

User manual

for

Audi electric mountain bike

Audi Genuine Accessories®

Edition 01





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1 General notes

Please read this manual carefully and note the Danger, Warning, Caution, Note and TIP descriptions before using the “Audi electric mountain bike” for the first time.

DANGER

Text with this symbol indicates dangerous situations where a failure to comply will result in death or serious injuries.

WARNING

Text with this symbol indicates dangerous situations where a failure to comply could result in death or serious injuries.

CAUTION

Text with this symbol indicates dangerous situations where a failure to comply could result in minor or moderate injuries.

NOTICE

Text with this symbol indicates situations where a failure to comply could result in damage to the vehicle.

TIP:

Text with this symbol contains important additional information.

AUDI AG and Fantic will not accept any liability in the event of failure to comply with this user manual.



2 Introduction

2.1 Foreword

If you have any questions about how to use or maintain a product, please contact the Audi Customer Experience Center (CXC) 1-800-822-2834.

Keep this manual with the safety information booklet for future reference.

NOTICE

We reserve the right to make technical changes. Make sure that you regularly check whether there is a new version of the user manual that you can use to find answers.

2.2 Country-specific versions

Country	Brakes	Speed indicated in	Speed limit
EUROPE/other countries	front left and rear right	km	25 km/h (15.5 mph)
UNITED KINGDOM	front right and rear left	mi	15.5 mph (25 km/h)
US	front left and rear right	mi	20 mph (32 km/h)
CANADA	front left and rear right	mi	20 mph (32 km/h)
CANARY ISLANDS	front left and rear right	km	25 km/h (15.5 mph)
CHILE	front left and rear right	km	32 km/h (20 mph)
NEW ZEALAND	front left and rear right	km	32 km/h (20 mph)
AUSTRALIA	front right and rear left	km	25 km/h (15.5 mph)
ARGENTINA	front left and rear right	km	32 km/h (20 mph)
ECUADOR	front left and rear right	km	25 km/h (15.5 mph)
GUATEMALA	front left and rear right	km	32 km/h (20 mph)
JAPAN	front left and rear right	km	25 km/h (15.5 mph)
SOUTH AFRICA	front left and rear right	km	25 km/h (15.5 mph)
BRAZIL	front left and rear right	km	32 km/h (20 mph)

2.3 Meaning of "EPAC"

TIP:

EPAC stands for Electrical Power Assisted Cycle. Bikes of this type are often referred to as motorised bikes or pedelecs. An electric bike must comply with the requirements of European Standard EN 15194-2018 and Directive 2006/42/EC (the Machinery Directive) in order to be marked as an EPAC.

If a bike fulfils the specifications of these standards and complies with CPSC 16 CFR 1512 (Requirements For Bicycle) and the underlying requirements, it can be used within the scope of the regulations applying to traditional (non-electric) bikes. In other words, it can be used on bike paths and there is no obligation to wear a helmet, have insurance or display a number plate.

- In order for an electric bike to be classified as an EPAC, it must have an auxiliary electric motor with a maximum continuous rating of 0.25 kW.



- The electric drive must also interrupt the pedal assist mode when the rider stops pedalling. The drive support by the electric motor should be progressively reduced as the speed increases and completely deactivated at the maximum speed of 25 km/h or 32 km/h.

TIP:

Tampering with the functioning of your EPAC bike may be prosecuted and is punishable by law.

Before you can use your EPAC bike on the road, a professional must install all the devices required by the relevant road traffic regulations (front/rear light, bell etc.).

- In some countries, you may need to check that the bike properties correspond with the specific local standards prescribed. Check the relevant requirements before using the bike.

2.4 Safety measures

 DANGER

Failure to follow the safety information and instructions in this manual may result in product failure, accidents and injury, possibly resulting in death.

This user and maintenance manual contains all the information you need to familiarise yourself with your EPAC bike, as well as the key components, underlying technology and helpful tips to make sure that you use your bike correctly and with absolute safety.

Make sure to read the safety information carefully.

Being aware of and observing this information will prevent the risk of accidents involving yourself, other people, animals and objects and help you to use the bike in an environmentally friendly way.

 DANGER

An accident can result in loss of control of the bike, damage to the e-bike or its components, and serious or even fatal injury to the user or other people in the vicinity.

Keep this manual in a safe place for future reference. If the EPAC bike is sold to another person, this user and maintenance manual must also be included.

The documentation (this manual, the safety information booklet, CE declaration of conformity, warranty etc.) is an integral part of the bike and must be retained for its entire life. If the bike is sold or given away, the documentation must be handed over to the new user.

If the manual is lost or damaged, request a new copy from the Audi Customer Experience Center (CXC) 1-800-822-2834.

When you collect your bike, make sure that your Audi dealership has filled in everything on the handover certificate. Make sure that you have received all the documents specified and the handover certificate. If there is something missing, contact your Audi dealership. Do not use the bike until you have received all the documentation and read it carefully.

Always be sure to read and follow all instructions and information that you received with your e-bike and its equipment.

TIP:

If you have any questions about how to care for, maintain or use the product, please contact the Audi Customer Experience Center (CXC) 1-800-822-2834.

AUDI AG and Fantic Motor reserve the right to change this documentation at any time and without prior notice at their own discretion for technical or commercial reasons.



TIP:

This user and maintenance manual provides all the information you need to understand how the e-bike works, its main components and their technology, and how to use the vehicle properly and safely.

2.5 Legal requirements

TIP:

Consult the "roadworthiness table" to check if your bike can be used on the road (this may not be the case if it does not have all the equipment prescribed by the regulations). Contact the Audi Customer Experience Center (CXC) 1-800-822-2834 to arrange for all the required equipment to be added.

Use the bike in accordance with its intended use.

2.6 Correct use

TIP:

The bike covered by this manual is suitable for off-road and/or on-road use, depending on the information in the "roadworthiness table".

⚠ CAUTION

The use of the bike for purposes not intended or specified herein may cause dangerous riding situations, falls and accidents. Short circuits may also occur in the battery pack, with a possible risk of fire.

TIP:

ALWAYS use the bike as described in this user manual, the safety information booklet and any supplementary documentation.

2.7 Non-compliant use

TIP:

Read the instructions in the "Correct use" section of the safety information booklet.

⚠ WARNING

It is strictly forbidden to connect diagnostic or programming devices to the electronic modules of the e-bike (battery, display etc.) or to use them for this purpose. This can lead to dangerous riding situations, falls and accidents.

Local Laws

Regulations related to the use and operation of electric bikes vary based on the country, state/province, county and municipality in which the rider may live. Each jurisdiction may have laws regarding licenses and regulations of electric bikes, where you can ride, minimum rider age, or required equipment, such as helmets. It is the rider's responsibility to know the local regulations that apply to an electric bike and to obey them.

Helmets

Failure to wear a helmet when riding may result in serious injury or death. It's recommended to always wear an approved e-Bike helmet whenever riding this product. Approved helmets in the USA must meet the US Consumer Product Safety Commission standard. Helmets sold in Canada are certified by CSA (Canadian Standards Association), CPSC (Consumer Product Safety Commission), Snell or ASTM (American Society for Testing and Materials).



2.8 Roadworthiness table

Route type	Road surface	Audi electric mountain bike
Public road	Asphalted	not permitted ⁽¹⁾
Non-public road	Asphalted	permitted
Public path	Sand, gravel, earth etc.	not permitted ⁽¹⁾
Non-public path	Sand, gravel, earth etc.	permitted
Off-road	Sand, gravel, earth etc.	permitted
Paved footpath	Simple terrain with slight or moderate gradients, relatively flat	permitted
Unpaved footpath	Terrain with protruding roots, ledges etc.	permitted
Sports park	Suitable terrain for freeride, downhill biking, BMX, dirt jumping	not permitted
Downhill biking	Very steep slopes with jumps configured for this purpose	permitted
Freeride	Sporty and creative use, steep slopes on open terrain	not permitted

⁽¹⁾ Only with additionally installed equipment provided for by law.



3 Description and technical data

3.1 Removing the packaging

The bike is shipped packaged and protected with bubble wrap to provide mechanical and aesthetic integrity. Carefully remove the packaging and dispose of it as required by local regulations.

The test label can be found on the underside of the frame.

⚠ WARNING

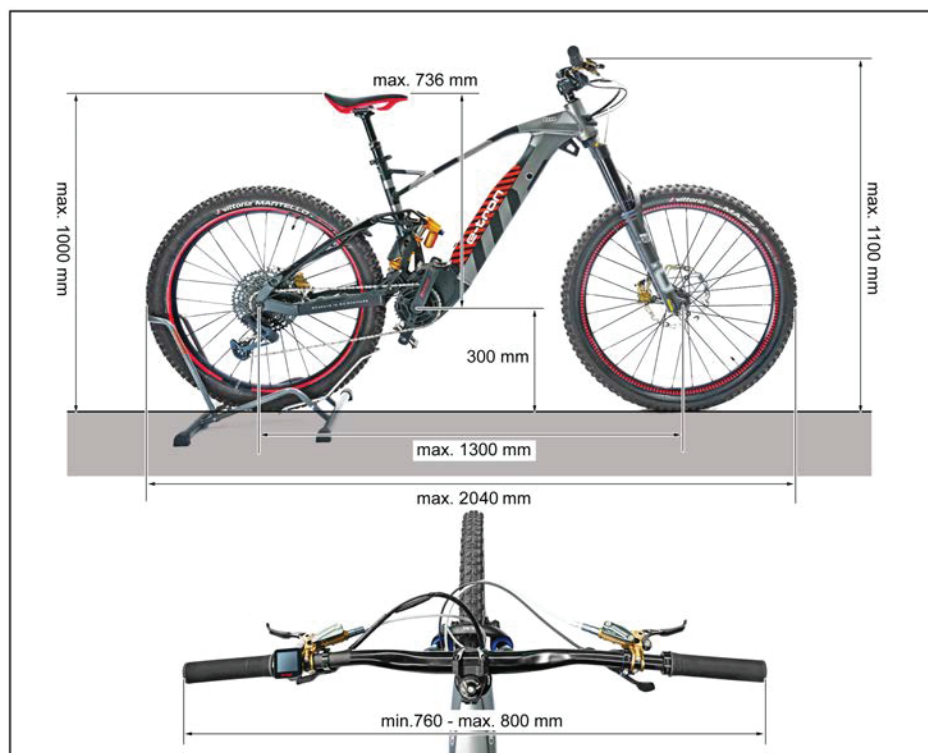
RISK OF SUFFOCATION! The packaging elements (plastic bags, polystyrene foam, tape etc.) must be kept out of the reach of children as they represent potential hazards.



Optional accessories:

- ◆ Optional accessories are available from your local bike store, in particular so that the bike can be equipped with the necessary components for riding on public roads. If you have any doubts or questions, please contact your local bike store.

3.2 Dimensions

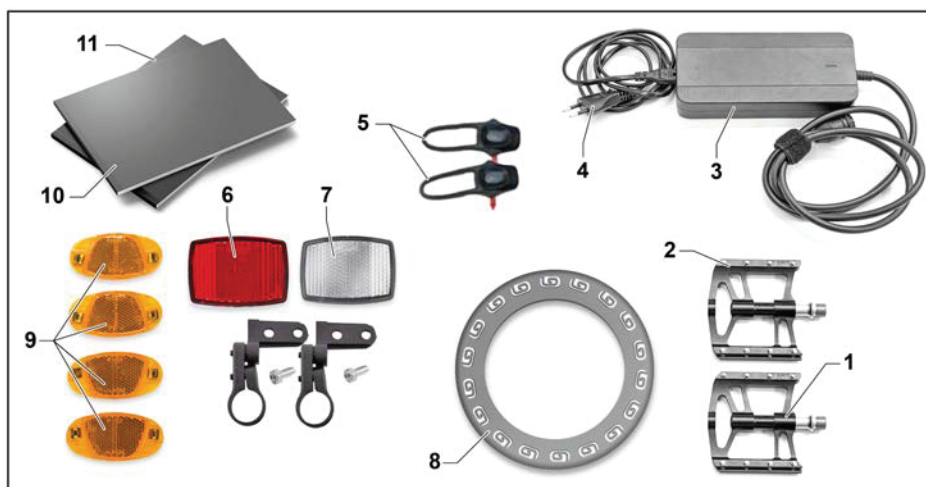




3.3 Basic equipment

After unpacking the bike, check that all components are present:

- 1 - Right pedal w/ reflector
- 2 - Left pedal w/ reflector
- 3 - Battery charger
- 4 - Mains cable for battery charger
- 5 - LED lights
- 6 - Rear reflector
- 7 - Front reflector
- 8 - Cassette guard
- 9 - Wheel reflectors
- 10 - User and maintenance manual
- 11 - "Safety information" booklet.



