to gear, the derailleur is out of adjustment. See your dealer.
### 3.7.1 Chain tension

#### Measuring chain tension

1. Remove the pedelec battery.
2. Press the chain up or down at its tautest point. The tension is correct if you can move the chain up and down by about 0.2 inches.
3. Check the chain at four or five points over a complete revolution of the crank.

#### Adjusting chain tension

1. Remove the pedelec battery.
2. Undo the rear wheel nuts.
3. If necessary remove the brake anchor.
4. Pull the rear wheel back in the drop-outs until the chain just has the permissible amount of play.
5. Carefully tighten all bolts in a clockwise direction to a torque setting of 35 – 40 Nm [25.8 - 29.5 ft·lb]. Make sure the wheel is reinstalled straight.

### 3.7.2 Checking for wear

1. Remove the pedelec battery.
2. Check chain wear with a chain wear indicator or a vernier calliper.
3. Replace the chain if it is worn.

### 3.7.3 Cleaning and maintenance

Lubricate the chain after riding in the rain. Clean and lubricate it when you clean the wheel.

1. Remove the pedelec battery.
2. Roughly brush the chain with a hand brush.
3. Then remove the old chain oil with a dry cloth.
4. You can now lubricate chain. How you lubricate the chain depends on the product you have chosen.
5. When you have finished, turn the crank to distribute the chain oil.
### 3.8 Gears

**WARNING**

Never shift a derailleur onto the largest or the smallest sprocket if the derailleur is not shifting smoothly. The derailleur may be out of adjustment and the chain could jam, causing you to lose control and fall.

If you have difficulties with shifting, the problem could be mechanical adjustment. See your dealer.

The gears are operated by controls on the handlebars (gear lever, twist grips, ...). The gear shift allows you to adjust the gear of your bike and the transmission to the current situation. On a straight level stretch a higher gear is sensible to achieve and maintain a higher speed without having to pedal too much.

As soon as you start going uphill a lower gear is beneficial, because it is important to be able to climb the hill with little effort. Select the gears so that your legs are always moving at a steady pace.

**Derailleur**

With this system the chain is lifted on to a sprocket when changing gear. The chain must continue moving so that the teeth of the sprocket can engage with the chain links easily and smoothly. For a successful gear change you must therefore keep pedaling forwards, never backwards! – but at the same time pedaling lightly and without force.

### 3.9 Wheel

**WARNING**

Riding with an improperly secured wheel can cause the wheel to wobble or disengage from the bike, and cause serious injury or death.

Spin each wheel and check for brake clearance and side-to-side wobble. If a wheel wobbles side to side even slightly, or rubs against or hits the brake pads, take the bike to a qualified bike shop to have the wheel trued.

**Wheels must be true for rim brakes to work effectively.** Wheel trueing is a skill which requires special tools and experience. Do not attempt to true a wheel unless you have the knowledge, experience and tools needed to do the job correctly.

**Riding with an improperly secured wheel can allow the wheel to wobble or fall off the bike, which can cause serious injury or death.** Therefore, it is essential that you:

» Ask your dealer to help you make sure you know how to install and remove your wheels safely.

» Understand and apply the correct technique for clamping your wheel in place.
3.9.1 Axle nut*

Removing the rear wheel

1. Remove the pedelec battery.
2. Switch the chain to the smallest sprocket.
3. Then disconnect the cable between the motor and battery.

If your pedelec is fitted with a rim brake, unhook the brake cable on the brakepad before removing the front wheel. Otherwise you may not be able to remove the front wheel.

If your pedelec is fitted with a disc brake, please read the component guides about the handling of this brake or ask your dealer to do this.

4. Undo the axle nuts using an 0.71 inches spanner, turning anticlockwise.
5. Take off the chain.
6. Then remove the rear wheel from the frame. Turn the gears slightly to the rear, so that it is easier to guide the sprocket.

Replacing the rear wheel

1. Attach the chain.
2. Insert the rear wheel centrally in the drop-outs as far as it will go.

If your pedelec has disc brakes, make sure that the brake disc is placed exactly in the middle between the brake shoes.

3. Tighten the axle nuts using an 0.71 inches spanner, turning clockwise and tighten to a torque of 40 Nm [29.5 ft·lb]. Make sure that your wheel is correctly centred.

*depending on model

WARNING

If you have released the rim brakes to remove the wheel, you must close them again, otherwise you will not be able to brake and run the risk of serious injury.

4. Reinsert the battery.
3.9.2 Quick-release wheels*

**WARNING**

Front wheel: The quick-release lever must be positioned on the opposite side to the brake disc (where fitted). If the quick-release lever is on the same side as the brake disc, there is a risk that they can clash and lock the front wheel (see diagram), which can cause a serious accident.

All quick-release clamps must be correctly tightened before you set off, otherwise the components can loosen – which, if it happens while you are riding the bike, could cause you to fall off, leading to serious injuries.

Removing the front wheel

1. Remove the pedelec battery.
2. Open the quick-release lever by turning it down 180°. You will now usually be able to see the word 'OPEN' on the inside of the lever.
3. Carefully undo the adjusting nuts, turning them anticlockwise.

Replacing the front wheel

1. Insert the wheel into the front fork ends.
2. Gently turn the adjusting nut on the quick-release lever in a clockwise direction. Make sure that your wheel is correctly centered.
3. Close the quick-release lever by turning it up 180°. You will now usually be able to see the word 'CLOSE' on the outside of the lever.

**WARNING**

Closing the quick-release lever should be so hard that you need to use the ball of your hand to do it. You should have the mark of the lever imprinted on your hand. If not, it can open and loosen the saddle, which could result in you falling off the bike.

---

**NOTICE**

Detach all cables from the wheel (e.g. lighting cables), otherwise you could tear them.

If your bike is fitted with rim brakes it is sensible to release them before you remove the front wheel. Otherwise you may not be able to remove the front wheel.

4. Remove the front wheel.

---

*depending on model
3.9.3 Quick-release axle*

Removing the front wheel

1. Remove the pedelec battery.
2. Open the quick-release lever by turning it down 180°.
3. Hook the quick-release lever into the slot and turn it anticlockwise until the quick-release axle protrudes from the axle hole about 0.39 inches.
4. Lift out the front wheel and remove the quick-release axle.

**NOTICE**
Detach all cables from the wheel (e.g. lighting cables), otherwise you could tear them.

**WARNING**
If you have released the rim brakes to remove the wheel, you must close them again, otherwise you will not be able to brake and run the risk of serious injury.

Reattach any previously disconnected cables (e.g. lighting cables), otherwise they can get caught in the spokes. If that happens while you are riding the bike you could be thrown off and seriously injured.

5. Remove the front wheel.

*depending on model
Replacing the front wheel

1. Apply a thin layer of grease to the quick-release axle.
2. Push the wheel into the front forks and align with the axle holes.
3. Reinsert the quick-release axle.
4. Move the quick-release lever to the open position.
5. Hook the quick-release lever into the slot and turn it clockwise. This screws the axle into the thread. Make sure that your wheel is correctly centered.
6. Close the quick-release lever by turning it up 180°.

**WARNING**

Closing the quick-release lever should be so hard that you need to use the ball of your hand to do it. Closing the quick-release lever. If not, it can open and loosen the wheel, which could result in you falling off the bike.

