



User manual

EN

Easyflow HMS



Safety information

This bicycle meets the safety requirements.

Ensure that you have read and understood this User manual and, in particular, the safety instructions before using the Gazelle Easyflow HMS.



"REMARK" In this Manual the term bicycle refers to the Gazelle Easyflow HMS.

Please observe all requirements This will help to prevent fire, explosions, electric shock and other hazards that could lead to damage to property and/or to serious accidents.

The bicycle may only be used by people who have read and understood all this user manual.



"REMARK" Ensure that you familiarise yourself with riding the bicycle. For this, refer to 'Cycling', section 3.10 (page 40).

We advise that you have all the maintenance and adjustments to your bicycle carried out by your Gazelle service specialist.

Safety symbols

The following safety symbols are used in this Manual:



"DANGER" indicates a danger of an average risk level that, should it not be avoided, could result in serious injury.



"WARNING" indicates a danger of a low risk level that, should it not be avoided, could result in mild to moderate injury, material damage or environmental damage.



"REMARK" indicates information that is considered important, but does not imply any danger.

Advance warnings



"DANGER" The bicycle has rotating and moving parts. Keep body parts, hair and clothing away from rotating parts (wheels, brake discs and chainrings). Do not wear loose clothing as this can get caught in moving parts.



"WARNING" Take the operating temperatures of the various components into consideration. Protect the drive unit, on-board computer and battery against extreme temperatures (e.g. under intense sunlight without adequate ventilation). These components (especially the battery) can be damaged by extreme temperatures.

This is the Translation of the Original Instructions in English.

Keep this Manual for future use, and give it to any subsequent users of the bicycle.

The most recent version of this manual is available on:

www.gazellebikes.com/en-gb/service/folder-and-manuals

Documentation, instructions for use and technical information can be ordered by calling Royal Dutch Gazelle NV on +44 203 318 2058 or sending an e-mail to 'export@gazelle.nl'.

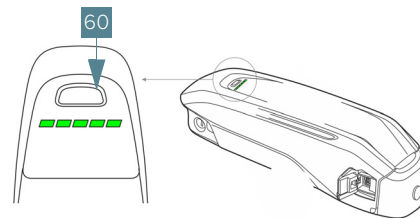
2021-11-22 | Versie 1.1

Quick start

Brief user instructions

Switching on:

1. Press the on/off button **60** on the battery, while this is mounted on the bicycle.

**Select assistance:**

2. Press button **▲ 43** or button **▼ 46** on the on-board computer **14**.

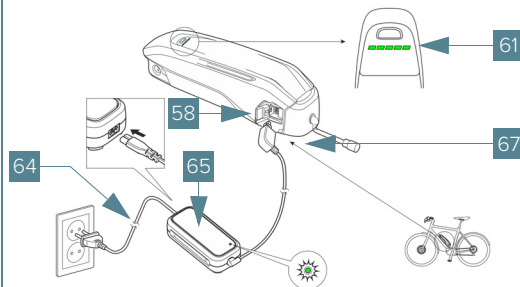
**Charging battery:**

1. Open the cover **58** on the battery.
2. Connect charging plug **67**, charger **65** and mains lead **64**.
3. Plug the mains lead **64** into a mains socket.

If all LEDs of charge indicator **61** are lit: Battery fully charged.

After charging:

4. Press the cover **58** back on tightly.



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1. Introduction

1.1 Description of the user

This document is intended for the user of the Gazelle Easyflow HMS.

This bicycle may only be used by a sufficiently skilled rider who has read and understood all this manual.

1.2 Intended use

The bicycle is intended for use on public roads, as a means of transport and for recreation.

The bicycle may only be used as follows:

- a total weight of 130 kg including bicycle weight. For permissible loads, see chapter 'Technical data'.
- When transporting children on your bicycle, always first consult a Gazelle service specialist and take into account the load capacity of the luggage carrier.



"DANGER" Never mount a child seat onto the handlebar of the bike.

- Cycling on regular roads. See also 'Cycling', section 3.10 (page 40).

1.3 Reasonably avoidable improper use

With the below use, the bicycle can get damaged and ultimately become dangerous for the rider, passengers and other road users:

- Off-road cycling.
- Cycling onto and off curbs.
- Overloading the bicycle.
- The bicycle is not suitable for use in combination with a trailer.

The below use can result in danger for the rider, passengers and other road users:

- Cycling without hands.
- Cycling with the stand not retracted.
- Cycling with the saddle extended from the frame further than the indicated maximum.
- Cycling in the dark without working lights.
- Removing or mounting non-original components.
- Not having the maintenance carried out on time by a Gazelle service specialist.

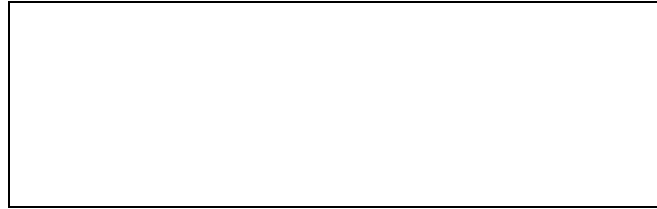
The below use can damage parts of the bicycle:

- Painting parts or putting stickers on them.
- Long-term exposure to the elements (UV radiation, salty environment).
- Placing the bicycle against (sharp or rough) surfaces, such as stone walls.

1.4 Contact details

Service

For service, contact your Gazelle service specialist.



Manufacturer

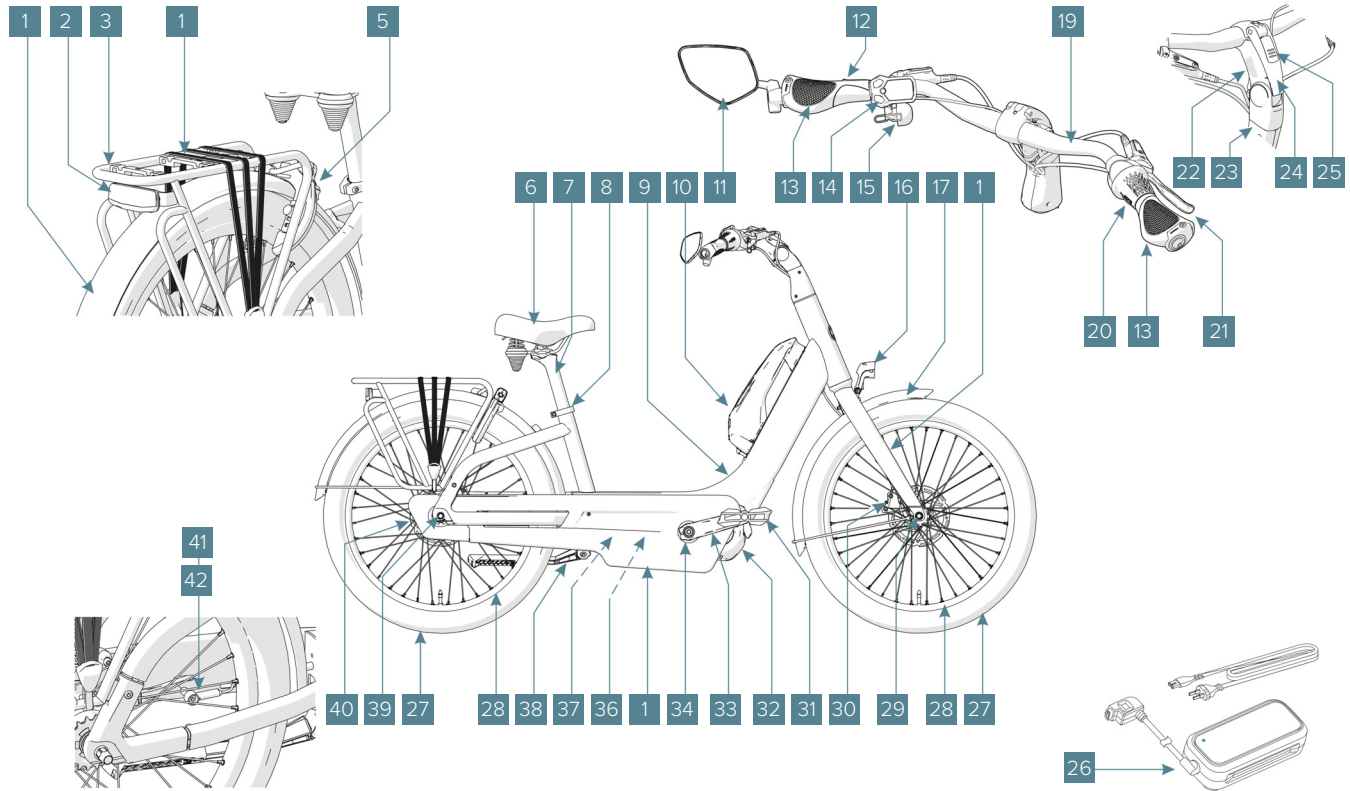
Royal Dutch Gazelle NV
Postbus 1
6950 AA Dieren
The Netherlands

M: export@gazelle.nl
T: +44 203 318 2058
www.gazellebikes.com/en-gb

2.

