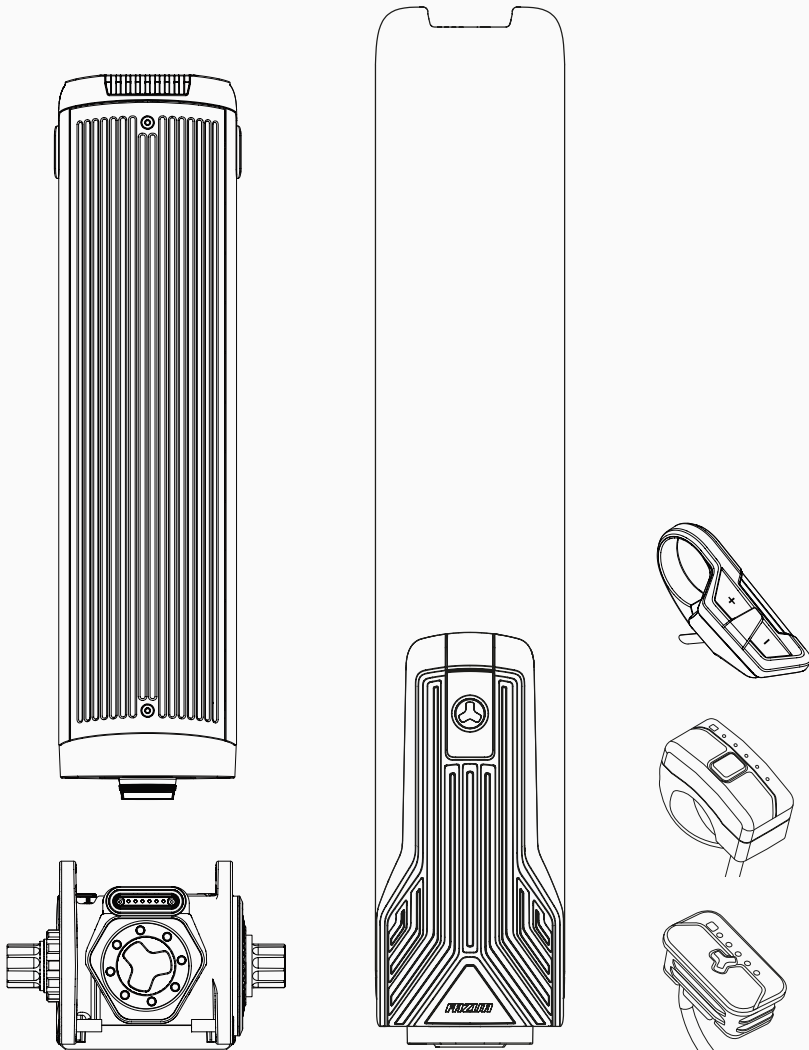




FAZUA RIDE 50 *TRAIL/STREET*



Freigabeversion



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CHARGER

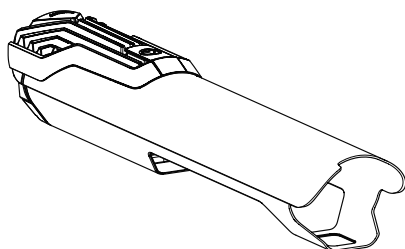
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1 OVERVIEW: FAZUA RIDE 50 DRIVE SYSTEM

A

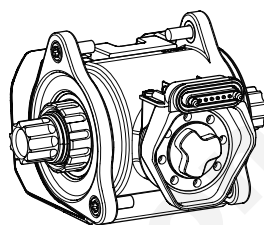
DRIVEPACK
(Details from Page 40)



RIDE 50 DRIVEPACK TRAIL/STREET

B

BOTTOM BRACKET
(Details from Page 45)



RIDE 50 BOTTOM BRACKET

C

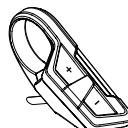
REMOTE
(Details from Page 48)



REMOTE FX



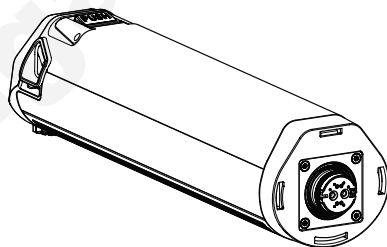
REMOTE BX



REMOTE RX

D

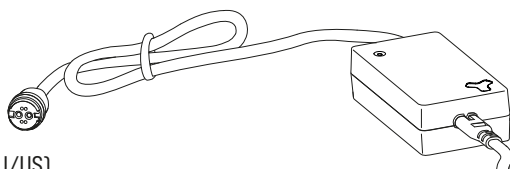
BATTERY
(Details from Page 57)



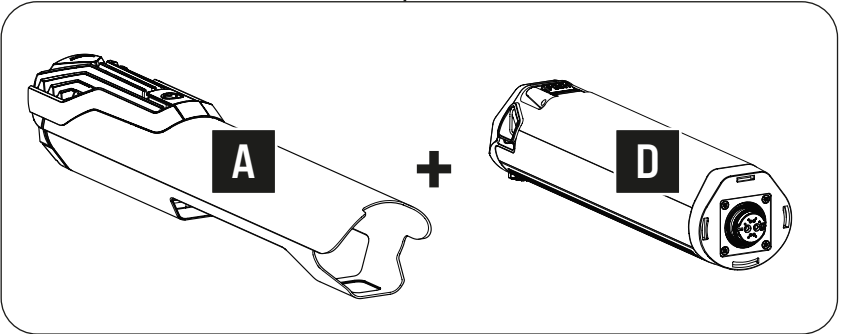
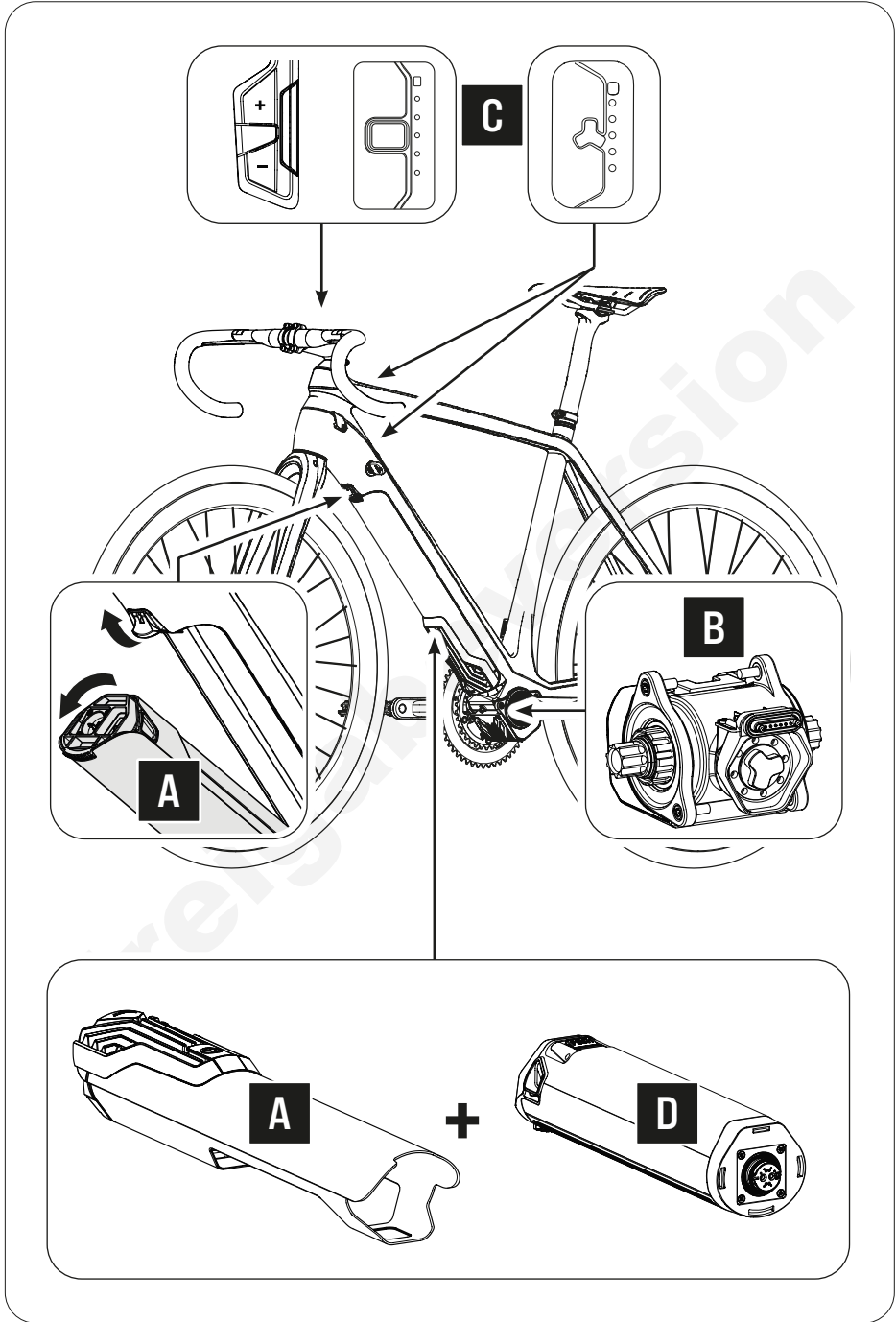
ENERGY 250 X

E

CHARGER
(Details from Page 64)



CHARGER S (EU/US)





2 ABOUT THIS MANUAL

2.1 Terminology and structure

These original instructions are part of the FAZUA RIDE 50 drive system.

In order to improve readability, the term “manual” will be used instead of the term “Original instructions”.

To facilitate orientation within the manual, it is divided into sections:

The first section is called “Basics” and covers the drive system as a whole. In Chapter 3 “Safety”, you will find basic information on the intended use and the general safety instructions. Chapters 4–8 (“Usage”, “Storage and transport”, “Optional accessories”, “Cleaning and maintenance”, “Troubleshooting”) describe processes and the handling steps that must be taken. Chapters 9–12 contain information on disposal, the consumer warranty, manufacturer or dealer service and conformity.

The remaining sections are dedicated to the individual components of the drive system. Here you will find detailed illustrations and additional information on the respective components. In addition, all handling steps listed in in Chapter 4 “Usage” are described in detail and supplemented with handling-specific warnings.

2.2 Read and keep manual

This manual contains all important information on the safety and use of the drive system as well as the individual components. It is based on the laws and regulations applicable in the United States, as well as national regulations such as UL® and ANSI testing standards.

Before using the drive system for the first time, be sure to read the complete manual - especially the “Safety” chapter - carefully. Failure to follow the instructions could result in serious injury to you or others and/or damage to the drive system or individual components.

Always keep these instructions handy for further use and pass them on if you pass on the drive system or the equipped e-bike to third parties.

In addition to these instructions for the drive system, always observe the manufacturer's instructions for the e-bike in which the drive system is installed.

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2.3 Description of signs and symbols

Certain types of notes and information in this manual are identified by signs or symbols, which are listed below together with their meaning.

DANGER

High risk level! Risks that result in death or serious injury are indicated by the signal word “Danger”.

WARNING

Moderate risk level! Risks that could result in death or serious injury are marked with the signal word “Warning”.

CAUTION

Lower risk level! Risks that could result in moderate or minor injuries are indicated by the signal word “Caution”.

NOTE

Risks relating to damage to the product itself or to property damage to other objects are indicated by the signal word “Notice”.



Useful additional information is marked with this information symbol.

Freigabe



3 SAFETY

3.1 Functionality & intended use

FAZUA RIDE 50* is designed as an electric drive system for e-bikes that are used as a means of transport by one person. From a speed of 20 mph [32 km/h], the electric pedal support switches off, so that at speeds above 20 mph [32 km/h] without motor support, you pedal exclusively with your own muscle power.

The drive system as a whole is made up of different, coordinated components.

These are:

- A** → **DRIVEPACK**
[incl. LOCKER for locking the DRIVEPACK to the e-bike frame]
[[DRIVEPACK] models: RIDE 50 DRIVEPACK TRAIL, RIDE 50 DRIVEPACK STREET | [LOCKER] model: LOCKER PX],
- B** → **BOTTOM BRACKET**
[incl. speed sensor + spoke magnet]
[Model: RIDE 50 BOTTOM BRACKET],
- C** → **REMOTE**
[Models: REMOTE FX, REMOTE BX, REMOTE RX],
- D** → **BATTERY (= ENERGY)**
[Model: ENERGY 250 X],
- E** → **CHARGER**
[Model: CHARGER S (EU/US)].

The version of the drive system installed in your e-bike, i.e. the specific combination of component models, is specially adapted to your e-bike and must therefore not be changed.

Categorically, the installation of the drive system and certain work on it may only be carried out in the ways planned by the manufacturer or by an authorized specialist. Authorized specialists for repair and maintenance work can be found with the official FAZUA certified partners (see chapter 11 "Service").

For information on which work you can carry out yourself and which work must be carried out by an authorized specialist, refer to the separate sections on the individual components.

* FAZUA RIDE 50 is based on the technological foundations of the FAZUA evation drive system. Some of the components on the FAZUA RIDE 50 and evation drive systems are compatible with one another. If you have any questions, please contact your FAZUA certified partner.



3.2 Limitation of liability

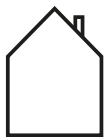
FAZUA accepts no liability for damage caused by incorrect or improper installation or use other than that intended. Only use the drive system as described in this manual. Any other use is considered improper and may result in accidents, serious injury and damage to the drive system.

3.3 Symbols & pictograms of the drive system

On individual components of the drive system you will find certain symbols and pictograms, which are listed below including their meaning.



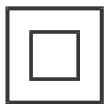
This symbol indicates that the user of the drive system or the individual components must have read and understood these original instructions before using it.



A device marked with this symbol (here: the CHARGER) may only be used in dry indoor areas.



When used in a humid environment and in contact with liquids, there is a risk of electric shock!



An electrical appliance marked with this symbol corresponds to protection class II: The device has double or reinforced insulation to protect against electric shock.



This symbol warns of hot surfaces.



There is a burning risk if touched, contact with combustible materials may cause a fire.



