Manual cargobike

Welcome to the **Bakfiets.nl** family!

As a new member, you're joining a family of cycling enthusiasts who value quality, durability, and the unique charm of the original Dutch cargo bike.

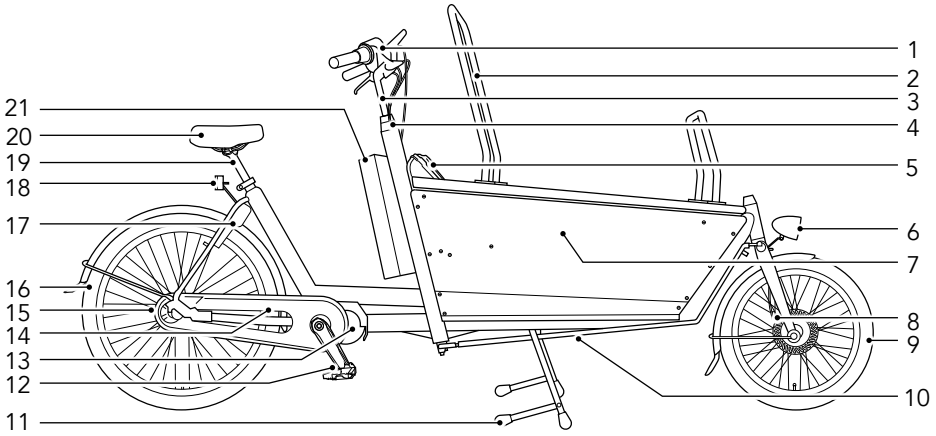
Since 1999, Bakfiets.nl has been at the forefront of cargo bike innovation, building each custom bike with pride in Hoogeveen, the Netherlands. Our commitment to excellence and passion for cycling culture have made us a cornerstone in the evolution of cargo biking, providing families and businesses with a reliable, eco-friendly transportation alternative.

This user manual contains important information on the operation of your Bakfiets.nl cargo bike, including electric and non-electric models:
E-CargoBike Shepherd, E-CargoBike Shadow, (E-)CargoBike Long, (E-)CargoBike Short, (E-)Cargotrike Narrow, (E-)CargoTrike Wide, E-CargoTrike Daycare, E-CargoTrike Riksja, E-CargoTrike Cleaner.
Read these instructions carefully before using the bike. Always follow the instructions contained therein and keep the user manual for future reference.

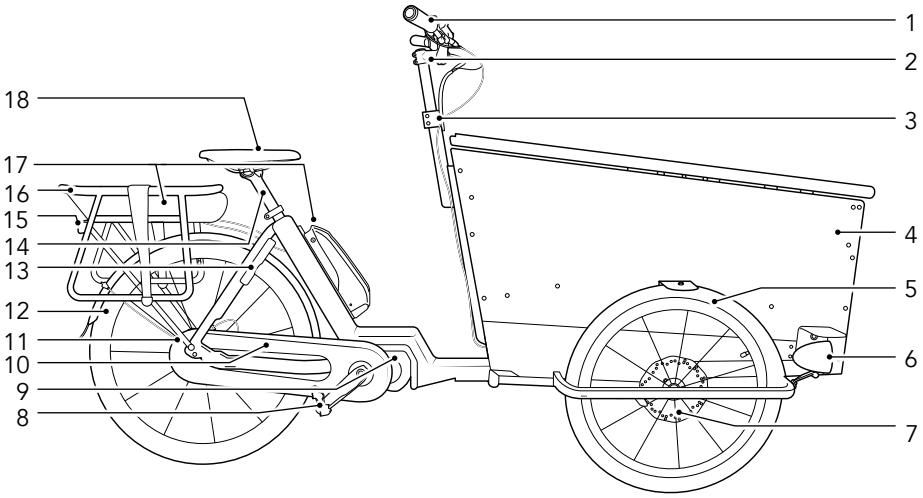
The latest version of this manual can be found on our website www.bakfiets.nl/informatie

Cargo bike parts

This illustration may vary depending on the cargo bike model or equipment selected. Read the special instructions for your equipment in the corresponding sections.



1 Handlebar
2 Bracket on cargo bed
3 Handlebar stem
4 Steering head tube
5 Belt system
6 Headlamp
7 Transport box
8 Disc brake
9 Front wheel
10 Handlebar pole
11 Kickstand
12 Pedal
13 Motor
14 Belt/chain
15 Gear shifting system
16 Rear wheel
17 Lock
18 Tail lamp
19 Seatpost
20 Saddle
21 Rechargeable battery



1 Handlebar
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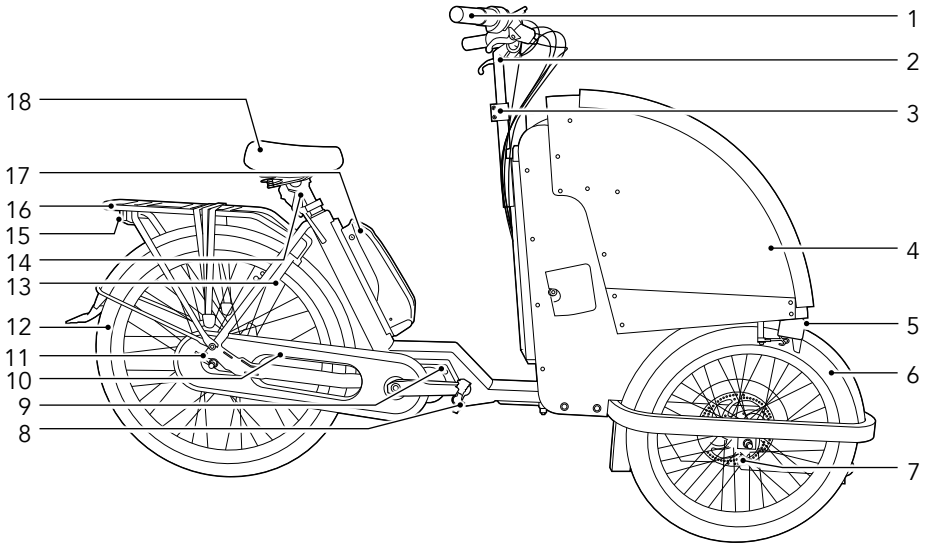
15 Tail lamp
16 Luggage rack
17 Rechargeable battery
18 Saddle



1 Handlebar
2 Handlebar stem
3 Steering head tube
4 Rickshaw
5 Headlamp
6 Front wheel
7 Disc brake
8 Pedal
9 Motor
10 Belt/chain
11 Gear shifting system
12 Rear wheel
13 Lock
14 Seatpost
15 Tail lamp
16 Luggage rack
17 Rechargeable battery
18 Saddle

In an emergency

This section contains information on handling the rechargeable battery. Despite compliance with all safety measures, the battery can become a hazard, e.g. if it catches fire (see section „Residual risks“ on page 18).

→ In an emergency, act in such a way that you do not endanger yourself or others at any time.

→ In an emergency, follow the instructions on this page.

→ Read these instructions immediately so that you can react focussed and prepared in an emergency.

→ Always keep a suitable fire extinguisher to hand.

General protective measures

If faults or damage are detected on the battery:

1. Do not use the battery.
2. Wear protective gloves when touching the battery.
3. Do not inhale escaping gases or vapours.
4. Avoid skin contact with escaping liquid.

In case of excessive heat

If excessive heat development is detected on the battery:

1. Have the battery checked immediately by your specialist dealer. Inform your specialist dealer about the battery status before transport.
2. For temporary storage, choose an outdoor location and, if possible, place the battery in a fireproof container or on the ground.
3. If the battery is stored outdoors, secure the storage location clearly and over a wide area.

In case of deformation, odour, liquid

If deformations, odours or leaking liquids are detected on the battery:

1. Place the battery in a fireproof and acid-proof container, e.g. made of stone or clay, and cover the battery with sand if there is no danger to you and you are physically able to do so.
2. Use a suitable fire extinguisher to put out the fire if there is no danger to you and you are physically able to do so.
3. Have the battery disposed of immediately by your specialist dealer.
4. Select an outdoor location for temporary storage.
5. Secure the storage location clearly and over a wide area if you are storing the battery outdoors.

Safety

This section contains information on how to use your cargo bike safely.

Instructions for safe use

Observe the following information on safe use of your cargo bike to reduce the risk of you having an accident or sustaining an injury:

- Please use the cargo bike only if you are fully acquainted with the operation of the cargo bike and all of its functions.
- Always use the cargo bike as described in the section on intended use.
- Persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge can use this cargo bike if they have familiarised themselves sufficiently with it.
- Do not allow children to play with the cargo bike.
- Protect your cargo bike from unauthorised access, e.g. by locking it with a lock or removing the battery.
- Do not allow children to clean, maintain or service the product.
- If you do not have the necessary know-how and tools to make adjustments and repairs, have a bicycle dealer perform them.

Warning information

The purpose of warning information is to draw your attention to potential dangers. Warning information requires your full attention and understanding of the statements provided. Ignoring a warning can result in injury to yourself or others. The warnings themselves do not prevent dangers. Follow all warning notes to avoid risks when using the cargo bike.

The warnings in this user manual have the following meanings:

WARNING

The signal word denotes a medium risk that can cause death or a serious injury if not avoided.

CAUTION

The signal word denotes a low risk that can cause a slight or minor injury if not avoided.

NOTE

The signal word warns of possible material damage.

General safety information

In the interests of your own safety, please note the following safety information:

WARNING

Wet, slippery or dirty roads can increase the braking distance or impair the handling of your bicycle.

Risk of accident and injury!

► Adapt your riding style and speed to the weather and road conditions.

CAUTION

Flat shoes can easily slip from the pedals.

Risk of injury!

► Wear shoes with a slip-resistant sole.

CAUTION

Items of clothing and body parts may become entangled in moving parts on the cargo bike.

Risk of injury!

► Do not allow loose straps or cords such as shoelaces or jacket straps to hang down.

► Wear close-fitting clothing or use trouser clips.

► Before cleaning or maintenance, identify all moving parts of the cargo bike.

NOTE

Using your cargo bike incorrectly or improperly can cause certain cargo bike components to wear or damage more quickly or even break.

Risk of damage!

► Do not ride the cargo bike over steps or other types of ledges.

► Do not use your cargo bike to jump over ramps or mounds of earth.

► Do not ride your cargo bike on fast downhill gradients.

► Do not ride your cargo bike through deep water.

► Observe the maximum permitted total weight of the cargo bike.

► Observe the temperature limits of the cargo bike.

► Observe the tyre inflation pressure.

Safety instructions for loading and unloading

WARNING

Ignorance of the braking behaviour in unloaded and loaded condition, especially on sloping roads or in bends, can lead to accidents.

Risk of accident and injury!

- ► Adapt the riding style and speed to the load and road conditions.
- ► Familiarise yourself with the braking behaviour. Check how the cargo bike behaves depending on whether it is loaded or unloaded.

CAUTION

Unfavourable weight distribution of the load can have a negative impact on the braking behaviour and riding stability of the cargo bike.

Risk of injury!

- ► Always park the cargo bike on firm, level ground before loading and secure the cargo bike to prevent it from rolling away.
- ► Only load the cargo bike within the permissible maximum total weight and the permissible axle loads.
- ► Only place the load on the cargo bed along the longitudinal centre line of the cargo bike.
- ► Keep the load's centre of gravity as low as possible.
- ► For partial loads, distribute the weight so that each axle is loaded proportionately.
- ► Always secure the load with suitable securing material (e.g. lashing straps).

Safety notes for the charger

WARNING

Incorrect handling of electrical current and live components can result in electric shock and serious injury.

Risk of electric shock and injury!

- ► Check the charger, mains cord and mains plug for damage before each use.
- ► Do not use the charger if you know or suspect that the charger is damaged.
- ► Only use the charger indoors and keep an eye on it.
- ► Only connect the charger to a properly installed outlet.
- ► Do not let the charger come in contact with water or other fluids.

NOTE

The charger can be damaged if used improperly.

Risk of damage!

- ► When charging, place the charger on fireproof materials.
- ► Only charge the original rechargeable battery with the charger.
- ► Pull the mains plug out of the socket after charging.
- ► Observe additional safety notes for the charger.

Safety notes for the rechargeable battery

WARNING

Gases or liquids (e.g. hydrofluoric acid) can be released if the rechargeable battery catches fire, potentially leading to serious injury.

Risk of injury!

- ► Immediately remove from the fire.
- ► Maintain a safe distance from the fire and attempt to close off the area.
- ► Call the fire department.

WARNING

Internal damage to the rechargeable battery can cause overheating and gases and liquids may leak.

Risk of fire and explosion!

- ► Have a bicycle dealer check the rechargeable battery after a fall or heavy impact.
- ► Do not open, take apart, puncture or deform the rechargeable battery and battery case.

CAUTION

Lithium leaking from a damaged rechargeable battery can injure skin or eyes.

Risk of injury!

- ► Only handle damaged rechargeable batteries wearing protective gloves.
- ► Wear protective goggles and protective clothing when handling damaged rechargeable batteries.

NOTE

Risk of injury!

If the battery is used incorrectly, the battery, the motor or surrounding objects may be damaged, e.g. due to overheating.

