User manual

EN

Makki

Ride like the Dutch | ROYAL DUTCH Gazelle

EN

Safety information

The Makki meets the safety requirements.

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

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

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 47)

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" Steering bar A may not be stepped on. Children may also not stand on it.

"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 manual is a Translation of the Original Instructions.

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

2020-12-07 | Version 1.1

Video

This QR code takes you to videos giving more explanation on the Makki and its accessories.

QR-code GB

Content

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1. Introduction

1.1 Description of the user

This document is intended for the user of the Gazelle Makki. This bicycle may only be used by a sufficiently skilled rider who has read and understood all this manual.

The Makki is intended for use in the following European countries:

The Netherlands, Belgium, Germany, France, Great Britain, Austria, Denmark and Sweden.

1.2 Intended use

The Makki 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 200 kg (Makki Urban) 250 kg (Makki Load) including bicycle weight. For permissible loads, see chapter ’Technical specifications’.
- Belts have to be used correctly.
- Transporting babies in some types of baby chairs in combination with Gazelle accessories. Consult your Gazelle specialist.
- Cycle up to maximum speeds of 25 km/h.
- Cycling on regular roads. See also ’Cycling’, section 3.10 (page 47).

1.3 Reasonably foreseeable misuse

"REMARK" The Gazelle warranty becomes null and void in the event of demonstrable 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 such as cycling with one or more adults in the box;
- Standing in the box whilst the bicycle is being ridden.
- The Makki is not suitable for use with a trailer.

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

- Cycling with objects that protrude outside the box.
- 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 original parts and/or mounting parts that are not original.

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 box against (sharp or rough) surfaces, such as stone walls.
- Exerted pressure on the box with a sharp object.

The below use is forbidden by law:

- Transporting hazardous substances (such as gas, petrol, etc.).

1.4 Contact details

Service

For service, contact your Gazelle service specialist.

Electric drive

For technical support regarding the battery, the drive unit, the on-board computer or the charger, please contact:

Bosch
T: +45 89 883 129
www.bosch-ebike.com/en-gb/service/contact

Manufacturer

For other questions, please contact the manufacturer of the bicycle:

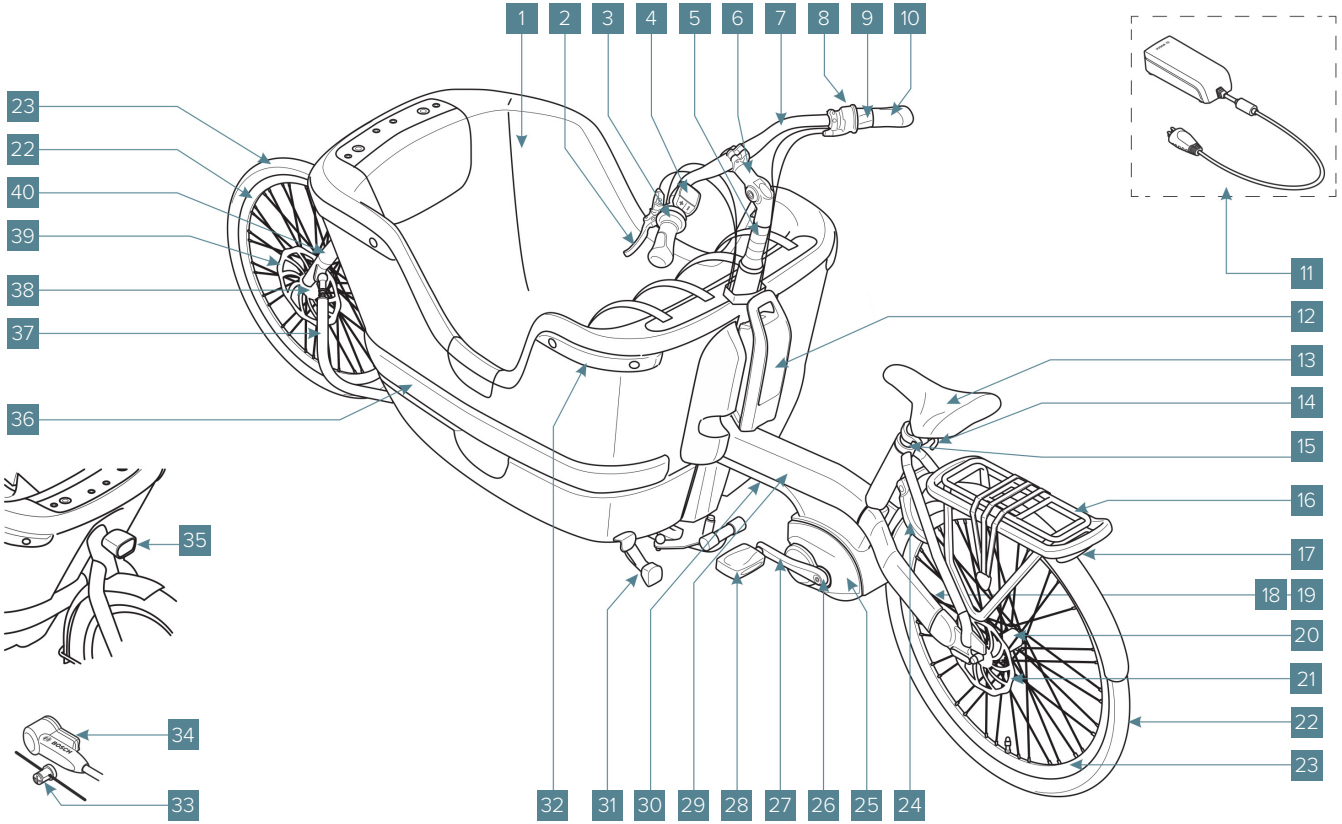
Royal Dutch Gazelle NV
PO box 1
6950 AA Dieren
The Netherlands

T: +44 203 318 2058
www.gazellebikes.com/en-gb

2.

Overview of components

1. Box
2. Left brake lever
3. Bell
4. On-board computer
5. Handlebar tube
6. Stem
7. Handlebars
8. Right brake lever
9. Gear shifter
10. Handlebar grip
11. Charger
12. Battery
13. Saddle
14. Saddle clamp
15. Seat post
16. Luggage carrier
17. Rear light
18. Drive belt
19. Chain guard
20. Rear hub
21. Rear brake
22. Rim
23. Tyre
24. Lock
25. Drive unit
26. Bottom bracket
27. Crank
28. Pedal
29. Rear frame
30. Frame number
31. Stand
32. Bumpers
33. Spoke magnet
34. Speed sensor
35. Front light
36. Ring frame
37. Steering bar
38. Front hub
39. Front brake
40. Fork (fixed/suspension)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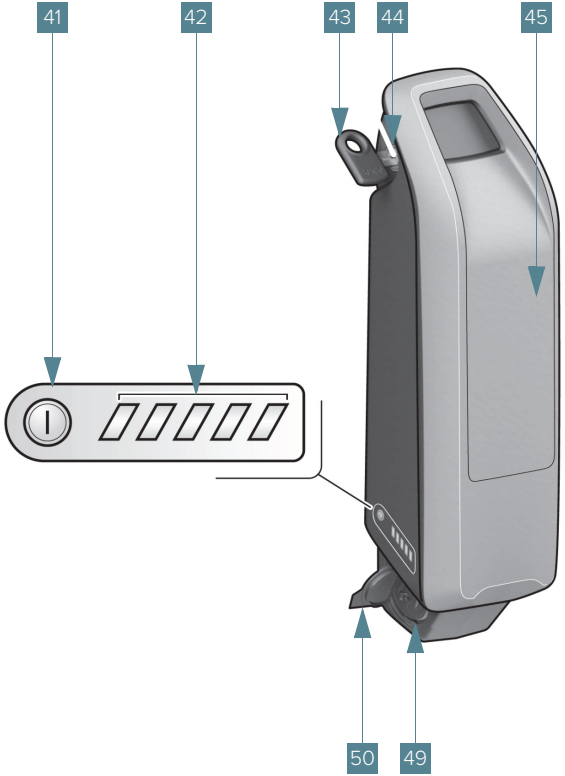
Components

