

**+STROMER-**  


**+ST**

**USER MANUAL ST1**

**DEUTSCH  
ENGLISH  
FRANÇAIS  
ITALIANO  
NEDERLANDS**

## VERSION ST1 **1.0**

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DEUTSCH

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FRANÇAIS

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ITALIANO

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NEDERLANDS

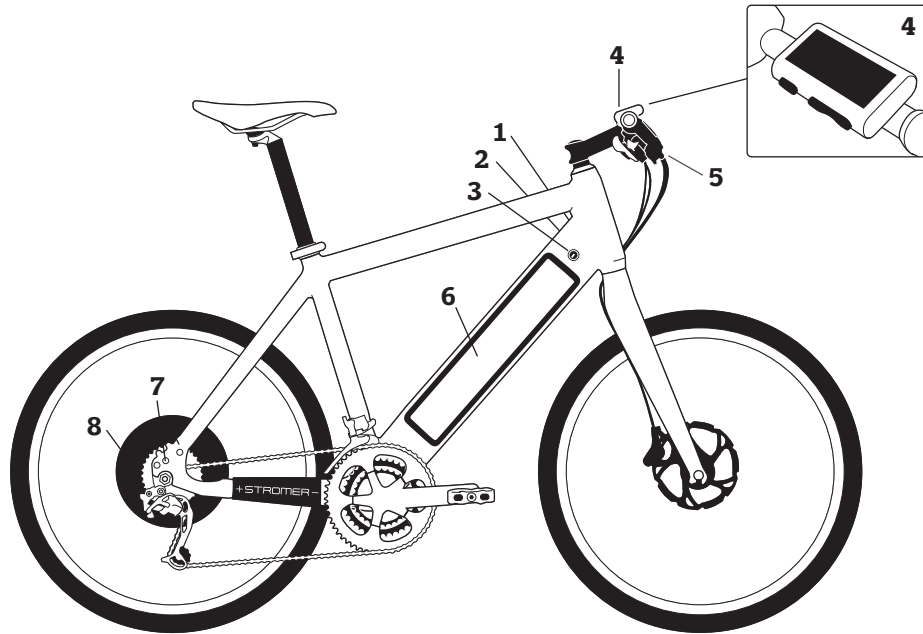


# ENGLISH

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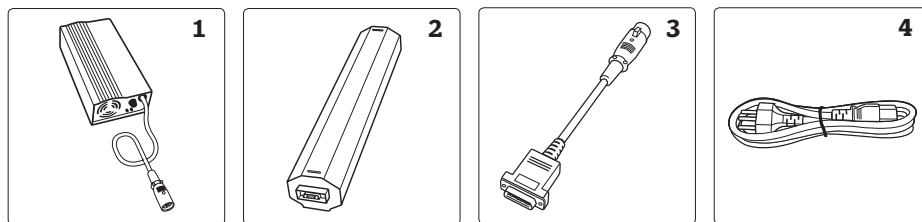
## STROMER INDIVIDUAL PARTS



ENGLISH

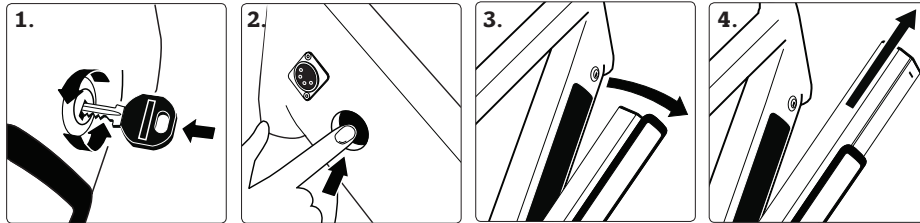
1 Battery eject button | 2 Battery charging socket | 3 Battery compartment lock  
4 Interface | 5 Brake sensor | 6 Battery compartment | 7 Torque sensor | 8 Hub motor

## SCOPE OF DELIVERY



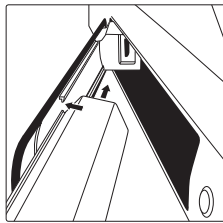
Along with the Stromer, you will also receive: the charger (1), the rechargeable battery (2), the adapter (3) and the mains cable (4).