- ▶ Only use the supplied battery for the original motor.
- ▶ Only use approved original batteries for the original motor.
- ▶ In the event that the rechargeable battery could be damaged, do not charge it.
- ▶ Place the rechargeable battery on fireproof materials when charging.
- ▶ Only charge the rechargeable battery using the original charger.
- ▶ Keep the battery away from fire and other sources of heat and protect it from intense sunlight.
- ▶ Protect the battery from moisture. Never spray or clean the battery with liquids.
- ▶ Do not use the battery if you notice any unusual heat, odour or discolouration and/or if the battery is obviously damaged.

If the battery is on fire

1. Call the fire brigade immediately.
2. Use a suitable fire extinguisher to put out the fire if there is no danger to you and you are physically able to do so.
3. Cool the battery by placing it in a fireproof container filled with water if there is no danger to you and you are physically able to do so. The water must completely surround the battery.
4. Cover the battery completely with sand if there is no danger to you and you are physically able to do so.

Road safety

Observe the following general safety information to increase overall levels of safety when riding your cargo bike on the road:

- → Only use your cargo bike on the road if the equipment fitted meets the road traffic regulations applicable in your country.
- → Observe and respect all national and regional road traffic regulations.
- → Always ride your bicycle wearing a suitable bicycle helmet that has been certified according to standard DIN EN 1078 and bears the CE mark.
- → Wear bright clothing with reflective elements while riding.
- → Do not ride your cargo bike if you have consumed alcohol, narcotics or medicines which may impair your ability to ride.
- → Do not use any mobile devices, e.g. smartphones, while riding.
- → Do not allow yourself to be distracted by other activities during your journey such as switching on your light.

→ Never ride the cargo bike hands-free.

Please note that road traffic also includes private land, forest paths and dirt roads when they are publicly accessible.

Increase your overall safety on the roads by also observing the following instructions:

→ For more information about the road traffic regulations currently applicable in your country or region, contact an organisation such as the Department of Transport.

→ Ensure that you regularly obtain information regarding changes to the content of the regulations in force.

→ Ride carefully and with consideration for other road users.

→ Ride in such a way that nobody suffers injury, is endangered, incapacitated or disturbed.

→ Always use lanes and paths reserved specifically for bicycles.

Tuning or modifications

WARNING

Tuning or speed manipulation of your cargo bike can negatively affect the braking and driving behaviour and lead to accidents and injuries.

Risk of accident and injury!

► Do not make any structural changes.

CAUTION

The cargo bike may behave differently than you expect after changes to the drive system.

Risk of injury!

► Do not make any structural changes to the drive system.

NOTE

Tuning your cargo bike can cause irreparable damage.

Risk of damage!

► Do not make any structural changes to the drive system.

- Tuning can cause irreparable damage to your cargo bike.
- Frame, wheels and brakes are not designed for higher speeds.
- Any modification of the drive system or the ABS system leads to the exclusion of the warranty or other claims for compensation.
- Tuning your cargo bike has legal consequences.
- Any modification of the drive system will result in the loss of the driving licence.
- Any modification of the drive system will result in the loss of insurance cover (private liability).

- In the event of a repeat offence, an entry may be made in the criminal record (criminal record).
- Any modification of the drive system will result in the loss of the declaration of conformity (CE).
- Any modification of the drive system precludes participation in road traffic.

Tuning and manipulation of the cargo bike typically includes

- conversion of the speed sensor,
- installation of a tuning chip,
- replacement of sprockets with parts that do not correspond to the specification (number of teeth) of the original parts and other changes to the hardware components,
- changes to the control software.

Tuning and tampering with the cargo bike/speed cargo bike may have legal consequences for the user.

Possible consequences are:

- an administrative offence and a fine,
- revocation of the driving licence,
- loss of insurance cover under a personal liability insurance policy,
- loss of liability for material defects, the guarantee and warranty claims,
- partial fault in the event of an accident.

For more information, ask your dealer for the component replacement guide.

Misuse

Do not use your cargo bike in the following manners to ensure safe use of your pedelec:

- in competitions, for jumps, in stunts or for tricks;
- improper repairs and maintenance;
- improper use of the rechargeable battery;
- structural changes to the cargo bike's factory default, in particular tuning and any other modification of the cargo bike;
- opening and changing components of the cargo bike;
- Charging outside the temperature range of +5°C to +45°C;
- Deep discharge of the rechargeable battery due to charging breaks of more than three months or improper storage of the rechargeable battery outside the optimum storage temperature of +10°C to +25°C.

Misuse of the cargo bike may void the warranty.

Residual risks

Even if you observe all the safety and warning instructions, you may still be exposed to the following unforeseeable residual risks while using the cargo bike:

- errors by other road users;
- unforeseeable road conditions, such as black ice caused by freezing rain;
- unforeseeable material defects or material fatigue can cause the breakage or functional failure of pedelec components.

→ Ride defensively and anticipate the traffic situation well in advance.

→ Check the cargo bike for cracks, scratches, discolouration or component damage prior to each journey.

→ Check the function of safety-relevant components such as the brakes prior to each journey.

→ Have the cargo bike checked for damage by your bicycle dealer immediately after a fall or accident.

Riding with children

Children may only be taken on board using a properly fitted child seat or in a transport basket. Observe the following information when riding with children:

WARNING

Additional weight changes the riding characteristics of the cargo bike.

Risk of accident and injury!

► Observe the maximum permissible total weight.

► After fitting a child seat, familiarise yourself with the changed riding characteristics of the cargo bike away from road traffic.

WARNING

Incorrect installation of a child seat can cause components to break.

Risk of accident and injury!

► Have child seats fitted by a bicycle dealer.

→ Your bicycle dealer will be happy to help you choose suitable child seats for your cargo bike.

→ Read the corresponding operating instructions for the child seat.

→ Observe the maximum permitted weight for the child seat in the corresponding operating instructions.

→ Only children younger than 8 years old who weigh less than 22 kg may be transported in a child seat.

→ You must be a minimum of 16 years of age to transport a child in a child seat. This regulation only applies to Germany and not to the Netherlands.

→ Only transport a child in a child seat if they are wearing an adapted bicycle helmet that is certified according to standard DIN EN 1078 and bears the CE mark.

→ You must observe and comply with the country-specific and regional regulations for the use of child seats.
→ Make sure that there are no loose straps that could get caught in one of the wheels.
→ Brake earlier and anticipate slower braking and more sluggish steering behaviour.
→ Practice mounting and dismounting the bicycle in a safe place away from the road.
→ Teach your child to behave appropriately during the journey.
→ Ride defensively and anticipate the traffic situation well in advance.

Carriage of persons in the transport box

WARNING

Improperly securing children in the transport box can lead to serious injuries in the event of an accident.

Risk of accident and injury!

► Ensure that the seat belt is correctly tensioned.
► Make sure that the buckles are secured by pulling on the seat belt.
► Make sure that no metal particles adhere to the magnetic buckles of the seat belt so that the buckle fits correctly and stays in place. Check the magnetic catches before every journey.
► Before every journey, check that the seat belt is not damaged. Replace damaged parts immediately.

For the safety of all passengers, especially children, it is essential that the seat belt is always used when children are in the transport box.

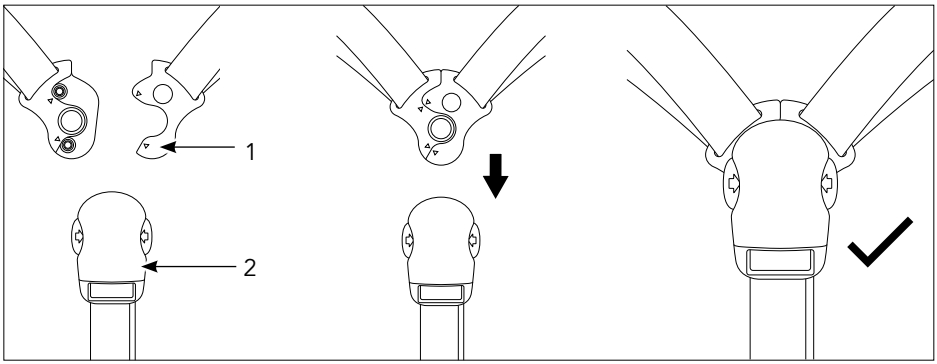


Fig. Seat belt A

1 Shoulder strap 2 Belt buckle

Shoulder strap A

1. To fasten the seat belt A properly, bring both ends of the shoulder straps (1) together and fasten them until you hear them click into place.
2. Insert the connected shoulder straps into the belt buckle (2).

   The magnets pull the buckles of the shoulder straps into the buckle holder. Proper fastening is indicated by an audible "click" sound, which confirms that the belt is securely fastened.
3. Adjust the length of the two straps correctly.

Shoulder strap B

1. To fasten the seat belt B properly, connect the two shoulder straps (1) individually to the belt buckle (2).
2. The magnets pull the buckles of the shoulder straps into the buckle holder. Proper fastening is indicated by an audible "click" sound, which confirms that the belt is securely fastened.
3. Adjust the length of the two straps correctly.

The straps should be snug, but not too tight, and should be about one centimetre from the body below the shoulder. This small gap ensures that the harness is not too tight, which can cause discomfort or restrict freedom of movement, and that it is still tight enough to provide the necessary support and protection.

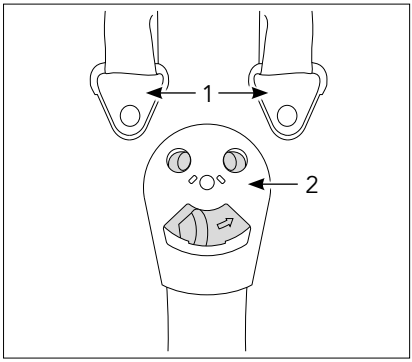


Fig. Seat belt B

1 Shoulder strap 2 Belt buckle

Weight distribution

If you are transporting children or other objects in the transport box, you must ensure that the weight is evenly distributed and that all objects are securely fastened in the transport box. Uneven loading or unsecured objects can significantly affect the balance and handling of the bike. This can lead to unpredictable and potentially dangerous driving behaviour, both on straight stretches and, even more critically, on sharp bends.

Properly securing and balancing the load in the transport box is essential for stable and safe operation of the cargo bike. This applies to the two-wheeled and three-wheeled cargo bike and the rickshaw.
Particular attention must be paid to the placement of the person. In cases where only one person is transported, it is important that they sit in the centre of the seat and not on the extreme left or right side. This central positioning helps to maintain the balance of the transport basket and ensures safe operation.

Riding with a child in the child seat

→ When having a child seat fitted, make sure the saddle springs and the sprung seatpost are completely enclosed.

→ When having a child seat fitted, make sure that all moving components are enclosed.

Basics

Reading and storing the instruction manual

This original user manual – hereinafter referred to as user manual – accompanies this cargo bike. The user manual contains important information on adjusting and using the cargo bike. Before using the cargo bike, read through all the warnings and information in this user manual carefully, in particular the section entitled 'Safety'. Ignoring the warnings and information in this user manual can result in serious personal injury and damage to the cargo bike. Keep the user manual close at hand so you have easy access to it at all times. Include the user manual when passing the cargo bike on to third parties.

The latest version of this manual can be found on our website:
www.bakfiets.nl/informatie

Signs and symbols

	Always read the instruction manual all the way through.
	Additional instructions for handling or use.
1.	Handling instructions that must be performed in a specific order start with a number.
→	Handling instructions that can be performed in any order start with an arrow.
•	List items start with a bullet point.
	Electrical appliances bearing this symbol may not be disposed of with household or municipal waste. Consumers are legally required to dispose of electrical appliances bearing this symbol at suitable collection points in order to be recycled in an environmentally friendly manner.
	Rechargeable batteries and batteries may not be disposed of with household or municipal waste. Consumers are legally required to dispose of rechargeable batteries and batteries bearing this symbol at suitable collection points in order to be recycled in an environmentally friendly manner.
	Symbol for recyclable materials intended for recycling. Dispose of the packaging according to material type. Dispose of card and cardboard in your paper container and films in your plastic recyclables container.
	Products marked with this symbol meet all applicable Community regulations for the European Economic Area.
	Symbol for products intended for indoor use only.

	The mains connection 230 V~/50 Hz has protection class II.
	Symbol for direct current (DC)
	Symbol for alternating current (AC)

Units and their meaning

You will find the following units in this user manual or on your cargo bike's components:

Unit	Meaning	Unit for
°	Degree	Angle
°C	Degree Celsius	Temperature
°F	Degree Fahrenheit	Temperature (USA)
1/s	Per second	Revolutions
"	Inch	Unit of length (USA) 1 inch = 2.54 cm
bar	Bar	Pressure
g	Gram	Mass (Weight)
h	Hour	Time
Hz	Hertz	Frequency
kg	Kilogram	Mass (Weight)
km/h	Kilometre per hour	Speed
kPa	Kilopascal	Pressure
Nm	Newton metre	Torque
psi	Pound per square inch	Pressure (USA)

Intended use

The manufacturer or bicycle dealer does not accept liability for damage resulting from improper use. Only use the cargo bike as described in this user manual. Any other use is considered improper and may result in accidents, serious injury and damage to the cargo bike.

Improper use of the cargo bike will void the warranty.

The cargo bike is intended for use by a single person with a maximum of 3 to 6 passengers, depending on the model. The maximum user and luggage weight must not be exceeded (see section „Technical data" on page 77).