2.1 Battery

41. Battery On/Off button
42. Charge indicator
43. Battery key
44. Battery lock
45. Standard battery
46. Upper holder
47. Guard
48. Lower holder
49. Socket for charging plug
50. Socket cover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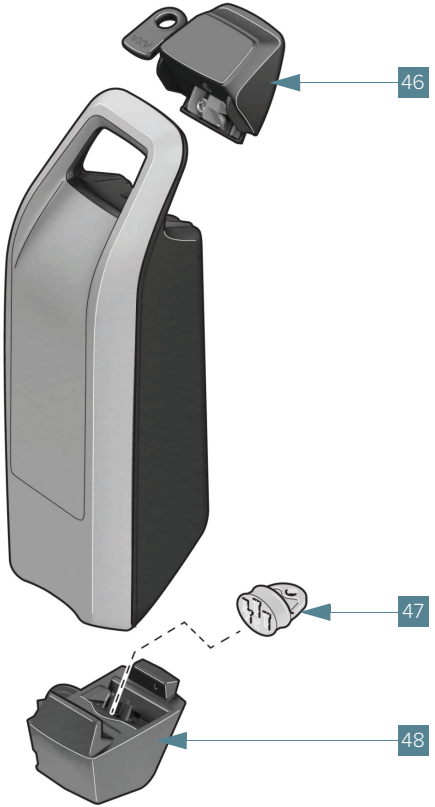
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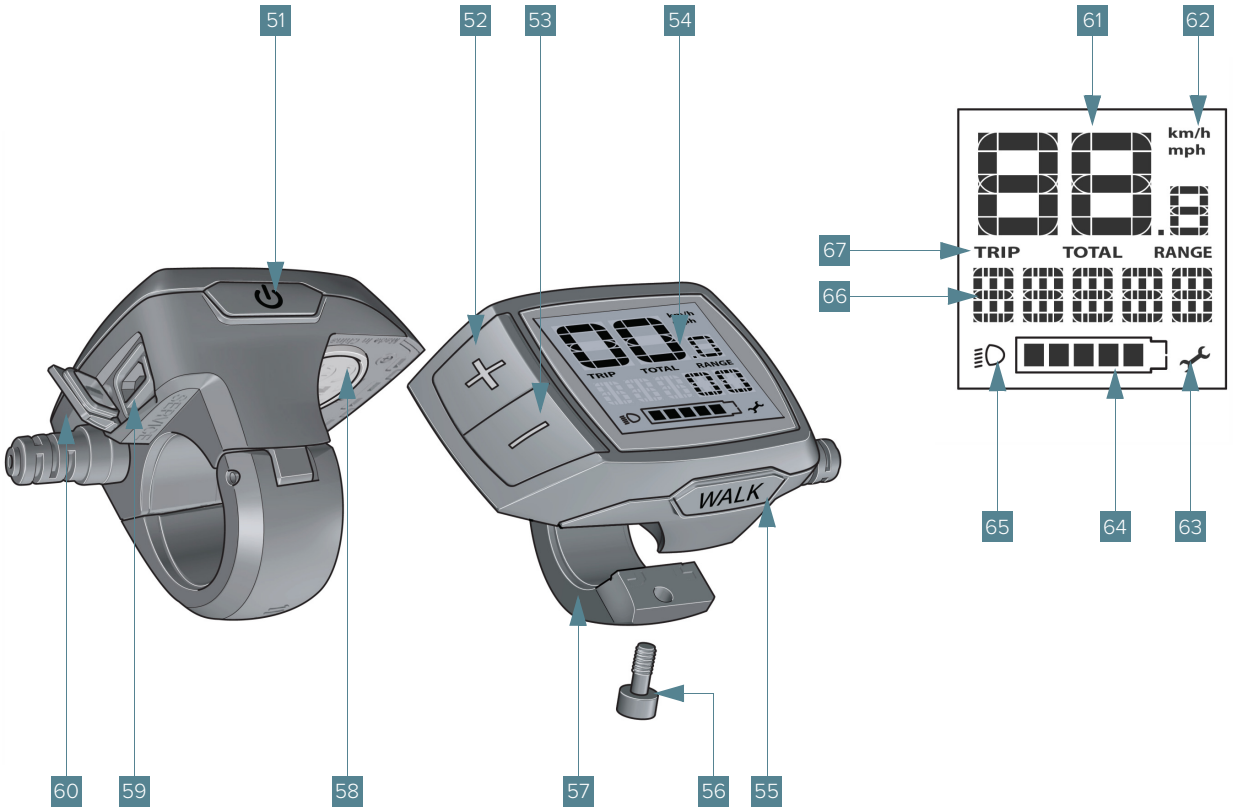
Components

2.2 On-board computer

51. On-board On/Off button
52. Button +
53. Button –
54. Display
55. Button WALK ASSIST
56. Attachment screw of on-board computer
57. Holder of on-board computer
58. Battery compartment cover
59. USB diagnosis bush
    (only for maintenance purposes)
60. USB Bush protective cap

Indications on display

61. Speed
62. UnitsKM/H or MPH
63. Service
64. Battery charge level
65. Lighting on or off
66. Assistance level
67. Distance indication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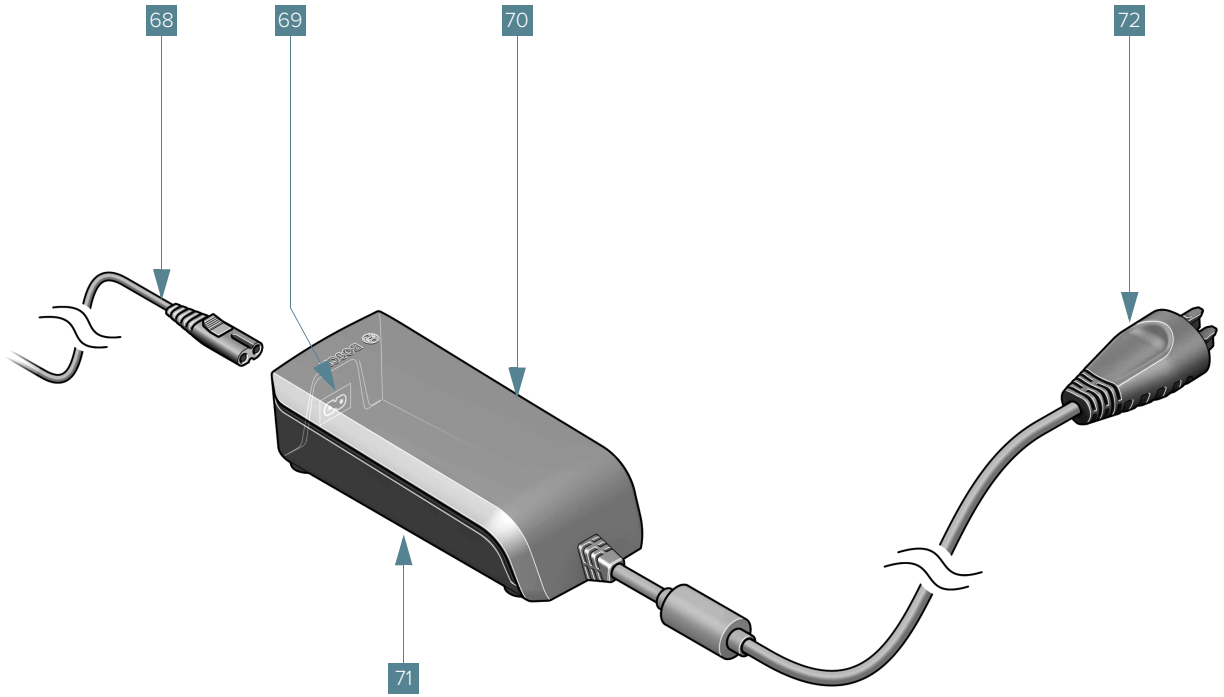
km/h
mph
TRIP
TOTAL
RANGE
WALK

Components

2.3 Charger

68. Mains lead
69. Mains lead connection
70. Charger
71. Safety indications of charger (underside)
72. Charging plug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Components
2.4 Box

73. Rear safety belt
74. Rear bench
75. Floor mat
76. Bumpers
77. Step-through tread
78. Low step-through

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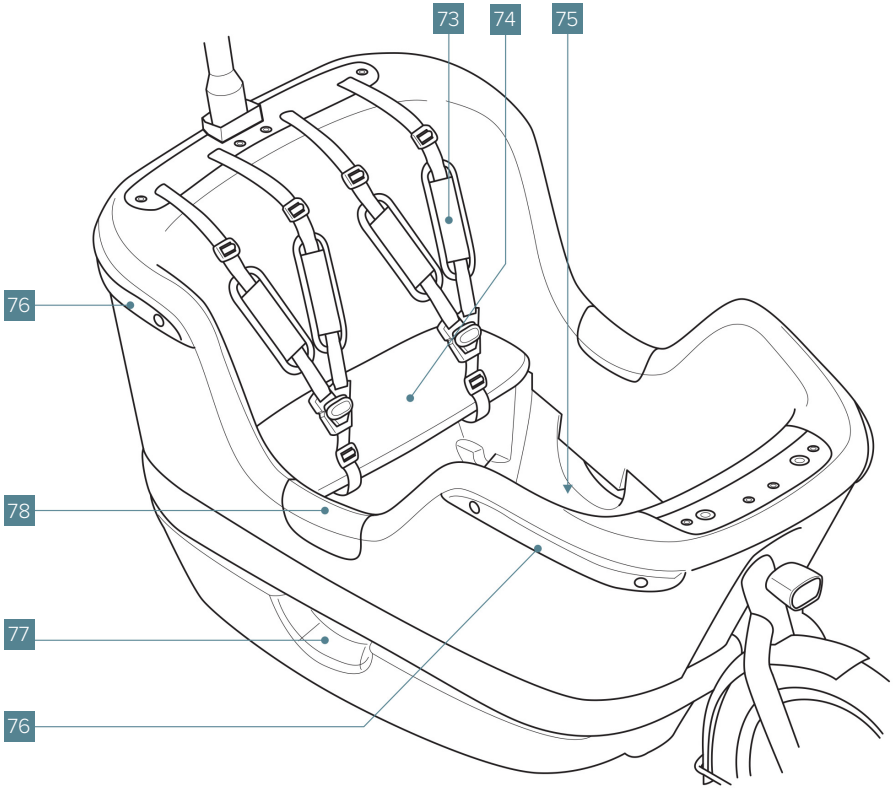

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3.
Using the Makki

3.1 Warning before use

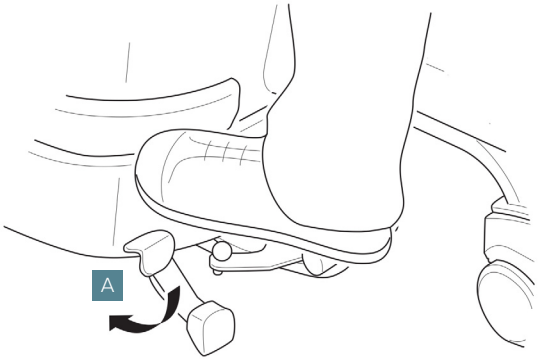
"DANGER" The bicycle may only be used in the way described in 'Intended use', section 1.2 (page 8).
The section afterwards 'Reasonably foreseeable misuse' also clearly indicates how the bicycle may **not** be used.