3.4 Technical data

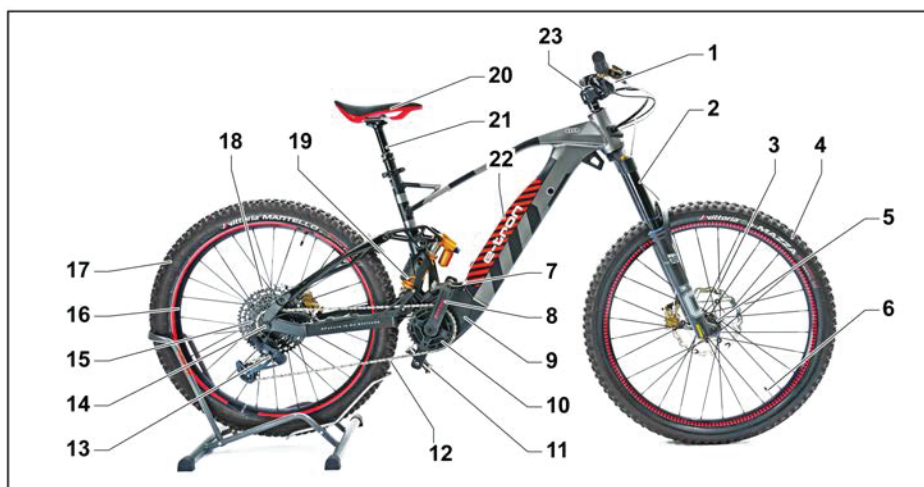
Component	Audi electric mountain bike
Tyre (front)	Vittoria E-MAZZA 29" x 2.6"
Tyre (rear)	Vittoria MARTELLO 27.5" x 2.8"
Rims and spokes	Mavic E-XM
Front hub	SRAM 700
Rear hub	SRAM 700
Handlebar	FSA GRADIENT 35x800mm RISE 25
Stem	FSA GRADIENT 35x35mm 6°
Seat post	30,9-100 mm (S/M) / 125 mm (L) Dropper Switch
Saddle	Sella Italia Model-X Comfort Superflow
Grips	Switch Supergrip
Type	ENDURO
Front inner tube	29" 2.5-3.0 Presta
Rear inner tube	27.5" 2.5-3.0 Presta
Motor	Brose S-MAG 36 V, power max.: 250 W, torque: 90 Nm
Battery	Fantic Integra, lithium ion, 36 volt, 720 Wh
Display	Brose Allround multifunction display 4 and unit to activate push assist
Frame	Aluminium, carbon Sizes: S - M - L
Fork	Öhlins RXF38 m.2, travel 180 mm
Shock absorber	Öhlins TTX 22 m.2 T205x65, coil
Chainrings	SRAM 34t Steel Eagle
Bike crank	FSA CK-320/ISIS - 155 mm



Component	Audi electric mountain bike
Rear derailleur	SRAM GX Eagle 12 V
Shift lever	SRAM GX Eagle 12 V (single click)
Cassette	Sunrace Black 12 V, 11-51
Chain	SRAM NX Eagle 12V
Brake (front)	Braking IN.CA.S disc brake
Brake (rear)	Braking IN.CA.S disc brake
Brake disc (front)	Braking S3 Batfly, 220 mm - 6 holes
Brake disc (rear)	Braking S3 Batfly, 203 mm - 6 holes

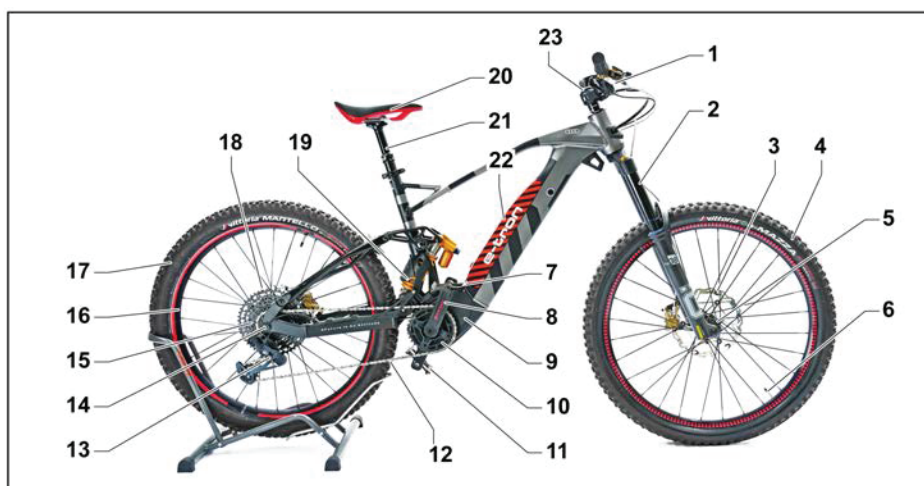
3.5 Overview of bike components (front)

- 1 - Stem
- 2 - Front fork
- 3 - Front disc brake
- 4 - Front tyre
- 5 - Front hub axle
- 6 - Compressed air valve
- 7 - Right pedal
- 8 - Crank
- 9 - Electric motor
- 10 - Chainring
- 11 - Left pedal



3.6 Overview of bike components (rear)

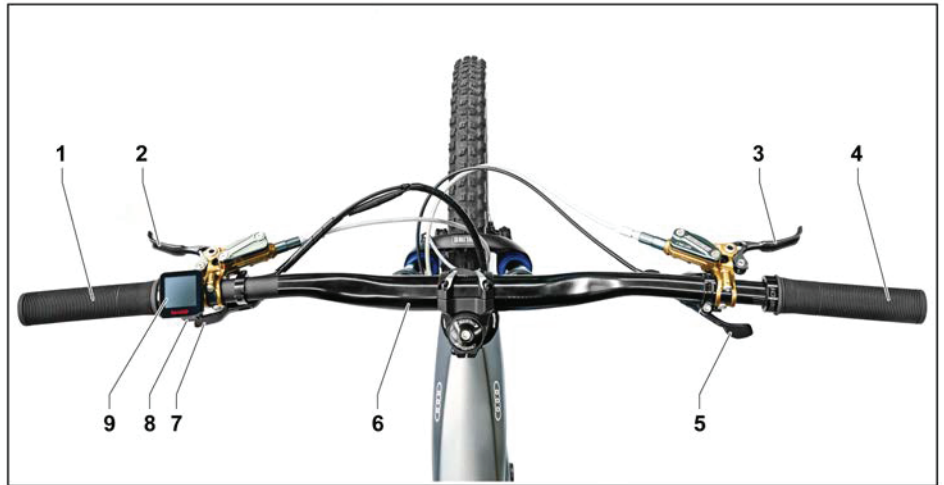
- 12 - Chain
- 13 - Rear derailleur
- 14 - Rear hub axle
- 15 - Cassette
- 16 - Rim tape
- 17 - Rear tyre
- 18 - Rear disc brake
- 19 - Rear shock absorber
- 20 - Saddle
- 21 - Seat post
- 22 - Battery pack
- 23 - Head tube





3.7 Overview of handlebar components

- 1 - Left grip
- 2 - Front axle brake lever
- 3 - Rear axle brake lever
- 4 - Right grip
- 5 - Gear lever
- 6 - Handlebar
- 7 - Device for adjusting seat height
- 8 - Control element for selecting the functions
- 9 - Control instrument - display





4 Description of the bike

4.1 Brakes

The bike is equipped with two independent disc brakes.

WARNING

Be very careful if the braking system has not yet been broken in, as this may result in serious injury or death.

Front and rear brake application may vary depending on the country. Check beforehand which brake lever applies which brake!



TIP:

Adhere to the breaking-in time for the brakes.

You generally want to briefly brake to a standstill around 30 times from an average speed of approx. 25 km/h.

Once the braking system has been broken in, the braking power available will be very high.

WARNING

If the brakes are applied too vigorously, the wheels may lock up, resulting in a risk of falling. To prevent falls, apply the brake in a controlled way according to the conditions.

The left-hand lever applies the front wheel brake.



The right-hand lever is responsible for the rear wheel brake.





4.2 Shifting gears

The bike is equipped with a derailleur gear system, including a crankset with one chainring and a cassette with 8 or 11 individual sprockets (see "Technical data"). There is an 8-gear version and an 11-gear version. Shifting gears means you will be in the best gear for any speed and be able to handle inclines more easily.

CAUTION

Do not change gear while the motor is active, but reduce the pressure on the pedals before changing gear; otherwise, the chain may break. This can lead to minor or moderate injuries.



4.3 Frame with rear wheel and fork

The bike has a frame with rear shock absorber and an integrated damped fork. Both the rear shock absorber and the front fork are equipped with an adjustment and locking mechanism and an air valve for the user to make their own adjustments. The damping can be completely disabled at any time.



4.4 Wheelset

The wheelset is made up of the front wheel and the rear wheel.

4.4.1 Front wheel

This consists of:

- Hub
- Brake disc
- Spokes
- Rim
- Rim tape
- Tyre
- Inner tube with valve (optional)
- Rim reflectors (optional)





4.4.2 Rear wheel

This consists of:

- Hub
- Cogset (also known as a cassette or cluster, on the rear hub only)
- Brake disc
- Spokes
- Rim
- Rim tape
- Tyre
- Inner tube with valve (optional)
- Rim reflectors (optional)



4.5 Electrical devices

The components of the electric pedal assist system and how to use them are described in the "Using pedal assist" section.

4.5.1 Battery pack

The battery pack must be installed on the dedicated holder attached to the frame. For safety reasons, the battery pack can be locked to the holder with an Allen key. A suitable charger including the necessary cables for charging is supplied with the battery pack.



WARNING

Improper installation of the battery pack can cause short circuits, resulting in serious injury or death.



5 Checks and inspections

5.1 The first time you use your bike

! NOTICE

Before using your bike, carefully read the safety information booklet and this manual.

Risk of serious falls and accidents.

- Make sure that the Audi dealership has completed all parts of the acceptance and inspection form before delivery (see safety information booklet).
- Only use the bike in a sitting position that is appropriate for you.
- Adjust the height and position of the saddle (see "Saddle adjustment" in the "Assembly and adjustments" section)
- Ask your Audi dealership for the instructions for the bike's technical equipment.
- Fully charge the battery pack (see "Charging the battery pack" in the "Using pedal assist" section).

5.2 Each time you use your bike

! WARNING

Visually inspect all bike parts to see if there are any cuts, breaks, deep abrasions or other mechanical damage. If you notice any defects, contact your Audi dealership before using the e-bike.

Also consider the possibility that the bike may have fallen over without you noticing or been tampered with by strangers.

An unsafe bike could lead to dangerous riding situations, falls and accidents.

- Always check that the bike is safely functioning before you use it. See the "Checks to carry out before cycling" section for details of what to check.
- Read the instructions in the safety information booklet.

5.3 Checks to carry out before cycling

5.3.1 Checking the wheel mounting

Check one wheel and then the other by vigorously shaking the wheelset crosswise to the direction of travel. The locking mechanism of the wheelset should not move. Make sure that the wheel spindle is tightened and tighten it if necessary. See "Installing the front wheel" for details. There should be no creaking or squeaking noises.

! WARNING

An untightened wheel spindle could result in dangerous riding situations, falls and accidents.





5.3.2 Checking the tyres and wheels

Check that there is no external damage, foreign objects or wear on the tyres. The entire tyre surface must have the original tread.

- The tyre mesh located under the rubber layer must not show through.
- There must be no dents or cracks.

TIP:

Replace the tyre with a new one if you notice any damage to it.



CAUTION

Remove any foreign objects (thorns, stones, fragments of glass or similar) by hand or use a small screwdriver. Then check for air leaks. If air is leaking, the inner tube must be replaced (see "Flat tyres" in the "Cleaning and maintenance" section). Risk of injury when removing foreign objects.

Checking the wheels:

Raise the front wheel and turn it by hand. The rim and tyre must spin perfectly. They must not be off centre or twisted. Check the rear wheel in the same way. Check for foreign objects (e.g. twigs, pieces of fabric etc.) on the wheels and remove them if necessary. Make sure that the wheels have not been damaged by foreign objects. If rim reflectors have been fitted, check that they are properly fastened and remove them if they are loose.

5.3.3 Checking the valve on the tyre

Stresses and insufficient tyre pressure can cause the tyre and inner tube to shift on the rim, putting the valves in a slanted position. This can cause the valve base to rupture while cycling, leading to an unexpected drop in tyre pressure.

- Check the position of the valve: the valves should be pointing towards the centre of the wheel.





- If necessary, deflate the tyre, loosen the valve nut (if equipped) and try to correct the valve position.
- Tighten the valve nut (if equipped) and inflate the tyre.



5.3.4 Checking the tyre pressure

! NOTICE

Insufficient tyre pressure could cause the tyre and inner tube to shift on the rim, putting the valves in a slanted position. This can cause the valve base to rupture while cycling, leading to an unexpected drop in tyre pressure. The tyre could also detach from the rim when cornering.

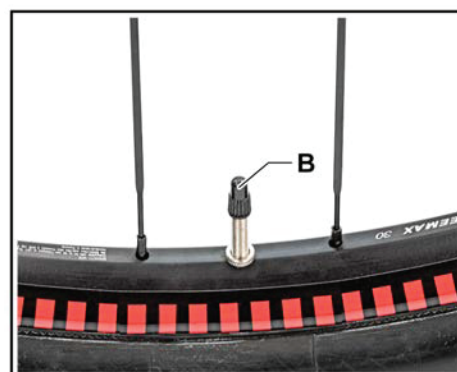
TIP:

The higher the body weight and the load, the higher the tyre pressure needs to be. The reference values are given in the table below. Note that the values listed in the table are approximate values. In case of doubt, contact the Audi Customer Experience Center (CXC) 1-800-822-2834 or tyre dealer. Always observe the minimum and maximum pressures indicated on the tyre.

Substrate/use	Bar
Asphalt, road	2.0
Off road	1.5

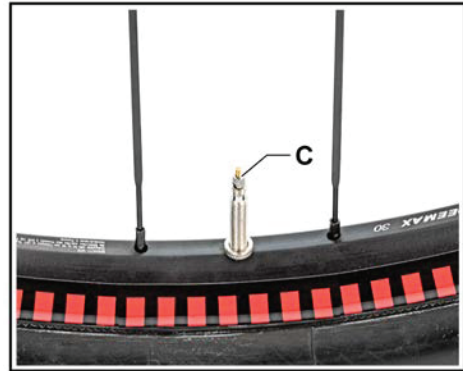
To check the tyre pressure:

- Unscrew protective cap -B-.
- Use a pressure gauge or a pump with a pressure gauge to check the tyre pressure.





- If necessary, inflate or deflate the tyre (press the inner valve -C-). See table.
- Screw protective cap "B" back on.



5.3.5 Checking the saddle and seatpost

Make sure that the seatpost is inserted to the correct depth (see "SADDLE ADJUSTMENT" in the "ASSEMBLY AND ADJUSTMENTS" section). Use force to try to turn the saddle and seatpost inside the frame. They should not move.

WARNING

If the seatpost is not inserted deep enough, it could come off the frame while you are cycling and cause dangerous riding situations, falls and accidents.



TIP:

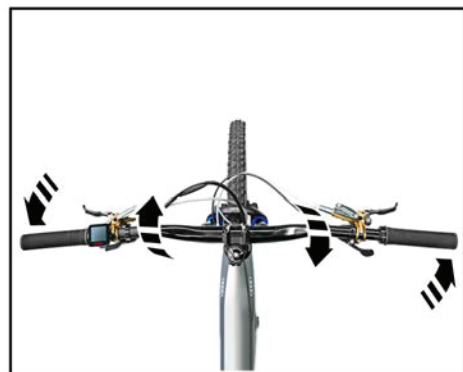
If the saddle and seatpost move, secure them correctly. See "Saddle adjustment".