## RECHARGEABLE BATTERY REMOVE



1. Open the battery compartment with your corresponding key. | 2. Release the battery compartment by pressing the button. | 3. Open the battery compartment. | 4. Pull out the battery.

## RECHARGEABLE BATTERY INSERT

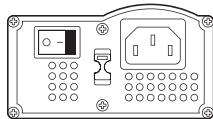


Insert the battery into the lower guide rail with the connector pointing down. While inserting, make sure that the battery is also inserted into the upper guide rail. Insert the battery into the flap up to the stop. Close the flap and engage the lock.

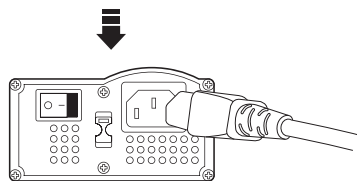
## RECHARGEABLE BATTERY CHARGE INTERNAL AND EXTERNAL

### CHARGING PROCESS AND CHARGER

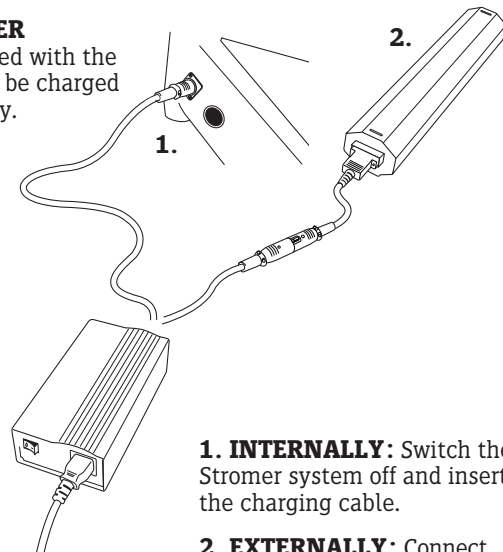
The Stromer battery may only be charged with the corresponding charger. The battery can be charged directly at the Stromer or independently. The charging time is approx. 3.5 h.



Switch off charger

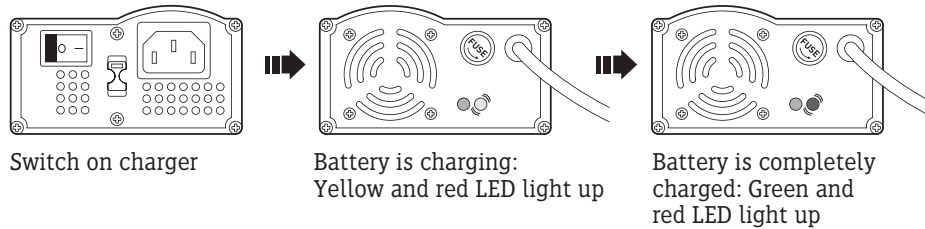


Connect charger to electricity



**1. INTERNALLY:** Switch the Stromer system off and insert the charging cable.

**2. EXTERNALLY:** Connect the battery to the charger.



Switch off charger and disconnect battery or Stromer from the charger.

### CHECK CHARGING PROCESS

If the LED 2 immediately switches from yellow to green after switching on, there is no clean connection to the battery or an error occurred. If the latter is the case, connect the charger again and switch it on again.

## RANGE – INFLUENCES AND TIPS

With the sensor sensitivity, the ratio between the motor power and rider power can be individually adapted (for instructions, see page 27). The following is valid here: The slighter the sensor sensitivity, the greater the range.

With a heavier weight (rider and payload), the motor must perform harder when accelerating or on a climb. Minimize your payload in order to achieve a greater range (Range varies based on terrain).

Regularly check the tire pressure. The roll resistance increases with low tire pressure, which can considerably reduce the range. You can find the recommended tire pressure on the side of the tires.

The riding speed and range are decreased on strong climbs as the motor has to perform harder to increase the speed or the altitude.

At low speed (up to 6.2 mph), the efficiency is reduced.

