RIESE & MÜLLER

Translation of the original owner's manual

E-Bikes and Cargo Bikes

Cycling unites

We are delighted that you have chosen a Riese & Müller E-Bike. Our E-Bikes are made to become your daily companion. As such, they make a decisive contribution to modern mobility, for which we would like to thank you. These operating instructions contain important information to ensure that you ride safely and enjoy your E-Bike for as long as possible. Please read them carefully.

We wish you a pleasant journey at all times!

Your Riese & Müller team

Translation of the original owner's manual

E-bikes and Cargo Bikes

UK Declaration of Conformity

With The Supply of Machinery (Safety) Regulations 2008

Riese & Müller GmbH, Am Alten Graben 2, 64367 Mühltal, Germany

Brand: Riese & Müller

Models: Carrie, Carrie2, Charger4 GT, Charger4 Mixte GT, Charger5, Charger5 Mixte, Cruiser, Cruiser Mixte, Cruiser2, Cruiser2 Mixte, Culture, Culture Mixte, Delite GT, Delite mountain, Delite4 GT, Delite5, Homage GT, Homage4 GT, Homage5, Load 60, Load 75, Load4 60, Load4 75, Load5 60, Load5 75, Multicharger2 GT, Multicharger2 Mixte GT, Multicharger3, Multicharger3 Mixte GT, Multitinker, Multitinker2, Nevo GT, Nevo4 GT, Nevo5, Packster 70, Packster 70 CT, Packster2 70, Packster2 70 CT, Roadster, Roadster Mixte, Roadster4, Roadster4 Mixte, Supercharger GT, Superdelite GT, Superdelite mountain, Superdelite5, Swing, Swing4, Swing5, Tinker2, Transporter 65, Transporter 85, Transporter2 65, Transporter2 85, UBN Five, UBN Seven, UBN Six
Product description/type: E-City and E-Trekking

Models: Delite mountain, Superdelite mountain
Product description/type: E-MTB

Model year: 2026

For the designated products we confirm that they meet the provisions of the following regulations and thus comply with the relevant statutory requirements:

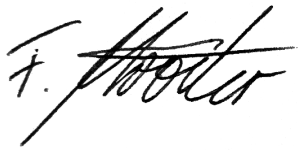
- The Supply of Machinery (Safety) Regulations 2008
- Electromagnetic Compatibility Regulations 2016 or Radio Equipment Regulations 2017
- Electrical Equipment (Safety) Regulations 2016
- The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012
- The Waste Electrical and Electronic Equipment Regulations 2013
- EN ISO 12100:2010 Safety of machinery - General principles for design - Risk assessment and risk reduction
- EN ISO 20607:2019 Safety of machinery - Instruction handbook - General drafting principles
- EN 15194:2024 Cycles - Electrically power assisted cycles - EPAC Bicycles

The following also applies to the E-MTB type:

- EN 15194:2024 Cycles - Electrically power assisted cycles - EPAC Bicycles
  In addition to EN ISO 4210:2023 Cycles – Safety requirements for bicycles (MTB)

Location: Mühltal

Date: 01/08/2025



ppa. Markus Papke
Chief Innovation Officer

Felix Ströder
Head of Development

EC Declaration of Conformity

according to Machinery Directive 2006/42/EC

Riese & Müller GmbH, Am Alten Graben 2, 64367 Mühltal, Germany

Brand: Riese & Müller

Models: Carrie, Carrie2, Charger4 GT, Charger4 Mixte GT, Charger5, Charger5 Mixte, Cruiser, Cruiser Mixte, Cruiser2, Cruiser2 Mixte, Culture, Culture Mixte, Delite GT, Delite mountain, Delite4 GT, Delite5, Homage GT, Homage4 GT, Homage5, Load 60, Load 75, Load4 60, Load4 75, Load5 60, Load5 75, Multicharger2 GT, Multicharger2 Mixte GT, Multicharger3, Multicharger3 Mixte GT, Multitinker, Multitinker2, Nevo GT, Nevo4 GT, Nevo5, Packster 70, Packster 70 CT, Packster2 70, Packster2 70 CT, Roadster, Roadster Mixte, Roadster4, Roadster4 Mixte, Supercharger GT, Superdelite GT, Superdelite mountain, Superdelite5, Swing, Swing4, Swing5, Tinker2, Transporter 65, Transporter 85, Transporter2 65, Transporter2 85, UBN Five, UBN Seven, UBN Six
Product description / Type: E-City and E-Trekking

Models: Delite mountain, Superdelite mountain
Product description/type: E-MTB

Model year: 2026

For the designated products, we confirm that they meet the requirements of the following European Directives and thus comply with the relevant Community harmonisation legislation:

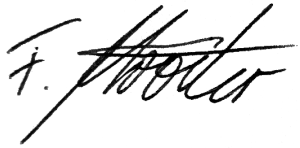
- 2006/42/EC Machinery Directive
  The Machinery Directive 2006/42/EG currently regulates the requirements governing machines in the EU. From 20 January 2027, this will be replaced by Directive (EU) 2023/1230, which will then apply immediately to all Member States.
- 2014/30/EU Electromagnetic Compatibility (EMC) Directive or 2014/53/EU Radio Equipment Directive
- 2014/35/EU Low Voltage Directive
- 2011/65/EU Restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS Directive)
- 2012/19/EU Waste electrical and electronic equipment (WEEE Directive)
- DIN EN ISO 12100:2011 Safety of machinery – General principles for design – Risk assessment and risk reduction
- DIN EN ISO 20607:2019 Safety of machinery – General principles for design – Instruction handbook
- DIN EN 15194:2024 Cycles – Electrically power assisted cycles – EPAC

Supplementary for the type E-MTB:

- DIN EN 15194:2024 Cycles – Electrically power assisted cycles – EPAC
  Supplementing DIN EN ISO 4210:2023 Cycles – Safety requirements for bicycles (MTB)

Location: Mühltal, Germany

Date: 01/08/2025



p.p. Markus Papke
Chief Innovation Officer

Felix Ströder
Head of Development

Notes and requirements

General information

Carefully read this entire manual on your e-bike before riding it for the first time. Please observe the following symbols:

Warning!

Indicates a potentially imminent danger. If not avoided, crashes and serious injuries can occur.
e.g.: riding with a poorly secured load

Note

Indicates a potentially harmful situation. If not avoided, material damage to the e-bike or its components can occur,
e.g. if the prescribed minimum tire pressure is not adhered to.

For your own safety perform the quick check as outline in section “Before every ride” before every ride.

Register for the free Premium guarantee, discover our RX Services and more at r-m.de/willkommen.

You can find helpful manuals, video guides, and selected suppliers’ service platforms at r-m.de/anleitungen.

If you have any further questions, please contact your dealer or use our Help Centre at r-m.de/help-center.

Safety information

Warning!

This manual includes quick checks which may need to be done before a mandatory inspection is due, which needs to be carried out by a dealer.
Never perform work on your e-bike beyond this. It requires specialist knowledge, specific tools and skills which is why it can only be carried out by a dealer.
Never ride your e-bike if assembly work has been carried out incompletely or improperly. This would compromise your own safety and that of other cyclists and motorists.

Warning!

When getting onto your bike with the assistance mode turned on, your e-bike will start moving as soon as you put your foot on the pedal.
Apply the brakes first as the unfamiliar thrust can cause unsteadiness and in the worst case falls, accidents and hazards.

Do not get on by putting one foot on the pedal and trying to swing your other leg over the bike; the e-bike would immediately lurch forwards.

Warning!

Switch off the e-bike system and take out the battery before carrying out any work on your e-bike, e.g. assembly or maintenance work, or before transporting it. With permanently installed batteries, please take special care to ensure that the e-bike cannot switch itself on inadvertently.
There is a risk of injury if the e-bike system is inadvertently activated.

- Even though there is no official age restriction for riding the 25 km/h models, for reasons of safety we advise you to prevent children and young people under the age of 14 years from riding them in traffic.
- If you have not ridden a bike for a while or feel unsafe in some situations, we recommend attending an e-bike riding course.
- Be aware that you will generally be travelling much more quickly than usual. Ride with anticipation and be ready to brake as soon as unclear situations or potential hazards come into your field of vision.

- Also bear in mind that pedestrians will not hear you if you are approaching at high speed. Therefore, ride with particular consideration and anticipation on cycle paths and combined cycle and pedestrian paths to avoid accidents. If necessary, use the bell or horn in good time as a warning.
- When riding your e-bike, be aware that uneven/rough terrain can expose your body to whole-body vibrations.
- In traffic, always wear light-coloured clothing suitable for cycling, with tight-fitting trouser legs and footwear suitable for use with the pedal system fitted on your bike.
- For reasons of safety when riding, we recommend that you wear a suitable helmet at all times.
- Secure your e-bike against theft and unauthorised access every time you park it.

Legal requirements

If you want to ride your e-bike on public roads, it must be equipped to comply with national regulations. Legally our 25 km/h models are treated in the same way as conventional bikes in most EU countries, and are governed by the same regulations.

Note

Before using your e-bike, ask your dealer for advice and information about the specific legal situation in your country. S-Pedelecs (HS models) in particular are subject to special rules that are not listed here. Note country-specific and regional deviations for S-Pedelecs with regard to the following points:

- *Driving licence*
- *Compulsory insurance and, if applicable, compulsory registration*
- *Obligation to wear a helmet*
- *Regulations on the use of cycle paths and forest tracks*
- *Transport of children/passengers*
- *Trailer*

The A-weighted emission sound pressure level at the rider's ears is below 70 dB(A).

Intended use

Your Riese & Müller e-bike has been developed with regard to its specific intended use and can be classified in one of the following categories. You should not load your e-bike beyond its intended use.

