



XYZ CARGO

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Manual for XYZ CARGO BIKE & XYZ CARGO BIKE E-motor

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Introduction to the XYZ CARGO BIKE:

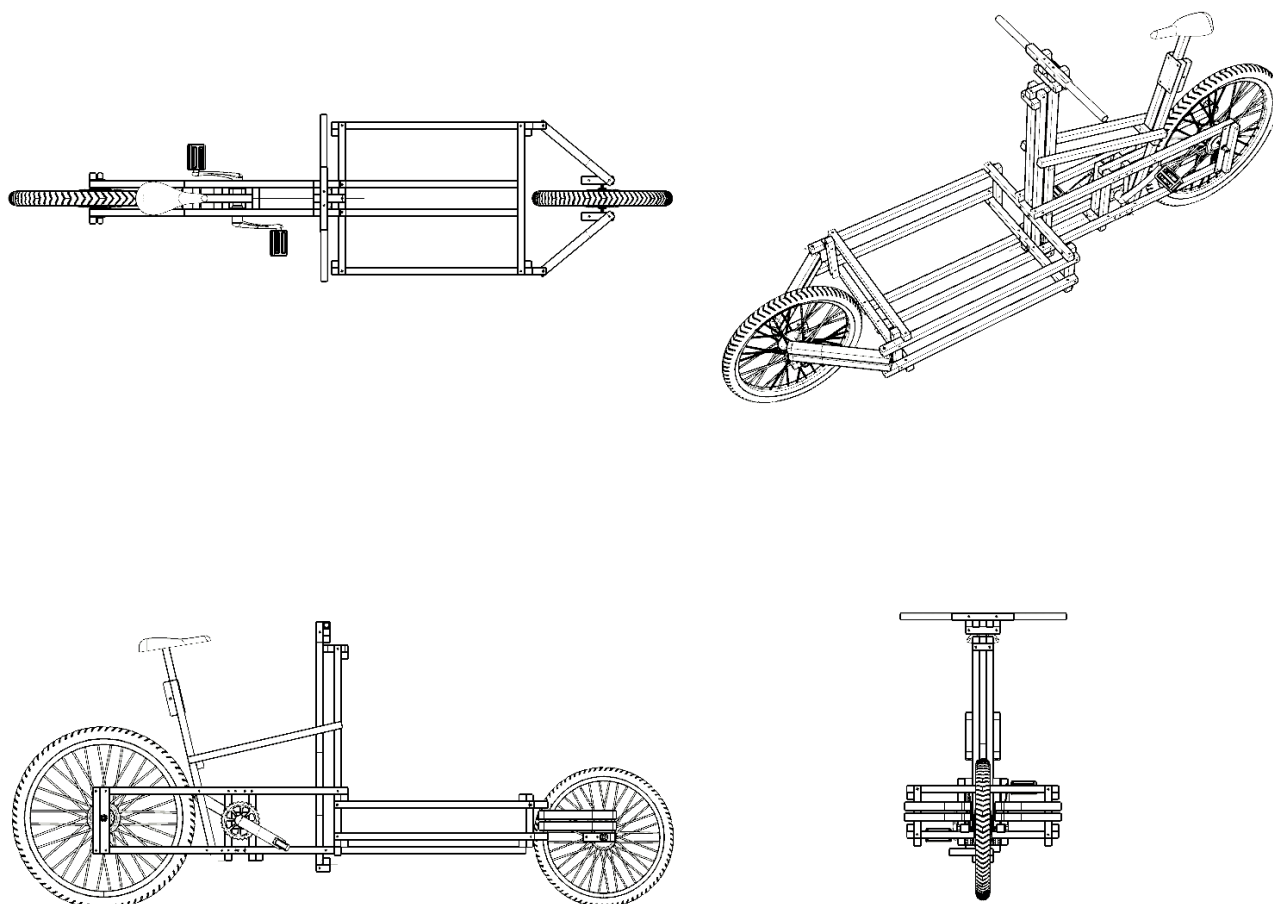
CONGRATULATIONS, with your new XYZ CARGO cycle. The XYZ CARGO models are probably the most versatile and sustainable, locally produced cycles available. By becoming an owner or user of a XYZ CARGO cycle, you have chosen to help steering Spaceship Earth towards a better future.