These symbols indicate that the BATTERY (lithium-ion battery) must be disposed of separately at the end of its service life and must not be disposed of with household waste.



Li-ion

The symbols must be affixed in the European Union in accordance with the laws and directives in force there.



This symbol indicates that the marked component must be disposed of separately as electrical or electronic equipment at the end of its service life and must not be disposed of with household waste.



The symbols must be affixed in the European Union in accordance with the laws and directives in force there.



This symbol indicates products that meet all the requirements for obtaining the European CE marking.



This symbol identifies products that meet all requirements for obtaining the British UKCA marking.



The test seal “Geprüfte Sicherheit” (GS mark) is awarded by independent certification bodies.

A device marked with the GS test seal complies with the safety-relevant requirements of the German Product Safety Act (ProdSG).



The “UL®-Listed” seal of approval is awarded by the US UL® Certification Body.

A device marked with the “UL®-Listed” test seal shown corresponds to the safety-relevant requirements for Canada and the USA.



The accompanying test seal is awarded by the SGS certification body.

A device marked with this test seal complies with the safety-relevant requirements for Canada and the USA in accordance with UL Standards.

The drive system and the battery were tested according to UL Standards. The following UL Standards were applied: UL 2271 - Standard for Batteries for Use In Light Electric Vehicle (LEV) Applications, UL 2849 - Outline of Investigation for Electric Bicycles, Electrically Power Assisted Cycles (EPAC Bicycles), Electric Scooters, and Electric Motorcycles.



The FCC seal is awarded by the Federal Communications Commission, an independent U.S. government agency responsible for implementing and enforcing U.S. communications laws and regulations.

An electrical device marked with the FCC seal complies with American standards for electromagnetic compatibility.



3.4 Important safety instructions

READ AND KEEP ALL IMPORTANT SAFETY INSTRUCTIONS!

The following important safety instructions must always be observed when using and handling the drive system.

DANGER

Dangers for users of e-bikes!

Basically there are specific dangers for the users of e-bikes, e. g. danger of accidents when riding in road traffic. Dangers arising from handling the corresponding e-bike model in which the drive system is installed are dealt with in the separate instructions of the e-bike manufacturer. Depending on your country or location, there may also be additional legal requirements that you must observe when using your e-bike. If you do not fully inform yourself about existing dangers before using your e-bike equipped with the drive system, there is an increased risk of accident and injury.

- ▶ Read and follow the manufacturer's instructions for your e-bike.
- ▶ Find out about and observe any applicable national regulations regarding e-bikes.

DANGER

Batteries may explode!

Using unsuitable batteries or handling the BATTERY improperly may cause the battery to explode.

- ▶ Always use an original FAZUA BATTERY that is approved by the e-bike manufacturer.
- ▶ Never use a damaged BATTERY and never attempt to charge a damaged BATTERY!
- ▶ Never open the BATTERY! Attempting to open a battery increases the risk of explosion!
- ▶ Keep the BATTERY away from heat (e.g. strong sunlight), open fire or water or other liquids.



- ▶ Only use the BATTERY in e-bikes equipped with an original FAZUA RIDE 50 drive system. Never use the BATTERY for other purposes or in other drive systems.

DANGER

Dangers during unattended use!

There are always special risks for children (younger than 14 years) and people with limited physical, sensory and mental abilities (e.g. physically handicapped, older people with limited physical and mental abilities) or a lack of experience and knowledge (e.g. older children)! If children or people with physical or mental impairments handle the BATTERY or CHARGER, there is an increased risk potential as these user groups may not be able to correctly assess certain risks, for example.

- ▶ This appliance is not intended for use by children (younger than 14) and persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- ▶ Children shall not play with the appliance.
- ▶ Only for rechargeable li-ion battery.
- ▶ Don't attempt to disassemble the charger by yourself.
- ▶ Don't use the charger in high temperature, moist, inflammable or explosive outdoor environments.
- ▶ Disconnect the power supply before marking or breaking the connections to the battery.

DANGER

Danger of impairment of medical devices!

The magnetic connections in the BATTERY and CHARGER can interfere with the function of pacemakers.

- ▶ Keep the BATTERY and CHARGER away from pacemakers or persons wearing a pacemaker and draw the attention of persons with pacemakers to the danger.

** DANGER****Risk of electric shock!**

Improper handling of the CHARGER or incorrect mains connection may expose you and others to the risk of electric shock.

- ▶ Always connect the CHARGER to an easily accessible and properly installed power outlet.
- ▶ Make sure that the mains voltage at the mains connection corresponds to the information on the CHARGER.
- ▶ Only use the CHARGER in dry indoor areas.
- ▶ Keep the CHARGER away from any liquid or moisture.
- ▶ Do not pull on the mains or charger cable to pull the respective cable out of a socket or outlet, but always hold the corresponding plug.
- ▶ Do not handle the plugs of the power cord and charger cable with wet or damp hands.
- ▶ Take care not to bend the power cord and charger cable or lay them over sharp edges.
- ▶ Never open the CHARGER independently. The CHARGER may only be opened by an authorized specialist and repaired using original spare parts.
- ▶ Before each use of the CHARGER, check all individual parts (mains adapter, mains cable, charger cable and all plugs) for damage. If the power cord on the CHARGER is damaged, it must be replaced by the manufacturer, their customer service or a similarly qualified person, to avoid hazards.
- ▶ Never use a damaged CHARGER. Otherwise there is a high risk of electric shock!
- ▶ Keep the CHARGER in a clean condition. A dirty or contaminated CHARGER increases the risk of electric shock.
- ▶ Only use the BATTERY in e-bikes equipped with an original FAZUA RIDE 50 drive system. Never use the battery for other purposes or in other drive systems.

** DANGER****Dangers due to unauthorized changes!**

If you make unauthorized changes to the drive system or components, you may cause an explosion, electric shock, or serious injury to yourself or others.

- ▶ Under no circumstances should you modify or alter individual components of the drive system autonomously.
- ▶ Never replace any drive system components independently.
- ▶ Never open the drive system components without authorization. The drive system components do not require any maintenance. Only allow repairs to the drive system to be carried out by an authorized specialist.
- ▶ Only allow components of the drive system to be replaced by an authorized specialist with permissible original spare parts.

 DANGER**Fire hazard due to incorrect handling!**

Improper handling of the BATTERY and/or CHARGER, or attempting to charge batteries with an incompatible charger could cause a fire.

- ▶ Follow all charging instructions and do not charge the BATTERY outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the BATTERY and increase the risk of fire.
- ▶ Do not modify or attempt to repair the CHARGER or the BATTERY.
- ▶ Always use an original and compatible CHARGER from FAZUA to charge the BATTERY.
- ▶ Take care not to handle metal objects such as coins, paper clips, screws, etc. in the immediate vicinity of the BATTERY and to store the BATTERY separately from metal objects. Metal objects can close a circuit between the terminals of the BATTERY (i.e. “short-circuit” the BATTERY) and cause a fire as a result.
- ▶ Do not short-circuit the BATTERY.
- ▶ BATTERY and CHARGER may heat up during charging or operation.



It is therefore essential to keep the BATTERY and CHARGER away from flammable materials. Pay particular attention during the charging process and always move the BATTERY and CHARGER to a dry and fireproof place before charging.

- ▶ Do not leave the BATTERY and CHARGER unattended during charging.

 **DANGER**

Risk of caustic burns due to battery acid!

The BATTERY contains battery acid. If you come into contact with this fluid, the affected skin area and/or mucous membrane may be burnt. Eye contact can cause loss of vision.

- ▶ Do not touch any liquid leaking from the BATTERY.
- ▶ Should you ever come into contact with battery acid, immediately rinse the affected body part thoroughly under plenty of running water.
- ▶ Consult a doctor immediately after rinsing, especially in case of eye contact and/or if mucous membranes (e.g. nasal mucosa) are affected.

 **WARNING**

Health hazard due to irritation of the respiratory tract!

If the BATTERY is damaged, gases may escape which may irritate the respiratory tract.

- ▶ Protect the BATTERY from mechanical influences and any other load.
- ▶ If you notice or suspect that gas is leaking from the BATTERY, immediately ensure a supply of fresh air and seek medical attention as soon as possible.

 **WARNING**

Danger from accidental starting!

Starting the drive system in unsuitable situations can result in accidents and serious injury.

- ▶ Remove the DRIVEPACK from the e-bike while the e-bike is being transported or stored and during all work on the e-bike to prevent the drive system from being started accidentally.

**WARNING****Risk of burns!**

The cooling unit on the DRIVEPACK can become very hot during operation and you may burn yourself when touching it.

- ▶ Handle the DRIVEPACK with care.
- ▶ Allow the DRIVEPACK to cool completely before touching the DRIVEPACK.

NOTE**Risk of damage!**

Improper handling can damage the drive system or individual components.

- ▶ Have individual components of the drive system and the e-bike replaced exclusively by identical components or other components expressly approved by the e-bike manufacturer. This will protect the other components or your e-bike from possible damage.
- ▶ Never use your e-bike without a DRIVEPACK or without a cover if you use it as a conventional bicycle without a DRIVEPACK.
- ▶ Remove the BATTERY before cleaning the DRIVEPACK and allow all components to dry completely before inserting. If the BATTERY comes into contact with damp or wet contacts on the DRIVEPACK during insertion, the BATTERY may be damaged.
- ▶ When charging the BATTERY, make sure that the mains cable and charger cable on the CHARGER do not pose a tripping hazard to prevent components from being damaged, e.g. resulting from a fall.
- ▶ Always make sure that the cover flap on the BATTERY is closed correctly and completely to ensure that no dust or splash water can enter the charging socket.



3.5 Notes on safe riding in road traffic

By following the road safety precautions listed below, you can reduce the risk of accidents and injuries when riding a bicycle or e-bike in road traffic.



The term “road traffic” also refers to private areas open to the public and to field or forest paths open to the public.

- Only ride your e-bike on the road if the equipment complies with national road traffic regulations. Please contact your e-bike manufacturer for more information.
- Find out about the regulations applicable to road traffic in your country or region, e.g. from the Ministry of Transport. You should also keep yourself informed about any changes to the contents of the valid regulations.
- Observe and follow national and regional road traffic regulations.
- When riding, use a suitable bicycle helmet that complies with national and regional regulations (CPSC (Consumer Product Safety Commission, 16 CFR Part 1203 or ASTM F1447-06).
- When riding, wear light-colored clothing with reflective elements to attract the attention of other road users.
- Do not ride your e-bike if you are under the influence of alcohol, narcotics or medications.
- Do not use mobile devices such as smartphones, MP3 players, etc. while riding.
- Do not distract yourself while riding by other activities such as switching on the light. Stop to carry out such activities.
- Never ride without your hands, under any circumstances. Always keep both hands on the handlebars.
- Ride carefully and be considerate of other road users.
- Ride in such a way that nobody is harmed, endangered, obstructed or annoyed.
- Ride on prescribed lanes for bicycles.



4 USAGE

This chapter describes chronologically how to proceed when using the drive system.

DANGER

Incorrect or improper handling may result in explosion, fire or accidents and serious injury.

- ▶ You must also read the detailed descriptions in the section for the relevant component:
 - before you use your e-bike equipped with the FAZUA RIDE 50 drive system for the first time,
 - if you are unsure how to use it,
 - if you have problems carry out the handling steps described here.

4.1 Inserting and removing components

4.1.1 Inserting the BATTERY in the DRIVEPACK

→ You can find detailed information here in Chapter 27.1 “Checking and switching on the BATTERY” and in Chapter 27.2 “Inserting the BATTERY in the DRIVEPACK”.



On delivery, the BATTERY may only be precharged.

→ Fully charge the BATTERY before inserting it into the DRIVEPACK for the first time.

DANGER

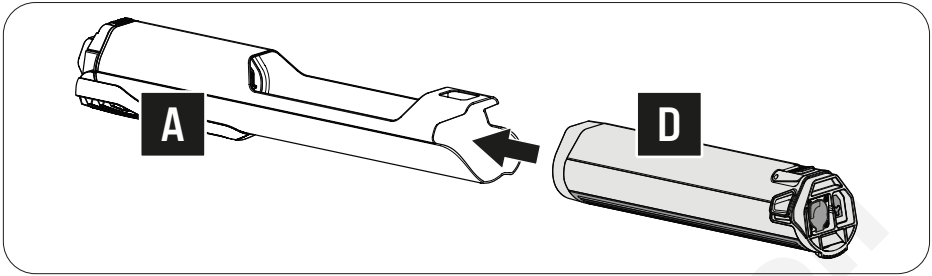
Risk of explosion and fire!

A damaged or dirty BATTERY may explode and/or cause a fire.

- ▶ Never insert a damaged BATTERY into the drivepack.
 - ▶ Check the BATTERY for visible damage, such as cracks or burn marks, before each insertion.
 - ▶ Make sure that the interfaces on the BATTERY are free of dirt before using it.
1. Check the BATTERY for visible damage.
 2. Press the on/off button on the BATTERY once to turn on the BATTERY.



- Place the BATTERY with the connecting contact first on the battery holder of the DRIVEPACK.

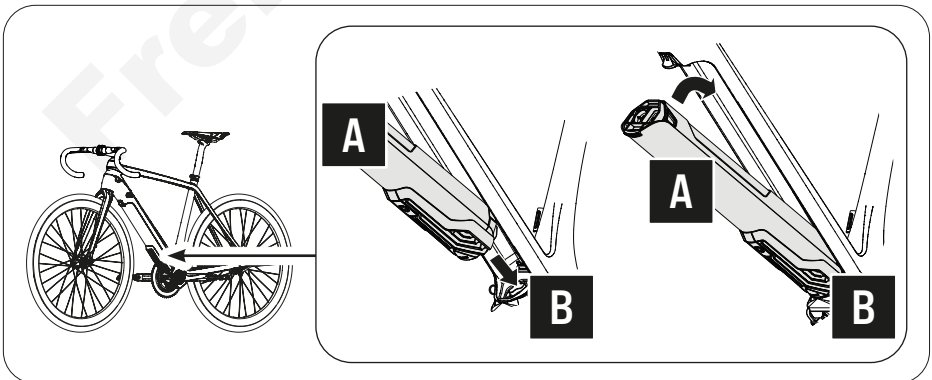


- Carefully insert the BATTERY as far as possible into the battery holder.
The BATTERY locks in place automatically when inserted correctly. If the BATTERY does not lock, repeat the procedure. Do not use the drive system if the BATTERY cannot be locked. If the unlocked BATTERY falls out of the e-bike holder while riding, this can lead to an accident/fall and damage the BATTERY.