Overview of components

1. Rear mudguard
2. Rear light
3. Luggage carrier
4. Elastic strap
5. Lock
6. Saddle
7. Seat post
8. Saddle clamp
9. Frame
10. Battery
11. Mirror
12. Left brake lever
13. Handlebar grip
14. On-board computer
15. Bell
16. Front light
17. Front mudguard
18. Front fork
19. Handlebars
20. Gear shifter
21. Right brake lever
22. Stem
23. Handlebar tube
24. Handlebar adjustment lever
25. Safety slide
26. Charger
27. Tyre
28. Rim
29. Front hub
30. Front brake
31. Pedal
32. Drive unit
33. Crank
34. Bottom bracket
35. Chain case
36. Drive chain
37. Frame number
38. Stand
39. Rear hub
40. Rear brake
41. Spoke magnet
42. Speed sensor



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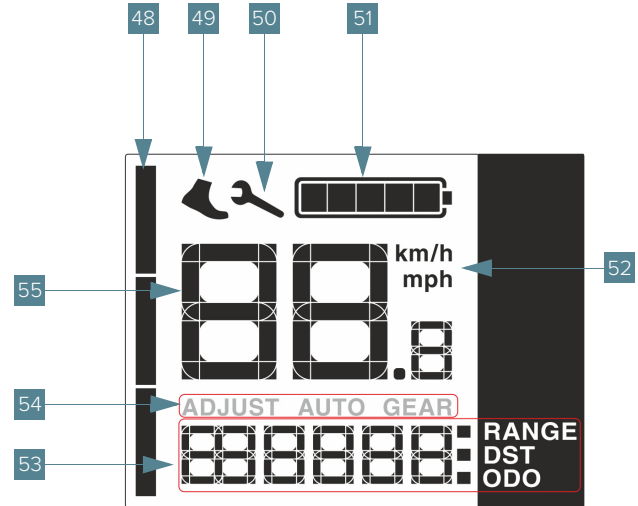
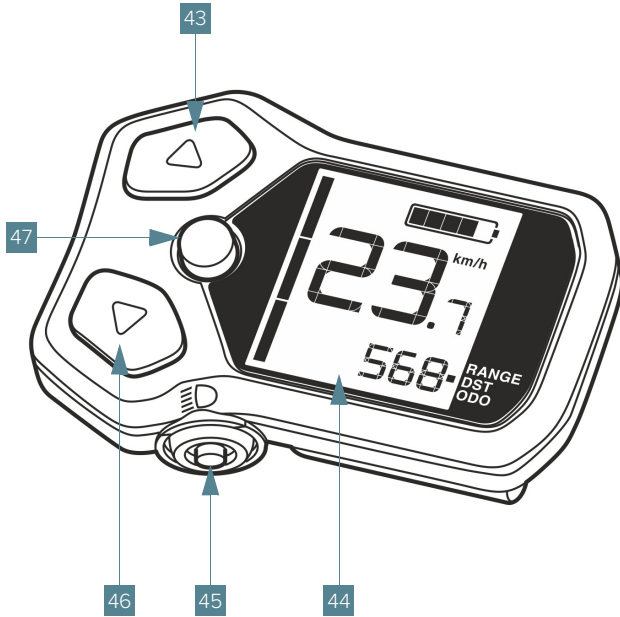
Components

2.1 On-board computer SC-E5000

- 43. Button ▲
- 44. Display
- 45. Bicycle lights button
- 46. Button ▼
- 47. Cycling data button

Indications on display

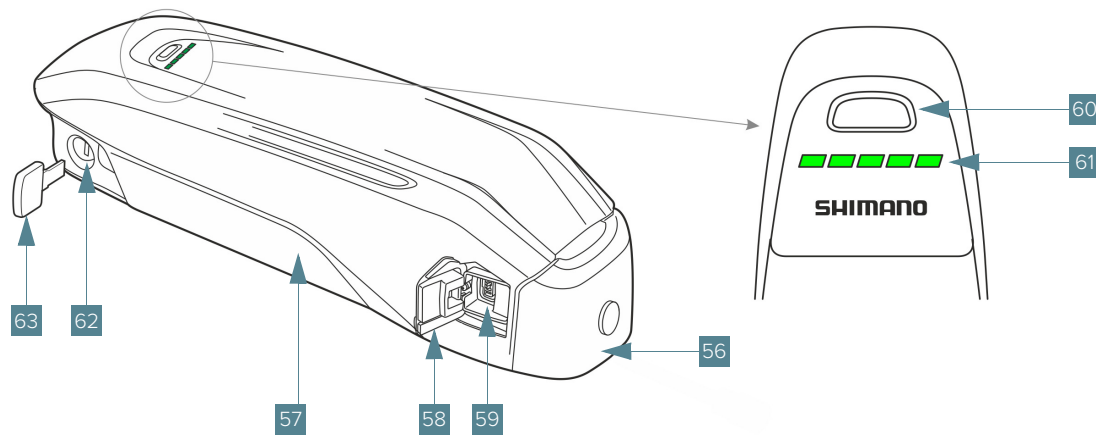
- 48. Assistance level
- 49. Walk Assist active indication
- 50. Maintenance alarm indication
- 51. Battery charge level
- 52. Units **KM/H** or **MPH**
- 53. Cycling data
- 54. *not active on the Easyflow HMS*
- 55. Speed indication



Components

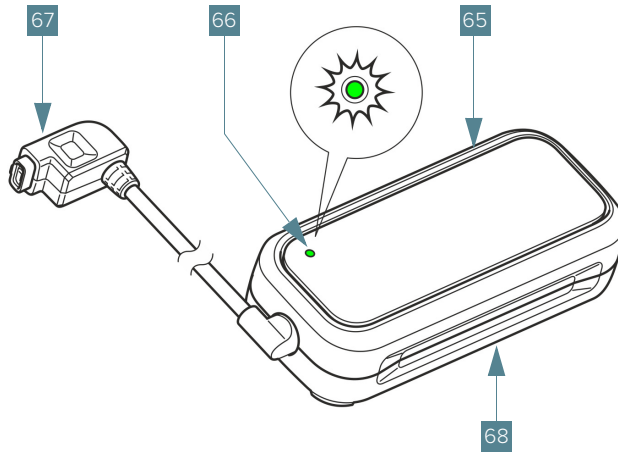
2.2 Battery

- 56. Lower holder
- 57. Battery
- 58. Charging socket cover
- 59. Charging socket for charging plug
- 60. Battery On/Off button
- 61. Charge indicator
- 62. Battery lock
- 63. Battery key

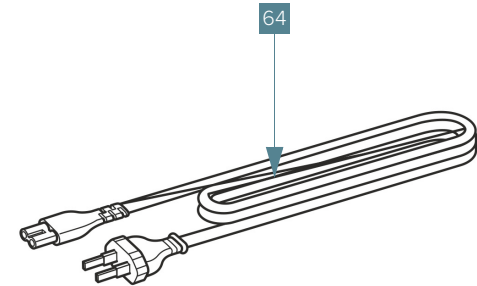


Components

2.3 Charger



- 64. Mains lead
- 65. Charger
- 66. Charge indicator
- 67. Charging plug
- 68. Charger safety instructions (underside)



3.

Using the bike

3.1 Warning before use



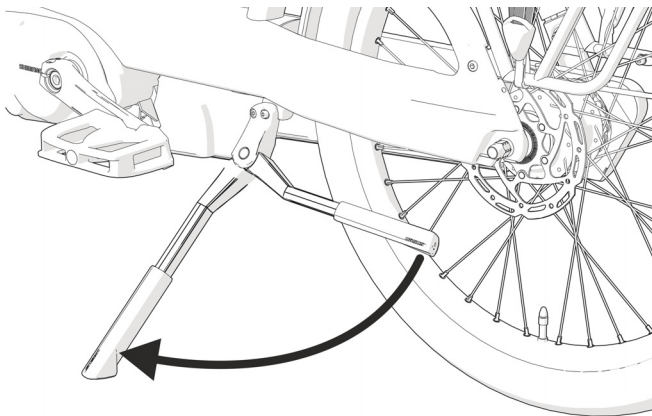
"DANGER" The bicycle may only be used in the way described in 'Intended use', section 1.2 (page 9).

The section afterwards 'Reasonably avoidable improper use' also clearly indicates how the bicycle may **not** be used.

3.2 Using the stand



"DANGER" Always park the bicycle on a firm and even surface. The bicycle may fall over on a soft surface.



The stand is operated as follows:

1. Stand facing forwards next to the bicycle.
2. Push the stand downwards with your right foot until it is fully folded out.

Then allow the bicycle to lean to the left on the stand.



"DANGER" Never put the bicycle on the stand with a child in a child seat at the back.



"DANGER" When the bicycle is heavily laden it can fall when resting on the stand. First remove the load.

Taking the bicycle off the stand:

1. Hold the bike upright.
2. Push the stand backwards using your right foot; this then springs back to the horizontal position.



"DANGER" Before cycling, always check that the stand is in the horizontal position.

3.3 Configuring for first use



"DANGER" Only cycle on a bicycle that has been adjusted for your size and cycling wishes. The bicycle has a handlebar stem lever to easily change the position of the handlebar. Always secure the handlebar stem lever tight and check that the attached components cannot move. Never adjust the handlebar whilst cycling.

3.3.1 Preparing the battery for use



"DANGER" Carefully read the safety instructions with regard to the use of the battery and ensure that you understand them. For this, see sub-section 'Important safety information when using the battery' section 3.4.1 (page 29).

The battery is supplied with your bicycle separate and partially charged. To ensure that the battery uses its full capacity during its life, when you use it for the first time make sure that you first charge it fully with the charger.

To prepare the battery for use:

Check the battery before charging it for the first time or using it with your bicycle.

1. Press the battery on/off button **60** to activate the battery.



"WARNING" Take your feet off the pedals before activating the battery.

If at least one LED is lit, but not all LEDs on the charge indicator **61** are lit, you will need to charge the battery fully before first use.



"REMARK" If there are no LEDs lit up on the charge indicator, the battery is likely to be flat and so needs to be charged. If the battery is connected to the charger and no LED lights flash, the battery is possibly damaged. Do not charge a damaged battery, and do not use it. Contact a Gazelle service specialist.



"REMARK" If the battery is empty (no LED lights on the charge indicator), the assistance is first switched off and then finally the bicycle lights.

The battery can be charged in two ways:

- disconnected from the bicycle;
- on the bicycle.



"WARNING" Only use the charger supplied with the bicycle, or an identical, original Shimano charger. Only that charger is suitable for your bicycle. Use the charger only for your e-bike.



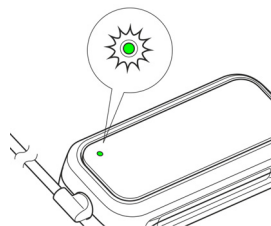
"WARNING" Never open the charging sockets that were sealed by the manufacturer. Charging whilst a socket is unsealed can lead to irreparable damage.