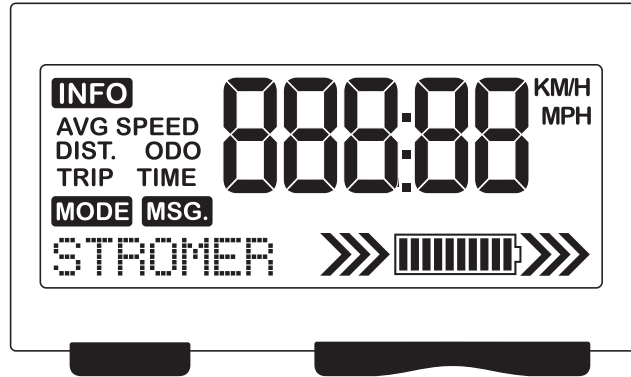
At high speed (as of 21.7 mph), the drag increases considerably. Ride at medium speed to achieve maximum range.

In order to extend the range using recuperation, only electrical braking should be used, not mechanical braking. To do so, ride in recuperation mode or only lightly tap the brake. The longer the recuperation is active, the greater the range.

Increase the pedaling frequency (low gear) while maintaining the same speed and you will ride more economically and extend the range.

The support mode changes the ratio between the motor power and rider power. You save the most battery power if you change to a lower support mode on a climb.

## INTERFACE – DISPLAY AND FUNCTIONS



### INFO

<b>SPEED</b>	Current speed
<b>AVG SPEED</b>	Average speed
<b>DIST.</b>	Trip distance
<b>DIST. ODO</b>	Total distance
<b>TRIP TIME</b>	Time ridden
<b>TIME</b>	Time

### MODE

The mode display shows the current support or recuperation mode (e.g. 1 – Eco, 2 – City, 3 – Tour, 4 – Power).

### MSG.

The MSG display (Message) shows a message, a status or a code.

**STROMER**

### GENERAL INFORMATION DISPLAY

The following can be displayed here, among other things:

<b>POWER</b> or	Support modes
<b>REKUP2</b>	Recuperation modes
<b>LOCKED</b>	System status info
<b>CODE0000</b>	Parameter settings
<b>HALL</b>	Fault messages

**000.00** KMH  
MPH

The following can be displayed here, among other things: Speed, average speed and time. Depending on the region, the speed is constantly displayed here. Information such as average speed and time are then shown in the General information display.

