Official Licensed Product

AMG PETRONAS FORMULA ONE TEAM



Congratulations on the purchase of your n+ Mercedes AMG-PETRONAS Formula One Team City eBike

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1/ Your n+ Mercedes-AMG PETRONAS Formula One Team City eBike

Your City Edition eBike is the sleekest commuter eBike on the market with an aluminium alloy frame in the iconic Mercedes-AMG Formula One silver livery. A custom one-piece handlebar features a 5.5" colour custom display to match your Mercedes-AMG dashboard and keep you updated on all the details of your ride.

The City features a downtube integrated battery, 27.5" urban tires and front and rear lights for safety.

Before assembling and riding your eBike for the first time, please read this owner's manual carefully. It will help you quickly become familiar with your eBike's features and functions, while also highlighting potential hazards and how to avoid them.

Enjoy your ride and happy cycling!

ATTENTION! Read the section 4/ How to ride your eBike before your first ride! Perform the pre-ride safety checks within section 4/ How to ride your eBike before every ride!



2/ Safety and Disclaimer

Legal
(1) “Electric bicycle” and “eBike” shall mean a bicycle equipped with fully operable pedals, a saddle or seat for the rider, and an electric motor of less than 750 watts that meets the requirements of one of the following three classes:

(a) “Class 1 electric bicycle” shall mean an electric bicycle equipped with a motor that provides assistance only when the rider is pedaling, and that ceases to provide assistance when the bicycle reaches the speed of 20 miles per hour.

(b) “Class 2 electric bicycle” shall mean an electric bicycle equipped with a motor that may be used exclusively to propel the bicycle, and that is not capable of providing assistance when the bicycle reaches the speed of 20 miles per hour.

(c) “Class 3 electric bicycle” shall mean an electric bicycle equipped with a motor that provides assistance only when the rider is pedaling, and that ceases to provide assistance when the bicycle reaches the speed of 28 miles per hour.

Your Mercedes City Edition eBike complies with the equipment and manufacturing requirements for bicycles adopted by the United States Consumer Product Safety Commission (16 C.F.R. part 1512).

Safe riding

Ride smart - know your skill level and do not ride above it.

Like any sport, riding an eBike involves risk of injury. By choosing to ride an eBike, you assume the responsibility for that risk. It’s important that you understand and practice the rules of safe and responsible riding and proper use and maintenance to reduce the risk of injury. This manual contains WARNINGS and CAUTIONS concerning the consequences of failing to adhere to safe riding practices and properly maintain your eBike.

The word ! WARNING indicates a potentially hazardous situation that, if not avoided, could result in serious injury or death.

The word ! CAUTION indicates a potentially hazardous situation or unsafe practice that, if not avoided, could result in minor or moderate injury, serious damage to your eBike and the voiding of your warranty.

Maximum system weight (bike, accessories, and rider): 120kg/265Lbs

The exact weight of your eBike is shown on the frame label.

Adhere to local regulations regarding children using this product. Adult supervision is required. No person under the age of sixteen (16) may operate a class 3 electric bicycle. A person under the age of sixteen (16) may ride as a passenger on a class 3 electric bicycle that is designed to accommodate passengers.

Adhere to local regulations regarding eBike use. It is the customer’s sole responsibility to ensure that the eBike is at all times used in accordance with all relevant laws, regulations and rules (as updated or amended from time to time) which may vary depending on the location where the eBike is used.

In some instances the use of an eBike may not be permitted or lawful on public roads or paths, and public area and relevant laws should always be adhered to.

- When riding, do not stare at the computer or your phone for too long. You could hit an obstacle causing loss of control and a fall.
- Do not ride too fast. Higher speed creates higher risk, and results in higher forces if a crash occurs. You may be surprised at the power of an eBike.
- Do not ride hands-free. Keep both hands on the handlebar grips and the brake levers within reach at all times in order to be able to immediately respond to any circumstances. Failure to correctly hold the handlebars whilst riding may cause a loss of control over the bicycle.
- Do not ride while intoxicated or while using medications that can make you drowsy or less attentive.

2/ Safety and Disclaimer

Different riding conditions

A bicycle can be dangerous, especially if you try to ride beyond the limits of your ability. Know your skill level and don't ride beyond it.

Take extra precautions when you ride in wet or snowy weather, because the grip of your tires is greatly reduced. Braking distances increase in wet weather. Apply your brakes earlier and use extra caution than when riding in dry conditions.

Riding a bike at night is much more dangerous than during the day. If you choose to ride under conditions of poor visibility, be sure you comply with all local laws about night riding. Ensure all reflectors and front and rear light are clean, clearly visible and functioning correctly. Ride with greater caution, avoid traffic, road hazards and if possible, ride familiar routes.



Liability and waivers

It's always important to ride safely, no matter your skill or experience level.

Helmet
Always wear a fully certified and approved helmet (as per local regulations) when riding your eBike. Be sure to affix the helmet properly using the chin strap and follow the manufacturer's instructions for proper use. All operators and passengers of class 3 electric bicycles shall wear a properly fitted and fastened bicycle helmet that meets the standards provided by either the United States Consumer Product Safety Commission or the American Society for Testing and Materials, or standards subsequently established by those entities.

Other safety equipment
It's a good idea to wear appropriate clothing when riding your eBike.

