USER MANUAL

TREKKING BIKE, CITY BIKE, MTB

EN ISO 4210-2

USER MANUAL EN ISO 4210-2

TREKKING BIKE
CITY BIKE
MTB

Read pages 4 to 13 before your first ride!
Perform the functional check on pages 14 to 16 before every ride!

Notice

If you bought an e-bike/EPAC, also read the supplied supplementary instructions e-bike/EPAC.

Edition 1, March 2021

THE BICYCLE AND ITS COMPONENTS

Frame:

- (a) Top tube
- (b) Down tube
- (c) Seat tube
- (d) Rear stay
- (e) Chainstay
- (f) Head tube

Suspension fork:

- (A) Fork crown
- (B) Stanchion tube
- (C) Lower leg
- (D) Dropout

THE BICYCLE AND ITS COMPONENTS

Frame:
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- (b) Down tube
- (c) Seat tube
- (d) Rear stay
- (e) Chainstay
- (f) Head tube
- (g) Rear shock

Suspension fork:
- (A) Fork crown
- (B) Stanchion tube
- (C) Lower leg
- (D) Dropout

- (I) Motor/drive unit
- (II) Rechargeable battery
- (III) Display

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NOTES ON THIS VELO DE VILLE USER MANUAL

The illustrations **[a-f]** show typical Velo de Ville City/Trekking bikes – one of these types may look similar to the bicycle you have purchased. Today's bicycles come in various types that are designed for specific uses and equipped accordingly.

Pay particular attention to the following symbols:

Danger

This symbol indicates an imminent risk to your life or health unless you comply with the instructions given or take preventive measures.

Caution

This symbol warns you of wrongdoings which may result in damage to property and environment.

Notice

This symbol provides you with information about how to handle the product or refers to a passage in the operating instructions that deserves your special attention.

The described possible consequences will not be repeated in the operating instructions every time one of the symbols appears.

This user manual is not intended to help you assemble a Velo de Ville bike from individual components, to repair it or to make a partly assembled bicycle ready-for-use.

This user manual is not applicable to any other than the displayed or specified bicycle type.

Technical details in the text and illustrations of this user manual are subject to change.

This Velo de Ville user manual complies with the requirements of the EN ISO standard 4210-2.

This Velo de Ville user manual is subject to European law. If delivered to countries outside Europe, supplementary instructions have to be provided by the Velo de Ville manufacturer.

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Also observe the enclosed operating instructions of the component manufacturers.

⚠ Caution

In all cases the operating instructions of the component manufacturers referring to the individual components have priority over this Velo de Ville user manual. This applies in particular in the case of contradicting instructions between the operating instructions of the component manufacturer and this Velo de Ville user manual. This also applies to the indicated torque values of bolts.

ⓘ Notice

For easier readability, the words of one gender used in this user manual, e.g. Velo de Ville dealer, rider, mechanic, manufacturer, include all genders. This is in no way intended to express gender discrimination or a violation of the principle of equality.

ⓘ Notice

Keep this Velo de Ville user manual for your records and future reference and share it with the new user, if you sell, lend or leave the Velo de Ville bike to anybody else.

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GENERAL SAFETY INSTRUCTIONS

Dear Velo de Ville customer,

In purchasing this Velo de Ville bike **[a+b]** – Made in Germany – you have chosen a product of high quality and technology. Each component of your new Velo de Ville bike has been designed, manufactured and assembled with great care and expertise. It has been fully assembled and subjected to a functional check by your Velo de Ville dealer to guarantee proper operation and many enjoyable riding experiences with complete peace of mind from the very first metres.

This manual contains a wealth of information on the proper use of your Velo de Ville bike, its maintenance and operation as well as interesting information on bicycle design and engineering. Read this manual thoroughly. We are sure that even if you have been cycling all your life you will find useful and detailed information. Especially, bicycle technology has developed at a rapid pace during recent years **[c]**. Therefore, before setting off on your new Velo de Ville City or Velo de Ville Trekking bike, be sure to read at least the chapter **"Before your first ride with your Velo de Ville bike"**.

To have as much fun as possible during cycling, be sure to carry out the functional check described in the chapter **"Before EVERY ride with your Velo de Ville bike"** before setting off on your Velo de Ville bike.

Even a manual as big as an encyclopaedia could not describe any possible combination of bicycle models and components or parts on the market. It therefore focuses on your newly purchased bicycle and standard components and provides useful information and warnings.

When doing the described adjusting or servicing, be aware that the instructions provided in the user manual only refer to this Velo de Ville City or Velo de Ville Trekking bike.

The information included here is not applicable to any other bicycle type. As bicycles come in a wide variety of designs with frequent model changes, the described operations may require complementary information. Be sure to also observe the operating instructions of the component suppliers that you received from your Velo de Ville dealer.

Be aware that these instructions may require further explanation, depending on the experience and/or skills of the person doing the work. For some jobs you may require additional (special) tools or supplementary instructions. This manual cannot teach you the skills of a bicycle mechanic. If you have the slightest doubt ask your Velo de Ville dealer.

Always ride carefully on public roads and observe the traffic rules so as not to endanger yourself or others.

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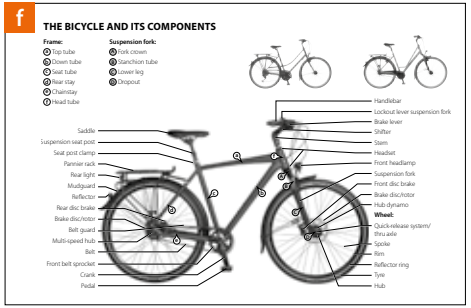

Before you set off, let us point out a few things to you that are very important to every cyclist: Never ride without a properly adjusted helmet **[d]** and without glasses. Make sure your wear suitable, bright clothing, as a minimum, however, straight cut trousers and shoes fitting the pedal system **[e]**.

This manual cannot teach you how to ride. Be aware that riding a bicycle is a potentially dangerous activity, that may be especially dangerous when riding on public roads. Therefore, you should be able to keep your bicycle always under control. Be aware from the moment you set off that you ride at a higher speed. Always keep this fact in mind and ride considerately!

Like any sport, cycling involves the risk of injury and damage. By choosing to ride a bike, you assume the responsibility for the risk. Note that on a bicycle you have no protection technique around you (e.g. bodywork, ABS, airbag) like you have in a car. Therefore, always ride carefully and respect the other traffic participants. Never ride under the influence of drugs, medication, alcohol or when you are tired. Do not ride with a second person on your bicycle and never ride without having both hands on the handlebar.

Observe the legal regulations concerning off-road cycling. These regulations may differ in each country.

Respect nature when riding through the forest and meadows. Be sure to only ride on signposted, well maintained trails and hard-surface roads.

First we would like to familiarise you with the various components used of your Velo de Ville bike. Unfold the cover of this user manual. There you find Velo de Ville bikes showing all necessary components **[f]**. Leave the page unfolded as you read so that you can easily locate the components as they are referred to in the text.

Danger

Keep in mind: During cycling you must not hold onto a moving vehicle or trailer. Keep both hands on the handlebar. Take your feet off the pedals only if required by the condition of the road.

Danger

For your own safety, never do work on your bicycle unless you feel absolutely sure about it. If you are in doubt or if you have any questions, contact your Velo de Ville dealer.

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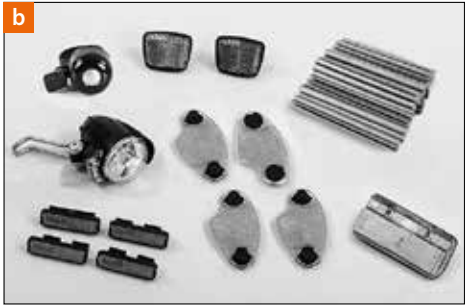

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INTENDED USE

Note that each type of bicycle, referred to as **category** in the following, is designed for a specific use. Use your Velo de Ville bike only according to its intended use, as it may otherwise not withstand the loads, fail and cause an accident with unforeseeable consequences! In addition, improper use will invalidate the warranty. Ask your Velo de Ville dealer to confirm the category to which your Velo de Ville bike belongs. Have a look at your bike card.

Category 1

Category 1 describes **city and urban bikes**. In general, these are bicycles with wheel sizes of 26 or 28 inches. They are used for example for commuting or leisure rides under moderate efforts.

Velo de Ville City and Urban bikes [a] are intended for use on normal, hard-surface terrain, i.e. for tarred roads and cycle lanes, whereas the tyres should remain in constant contact with the ground at an average speed (15 to 25 km/h (9.3 to 15.5 mph)).

Due to their design and equipment, Velo de Ville City and Urban bikes are not always suitable for being used on public roads. If you want to use them on public roads, these bikes must be equipped with the prescribed equipment **[b]**.

For more information see the chapter **"Legal requirements for riding on public roads"**. Observe the traffic rules when riding on public roads.

You find the **maximum permissible overall weight** for Velo de Ville City bikes including rider, Velo de Ville bike, luggage and possibly trailer in the following table.

Models	Additional load/ overall weight
City/Trekking category 1+2	125 kg
EPAC 25 category 1+2	140 kg
Speed pedelec category 1+2	140 kg
EPAC (incl. Happy Size XXL-package) category 1+2	160 kg

Category 2

Category 2 describes **trekking and travel bikes**. In general, these are Velo de Ville bikes with wheel sizes of 26 or 28 inches. They are used for example for leisure and trekking rides under moderate efforts.

d

Models	Additional load/ overall weight
City/Trekking category 1+2	125 kg
EPAC 25 category 1+2	140 kg
Speed pedelec category 1+2	140 kg
EPAC (incl. Happy Size XXL-package) category 1+2	160 kg

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Velo de Ville Trekking and Travel bikes [c] are intended for use on normal, hard-surface ground, e.g. for tarred roads and cycle lanes as well as on unpaved roads and gravel paths of moderate classification. Under these conditions, contact with uneven terrain and the loss of tyre contact with the ground is possible. Steps or kerbs (jumps/ drops) may only be performed up to a height of maximum 15 cm. The speed is 15 to 25 km/h (9.3 to 15.5 mph) in the average.

Due to their design and equipment, Velo de Ville Trekking and Travel bikes are not always suitable for being used on public roads. If you want to use them on public roads, they must be equipped with the prescribed equipment. For more information see the chapter **"Legal requirements for riding on public roads"**. Observe the traffic rules when riding on public roads.

You find the **maximum permissible overall weight** for Velo de Ville Trekking bikes including rider, Velo de Ville bike, luggage and possibly trailer in the following table **[d]**.

Danger

Velo de Ville bikes of categories 1+2 are not suitable for off-road use, jumps [e], slides, stair riding, stoppies, wheelies [f], tricks etc. and not for competitive use of any kind whatsoever.

Danger

Be sure to use your Velo de Ville bike only for its intended purpose, as it may otherwise not withstand the stress and fail! Risk of falling!

Danger

Your Velo de Ville bike is designed for a maximum permissible overall weight, see table [d] (including rider, Velo de Ville bike, luggage and possibly trailer).

Caution

Regular maintenance of your Velo de Ville bike is essential for its suitability and crucial for its safety. You as owner are the only one who knows how often you use your Velo de Ville bike, where you use it and how hard you do. It is therefore your responsibility, to have regular servicing and maintenance carried out. For more information see the chapter "Service and maintenance schedule for your Velo de Ville bike" or contact your Velo de Ville dealer.

a

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Caution

Due to their design and equipment, Velo de Ville bikes are not always suitable for being used on public roads. If you want to use them on public roads, they must be equipped with the prescribed equipment.
Observe the traffic rules when riding on public roads.

Notice

For more information about the intended use of your Velo de Ville bike, have a look at your bike card and see the chapter "Before your first ride with your Velo de Ville bike".

Category 3

Category 3 describes **cross-country and marathon bikes**. In general, this category includes mountain bike hardtails **[a]** and full-suspension bikes **[b]** with short spring travel (110–120 mm). They are used for example for sports and competition rides of moderate technical demands of the trails.

Velo de Ville Cross-country and Marathon bikes are designed for use on rough paths, uneven, unpaved roads as well as in difficult terrain and on undeveloped paths. Their use requires technical riding skills. Sporadic jumps/drops **[c]** may be performed up to a height of 60 cm.

However, less experienced riders may lack the proper technique when landing their jumps, which increases the forces acting on the equipment, and thus the risk of damage and injuries. We recommend that you train your skills in a riding technique course. If necessary, have your Velo de Ville bike checked more often by your Velo de Ville dealer than prescribed by the maintenance schedule.

You find the **maximum permissible overall weight** for Velo de Ville Mountain bikes including rider, Velo de Ville bike, luggage **[d]** and possibly trailer **[e]** in the following table.

Models	Additional load/ overall weight
eMTB category 3	115 kg

Due to their design and equipment, Velo de Ville Mountain bikes are not always suitable for being used on public roads. If you want to use them on public roads, they must be equipped with the prescribed equipment. For more information see the chapter **"Legal requirements for riding on public roads"**. Observe the traffic rules when riding on public roads.

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Ask your Velo de Ville dealer to confirm the category to which your Velo de Ville bike belongs. Have a look at your bike card.

Danger

Velo de Ville Cross-country and Marathon bikes are not suitable for blocked terrain, high and wide jumps, slides, stair riding, stoppies, wheelies, tricks etc.!

Danger

Be sure to use your Velo de Ville bike only for its intended purpose, as it may otherwise not withstand the stress and fail! Risk of falling!

Danger

For your own safety, do not overestimate your riding skills. Note that though looking easy the riding manoeuvres of a professional are hazardous to your life and limb. Always protect yourself with suitable clothing [f].

Danger

Your Velo de Ville Mountain bike is designed for a maximum permissible overall weight, see table (including rider, Velo de Ville bike, luggage and possibly trailer).

Caution

Regular maintenance of your Velo de Ville bike is essential for its suitability and crucial for its safety. You as owner are the only one who knows how often you use your Velo de Ville bike, where you use it and how hard you do. It is therefore your responsibility, to have regular servicing and maintenance carried out.

For more information see the chapter "Service and maintenance schedule for your Velo de Ville bike" or contact your Velo de Ville dealer.

Caution

Due to their design and equipment, Velo de Ville Mountain bikes are not always suitable for being used on public roads. If you want to use them on public roads, they must be equipped with the prescribed equipment. Observe the traffic rules when riding on public roads.

Notice

For more information about the intended use of your Velo de Ville bike, have a look at your bike card and see the chapter "Before your first ride with your Velo de Ville bike".

a

BIKE CARD

Manufacturer AT Zweirad GmbH

Serial no. _____

Model _____

Frame no. _____

Suspension fork – manufacturer _____

– model _____

– serial no. _____

Rear shock (manufacturer/model) _____

Frame type _____

Frame size _____

Size of wheels and tyres _____

Colour _____

Special features _____

Danger

Read at least the chapters "Before your first ride", "Intended use" and "Before every ride" in this user manual.

(Hint for the Velo de Ville dealer: Copy the bike card and the handover report and keep one copy in your customer file. Send another copy to the bike manufacturer, if necessary. Make sure the customer confirms by his signature on the handover report that his personal data are made available to the manufacturer.)

Intended use

Use in accordance with

☐ category 1 ☐ category 2 ☐ category 3

Maximum permissible overall weight

Bicycle, rider and luggage _____kg

Pannier rack permitted ☐ yes ☐ no

Permissible load _____kg

Child seat allowed ☐ yes ☐ no

Trailer allowed ☐ yes ☐ no

Permissible trailer load _____kg

Brake levers – Brake assignment

Right lever: ☐ front wheel brake ☐ rear wheel brake

Left lever: ☐ front wheel brake ☐ rear wheel brake

Stamp and signature of the Velo de Ville dealer

b

c

BEFORE YOUR FIRST RIDE WITH YOUR VELO DE VILLE BIKE

1. The above-mentioned bicycle category is designed for a maximum overall weight including the rider, the bicycle and the luggage as well as child seat or trailer (if approved). The maximum overall weight is specified in the bike card **[a]** of this user manual; if it is not, contact your Velo de Ville dealer.

2. If you want to use your bicycle on public roads, it has to comply with the respective legal requirements. These requirements may vary in each country. The equipment of your Velo de Ville bike is, therefore, not necessarily complete. Ask your Velo de Ville dealer for the laws and regulations applicable in your country or in the country you intend to use your Velo de Ville bike.

   Have your Velo de Ville bike equipped accordingly, before using it on public roads.

Notice

We recommend that you take out a private liability insurance. Make sure that coverage for this kind of damage is provided by your insurance. Contact your insurance company or agency.

3. Are you familiar with the brake system? Have a look at the bike card and check whether the brake lever of the front brake **[b]** is on the side you are used to (right or left). If this is not the case, ask your Velo de Ville dealer to change the brake levers before you set off for the first time.

   Your new bicycle is equipped with modern brakes **[c]** which may be far more powerful than those you were used to so far. Be sure to first practise using the brakes on a level, non-slip surface off public roads!

   For more information see the chapter **"Brake system"** and the enclosed operating instructions.

4. Are you familiar with the type **[d]** and functioning of the gears? Ask your Velo de Ville dealer to explain the gear system to you and make yourself familiar with your new gears in an area free of traffic.