---

Quick-release lever shuts too easily

1. Open the quick-release lever.
2. Hook the quick-release lever into the slot and turn it clockwise. This screws the axle into the thread. Ensure that your wheel is centered.
3. Close the quick-release lever.
4. Repeat if necessary.

---

Quick-release lever too stiff

1. Open the quick-release lever.
2. Hook the quick-release lever into the slot and turn it counter-clockwise until the quick-release axle sticks out about 1 cm from the axle hole.
3. Close the quick-release lever.
4. Repeat if necessary.

**WARNING**

Reattach the previously disconnected cables (e.g. lighting cables) to the wheel, otherwise they could tear.
### 3.9.4 Rims

**Wear**

- **WARNING**

  Look out for deep grooves on both rims. The rims could fracture and cause a fall. Replace rims as soon as you detect signs of wear. Many rims have a wear indicator. If the indicator can no longer be felt in a spot, the rim is worn.

  Make sure the rims are clean and undamaged at the tire bead and, if you have rim brakes, along the braking surface.

**Cleaning**

1. Remove the pedelec battery.

2. Brush the rims with a hand brush. Heavier soiling can be removed with a soft, damp cloth.

- **NOTICE**

  When you are cleaning, make sure that no water gets into the motor. Water ingress can damage the motor.

3. Leave to dry.

### 3.9.5 Tires

**WARNING**

Do not either overinflate or underinflate the tires. If the tire pressure is too high, at worst, the tire could burst, causing you to fall off. On the other hand, if the tire pressure is continuously too low, the tire can wear out prematurely. The maximum permissible pressure is marked on the side of tire in bar and pounds per square inch. You can check the tire pressure for yourself using a tire pressure gage. Alternatively, you can ask your dealer.

To check if the tires are in good shape, spin each wheel slowly and look for cuts in the tread and sidewall. Replace damaged tires before riding the bike.

We highly recommend that you carry a spare inner tube when you ride your bike, unless the bike is fitted with tubeless tires. Patching a tube is an emergency repair. If you do not apply the patch correctly or apply several patches, the tube can fail, resulting in possible tube failure, which could cause you to lose control and fall. Replace a patched tube as soon as possible.
3.10 Suspension fork

The suspension forks support the front wheel.

⚠️ CAUTION

Familiarize yourself with how the suspension responds to brake application and rider weight shifts ⇒ 3.6.2 Braking, Page US-25.

Suspension can change the way a bike performs. Follow the suspension manufacturer’s instructions for use, adjustment and care ⇒ II. Component guides, Page US-5.

3.10.1 Lockout system

If your suspension forks are fitted with a lockout system it is possible to lock the suspension. There are some riding situations where that can be useful: for example, if you riding up a hill or if you are standing up from the saddle when accelerating. To switch the suspension to fixed, turn the rotary control on the right hand side of the fork to 'LOCK' (or alternatively: ️). To reactivate the suspension, turn the control to the 'OPEN' position.

| LOCK, ️ | Suspension locked |
| OPEN    | Suspension activated |

⚠️ WARNING

Do not ride over rough terrain with the suspension locked. It can damage the suspension forks. A broken fork could cause you to fall off and seriously injure yourself.

3.10.2 Air system

On some suspension forks it is possible to alter the air pressure. To do that you will need the assistance of your dealer – or if you feel confident of doing it yourself – a suspension fork pump with a pressure gage and the suspension fork manufacturer's installation manual. The valve with cap (e.g. marked 'AIR') is usually located on the left hand side of the fork.
4. Before every trip

WARNING

Have damaged components (tears, cracks etc.) replaced before you use the bike again. If not, important components may fail, causing you to fall off.

Do not ride the bike if it is not in a technically satisfactory condition.

Do not ride a bike or component with any crack, bulge or dent, even a small one. Riding a cracked frame, fork or component could lead to complete failure, with risk of serious injury or death. If you are not sure, have it checked out by your dealer.

Inspect your pedelec before every trip, and after each time it has been transported anywhere or has been left unattended. Use the following checklist to help you.

Checklist

<table>
<thead>
<tr>
<th>Type</th>
<th>Characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frame/forks</td>
<td>Check the frame and forks for visible warping, cracks and damage.</td>
</tr>
<tr>
<td>Handlebars / front stem</td>
<td>Check they are seated securely</td>
</tr>
<tr>
<td></td>
<td>Check that the bell is working and attached correctly and securely.</td>
</tr>
<tr>
<td>Saddle / saddle post</td>
<td>Check that the quick-release skewers / through-axles (if available) are secure.</td>
</tr>
<tr>
<td>Wheels</td>
<td>Check the condition (damage, foreign bodies), concentricity and pressures of the tires.</td>
</tr>
<tr>
<td></td>
<td>The maximum permissible pressure is marked on the side of a tire in bar and psi (pounds per square inch). Tyres should not be inflated above or below this pressure.</td>
</tr>
<tr>
<td>Brakes</td>
<td>Check the brake system (including brake levers) is working and attached correctly and securely.</td>
</tr>
<tr>
<td></td>
<td>Visual inspection of the brake pads/disks.</td>
</tr>
<tr>
<td>Lights</td>
<td>Check that the light system is adjusted and in working order.</td>
</tr>
<tr>
<td></td>
<td>Check that reflectors are affixed in accordance with applicable national traffic regulations.</td>
</tr>
<tr>
<td>Threaded joints</td>
<td>Check that all threaded joints are tightened as specified.</td>
</tr>
<tr>
<td>Luggage</td>
<td>Check it is attached securely.</td>
</tr>
</tbody>
</table>
4.1 If your bike sustains an impact

1. First, check yourself for injuries, and take care of them as best you can. Seek medical help if necessary.
2. Next, check your bike for damage.

**WARNING**

After any crash, take your bike to your dealer for a thorough check. A crash or other impact can put extraordinary stress on bike components, causing them to fatigue prematurely. Components suffering from stress fatigue can fail suddenly and catastrophically, causing loss of control, serious injury or death. Carbon composite components, including frames, wheels, handlebars, stems, cranksets, brakes, etc. which have sustained an impact must not be ridden until they have been disassembled and thoroughly inspected by a qualified mechanic.

4.2 Nothing lasts forever, including your bike

**WARNING**

When the useful life of your bike or its components is over, continued use is hazardous.

Every bike and its component parts have a finite, limited useful life. The length of that life will vary with the construction and materials used in the frame and components; the maintenance and care the frame and components receive over their life; and the type and amount of use to which the frame and components are subjected. Use in competitive events, trick riding, ramp riding, jumping, aggressive riding, riding on severe terrain, riding in severe climates, riding with heavy loads, commercial activities and other types of non-standard use can dramatically shorten the life of the frame and components. Any one or a combination of these conditions may result in an unpredictable failure.

All aspects of use being identical, lightweight bikes and their components will usually have a shorter life than heavier bikes and their components. In selecting a lightweight bike or components you are making a tradeoff, favoring the higher performance that comes with lighter weight over longevity. So, if you choose lightweight, high performance equipment, be sure to have it inspected frequently.

5. Operations guide

5.1 Charging the battery

**WARNING**

Read and follow the information on the charger specification plate, otherwise there is a risk of misuse resulting in serious injuries.

Damaged batteries must not be charged.

If you only want to go for a quick test run, you do not need to charge the battery completely. You should definitely charge it before before the first long trip, because for technical reasons, the battery is supplied only partially charged– (approximately 50%).
1. Connect the power cable to the battery charger.