### ENERGY RECOVERY (is displayed to the left of the battery display)

		little
		medium
		maximum

### BATTERY CHARGE STATUS

	100%
	60%
	0%

### ENERGY CONSUMPTION (is displayed to the right of the battery display)

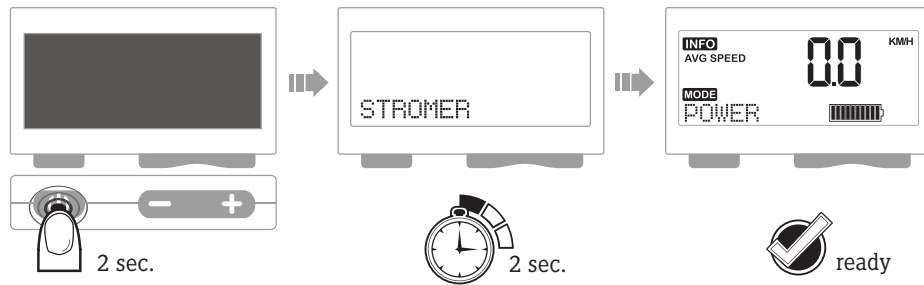
		little
		medium
		maximum



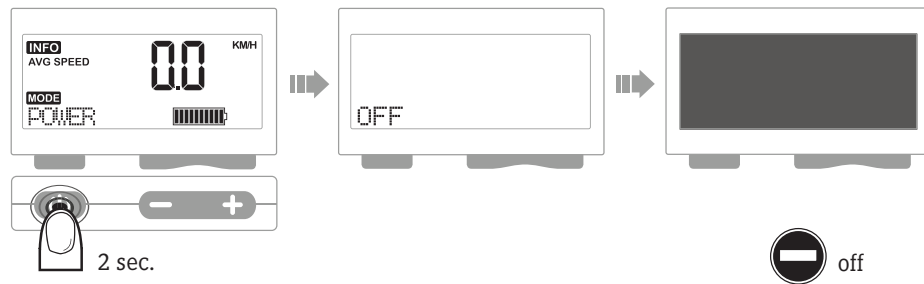
## INTERFACE – OPERATION

### 1. SWITCH ON STROMER

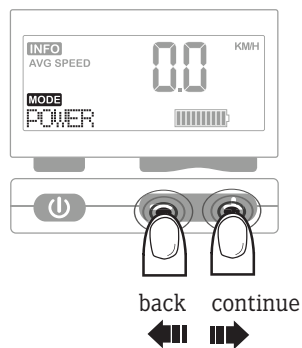
Important note: When switching on, the pedal must be completely free of load.



### 2. SWITCH OFF STROMER



### 3. SELECT SUPPORT OR RECUPERATION MODE



#### MANUAL RECUPERATION MODE

The energy recovery is normally activated upon braking. It can also be activated manually by selecting the mode. Select a «Recup-Mode» to recover energy and thereby brake electrically.

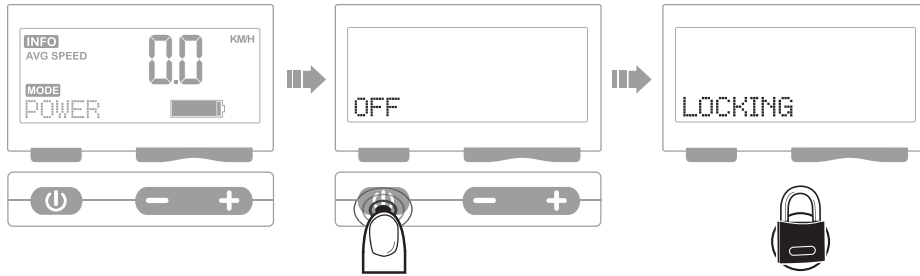
#### SUPPORT MODE

The Stromer has four different modes:  
1 – Eco (150 %), 2 – City (200 %), 3 – Tour (250 %) and 4 – Power (300 %)

When idling (Zero mode), nothing is shown in the mode display and the motor does not provide any support.

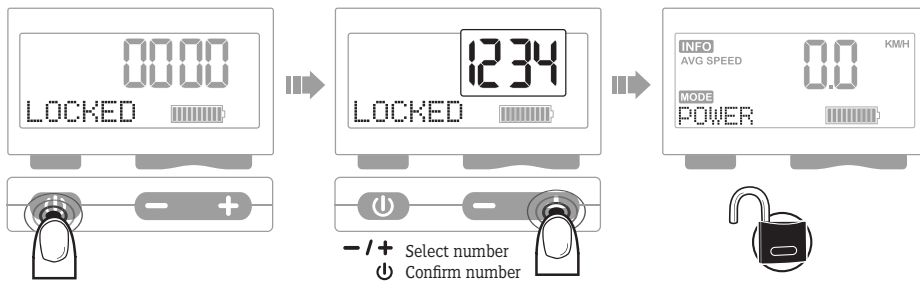
#### 4. LOCK SYSTEM

To lock the system, press and hold the On/Off button for around 6 seconds until the «Locking» message appears.



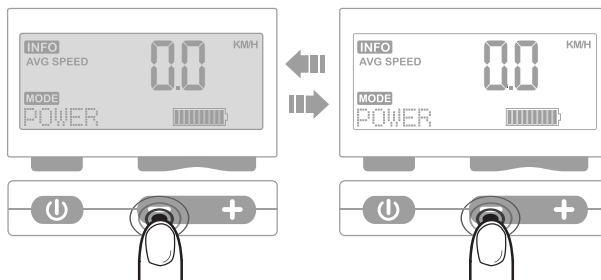
#### 5. UNLOCK SYSTEM

Switch the Stromer in the normal fashion (see page 23) and enter your password. With -/+ you can select the number and confirm it with the On/Off button in each case. Password: Default setting "1234", see page 26 to define your own password.