3.2 Configuring for first use

"DANGER" Only cycle on a bicycle that has been adjusted for your size and cycling wishes. The bicycle has a 'quick release' mechanism on the seat post.
Always screw the 'quick release' mechanism tight and check that the attached components cannot move.
"DANGER" Never adjust the saddle whilst cycling.

3.2.1 Using the stand

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



"DANGER" When operating the stand ensure that body parts such as fingers and toes do not get in the way. This could cause injury.

The stand is operated as follows:

1. Stand facing forwards next to the bicycle and take hold of the two handlebar grips of the bicycle.
2. Push with the foot nearest the bicycle against the end A of the stand.
3. Simultaneously pull back on the handlebar of the bicycle.

"DANGER" Check whether the stand is blocked (try moving the bicycle back and forth).

"DANGER" Ensure you do not unintentionally operate the stand. This could cause the bicycle to fall.

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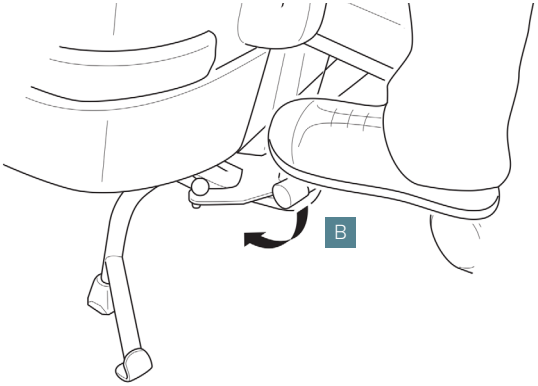


Taking the bicycle off the stand:

1. Holding on to the bicycle, push your foot against the unlocking pedal B of the stand.

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

3.2.2 Adjusting saddle height

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

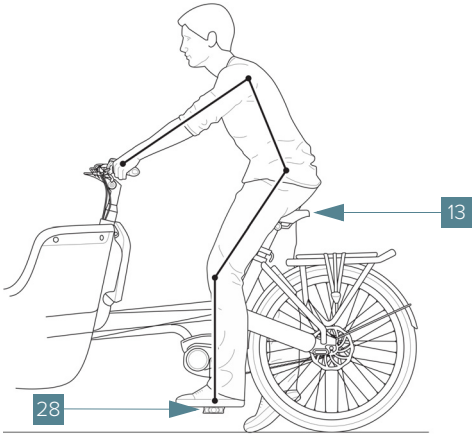
- The toes of one foot should be able to touch the ground,
- whilst the heel of your other foot rests on the pedal in its lowest position.
- Your leg should then be fully stretched but relaxed.

If you have the ball of your foot resting on the pedal, your leg will be slightly bent.

Adjusting the right saddle height is done as follows:

1. Sit on the saddle 13.
2. Check that the toes of one foot are on the ground, whilst the heel of your other foot rests on the pedal 28 in the lowest position.

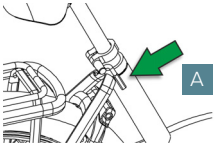
"REMARK" If when cycling you have to get off and on the bicycle a great deal, it is best that you set the saddle to a height lower than described. This makes it easier to get off and on the bicycle and get your feet on the ground more quickly.



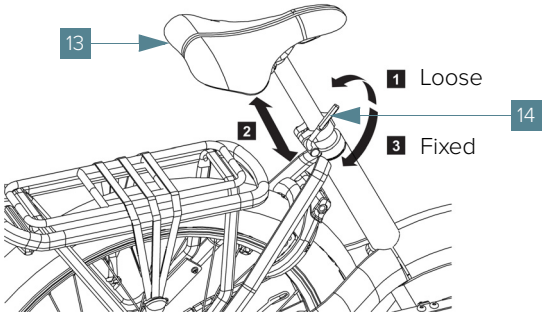
Get off the saddle 13.

If necessary, adjust the height of the saddle:

3. Unscrew the saddle clamp 14.
4. Adjust the saddle 13 to the right height.
5. When the saddle 13 is at the right height, screw the saddle clamp 14 tight.
6. Secure the lever in the position whereby it points downwards A.



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



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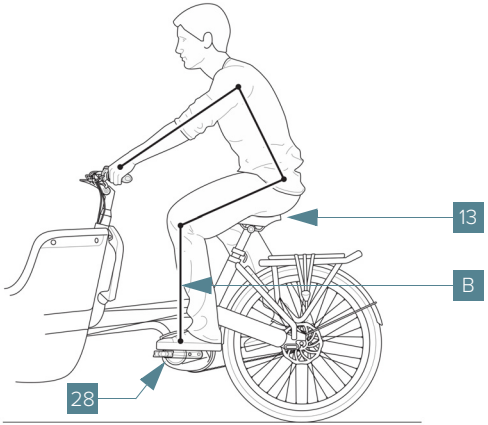
3.2.3 Adjust correct saddle depth



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

The saddle depth is adjusted well if there is an imaginary line running straight B down from your knee through the bottom bracket with a horizontally positioned crank. In this position the upper leg should be horizontal or pointing down slightly.

If your knee is in front or behind the bottom bracket, shift the saddle back or forwards respectively.

Adjusting the right saddle depth is done as follows:

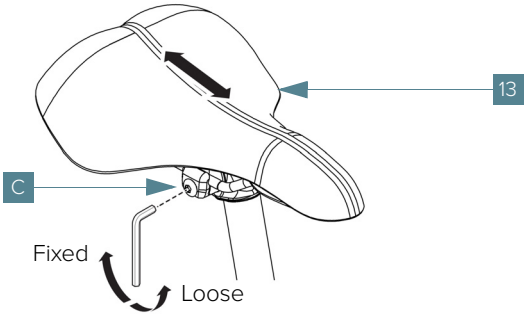
1. Sit on the saddle 13.
2. Put the pedals to a horizontal position and check if there is an imaginary line from your knee through the axle of the pedal 28 straight downwards with a horizontally positioned pedal, whereby your upper leg is horizontal or pointing down slightly.
3. Get off the saddle 13.

If you wish to adjust your saddle depth:

4. Loosen the socket screw C below the saddle using Allen key 5.

> **"REMARK"** Do not loosen the socket screw such that the saddle angle can change

5. Move the saddle 13 horizontally to the desired position.
6. Firmly tighten the socket screw of the saddle (for torque see section 11.1.1, page 87).



3.2.4 Adjusting saddle angle

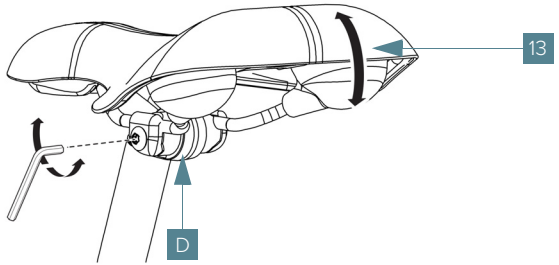
You can adjust the saddle angle to suit your preference. In most cases the saddle can stay horizontal.

If you find it difficult to keep a straight lower back, adjust the angle of the saddle.

Adjusting the saddle angle is done as follows:

1. Loosen the two socket screws D to the front and rear of the saddle using Allen key 5.
2. Adjust the saddle 13 to the desired position.
3. Firmly tighten the two socket screws to the front and rear of the saddle using Allen key 5 (for torque see section 11.1.1, page 87).

> **"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.



3.2.5 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 6 and the rotation of the handlebars 7 can be adjusted.

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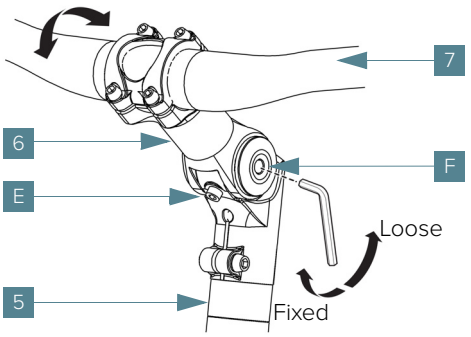
Adjusting the stem:

Depending on your model, the Makki is fitted with handlebar tube **A** or handlebar tube **B**.