   For more information see the chapter **"Gears"** and the enclosed operating instructions.

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5. Are both saddle and handlebar properly adjusted? The saddle should be set to a height from which you can just reach the pedal in its lowest position with your heel **[e]**. Check whether your toes reach to the floor when you are sitting on the saddle. Your Velo de Ville dealer will be pleased to help you, if you are not happy with your seating position.

   For more information see the chapter **"Adjusting the Velo de Ville bike to the rider"**.

6. If your Velo de Ville bike is equipped with clipless or step-in pedals: Have you ever tried the shoes they go with? Do not set off until you have practised engaging and disengaging the shoes from the pedals at standstill. Ask your Velo de Ville dealer to explain the pedals to you.

   For more information see the chapter **"Pedals and shoes"** and the enclosed operating instructions.

7. If you bought a Velo de Ville bike with suspension **[f]**, you should ask your Velo de Ville dealer to adjust the suspension mechanism to your needs before delivery. Improperly adjusted suspension elements are liable to malfunction or damage. In any case, the riding behaviour deteriorates and you do not achieve maximum riding safety and riding pleasure.

For more information see the chapters **"Suspension forks", "Suspension seat posts"** and **"Rear shock"**. Further notes regarding full-suspension bicycles and suspension forks are possibly enclosed with this user manual.

Danger

Be sure to use your Velo de Ville bike only for its intended purpose, as it may otherwise not withstand the stress and fail! Risk of falling!

Danger

In particular, make sure there is enough clearance between your crotch and the top tube so that you do not hurt yourself, if you have to get off quickly.

Danger

A lack of practice when using clipless pedals or too much spring tension in the mechanism can lead to a very firm connection, from which you cannot quickly step out! Risk of falling!

Caution

Prior to pulling a trailer with your Velo de Ville bike or mounting a child seat, have a look at the bike card and contact your Velo de Ville dealer.

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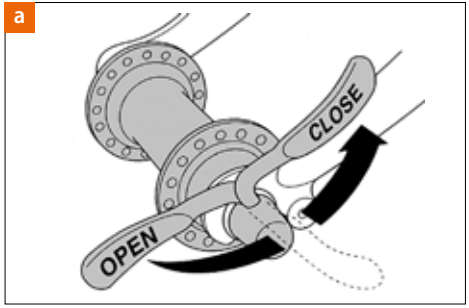

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BEFORE EVERY RIDE WITH YOUR VELO DE VILLE BIKE

Your Velo de Ville bike has undergone numerous tests during production and a final check has been carried out by your Velo de Ville dealer. Nevertheless, be sure to check the following points to exclude any malfunctioning that may be due to the transport of your Velo de Ville bike or to a work a third person may have performed on your bicycle before delivery:

1. Are the quick-release levers **[a]** or bolted connections of the front and rear wheel, the seat post and other components properly closed? For more information see the chapter **"How to use quick-release systems and thru axles"**.

2. Are the tyres in good condition and do they have sufficient pressure **[b]**? A higher pressure gives a better riding stability and reduces the risk of a puncture. The minimum and maximum pressure (in bar or psi) is indicated on the tyre side. For more information see the chapter **"Wheels and tyre equipment"** and the enclosed operating instructions.

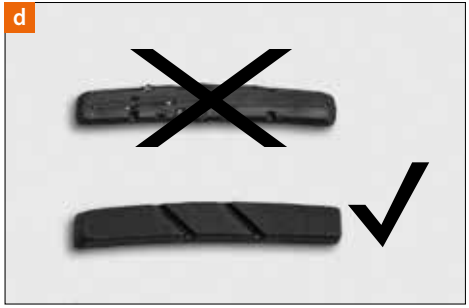
3. Let both wheels rotate freely to check whether the rims run true. Watch the gap between rim and brake pad or, in the case of disc brakes, between frame and rim or tyre. Poor concentricity can also be an indication of laterally burst tyres, broken axles or torn spokes.

   For more information see the chapter **"Wheels and tyre equipment"** and the enclosed operating instructions.

4. Test the brakes in standing by firmly pulling the brake levers towards the handlebar **[c]**.

   The brake pads of **rim brakes** must hit the rim evenly with their entire surface without touching the tyre during braking, in open condition or in between. You should not be able to pull the lever all the way to the handlebar. If your bicycle has hydraulic brakes, check the hydraulic brake hoses for oil leaks! Also check the thickness of the brake pads **[d]**.

d



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Disc brakes should give you a stable pressure point at once. If you have to actuate the brake lever more than once to get a positive braking response, have the bicycle checked by your Velo de Ville dealer. You should not be able to pull the lever all the way to the handlebar. If you have hydraulic brakes, check the hydraulic brake hoses for oil or brake fluid leaks! Also check the thickness of the brake pads.

For more information see the chapter **"Brake system"** and the enclosed operating instructions.

5. Let your Velo de Ville bike bounce on the ground from a small height. If there is any rattling, check where it comes from. Check the bearings and bolted connections, if necessary.

6. If you want to ride on public roads, make sure your Velo de Ville bike is equipped according to the regulations of your country. Riding without lights and reflectors in poor visibility and in the dark is very dangerous. If you ride on public roads, you always need an approved lighting system. Switch on the light as soon as it gets dark. For more information see the chapter **"Legal requirements for riding on public roads"**.

7. In case you have a Velo de Ville bike with suspension, press down on your bicycle and see whether the spring elements retract and extend as usual **[e]**. For more information see the chapters **"Suspension forks", "Suspension seat posts"** and **"Rear shock"** as well as the enclosed operating instructions.

8. If your bike has a kickstand, make sure it is fully raised before you set off. Risk of falling!

9. Do not forget to take a high-value D-, folding **[f]** or chain lock with you on your ride. The only way to effectively protect your Velo de Ville bike against theft is to lock it to an immovable object.

10. If you bought an e-bike/EPAC: check the battery's charge state before you set off. For more information see the supplementary instructions enclosed with your e-bike/EPAC.

Danger

Improperly closed quick-release systems and other fastenings [a] can cause components to come loose and result in serious accidents!

Danger

Do not use your Velo de Ville bike, if it fails on one of these points! Riding a defective bicycle can result in serious accidents! If you are in doubt or if you have any questions, contact your Velo de Ville dealer.

Danger

Your Velo de Ville bike is undergoing stress resulting from the surface of the road and from the rider's action. Due to these dynamic loads, the different components are affected by wear and fatigue. Check your Velo de Ville bike regularly for wear marks, scratches, deformations, colour changes and any indication of cracking [b]. Components which have reached the end of their service life may suddenly fail. Let your Velo de Ville dealer maintain and service your Velo de Ville bike regularly and in cases of doubt it is always best to replace components.

Danger

Be aware that the distance you need to stop your Velo de Ville bike increases, when you are riding with your hands on bar ends [c] or on multi position handlebars. The brake levers are not in all gripping positions within easy reach.

d

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AFTER AN ACCIDENT WITH YOUR VELO DE VILLE BIKE

1. Check that the wheels are still firmly fixed in the dropouts and that the rims are still centred with respect to the frame or fork. Spin the wheels **[d]** and observe the gap either between the brake pads and the rim sides or between the frame and the tyre. If the width of the gap changes markedly and you have no way to true the rim where you are, you have to open the rim brake a little so that the rim can run between the brake pads without touching them. Note that in this case the brakes may not act as powerfully as you are used to. For more information see the chapters **"Brake system"**, **"How to use quick-release systems and thru axles"** and **"Wheels and tyre equipment"** as well as the enclosed operating instructions.

2. Check that handlebar and stem are neither bent nor broken and that they are level and upright. Make sure the stem is firmly fixed on the fork by trying to turn the handlebar relative to the front wheel **[e]**. Briefly lean on the brake levers to make sure the handlebar is firmly fixed in the stem. Realign the components, if necessary, and gently tighten the bolts to ensure a reliable clamping of the components.

   The maximum torque values are printed directly on the components or specified in the enclosed operating instructions. For more information see the chapters **"Adjusting the Velo de Ville bike to the rider"**, **"Headset"** and the enclosed operating instructions.

3. Check that the chain still runs on the chainrings and the sprockets. If your bicycle fell over to the chain side, verify the proper functioning of the gears. Ask somebody to lift the bicycle by the saddle and carefully shift through all the gears. Pay particular attention when switching to the small gears, making sure the rear derailleur does not get too close to the spokes as derailleur gears a the chain climbs onto the larger sprockets **[f]**.

   If in the case of derailleur gears the rear derailleur or the dropouts/derailleur hanger are bent, the rear derailleur may collide with the spokes or the chain may slip. This can result in damage to the rear derailleur, the rear wheel and the frame. Check the function of the front derailleur, as a displaced front derailleur can throw off the chain, thus interrupting the drive train of the bicycle.

   For more information see the chapter **"Gears"** and the enclosed operating instructions.

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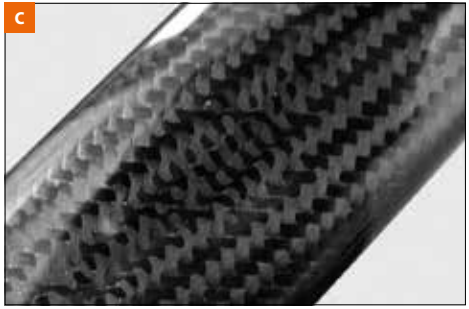
c



4. Make sure the saddle is not out of alignment using the top tube **[a]** or the bottom bracket shell as a reference. If necessary, open the clamping, realign the saddle and retighten the clamping. For more information see the chapters **"Adjusting the Velo de Ville bike to the rider"**, **"How to use quick-release systems and thru axles"** and the enclosed operating instructions of the component manufacturers.

5. Lift your Velo de Ville bike up a few centimetres and let it bounce onto the ground **[b]**. If this causes any sort of noise, search for loosened bolts. Tighten them slightly, if necessary.

6. Finally, take a good look at the whole bicycle to detect any deformations, colour changes or cracks.

   Ride back very carefully by taking the shortest route possible, even if your Velo de Ville bike went through this check without any problems. Do not accelerate or brake hard and do not ride out of the saddle. If you are in doubt about the performance of your Velo de Ville bike, have yourself picked up by car, instead of taking any risk.

   Back home you need to check your Velo de Ville bike thoroughly. The damaged parts must be repaired. Ask your Velo de Ville dealer for advice.

Danger

Deformed components, especially components made of aluminium, can break without previous warning. They must not be repaired, i.e. straightened, as the imminent risk of breakage will remain. This applies in particular to the fork, the handlebar, the stem, the cranks, the seat post and the pedals. When in doubt, it is always recommendable to have these components replaced, as your safety comes first. Ask your Velo de Ville dealer for advice.

Danger

If your Velo de Ville bike is assembled with carbon components [c], it is imperative that you have your Velo de Ville bike checked by your Velo de Ville dealer after an accident or similar incident. Carbon is an extremely strong material which combines high resistance with low weight. It is, however, one of the inherent properties of carbon that possible overstress may compromise the inner carbon-fibre structure without showing any visible deformation as is the case with steel or aluminium. A damaged component can fail without previous warning. Risk of falling!

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HOW TO USE QUICK-RELEASE SYSTEMS AND THRU AXLES

Most Velo de Ville City/Trekking bikes are equipped with quick-release systems to ensure fast adjustments, assembly and disassembly. Be sure to check whether all quick-release systems are tight before you set off on your bicycle. Quick-release systems should be handled with greatest care, as they directly affect your safety.

Practise the proper use of quick-release systems to avoid any accidents.

Quick-release systems essentially consist of two operative elements:

1. The hand lever on one side of the hub which creates a clamping force via a cam when you close it **[d]**.

2. The locknut on the other side of the hub setting the preload on the threaded rod (quick-release axle) **[e]**.

Danger

Never ride a Velo de Ville bike without having checked first that the wheels are securely fastened! Risk of falling!

Danger

Make sure the levers of both wheel quick-release systems are always on the side opposite to the chain or belt drive. This will help you to avoid mounting the front wheel accidentally the wrong way round. In the case of Velo de Ville bikes with disc brakes and quick-release systems having a 5 mm-axle, it may be reasonable to mount the quick-release system with the levers on the side of the chain drive [f]. This would help you not to come into contact with the brake disc/rotor and prevent you from having your fingers burnt. If you are in doubt or if you have any questions, contact your Velo de Ville dealer.

Danger

Do not touch the brake disc/rotor directly after having stopped – you may burn your fingers! Always let the brake disc/rotor cool down before opening the quick-release system!

Caution

If your bicycle is equipped with quick-release systems, be sure to lock it with the frame to an immovable object together with the wheels when you leave it outside.

How to fasten components securely with a quick-release system

Open the quick-release system. The marking "Open" on the lever should be visible now **[a]**.

Make sure the component to be fastened is in the accurate position. For more information see the chapters **"Wheels and tyre equipment"** and **"Adjusting the Velo de Ville bike to the rider"**.

Move the lever back, as if to close it. Now you should be able to read "Close" on the outside of the lever. When you start closing the lever you should feel virtually no resistance with your hand until the lever is at right angle to the frame/fork.

Over the second half of its travel the resistance you feel should increase significantly. Towards the end of its travel you should need very much strength to close the lever. Use the ball of your thumb to push it in all the way while your fingers pull on an immovable part, such as the fork **[b]** or the rear stay, but not on a brake disc/rotor or spoke.

In its end position, the lever should be at a right angle to the quick-release axle, i.e. it should not stand out. The lever should lie close to the frame or the fork so that it does not open accidentally. Make sure, however, the lever is easy to grasp for an actually quick use.

To check whether the lever is securely locked apply pressure to the end of the hand lever and try to turn it while it is closed **[c]**. If you can turn the lever around, open it and increase the initial tension. Screw the tightening nut on the opposite side clockwise by half a turn. Close the quick-release system and check it again for tightness.

Finally lift the bicycle a few centimetres so that the wheel no longer touches the ground and hit the tyre from above. A securely fastened wheel remains in the axle mounts of frame or fork and will not rattle.

To check the quick-release system of the saddle try turning it relative to the frame.

Danger

With an insufficiently closed quick-release system the wheel can come loose. Imminent risk of accident!

Notice

Some Velo de Ville City/Trekking bikes are equipped with thru axles. There are many different thru-axle systems on the market. Some systems are attached with quick-release systems, for others you may need special tools for mounting/dismounting. More information is also available on the websites of the thru axle manufacturers or contact your Velo de Ville dealer.

d

e

f

ADJUSTING THE VELO DE VILLE BIKE TO THE RIDER

Your body height and proportions are decisive for the frame size of your Velo de Ville bike. In particular, make sure there is enough clearance between your crotch and the top tube so that you do not hurt yourself, if you have to get off quickly **[d]**.

By choosing a specific type of bicycle you roughly determine the posture you will be riding in **[e]**. However, some components of your Velo de Ville bike are especially designed so that you can adjust them to your body proportions up to a certain degree **[f]**. These include the seat post, the stem and the brake levers.

As all works require know-how, experience, appropriate tools and a certain amount of skill, you should restrict yourself to adjusting the seating position. Ask your Velo de Ville dealer for the correct seating position or if you want something changed. He will see to your wishes the next time you leave your Velo de Ville bike at the workshop, e.g. for the first inspection.

After any adjustment/assembly work, be sure to make a short functional check as described in the chapter **"Before every ride with your Velo de Ville bike"** and do a test ride in an area free of traffic.

Danger

If you have a very small frame, there may be the danger of your foot colliding with the front wheel. Therefore, make sure the cleats of your clipless pedals are properly adjusted.

Danger

All tasks described in the following require the know-how of a mechanic and appropriate tools. Make it a rule to tighten the bolted connections always with greatest attention. Increase the torque values bit by bit and check the fit of the component in between. Use a torque wrench and never exceed the maximum torque values! You find the prescribed values in the chapter "Recommended torque values", directly on the components and/or in the operating instructions of the component manufacturers.

Notice

If sitting on the saddle causes you trouble, e.g. because it numbs your crotch, this may be due to the saddle. Your Velo de Ville dealer has a very wide range of saddles available, and can offer advice on position.

a

b

c

Adjusting the saddle to the correct height

The correct saddle height for almost all bicycle types is the height which gives maximum pedalling comfort and efficiency. During pedalling the ball of your foot should be positioned above the centre of the pedal axle. With your feet in this position your leg should not be fully extended at the lowest point, otherwise your pedalling will become awkward.

Check the height of your saddle with flat-soled shoes. This is best done with suitable cycling shoes.

Sit on the saddle and put your heel on the pedal at its lowest point **[a]**. Your leg should be fully extended and your hips should remain horizontal.

To adjust the saddle height loosen the quick-release lever (see the chapter **"How to use quick-release systems and thru axles"**) or the binder bolt of the seat post clamp **[b]** at the top of the seat tube.

The latter requires suitable tools, e.g. an Allen key, with which you turn the bolt two to three turns anticlockwise. You can now adjust the height of the seat post.