The cargo bike is only designed for use on roads and paths with a smooth surface. Riding on unpaved roads, which are not asphalted, made of concrete or paved, may result in the failure of the cargo bike.

Intended use of the cargo bike includes the initial inspection no later than 3 months after purchase of the cargo bike or after the first 500 kilometres travelled - whichever comes first.

The cargo bike is not intended to be subjected to above-average strain during use, e.g. the use of the bicycle in racing or competitive events is not considered to be in accordance with its intended use.

The following are also considered uses of the cargo bike that are not in accordance with its intended purpose:

- driving over kerbs;
- bumping into kerbs;
- riding on one wheel;
- deliberate oversteering caused by hectic steering movements;
- emergency braking without danger.

In order to use your cargo bike properly on the road, you must be aware of, understand and adhere to the relevant national and regional regulations.

The vibrations acting on the driver depending on the surface must be estimated and compared with the operationally permissible vibration limit values and the exposure time. The operator must define appropriate instructions for workplace design.

Maximum permitted total weight

The cargo bike has a maximum permitted total weight that must be observed when using the cargo bike. The maximum permitted total weight can

- be found on a large red sticker on the steering tube of the two-wheeled cargo bike and on the transport box of the two-wheeled cargo bike and the rickshaw, or in the
- bicycle passport (see Section „Technical data“ on page 77).

→ Determine the empty weight of your cargo bike using suspended scales, if necessary, with all items of optional equipment attached.

The maximum permitted total weight is calculated by adding the following weight specifications:

Cargo bike + rider + load etc. = maximum permissible total weight.

→ If you always observe the maximum permitted total weight of the cargo bike, you will reduce the risk of having an accident, suffering an injury and damaging the cargo bike. Failure to observe the total weight specification can lead to warranty and guarantee exclusions.

Information on torque values

WARNING

Incorrectly tightened screw connections can result in material fatigue and eventually cause the screw connections to break.

Risk of accident and injury!

► If the screw connections are loose, do not use the cargo bike.

► Tighten the screw connections with the correct torque values.

Observe the relevant torque values to ensure the screw connections are tightened correctly. A torque wrench with a suitable adjustment range is required for this.

→ If you do not have any experience working with torque wrenches or do not have access to a suitable torque wrench, have the screw connections checked by a bicycle dealer.

→ Torque specifications and markings specifying the insertion depth are indicated on individual cargo bike components. Always observe these specifications and markings.

Not all components are listed in this table.

The torque specifications are basic values.

Screw connection	Torque in Nm
Brakes	
Caliper	6
Brake hose	3 (max. 30 degrees)
Brake disc	4
Brake lever	4
Brake calliper adapter	6
E-drive (Shimano)	
Motor	11.2–12.5
Engine covers	0.6
Speed sensor	1.5–2
Wheel magnet	1.5–2
Di2 nut	6–10
Wheel nuts	30–45
Shift lever	2–2.5
Chain case bracket	3–4

Screw connection	Torque in Nm
Chainring nut	35–45
Pedals	30–35
Crank arm	12–14
Frame	
Headset (front fork)	No play
Headset (steering tube)	No play
Mudguard brackets	5–8
Dropouts	6
Handlebar to stem (Quill version)	15–20
Stem to fork (Quill version)	15–20
Seat post to saddle	8
Seat post clamp	10–15
Load box	
Box to frame	5–8
Kickstand to box	5–8
Other unspecified screws	
M4	2.6
M5	3.8
M6	6.7
M8	16.3

Transport

NOTE

Incorrect use of bicycle racks can result in material damage.

Risk of damage!

- ► Always use approved bicycle racks to transport the cargo bike upright.
- ► Have the bicycle dealer inform you about how to use pedelec racks.
- ► Secure the cargo bike to prevent it from slipping or falling over.

After a fall

WARNING

Falls or accidents can cause damage to the cargo bike, such as hairline cracks. Components may be damaged but the damage may not be visible.

Risk of accident and injury!

- ▶ After a fall or accident, ask a bicycle dealer to inspect the cargo bike for damage.
- ▶ Do not straighten damaged components.
- ▶ Have a bicycle dealer replace damaged components immediately.
- ▶ Do not use the cargo bike if damage to the cargo bike is visible or suspected.

A fall or accident may damage components. Fibres or paint may come off or be damaged beyond repair and the strength of the components may be reduced as a result.

→ After a minor fall, e.g. if the cargo bike falls over by itself, check all the components on the cargo bike.

→ If in doubt or if repairs are needed, consult a bicycle dealer.

Wear

WARNING

Excessive wear, material fatigue or loose screw connections can cause functional impairments that may lead to accidents or falls.

Risk of accident and injury!

- ▶ Regularly check the cargo bike for wear.
- ▶ Do not use the cargo bike if there are deformations, cracks and changes in colour.
- ▶ Do not use the cargo bike if there is excessive wear or loose screw connections.
- ▶ If you discover any excessive wear, loose screw connections, cracks, deformations or discolouration, have the cargo bike inspected immediately by a bicycle dealer.

Like all mechanical components, the cargo bike is subject to wear and high stress. Different materials react to wear or abrasion caused by stress in different ways. Any type of crack, scratch or discolouration indicates that the useful life of the component is coming to an end. Worn components must be replaced.

Only a bicycle dealer can assess the wear on components made from aluminium or composite materials. Components made of composite materials are sensitive to high temperatures (e.g. heat radiation) and can suffer damage as a result.

Heavy impacts, bumps and distortion are detrimental to frames, forks and wheels made of composite materials. This has a detrimental effect on the internal structure of the material without this being outwardly visible.

→ Ask a bicycle dealer for advice about the wear components on your cargo bike.

→ Check the condition of all wear parts at regular intervals.

→ Maintain all wear parts regularly.

Notes on the e-cargo bike

This section provides information on the basic properties and components of the e-cargo bikes.

→ Please observe the enclosed manufacturer's manual for the components of your e-cargo bikes.

Depending on the model, your e-cargo bike may be equipped differently.

Differences between e-cargo bikes and normal cargo bikes

In contrast to a pedal-powered cargo bike, an e-cargo bike has the following additional components:

- Electric motor,
- Rechargeable battery,
- Control unit,
- Display,
- Charger.

The additional components of the e-cargo bike lead to significant differences between an e-cargo bike and a pedal-powered cargo bike.

- The e-cargo bike has a significantly higher weight and a different weight distribution than a normal cargo bike. This influences how the bicycle handles.
  → You should also familiarise yourself with how the e-cargo bike handles in a safe place away from the road.
- The electric motor has a major impact on the braking behaviour.
  → You should also familiarise yourself with how the e-cargo bike brakes in a safe place away from the road.
- E-cargo bikes require higher braking forces. As a result, wear and tear can be higher than with normal cargo bikes.
- Your average speed will increase with the electric motor.
  → Ride carefully. Please bear in mind that other road users will have to adjust to the higher speed of the cargo bike.

→ An appropriate level of expertise is required to handle the rechargeable battery and charger.

→ Do not make any modifications to your e-cargo bike's additional components.

Electric motor

The electric motor is designed specifically for powering your cargo bike and must not be used for other purposes.

Depending on the model, the electric motor helps you use your cargo bike in two ways.

Assistance while driving

The electric motor only helps you to ride while pedalling. The intensity of support is automatically determined based on:

- the level of support selected,
- the pedal force,
- the load and
- the speed.

The electric motor supports pedalling up to a speed of 25 km/h. If you go higher than a speed of 25 km/h, the electric motor automatically turns off. If you go below a speed of 25 km/h, the electric motor automatically turns on.

Assistance while pushing

Depending on the model, your cargo bike may be equipped with a different pushing aid.

The pushing aid helps you push the cargo bike. The function can go as fast as 6 km/h and depends on the selected gear. The smaller the selected gear, the lower the speed.

CAUTION

Turning the foot cranks and pedals independently when turning on the pushing aid can result in injury.

Risk of injury!

► Stand back from foot pedals and cranks when turning on the pushing aid.

Range

The electric motor is an auxiliary motor. The range is highly impacted by your pedalling power.

→ Set the lowest possible level of support.

The lower the pedalling frequency of the pedal operation, the higher the motor's demand for energy.

→ Operate the gearshift system as if you were driving without assistance.

→ Use your gear shifting system's lower gears on uphill stretches, when there are headwinds or carrying heavy loads.

The motor requires a lot of energy while driving.

→ Always use a low gear with the highest possible pedal force.

→ Shift down to a lower gear in a timely fashion before uphill stretches.

→ Look ahead while driving so that unnecessary stops can be avoided.

The energy used increases with large loads.

→ Do not carry unnecessary loads.

A lack of upkeep and maintenance can lead to a lower range.

→ Handle the cargo bike with care and follow all notes on the rechargeable battery in the manufacturer's user manual.

→ Regularly check the tyre pressure.

→ Observe the service/maintenance intervals.

Temperatures below +10 °C may reduce the performance of the rechargeable battery during operation. If you are not using your cargo bike:

→ When the outside temperature is low, remove the rechargeable battery from its holder and put it in storage (see section „Storing the rechargeable battery" on page 41).

→ Only put the rechargeable battery in the holder right before riding.

Riding with an empty rechargeable battery

If the charge of the rechargeable battery is completely used up while riding, you can use your cargo bike as you would a pedal-operated bicycle.

When the rechargeable battery charge has been drained, the electric motor automatically turns off. The lighting will be powered for another two hours.

Overheat protection of the motor

CAUTION

The electric motor and rechargeable battery can get very hot during use. Your skin can be burnt if it comes into contact.

Risk of injury!

► Do not touch the electric motor and the rechargeable battery.

The electric motor is automatically protected against damage caused by overheating. If the motor's temperature is too high, the electric motor automatically turns off.

→ To prevent the electric motor from overheating, use a low level of assistance when the outside temperature is high or when going up steeply inclining uphill stretches.

→ If the electric motor is switched off with the rechargeable battery charged and at a speed below 25 km/h, do not use the cargo bike for some time to allow the electric motor to cool down.

→ If the issue is not resolved by allowing the electric motor to cool, have your bicycle dealer inspect the cargo bike.

Notes on the rechargeable battery

Your cargo bike is equipped with a lithium-ion rechargeable battery (Li-ion battery). Li-ion rechargeable batteries have a relatively high energy density. A lot of attention must therefore be paid when handling these rechargeable batteries.

→ Observe the safety notes for the rechargeable battery (see section „Safety notes for the rechargeable battery" on page 14).

→ Please also observe the following information for reliable operation and a long service life:

A partial charge does not harm the rechargeable battery; it has no memory effect. Partial loads are prorated proportionately according to their capacity. For example, a charge of 50% corresponds to half a charge cycle.

NOTE

Self-discharging of the rechargeable battery due to technical reasons can cause irreparable damage.

Risk of damage!

► Immediately recharge an empty rechargeable battery.

→ Observe the rechargeable battery's temperature limits (see enclosed manufacturer's user manual).

→ Outside temperatures below +10 °C may decrease the performance of the rechargeable battery.

→ Please note that the rechargeable battery may lose power after about 500 complete charging cycles.

→ Please be aware that you will get used to the electrical support after some initial use. As a result, you may feel or perceive that there has been a decrease in the performance of the rechargeable battery.

→ Please contact your bicycle dealer if the performance decreases or the operating time is significantly reduced.

→ Never make any changes to the rechargeable battery yourself.

Charging times

When the rechargeable battery is empty, it may take between 4 and 8 hours to fully charge the battery, depending on the charger used. The length of charging is based on the following factors:

- Capacity of the rechargeable battery,
- Charging level of the rechargeable battery,
- Temperature of the rechargeable battery and
- Ambient temperature.

→ Please observe the enclosed manufacturer's user manual when using your cargo bike's rechargeable battery.

Using the rechargeable battery

Depending on the model, your cargo bike may be equipped with a/an:

- Luggage rack rechargeable battery
- Seat tube rechargeable battery
- Bottom tube rechargeable battery
- Built-in bottom tube rechargeable battery

→ Always switch the cargo bike off before removing the rechargeable battery.

→ Remove the rechargeable battery from the cargo bike before carrying out any work (e.g. repair, transport, maintenance).

→ Please observe the enclosed manufacturer's user manual when using your cargo bike's rechargeable battery.

Notes on your cargo bike's additional components

→ Observe the safety notes for the charging device provided in section „Safety notes for the charger" on page 13 when using the charger.

→ Please observe the enclosed manufacturer's user manual when using your cargo bike's additional components.

Accessories

The user and installation instructions for all accessories purchased with your cargo bike are available online. We strongly recommend that users read these instructions carefully and discuss their specific requirements with their dealer before using any accessories. This not only ensures the correct installation and use of each accessory but also increases safety and functionality.

All accessory instructions can be found here:

https://bakfiets.nl/informatie

Notes on use

Information about road traffic

The cargo bike is assisted up to a speed of 25 km/h. The technical design of your cargo bike complies with the European standard EN 15194 for electrically assisted bicycles, the bicycle standard DIN EN ISO 4210 and the standard for transport and cargo bicycles DIN 79010.

→ For more information about the road traffic regulations currently applicable in your country or region, contact an organisation such as the Department of Transport.