2. Insert the mains plug into a power socket. The LED on the charger lights up green.

3. Connect the charging cable to the battery charging socket (it clicks into place). The LED on the charger lights up red continuously ●. The LEDs on the battery light up blue first, then green. The number of LEDs illuminated provides information on the charge level.

<table>
<thead>
<tr>
<th>Display</th>
<th>Description</th>
<th>Battery charge level</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5 LEDs light up and no LED flashes</td>
<td>100 – 97%</td>
</tr>
<tr>
<td></td>
<td>4 LEDs light up and the 5th LED flashes</td>
<td>80 – 96 %</td>
</tr>
<tr>
<td></td>
<td>3 LEDs light up and the 4th LED flashes</td>
<td>60 – 79 %</td>
</tr>
<tr>
<td></td>
<td>2 LEDs light up and the 3rd LED flashes</td>
<td>40 – 59 %</td>
</tr>
<tr>
<td></td>
<td>1 LED lights up and the 2nd LED flashes</td>
<td>20 – 39 %</td>
</tr>
<tr>
<td></td>
<td>1 LED flashes</td>
<td>0 – 19 %</td>
</tr>
</tbody>
</table>

4. The charger switches off once the battery is fully charged. The green LED on the charger is continually on.

5. Remove the charging cable from the battery charging socket.

5.2 Inserting the battery

**NOTICE**

**Grasp the battery firmly,** so that it does not fall out of your hand. It can be damaged if you drop it.

**Down tube battery**

1. Turn the battery key clockwise. The battery is now locked.

2. Hold the battery with both hands with the discharge plug down on to the docking station.

3. Push the battery against the docking station whilst simultaneously pushing downwards. The locking pin clicks once. Push the battery further downwards until it engages. The battery is fully engaged when the docking station and battery from the top are nearly flush.
5.3 Display panel

On the outside of the battery are a button and a display panel with five LEDs. The LEDs light up when you press the battery button. The number lighting up, and how, provides information on the battery.

5.4 Switching ON the pedelec

Do not turn on the pedelec while driving it. Otherwise this may cause the motor to stop or you won’t receive full assistance.

1. Press the battery button for one second. a) The assist mode is displayed. All LEDs on the display panel light up blue. The assist level is 100%. b) After four seconds, the battery charge level is displayed automatically. The LEDs now light up green.

**NOTICE**

It is recommended that you remove the key to prevent it breaking off and getting lost.

Make a note of the key number on the sales receipt or proof of purchase. You can order a replacement with this number if you lose the key ⇒ 9. Faults, Page US-54.
5.5 Changing assist mode

1. If the LEDs on the battery display panel light up green, press the battery button for one second. The LEDs now light up blue and display an assist mode.

2. If the LEDs on the battery display panel light up blue, you can change the assist mode by briefly pressing the battery button. The number of LEDs which are illuminated blue gives information on how much assistance the motor is providing.

<table>
<thead>
<tr>
<th>Display</th>
<th>Assist</th>
<th>Power consumption</th>
</tr>
</thead>
<tbody>
<tr>
<td>⬜️⬜️⬜️⬜️</td>
<td>Five LEDs light up</td>
<td>100%: Full assist by the motor. High</td>
</tr>
<tr>
<td>⬜️⬜️⬜️</td>
<td>Three LEDs light up</td>
<td>70%: Reduced assist for greater range. Medium</td>
</tr>
<tr>
<td>⬜️⬜️</td>
<td>One LED lights up</td>
<td>0%: No assist Very low</td>
</tr>
</tbody>
</table>

The sequence of the assist modes is predetermined. At first, five LEDs (⬜️⬜️⬜️⬜️) light up, then three LEDs (⬜️⬜️⬜️) and then one LED (⬜️⬜️). Then the display starts again from the beginning - with five blue illuminated LEDs.

3. Assist starts working as soon as you start pedalling. Assist cuts out as soon as you stop pedalling or when you have reached a speed of 25 km/h.

5.6 Battery charge level

1. If the LEDs on the battery display panel light up blue, please wait for a short period. After a few seconds the LEDs light up green and display the battery charge level.

2. If the LEDs on the battery display panel light up green, the number of LEDs which are illuminated blue gives information on how much assistance the motor is providing.

<table>
<thead>
<tr>
<th>Display</th>
<th>Description</th>
<th>Battery charge level</th>
</tr>
</thead>
<tbody>
<tr>
<td>⬜️⬜️⬜️⬜️</td>
<td>Five LEDs light up</td>
<td>100 – 81 %</td>
</tr>
<tr>
<td>⬜️⬜️⬜️</td>
<td>Four LEDs light up</td>
<td>80 – 61 %</td>
</tr>
<tr>
<td>⬜️⬜️</td>
<td>Three LEDs light up</td>
<td>60 – 41 %</td>
</tr>
<tr>
<td>⬜️</td>
<td>Two LEDs light up</td>
<td>40 – 21 %</td>
</tr>
<tr>
<td>⬜️</td>
<td>One LED lights up</td>
<td>20 – 11 %</td>
</tr>
<tr>
<td>⬜️</td>
<td>One LED flashes</td>
<td>10 – 0 %</td>
</tr>
</tbody>
</table>
5.7 Switching off the pedelec

1. Press the battery button for four seconds.

The value displayed can change quickly when the circumstances change, such as when riding up an incline after a long, flat stretch.

- If the pedelec remains stationary for about 10 minutes the pedelec switches itself off. To prevent a total discharge, the battery management system (BMS) switches the battery to sleep mode. The battery reverts to sleep mode independently after 10 minutes and is reawakened by pressing the battery button.

5.8 Unlocking and removing the battery

**NOTICE**

*Grasp the battery firmly, so that it does not fall out of your hand. It can be damaged if you drop it.*

**Down tube battery**

1. Put the key into the lock and turn anticlockwise. The battery is unlocked.

2. Stand next to the bike against the direction of travel. Grip the battery with both hands.

3. Pull the battery parallel to the down tube and pull out of the docking station with a jerk.

If you are having difficulty pulling the battery out of the docking station, you can also stand in front of the handle bars against the direction of travel and remove the battery from there. The pulling direction in this position is optimal. You also have more strength in your hands. If you are still unable to remove the battery, please contact your cycle dealer.
Seat tube battery

1. Put the key into the lock and turn anticlockwise. The battery is unlocked.

2. Stand next to the pedelec.

3. Use your upper body to lean against the saddle.

4. Grip the battery with both hands.

5. Pull the battery parallel to the seat tube and pull out of the docking station upwards with a jerk.

**NOTICE**
It is recommended that you remove the key to prevent it from breaking off and getting lost.

6. Drive unit

6.1 Safety information

**WARNING**
Do not attempt any modifications to the drive unit. For example, it **is not permitted to raise the cut-off speed above 20 mph**. Pedelecs with modified drive power may no longer comply with the legal requirements of their relevant country. You may be liable to prosecution if you ride on public roads with a 'tuned' pedelec. There is also the risk of a technical failure. Modified bikes of this type are excluded from the warranty and guarantee.

Always remove the battery before starting to work on the pedelec. Accidental activation of the battery button can result in serious injuries.

**CAUTION**
Do not open the drive unit. There is a risk of electric shock. It will also invalidate any warranty claim. Only have repairs to the drive unit carried out by trained dealers.