5.3.6 Checking the handlebar

WARNING

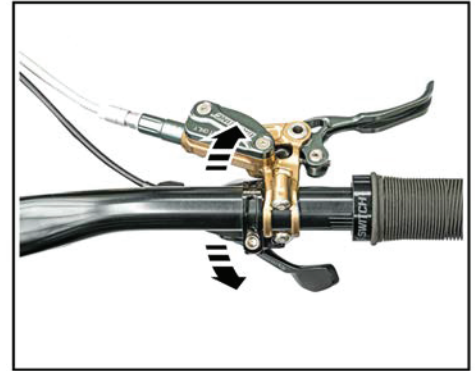
If the handlebar and stem are incorrectly mounted or damaged, they can cause dangerous riding situations, falls and accidents.

If you notice any defects in these parts or if you have any doubts, refrain from using the bike and contact the Audi Customer Experience Center (CXC) 1-800-822-2834 or a qualified technician at your local bike store. Visually inspect the handlebar and its mounting. The stem must be parallel to the front wheel rim and the handlebar must be vertical. With the front wheel between your legs, hold the handlebar at both ends and try to turn it in both directions. Always use force to try to turn the handle-bar inside the stem. No parts should move or shift. There should be no creaking or squeaking noises. If there are parts that move, secure them correctly. See the Assembly and adjustments section.





Also check the attachment of the gear lever, brake levers and grips on the handlebar. Use your hand to locate the levers (only one at a time). No part should move or shift. There should be no creaking or squeaking noises. If they move, secure them correctly. Keep the front brake applied and move the bike back and forth quickly; there should be no play in the steering assembly.



5.3.7 Checking the brakes

! DANGER

Risk of severe falls. Malfunctioning brakes will always lead to dangerous riding situations, falls and accidents, and may endanger lives. Apply the brake according to the situation.

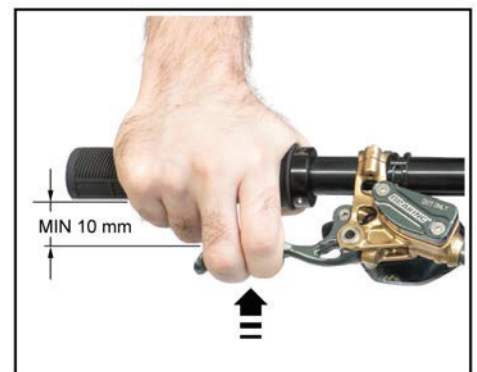
! WARNING

Be very careful if the braking system has not yet been broken in, as this may result in serious injury or death.

Front and rear brake application may vary depending on the country. Check beforehand which brake lever applies which brake!

Check your braking system particularly carefully. While standing, pull both brake levers as far as they will go. The minimum distance between the brake lever and the handlebar grip must be at least 10 mm. Try to move the bike back and forth; both wheels must remain locked. Use force to try to pull the brake caliper in each direction in turn. The brake caliper should not move. Dirty brake discs must be cleaned immediately.

If you notice any defects or if you have any doubts, refrain from using the bike and contact the Audi Customer Experience Center (CXC) 1-800-822-2834 or a qualified technician at your local bike store.



! WARNING

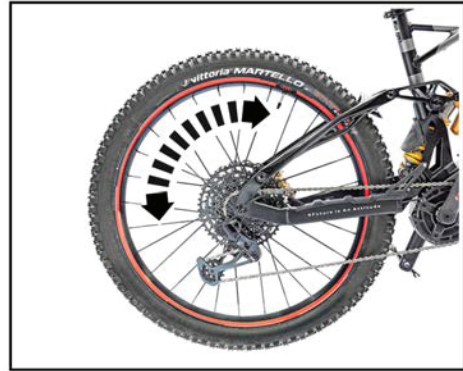
The presence of oil and/or grease on the brake discs may reduce braking efficiency and cause dangerous riding situations, falls and accidents.



While standing, press and hold the brake lever several times. The compression point should not change. Visually inspect the braking system: first the levers, then the cables and brakes. There should be no leakage of hydraulic fluid. Check that the brake disc is not damaged. It must not have any nicks, breaks, deep scratches or other mechanical damage. First lift the front wheel, then lift the rear wheel and turn it by hand. The brake disc must rotate cleanly.

! DANGER

Improper use of the brakes can result in an accident and possibly even fatal injury.



5.3.8 Checking the chain and the mounting of the cranks

Carry out the check with two people: one person must lift the rear wheel so that it no longer touches the ground and the other person must turn the right crank clockwise. Observe the alignment of the chainring and cassette from above.

TIP:

The chainring and cassette must be perfectly aligned. Make sure that there are no foreign objects in the area of the cranks. Check that the chain is not damaged. Nowhere on the chain should there be any damage caused, for example, by bent chain plates, riveted pins coming out etc., or chain links that have become jammed. Check the attachment of the chainring to the right crank to make sure that there is no play. If there are any discrepancies, contact the Audi Customer Experience Center (CXC) 1-800-822-2834.



! DANGER

If the cranks or chain become stuck, this can result in an accident and possibly serious or even fatal injuries.

5.3.9 Checking the electric motor

! DANGER

Remove the battery pack from its mount before checking the e-bike in order to prevent serious or fatal injuries.

A damaged electric drive can cause a short circuit and poses a fire hazard.

Visually check that all electrical cables are undamaged and correctly installed. Do not switch on the electrical control unit until all other checks have been completed. Pay attention to error messages that appear on the display.

5.3.10 Checking the lights (if equipped)

TIP:



This paragraph is only valid if the bike has been equipped with the devices required for cycling on public roads, or if these are added later.

WARNING

Cycling without lights can result in an accident and possibly serious or fatal injuries. There is a risk of falling and accidents if you cycle in the dark and/or when visibility is poor. There is a high risk of not recognising obstacles and not being seen by other road users.

Switch on the lights and check the integrity of the front and rear light mountings.

5.3.11 Checking the other accessories

If your bike is equipped with other accessories (e.g. luggage carrier, saddlebags, bottle cage etc.), you must also check that these fit correctly.

TIP:

No parts should move or shift. There should be no creaking or squeaking noises. If anything moves, secure it correctly.

NOTICE

Failing to do so may result in damage to your bike or loss of the accessory.

5.3.12 Further checks

CAUTION

Damaged components of the bike (and the mounted accessories) may have sharp edges, which can cause injury. Check all components for damage. Have the damaged parts repaired or replaced immediately by contacting the Audi Customer Experience Center (CXC) 1-800-822-2834 or a qualified technician at your local bike store.

5.4 Tightening torques

The corresponding torque information (Nm) is printed on the screw head. If no other specific information is provided by the manufacturer, refer to the following tightening torques.

TIP:

It is essential to use a torque wrench to prevent damage to the components.

Screwed connection/installation point	Thread size	Tightening torque (Nm)
Pedals	9/16"	30
Expander plug, stem	M8	5
Angle adjusting screw, stem	M6	6
Screws, stem	M5	5
Screws, stem	M6	6
Screws, stem	M7	7
Connection, seatpost	M8	10



Screwed connection/installation point	Thread size	Tightening torque (Nm)
Saddle connection	M6	10
Brakes	M6	8
Screws, brakeset	M6	8
Connection, gear lever	M5	5
Connection, brake lever	M5	5
Fixing screw, grips	M4	3
Fixing screw, grips	M5	5
Rocker arm bolt, shock absorber	M10x1	14
Screw, fork	M10x1	18
Rocker arm bolt, frame	M10x1.5	18
Screw, stay	M6	4
Bolt, lower shock absorber	M8	12
Wheel spindle	M12x125	12
Screws, pedals	M15	50



6 Assembly and adjustments

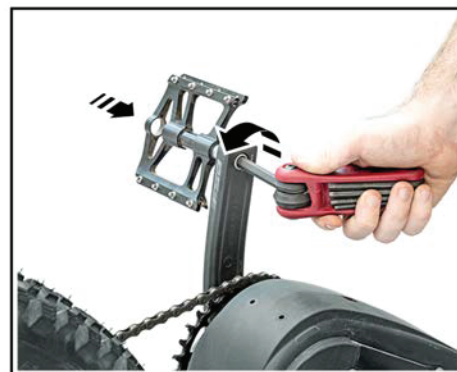
TIP:

This section describes tasks that can be performed by the user. You may only perform these tasks if you have the appropriate tools. All other tasks must be carried out by a specialist workshop.

6.1 Mounting the pedals

You will need the following tools: set of hex keys, torque wrench with corresponding hex adapter kit

- Remove the protective film from the pedals.
- The pedals are different and marked with the letters "R" (right) and "L" (left).
- Screw the right pedal "R" (right) onto the right crank clockwise.
- Screw the left pedal "L" (left) onto the left crank anti-clockwise.
- Tighten using the torque wrench.



Corresponding torque:

Pedals	50 Nm
--------	-------

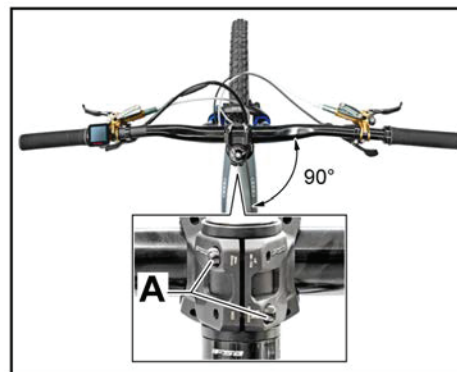
6.2 Adjusting the handlebar

You will need the following tools: set of hex keys, torque wrench with corresponding hex adapter kit

- Use a hex key to loosen screws -A-.
- Turn the handlebar perpendicular to the frame and adjust as desired.
- Tighten screws -A- using the torque wrench.

Corresponding torque:

Screws -A-	5 Nm
------------	------



NOTICE

Do not overtighten the screws. Follow the tightening instructions carefully to prevent damage.

WARNING

Damage to components of the e-bike that is not immediately visible can cause accidents with a risk of serious or even fatal injuries.



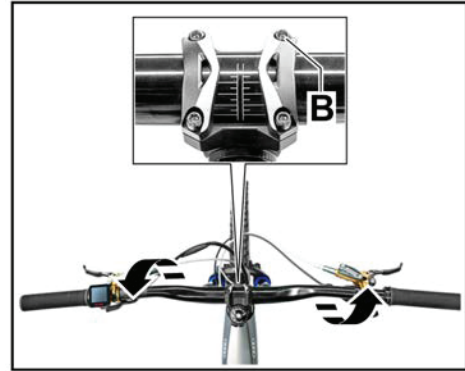
Adjusting the height of the handlebar:

You will need the following tools: set of hex keys, torque wrench with corresponding hex adapter kit

- Loosen screws -B- using a hex key.
- Raise or lower the handlebar as needed.
- Tighten screws -B- using the torque wrench.

Corresponding torque:

Screws -B-	5 Nm
------------	------



6.3 Saddle adjustment

6.3.1 Adjusting the seatpost

- Loosen the clamp of the seatpost with the quick release.
- Adjust the saddle height by moving the seatpost to the desired position.
- Align the tip of the saddle with the front of the bike.

CAUTION

Do not pull out the seatpost beyond the end mark.

- Close the quick release again.

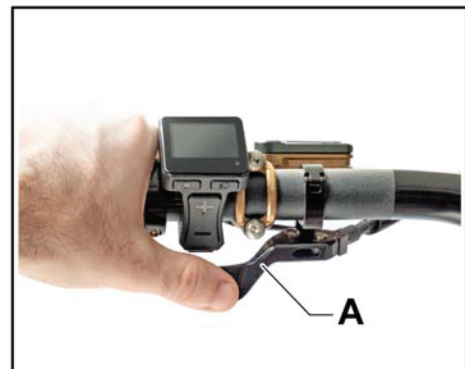


6.3.2 Pneumatic height adjustment of the saddle

- To adjust the saddle height, push lever -A- and press down on the saddle or decrease the pressure to raise it.

TIP:

The saddle height can also be adjusted while sitting on it.





- When the desired height is reached, release lever -A-.



6.3.3 Adjusting the saddle position and saddle angle

You will need the following tools: set of hex keys, torque wrench with corresponding hex adapter kit

- Loosen the saddle's clamping screws -Arrow-.
- Set the desired saddle angle.
- Retighten the saddle's clamping screws.
- Use the torque wrench to tighten the saddle's clamping screws -Arrow-.



Corresponding torque:

Bolts	10 Nm
-------	-------

6.4 Adjusting the brake levers

WARNING

Front and rear brake application may vary depending on the country. Check beforehand which brake lever applies which brake!

TIP:

The steps described apply to both brake levers.

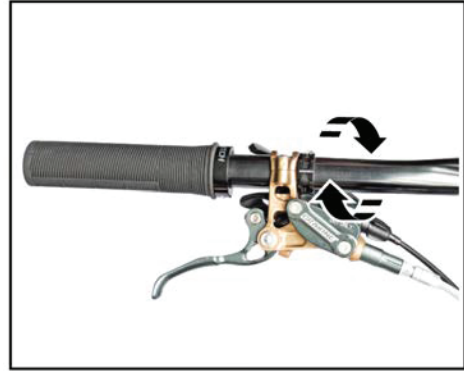
You will need the following tools: set of hex keys, torque wrench with corresponding hex adapter kit

- Loosen the lever's clamping screw.





- Set the desired lever tilt.



- Retighten the lever's clamping screw.

Corresponding torque:

Clamping screws	8 Nm
-----------------	------



6.5 Adjusting the gear levers

TIP:

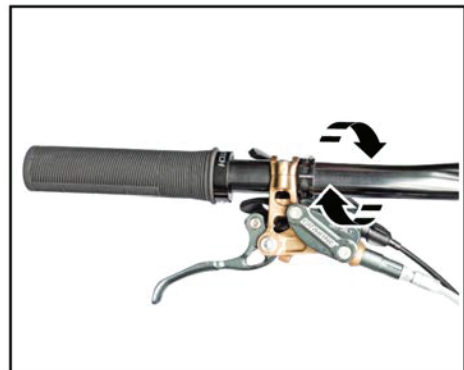
The steps described apply to both gear levers.

You will need the following tools: set of hex keys, torque wrench with corresponding hex adapter kit

- Loosen the lever's clamping screw.



- Set the desired lever tilt.

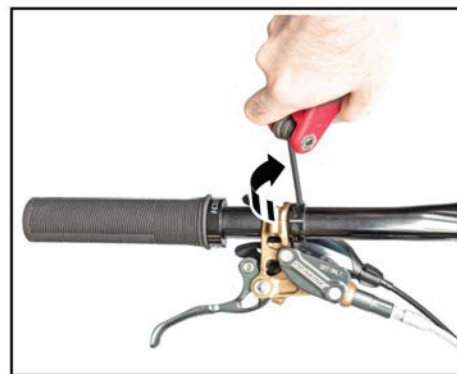




- Retighten the lever's clamping screw.