→ Ensure that you regularly obtain information regarding changes to the content of the regulations in force.

Getting started

The following requirements must be met in order to start up your cargo bike:

- a charged rechargeable battery is used,
- the control unit/display is fully functional on the cargo bike.

→ Please observe the enclosed manufacturer's user manual if you wish to start up your cargo bike.

Residual risks

Despite compliance with all notes concerning safety, use of the cargo bike is associated with the following unforeseeable residual risks:

Risk of injury

- Internal, invisible damage and fire can cause gases, vapours and liquids to escape from the rechargeable battery. External or internal organs may be damaged, for example, if gases come into contact with skin or are inhaled.

Fire hazard

- Internal, invisible damage may cause the rechargeable battery to catch fire and set nearby objects on fire.

Risk of damage

- If the rechargeable battery catches fire, hydrofluoric acid is emitted with the flue gas. Hydrofluoric acid is highly corrosive and permanently damages surfaces.

Basic adjustments

The following section contains information on commissioning and on how to

- inspect your cargo bike before starting your journey,
- adjust the seat position and
- make other basic adjustments.

If you do not have the necessary know-how and tools to make basic adjustments, have your bicycle dealer perform these adjustments.

Getting started

When you use a cargo bike for the first time, it is essential that the dealer helps you to adjust the handlebar and saddle height. This individual adjustment ensures your comfort and safety by optimising ergonomics and control. The correct setting is crucial for the overall riding experience and prevents strain or injury to the user.

It is important that the dealer carries out an initial maintenance check in which all bolts, screws and spoke tensions are thoroughly checked and tightened. This inspection helps to avoid potential problems and ensures that the bike is safe and ready for use. In addition, planning the first maintenance check is also crucial for the longevity of the bicycle and its spokes, as all parts go through a running-in phase. This service ensures that all initial settings are retained and any minor problems that may have occurred are rectified immediately.

Familiarise yourself with the most important functions on the cargo bike before setting off on your first trip.

→ You should also familiarise yourself with the riding characteristics of your cargo bike in a safe place away from the road.

→ If you are unfamiliar with the brake lever assignment to the front and rear wheel brakes, have a bicycle dealer change the brake lever configuration.

→ Familiarise yourself with how your bike brakes at a low speed in a safe place away from the road.

→ If your bicycle is fitted with hydraulic brakes, press both brake levers several times to centre the brake pads in the calliper.

→ Practice changing gear in a safe place away from the road so that you do not have to take your eye off the road when changing gear.

→ Check whether your seating position is sufficiently comfortable, especially for longer journeys, and whether you can easily operate all the components on the handlebar while riding.

→ Practise riding without a load at first and then slowly increase the load. This allows you to get used to the steering and handling of the bike.

Checks before each journey

→ Before each journey, check the cargo bike for damage and excessive wear.
→ If you discover any damage or excessive wear, do not use the cargo bike.
→ Have the damaged or worn components replaced by a bicycle dealer.

Before each journey, check the following:

- **Brakes**
  → Push the cargo bike and operate each of the brakes, the respective wheels must lock up.
- **Gearshift system**
  → Check whether the gears change easily and without making unusual noises.
- **Frame, fork and seatpost**
  → Visual inspection: The frame, fork and seatpost must not be cracked, deformed or discoloured.
- **Quick-release devices**
  → Check whether all quick-release devices are closed firmly and secured correctly.
  → Check the pretension of all quick-release devices.
- **Screw and plug connections**
  → Visual inspection: The screw and plug connections must be closed correctly.
- **Pedal mechanism**
  → Check whether the pedal mechanism functions properly and is secured correctly.
- **Lights**
  → Check whether the headlamp and tail lamp function correctly.
- **Bell**
  → Check whether the bell makes a clear sound.
- **Handlebar and handlebar stem**
  → Check that the handlebar and handlebar stem are securely seated.
  → Visual inspection: The handlebar and handlebar stem must not be cracked, deformed or discoloured.
- **Tyres**
  → Check the tyre inflation pressure.
  → Check the tyres for wear, cracks and foreign objects.
- **Rims and spokes**
  → Visual inspection: The rims must not be cracked, deformed or worn excessively.
  → Check that the spokes for even tension.
- **Electric motor and display**
  → Check whether there are any error messages.
- **Rechargeable battery**
  → Check that the battery is undamaged and sufficiently charged.

To be checked every month

→ Check that all nuts and bolts are tight.

→ Check the brake pads for wear and replace them if necessary - check whether the spokes have the correct tension.

→ Clean the cargo bike thoroughly. Avoid getting water on the electrical system and the battery contact points.

Adjusting the seat position

Finding the best seating position depends on

- the height of the rider,
- the frame size of the cargo bike
- and the handlebar and saddle settings.

WARNING

Incorrectly adjusting the height of the saddle or handlebar may affect the function and safety of the bicycle components.

Risk of accident and injury!

► Observe the minimum insertion depth of the seatpost.

CAUTION

An incorrect seating position can cause muscle tension and joint pain.

Risk of injury!

► Have your seating position set correctly by a bicycle dealer.

CAUTION

An incorrect seating position can make it difficult to reach the operating elements on the handlebar.

Risk of accident and injury!

► Have your seating position set correctly by a bicycle dealer.

Brake lever assignment

The brake levers are assigned in the basic configuration as follows:

The right brake lever operates the rear brake and the left brake lever operates the front brake.

→ Familiarise yourself with the brake lever assignment before starting your journey. If you wish to change the brake lever assignment, consult a bicycle dealer.

Observing the torque values

The torque value refers to the rotational force applied to some screw connections on the cargo bike, for example. In order to tighten the screw connections correctly, always observe the torque values (see Section „Information on torque values" on page 25).

WARNING

Incorrectly tightened screw connections can result in material fatigue and eventually cause the screw connections to break.

Risk of accident and injury!

► If the screw connections are loose, do not use the cargo bike.

► Tighten the screw connections with the correct torque values.

Replacing components

WARNING

Replacing components or incorrectly selected spare parts can cause the cargo bike to malfunction and invalidate the warranty.

Risk of accident and injury!

► Only have components replaced by a bicycle dealer!

► Always use original replacement parts.

Maintenance intervals

Detailed information on the recommended maintenance intervals can be found in the warranty certificate supplied with your cargo bike. Following these guidelines will help to avoid potential problems, maintain the validity of the warranty and ensure that your cargo bike remains in excellent condition.

Important: If you have any concerns or doubt about the condition or safety of your Bakfiets.nl, please contact your Bakfiets.nl dealer immediately before continuing to use the bicycle.

The replacement and repair of parts such as the frame, fork, lights, brakes, drive and handlebars must be carried out by a Bakfiets.nl dealer in order to maintain the warranty.

Repairs carried out by the user may invalidate the warranty and make the user liable for any damage. Always use new original spare parts for safety-critical spare parts.

Rechargeable battery

Basics

NOTE

Risk of damage!

Self-discharging of the rechargeable battery due to technical reasons can cause irreparable damage.

► Immediately recharge an empty rechargeable battery.

Your cargo bike is equipped with a lithium-ion rechargeable battery (Li-ion battery). Li-ion batteries are safe when used as intended.

Li-ion rechargeable batteries have a relatively high energy density. A lot of attention must therefore be paid when handling these rechargeable batteries.

Using the rechargeable battery

This section contains information on using the battery. The cargo bike has a rechargeable battery.

Charging the battery

The battery must be fully charged before first use to ensure full battery performance.

WARNING

Risk of injury and fire!

Incorrect use of the battery can lead to a short circuit with the risk of fire.

► Only use the original charger to charge the battery.

► Do not use the charger if you notice or suspect damage.

► Ensure that the charging environment is free of moisture and that there are no flammable materials in the vicinity.

► Ensure that a person is present during the charging process to prevent a potential fire hazard.

The battery and charger have connections that only accept the plug with the correct polarity.

With an empty battery, a full charge takes approx. 4 to 8 hours.

→ Fully charge the battery after every journey.

→ Ideally, charge the battery at an ambient temperature between +10 and +25 °C.

The duration of the charging process depends on the following factors:

- Capacity of the rechargeable battery,
- Charging level of the rechargeable battery,
- Temperature of the rechargeable battery,
- Ambient temperature.

1. Connect the charger to a socket that matches the specifications on the rating plate on the charger.
2. Connect the battery to the charger.
3. Insert the charging plug into the charging socket on the battery.

Storing the rechargeable battery

WARNING

A damaged or improperly used rechargeable battery can irritate and injure the respiratory tract, the eyes or the skin.

Risk of injury!

► Seek medical attention immediately in case of any complaints.
► Ensure that defective batteries are kept in well-ventilated areas.
► Avoid contact with the battery fluid.
► If battery fluid gets into eyes, rinse eyes with plenty of water. Seek medical attention immediately.

If you do not use the rechargeable battery for a longer period of time, store it as follows:

→ Check the charge status of the battery regularly.
→ Charge the battery to about 50 % of its capacity.
→ Disconnect the battery from the charger after each charge and unplug the charger from the mains socket.
→ Remove the battery from the battery compartment for storage and place it in a safe place.
→ Store the battery so that it cannot fall and is inaccessible to children and animals.
→ If possible, store the battery in a dry, well-ventilated place at room temperature, approx. +10 to +25 °C, maximum +5 to +45 °C, protected from frost and large temperature differences.
→ Protect the battery from moisture.
→ Ensure that the upper and lower temperature limits are not exceeded during storage.
→ Store the rechargeable battery so that
  - it is protected from falling,
  - it is protected from moisture, and
  - it is out of reach of children and animals.
→ If you store the battery for longer than 3 months, charge the battery to approx. 70 % of its capacity every 3 to 6 months.

Transporting or shipping the rechargeable battery

Lithium-ion rechargeable batteries are subject to the requirements of the hazardous goods law.

→ When transporting goods, observe the special requirements for packaging and labelling, for example, for shipping orders or airfreight.

→ Obtain information about transporting the rechargeable battery and suitable transport packaging, for example, from the transport company directly or from a service partner.

Overheating protection

The battery is equipped with temperature monitoring. Charging is only possible in the temperature range between 0 °C and +40 °C (optimally +10 to +25 °C). If the battery is outside the charging temperature range, you cannot charge the battery.

→ Disconnect the battery from the charger and allow it to reach charging temperature.

→ Do not reconnect the battery to the charger until it has reached the permissible charging temperature.

CAUTION

Risk of injury!

Temperatures above +40 °C can cause injuries to the skin.

► Allow the battery to cool down if the charging process has ended prematurely.

1. Pull the mains plug out of the socket.
2. When the battery has cooled down, remove the charging plug from the charging socket.
3. Have the battery checked by a service partner.

To ensure your safety, reliable operation and a long battery life, please observe the following instructions:

A partial charge does not harm the rechargeable battery; it has no memory effect. Partial charges are rated proportionately according to their capacity (a charge of 50 % corresponds to ½ charging cycle).

→ Observe the temperature limits for the battery.

→ Outside temperatures below +10 °C may decrease the performance of the rechargeable battery.

→ Bear in mind that a rechargeable battery loses performance as it ages.

→ Please contact a service partner if the performance decreases or the operating time is significantly reduced.

→ Never make any changes to the rechargeable battery yourself.

The charger

Basics

There is a summary of important safety instructions on the underside of the charger with the following content:

→ For safe use, observe the safety instructions for the charger (see section "Safety notes for the charger" at page 13).

→ Use indoors only.

→ Only charge the cargo bike battery. Other batteries can explode and cause injury.

→ Do not replace the mains cable. There is a risk of fire and explosion.

→ Read the information on the charger's rating plate.

→ Connect the charger to a socket that matches the specifications on the rating plate on the charger.

Operating the charger

WARNING

Risk of injury and fire!

Incorrect use of the charger can lead to a short circuit with the risk of fire.

► Do not use the charger if you notice or suspect damage.

► Only use the original charger.

WARNING

Risk of electric shock!

Incorrect handling of electrical current and live components can cause an electric shock.

► Before each use, check whether the charger, mains cable or mains plug are damaged.

► Do not use the charger if you notice or suspect damage.

► Do not use the charger if moisture or humidity has penetrated the charger.

► Only use the charger to charge the original battery.

Only use the charger after you have checked the charger, mains cable and mains plug for damage and have not detected any damage.

The ambient temperature during the charging process must not be below 0 and not above +40 °C.

The optimum ambient temperature during the charging process is between +10 and +25 °C.

The charger has a country-specific mains plug and a charging cable.

Before each charging process, make sure that no metal objects are stuck to the charging cable plug or the charging connection.

1. Connect the charger to the mains cable.
2. Only connect the charger to a properly installed socket using the mains plug.
3. Insert the plug of the charging cable into the charging connection on the battery.
4. Disconnect the mains plug from the socket after each charging process.

Electric motor

Your bike is equipped with either a Shimano or Bafang electric drive system. To ensure that you have all the necessary information for operation and maintenance, the manuals for these systems are supplied separately with your bike.