Do not touch the motor after a long downhill stretch. It can become extremely hot. Touching them may cause contact burn injuries.

**NOTICE**
All components mounted on the drive unit, and all other drive components, may only be replaced with identical components or those specially approved for your pedelec by the manufacturer. Otherwise it may result in overloading and damage.
6.2 Technical details

Drive unit

<table>
<thead>
<tr>
<th>Type</th>
<th>Rear wheel motor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free-wheel</td>
<td></td>
</tr>
<tr>
<td>Tyre size</td>
<td>28 inch 20 inch</td>
</tr>
<tr>
<td>Nominal power</td>
<td>250 W 250 W</td>
</tr>
<tr>
<td>Nominal torque</td>
<td>20 Nm 15 Nm</td>
</tr>
<tr>
<td>Max. torque</td>
<td>35 Nm 35 Nm</td>
</tr>
<tr>
<td>Nominal voltage</td>
<td>36 V 36 V</td>
</tr>
<tr>
<td>Cut-off speed</td>
<td>25 km/h 25 km/h</td>
</tr>
<tr>
<td>Permitted ambient temperature</td>
<td>14 to 104 °F</td>
</tr>
<tr>
<td>range during operation</td>
<td>14 to 104 °F</td>
</tr>
<tr>
<td>Storage temperature</td>
<td>14 to 122 °F</td>
</tr>
<tr>
<td>Recommended storage temperature</td>
<td>64.4 to 73.4 °F</td>
</tr>
<tr>
<td>Protection class</td>
<td>IP 54 IP 54</td>
</tr>
<tr>
<td>Weight</td>
<td>7.5 lbs 7.5 lbs</td>
</tr>
</tbody>
</table>

6.3 Tips

6.3.1 Transporting your pedelec

![Image of a pedelec]

**WARNING**

Remove panniers and other attachments during transport, as they can come off and cause serious accidents.

Always remove the battery before transporting the pedelec. There is a risk of injury due to accidental activation of the battery button. The battery could also fall from the docking station and be damaged. Use a special battery bag that protects the battery from heat, shocks and impacts.

By car: The bike rack must be designed for the higher weight of the pedelec [V.II Pedelec weight, Page US-8](#), otherwise it can break and cause a serious accident. It is imperative to follow the guidance of the bike rack manufacturer.

**NOTICE**

Pedelecs carried on a rear-mounted bike rack must have suitable weather protection. This applies particularly to the docking station, which must be protected from water ingress. Water ingress can damage the motor and its components. Suitable covers are available from your dealer and online.

**Bus, train and plane:** Find out from your travel company well in advance if their regulations allow you to take your pedelec with you.
6.3.2 Trailer bikes and trailers

The use of trailer bikes and trailers is generally permitted for the Groove Go pedelec, but please observe the following safety instructions:

**WARNING**

Do not exceed the maximum permissible total weight of the pedelec, because it can lead to the fracture or failure of safetyrelevant parts. If this happens while you are riding the bike, it can lead to severe falls – with fatal consequences. See V.II Pedelec weight, Page US-8.

**Trailer bikes and trailers alter the riding characteristics.** Adapt your riding style accordingly. If you do not adapt your riding style, you could seriously injure or kill yourself or the child in the trailer. The braking distance becomes longer, so you have to start braking earlier, and the steering response becomes more sluggish. Practise starting, braking, going round corners, and up and down hills, starting with an empty trailer bike or trailer.

Only use trailer bikes and trailers that conform to tall applicable federal, state and local regulations. Ensure that the cycle trailers are designed and tested in accordance with DIN EN 15918 and the relevant US standards, otherwise components could break while you are riding the bike; resulting in serious or even fatal injuries for you and/or the child. If you are interested in purchasing a trailer bike or trailer please consult your dealer.

6.3.3 Luggage rack

<table>
<thead>
<tr>
<th>Position</th>
<th>Over the rear wheel</th>
<th>Over the front wheel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum carrying capacity</td>
<td>55 lbs*</td>
<td>10 kg*</td>
</tr>
<tr>
<td>Tested</td>
<td>in accordance with DIN EN 14872</td>
<td></td>
</tr>
</tbody>
</table>

**WARNING**

*Check for different specifications on the luggage rack itself or in the luggage rack manufacturer's installation instructions. Otherwise it may result in the luggage rack fracturing. If this happens while you are riding the bike, you can seriously injure yourself. The maximum carrying capacity is specified on the luggage rack carrier or on the mounting of the rear light.
6.3.3.1 Safety information

**WARNING**

Never carry anything which obstructs your vision, affects your control of the bike or can become entangled in the moving parts of the bike.

Make sure luggage is securely attached and carry out regular checks to see it is correctly positioned, otherwise loose straps can get caught in the spokes or rotating wheels, resulting in a serious fall.

Do not exceed the maximum permissible total weight of the pedelec, because it can lead to fracture or failure of safety-relevant parts. If this happens while you are riding the bike, it can lead to severe falls – with fatal consequences. The maximum permissible total weight, Page US-8.

It is not permitted to modify the luggage rack in any way, otherwise it may result in the luggage rack fracturing. It that happens while you are riding the bike you could be seriously injured.

Make sure luggage is securely attached and carry out regular checks to see it is correctly positioned, otherwise loose straps can get caught in the spokes or rotating wheels, resulting in a serious fall.

The maximum carrying capacity of the luggage rack must not be exceeded, otherwise it may result in the luggage rack fracturing. If this happens while you are riding the bike, you can seriously injure yourself.

**WARNING**

Luggage alters the handling characteristics of the bike. Adapt your riding style accordingly. If you do not adapt your riding style, you could seriously injure or kill yourself. The braking distance is longer, so you have to start braking earlier, and the steering response becomes more sluggish.

With a loaded front luggage rack, steering becomes more difficult. Adapt your riding style accordingly.

Carry your luggage in side-mounted panniers. Distribute the weight evenly to ensure safer riding characteristics.

6.3.3.2 Installing the front luggage rack
6.3.4 Storage

1. Remove the battery from the pedelec.
2. Store the battery in a dry, but not too warm place. The battery must not be exposed to direct sunlight. The recommended storage temperature is 64.4 to 73.4 °F.

6.3.5 Cleaning

**WARNING**

Remove the battery from the bike before cleaning. Accidental activation of the battery button may lead to severe injuries.

**NOTICE**

Do not clean the pedelec and its components with a water hose or high pressure washer. You could damage the bike. Clean the bike with a soft damp cloth.

Do not immerse the drive unit or components in water. You could damage the bike.

Do not use any cleaners containing alcohol, solvents or that have a scouring action. Nor should you use coarse sponges or brushes; you will scratch and tarnish the surface. Clean the pedelec with a soft, damp cloth.

Do not let dirt dry out. Ideally, you should clean the bike straight after the trip.

**CAUTION**

Do not clean the drive unit while it is still hot (e.g. straight after a ride). Touching them may cause contact burn injuries. Wait until the drive unit has cooled down.

1. Remove the battery from the pedelec.
2. Clean the outside of the drive unit with a soft, damp cloth.

7. Battery

7.1 Safety information

**WARNING**

People (including children) who, because of their physical, sensory or intellectual capabilities, or because of their lack of experience or knowledge, are unable to use batteries, are prohibited from using them unless supervised or under the instruction of a responsible person. Otherwise there is a risk of mishandling with consequential very serious injuries.

