

# FACT SHEET

## Kalkhoff E-Bike

Bikes with electronic pedal support; with a dead load of only 21 kg you reach daily distances of 70 km. (depending on the manner of driving!)

### Unisex:



#### Before you start:

- 1.) Disconnect the charger
- 2.) Check if battery is fully charged.
- 3.) Then turn on the E-Bike
- 4.) Only then step in the pedals!!

**Procedure:** You can find more information about take over and drop off in the “Important Travel Information” brochure.

### Recommendations for Handling & Use

- 🚲 Please consider, especially in the town areas (crossroads, traffic lights, etc.), your activated pedal support. Recommended stage: 1 (= ECO) (the 3<sup>rd</sup> stage is too dangerous!)
- 🚲 When you stop, please notice that you have to put both feet from the pedals. (The engine speeds up!)
- 🚲 When you start riding your bike don't forget that the E-Bike speeds up. Be prepared to brake at any time.
- 🚲 Please consider that the E-Bike has no back pedal brake!
- 🚲 Please ride forward-looking with your E-Bike and use the brake continuously and on time.
- 🚲 The engine turns off when you reach the speed of 25 km/h.
- 🚲 Ride your E-Bike as energy-saving as possible in your chosen gear. Move the pedals of your bike in a balanced rhythm.
- 🚲 Never drive at the highest power AND 7th/8th gear; this loads the drive so heavily that after about 40 - 50 km the gearbox is already broken!

### Important Information about the E-Bike

- 🚲 Experience shows that removing the battery without help, often led to a misalignment which could cause damage at the bikes. → ***This is the reason why we do not handout the key for it.***
- 🚲 The battery must be charged after every bike - tour!
- 🚲 In order to allow all customers to recharge in the hotel, the battery has to be swapped in the evening. A full charge takes about 4 hours (when the battery was completely empty).

Leaving the E-Bike outside of the hotel can only be done under supervision of the customer. Otherwise, the customer can be held proportionally responsible in case of a bicycle theft.

**If you have an accident with your E-Bike or it's stolen**, you can exchange or replace it at our exchange bike station (you can find them in the “Important Travel Information” brochure). In this case, the **tour can only be continued with an normal 7-gear-bike!!**

## Problems & Solutions (depends on the impulse)

### The light can't be switched on:

#### Shimano:



To switch on/off the light on your E-Bike, press and hold the button on the right side of the display until the light goes on/off.

### Display doesn't work (f.e.: in the rain):

Impulse: You can't take off the display. Please check all of your contact cables. Carefully separate the contact cable and connect them again.

Shimano: Carefully take off the display and wipe the contact points until dry. Please check whether the contact cables are properly connected to the display bracket.

OR hold the on/off-button for a longer time, if this does not work, there is also a power button on the left side of the battery.

### Engine doesn't work; no pedal support:

Error W011: First turn on the e-bike - and then step in the pedals. Not before or during changing the pedal assistant.

Error W013: Press the red button on the battery until all the lights are turned off. Then switch on the bike as usual using the display. First, turn on the E-Bike - only then step in the pedals.

### Speed is not indicated:



Current speed is not visible on the display.

Check if the magnet (blue arrow), which is located on the spokes of the rear wheel, is at the same height as the speed sensor (green arrow).

You may have to switch the E-Bike off and on after the adjustment.

If your E-Bike still doesn't work or you have another problem, just call us please.

## Charge the battery/ Mode of operation

🚲 Connect your charger to the supply voltage (220 – 240 V). It's on the left side of the battery.  
(Before every use please control the cables of the charger)  
The system must always be turned off during the charging (period 4 h).

### Meaning of the LED's:

1. for charging you have to plug in the charging cable (left battery side)
2. light flashes green = charging process
3. light constantly green = charging process completed / fully charged