Category 1

Intended use: Commuting and leisure riding with moderate exertion
E-bike type: Road e-bike without rear wheel suspension
Description: Refers to e-bikes used on normal paved surfaces where the tires should maintain contact with the ground at average speed.
Typical speed range [km/h]: 15 to 25, HS models: 15 to 45
Intended drop/jump height [cm]: < 15

Category 2

Intended use: Leisure riding and trekking with moderate exertion
E-bike type: Road e-bikes with full suspension or GX option
Description: Refers to e-bikes to which condition 1 applies and which are also used on unpaved roads and gravel paths with moderate climbs and descents. Under these conditions, contact with uneven terrain and repeated loss of tire contact with the ground may occur. Drops are limited to 15 cm or less.
Typical speed range [km/h]: 15 to 25, HS models: 15 to 45
Intended drop/jump height [cm]: < 15

Category 3

Intended use: Sports riding with moderate technical demands from the trails
E-bike type: Road e-bikes with full suspension and GX option
Description: Refers to e-bikes to which conditions 1 and 2 apply and which are also used on rough trails, uneven unpaved roads and difficult terrain as well as undeveloped trails, and for which technical skill is required. Jumps and drops are less than 30 cm.
Typical speed range [km/h]: 15 to 45
Intended drop/jump height [cm]: < 30

Category 4

Intended use: Sports riding with very challenging technical demands from the trails
E-bike type: E-MTB
Description: Refers to e-bikes to which conditions 1, 2 and 3 apply and which are used for descents on unpaved trails at speeds of less than 40 km/h. Jumps may exceptionally be 80 cm if the landing area has a gradient of more than 30°.
Typical speed range [km/h]: 15 to 40
Intended drop/jump height [cm]: < 80

Riese & Müller e-bikes are not approved for participation in competitions.

The operating, maintenance and servicing conditions described in this manual are part of the intended use. No liability or liability for defects (warranty) shall be accepted if the use of the e-bike deviates from this intended use, if safety instructions are not observed, in the event of overloading or if faults are not properly rectified. Similarly, no liability and liability for defects shall be accepted in the case of assembly errors, wilful intent, accidents or if the care and maintenance specifications are not complied with. Any modification of the gear transmission ratios and alterations to the electrical system (tuning) voids all claims under liability for defects and guarantees.

Commercial use

Pursuant to the European Approval Regulation (EU) No 168/2013, the durability for an e-bike of vehicle class L1e-B is 16,500 km. We also use this figure as a basis for our e-bikes with motor assistance up to 25 km/h.

Commercial use, as well as renting or leasing, place a considerably higher demand on the bike. For this reason, where applicable we reserve the right to reject any material defects that occur in commercially used vehicles and that arise due to exceeding the service life (16,500 km) of the bike or component within the statutory liability for defects period. To fully cover all material defects within the liability for defects, proof of inspections carried out according to the maintenance schedule is required.

Your e-bike is generally only approved to transport a single rider. Exceptions are our Cargo Bikes where they are equipped with appropriate seats or if transporting a child in a suitable child seat or child trailer. Please observe the regulations of your national legislation and the permissible total weight (see “Weight specifications”).

Permissible total weight

Warning!

Avoid damage to your e-bike and injuries.

Do not exceed the permissible total weight of your e-bike.

Your e-bike has a permissible total weight, which must not be exceeded.

If you exceed the permissible total weight, you will not be using your e-bike as intended, which can result in accidents, injuries and serious damage to your e-bike.

The total permissible weight is the sum of the weight of the rider, your e-bike, the load (load on the front and luggage carrier), and the weight of the trailer.

Total weight = weight of rider + weight of e-bike + weight of load + weight of trailer

The table "Weight specifications", at Page 49 shows the permissible total weight of the individual Riese & Müller e-bike models.

Before riding for the first time

When you collect your e-bike from an authorised dealer, your e-bike has already been put into a condition ready to ride to ensure safe operation. Your dealer has performed a final inspection and a test ride.

If you have received your e-bike via Home Delivery, your e-bike has already been put into a condition ready to ride at the factory and a final inspection has been carried out. If assembly is required, follow the enclosed assembly instructions. This also includes explanations on how to adjust the seat position and suspension, how to operate the drive system and how to handle the battery.

As every e-bike has different riding and cornering behaviour, you should familiarise yourself with the steering, cornering and braking behaviour away from traffic, on flat roads and slopes, both with and without a load.

Warning!

Avoid injuries and accidents when riding on a cargo bike.
Cargo boxes that fold outwards on cargo bikes can become caught on objects.
Note the increased width of the bike and always give people and obstacles ample safe clearance.

Cargo bikes or new bike concepts in particular can differ from the riding behaviour you are accustomed to. Familiarise yourself with the function of all controls. To help you get started, you can find expert videos on a variety of topics at r-m.de/anleitungen.

Brake system

Warning!

Modern brakes are far stronger than simple rim or drum brakes. Check that the configuration of the brake levers matches what you are used to. Otherwise, discuss the configuration of the brake levers with your dealer. By default, the brake lever for the front brake is on the left and the brake lever for the rear brake is on the right (reversed for countries where traffic drives on the left). Test the brakes a few times away from traffic first. Slowly approach stronger braking. Careless braking can cause a crash. The braking distance increases in wet conditions.

The front wheel of Cargo Bikes can lock more easily when braking, which can lead to a crash when cornering.

Before braking for the first time, the brake discs should be thoroughly degreased with brake cleaner or white spirit. The brake pads only develop their final braking power during the running-in phase. To do this, accelerate to 25–30 km/h on a level road and brake to a standstill. Repeat this process 30 times for each brake. The brake pads and discs are now run in and offer optimum braking performance.

Warning!

When fully loaded, the riding behaviour is altered and the braking distance becomes longer. The braking distance will also be extended on slopes. Test the riding and braking behaviour with and without a load first in order to get used to the differences in behaviour.

ABS brake system

Read and note the instructions in the separate
Bosch eBike ABS brake system manufacturer's manual and ask your dealer to explain how the ABS brake system works, see “General information”.

Warning!

Make sure that there is power going to the ABS brake system

.

The ABS brake system is not activated in the event of a power failure, a discharged or missing battery. The ABS indicator light will not come on.

Remember that using the ABS brake system can extend your braking distance.

When switching on, check that the ABS indicator light comes on correctly in the display and/or on the control panel.

Check that the ABS control unit is securely attached to the fork or, with cargo bikes, to the front outside of the box.

Familiarise yourself with the response and operation of the ABS brake system away from traffic when you ride your bike for the first time.

IBS brake system

Read and note the instructions in the separate Magura IBS brake system manual and ask your dealer to explain how the IBS brake system works, see “General information”.

Check that the IBS control unit is securely attached to the outside of the box (with cargo bikes).

Familiarise yourself with the response and operation of the IBS brake system away from traffic when you ride your bike for the first time.

Drive system / display and gears

Read and note the instructions for handling and operating the drive system, display and gears in the separate operating instructions supplied by the respective manufacturers for your e-bike, see “General information”.

Ask your dealer to explain how to use the drive system, display, and gears.

You can switch the system on and off using the buttons on the controls on the battery or on the remote control on the handlebar. You can also select various assistance modes, display the remaining battery capacity and choose various speedometer functions if necessary. Once switched on, you activate the system by starting to pedal; motor assistance will now be available. Start your first ride with the lowest drive assistance and get used to the extra thrust.

For an EMERGENCY STOP, pull the rear brake lever and stop pedalling. The e-bike comes to a stop.

Familiarise yourself with the drive system, the display and the gears away from traffic.

Seat position

Ask your dealer to adjust and explain the ideal seat position.

Suspension

Warning!

The rear suspension alters the distance between the pedals and the ground when riding. When going into a bend or when riding over bumps in the road, keep the crank arms in a horizontal position to prevent the pedals from touching the ground and to avoid a potential crash.

Read and note the instructions for adjusting the shock absorber in the separate operating instructions supplied by the shock absorber manufacturer for your e-bike, see "General information".

Ask your dealer to adjust and explain the suspension.

In order for the suspension fork and shock absorber to function optimally, they must be adjusted to the rider's weight, riding posture and intended use. When sitting up, the suspension fork and shock absorber should dip by approx. 20% of the maximum suspension travel.

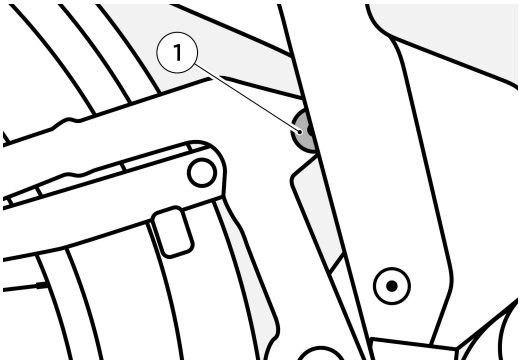
The correct shock absorber setting can alternatively be visually checked on the rear swing arm on the Delite5, Superdelite5 and Homage5 models.

Checking the shock absorber setting on the rear swing arm

(applies only to the following models: Delite5, Superdelite5 and Homage5)

No load on the e-bike

- Half of the screw head (1) is visible.

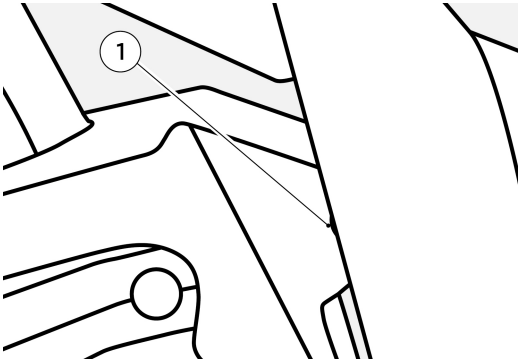


No load on the e-bike.

Load on the e-bike

- Sit on your e-bike as if you are ready to ride.
- The screw head (1) is slightly visible.

✓Shock absorber is set correctly.



Load on the e-bike.

The screw head (1) is not visible

- Increase the air pressure in the shock absorber until the screw head is visible as shown in
  "Load on the e-bike".