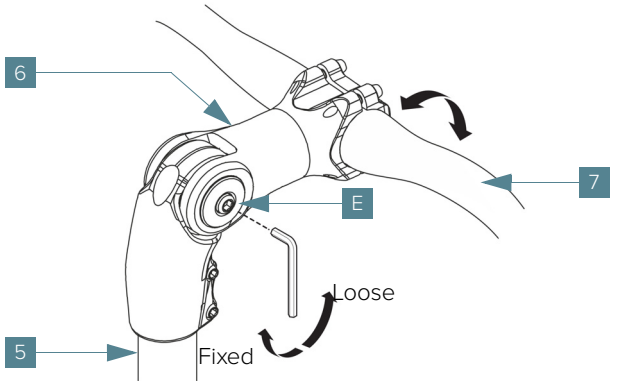
1. Loosen socket screw E below the stem 6 by a few turns using Allen key 5.
2. Loosen socket screw F between the handlebar tube 5 and the stem 6 using Allen key 5.
3. Turn the stem 6 upwards or forwards.
4. Adjust the handlebars 7 such that your arms are approximately 90 degrees relative to your upper body.
   Ensure that you have a posture whereby your shoulders and arms are relaxed.
5. Afterwards, firmly tighten the socket screw F of the stem (for torque see section 11.1.1, page 87).

"DANGER" When adjusting the handlebar ensure that the handlebar can move all the way to the right and left without putting the cables under strain.

Handlebar tube A

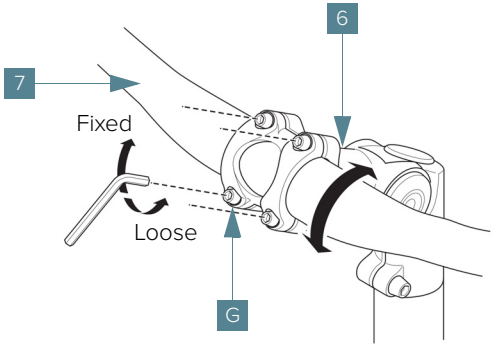


Handlebar tube B



Adjusting the rotation of the stem:

1. Loosen the four socket screws G of stem 6 so that the handlebar can move freely.
2. Rotate the handlebars 7 to the desired position.
   Ensure that your wrists remain straight in the steering position.
3. Firmly tighten the four socket screws of the handlebar (for torque see section 11.1.1, page 87).
4. Check that the handlebar is at a right angle relative to the front wheels.



"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.

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3.2.6 Adjusting telescopic front fork suspension

You adjust the stiffness of the front fork suspension using the thumb wheels A above the front fork.

- Stiffer suspension: Turn the wheels clockwise;
- Softer suspension: Turn the wheels anticlockwise.

Take care to ensure that the tension is the same both sides. If necessary, turn the wheels on both sides to the zero position. Then adjust both sides by the same number of turns so that the tension is equal in both suspension units.

"REMARK" We recommend that you have this carried out by a Gazelle service specialist.

3.3 Using the battery

3.3.1 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 which has leaked out may 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 genuine Bosch chargers to charge the battery. A fire risk cannot be ruled out if a charger is used which is not a genuine Bosch unit.
- Never connect the battery directly to a mains socket.
- Use the battery only in combination with bicycles that have a genuine Bosch drive unit. This is the only way to protect the battery against hazardous overloading.
- Use only genuine Bosch 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.

3.3.2 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 3.3.1 (page 30).

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 41 to activate the battery.
   If at least one LED is lit, but not all LEDs on the charge indicator 42 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 damaged. Do not charge a damaged battery, and do not use it. Contact a Gazelle specialist.

The battery can be charged in two ways:

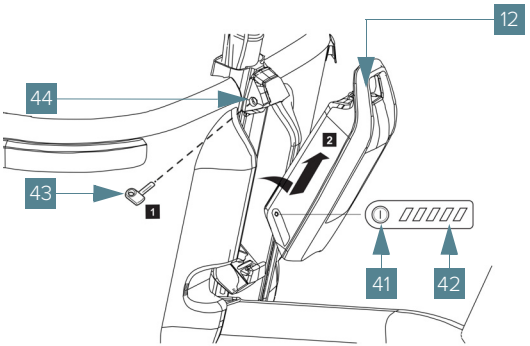
- disconnected from the bicycle;
- on the bicycle.

"WARNING" Only use the charger supplied with the bicycle, or an identical, genuine Bosch 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.

Charging battery when disconnected:

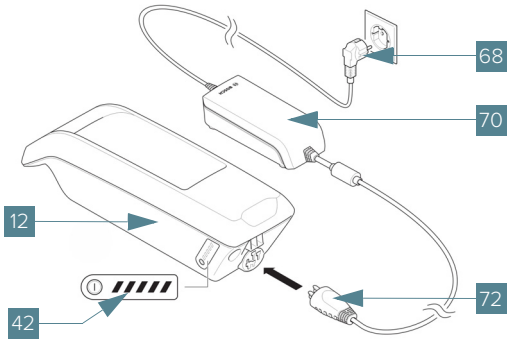
1. Switch off the battery 12 and the drive unit 25:
   - Press the battery on/off button 41 or....
   - ... press on the on-board on/off button 51.
2. Open the battery lock 44 using the battery key 43.
3. Tilt the battery 12 and remove it from the bicycle.



4. Place the battery 12 on a clean surface.

   In particular, avoid getting dirt, such as sand and soil, in the charging socket for charging plug 72 and the contacts.

5. To charge the battery 12:
   A. Connect the charging plug 72 of the charger 70 with the battery 12.
   B. Connect the mains lead 68 of the charger 70 to a mains socket. Once all the LEDs of the charge indicator 42 are lit, the battery 12 is fully charged.
   C. Pull the charging plug 72 from the battery 12.
   D. Remove the mains lead 68 from the mains contact.



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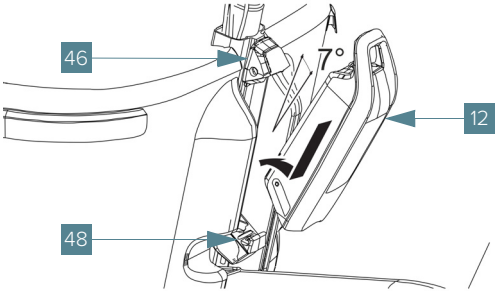
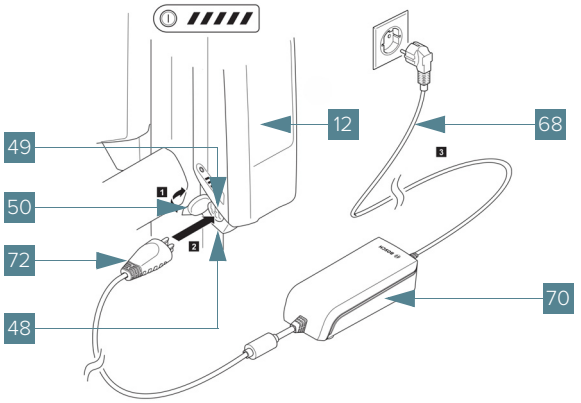
6. Mount the battery 12 back on the bicycle:
   A. Do this by placing the battery with the contacts on the lower holder 48 (the battery can be placed up to an 7° angle in relation to the frame).
   B. Tilt the battery as far as possible in the upper holder 46 until this makes an audible click.
7. Check in all directions that the battery is firmly in place.



Charging the battery on the bicycle:

1. Remove the socket cover 50 from the battery 12.
2. Connect the charging plug 72 of the charger 70 with the socket for charging plug 49.
3. Connect the mains lead 68 of the charger 70 to a mains socket. Once all the LEDs of the charge indicator 42 are lit, the battery 12 is fully charged.
4. Pull the charging plug 72 from the socket for charging plug 49.
5. Remove the mains lead 68 from the mains contact.



3.3.3 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 specialist.

To check the battery charge status:

1. Press the battery on/off button 41. The charge indicator 42 indicates the battery status.

LED	Signal	Meaning
	5 LEDs on	Battery 80-100 %
	4 LEDs on	Battery 60-80 %
	3 LEDs on	Battery 60-40 %
	2 LEDs on	Battery 40-20 %
	1 LEDs on	Battery 20-0 %
	0 LEDs on	Battery flat

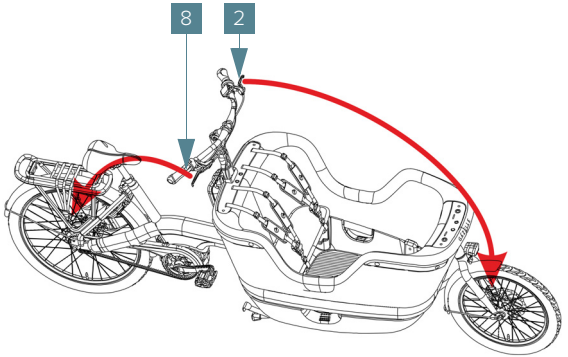
3.4 Operating hand brakes

The bicycle is equipped with hand brakes.
The bicycle does **not** have coaster brakes.