Avoid wearing loose clothing or accessories that may get caught in your wheels or other moving components. It's also a good idea to wear bright, fluorescent and reflective clothing to increase visibility to other trail and road users.

Ensure you use your integrated front light and provided rear light on all rides. Make sure that your reflectors are clean and correctly positioned.

Trailers and carriers

Trailers, bicycle passenger seats and carriers are not permitted on the Mercedes City Edition eBike. The manufacturer will not assume liability or provide guarantee for the use of trailers, child seats and luggage carriers.

3/ Assembly

Your Mercedes City Edition eBike has been fully assembled and tested at the factory. The bicycle is fully functional without any further adjustments being made once the assembly steps explained below have been completed. After carrying out assembly work, always do a test ride in an unfrequented place or on a quiet road.

Before your first ride, carry out the checks described in the section “Know before you ride”.

On receiving your Mercedes City Edition eBike, carefully open the cardboard outer and inner packaging using a box cutter or knife with a very short blade. Never use any kind of knife on the bike itself.

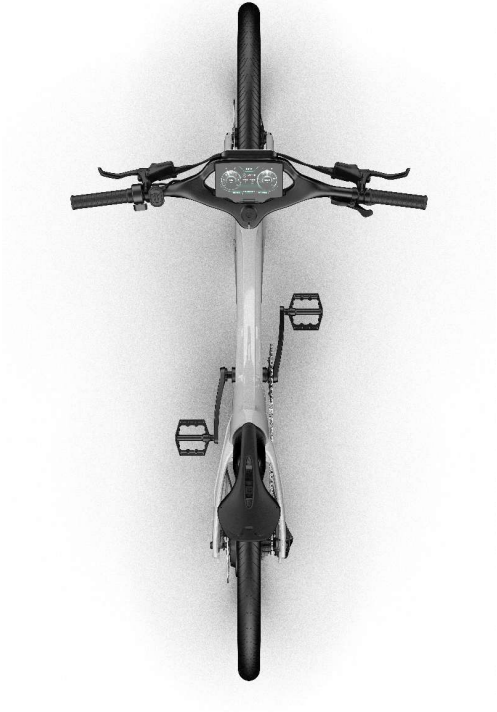
The packaging includes your partially-assembled Mercedes City Edition eBike, with the rear wheel already installed. The front wheel is included in the product packaging and must be installed.

In addition, the packaging includes basic tools for use during assembly.

Correct assembly is essential for a safe and enjoyable riding experience. Be sure to carefully follow all directions in this manual. If you are unsure or have concerns, please consult you local bicycle dealer, repair shop, or contact our support team for further assistance.

Tools Required:

- Provided allen key multi-tool.
- Torque wrench.



3/ Assembly

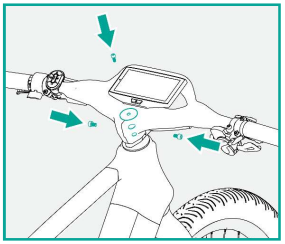
- Your Mercedes City Edition eBike features an integrated one-piece handlebar and stem. Handlebar height can be increased or decreased with install or removal of spacers provided. Minimum fork steerer height must be maintained when installing handlebar spacers.

! WARNING: Once the bike's fit has been determined, there may be extra steerer tube that can be removed by a qualified bike mechanic. The steerer tube should be cut 3mm below the top of the stem. Alternatively, one 5mm spacer can be placed above the handlebar stem.

There should not be more than 5mm of spacers above the stem as the stem requires full support from the expander plug inside the fork to function safely.

Headset adjustment / Handlebar installation

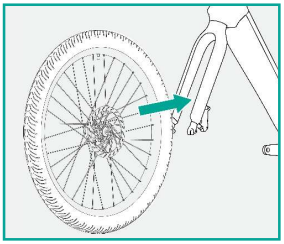
- Install the handlebar to the steerer tube by sliding the stem (attached to the handlebar) over the steerer tube. Ensure that no electrical cables or the hydraulic brake hoses are caught between the handlebar and steerer tube.
- Install the headset top cap and bolt
- Tighten the top cap to 2Nm, while ensuring that the stem remains straight.
- Align the the handlebar by looking straight down at the stem and making sure that the stem is centered over the front tire.
- Next, tighten the upper stem bolt to 10Nm, then tighten the lower stem bolt to 10Nm.
- Tighten the upper stem bolt to 12N, and tighten lower stem bolt to 12 Nm.
- Continue incremental tightening of top and bottom to 17Nm and continue until handlebars are tight.



! WARNING: Assembler is cautioned against the danger of damaging the handlebar stem to fork assembly and possible injury to rider resulting from over-tightening the handlebar stem bolts.

Front wheel installation

- Remove the front hydraulic disc brake caliper protective insert.
- Remove fork plastic axle spacer.
- Remove hub protectors from front wheel
- With the bike in one hand, use your other hand to place the wheel into the fork, ensuring that the disc brake rotor is on the same side as the brake caliper. Guide the rotor into the caliper and the ends of the hub into the dropouts.
- Set the front wheel so that the axle firmly contacts the fork end.
- Insert the quick release skewer into the axle.
- Open and close the quick release lever with one



hand while gradually tightening the adjusting nut clockwise with your other hand. Continue tightening the nut until you feel resistance from the lever when it reaches closed position.