4.1.2 Inserting the DRIVEPACK into the e-bike

→ You can find detailed information here in Chapter 16.1 "Inserting the DRIVEPACK into the e-bike".

- Place the DRIVEPACK with the interface for the BOTTOM BRACKET in front of the corresponding interface on the BOTTOM BRACKET.
- Swing the upper end of the DRIVEPACK into the down tube of the e-bike.
The DRIVEPACK is locked automatically when the two interfaces on the DRIVEPACK and the BOTTOM BRACKET interlock correctly and the DRIVEPACK engages fully in the retainer on the down tube.





3. Check that the DRIVEPACK is seated securely.

If the DRIVEPACK does not lock, repeat the procedure. Do not use the drive system if the DRIVEPACK on the e-bike cannot be locked. If the unlocked DRIVEPACK falls out of the e-bike holder while riding, this can lead to an accident/fall and damage the DRIVEPACK or the BATTERY.

4.1.3 Removing the DRIVEPACK from the e-bike

→ You can find detailed information here in Chapter 16.2 “Removing the DRIVEPACK from the e-bike”.

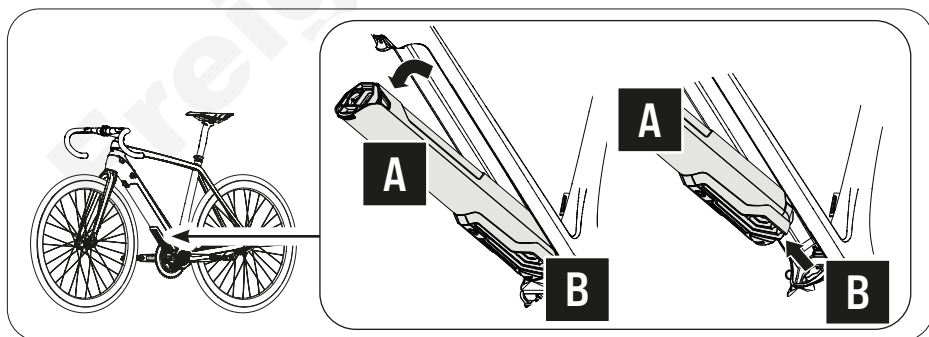
WARNING

Risk of burns!

The cooling unit on the DRIVEPACK can become very hot during operation and you may burn yourself when touching it.

► Allow the DRIVEPACK to cool completely before touching the DRIVEPACK.

1. Hold the DRIVEPACK with one hand.
2. Move the locking lever upwards as far as possible to release the DRIVEPACK from the lock.
3. Hold the locking lever in the open position and carefully lower the DRIVEPACK at the same time.
4. Then move the locking lever back to the closed position and remove the DRIVEPACK from the interface on the BOTTOM BRACKET.





4.1.4 Removing the BATTERY from the DRIVEPACK

→ You can find detailed information here in Chapter 27.3 “Removing the BATTERY from the DRIVEPACK”.

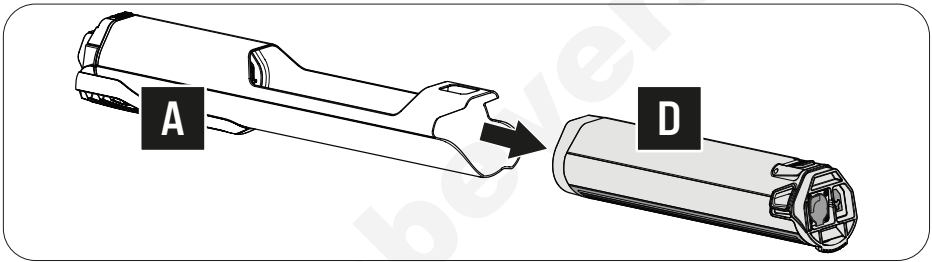
CAUTION

Pinch risk!

You may trap your fingers when removing the BATTERY from the DRIVEPACK.

► When pressing the push button or removing the BATTERY, be careful not to pinch your fingers.

1. Secure the BATTERY with one hand.
2. Press the push button as far as it will go to release the BATTERY from the lock.
3. Press and hold the push button and gently pull the BATTERY out of the battery holder.



4.2 Switching the drive system on and off



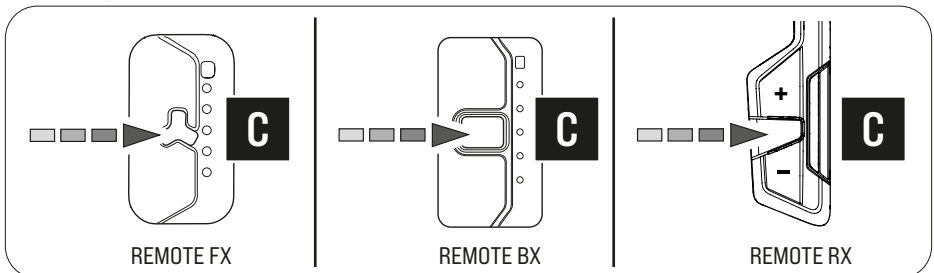
The model variants of the REMOTE are visually different but are handled identically.

→ You can find detailed information here in Chapter 20 “REMOTE model variants”.

4.2.1 Switch on drive system

→ You can find detailed information here in Chapter 24.1 “Switching the drive system on and off”.

→ Switch on the drive system by pressing the center button on the REMOTE.





4.2.2 Switch off drive system

→ You can find detailed information here in Chapter 24.1 “Switching the drive system on and off” and in Chapter 4.4 “Switching on the drive system after standstill”.

You can switch off the drive system in various ways:

→ Press and hold the center button on the REMOTE for 1 second to turn off the drive system.

or

→ Remove the DRIVEPACK from your e-bike.

or

→ Press the on/off button on the BATTERY for 3 seconds to switch off the BATTERY.



In addition to the drive system, FAZUA also recommends switching off the BATTERY if you park your e-bike for a longer period of time (e.g. if you take a break during a trip).

→ You can find detailed information here in Chapter 27.4 “Switching off the BATTERY”

4.3 Instructions for riding with the drive system

Observe the following instructions for riding your e-bike equipped with the FAZUA RIDE 50 drive system.

Gear change:

The gearshift of your e-bike can be operated in the same way as that of a conventional bicycle. Selecting a suitable gear increases the speed, power and range of your e-bike while maintaining pedal frequency.

Irrespective of the type of gearshift mounted, the following applies:

→ Stop pedaling when you change gears. This relieves the load on the rear derailleur and the drive of your e-bike.

Range/trip planning:

How long or how far you can ride your e-bike before you need to recharge the BATTERY depends on several factors.

These factors include, but are not limited to:

- the set support level;
- the (riding) speed with which you move;
- your gear changing;
- the type of tire and the tire pressure set;



- the selected route and the weather conditions;
- the weight of driver and e-bike (total weight);
- the condition and age of the BATTERY.

The following therefore applies as a matter of principle:

- Familiarize yourself with your e-bike step by step and away from roads and heavy traffic.
- Test the maximum range of your e-bike under various external conditions before planning longer trips. An exact statement about the range of your system is neither possible before nor during a trip.

Storage and operating temperatures

- Observe the operating and storage temperatures for the components of the drive system and for the components of your e-bike - especially for the BATTERY, as it can be damaged by extreme temperatures.
- For more detailed information on operating and storage temperatures, refer to the technical data of the individual components on Page 41, Page 46, Page 50, Page 57 and Page 64 as well as in Chapter 5 “Storage and transport”.

DANGER

If you do not handle the BATTERY properly, the BATTERY may explode!

4.4 *Switching on the drive system after standstill*



Your e-bike will come to a standstill as soon as it is switched off.

After 15 minutes of standstill, the drive system (not the BATTERY!) switches off automatically.

- Press the center button on the REMOTE once briefly to turn on the drive system again.

The BATTERY switches off automatically after 8 hours of standstill or after 3 hours of standstill if the charge level of the BATTERY is below 30% (provided that no button/touch sensor is pressed during this time).

- To switch on (“wake up”) the BATTERY again, press:
the center button on the REMOTE once briefly.

or

the on/off button on the BATTERY once.

- After waking the BATTERY, press the center button on the REMOTE (again) once briefly to turn on the drive system again.



4.5 Set support level

- You can find detailed information here in Chapter 24.2 “Setting the pedal support” and in Chapter 24.3 “Levels of support”.

You can use the REMOTE to set the desired support level at any time - even while riding.

- Gently press the upper touch sensor on the REMOTE to switch to the next higher support level.
- Gently press the lower touch sensor on the REMOTE to switch to the next lower support level.

OVERVIEW TABLE “SUPPORT LEVELS

Support level	Color	max. motor power
None	white	No support
Breeze	green	Max. configuration 300 W
River	blue	Max. configuration 300 W
Rocket	pink	Max. configuration 300 W



The above values for the maximum motor power in the support levels “Breeze”, “River” and “Rocket” correspond to the maximum possible setting. The “actual” maximum motor power in the three support levels is set by your e-bike manufacturer according to the model of your e-bike, i.e. the values for your e-bike may vary from the values specified above. You can check and individually adjust the maximum motor power using the FAZUA Toolbox or the FAZUA app.

- See in Chapter 6.2 “FAZUA app” for more information on the FAZUA app.



In addition to the “regular” support levels, which you can use at any time*, the drive system has an additional function: The **Attack function** allows you to ride with a (higher) maximum motor power of 350 watts for a short time to momentarily give you an extra push.

- You can find detailed information here in Chapter 24.3.1 “Attack function”

* depending on the charge level of the BATTERY.



4.6 Charging the BATTERY

DANGER

Risk of electric shock and fire!

If you use the CHARGER improperly, you and others may be exposed to the risk of electric shock or you could cause a fire.

- Read and follow the handling-specific warnings in the section for the CHARGER and the BATTERY.

WARNING

Risk of burns!

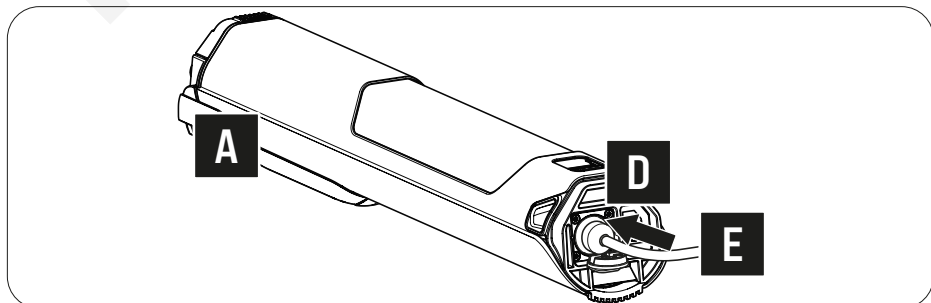
The cooling unit on the DRIVEPACK can become very hot during operation and you may burn yourself when touching it.

- Allow the DRIVEPACK to cool completely before touching the DRIVEPACK.



You can either leave the BATTERY in the DRIVEPACK during charging or remove it from the DRIVEPACK and charge it separately.

1. Before charging the BATTERY, prepare the CHARGER by connecting the power cord to the power supply.
 - You can find detailed information here in Chapter 30.1 “Preparing the CHARGER”.
2. Remove the DRIVEPACK from the e-bike.
 - You can find detailed information here in Chapter 16.2 “Removing the DRIVEPACK from the e-bike”.
3. Insert the charging plug into the charging socket on the BATTERY.
 - You can find detailed information here in Chapter 30.2 “Connecting the CHARGER to the BATTERY”.





4. Plug the power plug into a suitable wall outlet to establish the power connection.
The charging process starts automatically after connection to the mains.
→ You can find detailed information here in Chapter 27.8 “Charging process”.
5. Disconnect the CHARGER from the mains by unplugging the mains plug from the socket when charging is complete or to interrupt charging.
6. Disconnect the CHARGER from the BATTERY by pulling the charging plug out of the charging socket on the BATTERY.
→ You can find detailed information here in Chapter 30.3 “Unplugging the CHARGER from the BATTERY”.

5 STORAGE AND TRANSPORT

WARNING

Danger from accidental starting!

Starting the drive system in unsuitable situations can result in accidents and serious injury.

- ▶ Always remove the DRIVEPACK with the BATTERY before transporting your e-bike or stowing/storing it for a longer period of time.
 - When transporting and storing your e-bike or the components of the drive system, observe the specified temperature ranges for the components.
 - Always transport and store the BATTERY separately from the e-bike.

Batteries are subject to the dangerous goods regulations. Undamaged batteries may be transported by private individuals in road traffic. Commercial transport requires compliance with the rules on the packaging, labeling and transport of dangerous goods. Open contacts must be covered and the battery securely packed. When sending, the parcel service must be informed of the presence of dangerous goods in the packaging.
 - Note the following information on the charge level of a BATTERY that remains unused for longer periods of time as well as the information on the temperature ranges for the corresponding storage times.

If you do not intend to use the BATTERY for an extended period of time, it should have a minimum charge level of 60% before you stop using it.

Check the charge level of the BATTERY after 6 months of non-use: If the check reveals that the charge level is 20% or less, recharge the battery to a charge level of 60% or more.



Consider the following storage time-dependent temperature ranges for the BATTERY (charge level 60%):

- < 1 month storage time: -15 to 60°C
- 3 months storage time: -15 to 45°C
- 1 year storage time: -15 to 25°C

→ If you have further questions, please contact a FAZUA certified partner or visit the official FAZUA service platform (<https://fazua.com/de/support>).

6 OPTIONAL ACCESSORIES

6.1 Downtube cover

NOTE

Risk of damage!

If you use the e-bike or bicycle without the DRIVEPACK inserted and the opening for the DRIVEPACK on the down tube of the frame remains uncovered, components of the drive system may be damaged.