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

To use the hand brakes:

- Squeeze the right brake lever 8 to brake the rear wheel.
- Squeeze the left brake lever 2 to brake the front wheel.



EN

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

"WARNING" Do not allow children who are seated in the rear bench to have their hands come near the brake levers, in order to avoid fingers getting caught.

3.5 Using gears

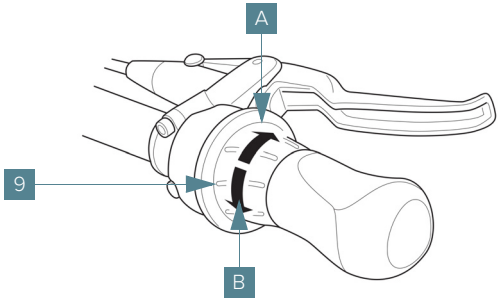
Your bicycle is equipped with continuously variable gears.

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.

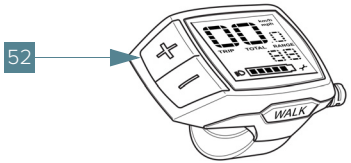
"REMARK" When cycling off ensure that they bicycle is in a low gear.

Shifting gear of the bicycle:

- Turn the gear shifter 9 away from you A in order to lower the gear (lighter pedalling).
- Turn the gear shifter 9 towards you B in order to increase the gear (heavier pedalling).



3.6 Lighting



Switching on lights:

1. Press the button + 52 for a moderate period of time
2. Check that both the front and rear lights are on.

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

Switching off lights:

1. Press the button + 52 for a long period of time.
   The lights will switch off.

3.7 On-board computer

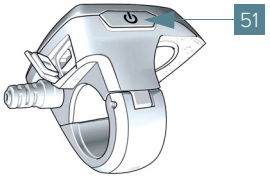
3.7.1 Switching drive unit on/off

"DANGER" Before using the bicycle, please first read 'Cycling', section 3.10 (page 47).

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 3.3 (page 30).
- The speed sensor has been connected correctly; see 'Adjusting speed sensor', section 4.3.5 (page 56).

Switching on drive unit:



There are two possible ways for switching on the drive unit:

- Press the on-board on/off button 51.
  The display of the on-board computer 4 lights up.

EN

- Press the battery on/off button 41.
  The LEDs of the charge indicator 42 will light up and indicate the charge status.

"REMARK" If the battery capacity is less than 5%, 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 3.7.2 (page 38).

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" The Walk Assist function is not activated via the pedals; see 'Walk Assist', section 3.7.3 (page 39).

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:

The drive unit can be switched off in two ways:

- Press the on-board on/off button 51.
- Press the battery on/off button 41.

"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.

3.7.2 Selecting desired assistance level

"DANGER" Before using the bicycle, please first read 'Cycling', section 3.10 (page 47).

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.

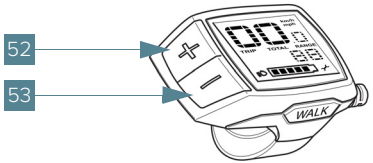
The following assistance levels are available:

- 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.
- ECO: Adequate assistance with maximum efficiency for maximum range.

- TOUR: Steady assistance for rides with long range.
- SPORT: Powerful assistance for a sporty ride over hilly stretches and cycling in town.
- TURBO: Maximum assistance when pedalling hard, for a sporty ride and steep hills.

To adjust the assistance level:

1. Ensure that the drive unit has been switched on.
   See 'Switching drive unit on/off', section 3.7.1 (page 37).



2. Press the button + 52 or the button – 53 to go to the desired assistance level.

3.7.3 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 the Walk Assist function ensure that you have read and understood the below instructions.

Before using the Walk Assist take the following into consideration:

- The Walk Assist function must only be used when wheeling the bicycle on foot.
- Do not switch on the Walk Assist if the wheels of the bicycle are not touching the ground. There would otherwise be a risk of injury
- 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.

EN

Switching on walk assist:

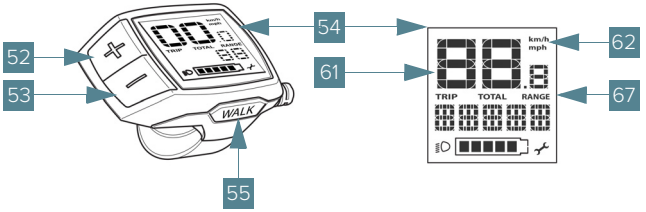
1. Press briefly on the button WALK ASSIST 55 button to activate Walk Assist.
2. Within 3 seconds press and hold the button + 52 button.
   The drive of the bicycle is switched on.

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

3. The Walk Assist function is switched off as soon as one of the following situations apply:
   - The button + 52 is released.
   - The wheels of the bicycle have been blocked (for example by braking or a knock against a leg)
   - The speed exceeds 6 km/hour.

3.7.4 Other functions

Speed and distance indicators

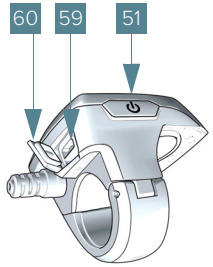


- The display 54 as standard always displays the last setting.
- The current speed is always shown in the speed 61.
- By pressing the button – 53 several times, for a medium period of time, the route followed **TRIP**, the total number of kilometres **TOTAL** and the range of the battery **RANGE** are displayed successively.
- To reset the route followed **TRIP** press simultaneously on the button + 52 and button – 53 for a long period of time:
  - **RESET** appears first on the display.
  - If you keep pressing both buttons, the route followed **TRIP** is set to '**0**'.
- Change speed units(**KM/H** - **MPH**):
  - Keep the button – 53 pressed for a long period of time ;
  - Press briefly on on-board on/off button 51.

USB diagnosis bush

- The usb diagnosis bush 59 is exclusively for connecting a diagnosis system.

> **"WARNING"** The usb bush protective cap 60 of the usb diagnosis bush 59 must always be fully closed.



Other functions:

Action	Testing	Duration
Switching on on-board computer	⏻	Random
Switching off on-board computer	⏻	Random
Increase assistance	+	⏱
Decrease assistance	−	⏱
Change indication TRIP/ TOTAL / RANGE	−	⏱
Reset journey followed TRIP	− +	⏱
Walk Assist 55 on	walk	⏱
Walk Assist off	+	Random
changeKM / MILE	−	⏱
	⏻	⏱
Request software version[a.) b.)]	− +	⏱
	⏻	⏱

a.) The drive unit must be switched off

b.) The information is displayed as running text.

3.8 Box

3.8.1 Load in general

- The load of the bicycle (people and goods combined) must always be placed as close to the middle of the bicycle as possible. This applies to both the middle between the front and rear axles and the middle lengthwise.

- Keep the centre of gravity as low as possible.

"WARNING" Incorrect loading of the bicycle can lead to reduced braking force and instability of the bicycle.

- Ensure that the maximum load capacity is not exceeded; see chapter 11. (page 85).

"REMARK" When the box and/or the luggage carrier are loaded, the bicycle can exhibit a different ride and steering behaviour.

3.8.2 Transporting goods

When using the cargo box take the following instructions into account:

- Do not transport any objects that may obstruct the view or cause instability.
- Ensure that the maximum load capacity is not exceeded; see chapter 11. (page 85).
- Evenly distribute the weight in the cargo box. Keep the centre of gravity of the bicycle as low as possible by placing heavy objects lower in the cargo box.
- Ensure that objects are securely fastened by straps.

3.8.3 Transporting children in the box

The Makki is suitable for passively (not pedalling) transporting children from 9 months[1] to 7 years of age who can sit up independently. This can be done in the box or in a mounted chair. Consult your Gazelle specialist about this.

"REMARK" Young children are vulnerable. Therefore when using the bicycle always determine for yourself whether the planned trip and the method of transport is suitable for the height, weight, age and behaviour of the child.

When transporting children the following points apply:

1. If a baby chair has been mounted, a baby of 3 months or older can be transported in this.

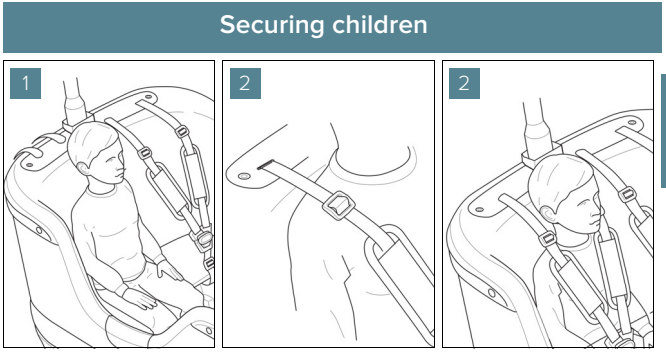
- Maximum of 3 children in the box.
- Children up to maximum of 1.16 m and no more than 22 kg.
- Children who cannot sit up independently must not be transported in a child or baby chair.
- Children may only be transported if they are securely buckled.
- Ensure that no parts of the body, hair or items of clothing of the children can come outside the box.