Be sure not to pull out the seat post too far. The mark on the seat post **[c]** (min. insert, minimum, maximum, stop or the like) should always remain within the seat tube. Always grease the surface of an aluminium or titanium seat post that is inserted into a seat tube made of aluminium, titanium or steel.

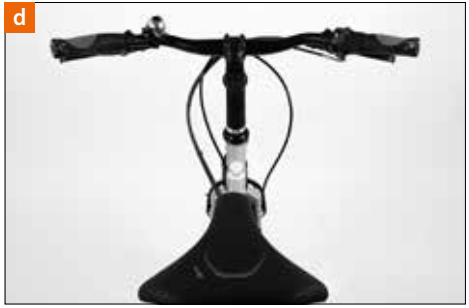
Do not grease **carbon seat posts** and/or **carbon seat tubes** in the clamping area! Use special **carbon assembly paste** instead.

Align the saddle with the frame by using the saddle nose and the bottom bracket or top tube as a reference point **[d]**.

Clamp the seat post by closing the quick-release system, as described in the chapter **"How to use quick-release systems and thru axles"** or by turning the seat post binder bolts clockwise in half turns. You should not need much strength in your hands to clamp the seat post sufficiently tight. Otherwise the seat post does not match the frame.

Check in between that the seat post is sufficiently tight by taking hold of the saddle at both ends and then trying to rotate the seat post inside the seat tube **[e]**. If it does rotate, gently retighten the clamping bolt by quarter half a turn and do the check again.

d



e

f

Does the leg stretch test now produce the correct result? Check by moving your foot and pedal to the lowest point. When the ball of your foot is in the middle of the pedal in the ideal pedalling position, your knee should be slightly bent. If it is, you have adjusted the saddle height correctly.

Check that you can touch the ground safely while sitting on the saddle by stretching your feet to the floor. If you cannot, you should lower the saddle a little, at least to begin with.

⚠ Caution

Tighten carefully by approaching the prescribed maximum torque value [f] in small steps (0.5 Nm increments) and check in between the proper fit of the component. Never exceed the maximum torque value indicated by the manufacturer!

⚠ Danger

Never ride your bike with the seat post drawn out beyond the limit, maximum, or stop mark! The seat post might break or cause severe damage to the frame. In the case of frames with seat tubes that extend beyond the top of the frame's top tube the seat post should be inserted into the seat tube at least below the bottom of the top tube and below the top of the rear stays! If the seat post and the frame require different minimum insertion depths, you should opt for the deeper insertion depth.

⚠ Danger

Never apply grease into a seat tube of a frame made of carbon, unless an aluminium sleeve is inside the frame. If you mount a carbon seat post, do not even grease a frame made of metal. Once greased, carbon fibre components may never again be clamped reliably! Use special carbon assembly paste instead.

⚠ Caution

If the seat post does not move easily inside the seat tube or if it cannot be tightened sufficiently, ask your Velo de Ville dealer for advice. Do not use brute force!

a

b

c

Adjusting the height of the handlebar

The height of the handlebar compared to the saddle and the distance between saddle and handlebar determines how much your upper body is inclined forward. Lowering the handlebar gives you a streamlined position and brings more weight to bear on the front wheel. However, it also entails an extremely forward leaning posture which is tiring and less comfortable, because it increases the strain on your wrists, arms, back, upper body and neck.

There are three different stem systems that allow vertical adjustment of the handlebar, i.e. the conventional, the adjustable and the Ahead®-stem. These systems require special knowledge. In this regard, the descriptions hereafter may be incomplete. If you are in doubt or if you have any questions, contact your Velo de Ville dealer.

Danger

The stem is one of the load bearing parts of your bicycle. Changes to it can impair your safety. If you are in doubt or if you have any questions, contact your Velo de Ville dealer!

Danger

Stems come in very different lengths [a], shaft and binder tube diameters. A stem of inappropriate dimensions can become a source of danger: Handlebars or stems can break, resulting in an accident. When replacing any parts, be sure to only use suitable original spare parts that bear the appropriate mark. Your Velo de Ville dealer will be pleased to help you.

Danger

The bolted connections of stem and handlebar have to be tightened to the prescribed torque values [b]. Otherwise the handlebar or the stem the handlebar or the stem may come loose or break. Use a torque wrench and never exceed the maximum torque values! You find them in the chapter "Recommended torque values", directly on the components [c] and/or in the operating instructions of the component manufacturers.

Caution

Verify that the handlebar-stem-combination is approved by the handlebar and/or stem manufacturer.

Caution

Make sure the handlebar clamping area is free of sharp edges.

d

e

f

Adjusting the height of the handlebar with the Speedlifter

With the Speedlifter **[d]** you can change the handlebar height on your bicycle with only a few steps and without tools.

It allows you to change between an upright relaxed and a sporty seating position within seconds. Open the Speedlifter's quick-release lever by hand and move the handlebar to the desired position. Fully close the quick-release lever to fix the handlebar. The Speedlifter's quick-release lever must always remain closed during the ride!

⚠ Danger

Check before every ride that the lever is fully closed! Never change the handlebar height during the ride! Risk of accident! Be sure to stop prior to adjusting the handlebar height!

Press down on the handlebar with both hands **[e]**. The Speedlifter works properly when the handlebar can not be moved downwards with the lever closed.

If it does move, you have to increase the preload of the lever. Open the quick-release lever fully. Turn the knurled nut slightly, i.e. a quarter to max. half a turn clockwise **[f]**. Re-close the lever fully.

Check, as above described. If it still moves, repeat the procedure. If the lever no longer closes fully, you have to release the knurled nut slightly.

The Speedlifter is sturdy, however regular care means better function and more safety. Clean the Speedlifter from adherent dirt by using a clean cloth and water. Apply a drop of lubricating oil to the extension tube.

⚠ Caution

Be sure to check the steerability of the bicycle after having changed the handlebar height. Check that you can turn the handlebar from far left to right and vice versa without resistance. It may happen that the shift and brake cables are no longer sufficient in length after you have lifted the handlebar. The bicycle is then no longer fully steerable. In this case you have to change the cables or reduce the handlebar height.

Conventional stems

Handlebars with conventional stems allow limited vertical adjustment. This is done by moving the stem up or down inside the fork steerer tube.

Release the expander bolt by two to three complete turns. The stem should now turn freely inside the fork. If it does not, release the bolt by tapping it gently with a rubber hammer **[a]**. With Allen bolts, you need to stick the Allen key into its head first, as it is normally countersunk and therefore impossible to be hit directly.

Now you can move the handlebar/stem-unit up and down as a whole. Be sure not to pull out the stem too far. The mark on the stem (end, min, max, stop, limit or the like) should always remain within the tube **[b]**. Setting the stem to a lower position can only add to your safety!

Align the handlebar so that it is not at an angle when riding straight ahead. Retighten the expander bolt with a torque wrench.

Tighten carefully by approaching the prescribed maximum torque value in small steps (0.5 Nm increments) and check in between the proper fit of the component. Never exceed the maximum torque value indicated by the manufacturer!

Make sure the stem is firmly fixed by taking the front wheel between your legs and trying to turn the handlebar and stem relative to the wheel **[c]**. If there is movement, you have to increase the torque value. If the handlebar is still too high or too low, you can replace the stem. This can be quite a big job, as it may mean taking off and remounting the entire handlebar equipment. Inform yourself at your Velo de Ville dealer about the various stem types available.

Danger

Never ride a Velo de Ville bike with a stem drawn out beyond the mark for the maximum extension height! Check all bolted connections and test your brakes before you set off!

Caution

Never try to unscrew the top race of the headset when you only want to adjust the stem, as you will otherwise alter the bearing play.

d

e

f

Adjustable stems

There are various solutions for adjusting the tilt of the front part of adjustable stems **[d]**:

Some designs use bolts on the sides of the joint **[e]**, others have bolts coming from above or below, and others again are equipped with additional locking mechanisms or adjusting bolts.

Before adjusting read the enclosed operating instructions of the stem manufacturer. Ask your Velo de Ville dealer to explain you both function and adjustment of your stem or let him do that work.

Danger

Note that the bolted connections of adjustable stems and handlebars have to be tightened to the specified torques. Otherwise the handlebar or stem may come loose or break. Use a torque wrench [f] and observe the minimum and maximum torque values! You find the prescribed values in the chapter "Recommended torque values", directly on the components and/or in the operating instructions of the component manufacturers.

Caution

Keep in mind that readjusting the position of the stem changes the position of handlebar, brake levers and shifters. Readjust these components, as described in the chapter "Adjusting the tilt of the handlebar, bar ends and brake levers".

Stems for threadless systems, the Aheadset®-system

(Aheadset® is a registered trade mark of Dia-Compe)

In the case of Velo de Ville bikes with Aheadset® the stem also serves to adjust the bearing preload. If you change the position of the stem you have to readjust the bearing play (see the chapter **"Headset"**). The vertical setting range is determined by the intermediate rings, also referred to as spacers. In the case of flip-flop stem models the stem can be mounted the other way round to achieve a different handlebar height.

Unscrew the bolt at the top of the fork steerer tube which serves to adjust the bearing preload, remove the Ahead cap and release the bolts on either side of the stem by up to three turns **[a]**. Remove the stem and the spacers from the fork steerer tube. In doing so keep hold of both frame and fork to prevent the fork from slipping off the head tube.

You can determine the handlebar height by the arrangement of stem and spacers **[b]**. Slip the remaining spacers onto the fork steerer tube above the stem. Adjust the headset, as described in the chapter **"Headset"**. When the seating position is as you want it, have the projecting spacer tower including steerer tube removed by your Velo de Ville dealer.

If you want to turn the stem around, you also have to release the bolts of the faceplate securing the handlebar **[c]**. If the stem is fitted with a cap, you can simply remove the handlebar. If it is not fitted with a cap, you have to remove the handlebar equipment.

Mount the handlebar and, if necessary, the handlebar equipment, as described in the chapter **"Adjusting the tilt of the handlebar, bar ends and brake levers"** and/or in the operating instructions of the component manufacturers.

Check the secure fit of the handlebar in the stem by trying to rotate the handlebar downwards. Verify whether the handlebar/stem-combination can be turned relative to the fork. Do this by taking the front wheel between your knees and trying to twist the handlebar **[d]**. If there is movement, carefully tighten the bolts a little more and check the proper fit again.

Tighten carefully by approaching the prescribed maximum torque value in small steps (0.5 Nm increments) and check in between the proper fit of the component. Never exceed the maximum torque value indicated by the manufacturer **[e]**!

d

e

f

Danger

These routines require a certain amount of manual skill and (special) tools. They are best left to your Velo de Ville dealer. If you nevertheless want to try it by yourself, read the operating instructions of the stem manufacturer carefully before you start.

Danger

In the case of turned stems, it is possible, that the cables are too short. Riding with too short cables is dangerous. Ask your Velo de Ville dealer for advice.

Danger

When removing spacers, the fork steerer tube must be shortened. This procedure is irreversible. The shortening should by carried out by you Velo de Ville dealer, but only after you have found your preferred position.

Danger

Stems come in very different lengths [f], shaft and binder tube diameters. A stem of inappropriate dimensions can become a source of danger: Handlebars and stems can break and thus cause an accident!

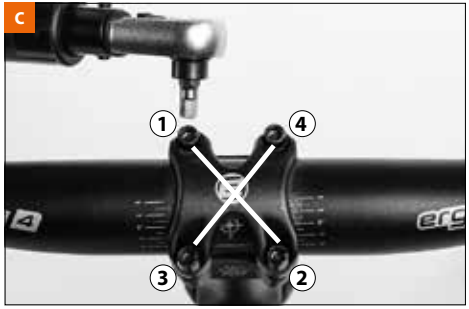
Notice

If you want your handlebar in a higher position, you may opt for a riser bar model which has an upward bend. Ask your Velo de Ville dealer for advice.

a

b

c



Adjusting the tilt of the handlebar, bar ends and brake levers

The handlebars of Velo de Ville City and Trekking bikes are usually slightly bent at the ends. Set the handlebar to a position in which your wrists are relaxed and not turned too much outwards.

To adjust the angle of the handlebar, release the Allen bolt(s) on the underside or front side of the stem **[a]**. Turn the handlebar to the desired position. Make sure the handlebar is accurately centred in the stem **[b]**. Carefully retighten the bolt(s) in a cross pattern by using the torque wrench until they lightly hold the handlebar in place **[c]**. Make sure the upper and lower clamping slots of the stem are parallel and identical in width **[d]**. Tighten the bolt(s) evenly in a cross pattern by using a torque wrench and observe the recommended torque values.

Once clamped in the stem try rotating the handlebar and tighten the bolt a little more, if necessary. Use a torque wrench and never exceed the maximum torque values! You find the prescribed values in the chapter **"Recommended torque values"**, directly on the components and/or in the operating instructions of the component manufacturers. After adjusting the handlebar you have to readjust the brake levers and shifters, as well.

Release the Allen bolt at either lever unit. Turn the lever unit on the handlebar. Sit in the saddle and place your fingers on the brake lever. Check that the back of your hand forms a straight line with the line of your forearm **[e]**. Re-tighten the lever units with a torque wrench according to the indications and do a twist test **[f]**!

Bar ends provide additional ways of gripping the handlebar. They are usually set to a position that provides more comfort when you pedal out of the saddle. The bar ends are then almost parallel to the ground or tilted slightly upwards (by about 25°).

Release the bolts, which are usually located on the underside of the bar ends, by one to two complete turns. Turn the bar ends to the desired position making sure the angle is the same on both sides. Retighten the bolts to the prescribed torque value. Check the firm seat by trying to twist the bar ends out of position.

d

e

f

Danger

Note that the bolted connections of the stem, handlebar, bar ends and brakes have to be tightened to their prescribed tightening torques. Use a torque wrench and never exceed the maximum torque values! You find the prescribed values in the chapter "Recommended torque values", directly on the components and/or in the operating instructions of the component manufacturers.

Danger

If you intend to mount bar ends to a handlebar, verify first that the handlebar is suitable and approved for the mounting of the bar ends. Some handlebars must be fitted with specific reinforcing sleeves (handlebar plugs). If you are in doubt or if you have any questions, contact your Velo de Ville dealer.

Danger

Never fix bar ends in a vertical position or with their ends pointing towards the rear as this would increase the risk of injury in the event of an accident.

Danger

Be aware that the distance you need to stop your bicycle may increase, when you are riding with your hands on bar ends or multi-position handlebars. The brake levers are not in all gripping positions within easy reach.

Adjusting the brake lever reach

With most brake lever units the distance between the brake levers and the handlebar grips **[a]** is adjustable. With some disc brakes this also applies to the pressure point. This gives in particular riders with small hands the convenience of bringing the brake levers closer to the handlebar. The first knuckles of middle and index fingers should be able to grip around the lever **[b]**.

On most bicycles there is a small adjusting screw near the point where the brake cable of a cable brake enters the brake lever unit or at the lever itself **[c]**. Turn the bolt clockwise and watch, whether and how the lever adjusts as you do so.

Hydraulic brakes also have adjusting devices at the brake lever. There are different systems. Ask your Velo de Ville dealer for help or read the respective operating instructions.

When adjusting the lever reach, make sure the first knuckle of the index finger reaches around the brake lever. Check the proper adjustment and functioning of the brake system subsequently, as described in the chapter **"Brake system"** and/or in the brake manufacturer's instructions. Some brake models allow the adjusting of the lever distance and the pressure point.

Danger

Once the adjustment process is complete, perform a test ride away from road traffic or on an empty lot.

Danger

You should not be able to pull the brake levers all the way to the handlebar. Your maximum brake force should be reached before.

Notice

If you have hydraulic brakes and disc brakes, follow the instructions of the brake manufacturer. If you are in doubt or if you have any questions, contact your Velo de Ville dealer.

d

e

f

Correcting the fore-to-aft position and tilt of the saddle

The inclination of your upper body **[d]**, and hence your riding comfort and pedalling power, are also influenced by the distance between the grips of the handlebar and the saddle. This distance can be modified a little by changing the position of the saddle rails in the seat post. However, shifting the saddle rails in the seat post also influences pedalling. The rider pedals more or less from the back.

You need to have the saddle horizontal in order to pedal in a relaxed manner. If it is tilted, you will constantly have to lean against the handlebar in order not to slip off the saddle.

Danger

The bolted connections of the seat post have to be tightened to the prescribed torque values [e]. Use a torque wrench and never exceed the maximum torque values! You find the prescribed values in the chapter "Recommended torque values", directly on the components and/or in the operating instructions of the component manufacturers.

Danger

Make sure the saddle is clamped within the range of the marking or in the straight area on the saddle rail [f]. Otherwise the saddle rails can fail! The saddle must not be clamped in the bent area of the rails.

Caution

The adjustment range of the saddle is very small. Replacing the stem allows you to make far bigger adjustments to the rider's fore-to-aft position, as stems come in different lengths. In doing so you may achieve differences of more than ten centimetres. In this case you would usually have to adjust the length of the shift and brake cables – a job best left to your Velo de Ville dealer!

Notice

The gear manufacturers supply manuals with their products and provide additional information and operating instructions on their websites. Read them carefully before adjusting the position of your saddle. If you are in doubt or if you have any questions, contact your Velo de Ville dealer.

