



## **USER MANUAL**

# **ELAIA**

**THIS MANUAL CONTAINS IMPORTANT  
SAFETY AND OPERATING INSTRUCTIONS**

**Model conforms to safety standards**

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## PRESENTATION

Thank you for choosing a NEOMOUV Electric-Assisted Bicycle (E-Bike)

### E-Bike Presentation:



### Notes:

- The symbol  $\triangle$  indicates important advice or essential safety measures. Follow the various instructions.
- Some adjustment and assembly/disassembly operations require special tools and expertise; perform these only if you have the skills to do so, otherwise consult your authorised dealer or a specialist.
- The symbol  $\otimes$  indicates the tools you will need to carry out adjustments.
- Your e-bike has a serial number engraved on the frame.

**$\triangle$  MAXIMUM LOAD: 120 KG. FOR YOUR SAFETY, YOU SHOULD NOT EXCEED THE MAXIMUM LOAD WHEN USING YOUR BICYCLE.**

## ADJUSTMENTS/ASSEMBLY:

### Adapt the bike to your height

#### 1.1 Adjusting the saddle:

✖ 6mm mm Allen key

##### 1.1.1 Angle:

Loosen the nut under the saddle.

Adjust the angle of the saddle in order to find your most comfortable position. Tighten the nut, with a maximum tightening torque of 13 Nm.

##### 1.1.2 Height:

The power-assisted bicycle enables you to opt for a lower saddle position than on a classic bike. With power assistance, you expend less effort and can be seated in a lower position for improved safety. The required user (cyclist) height for optimal utilisation of the bike ranges from 1.60 to 1.85 m. Adjust your saddle height to the optimal sitting position as follows:

Loosen the quick-release seat clamp.

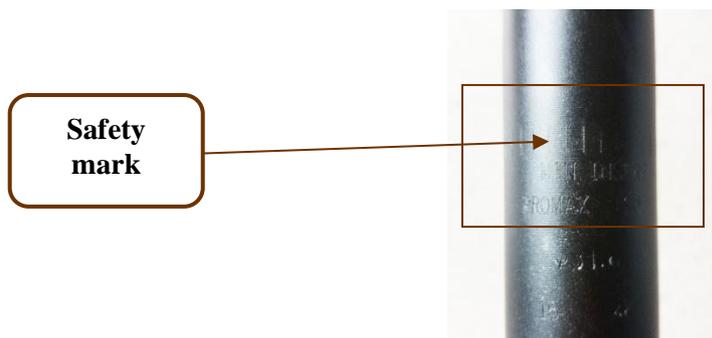


Wearing suitable cycling shoes, sit on the saddle, place one of the pedals in the lowest position, rest one heel on the pedal, and your leg should rest normally on the pedal without being stretched. Raise or lower the saddle to get the correct height. While pedalling backwards, you should not have to move your hips from side to side.

*To calculate the height, you can also use the SH (Seat Height) formula =  $0.885 \times IL$  (inside leg measurement). To measure your inside leg, stand barefoot with your feet five centimetres apart. Without applying too much pressure, place a pole or stick at horizontally at groin height and then measure the height from the stick to the ground. This will give you the IL (inside leg) measurement.*

Tighten the quick-release clamp.

△ **THE SEAT POST SHOULD NOT BE EXTENDED BEYOND THE ENGRAVED SAFETY MARK (VERTICAL BARS).**



The minimum height between the highest point of the saddle and the ground is **89 cm** with a suspension seat post and **85 cm** with a rigid seat post.

## 1.2 Adjusting the handlebars and the stem:

✂ 5 mm and 3mm Allen key.

✂ 6 mm Allen Key

For your comfort, the position of your handlebars must be at the same level as the height of your saddle or a bit higher according to your comfort.



Do the same with the second screw to set the angle of your handlebars, after making your adjustments, tighten the screws vigorously, with a max. tightening torque of 10 Nm.

Or with the 4 handlebar angle adjustment screws, a max. tightening torque of 6 Nm.

### 1.3 Hydraulic brake adjustment:

The Elaia is equipped with front and rear hydraulic disc brakes. The maintenance of this system must be carried out by a specialist. Nevertheless, here are a few recommendations:

- Periodically check the condition of the lining on the brake pads. It is important to avoid leaving this until the last minute as if the lining is damaged, the disc rubs against the metal of the pads which damages them.

Here are 2 ways to monitor the wear and tear on your pads:

- By sound: the braking sound will be more metallic when the lining is worn.
- By sight: you can see the thickness of the lining when looking from the front of the calliper.