Corresponding torque:

Clamping screws	8 Nm
-----------------	------



6.6 Handling the bike

The bike can be used without motor assistance or with the pedal assist function. Before using pedal assist, we recommend that you familiarise yourself with the handling of the bike.

TIP:

To set the desired operating mode, see the "Using pedal assist" section.

Make sure to reread the safety information booklet carefully.

6.6.1 Handling of gear shifting

! NOTICE

Do not change gear until you have reduced the pressure on the pedal to prevent the motor drive from damaging the chain during transmission from one sprocket to another.

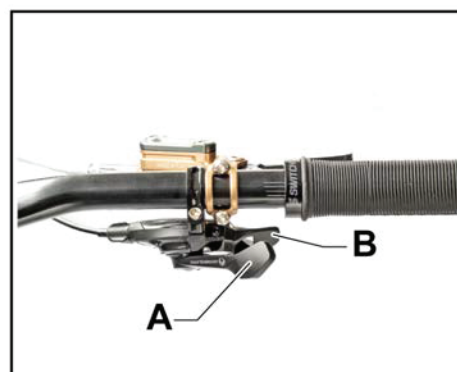
You can only change gears while cycling.

The bike has a derailleur system. With each gear change, the chain jumps to a different sprocket.

There are two levers for changing gears.

- Lever -A- is used to shift up from one cog or sprocket to the next largest one.
- Lever -B- is used to shift down from one cog or sprocket to the next smallest one.

The transition to a larger sprocket will result in a lower gear ratio (= lower gear). The resistance when pedalling is reduced and the speed is lower, making it easier to climb hills or mountains.



To change to a larger sprocket:

- While cycling, press lever -A- with your thumb to the first notch (until you hear a "click").
- If you want to skip several gears, press the lever to the end; the chain will skip two or more sprockets.

To change to a smaller sprocket:

- While cycling, press lever -B- with your thumb to the stop notch (until you hear a "click").
- If you want to skip several gears, press the lever several times in succession; the chain will then jump to the desired sprocket one at a time.



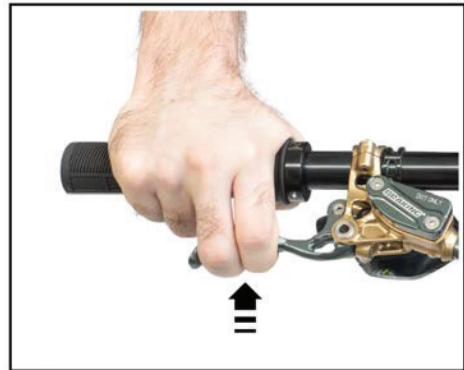
6.7 Handling the brakes

WARNING

Front and rear brake application may vary depending on the country. Check beforehand which brake lever applies which brake!

To use the brakes, pull the appropriate levers towards the handlebar. The maximum braking effect is achieved by simultaneously actuating both levers. About 65% of the total braking power comes from the front brake.

- Be sure to familiarise yourself with the operation of the brakes. To do this, pedal slowly and operate the brake levers with moderate pressure.
- Perform this exercise on a level road while there are no other vehicles present.
- Then repeat the braking by pressing both levers at the same time.
- Use the front brake lever carefully; the front wheel may slip, especially if there is sand, gravel etc. on the road surface, which may cause the bike to fall.



TIP:

You must familiarise yourself with the brakes. Initially, pedal slowly and carefully actuate the brake levers. Perform these braking exercises on straight roads without traffic. Adjust the braking and actuate both levers at the same time.

WARNING

If the brake is applied too hard, the wheels may lock. Use the front brake lever especially carefully: the front wheel may slip if there is sand, gravel etc. on the road surface, leading to the risk of falling and accidents with serious or even fatal injuries.

6.8 How to familiarise yourself with the handling of the new bike

- Get on the bike.
- Grasp the handlebar with both hands.
- Apply both brakes.
- To start cycling, place your right foot on the right pedal, gather some momentum and start pedalling, then put your left foot on the left pedal.





- You can sit on the saddle or pedal while standing.
- Release both brakes.



- Pedal.
- ENJOY!



NOTICE

Do not leave the bike in direct sunlight for a long time: The battery pack could heat up unnecessarily and thus activate the overload protection.

Transporting children, other people or animals is not permitted. It is not possible to install a child seat or luggage carrier (either at the front or the rear).

6.9 What to do after a fall

After a fall or accident, you should contact the Audi Customer Experience Center (CXC) 1-800-822-2834 or your local bike store immediately to have the bike checked for damage before you use it again.

Do not use the bike again until it has been checked and, if necessary, repaired by your local bike store. Any damaged or non-replaced components may cause dangerous riding situations, falls, accidents and damage to objects.

WARNING

Any damaged or non-replaced components may cause dangerous riding situations, falls, accidents and damage to objects.

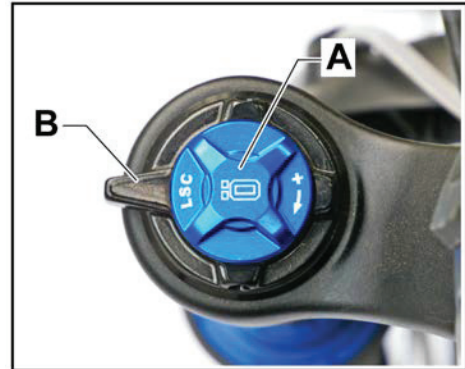
6.10 How to transport the bike correctly

For details of how to transport the bike properly and safely, refer to the specific instructions in the "How to transport the bike" section of the safety information booklet.



6.11 Adjusting the front fork compression damping

To adjust the front fork compression damping to the type of terrain and the weight of the user, use the adjuster on the right front fork stem. There are two adjusters in the fork, one for high-speed compression (HSC) -A- and one for low-speed compression (LSC) -B-. The two adjusters work independently of each other. To decrease the compression damping (stiffer fork), turn knob "A" clockwise (+). To increase the compression damping (softer fork), turn knob "A" anti-clockwise (-).



6.12 Adjusting the front fork rebound

To adjust the fork rebound speed to the terrain and the weight of the user, the air pressure in the fork can be adjusted as follows:

- Get on the bike and check how far the front fork compresses; the correct value is 10–15% of the total travel.
- If the fork compresses more than that, refill the air in the fork (max. 150 psi).
- To do this, unscrew the upper air cap -A- (main chamber) and connect the air pump. Pump air in to the desired pressure. Disconnect the air pump and replace the compressed air cap.
- If the fork compresses less than the required amount, let the air out by pressing the pump button.



You can adjust the fork rebound by turning the knurled ring under the tube. Turning the slotted nut -Arrow- clockwise results in a slower rebound and turning it anti-clockwise results in a faster rebound.

If you want to change the pressure, unscrew the cap on the lower valve (ramp-up chamber) and connect the compressed air pump. Pump air in to the desired pressure. Disconnect the pump and replace the cap.



6.13 Adjusting the compression, rebound and spring preload of the rear shock absorber

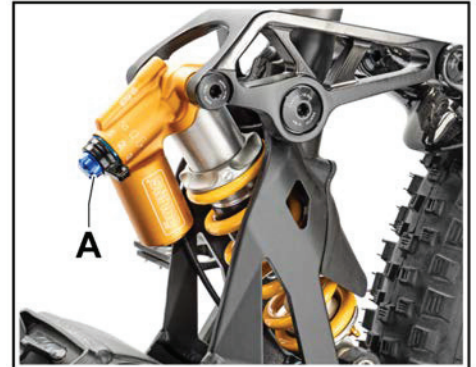
6.13.1 Adjusting the compression

Compression damping controls the compression speed of the shock absorber during slow compressions, such as shifts in the rider's weight, small bumps and turns, which improves control and performance.

**!** NOTICE

Excessive compression damping makes the suspension too hard when riding over bumps.

- To reduce the compression speed (stiffer shock absorber), turn knob -A- clockwise (+)

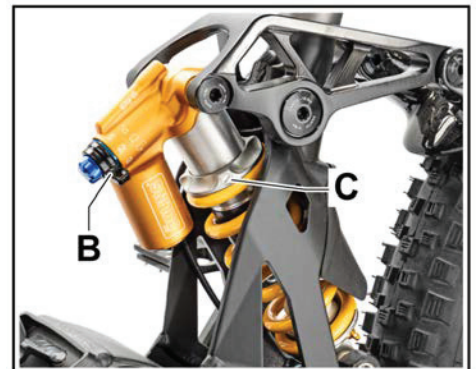


6.13.2 High-speed setting

To adjust this, turn the black adjuster -B- on the side of the cylinder head.

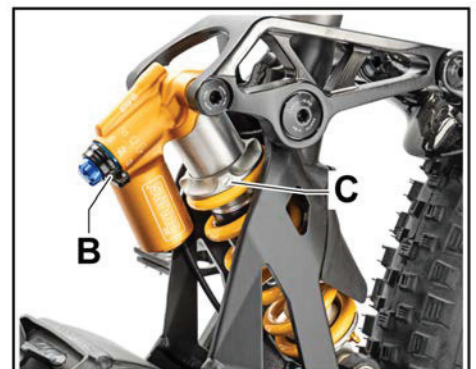
Position

- 1- soft
- 2- medium
- 3- hard



6.13.3 Spring preload

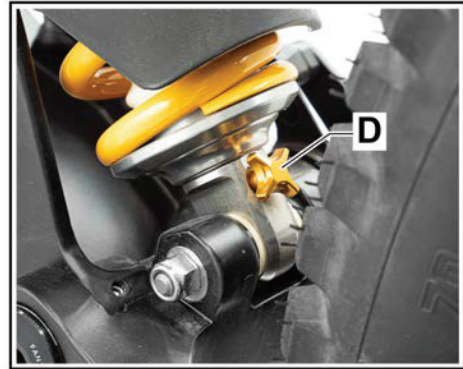
Turn the threaded ring -C- to set the correct spring stiffness (min. 2–max. 5).





6.13.4 Adjusting the rebound

To reduce the rebound speed (slower shock absorber rebound), remove the splash guard and turn adjuster -D- clockwise (+). To increase the rebound speed (faster shock absorber rebound), remove the splash guard and turn adjuster -D- anti-clockwise (-).





7 Using pedal assist

7.1 Battery pack

7.1.1 Notes on the range of the battery

The range of the battery can vary greatly (from 20 to 150 km) and depends on the age of the battery and how it is used (on average, the range is reduced by about 40% after 3–4 years). The most important factors affecting the range of the battery are:

Factors	Relevance	Impact on range
Total rider weight	1)	Decreases as the weight of the rider increases and any additional loads are added.
Tyre pressure	1)	Decreases.
Type of road surface	2)	Decreases in the case of excess mud, fresh grass, dirt roads, increases on normal roads.
Climbs	3)	Decreases as the gradient increases.
Gear shift ratio	2)	Decreases if a "hard" gear ratio (e.g. 11 or 13) is used, increases the easier the gear ratio used (e.g. 36).
Ambient temperature	1)	Decreases by about 15% if the temperature drops below 0 °C.
Speed	3)	Decreases exponentially as the speed increases.
Wind	2)	Significantly decreases in the case of headwinds and speeds above 15 km/h, almost no change at low speed.
Assistance settings	2)	Decreases as the requested assistance increases (high range with the "Cruise" setting, low range with the "Sport" setting).
Starting from a standstill	2)	Decreases as the "stop-and-go" frequency increases, because the consumption during acceleration is about three times higher than at a constant speed.

1) Low relevance

2) Moderate relevance

3) High relevance

7.1.2 Instructions for using the battery

This section summarises the key information for the correct use of the pedal assist system.

- Always fully charge the battery pack (see "Charging the battery pack").

TIP:

The battery can be charged when it is removed or when it is attached to the bike.



- Make sure that the plug is always properly plugged into or connected to the battery.



Switch on the pedal assist system by pressing the "On/Off" button -A- on the control unit.

- Select the desired assistance level.
- The EPAC bike is ready to ride.
- To turn off the pedal assist system, press and hold the "On/Off" button -A- for more than 1.5 seconds.

TIP:

After a certain period of inactivity (shutdown time), the pedal assist system switches off automatically.



7.1.3 Removing the battery pack from the holder

- Disconnect the plug from the battery pack.



- Unscrew the battery mounting screw completely and remove it.





- Lift the battery pack and remove it from the mount.
- Place the battery pack on a flat and dry surface.

⚠ WARNING

Do not expose the battery pack to water or other liquids. If this should occur, stop using the battery and have it checked by your local bike store. Otherwise, this could lead to dangerous situations resulting in serious injury or death.



7.2 Charging the battery pack

7.2.1 Activating the battery pack before use

TIP:

Before using the bike for the first time, charge the battery pack fully (all four LEDs must turn on).

The battery pack is only supplied partially charged when delivered. For this reason, it should be tested before charging.

- Press button "A" to activate the battery. The four LEDs light up one after the other.
- Press button "A", the LEDs turn on for about four seconds to indicate the battery pack charge level. If no LED turns on, the battery is completely depleted. If at least one LED turns on, the battery is charged.
- Press and hold button "A" for three seconds to turn off the battery pack.

After about ten seconds, the battery switches off.

7.2.2 Charging the battery pack

⚠ WARNING

Use only the charger supplied – risk of fire!

ⓘ NOTICE

To extend the life of the battery, do not charge it too often and do not leave it depleted for more than two months. This can damage the battery.

- Plug the power cable into an electric socket.

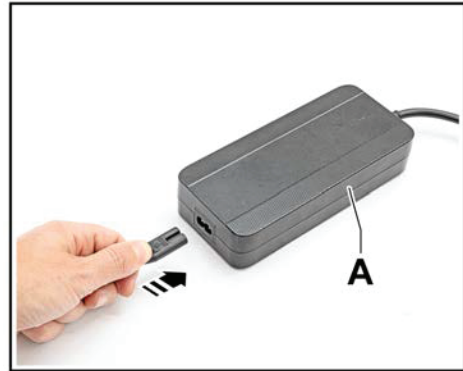
ⓘ NOTICE

Make sure that the mains voltage corresponds to the information on the data plate of the charger.





- Insert the smaller end of the power cable into the charger.