► When using the e-bike as a conventional bicycle without a DRIVEPACK, close the opening for the DRIVEPACK on the down tube of the frame using the optional downtube cover.

You can easily use your e-bike as a conventional bicycle without an electric drive system by removing the DRIVEPACK.

You can use the optional downtube cover to cover the vacant opening on the down tube when the DRIVEPACK is removed. You can use the remaining internal space as storage space, e.g. for repair kit, tools or food.

→ If you have further questions relating to the optional downtube cover and its model variants, please contact a FAZUA certified partner or visit the official FAZUA service platform (<https://fazua.com/de/support>).



6.2 FAZUA app

Your REMOTE is equipped with a Bluetooth® function that enables you to connect a mobile device to the REMOTE and utilize other features using the FAZUA app.

You can download the FAZUA app from the FAZUA homepage, which provides detailed information about the FAZUA app and its functions. You can access the corresponding website directly by scanning the following QR code:



<https://fazua.com/en/support/help-center/mobile-apps/fazua-app/>

Freigabeversion



7 CLEANING AND MAINTENANCE

7.1 Performing a firmware update



To update the firmware, connect the DRIVEPACK to your computer via the USB port. You will need a USB cable to do this*.

Visit the FAZUA homepage for a detailed description of how to perform the firmware update. You can access the corresponding website directly by scanning the following QR code:



<https://fazua.com/en/support/help-center/ride-50-firmware/update-firmware/>

Connect the DRIVEPACK as described below.

1. Remove the cover from the USB port on the DRIVEPACK.
Do not use sharp-edged tools or similar to remove the cover as this may damage the DRIVEPACK or the USB port. Instead, prise off the cover using your fingers or a plastic lever.
2. Insert one USB plug into the USB port of the DRIVEPACK and the other USB plug into the USB port on your computer.
3. Follow the descriptions of how to perform the firmware update on the FAZUA homepage.

After successfully performing the firmware update:

4. Disconnect the DRIVEPACK from your computer by removing the USB plug from the USB port on the DRIVEPACK. Always pull the USB plug, not the cable, to avoid damage.
5. Then fit the cover to the USB port on the DRIVEPACK.
IMPORTANT: Always make sure that the cover is fitted securely to the USB port on the DRIVEPACK to prevent dirt from entering the USB port or DRIVEPACK electronics and causing damage.

* The USB cable is not supplied.



7.2 Cleaning and maintaining components

CAUTION

Risk of injury!

If the drive system is set in motion while you are handling it, you may trap your fingers or otherwise injure yourself.

- ▶ Remove the DRIVEPACK from the e-bike when cleaning the e-bike or the drive system components.

NOTE

Risk of damage!

Improper cleaning may damage the drive system or individual components.

- ▶ Never immerse the drive system components in water or other liquids for cleaning.
 - ▶ Do not use aggressive cleaning agents for cleaning.
 - ▶ Do not use sharp, angular or metallic cleaning objects when cleaning.
 - ▶ Never clean the drive system components with a hard water jet or a high-pressure cleaner.
- Always keep all components of the e-bike and the drive system in a clean condition.
- Clean the components gently with a cloth or soft brush.
- Wipe all surfaces and components dry after cleaning.
- Pay particular attention to the contacts and interfaces between BATTERY and DRIVEPACK and between DRIVEPACK and BOTTOM BRACKET: The interfaces must not be soiled or contaminated and must be completely dried before inserting the components to avoid damage.
- Clean the cooling unit on the DRIVEPACK regularly.
- Do not wait until the cooling unit is visibly or heavily soiled before cleaning it!

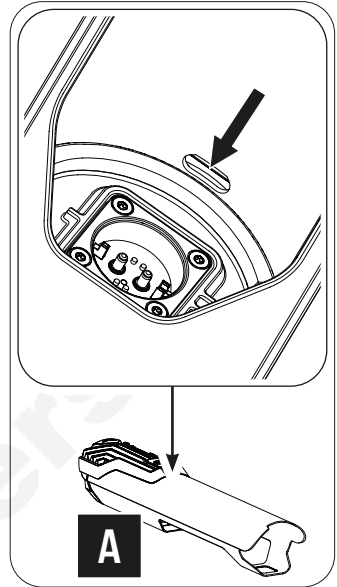


- Keep the drainage opening on the cooling unit clean or clear to ensure that splash water and/or condensate can drain easily from the DRIVEPACK.

To clean the drainage opening, first remove the BATTERY from the DRIVEPACK (see arrow in Fig. on right). Then push out the dirt from inside the DRIVEPACK using a plastic plunger.

IMPORTANT: Always clean the drainage opening dry; keep moisture away from the BATTERY interface inside the DRIVEPACK and take care not to damage the interface. Also make sure that the cover is fitted to the USB port on the DRIVEPACK during cleaning to prevent dirt from entering the USB port or DRIVEPACK electronics and causing damage.

- Lubricate the LOCKER for locking the DRIVEPACK to the frame approximately every 2–3 months or at the latest as soon as it is no longer comfortable to operate.
- For more information on cleaning and maintaining your drive system, contact a FAZUA certified partner or visit the FAZUA service platform (<https://fazua.com/de/support>).



Freigang



8 TROUBLESHOOTING

1. If your e-bike or drive system does not function as desired, first check whether the fault can be rectified using the “Troubleshooting” overview table below.
2. If necessary, contact a FAZUA certified partner or visit the FAZUA service platform (<https://fazua.com/de/support>), if:
 - the error is not listed in the overview table,
 - the error is listed in the overview table, but it cannot be corrected in the way described here or you are unsure.

TROUBLESHOOTING” OVERVIEW TABLE	
Problem	possible Reason / Solution
The engine feels weaker than usual.	The drive system is brand new. → Wait until the drive system is “run in”. The drive system needs a few miles to develop its full power.
	It is very hot and the heat management of the BATTERY and/or DRIVEPACK limits the performance.
	It is very cold and the BATTERY (=lithium-ion battery) does not deliver the usual performance.
The DRIVEPACK cannot be released from the down tube.	The LOCKER is defective. Dirt could be blocking the LOCKER. Maybe you rode without a DRIVEPACK in bad weather conditions. → Contact a FAZUA certified partner.
The DRIVEPACK makes rattling noises.	The polygon sleeve moves. → Contact a FAZUA certified partner.
The DRIVEPACK makes clicking noises.	The polygon coupling was loaded on one side. → Push the polygon coupling back into its original position to mobilize it again.
The upper LED on the REMOTE lights up/flashes red.	There is a connection error between DRIVEPACK and BOTTOM BRACKET. Contamination at the interface may prevent the connection. → Clean the interface between the BOTTOM BRACKET and DRIVEPACK.



TROUBLESHOOTING" OVERVIEW TABLE	
Problem	possible Reason / Solution
The upper LED on the REMOTE lights up/flashes yellow.	There may be a poor connection between the speed sensor and the BOTTOM BRACKET. → Check the position of the spoke magnet. If you cannot find any faults, contact a FAZUA certified partner.
The white LEDs on the REMOTE flash.	Software update → After a new firmware update, the REMOTE is updated automatically. In this case, please wait and do not switch off the REMOTE until the LEDs stop flashing.
The REMOTE cannot be switched on.	The BATTERY is flat or has switched off due to a longer rest period (standstill). → Try turning on the BATTERY at the on/off button. → Charge the BATTERY if necessary.
	The interface between the BATTERY and the DRIVEPACK may be dirty. → Clean the interface between the BATTERY and DRIVEPACK.
The BATTERY cannot be inserted into the DRIVEPACK or does not engage in the battery holder.	The interface between the BATTERY and the DRIVEPACK may be dirty. → Clean the interface between the BATTERY and DRIVEPACK.
The pedal support suddenly fails during the ride.	BMS protection function → Turn off the BATTERY by pressing the on/off button for 3 seconds and then turn it on again.



9 DISPOSAL INFORMATION

According to the EU Directives for waste electrical and electronic equipment (Directive 2012/19/EU) and spent batteries (Directive 2006/66/EC), the relevant components must be collected separately and disposed of in an environmentally sound manner.

→ Before disposing of your e-bike, remove the BATTERY and any other batteries installed on the e-bike as well as all components and controls that contain batteries.

9.1 Disposal of your e-bike

After you have removed all batteries and rechargeable batteries, the e-bike is considered an old electrical appliance and must be recycled.

- Find out from your city or municipal administration (municipality, district) about free collection points for old electrical appliances and/or collection points for recycling the components or the e-bike.
- When disposing of the product, observe the requirements of the United States Environmental Protection Agency (www.epa.gov).
- If necessary, make sure to delete any personal data stored on the device before you return the electrical or electronic equipment to the collection point. This task is your responsibility.

9.2 Disposing of the BATTERY

The drive system BATTERY is a lithium-ion battery that must be disposed of as hazardous waste.

- Dispose of the battery of the drive system and any other batteries installed in the e-bike at a recycling center or a collection point in your town or municipality.
- If required, visit the website of call2recycle: www.call2recycle.org. You will find extensive content here on the subject of “Recycling batteries”, as well as a search function for collection points in your area.



10 CONSUMER WARRANTY

FAZUA GmbH, warrants to the end Customer (hereinafter referred to as the “Customer”), in accordance with the provisions set forth below, that the drive system integrated in the bicycle purchased by the Customer, including the components of the drive system, (hereinafter collectively referred to as the “Product”) will remain free of construction, material and manufacturing defects and be fully functional for a period of two years following delivery to you (warranty period).

However, in the event that a defect should occur, or if the drive system does not remain fully functional, the FAZUA GmbH shall, at its own discretion, remedy the defect(s) at its own expense by either performing repairs or providing new or refurbished parts.

However, claims under this warranty shall only be deemed valid if:

- The Product does not exhibit any damage or signs of wear caused by a form of use deviating from normal intended use or the specifications provided by FAZUA GmbH in the user manual.
- The Product does not exhibit any signs indicating that repairs or other procedures were performed by anyone not authorized by FAZUA GmbH.
- The damage is not due to improper assembly or follow-up maintenance or lack of skill, competence or experience of the user or assembler.
- The Product was assembled or serviced by an authorized Fazua dealer.
- The Product has not been modified, neglected, used in competition, or for commercial purposes such as rental, courier, police, security, etc., misused or abused, involved in accidents or anything other than normal use.
- There was no installation of components, parts, or accessories not originally intended for use with or compatible with Fazua Products.
- The serial number has not been removed or rendered illegible.
- Notice of the defect has been given within fourteen (14) days of the discovery of the defect.

Claims under this warranty require that,

- prior to returning the Product, the Customer contact either the dealer from whom the Customer purchased the bicycle or FAZUA GmbH, and that the Customer gives the dealer or FAZUA GmbH an opportunity to perform a fault analysis over the telephone within a period of eight days.
- the Product is delivered or returned to FAZUA GmbH.
- the original invoice containing the date of purchase is presented.
- the shipping is carried out by a carrier designated by FAZUA GmbH. The Customer may use a different carrier at his own expense.



In the event of resale, this warranty shall also apply within the aforementioned scope, and under the conditions stated above (including the requirement to provide proof of purchase) to any subsequent future owner of the Product. Each new owner assumes the warranty based on the time remaining from the original date of purchase.

In consideration of the above warranties by FAZUA GmbH, the buyer agrees to and accepts the following conditions:

- This warranty is subject to the law of the US, provided that mandatory consumer protection regulations in the country of the respective Customer are not in conflict therewith.
- That this warranty is in lieu of all other warranties, expressed or implied.
- That ALL WARRANTIES OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY EXCLUDED AND/OR WAIVED.
- That this remedy is in lieu of all other remedies or claims for damages, consequential or otherwise, which the buyer may have against FAZUA GmbH.
- FAZUA GmbH shall have no liability for any loss or injury caused, in whole or in part, by its actions, omissions, or negligence, or for contingencies beyond its control.

11 SERVICE



Authorized specialists for repair and maintenance work can be found with the official FAZUA certified partners. Contact the Fazua service team or visit the Fazua service platform to find FAZUA certified partners for your region.



If possible, prepare the error image and all information on the relevant component before contacting a FAZUA certified partner or the FAZUA service team.

→ If service is required, contact a FAZUA certified partner or the FAZUA service team.

→ Visit the FAZUA service platform, if necessary:

<https://fazua.com/de/support>.

You will find extensive content here on the subject of “Service”, as well as a search function for locating FAZUA certified partners in your area.