"WARNING" Do **NOT** switch on the battery whilst charging.

LED indicator on charger

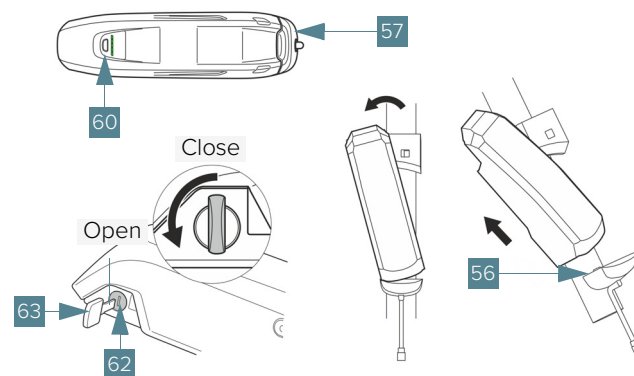
LED	Signal
On	Charging
Flashing	Error with charging
Off	Charging complete



Charging battery when disconnected:

Remove battery from bicycle:

1. Switch the battery **57** and the drive unit **32** off:
 - Press the battery on/off button **60**.
2. Open the battery lock **62** using the battery key **63**; turn the key until you feel some resistance.
3. Turn the battery **57** anti-clockwise and take it out the lower holder **56**.



4. Place the battery **57** on a clean surface.

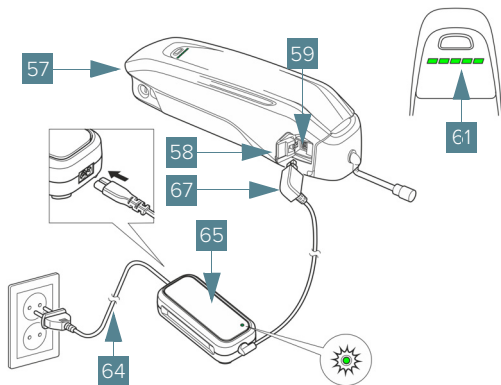
In particular, avoid getting dirt, such as sand and soil, in the charging socket for charging plug **67** and the contacts.

To charge the battery **57** when disconnected:

1. Open the charging socket cover **58** of the charging socket for charging plug **59** on the battery **57**.
2. Connect the charging plug **67** of the charger **65** with the battery **57**.
3. Connect the mains lead **64** of the charger **65** to a mains socket. The LED on the charger **65** will light up.

Once all the LEDs of the charge indicator **61** of the battery **57** are lit, the battery **57** is fully charged.

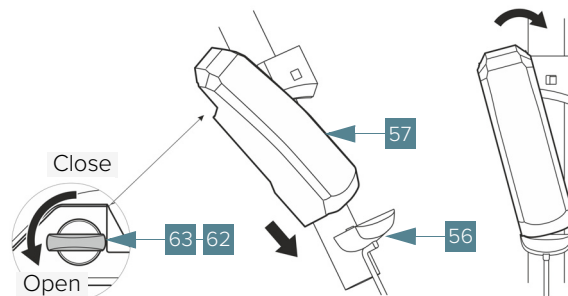
4. Pull the charging plug **67** from the battery **57**.
5. Remove the mains lead **64** from the mains contact.



6. Insert the battery key **63** into the battery lock **62**.
7. Turn the battery key **63** anti-clockwise (=open).
8. Place the battery with the contacts in the lower holder **56**.
9. Turn the battery clockwise until you hear a clear click.
10. Turn the battery key **63** clockwise (=close).
11. Check the battery is secure.
12. Pull the battery key **63** from the battery lock **62**.



"REMARK" Always take the battery key **63** from the battery lock **62**.
You thereby ensure that the key does not fall out or that the battery is removed by any unauthorised person when parked.



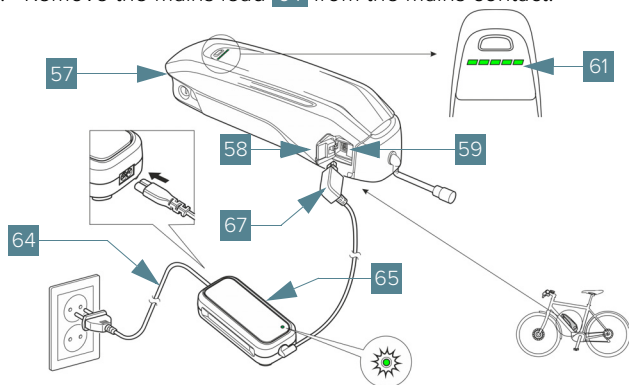
Mount the battery **57** back on the bicycle:

Charging the battery on the bicycle:

1. Open the charging socket cover **58** of the charging socket for charging plug **59** on the battery **57**.
2. Connect the charging plug **67** of the charger **65** with the charging socket for charging plug **59**.
3. Connect the mains lead **64** of the charger **65** to a mains socket. The LED on the charger **65** will light up.

Once all the LEDs of the charge indicator **61** of the battery **57** are lit, the battery **57** is fully charged.

4. Pull the charging plug **67** from the battery **57**.
5. Press charging socket cover **58** back on tightly.
6. Remove the mains lead **64** from the mains contact.



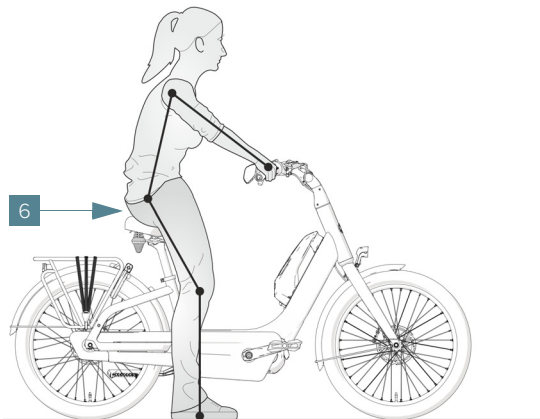
3.3.2 Adjusting saddle height

For a correct sitting posture it is important to adjust the saddle to the right height.

- When you sit on the saddle you should be able to place both feet fully or partially on the ground.

Adjusting the right saddle height is done as follows:

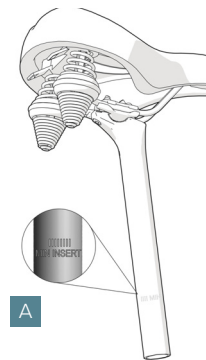
1. Sit on the saddle **6**.
2. Check whether you can stand fully or partially on the ground with both feet.



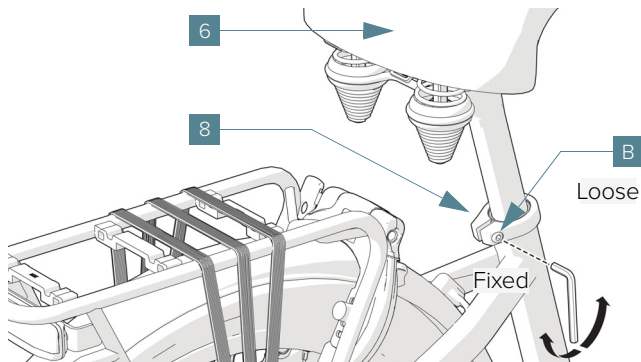
3. Get off the saddle **6**.

If necessary, adjust the height of the saddle:

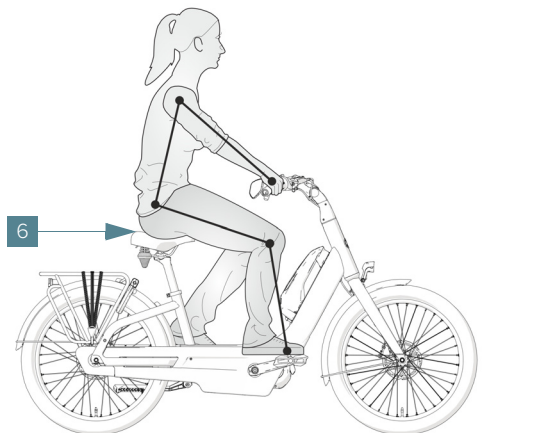
4. Loosen the socket screw **B** of saddle clamp **8** using the appropriate Allen key.
5. Adjust the saddle **6** to the right height.
6. When the saddle **6** is at the right height, screw the bolt tight again; for the tightening torque see section 8.2.



"DANGER" Make sure the seat post is inserted far enough in the frame. The minimum length of the seat post is indicated by "MIN INSERT" **A**.



3.3.3 Adjust correct saddle depth

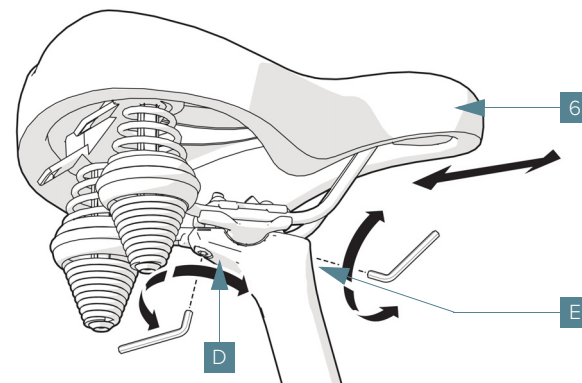


For a correct cycling posture it is important to adjust the saddle to the right depth.

When the saddle **6** is set more to the back, you do not have to bend your knees as much when cycling.

Adjusting the right saddle depth is done as follows:

7. Loosen the two socket screws **D** to the rear of the saddle and **E** to the front, using the appropriate Allen key.
8. Move the saddle **6** horizontally to the desired position.
9. Then tighten both bolts again; for tightening torque see section 8.2.



3.3.4 Adjusting saddle angle

You can adjust the saddle angle to suit your preference. In most cases the saddle can stay horizontal.