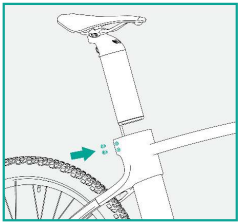
- Check for alignment of disc rotor and disc brake pads by slowly spinning the front wheel by hand whilst bike remains upside down (*note - do not engage brakes whilst bike is upside down to avoid any risk of hydraulic brake malfunction).
- Rear wheel hub motor nut torque 35Nm.

3/ Assembly

Seat post installation

- Loosen the seat post collar bolt.
- Install a thin covering of provided friction assembly paste to the seat post.
- Install the seat post to seat tube and fit to preferred height (ensure maximum and minimum seat post insertion points on the rear of the seat post are not exceeded).
- Tighten the seat post collar bolts in a staged, alternating sequence:
    - Tighten the upper bolt to 4 Nm
    - Tighten the lower bolt to 4 Nm
    - Increase the upper bolt to 6 Nm
    - Increase the lower bolt to 6 Nm
    - Continue alternating until both bolts reach 8 Nm.

The key is to avoid fully tightening one bolt before the other, as this can cause uneven clamping.



Charging your bike

- Only charge your down tube battery system using the provided battery charger or certified replacement purchased from Mercedes eBikes.
- ! WARNING: Using a third-party battery charger risks the life of the battery and presents a potential fire hazard.
- To charge your bike, connect the provided battery charger to the wall socket. Connect the charger plug to the charging port, located at the internal face of the seat tube, just above the bottom bracket.
- When the battery is fully charged, disconnect the battery from the charging system and disconnect the charging system from the wall socket.



3/ Assembly

Battery warnings

Keep your battery away from fire and heat.

! WARNING: Risk of explosion!

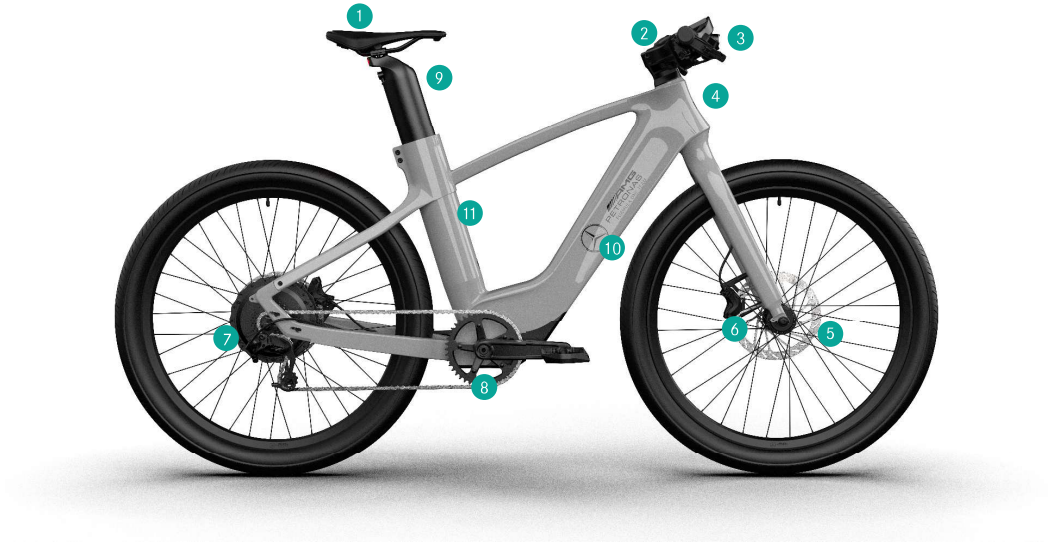
Keep the rechargeable battery and the charger out of the reach of children.

This equipment is not intended to be used at ambient temperatures less than 0°C (32°F) and greater than 40°C (104°F). Never charge the battery when ambient temperatures are outside this range.

If the Mercedes City Edition eBike is not used for a long period (one month or more) the battery pack is best stored between 40–60% charge level.

4/ How to ride your City eBike

1. Saddle/Seat
2. Stem Cap
3. Handlebar assembly
4. Head Tube
5. Disc Rotor
6. Brake Caliper
7. Rear Hub Motor
8. Bottom Bracket
9. Seatpost
10. Down Tube Battery
11. Charging Port



4/ How to ride your City eBike

Know before you ride

The rechargeable battery (or batteries if you have purchased the optional seat post battery) of your eBike must be charged before you set off for the first time.

Before you set off, check that your battery is fully charged and is properly mounted.

Turning and handling

Be careful of toe overlap when turning the handlebar at low speeds. Do not pedal when riding slowly with the handlebar turned.

Stopping

Always maintain a safe distance between you and other road users or objects to ensure sufficient stopping distance. Adjust distances and braking force to suit riding conditions. For the most effective and safe braking, apply your brakes evenly and smoothly. Always keep your eyes on the road or trail ahead and adjust your speed in advance to avoid hard braking.

Hand brakes

The front brake provides more stopping power than the rear brake, so do not use it too forcefully or too abruptly. Gradually add pressure to both brakes until you slow to the desired speed or stop. If you must stop quickly, shift your weight back as you apply the brakes to keep the rear wheel on the ground.

! WARNING: Brake force applied to the front wheel suddenly or too fully could lift the rear wheel off the ground or cause the front wheel to slide out from under you. This could cause a decrease in control and result in a fall.

! WARNING: Brake lever orientation has been configured to region of sale. Take care to review the brake lever orientation prior to riding.