Only operate your pedelec with the original manufacturer-supplied battery. The use of other batteries can cause explosions, serious burns and fires. Other consequences can include malfunctions and a restricted battery life. You can find a list of approved batteries in 7.2 Technical details, Page US-47.

Only use the correct original battery charger to charge your battery. The use of other battery chargers can cause explosions, serious burns and fires. Further consequences can include malfunctions and a limited battery life. You can find a description of permitted chargers in 7.2 Technical details, Page US-47.
**WARNING**

Always remove the battery before starting to do adjustments, assembly, service or maintenance on the pedelec. Accidental activation of the battery button may lead to serious injuries.

**Keep batteries away from sparks and fires. Do not expose batteries to high temperatures.** It can cause explosions, serious burns and fires. Further consequences can include malfunctions and a limited battery life. Keep batteries away from sources of heat (e.g. direct sunlight and radiators). When charging the battery make sure there is sufficient ventilation and observe the permitted ambient temperature range: 32 to 104 °F. Do not extinguish a burning battery with water, only the surrounding burning material. Class D extinguishers (metal powder type) are better suited for this. If it is possible to take the battery safely outside, smother the fire with sand.

**Batteries must not be short-circuited.** They can cause explosions, serious burns and fires. Further consequences can include malfunctions and a limited battery life. Do not store batteries in a box or drawer where they can be short-circuited by contact with each other or with conductive materials (screws, paper clips, keys, coins, nails or other small metal objects).

**Batteries must not be destroyed, shredded, taken apart, opened up or repaired.** They can explode and cause serious burns and fires. If you have problems with the battery, please contact your dealer.

**WARNING**

**Damaged batteries must not be charged, used or transported.**

» They can explode and cause serious burns and fires.

» Gases can be released and irritate the airways. Ensure there is a supply of fresh air and consult a doctor in the event of discomfort.

» Liquid can escape and cause skin irritation. Avoid contact, with this liquid, but in case of accidental contact, wash off with water. If the liquid gets into the eyes, flush out with plenty of water and seek medical help.

**Do not send batteries in the mail.** Batteries are dangerous goods that under certain conditions may explode, causing severe burns and fires. The preparation and dispatch of batteries must only be carried out by trained personnel and as per the applicable shipping policies and regulations. If you have a complaint regarding the battery, please contact your dealer. Dealers are able to have the battery collected free of charge under the terms of the dangerous goods regulations.

**Batteries must not be immersed in water.** There is a risk of explosion. Do not extinguish a burning battery with water, only the surrounding burning material. Class D extinguishers (metal powder type) are better suited for this. If it is possible to take the battery safely outside, smother the fire with sand. You need have no worries that the battery beneath you could explode while you are riding in the rain— it is protected from ingress of moisture and/condensation.
**NOTICE**

**Batteries must not be subject to mechanical impact.** There is a risk of it being damaged. A battery can still be damaged after a drop or impact even if there are no visible signs of damage. Even apparently perfect batteries should be inspected. Please ask your dealer to inspect.

**Do not use the pedelec battery for any other purpose,** otherwise there is a risk of damage to the device.

---

**Batteries are subject to the dangerous goods regulations.** Private users are permitted to transport them on the road without further conditions. If transported by commercial third parties (e.g. by air freight, hauliers or logistics companies) special conditions apply to packing and labeling. For questions about transporting batteries, please contact your dealer.

---

### 7.2 Technical details

<table>
<thead>
<tr>
<th>Type</th>
<th>7 Ah</th>
<th>7 Ah</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position</td>
<td>Down tube</td>
<td>Seat tube</td>
</tr>
<tr>
<td>Nominal capacity</td>
<td>7 Ah</td>
<td>7 Ah</td>
</tr>
<tr>
<td>Nominal voltage</td>
<td>36 V</td>
<td>36 V</td>
</tr>
<tr>
<td>Power</td>
<td>252 Wh</td>
<td>252 Wh</td>
</tr>
<tr>
<td>Weight</td>
<td>4.2 lbs</td>
<td>4.2 lbs</td>
</tr>
<tr>
<td>Charge cycles</td>
<td>1,100 full cycles</td>
<td>1,100 full cycles</td>
</tr>
<tr>
<td>Charge time*</td>
<td>Approx. 3.5 to 4 hours</td>
<td>Approx. 3.5 to 4 hours</td>
</tr>
<tr>
<td>Cell</td>
<td>Li-ion (20 cells)</td>
<td>Li-ion (20 cells)</td>
</tr>
<tr>
<td>Range**</td>
<td>45 km</td>
<td>45 km</td>
</tr>
<tr>
<td>Permitted ambient temperature range during operation</td>
<td>14 to 104 °F</td>
<td>14 to 104 °F</td>
</tr>
<tr>
<td>Permitted charging temperature</td>
<td>32 to 104 °F</td>
<td>32 to 104 °F</td>
</tr>
<tr>
<td>Storage temperature</td>
<td>14 to 122 °F</td>
<td>14 to 122 °F</td>
</tr>
<tr>
<td>Recommended storage temperature</td>
<td>64.4 to 73.4 °F</td>
<td>64.4 to 73.4 °F</td>
</tr>
</tbody>
</table>

* With a 2 A charger, until battery is fully charged (95% battery capacity).

** Measured in the lowest assist mode under optimal conditions and with a fully charged battery of the highest capacity.
7.4 Tips

7.4.1 Range

Various factors determine how far you can go with your battery:

- **When you go on a long trip it is worth taking a spare battery or battery charger with you.**

- **Assist mode:** You consume the most battery power in the highest assist mode. The range decreases, the higher the selected assist mode.

- **Vary the assist modes you use. If there is a tailwind when going downhill or on the level, you can still go fast with a lower assist mode.**

- **Tire pressure:** If the tire pressure is too low it is harder for the tires to rotate. The drive must provide more assistance the range decreases.

- **Riding style:** A low pedalling speed combined with high gears results in high power consumption.

- **Change down in good time to maintain constant cadence, especially when starting.**

- **Your fitness level:** The fitter you are, the less assistance you will need.

- **The maximum permissible total weight:** The lower the maximum permissible total weight supported by the bike, the easier it will be to ride

  ⇨ *V.II Pedelec weight, Page US-8.*
**Outside temperatures:** The lower the outside temperatures (e.g. cold in winter), the shorter the range.

Insert the battery just before you set off to prevent low temperatures reducing the range.

**Battery capacity:** A significantly reduced operating time after charging indicates that the battery has lost its capacity.

The battery may have to be replaced. Discuss how to proceed with your cycle dealer.

**Chosen route:** Pedal faster when going uphill or into a headwind. It will be registered by the power sensor which will cause the motor to work harder.

### 7.4.2 Storage

1. Remove the battery from the pedelec.
2. Store the battery in a dry, but not too warm place. The battery must not be exposed to direct sunlight. The recommended storage temperature is between 64.4 to 73.4 °F.

**NOTICE**

*The battery should not be stored in a fully charged state.* A charge level between 50 and 70 % (■■■) is ideal. Since the battery loses charge very slowly, you should only recharge it when only one or two LEDs come on, but after six months at the latest.

### 7.4.3 Cleaning

**WARNING**

*If you wipe the battery avoid touching the contacts,* otherwise there is the risk of an electric shock.

**Remove the battery from the pedelec before cleaning.** There is a risk of injury due to accidental activation of the battery button.

