



# **Congratulations** on your Gazelle!

Congratulations on your Gazelle with the innovative Panasonic system. This innovative electric drive system provides you with assistance while you cycle. This will make your day-to-day rides a great deal more enjoyable, even with strong headwinds. You can choose how much of a boost you would like.

This manual will help you discover all the advantageous features of your bike and how to use the bike correctly.

We strongly advise you to read through this manual attentively. This manual constitutes a supplement to the general user manual and to the quick start guide included with your Gazelle e-bike.

You can download the general user manual from the **www.gazellebikes.co.uk/service-and-warranty/manuals/** website.

# Manual layout

In the **"Quick start"** included with your bike, you will find brief instructions if you want to get going at once. Even if you want to start cycling at once, you need to read this Quick start section through in any event for your own safety. The chapters in this manual describe the major components of the bike in comprehensive detail.

You will find technical data for your bike in **chapter 11 "Technical specifications"**. This user manual only covers specific information about your Gazelle with the Panasonic system.

In the user manual you will find the following symbols that draw attention to hazards or important information.



**Warning** about potential injury, increased fall or other injury risk.



**Reference** to potential damage to property or the environment.

Important supplementary information or special information about the use of the bike.

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EC Declaration of Conformity 2018 CE 32

# 1. Safety

### 1.1 General

You have a choice of a model with a rotation sensor or a torque sensor. The rotation sensor will always assist you when you pedal, regardless of the force you apply. The torque sensor ensures a highly natural cycling experience by measuring pedal force.

In the system with a rotation sensor the strength of the assistance varies according to the level of assistance selected. In the system with a torque sensor the strength of the assistance varies according to the level of assistance selected and the force you apply to the pedals.

You will have assistance only if your speed does not exceed 25 km/h. Assistance will stop if your speed rises above 25 km/h.

The walk assist function provides assistance when wheeling the bike at speeds up to 6 km/h.

You can use your e-bike as an unassisted bike in the following cases:

- If the e-bike is switched off
- If the assistance level is set to [NO ASSIST]
- If the battery is flat

Use the gears as you would on a conventional bike.

Selecting the appropriate gear enables you to attain higher speeds and travel greater distances with the same pedal force.

### 1.2 Legal requirements

Like all cycles, the bike must comply with the requirements of the national highway code. The legal requirements set out below are applicable to the bike:

- The motor may only be used to assist pedalling, i.e. it must only "help" when the bike user applies effort to the pedals him or herself. The walk assist function is an exception to this is, it helps you when wheeling the bike.
- The average motor power must not exceed 250 W. As speed increases motor power must continue to drop progressively.
- The motor will stop at (approximately) 25 km/h.

See also EC Declaration of conformity on page 32.

#### 1.2.1 Significance for the user

There is no obligation to wear a helmet. However, for your own safety we advise you not to cycle without a helmet.

A special driving licence is not required for an e-bike. Insurance is not obligatory for an e-bike.

There is no age restriction on using an e-bike.

Cycling on cycle tracks is regulated in the same way as for conventional bikes.

These regulations apply to your bike when using it within the European Union. Other provisions may apply in countries outside the EU and in isolated cases in Europe as well. Before using your bike abroad be sure to make enquiries about which laws apply.

#### 1.2.2 Safety and warranty

Read the Gazelle Safety and Warranty manual for all safety instructions and warranty conditions. You will be supplied with this manual included as standard with your bike and you can also access it digitally on our website (www.gazellebikes.co.uk/ service-and-warranty/manuals/).

#### 1.2.3 Waste disposal

For EU countries only: Under European Directive 2012/19/EU electrical equipment which is no longer usable and under European Directive 2006/66/EC defective or spent accumulators and batteries must be collected separately and recycled in an environmentally sound manner.

Hand in batteries and displays which are no longer usable to your Gazelle specialist.

### 1.3 Maintenance and repair

When carrying out settings, as well as maintenance or cleaning jobs, be aware that cables must not be pinched and/ or kinked nor must they be damaged by sharp edges. Have all fitting and setting jobs carried out by your Gazelle specialist.

Observe operating and storage temperatures for e-bike components, see also **chapter 11 "Technical specifications"**. Protect the motor, display and battery against extreme temperatures (e.g. intense sunlight without adequate ventilation). These components (especially the battery) can be damaged by extreme temperatures.

### 1.4 Transporting the bike

#### 1.4.1 Transporting the bike by car

If you intend to transport your bike using a cycle carrier, you will also need to ensure that the carrier is suitable for the added weight of the bike as well. You need to remove the battery when transporting an e-bike on a cycle carrier. Make sure that the bicycle does not obscure the car's compulsory lights.

#### 1.4.2 Transporting the bike by train

You can take your bike in trains displaying a bike sign. If you have any questions you can contact the transporter.

#### 1.4.3 Transporting the bike by air

Your bike will generally be subject to the cycle provisions of the airline concerned. Batteries are covered by the law on hazardous goods transport. There are specific packaging and marking requirements to be observed for transport by commercial users or transport by third parties (e.g. air freight or a haulage company). Contact the transportation company concerned for advice on this aspect.

# 2. Bike configuration



# 3. Battery

Your battery is a lithium-ion battery, the most practical form of battery for e-bikes. One of the main advantages of this type of battery is its low weight for high capacity.

The following summary lists the various components of your battery, with associated itemisation and designations.

Maximum weight on the carrier is 25 ka.



Battery

A1 Battery holder A2 Battery A3 Battery lock A4 On/off button A5 Charge indicator A6 Charging connection protector A7 Charging connection for charging plug



Before carrying out maintenance on an e-bike, you need to switch it off and remove the battery from the bike.

Switching the system on or off accidentally could cause injuries.

Avoid touching the battery with paper clips, coins, keys, nails, screws or any other small metal objects which could cause the contacts to short out. A short circuit between the battery contacts may cause the metal object or the battery to heat up, explode, catch fire or overheat.

Protect the battery against heat (e.g. against sustained exposure to strong sunlight as well), fire and immersion in liquids. This may result in fire, explosions and generate smoke.

Do not immerse the battery in liquids. This will damage the battery safety circuit and may cause fire, explosions as well as generating heat and smoke.

Do not use the battery if it is damaged. If you use a battery with a damaged housing, fluid may leak out of it. Avoid contact with it. Battery fluid which has leaked out may cause skin irritation and burns

Keep the battery out children's reach. Always hold the battery with both hands.

#### Use the battery exclusively for this type of bike. Using it in other bikes risks a short circuit, fire or explosion.

The battery is fitted with a safety mechanism. Do not open the battery. Damage to the safety mechanism may cause fire, explosions as well as generating heat and smoke. Opening the battery renders any warranty claim null and void

Do not expose the battery to mechanical impact. This risks damaging the battery.

Do not use any battery other than the original lithium-ion battery supplied with your

e-bike or a lithium-ion battery of the same type. If you use a different battery it can have an adverse effect on the performance of your e-bike or cause a fault in the motor or display.

Using a spurious battery could activate the safety circuit, which would render charging as well as discharging impossible.

The bike operates at low voltage (36 V). You must never attempt to use the bike with a power source other than the original battery that goes with it. You will find descriptions of permissible batteries in **chapter 11 - "Technical specifications"**.

Using the electrical system will discharge the battery. Even if the bike is not being used, the battery will discharge slowly. Check battery charge status before setting off.

Charge the battery as soon as possible after your ride in order to preclude self-discharge. Do not leave the battery lying for more than a week for example.

Charge the battery preferably at temperatures between 10  $^\circ\mathrm{C}$  and 30  $^\circ\mathrm{C}.$ 

When not using the battery for an extended period we recommend charging the battery to around 50% (three blocks). You can then keep in a cupboard for example. It is important, however, that the battery be kept at room temperature. After that you will need to charge the battery for about an hour once a month during this period.

Store the battery in a warm, dry and adequately ventilated room.

### 3.1 Removing the battery

To remove carrier battery **A2**, switch it off and unlock it with the key.



Unlocking the battery

Pull the battery out of holder A1.



Removing the battery



Use both hands to support the battery while removing it.

### 3.2 Fitting the battery

1. To fit battery **A2**, push it with the contacts facing forward into holder **A1** in the luggage carrier until the battery clicks into place.



Fitting the battery

2. Check the battery is secure.



### 3.3 Charging the battery

You can charge the battery on as well as off the bike.

Read through the safety instructions for the charger attentively before starting the charging process.

# Place the battery on a clean and dry surface only.

Charging can take place only if the temperature of the battery is within the permissible charging temperature range.

On acquiring a new battery we recommend running it completely flat and then fully charging it again three times. Once this has been done it cannot do any harm to charge your battery when its remaining charge is 40% for instance, since the battery actually switches itself off automatically. Thereafter we recommend fully discharging the battery again once every three months.

BATTERY CHARGING TIME				
	Battery capacity	Percenta- ge charge	Charge time	
BRONZE	6,6 Ah	100%	3,5 uur	
SILVER	8,8 Ah	100%	4,5 uur	
GOLD	11 Ah	100%	5,5 uur	
PLATINUM	13,5 Ah	100%	7 uur	

# 3.4 Charging the battery on the bike

Switch off the battery. Remove protector **A6** from charging connection **A7**.



Opening the charging connection protector

Clean the battery charging connection and contacts and insert charging plug **B3** into the charging connection.



Charging the battery on the bike

Check whether battery charge level indicator light **A5** on the battery and charging LED **B4** on the charger are lit.



Checking charging

Each LED in the battery charge level indicator that is lit represents around 20% of battery capacity.

Once charging is complete, the battery charge level indicator light and the charging LED on the charger will go out.

Pull the charger plug out of the mains socket after charging to save power.

# 3.5 Charging the battery off the bike

Switch the battery off and remove it from the carrier on the e-bike, see section 3.1 "Removing the battery".

Insert charging plug **B3** on the charger into connection **A7** on the battery.



Charging the battery off the bike

Ensure the charging connection protector is fitted securely before you use the battery.

You can recharge the battery after every trip. This means you will always be ready to go.

Once charging is complete, disconnect the battery from the charger within 24 hours. Disconnect the battery as soon as possible once it is fully charged rather than leaving it for hours on the charger. Charging will take longer if the battery temperature is very low or very high.

If the remaining charge is over 95% of battery capacity, charging will not start in order to avoid shortening battery life.

If the battery will not be charged if it is outside the charging temperature range. Should this be the case, the charging LED will flash green and the battery charge level indicator light will turn off. If you press the battery charge level button, the top and bottom lights will flash.

Leave the battery in a cool place. Charging will resume once battery temperature is within the charging temperature range.

The charger must be placed on a dry, non-flammable base to ensure the charging process takes place safely.

### 3.6 Checking charge level

Before using the battery for the first time after purchase, you will need to check whether it is fully charged.

Press on/off button **A4** check whether the five LEDs on charging indicator **A5** light up. If only one LED comes on, charge the battery using the charger, see **section 3.3 "Charging the battery**".



Checking charge level

Each battery charge level light represents approximately 20% of the energy remaining in the battery.

BATTERY INDICATOR		
•••••	5 LEDs lit	81 - 100%
•••••	4 LEDs lit	61 – 80%
00000	3 LEDs lit	41 - 60%
00000	2 LEDs lit	21 - 40%
00000	1 LED lit	11 – 20%
00000	1 LED flashing*	1 – 10%
* If there is no energy remaining, one battery charge level light will flash rapidly		

3.7 Warranty and service life

Normal ageing as well as wear and tear of the battery do not constitute a material deficiency. You can find information about battery warranty in the safety and warranty booklet included with your bike. The age of the battery.

A battery ages while in storage.

Your lithium-ion battery loses approximately 4 - 5% of its initial capacity a year due to ageing and charging processes. This means that even if you do not use your battery, it will still lose capacity.

Take care to ensure that the battery does not get too hot. A fully charged battery ages even more rapidly at high temperatures than a partially charged one.

Used batteries shall be collected free of charge at the store. Users are required by law to return used batteries to appropriate collection points.

	DESCRIPTION	REMEDY
Flashing while [E]	Charging fault The battery printed circuit board (PCB) is showing a fault.	The PCB needs to be replaced. Take the e-bike to your Gazelle specialist.
	Charging fault Power supply fault Cell fault Possible causes for these faults include a battery PCB fault, a cell fault or a motor or charger fault.	Take the e-bike to your Gazelle specialist.
d Research	Faulty printed circuit board Temperature fault The battery is hot or the PCB is showing a fault.	If the lights continue to flash after having waited a while, then components need to be replaced. Take the e-bike to your Gazelle specialist.
Harris Harris	Cell fault Verification error Possible causes for this are a battery cell fault, a verification error, or the battery has overheated while charging.	Check contacts for dirt. If the lights keep on flashing after you have removed any dirt from the contacts and have left the battery to rest for a while, you will need to take your e-bike to your Gazelle specialist.

### 3.8 Fault causes and remedies

# 4. Centre display and side display

A Gazelle featuring the Panasonic system is fitted with an LCD side display (positioned on the left-hand side of the handlebar) or an LCD centre display (positioned in the middle of the handlebar).

The LCD centre display consists of a display and control unit.

The LCD centre display and the LCD side display are powered by the battery if a sufficiently charged battery is fitted on the e-bike and the system is switched on.

### 4.1 LCD centre display

The settings and functions available with the LCD centre display are explained in **section 4.3 "Settings and functions"**.



LCD centre display

- 5. Battery charge level display
- 6. USB connection marking
- 7. Assist power indicator
- 8. Assistance indication
- 9. Time indication
- 10. Lighting on/off indication
- 11. Speed indication
- 12. Mode indication
- 13. Mode function



LCD centre display detail

14. On/off button
 15. Micro USB port
 16. Rubber sealing flap

On page 16 you will find an extra table with an explanation of the buttons.

#### 4.1.1 Fitting LCD centre display

 To fit the LCD centre display on its holder, you need to align ▼ on the LCD centre display with ▲ on the holder.
 Slide the LCD centre display next in the direction of the arrows shown until ▼ on the LCD centre display is aligned with ● on the holder.





Fitting LCD centre display

2. Press on/off button **14** on the LCD centre display.

If the holder or LCD centre display contact face is wet or dirty, wipe the contact faces clean with a soft dry cloth before fitting the LCD centre display.

#### 4.1.2 Securing LCD centre display

If you want to ensure that the LCD centre display cannot be removed, you can secure it to the holder as follows:

- Attach the LCD centre display to the holder, see section 4.1.1 "Fitting LCD centre display".
- Lock the LCD centre display by driving the bolt (M4 x 10) into the screw aperture in the holder.



Locking LCD centre display

17. Reset button

- 18. Button cell battery compartment
- 19. Screw hole

#### 4.1.3 Removing LCD centre display

Switch off the electric system and remover the LCD centre display from its holder.



system will switch off automatically after 3 seconds in order to prevent any damage.

Do not remove the LCD centre display while riding the bike.



Removing LCD centre display

- Press on/off button 14 on the LCD centre display to switch off the electric system. If the LCD centre display is secured to the holder with the bolt you will need to remove the bolt first, see section 4.1.2 "Securing LCD centre display".
- Press the locking tab on the holder down and slide the LCD centre display in the direction indicated by the arrows.

When reattaching the LCD centre display which has been removed to the holder, check it to ensure it is working correctly.

4.1.4 LCD centre display button cell battery

The LCD centre display is fitted with a button cell battery (3 V) for the time indication memory power supply. The unit is supplied with a plastic insulator fitted in the battery compartment to prevent the button cell battery from discharging. Remove the plastic insulator before first use.



Opening the button cell battery compartment

- Unscrew the cover of the button cell battery compartment on the back of the LCD centre display anticlockwise using a coin or something similar.
- 2. Take the button cell battery out and remove the plastic insulator.
- Replace the button cell battery and screw the cover back on clockwise to close the battery compartment.
- 4. Set the time (see section 4.3.2 "Showing and changing basic settings").

If the time display flashes "0:00", it means that the button cell battery has reached the end of its service life. Only the clock functions will be interrupted at this point.

Replace spent button cell batteries immediately with new ones to prevent faults.

Failure to close the battery compartment cover properly may allow moisture into the display, which could give rise to faults.

#### 4.1.5 LCD centre display control unit

The LCD centre display control unit features four functions.



Centre display control unit

- 1. Increase/decrease assistance
- 2. Lighting on/off button
- 3. Mode button
- 4. Walk assist button

At each press of the increase/decrease value buttons  $\blacktriangle/\checkmark$  the strength of motor assistance changes by one level. If you press the increase value  $\blacktriangle$  button, the strength of the assistance increases by one level, from no assistance to the highest level: **HIGH**.

If you press the decrease value button, the strength of the assistance will be weaker at each press of the button, from **HIGH** down to the level with no assistance.

The walk assist function is explained in **section 4.3.7 "Walk assist button"**.

# Night mode button is explained in **section 4.3.8 "Night mode button"**.

The mode button is explained in the sections that follow.

### 4.2 LCD side display

On the model featuring an LCD side display the control unit buttons are incorporated in the display.

Consequently, unlike the centre display, the side display does not have a control unit. The settings and functions available with the LCD side display are explained in **section 4.3 "Settings and functions"**.



1. Increase/decrease assistance	You can select [HIGH], [STANDARD], [ECO] or [NO ASSIST] as the assistance level $% \mathcal{A} = \mathcal{A} = \mathcal{A} = \mathcal{A} = \mathcal{A} = \mathcal{A}$
2. Lighting on/off button	This activates the front and rear lights and the background lighting for the LCD display
3. Mode button	This changes the mode indication
4. Walk assist button (wheeling aid)	Walk assist (up to 6 km/h)
5. Battery charge level indicator	Shows the remaining battery charge
6. USB connection marking	This is shown if an external device is connected to the display
7. Assist power indicator	The graph indicates the level at which you are being assisted
8. Assistance indication	Indication of the current assistance level and value of the mode functions
10. Lighting on/off indication	Lights up when you press night mode
11. Speed indication	Current speed
12. Mode indication	Shows the distance travelled, total distance covered, maximum speed, etc.
13. Mode function	Shows the current mode function
14. On/off button	Switches electric system on and off
15. Micro USB port	To connect and charge an external device
16. Rubber sealing flap	Seals and protects the micro USB port
17. Reset button	This enables you to set the total distance travelled to "0"

### 4.3 Settings and functions

#### 4.3.1 Switching system on and off

Press on/off button **14** on the display or on the LCD centre display control unit to switch on assistance or to show the various indications. The battery charge level lights, etc. light up. Assistance will be enabled as soon as you start pedalling.

The LCD centre display cannot be switched on unless it is fitted in the holder. However the time is still displayed whenever the display is disconnected.



Switching system on and off

To switch the system off, if the system is switched on, press on/off button **14** on the display or on the control unit.

The system will switch off automatically to save energy if your bike has not been used for ten minutes.

The electric system cannot be switched on if the battery is being charged while fitted to the e-bike.

Do not put your feet on the e-bike pedals before pressing the on/off button.

Take care to ensure that you don't press any other buttons when pressing the on/off button, this could cause an error message to be shown.

Do not press the on/off button while riding the bike. If you do not require any assistance, press the assistance selection buttons to select **[NO ASSIST]**. The e-bike assistance is inoperative in the following cases:

- If you stop pedalling.
- Once a speed of 25 km/h has been reached (assistance will kick in again when you start pedalling at a speed of 25 km/h or lower).

# 4.3.2 Showing and changing basic settings

You can change and set the following items on the display:

[LANGUAGE]	This changes the display lan- guage. You have a choice of English, German, Dutch, French, Italian, Spanish, Finnish, Swed- ish, Norwegian and Danish
[CONTRAST]	This changes contrast on the display
[BRIGHTNESS]	This changes the brightness of the background lighting on the display. You can use it to set a separate level of brightness for when the night mode indication is switched on or off
[UNIT]	This enables you to have speed and distance shown in miles or kilometres
[WHEEL]	This sets the circumference of the tyres currently fitted to the bike
[ODO INPUT]	This changes the odometer (total distance travelled) read-out
[CLOCK]	This sets the current time

To change the basic settings, press and hold mode button **3** and decrease value button **1** (▼) on the control unit until [LANGUAGE] appears in Text indication field **8** on the display.

Press increase/decrease value buttons 1 ▲/▼ until the basic setting you want to change is shown. Now press mode button 3 to enable the basic setting to be changed. You then make the changes using increase/ decrease value buttons ▲/▼. Once you have set the correct value, press mode button **3** again to confirm it.

Now press night mode button **2** to save the new setting.

#### 4.3.3 Resetting values

The **[TRIP]**, **[AVG]** and **[MAX]** values can be reset at the same time. Do this by pressing mode button **3** to show one of the values and keep pressing mode button **3** until "0" appears.





Resetting values

#### 4.3.4 Speed and indication functions





Speed and indication functions

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The current speed read-out is in the Speed indication field **11** 

The distance and remaining battery capacity read-outs are in Text indication 8 and Value indication 12 fields.

Press mode button **3** on the control unit or on the LCD side display to change the item.

ITEM	
[TRIP]	Shows the distance travelled.
[AVG]	Shows the average speed.
[MAX]	Shows the maximum speed up to that point.
[TOT]	Shows the total distance travelled since starting to use the bike. You can reset this value by pressing and holding the reset button on the back of the display and mode button <b>3</b> on the control unit simultaneously.
RANGE	Shows the approximate distance you can still travel with your e-bike with the remaining battery charge.
Remaining battery charge	Shows the remaining battery charge as a percentage.

#### 4.3.5 Battery charge status read-out

The current state of charge of the battery can be read off the display in the Battery charge level display field 5.

You can also check the e-bike's battery charge on the battery LEDs.

DISPLAY READ-OUT (LCD)	BATTERY CAPACITY
	80% to 100%
	60% to 80%
	40% to 60%
	20% to 40%
	10% to 20%
	1% to 10%

Motor assistance will be switched off if the battery charge status drops below 5%. The remaining charge will be used for the display and lighting, sufficient for a further 2 hours of use approximately.

#### 4.3.6 Changing assistance

Press selection buttons  $\blacktriangle/\nabla$  until the desired assistance level is shown. The display indicates the strength of the assistance you are currently getting from the motor.

You can change the assistance level at any time, even on the move.

INDICATION	ASSISTANCE
HIGH	You have powerful assistance while pedalling and you can cycle com- fortably, even up hills or carrying heavy loads.
STANDARD	Steady assistance with long range.
ECO	Assistance is less intensive and you can travel further on a single charge.
NO ASSIST	You have no assistance while cycling.

#### 4.3.7 Walk assist button (wheeling aid)

With walk assist button **4** (wheeling aid) the bike moves forward slowly while you walk next to it, for instance when you are manoeuvring in a tight space or pushing your bike out of a parking facility. To activate the walk assist function you need to press and hold walk assist button 4

Do not press walk assist button 4 if the e-bike wheels are off the ground. This could cause injury.

#### 4.3.8 Switching lighting on/off

Lighting button 2 switches the front and rear lights on simultaneously. They are powered by the battery. Lighting mode 10 shows on the display when the lights are switched on.



Switching lighting on and off

- Press on/off button 14. The e-bike will be switched on and the background lighting in the display lights up in normal mode.
- Press lighting button 2. Lighting mode 10 shows on the display and the background lighting switches to night mode. Press the lighting button again to switch back to normal mode.

The lighting button can also be used to change the brightness of the background lighting in the display. You can set background lighting separately for normal mode and night mode.

If you press the lighting button while the e-bike is switched off, this will activate the display and select the night mode brightness setting and all functions on the display apart from walk assist will be active. The system needs to be switched on using the on/off button in order to activate the walk assist function.

Pressing the lighting button again switches off the display and display functions.

Background lighting is less bright in lighting

mode than in normal mode so the illumination will not distract you while cycling in the dark.

You can set normal mode brightness when the lighting is switched off. You can set night mode brightness when the when lighting is actually switched on.

#### 4.3.9 USB connection

You can charge external devices (e.g. a mobile phone) by connecting them to the display using a micro USB cable. Maximum charging current is 1.1 A. External devices can only be charged if the display and a charged battery are fitted on the e-bike.



LCD centre display micro USB connection



LCD side display micro USB connection

- Open rubber cap **16** on micro USB port **15** on the LCD display.
- 2. Connect a micro USB cable to the micro USB port on the LCD display.
- 3. Connect the micro USB cable to the external device.

Do not charge external devices in damp environments and while you are out riding, so as to preclude faults and hazardous situations. Do not connect a damp USB cable.

Replace the rubber cap firmly after using the micro USB port in order to keep moisture out of the display.

# 5. Charger

Your bike can be charged directly using the charging connection in the battery. The battery can remain in the bike during the charging process. You can also remove the battery from the carrier and charge it off the bike.

Take note of the mains voltage. The power supply voltage must match the data on the charger nameplate. Chargers rated at 230 V can also be used with 220 V

The following summary lists the various components of your charger, with associated itemisation and designations.





#### Charger

- 1. Charger
- 2. Mains lead plug
- 3. Charging plug
- 4. Charger safety instructions



Observe the following safety instructions to prevent overheating, electric shocks, or catching fire:

- Use the charger for the specified e-bike only.
- Connect the plug correctly.
- Do not touch the plug with wet hands.
- Do not store the charger with the mains lead wrapped round it. This could damage the mains lead or the plug.
- Do not touch the charger contacts with metal objects so as to prevent short circuits.
- Do not expose the charger to mechanical shocks
- Do not use the charger in damp locations
- Ensure the charger does not touch your skin in the same place for long periods while charging.
- Do not allow children to use the charger.

# Clean the charger plug regularly.

Do not take the charger apart.

Check the charger regularly to ensure it is not damaged. Refer to your Gazelle specialist if the charger is damaged.

Charging starts as soon as the charger is connected to the battery and to the mains. The electric system is activated during charging.

### 5.1 Fault causes and remedies

	DESCRIPTION	REMEDY
Charging LED flashing red	Charging fault	Remove dirt from contacts. If
		this does not solve the problem
	Battery or charger showing faults.	then please contact your Gazelle
		specialist.

# 6. Speed sensor

If the e-bike is fitted with a speed sensor, the current speed can be shown on display **11**.



Speed sensor and spoke magnet

S1. Speed sensor S2. Spoke magnet

Spoke magnet **S2** is attached to the spokes in the wheel. Speed sensor **S1** measures the rotational speed of the wheels and transmits signals to the display.

The gap between the speed sensor and the spoke magnet must be between 1 mm and 5 mm. If the gap is less than 1 mm or more than 5 mm or if the speed sensor is not fitted, the speed indicator will flash "000" on the display. If so, the e-bike will have no assistance.

The bike is likely to weave if it is ridden with no hands. Above 20 km/h you must have both hands on the handlebars (or one hand if you are about to turn a corner).

# 7. Motor

Do not take the motor apart or make any modifications to it. This could lead to damage or overheating with fire as the result.

If you open the motor without authorisation, this will void your warranty.

Contact your Gazelle specialist to have the motor repaired and parts on it replaced.



Use the motor for the e-bike only. Using the motor for other purposes could cause injuries.

It is possible (for instance if the hub is adjusted too tightly or the chain has seized) for the crank to turn while wheeling the bike on foot. which will result on bikes with a rotation sensor in assistance being activated. This can bring about hazardous situations. It is therefore advisable to switch off assistance (NO ASSIST) when wheeling the bike on foot.

### 7.1 Motor operation

When you switch on the assistance and the bike is set in motion, it will be assisted by the motor

The amount of tractive effort generated by the motor is dependent on three factors:

 The amount of effort you apply to the pedals (with pedal force sensor) On a model with the pedal force sensor the assistance will increase proportionately when you pedal harder yourself. The force sensor records this and supplies more power.

The motor adapts to the power you put in and the assistance level selected.

Which assistance you have selected At the highest assistance level, **HIGH**, the motor will assist you the most, but it will also consume the most energy. If you opt for the STANDARD level, the motor will deliver slightly less power. If you select ECO, you will have the least assistance, but it will give you the greatest range.

#### How fast you are riding

Whenever you are cycling and put on a burst of speed, the assistance will increase until it reaches its maximum just before the highest assisted speed. Assistance is then reduced automatically and cuts out at around 25 km/h (±10%) in any gear. Depending on the assistance level chosen, the transition between cycling with assistance and without will occur more or less abruptly.

# 8. Range

Under ideal conditions the range can extend up to 150 km with a 13.5 Ah battery.

During the winter battery range is reduced on account of the lower temperatures. Fit the battery (from a warm room) in the bike just before setting off. In this way you avoid you range being reduced due to the lower temperatures.

The distance you can cycle with a fully charged battery with motor assistance is nevertheless dictated by multiple factors:

#### Assistance selected

As a general rule: The higher the level of assistance, the shorter the range. The less power you draw from the electric drive, the longer the range.

#### Riding style

If you cycle in a high gear and set assistance to a high level, the motor will assist you with a great deal of power. This will bring about increased consumption, which means you will have to charge the battery sooner. An e-bike will consume more energy on short trips which may reduce the overall range as well.

#### Ambient temperature

The range on a charged battery is shorter when it is colder. For the greatest possible range the battery needs to be kept in a heated room such that it can be put in the bike at room temperature. Due to its discharging in use, the battery heats itself sufficiently such that it does not lose too much performance in cold outdoor temperatures.

• Mechanical condition of your bike Ensure your tyres are at the correct pressure. Rolling resistance will increase if your tyres are too soft. If the brakes are rubbing this will also reduce range. Please contact your Gazelle specialist for further information about maintenance and the mechanical condition of your bike.

#### Battery capacity

The current charge in the battery will affect range, see **section 3.6 "Checking charge level"**. The greater the capacity, the greater the range.

#### Topography

Whenever you ride uphill, you will need to apply greater force to the pedals. The model with a pedal force sensor senses this and increases the assistance delivered by the system. However, this does operate at the expense of range.

#### Panasonic

RANGE AT 15-20 KM PER HOUR				
	BRONZE	SILVER	GOLD	
Watt-hour rating	238 Wh	317 Wh	396 Wh	486 Wh
Capacity	6,6 Ah	8,8 Ah	11 Ah	13,5 Ah
Eco* range	35-65 km / 22-41 mi	60-80 km / 37-50 mi	70-110 km / 44-69 mi	80-120 km / 50-76 mi
Power* range	25-45 km / 16-28 mi	45-60 km / 28-44 mi	50-80 km / 31-50 mi	60-95 km / 37-60 mi
High* range	20-35 km / 13-22 mi	35-50 km / 22-31 mi	45-65 km / 28-40 mi	45-70 km / 28-44 mi

#### Panasonic

RANGE AT 20-24 KM PER HOUR				
	BRONZE		GOLD	
Watt-hour rating	238 Wh	317 Wh	396 Wh	486 Wh
Capacity	6,6 Ah	8,8 Ah	11 Ah	13,5 Ah
Eco* range	40-60 km / 25-38 mi	55-80 km / 35-50 mi	70-105 km / 44-66 mi	75-115 km / 47-73 mi
Power* range	25-45 km / 16-28 mi	40-55 km / 25-34 mi	50-75 km / 31-47 mi	60-90 km / 37-57 mi
High* range	20-35 km / 13-22 mi	30-45 km / 19-28 mi	40-60 km / 25-37 mi	50-70 km / 31-44 mi

#### Panasonic

RANGE AT 25 KM PER HOUR				
	BRONZE		GOLD	
Watt-hour rating	238 Wh	317 Wh	396 Wh	486 Wh
Capacity	6,6 Ah	8,8 Ah	11 Ah	13,5 Ah
Eco* range	35-55 km / 22-35 mi	50-80 km / 31-50 mi	65-100 km / 40-62 mi	70-110 km / 44-69 mi
Power* range	25-35 km / 16-22 mi	35-50 km / 22-31 mi	45-70 km / 28-44 mi	55-85 km / 34-53 mi
High* range	20-30 km / 13-19 mi	30-40 km / 19-25 mi	40-60 km / 25-37 mi	45-65 km / 28-40 mi

For more information go to www.gazellebikes.co.uk/e-bikes/battery-and-range/

\*) Range will depend in part on the following factors: gear selected, tyre pressure, weight of rider, bike speed, terrain, headwind, age of battery and assistance setting.