12 CONFORMITY

Fazua confirms the conformity according to 47 CFR Section 15.19 - Information to the user.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

Fazua confirms the conformity according to 47 CFR Section 15.21 - Information to the user.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



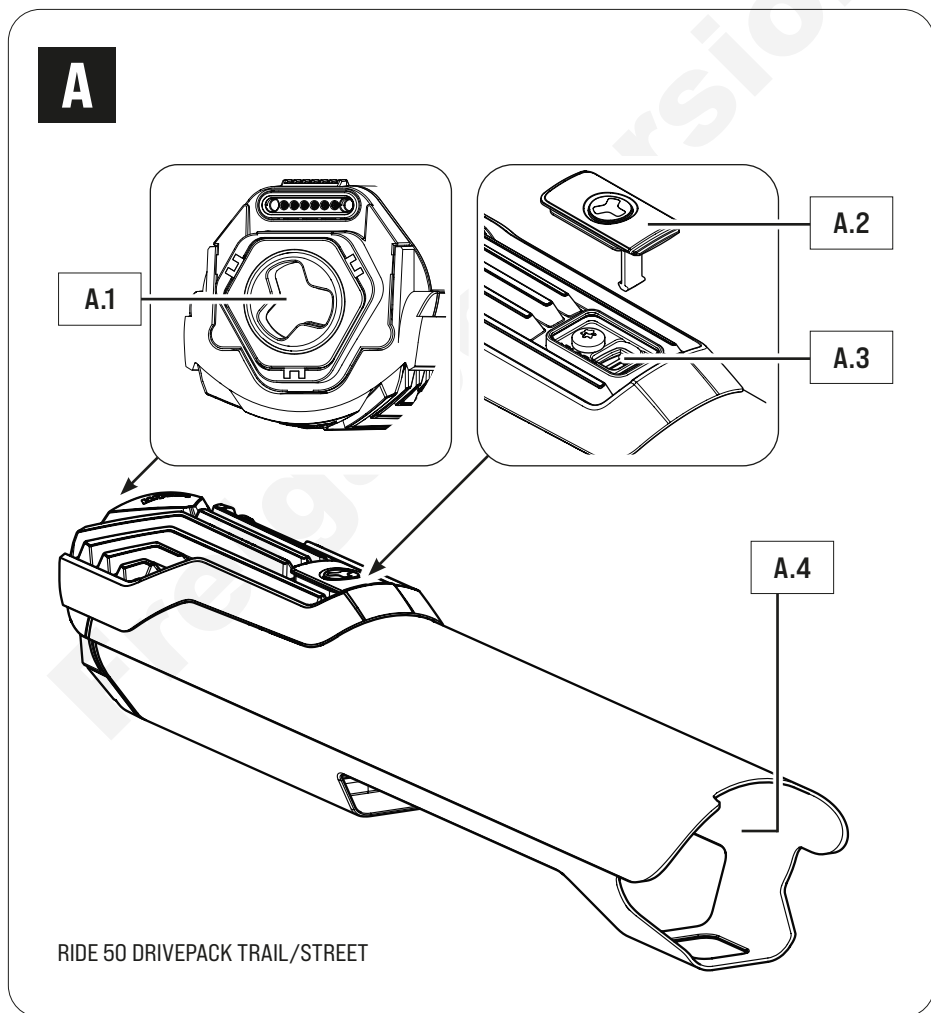
DRIVEPACK

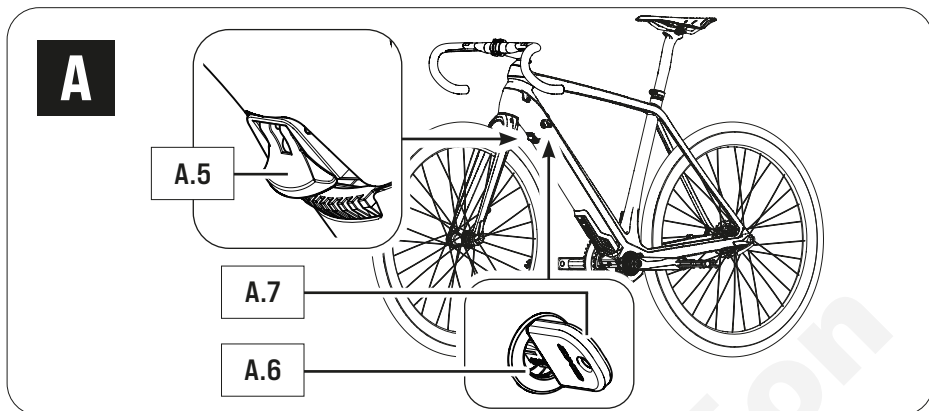
13 MODEL VARIANTS OF THE DRIVEPACK

The motor unit of your drive system will be a RIDE 50 DRIVEPACK TRAIL or a RIDE 50 DRIVEPACK STREET, depending on the model.

The model variants of the DRIVEPACK vary in terms of their technical details, but are handled in the same way and are therefore described together in this section.

14 DETAILED VIEW & PART DESIGNATIONS: DRIVEPACK





Part designations

- A.1 → Interface (BOTTOM BRACKET)
- A.2 → Cover (USB port)
- A.3 → USB port
- A.4 → Battery holder
- A.5 → Locking lever
- A.6 → Cylinder lock*
- A.7 → Key*

15 TECHNICAL DATA

TECHNICAL DATA OF THE DRIVEPACK	
Model designations	→ RIDE 50 DRIVEPACK TRAIL RIDE 50 DRIVEPACK STREET
Continuous rated power	→ 250 W
Power, max.	→ 350 W
Nominal voltage	→ 36 V
Protection type	→ IP54
Weight, approx.	→ 4.1 lbs (1.87 kg)
Operating temperature	→ 23 °F to 104 °F [-5 °C to +40 °C] (ambient temperature)
Storage temperature (< 1 month)	→ 5 °F to 140 °F [-15 °C to +60 °C]
Storage temperature (> 1 month)	→ 5 °F to 77 °F [-15 °C to +25 °C]

* The cylinder lock (incl. key) is a model-dependent installed part that may not be present on your e-bike.



16 USING THE DRIVEPACK

16.1 Inserting the DRIVEPACK into the e-bike

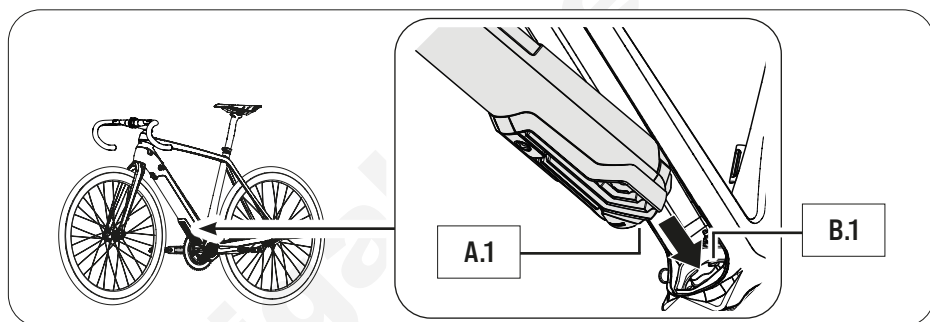
NOTE

Risk of damage!

Improper handling may result in damage to the BATTERY and/or retainer on the e-bike.

- In order to avoid damaging the cover flap and/or the retainer in the e-bike, make sure that the cover flap over the charging socket on the BATTERY is closed correctly before inserting the DRIVEPACK with BATTERY into the e-bike.

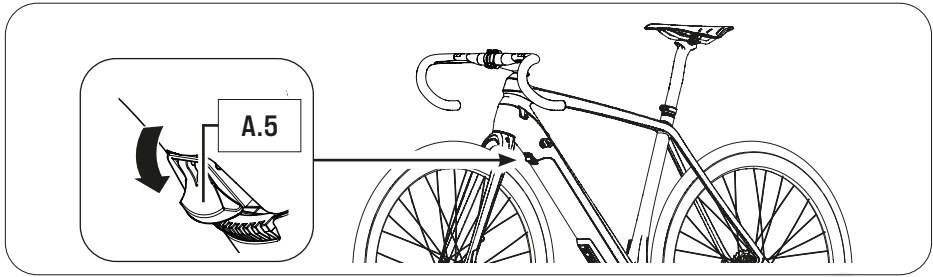
1. Place the interface [A.1] on the DRIVEPACK onto the corresponding interface [B.1] on the BOTTOM BRACKET.



2. Swing the upper end of the DRIVEPACK into the down tube of the e-bike.

Once you have correctly inserted the DRIVEPACK all the way into the down tube, the locking mechanism of the LOCKER integrated in the down tube engages in the retainer on the DRIVEPACK (audible click) and locks the DRIVEPACK in the correct position.

The locking lever [A.5] or the locking lever moves into the closed position automatically.



3. Check that the DRIVEPACK is seated securely.

If the DRIVEPACK does not lock, pull it out again if necessary and attempt to insert it again. Do not use the drive system if the DRIVEPACK on the e-bike cannot be locked. In this case, contact an authorized specialist to have the fault rectified.

16.2 Removing the DRIVEPACK from the e-bike

WARNING

Risk of burns!

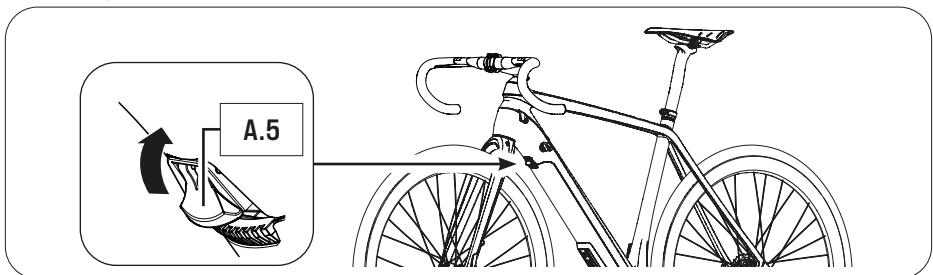
The cooling unit on the DRIVEPACK can become very hot during operation and you may burn yourself when touching it.

- Allow the DRIVEPACK to cool completely before touching the DRIVEPACK.



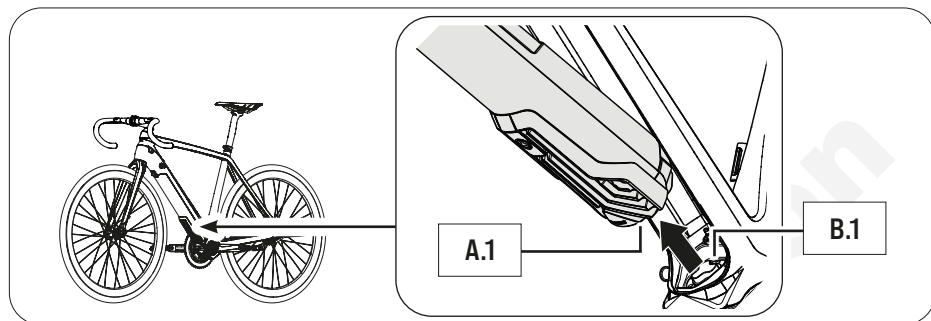
If you press the DRIVEPACK firmly against the frame before releasing the locking lever, the DRIVEPACK is more easy to release from the lock on the frame during removal.

1. Hold the DRIVEPACK with one hand.
2. Move the locking lever [A.5] upwards with the other hand as far as possible to release the DRIVEPACK from the lock.





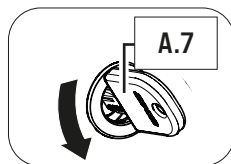
3. Hold the locking lever [A.5] in the open position and carefully lower the DRIVEPACK at the same time.
4. Then move the locking lever back to the closed position and remove the DRIVEPACK from the interface [B.1] on the BOTTOM BRACKET.



16.3 Securing/locking the DRIVEPACK on the e-bike

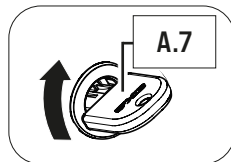
Depending on the model, a cylinder lock [A.6] is integrated into the frame of your e-bike, which you can use to lock the DRIVEPACK mounted on the e-bike and therefore secure it against theft, etc.

1. If necessary, make sure that the DRIVEPACK is attached to the e-bike correctly.
2. Insert the key [A.7] into the cylinder lock.
3. Turn the key counterclockwise to lock the DRIVEPACK on the e-bike.
4. Remove the key from the cylinder lock.



In order to unlock the DRIVEPACK again:

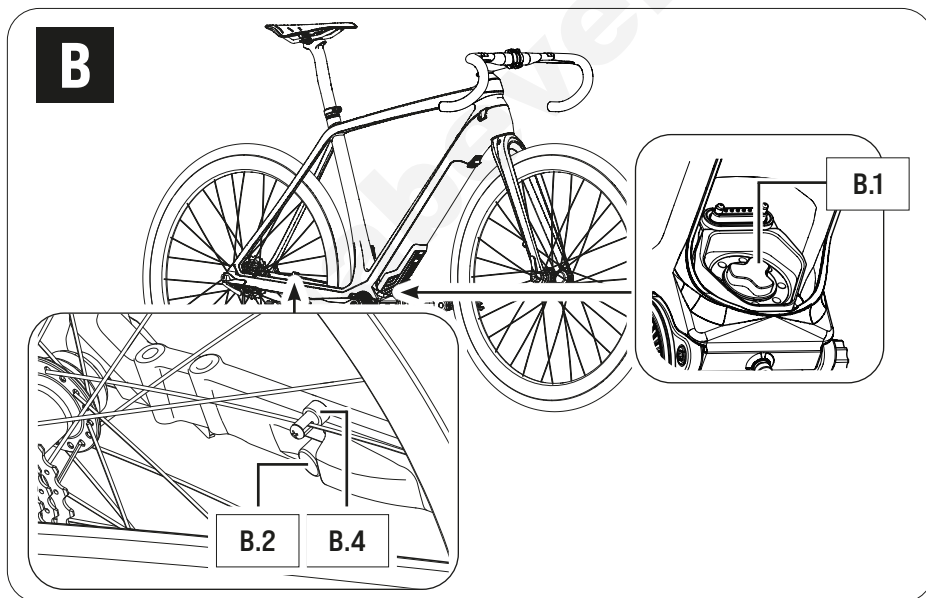
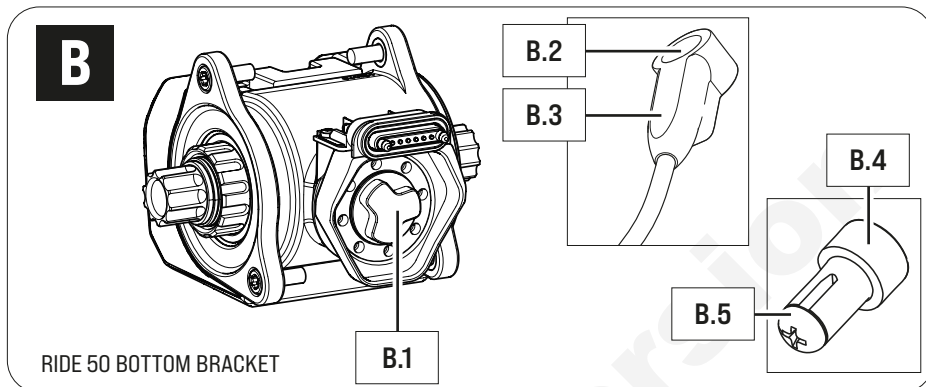
1. Insert the key [A.7] into the cylinder lock.
2. Turn the key clockwise to unlock the DRIVEPACK on the e-bike.