More of the screw head (1) is visible

- Decrease the air pressure in the shock absorber until the screw head is visible as shown in”Load on the e-bike”.

Battery

Read and note the instructions for handling the battery in the separate operating instructions supplied by the battery manufacturer for your e-bike, see “General information”.

Ask your dealer to show you and explain how to insert and remove the battery.

Ensure that the battery is properly in place each time it is inserted. Push the battery into its holder until it clicks into the lock. Remove the key from the lock and pull the battery to check if it has indeed locked into place. On some e-bikes, the battery is fixed to the frame, suspended either horizontally or vertically. Make sure you hold the battery with one hand before turning the key in the lock so that the battery does not come loose and fall down. This can cause injuries and damage the battery.

Warning!

Batteries that have not been properly inserted can come loose during a ride and fall out. This can cause a crash and damage the battery. When inserting the battery, make sure that it engages correctly and check that it is firmly in position.

Carriers / child seats

Please note that no modifications to the carriers are permitted. Only use tested and approved child seats.

Trailer / trailerbikes

Full-suspension Riese & Müller e-bikes are only approved for use with two-wheel trailers. The maximum trailing load (trailer incl. cargo load) is 50 kg.

Riese & Müller e-bikes without rear wheel suspension are also approved for use with single wheel trailers and trailerbikes. The maximum trailing load with single wheel trailers and trailerbikes is 30 kg.

Before every ride

Only ride if you have carried out the following quick check in full and have not detected any faults.

The ABS and IBS brake systems are optional and may also need to be checked.

In case of doubt, see your dealer. A defective e-bike can cause accidents.

Warning!

Avoid damage to your e-bike and injuries.

Never ride a damaged e-bike.

After a fall, have your e-bike inspected by your dealer for possible damage before using it again.

Quick check

Check the following points on your e-bike before every ride:

- **Adjustable stem**, pins are engaged, all quick-release levers are fitted securely and tightly closed.
- **Quick-release skewers/axles** are securely fitted and are tightly closed.
- **Screw connections** are neither loose nor do they rattle.
- The **handlebars** are firmly fixed (check both handlebar and stem for movement; for height-adjustable stems, check the pin is engaged) and do not show any unusual behaviour when steering left and right (e.g. play in the steering, uneven resistance or softer/less direct steering feel than usual).
- **Wheels and tires** turn easily and are sufficiently true. Check the air pressure and condition of the tires and that the valves are seated straight.
- **Front and rear lights** work and are correctly adjusted.
- **Brake levers** have a clear pressure point and cannot be pulled all the way to the handle.
- **Brake pads and brake discs** are intact and free of grease/oil. Also check them for wear.
- There is no leakage of oil at any point on the **brake system** when you pull and hold the brake levers.
- The **brake anchor** for coaster brakes is firmly attached.
- The **battery** is firmly in place after being inserted. The battery must engage in the lock with an audible click.

- The **transport boxes** are properly fastened and securely locked.
- The **load** is properly secured. There must be no loose fasteners that can get caught in the wheels (e.g. ends of lashing straps hanging down).
- The **permissible total weight**, taking into account the specified individual payloads, is not exceeded (see “Weight specifications”).
- There is no rattling. There are no unusual riding noises and the ride does not feel spongy.
- The load is evenly distributed. The riding behaviour and braking distance might change as a result.
- The **lights** and **reflectors** are not covered.

ABS brake system

Read and note the instructions in the separate
Bosch eBike ABS brake system manufacturer's manual and ask your dealer to explain how the ABS brake system works, see “General information”.

Warning!

Make sure that there is power going to the ABS brake system

.

The ABS brake system is not activated in the event of a power failure, a discharged or missing battery. The ABS indicator light will not come on.

Remember that using the ABS brake system can extend your braking distance.

Checking the ABS brake system

1. When switching on, check that the ABS indicator light comes on correctly in the display and/or on the control panel.
2. Check that the ABS control unit is securely attached to the fork or, with cargo bikes, to the front outside of the box.

IBS brake system

Read and note the instructions in the separate Magura IBS brake system manual and ask your dealer to explain how the IBS brake system works, see “General information”.

Checking the IBS brake system

- Check that the IBS control unit is securely attached to the outside of the box (with cargo bikes).

Components: function and handling

Quick-release skewer / Q-Loc quick-release axle / quick-release axle

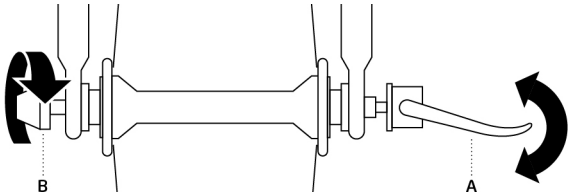
Warning!

Never ride an e-bike without first having checked that the wheels are securely fixed! Should a wheel come loose during the ride this will cause a crash.

Design of quick-release skewers

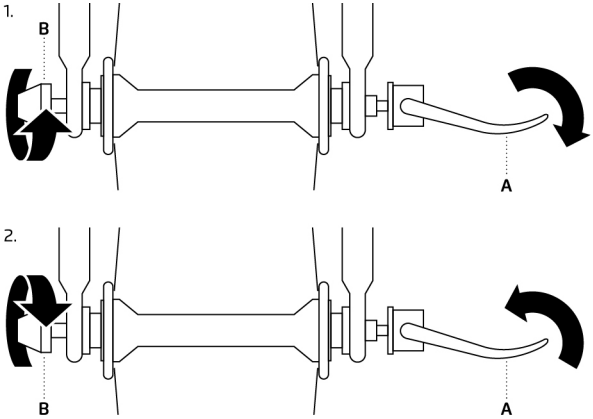
The quick-release skewer consists of two parts: the hand lever **A** and the clamping nut **B**.

The hand lever **A** generates a clamping force. The clamping nut **B** on the opposite side is used to adjust the preload.



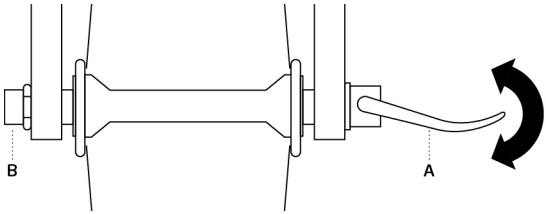
Handling quick-release skewers

1. **Open:** Flip hand lever **A** so that it reads “Open” on the inner side. To further release the quick-release skewer, turn the clamping nut **B** anticlockwise.
2. **Close:** Hold the open hand lever **A** with one hand and turn the clamping nut **B** clockwise with the other hand. Tighten the clamping nut **B** until sufficient initial tension is achieved. Now, using the ball of your hand, flip the hand lever **A** so that you can read “Close” on the outer side. The lever force should increase significantly in the second half of the closing motion.
3. **Check:** Check the quick-release skewer is secure by trying to turn the closed hand lever **A**. If the hand lever **A** can be turned in a circle, the wheel is not sufficiently secured. In this case, open the hand lever **A** and increase the preload on the clamping nut **B**.



Design of the Q-Loc quick-release axle

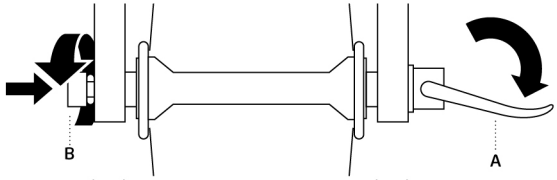
The quick-release axle consists of two firmly connected components, the hand lever **A** and the nut **B**. The hand lever **A** creates a clamping force and the nut **B** sets the preload.



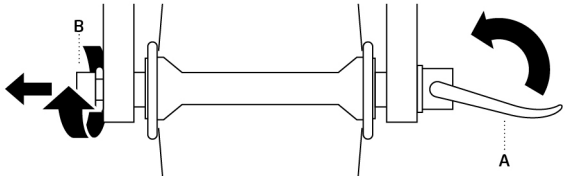
Handling the Q-Loc quick-release axle

1. **Open:** Flip hand lever **A** so that it reads “Open” on the inner side. To release further, press nut **B** towards hand lever **A** and turn it clockwise until the claw is locked. Then pull the quick-release axle out by hand lever **A**.
2. **Close:** Turn the nut **B** anticlockwise until the claw is released from the lock. With the claw open, push the quick-release axle through the fork and hub until it engages with an audible click. Using the ball of your hand, flip the hand lever **A** so that you can read “Close” on the outer side.
3. **Check:** Check the quick-release axle is secure by trying to turn the closed hand lever **A**. If the hand lever **A** can be turned in a circle, the wheel is not sufficiently secured. In this case, open the hand lever **A** and increase the preload on the nut **B**.

1.

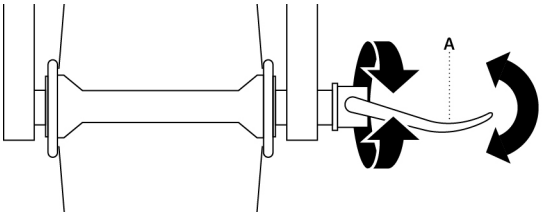


2.



Design of the quick-release axle

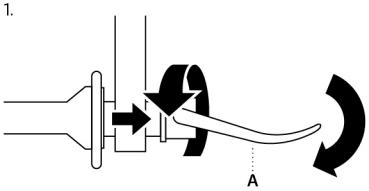
The quick-release axle consists of two firmly connected components, the hand lever **A** and the axle with thread. A quick-release axle allows the wheel to be fitted or removed quickly and without tools.



Handling the quick-release axle

1. **Open:** Flip hand lever **A** so that it reads “Open” on the inner side. To further release, turn the hand lever **A** anticlockwise. Then pull the quick-release axle out by hand lever **A**.
2. **Close:** First insert the threaded axle through the fork and hub. Turn the quick-release axle clockwise by the hand lever until a slight preload is achieved. Using the ball of your hand, flip the hand lever **A** so that you can read “Close” on the outer side. The lever force should increase significantly in the second half of the closing motion.
3. **Check:** Check the quick-release axle is secure by trying to turn the closed hand lever **A**. If the hand lever **A** can be turned in a circle, the wheel is not sufficiently secured. In this case, open the hand lever **A** and increase the preload.