- Regularly check the condition of the discs to ensure they are clean and not too worn. Only use alcohol or water to clean the discs.
- Completely avoid any contact with greasy substances on the disc and the pads. The pads **must** be changed should this occur (they are porous and will absorb the greasy substance).

**△ AS A GENERAL RULE, THE HYDRAULIC DISC BRAKING SYSTEM SHOULD NOT BE ADJUSTED BY NON-EXPERTS. WE RECOMMEND THAT YOU CALL A SPECIALIST SHOULD YOU HAVE ANY DOUBTS ABOUT WHAT TO DO.**

## 1.4 Rack:

**△ DO NOT LOAD RACK BEYOND THE STIPULATED WEIGHT: 25 KG.**

Any carrying device or other equipment installed by you on your rack (e.g., child seats, other equipment, etc.) must be compatible with the robustness and build of the bike.

**△ YOU SHOULD PERIODICALLY CHECK THE TIGHTNESS OF THE RACK'S FASTENINGS.**

**THIS TYPE OF RACK IS NOT DESIGNED TO TOW A TRAILER.**

Any alterations made to the rack by the user will be at their own risk.

When the rack is loaded, changes in the behaviour of the bicycle must be taken into account (wind stability, braking distances, changes in direction, etc.). For their safety, the user must be aware of these changes in operation.

When installing a child seat or panniers, the user must perform a safety check (e.g., hanging straps that are in danger of catching in the spokes and raise the risk of a fall; check the secureness of the fastenings on the child seat, the potential trapping of the child's fingers under the saddle, etc.)

The reflector and the rear light must not be covered by the equipment or seat that has been fitted to the rack.

The load on the rack must be evenly distributed on both sides to ensure the stability of the equipment while riding on public roads.

## 1.5 Mounting and dismounting the wheels:

△ **AS A GENERAL RULE, NEVER OPERATE THE BRAKE LEVERS WHEN A WHEEL IS OFF THE BIKE. THE WHEEL WILL BE VERY DIFFICULT TO REMOUNT SHOULD THIS HAPPEN.**

### 1.5.1 Front wheel:

#### Dismounting the front wheel:

- First, you must loosen the wheel's fastenings.
- Once this has been done, slide the wheel forward to remove it.
- Insert a piece of plastic in the calliper (between the two pads).

#### Mounting the front wheel:

- Carry out the dismounting operations in inverse order. Check the tightness of the wheel attachment and its alignment.
- Once the wheel is in place, operate the brake handle 3-4 times. This allows the pads to settle correctly.
- Check that the brake disc is properly centred and rotates without friction.
- Finally, check that the wheel brakes are working properly.

### 1.5.2 Rear wheel:

#### Dismounting the rear wheel:

- First, you must loosen the wheel's fastenings.
- Once this has been done, slide the wheel forward and remove the chain from the axle to remove it.
- Insert a piece of plastic in the calliper (between the two pads).

#### Mounting the rear wheel:

- Remove the piece of plastic from the calliper.
- Take the wheel and place the chain on the small sprocket on the right-hand side, then place the wheel between the brake pads.
- Insert the wheel axle backward into the housing on the left and right of the frame. Attach the washers and the wheel nuts. Tighten the nuts by hand initially, until they make contact with the frame.

#### Checking the wheel alignment:

- Centre the wheel in relation to the frame.
- Check the centring and positioning in line with the front wheel, as well as the positioning of the chain.
- Screw on the wheel nuts on both sides without tightening them.
- Check the positioning, centring and position of the chain again.

#### Checking the brake adjustment:

- Operate the brake handle 3-4 times. This allows the pads to settle correctly.
- Check that the brake disc is properly centred and rotates without friction.
- Finally, check that the wheel brakes are working properly.

Alternately and progressively tighten the wheel nuts on each side (max. tightening torque 25 Nm)  
Replace the nut covers.

## 1.6 Lights:

Your bike is equipped with:

- ❖ **Fixed front and rear lighting.** The front and rear lights are powered by the battery.
- ❖ To start up the lights ***please refer to the enclosed BOSCH display user manual.***



△ **ALWAYS KEEP YOUR LIGHTS CLEAN AND IN GOOD CONDITION.**

△ **LIGHTS ARE OBLIGATORY AT NIGHT.**

## USING THE E-BIKE:

### 1.7 Indexed gearshift:

Your gearshift is composed of a derailleur and 9 rear sprockets.

- ❖ 3 sprockets with 11, 13 and 15 teeth (large development), which allow you to increase your speed in easy conditions (light descent, flat);
- ❖ 3 intermediate sprockets with 17, 20 and 23 teeth to use under normal conditions;
- ❖ 3 sprockets (small development) with 26, 34 and 36 teeth for difficult hills and starts.