# 9. Diagnosing and remedying faults

The components in your electric system are checked constantly and automatically. If a fault is detected, the corresponding fault code will appear on the display. Press any button on the display or control unit to restore the standard display read-out. If necessary the motor drive will shut down automatically. If so you can carry on riding but the walk assist function will no longer be activated.

If a fault message is shown you can resolve it by carrying out the remedy listed in the table below.

LCD CENTRE DISPLAY	LCD SIDE DISPLAY	DESCRIPTION	REMEDY
E1	E1	Rotation sensor fault Did you press the on/off button while pedalling?	Press the on/off button without pedalling to switch the unit on. If this does not solve the problem, take the e-bike to your Gazelle specialist.
E3	E3	Battery verification error The battery is not recog- nised as an original battery (supplied at purchase).	Fit the original battery (supplied at purchase).
E5 Background lighting flashing.	E5 Background lighting flashing.	Switching verification error Unable to detect console.	Check cable connections between the console and the motor unit. Check whether the holder or display contacts are dirty.
		Switching verification error Unable to detect the con- sole supplied at the time of purchase.	Fit the console supplied at the time of purchase. If this does not solve the problem, take the e-bike to your Gazelle specialist.
E6	E6	Pedal force sensor fault	Switch the system on again. If this does not solve the prob- lem, take the e-bike to your Gazelle specialist.
E7	E7	Pedal force sensor fault	Take the e-bike to your Gazelle specialist.
E8	E8	Hall IC error	Check cables between the battery holder and the motor. Take the e-bike to your Gazelle specialist.
E9	E9	Motor unit fault The motor unit is showing a fault.	Take the e-bike to your Gazelle specialist.
Ec	Ec	Speed sensor	Check cable between the battery holder and the speed sensor. Take the bike to your Gazelle specialist.
EF	EF	Motor unit update error	Take the bike to your Gazelle specialist.

LCD CENTRE DISPLAY	LCD SIDE DISPLAY	DESCRIPTION	REMEDY
	STANDER BB	Speed sensor warning The speed sensor is unable to detect the signal.	Switch the system on again. Check the speed sensor. If this does not solve the problem, take the e-bike to your Gazelle specialist.
000	STALDARD	Battery communication fault Communication with the battery is not taking place correctly.	Remove dirt from the battery contacts. If this does not solve the problem, take the e-bike to your Gazelle specialist.
		Overheating (motor) Safe mode has been acti- vated because the motor unit is overloaded.	Reduce the load as you cycle. After a short while the temper- ature will revert to normal and the assist function will resume.
TRP TRP SSTANDARD (		Overheating (battery) Safe mode has been acti- vated because the battery is overloaded.	Reduce the load as you cycle. After a short while the temper- ature will revert to normal and the assist function will resume.
	STANDARD	Bike function button (walk assist) fault The bike function button (walk assist) is pressed in or shorted.	Check the bike function button (walk assist) to ensure it is not pressed in and press the on/ off button to switch the device on again. If this does not solve the problem, take the e-bike to your Gazelle specialist.
E km/h	E km/h	Average speed fault There is insufficient data to calculate average speed.	Reset average speed. * Measured data such as distance travelled will not be updated as long as [E] is shown, even if the assist function has been activated.
		EEPROM error The console is showing an error.	Take the e-bike to your Gazelle specialist.

LCD CENTRE DISPLAY	LCD SIDE DISPLAY	DESCRIPTION	REMEDY
		Protection function acti- vated The function to protect against uninterrupted charging has been acti- vated.	Switch the unit off and on again. If no data is showing on the screen, even if you switch the unit of and on again, your USB device is not supported.
	-	Button cell battery flat The button cell battery is flat.	Replace the battery and reset the time.
		Switch Update error	Take the e-bike to your Gazelle specialist.

For specific faults involving the battery, see section 3.8 "Fault causes and remedies".

For specific faults involving the charger, see section 5.1 "Fault causes and remedies".



Have all checks and repairs carried out by your Gazelle specialist.

# 10. Maintenance

Keep the contacts on the battery as well as connections and contacts on the holder and on the LCD display free from dirt. If any components are dirty, wipe them clean with a soft, slightly moistened cloth.

Do not apply conductive grease to the battery contacts. This could cause a short circuit.

Before and after use remove any dirt or water apparent on an LCD centre display from the display or holder contacts.

Never use a steam cleaner or pressure washer to clean components (this applies to the motor too).

Go to your Gazelle specialist for maintenance on your e-bike.

### 10.1 Battery

Keep the battery clean. Clean it carefully with a soft damp cloth. The battery must not be immersed in water or cleaned by spraying with water. If the battery is not working you will need to contact your Gazelle specialist.

### 10.2 Motor

You need to clean the motor in your bike on a regular basis. The best way of removing any dirt is using a dry brush or a damp (not wet) cloth. Cleaning must not be done with running water such as a hose or a pressure washer.

If water gets into the motor it could be ruined. Accordingly, take care while cleaning

to ensure at all times that no fluid or moisture can get into the motor.

Do not clean the motor when it is warm, after a ride for instance. Wait until the motor has cooled down, otherwise it could be damaged.

Whenever the motor has been removed, for instance to clean it, under no circumstances must it be held or carried by the cables. The cables could break as a result.