The cargo bike's electric drive consists of several individual components:

- Motor
- Rechargeable battery
- Control unit/board computer

Detailed operating instructions can be found under the following QR codes:

SHIMANO STEPS EP600

https://mail.azor.nl/azor/azor/download/Manuals/ShimanoEp6.pdf

BAFANG front motor H400

https://mail.azor.nl/azor/azor/download/Manuals/Bafang-Voorwielmotor.pdf

BAFANG mid-motor M400

https://mail.azor.nl/azor/azor/download/Manuals/Bafang-Middenmotor.pdf

BAFANG rechargeable battery BT C01.XXX.UC

https://mail.azor.nl/azor/azor/download/Manuals/Bafang-Batterij.pdf

→ Familiarise yourself with the features of your cargo bike, even if you already have some experience with electrically assisted bikes.

→ Test the various assistance levels and the different load conditions of the cargo bike away from road traffic until you feel confident in handling the cargo bike.

Control unit and board computer

WARNING

Risk of accident and injury!

If you do not pay attention to the road and traffic, you endanger yourself and other road users.

- ► Do not use your smartphone while riding.
- ► When reading the display while riding, prioritise keeping an eye on road traffic.
- ► Stop for settings on the control unit or to read long information.
- ► Adapt your riding style and speed to the weather and road conditions.

Detailed operating instructions can be found under the following QR codes:

SHIMANO E6100

https://mail.azor.nl/azor/azor/download/Manuals/Shimano-Steps.pdf

BAFANG DP C11.CAN

https://mail.azor.nl/azor/azor/download/Manuals/Bafang-Display.pdf

Brakes

WARNING

A cargo bike, especially when fully loaded, has a longer braking distance than a standard bike.

Risk of accident and injury!

► Take the longer braking distance into account when riding the cargo bike.

WARNING

In wet conditions, the effectiveness of the brakes may decrease and the braking distance may increase.

Risk of accident and injury!

► Adapt your riding style and speed to the weather and road conditions.

WARNING

Actuating only the front wheel brake may cause you to somersault over the handlebar.

Risk of accident and injury!

► Always use the brake lever for the front wheel with care when travelling at high speeds.

► Adjust the braking force of the brakes to the riding situation.

► Always apply both brakes simultaneously when braking.

WARNING

If the rear wheel locks up, it may cause you to have an accident.

Risk of accident and injury!

► Use the rear wheel brake carefully when cornering.

WARNING

Incorrect brake pads may decrease or excessively enhance the braking performance or even cause the brake to fail.

Risk of accident and injury!

► Always replace brake components with original replacement parts.

All models of the cargo bike are equipped with both a front and a rear braking system. The trike model also has a parking brake to increase stability and safety when stationary. The type of brake system installed depends on the model. However, the way these systems work is the same for all models, so that all users are guaranteed consistent and safe braking behaviour.

Depending on the model, your cargo bike is equipped with disc brakes or rim brakes that act independently on the front and rear wheels.

→ For shorter braking distances, apply both brakes evenly.

Parking brake

When loading and unloading children or objects into and out of the cargo trike, the parking brake must always be applied. This precautionary measure is necessary to prevent the cargo bike from rolling away unintentionally.

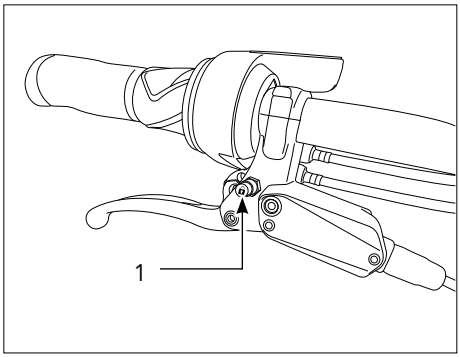


Fig. Parking brake on the handlebars

1 Parking brake

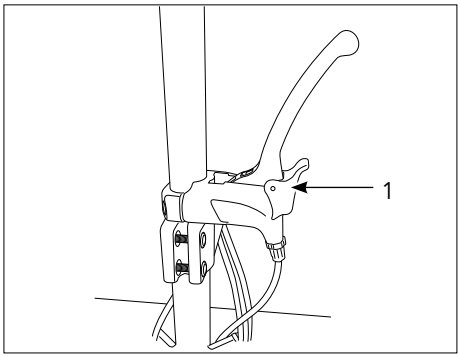


Fig. Parking brake on the handlebar pole

1 Parking brake

Inspecting the brakes

Carry out the following steps on the front and rear brakes:

1. Check whether the brake lever is secured to the handlebar in such a way that it cannot be turned.
   → If you notice loose screw connections, ask your bicycle dealer to tighten them.
2. Press the brake lever all the way down and check whether the gap remaining between the brake lever and grip is at least 1 cm.
   → If the gap is less than 1 cm, have your bicycle dealer adjust the braking system.
3. Check the wear on the brake pads.
   → If in any doubt, ask your bicycle dealer to show you how to inspect signs of wear.
4. Check whether the front or rear wheel locks up when the respective brake lever is pressed.
   → If you notice a reduced braking force, have your bicycle dealer adjust the braking system.

Disc brake

WARNING

Wear can cause the disc brake to fail.

Risk of accident and injury!

► Have the disc brake checked by a bicycle dealer at least once a year or after 1000 km.

CAUTION

Making contact with hot brake discs can cause burns.

Risk of injury!

► Allow brake discs to cool before touching them.

NOTE

Brake pads may vitrify if used continuously for prolonged periods.

Risk of damage!

► When travelling down long descents, brake intermittently with greater force, if safe to do so.

NOTE

The brake may be damaged when the front or rear wheel is removed.

Risk of damage!

► The front or rear wheel should always be removed or fitted by a bicycle dealer.

NOTE

Braking fully with newly fitted brake pads will cause the pads to vitrify.

Risk of damage!

► Wear in new disc brakes in a safe place away from the road.

Basics

→ Check the disc brake regularly for wear and ensure it functions properly.

→ Remove any dirt from the disc brake components and brake rotor immediately using a slightly damp cloth.

→ If you have disc brakes, clean the brake rotors regularly with brake cleaner or warm water.

The brake pad and brake rotor slowly wear when the disc brake is used.

If the disc brake is fitted with a cable, the brake cable will also wear.

If the disc brake is hydraulic, the brake fluid will also degrade over time.

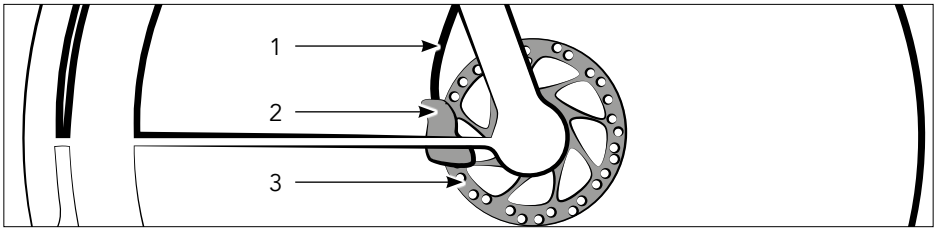


Fig. Hydraulic disc brake (example)

1 Hydraulic line
2 Caliper
3 Brake rotor

Ask a bicycle dealer about devices for checking the wear on the brake linings. Depending on your brake type, this may be the transport lock, for example.

→ Carry out the following steps on the front and rear wheel brakes.

1. Check whether the brake pads move evenly and symmetrically towards and away from the brake rotor when the brake lever is pulled and released.
   → If you can move the brake rotor or the brake pads in an uneven fashion, have the brakes checked by your bicycle dealer.
2. Pull the brake lever and check whether brake fluid escapes from the lines, connections or brake linings.
   → Do not use the cargo bike if there is leaking fluid.
   → Have a bicycle dealer replace the disc brake.

If the brake pads are new or the brake pads or brake rotor have been replaced, the disc brakes have to be worn in.

→ To do so, please observe the manufacturer's instructions or ask a bicycle dealer.
   → If the disc brakes do not work sufficiently after braking, or if you hear unusual noises when braking, have your bicycle dealer inspect the disc brakes.

Operating the disc brake

The rear wheel locks up earlier than the front wheel when the same braking force is applied.

The front and rear wheel on your cargo bike are fitted with different types of brake, depending on the model.

→ To brake, pull the brake lever towards the handlebar using your fingers.

→ Regulate the braking action by increasing or decreasing the force with which you pull the brake lever.

To release the disc brake, let the brake lever go.

For shorter braking distances, apply both brakes evenly.

Adjusting the disc brake

WARNING

Incorrectly adjusted brakes can reduce the braking performance or cause the brakes to fail.

Risk of accident and injury!

- ► Always have the brakes adjusted by a bicycle dealer.
- ► If required, ask a bicycle dealer to explain the brake adjustment process.

If you do not have the necessary know-how and tools to adjust the disc brake, have your bicycle dealer perform the adjustments.

Replacing the brake pads

WARNING

If the wrong brake pads are installed or the pads are installed incorrectly, they may cause a functional impairment, such as disc brake failure.

Risk of accident and injury!

- ► Always use original brake pads designed specifically for disc brakes.
- ► Always seek professional advice when purchasing brake pads.
- ► Have a bicycle dealer replace the brake pads.

→ Check if the brake pads are worn.
If the thickness of the brake pads is less than 1 mm, they must be replaced.

→ Have a bicycle dealer replace the brake pads.

Rim brake

WARNING

Wear can cause the rim to break.

Risk of accident and injury!

► Have the rims checked by a bicycle dealer at least once a year or after 1000 km.

When the brake lever on a mechanical rim brake is pressed, the brake cable pulls the brake arms together and the brake pads are pushed against the rim.

When the brake lever on a hydraulic rim brake is pressed, the brake pistons in the braking unit are pushed outwards by oil pressure and the brake blocks are pressed onto the rim.

If you do not have the necessary know-how and tools to adjust the rim brake, have your bicycle dealer perform the adjustments.

Rim brake with quick-release fastener

WARNING

An open quick-release fastener can cause the rim brake to fail.

Risk of accident and injury!

► Make sure that the quick-release fastener is closed.

The quick-release fastener lever on a rim brake allows you to quickly remove and refit the wheels.

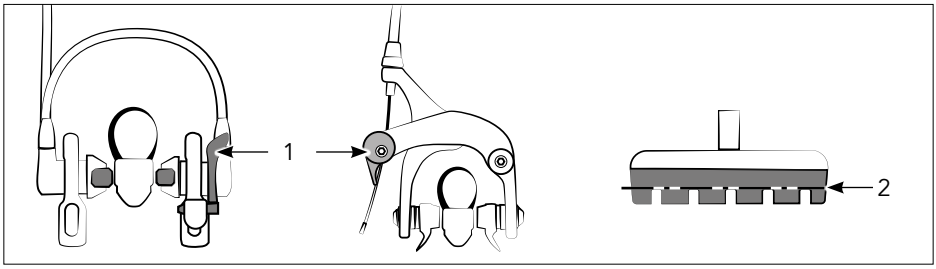


Fig. Rim brake

1 Quick-release fastener lever

2 Wear limit

Basics

The brake pads and rim slowly wear when the rim brake is used. If the rim brake is fitted with a cable, the brake cable will also wear. If the rim brake is hydraulic, the brake fluid will also degrade over time.

In order to ensure that the rim brake remains fully operational at all times, follow the maintenance instructions below.

→ Remove any dirt from the rim brake components and rim immediately using a slightly damp cloth.

→ Check that all the screws on the braking system are securely seated.

→ Check whether the brake lever is secured to the handlebar in such a way that it cannot be turned.

→ If you notice loose screw connections, ask your bicycle dealer to tighten them, taking the torque into consideration.

→ Repeatedly pull the brake lever and check whether the brake cable is stuck or whether you can hear scratching noises, or whether brake fluid is leaking from the lines, connections or brake linings.

→ Check for damage to the brake cable casing or torn filaments (visual check).

  → Do not use the cargo bike if the brake cable is faulty or there is leaking fluid.

  → Press the brake lever all the way down and check whether the gap remaining between the brake lever and grip is at least 1 cm.

→ If the gap is less than 1 cm, have a bicycle dealer adjust the rim brake.

→ Check that the cargo bike wheels are locked when the rim brake is applied.

  → If you notice a reduced braking force, have your bicycle dealer adjust the braking system.

→ Listen for unusual noises when operating the rim brake.

  → If you hear any unusual noises, have a bicycle dealer check the braking system.

Checking the brake pads

→ Check whether the brake pads have reached their wear limit.

  → If in doubt, ask a bicycle dealer to check the wear limit of the brake pads.

The brake pads must be replaced before they reach their wear limit.

Have a bicycle dealer replace the brake pads and then adjust the braking system.

Ask a bicycle dealer to explain the wear limit of the rim brake.

→ Press the brake lever all the way down and check whether the gap remaining between the brake lever and grip is at least 1 cm.
  → If the gap is less than 1 cm, have the braking system adjusted by a bicycle dealer.
→ Check whether the brake blocks wear evenly on both sides of the rim (visual inspection).
  → If the brake pads wear unevenly or at an angle, have the braking system checked by a bicycle dealer.
→ Check the brake pads for damage and heavy soiling (visual inspection).
  → Clean the brake pads if they are extremely dirty.
  → Have damaged brake pads replaced by a bicycle dealer.
→ Check whether the brake blocks rub centrally on the side of the rim.
  → The brake blocks should be positioned in such a way that they follow the curvature of the rim as closely as possible.
→ Check whether it is possible to twist the brake blocks.
  → If you are able to twist the brake blocks, have them adjusted by a bicycle dealer.
→ Check whether the brake blocks move evenly and symmetrically towards and away from the rim when the brake lever is pulled and released (visual inspection).
  → If the brake blocks move unevenly, have the braking system checked by a bicycle dealer.