BOTTOM BRACKET

17 DETAILED VIEW & PART DESIGNATIONS: BOTTOM BRACKET



Part designations

- B.1 → Interface (DRIVEPACK)
- B.2 → Speed sensor
- B.3 → Marking (alignment spoke magnet/speed sensor)
- B.4 → Spoke magnet
- B.5 → Fixing screw (spoke magnet)



18 TECHNICAL DATA

TECHNICAL DATA OF THE BOTTOM BRACKET	
Model designation	→ RIDE 50 BOTTOM BRACKET
Support torque, max.	→ 58 Nm
Q factor, min. (excluding crank arms)	→ 5.31" [135 mm]
Catenaries*	
4-arm BCD104	→ 1.92" [49 mm]
4-arm BCD104 boost 148	→ 2.1" [52 mm]
5-arm BCD 110	→ 1.95" [49.5 mm]
Protection type	→ IP54
Weight, approx.	→ 2.8 lbs [1.28 kg]
Operating temperature	→ 23 °F to 104 °F [-5 °C to +40 °C] [ambient temperature]
Storage temperature (< 1 month)	→ 5 °F to 140 °F [-15 °C to +60 °C]
Storage temperature (> 1 month)	→ 5 °F to 77 °F [-15 °C to +25 °C]

19 USING THE BOTTOM BRACKET

The BOTTOM BRACKET is already mounted when your e-bike is delivered. You must not make any changes to the BOTTOM BRACKET yourself, as this could impair the safety and function of the drive system.

Only the speed sensor [B.2] connected to the BOTTOM BRACKET and the corresponding spoke magnet [B.4] may have to be aligned correctly.

19.1 Correct position/alignment

For the drive system to function correctly, the speed sensor [B.2] and spoke magnet [B.4] must be correctly mounted and aligned on the rear wheel.

- The spoke magnet must be positioned on the spoke so that it can move freely past the speed sensor at the marking level.
- If the spoke magnet and speed sensor are too close to each other and touch each other, the two parts may be damaged and may have to be replaced.
- The distance between the marking on the speed sensor and the spoke magnet must be in the range of 4-15 mm.

* The catenary is dependent on the Spider variant that is installed.



If the distance between speed sensor and spoke magnet is outside the specified range or the speed sensor is not correctly connected, the drive system operates in “Soft Fault” fault mode.

→ You can find detailed information here in Chapter 23.1 “Status indicator”.

NOTE

Risk of damage!

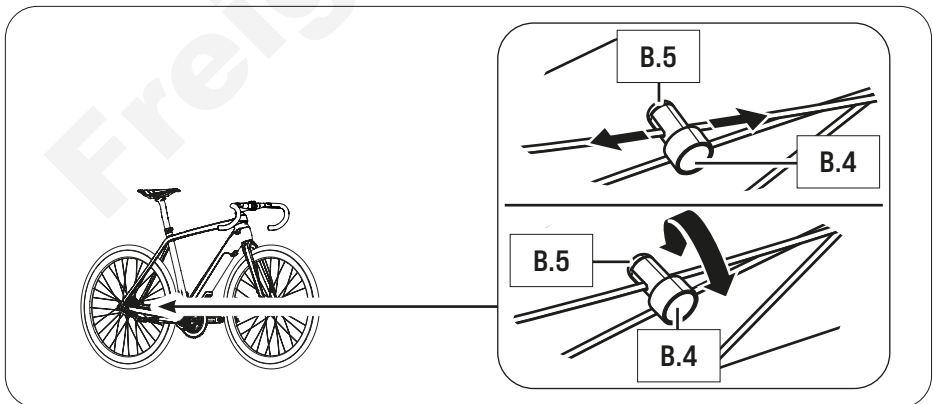
If the spoke magnet and speed sensor are too close to each other and touch each other, the two parts may be damaged and may have to be replaced.

- ▶ The spoke magnet must be positioned on the spoke so that it can move freely past the speed sensor at the marking level.

19.2 Correcting incorrect position/alignment

If you notice that the drive system is in “Soft Fault” mode because the speed sensor [B.2] and spoke magnet [B.4] are not correctly aligned, proceed as follows:

1. Carefully loosen the fastening screw [B.5] on the spoke magnet using a screwdriver.
2. To set the correct distance between the mark [B.3] on the speed sensor and the spoke magnet [B.4]:
 - Move the spoke magnet vertically on its spoke (up/down), if necessary.
 - Turn the spoke magnet around its own axis if necessary.



3. If the problem cannot be solved, do not use the e-bike but contact an authorized specialist to have the fault rectified.



REMOTE

20 REMOTE MODEL VARIANTS

Depending on the model, you can operate your drive system using the:

- REMOTE FX,
- REMOTE BX or
- REMOTE RX.

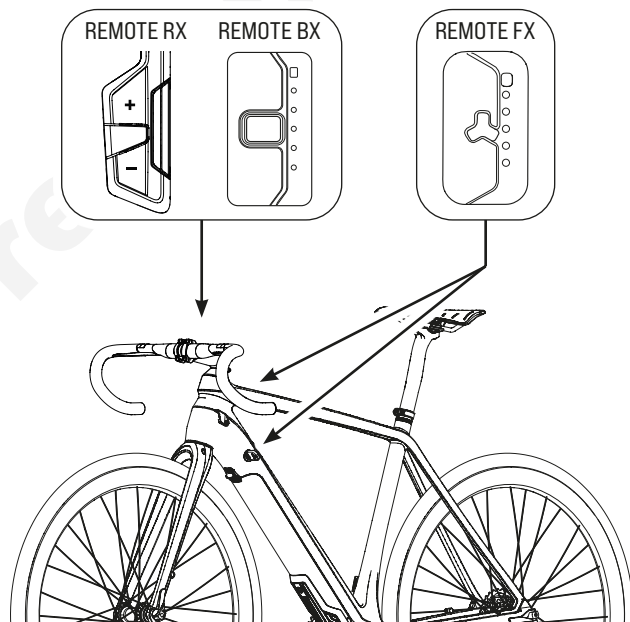
The model variants of the REMOTE differ in appearance, but are handled in the same way and are therefore described together in this section.

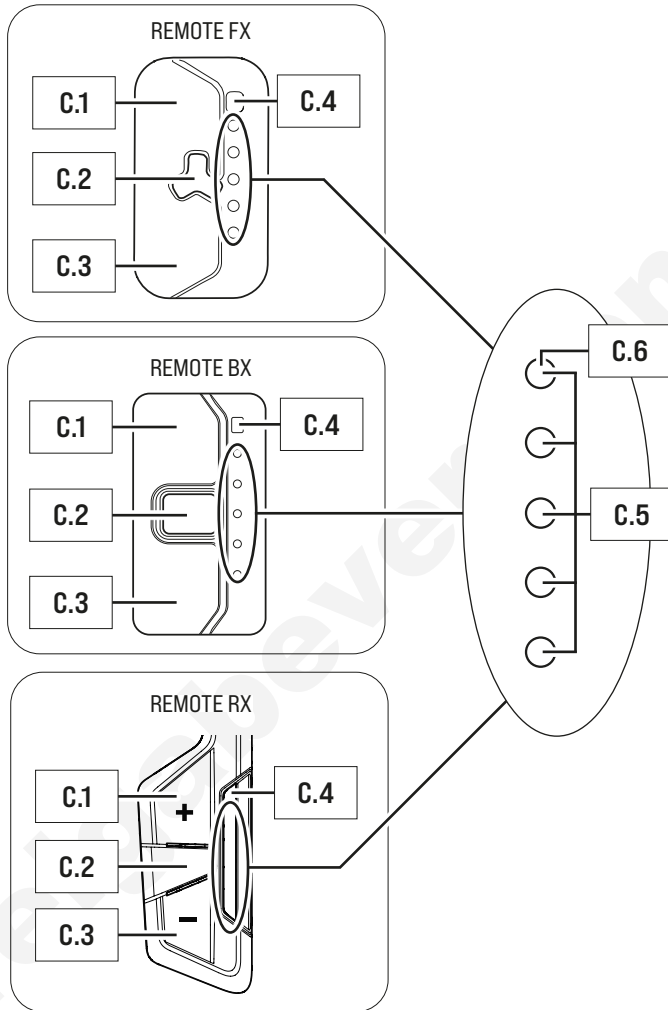
21 DETAILED VIEW & PART DESIGNATIONS



The REMOTE models are mounted in different positions:

- REMOTE FX is mounted on the frame (up or down tube),
- REMOTE BX and REMOTE RX are mounted on the handlebars.

C


C


Part designations

- C.1 → Upper touch sensor
- C.2 → Center button
- C.3 → Lower touch sensor
- C.4 → Brightness sensor
- C.5 → LED display: Display of charge level/support level
- C.6 → LED display: Status indicator



22 TECHNICAL DATA

TECHNICAL DATA OF THE REMOTE	
Model designations	→ REMOTE FX REMOTE BX REMOTE RX
Degree of protection (in assembled condition)	→ IP54
Weight, approx.	→ 0.106 lbs (0.048 kg)
Operating temperature	→ 23 °F to 104 °F [-5 °C to +40 °C] [ambient temperature]
Storage temperature (< 1 month)	→ 5 °F to 140 °F [-15 °C to +60 °C]
Storage temperature (> 1 month)	→ 5 °F to 77 °F [-15 °C to +25 °C]

23 INDICATORS ON THE REMOTE

The LED display [C.5]/[C.6] on the REMOTE consists of 5 LEDs.

- All five LEDs [C.5] together serve as an indicator for the charge level and the preset pedal support level.
- The upper of the five LEDs [C.6] also serves as a status indicator, informing you about the status of your e-bike.

23.1 Status indicator

The status indicator [C.6] indicates a status change or a pending fault. If no fault is detected, the status indicator LED will act as one of the five LEDs [C.6] to indicate the charge level or preset support level.

Depending on which status is displayed, the LED of the status indicator lights up in different colors.

The status indicator [C.6]:

- **flashes green or blue***= “Ready for operation”

After successful installation of the Drivepack in the e-bike, the status indicator flashes green or blue briefly to indicate that you can now switch on the drive system using the REMOTE.

* The color for the “Ready for operation” status is either green or blue, depending on the model.



- **flashes yellow = “Soft Fault”**

When a “Soft Fault” occurs, the status indicator flashes yellow. The drive system signals that a temporary or non-critical fault is present, which in most cases leads to a loss of power.

If a “Soft Fault” occurs, you can continue riding your e-bike, but FAZUA strongly advises against doing so in order to avoid further damage to the drive system or e-bike.

- **flashes red = “Hard Fault”**

When a “Hard Fault” occurs, the status indicator flashes red. If a “Hard Fault” occurs on your e-bike, the e-bike can no longer be operated and must be serviced.

23.2 Display of charge level/support level

The charge level or support level indicator [C.5] shows two parameters.

- **The BATTERY charge level indicator:**

The charge level of the BATTERY can be determined from the number of illuminated LEDs. Each of the 5 LEDs represents 20% of the total charging capacity.

When the BATTERY is fully charged, all 5 LEDs light up. If the BATTERY is flat, the upper LED of the status indicator lights up white or no LED lights up.

- **The selected support level of the pedal support:**

Each support level is assigned a color, i.e. the color of the LEDs on the display indicates the currently set support level.

→ You can find detailed information here in Chapter 24.3 “Levels of support”.



24 USING THE REMOTE

WARNING

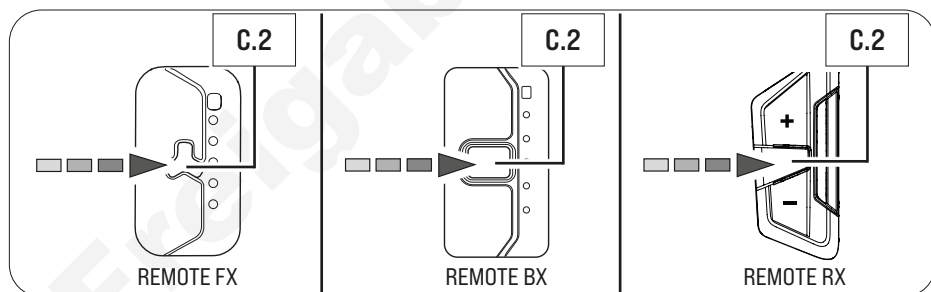
Danger due to distraction during operation!

If you are distracted by the use of the REMOTE while riding, accidents and serious injury may result.

- ▶ Before using your e-bike for the first time, familiarize yourself with the functions and handling of your REMOTE away from road traffic.
- ▶ Do not use the REMOTE while riding if it distracts you.

24.1 Switching the drive system on and off

- Switch on the drive system by pressing the center button [C.2] on the REMOTE. First of all, the LEDs on the indicator [C.5] initiate a short start animation sequence to indicate that you have switched on the drive system. The indicator [C.5] then switches to regular mode. The LEDs on the indicator then light up continuously, indicating the support level and the battery charge level.
- Switch off the drive system by pressing the center button [C.2] on the REMOTE for 1 second.

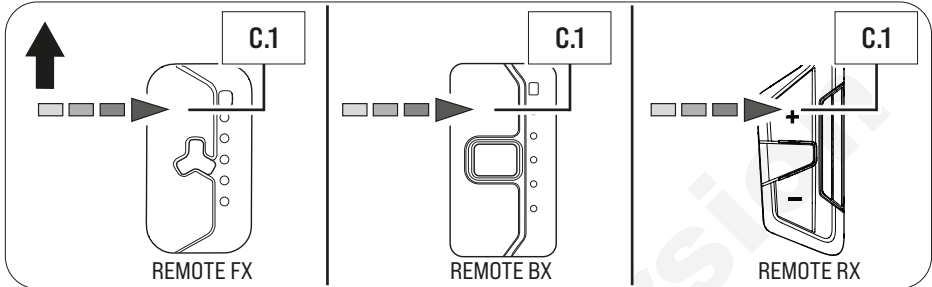




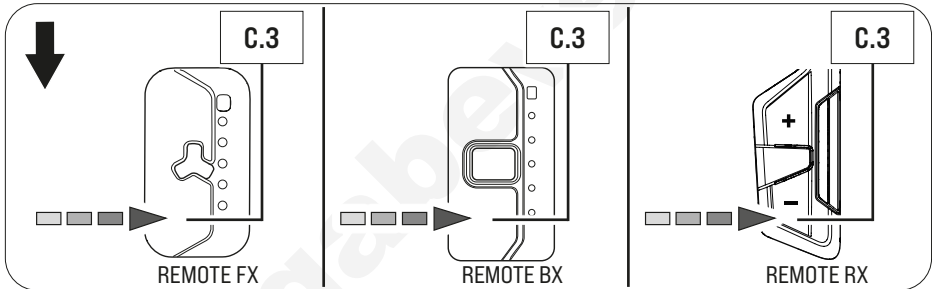
24.2 Setting the pedal support

You can use the REMOTE to set the desired support level at any time - even while riding.