US / CA / EU - front brake / left hand lever.

UK / AU / AP - front brake / right hand lever.

Shifting gears

The gears on your bicycle allow you to pedal comfortably in different conditions – like riding up a hill, pedaling into a headwind, or riding fast on flat terrain. Select the gear that is most comfortable for the conditions; a gear that lets you pedal at a constant and efficient rate.

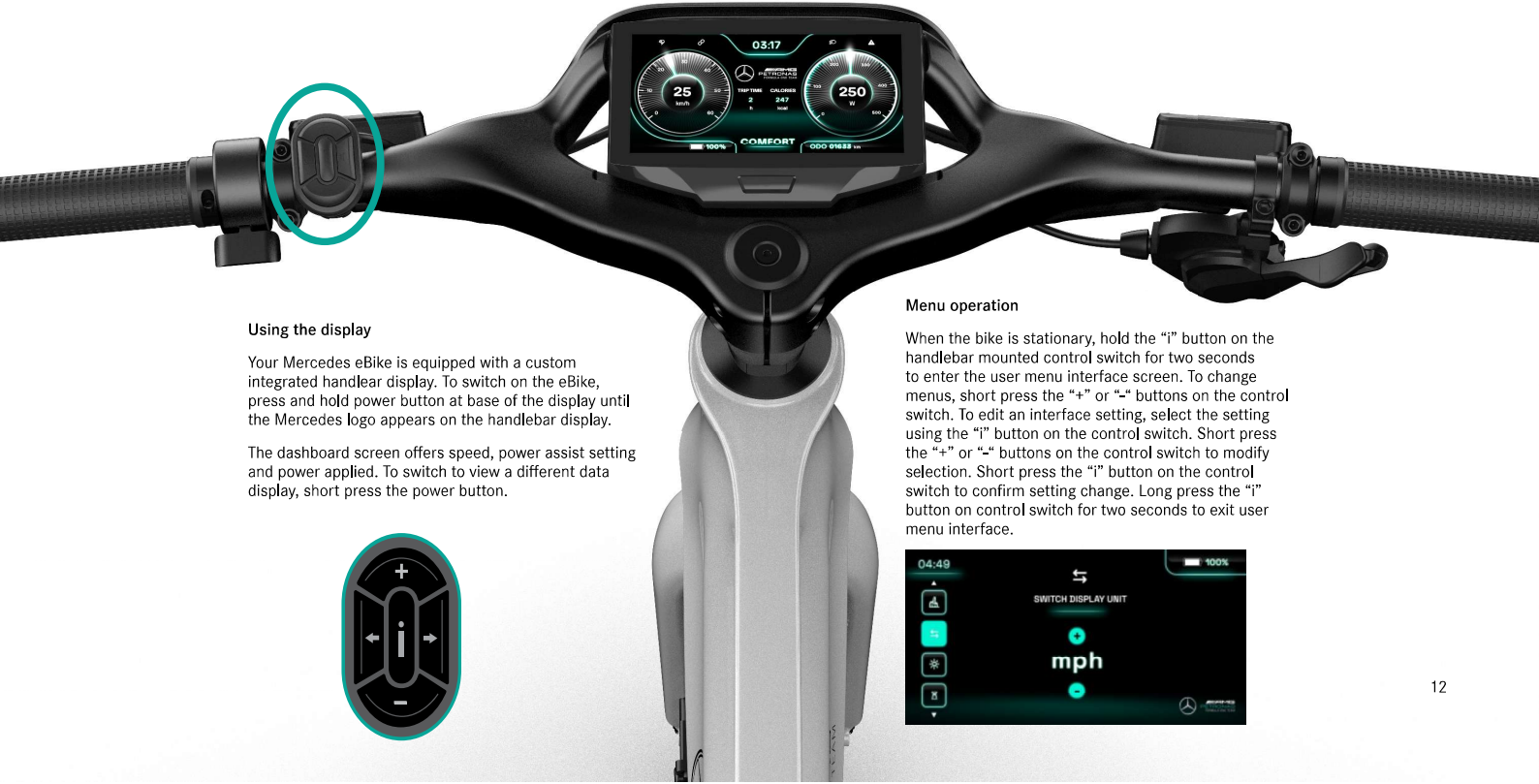
The rear derailleur moves your chain from one gear to another. You shift gears by pressing the handlebar mounted shifter which controls the derailleur.

Shift gears only when the pedals and chain are moving forward.

Riding spares

It is recommended that a small tool bag be taken on all rides. Basic tools including two plastic tire levers, commonly used hex head keys, spare inner tube(s), tire repair kit and a tire pump are recommended.

4/ How to ride your City eBike



Using the display

Your Mercedes eBike is equipped with a custom integrated handlear display. To switch on the eBike, press and hold power button at base of the display until the Mercedes logo appears on the handlebar display.

The dashboard screen offers speed, power assist setting and power applied. To switch to view a different data display, short press the power button.

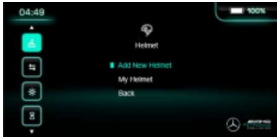
Menu operation

When the bike is stationary, hold the “i” button on the handlebar mounted control switch for two seconds to enter the user menu interface screen. To change menus, short press the “+” or “–“ buttons on the control switch. To edit an interface setting, select the setting using the “i” button on the control switch. Short press the “+” or “–“ buttons on the control switch to modify selection. Short press the “i” button on the control switch to confirm setting change. Long press the “i” button on control switch for two seconds to exit user menu interface.