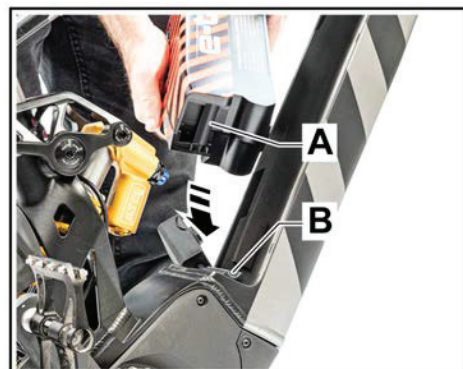
- Insert the charger connector into the battery pack.
- The battery will start charging.
- The LEDs on the battery pack turn on and indicate the charge level. The battery pack is fully charged when all four LEDs are flashing. Each LED corresponds to about 25% of the charge.
- Unplug the charger and remove the connector from the battery pack.
- If you leave the battery pack connected to the charger after it is fully charged and the charger is still connected to the mains, the charger will check the battery charge again after about two hours and recharge it if necessary.



LED	
Standby	Green
Charging	Red
Battery charged	Green
Fault	Flashing red

7.2.3 Installing the battery pack

- Place the battery pack in the mount, making sure that the rubber bead "A" is correctly positioned on the fork-mounted holder "B".

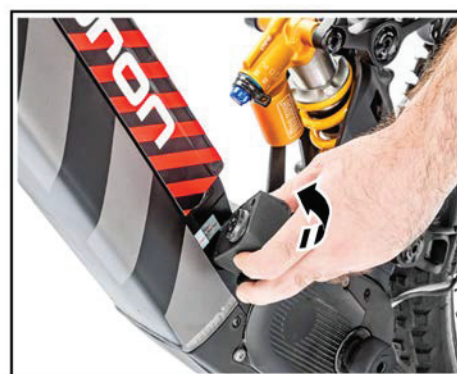




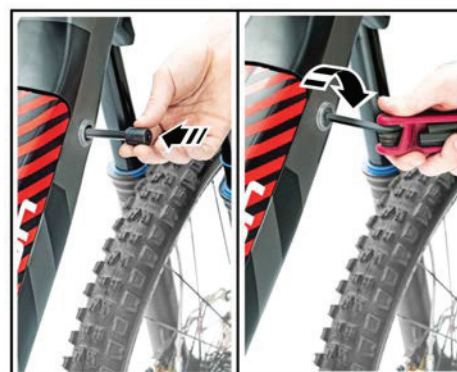
- Gently push down on the battery pack to secure it in its mount.



- Attach the connector to the battery pack.



- Insert the locking screw.
- Tighten the locking screw fully to secure the battery pack.
- Use a hex key for this purpose.



7.3 Care of the battery pack

7.3.1 Battery power reduction

To protect itself against overload or overheating, the battery pack has an automatic power reduction function, which depends on the charge level and temperature. Above a cell temperature of 70 °C and between 0 and 10 °C, the motor power is reduced in four stages (25% each) until it is completely switched off. When the battery charge level is <5%, pedal assist switches off to make sure that the display and the backlight continue working for at least four hours before the battery is deactivated and enters self-protection mode.

7.3.2 Maintenance, cleaning and storage

TIP:

Always keep the battery pack clean. Clean thoroughly with a soft and dry cloth.



⚠ CAUTION

Do not immerse the battery pack in water (or other liquids) or clean it with a water jet. If this should happen and damage occurs, stop using the battery pack and contact the Audi Customer Experience Center (CXC) 1-800-822-2834 or your local bike store.

⚠ CAUTION

Place the battery pack on clean surfaces only. In particular, avoid dirt building up on charging sockets and contacts.

The battery pack will last longer if it is handled carefully and stored in the correct environmental conditions.

- Temperature: 18–23 °C
- Humidity: 0–80%
- Charge level: 70%



8 Allround display

This user manual contains important information on how to use and configure various components and is based on the standards and regulations in force in the European Union. Carefully read the operating instructions, especially the safety information, in the following section before using the drive system.

CAUTION

Failure to observe the instructions in the user manual may result in serious injury or damage to your e-bike. Keep the user manual at hand for further use.

TIP:

The term "e-bike" used in this user manual refers to electric bikes, pedelecs and EPACs. These are electric bikes with electronic assistance.

The term "battery" refers equally to mounted downtube batteries, luggage carrier batteries and batteries integrated into the frame. The term "battery" is used as a synonym for rechargeable energy storage devices.

8.1 Safety instructions

TIP:

Carefully read and observe the safety information and instructions, both in this manual and in all other instructions included with the e-bike.

This is the only way you can safely use the e-bike.

Keep this user manual and all other enclosed information for future reference.

The -Allround- display and control unit is part of the drive system of your e-bike.

WARNING

Failure to observe the safety information and instructions may result in electric shock, fire and/or serious injuries.



! NOTICE

Do not open the -Allround- control unit. Opening the control unit may destroy it and will invalidate your warranty claim.

Never open the drive unit. It is low maintenance and may only be repaired by qualified personnel using genuine spare parts.

The drive unit must be inspected by a certified service centre after it has covered 15,000 km (this maintains the safety of the drive unit).

If the drive unit is opened without authorisation, the warranty claim will be void. The push assist (walk assist) function may only be used when pushing the e-bike (there is a risk of injury if the wheels of the e-bike do not come into contact with the ground when using push assist).

All components of the drive system and the components installed on the drive (e.g. sprockets, sprocket bracket, pedals) may only be replaced with approved spare parts. This protects the drive unit from damage (e.g. due to overload).

Do not make any changes to your drive system. Do not attempt to increase the performance of your drive system. If you do so, you will reduce the service life of the components and risk damage to the drive system and your e-bike.

In addition, all guarantee and warranty claims on your e-bike will be invalid if the drive system has been tampered with in any way.

Observe all national regulations for the approval and use of e-bikes. These may vary depending on which country you are in. Remove the battery from the e-bike before working on it (e.g. assembly, maintenance, work on the chain etc.). There is a risk of injury if the drive system is accidentally activated. Do not use the control unit as a handle. If you lift the e-bike by the control unit, you may irreparably damage the -Allround- control unit.

! CAUTION

Improper handling of the system also puts both your own and other road users' safety at risk. Unauthorised changes to the drive system can result in high personal liability costs or even the risk of criminal prosecution in the event of an accident caused by tampering with the drive system.

Using the control unit with Bluetooth® may result in interference with other devices and equipment, aircraft and medical devices (e.g. pacemakers, hearing aids). Likewise, damage to humans and animals in the immediate vicinity cannot be entirely ruled out. Do not use the control unit with Bluetooth® near medical devices, petrol stations, chemical plants, areas with an explosion hazard or in blasting areas.

Do not use the control unit with Bluetooth® on aircraft. Avoid using it in close proximity to the body for long periods. The Bluetooth® word mark and figurative signs (logos) are registered trade marks owned by Bluetooth SIG, Inc. Any use of this word mark/figurative marks by Antriebstechnik GmbH & Co. is under licence.

! NOTICE

The Bluetooth® function may not be activated for your e-bike. For more information, please contact the Audi Customer Experience Center (CXC) 1-800-822-2834.

**⚠ CAUTION**

Do not let the display and control unit distract you. If you do not focus exclusively on the road, you risk being involved in an accident. If you want to make entries in the control unit beyond changing the assistance mode and trip data, you must first stop the bike before entering the relevant data.

⚠ WARNING

There is a risk of burns if the motor housing is touched. Parts of the drive can heat up to temperatures $>60\text{ °C}$ under extreme conditions, such as cycling with sustained high loads at low speeds, e.g. when travelling uphill or transporting loads.

Configure the basic settings on the control unit before your trip. Failure to concentrate while you are cycling puts you and other road users at risk.

! NOTICE

Before your first ride, familiarise yourself with the functions of the e-bike and its operation.

Carry the user manual with you on all journeys. This means that you can read about less frequently used functions at any time.

DATA PROTECTION NOTICE: If the onboard computer is sent to the service centre for a service, the data stored on the unit may be transferred to service staff.

8.1.1 Intended use

⚠ WARNING

It is strictly forbidden to connect diagnostic or programming devices to the electronic modules of the e-bike (battery, display etc.) or to use them for this purpose.

The -Allround- display and control unit of the drive system is intended for use in this system only. It is used to display information relevant to the trip and to control the drive unit. In addition to the features shown here, software changes for bug fixes and feature enhancements may be introduced at any time.

8.1.2 Product description

The displays provide optimum interaction between the user and the drive. These new control units are precisely tailored to the Drive product family. This allows the rider to enjoy a holistic e-bike experience. The functions are displayed on a 1.5-inch colour screen. The convex screen sleekly hugs the handlebar and can be flexibly mounted on the right or left. The six buttons are embossed for a distinct feel and ergonomically placed for optimal ease of use. The selection of values to be displayed can be individually adjusted so that they can be read quickly and easily.



- 1 - -On/Off- button
- 2 - -Menu- button/select button
- 3 - -Light- button
- 4 - Button to -Increase- assistance level/ scroll up menu
- 5 - Button to -Decrease- assistance level/ scroll down menu
- 6 - Button to activate -Push assist-/go back one menu level
- 7 - Grub screw of the control unit
- 8 - Plug connection



TIP:

All illustrations are schematic and the details may differ from the actual features of your e-bike.

8.1.3 Technical data

Allround display and control unit	
Item no.	E41230
LxWxH	44 x 37 x 50 mm
Weight, approx.	50 g
Handlebar (d)	22.2 mm
Electrical data	12 V/ max. 3 W
Display	1.5-inch TFT colour display (240 x 240 px)
Operating and storage temperature	-10 °C up to +60 °C
IPX7 (HMI) dustproof, waterproof	
Certifications	CE, ROHS, Reach, Bluetooth (EU, Switzerland, US, Canada, Japan)
BLUETOOTH Low Energy® 5.0 (optional ANT+)	
Frequency/transmission power	2400–2480 MHz/less than 10 mW



8.1.4 Assembly

Tighten the hexagon socket screw with the hexagon socket.

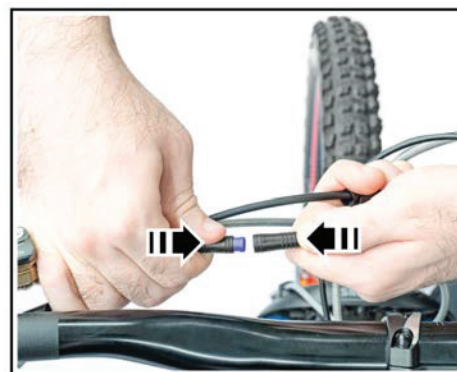
- Tighten using the torque wrench.

Corresponding torque:

Grub screw, hexagon socket	0.5 Nm
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Connect the control unit cable to the motor cable connectors. This may vary depending on the equipment of your e-bike.



8.2 Operation and controls

8.2.1 Before initial start up

Once the display and control unit has been installed, no further steps are required for initial start up. The display and control unit is ready for operation as soon as it has been correctly connected and the battery is sufficiently charged.

TIP:

Full functionality is only available if the speed sensor and all cables have been connected correctly and the battery is sufficiently charged.

The display unit does not have its own battery and therefore cannot be used or operated when it is not connected to the e-bike.

If the e-bike is switched on, the display unit remains switched on at all times while riding, even if the motor assistance is deactivated.

8.2.2 Basic controls

TIP:

The buttons on the control unit allow you to control the functions of the e-bike system ergonomically. Your hand can remain on the handlebar grip while your thumb presses the buttons on the control unit. The display shows you the selected assistance level as well as further information about your drive system.



- Switch the electric components of the e-bike on or off again using the "On/Off" button -A-.



- The "Menu" button -B- can be used to access various information while cycling.
- Use the "Increase" -C- and "Decrease" -D- buttons to increase or decrease the assistance level. If you are in a menu (e.g. Settings), you can use these two buttons to scroll up or down the menu.



- Press the "Menu" button -B- to confirm the settings. The "Walk Assist" (push assist -E-) button can be used to go back one level at any time. Modified settings are saved.



TIP:

You cannot access the menu or the settings menu while cycling.

All illustrations and text correspond to the current software version. Since the software can be updated several times a year, it is possible that user interface illustrations and/or text may change slightly following an update.

8.2.3 Switching on the drive system

The drive system can only be operated with a sufficiently charged battery.

There are various ways to switch on the e-bike system:

- With the e-bike battery inserted, press the "On/Off" button on the control unit once.

TIP:

It may take a few moments for the display to turn on.



8.2.4 Switching off the drive system

There are various ways to switch off the e-bike system:

- Press and hold the "On/Off" button on the control unit for at least 1.5 seconds.
- Switch off the e-bike battery using the "On/Off" button on the battery. The system will take approximately 3 seconds to turn off completely. You can only switch the system on again after it has shut down completely.

TIP:

The control and display unit, drive unit and battery are switched off completely.

If no power is drawn from the e-bike drive for approx. 15 minutes (e.g. because the e-bike is stationary) and no button is pressed on the e-bike control unit, the e-bike system and therefore also the battery switch off automatically to save energy.

You can adjust the shutdown time (auto. switch off), after which the control unit switches off, in the settings at any time (see the "Settings" section).

TIP:

The control and display unit is always switched on, even if the motor assistance is deactivated ("OFF").

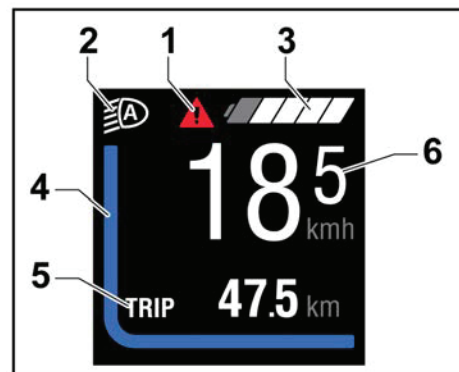
Always switch off the drive system when you park the e-bike.

8.3 Display and settings

8.3.1 Display

The display provides an overview of the following information:

1. - System status information (e.g. errors)
2. - Lighting display
3. - Battery charge level display
4. - Current assistance level
5. - Trip information (incl. unit)
6. - Speed (incl. unit)



Indicators 1–3 form the status bar and are displayed in each display view while cycling. The "Menu" button -B- can be used to display various information about your trip, even while you are cycling. This means you can keep both hands on the handlebar while cycling. Use the "Increase" -C- and "Decrease" -D- buttons to increase and decrease the assistance level. If you are in the settings menu, for example, you can use these buttons to scroll up or down.