→ Tap the upper touch sensor [C.1] on the REMOTE to switch to the next higher support level.



→ Tap the lower touch sensor [C.3] on the REMOTE to switch to the next lower support level.



If you are riding in Rain mode, you can set the desired support level using the center button [C.2].

→ For more detailed information, see in Chapter 24.5 “Rain mode”.

24.3 Levels of support

no support (white)

- The LEDs on the indicator [C.5] on the REMOTE light up white.
- You ride without electric pedal support (as with a conventional bicycle).

Support level “Breeze”

- The LEDs on the indicator [C.5] on the REMOTE light up green.
- You ride with low but effective support for maximum range.



Support level “River”

- The LEDs on the indicator [C.5] on the REMOTE light up blue.
- You ride with reliable support for most applications.

Support level “Rocket”

- The LEDs on the indicator [C.5] on the REMOTE light up pink.
- You ride with maximum support for very demanding trips.

OVERVIEW TABLE “SUPPORT LEVELS

Support level	Color	Max. motor power
None	white	No support
Breeze	green	Max. configuration 300 W
River	blue	Max. configuration 300 W
Rocket	pink	Max. configuration 300 W



The above values for the maximum motor power in the support levels “Breeze”, “River” and “Rocket” correspond to the maximum possible setting. The “actual” maximum motor power in the three support levels is set by your e-bike manufacturer according to the model of your e-bike, i.e. the values for your e-bike may vary from the values specified above.

You can check and individually adjust the maximum motor power using the FAZUA Toolbox or the FAZUA app.

→ See in Chapter 6.2 “FAZUA app” for more information on the FAZUA app.

24.3.1 Attack function

In addition to the “regular” support levels, which you can use at any time*, the drive system has an additional function: The Attack function allows you to ride with a [higher] maximum motor power of 350 watts for a short time to momentarily give you an extra push.

The duration of the extra push depends on the situation in which you activate the Attack function:

- If you activate the Attack function **from a standstill**, you receive an extra push for **4 seconds**.
- If you activate the Attack function **while already riding**, you receive an extra push for **12 seconds**.

* depending on the charge level of the BATTERY.



To activate the Attack function:

→ Press and hold the upper touch sensor **[C.1]** on the REMOTE for 2 seconds.

The LEDs on the indicator **[C.5]** display a special animation sequence to indicate that the Attack function is active.

The Attack function is deactivated automatically after 4 or 12 seconds or when you stop pedaling (e.g. to brake).



The Attack function cannot be activated if:

- you are riding at a speed of more than 25 km/h / 20 mph.
- you have not selected a support level (the LEDs on the indicator **[C.5]** on the REMOTE light up white).
- you have activated Rain mode on the REMOTE.

24.4 Restart drive system

→ Press and hold the center button **[C.2]** on the REMOTE for 8 seconds to shut down your drive system completely: All LEDs **[C.5]/[C.6]** go out.

When the drive system is ready to be switched on again, the status indicator **[C.6]** flashes green or blue*: Now you can restart your drive system as usual.

24.5 Rain mode

The rain mode prevents rain drops from unintentionally adjusting the support level of your e-bike. If you have activated the rain mode, use the center button to set the desired support level:

1. Activate Rain mode by pressing **and holding** the center button **[C.2]** on the REMOTE **until** the LED indicator **[C.5]** on the REMOTE displays a **brief blue LED animation** instead of the current charge level of the BATTERY (in the color of the preset support level).

The brief blue LED animation indicates that you have successfully activated Rain mode.

The LED indicator **[C.5]** reverts back to showing the current charge level of the BATTERY in the color of the preset support level.

2. In Rain mode, press the center button once briefly to switch to the next higher support level.

By briefly pressing the center button again, you can switch to the next higher support level in the following order:

no support → “Breeze” → “River” → “Rocket” → no support, and so on.

* The color for the “Ready for operation” status is either green or blue, depending on the model.



3. You can switch from Rain mode back to regular operating mode by pressing **and holding** the center button **until** the LED indicator **[C.5]** on the REMOTE displays a **brief yellow LED animation** instead of the current charge level of the BATTERY (in the color of the preset support level).

The brief yellow LED animation indicates that you have successfully deactivated Rain mode and have switched back to regular operating mode.

The LED indicator **[C.5]** reverts back to showing the current charge level of the BATTERY in the color of the preset support level.

24.6 Switching bicycle lighting on and off



Depending on the model, your e-bike has a bicycle light that you can switch on and off using the REMOTE.

IMPORTANT: The bicycle lighting can only be switched on and off in regular operating mode using the remote, not in Rain mode!

1. If necessary, deactivate the rain mode by pressing and holding the center button **[C.2]** on the REMOTE for about 2 seconds.
2. Press the center button once briefly to turn on the bicycle lights.
3. Press the center button again once briefly to turn off the bicycle lights.

24.7 Bluetooth® connection

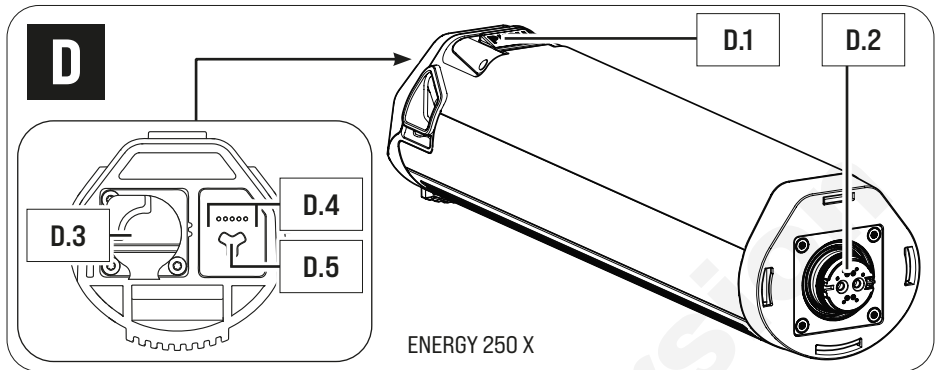
You can connect your cell phone to your drive system via the FAZUA app. Once the connection has been successfully established, the 5 LEDs **[C.5]/[C.6]** on the REMOTE start a blue animation sequence that pulsates outward from the center.

→ See in Chapter 6.2 "FAZUA app" for more information on the FAZUA app.



BATTERY

25 DETAILED VIEW & PART DESIGNATIONS: BATTERY



Part designations

- D.1 → Push button (battery lock)
- D.2 → Interface (DRIVEPACK)
- D.3 → Charging socket (with cover flap)
- D.4 → Charge level indicator*
- D.5 → On/off button

26 TECHNICAL DATA

TECHNICAL DATA ON THE BATTERY	
Model designation	→ ENERGY 250 X
Nominal voltage	→ 36 V
Nominal capacity	→ 7 Ah
Power	→ 252 Wh
Protection type	→ IP54
Weight, approx.	→ 3.1 lbs (1.4 kg)
Operating temperature	→ 23 °F to 104 °F [-5 °C to +40 °C] [ambient temperature]
Storage temperature (< 1 month)**	→ 5 °F to 140 °F [-15 °C to +60 °C]
Storage temperature (> 1 month)**	→ 5 °F to 77 °F [-15 °C to +25 °C]

* The charge level indicator of the BATTERY is only visible when the corresponding LEDs are lit, but not when the BATTERY is switched off, for example.

** Please also note the information on the storage time-dependent temperature ranges for the BATTERY in Chapter 5 "Storage and transport".



27 USING THE BATTERY

27.1 Checking and switching on the BATTERY

DANGER

Risk of explosion and fire!

A damaged or dirty battery may explode and/or cause a fire.

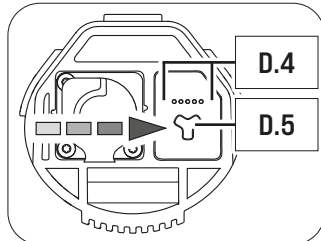
- ▶ Never insert a damaged BATTERY into the DRIVEPACK.
- ▶ Check the BATTERY for visible damage, such as cracks or burn marks, before each insertion.
- ▶ Make sure that the interfaces on the BATTERY are free of dirt before using it.



You can check the charge level of the BATTERY at any time by pressing the on/off button [D.5] once: The number of illuminated LEDs on the charge level indicator [D.4] indicates the charge level. Each illuminated LED corresponds to 20 % of the total charging capacity. When the BATTERY is fully charged, all 5 LEDs light up.

1. Check the BATTERY for visible damage (visual check).
2. Press the on/off button [D.5] on the BATTERY once to turn on the BATTERY:

The LEDs on the charge level indicator [D.4] next to the on/off button light up, indicating the current charge level of the BATTERY.

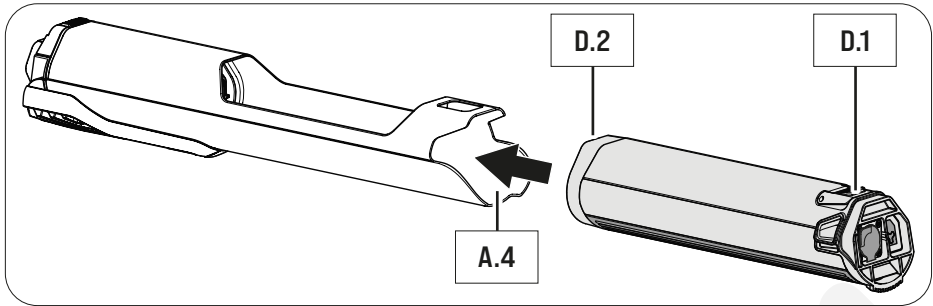


If none of the LEDs on the charge level indicator light up after pressing the on/off button, this indicates that the BATTERY is damaged.

If this happens, do not insert the BATTERY into the DRIVEPACK but contact an authorized specialist.

27.2 Inserting the BATTERY in the DRIVEPACK

1. Hold the DRIVEPACK with one hand and the BATTERY with the other.
2. Position the BATTERY with the interface [D.2] facing forward toward the empty battery holder [A.4] and align it so that the battery lock push button [D.1] is on the same side as the corresponding opening on the DRIVEPACK.



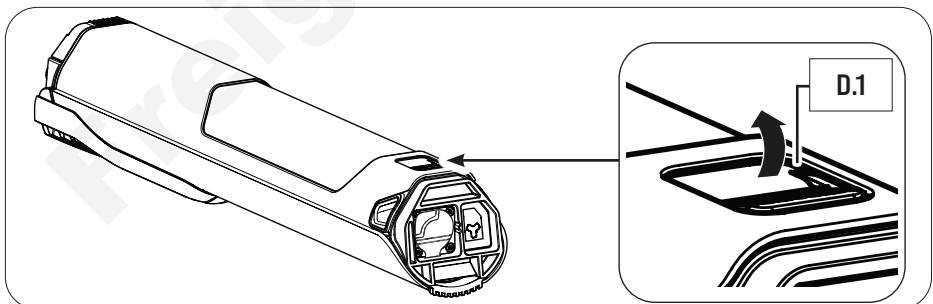
The BATTERY is designed so that it can only be inserted into the battery holder when correctly aligned. So if you have problems inserting the BATTERY into the battery holder, it may be because you have not aligned the BATTERY correctly. In this case, first check that the BATTERY is aligned correctly and attempt to insert it again.

If the BATTERY cannot be inserted into the battery holder despite correct alignment, this may indicate that one of the components is damaged.

Do not use the drive system if the BATTERY cannot be inserted into the battery holder but contact an authorized specialist.

- Carefully insert the BATTERY as far as possible into the battery holder of the DRIVEPACK.

If you have correctly inserted the DRIVEPACK all the way into the battery holder, the push button on the BATTERY slides into the corresponding opening on the DRIVEPACK and locks the BATTERY in position. When the push button on the BATTERY engages in the opening on the DRIVEPACK, you will hear an audible click.



If the BATTERY does not lock in position, pull it out again and check that there is no dirt inside the DRIVEPACK preventing it from being inserted, and attempt to insert the BATTERY again. Do not use the drive system if the BATTERY cannot be locked but contact an authorized specialist to have the fault rectified.



27.3 Removing the BATTERY from the DRIVEPACK

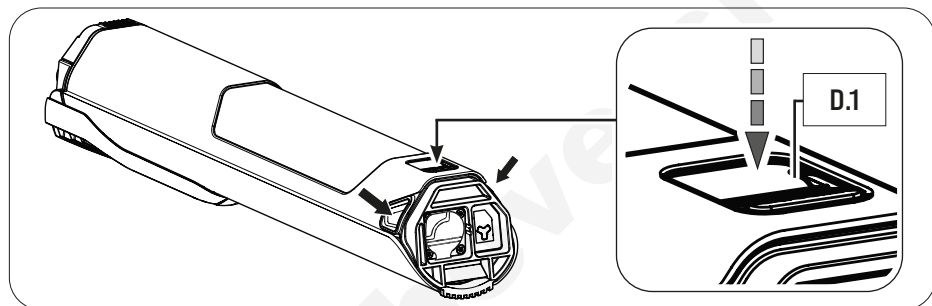
CAUTION

Pinch risk!

You may trap your fingers when removing the BATTERY from the DRIVEPACK.

► When pressing the push button or removing the BATTERY, be careful not to pinch your fingers.

1. Hold the DRIVEPACK with one hand and secure the BATTERY with the other.
2. Press the push button **[D.1]** as far as it will go to release the BATTERY from the lock.



3. Press and hold the push button, grasp the BATTERY by the two handles and gently pull the BATTERY out of the battery holder **[A.4]**.

The two handles are located at the top end of the BATTERY on the sides [see arrows].