Operating the rim brakes

The rear wheel locks up earlier than the front wheel when the same braking force is applied.

The front and rear wheel on your cargo bike are fitted with different types of brake, depending on the model.

→ To brake, pull the brake lever towards the handlebar using your fingers.
→ Regulate the braking action by increasing or decreasing the force with which you pull the brake lever.
→ To stop braking, simply release the brake lever.

For shorter braking distances, apply both rim brakes evenly or use the hand and coaster brake.

Adjusting the rim brakes

WARNING

An incorrectly adjusted braking system may reduce the braking performance.

Risk of accident and injury!

► The braking system must always be adjusted by a bicycle dealer.

Adjusting the grip reach

The brake lever can be moved closer to the grip by adjusting the grip reach.

→ Adjust the brake lever to a position where it is easy to operate it while you are riding and without removing your hand from the handlebar.

The tension of the brake cable changes when the grip reach is adjusted.

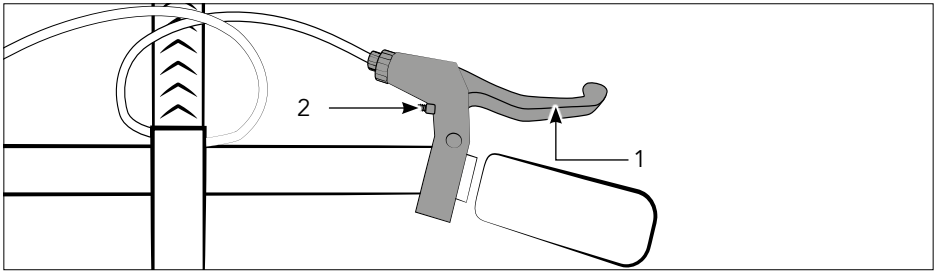


Fig. Adjusting the brake lever

1 Brake lever
2 Adjusting screw

1. Screw in the adjusting screw until you are able to operate the brake lever safely (see Fig. 'Adjusting the brake lever').

The adjusting screw will be a crosshead or hex screw, depending on the model.

2. Adjust the tension of the brake cable.

Adjusting the brake cable

If the distance between the left and right brake blocks and the rim varies by more than 1 mm, your bicycle dealer must restore the braking system to its initial set-up before the brake cable can be adjusted.

1. Unscrew the lock nut one or two revolutions in an anti-clockwise direction (see Fig. 'Adjusting the brake cable').
2. Screw the knurled nut clockwise or anti-clockwise until the distance between the brake blocks and the rim is 1 to 2 mm on both sides (see Fig. 'Mechanical rim brake').
   → Pull the brake cable away from the knurled nut slightly so that the knurled nut is easier to turn.
3. Unscrew the knurled nuts a maximum of five revolutions.
   → If you are unable to adjust the brake blocks, have the braking system checked by a bicycle dealer.

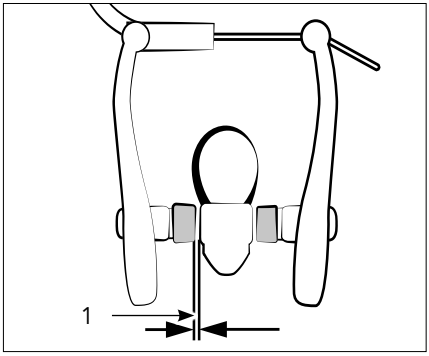


Fig. Mechanical rim brake
1 Gap

4. Pull the brake lever towards the grip and check whether the gap between the brake lever and grip is at least 1 cm.
5. Turn the lock nut in a clockwise direction and tighten with appropriate force.

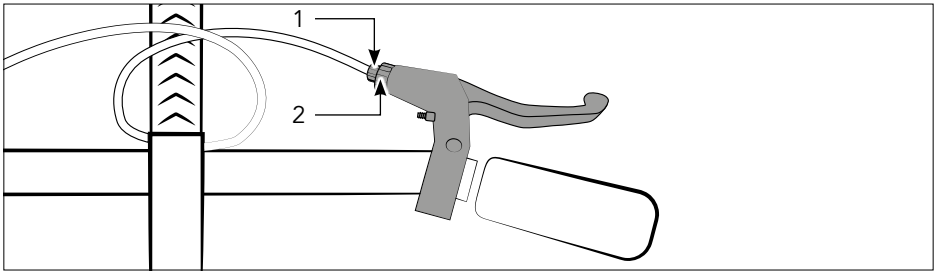


Fig. Adjusting the brake cable
1 Knurled nut
2 Lock nut

Drives

Cargo bikes are powered manually as well as with the help of a motor. The pedal drive transmits the muscle power exerted while pedalling to the chain (chain drive) or belt (belt drive), which in turn moves the rear wheel, thus driving, i.e. propelling the cargo bike.

→ Refer to the following sections 'Chain Drive' or 'Belt Drive' for information on the type of drive your particular model of cargo bike has and follow the safety and maintenance information.

Checking the chain drive

→ Have a bicycle dealer replace the cog or chain wheel if you find individual teeth are dangerously pointed (so-called shark teeth).

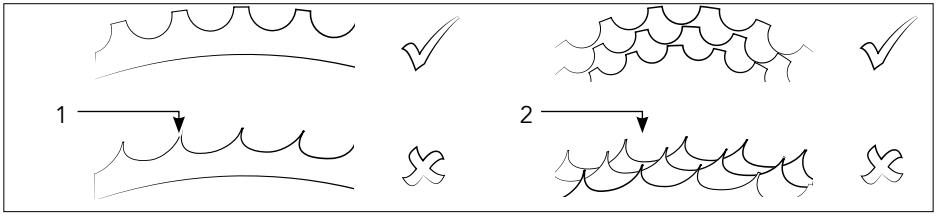


Fig. Wear

1 Chain wheel wear

2 Cog wear

Checking the belt drive

→ Visit a bicycle dealer to have the belt replaced if you find any signs of wear such as pointed teeth, cracks or missing teeth on the belt.

→ Have a bicycle dealer replace the cog if you find individual teeth are dangerously pointed (so-called shark teeth).

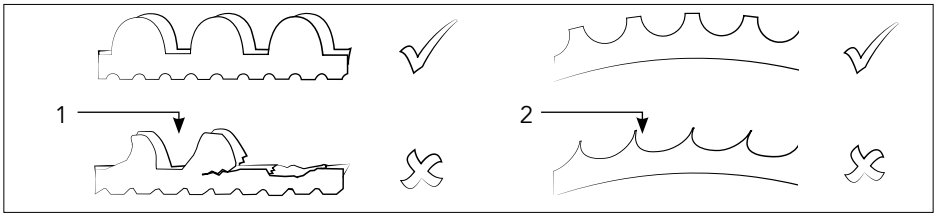


Fig. Wear

1 Belt wear

2 Cog wear

Gear shifting system

The rider can use the gearshift system to adapt the drive to generate the power required for the route conditions and speed.
Components of the gearshift system include the shiftable gears and the corresponding controls.

The cargo bike is equipped with Shimano gears. The Di2 system works with shift commands that are transmitted via cable. A central battery supplies the system with energy, while a distribution box manages and controls the commands and settings.

Observe the following information to avoid premature wear:

→ Do not turn the pedals with too much force while shifting gear.
When changing gear, it is important to do so while pedalling, but without exerting excessive pressure on the pedals. Excessive shifting can cause damage to the gear lever and rear derailleur of the bicycle.

→ Shift into the required gear in good time before uphill inclines.

→ Regularly check all the components of the gear shifting system as described in the corresponding section for your specific gear shifting system.

→ See your bicycle dealer if components show signs of damage, you hear unusual noises while shifting gear or you cannot shift all gears properly.

Lighting

Basics

Cargo bikes designed for road use must be fitted with the following lighting components:

- Headlamp,
- Tail lamp,
- Reflectors on the pedals,
- Side reflectors or light strips on the front and rear wheels,
- White front reflector,
- Red rear reflector (see Fig. 'Lighting equipment').

→ Ensure that all lighting components meet national and regional requirements.

In many countries, the specified lighting components must also be fitted to the cargo bikes and be operational, even if the cargo bike is only used on the roads during the day (during daylight hours).

The LEDs in the headlamps and tail lamps cannot be replaced. When the LEDs reach the end of their useful life, the relevant lighting components must be replaced.

→ Have any faulty lamps replaced by a bicycle dealer.

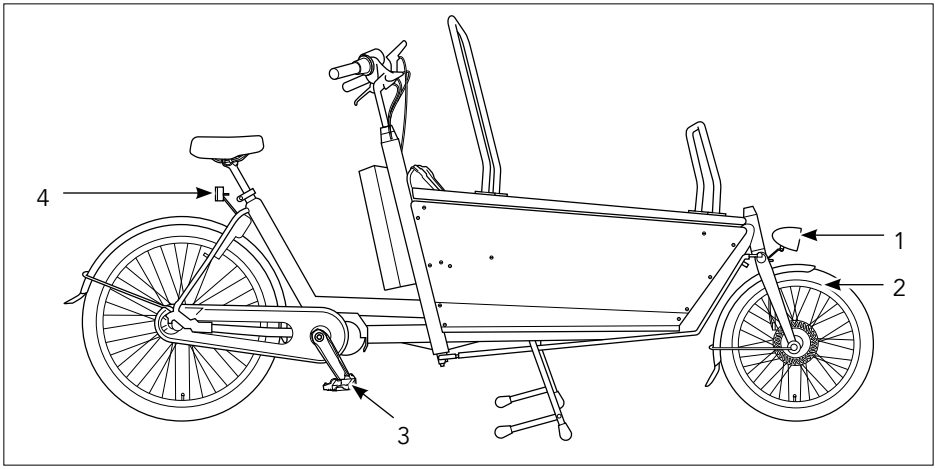


Fig. Lighting equipment

1 Headlamp with rear reflector (white)
2 Light strip (white)
3 Reflector on pedal (yellow)
4 Tail lamp with reflector (red)

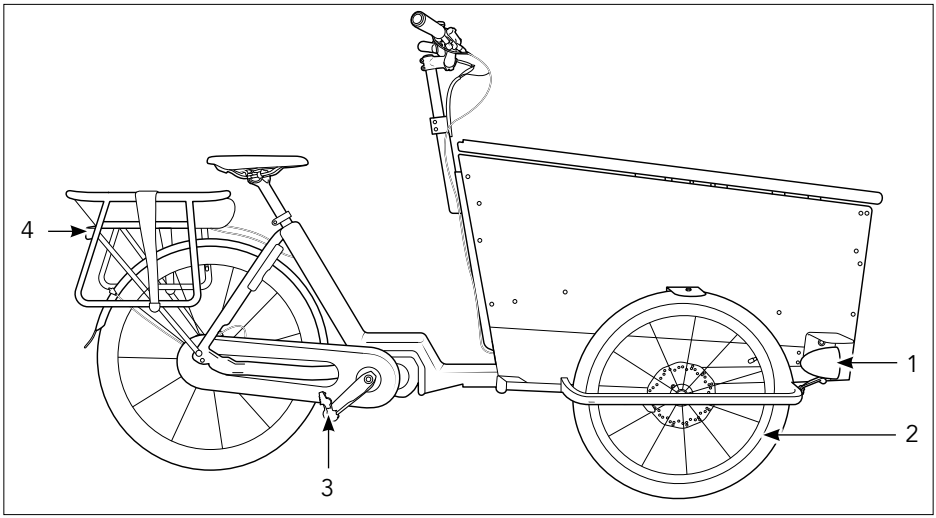


Fig. Lighting equipment

1 Headlamp with rear reflector (white)
2 Light strip (white)
3 Reflector on pedal (yellow)
4 Tail lamp with reflector (red)

The headlamp is located on the front forks/right next to the transport basket.
The tail lamp is located on the rear fork/rack.

The tail lamp automatically turns on when the headlamp is switched on.

Operating the lighting

WARNING

If your lamps are not fitted or generate insufficient light, other road users may not be able to see you and you may not be able to see any unevenness or obstacles in the road.

Risk of accident and injury!

► Always switch on the lights in conditions of poor visibility (e.g. at dusk) and when it is dark.

WARNING

Turning your lights on while riding may distract you from the road.
Risk of accident and injury!

► Always stop before turning on your lamps.

The lighting can be switched on at the control unit.

Illumination

WARNING

If the light range is set incorrectly, you may dazzle oncoming road users.

Risk of accident!

► Regularly check whether the light range is set correctly.