Adjusting the saddle position and tilt

Patent clamping with one bolt or two parallel bolts [a]

With patent seat posts a single bolt fixes the clamping mechanism, which controls both the tilt and the horizontal position of the saddle. Most seat posts have two bolts side-by-side.

Release the bolt(s) at the top of the seat post. Release the bolt(s) two to three turns anticlockwise at the most, otherwise the whole assembly can come apart. Move the saddle forth or back, as desired. You may have to give the saddle a light tap to move it. Observe the marking on the saddle rail and do not go beyond.

Make sure the seat of the saddle remains horizontal [b] as you retighten the bolt(s). The bicycle should stand on level ground while you adjust the saddle.

Having found your preferred position, make sure both clamp halves fit snug around the saddle rails before tightening the bolt(s) to the correct torque as prescribed by the seat post manufacturer.

Retighten the bolt(s) with a torque wrench according to the manuals of the manufacturer [c]. After fastening the saddle, check whether it resists tilting by bringing your weight to bear on it once with your hands at either end of the saddle [d].

Danger

The saddle clamping bolts are among the most delicate bolts of the entire Velo de Ville bike. Therefore, make absolutely sure that you do not come below the recommended minimum torque value and that you do not exceed the recommended maximum torque value. You find the prescribed values in the chapter "Recommended torque values", directly on the components and/or in the operating instructions of the component manufacturers. Always use a torque wrench.

Danger

Check the bolts by using a torque wrench once a month according to the values indicated in the enclosed operating instructions or directly on the components.

Danger

Poorly tightened or loosening bolts can fail. Risk of accident!

d

e

f

***Clamping with two bolts in line* [e]**

Release both bolts by two to three turns at the most, otherwise the whole assembly can come apart. Move the saddle forward or backward as desired to adjust the horizontal position. You may have to give the saddle a light tap to move it. Observe the marking on the saddle rail and do not go beyond.

Having found your preferred position, make sure both clamp halves fit snug around the saddle rails before tightening the bolt(s) to the correct torque as prescribed by the seat post manufacturer.

Tighten both bolts evenly **[f]** so that the saddle remains at the same angle. If you wish to lower the nose of the saddle a little, tighten the front bolt clockwise. You might have to loosen the rear bolt a little as well. To lower the rear part of the saddle, the rear bolt has to be tightened clockwise and the front bolt to be released, if necessary.

After fastening the saddle check whether it resists tilting by bringing your weight to bear on it once with your hands on the tip and once at the rear end.

Danger

The saddle clamping bolts are among the most delicate bolts of the entire Velo de Ville bike. Therefore, make absolutely sure that you do not come below the recommended minimum torque value and that you do not exceed the recommended maximum torque value. You find the prescribed values in the chapter "Recommended torque values", directly on the components and/or in the operating instructions of the component manufacturers. Always use a torque wrench.

Danger

Check the bolts by using a torque wrench once a month according to the values indicated in the enclosed operating instructions or directly on the components.

Danger

Poorly tightened or loosening bolts can fail. Risk of accident!

a

b

c

BRAKE SYSTEM

General information on brakes

Brakes **[a-c]** are used for adjusting one's speed to the surrounding terrain and traffic. In an emergency situation, the brakes must bring the Velo de Ville bike to a halt as quickly as possible.

During such an emergency braking, the rider's weight shifts forward abruptly, thus reducing the load on the rear wheel. The rate of deceleration is primarily limited by the danger of the rear wheel losing contact with the ground resulting in an overturning of the bicycle and secondly by the tyres' grip on the road. This problem becomes particularly acute when riding downhill. Therefore, in case of an emergency braking situation you must try to put your weight back and down as far as possible.

Actuate both brakes at the same time and bear in mind that the front brake can transmit far greater forces on a surface with good grip due to the shifting weight.

The braking conditions on unpaved surfaces differ, i.e. overbraking the front wheel can make the wheel slip away. Therefore, be sure to practise braking on different surfaces.

Wet weather reduces the braking power. Actuate the brakes carefully when riding on wet or slippery ground, as the tyres can easily slip away. Therefore, reduce your speed.

There are various types of brake systems that may be subject to the following problems:

Rim brakes **[d]** are liable to overheating as a result of too long braking or brake dragging. This can damage the inner tube or make the tyre slip on the rim causing a sudden loss of air which could lead to a serious accident in the process.

Rims also wear down over time. They are even likely to burst. Therefore, they have to be replaced from time to time.

With roller, drum, coaster and disc brakes **[e]** prolonged braking or permanent dragging of brake pads can also lead to an overheating of the brake system. This can result in a reduction of the brake force or even lead to brake failure. Risk of accident!

When riding downhill, get used to braking hard and releasing the brake again, whenever the road surface and the situation allow for it. If in doubt, stop and let the brake system cool down.

d

e

f

Danger

The assignment of brake lever to brake calliper can vary, e.g. left lever acts on front brake. Have a look at the bike card and check whether you can actuate the front brake with the same brake lever (right or left) you are used to. If this is not the case, ask your Velo de Ville dealer to change the brake levers before you set off for the first time.

Danger

Take your time to get used to your brakes. Practise emergency stops in a place free of traffic until you have perfect command of your Velo de Ville bike. This can prevent accidents.

Danger

Wet weather reduces your braking power and makes the tyres slip. Be aware of longer stopping distances when riding in the rain. Reduce your speed and brake carefully.

Danger

Make sure the brake surfaces and pads are absolutely free of wax, grease and oil. Risk of accident!

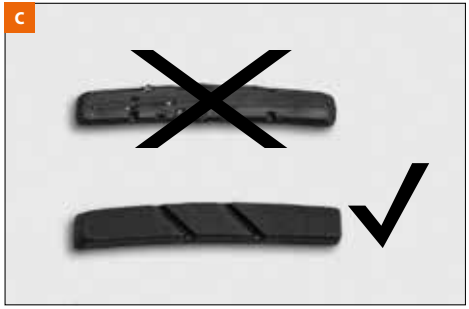
Caution

When replacing any parts be sure to only use parts that bear the appropriate mark and, to be on the safe side, original spare parts [f]. Your Velo de Ville dealer will be pleased to help you.

a

b

c



Rim brakes

V-brakes and cantilever brakes

Operation and wear

V-brakes **[a]** and cantilever brakes have two brake arms mounted separately on either side of the rim. When actuating the brake lever, both arms are pressed together by the cable, the pads touching the rim.

The friction generated by braking causes wear to the brake pads **[b]** as well as to the rims. Frequent rides in the rain and dirt and over hilly terrain can accelerate wear on both braking surfaces. Some rims are provided with wear indicators, e.g. grooves or circular indentations. If the rim is worn down to the point where the grooves or indentations are no longer visible, they need to be replaced. Once the abrasion of the rim has reached a certain critical point, the rim may break under the tyre pressure. This can make the wheel jam or the inner tube burst. Risk of falling!

Compensating for the brake pad wear

Over time the brake pads will wear down. To ensure a constant, high brake force this wear must be compensated for. For this purpose the brake levers have screws allowing compensation for the wear.

Functional check

Check whether the brake pads are accurately aligned with the rims and still sufficiently thick. You can judge the wear of the brake pads by the appearance of grooves.

If the pads are worn down to the bottom of the grooves **[c]**, it is time to replace them. Be sure to observe the according instructions of the respective manufacturers.

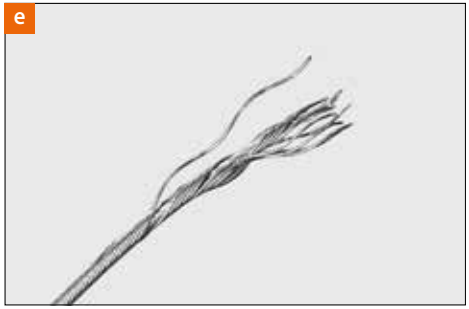
See your Velo de Ville dealer and ask them to examine the remaining thickness of the rims when you have worn through your second set of brake pads at the latest **[d]**. Your Velo de Ville dealer has special measuring devices for determining the remaining thickness of the rims.

The brake pads must hit the rim simultaneously, first touching it with the front portion of their surface. At the moment of first contact the rear part of the pads should be a millimetre away from the braking surface. Viewed from the top the brake pads form a "V" with the trough pointing to the front. This setting is to prevent the brake pads from screeching when applied.

The brake lever must always remain clear of the handlebar. You should not even be able to pull them all the way to the handlebar in the event of an emergency stop. If this is the case, however, observe the following chapter **"Synchronising and readjusting"**.

d

e



f

It is only by passing all these checks that the brake is adjusted correctly.

Danger

Brake cables which are damaged, e.g. frayed [e], must be replaced immediately, as they can otherwise fail in a critical moment, possibly causing a fall!

Danger

Adjusting the position of the brake pads relative to the rims requires a considerable degree of skill. Replacing and adjusting the brake pads is a job best left to your Velo de Ville dealer.

Danger

Have your rims regularly inspected and measured by the Velo de Ville dealer.

Synchronising and readjusting

Almost all brake designs have a bolt located next to one or both brake callipers for adjusting the spring preload **[f]**. Turn the bolt slowly and watch how the gap changes between brake pads and rim.

Adjust the spring in a way that with an unapplied brake the gaps are equal on either side and the brake pads touch the rim simultaneously during braking.

The position of the brake lever where the brake starts to act, also referred to as pressure point, can be adjusted to the size of the hand as well as to individual convenience by readjusting the brake cable. Make absolutely sure you cannot pull the brake lever all the way to the handlebar grip. With an unapplied brake the brake pads should not be too close to the rim sides, otherwise they could drag along the rim during riding. Before making this adjustment, observe the notes in the chapter **"Adjusting the brake lever reach"**.

To readjust the brakes, unscrew the knurled lock ring located at the point where the brake cable enters the brake lever on the handlebar **[a]**. Unscrew the knurled, slotted adjusting bolt by a few turns. This reduces the free travel of the brake lever. Keeping the adjusting bolt firm, tighten the lock ring against the brake lever unit. This prevents the adjusting bolt from coming loose by itself. Ensure that the slot of the bolt faces neither forward nor upward, as this would permit water or dirt to enter more easily.

Danger

Always test the brakes' function in standing [b] after adjusting them, making sure the brake pads engage fully with the rim when you pull them hard.

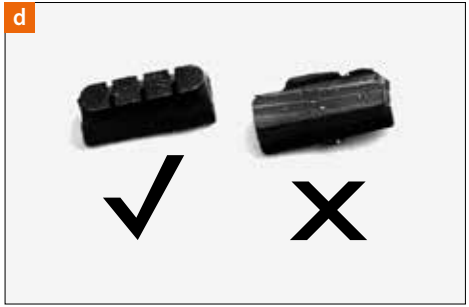
Hydraulic rim brakes

Operation and wear

Common hydraulic rim brakes **[c]** consist of two brake assemblies that are mounted on the left and right side of the rim and connected by an assembly plate and, if necessary by a brake booster. Actuating the brake lever compresses the hydraulic pistons through oil pressure, pushing the brake pads against the rims.

The friction generated by braking causes wear to the brake pads **[d]** as well as to the rims. Frequent rides in the rain and dirt and over hilly terrain can accelerate wear on both braking surfaces. Some rims are provided with wear indicators, e.g. grooves or circular indentations. If the rim is worn down to the point where the grooves or indentations are no longer visible, they need to be replaced. Once the abrasion of the rim has reached a certain critical point, the rim may break under the tyre pressure. This can make the wheel jam or the inner tube burst. Risk of falling!

d



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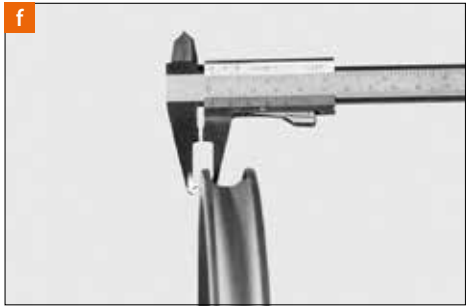


Keep the hydraulic brake assemblies, especially the brake pad area, clean **[e]**, as dirt can prevent the pads from travelling back in their rest position. Regularly check the hoses and connections for leaks.

Danger

Loose connections or leaky brake lines can drastically impair braking power. If you find leaks in the brake system or buckled hoses, contact your Velo de Ville dealer. Risk of accident!

Functional check

Check whether the brake pads are accurately aligned with the rims and still sufficiently thick. You can judge the wear of the brake pads by the appearance of grooves. If the pads are worn down to the bottom of the grooves, it is time to replace them. Be sure to observe the according instructions of the respective manufacturers.

See your Velo de Ville dealer and ask them to examine the remaining thickness of the rims when you have worn through your second set of brake pads at the latest. Your Velo de Ville dealer has special measuring devices for determining the remaining thickness of the rims **[f]**.

The brake pads must hit the rim simultaneously and in parallel. This setting is to prevent the brake pads from screeching when applied.

The brake lever must always remain clear of the handlebar. You should not even be able to pull them all the way to the handlebar in the event of an emergency stop. If this is the case, however, observe the following chapter **"Synchronising and readjusting"**.

It is only by passing all these checks that the brake is adjusted correctly.

Danger

Adjusting the position of the brake pads relative to the rims requires a considerable degree of skill. Replacing and adjusting the brake pads is a job best left to your Velo de Ville dealer.

Danger

Have your rims regularly inspected and measured by the Velo de Ville dealer.

Readjusting

As the brake pads wear down, the pressure point moves towards the handlebar grips. Make absolutely sure you cannot pull the brake lever all the way to the handlebar grip **[a]**. Most brake models have, however, a bolt **[b]** or a small knob **[c]** at the brake lever unit to compensate for the wear.

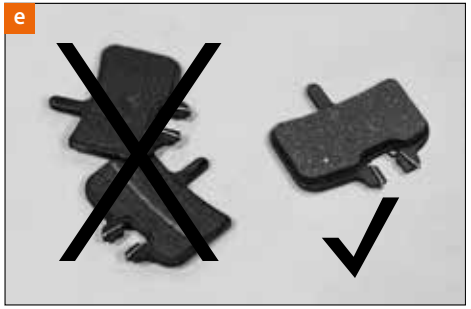
Also observe the operating instructions of the brake manufacturer or contact your Velo de Ville dealer.

Notice

Manufacturers of hydraulic brakes usually supply their products with detailed operating instructions. Read them carefully before removing the wheel or doing any maintenance. Improper operation can lead to brake failure.

d

e



f

Disc brakes

Operation and wear

The most striking feature of disc brakes is their outstanding braking effect. They respond a lot faster in wet conditions than rim brakes do and achieve their normal high braking power within a very short time. They require little maintenance and do not wear down the rims as rim brakes do.

Disc brakes **[d]** consist of the brake calliper (1), the brake disc/rotor (2), the brake hose or cable (3) as well as the brake lever unit/lever. Actuating the brake lever compresses the hydraulic pistons through hydraulic pressure or mechanically, pushing the brake pads against the brake disc/rotor.

The friction generated by braking causes wear to the brake pads **[e]** as well as to the brake discs/rotors. Frequent rides in the rain and dirt and over hilly terrain can accelerate wear of the rotors. Depending on the manufacturer and the model there are different ways of checking the brake pads and brake discs/rotors for their wear limits.

Danger

New brake pads have to be bedded in before they reach their optimal braking performance. For this purpose, accelerate the bicycle 30 to 50 times to around 30 km/h (18 mph) and bring it to a halt each time. This procedure is finished, when the force required at the lever for braking has stopped decreasing.

Danger

Disc brakes get hot in use. For this reason do not touch the brake discs/rotors directly after stopping, especially after a long downhill ride.

Danger

Dirty brake pads and brake discs/rotors can lead to drastically reduced brake force. Therefore, make sure the brake remains free of oil and other fluids, especially when you clean your Velo de Ville bike or grease the chain. Dirty brake pads can under no circumstances be cleaned, they must be replaced! Brake discs/rotors can be cleaned with special brake cleaners and with a clean absorbing cloth or with warm water and detergent [f].

Danger

Unusual noises (scratching, chafing etc.) during braking and/or a noticeable change of the brake force (more or less powerful) are indications that the brake pads are soiled or worn down. Check the brake pads and replace them, if necessary. Otherwise you risk further damage, e.g. to the brake disc/rotor, or even an accident due to brake failure! If you are in doubt, contact your Velo de Ville dealer.

Hydraulic disc brakes

Functional check

Regularly check the hoses **[a]** and connections for leaks while pulling the lever. In case of a brake liquid leakage, contact your Velo de Ville dealer immediately. A leak in the brake lines can render the brake ineffective. Risk of accident!

Wear and maintenance

Check the pads for wear at regular intervals **[b]** by following the operating instructions of the respective manufacturer.

Measure the thickness of the brake pad on the mount by using a calliper gauge **[c]**. The brake pad must all over be 0.5 mm thick at least. Measure the pad and the mount together as well as the mount alone; the difference is the thickness of the pad. Re-insert the cleaned brake pads into the cleaned calliper.

Danger

Loose connections and leaky brake hoses drastically impair braking power. If you find leaks in the brake system or buckled hoses, immediately contact your Velo de Ville dealer!