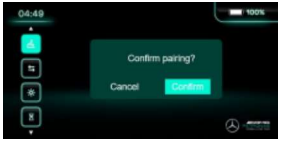
4/ How to ride your City eBike

Unit1 helmet pairing

If you have purchased the Smart Helmet optional accessory, follow these steps to complete helmet pairing. To pair your helmet with your eBike select “Add New Helmet”. This will enable Bluetooth connectivity and search for nearby devices. Select the Unit1 helmet using the display power button to confirm.











The Smart Helmet is customizable using the associated smart phone application.

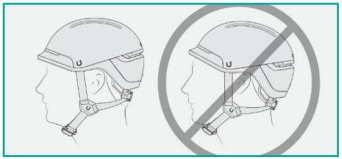
Download the Smart Helmet app here:

Android: Google Play Store > U1FARO

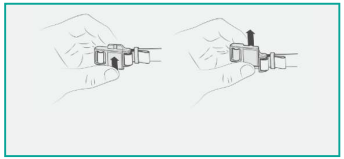
iOS: App Store > U1FARO

Or scan the QR code

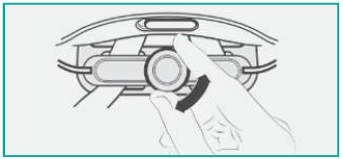
4/ How to wear your Smart Helmet



A correctly fitted helmet should sit comfortably on your head without pressing or chafing and should not move forward to obscure your vision or rearward to expose your forehead. Please make sure that the helmet is positioned in the right way. Be sure to position the buckle under the chain and back against the throat. The straps should fit comfortably around your ears. Test these adjustments before every ride.



To lock the magnetic buckle bring the two parts together until they snap. To unlock them, slide them sideways as shown below.



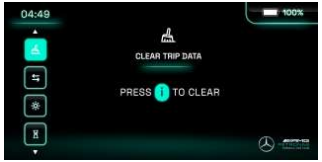
To tighten or loosen the fitting system, dial to fit the circumference of your head as required.

4/ How to ride your City eBike

Menu functions

Clear trip

Trip mileage, trip total time, maximum speed, average speed, total calories can be cleared.



Backlight brightness setting

Screen brightness can be manually adjusted or set to automatic which will adjust screen brightness according to the ambient light.



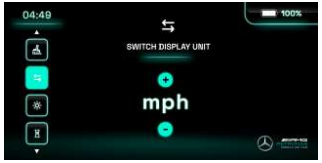
Automatic headlight

Auto headlight mode can be set. When set to ON, it will turn on or turn off headlight automatically according to the ambient light and set OFF will turn off auto headlight function.



Switch display unit

Switch between metric or imperial display units.



Automatic power off time

Display automatic power off time can be predetermined.



4/ How to ride your City eBike

Menu functions

Set time

The display time can be set. Default modified option is hour after entering the setting. Setting order is hours / minutes.



Set password

Display four-digit passcode can be set.



System information

Current system information.



4/ How to ride your City eBike

Turning your eBike on and off

Ensure the fully charged battery is locked into place.

Press and hold “power” for two seconds to turn on your display.

Switching Power Assist (PAS) levels

Using the handlebar control switch, short press the “+” button to increase the assist level; short press the “-” button to decrease the assist level.

Lights

Auto headlight mode can be set. When set to ON, it will turn on or turn off the headlight automatically according to the ambient light and set OFF will turn off auto headlight function.

Light settings are manually controllable (sequentially) via handlebar control switch.

The position or day running light will remain on if auto headlight mode is toggled ON.

Helmet lights

When connected to your Mercedes eBike, the Unit1 Faro helmet allows brake light and indicator light illumination. Brake lights automatically illuminate when the Tektro brake system is engaged. The indicator lights on your Unit1 Faro helmet are controlled via the handlebar-mounted control switch. To switch on the indicator, choose either right-hand side or left-hand side. An indicator signal will illuminate on the handlebar display. To turn off the indicator signal, select the indicator button on handlebar-mounted control switch again.



4/ How to ride your City eBike

Basic riding technique

Your bike is designed to be used like a conventional bicycle. When power assist is switched on, your eBike will accommodate strain on the pedals to provide power assistance.

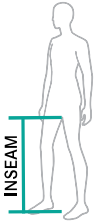
The functions of your eBike are operated with the buttons of the control switch on the handlebar.

Front light control and power assist levels are controlled via the handlebar control switch.

Set off for your first ride in the lowest power assist setting (“Comfort”). Gradually increase power assist levels as you become accustomed to the power application. Practice typical riding actions (starting off, turning the bike, stopping the bike) to become accustomed to the different handling from that of a conventional bicycle.

Frame size, saddle height adjustment

Prior to riding your eBike for the first time, you should take care to adjust and personalize your position on the bike. Stand over the top tube of your eBike and confirm there is sufficient clearance between the top tube and your crotch (at least one inch). The saddle should be set to a height from which you can just reach the pedal in its lowest position (crank arms positioned vertically) whilst seated on the saddle. Also check that when seated on the saddle your toes can just reach to the ground. To avoid damage to the seat post or bike frame, do not position the saddle beyond the minimum insertion line on the seat post. Riding with too big a frame can cause discomfort and injuries.