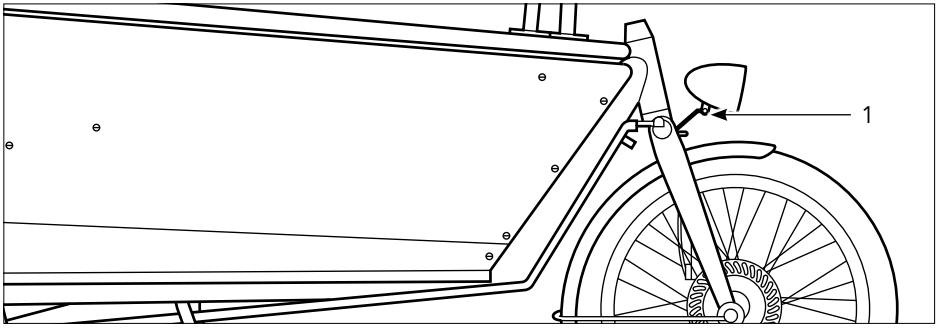


Fig. Adjusting screw

1 Screw

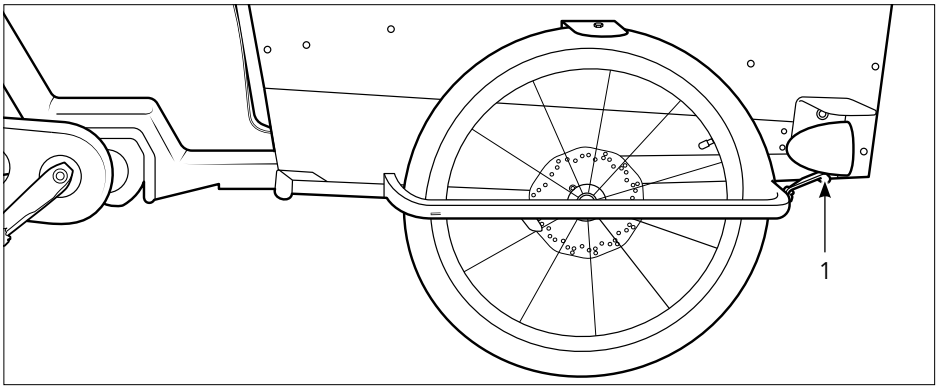


Fig. Adjusting screw

1 Screw

The headlamp must be aligned in such a way that the cone of light emitted is halfway up the headlamp at a distance of 5 metres.

1. Switch on the headlamp to check the direction of the emitted light beam.
2. Loosen the screw a few turns anti-clockwise.
3. Align the headlamp correctly.
4. Firmly attach the headlamp by turning the screw clockwise to tighten.

Wheels and tyres

Basics

The front and rear wheels consist of the hub, spokes, rim and the tyre running on the rim with the inner tube inserted.

→ After breaking in your bicycle (after cycling 500 km or 3 months at the latest, whichever occurs first), have a bicycle dealer inspect the front and rear wheels and re-centre them, if required.

→ After breaking in your bicycle, check the front and rear wheels regularly for damage and correct alignment.

Rims

The rims on some models have recesses that allow you to determine how worn they are.

→ Run your fingernail or a toothpick over the recess.

  → If you cannot or can only just feel the recess, do not use the cargo bike. The rim must be replaced by a bicycle dealer.

→ Check the rims for cracks and damage at regular intervals.

→ If the rims are made from composite material, have a bicycle dealer assess how worn they are.

→ Have damaged rims replaced immediately. Consult a bicycle dealer.

Especially with hollow section rims and rims made of composite materials and aluminium, damage can occur that is not visible.

Spokes

→ Ensure that the tension of the spokes is identical by carefully pressing two individual spokes together.

→ If you discover that individual spokes have loosened, have a bicycle dealer tighten the spokes.

Tyres and valves

Basics

CAUTION

Dirty or missing reflectors will make it more difficult for other road users to see you.

Risk of accident and injury!

► Keep your reflectors clean and replace missing or worn reflectors immediately.

CAUTION

Damaged tyres may burst while you are riding.

Risk of accident and injury!

► Regularly check whether your tyres are damaged or heavily worn.

NOTE

If the size of the tyres fitted to your bicycle is different to that of the original tyres, components may be damaged.

Risk of damage!

► If you have any questions or are unsure about the tyre size, consult a bicycle dealer.

→ Make sure that the tyres do not have cracks or damage caused by foreign objects.

→ Check the tread wear and make sure that the tyres are not too heavily worn.

→ If the tyres are cracked or damaged, or the tread is very worn, consult a bicycle dealer.

Valves

Your cargo bike uses the lightning valve (Dunlop), which is secured with a union nut.

1. Turn the top knurled nut anti-clockwise to release air from the tyre.
2. If you wish to change the valve insert, unscrew the top knurled nut completely.
3. To close the valve, turn the top knurled nut clockwise as far as it can go.

Tyre inflation pressure

WARNING

If the tyre pressure is too high, the inner tube may burst or the rim may break while you are riding. If the tyre pressure is too low, the inner tube may be damaged.

Risk of accident and injury!

► Observe the maximum and minimum tyre pressure specifications.

► Use a bicycle pump with a pressure gauge.

Observe the maximum tyre inflation pressure defined by the lower of the two values specified on the rim or tyre wall.

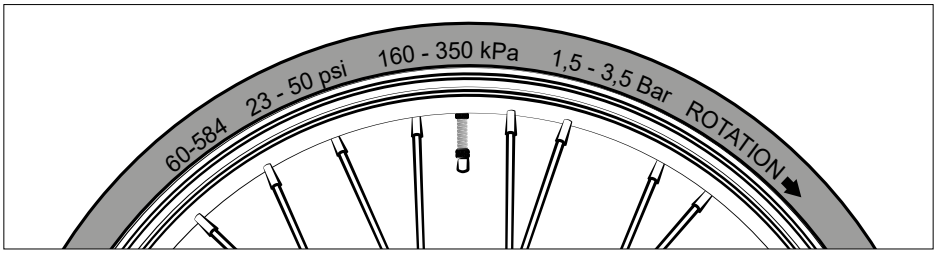


Fig. Imprint on the tyre wall (example)

→ Regularly check whether the tyre inflation pressure is within the specified range and adapted perfectly to the rider and intended use.

→ Observe the minimum and maximum tyre inflation pressure specifications.

→ Fill the tyre with air

- at least up to the specified lower limit but
- not more than the specified upper limit.

→ Use a bicycle pump with a pressure gauge to monitor the tyre pressure during the inflation process.

Adjustments

The tyre pressure influences the roll resistance and suspension of the cargo bike.

1. Make sure your bicycle pump has a valve connector or adapter that is compatible with your valve.
2. Remove the protective valve from the valve.
3. Check the tyre pressure using a pressure gauge or a bicycle pump fitted with a pressure gauge.
4. Increase or reduce the tyre pressure as required by inflating or releasing air from the tyre.
5. Close off the valve using the protective cap you removed previously.
6. After adjusting the tyre pressure, ensure that the lower knurled nut on the valve is seated correctly and securely. If necessary, securely tighten the knurled nut by turning it clockwise towards the rim.

Other components

Handlebar

The handlebar is an essential element for controlling the direction of the cargo bike and incorporates operating elements such as the brake lever.

A handlebar stem with outer clamping or inner clamping will be fitted to your cargo bike, depending on the model.

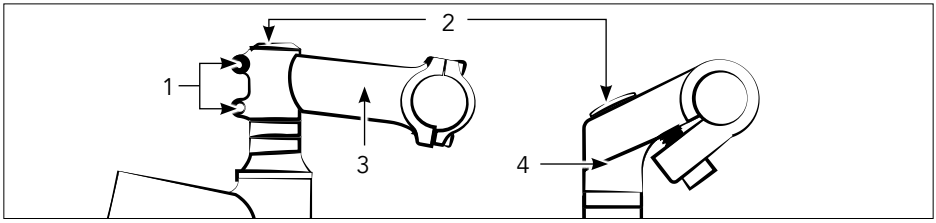


Fig. Handlebar stems (example)

1 Screws
2 Cap
3 Handlebar stem with outer clamping
4 Handlebar stem with inner clamping

→ If you wish to adjust the angle of the handlebar on your model of bicycle and have related questions, please consult a bicycle dealer.

Adjustments: Handlebar height

WARNING

Risk of accident and injury!

Incorrectly performed adjustments may affect the function and safety of the pedelec components.

► Observe the torque values.

► Observe the minimum insertion depth of the handlebar stem.

→ Contact a bicycle dealer to have the handlebar height adjusted on the handlebar stem with external and internal clamping.

Adjustments: Handlebar position

NOTE

Risk of damage!

If you adjust the handlebar stem with outer clamping incorrectly, the steering head bearing may be damaged.

► Tighten the top screw on the handlebar stem with outer clamping until the steering head bearing is free of play but the bearing and handlebar can move freely at the same time.

→ Contact a bicycle dealer to have the handlebar direction adjusted on the handlebar stem with outer and inner clamps.

Adjusting the steering head bearing

→ Contact a bicycle dealer to have the steering head bearing adjusted.

Saddle

Basics

The saddle is used as a seat by the rider.

The intended use, personal preferences and physical attributes of the rider should be taken into consideration when choosing a saddle shape.

Adjusting the saddle

When the saddle is in the perfect position, riders should be able to assume a comfortable seating position, easily reach all operating elements on the handlebar and put their feet on the ground to support themselves.

Saddle: For optimum safety and structural integrity of the bike, it is important that approximately one third of the seat post is inserted into the seat tube. This ensures adequate support and prevents overstretching. A maximum insertion line is also marked on the seat post, which must never be exceeded.

Saddle height

WARNING

If the saddle height is adjusted incorrectly, it may affect the function and safety of the seatpost.

Risk of accident and injury!

► Observe the minimum insertion depth of the seatpost.

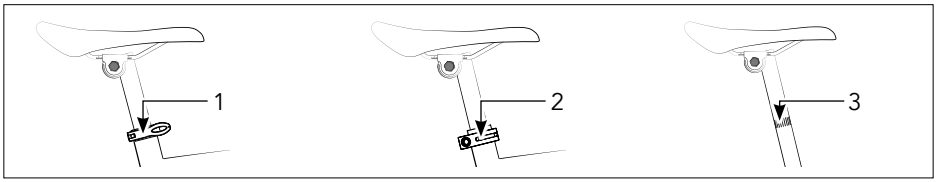


Fig. Seatpost clamp (example)

1 Quick-release 2 Clamping screw 3 Marking

1. Hold the saddle in position with one hand.
2. Use the other hand to loosen the seatpost clamp as follows:
   - Open the quick-release (1).
   - Turn the clamping screw (2) on the seatpost clamp in an anti-clockwise direction (see Fig. 'Seatpost clamp').
3. Slide the saddle up or down. Please remember that the marking (3) on the seatpost must not be visible (see Fig. 'Seatpost clamp').
4. Position the saddle in a straight line with the frame.

5. Secure in position as follows:
   - Lock the quick-release. Remember that the quick-release lever must rest fully against the seat tube.
   - Turn the screw on the seatpost clamp in a clockwise direction and tighten. Observe the relevant torque values.
6. Make sure that the seatpost is secured in position by sitting on the saddle and bobbing up and down.
7. Make sure that the saddle is secured in position by applying slight pressure in an attempt to turn it.
   → If the saddle is not fixed in position, adjust the quick-release.

Some models are fitted with a height-adjustable seatpost that can be adjusted within a 100 mm range.

8. Press and hold the button of the relevant operating element on the handlebar.
9. Pull the saddle upwards or push down on the saddle to lower it.
10. Release the button to secure the saddle in position.
11. If necessary, also adjust the saddle height using the seatpost clamp.

Pedals

Fitting pedals

→ When fitting the pedals, remember that the right pedal has a right-hand thread and the left pedal has a left-hand thread. Secure both pedals in position by screwing them into the respective crank in the direction of travel and remove both pedals by unscrewing them against the direction of travel.

Luggage rack

Basics

NOTE

Fitting a luggage rack incorrectly may damage pedelec components.

Risk of damage!

► Have your luggage rack fitted by a bicycle dealer.

The luggage rack is designed to transport lightweight baggage during your journey. Your bicycle will be fitted with either a luggage rack with a clamping bracket, a luggage rack with lashing straps or a luggage rack system, depending on the model.

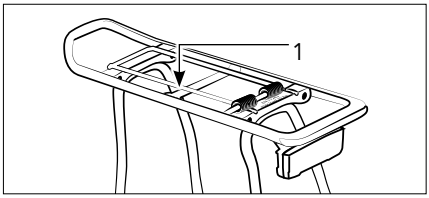


Fig. Luggage rack system

1 Clamping bracket

→ Do not modify the luggage rack as it may affect the stability or overall function of the bicycle.

→ Regularly check that the luggage rack is correctly attached.

→ If you intend to fit a luggage rack to your cargo bike or change your existing luggage rack, always consult a bicycle dealer first.

→ If you are fitting a luggage rack for the first time or changing the luggage rack on your cargo bike, always use luggage racks that meet the provisions outlined in DIN EN ISO 11243.

→ Consult a bicycle dealer for more information on fitting a luggage rack.

→ Ask a bicycle dealer to explain the special characteristics of luggage rack systems.

→ Only load the luggage rack according to the manufacturer's information on loading your rack correctly.

Maximum load

NOTE

Overloading the luggage rack may damage components.

Risk of damage!

► When loading the luggage rack, take into consideration the maximum load of the luggage rack and the maximum total weight of the cargo bike.

Maximum load of the luggage rack

- Rear luggage rack: 25 kg
- Front luggage rack: 12 kg

Depending on the model, the maximum load of some front luggage racks may be 7 kg.

→ Observe the maximum load specification printed on the luggage rack (see Fig.: 'Maximum load of some front luggage racks').