1.



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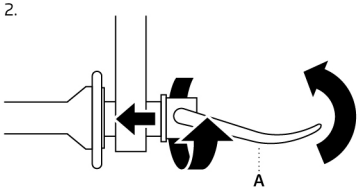
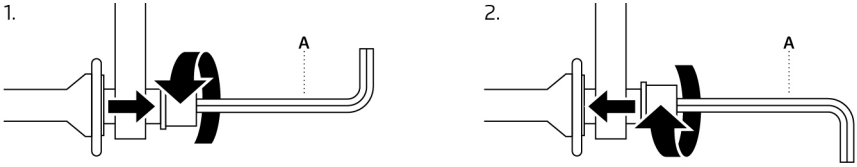


Handling the Allen key quick-release axle

1. **Open:** Loosen the quick-release axle by turning it anticlockwise with a 6 mm Allen key. Then pull the quick-release axle out.
2. **Close:** Insert the axle with the thread first through the fork and hub. Using a 6 mm Allen key, tighten the quick-release axle clockwise. Please refer to “Tightening torques for screw connections” for the desired torque.



Saddle height / seat position

All e-bikes are equipped with an adjustable seatpost. Ask your dealer to adjust the saddle height and seat position. Make sure you can start and stop safely with these adjustments.

Warning!

Ensure that the seatpost is not pulled out above the “MIN. INSERTION” marking! The mark must not be visible above the upper edge of the seat tube. Otherwise the seatpost can break or the frame can be damaged.

In addition, the seatpost bolts must be tightened to the appropriate torque, see “Tightening torques for screw connections”. If the fastening is too loose, the bolt may be overloaded and break. This can lead to a crash.

Adjustable stem

Some e-bikes are equipped with an adjustable stem, which can be adjusted using a locking mechanism and quick release skewers without the need for tools.

Two versions of this adjustable stem type are fitted. Both versions are identical apart from the opening direction of the quick-release skewers.

Version 1: Opening direction of the quick-release skewers against the direction of travel.

Version 2: Opening direction of the quick-release skewers in the direction of travel.

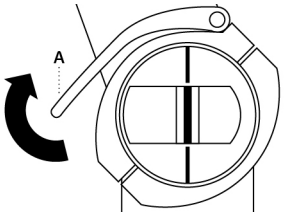
The setting and operation described below only based on version 1.

A second type of adjustable stem is also fitted. Adjustment of this stem requires special expertise and tools, and may only be done by your dealer. This type of adjustable stem is not described below.

Adjusting the angle

1. Open both quick-release skewers **A** at the stem joint.
2. Push the sliding knob **B** on the side and adjust the stem to one of the three angular positions. Let go of the knob for it to lock back into place (if necessary slightly move the stem forwards and backwards).
   Important: Only the three stem positions with engaged pin can be used!
3. Always close the quick-release skewer **A** on the side of the pin **B** first. During the second half of the locking motion, the lever force must increase significantly and it should take considerable effort to close.
4. Once engaged, the red lines **C** on the side of the stem joint need to line up.
5. If the clamping force is not sufficient, your dealer must adjust the quick-release skewer.

1.



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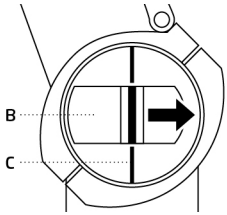
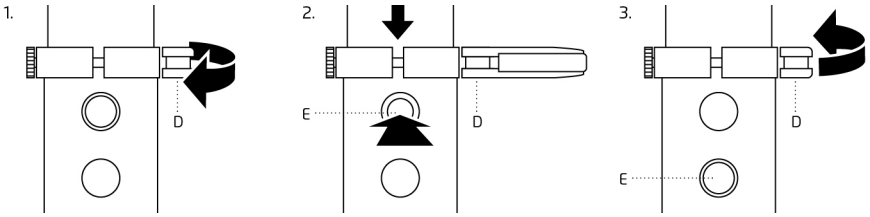


Height-adjustment

1. Open the quick-release skewer **D**.
2. Push the pin **E** and adjust the stem to one of the five height positions until the pin **E** locks back into place.
3. Straighten the handlebar to align with the direction of travel and close the quick-release skewer **D**. The lever force should increase significantly in the second half of the closing motion. If the clamping force is not sufficient, the preload on the knurled nut must be increased when the quick-release skewer is open.



Warning!

After making any changes to the position of the handlebar or stem, make sure that cables cannot get caught. You need to be able to perform all steering movements smoothly and safely.

Warning!

Ensure that the stem does not protrude above the “MIN. INSERTION” mark! Only the five height positions with locked-in pin can be used. Before every ride, ensure that the pins are correctly engaged and the quick-release skewers closed completely. Should the handlebar or the stem move while riding, do not continue. Immediately take your bike to your dealer to get the stem checked. This could otherwise lead to crashes and serious injuries.

Brake system

The brakes on your e-bike enable you to achieve a high braking performance with little effort in any situation. The braking distance, however, also depends on your riding skills, which can be learned. While braking the weight is shifted to the front and the rear wheel is relieved. This problem is worse when riding downhill. Therefore, when you brake hard, you must attempt to shift your weight as far back as possible.
Familiarise yourself with the operation of the brakes. Practice emergency braking away from traffic.

Warning!

- Never exceed the permissible total weight (rider + e-bike + load + trailer).
- Ensure that brake pads / surfaces and rims are absolutely free of grease and oil to guarantee full braking performance.
- Avoid the brake discs or surfaces and rims coming into contact with substances containing oil (e.g. bike maintenance or chain sprays).
- Avoid direct contact with hot-braked parts of the brake, especially the brake discs. This can lead to burns.
- Stop riding immediately if you hear unusual braking noises and consult your dealer.
- Wet conditions reduce the braking performance. Allow longer braking distances in the rain.
- Always use the front and rear brakes together.

Note

- *If possible, brake in intervals when riding downhill to counteract the brakes overheating.*
- *After longer braking periods, do not hold the brake after stopping.*
- *Brake discs can overheat on long descents. If this happens, take a break to let them cool down.*

Warning!

Don't apply the brake lever if your bike is upside down or on its side. This can cause air bubbles to get into the hydraulic system causing the brake to fail.

Check after every transport if the brake's pressure point feels softer than before. If it does, slowly apply the brake a couple of times to bleed the brake system.

If the pressure point remains soft, you must not continue riding and your dealer must bleed the brake.

ABS brake system (anti-lock brake system)

The **Bosch eBike ABS brake** system, a component of the **Smart System** generation, supports the rider with more controlled, and more stable braking. The ABS brake system makes cycling safer by combining front wheel ABS and rear wheel lift control. During difficult braking manoeuvres, the front brake pressure is regulated and the riding situation thereby stabilised. Do not modify or dismantle the ABS brake system.

Read and note the instructions in the separate
Bosch eBike ABS brake system manufacturer's manual and ask your dealer to explain how the ABS brake system works, see "General information".

Warning!

Make sure that there is power going to the ABS brake system

.

The ABS brake system is not activated in the event of a power failure, a discharged or missing battery. The ABS indicator light will not come on.

Remember that using the ABS brake system can extend your braking distance.

Integral Braking System (IBS)

The Magura Integral Braking System (IBS) works purely mechanically and without a power source. It helps the rider to combine the use of the front and rear brakes, reducing the braking distance.

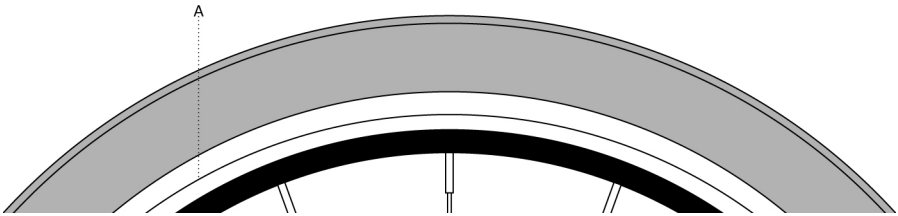
The IBS control unit functions as a brake distribution system between the front and rear brakes. When the rear brake is applied, it also causes proportional deceleration at the front wheel. Combined use of both brakes ensures better braking.

Do not modify or dismantle the IBS brake system.

Read and note the instructions in the separate Magura IBS braking system manual and ask your dealer to explain how the IBS brake system works, see “General information”.

Rim brakes

With rim brakes, friction causes wear on the brake pads and rims. Wear is increased by riding in the rain. Check the brake pads regularly for wear. Visit your dealer to replace the brake pads. The wheels of your e-bike with rim brakes are equipped with a wear indicator **A**. If this indicator is no longer visible, the rim must be replaced by your dealer. A rim with insufficient wall thickness can burst due to tire pressure.



Warning!

Have a specialist check the rim at the latest after the second set of worn brake pads. Worn rims can cause material failure and accidents.

Disc brakes

With disc brakes, friction causes wear on the brake pads and brake discs. Visit your dealer to replace the brake pads and brake discs. Wear is increased by dirt and riding in the rain. Check the brake pads regularly for wear. The carrier plate must not come into contact with the brake disc. Changes in braking noise (metal on metal) are a sign that you should consult your dealer immediately.

Warning!

Stay away from rotating brake discs. There is a risk of injury from the sharp-edged brake disc.

Note

Do not pull the brake levers after removing the wheels. This pushes the brake pads together and the wheel can no longer be re-fitted. Use the transport locks provided after removing the wheels to ensure a sufficient gap between the brake pads.

Coaster brakes

Some Riese & Müller models are also fitted with a coaster brake on the rear wheel.
With these brakes, the best brake action can be achieved when the crank arms are in a horizontal position. On long downhill rides, the coaster brake can become very hot and the braking effect can decrease considerably. You can relieve the coaster brake by using the rear wheel rim brake.