**Batteries must not be immersed in water.** There is a risk of explosion. Do not extinguish a burning battery with water, only the surrounding burning material. Class D extinguishers (metal powder type) are better suited for this. If it is possible to take the battery safely outside, smother the fire with sand. You need have no worries that the battery beneath you could explode while you are riding in the rain– it is protected from ingress of moisture and/condensation.
NOTICE

Do not clean the battery with a water hose or high pressure washer. You could still damage the battery. Clean the battery with a soft, damp cloth.

Do not use any cleaners containing alcohol, solvents or that have a scouring action. Nor should you use coarse sponges or brushes; you will scratch and tarnish the surface. Clean the battery with a soft, damp cloth.

Do not let dirt dry out. Ideally, you should clean the bike straight after the trip.

1. Remove the battery from the pedelec.
2. Clean the casing with a soft, damp cloth.
3. If the contacts are dirty, clean them with a soft dry cloth.

8. Battery charger

8.1 Safety information

WARNING

Battery chargers are not toys and should not be handled by children under 8 years of age. Older children must be adequately instructed in the use of the battery charger.

People (including children) who, because of their physical, sensory or intellectual capabilities, or because of their lack of experience or knowledge, are unable to use batteries, are prohibited from using them unless supervised or under the instruction of a responsible person. Otherwise there is a risk of misuse resulting in serious injuries.

Only use the correct, original charger to charge the battery. The use of other battery chargers can cause explosions, serious burns and fires. Further consequences can include malfunctions and a limited battery life. You can find a list of approved batteries in ⇒ 7.2 Technical details, Page US-47.

Only charge the correct, original battery with the charger. The use of other batteries can cause explosions, serious burns and fires. Further consequences can include malfunctions and a limited battery life. You can find a list of approved batteries in ⇒ 7.2 Technical details, Page US-47.

Check the charger, cable and plug before each use. Do not use the charger if you detect signs of damage. Do not open the charger yourself, and only have it repaired by qualified experts using original spare parts. This poses a risk of fire and explosion. Damaged chargers, cables and plugs also increase the risk of electric shock.
WARNING

The charger is only intended for interior use. Do not expose the battery charger to rain and moisture. If water gets into the charger there is a risk of electric shock. If water has penetrated the casing, unplug the device immediately and have it checked out by your dealer. Sudden temperature changes from cold to warm can lead to condensation. In this case, wait about an hour, which is how long it takes until the charger has reached the temperature of the warm surroundings. You can prevent this by storing the charger in the same place where you are using it.

The charger and battery must not be covered during the charging process. Do not operate the charger and battery on a combustible surface (e.g. paper, textiles etc.) or in a combustible environment. This also applies if the battery is charged while attached to the pedelec, in which case you must position the pedelec so that a possible fire cannot easily spread (take care with carpeted floors!). The heat emitted by the charger and battery during charging represents a fire risk. Do not expose the Pedelec with battery to direct sunshine above 104 °F. If you notice smoke or an unusual smell unplug the charger from the mains immediately and remove the battery from the charger. A overheated battery is damaged and must not be used again. Never leave operate the charger and battery unattended.

Keep battery chargers away from sparks and fires. It can explode causing severe burns and fires. Further consequences can include malfunctions and a reduced service life. Make sure there is sufficient ventilation when charging.

NOTICE

The mains voltage must match the supply voltage of the battery charger, otherwise there is a risk of damage to the device. The supply voltage of the battery charger is marked on the back of the device.

Do not charge batteries for a long period if they are already fully charged or are not being used. Electrical storms, voltage fluctuations and short circuits can damage the battery.

Keep the battery charger clean. If the contacts are dirty, the dirt can burn during charging, leaving burn marks. The charger may need to be replaced in such cases ⇒ 8.4.1 Cleaning, Page US-53.
8.2 Technical details

<table>
<thead>
<tr>
<th>Specification</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Battery voltage</td>
<td>36 V</td>
</tr>
<tr>
<td>AC input voltage</td>
<td>100 - 240 V</td>
</tr>
<tr>
<td>Frequency</td>
<td>50 – 60 Hz</td>
</tr>
<tr>
<td>Maximum DC output voltage</td>
<td>42 V</td>
</tr>
<tr>
<td>Maximum charging current</td>
<td>2 A</td>
</tr>
<tr>
<td>Dimensions (L W H)</td>
<td>6,23 inch</td>
</tr>
<tr>
<td>Permitted ambient temperature range during charging</td>
<td>32 to 104 °F</td>
</tr>
<tr>
<td>Storage temperature</td>
<td>14 to 122 °F</td>
</tr>
<tr>
<td>Recommended storage temperature</td>
<td>64.4 to 73.4 °F</td>
</tr>
<tr>
<td>Weight</td>
<td>1,6 lbs (charger)</td>
</tr>
<tr>
<td>Protection class</td>
<td>![Alert] The charger is only intended for interior use. Do not expose the battery charger to rain and moisture. If water gets into the charger there is a risk of electric shock.</td>
</tr>
</tbody>
</table>

8.3 Overview

8.3.1 LED

<table>
<thead>
<tr>
<th>Display</th>
<th>Description</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Green LED]</td>
<td>LED flashes green</td>
<td>Standby</td>
</tr>
<tr>
<td>![Red LED]</td>
<td>LED lights up red</td>
<td>Battery is charging</td>
</tr>
<tr>
<td>![Red LED]</td>
<td>LED flashes red</td>
<td>Charging fault</td>
</tr>
<tr>
<td>![Green LED]</td>
<td>LED lights up green</td>
<td>Battery is fully charged</td>
</tr>
</tbody>
</table>
### 8.4 Tips

#### 8.4.1 Cleaning

**WARNING**

Always unplug the charger from the mains before cleaning and especially before wiping it, otherwise you could get an electric shock if you touch the contacts.

**NOTICE**

Do not immerse the charger in water. You could damage the bike.

Do not use any cleaners which contain alcohol or solvent, or which scour. No coarse sponges or brushes may be used either. They leave scratches and cause the surface to become matt. Clean the charger with a soft damp cloth.

1. Remove the charging cable from the battery charging socket.
2. Unplug the charger from the power outlet.
3. Clean the casing with a soft, damp cloth.
4. If the contacts are dirty, clean them with a soft dry cloth.