Thanks to the unique modular constructions of XYZ CARGOs they can satisfy most needs for cargo bikes. All XYZ CARGO cycles have been through long term tough tests under real life conditions and have proven themselves to be safe and very durable. The XYZ CARGO cycles have been developed by N55/ ion Sørvin and Till Wolfer. They are produced both in Copenhagen, Denmark and Hamburg, Germany. Your invoice will show where your XYZ CARGO was produced. The frame number/ serial number can also be found on the invoice.

Product specifications:

- **Weight:** 26kg, size: 240x55x105cm (LxWxH),
- **Box:** size 49,5x62 cm; plating: Durable transparent Polycarbonate sheets
- **Loading capacity:** 50kg plus driver weight (Driver weight max.100 kg)
- **Frame:** Aluminum frame fully anodised; stainless bolts and self-securing nuts
- **Gears:** 8 gear Shimano Nexus / Alfine internal gear hub

- **Braking system:** front: 90mm Sturmey Archer drum brakes; rear: Shimano roller brake (in basic setup) and disc brake (in E-Bike-versions and Alfine-8-gear-Upgrades)
- **Wheels:** 20" front, 26" rear; Heavy-duty quality wheels: with double-wall aluminum rim, thick stainless spokes (2,34mm) and reinforced axle (12mm)
- **Tyres:** Puncture-proof Schwalbe Marathon
- **Saddle:** height adjustable with quick release lever (Optional , not standard)
- **Optional:** Mudguards, children seat, bicycle lights Busch & Müller, rain-cover, alu cases, etc.
- **E-Bike Upgrade / Optional Electric Motor System incl. disc brake:**
Specifications: extra strong 250W/36V hub motor in the rear wheel, Li-Ion battery (long-life technology / 2 years warranty), throttle for speed control; complies to EU-regulations for electric assist motors; including rear disc brake (Please see documentation for the motorsystem attached to this document)
- **Rating:**The cycles are rated as EPACs with a maximum speed of 25 km/h and a maximum continuous rated power of 0,25 kW



Before you use your XYZ CARGO for the first time:

READ THE MANUAL CAREFULLY, before using the XYZ CARGO. Make sure to understand how to handle the bike in a safe and responsible way and ask the XYZ CARGOs producers in case of open questions. Cargo bikes react and behaves differently than normal two-wheel bikes. Take your time to practise and to become familiar with the differences- Please feel free to ask any additional questions, by writing us via email.

Before using the XYZ CARGO in public traffic:

Practice and become familiar with the systems in a place where there is a flat road and no traffic. Get use to brakes, gears and potential electrical system and learn how the bike reacts before you use the bike on a public road. Both with and without carrying extra weight. Always be sure how to make a safe and total stop with load before using the XYZ CARGO cycle on public roads. In the case of other users of the XYZ CARGO than the owner, the manual must be read by such users too. This is the responsibility of the owner of XYZ CARGO. The instructions for using the electrical system, if mounted on your XYZ CARGO, can be found later in this manual.

Before every trip on a XYZ CARGO:

- Make sure that the brakes are fully functional and well adjusted
- Check the tyres for damages and correct pressure
(See the recommended tyre pressure on the side of the tyre.)
- Check that the bike, the steering and all mechanical parts are working properly.
- Don't use the bike if you experience any abnormal sounds when riding.
- Make sure there is no loose or dysfunctional parts. Check that all bolts and nuts are securely tightened.
- Check that passengers and potential load are secured in a proper way.

SAFETY:

Intended use: The XYZ CARGO BIKE is intended for use on roads and fortified paths, not for off-road use. It is intended for transportation of passengers and cargo within the defined load range and should only be used in the original setup provided. XYZ CARGO is not liable for damages arising from use that is not recommended. Please consider the following safety instructions when using a XYZ CARGO cycle:

- Do not ride too fast or irresponsibly. The cycle is not a toy or a racing bike.
- Always respect local traffic rules.
- Always keep the vehicle under control. Stop the vehicle when experiencing something unusual.
- Be extra careful in turns. Do not exceed 8 km per hour when turning.
- Drive extra careful, when the road is slippery, uneven or in other ways not optimal.
- Always keep both hands on the handlebar and be ready to break.
- Never stand up on the pedals.
- Never overload the vehicle.
- Never block your view or the steering with cargo.
- Get used to the braking action at slow speeds. Sudden or excessive application of the front brakes could throw you over the handlebars.
- Activate the parking brake, if present and put the bike stands down when not using the cycle, especially with children in your bike.
- Children riding in the cargo box / child seat need to be at least 12 months of age and be able to sit in an upright position.
- Passengers & children must wear seat belts. Adjust the seat belt to size and strap the children securely with it. If available: Activate the child lock on the buckle.
- Never leave your child unattended in or with the vehicle and keep it in view while driving.
- Do not allow any part of a child's/passenger's body, clothing or items to touch the wheels, the steering or any moving parts.
- All users and passengers must wear a CE approved bicycle helmets
- Use lights that comply with local legislation.
- E-bike versions: Understand that fellow road users can have difficulties estimating the speed of E-bikes and might be surprised by it.
- Only use and attach authorised XYZ CARGO accessories
- Do not make any modifications or customise your XYZ CARGO BIKE in any way without getting it approved by XYZ CARGO
- Do not use the XYZ CARGO when there are loose or dysfunctional parts or when it was damaged in an accident.
- It is the owner's sole responsibility that the bike complies to local rules, is working properly and is safe for you and others.
- Cargo bikes are exposed to high stress and all mechanical components wear out over time. Different materials and components respond in various ways to wear or fatigue. If the life of a component is exceeded, it may fail without warning and injure the driver or passengers. Any surface or color changes, cracks or scratches, especially in areas under stress, are an indication that the lifetime of the part is over and that it needs to be replaced.

- Make sure every user is familiar with the user manual of the XYZ CARGO

Operating the XYZ CARGO:

The XYZ CARGO BIKE is a so-called Long John construction. Due to the long wheelbase, it has different driving characteristics compared to a conventional two-wheeler. It requires more ground speed to stay on track and has a larger turning radius. Tips for inexperienced riders: push the XYZ CARGO BIKE until it is in a straight line and straighten the handlebars. Before driving off for the first time, switch to 5th gear (a high gear makes the first attempts at driving easier). Sit on the saddle and fixate eyes on a point on the horizon - then simply and above all quickly and with full power set off towards it. Do not look at the front wheel or compulsively try to keep it straight. Keeping the BIKE straight requires more basic speed than a normal bike. The most common mistake beginners make when riding a Long John is that they start off too slowly or corner too slowly, which makes it harder to keep the bike straight.

- **Parking Brake:** (if available on the XYZ CARGO BIKE). When the brake lever is pulled all the way towards the handle bar, the button on top can be pressed down and the brake is in parking position. When the brake is pulled and released, the parking brake will be released.
- **Saddle Height:** You can adjust the saddle to the optimal height by following these simple steps: Sit on the saddle, put your feet on the paddle and move the paddle on one side to its lowest point – now your leg must be stretched but not locked, To adjust the distance between steering bar and saddle you can also move the saddle back and forth in the saddle clamp. Please note: Never raise the saddle beyond the lower end of the bracket, it might break or tip backwards.
- **Steering:** Take time to get used to steering your XYZ CARGO BIKE as it differs substantially from a shorter two-wheel bike. When turning, lower your speed and let your upper body follow the bike in the turn. Do not make sharp turns or turns at speeds higher than 8km/h, as this may cause the vehicle to overturn and potentially lead to severe injuries.
- **Gear Shifter:** To shift the gears, turn the gear shifter. On the E-motor versions, only change gears while turning the pedals.
- **Driving Instructions:** Distribute load evenly and secure it properly - do not overload. Your cargo bike is made for flat surfaces in urban space - do not go off road or drive down stairs or curbs with your cargo bike. When riding over an obstacle pass it in a diagonal way to prevent your bike from losing track. Passing through doors too narrow for your cargo bike is often possible by fully steering your front wheels and driving through the door in a diagonal way.
- **E-Motor System:** For operation of the E-Motor System: see below.

How to use the XYZ CARGO E-motor:

The e-motor works in the following way: When the battery is on and the throttle is turned, the cycle moves forward at a maximum speed at 5 km per hour. This is called Walk-Assist. The speed can be adjusted by turning the throttle less or more. When the pedals are activated and the throttle is turned, a sensor provides feedback and tells the controller, that the pedals are moving and the electronic controller starts the motor. The power of the motor can be regulated by the throttle. At a speed of 24.9 km per hour the motor stops.

(Please see all the general instructions for using the XYZ CARGO BIKE-above)

Using the E-bike:

- Don't go too fast. Make sure to always be in control of the cycle.
- Make sure to drive in respect of the road and the surroundings.
- Slow down when riding downhill.
- Comply with local traffic rules.



Throttle:

The LEDs indicates the state of the battery. Three LEDs means fully charged. When the handle is turned, the Walk Assist is activated and the cycle will

move forward with 5 km per hour. when the handle is turned during pedalling the motor will proceed to assist up to 25 km per hour. At this speed the motor stops assisting.

Mounting the battery:

Important: the battery must be charged indoor under dry conditions!
Push the battery all the way in from behind. Make sure that the small lid on



the right side is closed. Now turn the key one time and pull it out. Now the battery is mounted and locked on the carrier. When the key is reinserted and turned a second time clockwise the battery is on and the XYZ CARGO is ready to be used. In order to take the battery of the rail you need to turn the key one turn counter-clockwise - this switches off the battery - and then turn it a second time counter-clockwise while pushing the key inwards. Now you can take off the battery.

Charging the battery:

- Charging must always take place indoors, in an unflammable environment

- Turn the key to “off” position.
- Put the plug of the charger into the socket of the battery.
- Put the mains plug (230v) into the power socket and switch on the charger.
- The red diode will be on, as long as charging takes place.
- When the diode changes from red to green, charging is complete and the e-bike is ready.
- Turn off the charger but do not remove it from the socket until you are going to use the e-bike again.

The electric bike uses maintenance-free Li-ION batteries. Please note that the battery can be removed from the bike.

The charging capacity of the battery is only 40% when delivered from the factory. Before commissioning it is therefore necessary to charge the battery to full capacity using the enclosed battery charger (Green diode is on). In order to achieve maximum battery life and range of the e-bike we recommend that charging takes place in a heated room. By temperatures below 20°C prolonged charging time must be expected, with the result that charging of the battery to full capacity cannot take place which again leads to reduced driving range. Please note that the capacity of the battery will decrease when temperatures fall below 20°C. Optimum battery charging conditions are at 20°C. If the battery is exposed to direct sunlight the battery life deteriorates considerably. When the battery is taken indoors for charging, condensation may occur inside the battery as well as on the outside. Please therefore do not start charging until the condensation has disappeared. The battery contains a printed circuit board that controls each battery cell. If charging takes place while there is still some condensation in the battery this printed circuit board may be damaged.

Memory effect does not occur in Li-ION batteries. It is thus unnecessary to discharge the battery before starting a recharge. Charging of the Li-ION battery at many frequent intervals may prolong the battery life. However, please note that once charging of the battery has been started you should not discontinue the process as this may have a negative influence on the battery life. Rechargeable batteries must always be kept in dry conditions and dismantled from any equipment. Do not pull the wires when dismantling the charger from the battery. Grab hold of the plug and pull it carefully out of the battery. Never leave the battery in the charger when the charger is off. Never leave your battery in your e-bike for a longer period of time.

Please note that the capacity of the battery will weaken over time and at lower temperatures. The more you use your e-bike the more the capacity will decrease thereby affecting the range. Over time the reduced battery performance will also be noticeable when driving in a hilly countryside. The battery

life will normally allow charging/discharging up to 600 times. Please also note that periods with low temperatures will influence the capacity and thus the performance of the battery negatively. This will change when the temperature increases to approx. 20°C.

Other parameters of major importance for the performance/ range are user weight, driving manners, terrain, surface and tire pressure. The user himself/ herself may also influence the performance/ range depending on how much pedal power is used. It costs only little to have the charger connected all the time, as the charger will switch to standby when the battery is charged to full capacity. However, the charger should not be connected for more than max. one week. The battery should then be removed from the charger and charging to full capacity should take place once a month (full charge = green diode on charger is on).

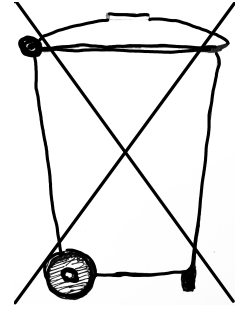
If you put away your e-bike for a longer period (more than one month), it will be sufficient to charge the battery once a month. Before putting the battery away for storage you should make sure that it is fully charged, as the battery will be damaged by being left totally or partly discharged for a longer period.

Extended Warranty

After purchasing your bike and your battery, you can register the battery on the producer's webshop to receive a guarantee that the capacity of the battery will still be at least 70% after 2 years. You can also buy an extended 3 year warranty there. All necessary numbers for registration are on your battery or invoice. In case you don't know a number like your frame number you might also fill it with '000'. You can find the battery registration here: www.promovec.com

Warning

- Do not heat, short, puncture or in any other way damage the battery.
- Do not divide or destroy the battery.
- Do not throw the battery into open fire.
- Do not lower the battery into water or any other liquid.
- When charging the battery only use the enclosed battery charger.
- Do not charge the battery at temperature below 0°C or above 45°C.
- Do not cover the battery charger.
- Disposal of used batteries must take place to companies with environmental approval or to public recycling centers.



Disposal of battery

- Disposal of used batteries must take place to companies with environmental approval or to public recycling centers.

Troubleshooting the E-motor system:

These adjustments needs to be performed by a professional bike mechanic

In case the E-motor system doesn't work, please do the following before contacting us:

- Check the battery: Check if it is fully charged. Try the motor with a different battery (if available). If the rear light of the battery doesn't light up, when it is turned on, the battery might be broken. When the motor sets out after it has been working for several kilometers or when it only sets out when under load, the battery might be old and has to be replaced.
- Check the charger: Check both cables - the cable from socket to the charger and from charger to battery - are both firmly plugged in? If the LEDs on the charger don't light up, it might be broken.
- Check the sensor:
The most common error in motors not working, is a sensor which is too far away from the magnet disc. The distance between sensor and magnet disc should not be more than 2-3mm (they should also never touch). On XYZ CARGO cycles the sensor is usually mounted on the right side behind the crank set (at the lower part of the bottom bracket). You can check the distance between sensor and magnet disc by looking from the rear end of the bike towards the space between crankset and frame/bottom bracket. Readjust the position of the magnet disc if necessary.
- Check the cables:
Attach the battery and turn on the system. Do the LEDs on the throttle / the display flash up? If not, the throttle cable might be broken.
Check if the plug sitting between the cable coming from the motor hub and the cable to the battery is firmly connected.

Maintenance:

- Always make sure to check if the tyres are properly inflated. See the recommended pressure on the side of the tyre
- Do not raise the saddle beyond the lower end of the bracket
- Check if the spokes in front and in the rear wheels minimum every 3 months or for every 500 km of use. There might be a need for tightening them depending on the use.
- Chain, cables and all movable parts must be adjusted/ checked and oiled minimum 2 times a year.
- Adjust the front brakes so that they brake evenly and are perfectly balanced.(If there are two wheels in the front)
- Cables must be inspected once a year for damages
- Adjust the gears to avoid unnecessary wear and damage.
- Steering must be examined thoroughly for wear once a year. Axles or crank must not be loose in any way.
- In case of collision or severe overloading of the cycle, the frame must be checked by XYZ CARGO before use.
- The PC plates in the box must not be exposed to solvents. Use a mild soap to clean it with water.
- Anodised parts of the frame should simply be washed with mild soap.
- Make sure that all bolts and nuts are fastened and tightened before riding the bike.
- Leave maintenance and repairs to a professional bike mechanic

XYZ CARGO cycles are built to last. With regular maintenance and care the the life expectancy of a XYZ CARGO cycle can be substantially extended and the performance capabilities be maximised.

After the first 100km the XYZ CARGO cycle should get an initial check-up by a professional bike mechanic / XYZ CARGO. Afterwards at least once a year a complete professional bike service should be. In case of questions how to maintain the special parts of a XYZ CARGO cycle, the bike mechanic should feel free to contact us.

Please note: Many bike service and repair tasks require special knowledge and tools. For brakes, drive train, electric motor and frame it is always necessary to leave maintenance to a bike mechanic or XYZ CARGO. Do not perform any works on your bike, if you are not trained or lack the necessary knowledge, as this might cause severe injuries.

Storage: When not in use, keep the bike in a dry place or under a hood. Storing the bike outside - especially during winter - will make the bike parts age substantially.

- Tyre Pressure: Always make sure to check if the tyres are properly inflated. See the recommended pressure on the side of the tyre. Tyres with low pressure, makes it harder for you to pedal. Please Note: Do not over-inflate - tubes might explode! All moving parts: Chain, cables and all movable parts must be adjusted/ checked and lubricated minimum 2 times a year.
- Cables: Cables must be inspected frequently for damages
- Brakes: Adjust the front brakes so that they brake are evenly balanced (if it is a bike or a four-wheeled cycle). Also adjust the rear brake (disc brake or roller brake).

HOW TO: - These adjustments needs to be performed by a professional bike mechanic.

Front brakes: It is time to synchronise the front brakes when the cycle is pulling to one side when the brakes are activated. To adjust the front brakes place the cycle upright or on a stand. Bring both front wheels in rotation. Very slowly pull the double brake lever to stop the wheels: Identify the brake cable to the wheel which has stopped later – it needs to be tighter. Do this by turning the adjust barrel for this cable (there is one at the beginning and on at the end of the cable housing) outwards. Repeat until both wheels stop at the same time. Lock the setting with the small locking ring on the adjust barrel.

Rear brakes / Roller brake in non-motor versions: Adjust by tightening the brake cable using the adjust barrel on your rear brake lever.

Rear brakes / Disc brake in E-motor versions: Adjust by tightening the brake cable using the adjust barrel on your rear brake lever. Additionally it is also needed to adjust the inner brake pad: Use an Allen key to turn clockwise the large hex bolt on the inside of the disc brake (pointing towards the rear wheel). ½ or 1 turn is often enough.

- Gear shifting: Adjust the gears to avoid unnecessary wear and damage.

HOW TO: In case the shifting doesn't work in a proper way: Please turn the small barrel adjustment on the gear shifter. It is situated where the cable leaves the shifter. First try with 1 turn outwards, then check again for proper shifting. Repeat if necessary.

- Steering parts: Steering must be examined thoroughly for wear once a year. Axles or crank must not be loose in any way.

HOW TO: - These adjustments needs to be performed by a professional bike mechanic .

Front axle: To check the front axle for too much play, grab the front wheel on the top and try to move it sideways. In case it feels loose or if the aluminum axle moves, the turning point (M8 bolt in the front axle) must be tightened. Tighten both nuts from below until the play is removed. Lock the nuts against each other.

All turning points: Rock all places where there is turning points in the steering mechanism. If there is any play, gently remove it by fastening the relevant M8-bolt by tightening the two nuts. After tightening lock them against each other.

- Chain: Frequently lubricate the chain. XYZ CARGO cycles without motor often use an SHIMANO Alfine chain tensioner on the rear wheel to keep the chain tight. In case your chain has slack or slips over a sprocket-teeth, tighten the chain tensioner: Use an Allen key and move it until the chain has no more slack.
- Spokes: Check the spokes in all wheels minimum every 500 km for correct tension. DO NOT ride the bike with loose or broken spokes, this will damaged your wheel beyond repair.
-

HOW TO: Check spoke tension: - These adjustments needs to be performed by a professional bike mechanic - If a spoke feels loose or shaky - especially compared to the tension of other spokes: It needs to be tightened by a bike mechanic immediately! Please Note: do not disassemble the wheels in order to adjust the spoke tension or to replace them, since this will cause too much work when remounting the wheel.

- Bolts & nuts - Check for loose connections: Even though all nuts in XYZ CARGO cycles are self-locking nuts and hereby secured against loosening through vibration, you frequently need to make sure that all bolts and nuts are fastened. Please do not over-tighten the bolts as this might damage the frame (torque for M6 bolts in average: max 6,5 Nm). All bolts and nuts must be secured with Locktite 443. Use only stainless bolts and nuts. Nuts must be self-locking nuts apart from the counter-nuts.
- Frame: Check the frame for bend or broken parts and get them exchanged if necessary. Especially check handle bar, saddle and all steering parts. In

case of collision or severe overloading of the cycle, the frame must be checked by XYZ CARGO before use.

- **Cleaning:** Polycarbonate plates in the box must not be exposed to solvents. Use a mild soap to clean it with water. Anodised aluminum parts of the frame should simply be washed with mild soap. Always exclude brakes and hubs from excessive cleaning, especially when using a pressurised water jets for cleaning.
- **E-bike System:** Charge the battery after use – never store it discharged. Charge under dry and un-inflammable conditions. When charging, make sure all cables are connected properly- also the cable from your power source should sit firmly in the charger.
Do not open the electrical drive unit or battery. The electrical drive unit must be repaired by qualified and certified experts and only with original spare parts.