The (indexed) gear selectors are located on the right side of the handlebars.

### 1.8 Electronic gear shifting:

***You can find all information relating to the electronic gearshift in the enclosed BOSCH display user manual.***

### 1.9 Display and controls:

***You can find all information relating to the display and controls in the enclosed BOSCH display user manual.***

## 1.10

**Electric assistance:****1.10.1 Operation:**

Your bicycle is electrically assisted: it is equipped with an electric motor, which is located in the crankset casing. This motor starts automatically (if the ignition is on and the battery is charged) when and only when you are pedalling.

The motor also stops as soon as you reach the speed limit of 25 km/h.

**1.10.2 Performance:**

The power-assisted speed of your e-bike is limited to 25 km/h. At this speed the motor's power supply is automatically cut off.

The battery life per charge of your bike depends on several factors:

**❖ Weight transported:**

The expected performance of your bike is based on an average load of 75 kg.

**❖ External temperature:**

The expected performance of your bike is based on an external temperature of roughly 20°C. Performance decreases below this temperature, but is only really discernible below 5°C.

**❖ Battery wear:**

Your battery is designed to deliver stable performance for 750 recharge cycles (or an average use of 3 years). The battery will still be operational after those 750 cycles but its performance and therefore range per charge will decrease proportionally.

**❖ But the battery life per charge mainly depends on how you use the bike:**

The theoretical battery life per charge is based on almost continuous use of the motor over flat or slightly undulating ground (10 to 20% slopes). If your travel is on flat ground and includes a number of descents (even if slight), your battery life is increased. If you are ascending inclines of more than 5% (the motor "struggles" above a grade of 8%), your battery life will diminish proportionally.

**1.10.3 Technical specifications of the power-assistance system:**

**Motor:** Bosch Active Line Plus – 250 watts – 52 Nm

**Battery:** Lithium ion cell 36 V – 400 Wh

**Life cycle:** 750 complete charge/discharge cycles under normal load conditions.

**Battery life per charge:** 70 to 80 km for a 400 Wh battery

(for a user weighing 75 kg at a speed of 18 km/h on a journey in Eco mode).

#### 1.10.4 Starting up the battery:

Your e-bike's battery does not require any ignition and shuts down automatically in case of prolonged non-use.



#### 1.11

#### The electric motor:

Located in the crankset is a BOSCH 250-watt electric motor. It requires no maintenance on your part and has the benefit of a two-year manufacturer's warranty. After 3 years or 25,000 kilometres, we advise you to get it checked by an authorised dealer or specialist.

Although it is designed to resist water, we **do not recommend** cleaning it with a high-pressure jet.

***For further details, please consult the enclosed BOSCH motor manual.***



## CHARGING THE BATTERY:

### 1.12

#### Charger

**You can find all information relating to the charger in the enclosed user manual for the BOSCH charger.**

##### 1.12.1 Precautions (safety instructions):

- Do not connect the charger plug to the mains with wet hands (risk of electrocution).
- All charging must be carried out in a ventilated area.
- Always check that the charger is compatible with the local power supply.
- Do not place the apparatus in a damp environment or near a flammable or explosive substance while it is charging (any charge producing heat involves the risk of fire or explosion).
- Do not store the apparatus when hot.
- Do not charge a faulty or worn-out battery.
- Do not leave a plugged-in charger and its connections within the reach of children.
- Do not attempt to disassemble the charger.

##### 1.12.2 Protecting the charger:

- Do not expose the charger to rain.
- Do not leave the charger disconnected from the power supply (220 volts) but plugged into the battery.
- Do not submerge it.
- Do not place any objects on the charger or cover it.
- Look after the charger's input and output cables.
- To protect the charger after a long charging period (more than 24 hours), disconnect the electrical connection and let the device rest in a dry and ventilated space.
- Avoid leaving the charger connected to the mains for more than 24 hours.