#### 8.4.2 Storage

1. Store the battery charger in a dry, but not too warm place. The battery charger must not be exposed to direct sunlight. The recommended storage temperature is between 64.4 to 73.4 °F.
## 9. Faults

### 9.1 Drive unit, display and easy-reach control

<table>
<thead>
<tr>
<th>Description</th>
<th>Cause</th>
<th>Remedy</th>
</tr>
</thead>
</table>
| No motor assist           | a) Battery is in sleep mode.               | a) Wake battery from sleep mode ⇒ 5.7 Switching off the pedelec Page US-40.  
If the battery does not respond, briefly connect it to the battery charger ⇒ 5.1 Charging the battery Page US-36. | 
|                           | b) The battery is not charged/defective.   | b) Insert a new or fully charged battery ⇒ 5.1 Charging the battery Page US-36 |
|                           | c) The pedelec is OFF. The Groove Go switches itself off after 10 minutes if there is no call for power from the drive (e.g. because the pedelec is stationary). | c) Switch on the pedelec ⇒ 5.4 Switching ON the pedelec Page US-38. |
| Motor idles.              | a) Gear changing is not properly set.      | a) Check the gears. Contact your cycle dealer.                         |
|                           | b) Chain has come off.                     | b) Lift the chain on to the sprocket and adjust the tension. Contact your cycle dealer. |

⚠️ If the battery still does not respond or the LEDs flash in an unusual way the battery is damaged and must be removed from the charger.
<table>
<thead>
<tr>
<th>Display</th>
<th>Description</th>
<th>Cause</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The second LED flashes rapidly and green.</td>
<td>Battery is flat and is disabled.</td>
<td>If the battery is flat, it will work again briefly following a short recovery period, then switch off again. It must now be charged ⇒ 5.1 Charging the battery Page US-36.</td>
</tr>
<tr>
<td></td>
<td>The fourth LED flashes rapidly and green.</td>
<td>The battery is overloaded.</td>
<td>If the battery is overloaded, it switches on again after a short recovery and can be used normally.</td>
</tr>
<tr>
<td></td>
<td>The third LED flashes rapidly and green.</td>
<td>The battery is too cold or too hot.</td>
<td>The permissible ambient temperature when charging is 32 to 104 °F.</td>
</tr>
<tr>
<td></td>
<td>The range appears too short a) The range depends on: » Assist mode » Tyre pressure » Riding style » Physical condition » Overall weight » Outside temperatures » Battery capacity » The route selected</td>
<td>a) The are many reasons why the range may seem low ⇒ 7.4.1 Range Page US-48.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Battery key lost</td>
<td>Order another key. We recommend making a note of the key number on the sales receipt/document. This number can be used to order a replacement key. 1. Go to website <a href="http://www.trelock.de">www.trelock.de</a> 2. Select your language. 3. Select “Your service”, then “Trelock key service”. 4. Follow the instructions.</td>
<td>If you no longer have the key number, replacing the lock is the only option. Contact your cycle dealer for this.</td>
</tr>
<tr>
<td>Display</td>
<td>Description</td>
<td>Cause</td>
<td>Remedy</td>
</tr>
<tr>
<td>---------</td>
<td>-------------</td>
<td>-------</td>
<td>--------</td>
</tr>
<tr>
<td></td>
<td>The battery does not charge.</td>
<td>a) Ambient temperature too high or low.</td>
<td>a) You can charge the battery at ambient temperatures of between 32 to 104 °F.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>b) Damaged battery.</td>
<td>b) Damaged batteries must not be charged or used for any other purpose. Contact your cycle dealer. The battery may have to be replaced.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>c) Battery charger faulty.</td>
<td>c) Have your charger checked out by your cycle dealer; it may have to be replaced.</td>
</tr>
<tr>
<td></td>
<td>Battery is damaged.</td>
<td>Accident or fall involving the pedelec or the battery has been dropped.</td>
<td>Damaged batteries must not be charged or used for any other purpose. Contact your cycle dealer. The battery may have to be replaced.</td>
</tr>
<tr>
<td></td>
<td>Battery does not &quot;wake up&quot; from sleep mode</td>
<td>a) Battery is flat.</td>
<td>a) Briefly charge the battery.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>b) Damaged battery.</td>
<td>b) Damaged batteries must not be charged or used for any other purpose. Contact your cycle dealer. The battery may have to be replaced.</td>
</tr>
</tbody>
</table>

### 9.3 Battery charger

<table>
<thead>
<tr>
<th>Display</th>
<th>Description</th>
<th>Cause</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>🌡️</td>
<td>The red LED flashes continuously.</td>
<td>There is a charging fault.</td>
<td>Unplug the charger from the mains immediately. If the problem reoccurs, a new battery charger is required.</td>
</tr>
</tbody>
</table>
### 10. Torque settings

**WARNING**

Correct tightening torque of threaded fasteners is very important to your safety. Always tighten fasteners to the correct torque. In case of a conflict between the instructions in this manual and information provided by a component manufacturer, consult with your dealer or the manufacturer’s customer service representative for clarification. Bolts that are too tight can stretch and deform. Bolts that are too loose can move and fatigue. Either mistake can lead to a sudden failure of the bolt.

Always use a correctly calibrated torque wrench to tighten critical fasteners on your bike. Carefully follow the torque wrench manufacturer’s instructions on the correct way to set and use the torque wrench for accurate results.

If no values are shown on the component or component manuals, use the torque settings from the following table.

<table>
<thead>
<tr>
<th>Screw fixing</th>
<th>Thread</th>
<th>Tightening torque</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Nm</td>
</tr>
<tr>
<td>Pedal crank screw</td>
<td>M6</td>
<td>40</td>
</tr>
<tr>
<td>Pedal</td>
<td>9/16</td>
<td>40</td>
</tr>
<tr>
<td>Front axle nut</td>
<td>General</td>
<td>25 – 30</td>
</tr>
<tr>
<td>Rear axle nut</td>
<td>M12</td>
<td>40</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screw fixing</th>
<th>Thread</th>
<th>Tightening torque</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Nm</td>
</tr>
<tr>
<td>Ahead stem angle adjustment</td>
<td>M6</td>
<td>8 – 10</td>
</tr>
<tr>
<td>Ahead stem handlebar clamp</td>
<td>M5 / M6 / M7</td>
<td>M5: 5 / M6: 10 / M7: 14</td>
</tr>
<tr>
<td>Ahead stem steerer tube</td>
<td>M5 / M6 / M7</td>
<td>M5: 5 / M6: 10 / M7: 14</td>
</tr>
<tr>
<td>Bar end, external clamp</td>
<td>M5 / M6</td>
<td>M5: 5 / M6: 10</td>
</tr>
<tr>
<td>Saddle clamp bottom</td>
<td>M5 / M6 / M8</td>
<td>M5: 5 / M6: 10 / M8: 20</td>
</tr>
<tr>
<td>Saddle clamp top</td>
<td>M5 / M6 / M7 / M8</td>
<td>M5: 5.5 / M6: 5.5 / M7: 14 / M8: 20</td>
</tr>
<tr>
<td>Rim brake shoe</td>
<td>M6</td>
<td>10</td>
</tr>
<tr>
<td>Sliding drop-outs</td>
<td>M10</td>
<td>16</td>
</tr>
<tr>
<td>Disc brake calliper, Shimano, IS and PM</td>
<td>M6</td>
<td>6 – 8</td>
</tr>
<tr>
<td>Disc brake calliper, AVID, IS and PM</td>
<td>M6</td>
<td>8 – 10</td>
</tr>
<tr>
<td>Disc brake calliper, Magura, IS and PM</td>
<td>M6</td>
<td>6</td>
</tr>
<tr>
<td>Gear lever clamp</td>
<td>M5</td>
<td>5</td>
</tr>
<tr>
<td>Brake lever clamp</td>
<td>M5</td>
<td>Ref. manufacturer's spec.</td>
</tr>
<tr>
<td>Cassette fixing ring</td>
<td>N/A</td>
<td>30 – 40</td>
</tr>
<tr>
<td>Screw-on handlebar plugs</td>
<td>M4 / M5</td>
<td>M4: 3 / M5: 5</td>
</tr>
<tr>
<td>Luggage rack</td>
<td>M5 / M6</td>
<td>M5: 5 – 6 / M6: 8 – 10</td>
</tr>
</tbody>
</table>
11. Service intervals

To ensure continued enjoyment of your bike, please adhere to the service intervals. This is also important for the following reasons:

- Regular checks are worth it for the sake of your own safety.
- Higher resale value, because the bike had been regularly serviced.
- Regular servicing saves you major repairs.
- Less likely to break down.
- Longer life.
- Peace of mind that your bike is safe and comfortable.