If you have the feeling that you are sliding off the saddle or feel too much pressure either on the front or rear, you can adjust the angle of the saddle.

Adjusting the saddle angle is done as follows:

See previous picture.

1. Using the appropriate Allen key, loosen socket screw **D** on the rear by a full rotation and tighten socket screw **E** on the front by one rotation. This tilts the saddle forwards, or... loosen socket screw **E** by a full rotation and tighten socket screw **D** by a full rotation to tilt the saddle backwards.
2. Ensure that both socket screws are then tighten well: for tightening torque see section 8.2.



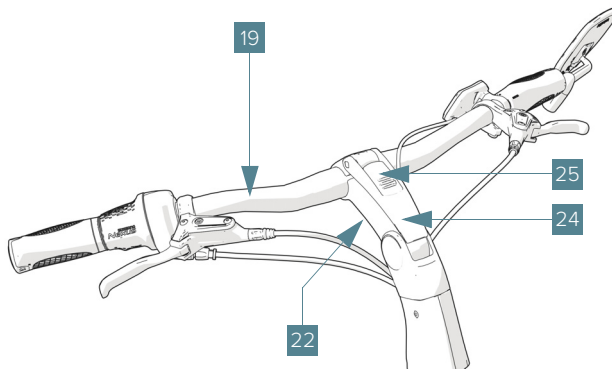
"REMARK" Check that the saddle height is still correct. When making major changes to the saddle position, it is possible that the saddle height has to be adjusted once more.

3.3.5 Adjusting the handlebar

You can adjust the handlebar to suit your preference. The position of the handlebar will affect your sitting posture.

- For an active posture (leaning forward) you need to set the handlebar further away from you.
- For a more upright sitting posture, place the handlebar closer to you.

Both the angle of the stem **22** and the rotation of the handlebars **19** can be adjusted.



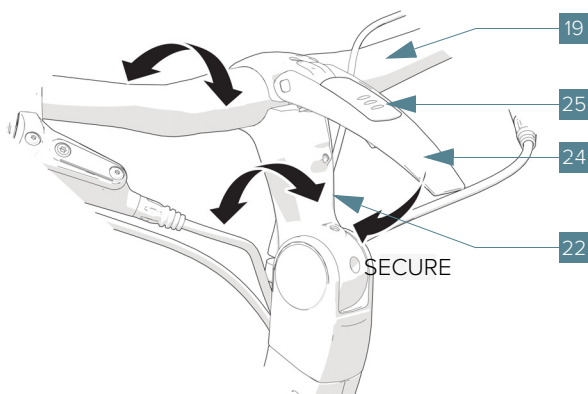
The bicycle fitted with a 'Switch' handlebar tube. This allows you to adjust the position of the handlebar in a single step.

Adjusting the stem:



"DANGER" Never adjust the handlebar whilst cycling.

1. Slide the safety slide **25** of handlebar adjustment lever **24** forwards.



2. Pull handlebar adjustment lever **24** up.

You can now turn the stem **22** and the handlebars **19** simultaneously to the right position.



"WARNING" Do not slide the handlebar sideways.

3. Adjust the handlebars **19** such that your arms are approximately 90 degrees relative to your upper body. Ensure that you have a posture whereby your shoulders and arms are relaxed.
4. Press handlebar adjustment lever **24** down.
5. Check that safety slide **25** is back in the original position.



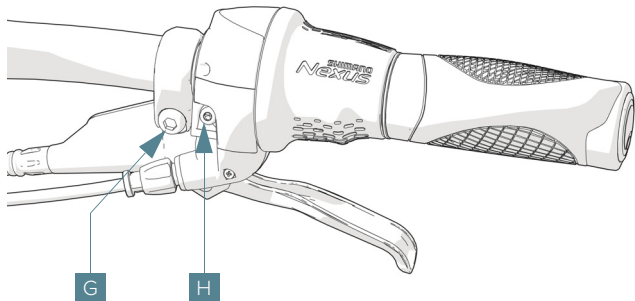
"WARNING" After adjusting your saddle and handlebar, check that you have a comfortable sitting posture and compare this with the prescribed sitting posture. Adjust individual components according to your preferences. It is important that you sit relaxed on the bicycle. If after some time you begin to develop physical complaints, consult the manual once more or contact your Gazelle service specialist.

3.3.6 Adjusting hand brakes, gears, handlebar grips

After adjusting the position and setting of the handlebar it may be necessary to rotate the gears, hand brakes, control unit, handlebar grips and mirror.

Right-hand side of handlebar

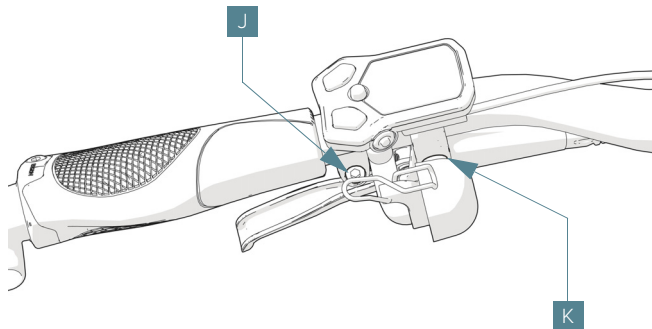
1. Loosen bolt **G** of the right brake lever **21** a few turns using the appropriate Allen key.
2. Loosen the socket screw **H** of the gear shifter **20** using the appropriate Allen key.



3. Turn both until they are in the desired position.
4. Tighten all bolts once more so that the components can no longer move

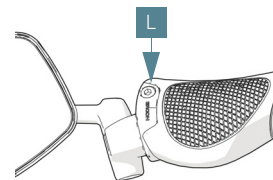
Left-hand side of handlebar

1. Using the appropriate Allen key, loosen the socket screw **J** of the on-board computer **14**.
2. Loosen bolt **K** of the left brake lever **12** a few turns using the appropriate Allen key.
3. Turn both until they are in the desired position.
4. Then tighten both bolts again (for tightening torque see section 8.2).



Rotating handlebar grips

1. Loosen the socket screw **L**
2. Rotate the handlebar grip to the desired position.
3. Then tighten the socket screw once more.



3.4 Using the battery

3.4.1 Important safety information when using the battery



"DANGER" Before using the battery ensure that you have read and understood the below instructions.

Before using the battery take the following into consideration:

- The contents of the battery are inflammable under certain conditions. Therefore familiarise yourself with the instructions in this manual.
- Before charging the battery, consult the instructions on the charger.
- Do not use the charger in moist locations. Always charge the battery indoors and not outside.
- Ensure the charger does not touch the skin in the same place for long periods while charging.
- Only charge the battery within the indicated permissible temperature range (between 0 °C and 40 °C). The battery is fitted with a temperature control that ensures that the battery can only be charged in a temperature range between 0 °C and 40 °C.
- Remove the battery from the bicycle before working on it (for example inspection, repair, assembly, maintenance, etc.), or transporting it by car or air or when storing it. There is a risk of injury if the drive unit is accidentally activated.
- Do not open the battery. There is then a risk of short circuiting. Opening the battery renders any warranty claim null and void.
- Protect the battery against heat (for example against sustained exposure to strong sunlight as well), fire and immersion in water. Do not use or store the battery in the vicinity of hot or combustible objects. There is a risk of explosion.
- Do not keep the unused battery near paper clips, coins, keys, nails, screws or any other small metal objects that could cause the contacts to short out. Short circuits between battery contacts can result in burns or fire. Damage arising in this way due to a short circuit will render any warranty claim null and void.
- Do not place the charger and battery near combustible materials. Only charge the batteries when they are dry and in a fire-resistant place. Due to the heating up during charging there is a risk of fire.
- Avoid knocks, mechanical loads or strong heating effects. These could damage the battery cells and lead to flammable contents of the battery leaking. If this happens the battery or the charger must at all times be inspected by a Gazelle service specialist.
- Improper use may cause fluid to leak out of the battery. Avoid contact with it. In the event of inadvertent contact, wash off with water. If the fluid comes into contact with the eyes, immediately seek medical assistance. Battery fluid may also cause skin irritation or burns.
- Fumes may be released in the event of damage and/or improper use of the battery. Provide fresh air, and in the

event of any complaints seek medical help. These fumes may irritate the respiratory tract.

- Use only original Shimano chargers to charge the battery. A fire risk cannot be ruled out if a charger is used which is not an original Shimano unit.
- Never connect the battery directly to a mains socket.
- Use the battery only in combination with bicycles that have an original Shimano drive unit. This is the only way to protect the battery against hazardous overloading.
- Use only original Shimano batteries that have been approved by the manufacturer of your bicycle. Use of other batteries may result in injury and fire. If other batteries are used no liability will be accepted and no warranty cover provided.
- Keep the battery and charger out of children's reach.
- Do not store the charger with the mains lead wrapped round it. This could damage the mains lead or the plug.
- If the battery is not being used, this should be stored in a fire-proof space.

3.4.2 Charging the battery

For this, refer to 'Preparing the battery for use', section 3.3.1 (page 20).

3.4.3 Check battery charge status



"REMARK" If the charge indicator gives a different signal, remove the battery immediately and store it in a safe place. Contact a Gazelle service specialist.

To check the battery charge status:

1. Press the battery on/off button **60**. The charge indicator **61** indicates the battery status.

LED	Signal	Charge status
	5 LEDs on	100-81 %
	4 LEDs on	80-61 %
	3 LEDs on	60-41 %
	2 LEDs on	40-21 %
	1 LED on	20-1 %
	1 LED flashing	Battery flat (battery not on the bike)
	0 LED on	Battery flat (battery on the bike)

3.5 Functioning of the brakes

The bicycle is equipped with hand brakes.