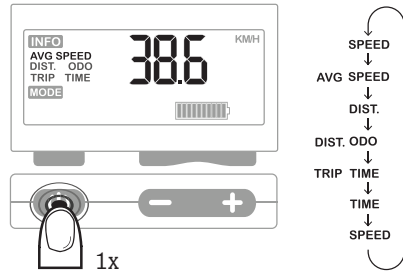
#### 6. BACKGROUND ILLUMINATION

In order to switch the background illumination of the interface on or off, press and hold the minus button for 2 seconds.



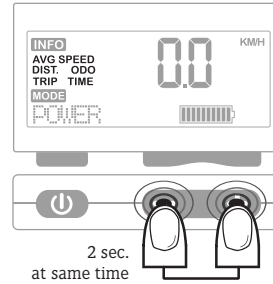
### 7. SELECT INFORMATION DISPLAY

By repeatedly pressing the  button, you access the information displays



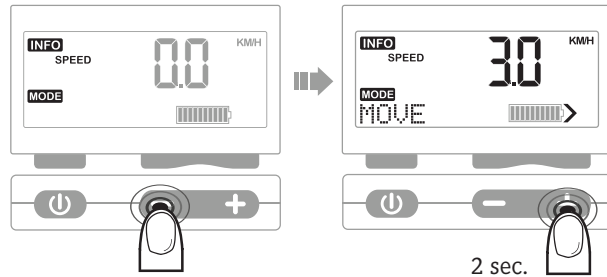
### 8. RESETTING INFORMATION DISPLAY


The information display flashes briefly if the reset was successfully completed.



### 9. USE MOVE MODE

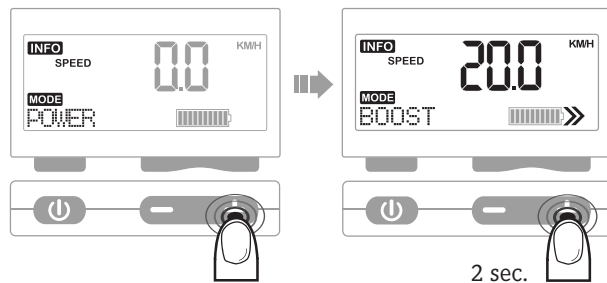
Before you can use the Move mode, this must be enabled (see page 27). Select the "Zero mode" (see page 23) and press and hold the plus button.




 This push assistance is limited to walking speed.

### 10. USE BOOST MODE

Before you can use the Boost mode, this must be enabled (see page 27). Select the Power mode and press and hold the plus button.

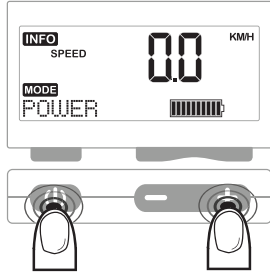


 The Boost can only be used as of 1.8 mph and is limited to 12.5 mph. Depending on the legal regulations in your country, this feature may not be available.

## INTERFACE – BASIC SETTINGS

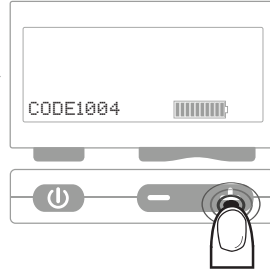
You can change the various basic settings in three easy steps:

### 1. CALL UP MENU



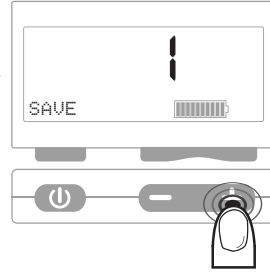
Press the On/Off button and the plus button at the same time and hold for 3 seconds.

### 2. ENTER CODE



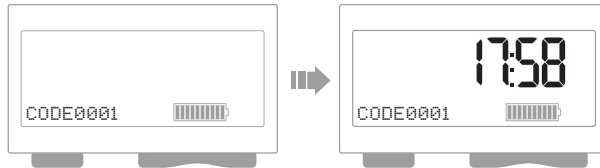
Using the plus and minus button, select the desired number and confirm using the On/Off button. To confirm the code, press and hold the On/Off button for 3 seconds.