Danger

If your brake system works with DOT brake fluid, the latter needs to be replaced regularly according to the intervals prescribed by the manufacturer.

Danger

Do not place a Velo de Ville bike with hydraulic disc brakes upside down. Air could get into the system. This could render the brake ineffective.

Caution

Do not open the brake hoses. Brake fluid that can be very unhealthy and damaging to the paint could leak out.

Notice

The manufacturers of hydraulic disc brakes usually deliver their products with detailed operating instructions. Be sure to read them carefully before removing a wheel or doing any maintenance work.

d

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Roller and coaster brakes

These types of brakes have an enclosed design; brake pads and surfaces inside the hub body are largely protected against the influences of the weather. The braking force is transmitted via cables from the levers to the brakes. As rear brake they are mostly connected to a multi-speed hub **[d]** and in most of the cases actuated by back pedalling.

Notice

With coaster brakes maximum brake force is achieved by stepping on one of the pedals in its rearmost position with the cranks horizontal [e].

With roller **[f]** and coaster brakes the risk of overheating is particularly high when the brakes are actuated permanently on longer (steep) downhill rides.

Too much overheating of the hub can result in the loss of lubricant.

Therefore, if you notice that the braking effect deteriorates, stop and let the brake system cool down. If that will not suffice, stop for a couple of minutes before you set off again.

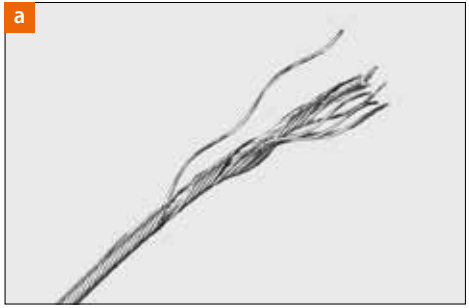
In this case, be sure to contact your Velo de Ville dealer.

Caution

If untypical noises occur during braking or if the brake force decreases or increases unexpectedly, you should stop riding immediately and contact your Velo de Ville dealer!

Do not use the bicycle until it has been repaired.

Also observe the operating instructions of the roller or coaster brake manufacturer.



Danger

Brake cables that are damaged [a], e.g. frayed, should be replaced immediately, as they can otherwise fail in a critical moment, possibly causing a fall!

Danger

If during braking the travel of the brake lever increases, unusual noises occur and/or the braking effect is more or less effective than usual, do not ride your bicycle. In such a case, contact your Velo de Ville dealer immediately.

Danger

Check the tight fit of the brake arm [b] of a roller or coaster brake at the frame or the fork regularly! Use a torque wrench and never exceed the maximum torque values!

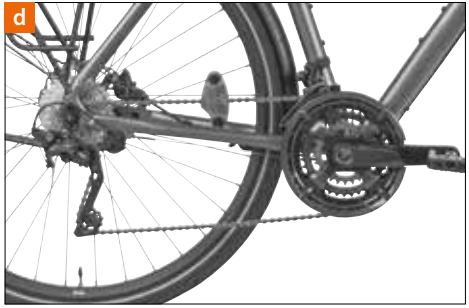
Checking and readjusting coaster brakes

The chain tension of bicycles with coaster brakes has to be checked and retensioned, if necessary, after approx. 1,000 km (620 miles) or 50 hours of use **[c]**. For more details read the chapter **"Chain – care and wear"**.

Danger

Keep in mind that you cannot brake with the coaster brake when the chain has fallen off. Risk of falling!

d



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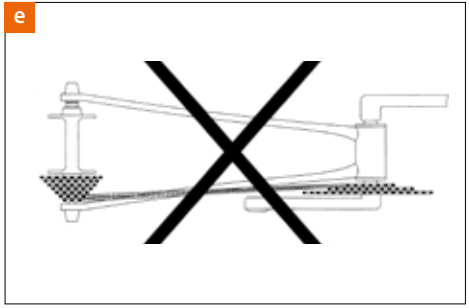

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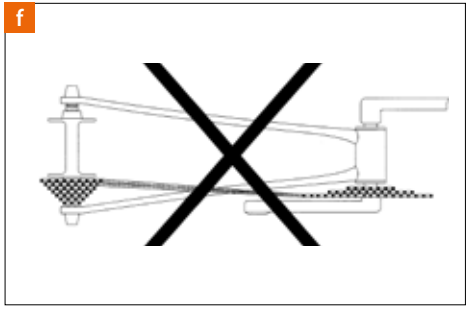


GEARS

Derailleur gear

The gears **[d]** of your Velo de Ville bike serve to adjust the gear ratio to the terrain you are riding on and the desired speed. A low gear with the chain running over the small chainring at the front and a large sprocket in the rear allows you to climb steep hills with moderate force. You must, however, pedal at a faster pace. High gears (large chainring, small sprocket) are for riding downhill. Every turn of the pedals takes you many metres forward at correspondingly high speed.

⚠ Caution

Practise switching gears in a place free of traffic until you are familiar with the functioning of the levers or twist grips of your bicycle.

ⓘ Notice

Read the gear manufacturer's operating instructions and practise shifting gears until you are familiar with it before you set off for the first time.

Operation and control

Derailleur gears always work according to the following principle:

Large front chainring
high/heavy gear – bigger gear ratio

Small front chainring
low/easy gear – smaller gear ratio

Large rear sprocket
low/easy gear – smaller gear ratio

Small rear sprocket
high/heavy gear – bigger gear ratio

Normally, the shifters are mounted as follows:

Shifter right – rear sprockets
Shifter left – front chainrings

Modern Velo de Ville City/Trekking bikes can have up to 33 gears. As there are, however, overlapping ranges, actually 15 to 18 gears are usable. The chain should not run at an extreme angle, otherwise it wears down and the efficiency decreases. An unfavourable run of the chain is when the smallest chainring in the front is used with one of the two or three outer (small) sprockets in the rear **[e]** or when the largest chainring in the front is used with one of the inner (large) sprockets in the rear **[f]**.

The bottom bracket **[a]** is the interface between cranks and frame. There are different designs, in some cases the bearing shaft is part of the bottom bracket, in some other cases it is integrated into the right crank. Sealed bottom brackets are maintenance free and delivered without play ex works. The bottom bracket in the frame and the cranks on the shaft must be checked for play at regular intervals.

Also check at regular intervals whether the cranks are firmly attached to the bearing shaft or whether there is play. Grab the crank and try to jiggle it forcefully. It must be absolutely free of play **[b]**. If you notice any play, contact your Velo de Ville dealer immediately.

Depending on the gear system, gear shifting is initiated by actuating a shifter or by a short turn of the wrist with twist grips **[c]**. Continue pedalling during gear shifting, however, at reduced pedalling force.

The principles of the different shifters and their functioning is described in the following. It is, however, also possible that your new bicycle has a gear system that is not mentioned.

In the case of shifters pressing the large shifter (thumb shifter) moves the chain towards the larger chainrings/sprockets.

That means that any gear shift made by pressing the large thumb shifter on the right produces a lower gear. This is an indexed shifting system with the option of shifting several gears with one action. Actuating the large thumb shifter on the left produces a higher gear.

Pulling the small lever located in front of the handlebar from the rider's viewpoint and actuated with the index finger (index finger lever) shifts the chain towards the smaller chainrings/sprockets, i.e. on the right side to the heavy gears and on the left side to the easy gears.

Notice

The gear manufacturers supply manuals with their products and provide additional information and operating instructions on their websites. Read them thoroughly. Make yourself familiar with your new gears in an area free of traffic, if necessary. If you are in doubt or if you have any questions, contact your Velo de Ville dealer.

d

e

f

Danger

Always wear straight-cut trousers or use trouser clips [d] or the like. This is to make sure your trousers do not get caught in the chain or the chainrings. Risk of falling!

Danger

Shifting gears under load, i.e. while pedalling hard, can make the chain slip. At the front derailleur the chain may even slip off the chainrings and result in an accident! At least the service life of the chain will be shortened considerably.

Danger

If there is play between bearing shaft and cranks, they can sustain damage. Risk of breakage!

Caution

Avoid gears with the chain running at an extreme angle. This will increase wear!

Caution

It is therefore crucial when switching gears to continue pedalling smoothly and without too much force. Do not shift under load, in particular not at the front derailleur [e], as this will shorten the service life of your chain considerably. Furthermore, this can lead to a chainsuck, i.e. the chain can get jammed between chainstay and chainrings.

Checking and readjusting

Before your Velo de Ville bike was handed over the derailleur gears were carefully adjusted by your Velo de Ville dealer However, shift cables may stretch a little on the first kilometres/miles, making gear shifting imprecise and the chain rattle.

Adjusting the front and rear derailleur **[f]** accurately is a job for an experienced mechanic. If you want to try it by yourself, observe the gear manufacturer's operating instructions. If you have any problems with the gears, contact your Velo de Ville dealer.

Notice

For your own safety, bring your newly bought Velo de Ville bike to your Velo de Ville dealer for its first inspection after 100 to 300 kilometres (60 to 180 miles), 5 to 15 hours of initial use or four to six weeks, at the very latest, however, after three months.

Adjusting the rear derailleur

Increase the tension of the shift cable by turning the adjustable cable stop at the shifter **[a, p. 50]** or the adjusting bolt through which it runs into the rear derailleur **[b, p. 50]**. To do so, shift to the smallest sprocket and turn the bolts anticlockwise in half turns until the cable is slightly tensioned.

After tensioning the shift cable check that the chain immediately climbs onto the next larger sprocket. To find out you either have to turn the cranks by hand or ride your Velo de Ville bike and shift through the gears.

If the chain easily climbs onto the next larger sprocket, check that it just as easily shifts to the small sprockets. If it does not, release the respective adjusting bolt a little. You may need several trials.

⚠ Caution

Adjusting the front and rear derailleur accurately is a job for an experienced mechanic. Observe the operating instructions of the gear manufacturer. If you have any problems with the gears, contact your Velo de Ville dealer.

ⓘ Notice

Ask a helper to lift the rear wheel. By turning the cranks and shifting through you can easily check the function.

Adjustment of limit stops

The rear derailleur is equipped with limit screws **[c]** which limit the movement range of the derailleur, thus preventing the derailleur and chain from colliding with the spokes or the chain from dropping off the smallest sprocket. The limit screws are adjusted by your Velo de Ville dealer. They do not change their position during normal use.

If your Velo de Ville bike has toppled over or the rear derailleur received an impact, there is the risk that the rear derailleur or its mount, also referred to as derailleur hanger, is bent.

If necessary, correct the position by means of the limit screws. The limit screws on rear derailleurs are often marked "H" for high gear and "L" for low gear. High gear means that the chain is running on the smallest sprocket. Turn the screw clockwise to move the rear derailleur towards the wheel and anticlockwise to move it away from the wheel.

Shift to the biggest (inmost) sprocket and check that the guide pulley of the rear derailleur is exactly below the teeth of the sprocket. Turn the limit screw marked "L" clockwise until the rear derailleur stops moving towards the spokes and can neither be moved by actuating the shifter nor by pushing it with your hand **[d]**.

This adjustment prevents the chain from getting stuck between sprocket and spokes or the rear derailleur or the derailleur cage from colliding with the spokes, which could result in damage to the spokes, the rear derailleur and the frame. In the worst case, it could be impossible to continue cycling.

d

e

f

Caution

If your Velo de Ville bike has toppled over or the rear derailleur received a blow, the rear derailleur or its mount, also referred to as derailleur hanger, might be bent. It is advisable to check its range of movement and readjust the limit screws, if necessary, after such an incident or after mounting a new rear wheel on your bike.

Caution

A severely bent rear derailleur mount cannot be repaired. In this case the replaceable derailleur hanger has to be replaced by your Velo de Ville dealer.

Caution

Be sure to go on a test ride in a place free of traffic, after adjusting the gears.

Caution

Poorly adjusted gears are one of the main causes for irreparable damage to frame, rear derailleur and wheel.

Notice

Let your Velo de Ville dealer maintain and service your Velo de Ville bike regularly.

Adjusting the front derailleur

The range within which the front derailleur **[e]** keeps the chain on the chainring without itself touching the chain is very small. The swivelling range is reduced in the same way as with the rear derailleur, i.e. by turning the limit screws marked "H" and "L". The limit screws are adjusted by your Velo de Ville dealer. They do not change their position during normal use.

As with the rear derailleur, the cable of the front derailleur **[f]** is subject to lengthening which leads to a reduced precision in gear changing. If necessary, shift to the small chainring and increase the tension of the shift cable by turning the adjusting bolt through which it passes at the entry to the gear left shifter **[comparable a, p. 50]**.

Danger

Always check after an accident whether the guide plates of the front derailleur are still parallel to the chainrings. Make sure they do not touch the large chainring which would block the drive. Risk of accident!

Danger

Adjusting the front derailleur is a very delicate job. Improper adjustment can cause the chain to jump off, thus interrupting the driving force. This can cause a fall!

Caution

Be sure to go on a test ride in a place free of traffic, after adjusting the gears.

Multi-speed hubs (internal gear hubs)

General information on multi-speed hubs

The gears of your Velo de Ville bike serve to adjust the gear ratio to the terrain you are riding on and the desired speed. A low gear allows you to climb steep hills with moderate pedalling force. You must, however, pedal at a faster pace. High gears are for riding downhill. Every turn of the pedals takes you many metres forward at correspondingly high speed.

The advantages of multi-speed hubs **[a]** are their enclosed design. Unlike derailleur gears the gear drive is within the hub body, only the primary ratio from the chainring to the sprocket being outside. What is more, all gears can be shifted through with one gear shifter **[b]**.

Provided that it is serviced regularly, the drive chain has a comparatively longer service life. And this even more when it is protected from the influences of the weather by a sealed chain box.

With multi-speed hubs normally the power transmission and the gear ratio adjustment is guaranteed via one or several planetary gears, depending on the number of gears. To change gears the pedal force should be reduced significantly for a short time.

Always make sure changing gears makes as little noise as possible and is absolutely jerk free. This increases the service life considerably.

Make yourself familiar with the operation of your gears in a place free of traffic and practise operating the shifters or the twist grips as well as the brake system, before using your bicycle on public roads.

In contrast to derailleur gears, multi-speed hubs cannot only be combined with manually actuated brakes (rim, drum, roller or disc brakes), but also with coaster brakes (roller or drum brakes) that are actuated by a reverse rotation of the pedals. This is most effective with the pedals on a horizontal level **[c]**.

Removing and mounting wheels differs from that of derailleur gears. For more details read the chapters **“Tyre puncture”** and **“Re-adjusting the chain tension“** and observe the notes given in the operating instructions of the manufacturer.

d

e

f

Operation and control

The gear drive in multi-speed hubs is operated with a shifter that is usually positioned on the right side of the handlebar.

The gear mechanism works either mechanically by cable or electronically by shift cable or by radio transmission **[d]**.

During the shifting process you should interrupt pedalling or avoid strong pressure on the pedal.

If you have a coaster brake, be sure to use an additional second or, if available, a third brake for long and steep downhill rides **[e]** to avoid an overheating of the coaster brake.

Excessive heating of the hub **[f]** can result in a loss of lubricant and thus in reduced or strong braking power. In this case, be sure to contact your Velo de Ville dealer.

Do not use the bicycle until it has been repaired.

Also observe the operating instructions of the hub manufacturer.

Caution

If untypical noises occur during braking or if the brake force decreases or increases unexpectedly, you should stop riding immediately and contact your Velo de Ville dealer!

Check, readjustment and maintenance

Multi-speed hubs require only little maintenance and need not be adjusted very often. Check the chain tension, in particular when removing and mounting wheels and read in addition the chapter **"Chain – care and wear"**. If the gear steps do not engage and function trouble-free, even after the control or adjustment described in the following, contact your Velo de Ville dealer.

Danger

When working in the area of the rear wheel hub and its gear mechanism, be aware of the risk of crushing the fingers. Therefore, do not turn the cranks during the work or do not push the bicycle backwards.

a

b

c

Danger

If your Velo de Ville bike has hydraulic disc brakes, do not place it upside down for repair purposes, i.e. handlebar and saddle on the ground. This would render the brake ineffective.

Danger

Brake discs/rotors, roller and coaster brakes can become hot. Let them cool down before doing any work on the wheels.

Caution

Do not pull the (disc) brake lever with a removed wheel and make sure to mount the safety locks when removing the wheel.

Notice

In addition, observe the information and the operating instructions of the gear manufacturers. They are available on their websites:
https://bike.shimano.com/en-EU/
https://www.rohloff.de/en/
https://support.enviolo.com/hc/en-us
https://pinion.eu/en/downloads/

Notice

If you have any questions, contact your Velo de Ville dealer.

Adjusting 5-/7-/8-/11-speed Shimano Nexus and Alfine internal gear hubs (mechanically operated)

Set the shifter to the setting gear required for the respective hub.

For the 5-speed Shimano Nexus it is gear 3. For the 7 and 8-speed Shimano Nexus and the 8-speed Shimano Alfine it is gear 4 **[a]**. For the 11-speed Shimano Alfine it is gear 6.