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



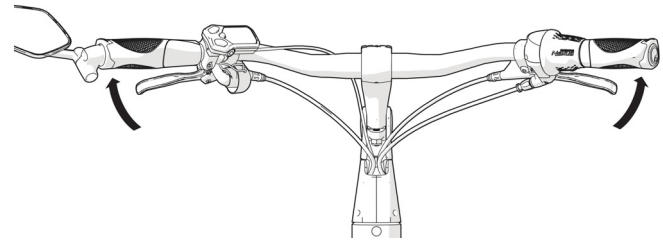
"DANGER" When braking hard never use only the front brake, but always use both brake levers. If you use only the front brake, the front wheel can come to a quick stop, which could lead to you falling.



"DANGER" The brake systems are of the hydraulic disc brake type. These brakes provide **very powerful braking**. Avoid blocking the wheels!

To use the hand brakes:

- Use both brake levers progressively to brake.



If you notice a reduction in the stopping power of your brakes, consult your Gazelle service specialist immediately.

Maintenance and any repairs of this brake system are specialist jobs which can only be done properly by a specialist.

3.6 Using gears

The Easyflow HMS is fitted with Nexus 7-speed internal hub gears.

When shifting gears it is advisable to momentarily stop pedalling.

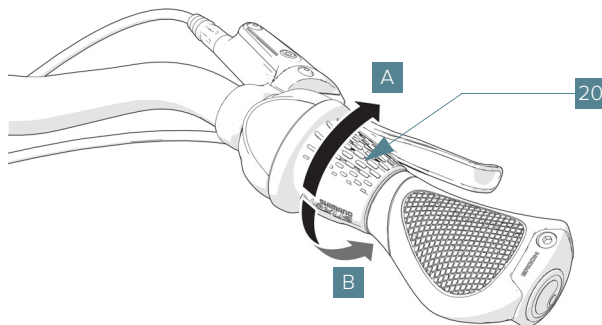
By choosing the right gear, you can increase the speed and range of the bicycle with a constant effort.



"REMARK" When cycling off ensure that the bicycle is in a low gear.

Shifting gear of the bicycle:

- Turn the gear shifter **20** away from you **A** in order to lower the gear (lighter pedalling).
- Turn the gear shifter **20** towards you **B** in order to increase the gear (heavier pedalling).

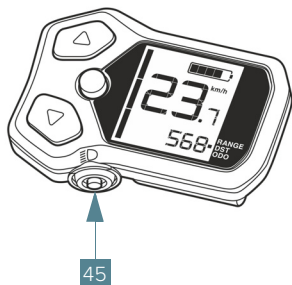


3.7 Lighting



"WARNING" Ensure that the front light does not obstruct the vision of other road users. The light beam must not point directly forwards.

3.7.1 Switching lighting on/off



Switching on lights:

1. Press the bicycle lights button **45**.
2. Check that both the front and rear lights are on.

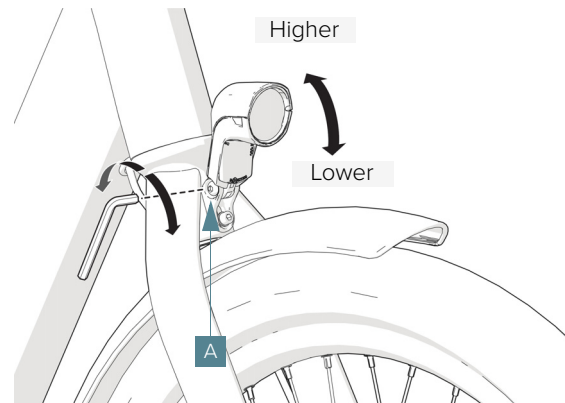
Switching off lights:

3. Press the bicycle lights button **45**.

3.7.2 Adjusting headlamp

Busch & Müller headlamp

1. Loosen the socket screw **A** by one rotation using the appropriate Allen key.
2. Move the headlamp either up or down.
3. Then tighten the socket screw once more.



3.8 On-board computer

Your bike is fitted with a Shimano SC-E5000 on-board computer.



"REMARK" To read the display well you can tilt the on-board computer **61** back and forwards. To do this, loosen the socket screw a little.

3.8.1 Switching drive unit on/off



"DANGER" Before using the bicycle, please first read 'Cycling', section 3.10 (page 40).

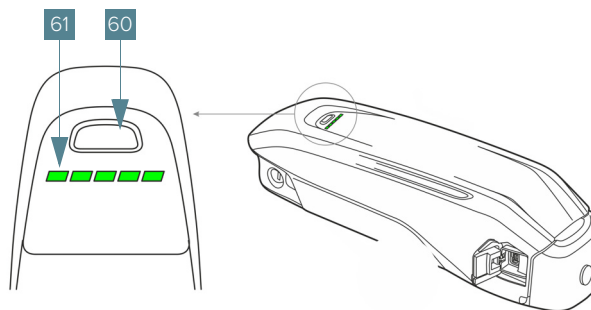


"REMARK" The power for the entire system can be switched on and off only by the on/off button.

The drive unit may only be activated if the following conditions have been met:

- A sufficiently charged battery has been installed; see 'Using the battery', section 3.4 (page 29).
- The speed sensor has been connected correctly.

Switching on drive unit:



To switch on the drive unit:

1. Press the battery on/off button **60**. The LEDs of the charge indicator **61** will light up and indicate the charge status.



"REMARK" If the battery capacity is low, no LED of the charge status will light up on the battery. Only the on-board computer will then indicate whether the drive unit is switched on.

2. Set the assistance level: See 'Selecting desired assistance level', section 3.8.2 (page 35)

The drive unit is activated as soon as you start pedalling. The motor power depends on the assistance level that has been set on the on-board computer.



"REMARK" When the Walk Assist function is switched on, it is not activated via the pedals; see 'Walk Assist' section 3.8.3.

As soon as you stop pedalling or as soon as the speed rises above 25 km per hour, the assistance of the drive system is switched off.

The drive system is automatically activated once more as soon as you start pedalling or when the speed gets below 25 km per hour.

Switching off drive unit:

Switching off the drive unit:

3. Press the battery on/off button **60**.



"REMARK" If the bicycle has not moved for approx. 10 minutes and no button on the on-board computer has been pressed, the drive unit will automatically switch off in order to save power.

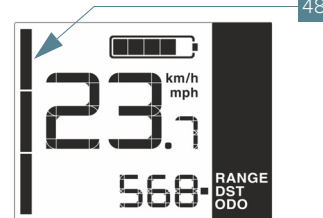
3.8.2 Selecting desired assistance level



"DANGER" Before using the bicycle, please first read 'Cycling', section 3.10

On the on-board computer you can set how much assistance the drive unit gives you when pedalling. The assistance level can be changed at all times, even when cycling.

The set assistance level **48** is shown on the display, and therefore also the degree to which the assistance helps.



The following assistance levels are available:

OFF The motor assistance is switched off.

- Just like an ordinary bicycle, it can only keep moving by continuing to pedal.
- The Walk Assist function cannot be activated in this assistance level; see section 3.8.3 (page 37)



ECO Effective assistance

- with maximum efficiency;
- for maximum range.



NORMAL Steady assistance:

- for long-range rides;
- for gentle hills.



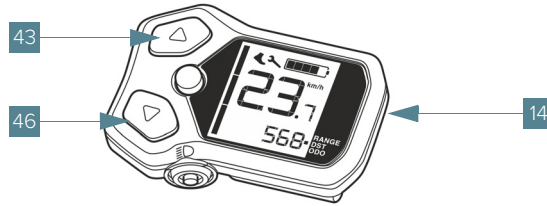
HIGH Maximum assistance:

- for sporty rides;
- for steep hills.



Adjusting the assistance level:

1. Ensure that the drive unit has been switched on. See 'Switching drive unit on/off', section 3.8.1 (page 34)



2. Press the button ▲ 43 or the button ▼ 46 on the on-board computer 14 to go to the desired assistance level.

3.8.3 Walk Assist

The Walk Assist function can make it easier to push the bicycle while walking. The speed in this function depends on the selected gear and can reach up to 6 km/hour. This function must only be used when wheeling the bicycle on foot.



"WARNING" There is a risk of injury if the wheels of the bicycle are not in contact with the ground when using Walk Assist.

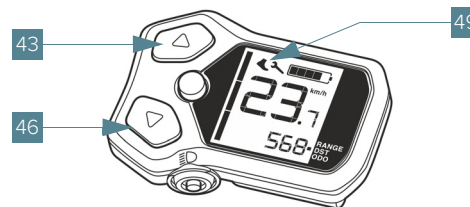



"WARNING" Before using Walk Assist ensure that you have read and understood the below instructions.

Before using the Walk Assist take the following into consideration:

- This function must only be used when wheeling the bicycle on foot.
- When the Walk Assist has been switched on it is possible that the pedals will also move. When Walk Assist has been activated take care that your legs are far enough away from the moving pedals. There is the risk of injury.

Switching on Walk Assist:



1. Press the button ▼ **46** until the Walk Assist symbol  appears on the display.



"REMARK" If nothing happens for a minute after switching it on, the Walk Assist stops automatically.

2. Push the bike forwards whilst pressing button ▼ **46** at the same time.
The drive of the bicycle switches on.
The Walk Assist remains active as long as you keep button ▼ **46** pressed.



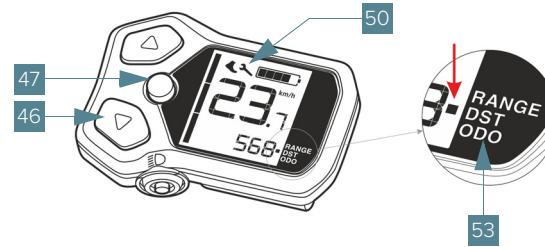
"REMARK" The Walk Assist function cannot be activated at assistance level **OFF**.

Switching off Walk Assist:

- Press button ▲ 43.

The Walk Assist stops if the speed exceeds 6 km/h.

3.8.4 Other functions



Cycling data

Changing cycling data is done as follows:

- Press cycling data button 47.

Each time a different display appears

A dot (see arrow in the picture) indicates the value shown.