Please note that this service is not free of charge, as these are normal service intervals.

**Service interval 1**
After no more than 62 miles or six weeks after the purchase date.

- Screws tightened
- Wheel bearings checked and adjusted
- Bottom bracket checked
- Wheel checked and centered
- Brakes checked and adjusted
- Gears checked and adjusted
- Chain checked
- Handlebar unit checked
- Headset checked and adjusted
- Tires checked
- Test ride completed

**Parts replaced:**

<p>| |</p>
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

Date  Stamp and signature of the dealer

**Service interval 2**
After no more than 310 miles or 6 months.

- Screws tightened
- Wheel bearings checked and adjusted
- Bottom bracket checked
- Wheel checked and centered
- Brakes checked and adjusted
- Brake pads checked for wear
- Brakes tested
- Rim wear indicator checked
- Gears checked and adjusted
- Chain checked
- Handlebar unit checked
- Headset checked and adjusted
- Tires checked
- Safety components checked and changed, if necessary
- Test ride completed
- Software version

**Parts replaced:**

<p>| |</p>
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

Date  Stamp and signature of the dealer
### Service interval 3
After no more than 620 miles or one year.

- Screws tightened
- Wheel bearings checked and adjusted
- Bottom bracket checked
- Wheel checked and centered
- Brakes checked and adjusted
- Brake pads checked for wear
- Brakes tested
- Rim wear indicator checked
- Gears checked and adjusted
- Chain checked
- Handlebar unit checked
- Headset checked and adjusted
- Tires checked
- Safety components checked and changed, if necessary
- Test ride completed
- Software version

Parts replaced:

| Date | Stamp and signature of the dealer |

### Service interval 4
After no more than 1250 miles or two years.

- Screws tightened
- Wheel bearings checked and adjusted
- Bottom bracket checked
- Wheel checked and centered
- Brakes checked and adjusted
- Brake pads checked for wear
- Brakes tested
- Rim wear indicator checked
- Gears checked and adjusted
- Chain checked
- Handlebar unit checked
- Headset checked and adjusted
- Tires checked
- Safety components checked and changed, if necessary
- Test ride completed
- Software version

Parts replaced:

| Date | Stamp and signature of the dealer |

### Service interval 5
After no more than 1850 miles or three years.

- Screws tightened
- Wheel bearings checked and adjusted
- Bottom bracket checked
- Wheel checked and centered
- Brakes checked and adjusted
- Brake pads checked for wear
- Brakes tested
- Rim wear indicator checked
- Gears checked and adjusted
- Chain checked
- Handlebar unit checked
- Headset checked and adjusted
- Tires checked
- Safety components checked and changed, if necessary
- Test ride completed
- Software version

Parts replaced:

| Date | Stamp and signature of the dealer |

Original User Guide | Groove Go pedelec Version 1
Service interval 6
After no more than 2500 miles or four years.
- Screws tightened
- Wheel bearings checked and adjusted
- Bottom bracket checked
- Wheel checked and centered
- Brakes checked and adjusted
- Brake pads checked for wear
- Brakes tested
- Rim wear indicator checked
- Gears checked and adjusted
- Chain checked
- Handlebar unit checked
- Headset checked and adjusted
- Tires checked
- Safety components checked and changed, if necessary
- Test ride completed
- Software version

Parts replaced:

________________________________________________________________________

________________________________________________________________________

Date ___________________ Stamp and signature of the dealer

Service interval 7
After no more than 3100 miles or five years.
- Screws tightened
- Wheel bearings checked and adjusted
- Bottom bracket checked
- Wheel checked and centered
- Brakes checked and adjusted
- Brake pads checked for wear
- Brakes tested
- Rim wear indicator checked
- Gears checked and adjusted
- Chain checked
- Handlebar unit checked
- Headset checked and adjusted
- Tires checked
- Safety components checked and changed, if necessary
- Test ride completed
- Software version

Parts replaced:

________________________________________________________________________

________________________________________________________________________

Date ___________________ Stamp and signature of the dealer

Service interval 8
After no more than 3750 miles or six years.
- Screws tightened
- Wheel bearings checked and adjusted
- Bottom bracket checked
- Wheel checked and centered
- Brakes checked and adjusted
- Brake pads checked for wear
- Brakes tested
- Rim wear indicator checked
- Gears checked and adjusted
- Chain checked
- Handlebar unit checked
- Headset checked and adjusted
- Tires checked
- Safety components checked and changed, if necessary
- Test ride completed
- Software version

Parts replaced:

________________________________________________________________________

________________________________________________________________________

Date ___________________ Stamp and signature of the dealer
Service interval 9
After no more than 4350 miles or seven years.

- Screws tightened
- Wheel bearings checked and adjusted
- Bottom bracket checked
- Wheel checked and centered
- Brakes checked and adjusted
- Brake pads checked for wear
- Brakes tested
- Rim wear indicator checked
- Gears checked and adjusted
- Chain checked
- Handlebar unit checked
- Headset checked and adjusted
- Tires checked
- Safety components checked and changed, if necessary
- Test ride completed
- Software version

Parts replaced:

_____________________________________________________

_____________________________________________________

Date __________ Stamp and signature of the dealer

Service interval 10
After no more than 4900 miles or eight years.

- Screws tightened
- Wheel bearings checked and adjusted
- Bottom bracket checked
- Wheel checked and centered
- Brakes checked and adjusted
- Brake pads checked for wear
- Brakes tested
- Rim wear indicator checked
- Gears checked and adjusted
- Chain checked
- Handlebar unit checked
- Headset checked and adjusted
- Tires checked
- Safety components checked and changed, if necessary
- Test ride completed
- Software version

Parts replaced:

_____________________________________________________

_____________________________________________________

Date __________ Stamp and signature of the dealer

Service interval 11
After no more than 5600 miles or nine years.

- Screws tightened
- Wheel bearings checked and adjusted
- Bottom bracket checked
- Wheel checked and centered
- Brakes checked and adjusted
- Brake pads checked for wear
- Brakes tested
- Rim wear indicator checked
- Gears checked and adjusted
- Chain checked
- Handlebar unit checked
- Headset checked and adjusted
- Tires checked
- Safety components checked and changed, if necessary
- Test ride completed
- Software version

Parts replaced:

_____________________________________________________

_____________________________________________________

Date __________ Stamp and signature of the dealer
## Service interval 12

After no more than 6200 miles or ten years.

- Screws tightened
- Wheel bearings checked and adjusted
- Bottom bracket checked
- Wheel checked and centered
- Brakes checked and adjusted
- Brake pads checked for wear
- Brakes tested
- Rim wear indicator checked
- Gears checked and adjusted
- Chain checked
- Handlebar unit checked
- Headset checked and adjusted
- Tires checked
- Safety components checked and changed, if necessary
- Test ride completed
- Software version

### Parts replaced:

- 
- 
- 
- 
- 

### Notes

- 
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- 
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- 

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Date  Stamp and signature of the dealer
User guides, service book and declarations of conformity are available for download in PDF format at:

Find dealers: