



User manual

with e-bike pass and maintenance booklet

E-SUV-CityBike M5/M5T Centro



Product number: BB12145



Congratulations on your new e-bike purchase!

This e-bike is a powerful combination of a high-end bicycle, a strong engine and a high-quality lithium battery. Faster and farther with more fun: it is the perfect companion for your fitness program, leisure rides and cargo rides. Due to physical differences, riding habits and riding characteristics of each cyclist, especially during mountain and long-distance rides, cycling can be physically demanding. Our e-bike is specifically designed to make it easier for you and provide you with an enjoyable riding experience.

Please read this manual carefully.

Important notes

This manual contains important safety, performance, and service information. Please make sure to read and understand the following warnings and precautions before using the product for the first time. If you lend your e-bike to another person, please ask them to read this manual to minimize the risk of accidents.

WARNING: Wear a suitable and certified helmet during the ride, and wear fluorescent or reflective clothing at night.

WARNING: Your existing insurance policies may not cover everything that could occur while using an e-bike. Please contact your insurance company or insurance broker for more information.

NOTE: This manual does not cover all possible complications that may arise during riding. Please also refer to the FAQ. section to troubleshoot any issues with the e-bike. For further information, please contact your dealer. Please also consult your dealer or seek a professional service technician for repairs or maintenance when needed. Please pay attention to all warning instructions in this manual, read and understand the contents before using your bicycle.

WARNING: Warnings indicate that significant property damage, serious injuries, or death can occur to you or others. Please strictly comply with the legal regulations applicable in your country.

CAUTION: Tampering with the electric management system is strictly prohibited.

NOTE ABOUT IMAGES:

Images and graphics in the manual may differ from your actual product, as the e-bike is manufactured in multiple versions. The images are intended as supplements to the text and for better understanding.

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E-BIKE IDENTIFICATION / BICYCLE PASS

PLEASE COMPLETE THE FOLLOWING E-BIKE PASS IN MINIMAL FORM, CAREFULLY IN YOUR OWN INTEREST!

FRAME NO. *	[REDACTED]		
MODEL	[REDACTED]		
TYPE	[REDACTED]	BATTERY SERIAL NO.	[REDACTED]
ENGINE (REAR /CENTRE)	[REDACTED]	ENGINE SERIAL NO.	[REDACTED]
SIZE (IN INCHES)	[REDACTED]	(IF PRESENT)	
COLOUR	FRAME/FORK/RIM	[REDACTED]	[REDACTED]
GEAR SHIFT	DERAILLEUR	[REDACTED]	
	TYPE/NUMBER OF GEARS	[REDACTED]	
SPECIAL EQUIPMENT	SPRING FORK	[REDACTED]	BASKET [REDACTED] FRONT CARRIER [REDACTED]
	OTHER	[REDACTED]	
OWNERS	[REDACTED]		
	[REDACTED]		
	[REDACTED]		
SELLER	[REDACTED]		
	[REDACTED]		
	[REDACTED]		
PURCHASE DATE	[REDACTED]		

*THE FRAME NO. IS LOCATED ON THE RIGHT SIDE OF THE MIDDLE ENGINE



INFORMATION ON SERIES AND FRAME NUMBERS

Your e-bike has a unique frame number. Make a note of this on the warranty certificate or in connection with your invoice and keep the certificate in case of theft. In this case, the passport contains all the relevant information for the police or your insurance company. To maximize the protection of your e-bike against theft, you should purchase a high-quality U-lock or chain lock. Please do not leave your e-bike in an unattended place. Please lock the main components such as the frame battery when you lock the e-bike. Your local police station or the ADFC (Allgemeine Deutsche Fahrrad Club) usually offer a free bicycle registration service. In the event of theft, this makes it easier to file a report and deal with your insurance company. There also is a matching free app from the police (for iOS and Android in the matching app store). This information applies to Germany; check with your authorities. There is a comparable free service in almost every country.



(Bike Pass App)

1. DESIGNATION OF THE E-BIKE PARTS



1. Lift button for seat post
2. Control display
3. Front light
4. Bell



- 5. Saddle
- 6. Seat post
- 7. Seat tube clamp
- 8. Battery
- 9. Suspension fork

- 10. Front wheel
- 11. Disc brake pads for front wheel
- 12. Front brake
- 13. Pedals
- 14. Engine
- 15. Drive chain

- 16. Rear wheel
- 17. Rear derailleur
- 18. Disc brake pads for rear wheel
- 19. Rear brake
- 20. Rear light
- 21. Luggage carrier

2. UNPACKING AND ASSEMBLY

Hex key 4, 5, 6
Open-end spanner 14/15



2.1 Remove the e-bike from the box

A: Cut the various cable ties.



A

B: Remove all protective material.



B

2.2 Rotate the stem

A: Loosen the 2 screws with a hex key.

B: Rotate the stem 90 degrees and return it to the correct position. Retighten the 2 screws.



2.3 Installing the handlebar

A: Loosen the 4 screws with a hex key. Remove the 2 handlebar mounting rings.

B: Angle the handlebar, fit the 2 handlebar mounting rings and retighten the 4 screws.



2.4 Installing the pedals

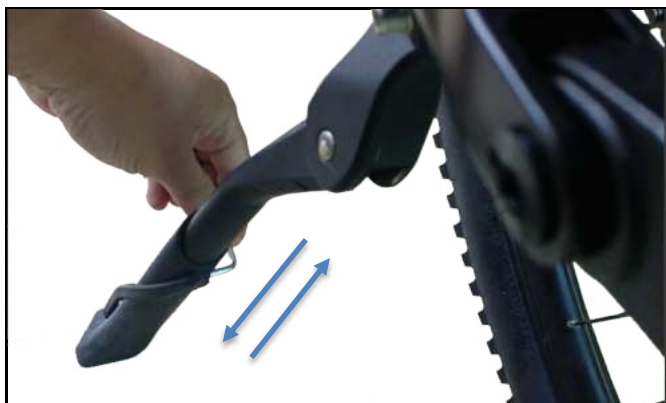
Align the foot thread with the mounting hole on the crank. Tighten the right pedal clockwise and the left pedal anticlockwise. (**R** stands for the right foot, **L** stands for the left foot)



2.5 Adjust the support frame and the headlight

A: If the support frame of the e-bike is not stable, loosen the nuts on the inner side and move the support frame up and down. After you have adjusted the length of the support frame, tighten the inner nut.

B: Tighten the 2 screws after adjusting the headlight tilt.



A

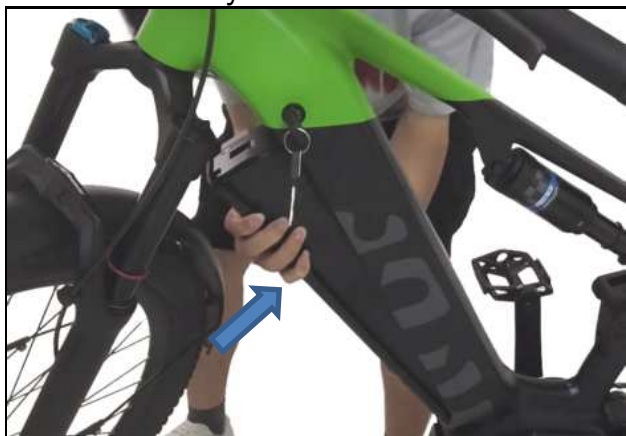


B

2.6 Inserting the battery into the battery slot

A: Insert the battery in an upwards slanting direction.

B: Remove the key.



A



B

2.7 Remove the battery

A: Please turn the key anticlockwise to eject the battery first. Don't pull out the key.

B: Turn the key slightly and insert it inwards.

C: Turn the key anticlockwise again, then remove the battery.



A



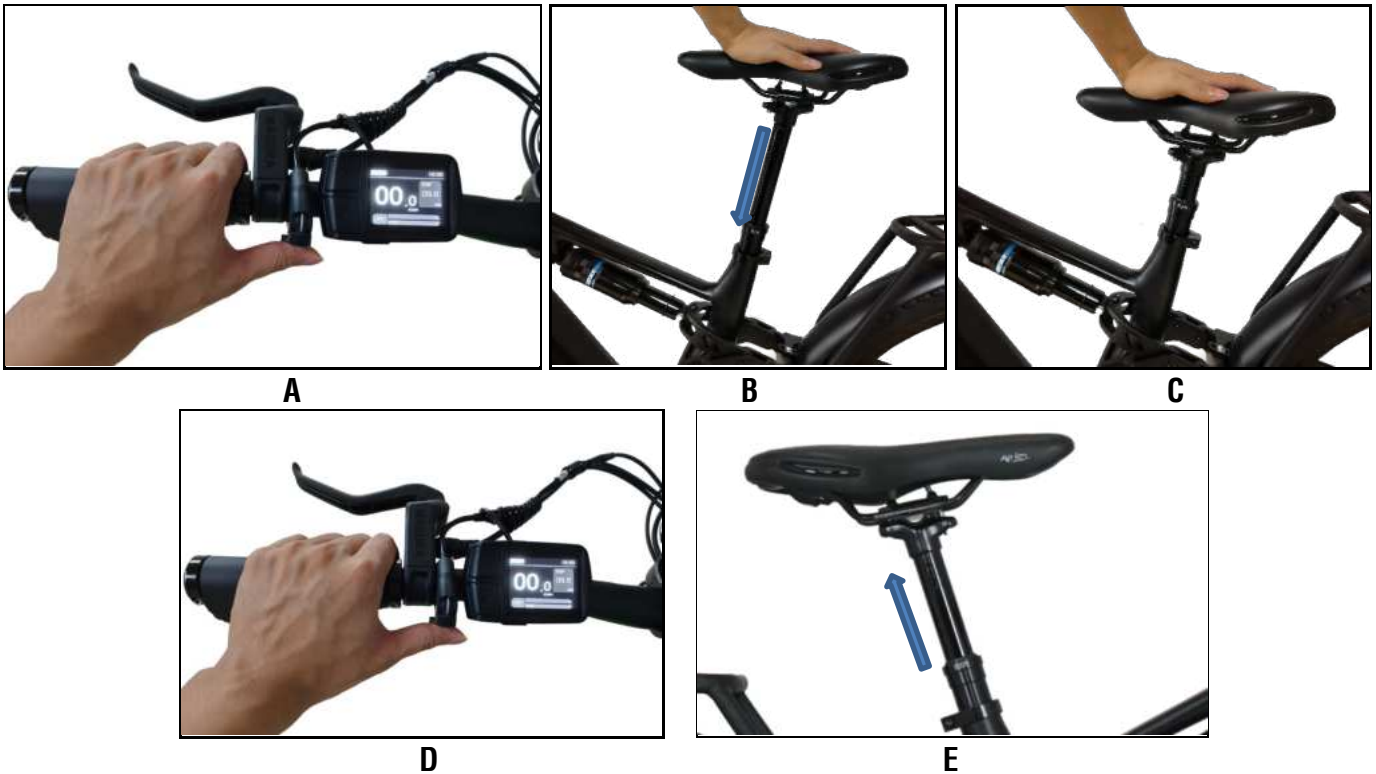
B



C

2.8 Adjusting the saddle height

- A. Press and hold the button on the left side of the handlebar.
- B. At the same time, press down on the saddle with your hand.
- C. As soon as the saddle is lowered to your desired height, release the button.
- D, E: If you need to raise the saddle, press and hold the button. Release it as soon as the saddle reached your desired height.



2.9 Adjusting the damping effect of the fork

- A. By turning the damping knob counterclockwise, you can adjust the intensity of the damping to your desired effect. Turning clockwise reduces the damping effect until the fork is locked.
- B. Shock absorbers for saddles.





2.10 Note on chain tension



Not after the first few rides, but after a certain period of use, the chain may be worn out due to transmission strength and can be properly adjusted by using a tensioning screw to hold the chain in place. The chain should be set on the smallest tooth of the flywheel. Turn the rear transmission tensioning screw (see fig. **A**) clockwise with a screwdriver. The chain should not sag. Also make sure that the chain is sufficiently greased and clean.

2.11 Charging the lithium battery

Remove the lithium battery for charging	Charging directly on the e-bike
The charger is connected to the battery.	Open the waterproof rubber cover and plug it directly into the charger.
	
<p>Note: The LED on the charger turns red when charging. Once the charge is full, the LED turns green.</p>	

2.12 Notes on assembly and first use the e-bike

1	Incorrect assembly of your e-bike can cause significant damage to the bike and even personal injury. If you are not sure whether your assembly is correct, please contact your dealer.
2	The engine, controls, sensors, battery and various cables on your bike must not be used for other purposes. Do not disassemble or modify [adjust] these parts as this may cause serious damage to them or even void the warranty. It may also harm your personal safety. If you need assistance, please contact your dealer.

3	For transport reasons, we can only deliver the e-bike with very low tyre pressure. Do not ride the e-bike without first inflating the tyres.
4	Put on your helmet and choose a quiet place away from cars, other bicycles, obstacles or risky environmental conditions.
5	Ride your electric bike for a test ride without engine assistance and adjust everything to suit you.
6	Do not switch on the e-bike system until you are safely on your bike.
7	When you apply the brakes, the motor is automatically switched off, which is a standard safety setting.
8	If you suddenly and harshly engage the front brakes, you will roll over. Please do not set your brakes too hard to prevent wheel lock and accidents. Check the sensitivity and braking force of the brakes before each ride.
9	Do not clean the battery sled (with integrated controller) with liquids when cleaning the bike. The controller should always be well ventilated.
10	Do not overload or operate the engine over a long distance or a very steep incline.

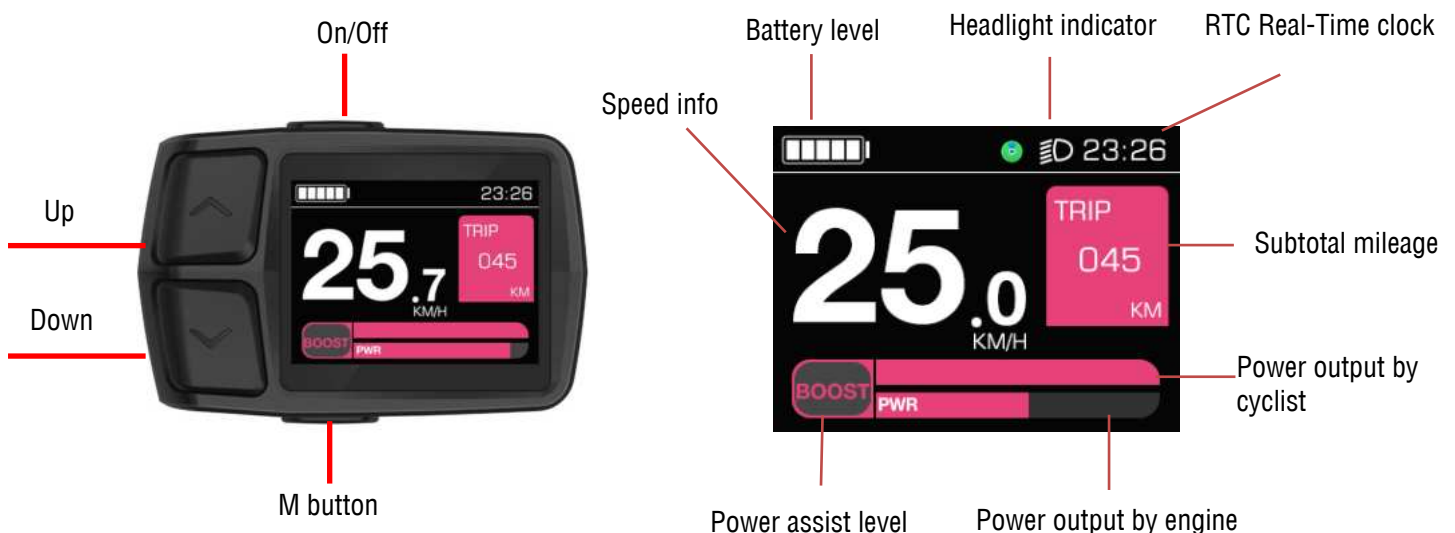
3. CONTROL DISPLAY

3.1 Specifications



1. Power supply: DC 24V/36V/48V
2. Rated current: 23 mA
3. Shutdown leakage current: <1uA
4. Screen specification: 2.0inch IPS LCD display
5. Operating temperature: -10°C ~ 60°C
6. Storage temperature: -20°C ~ 70°C
7. Waterproof level: IP65

3.2 Function layout



3.3 User interface

Power-on interface and basic interface



After switching on, the logo interface will be displayed for 3 seconds. After the instrument establishes communication and acquires information normally, it will enter the normal riding display interface.

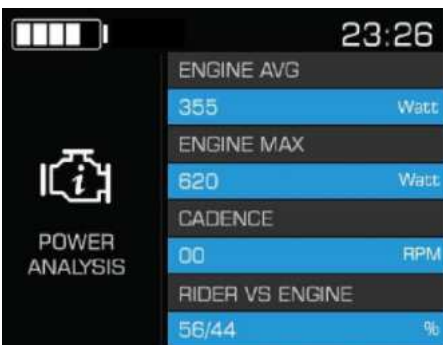
Function interface

In the basic interface, change the display of each function interface by briefly pressing the **M** button. If no button is pressed under any function interface within 5 seconds, the device returns to the basic interface.



Function Interface 1:

It mainly displays speed and mileage information, including single mileage, accumulated mileage, average speed and maximum speed. The single mileage information TRIP is the same as the main interface.



Function Interface 2:

The power analysis area mainly displays power statistics, average power, maximum power, pedaling frequency (Cadence) and the percentage of engine/cyclist output.



Function Interface 3:

It mainly displays the statistics of the utilization time in the various booster modes. The LCD display calculates these statistics based on the current driving status and displays them as percentage values.



Implementing the booster interface:

Press and hold the button **▼** to enter push assist mode.



Clear trip Interface:

Press and hold the **M** button and select 'YES' to clear the trip data.



Fault code display interface:

When the device receives the fault information returned by the controller, it will display the fault code interface on the device page, prompting the user with relevant electrical system fault information. (The fault code is displayed numerically in the speed value area.)

Setting interface



Within 10s after switching on the device, press and hold **M** to enter the setting interface. After that, shortly press the buttons **^** and **▼** to switch the setting interface up or down and confirm it by pressing **M** again, after you've adjusted your settings.



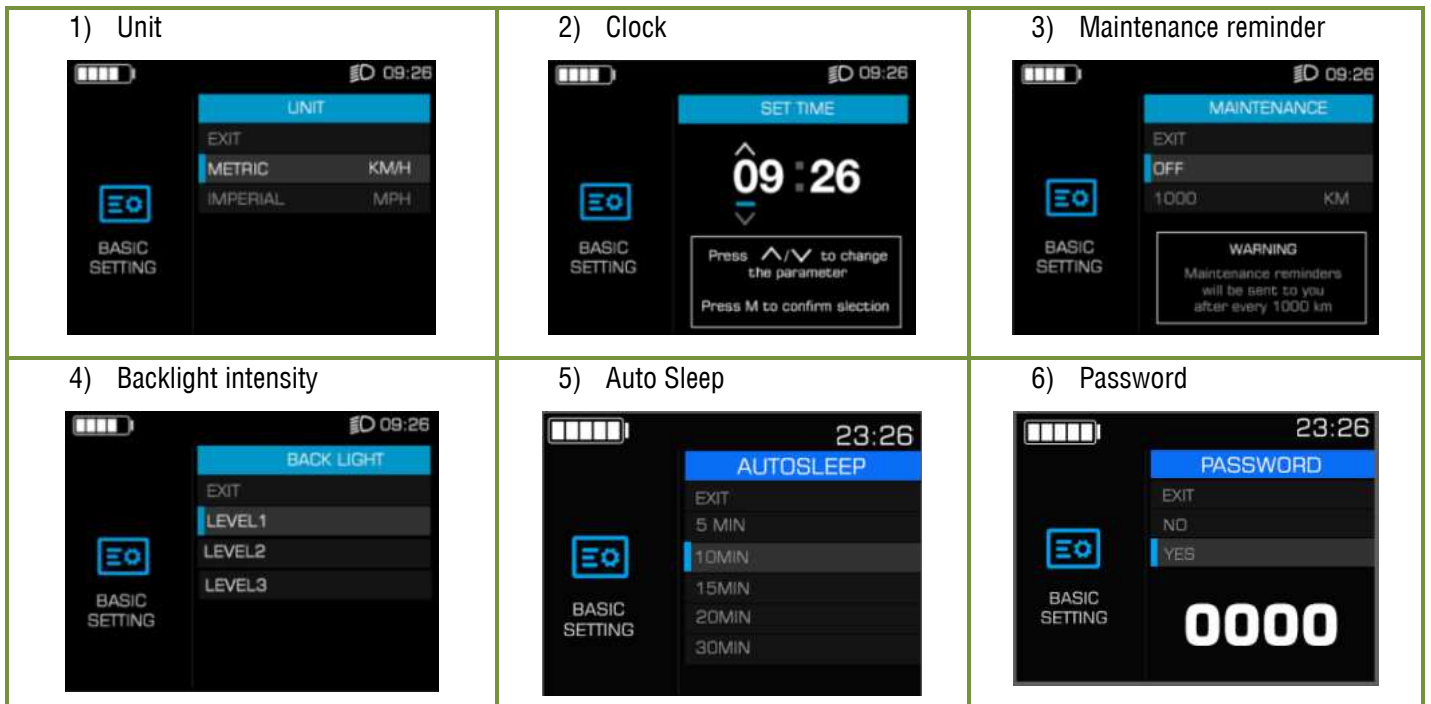
Shortly press the **M** button to enter the selected menu.



Press \wedge or \vee to select the parameter. Then shortly press the **M** button to confirm this parameter.

Press and hold the **M** button to save your settings and return to the previous menu.

'**BASIC SETTING**' - parameter setting description:




Assisted Gear Shift



When switched on, briefly press the buttons \wedge or \vee to activate the power-assisting gear and change the power-assisting mode.

Headlights Control

By pressing and holding the button \wedge , you can manually switch on the lighting. The light icon  then will be displayed in the upper left corner of the device interface, indicating that the light is switched on. The screen brightness will be reduced to the set value when the lights are switched on.

3.4 'Find My' function

Enabling 'Find My' on your LCD



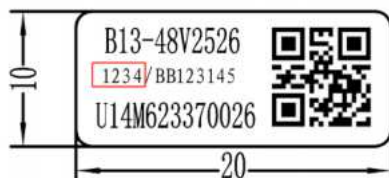
Press and hold  to switch on the LCD. Within 10 seconds, press and hold the **M** button to enter the **setting interface**.



Press  to select the menu '**ADVANCED SET**'.

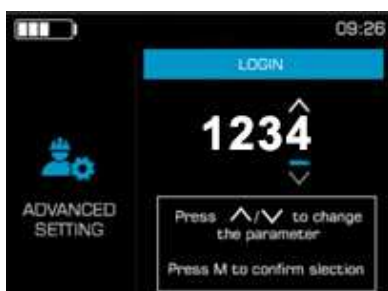



Press the **M** button to enter the password menu.

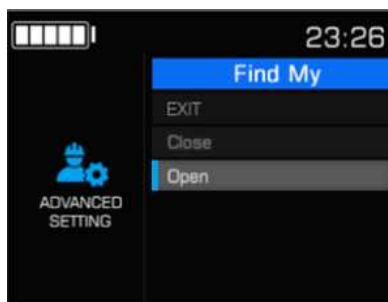



Use the first four digits of the second line (of the barcode on the back of the LCD) as a password.

Note: The password is different for each LCD. If you forget or lose your password, please contact us.



Press  to select each digit. After having selected each digit, press **M** to confirm.



After you have finished entering your 4-digit password, press **M** to enter the menu '**Find My**'. Press  to select '**Open**' and confirm it by pressing **M** again. You've successfully enabled the '**Find My**' function on your LCD.

Connecting your LCD to your iPhone

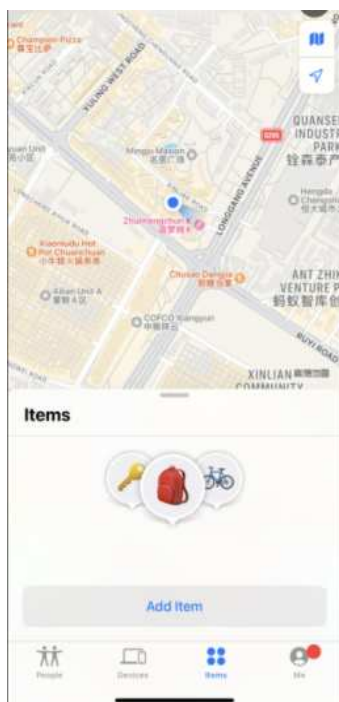
1. Press and hold  to switch on the LCD:



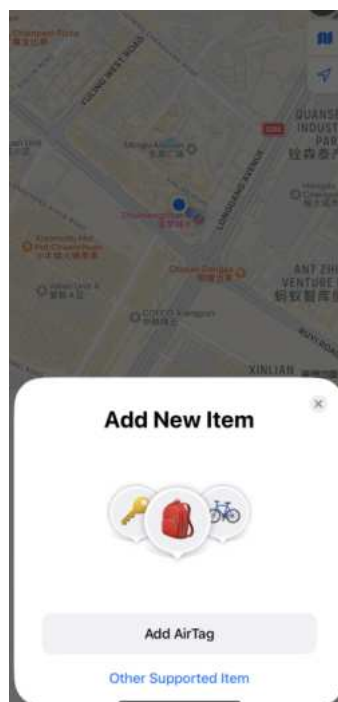
2. Click the “FindMy” symbol on your iPhone:



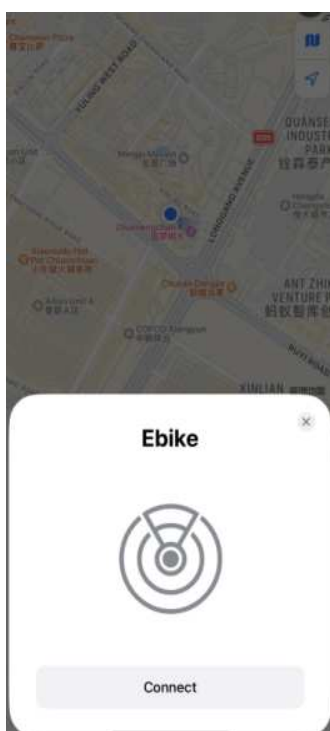
3. Select the ‘Items’ tab, click ‘Add Item’:



4. Click ‘Other supported item’:



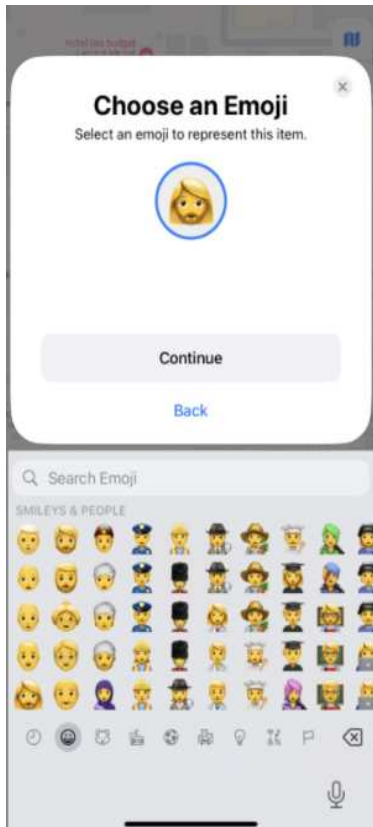
5. Click ‘Connect’:



6. Enter a name for your item:



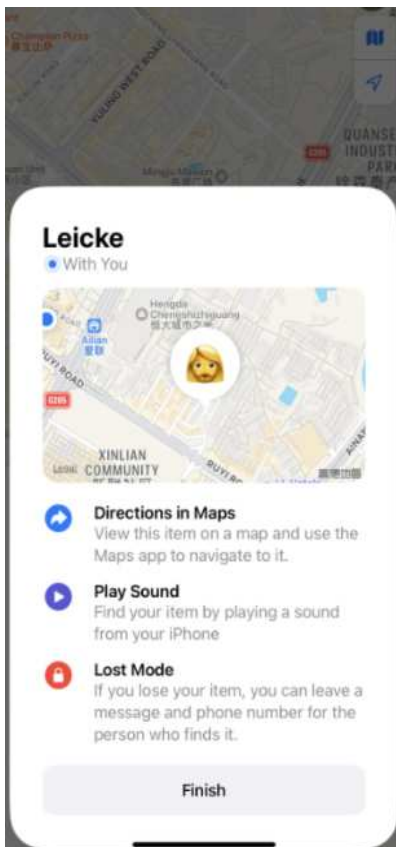
7. Choose an Emoji:



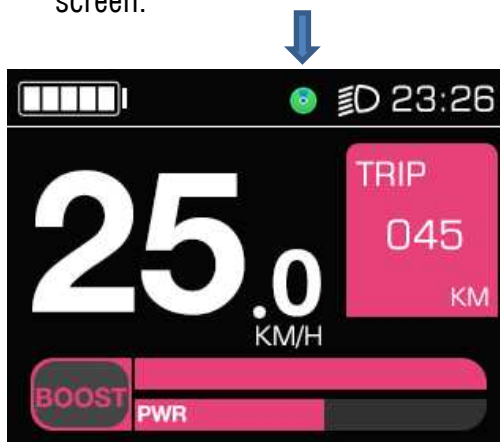
8. Click 'Agree':



9. 'Find My' is now displayed. Click 'Finish':

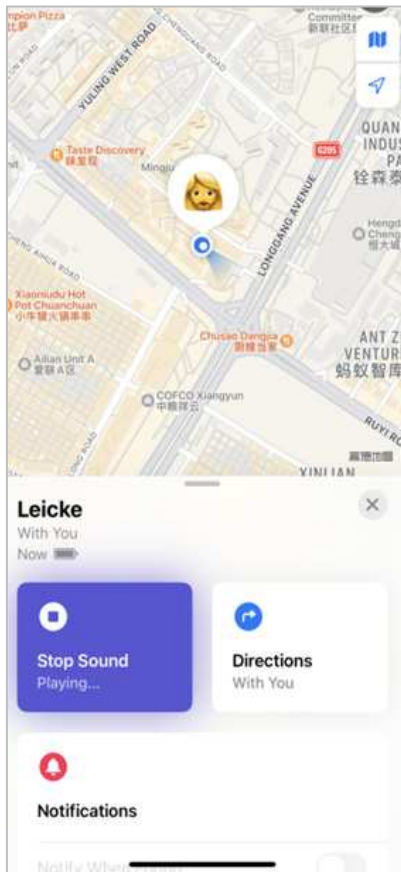


10. The 'Find My' icon is now also displayed on your LCD screen:



Finding your LCD with 'FindMy'

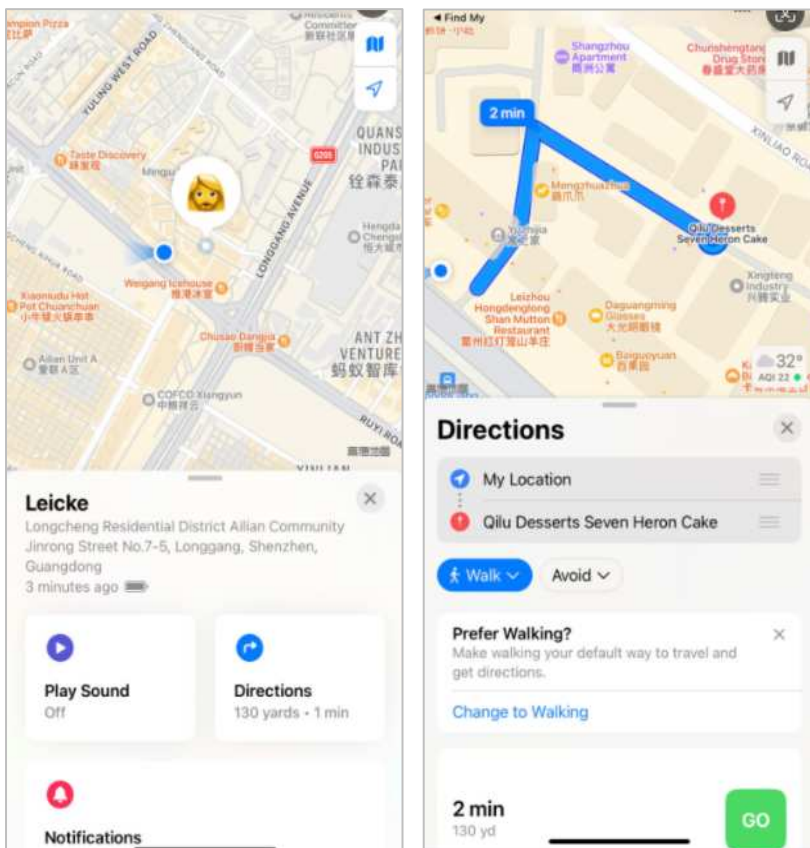
When it's nearby:



1. Open the 'Find My' app and select the "Items" tab.
2. Find your LCD on the items list.
3. Tap "Play Sound" to switch on your LCD and make the front light flash.
(The rear light also flashes, if it is correctly installed)
4. Tap "Stop Sound" to switch off the flashing lights.

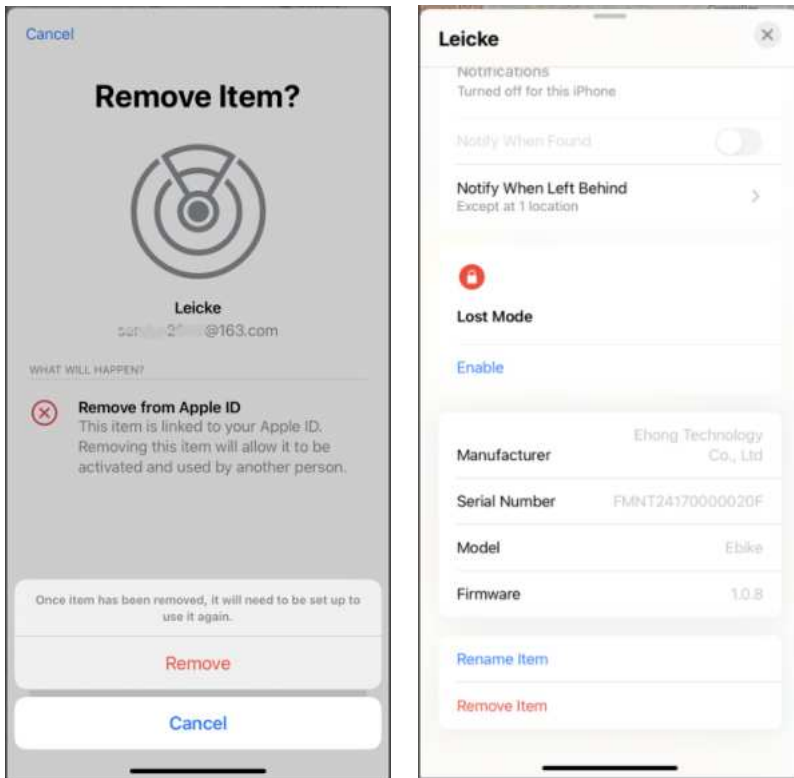
Note: Your LCD and your e-bike don't emit any sound.

Last known location:



1. Open the 'Find My' app and select the "Items" tab.
2. Find your LCD on the items list.
3. Your LCD's last known location will appear on the map.
4. To navigate to that last known location, tap "Directions" and it opens the Apple Maps application.

Disconnecting via your iPhone



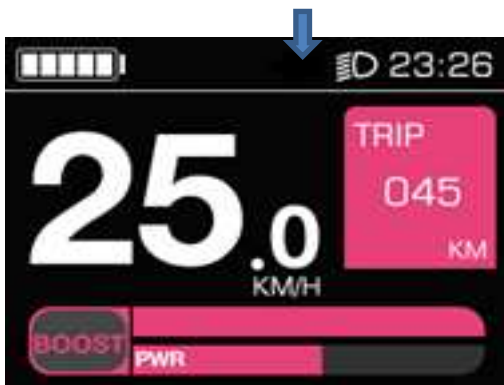
Note: Your LCD is at power on state.

1. Open the 'Find My' app and select the "Items" tab.
2. Find your LCD on the items list.
3. Please ensure that the "Lost Mode" is disabled.
4. Scroll to the bottom of the screen and tap "Remove Item".
5. A summary will open, then tap "Remove" to confirm.

After disconnecting the LCD from your iPhone, the 'Find My' icon will also disappear from your LCD screen.

Disconnecting via your LCD

1. Switch on the LCD screen. Then press and hold the 'M' and '^' buttons simultaneously to remove 'Find My' from the LCD.
2. After successful removal, the 'Find My' icon will disappear from your LCD screen.









Note: If you need to return or exchange your LCD, do not forget to remove 'Find My' from the LCD. Otherwise, we do not provide after-sales service.

Battery indicator on your LCD

The battery performance information is a bar display. If the performance is normal, the capacity is divided into 5 bars. If the battery capacity is $< 5\%$, the battery level is displayed at level 0 and flashes, the engine does not provide any power and the switch for the assisted mode is deactivated. The assisted mode is displayed as OFF or 0. At this time, charging is required, the battery will exit undervoltage mode when the battery capacity is $\geq 5\%$.

Percentage of battery power and the power levels:

Percentage of battery margin	Battery bar	Level
$80\% \leq \text{SOC}$		Full battery, level 5
$60\% \leq \text{SOC} < 80\%$		Level 4
$40\% \leq \text{SOC} < 60\%$		Level 3
$20\% \leq \text{SOC} < 40\%$		Level 2
$10\% \leq \text{SOC} < 20\%$		Level 1
$0\% \leq \text{SOC} < 10\%$		Level 0; the battery symbol flashes

LCD quality assurance and warranty

The warranty is valid for **24 months**, from the date of purchase of the e-bike and only when used properly. The following cases are not covered by the warranty:

1. The display is torn off.
2. The damage of the display is caused by incorrect installation or use.
3. The housing of the control display has been damaged after the purchase of the e-bike through the fault of a third party.
4. The cable of the display is broken.
5. The warranty period has been exceeded.

Warning

1. Use the display with care. Please do not open the housing when the control display is switched on.
2. Avoid hitting the display with objects.
3. Contact the manufacturer if the display does not work properly.
4. This manual is a universal version for the display. The specification may differ to the software.

4. THE BATTERY USE



4.1 Note on the battery usage

1	Improper removal, repair, use or storage of the battery may void the warranty and may result in serious consequences.
2	It is strictly prohibited to use the battery of your e-bike for other vehicles or devices. Doing so will void the warranty and may result in serious consequences such as fire, serious injuries or death.
3	Never short circuit a battery pack intentionally. Doing so may result in an explosion, fire and serious risk to your health.
4	Before removing your battery, turn off the display on the e-bike, or turn off the power switch on the battery.

4.2 Note on charging

1	You can recharge your battery at any time. If you do not charge the battery in time when it is empty, it will gradually lose its performance and life. With proper use and maintenance, your battery can maintain more than 80% capacity after more than 500 charging cycles, but the decrease of total capacity is inevitable.								
2	When charging, please insert the DC plug of the charger into your battery first, and then insert the AC plug of the charger into an AC outlet. After charging, please unplug the AC plug of the charger first, and then unplug the DC plug of the charger.								
3	Do not place any objects on the battery and charger during charging as this may cause overheating and serious consequences.								
4	Please use your charger indoors as damage caused by improper use is not covered under warranty.								
5	<p>Charging Schedule (Recommendations)</p> <table border="1"> <thead> <tr> <th>Charging</th> <th>Hours</th> </tr> </thead> <tbody> <tr> <td>First three charges</td> <td>12</td> </tr> <tr> <td>Normal charge</td> <td>Fully charge the battery. (Red light to green light on charger)</td> </tr> <tr> <td>Every ten charges</td> <td>12</td> </tr> </tbody> </table> <p>Never charge for more than 12 hours to avoid overcharging.</p>	Charging	Hours	First three charges	12	Normal charge	Fully charge the battery. (Red light to green light on charger)	Every ten charges	12
Charging	Hours								
First three charges	12								
Normal charge	Fully charge the battery. (Red light to green light on charger)								
Every ten charges	12								
6	Please use the included charger to charge the battery. If you use a charger other than the original, the battery will void its warranty and may be damaged, resulting in fire, injury or death.								

4.3 Factors influencing the range

- Age and state of charge of the battery
- Storage location before the trip (depending on temperature)
- Outside temperatures
- Tyre pressure (recommendation: 2.9 - 3.4 bar)
- Weight of riding person
- Riding style and choice of assistance level
- Road/ path conditions
- Weather conditions
- Frequent stops and restarts
- Cleanliness and intactness of bearings and all moving parts

4.4 Range optimization

- Fully charge the battery
- Check tyre pressure (about 2.9 - 3.4 bar recommended - depending on body weight, load and route profile)
- Reduce the load
- Do not ride too fast
- Maintain a constant speed

5. BEFORE THE FIRST JOURNEY

This section is to prepare you for your first ride. Please always wear a safety helmet of the correct size. If you wish to lend the e-bike to others, please ensure that they wear a safe and appropriate helmet.

Do not take anyone with you on the bike!

Overloading, which can be caused by double occupation, can have serious consequences resulting in significant property damage, serious injury or death.

Compliance with traffic laws and regulations

Please drive on the legally prescribed side of the carriageway. Always respect the local laws and regulations!

Reflectors

Please keep the reflectors clean, bright and do not remove them.

Check the brakes

Please check the braking distance and braking force before each ride. Please note that the right brake corresponds to the rear brake and the left brake corresponds to the front brake. Your e-bike is equipped with normal specifications of brake pads. Please check the brake pads every time and ask your dealer about the brake pads. If the brake pads are worn, please replace them as soon as possible.

Tyre pressure

Usually, the tyre pressure is indicated on the side of the tyre. Your tyres contain tubes that you must inflate. Please check the pressure of the tyres before each ride. Tyres lose pressure gradually, this is normal. If you lose too much air pressure, please inflate again. If your tyre pressure is insufficient, this will result in additional power consumption, effort and reduce your range.

6. MAINTENANCE

Component	Initial assembly	500km or half year*	1000km or 1 year*	1000km or 1 year*
Tubes and tyres	×	×	×	×
Wheel incl. rims and spokes	-	×	×	×
Brakes	×	×	×	×
Light and reflectors	×	×	×	×

Stem and handlebar	×	×	×	×
Steering head bearing	×	×	×	×
Saddle (support)	×	×	×	×
Frame	-	×	×	×
Circuit	×	×	×	×
Suspension fork	-	×	×	×
Battery and battery holder	×	×	×	×
Drive system	-	×	×	×
Chain	-	×	×	×
Bottom bracket, cranks and pedals	-	×	×	×
Accessory components	-	×	×	×
Screw connections	×	Before each ride		
Quick release	×			

*The earlier event is considered as orientation, i.e. whether only km or the period have been reached.

You can use this maintenance table and the service table voluntarily to have inspections and repairs properly carried out and entered by your mechanics. You are not obliged to do so. In the event of a later warranty claim on your e-bike, this can help us with the assessment and possibly confirm or even increase the chances of goodwill.

WARNING: For your safety, the battery must always be removed during maintenance!

The specifications usually include, where necessary, cleaning, greasing and adjusting the specific component and, if necessary, replacing it due to wear, fatigue or damage. General information and brief instructions for the care of individual parts can be found on the following pages.

WARNING: Be aware that components and systems can heat up from use. Wait some time after riding before starting care, inspection or maintenance to avoid burns.

Regular inspection: small checklist:

A	Check the tyres for damage and whether the tyre pressure is sufficient.
B	To check the function of the front brake, apply it half or two thirds and if the front wheel does not turn, everything is functional. To check the rear brake: Put weight on the foot pedal when lifting the bicycle. The brake is effective if the rear wheel does not turn.
C	Make sure that the parts for the quick-release lock are engaged in their place.
D	The safety line on the tube of the handlebar attachment and the saddle must not be visible. Check that everything is firmly tightened.
E	Check whether the frame and front fork are cracked or deformed, whether pedals, gears and tyres are intact.
F	Check if the gearbox is deformed or damaged.
G	Check that the gearbox can be used normally.

H	Check the bolts and nuts. Raise the front and rear wheels approx. 10 to 20cm and then let your e-bike bounce on the ground. If noises occur, loose parts may be present.
I	Check that the lighting can be used normally.
J	Regular cleaning of your e-bike is recommended. This avoids the build-up of stubborn dirt, as well as premature rusting due to salty air or water.



ATTENTION: Do not use high-pressure cleaners or aggressive and grease-dissolving agents.

TIP: Use water and a soft cloth to avoid damaging your e-bike. In the case of heavy soiling, you can use special bicycle cleaning agents.

Notes on the inspection and maintenance of some components and systems:

Impellers	The front and rear wheels of the vehicle should be in the centre of the fork or frame. The tension of each spoke on the wheel rim should be similar and the rim should form a regular circle without dents. If spokes are missing or broken, the rim will lose stability. Please ask your dealer or professional technician about repair and troubleshooting. The edge must be smooth. If it is not, it will increase the resistance of the ride or cause a hazard. If you think you need to make adjustments, please contact your dealer or see a professional technician.
Chain	Your e-bike is equipped with a high-quality drive chain. Please keep the chain clean and add lubricant often. The brake pads and brake discs must be kept free of grease. Keep the brake discs and brake pads clean.
Tyres	Always check the tyre for scratches, cracks or excessive wear. The tyre should be properly combined with the rim. The tyre bead line should be fully exposed. If the tyre cannot be fully expanded, apply water to the rim and tyre to increase lubrication. The valve of the bicycle inner tube should be perpendicular to the rim. Damaged or excessively worn tyres must be replaced immediately. Please contact your dealer or a technical specialist to replace your tyres. If your tyres have been punctured accidentally, contact your dealer or technician for repair or replacement.
Middle engine	Do not open the engine and do not overload or operate the engine over a long distance or on a very steep incline. It is strictly forbidden to attach other things on or to the engine housing, this can negatively influence statics, driving safety and heat dissipation.
Brake system	Depending on the conditions, the braking effect may decrease after a short running-in period or you may hear a squeaking noise. You should carefully clean your brake discs with a suitable cleaner (brake cleaner). If the braking effect decreases, we recommend that you visit a specialist workshop or a suitable technician.

7. SAFETY INSTRUCTIONS

<p>Please wear a helmet!</p>	<p>When riding the e-bike, please wear a safe, approved helmet! It is strictly forbidden to carry people. Please observe the traffic rules and be careful with suddenly opening car doors. Try to keep away from cars parked at the side of the road in case the door suddenly opens or the car blocks the line of sight so that you cannot see people or things suddenly appearing in time.</p>
<p>Please be especially careful in bad weather!</p>	<p>In wet weather, your electric bike brakes many times slower than normal. Please reduce your riding speed, brake in advance and ride carefully through curves. Make sure that you are seen by other road users. When riding on dark roads or at night, please wear clothing with reflective stripes or fluorescent paint as a warning. Switch on your own lights and check the reflectors and keep them clean. Drive slowly and with foresight.</p>
<p>Please concentrate!</p>	<p>You should pay attention to the traffic!</p>
<p>Check your vehicle before every journey!</p>	<p>Please check your entire e-bike before each ride: brakes, tyres, rims, quick-release levers and all screws or components. The battery must be carefully maintained to ensure its safety and reliability.</p>
<p>Pay attention to the legal regulations in the country where you use your e-bike!</p>	
<p>Do not open your battery!</p>	<p>Modifications to your battery can cause explosions and significant damage. Never short-circuit a battery on purpose. This can result in an explosion, fire and serious danger to your health. Leaking batteries can be toxic. Therefore, be sure to avoid skin and eye contact with leaking batteries. Immediately wash the affected area and consult a doctor if necessary.</p> 

8. SERVICE PAPER

You can use this template voluntarily to have inspections and repairs properly recorded by your mechanics. You are not obliged to do so. In the event of a later warranty claim on your e-bike, this can help us with the assessment and increase the chances of goodwill.

1. Inspection	2. Inspection	3. Inspection	4. Inspection
Performed on:	Performed on:	Performed on:	Performed on:
Signature/Stamp workshop	Signature/Stamp Specialist workshop	Signature/Stamp Specialist workshop	Signature/Stamp Specialist workshop

5. Inspection	6. Inspection	7. Inspection	8. Inspection
Performed on:	Performed on:	Performed on:	Performed on:
Signature/Stamp workshop	Signature/Stamp Specialist workshop	Signature/Stamp Specialist workshop	Signature/Stamp Specialist workshop

9. Inspection	10. Inspection	11. Inspection	12. Inspection
Performed on:	Performed on:	Performed on:	Performed on:
Signature/Stamp workshop	Signature/Stamp Specialist workshop	Signature/Stamp Specialist workshop	Signature/Stamp Specialist workshop

9. F.A.Q. - Frequently asked questions about problems and their solutions

Below are some common problems and solutions. If the following methods do not solve your problem, please contact your dealer.

Problem	Possible cause	Solution approach
Control display does not react - Attempt to switch on without result	<ol style="list-style-type: none"> 1. Battery empty 2. Battery does not sit correctly in Battery slide 3. Connecting cable control display / control unit is not connect or defective 4. Control display defective 5. Battery (circuit) defective 	<ol style="list-style-type: none"> 1. Fully charge the battery 2. Return the battery slide to its original position and tighten the two fastening screws firmly 3. Connecting the plug of the display control to the handlebar control 4. Replacing the control display 5. Replacing the e-bike battery
E-bike and control display fail after a short ride or not reaching the maximum motor support	<ol style="list-style-type: none"> 1. E-bike battery is almost empty 2. Plug contacts of the battery slit not connected 3. Battery protection and charge control defective 4. Defect in display control or engine control unit and Engine damage 	<ol style="list-style-type: none"> 1. Fully charge the battery 2. Position of the battery slide* check 3. Replacing the e-bike battery pack* 4. Exchange of the respective component*
Despite correct operation, the motor does not run	<ol style="list-style-type: none"> 1. Circuit breaker in brake lever defective 2. Detached motor cable connector 3. Battery cable detached 	<ol style="list-style-type: none"> 1. Check cable contacts or replace the brake lever including cable* 2. Checking the plug connections* 3. Check battery cable*
Low range although battery fully charged	<ol style="list-style-type: none"> 1. More stringent requirements due to changed load, gradient, headwind, etc. 2. Battery too old 3. Battery defective 4. Storage or use at ambient temperatures that are too cold temperatures (below 5°C) 5. Brake system grinds 6. Insufficient lubrication of one of the moving components 	<ol style="list-style-type: none"> 1. Strengthen own pedal insert 2. Replace the battery* 3. Replace the battery* 4. Increase your pedalling power. Store the battery above 7 degrees and below 25 degrees before riding 5. Adjust brake* 6. Check bearings and re-oil if necessary*
Battery does not charge	<ol style="list-style-type: none"> 1. Plug connections loosened 2. Battery defective 3. Charger defective 	<ol style="list-style-type: none"> 1. Check plug contacts* 2. Replace battery* 3. Replace charger
Front light does not work	<ol style="list-style-type: none"> 1. Errors in operation 2. Cable connection defective 3. Plug loosened 4. Front light defective 5. Battery Empty 	<ol style="list-style-type: none"> 1. Read Control Display Operation* 2. Replace cable* 3. Check plug connections 4. Replace front light* 5. Fully charge the battery

Unusual noise development	<ol style="list-style-type: none"> 1. Chain must be regreased 2. Gear change must be readjusted 3. Chain is too tight 4. Pedal crank has loosened 5. Steering head bearing has too much play 	<ol style="list-style-type: none"> 1. Regrease chain 2. Readjust gear shift* 3. Retension chain* 4. Tighten the crank arms* 5. Tighten steering head bearings
Braking effect decreases, Brake shows no effect	<ol style="list-style-type: none"> 1. Brake pad wear 2. Brake incorrectly adjusted 3. Brake become too hot under continuous loading (e.g., due to long downhill rides) 	<ol style="list-style-type: none"> 1. Renewing the brake pads* 2. Readjusting the brake system* 3. Use brake alternately
Unsteady behaviour of the chain in the first or last gear of the gear shifting system Gears do not shift cleanly	<ol style="list-style-type: none"> 1. The gear shift is misaligned 2. Parts of the gear shift are defective 3. Gear shift, chain, shift arm are heavily soiled or not sufficiently lubricated 	<ol style="list-style-type: none"> 1. Adjusting the gear shift* 2. Replacing the defective components* 3. Cleaning and regreasing of the respective components

* Please do not carry out these solutions yourself. Please contact a suitable technician or specialist workshop or our support.

10. DATA SHEET

General parameters		
1	Dimensions	2000 x 700 x 1060 mm
2	Wheel diameter	29"
3	Weight incl. battery	28 kg
4	Maximum speed	25 km/h
5	Maximum permissible total weight	120 kg
Main battery parameters		
1	Battery type	Lithium-Ion /internal frame battery
2	Capacity of the battery	36V 20Ah
Main parameters of the engine		
1	Engine mode	Middle engine, brushless
2	Max Power	DC-Motor 36V 250W
Battery charger		
1	Input voltage	AC 100 - 240 V, 50/60 Hz
2	Output voltage	42 V DC
3	Output current	2A

11. DECLARATION OF CONFORMITY

The manufacturer declares that the above-mentioned products are in conformity with all relevant declarations of the Machinery Directive -2006/42/EC, Low Voltage Directive 2014/35/EU Product Safety 2001/95/EC, RoHS 2011/65/EC 2015/863 and are compliant with the Electromagnetic Compatibility 2014/30/EU.