The following cycling data can be displayed:

- **RANGE:**
Expected range of the available battery charge, if conditions remain constant such as assistance level, route profile, etc.
- **DST:**
Distance cycled since the last reset.
- **ODO:**
Display of the total distance cycled with the bicycle (you cannot reset this).

Resetting DST


Setting the **DST** to zero is done as follows:

1. Ensure that you select **DST**.
2. Press on the cycling data button **47** until the **DST**-value starts flashing.
3. Press again on the cycling data button **47**.
The value will now go to zero.

Speed display (KM/H - MPH)

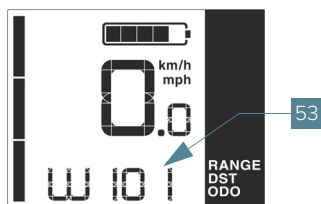
You cannot change the unit for speed yourself. Consult a Gazelle service specialist.

Maintenance indication

If the maintenance symbol  appears on the display, maintenance is necessary. Make an appointment with a Gazelle service specialist.

Warning indication/Error indication

When a W-code or an E-code appears in the cycling data field, consult chapter 'Troubleshooting and repairs' (page 54).



3.9 Luggage carrier

- It is recommended to use bicycle bags on both sides of your bicycle in order to create a good balance. Your **Gazelle service specialist** has a wide range.
- Children may not be transported without a child seat.
- A child seat can be mounted on the luggage carrier.



"DANGER" For mounting a child seat, always consult your Gazelle service specialist and take the conditions and maximum load of the carrier into consideration.



"DANGER" Do not carry out any modifications to the carrier or to how it is mounted.

- Only use accessories after consulting your Gazelle service specialist. Damage can be caused by parts that do not fit properly.
- When mounting accessories (such as a child seat) always follow the instructions of the relevant supplier.
- Ensure that loose parts cannot end up near moving parts (such as the rear wheel).
- Ensure that accessories on the handlebar do not snag the wires/cables.
- Never attach a handlebar basket or carrier to an aluminium handlebar.

- Ensure that your luggage is secured in such a way that it cannot end up between moving or rotating parts.
- Do not carry heavy luggage on your bicycle. The maximum carrying capacity is indicated on all Gazelle luggage carriers. Please refer to your Gazelle service specialist if in doubt about the maximum carrying capacity.



"REMARK" The carrier is not suitable for attaching a trailer.

3.10 Cycling

3.10.1 Checks to carry out before cycling



"DANGER" Always check the bicycle before setting off on a bike trip. For this, consult 'Periodic check of the bicycle', section 4.3 (page 47).

3.10.2 Gaining initial experience



"DANGER" The position of the handlebar can affect the steering and braking behaviour of the bicycle. Also consult 'Adjusting the handlebar', section 3.3.5 (page 26).

It is possible that the handling of the bicycle is different to what you are used to.

Therefore take time to get used to the new riding behaviour. Gain initial experience with the bicycle on a road without much traffic.



"DANGER" First without children and any load.

- Try out the various assistance levels. Start with the lowest assistance level.

- Test the range of the bicycle under different conditions before you plan a longer trip that requires more from your battery.
- Test the riding and steering behaviour. Once you feel more confident, you can cycle on busier roads. For this also consult the following section 'Cycling in traffic'.

3.10.3 Cycling in traffic



"DANGER" Carefully read the below instructions and ensure that you understand them before cycling in traffic.

Before cycling in traffic take the following into consideration:

- In some countries it is compulsory to wear a helmet when cycling. Make sure you are aware of the national, regional and local safety regulations before using the bicycle (EN 1078 - Helmets for cyclist, etc.).
- You must be aware of the local regulations regarding the use of this bicycle.
- Wear well-fitting clothing. Ensure that loose-fitting clothing cannot end up in moving or rotating parts of the bicycle.
- Wear good shoes. They must not be open and must have a good tread. Under certain weather conditions, the pedals can get slippery.
- Ensure that you are well visible at all times. Therefore wear suitable clothing.
- Ensure that your luggage is secured in such a way that it cannot end up between moving or rotating parts.
- Ensure that children are properly buckled in with the belt.
- When cycling, always remain alert and do not get distracted.
- Do not carry a mobile phone or other device in your hand when cycling.
- Use generally applicable hand signals for indicating any changes in direction.
- Do not use the bicycle if under the influence of drugs, medicine, alcohol or other substances that could affect your cycling ability.
- Only use accessories after consulting your Gazelle service specialist. Damage can be caused by parts that do not fit properly.
- After a fall, always have your bicycle checked by your Gazelle service specialist.
- If your bicycle has fallen and your frame or some other part has become distorted, you should never try to bend it back to shape. The materials may have become (invisibly) damaged such that there is a significant risk that it will break at some point. If your frame has become distorted it will be necessary to replace it. Have your Gazelle service specialist advise you on this.

The following can affect the cycling behaviour



"DANGER" With frequent brake use, the brake system can become overheated. This can result in a reduction or loss of brake function.

- The position of the handlebar can affect the steering of the bicycle. Consult 'Adjusting the handlebar', section 3.3.5 (page 26).
- Do not make any movements with the bicycle that could put you or others in danger.
- Do not make any sudden steering movements when travelling at speed or going downhill.
- Stop pedalling when going over obstacles.
- Stop pedalling when taking a bend.
- Take sharp bends at low speed.
- Moderate your speed and brake earlier than normal when going down a hill.
- When braking (hard) never use only the front brake, but always use both brakes. If you use only the front brake the front wheel can come to a quick stop, which could lead to you losing control.
- Wet weather and frost, snow or mud on the road increases your braking distance. Modify your speed according to these conditions.
- Do not be pushed or pulled by other vehicles.

3.10.4 Factors that affect the range

The range of the bicycle is influenced by many factors, for example the:

- effort of the cyclist;
- assistance level of the motor;
- speed;
- gear-shifting behaviour;
- type of tyres and tyre pressure;
- age and condition of the battery;
- route profile (hills) and route condition (type of surface)
- (head)wind;
- ambient temperature;
- weight of bicycle, rider and luggage.

For this reason, it is never possible to predict the range accurately before and during a trip. However, as a general rule:

- With the same assistance level from the drive unit: the less energy you have to exert to reach a certain speed (for example through changing the gears optimally), the less energy the drive unit uses and so the higher the range of a battery charge.
- The higher the selected assistance level under otherwise similar conditions, the smaller the range of a battery charge.

4.

Maintenance

4.1 Important safety information



"DANGER" Carefully read the below instructions and ensure that you understand them before carrying out any maintenance on the bicycle.

NE

4.1.1 Advance warnings

Before carrying out any maintenance on the bicycle take the following into consideration:

- Have all fitting and setting jobs carried out by your Gazelle service specialist.
- When carrying out settings, maintenance or cleaning jobs be aware that wires/cables must not be pinched and/or kinked, nor must they be damaged by sharp edges.
- Remove the battery from the bicycle before carrying out any work (inspection, repairs, mounting, maintenance) on the bicycle.
- The bicycle consists of parts that are subject to wear. Regularly check parts that are susceptible to wear according to the instructions in this manual. Not replacing worn parts on time can lead to dangerous situations.
- Like all mechanical parts, the bicycle is also subject to wear and vulnerable to large stresses. Different materials and components can respond to fatigue in different ways. If the design life of a component has been exceeded, this component may fail and possibly cause injury. Cracks, scratches or discolouration in highly stressed parts indicate that the

life of this component is coming to an end and that it should be replaced.

- In order to be able to derive optimum enjoyment from your new bike, it is advisable to maintain it properly and have it checked regularly by your Gazelle service specialist. Use the supplied maintenance book for this.

4.2 Cleaning the bicycle



"DANGER" Do not use pressurised water to clean the bicycle. The force of the water may remove oil and grease from moving parts, such as bottom bracket and suspension. There is also the risk that the water would penetrate the electrical system, resulting in short circuiting or accelerated energy transfer.
Do not put the bicycle in the car wash.



"WARNING" The components, including the drive unit, may not be immersed in water. Also never spray water (such as a garden hose) directly to clean the electrical parts of your bicycle (such as battery, motor display and sensors).

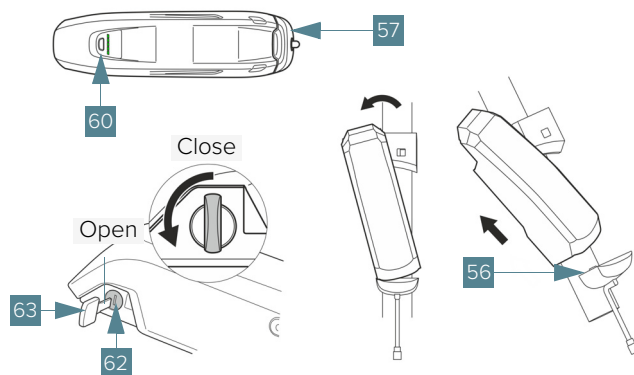


"WARNING" Do not use any corrosive cleaning agents or solvents. These can damage the plastic parts (such as the box), stickers and paint.

4.2.1 Before cleaning the bicycle

Remove battery

1. Switch the battery **57** and the drive unit **32** off:
 - Press the battery on/off button **60**.
2. Open the battery lock **62** using the battery key **63**; turn the key until you feel some resistance.
3. Turn the battery **57** anti-clockwise and take it out the lower holder **56**.



4. Place the battery **57** on a clean surface.
In particular, avoid getting dirt, such as sand and soil, in the charging socket for charging plug **67** and the contacts.

4.2.2 Cleaning

1. Spray the bicycle with mains water to remove coarse dirt.
2. Clean the bicycle with a neutral, non-abrasive cleaning agent (pH-value between 6 and 8) and lukewarm water.
3. Allow the cleaning agent to penetrate in accordance with the information on the label of the cleaning agent.
4. Rinse the bike off with mains water. Preferably use warm water at a temperature of approximately 40°C.
5. Wipe the bicycle off with a soft and clean cloth.
6. Clean the battery **57** carefully with a soft damp cloth.