FRAME SIZE	HEIGHT (CM)	HEIGHT (IN)
S	155 - 160cm	5’1” - 5’6”
M	170 - 182cm	5’7” - 5’11”
L	183+ cm	6”+



4/ How to ride your City eBike

Pedal assistance

When power assistance is engaged, the rear hub motor will automatically apply power during pedaling. Sensors within the motor measure your pedaling and control the automated power assistance according to the power assist setting chosen. The level of power supplied to the drive train depends on power assist setting chosen, speed and amount of force applied to the pedals.

Power assistance switches off when applicable maximum speed is reached.

Be mindful that the power assistance may require changes to riding style.

Be sure to cease pedaling earlier than usual before cornering or stopping, to disengage the pedal assist and navigate safely.

Choose a gear that will allow greater than 60 crank arm revolutions per minute to reduce unnecessary drive train wear and to optimize efficiency.

Do a test ride on private roads or a private space before riding on public roads or infrastructure. Make yourself familiar with the increased acceleration and become accustomed to the braking distances. Never ride without a region-specific fully certified helmet.

Do not step on the pedals before being fully seated on the bike. If any of the power assistance modes are engaged, pressure on one pedal will engage the mid drive motor and could cause an accident. Always have the brakes ready to engage when you first set off with power assist levels switched on.

Due to the increased power through the drive train, rear tire traction may be marginally reduced. Keep this in mind when riding in adverse conditions (for example wet road surfaces, snow or gravel). Always ride to the conditions.

Note that other road or trail users may underestimate your speed. Always wear reflective and suitably bright clothing.

Bed-in your disc brakes

New disc brakes require a bed-in (burn-in) process. The process helps ensure consistent and powerful braking feel, along with the quietest braking in most riding conditions.

! WARNING: The bed-in process requires you to perform heavy braking. You must be familiar with the power and operation of disc brakes.

Braking heavily when not familiar with the power and operation of disc brakes could cause you to crash, which could lead to serious injury or death. If you are unfamiliar with disc brakes, you should have the bed-in process performed by your bike shop.

1. On a flat surface, while sitting on the saddle, accelerate the bike to a moderate speed.
2. Then firmly apply the brakes until you are at walking speed. Repeat approximately twenty times.
3. Accelerate the bike to a faster speed, then firmly apply the brakes until you are at walking speed. Repeat approximately ten times.
4. Allow the brakes to cool prior to any additional riding.

! WARNING: Disc brakes can get hot during use. Therefore, do NOT touch disc brake rotors, shoes or calipers directly after stopping.

4/ How to ride your City eBike

Before every ride

During production, your bike was quality checked repeatedly. Regardless, be sure to complete the following precautionary safety checks before every ride

1. Check the handlebar

- Check that the stem is aligned with the front wheel.
- Check handlebar grips are properly installed and are in good condition (no cuts, tears or wornout areas).
- Check that the handlebar is properly tightened so that it cannot twist or move.

2. Check the wheels

- Check that the rear axle nuts and quick release front axle are properly installed (threads aligned correctly) and tightened to the correct torque.
- Make sure that both tires are in good condition and properly inflated. Check for abnormal or increased tire wear. Check tread indicators on your tires to determine if tires should be replaced. Note that the increased weight of the eBike may necessitate slightly higher tire pressure than you use on a non-powered bike.
- Spin the wheels to check if the rims are true. Check for any tire sidewall damage or spoke damage at the same time.

3. Check electrical parts

- Check that the electrical connections are secure (rechargeable downtube battery, control switch on the handlebar).
- Is the battery fully charged? Remember to fully recharge the battery after each long ride (e.g. where battery charge level drops below 50%). Check charge of the battery via the handlebar display dashboard (battery indication level detailed on the right of screen).
- Check that the handlebar display does not show any error codes. Do not ride your bike if an error code displays on the handlebar display.

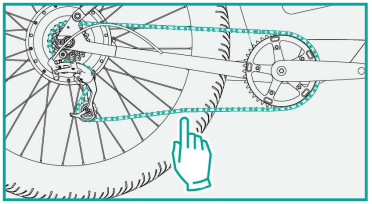
4/ How to ride your City eBike

4. Test the brakes

- Test the brakes while standing by firmly pulling the brake levers towards the handlebar. You should feel resistance before the lever touches your handlebar. Ensure that the lever does not touch the handlebar. Check the hydraulic brake lines for any visible signs of leaks.

5. Check drive train

- Check for chain wear and ensure correct chain tension.
- Refer to the relevant Shimano rear derailleur user manual to adjust the chain tension.
- Check that the chain has no kinks, rust, broken pins, plates, or rollers.



6. Bounce test

- Test all componentry and accessories are firmly fastened to the bike. Complete a small bounce test, bouncing your bike tires on the ground from a small height (10cm above ground is sufficient). If there is any rattling noise, inspect the bike to ensure all components and attachments are firmly fastened. Check the bearings, bolts and proper installation of the battery if necessary to isolate any unwanted noise.

7. Check reflectors, lights and accessories

- Check your front and rear suspension by pressing down on the front of the bike to ensure that the suspension retracts (the bike should rebound back up) and extends as usual.

8. Check pedals

- Check that your pedals are correctly attached to the crank arms, spin freely and are free of any debris that might interfere with the pedal system.

If you want to ride on public roads, ensure that all applicable safety requirements have been met (for example, rear light or reflectors installed). Always abide by local laws and regulations.