12. DISPOSAL

Our obligation to inform according to the battery law

In connection with the sale of batteries or the delivery of devices containing batteries/rechargeable batteries/lamps, we are obliged to inform you of the following:

Do not dispose of your old appliance in household waste!

As the end user, you are legally obliged to return used batteries/battery packs/lamps. In the case of a removable battery/battery or illuminant, you must return them separately to the appropriate return system. You can return old appliances/batteries/lamps to the collection points of the public waste disposal authorities (recycling centres) and to distributors as defined by the ElektroG (retail trade). In addition, you can return such old devices/batteries/lamps, of which LEICKE has similar devices in its range, to our dispatch warehouse:

LEICKE GmbH

Ref.: Old appliances/batteries/lamps

Stöhrerstr. 17

04347 Leipzig

In addition, you yourself are responsible for, completely delete possible personal data on old devices.

The symbols shown on the batteries have the following meanings:

The symbol of the crossed-out wheeled bin means that the battery must not be disposed of with household waste.

Pb = battery contains more than 0.004% lead by mass

Cd = battery contains more than 0.002 mass percent cadmium

Hg = battery contains more than 0.0005 mass percent mercury.

Please note the above information.



13. COMPANY INFORMATION

We have made every effort to ensure that the information in this manual is correct, although product function parameters are subject to change without notice.

LEICKE GmbH

Stöhrerstr. 17

04347 Leipzig

info@leicke.com

14. WARRANTY

Manufacturer's warranty/warranty conditions and service for LEICKE e-bikes

Warranty and guarantee:

You can make warranty claims within a maximum period of **24 months**, calculated from the date of purchase. The warranty is limited to the repair or replacement of the damaged component / e-bike and is at our discretion. Our warranty is always free of charge for you. However, it does not apply if defects other than material and workmanship defects are detected.

Frame guarantee:

The frame is guaranteed for **5 years** against breakage. The warranty starts from the date of purchase. In the event of a frame breakage, we will offer you an exchange of the e-bike or a credit note, less a flat-rate usage fee, upon presentation of the purchase receipt. The amount of the flat-rate usage fee depends on the period since you purchased the e-bike. The warranty does not apply if defects other than material and workmanship defects are found. This also applies if you have drilled holes in the frame, e.g. to attach accessories. In this case, the warranty on the electronics of your e-bike also expires.

Battery warranty:

1. We provide a **12-month** guarantee on the proper functioning of the battery. The warranty starts from the date of purchase. The warranty service is limited to the repair or replacement of the battery and is carried out at the discretion of LEICKE. The warranty service is always free of charge for you. The warranty does not apply if defects other than material and workmanship defects are detected. Changes due to wear and tear, such as capacity reductions, are expressly excluded from the warranty.
2. The claim to warranty or guarantee must be proven by presentation of the purchaser's sales receipt.
3. The investigation of the fault and its causes shall always be carried out by LEICKE. The components replaced within the scope of the warranty or guarantee become our property.
4. In the event of a justified warranty or guarantee claim, the costs of shipping and the costs of removal and installation shall be borne by LEICKE.
5. If the e-bike has been modified by third parties or through the installation of third-party parts, or if any defects that have occurred are originally related to the modification, the warranty and guarantee claim will expire. Furthermore, it expires if the instructions given in the user manual regarding the handling and use of the bike have not been followed. This applies in particular to the intended use as well as the care and maintenance instructions.
6. The following are not included in the warranty or guarantee:
 - a) Components subject to wear, consumption or deterioration (except for clear material or manufacturing defects), such as:
 - Tyres - Lights - Saddle - Brake components - Stand - Battery - Chain - Sprockets - Grips - Fuse - Shift sprocket
 - Stickers/Decals - Cables - Bowden cables - etc.

- b) Damage attributable to:
- the non-use of original spare parts.
 - Manipulation of the control software of the engine control unit (incl. de-throttling, tuning, etc.)
 - the improper installation of components of the buyer or a third party.
 - Damage caused by stone chipping, hail, road salt, industrial fumes, lack of care, unsuitable care products, etc.
- c) Consumables not related to repair work on recognized faults.
- d) Any maintenance or other work resulting from wear and tear, accident or operating conditions such as driving in disregard of the manufacturer's instructions.
- e) All occurrences, such as noise development, vibrations, colour changes, wear, etc., which do not affect the basic and driving characteristics.
- f) Costs for maintenance, inspection and cleaning work.
7. The claim to warranty or guarantee entitles the customer to demand only the rectification of the defect. Claims for return or reduction of the purchase price shall only apply after rectification has failed. Compensation for indirect or direct damage shall not be granted.
8. The warranty or guarantee period is neither renewed nor extended by an executed warranty or guarantee. The assertion of claims after the expiry of the period is excluded.
9. Warranty and guarantee provisions other than those listed above are only valid if confirmed in writing by Leicke GmbH / SachsenRad.
10. Should a technical problem occur with the e-bike you have purchased, please contact the support hotline of Leicke GmbH / SachsenRad.

Contact: info@sachsenrad.de
LEICKE GmbH,
Stöhrerstr. 17,
04347 Leipzig



15. RETURN RECEIPT

If you have any questions regarding your e-bike, please contact our customer service department:
info@sachsenrad.de

Your data			
Reference no.			
Name			
Street		No..	
City		code	
Country			
E-mail			

Return address			
Company	LEICKE GmbH		
Street	Stöhrerstraße	Nr.	17
City	Leipzig	PLZ	04347
Country	Germany		
Ref.	Return SachsenRad		

bought at	
bought on	

E-bike model / item number	
Frame size	
Color	

Please fill out this form carefully. All information is voluntary. Incomplete completion will not negatively affect your consumer rights, but will complicate and delay the processing of your return.

Reason for return	
Does not like, does not meet expectations	
Shipping carton damaged	
Wrong item was delivered	
No intention to buy	
Delivery time too long	
Delivery incomplete	
Item defective	
Item damaged	

In case of defect or damage, please indicate the reason for the defect. Enter missing parts under „Other“.
 (see next page)

Returning - Here's how it works if our customer service was unable to solve your problem.

1. Please contact our customer service before you return the product.

2. Pack well.

Take your time and pack the item carefully.

Remove old labels and barcodes from the shipping box.

You can find video instructions here: <https://youtu.be/zJ2FOVUJSYw>

3. fill out the return receipt and put it in the package.

If you have already sent the receipt to us by mail, it is sufficient to indicate the reference number.

4. stick the return label on the package.

If you do not have a return label yet, then simply contact our customer service.

5. take the package to the post office

After successful processing of the return, we will send you an e-mail and inform your dealer.

In the case of signs of use or damage, as well as improper shipping, we may be entitled to charge the resulting depreciation. Please refer to the instructions in your dealer's cancellation policy.

Defect	Description
Battery	
Charger	
Display (error code)	
Brakes	
Engine	
Handlebar	
Suspension fork	
Wheel	
Light	
Bottom bracket	
Other	

If you send this receipt by mail, please include pictures or videos of the defect as attachments.

Contact:

Leicke GmbH
 Stöhrerstraße 17
 04347 Leipzig
 Tel.: 0341 - 218 259 00
 E-Mail: info@sachsenrad.de
 Web: www.sachsenrad.de



Ust-IDNr.: DE263609996
 Amtsgericht Leipzig
 HRB: 24739

WEEE-Reg.Nr.: DE 41805037
 Zollnummer: 7275978





We wish you
a good trip with your
E-SUV-CityBike M5/M5T Centro