WARRANTY

If the owner of the XYZ CARGO BIKE follows the instructions for use and if defects are not caused by changes of the original setup of the construction, deliberate destruction, collision, anomalous use, negligence or normal wear, XYZ CARGO offer the following warranty:

- 5 years warranty on the frame for defects in manufacture or materials
- Warranty on all components in compliance with the manufacturers policy and local consumer protection legislation in respective countries

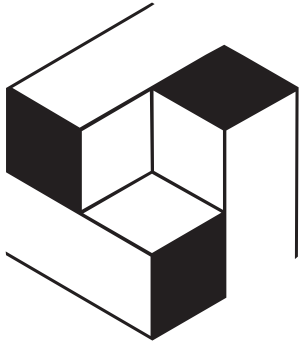
Please note: XYZ CARGO don't provide on-site service for warranty claims. For warranty claims that require, not only spare parts, but also access to your complete bike, you need to take care of bringing it to an official XYZ CARGO workshop.

Please note: Only a qualified bike mechanic should perform necessary work on your XYZ CARGO cycle – especially on its drive train, brakes, and its potential motor system. Work not authorised beforehand could endanger you, and your warranty may become void.

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XYZ CARGO

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CVR/ VAT DK33422822

EU DECLARATION OF CONFORMITY:

Model:

XYZ CARGO BIKE

Description:

Two-wheeled cargo bike for use on public roads in public space

Conformity:

This document hereby certifies that the above mentioned machine comply with the relevant requirements of **Directive 2006/42/EC**.

Rating:

The cycles are rated as EPACs with a maximum speed of 25 km/h and a maximum continuous rated power of 0,25 kW

Manufacturer:

XYZ CARGO/ N55, Burmeistergade 10, 1429 Copenhagen K, Denmark

Standards:

EN 15194:2017, EMC directive 2014/30/EU

Notified body:

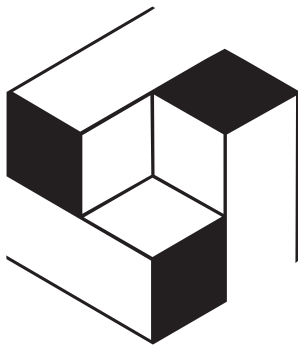
This category of machines are not listed in Annex IV of Directive 2006/42/EC . Therefore no relevant notified body is used in this document.

Date: 1/11 2020

Name: ion Sørvin

Function: Owner of company/ designer

Signature:



XYZ CARGO

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mail: till@n55.dk
Ust-IdNr / VAT-No.: DE293564839

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XYZ CARGO BIKE

Description:

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Manufacturer:

XYZ CARGO/Till Wolfer, Stockmeyerstrasse 43 – Halle 4k, Germany

Standards:

EN 15194:2017, EMC directive 2014/30/EU

Notified body:

This category of machines are not listed in Annex IV of Directive 2006/42/EC . Therefore no relevant notified body is used in this document.

Date: 1/11 2020

Name: Till Wolfer

Function: Owner of company/ designer

Signature:

DECLARATION OF CONFORMITY FOR THE MOTOR-KIT



Declaration of Conformity

According to EMC-guide line 2014/30/EU and RoHS 2011/65/EU

As contributor, the company

**Promovec A/S
Brunbjergvej 2
DK-8240 Risskov
Denmark**

Hereby declare that

E-kit no.: 70175

Rear motor, 250W, controller and LCD display

(Motor 50675, Controller 50676, Sensor 50438)

The Declaration of Conformity for this e-kit relates to the requirements according to EMC-directive 2014/30/EU and the functionality required by EN15194:2017, verified on a basic e-bike setup.

It is mandatory for the e-bike manufacturer to ensure their bike complies to all related standards, as laid out in EN15194, through their own testing and certification.

The following standards were used: EN 15194:2017

In case the product is modified in any kind or any way which is not coordinated with Promovec A/S this declaration of conformity is no longer valid.

Risskov, Aarhus

Location

14. Oct. 2020

Date



Jesper Lundqvist
Managing Director