Warning!

Check the brake anchor is secure before every ride and after any kind of assembly work. It must be secured to a bracket on the frame by a screw or slotted in an elongated hole by a screw head. Please refer to “Tightening torques for screw connections” for the desired torque.

Suspension

If the suspension audibly or noticeably sags when riding on poor road surfaces, the spring is set too soft. You must increase the preload or the pressure. For steel springs, if the adjustment range is not sufficient, ask your dealer to replace the spring.

Chain / belt drive

Chain

The chain is subjected to heavy loads and is one of the wearing parts on your e-bike. You can extend the service life of your chain with regular care.

Chain care

- Clean the chain with a dry cloth from time to time.
- Apply a suitable lubricant from a specialist shop.
- You should lubricate your chain, especially after riding in the rain.
- On e-bikes with hub gears, the chain tension must be checked regularly and adjusted by your dealer if necessary.

Chain wear and sprocket wear / replacing the chain

Chains can reach their wear limit after approx. 2,000 km, depending on the load. Sprockets also wear out. Have the chain and sprockets checked regularly by your dealer and replaced if necessary.

Warning!

A chain that has not been fitted or tensioned correctly can come off or snap and cause a crash. Ask your dealer to replace the chain for you.

Belt drive

The belt drive is subjected to heavy loads and is one of the wearing parts on your e-bike. You can improve the service life of your belt drive with correct handling and care.

Belt care

- Clean the belt with water.
- Do not lubricate with oil or grease (to prevent dirt from sticking). If necessary (e.g. in case of squeaking), treat with silicone-based agents only.
- Do not kink, twist, turn or knot belts together – there is a risk of breakage.
- Ask your dealer to check the belt tension regularly.

Replacing the belt

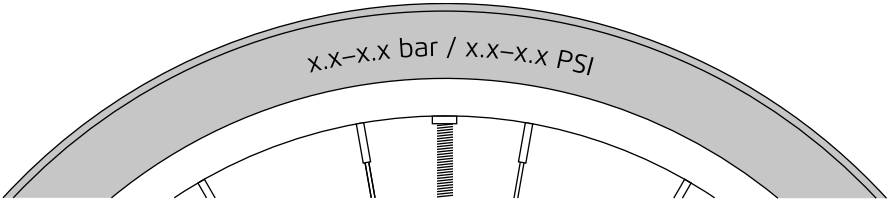
Belts are extremely durable and long-lasting, but they do wear out over long periods of time. Ask your dealer to check your belt every 2,000 km and replace it if necessary.

Warning!

Improper installation, adjustment, operation or maintenance can result in property damage and personal injury. Ask your dealer to replace the belt for you.

Tires and air pressure

Tires should be inflated to the correct air pressure in order to ensure good function and puncture resistance. The recommended air pressure is specified in bar and PSI on the sidewall of the tire. You should regularly check the air pressure and inflate the tire at least once a month.



Warning!

Inflate the tires as indicated on the tire sidewall. Underinflation can cause damage to the tire carcass and punctures when riding over edges. Never inflate the tires above the maximum specified air pressure, otherwise they could burst or jump off the rim, causing a crash.

Air pressure on HS models

For HS models, maintain the air pressure according to the table on your bike. The air pressure depends on the tire type and load.

Warning!

Tires with worn tread or brittle edges should be replaced by your dealer. The internal structure of the tire can be damaged by moisture or dirt.

Faulty rim bands (layer of plastic between the inner tube and rim) must be replaced immediately.

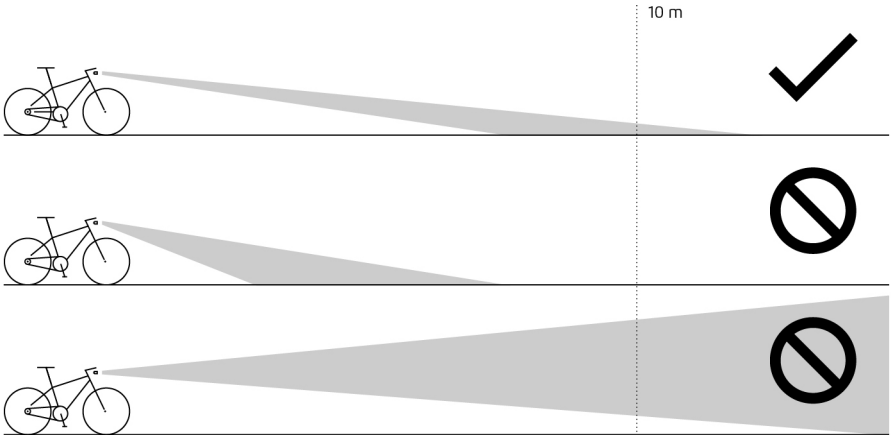
Also make sure that the valve is straight. In extreme cases, damage to the tires can result in the inner tube bursting suddenly, causing a crash.

Lighting system

Riese & Müller e-bikes are programmed to have daytime running lights to ensure high visibility and safety in traffic at all times of day. The power consumption due to the daytime running light is negligible. On S-Pedelecs, the daytime running light is a legal requirement.

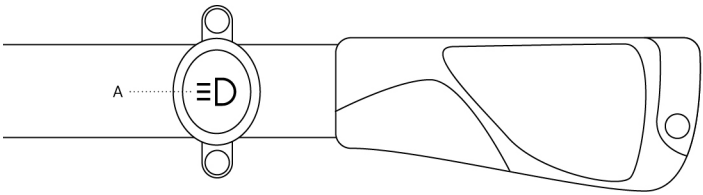
Adjusting the dipped beam

1. The centre of the area illuminated by the front light must not hit the road more than 10 m away from the e-bike.
2. To adjust the dipped beam, loosen the headlamp fastening screw and tilt the headlamp accordingly.
3. Then retighten the fastening screw.



Full beam

Some Riese & Müller e-bikes also feature an additional full-beam light. The symbol **A** lights up blue when full beam is on. The full beam should be switched off when facing oncoming traffic.



Transporting goods and passengers

Warning!

When the bike is fully loaded, it alters your riding behaviour and the braking distance becomes longer. Test the riding and braking behaviour with and without a load first in order to get used to the differences in behaviour.

Transporting passengers with the following models: Multicharger, Multicharger Mixte and Multitinker models

Please note the following age ratings:

1-7 years	Transport of 1 to 2 children with a child seat (DIN EN 14344) in the Safety bar kit
8-9 years	Transport of 1 to 2 children in the Safety bar kit *
from 8 years	Transport of 1 person (max. 65 kg**/max. 70 kg***) with the Passenger kit

* not approved for HS bikes

** Multicharger and Multicharger Mixte

*** Multitinker

Check and note the national regulations governing the transport of passengers.

Warning!

Only transport passengers with a properly fitted spoke guard.

Warning!

Ensure that an adult always lifts children into the child seat or onto the seating area.

Use of two child seats: the maximum permitted weight of the rear child is 10 kg.

The bike could tip over if a child tries to climb over the railing on their own.

The seat cushion and padded backrest always need to be correctly fitted if the Safety bar kit is used without an additional child seat.

If the weight rating of the carrier (max. 65 kg (Multicharger/Multicharger Mixte) or (max. 70 kg (Multitinker)) is not exceeded, a child in a child seat (DIN EN 14344) can be carried along with one passenger aged 8 years or older. Fit the child seat in the rear position in this case.

Transporting passengers and loads

Check the following before setting off with a loaded e-bike:

- All attachments (e.g. basket or child seat) are correctly fixed in place.
- The load and handling of the e-bike has been checked.
- Children are strapped in and wearing a helmet.
- Always position the heavier child or children (with cargo bikes with three child seats) on the seats closest to the rider if possible.
- The permissible total weight and the permissible carrier load are not exceeded. Note that the child seat also counts as a load.
- The air pressure in the tires is correct.
- The load is placed as centrally as possible on the e-bike (close to the rider) and as low as possible.
- The weight of the load is evenly distributed on the e-bike. The weight of the load on the right side of the e-bike is equal to the weight of the load on the left side of the e-bike.
- The load is secured to prevent it sliding around and falling down or out.
- Lights and reflectors are not covered.
- Nothing can get caught in the spokes. Also pay particular attention to load straps and children's feet.

Warning!

Do not ride if one of the points is not ensured. If fixed insufficiently, the basket and/or child seat can come loose and cause serious accidents.

Always set off carefully in a safe environment when carrying a load and change or reduce the load if the riding behaviour is not safe or does not feel safe.

Warning!

Only use tested and safe child seats.

Child seats must not be attached to the seatpost. Make sure that the child is unable to touch the springs and movable parts on saddle and seatpost with its fingers.

Prevent the child's feet from touching any moving parts such as the spokes or tires as this poses a great risk of injury.

When the e-bike is parked on the stand, no child may sit in the child seat – you may only lift the child into or out of the seat. You must secure the child in the child seat yourself.

If the Cargo Bike is parked on the stands, children may only sit in the Cargo Bike box if they are strapped in and the Cargo Bike is secure and level.

If the child seat in the box of the Cargo Bike has a headrest, it must be ensured it is properly fixed in place.

Warning!

Only people aged 16 years or over may transport children. They should also have good riding skills and road knowledge.

Drive / battery / charger

All Riese & Müller models are equipped with an electric drive.
Read and note the operating instructions issued by the manufacturers of the components associated with your drive, battery and charger (applicable supplier documentation), see "General information".

Warning!

Reading the safety instructions does not relieve you of the obligation to read and note the operating instructions supplied by the respective component manufacturers (applicable supplier documentation).

Failure to follow the operating instructions can lead to dangerous riding situations, falls, accidents, and material damage.