### 3. SELECT VALUE



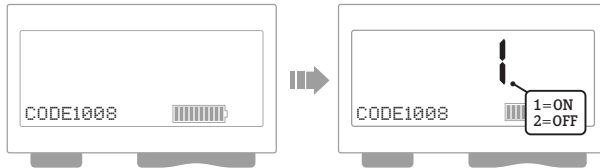
Using the plus and minus button, select the desired value and confirm this by pressing and holding the On/Off button for 3 seconds. Save is displayed.

### SET TIME

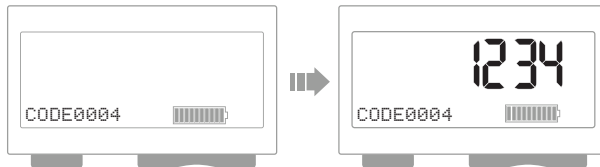


### ALLOW PASSWORD CHANGE

To be able to change the password with the code «0004», the value must be set to 1. Back to 0 after the change.

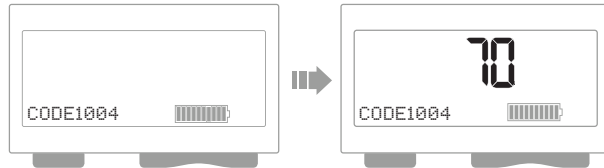


### CHANGE PASSWORD



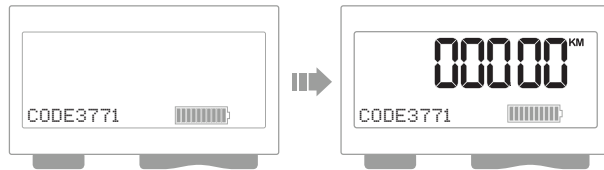
**SET SENSOR SENSITIVITY**

With this setting you can define the ratio between rider power and motor support. The sensor sensitivity thereby affects the range (see page 21).

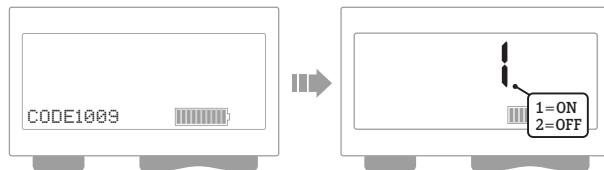


**ENTER TOTAL DISTANCE**

You can hereby enter your total distance.

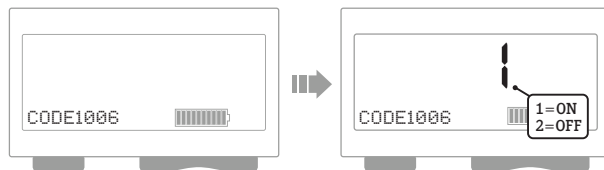


**SWITCH RECUPERATION MODES ON/OFF**



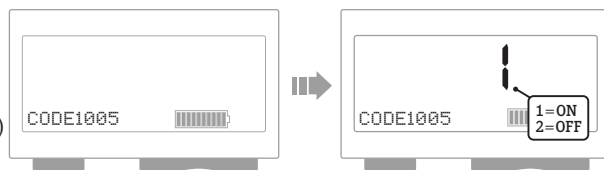
**ENABLE MOVE MODE**

This mode is used for push assistance. The Stromer rides along at walking speed. (For use, see page 25)



**ENABLE BOOST MODE**

In this mode, the Stromer can be ridden up to 20 km/h (12.5 mp/h) without pedal support. (For use, see page 25)



## MAINTENANCE & CARE



**PRIOR TO WORKING ON THE STROMER, THE BATTERY MUST BE REMOVED FROM THE BATTERY COMPARTMENT AND THE BATTERY COMPARTMENT MUST BE CLOSED.**

Bring your Stromer in for service once or twice a year depending on the usage. The first service should be performed after approx. 6 months.

Regularly check the tire pressure. Doing so will keep rolling resistance low, all while helping to prevent flat tires.

Regularly check the connectors, both on the display, and those originating from the motor (under the neoprene protection on the inside of the left chain stay).

Clean your Stromer with bicycle-friendly cleaner and water. To do so, it is best to use a sponge or a rag. Motor, display, battery compartment, and the electrical connectors should never be sprayed with pressurized water or a hose.