8.3.2 Lighting

In the version of the bike where the headlight is powered by the e-bike system, the front light and rear light can be switched on and off simultaneously using the "Light" button -F- on the control unit.



When the light is switched on, a light icon appears in the status bar on the display.

Icon	Light status
No icon	No lighting is activated
Lighting icon	Lighting switched on
Lighting icon with an A	Automatic control activated



Switching the bike lighting on and off does not affect the backlight of the display.

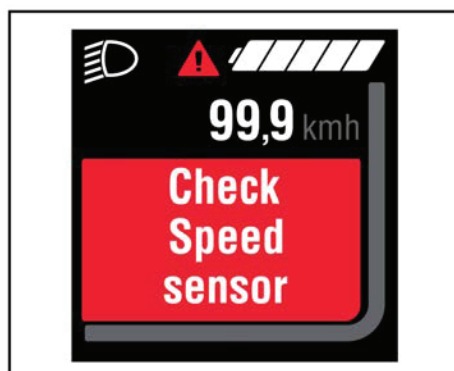
WARNING

If the battery has been removed from the e-bike or is completely discharged, the light will not come on even if it is connected to the power supply. Please note that in this case the e-bike no longer complies with the provisions of the German Road Traffic Licensing Regulations (StVZO).

8.3.3 System information

The status bar displays the following:

Icon	Error and status icons
Round icon with exclamation point	The battery reserve is reached or the battery is depleted and the system is switched off.
Triangular icon with exclamation point	An error has occurred (see "Troubleshooting" section).



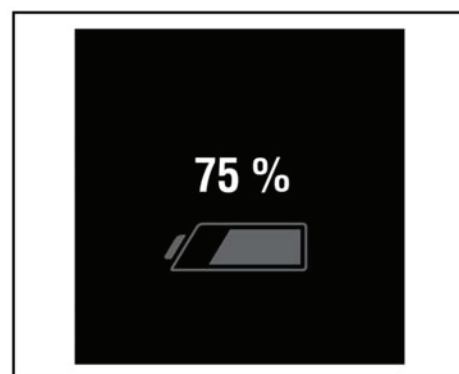
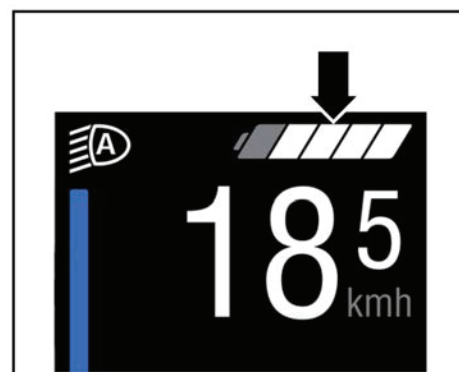


8.3.4 Battery charge level display

The battery charge level is shown on the display unit with 5 segments. Each segment corresponds to approximately 20% of the battery capacity. Depending on the equipment of your e-bike, it may also be possible to read the charge level on the battery. If the battery charge level is <10%, the charge level indicator starts to flash. If the charge level is <5%, the last segment of the display turns red. In this state, the motor assistance is switched off to guarantee that the lighting will last for another two hours in the event of an emergency.

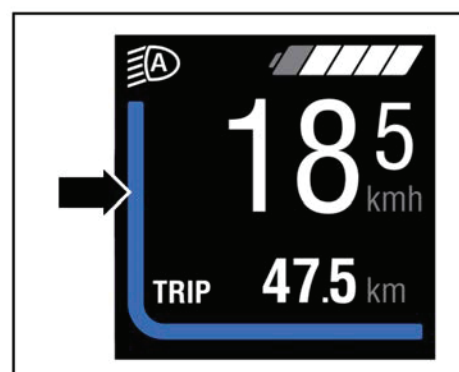
Colour	Charge level
White	Battery capacity >10%
Red	Battery capacity ≤10% (last segment red)

If the battery is being charged on the bike, a corresponding message is displayed.



8.3.5 Assistance level

Your drive system has four levels of assistance. While you are cycling, the level is displayed as a coloured band. The characteristics of each assistance mode are listed in the following table:





Mode	Assistance levels
OFF	(grey): No motor assistance. At the same time, resistance-free cycling.
ECO	(green): Noticeable assistance from the motor for maximum efficiency and range.
TOUR	(blue): Clearly noticeable assistance from the motor, ideal for long trips.
SPORT	(yellow): Powerful assistance for sporty cycling.
BOOST/BOOST FX	(red): Full support for sporty cycling, on hilly routes and in city traffic with normal battery range.



You can set on the control unit how much the e-bike drive assists you when pedalling. The assistance level can be changed at any time, even while cycling. To increase the assistance level, press the "Increase" button on the control unit repeatedly until the desired assistance level appears on the display. To decrease it, press the "Decrease" button. For two seconds, the selected assistance level is also displayed in the trip information area as text.

8.3.6 Walk assist (push assist)

Push assist is used to help you push along your e-bike. It is activated as follows:

- Press and hold the "Push assist" button (arrow). The e-bike will accelerate to a speed of between 3 and 6 km/h, specified by the bike manufacturer, without pedal assistance.



The trip information display shows you when push assist is activated. Release the push assist button to deactivate push assist. Push assist is switched off as soon as one of the following occurs:

- You release the "Push assist" button.
- The wheels of the e-bike are locked (e.g. due to braking or hitting an obstacle).
- The speed exceeds 6 km/h.





⚠ CAUTION

The push assist function may only be used when pushing the e-bike. There is a risk of injury if the wheels of the e-bike do not come into contact with the ground when using push assist.

TIP:

Push assist cannot be activated in "OFF" assistance mode, in the menu or in settings.

8.3.7 Changing the trip information view

Press the "Menu" button (arrow) on the display unit to switch between different information about your trip. You can view the following information:

- Range
- Time
- Trip distance
- Trip duration
- Average speed
- Maximum speed
- Total trip distance



TIP:

Depending on the bike model, you will receive detailed information from your Audi or Fantic dealer.

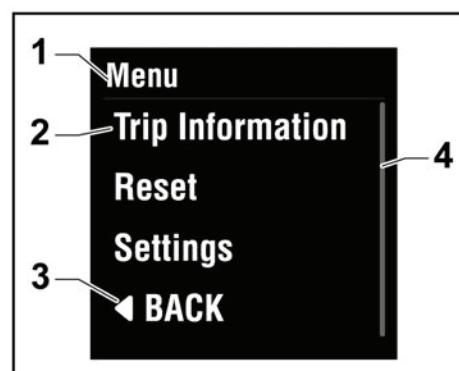
8.3.8 Menu and settings

The menu and settings cannot be accessed while cycling. The menu of the -Allround- display and control unit has the following structure:

- 1 - Heading (permanently visible)
- 2 - Menu sub-item
- 3 - Back (last item on the list, alternative to the "Push assist" button)
- 4 - Navigation bars

To access the menu, stop cycling or start up the e-bike and, with the bike stationary:

- Open the menu by pressing and holding the "Menu" button for two seconds. Use the "Increase" and "Decrease" buttons to navigate to the desired list item and access it by pressing the "Menu" button.



The menu provides the following information:

Trip information

Overview of all trip data

Reset (resetting the trip information)



To reset the display values in the "Trip information" section:

- Select "Reset" from the menu by pressing the "Menu" button.
- If you want to delete all trip information, confirm this by pressing the "Menu" button again.

TIP:

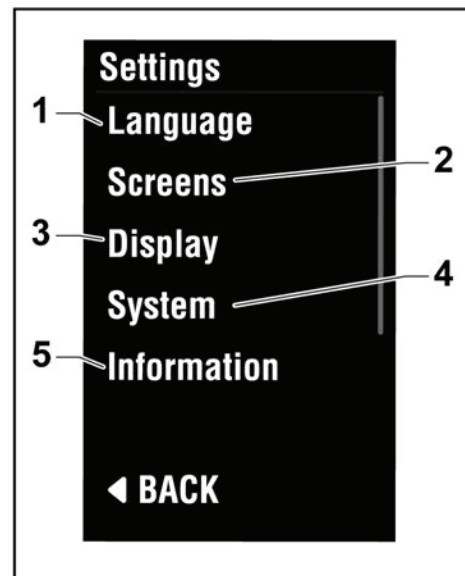
This resets all of the trip information values to zero.

Resetting is not possible while cycling.

8.3.9 Settings

You can access the settings via the "Settings" list item of the menu. Use the "Increase" and "Decrease" buttons to select additional sub-menus and open them with the "Menu" button. From the settings menu, you can scroll back to the menu by pressing the "Push assist" button. The settings menu contains the following settings:

1. - Language: Selecting a language immediately changes the display language.
2. - Screens: Personalise the trip information displayed. Switch between the data you want to see while cycling:
 - ◆ Range
 - ◆ Trip
 - ◆ Trip time
 - ◆ Average speed
 - ◆ Maximum speed
 - ◆ Total trip distance
3. - Display: Set the display
 - ◆ "Automatic" The display brightness and the day and night cycling display ("Black/White") are controlled automatically.
 - ◆ "Brightness" Controls the display brightness. This can only be changed if automatic control is deactivated.
 - ◆ "White/Black" Alternates between white and black background.
 - ◆ "Stealth Mode" (Display off) The backlight of the display turns off after five seconds of inactivity. All e-bike and display functions remain active. Press any button to turn the backlight back on.
4. - System: See "System settings" section.
5. - Information: Displays information about the drive system (e.g. product name and software version).





8.3.10 System settings

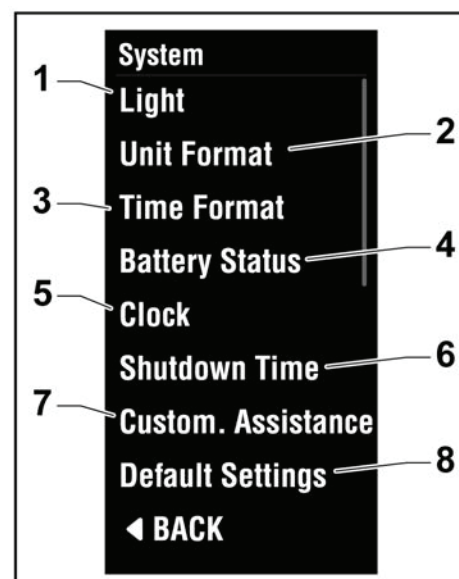
Navigate to the "System" sub-item. Use the "Increase" and "Decrease" buttons to select and open the desired setting. If necessary, you can open additional sub-menus with the "Menu" button. From any position, you can return to the previous menu by pressing the "Push assist" button. Alternatively, you can access the previous menu item by pressing "Back".

TIP:

Please note that not every drive system is equipped with a clock module (time display). Therefore, some menu items may not be activated.

You can configure the following settings in the System sub-item:

1. - "Light" Activate automatic bike lighting. Switch on the bike lighting permanently.
2. - "Unit format": The units displayed are switched between "km/mi" or "km/h/mph".
3. - "Time format" (12 h/24 h): The time values displayed are switched between 12 h and 24 h (optional).
4. - "Battery status" Select between the following options: battery status indicated as segments or as a percentage (%)
5. - "Clock" (hh:mm) (optional)
 - ◆ Press the "Menu" button. The hour indicator flashes.
 - ◆ Use the "Increase" and "Decrease" buttons to set the desired hour. Confirm each entry by pressing the "Menu" button.
 - ◆ The minute indicator flashes. Use the "Increase" and "Decrease" buttons to set the desired minutes. Confirm each entry by pressing the "Menu" button.
 - ◆ Exit the menu using the "Push assist" button.
6. - "Shutdown time" (auto. switch off): Define the automatic switch off time (1–20 min.) of the drive system.
7. - "Custom. assistance" setting: This allows you to adjust the assistance mode according to your needs.
8. - "Default settings": Restore factory settings:
 - ◆ Select the menu item "Default settings".
 - ◆ By pressing the "Menu" button again, all settings are reset to the factory settings.



8.4 Troubleshooting

WARNING

Always pay attention to the error messages!

Only have repairs carried out by a certified bike dealer.



The -Allround- display and control unit displays error messages from the entire pedelec system. The error display indicates errors that the system can detect independently. Depending on the type of error, the drive may shut down automatically. Check the e-bike before riding it again. It is possible to continue cycling at any time without assistance from the drive.

! WARNING

The error display may indicate serious errors in your drive system. Errors prevent the safe operation of the e-bike and pose a risk of accidents involving personal injury and damage to the e-bike.

- ◆ Stop riding the e-bike. Find out the meaning of the error message and take note of the suggested solution.
- ◆ If the meaning of the message is unclear, stop cycling and turn off the bike. Check with the Audi Customer Experience Center (CXC) 1-800-822-2834 for further steps.

The (!) icon can indicate the following error messages

Error message	Remedy
Speed sensor error	Check the speed sensor and position of the spoke magnet.
Bike lighting error	Turn off the system completely. Then check all the cables and connectors of the front and/or rear lighting system. Reboot the system.
Internal system error detected	Reboot the system.
Brake light error	Turn off the system completely. Then check all the cables and connectors of the braking system. Reboot the system.

If problems arise when using the drive system, first check the items listed in the following table. In many cases, you will be able to remedy these issues yourself.

Symptom	Possible cause	Remedy
The display unit and/or drive system cannot be activated.	The battery is not properly locked into the holder.	If possible, remove the battery again and reinsert it. Make sure that it is seated correctly.
	Battery not charged.	Charge the battery fully using the battery charger provided.
	The battery and/or holder contacts are dirty.	Check that all contacts are clean. If necessary, clean them with a soft, dry cloth.
	Display unit not connected correctly.	Check the plug connection of the display unit. Check that the device is connected correctly.
	Contacts of the display unit and/or the holder are dirty.	Check that all contacts are clean. If necessary, clean them with a soft, dry cloth.
	Plug connections on the drive unit are not connected correctly.	Check the cabling and connections and correct them if necessary.



Symptom	Possible cause	Remedy
The display unit does not provide trip data even if the e-bike is in motion.	The sensor and magnet may not be positioned correctly.	Check the mounting of the magnet in the hub and check the mounting of the sensor in the frame. The sensor should be positioned vertically.
Bike lighting cannot be activated.	Lighting cable incorrectly connected.	Check the cabling and connections and correct them if necessary.
Display unit indicates an error in the multifunction panel.	There is an active error in the system.	Please refer to the table below.