Safety instructions for the drive

- **Remove the battery from the e-bike before starting work on it (e.g. inspection, repair, assembly, maintenance, chain/belt work etc.), or transporting or storing it. With permanently installed batteries, please take special care to ensure that the e-bike cannot itself switch on.** Unintentional activation of the e-bike system runs the risk of injury.
- **Never make any changes to the drive. Do not use products to increase the performance of the drive.** You would then be riding illegally on public roads. You will also be endangering yourself and others, risking high personal liability costs in the event of accidents caused by tampering, and possibly even running the risk of criminal prosecution. This will also generally reduce the service life of the e-bike components. Damage to the drive unit and the e-bike can occur, and therefore any warranty and warranty claims on the e-bike you have purchased will be invalidated.
- **Do not open the drive unit yourself. Only have the drive unit repaired in a specialist workshop by qualified personnel, and only using original spare parts.** This ensures that the safety of the drive unit is maintained. Unauthorised opening of the drive unit will void the liability for defects.
- **Only replace all components fitted on the drive unit and all other components of the e-bike drive (e.g. chainwheel, chainwheel bracket, pedals) with approved components.**
- **Use only original batteries approved by the manufacturer for your e-bike.** The use of other batteries can lead to injuries and fire hazards. No liability or liability for defects is accepted if other batteries are used.
- **After a ride, avoid coming into contact with the housing of the drive unit with your hands or legs unprotected.** Under extreme conditions, such as sustained high torques at low riding speeds or when riding uphill or with loads, the housing can reach very high temperatures.
- **Only use the pushing aid function when pushing the e-bike. Hold the e-bike securely with both hands when the pushing aid is active.** There is a risk of injury if the wheels of the e-bike are not in contact with the ground when using the pushing aid.
- **When the pushing aid is switched on, the pedals can turn as well.** When the pushing aid is active, make sure that your legs are a safe distance from the rotating pedals. There is a risk of injury.
- **The e-bike can switch itself on when you push the e-bike backwards or turn the pedals backwards.**

- **Do not hold the rim magnet near implants or other medical devices, such as pacemakers or insulin pumps.** The magnet generates a field that can affect the functioning of implants or medical devices.
- **Keep the rim magnet away from magnetic data carriers and magnetically sensitive devices.** The effect of the magnets can lead to irreversible loss of data.
- **Note all national regulations for the registration and use of e-bikes.**

Battery safety instructions

- **Remove the battery from the e-bike before starting work on it (e.g. inspection, repair, assembly, maintenance, chain/belt work etc.), or transporting or storing it. With permanently installed batteries, please take special care to ensure that the e-bike cannot switch itself on.** Unintentional activation of the e-bike system runs the risk of injury.
- **Never remove permanently installed batteries yourself. Arrange for permanently installed batteries to be installed and removed in a specialist workshop.**
- **Do not open the battery.** due to the danger of a short circuit. If the battery is opened, all warranty claims are void.
- **Protect your battery from heat (including constant solar radiation), fire and immersion in water. Do not store or operate the battery near hot or flammable objects.** There is a risk of explosion.
- **Keep the unused battery away from paper clips, coins, keys, nails, screws or other small metal objects that could bridge the contacts. Never short circuit the battery.** A short circuit between the battery contacts can result in burns or fire. In the event of short-circuit damage arising in this way, any claim under the warranty will be void.
- **Avoid mechanical stress or exposure to intense heat.** This could damage the battery cells and lead to the escape of flammable substances.
- **Do not use the carrier battery as a handle.** Lifting your e-bike by the battery can damage the battery.
- **Do not place the charger and the battery near flammable materials. Only charge the battery when it is dry and in a location that is safe from fire.** There is a risk of fire due to the heating that occurs during charging.
- **Never leave e-bike battery unattended while charging.**
- **If used incorrectly, liquid may leak from the battery. Avoid contact with this liquid. In case of accidental contact, rinse with water. If the liquid gets into your eyes, also seek medical attention.** Leaking battery fluid can cause skin irritation or burns.

- **Do not expose batteries to mechanical shocks.** There is a risk of damage to the battery.
- **Vapours can escape if the battery is damaged or used incorrectly. Ensure plenty of fresh air and seek medical attention if symptoms occur.** The vapours can irritate the respiratory tract.
- **Keep the battery away from pacemakers or people wearing a pacemaker, and alert people with pacemakers to the danger**. The magnetic connections on the battery pack may interfere with the operation of pacemakers.
- **Only charge the battery with appropriate original chargers.** A fire hazard cannot be ruled out when using non-original chargers.
- **Do not charge or use a damaged battery.** Contact a specialist workshop.
- **Only use the battery in conjunction with the matching original drive system.** This is the only way to protect the battery from dangerous overloading.
- **Use only original batteries approved by the manufacturer for your e-bike.** The use of other batteries can lead to injuries and fire hazards. No liability or liability for defects is accepted if other batteries are used.
- **Keep the battery away from children.**
- **Do not allow children to clean or carry out DIY maintenance on the bike unsupervised.**
- **Never send off the battery yourself. A battery is classed as hazardous material. and can overheat and catch fire under certain conditions.**

Charger safety instructions

- **The charger does not provide protection against the ingress of water.** Therefore, only operate the charger in dry places. Pay particular attention to dripping water from your e-bike, e.g. through rain or snow. There is a risk of electric shock if water gets into a charger.
- **Do not operate the charger and battery on a highly combustible surface (e.g. paper, textiles etc.) or in a combustible environment.** There is a risk of fire due to the waste heat given off by the charger during charging.
- **Check the charger, cable and plug before each use. Make sure that the plug and charging socket are dry when charging starts. Do not use the charger if you notice any damage. Do not open the charger.** Damaged chargers, cables and plugs increase the risk of electric shock.
- **Pay attention to ensure that the charger cables are not bent or routed over sharp edges.**

- **Only connect the charger to an easily accessible and properly installed protective contact socket.**
- **Make sure that the mains voltage on the mains connector matches the information on the charger.**
- **Only charge the suitable, approved battery. The battery voltage must match the battery charging voltage of the charger.** Otherwise there is a risk of fire and explosion.
- **Never leave e-bike battery unattended while charging.**
- **Take care when touching the charger during charging. Wear protective gloves.** The charger can become very hot, especially at high ambient temperatures.
- **Do not pull the cables, but always grip the corresponding connector when you disconnect the connectors.**
- **Carefully close the charging socket with the cover after charging your e-bike.** This prevents the ingress of dirt or water.
- **Keep the charger clean.** There is a risk of electric shock if the charger is dirty.
- **Avoid excessive stress on the appliance plug and socket.** This could make the charger unusable.
- **Vapours can escape if the battery is damaged or used incorrectly. Ensure plenty of fresh air and seek medical attention if symptoms occur.** The vapours can irritate the respiratory tract.
- **Keep the charger away from pacemakers or people wearing a pacemaker, and alert people with pacemakers to the danger**. The magnetic connections on the charger may interfere with the operation of pacemakers.
- **Do not allow children under 8 years to use the charger. Children over the age of 8 years and persons who, on account of their physical, sensory or mental abilities or inexperience or lack of knowledge, are unable to operate the charger safely must not use it without supervision or instruction from a responsible person, providing it can be ensured that they understand the associated risks. Supervise children during use, cleaning and maintenance. Never allow children to play with the charger.** Otherwise, there is a risk of incorrect operation and injury.
- **Keep the charger out of the reach of children.**

General care instructions

Warning!

Remove the battery from the e-bike before starting work on it, such as maintenance and servicing of the e-bike. With permanently installed batteries, please take special care to ensure that the e-bike cannot switch itself on. Unintentional activation of the e-bike system runs the risk of injury.

Regular maintenance

Maintain your e-bike regularly and ask your dealer to carry out the regular maintenance work to guarantee the lasting and safe function of all parts. Only take on tasks for which you have the necessary specialist knowledge and tools.

Cleaning and care

Dirt and salt from winter road maintenance or sea air, as well as sweat can damage your e-bike. You should therefore regularly clean your e-bike and protect it against corrosion.

1. Use clear water for cleaning and a little bit of mild washing-up liquid if necessary to remove grease residues.
2. After drying your bike, treat surfaces with a suitable care product available from your dealer.
3. Finally, wipe down your e-bike with a clean, soft and lint-free cloth.

Note

Do not clean your e-bike with a strong water jet or steam jet from a short distance. The water can get past the seals and get inside the bearings, causing damage e.g. to the electronics.

Inspections and service life

Warning!

The e-bike is subject to high stress and wear. Components and materials react differently to stress and wear. Sudden component failure can result in injury to the rider. Any kind of cracks, scoring or colour changes in highly stressed areas can be signs that the service life has expired. The affected parts should be inspected and replaced if necessary to prevent damage.

After the initial service you should have your e-bike maintained at regular intervals, see “E-bike Logbook”. If you regularly ride on poor roads, in the rain or in a humid climate, reduce the inspection intervals.

Warning!

Avoid damage to your e-bike and injuries.

Take your e-bike to your dealer for an initial service no later than after 400 km.

Information on wear and tear

Some components of your e-bike are subject to wear owing to their function. The extent of wear depends on the care, maintenance and nature of the use (mileage, riding in rain, dirt, salt, etc.)

E-bikes that are often left outside can also be subject to increased wear due to weathering. Replace corresponding parts once they reach their wear limit. This includes:

- Batteries
- Drive chain or belt
- Seals
- Bearings
- Gear cables
- Brake pads
- Rims or brake discs
- Handles
- Sprockets, pinions or toothed belt discs
- Tires
- Saddle cover
- Elastic luggage straps

- Pedal surfaces
- Stand caps

Check the condition of the above wear parts regularly and, if necessary, have them replaced by your dealer.

The brake pads in rim or disc brakes are subject to wear owing to their function. If the e-bike is used for sports purposes or for riding in mountainous terrain, it may be necessary to change the brake pads more frequently.

Replacing these parts due to wear is not subject to the statutory liability for defects.

