

epowered by



**BOSCH**

EN

# *Quick Start* **ELECTRIC BICYCLE**

**TREK**

*Diamant*

*Electra*

## A

Intuvia



Purion



Kiox



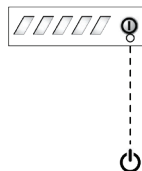
SmartphoneHub (Cobi)



Nyon



Alternative: on battery



## B

Intuvia



Purion



Kiox / SmartphoneHub (Cobi) / Nyon



# C

Intuvia



Purion



Kiox / SmartphoneHub (Cobi) / Nyon



# D

Intuvia



Purion



Kiox



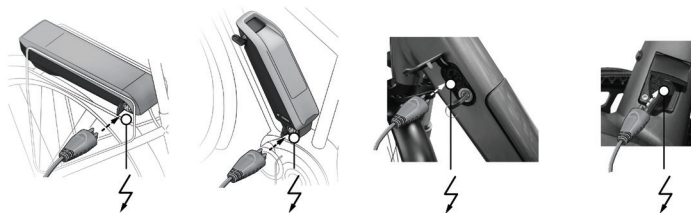
SmartphoneHub (Cobi)



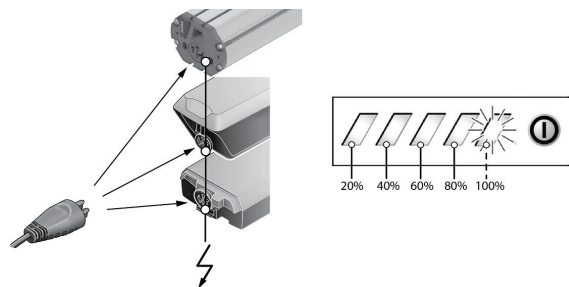
Nyon



E



F



## WELCOME TO THE FAMILY!

This is a quick start guide for your new electric bicycle (e-bike).

A comprehensive Electric Bicycle Owner's Manual specific to your model can be found on our website under "Manuals and user guides," or you can access it by clicking on the QR code in this guide. If you do not have access to a computer or the internet, you can request a printed manual from your local authorized retailer.

Even if you've been riding a bike for years, **you should read this guide, the Owner's Manual that came with your e-bike, and the Electric Bicycle Owner's Manual before your first ride.** The manuals contain important safety information and useful suggestions about the proper use and maintenance of your e-bike and how to properly dispose of electrical components.

## **FIVE THINGS YOU NEED TO KNOW ABOUT RIDING YOUR NEW E-BIKE**

### **1. Start slow**

We know—fast is fun. But e-bikes take a bit of getting used to. It may be tempting to ramp your e-bike up to the fastest setting right away, but we recommend taking it nice and easy the first few rides. Start on the low assist setting and learn the feel of free speed.

### **2. Brake sooner**

E-bikes are heavier than normal bikes, and they move faster. More power, more speed, and more weight mean once you get moving, you'll need more time to react, so you should start slowing down sooner on your e-bike than you would on a normal bike.

### **3. A faster bike gets stronger brakes**

We put the latest brake technology on your e-bike, and it works really well—maybe even better than you expect. When you're getting used to your new e-bike, start braking with a lighter hand and a gradual pull of the brake levers. And never grab just your front brake lever—brake with both front and rear evenly.

### **4. You're faster than you look**

E-bikes look just like regular bikes, so drivers and pedestrians might not expect you to be riding as fast as your e-bike allows. Until everyone is accustomed to the look and speed of e-bikes, ride with extra care and pay greater attention to your surroundings.

### **5. All bike rules still apply**

While your new e-bike will bring you a new level of freedom and fun, you're still responsible for knowing and following all the rules of the road, paths, and trails in your area. Have fun out there, but with greater speed, there is greater responsibility!

## **BASIC OPERATION OF THE BOSCH ASSIST SYSTEM**

See the first pages of this guide for the Figures referenced below.

### **1. Turn the e-bike on/off (Figure A)**

- Briefly press the on/off button to switch the assist system on or off after use.
- Riding with the assist system turned off is like riding a normal, non-electric powered bicycle.
- The assist system must be turned on to use the lights, if equipped.