Check the setting lines at the gear mechanism positioned on the right side of the hub in direction of motion. The mainly yellow setting lines under the window of the gear mechanism must be aligned **[b]**.

If they are not, turn the barrel adjuster on the shifter gradually, i.e. in quarter turns, clockwise or anticlockwise, until the setting lines under the window are aligned **[c]**.

Turn the crank and shift through all gears several times with the shifter before shifting back to the respective setting gear. Re-check whether the setting lines are still aligned. If necessary, slightly readjust the setting once again. Do to so turn the barrel adjuster on the shifter gradually once again clockwise or anticlockwise until the setting lines are aligned.

d

e

f

Adjusting 14-speed Rohloff (mechanically operated)

The setting of the 14 speeds of the Rohloff gears cannot be adjusted from outside.

The mark of the gear number and the play of the twist shifter can however be adjusted with the two barrel adjusters at the frame or at the gear box.

For the Rohloff hub with internal activation the barrel adjusters are in most cases on the top left or bottom rear stay in direction of motion **[d]**. For the Rohloff hub with external activation they are located at the gear box. The gear box is on the left side of the Rohloff hub in direction of motion.

The mark on the twist shifter can be aligned without changing the cable tension **[e]**. To do so one of the barrel adjusters has to be screwed in and the other one to be unscrewed to the same extent **[f]**.

The play of the twist shifter is adjusted via the cable tension with the barrel adjusters. Unscrewing both barrel adjusters increases, screwing in both barrel adjusters reduces the cable tension and thus the play. The play of the twist shifter should be approx. 1–2 mm. Proceed step-by-step, e.g. in quarter turns.

Adjusting Enviolo/NuVinci (mechanically operated)

The Enviolo gear is a stepless gearbox without fixed gear steps. Therefore, the gears cannot be adjusted.

The cable tension can be adjusted with the two barrel adjusters at the twist shifter. The ideal play is 0.5 mm.

Notice

The setting and diagnosis of electronically operated internal gear hubs (Shimano Alfine Di2, Rohloff E14, Enviolo H-Sync) can only be performed with the soft and hardware of the respective manufacturer. If you have any questions, contact your Velo de Ville dealer.

Adjusting Pinion

The setting of the speeds of the Pinion gears cannot be adjusted from outside **[a]**.

The mark of the gear number and the play of the twist shifter can however be adjusted with the two barrel adjusters at the twist shifter **[b]**.

The mark on the twist shifter can be synchronised without changing the cable tension. To do so one of the barrel adjusters has to be screwed in and the other one to be unscrewed to the same extent. Proceed step-by-step, e.g. in quarter turns.

The play of the twist shifter is adjusted via the cable tension with the barrel adjusters. Unscrewing both adjustment barrels increases and screwing in both adjustment barrels reduces the cable tension and thus the play.

The cable tension is properly set when the ends of the shift cable housings are in the barrel adjusters without play, but unpressurised. The play of the twist shifter should be approx. 2 mm.

Chain tension

After a certain period of time every chain extends. On a bike with multi-speed hub the chain play midway between chainring and rear sprocket should be approx. 1–2 cm **[c]**. If there is more play, the chain has to be re-tensioned.

Check the chain tension in varying crank positions.

Notice

Adjusting the chain tension is only necessary on bikes with multi-speed hubs, because the chain on a bike with derailleur gears is automatically tensioned by the rear derailleur.

Re-adjusting the chain tension

To adjust the chain tension the two rear axle nuts and, if available, the clamp bolt (of the brake arm) have to be loosened **[d]**. By pulling the rear wheel back in the dropouts the chain tension is increased until the optimum chain tension is reached.

Tighten the wheel nuts then to a torque value of 35 Nm **[e]** and the clamp bolt of the brake arm to a torque value of 3–4 Nm.

Some frame designs do not have a horizontally opened dropout. The dropouts are slidable and screwed to the frame instead. To tension the chain the bolted connection of the slidable dropout has to be released **[f]**.

Regularly check the reliable fit of the bolted connection of the hub and, if available, of the brake arm on the frame.

Maintenance of the internal gear hubs

Shimano recommends that you have lubricated the Nexus and Alfine internal gear hubs every second year or every 5,000 kilometres (3,100 miles) of intensive use. The 11-speed Alfine internal gear hub requires a first oil change after 1,000 kilometres (620 miles). Subsequently, the oil has to be changed every 5,000 kilometres (3,100 miles) or every two years. With this fact in mind read the operating instructions or contact your Velo de Ville dealer.

Internal gear hubs must be maintained regularly. For more information see the chapter **"Service and maintenance schedule for your Velo de Ville bike"**.

Notice

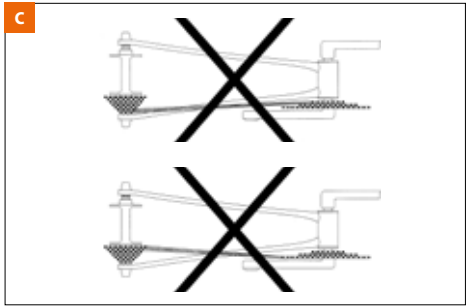
In addition, observe the information and the operating instructions of the gear manufacturers. They are available on their websites:
https://bike.shimano.com/en-EU/
https://www.rohloff.de/en/
https://support.enviolo.com/hc/en-us
https://pinion.eu/en/downloads/

If you are in doubt or if you have any questions, contact your Velo de Ville dealer.

a

b

c



CHAIN – CARE AND WEAR

To ensure a long service life of the chain and its noise-free running, it is not the quantity but the distribution and regular application of lubricant that counts. Clean the dirt and oil off your chain with an oily cloth from time to time **[a]**. Special degreasers are not necessary; they even have a damaging effect.

Having cleaned the chain as thoroughly as possible, apply chain oil, wax or grease to the chain links **[b]**. Turn the crank and apply the lubricant to the rollers on the inner side of the chain. Once this is done, turn the chain a few more times;

then let the Velo de Ville bike rest for a few minutes so that the lubricant can disperse. Finally wipe off excess lubricant with a rag so that it does not spatter around during riding or can collect road dirt.

Danger

Make sure the braking surfaces of the rims, the brake discs/rotors and the brake pads remain clear of lubricants. This would render the brake ineffective.

Although chains are wearing parts on a bicycle, you can have an influence on its service life. Make sure the chain is lubricated regularly, especially after riding in the rain. Try to only use gears which run the chain in the straightest line between the sprockets and chainrings **[c]** and get in the habit of high cadence pedalling.

Depending on the conditions of use, chains of derailleur gears are worn out after approx. 800 to 4,500 km (490 to 1,550 miles) or 40 to 225 hours of use. With multi-speed hubs (internal gear hubs) chains may last more than 5,000 km (3,100 miles).

Heavily lengthened chains make gear shifting imprecise. Cycling with a worn-out chain also accelerates the wear of the sprockets and chainrings. Replacing these components is expensive compared to changing the chain. Therefore, check the condition of the chain at regular intervals.

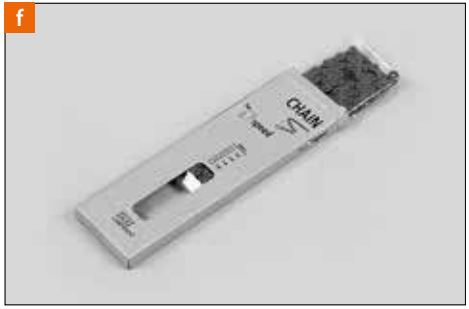
Notice

For the sake of the environment, only use biodegradable lubricants, because in operation there is always some chain lubricant that ends up on the ground, especially in wet conditions.

d

e

f



Checking the chain wear

Check the chain wear first by placing the chain on the biggest chainring **[d]**. Take the chain between your thumb and index finger and pull it. If the chain lifts off remarkably from the middle of the chainring, it has to be replaced

Your Velo de Ville dealer has accurate measuring devices for precisely checking the chain wear **[e]**.

Replacing the chain should ideally be left to an expert, as this requires special tools. In addition, you need to select a chain matching your gear system.

Danger

An improperly joined or heavily worn chain can break and cause an accident.

Notice

When replacing your chain, only use appropriate and suitable original spare parts [f]. Your Velo de Ville dealer will be pleased to help you.

a

b

c

GATES BELT DRIVE

With the Gates belt drive **[a]** a carbon drive belt replaces the usual chain. Gates belts can only be combined with internal gear hubs and Pinion gears, however not with derailleur gears **[b]**.

Maintenance and care

Thanks to the carbon fibre surface, the belt remains free of dirt. Therefore, it will do to clean the belt with water, if necessary. The carbon drive belt must or may not be lubricated or oiled.

Checking the belt tension

The optimum operation of the Gates belt drive requires the proper tension of the belt. An unusually low tension can make the belt skip and thus affect the performance. Too high a tension of the belt will render the drive sluggish and unnecessarily increase the wear of the belt and the bearings.

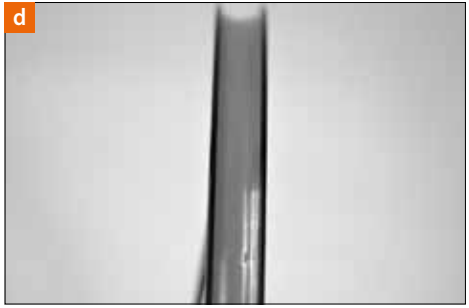
Setting the tension requires specific equipment and experience and is therefore a job for your Velo de Ville dealer.

If you want to try it nevertheless: For easy setting of the tension download the Gates Carbon Drive iPhone®-App (available free of charge in the iTunes® App Store), use the Carbon Drive Krikit Gauge or the Eco Tension Tester (available in Europe at present) **[c]**.

Notice

Contact your Velo de Ville dealer to have your Gates belt drive checked or re-tensioned. More information is also available at: www.gatescarbondrive.com

d



e

f

WHEELS AND TYRE EQUIPMENT

The wheel consists of the hub, the spokes and the rim. The tyre is mounted onto the rim so that it encases the tube. There is a rim tape running around the rim well **[d]** to protect the sensitive tube against the spoke nipples and the edges of the rim trough, which are often sharp.

The rider's weight and the luggage as well as unevennesses in the field are considerable loads for the wheels. Although wheels are manufactured with great care and delivered accurately trued, spokes and nipples can lose a little tension on the first kilometres/miles. Therefore, ask your Velo de Ville dealer to check and true up the wheels after a short period of operation already, i.e. after about 100 to 300 kilometres (60 to 180 miles) or 5 to 15 hours of use.

After the initial "break-in" period, check the wheels regularly. It will, however, rarely be necessary to tighten the spokes **[e]**.

Tyres, inner tubes, rim tape, inflation pressure

The tyres should provide grip and traction. At the same time, they should run smoothly and absorb minor shocks from the road surface. Both rolling friction and grip depend on the nature of the tyre carcass, the rubber compound and the tyre tread. Your Velo de Ville dealer has various types to choose from **[f]**.

If you want to mount a new tyre, you have to take into account the system and the dimension of the previously mounted tyre. The latter is specified in two different units on the side of the tyre. One of the sizes is the standardised size in millimetres which is more precise, e.g. the number sequence 42-622 means that the tyre is 42 mm wide when fully inflated and has an (inner) tyre diameter of 622 millimetres **[a, p. 62]**. The other size is indicated in inches (e.g. 28x1.6").

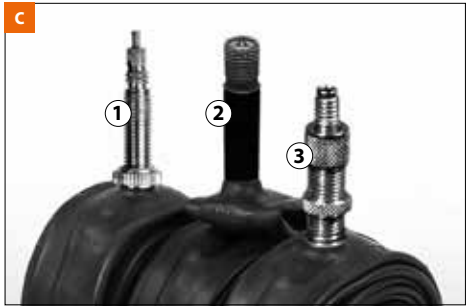
Tyres must be inflated to the proper inflation pressure to provide an optimal compromise between smooth running and riding comfort. Properly inflated tyres are also more resistant to punctures. An insufficiently inflated tyre can result in a "snakebite" by pinching the inner tube, when it goes over a sharp kerb. One of the most frequent causes of a puncture.

a

b

psi	bar	psi	bar
45	3.1	75	5.2
50	3.4	80	5.5
55	3.8	85	5.9
60	4.1	90	6.2
65	4.5	95	6.6
70	4.8	100	6.9

c



The air pressure recommended by the manufacturer is given on the side of the tyre or on the type label. The lower limit of the pressure specification means maximum comfort for light riders which is optimal for riding on rough surfaces. As the pressure increases, rolling resistance on level ground is minimized, while comfort decreases. Tyres inflated to maximum pressure are therefore best suited for heavy riders and for riding on tarred roads.

Inflation pressure is often given in the old system of units, i.e. in psi (pounds per square inch). The table **[b]** gives the most common pressure values in terms of three systems.

The tyre alone with the rim does not hold the air. To maintain the pressure inside an inner tube is placed inside the tyre and filled through a valve.

⚠ Caution

Are the tyres in good condition and do they have sufficient pressure? A higher pressure gives a better riding stability and reduces the risk of a puncture. The minimum and maximum pressure (in bar or psi) is indicated on the tyre side.

Valves

There are three valve types in general use on Velo de Ville City and Trekking bikes **[c]**:

1. Sclaverand or Presta valves: This type is nowadays used on almost all types of bicycles. It is designed to withstand extremely high pressures.
2. Schrader or American valve: This is an adapted car tyre valve.
3. Dunlop or Woods valve, the "usual" valve.

All valve types come with a plastic cap to protect them from dirt.

With Presta valves you first have to undo the small knurled nut a little and depress it carefully until air starts to escape. Check the fit of the valve body in the stem, otherwise air may slowly leak out. Do not forget to tighten by hand the valve nut after inflating.

Tyres with Schrader valves can conveniently be inflated at car filling stations with a compressed air dispenser. The same applies to Dunlop and Presta valves fitted with a special adapter. A compressed air pump must be used very carefully as you may otherwise overinflate the tyre and make it burst. To let out air, press the needle in the centre of the car valve or the knurled nut of the Presta valve using e.g. a spanner/key.

d

e

f

In the case of the Dunlop valve **[d]** unscrew the knurled nut until air comes out of the valve. Retighten the knurled nut subsequently. Normally, you have to inflate the tyre completely.

It can be hard to inflate tyres to the necessary pressure by using hand pumps. It is much easier with a track pump equipped with a pressure gauge **[e]**.

Danger

Replace tyres with a worn tread or with brittle or frayed sides. Dampness and dirt penetrating the tyre can cause damage to its inner structure. The inner tube could burst. Risk of falling!

Danger

Treat your tyres with care. Never inflate your tyres beyond the maximum permissible pressure. otherwise they might burst or come off the rim during the ride. Risk of falling!

Danger

Tyres allowing an inflation pressure of 5 bars or more have to be mounted on hook bead rims, identifiable by the designation "C". If you are in doubt or if you have any questions, contact your Velo de Ville dealer.

Danger

If you mount a tyre of another size than the standard one, it may be that the tyre will rub against the suspension fork, the mudguard, the brakes or other components and sustain damage. This can even lock up the wheel. When buying tyres, ask your Velo de Ville dealer for advice.

Caution

Always ride with the prescribed tyre pressure and check the pressure at least once a week.

Caution

Are the tyres in good condition and do they have sufficient pressure? A higher pressure gives a better riding stability and reduces the risk of a puncture. The minimum and maximum pressure (in bar or psi) is indicated on the tyre side [f].

Caution

Observe the maximum pressure value of the rim. The pressure is dependent on the tyre width. You find the values in the enclosed operating instructions of the rim or wheel manufacturer.

Rim trueness and spoke tension

For the true running of the wheel it is imperative that the tension exerted by the spokes is distributed evenly around the rim **[a]**. If the tension of a single spoke changes, e.g. as a result of riding fast over a kerb or of a loose nipple, the tensile forces acting on the rim become unbalanced and the wheel will no longer run true. The functioning of your Velo de Ville bike may even be impaired before you notice the wobbling appearance of a wheel that has gone out of true.

With rim brakes the sides of the rims also serve as braking surfaces **[b]**. An untrue wheel can impair the braking effect. Therefore, check the wheels from time to time for trueness. For this purpose lift the wheel off the ground and spin it with your hand. Watch the gap between the rim and the brake pads **[c]**. If the gap varies by more than a millimetre, you should ask a Velo de Ville dealer to true up the wheel.

Danger

Do not ride with untrue wheels. In the case of extreme side-to-side wobbles, the brake pads of rim brakes can miss the rim and get caught in the spokes! This normally instantly jams the wheel and throws you off your bicycle.

Caution

Loose spokes must be tensioned at once. Otherwise the load on the other spokes and the rim will increase.

Caution

Truing (retruing) wheels is a difficult job which you should definitely leave to your Velo de Ville dealer.

d

e

f

TYRE PUNCTURE

Flat tyres are the most common cause of puncture during cycling. However, as long as you have the necessary tools and a spare tube or a repair kit, this need not mean the end of your cycle tour. If your wheels are attached with quick-release systems to the frame and the fork, you only need two tyre levers and a pump **[d]**.