4/ How to ride your City eBike

Range

The range of your eBike is dependent on a range of factors: road or trail condition, weather, weight of the rider, pedal force, power assist settings chosen, frequent stops, topography and tire pressure.

The battery charge level can be determined from the handlebar display dashboard page (shown right hand side).

Pay close attention to the battery charge indication on screen throughout your ride, ensuring that you will have sufficient battery charge to complete your journey with the necessary or required assistance.

To extend your battery range, it is recommended that low or zero power assistance is applied when descending or riding on flat terrain and that maximum power assistance is applied only when topography or weather requires.

You can take a number of precautions to help extend battery range:

1. Check tire pressure regularly (before each ride).
2. Changing gears as appropriate to improve drive train efficiency (ie not always riding in the largest gear).
3. Reducing unnecessary additional user weight (ie removing excess luggage).

Seat tube battery

An additional range extending seat tube battery can be purchased from our online store. Installation of the seat tube battery will increase the total battery capacity by 180Wh (250W system) or 240Wh (750W system) respectively.

5/ Maintaining your City eBike

Servicing

Special tools and skills are necessary for servicing some aspects of your eBike. If a repair or adjustment is not specifically listed in this manual or you require assistance, please contact Support or get in contact with your local bike shop.

Only use genuine replacement parts, especially for safety critical components.

Rear wheel removal

1. Ensure the derailleur is set to the biggest gear (smallest sprocket, closest to rear chain stay).
2. Turn the eBike off.
3. Locate the rear hub motor cable, which is accessible underneath the non drive-side chainstay.
4. Remove the zip tie holding the motor cable in place. Take care not to damage the motor cable when removing the cable tie. Unplug the motor cable.

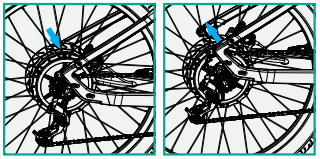


5. Ensuring the motor cable is clear, loosen the rear axle nuts using an adjustable wrench.



6. Once the rear axle nuts are removed, pull the rear derailleur backwards to permit the rear wheel to be removed.





7. Slide the rear wheel down and forwards so that the cassette clears the chain and the rear wheel can be removed completely from the bike.

Storing your eBike

Do not leave your eBike unattended in public places. Whilst your display is equipped with password control, your bike can still be ridden manually. Ensure your bike is always secured and parked in a safe, dry place away from the elements where possible.

Tires

Checking your tires and ensuring correct tire pressure will help ensure safe and comfortable riding. Using a tire pressure gauge or a pump equipped with a gauge, inflate your tires to the recommended tire pressure.

Use a hand pump to inflate your tires to the air pressure recommended on the sidewall of the tire or to the pressure recommended for the rim, whichever is lower.

Make sure your pump is suitable for your valve: Presta, Schrader, or Dunlop/Woods.

Your eBike is equipped with a Presta valve tube.

With a Presta valve, you must loosen the top valve two turns before trying to inflate the tire. Do not over-inflate your tires. If your tire is over the recommended range, release air and recheck the pressure.

Maximum tire inflation pressure: 40 psi / 2.75 bar. Refer to tire sidewall markings.

5/ Maintaining your City eBike

Remove your tire

1. Deflate the inner tube (follow steps above to loosen the Presta valve).
2. Loosen the tire from one side of the rim (specific tire lever tools may be required).
3. With one side of the tire removed, you can remove the inner tube.

Replace your tire

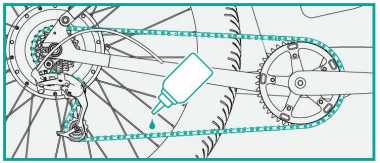
1. Place a new, slightly inflated inner tube (ensure that the inner tube dimensions are correctly matched to the tire and rim dimensions – refer to support or your local bike store for assistance as required) within the tire so it occupies the full confines of the tire. Insert the tube valve through the valve hole in the rim.
2. Using only your hands, begin to re-install the tire to the rim. You may require tire levers to complete the installation. Ensure that the inner tube is completely within the tire bead and is not caught at any point between the external tire bead and the rim.
3. Inflate the tube and tire to recommended inflation pressure. Do not exceed recommended inflation pressure. A recommended pressure range is located on the sidewall of each tire.
4. Check to make sure that the tire is correctly seated on the rim. If the tire appears to wobble or the installation is incorrectly completed, deflate the tire and complete these steps again to ensure correct re-installation of the inner tube. There should not be any visible bulges or ripples, especially where the tire meets the rim.

Rear wheel installation

1. Position the rear wheel below the rear dropout.
2. Install the rear wheel by simultaneously moving the rear derailleur and chain around the cassette (ensuring the gear position is maintained in smallest cog, largest gear and the brake rotor aligns with the brake caliper).
3. Slide the wheel up and into position within the dropouts.
4. Install the rear axle nuts and tighten using an adjustable wrench to the specified torque setting (35Nm).
5. Reconnect the rear hub motor cable, ensuring that the connector alignment is correct.
6. Secure the rear hub motor cable to the frame using a new cable tie.
7. Check for any brake rotor rubbing noise. Refer to relevant Tektro user manual.
8. Check for correct operation of Shimano drivetrain. Refer to relevant Shimano user manual.

Cleaning

Clean your eBike with water or a mild neutral detergent and non-abrasive sponge to remove any excess mud or debris. Never spray your eBike with pressurized water, as this can cause damage to seals, bearings and electrical componentry.