### **2. Selection of an assist level (Figure B)**

- Briefly press one of the +/- buttons to increase/decrease the assist level while riding.
- Select between five levels: OFF (0%), ECO (40%), TOUR (100%), SPORT/E-MTB (150%), TURBO (250%).

The E-MTB assist level provides improved performance dedicated for use on e-MTBs only. It replaces the SPORT assist level.

- When learning to ride an e-bike, start at the lowest assist level and gradually increase levels.
- While riding, the display will show your actual speed in km/h or mph.
- To get the most use of your battery, in addition to adjusting assist modes, change gears appropriately.

### **3. Activation of walk assist (if equipped) (Figure C)**

- Walk assist has a two-step process and can be used to lighten the load any time you are pushing your e-bike:
  - Briefly push the “Walk” button.
  - Press and hold the “+” button while the display is showing “Walk +”.
- Your e-bike will be propelled forward at a slow speed while you are holding the “+” button.
- Walk assist cannot be activated if the assist system is off.





### **4. Controlling integrated lights (if equipped) (Figure D)**

- Some e-bikes are programmed to have the lights always running. These “always on” models are fitted with a light sensor that automatically adjusts the lighting pattern (flash or steady) based on the riding conditions. The lighting system will be on when you power on your e-bike.
- To turn the lights off or on, press and briefly hold the “+” button. The controller will display a light icon when the lights are running.
- If your e-bike is equipped with a hi/low beam switch, be courteous of oncoming bikers and motorists and switch to the low beam setting.

### **5. Charge level**

- When your battery will not be used for a longer period of time, charge the battery to approximately 60% before storing it and check the charge condition of the battery at least every 6 months.
- When only one LED of the charge-control indicator lights up, recharge the battery again to approximately 60%.



Charge level indicator on the controller	Charge level indicator on the battery
 100% charged, maximum range.	
 Charge the battery.	<p>Press the button on the battery to check the charge level.</p> <ul style="list-style-type: none"> <li>• 0-1 LED on: charge the battery.</li> <li>• 5 LEDs on: 100% charged, maximum range.</li> </ul>
 <ul style="list-style-type: none"> <li>• Battery is almost empty, charge the battery immediately.</li> <li>• No assist power (flashing indicator).</li> <li>• Lighting powered for maximum 2 hours.</li> </ul>	

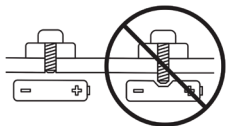
## 6. Charging the battery (Figure E and F)

- Your e-bike is equipped to support one or both of the following methods for charging the battery:
  - Battery on the e-bike (Figure E)
    - ▶ Connect the supplied charger cable to the charging port integrated in the frame. Once the power is connected, a charging symbol will display to indicate that the charging is active. When the battery is fully charged, the display will shut off automatically.
  - Battery off the e-bike (Figure F)
    - ▶ Using the supplied key, unlock and detach the e-bike battery.
    - ▶ Connect the supplied charger cable to the battery's integrated charge port. Once the power is connected, the LEDs on the battery charge indicator will flash during the charging process. Once the battery is fully charged, the LEDs go out immediately.
- Do not leave a charging battery unattended. Once the battery is fully charged, disconnect it from the charge cable right away.

## FUNDAMENTALS FOR CARE AND MAINTENANCE

### 1. Handle the battery pack with care

- Be gentle with your battery. There is a lot of power packed in there. Damage or punctures to the internal part of the battery could have serious repercussions. If you suspect damage to your battery pack, visit your local bike shop immediately for inspection.
- Consult with a certified e-bike technician before installing accessories. Using the wrong bolt in the wrong place could damage your e-bike's electrical system.



#### **WARNING.**

A short circuit in the electrical system and/or damage to the battery might lead to over-heating. A battery pack that has been severely impacted could catch fire.

### 2. Properly maintain the battery pack

- Only charge the battery pack with the charger that came with your e-bike. Using the wrong charger risks the life of the battery pack and presents a potential fire hazard.
- Do not leave a battery unattended while charging. Choose an outlet with grounded, circuit breaker protection, if possible. Disconnect the charger immediately after charging.
- Store your e-bike battery in a dry, ventilated location that is away from moisture, heat sources, and combustible or easily flammable objects.
- Check the charge condition on your battery at least every 6 months. Recharge to at least 60% when necessary. The battery can be damaged by deep discharge.