**△ WARNING! FOR YOUR SAFETY, OPENING THE CHARGER IS PROHIBITED (RISK OF ELECTRIC SHOCK – HIGH VOLTAGE). CONTACT YOUR DEALER SHOULD ANY FAULTS OCCUR WITH YOUR CHARGER.**

**△ FOR YOUR SAFETY, ALSO LOOK AT THE PICTOGRAMS ON THE CHARGER.**

### 1.13

#### Battery

**For all information relating to the battery, please consult the enclosed user manual for the BOSCH battery.**

### 1.13.1 Recommendations / precautions to take with your battery:

- Avoid any proximity to sources of heat.
- Avoid any short circuits on the motor's charging and plug connections.
- Only use the battery for its intended purpose.
- Do not expose the battery to temperatures higher than 40°C and lower than -20° C.
- Never drop the battery; put it in a stable place.
- Warning! There is a risk of short circuiting and overheating in the event of any impact on batteries that are particularly fragile.
- Always check that the charger is compatible with the local power supply.
- When charging is finished, it is recommended that you disconnect the charger from the battery.
- **During periods when the bike is not in use, store the battery in a cool, dry place at a temperature above 10° C and lower than 40° C.**
- **Never leave your battery completely discharged for longer than 3 days, as this may damage it.**
- **In case of prolonged non-use, you must recharge the battery once every two months.**
- Never leave the battery exposed to the sun for long periods of time.
- Never let a child play with or handle the battery.
- Never charge the battery in the rain or in damp surroundings.
- Never open the battery. Opening it may lead to a significant risk of electrocution and void the warranty.
- Never spray the battery directly with water or any other liquid.
- Never submerge the battery.
- Only use the charger provided to charge your battery. Using any other charger that is not adapted for the battery may result in an accident.

**△ WARNING! IN CASE OF VERY INFREQUENT USE OF THE BATTERY (ONCE EVERY 2 MONTHS ONLY), THE BATTERY'S CAPACITY WILL DIMINISH MUCH MORE RAPIDLY THAN WITH REGULAR USE. THE BATTERY'S ENERGY COMES FROM A CHEMICAL REACTION THAT REQUIRES SUFFICIENTLY REGULAR ACTIVATION TO MAINTAIN ITS EFFECTIVENESS.**

**△ WARNING! YOU MUST NOT THROW YOUR BATTERY OR CHARGER OUT WITH YOUR HOUSEHOLD WASTE. A SELECTIVE COLLECTION SYSTEM FOR THIS TYPE OF PRODUCT HAS BEEN SET UP IN MOST TOWNS: YOU CAN CONTACT YOUR LOCAL COUNCIL FOR FURTHER INFORMATION. ELECTRICAL AND ELECTRONIC PRODUCTS CONTAIN TOXIC SUBSTANCES THAT ARE HARMFUL TO THE ENVIRONMENT AND HUMAN HEALTH. AND THEREFORE MUST BE RECYCLED.**

**Your battery is recyclable after use. Return it to your dealer.**

## TIPS FOR INCREASING THE BATTERY LIFE PER CHARGE:

Your Elaia is equipped with a 400 Wh battery, with an average battery life per charge of 70 to 80.

In order to conserve your battery's energy and thus increase the range of your bike, we would like to offer you a few tips.

- **At start-up:** set power assistance to position 1 and choose a medium development. If your course is uphill, position the chain on the largest sprocket and use the 6 km/h position.
- **In traffic jams:** set power assistance to position 1 and your chain to small or medium development according to the frequency of the stops you will have to make.
- **Hill start:** before you stop, set your chain to small development, and set the power assistance according to the incline.
- **Climbing a tougher hill:** if you are climbing a hill and the speed reduces too much, you can opt for more powerful assistance. You will then feel the power assistance increase. If this is insufficient, set your chain on the small development (your energy consumption will be greater and your battery range will be reduced).
- **Route without stops:** if your route has no obstacles (no traffic lights, traffic jams or rough roads), you can set your bike to cruising speed. Pick your assistance level and set your chain to the large development. This will allow you to go faster while saving energy.
- **Descending:** you stop pedalling (freewheeling) or you pedal normally but without effort while adapting your speed selection and you let yourself move steadily.
- **To prolong battery power:** start up in position 1. Once your bike has started, set your chain to the large development. Maintain a constant speed. Your battery charge will last longer.

## UPKEEP AND MAINTENANCE:

### 1.14

#### Upkeep:

To keep your bike in good working order, maintain it regularly:

- Replace the brake pads as soon as they become worn.
- Clean your bike regularly with a sponge and soapy water.
- Do not use detergent or petrol, or a high-pressure jet spray.
- Clean and lubricate the bearings every 6 months.

When you are cleaning your bike, take particular care:

- To clean, rinse, and dry the different parts of the bike, and wipe off any standing water to avoid the risk of early corrosion.

### 1.15

#### Lubrication:

Lubricate lightly and regularly (about once a month):

- The chain

### 1.16

#### Maintenance:

**Like any mechanical component, a bicycle is also subject to stress and wear. Different materials and components may react differently to wear or erosion.**

If the lifespan of a component has been exceeded, it may break suddenly, potentially causing injury to the rider. Cracks, scratches, and discolouration in areas that are subjected to high stress indicate that the component has exceeded its lifespan and should be replaced.