9 Cleaning and maintenance

The procedures described in this section can be performed by the user. Any other intervention must be carried out by qualified personnel.

- Keep all components of your e-bike clean, especially the battery contacts and any exposed cable connections.

CAUTION

Avoid bringing the drive unit into contact with aggressive cleaning and care agents, especially brake cleaners.

NOTICE

The drive unit must not be immersed in water or cleaned with a high-pressure cleaner.

- Arrange for the e-bike system to be given a technical inspection at least once a year (including mechanics, up-to-date system software).
- For e-bike services or repairs, please contact the Audi Customer Experience Center (CXC) 1-800-822-2834
- Make sure that all repairs are carried out by authorised specialist dealers only.

9.1 Cleaning and maintenance

DANGER

RISK OF FIRE! RISK OF ELECTRIC SHOCK! Before you start cleaning and/or maintenance, disconnect the battery pack connector.

Inadequate maintenance and cleaning could lead to dangerous riding situations, falls and accidents. Careful maintenance will protect the bike over time.



9.2 Inspection

NOTICE

Arrange for the e-bike system to be given a technical inspection by a specialized bike workshop at least once a year (including mechanics, up-to-date system software).

For e-bike services or repairs, please contact a specialized bike workshop

9.3 Regular maintenance

Perform the procedures described below to permanently guarantee the safety and functioning of the bike and its components.



9.3.1 After each time the bike is used

Check the following parts:

- First carry out general cleaning of the bike, especially if it has been used on particularly dirty and/or muddy terrain (see "Cleaning the bike").
- Check that the wheel spokes are securely seated.
- Check that the rims are not worn or off centre.
- Check for any damage and foreign objects on the tyres.
- Check the front wheel quick release for wear.
- Check the functionality and state of wear of the sprockets and suspension.
- Check the functionality and state of wear of the hydraulic brakes (check for possible leaks).
- Check that the lights (if fitted) are working.
- Lubricate the chain and sprocket after every ride on wet terrain, after each time you wash them with water and after relatively long rides on sandy ground (see "Cleaning the bike").

9.3.2 After a distance of 300 to 500 km

Check the following parts for wear:

- chain, sprockets, teeth, rims and brake discs and have them replaced by your Audi or Fantic dealer if necessary.
- Clean the chain, sprockets and teeth.
- Lubricate the chain and sprockets.
- Use a suitable lubricant (see "Cleaning the bike").
- Check that all screws have been correctly tightened.

9.3.3 After a distance of 3000 km

Have the following parts inspected by a certified bike dealer:

- Hub, steering assembly, pedals, gear shift cables and brakes (do not allow the Teflon sleeves to come into contact with lubricants or oil).

Take the bike to an authorised Fantic dealer for the following work/operations:

- Disassembly.
- Inspection.
- Cleaning.
- Greasing (lubrication).
- Replacement work, if necessary.

9.3.4 After using the bike in heavy rain

Clean and grease the following points:

- chain, sprockets, teeth, gear system, brakes.

TIP:

Please note that not all lubricants and maintenance products are suitable for the bike.



⚠ CAUTION

Using unsuitable lubricants or maintenance products could damage the bike or impair its performance.

The maintenance products or oils must not be allowed to get onto the brake shoes, brake discs or brake surfaces of the rims, as this would cause these parts to perform less effectively.

⚠ WARNING

Failure to perform inspections or to repair damage or improper performance of inspections and repairs after a fall or accident could result in falls and accidents in dangerous riding situations. Take the bike to a specialised bike workshop in time for the re-quired inspections. This is the only way to safely detect and repair worn parts and damage.

9.4 Cleaning the bike

To clean the bike, proceed as follows:

- Disconnect and remove the battery pack from the connector; remove the display. See the Allround display and Removing the battery pack from the holder sections.
- Use a weak jet of water to remove coarse dirt from the bike, such as soil, pebbles, sand, grass etc.
- Let the bike dry.
- Apply a suitable cleaning agent to the entire bike.
- Carefully wash all parts of the bike with a weak jet of water.
- You can also use a sponge or cloth to help you when cleaning with water.
- Let the bike dry.

Clean and lubricate the chain:

- Apply a few drops of cleaning agent to a clean, lint-free cotton cloth.
- Rub the cloth over the chain.
- Run the chain and wipe the damp cloth over the rest of the chain.
- Ask a second person to lift the rear wheel off the ground and very slowly turn the crank in the direction of travel to distribute the cleaning agent.
- Allow the cleaning agent to act in accordance with the manufacturer's instructions.
- Apply a small amount of bike chain lubricant to the chain joints.

⚠ WARNING

If you use too much lubricant or inappropriate products, these may drip onto the brake disc and contaminate it, significantly reducing braking performance.

- Remove excess lubricant from the chain using a clean, dry, lint-free cotton cloth.

Clean the rims and brake discs using a suitable degreaser (consult your Audi or Fantic dealer).

**! WARNING**

Using motorcycle chain lubricant on bicycles causes the chain and drive components to get stuck. Only use lubricants that are specifically suitable for bike chains.

Manually clean the remaining dirt using a clean, lint-free cotton cloth and a suitable cleaning agent. Spray the entire bike with a suitable wax spray or similar protective agent. Once the product has been left to act for the indicated time, polish the bike using a clean, lint-free cotton cloth. Clean the brake discs manually using a clean, lint-free cotton cloth and a suitable degreaser.

! WARNING

The presence of wax spray or other protective products on the brake discs significantly reduces braking efficacy. Clean the brake discs using a suitable degreaser. Consult the Audi Customer Experience Center (CXC) 1-800-822-2834.

The following components must not be treated with protective products:

- Brake pads; brake discs; grips; brake and gear levers; saddle; tyres.

TIP:

Wash the frame covers with mild soap and water.

9.5 Parking the bike

! CAUTION

A bike that is resting against a bike stand, wall or fence can tip over when subjected to even a minimal force. This could cause injury to persons and animals and damage to objects. Only park the bike in a place where it is not in the way of anyone. Keep children and animals away from the parked bike. The bike should not be parked close to easily damaged objects, e.g. cars or the like.

How to park the bike with a stand:

- Place the bike on a flat and stable surface.
- With the bike stationary, lower the side stand with your right foot until it clicks into place.
- Turn the handlebar so that it points slightly to the left.
- Carefully support the bike on the left side until it reaches a stable position.
- Check the stability of the bike.
- With one hand, lightly hold the bike by the handlebar or saddle and lightly push the saddle from all directions with your other hand. If there is a risk that the bike may fall, look for another place to park it.

To park it without using a stand:

- Place the bike on a flat and stable surface.
- Lean the back wheel or saddle of the bike against a stable object.
- Turn the handlebar away from the side to which the bike is leaning.
- Make sure that the bike is secure and stable. If there is a risk that the bike may fall over, find a more secure position.



9.6 Exceptional maintenance operations

9.6.1 Removing and reinstalling the wheels

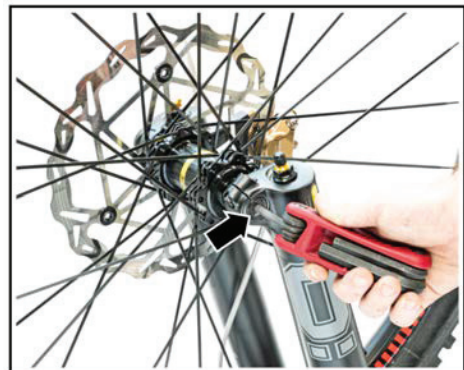
Removal of the wheels is necessary if you need to repair tyres or other wheel components. It can also be useful when transporting the bike (for example in the luggage compartment of a car).

TIP:

It is mandatory to release the air from the tyres of the bike during transport in a car or other vehicle!

9.6.2 Removing the front wheel

- Unscrew the pin from the front wheel using a hex key.



- Support the front wheel and remove the pin from the fork.



- Remove the front wheel from the fork bracket.

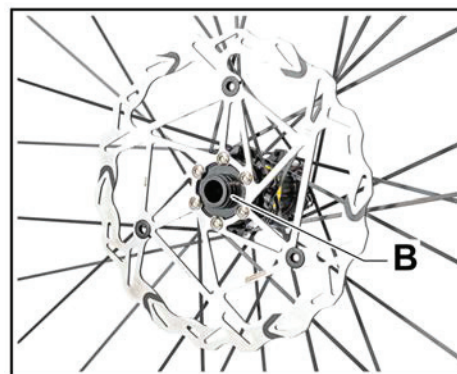


! NOTICE

The hydraulic brakes must never be applied once the wheel has been removed. Use the locks -A- supplied for transport and do not remove them until the front wheel is reinstalled.

**TIP:**

Take care not to lose the two spacers -B-.



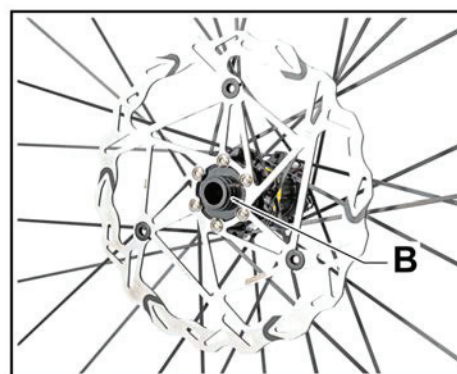
9.6.3 Installing the front wheel

TIP:

Make sure that the two spacers -B- are present.

! NOTICE

Do not operate the front brake lever.



- Place the wheel between the fork and make sure that the brake disc is positioned between the brake pistons.
- Insert the pin from the side opposite the brake and push it until it comes out on the other side of the wheel hub.



- Tighten the pin of the front wheel using a hex key.
- Check that the wheel is securely and correctly mounted.
- Tighten using the torque wrench.

**Corresponding torque:**

Wheel spindle	12 Nm
---------------	-------



⚠ WARNING

Check that the wheel is securely and correctly mounted. If the spindle is not securely fastened, the front wheel could become loose and move. This can result in dangerous traffic situations and a fall or accident with serious or even fatal injuries.

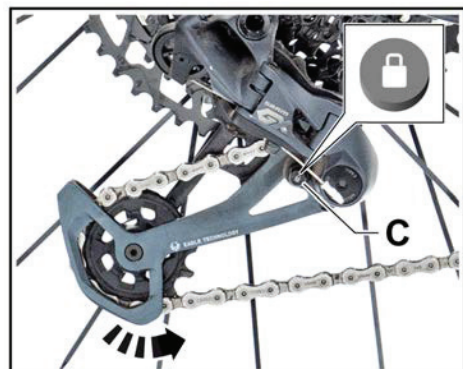
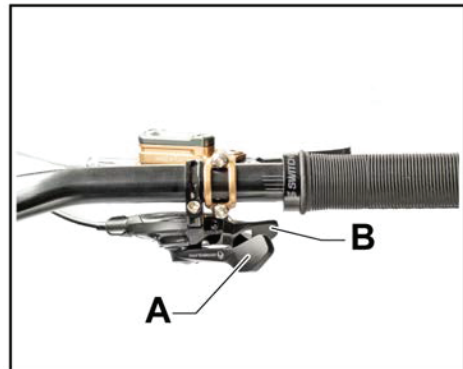
An improperly mounted front wheel can detach from the e-bike and cause an accident with serious or even fatal injuries.

9.6.4 Removing the rear wheel

ⓘ NOTICE

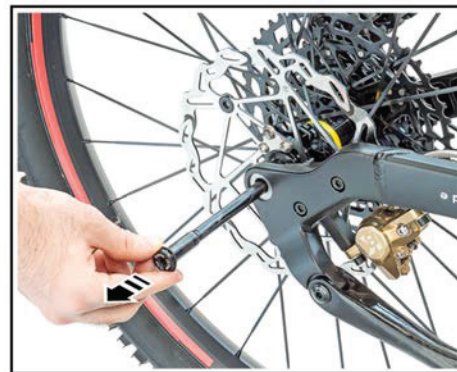
Position the bike so that it is stable and the rear wheel is raised off the ground.

- Using the gear lever -B-, move the chain onto the smallest sprocket (see "Using the gears").
- Push the gear system forward and press the -C- button to lock it. The chain will loosen.
- Using a hex key, unscrew the pin from the brake side.





- Pull the pin out of the frame.



- Remove the chain from the sprocket and pull the wheel out.
- Insert the supplied transport lock -A- between the brake pistons.

! NOTICE

The hydraulic brakes must never be applied once the wheel has been removed. Use the locks -A- supplied for transport and do not remove them until the front wheel is reinstalled.



9.6.5 Installing the rear wheel

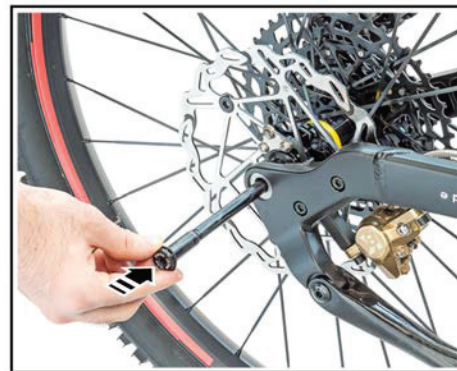
- Insert the wheel into the rear part of the frame, place the chain on the smallest sprocket and make sure that the brake disc is between the brake pistons.

! NOTICE

Do not operate the rear brake lever.



- Insert the pin on the brake side and push it until it comes out on the other side of the wheel hub.



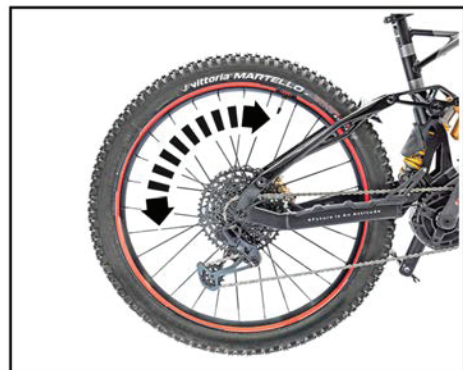
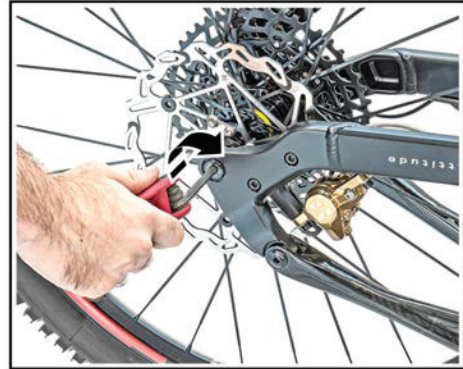


- Use a hex key to screw in the pin on the brake side.
- Tighten using the torque wrench.