Put battery back

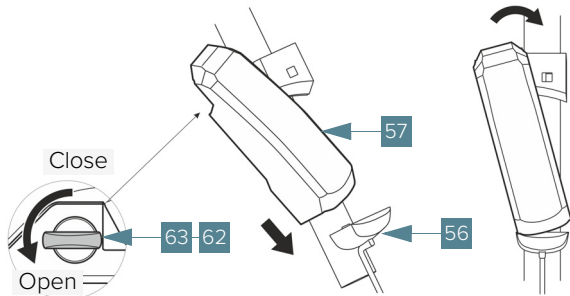
Mount the battery **57** back on the bicycle:

7. Insert the battery key **63** into the battery lock **62**.
8. Turn the battery key **63** anti-clockwise (=open).
9. Place the battery with the contacts in the lower holder **56**.
10. Turn the battery clockwise until you hear a clear click.
11. Turn the battery key **63** clockwise (=close).
12. Check the battery is secure.
13. Pull the battery key **63** from the battery lock **62**.



"REMARK" Always take the battery key **63** from the battery lock **62**.

You thereby ensure that the key does not fall out or that the battery is removed by any unauthorised person when parked.



4.3 Periodic check of the bicycle

4.3.1 Inspection schedule of the bicycle

Frequency	Check	Action
Before every use	Check that both the front light 16 and the rear light 2 work. Check the adjustment of the front light. Ensure that the reflectors and lights are clean.	If the lighting does not work properly or is not adjusted correctly, contact a Gazelle service specialist.
	Check that each handlebar grip 13 is on securely and that they both have sufficient grip. Loose handlebar grips can lead you to lose control of the bicycle.	Replace the handlebar grips if they are loose or do not have sufficient grip. Contact a Gazelle service specialist.
	Check that the battery 57 is sufficiently charged.	For charging the battery, see 'Charging the battery', section 3.4.2 (page 30).
	Check that the tyres 27 have sufficient pressure.	To inflate the tyres to the right pressure, see 'Pumping tyres to correct pressure', section 4.3.4 (page 50).
	Check that both brake levers work properly. Check that the brake cables are not damaged, frayed or kinked.	To adjust the hand-operated brakes, contact a Gazelle service specialist.
	Check that the speed sensor 42 is mounted properly. The spoke magnet 41 must be mounted level with the speed sensor 42 .	For adjusting the speed sensor, contact a Gazelle service specialist.

Frequency	Check	Action
Before every use (continued)	Check the functioning of the stand 38 . The components must move smoothly and the stand must be able to fold out and in completely.	
	Check whether the handlebars 19 , the saddle 6 , the seat post 7 and both wheels are securely mounted.	Attach the handlebar, saddle, saddle rod and wheels if necessary.
	Check the tension on the drive chain 36 .	To adjust the hand-operated brakes, contact a Gazelle service specialist.
Monthly	Check parts that are vulnerable to wear, such as brake blocks, spokes and rims. Not replacing parts vulnerable to wear on time can lead to damage.	Consult your Gazelle service specialist for checking, adjusting and replacing the below components:
	Brake discs	See section 4.3.2, page 49.
	Brake lines	See section 4.3.2, page 49.
	Spokes and rims	See section 4.3.3, page 50.
	Check all fastening materials	Secure all fastening materials; for tightening torque see section 8.2.
	Check chain tension	Contact a Gazelle service specialist.
Every six months	Check the on-board computer 14 for damage.	Contact a Gazelle service specialist.
Each year or after 3,000 kilometres	Have a complete service check carried out.	Contact a Gazelle service specialist.
	The technical aspects of the drive belt have to be checked (mechanics, system software updates etc.)	Contact a Gazelle service specialist.

4.3.2 Checking the brakes

Brake blocks

- Check the thickness of the brake blocks.

If they are worn close to the base they will need to be replaced.



"DANGER" Worn down brake blocks can seriously affect the braking behaviour and damage the rims.

Disc brakes

Your bike is fitted with disc brakes:

- Check the brake discs for wear and/or grooves.



"WARNING" Worn down brake discs or grooves in the brake discs can affect the braking behaviour and cause noise.

Brake lines

If there is a leak in the brake line, this will result in a drop of pressure whereby you would lose braking power.

- Check that the pressure on left brake lever [12](#) and right brake lever [21](#) are correct.

- Check that the brake levers cannot be squeezed all the way to the handlebar grip.



"DANGER" A leaking brake line will lead to a complete loss of braking power.

If a brake lever can reach the handlebar grip or if you have any doubts regarding the correct functioning of the brake levers, contact a Gazelle service specialist.



"WARNING" If you have any doubts regarding the functioning of the brakes, do **not** cycle any further! First have your bike checked by your Gazelle service specialist.

4.3.3 Checking the wheels

Spokes

- Have your Gazelle service specialist regularly check the spoke tension.

If the spoke tension is not correct, or if a spoke is broken, the wheel can become distorted. More spokes may become damaged as a result.

Rims

- Regularly check for buckles in your wheels.

4.3.4 Pumping tyres to correct pressure



"REMARK" The correct tyre pressure is stated in chapter 'Technical data'.



"REMARK" Always have enough pressure in your tyres. Soft tyres make the bicycle harder to pedal, reduce the range, cause the tyres to wear more quickly, put greater strain on the drive unit and cause wear more quickly.



"REMARK" The maximum tyre pressure is stated on the sidewall of the tyre. If you have any doubts, contact your Gazelle service specialist.

To inflate the tyres to the right pressure:

1. Connect a pump with a pressure gauge to the valve of the tyre that you want to inflate.
2. Inflate the tyre.
3. Remove the pump.

5.

Transport and storage

5.1 Transporting the bike and battery



"DANGER" Carefully read the below instructions and ensure that you understand them before transporting the bike and battery.

NE

Transporting the bike:

Before transporting the bike and battery, take the following into consideration:

- When you transport the bike on any means of transportation, always remove the battery to prevent damage and any unexpected handling.

Transporting the battery

- By law, a battery is a hazardous good and should not be sent without taking the necessary measures. Always consult your haulier regarding this.

5.2 Storing the bike



"REMARK" Take the storage temperatures of the bike components into consideration. Protect the drive unit, on-board computer and battery against extreme temperatures (such as intense sunlight without adequate ventilation). These components (especially the battery) can be damaged by extreme temperatures.

5.2.1 Parking the bike after use

1. Park the bike at a secure place at all times.
2. Switch off the electric assistance.
3. In order to prevent theft, it is always wise to lock your bike and put away any loose components of the bike.
4. To avoid damage, always have the bike parked on its stand. Do not lean the bike against a wall.

5.2.2 Storing the bike for a longer time

If the bike is not to be used for a long period of time (more than 3 months), it is not necessary to take any special precautionary measures, such as removing the battery, providing the following instructions are followed:

- Observe operating temperatures for the bike components. Protect the drive unit, on-board computer and battery against extreme temperatures (for example intense sunlight without adequate ventilation).

These components (especially the battery) can be damaged by extreme temperatures.

- Store the bike and battery at temperatures between 0 °C and 20 °C.

Temperatures below –10 °C or above +60 °C must always be avoided. For storing for long periods of time, an ambient temperature of approx. 20 °C is the most suitable. Take care to ensure that the maximum storage temperature is not exceeded.

- Store the bike somewhere that is dry and has good ventilation. Protect the bike against moisture and water.
- During bad weather, remove the battery from the bike and store the battery in a closed space until the next use.
- Always store the battery in a room with smoke detectors, away from flammable or combustible objects and not in the vicinity of sources of heat.
- Ensure that the battery is charged to approx. 30% to 60% (2 to 3 LEDs of the charge indicator **61** are lit).



"REMARK" If the battery is stored fully discharged for a long time, despite the low self-discharge rate the battery may get damaged and the charge capacity may be substantially reduced.

- Check the charge status every month. If only one LED of the charge indicator **61** is lit, then charge the battery again to approx. 70% (3 LEDs)



"REMARK" It is inadvisable to leave the battery connected to the charger for long periods.

5.3 Theft prevention



"REMARK" The bike is supplied with an ART++ approved security lock. In addition to this, every frame is given a unique frame number (for location, see chapter 'Rear mudguard'). The frame number is also stated on the invoice. Make a note of the frame number in the maintenance book. Give the police the frame number if your bike gets stolen. To prevent theft, always lock your bike and keep the (spare) key safe.

6.

Troubleshooting and repairs

6.1 Safety



"DANGER" Carefully read the below instructions and ensure that you understand them before carrying out any repairs.





Before carrying out any repairs take the following into consideration:




- Repairs to the bike may only be carried out by an authorised Gazelle service specialist.
- Do not make any modifications to the drive unit. Also do not fit any other products aimed at increasing the speed and/or power output of the drive unit. As a rule, you will shorten the service life of the system and risk damaging the bike. In addition, there is also the danger that you will void the warranty cover on the bike you have bought. Furthermore, as a result of inexpert work on the system you will jeopardise your safety and that of other road users. This risks accidents caused by manipulations, high personal liability costs and potentially even the danger of criminal prosecution.
- Do not open the components of your bike, such as the drive unit, yourself. The bike may only be repaired by qualified professionals and only with original spare parts. In this way, you ensure the safety of the bike. Unauthorised opening of the bike will render any warranty claims null and void.
- All components fitted to the drive unit and other bike components must only be replaced by components of identical construction or by components specially approved by the



cycle manufacturer for this bike. This protects the bike against overload and damage.

- When fitting the handlebar, stem, saddle, seat post, wheels, etc. always use original fastening materials and follow, if applicable, the instructions for correct attachment.
- Remove the battery from the bike before carrying out any work on the bike (such as maintenance and repairs)
- When using oil or grease, ensure that this does not get on the brake discs. This can adversely effect or even stop the proper functioning.