If the motor is removed from the bike frame, the motor plug and the connector on the cable to the battery must be checked for possible contamination before being reconnected. If necessary, the can be cleaned with care using a dry cloth.

### 10.3 Display

You must clean the display housing using a damp (not wet) cloth only.

### 10.4 Control unit

The control unit with an LCD centre display may be cleaned if necessary using a damp cloth.

### 10.5 Charger

You must always remove the plug from the mains socket before cleaning the charger. This will avoid a short circuit and personal injury.

Take care to ensure that no water gets into the charger while cleaning.

# **11. Technical specifications**

	LCD CENTRE DISPLAY	LCD SIDE DISPLAY
Operating temperature	-10°C to 40 °C	-10°C to 40 °C
Storage temperature	-10°C to 60°C	-10°C to 60°C
Water protection rating	IPX5	IPX5
USB output	5 V DC, max. 1.1 A	5 V DC, max. 1.1 A

	CARRIER BATTERY
Nominal voltage	36 V
Nominal power	8.8 Ah / 11 Ah / 13.5 Ah
Energy	317 Wh / 396 Wh / 486 Wh
Operating temperature	-10°C to 60°C
Storage temperature	0 °C to 40°C*
Permissible temperature range	0 °C to 40 °C
Water protection rating	IPX5
Weight, approx.	3.2 kg / 3.7 kg / 4 kg

\* If you will not be using the battery for a long time, charge it fully before storing it away. Check the remaining battery charge when you use the battery again after a long time. You will need to recharge the battery if its remaining charge is insufficient. You will need to recharge the battery every three months in order to ensure battery capacity remains at its optimum. (If the battery charge level indicator does not light up even if you press the battery charge level button, it means the protection circuit is activated. Charge the battery in order to deactivate the circuit.)

MOTOR	
Power	250 W
Nominal voltage	36 V DC
Operating temperature	-10°C to 40 °C
Storage temperature	-20 °C to 50°C
Water protection rating	IPX5
Weight	2.8 kg

CHARGER	
Input	220 V AC to 240 V AC, 50 Hz / 60 Hz, 135 W
Output	42 V DC, 2.5 A
Permissible temperature range	0 °C to 40 °C
Battery type	Li-ion, 36 V 8.8 Ah 11 Ah 13.5 Ah

We wish you a great deal of pleasure using your new bike with the Panasonic drive system.

## EC Declaration of conformity 2018 CE

The manufacturer:	Koninklijke Gazelle N.V. Wilhelminaweg 8 6951 BP Dieren, Nederland +31(0)900-7070707
Hereby declares that th	ne following products:
Product description: Model description:	Impulse Orange C7 HMI, Orange C8 HMI, Arroyo C7 HM, Arroyo C7 HMI, Arroyo C7+ HMI, Arroyo C7+ HMIS
Product description: Model description:	Bosch CityZen C8 HMB, Cityzen C8+ HMB, Cityzen T10 HMB, Cityzen Speed HMB, Cityzen Speed 380 HMB, Orange C7 HMB, Orange C7 HMB Exclusive, Orange C7+ HMB, Orange C7+ HMB LTD, Orange C7+ HMB Demo, Orange C8 HMB, Orange CX HMB, Orange C330 HMB, Arroyo C7 HMB, Arroyo C7+ HMB, Arroyo C7+ HMB ZLTD, Arroyo C7+ HMB ZEG, Arroyo C7+ HMB Spezial, Arroyo C8 HMB R8H, Ultimate C8 HMB, Ultimate T9 HMB, Ultimate T10 HMB,

range C7+ HMB Demo, Orange C8 , Arroyo C7 HMB, Arroyo C7+ HMB, G, Arroyo C7+ HMB Spezial, imate T9 HMB. Ultimate T10 HMB. Chamonix T10 HMB, Deauville C8 HMB, Valencia C7 HMB, Mallorca C7 HMB, Grenoble C7 HMB, Grenoble C7+ HMB, Miss Grace C7 HMB, Miss Grace C7 HMB R7H, Miss Grace C7+ HMB R7H, Gazelle NL C7 HMB, Heavy Duty NL C7 HMB, Cadiz C7 HMB, Vento C7 HMB, Luzern C7 HMB, Ultimate CX HMB Product description: Panasonic Model description: Heavy Duty NL HFP, RP Duty NL HFP, Orange C7 HFP, Orange C7+ HFP, Orange C8 HFP Demo, Arroyo C7 HFP, Arroyo C7+ HFP, Arroyo C7 HFP R7H, Chamonix C7 HFP, Grenoble C7+ HFP, Puur\_NL C7+ HFP, Balance C7 HFP Product description: Shimano Steps Model description: Orange C7 HMS, Orange C7 HMS Demo, Orange C8 HMS, Orange C330 HMS, Arroyo C7 HMS, Arroyo C7+ HMS, Arroyo C8 HMS, Arroyo C8 HMS,

#### Year of manufacture: 2017/20178

Satisfies all the relevant requirements of the EC Declaration (2006/42/EC). The machine also satisfies all requirements of the Electromagnetic Compatibility Directive (2014/30/EU) and of the Machinery Directive (2006/42/EU).

Chamonix C7 HMS, Avenue C8 HMS

#### The following harmonised standards apply:

NEN-EN-ISO 15194: 2009 Cycles - Electrically power-assisted cycles - EPAC bicycles; ISO 4210-2: 2015: Cycles – Safety requirements for bicycles – Part 2: Requirements for city and trekking, young adult, mountain bikes and racing bicycles.

Maarten Pelgrim Innovation Manager

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