"WARNING" The box is not intended for adults.

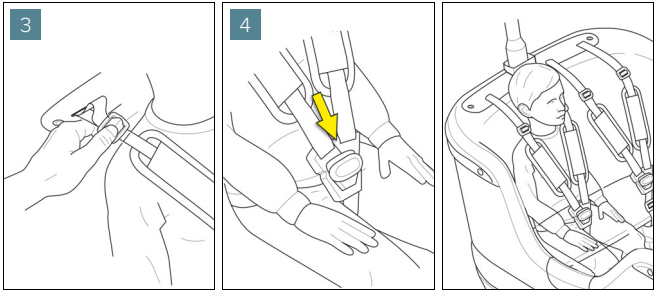
"DANGER" Never leave children unattended in the box of the Makki. The bicycle may fall. This could cause injury.

"DANGER" Keep an eye on the children in the box. They may be able to undo the clasp themselves.

3.8.4 Securing children in the box



1. Let the children take a seat on the bench.
2. Place the belts as described.



3. Adjust the belts to the right length, see 'Shortening the belt' (page 44) or 'Lengthening the belt' (page 44).
4. Fasten the belts, see 'Attaching the belt' (page 45).

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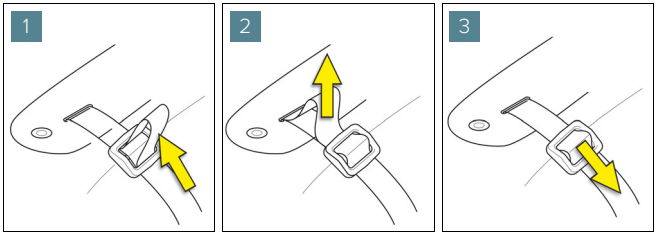
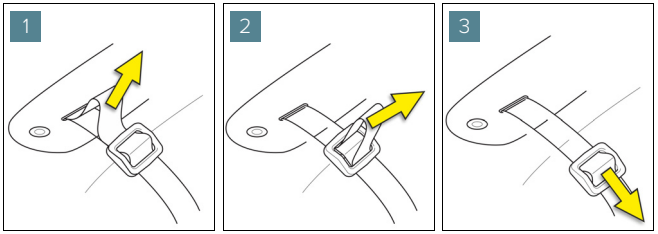
3.8.5 Shortening or lengthening the belt

Shortening the belt



1. Slide the upper belt up to the loop in the clasp.
2. Slide the belt through. The loop is behind the clasp.
3. Pull on the clasp as far as possible.
4. Repeat the steps if necessary.

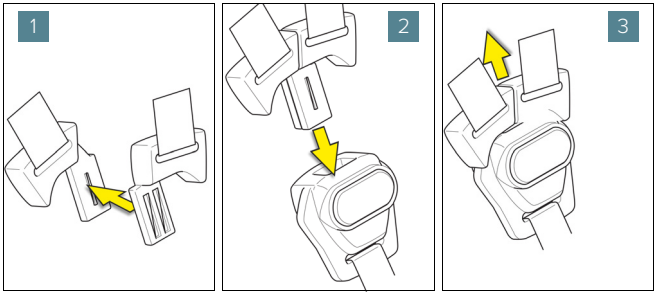
Lengthening the belt



1. Pull the rear belt up to the loop behind the clasp.
2. Pull the loop in the clasp.
3. Pull the lower part of the belt as far as possible.
4. Repeat the steps if necessary.

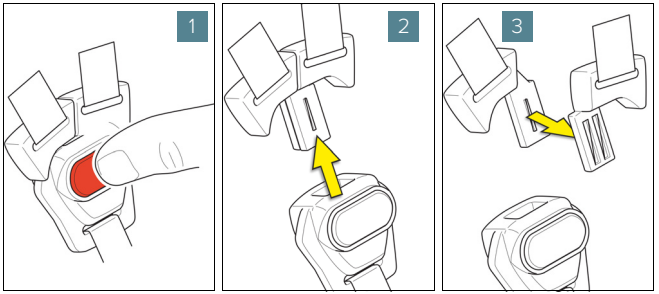
3.8.6 Attaching and removing the belt

Attaching the belt



1. Add the two upper belts together. Ensure that the parts fit one another well.
2. Click the two belts in the lock.
3. Check that the lock is secure.

Removing the belt



1. Press on the red button to unlock the belt; the belts come loose from the lock.
2. Pull the battery out of the lock.
3. Open the clasp.

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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 specialist has a wide range.
- A child seat can be mounted on the luggage carrier. For transporting children, also refer to the instructions in section 3.8.3 (page 42).

"DANGER" For mounting child seats and baby chairs, consult your dealer.

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

- Only use accessories after consulting your Gazelle 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 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 specialist if in doubt about the maximum carrying capacity.

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

3.10 Cycling

"DANGER" Cycle more slowly when carrying heavy loads. Cycling too quickly with a heavy load can affect the steering behaviour and braking distance, thereby creating unsafe situations.

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 53).

"DANGER" Before cycling, check that the belts are mounted correctly and that the closing mechanisms work properly.

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 3.2.5 (page 27).

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'.

EN

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 in the box 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.
- Do not touch the brake discs during use or within 30 minutes of use. When used, the brake discs can get very hot.
- 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 3.2.5 (page 27).
- 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 not 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.

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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.

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 specialist.
- When carrying out settings, maintenance or cleaning jobs be aware that 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 brakes can become very hot when used. They must not be touched in use of just after (within 30 minutes of being used) either.
- 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.

"DANGER" 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 specialist. For this, use the enclosed Maintenance book of chapter 9. (page 70).

4.2 Cleaning the bicycle

"DANGER" Do not used 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.

"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:

1. Switch off the battery 12 and the drive unit 25:
   - Press the battery on/off button 41 or....
   - ... press on the on-board on/off button 51.
2. Open the battery lock 44 using the battery key 43.

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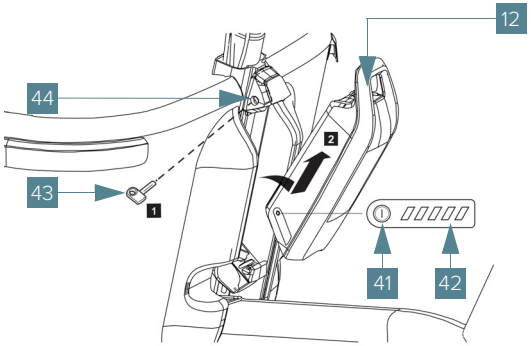
3. Tilt the battery 12 and remove it from the bicycle.

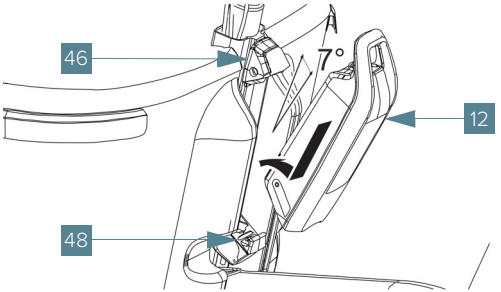


4. Place the battery 12 on a clean surface.

4.2.2 Cleaning

"WARNING" Never spray water (such as a garden hose) directly onto the electrical parts of the bicycle (battery, motor, display, etc.)

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 12 carefully with a soft damp cloth.
7. Mount the battery 12 back on the bicycle:
   A. Do this by placing the battery with the contacts on the lower holder 48 (the battery can be placed up to an 7° angle in relation to the frame).
   B. Tilt the battery as far as possible in the upper holder 46 until this makes an audible click.
8. Check in all directions that the battery is firmly in place.



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 35 and the rear light 17 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 10 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 specialist.
	Check that the battery 12 is sufficiently charged.	For charging the battery, see 'Preparing the battery for use', section 3.3.2 (page 32).
	Check that the tyres 23 have sufficient pressure.	To inflate the tyres to the right pressure, see 'Pumping tyres to correct pressure', section 4.3.4 (page 55).
	Check that the left brake lever 2 and the right brake lever 8 work properly. Check that the Brake lines are not damaged, frayed or kinked.	To adjust the hand-operated brakes, contact a Gazelle service specialist.
	Check that the speed sensor 34 is mounted properly. The spoke magnet 33 must be mounted level with the speed sensor 34.	For adjusting the speed sensor, see 'Adjusting speed sensor', section 4.3.5 (page 56).

Frequency	Check	Action
Before every use (continued)	Check the functioning of the stand 31. The components must move smoothly and the stand must be able to fold out and in completely.	
	Check the functioning of the handlebar and whether the front wheel moves.	There must not be any play and the lock nuts must be tight.
	Check whether the handlebars 7, the saddle 13, the seat post 15 and both wheels are securely mounted.	Attach the handlebar, saddle, saddle rod and wheels if necessary.
Monthly	Check parts that are vulnerable to wear, such as brake blocks, brake discs, spokes and rims. Too little maintenance can lead to damage.	Consult your Gazelle specialist for checking, adjusting and replacing the below components:
	Brake discs	See section 4.3.2, page 55.
	Brake lines	See section 4.3.2, page 55.
	Spokes and rims	See section 4.3.3, page 55.
	Check all fastening materials	Secure all fastening materials; for torque, see section 11.1.1, page 87.
Each six months	Check the box 1, bench(es) and belts for damage. Check that the belts are mounted correctly and that the closing mechanisms work properly.	Contact a Gazelle specialist.
	Check the tension on the drive belt 18.	To adjust the drive belt tension, contact a Gazelle service specialist.
Each year or after 3,000 kilometres	Have a complete service check carried out.	Contact a Gazelle specialist.
	The technical aspects of the drive belt have to be checked (mechanics, system software updates etc.)	Contact a Gazelle specialist.