Avoid the use of high-pressure cleaners. These may affect the ball bearings and the electrical system.

## RECHARGEABLE BATTERY – IMPORTANT NOTES

### NOTES ON CARE

- + If the battery is fully discharged, you must charge the battery immediately after riding to prevent the battery from becoming deeply discharged.
- + If the battery is not used for an extended period, it must be recharged fully. Store at room temperature and recharge every 2 to 3 months.
- + If the battery is not charged for an extended period, a deep discharge may occur. The warranty is thus invalid.
- + Charge your battery at room temperature.

### SAFETY NOTES

Under no circumstances must you perform the following with your battery:

- + short it
- + place it in water or clean it with water
- + open it or tamper with it
- + charge it with a different charger
- + expose it to a source of heat or flame

## SPROCKET AND CHAIN

The sprocket and chain should regularly be cleaned and checked for wear. This increases the service life. Depending on the load from dirt, moisture, salt and traction that affects it, the chain has a service life of 600 to 1,800 miles.

The chainrings should be checked for broken or bent teeth every time they are cleaned. Otherwise, imprecise shifting, chain jump, and premature chain wear can occur. It is recommended to use a dry lubricant in moderate conditions, and a wet lubricant during the cold and wet conditions.

Application: Clean the dirty chain using a rag. Then turn the crank counterclockwise, applying lubricant to the inside of the chain use a rag to free the chain of excess lubricant.



## WINTER-SPECIFIC MAINTENANCE AND CARE

If you ride your Stromer in the winter, lubrication of the chain should be performed more frequently than in the summer due to the salt load.

Store and charge your battery at room temperature. Cold batteries deliver less power than warm ones.

Regularly remove excess salt buildup from your Stromer.

Protect your Stromer against weather when not in use.

ENGLISH

## TROUBLESHOOTING

### 1<sup>ST</sup> STEP

Try to identify the problem using the troubleshooting guide below.

If this is not possible or if your problem is not listed, continue with step 3.

### 2<sup>ND</sup> STEP

If your problem is listed in the troubleshooting guide, you can try to solve the problem utilizing the adjacent suggested solution.

### 3<sup>RD</sup> STEP

Contact your local dealer for service. Dealers can be located using the dealer locator found at [www.stromer.ch](http://www.stromer.ch)

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## TROUBLESHOOTING GUIDE

MESSAGE (MSG.)	SOLUTION
HEAT	Motor temperature high. Riding further may lead to overheating.
OVERHEAT	The motor is overheated and has automatically switched itself off to protect any damage to the electronics. Allow the motor to cool down, then resume riding as normal.
NO_COM	Connector disconnected or motor defect. Check all connectors. If the problem persists, please contact your local dealer for service.
HALL	Motor defect: Contact the your local dealer for service.
NO_BAT	No battery or connectors are disconnected. Ensure that there is a fully charged battery in the battery compartment, and that all connectors are properly connected. If the problem persists, please contact your local dealer for service.



**PROBLEM****SOLUTION**

MOTOR ASSISTANCE IS IRREGULAR OR NON-FUNCTIONING

Switch off the control unit. Make sure that the pedals are completely free of load. Switch your control unit back on and retry.

The brake sensor on the right brake lever may be misaligned. The sensor thereby sends a constant switch-off signal to the motor. Disconnect the connector of the brake sensor to the control unit and retry. If this addresses the problem, the sensor can be reset during your next service appointment.

AFTER SWITCHING ON, FOUR ZEROS (0000) APPEAR ON THE DISPLAY AND THE FIRST DIGIT FLASHES.

The system lock was activated when switching off. To deactivate the system lock, see page 24.

THE CONTROL UNIT CANNOT BE SWITCHED ON.

Replace the control unit's battery. To replace, remove the unit from the handlebar. This requires a Phillips head screwdriver and a button battery (CR2032). The battery can also be replaced at your local dealer.

THE CONTROL UNIT SWITCHES ON, BUT THE BATTERY PILOT LIGHT FLASHES EVEN IF THE BATTERY IS FULL.

Check connections. If the problem persists, contact your local dealer for service.

ENGLISH

**the swiss e:bike**