6.2 Identifying and solving problems

Problem	Cause	Remedy
The pedal assistance does not start.	The battery  is empty.	Charge the battery. See section 3.4.2 (page 30).
	The plug pins are insufficiently greased.	Contact a Gazelle service specialist to check whether this is the cause.
The battery  empties quickly.	The charging capacity of the battery  has decreased.	Replace the battery  . Contact a Gazelle service specialist.
The bike does not brake well.	The brakes are not adjusted correctly or are worn.	Replace or check the brakes. Contact a Gazelle service specialist.
The speed is not displayed.	It is possible that the speed sensor has not been properly adjusted	Contact a Gazelle service specialist.

Problem	Cause	Remedy
System errors and warnings are indicated by the LED indicator lights of the battery via different light patterns.		
System error: 	There is a communication error in the bike system.	Check whether the cable is loose or incorrectly connected.
Temperature protection: 	If the temperature exceeds the permitted value, the battery is switched off.	Leave the battery in a cool place away from direct sunlight to cool off until the battery temperature has sufficiently reduced.
Error with safety authentication: 	This is indicated if an original drive unit has not been connected. This is indicated if one of the cables is disconnected.	Connect an original battery and drive unit. Check the condition of the cables.

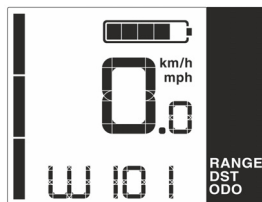
Problem	Cause	Remedy
Error with charging: 	This is indicated if an error arises during charging.	Remove the charger from the battery and press the on/off button.
Battery fault: 	There is an electrical fault in the battery.	Use the battery on/off button to switch the power off and then back on again.



"WARNING" If the fault continues or any other fault occurs, contact Gazelle service specialist.

6.3 Shimano Indications

It is possible that a **W**-indication (see adjacent picture) or an **E**-indication appears.



6.3.1 Shimano W-indications

Code	Problem	Situation	Remedy
W101 (W011)	Speed not indicated.	The maximum speed up to which assistance is given will be lower than normal.	Ask your Gazelle service specialist to carry out the following: <ul style="list-style-type: none"> • Check whether the speed sensor has been mounted in the correct position.
W103 (W013)	Initialisation has not been properly completed for the sensor of the tightening torque.	The assistance will be less than normal.	Press the on/off button of the battery (without standing on the pedal) to activate the power again.
W104	Leakage detected in the system and power output was switched off.	No assistance will be given while cycling.	Ask your Gazelle service specialist to carry out the following: Remove all parts one by one, apart from the drive unit, and switch the power back on <ul style="list-style-type: none"> • If the part with a problem was not removed the power will switch off when starting up. • If the part with a problem was removed, the power will be activated and W104 will remain on the screen.
W105	Unexpected power failure detected.	--	Consult your Gazelle service specialist (or the 'Shimano STEPS user manual' and switch the power off and then back on again. If W105 appears often on the screen, ask your Gazelle service specialist to carry out the following. <ul style="list-style-type: none"> • Check whether the battery holder is rattling or whether the power cable is disconnected

Code	Problem	Situation	Remedy
W200 (W020)	If the temperature is higher than permitted by the operating range, the battery no longer provides any power	No system functions will start.	If the temperature is higher than the temperature whereby discharging is possible, place the battery in a cool place away from the sun until the internal temperature of the battery has lowered sufficiently. If the temperature is lower than the temperature whereby discharging is possible, place the battery inside until the internal temperature of the battery has risen to a suitable temperature.
W302 (W032)	The installed shifting unit does not correspond with the unit set in the system configuration.	It is not possible to shift gears.	Ask your Gazelle service specialist to carry out the following: Replace the shifting unit with one that has been configured in the system.

6.3.2 Shimano E-indications

Code	Problem	Situation	Remedy
E010	System error detected.	No assistance will be given while cycling.	Consult the 'Shimano STEPS user manual' to switch the power off and then back on again. If the situation does not improve, contact your Gazelle service specialist or a distributor.
E020	Communication error detected between the battery and the drive unit.	No assistance will be given while cycling.	Ask your Gazelle service specialist to carry out the following: <ul style="list-style-type: none"> • Check that the cable between the drive unit and the battery is connected correctly.
E021	The battery connected to the drive unit meets the system standards, but is not supported.	No assistance will be given while cycling.	Ask your Gazelle service specialist to carry out the following: <ul style="list-style-type: none"> • Connect an original SHIMANO battery. And check the power cable for any deviations. If the fault does not disappear, contact your Gazelle service specialist.
E022	The battery connected to the drive unit does not meet the system standards.	No system functions will start.	Ask your Gazelle service specialist to carry out the following: <ul style="list-style-type: none"> • Connect an original SHIMANO battery. And check the power cable for any deviations. If the fault does not disappear, then contact your Gazelle service specialist.
E023	An electrical deviation has been detected in the battery.	No system functions will start.	Ask your Gazelle service specialist to carry out the following: <ul style="list-style-type: none"> • Connect an original SHIMANO battery. And check the power cable for any deviations. If the fault does not disappear, contact your Gazelle service specialist.

Code	Problem	Situation	Remedy
E024	The excess current protection of the battery has been activated	No system functions will start.	Ask your Gazelle service specialist to carry out the following: <ul style="list-style-type: none"> Connect an original SHIMANO battery. And check the power cable for any deviations. If the fault does not disappear, contact your Gazelle service specialist.
E025	The battery does not recognise the drive unit.	No system functions will start.	Ask your Gazelle service specialist to carry out the following: <ul style="list-style-type: none"> Connect an original SHIMANO battery. And check the power cable for any deviations. If the fault does not disappear, then contact your Gazelle service specialist.
E030	The installed shifting unit does not correspond with the unit set in the system configuration.	No assistance will be given while cycling.	Ask your Gazelle service specialist to carry out the following: <ul style="list-style-type: none"> Replace with a shifting unit that has been configured in the system. Or check the current system status with E-TUBE PROJECT.
E033	The current firmware is not supported by this system.	No assistance will be given while cycling.	Ask your Gazelle service specialist to carry out the following: <ul style="list-style-type: none"> Connect to E-TUBE PROJECT to update the firmware on all units of the electrically assisted bike to the latest version.
E034 (E013)	Deviation detected in the firmware of the drive unit.	No assistance will be given while cycling.	Contact your Gazelle service specialist or a distributor. The firmware must be restored.
E035	Configuration error.	No assistance will be given while cycling.	Ask your Gazelle service specialist to carry out the following: <ul style="list-style-type: none"> Connect to E-TUBE PROJECT to check the configuration.

Code	Problem	Situation	Remedy
E043	Deviation detected in the firmware of this product. Part of the firmware may be corrupted.	No assistance will be given while cycling.	Contact your Gazelle service specialist or a distributor. The firmware must be restored.
E050 (E014)	It is possible that the speed sensor has been mounted in the wrong position.	No assistance will be given while cycling.	<p>Ask your Gazelle service specialist to carry out the following:</p> <ul style="list-style-type: none"> • Check whether the speed sensor has been mounted in the correct position. If it has not been mounted in the correct position, mount it in the correct position then cycle for a while on the bike. This should resolve the problem. <p>If the fault does not disappear, contact your Gazelle service specialist.</p>

6.4 FAQ (questions and solutions)

Question / Fault	Remedy
Battery	
The battery won't charge.	<p>Check whether the battery is connected properly and whether the mains socket works. Follow the correct connection sequence:</p> <ul style="list-style-type: none"> • First connect the charger to the mains socket; • Then connect the battery to the charger. <p>Never connect the battery directly to a mains socket.</p> <ul style="list-style-type: none"> • Check that the battery terminals are not dirty.
The battery no longer charges fully.	Contact a Gazelle service specialist.
The range is insufficient.	The following factors can affect the range: Load (weight of the cyclist and luggage), tyre pressure, cycling conditions, climate conditions, rider actively cycling and gear-shifting behaviour.
Drive Unit	
The motor seems to be holding back.	Contact a Gazelle service specialist.
On-board computer	
The on-board computer does not display speed.	It is possible that the speed sensor has not been properly mounted Contact a Gazelle service specialist.
The on-board computer cuts out.	Check that the cables are connected properly and that there are no exposed wires. Check that the attachment is not too tight.
Does the bike also have a Walk Assist?	Yes. The use of the Walk Assist is described in section 3.8.3.

Question / Fault	Remedy
The on-board computer does not respond when I press the buttons.	Check that the cables are connected properly and that there are no exposed wires. Check that the battery is fully charged.

7.

Spare parts

For spare parts, go to the Gazelle service specialist.

8.

Technical data

8.1 Technical specifications

Bicycle type	Easyflow HMS
Purpose	Touring bike
Unladen weight of bicycle [kg]	<26.5
Maximum total weight including bicycle and rider [kg]	130
Maximum load capacity of luggage carrier [kg]	27
Operating ambient temperature	-10° tot +50°C
The A-weighted noise emission level with the ear of the rider	< 70 dB

Battery	Battery Gold	Battery Diamond
Product number	BT-E8014	BT-E8016
Battery type	Lithium-ion	
Temperature range during discharging	-10° tot +50°C	
Temperature range during charging	0 to +40°C	
Nominal voltage [V]	36	
Nominal capacity [Ah]	11.6	17.5
Energy [Wh]	418	630
Charging time (with E6002 charger)	7 hours and 30 minutes	10 hours and 12 minutes
Weight [kg]	2.6	3.5
Protection class	IP54 (dust and splash protection)	

Drive Unit	E6100
Motor type	Brushless DC
Nominal continuously rated power [W]	250
Drive torque [max. Nm]	50
Nominal voltage [V]	36
Operating temperature	-10° tot +50°C
Storage temperature	-20° tot +70°C

Tyre pressure	
Front/back tyre [bar]	2 - 4

8.2 Tightening torques

Attachment	Tightening torque [Nm]
Handlebar stem fork	12
Cranks	12
Plastic crank-bolt	2
Rear wheel nut	35
Front wheel nut	35
Seat post clamp	5
Brake levers	6
Gear shifter	1
Handlebar grips	5
Display	1
Pedals	45

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