Notice

Before removing a wheel read the chapters "Wheel mounting" and "How to use quick-release systems and thru axles". If you are in doubt or if you have any questions, contact your Velo de Ville dealer.

Wheel removal

If your bicycle has **mechanical rim brakes** (V-brakes), you have to unhook the brake cable from the brake arm first **[e]**. To do this, grip the rim with one hand and press the brake pads or the brake arms together. In this position the usually barrel-shaped nipple of the lateral brake cable or the brake hose can easily be disengaged.

If your bicycle has **hydraulic rim brakes** from Magura, open their quick-release lever on one side of the brake **[f]** and remove the brake from the cantilever socket.

If you have **disc brakes**, you should first check the exact position and condition of the brake pads and/or wear indicators (ear or nose-shaped metal protrusions). This will help you to verify subsequently, whether the brake pads are still in the proper position after dismounting. Read the brake manufacturer's operating instructions. Do not actuate the brake lever when the wheel is removed.

If you have **derailleur gears**, you should shift the chain to the smallest sprocket before removing the rear wheel. This shifts the rear derailleur right to the outside where it does not interfere with the removal of the wheel.

Open the quick-release system of the wheel, as described in the chapter **"How to use quick-release systems and thru axles"**.

If you still cannot remove the front wheel, this is due to the dropout safety tabs. These are tabs fitted to the fork ends (dropouts). You have to release the preload nut of the quick-release system a little and slip the wheel from the safety tabs.

You will find it easier to remove the rear wheel, when you pull the rear derailleur slightly backwards. Lift your Velo de Ville bike a little off the ground and give the wheel a light blow with your hand so that it drops out.

a

b

c

Wheel removal front wheel

Danger

Brake discs/rotors, roller and coaster brakes can become hot. Let them cool down before removing a wheel.

Danger

If your Velo de Ville bike has hydraulic disc brakes, do not place it upside down for repair purposes [a], i.e. handlebar and saddle on the ground. This would render the brake ineffective.

Caution

Do not pull the (disc) brake lever with a removed wheel and make sure to mount the safety locks when removing the wheel.

Front wheel with axle nuts

The axle is clamped in the fork either by means of hex lock nuts **[b]** or by means of quick-release lever or thru axle **[c]**.

If it is clamped with hex lock nuts, loosen the two axle nuts by three to four turns. The axle nuts do not have to be dismounted completely. Slide both lock washers from the fork dropouts, if available.

Caution

Most Velo de Ville bikes have integrated dropout safety tabs on their forks. In this case, no additional lock washers are necessary [d]. A grooved washer has to be mounted between axle nut and fork nevertheless in a way that the grooves show towards the fork.

To loosen the hex nuts you need a 15 mm open-end wrench or still better a 15 mm ring spanner **[e]**.

d

e

f

Front wheel with quick-release system

Open the quick-release system of the wheel, as described in the chapter **"How to use quick-release systems and thru axles"**.

If you still cannot remove the front wheel, this is due to the dropout safety tabs. These are tabs fitted to the fork ends (dropouts). You have to release the preload nut of the quick-release system a little and slip the wheel from the safety tabs.

Notice

If your bicycle has thru axles, observe the operating instructions of the fork manufacturer.

Front wheel with hub dynamo

Loosen the plug connection from the hub dynamo's connection terminal first **[f]**. Loosen then the axle nuts or the quick-release lever of the front wheel.

Wheel removal rear wheel

Danger

When working in the area of the rear wheel hub and its gear mechanism, be aware of the risk of crushing the fingers. Therefore, do not turn the cranks during the work or do not push the bicycle backwards.

Danger

Brake discs/rotors, roller and coaster brakes can become hot. Let them cool down before removing a wheel.

Danger

If your Velo de Ville bike has hydraulic disc brakes, do not place it upside down for repair purposes, i.e. handlebar and saddle on the ground. This would render the brake ineffective.

Caution

Do not pull the (disc) brake lever with a removed wheel and make sure to mount the safety locks when removing the wheel.

Caution

In the case of drum and roller brakes as well as of internal gear hubs the brake arm supporting the drive and brake forces on the frame has to be loosened. The shift cables must also be dismounted before wheel removal.

Notice

In addition, observe the information and the operating instructions of the gear manufacturers. They are available on their websites:
https://bike.shimano.com/en-EU/
https://www.rohloff.de/en/
https://support.enviolo.com/hc/en-us
https://pinion.eu/en/downloads/

Notice

If you have any questions, contact your Velo de Ville dealer.

If your bicycle has **mechanical rim brakes** you have to unhook the brake cable from the brake arm first. To do this, grip the rim with one hand and press the brake pads or the brake arms together. In this position the usually barrel-shaped nipple of the lateral brake cable or the brake hose (of V-brakes) can easily be disengaged.

If your bicycle has **hydraulic rim brakes** from Magura, open their quick-release lever on one side of the brake and remove the brake from the brake mount.

With 5-/7-/8-/11-speed Shimano Nexus and Alfine multi-speed hubs

First relieve the shift cable by shifting to gear one with the twist shifter.

Pull the cable housing from the limit stop in the gear unit positioned on the right side of the hub in direction of motion **[a]**. Remove the shift cable including threaded nipple from the guide and its mount **[b]**.

Notice

The gear unit shows a high spring preload. The shift cable is dismounted opposite to this spring preload and therefore requires a certain manual force. You can also use a 2 mm Allen key [c] to relieve the mechanism.

Now loosen the axle nuts anticlockwise by means of an open-end spanner or still better with a ring spanner. In most cases, the axle nuts do not have to be removed completely. It will do to release them by a few turns. Slide the lock washers on the axle outwards so that the metal catches no longer engage with the dropout. If you completely remove the axle nuts and the lock washers **[d]** from the axle, make a note of the installation position for subsequent reinstallation.

d

e

f

Now you can remove the rear wheel from the dropouts of the frame. Subsequently, take down the chain and remove the wheel from the frame.

If your bicycle has a drive belt, it has to be absolutely free of tension before you take it down carefully and without bending from the rear belt sprocket. The belt must be easy to remove.

Notice

Depending on tyre equipment and frame design it may be helpful to deflate the rear wheel partly or even completely before removal.

Notice

If your bicycle has horizontal dropouts open towards the rear [e], the removal of the rear wheel deviates from the above-described proceeding. This requires, however, a high degree of craftsmanship. If you are in doubt or if you have any questions, contact your Velo de Ville dealer.

With 5-/7-/8-speed Shimano Nexus multi-speed hubs with coaster brake

The removal is basically the same as the above-described removal with the 5-/7-/8-/11-speed Shimano Nexus and Alfine internal gear hubs. However, before you loosen the axle nuts of the rear wheel also loosen the bolt of the brake arm clip **[f]** completely and remove it.

With 14-speed Rohloff (mechanically operated)

Before removing the rear wheel the shift cables have to be separated or the gear box **[a]** has to be detached from the hub.

If you have a Rohloff hub with internal activation, set a middle gear with the twist shifter first. Subsequently, both bayonet connectors have to be loosened by turning them opposite to one another.

If you have a Rohloff hub with external activation, set gear 14 with the twist shifter first. After unscrewing the grooved bolt the gear box can be removed from its mount at the hub **[b]**.

Notice

As long as the gear box is removed from the hub the twist shifter should not be activated until the gear box was screwed back to the hub after re-mounting of the rear wheel.

Loosen the quick-release lever or the lock nuts subsequently. Now you can take down the chain and remove the rear wheel from the frame **[c]**.

If your bicycle has a drive belt, it has to be absolutely free of tension before you take it down carefully and without bending from the rear belt sprocket. The belt must be easy to remove.

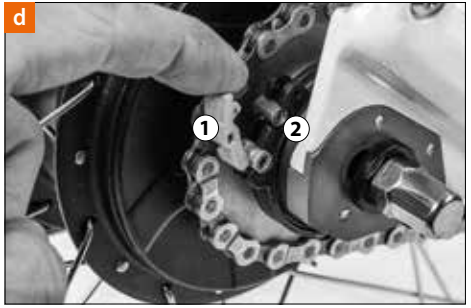
With Enviolo/NuVinci (mechanically operated)

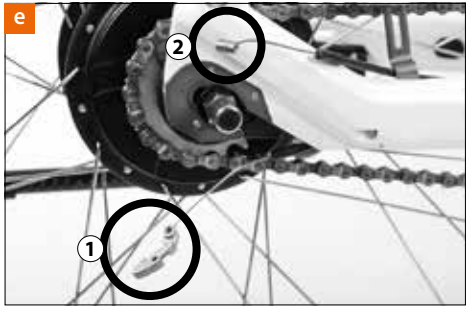
Before removing the rear wheel the cables have to be removed from the gear mechanism. Undo the small cable lever **[d]** from its guide (1) and also remove the second shift cable (2) including its threaded nipple **[e]** from the gear mechanism.

Now loosen the axle nuts anticlockwise by means of an open-end spanner or still better with a ring spanner. In most cases, the axle nuts do not have to be removed completely. It will do to release them by a few turns. Slide the lock washers on the axle outwards so that the metal catches no longer engage with the dropout. If you remove the axle nuts and the lock washers completely from the axle, note the mounting position of the lock washers for later re-mounting.

Now you can remove the rear wheel from the dropouts of the frame. Now you can take down the chain **[f]** and remove the wheel from the frame.

If your bicycle has a drive belt, it has to be absolutely free of tension before you take it down carefully and without bending from the rear belt sprocket. The belt must be easy to remove.





Notice

Depending on tyre equipment and frame design it may be helpful to deflate the rear wheel partly or even completely before removal.

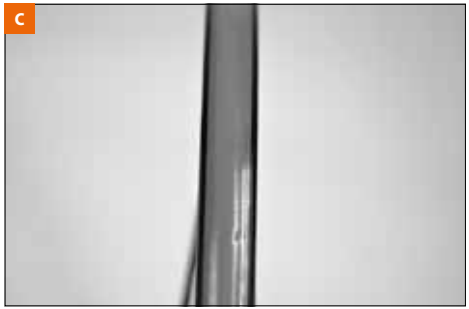
With Pinion

Loosen the quick-release lever or the lock nuts. Now you can take down the chain and remove the rear wheel from the frame.

If your bicycle has a drive belt, it has to be absolutely free of tension before you take it down carefully and without bending from the rear belt sprocket. The belt must be easy to remove.

Notice

Depending on tyre equipment and frame design it may be helpful to deflate the rear wheel partly or even completely before removal.



Clincher and folding tyres

Tyre removal

Remove the cap and the fastening nut off the valve and deflate the tyre completely **[a]**. Press the tyre from the rim side towards the centre of the rim. This will ease the removal.

Apply a plastic tyre lever to one bead of the tyre about 5 cm beside the valve and lever the tyre out of the rim in this area **[b]**. Hold the tyre lever tight in its position. Slip the second tyre lever between rim and tyre at a distance of about ten centimetres on the other side of the valve and lever the next portion of the bead over the edge of the rim.

After levering a part of the tyre side over the edge of the rim you should normally be able to slip off the whole tyre on one side by moving the tyre lever around the whole circumference. Now you can remove the inner tube. Make sure the valve does not get caught in the rim, as this can damage the inner tube. If necessary, you can remove the whole tyre by pulling the other tyre side off the rim. Repair the puncture according to the operating instructions of the repair kit manufacturer or replace the inner tube.

When you have removed the tyre, you should also check the rim tape **[c]**. It should be positioned evenly, covering all spoke nipples and holes, and must not be damaged or brittle.

In the case of double wall rims the tape must cover the entire rim base, but it should not be so broad as to stand up along the inside edges of the rim. Rim tapes for this type of rim should only be made of fabric or durable plastic. If you are in doubt or if you have any questions, contact your Velo de Ville dealer.

Danger

If the fabric of the tyre is destroyed by the perforating object, replace the tyre as a precaution.

Danger

Replace spoilt rim tapes immediately.

Notice

Keep in mind when buying replacement tubes that Schrader valves do not fit in every rim!

d

e

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Notice

If you have a puncture en route, inflate the inner tube and bring it close to your ear. In most cases you can hear the air coming out. At home you can help yourself with a bucket of water where you can locate the hole by the bubbles. When you have found the hole, look for the corresponding place on the tyre and check it, as well. Often the foreign body sticks in the tyre. Be sure to remove it, otherwise the next puncture is likely to occur.

Tyre mounting

When mounting a tyre make sure no foreign matter, such as dirt or sand, gets inside the tyre and you do not damage the inner tube in the process.

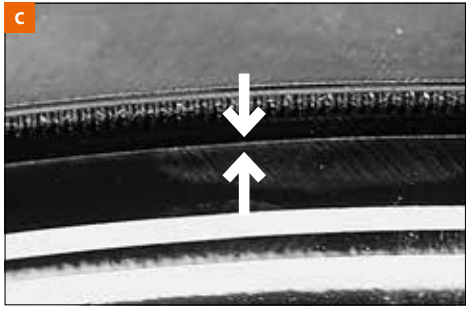
Slip one bead of the tyre onto the rim. Press one side of the tyre with your thumbs over the edge of the rim around the entire circumference. This should normally be possible without using tools.

Stick the valve of the inner tube through the hole in the rim **[d]**. Inflate the inner tube slightly so that it becomes round and push it into the tyre all the way round. Make sure not to leave any folds in the inner tube.

To finish mounting the tyre, start at the opposite side of the valve. Press the tyre as far as possible with your thumbs all around over the rim side.

Make sure the inner tube does not get pinched and squashed between the tyre and the rim. You can prevent this by pushing the inner tube into the hollow of the tyre with a finger as you work along **[e]**.

Work the tyre into the rim by approaching the valve symmetrically from both sides. Towards the end you have to pull the tyre forcefully downwards **[f]** to make the already mounted portion of the tyre slip towards the deepest part of the rim base. This will ease the job noticeably on the last centimetres.



Before fitting the tyre completely on the rim check again whether the inner tube lies properly inside the tyre and press the last stretch of tyre over the edge of the rim using the balls of your thumbs.

If this does not work, you have to use the tyre levers **[a]**. Make sure the bent ends point towards the inner tube and do not damage the inner tube.

Push the valve a little into the tyre so that the inner tube does not get caught between the rim and the tyre beads. Check that the valve stands upright. If not, dismount one tyre side again and reposition the inner tube.

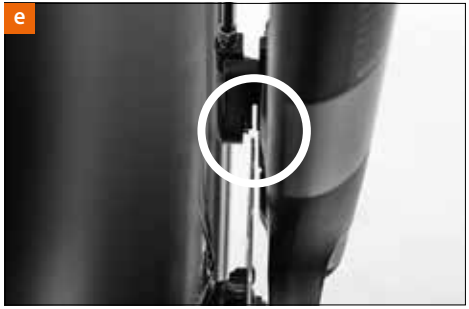
To make sure the inner tube is not crushed between the rim and the bead, move the tyre sideways back and forth between the sides of the rim. While doing so, also check whether the rim tape has shifted.

Inflate the inner tube to the desired pressure **[b]**. The maximum pressure is indicated on the side of the tyre.

Check whether the tyre is properly seated by inspecting the fine indicator line **[c]** just above the rim edge. This line should be even to the rim all around the tyre. Now adjust the pressure through the valve by starting with the maximum tyre pressure. Observe the recommended tyre pressure range.

d

e



f

Wheel mounting

Danger

When working in the area of the rear wheel hub and its gear mechanism, be aware of the risk of crushing the fingers. Therefore, do not turn the cranks during the work or do not push the bicycle backwards.

Danger

If your Velo de Ville bike has hydraulic disc brakes, do not place it upside down for repair purposes, i.e. handlebar and saddle on the ground. This would render the brake ineffective.

Caution

Do not pull the (disc) brake lever with a removed wheel and make sure to mount the safety locks when removing the wheel.

Notice

In addition, observe the information and the operating instructions of the gear manufacturers. They are available on their websites:
https://bike.shimano.com/en-EU/
https://www.rohloff.de/en/
https://support.enviolo.com/hc/en-us
https://pinion.eu/en/downloads/

Notice

If you have any questions, contact your Velo de Ville dealer.

Mounting the wheel is generally done in reverse order to the removal. Make sure the wheel is properly seated in the dropouts and accurately centred between the fork legs or the seat and chainstays. Make sure the quick-release system and the possibly available safety tabs are properly seated **[d]**. For more information see the chapter **"How to use quick-release systems and thru axles"**.

If you have disc brakes, check before mounting the wheel whether the brake pads rest snugly in their seats in the brake calliper. The gap between the brake pads and the wheel should be parallel and the wear indicators in their correct position. Make sure you guide the brake disc/rotor between the brake pads carefully **[e]**.

After mounting the wheel and tightening the axle nut or the quick-release system and possibly a thru axle, pull the brake lever (several times, if you have disc brakes). To do so lift the bicycle off the ground and spin the wheel with your hand. With the wheel spinning the brake disc/rotor should not drag along the brake calliper or the brake pads and the rim should keep off the (rim) brake pads **[f]**.

Front wheel mounting

When mounting a front wheel with hub dynamo **[a]** make sure the hub dynamo's connection terminal is on the right side in direction of motion. The connection terminal has to be aligned with the front wheel fork in a way that it points slightly backwards and upwards **[b]**. Do not try to turn the connection terminal after having fixed the front wheel in the fork.