TIP: Apply the lubricant to the bottom length of the chain and hold a rag under the chain. This will keep the lube from dripping on your chainstay (frame) or wheel and make the process less dirty.

5/ Maintaining your City eBike

Brake pads and brake rotors

Inspect disc brake pads for wear every month. When the thickness of the backing plate and pad material is 3 mm or less, they are worn and need to be replaced with new disc brake pads.

Rotor wear will vary by product model and riding conditions. This is normal. Change the rotor when changing the pad material, or when the thickness is less than the minimum stated on the rotor.



5/ Maintaining your City eBike

Battery

Charging your bike

The battery of your eBike will show signs of wear over the years. Gradual degradation of the lithium-ion battery will result in reduced range and charge capacity over time. After a certain period of time it may be necessary to replace the battery.

A rechargeable battery that has reached the end of serviceable life must not be disposed of in regular household rubbish. Dispose of the battery responsibly at a relevant battery drop off point. Should your battery need replacement, be sure to replace it with a new battery from Mercedes eBikes. Batteries from other suppliers may claim to be compatible, but are not certified by Mercedes, will void your warranty, and could even create a fire hazard.

Only charge your down tube and optional additional seat tube battery system using the provided battery charger.

Using a third-party battery charger risks the life of the battery and presents a potential fire hazard.

To charge your bike, connect the provided battery charger to the wall socket (ensuring wall socket is switched off). Connect the charger plug to the charging port, located on the front face of the seat tube.

When the battery is fully charged, disconnect the battery from charging system and disconnect the charging system from the wall socket.

! WARNING: As with all mechanical components, EPAC is subjected to wear and high stresses. Different materials and components may react to wear or stress fatigue in different ways. If the design life of a component has been exceeded, it may suddenly fail, possibly causing injuries to the rider. Any form of crack, scratches or change of coloring in highly stressed areas indicate that the life of the component has been reached and it should be replaced.

Equipment sound

The A-weighted emission sound pressure level at the driver ears is less than 70 dB(A).

! WARNING: If an error code displays on your eBike handlebar display, please cease using the eBike immediately and contact Support.

Please reach out to our Support team via our website and provide the applicable error code so we are able to best assist you.

Tampering

Do not tamper with your bicycle. Tampering is removing or replacing any original equipment or modifying your bicycle in any way that may change its design and / or operation. Such changes may seriously impair the handling, stability and other aspects of the bicycle, making it unsafe to ride. Tampering can void the warranty and render your bike not in compliance with the applicable laws and regulations. To ensure safety, quality and reliability, use only original parts or authorized replacements for repair and maintenance.

If a Mercedes eBike is tampered with in any way, both the eBike and components warranty will be voided. The Mercedes eBike must not be ridden and must be returned (at full expense to the customer) to an authorized service location for assessment and repair.

Mercedes eBikes are factory programmed to meet the pedal assist speed limits for the sales destination.

If the bike is modified or tampered to increase maximum speed (or other purpose), it:

- is against the law.
- can damage the motor, drivetrain, and electrical components beyond repair.
- voids all warranty on the eBike as correct functionality cannot be guaranteed.

6/ Warranty

The Consumer may have rights in relation to Goods under the relevant consumer. Nothing in these terms and conditions excludes or restricts any of the Consumer's statutory rights. Where the Goods are not purchased for personal, domestic or household use, we way limit the Consumer's remedies to replacing or repairing the Goods or reimbursing the Consumer for the cost of repairing or replacing the Goods.

1. The warranty offered by us applies in the event of a structural defect in the workmanship or materials at the time of receiving the delivered Goods, the Consumer shall be entitled to request from us to repair the defect or to supply replacement Goods (as ordered) which is free from those defects. This warranty is limited to defective workmanship, materials or Goods and excludes normal wear and tear.
2. In addition to the statutory warranty and guarantees, we voluntarily grant an extended warranty of two years.
3. Without any limitation of the statutory warranty rights of the Consumer, our voluntary warranty is subject to the following additional conditions:
    a. The warranty does not cover damages caused by inappropriate or unspecified use for the particular Goods as described on our website, including:

i. Neglect of Goods (lack of care and maintenance);

ii. Failure to properly install or assemble the Goods or use a properly qualified technician for repairs or maintenance;

iii. Use of any of the battery or electrical systems in a manner which is not expressly specified;

iv. Modifications to the Goods which are not expressly specified;

v. Mounting and alteration of additional components that were not expressly approved by us or replacement of our original components with non-identical components;

vi. Crash;

vii. Jumps; or

viii. Excessive loads of any other kind.

4. We may refuse to remedy defective Goods in the manner requested by the Consumer if such remedy would result in unreasonable costs.
5. We reserve the right to repair Goods or replace them with a new model. In the event that it is necessary to change the model, we will endeavour to replace them in the original colour subject to availability. Should the original colour no longer be available, it may be that there are deviations from the original colour.
6. Guarantee rights are limited to the aforementioned and any additional incurred costs (such as assembly, transport, duties, and taxes etc.) and additional costs for assembly or material due to a model-change are not covered. Within the framework of our voluntary guarantee, the Consumer shall bear these costs.
7. Our guarantee is valid only for the original Consumer who purchased the Goods.

For any questions on our Warranty, please reach out to our Support team via our website.



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