4.3.2 Checking the brakes

Brake blocks

- Check the thickness of the brake blocks.

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

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

Brake discs

- 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 or not be able to brake at all.

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

- Check that the pressure on both brake levers is correct.

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

4.3.3 Checking the wheels

Spokes

- Have your Gazelle 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" 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.

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:
   - to 3.2 bar for optimal cycling comfort;
   - harder with higher loads.

"WARNING"
The maximum tyre pressure is stated on the sidewall of the tyre (4 bar).

3. Remove the pump.

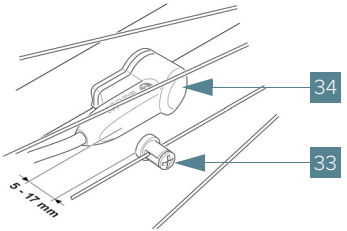
4.3.5 Adjusting speed sensor

The speed sensor and the associated spoke magnet must be mounted in such a way that, after a turn of the wheel, the spoke magnet moves past the line of the speed sensor with a clearance of at least 5 mm and no more than 17 mm.

Adjusting speed sensor

1. Unscrew the screw of the spoke magnet 33.
2. Position the spoke magnet 33 in such a way that after a turn of the wheel it moves past the line of the speed sensor 34 with a clearance of at least 5 mm and no more than 17 mm.
3. Fasten the spoke magnet 33 by tightening the screw.

"REMARK" If after adjusting the speed you do not see it displayed on the on-board computer, contact a Gazelle service specialist.



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.

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.
- Use a ramp or loading bay to wheel the bicycle in or out of the means of transportation.

Transporting the battery:

- The batteries fall under the requirements of legislation pertaining to hazardous substances. Undamaged batteries can be transported on the road without any further requirements.
- Only send the batteries when the housing is undamaged. Cover open contacts with tape and pack the battery in such a way that it does not move in the packaging. Inform the courier that the package contains a good battery, but a hazardous product nonetheless. Also take into consideration any additional national regulations. Other transport requirements apply for faulty batteries.

- There are specific packaging and marking requirements to be observed for transport by commercial users or transport by third parties (e.g. air freight or a haulage company). Such requirements include those of the International Carriage of Dangerous Goods by Road (ADR) legislation. If necessary, an expert on transporting hazardous goods can be consulted when preparing the item for dispatch.
- If you have any questions regarding the transport of the battery, contact your Gazelle service specialist. You can also order suitable transport packaging from them.

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 suitable place at all times.
2. Do not leave children on their own with the bike. Fingers can get caught between the spokes or brake discs if they turn the wheel when the bike is on the kickstand.
3. Switch off the electric assistance.
4. In order to prevent theft, it is always wise to lock your bike and put away any loose components of the bike.
5. To avoid damage, always have the Makki parked on its stand. Do not lean the Makki 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 42 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 charge status after 6 months. If only one LED of the charge indicator 42 is lit, then charge the battery again to approx. 30 % to 60 %.

"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 (under the frame).
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.

Gazelle Connected

Depending on your purchase, you can fit the bike with ‘Gazelle Connected’.
For this, refer to the documentation ‘Gazelle Connected App’.

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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:

- Consult the original instructions of the drive unit, the on-board computer, the charger and the battery.
- 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 in order to increase the power of the drive unit or to increase the speed. This can lead to:
  - possible reduction to the life;
  - possible damage to the bike;

  This renders any warranty claim null and void!

  These sorts of modifications endanger your safety and that of other road users. This can also lead to high personal liability costs and even the risk 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 or rims. 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 12 is empty.	Charge the battery. See section 3.3.2 (page 32).
	The plug pins are insufficiently greased.	Contact a Gazelle service specialist to check whether this is the cause.
The rear brake 21 and/or front brake 39 is making a squeaking noise.	When the bike is used for the first time, the disc brakes can make a squeaking noise because the brake blocks and discs have not yet been ridden in.	The brake blocks must be ridden in by the user. If the squeaking continues, try cycling slowly while lightly operating the brakes in order to have the components interact with one another better. If this does not solve the problem then please contact your Gazelle specialist.
Three LEDs of the charge indicator 42 are flashing.	The battery 12 is outside the charging temperature range.	Remove the battery 12 from the charger 70 and allow it to reach the correct temperature. Only connect the battery back onto the charger when the permitted charging temperature has been reached (between 0 °C and 40 °C).
The battery 12 empties quickly.	The charging capacity of the battery 12 has decreased.	Consult section 3.10.4 (page 49) and check whether one of the factors can be taken into consideration. Replace the battery 12. Contact a Gazelle specialist.
The bike does not brake well.	The brakes are not adjusted correctly or are worn.	Replace or check the brakes. Contact a Gazelle specialist.

6.3 FAQ (questions and solutions)

Question / Fault	Remedy
Battery	
The battery won't charge.	Check whether the battery is connected properly and whether the mains socket works. Follow the correct connection sequence: • First connect the charger to the mains socket; • Then connect the battery to the charger. Never connect the battery directly to a mains socket. • Check that the battery terminals are not dirty.
The battery no longer charges fully.	Contact a Gazelle specialist.
The range is insufficient.	The following factors can affect the range: Load, tyre pressure, cycling conditions, climate conditions, rider actively cycling and gear-shifting behaviour.
Drive Unit	
The drive unit is making a grating noise.	Check whether the bolts of the drive unit are greased. • Add grease to the tops of the bolts on the rear of the chain case bracket • Check the torque of the bolts (35Nm).
The motor seems to be holding back.	Contact a Gazelle specialist.

Question / Fault	Remedy
On-board computer	
The on-board computer does not display speed.	Check whether the speed sensor is positioned correctly; see ’Adjusting speed sensor’, section 4.3.5 (page 56). The spoke magnet, after a turn of the wheel, has to move past the line of the speed sensor with a clearance of at least 5 mm and no more than 17 mm. Check that the attachment is not too tight.
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 ’Walk Assist’, section 3.7.3 (page 39).
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 attachment is not too tight. Check that the battery is fully charged.

7. The environment and disposal

7.1 Disposal of electrical components

The symbol on the device, accessories or packaging indicates that this device should not be regarded as non-sorted domestic waste. It must be disposed of separately.

Dispose of the device at a collection point for the recycling of electrical waste and electronic equipment within the EU and in other EU countries that have separate collection systems for electrical waste and electronic equipment,

Disposing of this device in the correct manner will help to prevent any possible danger to the environment and public health that would otherwise be caused by an incorrect handling of the waste equipment.

Recycling materials helps to preserve our natural resources. That is why you must not throw away old electrical and electronic equipment with the non-sorted domestic waste.

7.2 Disposal of packaging material

The packaging is made from environmentally friendly materials and can be disposed of at the local recycling centre.

Disposal of the packaging and packaging waste in the correct manner will help to prevent any possible danger to the environment and public health.

7.3 Disposal of battery

The bicycle and its on-board computer both have a battery.

The batteries must not be disposed of with the domestic waste. They may contain poisonous substances and are subject to specific regulations.

Always dispose of the batteries at the specific collection point. Before disposing of the batteries cover the contact areas of the battery terminals with tape.

Do not touch badly damaged batteries with your bare hands as they may be leaking electrolytes which can cause skin irritations.

Keep the faulty battery in a safe place outdoors. Tape over the terminals if necessary and inform your Gazelle service specialist, who will help you with disposing of the waste in a professional manner.

According to European guidelines, you must dispose of unusable electrical equipment and defective or used batteries separately for environmentally friendly recycling.

Hand in batteries that are no longer usable to an accredited cycle shop.

8. Warranty

Royal Dutch Gazelle NV gives a warranty against possible construction, material and/or paintwork defects on your Gazelle bicycle, based on the following terms and conditions (see also www.gazellebikes.com/en-gb/service/contact).

8.1 Warranty periods

- The warranty period starts on the purchase date of your bicycle.
- During the valid warranty period(s) all parts, where it has been determined by Gazelle that there is a material and construction defect, will be repaired or reimbursed at Gazelle's discretion.
- Gazelle provides a 5-year warranty on material and manufacturing defects on the frame and the fixed front fork.
- Gazelle provides a 2-year warranty on material and manufacturing defects on the box.
- On suspension front forks material and manufacturing defects are covered by a 5-year warranty period.
- Gazelle provides a 5-year warranty against corrosion from the inside on the paintwork on the frame and front fork.
- Gazelle provides a 2-year warranty on chrome components and other painted components, against corrosion.
- Gazelle provides a 2-year warranty on components, against material and manufacturing defects.
- The replacement of parts during the warranty period is covered by the standard warranty period for the bicycle.