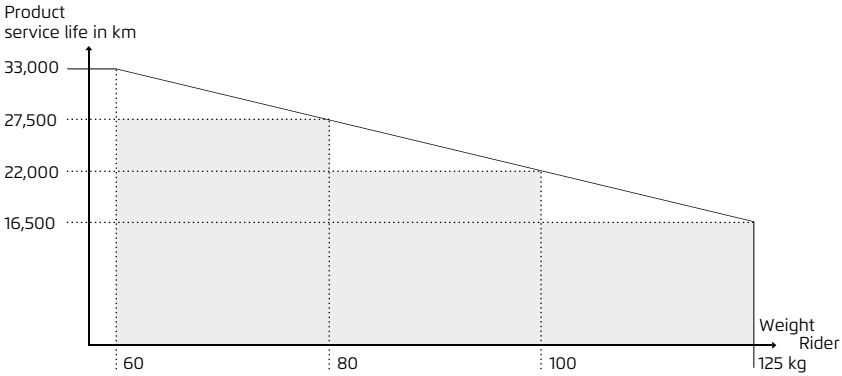
The bearings and seals for suspension forks and spring-loaded rear stays are in constant motion when the chassis is working. The joints, bearings and components of the steering system as well as hubs and pedals also move. Environmental factors cause wear on these moving parts. These areas must be regularly cleaned and maintained. Depending on the conditions of use, it cannot be ruled out that parts may need to be replaced due to wear.

Failure to comply with the assembly specifications and inspection intervals can void the warranty and liability for defects. Please observe the checks and inspections outlined in your manual.

According to the European Approval Regulation (EU) No 168/2013, the durability for an e-bike of vehicle class L1e-B is 16,500 km.

In accordance with its high quality standards, Riese & Müller estimates a product service life of 33,000 km for all of its e-bikes. However, the strain on an e-bike depends heavily on the load, the condition of roads and the riding style.

The main influencing factor is the rider's weight. Please see the diagram below for the relevant service life of your e-bike:



Once the product has reached the end of its service life, road safety is no longer guaranteed.

Recycling and disposal

The longer you enjoy your Riese & Müller e-bike, the better it is for our environment. If you no longer wish to use your e-bike, first consider its continued use by other people. If you still wish to dispose of the e-bike or replaced components, please note the following points:

Do not dispose of your e-bike and its components in household waste.

The drive unit, on-board computer including control unit, battery, speed sensor, accessories and packaging must be recycled in an environmentally friendly manner.

According to the European Directive 2012/19/EU, electrical appliances that are no longer usable and, in accordance with the European Directive (EU) 2023/1542, faulty or used batteries must be collected separately and recycled in an environmentally friendly manner.

In France, please note the information about sorting for recycling for end customers (Info Tri):

Please note that national guidelines and legislation may vary.

Weight specifications

Model		Permissible total weight (e-bike + rider + load + trailer[8])	E-bike weight from	Max. rider's weight	Max. carrier / pannier rack weight	Max. sideloader weight	Max. front carrier weight
Carrie	kg	200	34.4	110	27[1]	–	80[1,5]
Carrie2	kg	200	36.0	110	27[1]	–	80[1,5]
Charger4 GT, Charger4 GT Mixte	kg	140[4]/160[3]	28.6	110[4]/125[3]	27[1]	–	5[1]/5[11]
Charger5, Charger5 Mixte	kg	140[4]/160	29.8	110[4]/125	27[1]	–	5[1]/5[11]
Cruiser, Cruiser Mixte, Cruiser2, Cruiser2 Mixte	kg	150	25.8	110	20[1]	–	5[1]/3[11]
Culture, Culture Mixte	kg	150	21.3	110	27[1]	–	5[11]
Delite GT, Delite mountain, Delite4 GT	kg	140[4]/150[3]	28.5	110	20[1]/5[1,9]	–	5[1]/5[11]
Delite5	kg	160	34.5	120	27[1]/7.5[1,9]	–	5[1]/5[11]
Homage GT, Homage4 GT	kg	140[4]/150[3]	29.2	110	20[1]	–	5[1]/5[11]
Homage5	kg	160	34.3	120	27[1]/7.5[1,9]	–	5[1]/5[11]
Load 60/75, Load4 60/75	kg	200	35.5	110	15[1]	–	70[1,5]
Load5 60/70	kg	200	37.2	110	15[1]	–	70[1,5]
Multicharger2 GT, Multicharger2 Mixte GT	kg	175	30.1	110	65[1,5]	20[9]	5[1]/5[11]/8[1,2]
Multicharger3, Multicharger3 Mixte	kg	175	30.2	110	65[1,5]	20[9]	5[1]/5[11]/8[1,2]
Multitinker, Multitinker2	kg	200	35.0	110	70[1,5]	20[9]	5[1]/5[11]/8[1,2]
Nevo GT, Nevo4 GT	kg	140[4]/160[3]	25.3	110[4]/125[3]	27[1]; 20[1,10]	–	5[1]/5[11]
Nevo5	kg	140[4]/160	28.4	110[4]/125	27[1]	–	5[1]/5[11]
Packster 70, Packster2 70	kg	200	41.0	110	27[1]	–	70[1,5]
Packster 70 CT,[6] Packster2 70 CT[6]	kg	200	41.0	110	15[1]	–	70[1,5]
Roadster, Roadster Mixte, Roadster4, Roadster 4 Mixte	kg	140[4]/150	23.3	110	20[1]	–	5[1]/5[11]
Supercharger GT	kg	140[4]/150[3]	31.1	110[4]/125[3]	27[1]	–	5[1]/5[11]
Superdelite GT, Superdelite mountain	kg	140[4]/150[3]	31.6	110	20[1]	–	5[1]/5[11]

Model		Permissible total weight (e-bike + rider + load + trailer[8])	E-bike weight from	Max. rider's weight	Max. carrier / pannier rack weight	Max. sideloader weight	Max. front carrier weight
Superdelite5	kg	160	36.2	120	27[1]/7.5[1,9]	–	5[1]/5[11]
Swing, Swing4	kg	150	26.0	110	27[1]	–	5[11]
Swing5	kg	150	26.4	110	27[1]	–	5[11]
Tinker2	kg	135	24.9	110	25[1]	–	3[11]
Transporter 65/85, Transporter2 65/85	kg	220[7]	45.0	110	20[1]	–	100[1,5]
UBN	kg	135	18.5	100	27[1]/7.5[1,9]	–	5 [11]

1 including the weight of the basket/bag

2 with large cargo front carrier

3 for 25 km/h GT models

4 for HS models

5 For safe riding, the centre of gravity needs to be low and central on the loading surface or in the load compartment.

6 with Control Technology Package

7 200 kg in CH

8 Find model-specific information on trailer approval at www.r-m.de/de/bikes/

9 on each side

10 with DualBattery

11 without front luggage carrier only basket/bag

Tightening torques for screw connections

Component	Screw connection		Tightening torque [Nm] / [lbf in]
Rücktritt brake anchor	Fixing screw and nut		13 / (115)
Brake lever	Fixing screw		4 / (36)
Brake calliper	Fixing screw		8 / (71)
Display + remote control	All screws		**
Suspension element	Fixing screw		9 / (80)
Shock absorber (Delite5 / Superdelite5 / Homage5)	Fixing screw (rear)[1]		10 / (89)
	Fixing screw (front)[1]		20 / (177)
Freewheel hub	Cogset guard		40 / (354)
Carrier	M5 fixing screw		6 / (53)
	M6 fixing screw		9 / (80)
Rear swing arm bearing	Ball bearing M5 clamping screw		6 / (53)
	Bearing pin M6 screw		9 / (80)
Hydraulic brake hose	Magura		4 / (36)
	Tektro, Shimano		5 / (44)
Hub	Axle nuts in Enviolo gear hubs		35 / (310)
	Axle nuts in Shimano gear hubs		30 / (266)
	Allen clamping axle for Rohloff		7 / (62)
Pedals			30 / (266)
Side stand	Fixing screws and M6 nut		13 / (115)
Seatpost	Fixing screw for saddle clamp		**
	Clamping screw on the seat tube		5 / (44)
Shifter	Shimano shift lever		5 / (44)
	Twist shift grip		2 / (18)
Rear derailleur	Fixing screws		10 / (89)
	Tension clamping screw		6 / (53)
	Jockey pulley pin		4 / (36)
Mudguard	Front wheel	directly on mudguard	4 / (36)
		mudguard brace on fork tubes	1 / (9)
	Rear wheel	all screws (except *)	4 / (36)
		* plastic brace length adjustment	1 / (9)
Quick release axle	Allen key quick-release axle	Front wheel	**
		Rear wheel	**

1 View in the direction of travel

** see details on component

Component	Screw connection	Tightening torque [Nm]/[lbf in]
Adjustable fork ends (slider)	M8 fixing screws	18 / (159)
Stem	All screws	**

** see details on component

Carrie / Load / Multitinker / Packster / Tinker / Transporter

Component	Screw connection		Tightening torque [Nm]/[lbf in]
Suspension element (Load)	Fixing screw		10 / (89)
Carrier (Carrie)	M6 fixing screw		8 / (71)
Steering linkage (Load / Transporter)	Steering arm clamp at right fork tube: 4 M5 screws		8 / (71)
	Lock nut for joint head M8		12 / (106)
	Cardan joint: M8 vertical screws with cotter pin		12 / (106)
	M8 horizontal screw with cotter pin		3 / (27)
	M6 screw connections		10 / (89)
Steering linkage (Carrie)	Steering arm clamp at right fork tube: 4 M5 screws		8 / (71)
	Lock nut for joint head M8		12 / (106)
	Steering arm cardan joint: M8 vertical screws with cotter pin		12 / (106)
	Steering cardan joint: M8 vertical screw with cotter pin		10 / (89)
	M8 horizontal screw with cotter pin		18 / (159)
	M6 screw connection		10 / (89)
Frame	Connection between front and rear frame: 4 M10 screws		40 / (354)
Cable-controlled steering (Packster)	Front cable pulley	Shaft clamping screw (2 pieces)	8 / (71)
		Ahead screw	6 / (53)
		M6 clamping plate screw (2 pieces)	12 / (106)
		M5 cable fixing screw (2 pieces)	8 / (71)
	M6 tension pulley axle		8 / (71)
	M5 tension pulley tensioning lever		6 / (53)
	Rear cable pulley	Shaft clamping screw	4 / (36)
		Ahead screw	6 / (53)
		M5 clamping plate screw (2 pieces)	6 / (53)
	M5 deflector pulley shaft screws		8 / (71)
Stand	Lock nut M8		12 / (106)
	Ring screw and nut M5		6 / (53)
Adjustable stem version 1[1] (Carrie / Load / Multitinker / Tinker)	M6 clamping screws on shaft tube (4 pieces)		10 / (89)
	Front clamping screws M6 (2 pieces)		10 / (89)
	Rear clamping screws M5 (2 pieces)		7 / (62)

Component	Screw connection	Tightening torque [Nm]/[lbf in]
Adjustable stem version 2[2] (Carrie / Load / Multitinker / Tinker)	M8 clamping screws on shaft tube (4 pieces)	12 / (106)

1 Opening direction of the quick-release skewers: against the direction of travel

2 Opening direction of the quick-release skewers: in the direction of travel

Bosch

Assembly	Screw connection	Tightening torque [Nm]/[lbf in]
Drive	Motor screws	*
Crankset	Lock ring	**
	Crank clamping screws	50 / (443)

* Tightening torque depending on the drive installed, according to the manufacturer's instructions, see instructions and supplier documentation "General information".