Corresponding torque:

Wheel spindle	12 Nm
---------------	-------

- Push the gear system forward to release it from the lock.
- Check that the wheel can rotate freely.



⚠ WARNING

Check that the wheel is securely and correctly mounted. If the spindle is not securely fastened, the front wheel could become loose and move. This can result in dangerous traffic situations and a fall or accident with serious or even fatal injuries.

An improperly mounted rear wheel can detach from the e-bike and cause an accident with serious or even fatal injuries.

9.6.6 Flat tyres

If a tyre is flat and becomes flat again after being inflated, it may have a puncture or be damaged. To replace the tyre, it is recommended that you contact your Audi or Fantic dealer or a tyre dealer. If you want to repair the tyre yourself, you will need the following:

- Two tyre removal levers.
- Inner tube (new) with valve and identical dimensions to the inner tube to be replaced.
- Tyre casing (new), if necessary.
- Pump with suitable fitting for the valve.

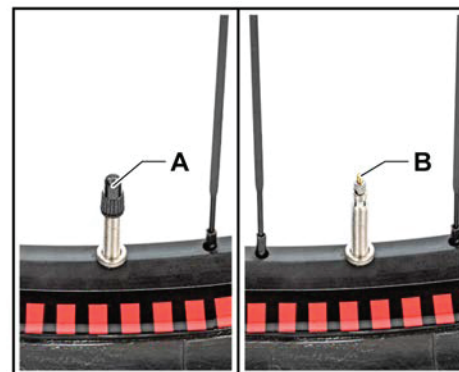


⚠ CAUTION

An improperly repaired tyre can fail suddenly and unexpectedly, resulting in an accident with serious or even fatal injuries. Do not attempt to repair your e-bike if you do not have the appropriate tools.



- Remove the wheel (see previous paragraphs in this section).
- Remove the protective cap -A- of the valve.
- Drain the air completely from the tyre by pressing the inner valve -B-.
- Lift the tyre off the rim using the tyre removal levers, starting from opposite the valve.
- Pull the inner tube out of the tyre.
- Mark the alignment of the inner tube in the tyre. Identify the cause of the puncture in the tyre!
- Use the pump to inflate the faulty inner tube.
- Find the place from which air is escaping.
- If you find it, turn the inner tube so that the valve is facing inward.



If the puncture is on the inside:

- Check that the rim tape is correctly positioned. Check that all spoke holes are covered with spoke tape. If not, contact the Audi Customer Experience Center (CXC) 1-800-822-2834 or your local bike store.
- Check that the rim is not damaged (sharp edges, splinters etc.). If such damage occurs, please contact your Audi or Fantic dealer.
- Check whether there is one puncture or two small punctures next to each other.



TIP:

If there are two small punctures, this is known as a snakebite puncture, which is common when riding over sharp obstacles with insufficient tyre pressure.

- Patch the inner tube using a suitable repair kit.
- If the rim is not damaged, install a new inner tube.

If the puncture is on the outside:

- Hold the inner tube next to the rim with the tyre, as the wheel was assembled.
- Locate the area of the tyre where the inner tube is punctured. Very often, there will be a thorn, stone or piece of glass hidden in the tyre.
- Use a fingernail or a pocket knife or similar implement to carefully remove the object that has caused the puncture or tear.
- If the tyre is damaged or cracked over a large surface, replace it.

CAUTION

Probing the inside of the tyre with your fingers could be dangerous: there may be sharp objects in the casing that could cause cuts or injuries. If you do use your fingers to probe the inside of the tyre, do so slowly. Be very careful when touching the tyre walls.

If the tyre needs to be replaced:



- Remove the tyre from the rim completely.
- Mount one side of the new tyre on the rim.

TIP:

Make sure that the direction arrow on the tyre corresponds to the direction of rotation for cycling.

If it is not necessary to change the casing:

- Inflate the new inner tube slightly so that it begins to take on its intended shape.
- Insert the valve into the rim through the hole provided.
- The valve must be directed towards the centre of the wheel (see "Checking the tyre valve" in the "Checks and inspections" section).
- Press the side of the tyre that is still outside into the rim at the valve.
- Starting from the valve, push the outer sides of the tyre into the rim over its entire circumference.

TIP:

At the point opposite the valve, more force is usually required to insert the tyre. Therefore, use the tyre removal levers, but take care not to damage the inner tube.

- Lightly inflate the inner tube.
- Move the tyre back and forth and across the direction of travel.

TIP:

Check that the tyre is positioned uniformly on the rim and that the inner tube is not visible at any point.

- Inflate the tyre to the specified pressure (see the side of the tyre).
- Reinstall the casing (see previous paragraphs in this section).
- Check the tyres.

9.7 Other operations

For all maintenance operations not described in this section, please contact the Audi Customer Experience Center (CXC) 1-800-822-2834 or your local bike store.

9.8 Winter storage

If you will not be using your bike for a long time:

- Disconnect the battery from the connector and charge it, then recharge it at least every four months.
- Check the tyre pressure (1 bar), then inflate at least every four months.



10 Service

10.1 Transporting the bike

NOTICE

If you carry the e-bike on the outside of your car, e.g. on a properly rated hitch mounted bike rack, remove the e-bike battery to avoid it getting damaged. Moisture can penetrate system components even at speeds of over 100 km/h.

Protect all e-bike components such as the display, open plugs etc. from ingress of water. Appropriate protective covers are available from bicycle shops.

The battery may only be shipped in hazardous materials packaging and with the necessary warnings. If you have any questions about transporting the bike, please contact the Audi Customer Experience Center (CXC) 1-800-822-2834 or your local bike store. You can also obtain suitable transport packaging from your local bike store.

10.2 Disposal

The drive unit, display and control unit, battery, speed sensor, accessories and packaging must be recycled in an environmentally sound manner. Do not dispose of e-bikes and their components in your household waste!

For EU countries only

Under EU Directive 2012/19/EU, electrical devices that are no longer usable and, under EU Directive 2006/66/EC, defective or used accumulators/batteries must be collected separately and re-used in an environmentally sound manner. Old machinery, replacement parts and packaging contain recyclable materials. The owner is obliged to dispose of them properly and in an environmentally sound manner in accordance with legal provisions. All plastic injection moulded parts are marked with a recycling symbol. REACH Regulation No 1907/2006 (EC) RoHS Directive (2011/65/EU). Please hand in any e-bike components that are no longer usable at an authorised Fantic dealer.

We reserve the right to make changes.

10.3 Liability

Audi shall not be liable for damage to the bike (or its parts) resulting from improper adjustment of the moving parts of the bike or improper use and/or maintenance of the bike (including replacing worn parts too late). If Audi accepts a warranty claim, this shall in no case mean that it accepts liability for any damage that may arise. Audi excludes any liability in the event of any dispute regarding (correlative) damage or loss suffered, as the company is not legally obliged to pay compensation.

WARNING

Any unauthorised modification of the electrical system components may be dangerous and will void the warranty.



11 Fault finding

If you have any problems while using the bike, first check whether the problem is listed and described in the tables below. This may allow you to find the right solution without having to visit a specialist bike store. If the problem is not listed or cannot be solved according to the solution described in the table, consult the Audi Customer Experience Center (CXC) 1-800-822-2834 before using the bike again.

11.1 Troubleshooting table

Problem	Possible cause	Remedy
The display or system of the pe-delec cannot be activated.	Malfunction of the battery pack even though it is charged.	Press the white button on the battery pack to check whether it is turned on. The charge level display LED on the battery pack should turn on. If not, the battery pack may be defective.
	Battery pack overheated.	Wait for the battery pack to cool down.
	The battery pack is not mounted correctly.	Remove the battery pack and try to re-mount it. Make sure that it is positioned correctly.
	Battery pack depleted.	Charge the battery pack using the charger provided.
	Electrical contacts on the battery and/or connector are damaged.	Check that all contacts are clean. If necessary, clean with a soft and dry cloth.
	Display is not mounted correctly on the intended bracket.	Remove the display from the bracket and reposition it. Make sure that it is inserted correctly.
	Contacts on the display and/or bracket are damaged.	Check that all contacts are clean. If necessary, clean with a soft and dry cloth.
	Connector is not properly plugged into the battery pack.	Insert the connector correctly into the battery pack contact.
The display does not provide data even though the bike is in motion.	The contact on the rear wheel spokes is not mounted correctly or is too far from the sensor.	Check the positioning of the contact on the rear wheel spokes; in particular, the distance to the speed sensor must be between 5 and 17 mm.
The lights on the bike (if equipped) do not turn on.	Lighting cable incorrectly plugged in/not properly connected.	Check the cables and connectors and connect them correctly.
The display shows an error code.	There is an active error in the system.	Refer to the table of error codes below.



12 Error codes

Check whether the error code shown on the display is listed in the following table and take the indicated action, if necessary.

NOTICE

Pay attention to the error codes! The error codes can indicate serious faults in the pedelec system. These faults prevent safe operation of the pedelec and could cause damage to the pedelec or personal injury. Stop using the pedelec. Work out the meaning of the fault code and follow the instructions to eliminate it. If the meaning of the error code is not known, stop using the bike and park it. Ask the Audi Customer Experience Center (CXC) 1-800-822-2834 for information on how to proceed.

Problem	Possible cause	Remedy
10	Battery pack charge level is insufficient.	Charge the battery pack using the appropriate charger.
11	Battery charge is too high.	Turn off the system completely and turn on the operating panel again. If the problem persists, contact the Audi Customer Experience Center.
12	The battery pack is almost depleted.	Charge the battery pack using the appropriate charger.
20	Poor electrical measurements.	Turn off the system completely and turn it on again using the T4 button on the operating panel. If the problem persists, contact the Audi Customer Experience Center
21	Thermal sensor defective.	
24	The internal voltage is outside the operating range.	Charge the battery pack using the appropriate charger.
25	Error in the motor current measurement	Turn off the system completely and turn it on again using the T4 button on the operating panel. If the problem persists, contact the Audi Customer Experience Center
26	A software reset has been performed.	
40	Overcurrent detected in motor.	Reduce the load on the motor by pedalling less or reducing the pedal assist level.
41	Overcurrent detected in motor.	Reduce the load of the motor by pedalling less.
42	Problem with motor rotation.	Turn off the system completely and turn it on again using the T4 button on the operating panel. If the problem persists, contact the Audi Customer Experience Center
43	Short circuit in motor.	
44	Overheating of motor.	Reduce the load on the motor by pedalling less or reducing the pedal assist level.



Problem	Possible cause	Remedy
45	The software corrected an error during motor rotation.	Turn off the system completely and turn it on again using the T4 button on the operating panel. If the problem persists, contact the Audi Customer Experience Center
46	No motor movement detected even though a current level of >2 A was measured.	
60	Interruption of data exchange.	Check that the cables and all pedal assist system components are properly connected.
70	Force applied to pedals not in valid range.	Turn off the system completely and turn it on again using the T4 button on the operating panel. If the problem persists, contact the Audi Customer Experience Center.
71	Pedal rotation not detected.	
72	Force applied to pedals not detected.	
73	Fault in link to pedal force sensor.	
74	Errors detected in the data.	
80	No correct motor parameters.	
81	Speed signal not detected.	Check the cables and connect all the pedal assist system components.
82	Software has been tampered with.	Turn off the system completely and turn it on again using the T4 button on the operating panel. If the problem persists, contact the Audi Customer Experience Center
83	Error detected in program sequence.	
84	Motor parameters incorrect.	Turn off the battery pack, wait a few minutes and then turn it on again by pressing the button on the battery pack. If this does not solve the problem, contact the Audi Customer Experience Center.



CUSTOMER DELIVERY DOCUMENTS → → ebike.audi@fanticmotor.it

This bike is delivered to the customer (after final assembly and necessary adjustments) and is **NOT** ready for use.

Enter the bike identification number here _____ . This is located on the frame.

In particular, the following items must be checked **before delivery**:

- | | |
|--|--|
| <input type="checkbox"/> Lights (if fitted) | <input type="checkbox"/> Rear derailleur (stop). |
| <input type="checkbox"/> Front and rear brakes | <input type="checkbox"/> Screw connections (check tightening torques). |
| <input type="checkbox"/> Front shock-absorbing fork (if fitted) (adjusted according to the customer's physical characteristics). | <input type="checkbox"/> Battery pack charge level. |
| <input type="checkbox"/> Wheels (concentricity, spoke tension, tyre pressure). | <input type="checkbox"/> Test ride carried out. |
| <input type="checkbox"/> Handlebar and stem (position, check the screws and tightening torques). | <input type="checkbox"/> User and maintenance manual. |
| <input type="checkbox"/> Frame hinges and aligned connections (on folding bikes) | <input type="checkbox"/> Safety information booklet (this booklet). |
| <input type="checkbox"/> Pedals. | |
| <input type="checkbox"/> Saddle and seatpost (height and angle adjusted according to the customer's physical characteristics); check the screws and tightening torques; suspension of the seatpost: adjusted according to the customer's physical characteristics. | |

Additional instructions

- Braking system.
- Front shock-absorbing fork (if fitted).
- Any further checks.

It is recommended to have the customer cycle a few test laps before the final handover to help familiarise them with the features of the bike.

COMPLETE THE SECTION ON THE BACK

DEALER INFORMATION

Name, surname _____

Street _____

Post code, city, province _____

Telephone/Mobile _____

Fax _____

Email _____

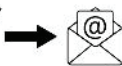
Place, date _____

Signature _____

Stamp of the dealer



DEALER DELIVERY DOCUMENTS



→ ebike.audi@fanticmotor.it

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Additional instructions

- Braking system.
- Front shock-absorbing fork (if fitted).
- Any further checks.

CUSTOMER INFORMATION

Name, surname _____

Street _____

Post code, city, province _____

Telephone/Mobile _____

Fax _____

Email _____

Place, date _____

Signature _____

Read the text below before signing!

By signing this document, the customer confirms that they have received the bike and the accompanying documentation in good condition and that the dealer has explained clearly how to use the bike and the components installed on it.



WARRANTY AND SERVICE REQUESTS

Country-specific statutory warranty provisions must be observed.