**△ DO NOT USE LUBRICANTS ON THE SURFACE OF THE WHEEL RIMS OR ON THE TYRES, OR ON THE FRONT AND REAR BRAKE SHOES.**

**△ CHECK THE CONDITION AND CORRECT FUNCTIONING OF THE SIGNALLING DEVICES (E.G., LED, ETC.), CLEAN THEM IF NECESSARY WITH A DRY CLOTH.**

## SAFETY – RECOMMENDATIONS:

### Regularly check the following points:

The tightness of the wheel nuts (25 Nm for the front, 25 NM for the rear).

Tyre wear (replace the tyre as soon as the wear indicator has been reached) and adjust the pressure to between 60 and 65 psi (2.8 to 4.5 bars). Your bicycle's tyres are compatible with the rim base, so no modifications must be made to these. Only the appropriate spare parts (tyres, inner tubes, brake friction elements, etc.) are to be used. Contact your dealer for more information.

Check the tightness of the handlebars (10 Nm), pedals (20 Nm), and saddle (6 Nm).

Because of its weight and motor inertia, allow ample distance for braking your e-bike, especially in wet weather.

On public roads, everybody who rides a bike must respect and apply the provisions of the highway code of the country they are in as well as the legal requirements for this type of transport. (e.g., lights, signalling, wearing a helmet (recommended), reflective devices, etc.).

For the safe use of your bike, we recommend periodically checking and inspecting: the brakes (wear of the pads), the condition of the wheel rims and spokes (wear of the wheel rims and spokes), the condition of the tyres, the steering (fastenings, tightness of the wheel nuts) and all other parts specific to your vehicle. The wheel rims must be smooth, without any cracks, breakage, or deformities. If you notice any anomaly with the wheel rims, please get them checked immediately.

**WARNING!** Like any mechanical component, a bicycle is also subject to high levels of stress and wear. Different materials and components may react differently to wear or erosion. If the predicted lifespan of a component has been exceeded, it may break suddenly, potentially causing injury to the rider. Cracks, scratches, and discolouration in areas that are subjected to high stress indicate that the component has exceeded its lifespan and should be replaced.

For your safety, it is equally important to replace any critical components that are showing signs of wear or any other problem (e.g., tyres, wheel rims, etc.) with original parts. Contact your dealer.

**△ DO NOT SIT ON THE BIKE WHEN IT IS ON ITS STAND, AS THERE IS A RISK THAT IT MAY BREAK AND YOU COULD HAVE AN ABRUPT FALL.**

Stay alert; do not spend too much time looking at the bike's display while you are driving. For your safety, it is recommended to routinely have the bike lights on.

We strongly recommend that you wear a helmet.

Wearing a high-visibility vest is mandatory when riding in rural areas, in traffic at night, or on days when the visibility is poor.

## TECHNICAL DATA

### **FITTINGS**

### **MAX. TIGHTENING TORQUE**

<b>Pedal axle</b>	40
<b>Pedals</b>	20
<b>Front wheel axle</b>	25
<b>Rear wheel axle</b>	25
<b>Seatpost</b>	6
<b>Stem and handlebar</b>	6
<b>Saddle angle</b>	13

### **CHARACTERISTICS**

#### **MODEL**

#### **ELAIA**

<b>Total weight (kg)</b>	24.6 kg
<b>Maximum load allowed</b>	120 kg
<b>Maximum speed in assistance mode</b>	25 km/h
<b>Battery life</b> (for a user weighing 75 kg and riding at an average speed of 18 km/h in Eco mode)	70 to 80 km for a 400 Wh battery
<b>Battery</b>	Lithium Ion cells 750 cycles
<b>Voltage (v)</b>	36 V
<b>Motor:</b>	Bosch – 52 Nm
<b>Nominal yield (w)</b>	250 watts
<b>Charger</b>	
<b>Charger voltage</b>	42 V
<b>Tyre dimensions</b>	26 or 28"
<b>Tyre pressure</b>	2.8 to 4.5 bars
<b>SHIMANO Derailleur Acera 9V</b>	11-13-15-17-20-23-26-34-36

## **9 - DECLARATION OF CE CONFORMITY**

Available on our website: [www.neomouv.com/fr/telechargement/](http://www.neomouv.com/fr/telechargement/)

## **10 - CERTIFICATE OF CONFORMITY**

Available on our website: [www.neomouv.com/fr/telechargement/](http://www.neomouv.com/fr/telechargement/)

## **11 - TERMS OF WARRANTY**

For any further information about warranty, please contact your store.



**SAS NEOMOUV**

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