27.4 Switching off the BATTERY

→ Turn off the BATTERY by pressing and holding the on/off button **[D.5]**.

27.5 Checking the charge level and SOH of the BATTERY



You can use the charge level indicator **[D.4]** on the BATTERY to check the current charge level **before or while** using the BATTERY (e.g. for trip planning).

The charge level indicator is not designed to be used during the charging process to ascertain whether the BATTERY has already reached maximum charge or whether it can still be charged. You can use the LED indicator **[E.8]** on the CHARGER for this.

→ You can find detailed information here in Chapter 30.2 “Connecting the CHARGER to the BATTERY”.



When the BATTERY is switched on, the charge level indicator [D.4] initially shows a start animation sequence and then immediately afterwards the LEDs briefly indicate the current charge level of the BATTERY. The charge level indicator then goes out.

Checking the current charge level of the BATTERY

→ With the BATTERY switched on, press the on/off button [D.5] on the BATTERY once to check the charge level (e.g. before or during a (longer) trip).

Depending on the charge level, the number of LEDs varies, with each LED representing 20 % of the capacity. If all five LEDs are illuminated, the BATTERY is fully charged.

Checking the SOH

→ With the BATTERY switched on, press (double-click) the on/off button [D.5] on the BATTERY twice in succession to check the SOH ("state of health") of the BATTERY.

The SOH is displayed in 20 % increments (similar to the charge level indicator on the BATTERY): If all five LEDs are flashing, the BATTERY has a SOH of 100 %, if four LEDs are flashing, 80 %, etc.

27.6 Automatic BATTERY shutdown

The BATTERY switches off automatically if the e-bike has not moved for 8 hours and no buttons or touch sensors have been pressed on the REMOTE. If the charge level of the BATTERY is below 30%, the BATTERY switches off automatically after 3 hours instead of after 8 hours.

→ Press the on/off button [D.5] on the BATTERY once to turn on (wake up) the BATTERY again.

27.7 Charging the BATTERY

**DANGER****Fire hazard due to incorrect handling!**

Improper handling of the BATTERY or attempting to charge batteries with an incompatible charger could cause a fire.

- ▶ Always use an original and compatible CHARGER from FAZUA to charge the BATTERY.
- ▶ The BATTERY and CHARGER heat up during charging, so keep them away from combustible materials.
- ▶ Do not leave the BATTERY and CHARGER unattended during charging.

**⚠ DANGER****Risk of electric shock!**

Improper handling of the CHARGER or incorrect mains connection may expose you and others to the risk of electric shock.

► Observe the instructions in in section “CHARGER”.

You can either leave the BATTERY in the DRIVEPACK during charging or remove it from the DRIVEPACK and charge it separately. The charging process can also be interrupted at any time.

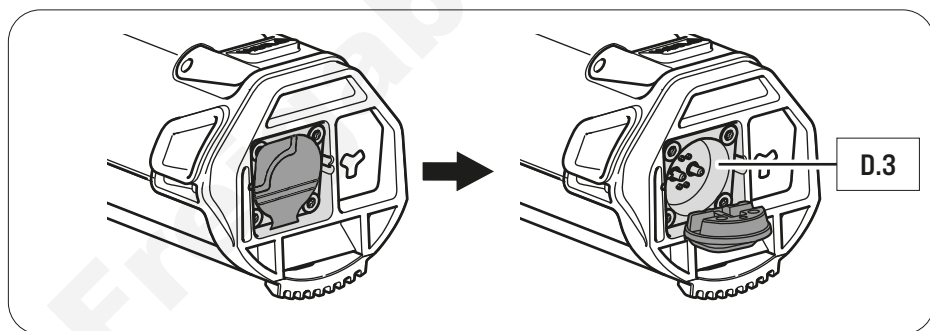
You cannot charge the BATTERY if the temperature is outside the permissible charging temperature (14 °F to 140 °F [-10 °C to +60 °C]). This is not possible even if the BATTERY is connected to the CHARGER.

Charging is only possible again when the permissible charging temperature has been reached.

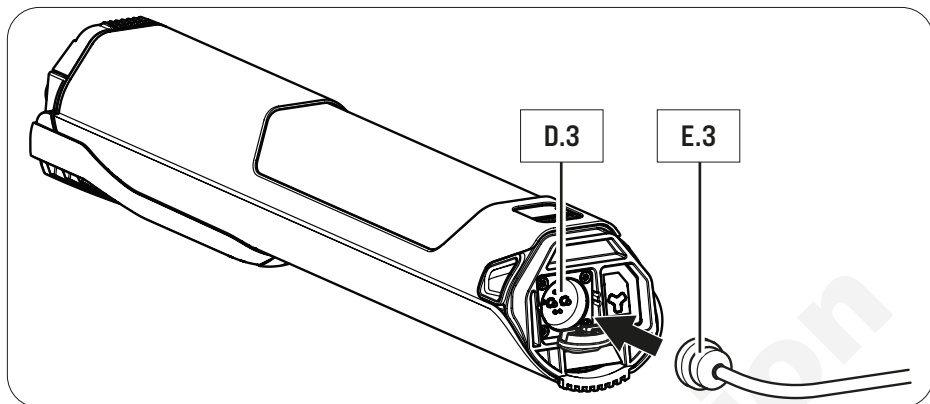
→ Fully charge the BATTERY prior to initial operation so that you can use the full capacity of the BATTERY.

27.71 Connecting the BATTERY to the CHARGER

1. Open the cover flap to access the charging socket [D.3].



2. Insert the charging plug [E.3] into the charging socket on the BATTERY. Since the charging plug is magnetically coded, it can only be plugged in in the intended position.



3. Plug the power plug [E.5] into a suitable wall outlet to establish the power connection.

The charging process starts automatically after connection to the mains.

27.7.2 Ending charging process

1. Then disconnect the CHARGER from the power grid by pulling the mains plug [E.5] out of the socket.
2. Disconnect the CHARGER from the BATTERY by pulling the charging plug [E.3] out of the charging socket [D.3] on the BATTERY.
3. Fold down the cover flap again to close off the charging socket [D.3].

Always make sure the cover flap closes off the charging socket securely when the BATTERY is not being charged to prevent moisture, dirt, etc. from entering the charging socket and damaging the BATTERY.

4. Install the DRIVEPACK with BATTERY correctly on the e-bike.

27.8 Charging process

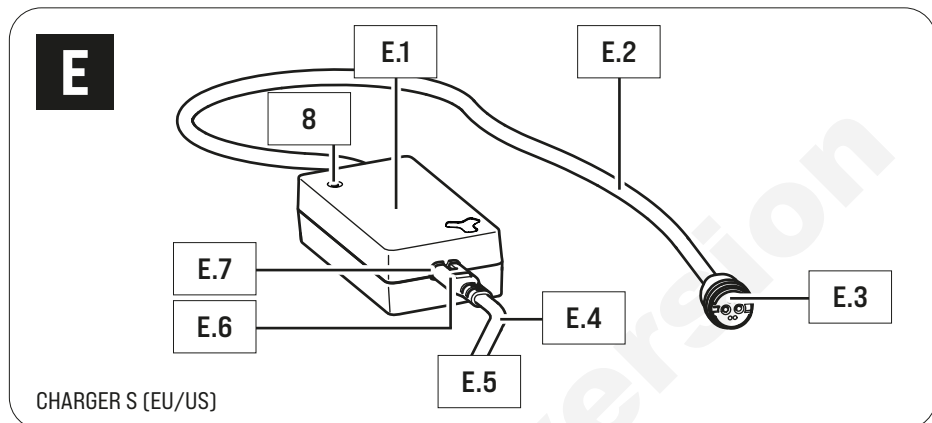
The charging process begins as soon as you have connected the charging plug [E.3] on your CHARGER to the charging socket [D.3] on the BATTERY and connected the CHARGER to the power supply.

The flashing LEDs on the charge level indicator [D.4] of the BATTERY indicate that the BATTERY is charging.



CHARGER

28 DETAILED VIEW & PART DESIGNATIONS: CHARGER



Part designations

- E.1 → Mains adapter
- E.2 → Charger cable
- E.3 → Charging plug
- E.4 → Mains cable
- E.5 → Mains plug (power connection)*
- E.6 → Plug
- E.7 → Mains socket
- E.8 → LED display

29 TECHNICAL DATA

TECHNICAL DATA ON THE CHARGER

Model designation	→ CHARGER S (EU/US) Charger, Model STC-8133LC-F (US)
Nominal input voltage	→ 220–240 V AC (CHARGER S (EU)) 90–120 V AC (CHARGER S (US))
Frequency	→ 50/60 Hz

* Different from country to country, therefore without illustration.



TECHNICAL DATA ON THE CHARGER	
Charging current	→ 2 A
Charging time, approx.	→ 3.5 h
Protection class	→ 2 [symbol: □]
Protection type	→ IP54
Weight, approx.	→ 0.850 lbs (0.39 kg)
Operating temperature	→ 32 °F to 113 °F (0 °C to +45 °C)
Storage temperature	→ 32 °F to 113 °F (0 °C to +45 °C)

30 USING THE CHARGER

DANGER

Risk of electric shock and fire!

Using a damaged CHARGER may expose you and others to the risk of electric shock. Improper handling of the CHARGER or attempting to charge an incompatible battery with the charger could cause a fire.

- ▶ Before using the CHARGER, check all individual parts for damage.
- ▶ Never use a damaged CHARGER.
- ▶ Only use the CHARGER in dry indoor areas.
- ▶ Keep water or any other fluids away from the CHARGER and all individual CHARGER parts.
- ▶ The CHARGER and BATTERY heat up during charging, so keep away from combustible materials and do not leave the two components unattended during charging.
- ▶ During charging place the CHARGER and BATTERY on a well ventilated surface.
- ▶ Only use the CHARGER to charge an original and compatible BATTERY from FAZUA.
- ▶ Never attempt to charge non-rechargeable batteries!

30.1 Preparing the CHARGER

1. Pick up the mains adapter [E.1] and the power cord [E.4].
2. Plug the appliance plug [E.6] of the mains cable into the mains socket [E.7] on the mains adapter.



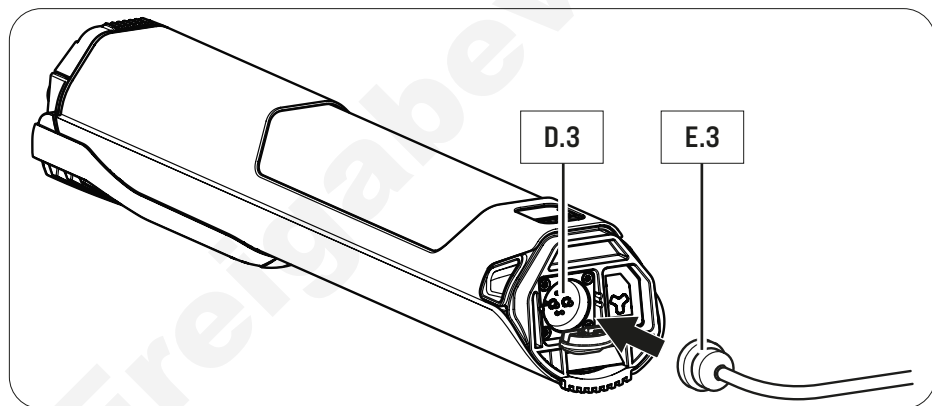
30.2 Connecting the CHARGER to the BATTERY

**DANGER**

Risk of electric shock!

If the mains connection is incorrect, you and others may be exposed to the risk of electric shock.

- ▶ Connect the CHARGER to the BATTERY first before connecting the CHARGER to the power supply.
 - ▶ Connect the CHARGER to an easily accessible and properly installed power outlet.
 - ▶ Make sure that the mains voltage at the mains connection corresponds to the information on the CHARGER.
1. Open the cover flap to access the charging socket [D.3] on the BATTERY.
 2. Plug the charging plug [E.3] on the CHARGER into the charging socket [D.3] on the BATTERY.



3. Plug the power plug [E.5] into a suitable wall outlet to establish the power connection.



The charging process starts automatically after connection to the mains.

During the charging process, the **LED indicator [E.8]** on the mains adapter lights up **red** to indicate that the **BATTERY is charging**.

When the color of the **LED indicator** changes to **green**, this indicates that the **BATTERY is fully charged**.



30.3 Unplugging the CHARGER from the BATTERY

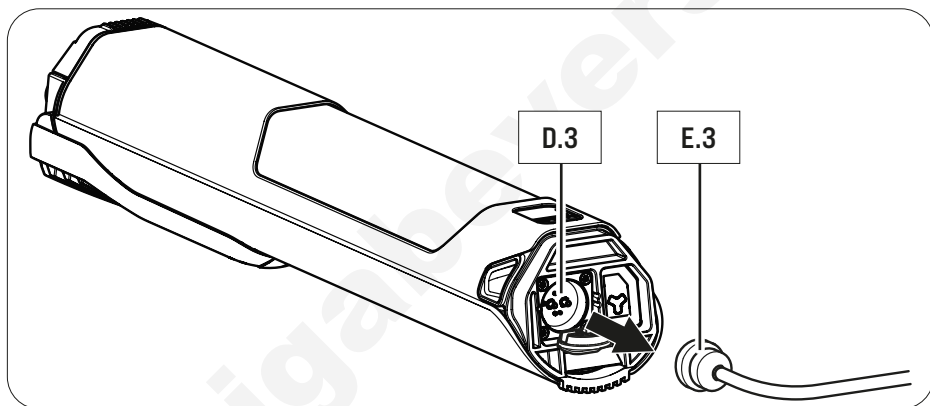
⚠ DANGER

Risk of electric shock!

If the mains connection is incorrect, you and others may be exposed to the risk of electric shock.

► Disconnect the CHARGER from the power supply first before disconnecting the CHARGER from the BATTERY.

1. When charging is complete, unplug the mains plug [E.5] from the outlet to disconnect the CHARGER from the mains.
2. Then disconnect the CHARGER from the BATTERY by pulling the charging plug [D.3] out of the charging socket [D.3].



3. Then disconnect the power cord [E.4] from the mains adapter [E.1] and keep the two parts of the CHARGER separate.

Freigabeversion

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