### **3. Take care when transporting your e-bike**

When transporting your e-bike on a car rack, remove the controller and battery from the e-bike and put them in the passenger cabin. It's more secure and will lighten the load on your rack.

### **4. Ensure correct suspension set-up on your electric mountain bike (e-MTB)**

To get the most out of your e-MTB's off-road performance, make sure that the suspension is setup correctly before riding.

Go to <https://suspension.trekbikes.com> for our online suspension calculator.

## **FREQUENTLY ASKED QUESTIONS ABOUT YOUR E-BIKE**

*Q: Can I ride my new e-bike without a battery installed?*

A: Yes, you can ride your e-bike without the battery installed, but you may want to take steps to protect electrical components from water or debris.

Your local bike shop can help you order the appropriate parts. Be aware that without a battery, the lighting on your e-bike, if equipped, does not work.

If you ride in the dark without the battery installed, you must use additional lighting.

*Q: Why do I need the keys? What are my options if I lose them?*

A: The locks protect your e-bike and battery from theft. If your e-bike has a ring lock, the key matches on both ring lock and battery. Document the key number in your records. If your keys are lost, replacement keys can be ordered from an authorized retailer.

*Q: What should I do if something isn't working with my e-bike?*

A: Your e-bike is a finely tuned machine. Always trust your repairs to certified professionals. The technicians at your local bike shop are the best resource to troubleshoot and repair the systems on your e-bike.

*Q: Can I change or upgrade the display components on my e-bike?*

*A: It is possible to replace the original display with an aftermarket display.*

*This type of repair should only be undertaken by a certified e-bike technician.*

## **CONTACT**

### ***TREK***

#### **US Head Office**

Trek US  
Customer Service  
801 W Madison street  
Waterloo, Wisconsin  
53594  
USA

Tel.: 920.478.4678

#### **European Head Office**

Bikeurope B.V.  
Ceintuurbaan 2-20C  
3847 LG Harderwijk  
The Netherlands

Tel.: +31 (0)88-4500699

#### **Australia & New Zealand**

Trek Australia & New Zealand  
Customer Service  
PO Box 1747  
Fyshwick, ACT2609  
Australia

#### For Australia:

Tel.: +61 2 6173 2400  
E-mail: customerservice\_australia@trekbikes.com

#### For New Zealand:

Tel.: 0800-873-569  
E-mail: customerservice\_newzealand@trekbikes.com

[www.trebikes.com](http://www.trebikes.com)



<https://www.trebikes.com/manuals/>



European Head Office  
Trek Fahrrad GmbH  
Auenstrasse 10  
CH-8600 Dübendorf  
Switzerland

Tel.: 00800 8735 8735



US Head Office  
Electra Bicycle Company  
1010 South Coast Highway 101  
Suite 101, Encinitas  
CA 92024  
USA

Tel.: 1.800.261.1644



European Head Office  
Bikeurope B.V.  
Ceintuurbaan 2-20C  
3847 LG Harderwijk  
The Netherlands

Tel.: +31 (0)88-4500699

[www.diamantrad.com](http://www.diamantrad.com)



[www.electrabike.com](http://www.electrabike.com)



<https://www.diamantrad.com/> [https://electra.trekbikes.com/electra-manuals/  
bike-handbuecher/](https://electra.trekbikes.com/electra-manuals/bike-handbuecher/)

PN 5257278 - 5257279 Rev. 3, June 2021

© 2021 Trek Bicycle Corporation. All rights reserved.

**TREK**

*Diamant* 

*Electra*

CUSTOMER SERVICE

Ph. +1.920.478.4678 | [trekbikes.com](https://trekbikes.com) | 801 W Madison Street, Waterloo, WI 53594, USA  
Bikeurope BV | Ceintuurbaan 2-20C | 3847 LG Harderwijk, The Netherlands

© 2021 Trek Bicycle Corporation | PN 5257278 - 5257279 Rev. 3