** see details on component

Fazua

Assembly	Screw connection	Tightening torque [Nm]/[lbf in]
Drive	Motor screws	14 / (124)
Crankset	Lock ring	30 / (266)
	Crank clamping screws	38 - 41 / (336 - 363)

Pinion MGU E1.12 and E1.12S

Assembly	Screw connection	Tightening torque [Nm]/[lbf in]
Drive	Gear retaining screws	10[1] / (89)[1]
	Oil plug screw	3[2] / (27)[2]
	Roller retaining screws	2[2] / (18)[2]
Crankset	Crank central screws	10[1] / (89)[1]
	Crank clamping screws	10[2,3] / (89)[2,3]

1 with threadlocking adhesive, medium strength

2 dry

3 with SCHNORR® safety washer

Service and maintenance schedule

Read and note the prescribed maintenance instructions and plans in the applicable supplier documentation for your e-bike and ensure that they are adhered to. They also apply in addition to the service and maintenance schedule below.

You can perform the checks marked with ● yourself. If faults are detected during inspections, take appropriate measures immediately. Your dealer will be happy to help if you have any questions or if anything is unclear. Work marked with **X** should only be carried out by the dealer as part of a regular service.

Warning!

Only use original or suitable and approved parts when replacing wear parts and safety-related parts.

Component	Action	Before every ride	1st service at the latest after 400 km	Every 2,000 km or annually	Note / Other intervals
ABS brake system	Check function and attachment	●	X	X	
Lighting	Check function and attachment	●	X	X	
Tires	Check air pressure	●	X	X	
	Check tread height and side walls	●[2]	X	X	Replace if worn
Brakes	Check pressure point, position to rim, visual check of pads	●	X	X	
	Check thickness and tightening torques of pads, disc, rim		X	X	Replace if worn
Brake system	Visual check for leaks	●	X	X	
Suspension element	Maintenance, functional test			X	Follow the service instructions of the manufacturer of the suspension system
Suspension fork	Check function, play and for leaks		X	X	Clean and lubricate / follow service instructions of manufacturer of suspension system
Rims	Check wall thickness / wear indicator, check for cracks, visual check	●[2]		X	**X** At the latest after the second set of brake pads
					Replace if worn
Rear swing arm	Check function and bearing play			X	Replace bearing if worn

Component	Action	Before every ride	1st service at the latest after 400 km	Every 2,000 km or annually	Note / Other intervals
IBS brake system	Check function and attachment	•	X	X	
Chain	Check and lubricate if required	•[2]	X	X	Lubricate if dry or rusty, retighten hub gear if necessary
	Check wear and replace if necessary			X	
Crank	Check and retighten if required		X	X[1]	
	Check wear on chainwheel			X	Replace if worn
Paint / metallic surfaces	Treat (except rims, brake discs)			•	Required more often in adverse weather conditions
Wheels	Check spoke tension		X	X	Tighten or centre if necessary
	Check truth	•	X	X	
	Axle nuts / quick-release skewers	•	X	X	Check
Handlebar / stem / steering linkage	Visual check, presence of cotter pin	•			
	Check the tightening torques and cotter pins		X[1]	X[1]	
	Replace				X After a crash, 25,000 km or 5 years (whichever occurs first)
Handle grips with screw clamping	Check tight fit	•[2]	X[1]	X[1]	
Headset	Sensory check of bearing play	•	X	X	If necessary, readjust, grease or replace
Hubs	Check bearing play, running			X	If necessary, readjust, grease or replace
Pedals	Check bearing play, running			X	If necessary, readjust, grease or replace
Belt drive	Check belt tension, check for wear		X	X	Retighten or replace if required (after 20,000 km at the latest)
Saddle clamp	Check tight fit	•[2]			
	Check the tightening torque		X[1]	X[1]	
Seatpost	Clean seat tube			X	X Replace after 25,000 km
Rear derailleur	Clean, lubricate			X	
Gear cables	Check		X	X	Grease or replace if necessary
Disc brakes	Check screw connection of brake discs and callipers		X[1]	X[1]	Replace if worn

Component	Action	Before every ride	1st service at the latest after 400 km	Every 2,000 km or annually	Note / Other intervals
Quick-release skewers / quick-release axle	Check tight fit	•	X	X	
Screws and nuts	Check and retighten if required		X[1]	X[1]	
Mudguards	Check securely attached and distance from tires		X[1]	X[1]	
Cable-controlled steering Cargo Bike	Check uniform steering resistance, steering cable tension, steering cable clamping bolts, damping control set, screw connections and steering cable strands	•	X[1]	X[1]	Replace the steering cable if individual strands are broken or if its sheathing is damaged or worn
Valves	Check they are straight	•	X	X	

[1] These screw connections must be checked by the dealer using a (bit) torque tool.

[2] These points must be checked at regular intervals.

Handover documentation

Dear dealer,

Please discuss the handover document together with the customer. The individual points are confirmed by the customer's signature. Keep a copy of the handover protocol to hand (not applicable to Home Delivery).

- Hand over the invoice to the customer with the purchase date, e-bike description including frame size, frame number, display number, battery number(s) and key number.
- Set the appropriate saddle height. For e-bikes with quick release skewers, also explain the exact setting of the appropriate saddle height.
- Adjust handlebar, brake and shift levers to the customer's size and needs.
- Adjust the cable lengths to handlebar and stem position.
- Demonstrate the function of the front brake lever.
- With e-bikes with ABS brake system: operation of the ABS brake system has been explained.
- With e-bikes with IBS brake system: operation of the IBS brake system has been explained.
- With e-bikes with adjustable stem: Adjust the stem to the customer's size.
- Adjust the suspension to the customer's weight and explain how it works.
- Controls for the electric drive system and the gears have been explained.
- Explain the operation of quick-release skewers and axles.
- Intended use has been discussed.
- The maximum permissible total weight has been discussed.
- Customer has had a test ride.
- Customer has been advised to cautiously get used to the brakes and steering away from traffic.

.....	.....
Customer signature	Dealer signature
Location	Date

E-bike Logbook

Please have all servicing carried out by your dealer recorded in this E-bike Logbook. The warranty, which exceeds the statutory liability for defects, only applies if, in the event of a warranty claim, the fully completed bike logbook along with a copy of the customer's purchase receipt is sent to Riese & Müller and if all services listed in the bike logbook have been carried out and recorded by the dealer.

Model: Serial number:

Frame number:

Frame size: Colour:

Gear:

Display number:

Battery number:

Key number:

The bike was handed over:

Purchase date:

....

Place, date Dealer stamp and signature

1st service – at the latest after 400 km

Replaced or repaired parts:

Order no.:

Date:

Dealer stamp and signature:

2nd service – at the latest after 2,000 km or 1 year after purchase

Replaced or repaired parts:

Order no.:

Date:

Dealer stamp and signature:

3rd service – at the latest after 4,000 km or 2 years after purchase

Replaced or repaired parts:

Order no.:

Date:

Dealer stamp and signature:

4th service – at the latest after 6,000 km or 3 years after purchase

Replaced or repaired parts:

Order no.:

Date:

Dealer stamp and signature:

5th service – at the latest after 8,000 km or 4 years after purchase

Replaced or repaired parts:

Order no.:

Date:

Dealer stamp and signature:

6th service – at the latest after 10,000 km or 5 years after purchase

Replaced or repaired parts:

Order no.:

Date:

Dealer stamp and signature:

7th service – at the latest after 12,000 km or 6 years after purchase

Replaced or repaired parts:

Order no.:

Date:

Dealer stamp and signature:

Statutory liability for defects and warranty

Statutory liability for defects (warranty)

In Europe, the statutory liability period for defects for your e-bike is a minimum of two years, calculated from the date of collection of your e-bike from your dealer or delivery to your home with Home Delivery. The statutory liability period for defects may vary in accordance with national legislation; please find out for yourself about country-specific laws.

Although we adhere to the freedom from defects of all components within the statutory liability periods, some components are subject to wear due to their function and must be replaced when their wear limit is reached.

For a summary of the components that are subject to functional wear, please refer to the list in “Inspections and service life”.

If wearing parts have to be replaced due to wear, this does not fall under the statutory liability for defects.

Warranty

Notwithstanding the legally required liability for defects, we grant you a five-year warranty for frame failure for all e-bike models according to our warranty conditions. Furthermore, we grant you a voluntary warranty on the battery of two years: we guarantee that the battery will still have a capacity of 60% after two years or 500 charge cycles (whichever occurs first). All warranty promises relate to private customers at initial purchase in accordance with our warranty conditions.

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