8.2 Transferable

The factory warranty can only be claimed upon presentation of the original purchase invoice. The factory warranty is transferable, on condition that the proof of warranty (the original purchase invoice) is presented.

8.3 Battery for the electric bicycle

Gazelle gives a 2-year guarantee on the battery. The capacity of the battery will decrease depending on the number of charge cycles and battery life. This decrease in capacity is not covered by the warranty. Always visit your Gazelle dealer if you encounter any problems with the battery.

At the end of the battery's life, it must be returned to your Gazelle dealer. who will follow the correct recycling procedure.

8.4 Exclusions

The above warranty terms and conditions shall not apply if:

- The safety instructions or instructions for use have not been adhered to.
- Normal wear and tear of parts, or incorrect adjustment of tyres, chain, brakes, cables, gear cogs and/or derailleur.
- The bicycle has not been regularly maintained and repaired by an authorised Gazelle specialist.
- Modifications are made to the original condition, such as the use of unauthorised Gazelle parts and/or accessories.
- The bicycle is used incorrectly and/or carelessly or not in accordance with its intended use, for example for competitions and/or commercial activities.
- Damage has been caused by failure to follow the user manual.
- Damage has been caused by transportation on e.g. bicycle carriers.
- The bicycle continues to be used, despite damage and/or defects having been found, and this makes the damage worse.

8.5 Warranty claims

Complaints and warranty claims will be dealt with by your Gazelle dealer. In the event of complaints or questions about warranty, your Gazelle dealer will always be your first point of contact, since this is where the contract of sale took effect.

Gazelle will then make a final assessment on whether it is a warranty matter. The dealer must send the component in question, together with the purchase invoice, to Gazelle, stating the complaint.

Your dealer may charge you for any disassembly or assembly costs.

Your dealer may charge you for carriage charges associated with getting the bike and/or components from your dealer to Gazelle.

8.6 Liability

A claim honoured by Gazelle under these warranty terms and conditions expressly does not constitute any admission of liability on the part of Gazelle for any loss or damage suffered by the owner or third parties. Any liability on the part of Gazelle for consequential loss or damage is hereby expressly excluded.

Gazelle's liability is limited to that which is set out in the warranty terms and conditions, unless otherwise arising from a mandatory legal provision.

8.7 Disclaimer

Naturally Gazelle has taken great care in compiling these warranty terms and conditions. But liability as a consequence of printing or typographical errors is excluded.

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9.
Maintenance book

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 specialist. Use this maintenance book for this.

Periodic checks help to prevent wear and expensive repairs.

Model information	
Model	
Frame number	
Drive serial number	
Battery serial number	
On-board computer serial number	
Charger serial number	
Name of Gazelle service specialist	
Purchase date	

Owner information	
Name	
Address	
Country	

Maintenance	500 km (or after 3 months)

Description of maintenance

Repairs

Notes:	Date:	Odometer reading:	Gazelle service specialist:	Signature

Maintenance	1,500 km (or after 10 months)

Description of maintenance

Repairs

Notes:	Date:	Odometer reading:	Gazelle service specialist:	Signature

Maintenance	3,000 km (or after 18 months)

Description of maintenance

Repairs

Notes:	Date:	Odometer reading:	Gazelle service specialist:	Signature

Maintenance	4,500 km (or after 24 months)

Description of maintenance

Repairs

Notes:	Date:	Odometer reading:	Gazelle service specialist:	Signature

Maintenance

Miles:

Description of maintenance

Repairs

Notes:	Date:	Odometer reading:	Gazelle service specialist:	Signature

Maintenance

Miles:

Description of maintenance

Repairs

Notes:	Date:	Odometer reading:	Gazelle service specialist:	Signature

Maintenance

Miles:

Description of maintenance

Repairs

Notes:	Date:	Odometer reading:	Gazelle service specialist:	Signature

Maintenance

Miles:

Description of maintenance

Repairs

Notes:	Date:	Odometer reading:	Gazelle service specialist:	Signature

10.
Spare parts

Part	Item number	Item description
Front wheel (20")	4525156119601	
Rim (20")	350515640	
Front hub	469119600	
Rear wheel (26") Trekking (Urban)	4525157223101	
Rear wheel (26") Cargo (Load)	4525157223201	
Rim (26")	350515740	
Rear hub Trekking (Urban)	469223100	
Rear hub Cargo (Load)	469223200	
Tyre (20")	500805200	BUB 55-406 ZWT/ZWT SCHWALBE BIG APPLE
Inner tube (20")	508000800	BIB COMPACT 57-406 50815
Tyre (26")	500805300	BUB 55-559 ZWT/ZWT SCHWALBE BIG APPLE
Inner tube (26")	505063300	BIB. 40/62-559 DUNLOP 40MM
Chain guard	525440100	
Drive belt	455411100	
Front sprocket	457109700	
Rear sprocket	457108700	
Handlebar tube	210137100	
Stem	250184000	
Left handlebar grip	540278500	

Part	Item number	Item description
Right handlebar grip	540278600	
Handlebar grip bolts	390960000	
Display Purion	998503600	
Rotary shifter City (Urban)	701201000	
Rotary shifter Cargo (Load)	701201200	
Seat post set	380341300	
Elastic strap	513111000	
Front brake	448322700	
Brake block front brake		Tektro Q11TS or similar
Rear brake	448322600	
Brake block rear brake		Tektro Q11TS or similar
Pedals	458716200	
Front light	444410800	
Front light cable	998108100	
Rear light	447191400	
Left crank	371319400	
Right crank	371319300	

Part	Item number	Item description
Front mudguard	311114300199	
Rear mudguard	311114900199	
Rear threaded rod	312173000	
Front threaded rod	312173100	
Rear wheel sensor	998200100	
Rear wheel magnet	998200200	
Lock	475405900	
Luggage carrier	313028600	
Luggage carrier Dek Blue (Urban)	313028787099	
Luggage carrier Dek white (Load)	313028732299	
Handlebar tube	206447900	
Steering bar	238107400	
Assembly materials for steering bar	238107280	
Steering bar slide	238106600	
Assembly bolt for steering bar slide	390408400	
Headset	385790500	
Headset spacer cable	211254500	

Part	Item number	Item description
Down tube	552007100	
Top of box	552007200	
Bumper, rear left	653120700	
Bumper, rear right	653120800	
Bumper, front left	653120500	
Bumper, front right	653120600	
Rear bench	472540200	
Rubber floor mat	222805000	
Combination set Rear Belts	214113200	
Double leg stand	463409800	

11. Technical specifications

11.1 Technical data

Bicycle type	Makki Urban	Makki Load
Purpose	Family cargo bike	Family cargo bike
Unladen weight of bicycle [kg]	52	52
Load capacity [kg]	148	198
Maximum total weight including bicycle and rider [kg]	200	250
Operating ambient temperature	-5° tot +40°C	-5° tot +40°C
The A-weighted noise emission level with the ear of the rider	< 70 dB	< 70 dB

Battery	PowerPack 400	PowerPack 500
Bicycle type	Makki Urban and Makki Load	
Product number	BBS265	BBS275
Operating temperature	-5° tot +40°C	-5° tot +40°C
Storage temperature	-10° tot +60°C	-10° tot +60°C
Permitted ambient temperature during charging	0 to +40°C	0 to +40°C
Nominal voltage [V]	36	36
Nominal capacity [Ah]	11	13.4
Energy [Wh]	400	500
Weight [kg]	2.5	2.6
Protection class	IP54 (dust and splash protection)	IP54 (dust and splash protection)

Drive Unit	Active Line Plus	Performance Line Cruise
Bicycle type	Makki Urban	Makki Load
Product number	BDU350	BDU250P
Nominal continuously rated power [W]	250	250
Drive torque [max. Nm]	50	65
Nominal voltage [V]	36	36
Operating temperature	-5° tot +40°C	-5° tot +40°C
Storage temperature	-10° tot +50°C	-10° tot +50°C
Weight [kg]	± 4	± 4
Protection class	IP54 (dust and splash protection)	IP54 (dust and splash protection)

Lighting		
Bicycle type	Makki Urban	Makki Load
Voltage [V]	12	12
Maximum power: • Front light [W] • Rear light [W]	 • 8.4 / 17.4 • 0.6 / 0.6	 • 8.4 / 17.4 • 0.6 / 0.6

11.1.1 Tightening torques

Attachment	Tightening torque [Nm]
Central handlebar bolt	28
Stem on handlebar tube	9-10
Handlebar tube angle	15-18
Bolt underside handlebar tube	6-8
Handlebar on handlebar tube	5-6
Motor bolts	28
Motor bolts torx	9
Handlebar grip bolts	5
Crank bolts	50
Locking bolt front chainwheel	25
Front wheel nuts	23.5 ±3.5
Rear wheel nuts	35
Frame attachments	15-20
Down tube attachment	10
Top of box attachment	5
Bumper attachment	1-2
Stand attachment	15-20

Attachment	Instruction
Steering bar joint	Fitted with Loctite
Frame attachment	Fitted with Loctite
Box attachment	Fitted with Loctite
Steering bar nuts	Turn contra

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