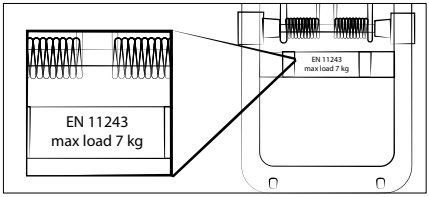


Fig. Maximum load of some front luggage racks

Using your luggage rack

WARNING

Loading your cargo bike incorrectly may affect the functions and safety of the cargo bike.

Risk of accident and injury!

- ► Do not attach items of luggage (bags or similar) to the handlebar.
- ► Secure your luggage to the luggage rack to prevent it from slipping or falling off.
- ► Always use undamaged lashing straps or equipment.
- ► Ensure that there are no loose straps that could get caught in any of the wheels.
- ► Use proper bicycle bags from specialist retail outlets.
- ► Keep in mind that the load may alter the behaviour of the bicycle.
- ► Position the luggage with the centre of gravity in the middle.

CAUTION

If lashing straps or clamping brackets are released suddenly, your fingers may be trapped or you may be struck by rebounding straps.

Risk of injury!

- ► Handle lashing straps and clamping brackets with care and hold securely when fastening and unfastening the load.

Luggage

- → Note that luggage can only be carried safely on a luggage rack.
- → When loading your cargo bike, make sure that the reflectors and lights remain clearly visible.
- → While riding, keep in mind that your bicycle is carrying extra weight and may behave differently. You can expect longer braking distances and different steering behaviour.
- → Secure the luggage to the luggage rack using lashing straps or similar equipment to prevent it from slipping or falling off.
- → Position heavy luggage with the centre of gravity at the lowest point possible, e.g. in panniers.
- → Always make sure that the lashing straps or ropes used to secure loads cannot become caught in moving parts such as the rotating rear wheel or the crank.

Bell

→ If your bell does not make a clearly audible sound, have it replaced by a bicycle dealer.

Kickstand

CAUTION

Incorrect use of the bike stand on uneven ground can cause the bike to tip over.

Risk of falling over and injury!

► Please ensure that the cargo bike is standing on a level surface.

→ When you wish to use your cargo bike, hold it steady and lift up the kickstand using your foot, for example.

→ When you wish to park your cargo bike upright, hold it steady and push down the kickstand.

→ Shift the weight of the cargo bike so that it is held by the stand and the front wheel is raised off the ground.
This is crucial for the balance of the bike and to ensure that it stands upright.

→ Once you are sure that the cargo bike is standing steadily and will not fall over, you can let go.

Extendable footrest

The extendable footrest makes it easier to get in and out of the rickshaw.

It is held in place by a magnetic mechanism.

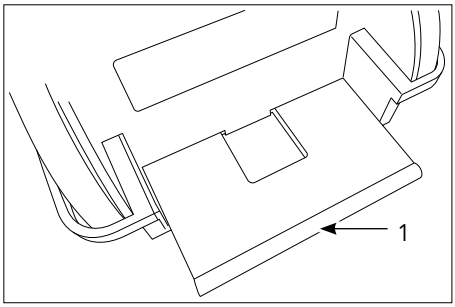


Fig. Luggage rack system

1 Clamping bracket

Storage and disposal

This section contains information on how to store and dispose of your cargo bike and rechargeable battery safely.

Storing the cargo bike

If you do not use the cargo bike for a prolonged period, proceed with storage as described below:

→ Store the cargo bike in a dry room protected from freezing temperatures and significant fluctuations in temperature.

→ Hang a stored cargo bike by the frame to prevent the tyres from deforming.

→ Clean the cargo bike before placing it into storage.

→ If the cargo bike is fitted with a derailleur gear, change to the small chainwheel at the front and the smallest sprocket at the rear to relieve the cables as much as possible.

Cleaning the cargo bike

In the interests of your own safety, please note the following safety information:

CAUTION

Moving parts on the cargo bike can trap or pinch body parts.

Risk of injury!

► Secure moving parts, if possible.

► Wear protective gloves.

NOTE

Using unsuitable cleaning products can result in material damage.

Risk of damage!

► Do not use aggressive cleaning products.

► Do not use sharp, angular or metal cleaning tools.

► Do not use powerful water jets or high-pressure cleaners.

→ You will need the following items to clean the bicycle:

- Clean cloths
- Mild, tepid soap suds
- Sponge or soft brush
- Cleaning products and preserving agents

→ If necessary, consult a bicycle dealer for advice on suitable cleaning products and preserving agents.

→ Clean the cargo bike regularly, even if only slightly soiled.

→ Wipe down all surfaces and components using a sponge moistened with mild soap suds.

→ After cleaning, wipe all surfaces and components dry.

→ Ensure that the battery contacts are dry at all times to avoid short-circuiting the battery when inserting it.

→ Preserve all painted and metal surfaces on the frame at least every six months.

→ Colours may fade due to UV irradiation and other environmental conditions.

→ If the bicycle is fitted with rim brakes, do not preserve the rims. Likewise, if the bicycle is fitted with disc brakes, do not preserve the brake rotors.

→ Read and follow the instructions for cleaning individual components included in the manufacturer's information.

Disposal

Familiarise yourself with all disposal symbols displayed on packaging, the rechargeable battery as well as the charger (see Section „Signs and symbols" on page 22).

Disposing of packaging

→ Dispose of the packaging according to material type. Dispose of card and cardboard in your paper container and films in your plastic recyclables container.

Disposing of the cargo bike

The symbol with the crossed-out dustbin means that electrical and electronic appliances must not be disposed of with household waste. Consumers are legally obliged to dispose of electrical and electronic appliances separately from unsorted municipal waste at the end of their service life. This ensures that recycling is environmentally friendly and conserves resources.

Batteries and accumulators that are not firmly enclosed in the electrical or electronic appliance and can be removed without destroying them must be separated from the appliance before it is handed in at a collection point and disposed of in a designated disposal facility. The same applies to lamps that can be removed from the appliance without causing damage.

Owners of electrical and electronic appliances from private households can hand them in at the collection points of the public waste disposal organisations or at the collection points set up by the manufacturers or distributors in accordance with the ElektroG. The disposal of old appliances is free of charge.

Retailers with a sales area of at least 400 square metres for electrical and electronic appliances are obliged to take back appliances. The same applies to food retailers with a total sales area of at least 800 m^2 if they sell electrical and electronic equipment on a permanent basis or at least several times a year. Distance sellers with a storage area of at least 400 m^2 for electrical and electronic equipment or a total storage area of at least 800 m^2 are also subject to the take-back obligation. In general, distributors are obliged to guarantee the free take-back of old appliances by providing suitable take-back options within a reasonable distance.

Consumers have the option of returning an old appliance free of charge to a distributor obliged to take it back if they purchase an equivalent new appliance with essentially the same function. This option is also available for deliveries to a private household. In distance selling, the option of free collection when purchasing a new appliance is limited to heat exchangers, display screen devices and large appliances that have at least one outer

edge with a length of more than 50 cm. The distributor must ask the consumer about the intention to return the goods when concluding the purchase contract. Apart from this, consumers can return up to three old appliances of the same type to a distributor's collection centre free of charge, without this being linked to the purchase of a new appliance. However, the edge lengths of the respective devices must not exceed 25 cm.

Electrical and electronic devices used in information and communication technology, such as computers or smartphones, often contain personal data. Consumers are responsible for deleting these before returning the devices.

Consumers are encouraged to take measures to avoid waste. With regard to electrical and electronic appliances, this means extending their service life by repairing defective appliances and selling used appliances in good working order instead of disposing of them.

Disposing of the rechargeable batteries and batteries

The adjacent symbol means that batteries and rechargeable batteries must not be disposed of with household waste.

Consumers are legally obliged to take all batteries and rechargeable batteries, regardless of whether they contain harmful substances*) or not, to a collection point in their municipality/neighbourhood or to a retailer so that they can be disposed of in an environmentally friendly manner and valuable raw materials such as cobalt, nickel or copper can be recovered.

The return of batteries and rechargeable batteries is free of charge.

Some of the possible ingredients such as mercury, cadmium and lead are toxic and endanger the environment if disposed of improperly. Heavy metals, for example, can have harmful effects on humans, animals and plants and can accumulate in the environment and in the food chain and then enter the body indirectly via food.

There is a high risk of fire with used batteries containing lithium. Particular attention must therefore be paid to the proper disposal of used batteries and accumulators containing lithium. Incorrect disposal can also lead to internal and external short circuits due to thermal effects (heat) or mechanical damage. A short circuit can lead to a fire or explosion and have serious consequences for people and the environment. Therefore, tape the terminals of lithium-containing batteries and rechargeable batteries before disposal to prevent an external short circuit.

Batteries and rechargeable batteries that are not permanently installed in the device must be removed and disposed of separately before disposal.

Only dispose of batteries and rechargeable batteries when they are discharged!

If possible, use rechargeable batteries instead of disposable batteries.

Charge your batteries correctly and fully to maximise their service life.

If necessary, discharge them completely with a suitable charger before recharging them.

Always use the correct type of batteries for your devices. Incorrect use can shorten the life of the batteries and possibly have harmful effects.

*) labelled with:

Cd = Cadmium

Hg = Mercury

Pb = Lead

Disposing of lubricants, cleaning agents and care products

Lubricants, cleaning agents and care products should not be disposed of with household rubbish, in sewers or in nature.

→ Read the information on the packaging.

→ Dispose of the lubricants, cleaning agents and care products at a recycling centre or collection point run by your city council or municipality.

Disposing of tyres and inner tubes

Tyres and inner tubes do not qualify as residual or domestic waste.

→ Dispose of tyres and inner tubes at a recycling centre or collection point run by your city council or municipality.

Vibration

Total vibration value to which the upper limbs are subjected:	2.5 m/s²
Highest effective value of the weighted acceleration to which the entire body is subjected:	0.5 m/s²
Measurement uncertainty:	0.5 m/s²

The actual vibration emission value may deviate due to the type of application, as described below:

- condition of the cargo bike and proper maintenance;
- type of material and use of the cargo bike;
- use of the correct accessories and their perfect condition;
- firm hold of the cargo bike by the user;
- road characteristics and surface;
- use of the cargo bike for its intended purpose as described in this user manual.

Inappropriate use of the cargo bike can cause vibration-related illnesses.

Emission sound pressure level

The A-weighted emission sound pressure level at the driver's ears is less than 70 db(A).

Technical data

Maximum number of passengers

WARNING

Exceeding the capacity specified for each model can lead to reduced performance and increased wear of the bike. This can lead to dangerous situations and jeopardise the safety of passengers.

Risk of accident and injury!

► Do not exceed the specified capacity.

CAUTION

The operators are responsible for ensuring that the use complies not only with our guidelines, but also with all applicable local laws in order to guarantee the greatest possible safety and legality of the operation.

Accident and safety hazard!

► Ensure that local laws and regulations concerning the use of cargo bikes are taken into account.

A two-wheeled cargo bike is equipped with two seat belts as standard and offers space for up to two (2) children. However, this capacity can be extended to three (3) children with additional accessories.

The number of children transported in a cargo bike should not exceed the number of seat belts available in the cargo area. In the interest of safety and compliance with design specifications, it is important that users adhere to the following capacity guidelines:

- **Cargo Long and Short (two-wheeled cargo bike):**
  Designed for a maximum of two (2) children.
- **Trike (three-wheeled cargo bike):**
  Designed for a maximum of four (4) children.
- **Trike for day care centres:**
  The daycare centre version is designed for transporting up to six (6) children.
  This model offers an ideal solution for daycare centres and larger families, combining our highest capacity with uncompromising safety and reliability.

Maximum payload

CargoBike Short (short two-wheeled cargo bike)

Unit	Max. weight incl. rider (kg)	Max. volume (litres)	Net weight of cargo bike (kg)
With standard wooden crate	180	210	47
With flight case	180	235	47
With platform/own box*	180	260	43

CargoBike Long (long two-wheeled cargo bike)

Unit	Max. weight incl. rider (kg)	Max. volume (litres)	Net weight of cargo bike (kg)
With standard wooden crate	180	325	52
With flight case	180	350	52
With platform/own box*	180	375	48

CargoBike Specials (two-wheeled cargo bike)

Unit	Max. weight incl. rider (kg)	Max. volume (litres)	Net weight of cargo bike (kg)
With standard wooden crate	180	300	52
With flight case	180	325	52
With platform/own box*	180	375	48

CargoTrike Wide (wide three-wheeled cargo bike)

Unit	Max. weight incl. rider (kg)	Max. volume (litres)	Net weight of cargo bike (kg)
With standard wooden crate	180	450	66
With flight case	180	460	65
With platform/own box*	180	600	66
When equipped with (3x) disc brakes	290	n/a	66

CargoTrike Narrow (narrow three-wheeled cargo bike)

Unit	Max. weight incl. rider (kg)	Max. volume (litres)	Net weight of cargo bike (kg)
With standard wooden crate	180	350	66
With flight case	180	400	65
With platform/own box*	180	550	66
When equipped with (3x) disc brakes	290	n/a	66

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This original instruction manual for your cargo bike meets the requirements and stipulations outlined in standards DIN EN 15194, DIN EN 17860, DIN EN 4210 and DIN EN 82079-1.

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