If your front wheel has no quick-release system, you need a 15 mm open-end wrench or ring spanner or still better a torque wrench to tighten the axle nuts.

Axle nuts have to be tightened alternately on both sides. Otherwise the hub axle can twist with the lock washers and be subject to stress. The torque value is 20–25 Nm.

After you have securely fixed the wheel in the fork, re-connect the plug of the lighting cable to the connection terminal.

Caution

Never ride with the plug connection [c] disconnected, as the lighting cable can get caught in the spokes. Risk of accident!

Finish by checking the front and rear lights on the bicycle by turning the front wheel.

Rear wheel mounting

Danger

When working in the area of the rear wheel hub and its gear mechanism, be aware of the risk of crushing the fingers. Therefore, do not turn the cranks during the work or do not push the bicycle backwards.

Notice

In addition, observe the information and the operating instructions of the gear manufacturers. They are available on their websites:
https://bike.shimano.com/en-EU/
https://www.rohloff.de/en/
https://support.enviolo.com/hc/en-us
https://pinion.eu/en/downloads/

Notice

If you have any questions, contact your Velo de Ville dealer.

With 5-/7-/8-/11-speed Shimano Nexus and Alfine multi-speed hubs

Insert both lock washers on the left and right side of the hub axle in direction of motion. Turn the hub axle in a way that the metal catches of the lock washers engage with the recesses of the dropouts **[d]**. Mount the axle nuts on both sides of the hub axle.

Tension the chain and tighten the axle nuts to 30–45 Nm **[e]** to attach the wheel to the frame.

Re-mount the shift cable to the gear mechanism of the multi-speed hub. Hook the shift cable including threaded nipple in the guide of the gear mechanism **[f]**. Position the shift cable along the intended guide around the gear mechanism. Pull the cable housing to the front **[g]** and hook it into the holder of the gear mechanism.

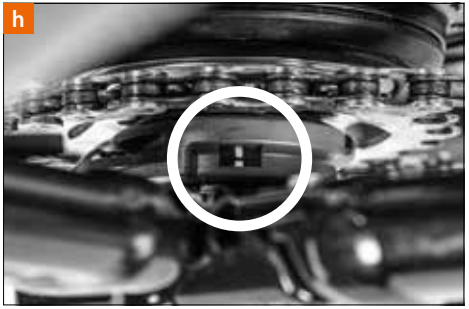
Notice

After having mounted the rear wheel and the shift cable check the setting and the function of the gears [h].

Notice

The gear unit shows a high spring preload. The shift cable is mounted opposite to this spring preload and therefore requires a certain manual force and technical skills. You can also use a 2 mm-Allen key to relieve the mechanism [i].

Check the function of the brake and whether the wheel rotates easily before you set off.



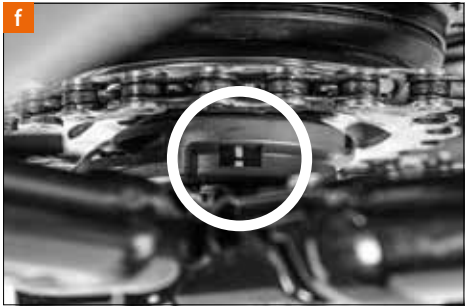
With 5-/7-/8-speed Shimano Nexus multi-speed hubs with coaster brake

Insert both lock washers on the left and right side of the hub axle in direction of motion. Turn the hub axle in a way that the metal catches of the lock washers engage with the recesses of the dropouts **[a]**. Mount the axle nuts on both sides of the hub axle.

Align the bore in the brake arm with the bore in the brake arm clip and insert the clamp bolt. Place a nut including washer from the rear on the clamp bolt thread. Screw these components by 3 to 4 turns to one another.

Tension the chain and tighten the axle nuts to 30–45 Nm **[b]** to attach the wheel to the frame.

Tighten the clamp bolt of the brake arm to a torque value of 3–5 Nm **[c]**. Make sure the thread projects from the clamp nut by about 2–3 mm. If it does not, you need a longer bolt.



Re-mount the shift cable to the gear mechanism of the multi-speed hub. Hook the shift cable including threaded nipple in the guide of the gear mechanism **[d]**. Position the shift cable along the intended guide around the gear mechanism. Pull the cable housing to the front **[e]** and hook it into the holder of the gear mechanism.

Notice

After having mounted the rear wheel and the shift cable check the setting and the function of the gears [f].

Notice

The gear unit shows a high spring preload. The shift cable is mounted opposite to this spring preload and therefore requires a certain manual force and technical skills. You can also use a 2 mm-Allen key to relieve the mechanism [g].

Before you set off again, check the proper function of the brake and that the wheel rotates easily **[h]**.

g

h

i

With 14-speed Rohloff (mechanically operated)

Mounting the rear wheel with a Rohloff speedhub is generally done in reverse order to the removal.

Make however sure the torque arm is positioned properly **[i]**.

For more information read the operating instructions of the gear manufacturer or contact your Velo de Ville dealer.

With Pinion

Mounting the rear wheel of a bicycle with Pinion gearbox is generally done in reverse order to the removal.

With Enviolo/NuVinci

Place the rear wheel into the frame. Make sure not to clamp the shift cables in doing so. Insert one no-turn washer respectively on either end of the axle. The grooves of the no-turn washer must point to the rear frame. The rectangular boss must engage in the rear frame. Tighten the axle nuts to a torque value of 30–40 Nm. If your bicycle has roller brakes, observe the operating instructions of the manufacturer. Mount both shift cables to the gear mechanism according to the manufacturer's operating instructions.

⚠ Caution

Improper mounting of the no-turn washer may result in damage to the rear frame and the hub. Overtightening may damage parts, undertightening may result in the axle sliding in the rear frame.

⚠ Danger

If you have disc brakes, actuate the brake levers several times [a] after mounting the wheel. You must reach a precise pressure point.

⚠ Danger

If you have rim brakes, make sure you hook up the brake cable immediately after the wheel mounting!

⚠ Danger

Remount the brake of hydraulic rim brakes immediately and close the quick-release system [b]! Make sure the brake calliper does not touch the rim, the tyre or the spokes, when the wheel rotates.

⚠ Danger

Before setting off again check that the brake surfaces and/or brake discs/rotors are still free of grease or other lubricants after the wheel mounting.

⚠ Danger

If you have a hub dynamo, re-insert the connector into the respective connecting terminal.

⚠ Danger

Check that the brake pads hit the brake discs/rotors or brake surfaces [c]. Check the firm seat of the wheel mounting. Be sure to do a brake test in standing as described in the chapter "Before every ride with your Velo de Ville bike"!

d

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HEADSET

The headset connects the fork to the frame and allows the fork to rotate freely. It must turn with virtually no resistance, if the bicycle is to run straight, stabilising itself as it travels. Shocks caused by uneven road surfaces expose the headset to considerable levels of stress. In this way it can become loose and go out of correct adjustment.

Danger

Riding the bicycle with a loose headset increases the stress on fork and bearings. The fork can break. Risk of falling!

Checking and readjusting

Check the headset for play by placing your fingers around the upper head cup **[d]**.

Bring your weight to bear on the saddle, pull the front brakes with your other hand and push your Velo de Ville bike firmly back and forth with the wheel remaining on the ground **[e]**. If there is play in the bearing, there will be a light jerk and the upper cup gets out of alignment with the lower cup which becomes visible by the slot between the cups.

To check whether the headset runs smoothly, lift up the frame until the front wheel no longer touches the ground. The handlebar should turn from far left to far right without feeling roughness or tightness at any point. With a gentle tap on the handlebar the fork should turn easily from the middle position **[f]**.

If you face any problems during the test, contact your Velo de Ville dealer.

Danger

Adjusting the headset requires a certain amount of experience and should therefore be left to your Velo de Ville dealer.

Danger

Check the secure seat of the stem after having adjusted the headset, by holding the front wheel between your knees and trying to turn the handlebar relative to the front wheel. Otherwise, a loose stem can cause an accident.

SUSPENSION

Glossary

Suspension fork
Bicycle fork absorbing and damping shocks via moving components. The most common among these forks are telescopic suspension forks **[a]**. What is designated as stanchion tubes are the thinner tubes press fitted or screwed to the fork crown of a telescopic fork. What is designated as lower legs are the lower tubes the stanchion tubes slide in.

Rear shock
The rear shock is the element which combines the spring as well as the damping in the rear frame **[b]** of a full-suspension bike. Often the rear shock is also referred to as shock absorber.

Spring rate or hardness
The force that is required to compress the spring by a certain suspension travel – measured in Newton per millimetre (N/mm) or pound per inch (lbs/in). A higher spring rate requires more force for the travel. With air spring elements a higher rate means a higher pressure.

Spring preload
In the case of the widespread air suspension systems, the air pressure in the fork is crucial for the spring rate and the spring preload. Observe the manufacturer's recommendations. Within a certain range a preload can be applied to the coil springs. Then the suspension only responds at a higher load. The spring rate remains, however, unchanged. Heavier riders cannot compensate a too soft spring rate with a higher preload of the coil springs.

Negative suspension travel ("sag") [c]
The suspension travel of the fork during compression when the rider takes up his or her usual riding position at a standstill. This is usually specified as a percentage of the overall travel.

Travel adjust
In most cases the spring travel of the suspension fork is reduced by turning a knob. On some forks the reduction is only activated after a deep spring compression. In the case of full-suspension rear frames this is typically done by screwing off segments to which the rear shock is mounted or by loosing or readjusting screws.

Compression damping
In most cases a blue adjusting knob **[d]**. Damps and/or slows down the compression motion. Prevents the suspension fork from bottoming out when compensating very fast impacts.

Especially high-quality suspension elements distinguish between "high speed" (for hard impacts = rapid spring compression) and "low speed" (for slow compression, e.g. bouncing when riding out of the saddle) compression damping.

Rebound damping [e]
In most cases a red adjusting knob. Damps and/or slows down the rebound. Prevents bike bobbing.

Lockout [f]
In most cases a lever on the suspension element or the handlebar.
A device to block the fork or the rear shock so that the suspension element does not cause bob when riding on tarred roads or smooth surfaces. Must not be used on field tracks and on easy terrain.

Platform damping
Increases the (low speed) compression damping rate and eliminates bobbing. In contrast to the lockout function, the suspension is not blocked completely.

a

b

c

SUSPENSION FORKS

Most Velo de Ville Trekking bikes and many Velo de Ville City bikes are equipped with suspension forks **[a+b]**. This feature gives you better control of your Velo de Ville bike when riding cross-country or on rough road surfaces and ensures more ground contact for the tyre. It noticeably reduces the strain on you and your bicycle caused by the mechanical shocks from the terrain. Suspension forks differ in their types of spring elements and damping. The suspension is usually provided by coil springs, specific types of plastic (elastomers) or sealed air compartments or combinations of them. Damping is usually done with oil or the self-damping properties of the elastomers.

Notice

Suspension fork manufacturers normally include operating instructions with their deliveries. Read them carefully before changing any settings or doing any maintenance work on your suspension fork.

Adjusting the spring rate

To work perfectly, the fork has to be adjusted to the weight of the rider, the sitting posture and the intended use. The suspension fork should yield by about 15–20 % of its total travel (sag) under the rider's weight. Be sure to have this adjustment carried out by your Velo de Ville dealer at the moment of delivery.

If you can hear the fork hit the end of its travel on field tracks on in easy terrain or on poor road surfaces, the spring is adjusted too soft. In this case the spring preload/pressure must be increased **[c]**. If the setting range with coil springs is too small, have the springs replaced by your Velo de Ville dealer.

Danger

Suspension forks are designed in a way to absorb shocks. If the fork is too rigid and jammed, the terrain induced shocks pass directly into the frame without any damping. In these areas the frame is normally not designed to bear these loads. If your suspension has a lockout mechanism, do not activate the lockout function when riding in easy terrain, but only when riding over smooth terrain (roads, field tracks).

Caution

The suspension fork should be set and adjusted in a way that it does not reach the end of its travel, i.e. bottom out, unless in extreme cases. A spring rate which is too soft (or too low an air pressure) can usually be heard or felt as a "clunk" type noise. This noise is caused by the sudden complete compression of the suspension fork as it reaches bottom out. If the suspension fork frequently reaches bottom out, it will sustain damage over time, and so will the frame.

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Damping and lockout

Damping is adjusted via valves inside. Excessive bobbing of the suspension fork after having ridden over an obstacle is prevented.

For long uphill rides involving hard pedalling out of the saddle it is advisable to disable the damping, if the suspension fork has a lockout mechanism. For downhill rides on uneven ground the lockout mechanism must be open.

Suspension forks with adjustable rebound damping are fitted with an adjusting knob to slow down or accelerate the rebound movement. Start the adjusting with a completely open damping ("-"). Ride over an obstacle (e.g. a kerb) and turn the rebound damping in small steps towards the "+" setting. You have found the proper rebound setting when the suspension fork does not cycle more than once. Always check a modified adjustment during a test ride. On some forks the rebound control is at the bottom side of one fork leg.

Danger

A too strong damping of the fork can result in a sluggish rebound movement with a suspension fork that will not recover when exposed to a quick series of impacts. Risk of falling!

Danger

Do not turn any screws in the vague hope they were adjusting devices. You could release the fastening mechanism, thus causing a fall. All manufacturers normally mark adjusting devices with a scale or with "+" signs [d] (for stronger damping/harder suspension) and with "-" signs [e].

Danger

When mounting a new front tyre, make sure there is enough clearance between tyre and fork crown as the fork compresses entirely. The front wheel can get jammed. Risk of falling!

Caution

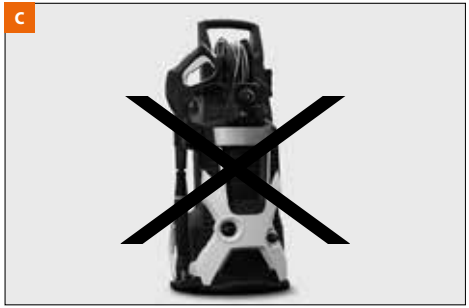
Do not ride your bicycle, if the suspension fork often bottoms out. This could damage the fork itself and the frame.

Caution

Do not actuate the lockout function on field tracks or in easy terrain, but only on smooth terrain (roads, cycle lanes) [f].

Notice

If you have any questions, contact your Velo de Ville dealer and follow the respective instructions in the operating instructions of the suspension fork manufacturer.



Maintenance

Suspension forks are components of sophisticated design that require regular maintenance and care. This has led almost all suspension fork manufacturers to establish service centres where you can have your fork thoroughly checked and overhauled at regular intervals according to use, e.g. once a year. Be sure to have all bolted connections checked at regular intervals by your Velo de Ville dealer.

The following routines are essential for maintenance:

- Make sure the sliding surfaces of the stanchion tubes are absolutely clean.
- Clean the fork, if soiled, with water and a soft sponge **[a]**.
- After washing your Velo de Ville bike, spray the stanchion tubes of the suspension fork with a little grease spray **[b]** approved by the manufacturer or apply a very thin film of hydraulic oil. Compress the fork several times and wipe off excess lubricant with a clean rag before you set off for your next ride.
- Do not use a steam jet **[c]** or aggressive cleaning agents for cleaning! Ask your Velo de Ville dealer for an appropriate lubricant.
- In the case of forks with elastomer suspensionyou should have the plastic springs cleaned and lubricated regularly by your Velo de Ville dealer with a non-corrosive resin-free grease. Some fork manufacturers provide special greases for fork maintenance. Strictly observe the recommendations of the manufacturers. Suspension forks with air spring have to be checked regularly for air pressure, as the air escapes over time.

⚠ Caution

Suspension elements are of sophisticated design. The maintenance work and above all the disassembly of the suspension elements are jobs best left to your Velo de Ville dealer.

ⓘ Notice

Be sure to have your suspension fork checked by a service centre of the fork manufacturer once a year at least.

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REAR SHOCK

Full-suspension bikes **[d]** do not only have a suspension fork but also movable rear stays which are sprung and damped by a rear shock **[e]**. This feature gives you better control of your Velo de Ville bike when riding in the terrain or on poor road surfaces. The (impact) loads on the Velo de Ville bike and rider are noticeably reduced. The rear shock normally works with an air spring element or – less frequently – with coil springs. Damping is usually achieved with oil. Depending on the system the rear shock has one or more bearing axles.

What to bear in mind when adjusting the seating position

Depending on the rear shock setting the saddle can tilt a little backwards. Keep this in mind when adjusting the saddle tilt. If you have trouble sitting, try lowering the nose of the saddle a little compared to your usual position.

Notice

Full suspension Velo de Ville bikes have a greater ground clearance than Velo de Ville bikes without rear suspension. With a properly adjusted saddle height you are normally not able to reach the floor with your feet. Set the saddle a little lower to begin with and practise getting on and off the saddle.

Adjusting the spring rate

To work perfectly, the rear shock **[f]** has to be adjusted to the weight of the rider, the sitting posture and the intended purpose. Be sure to have this adjustment carried out by your Velo de Ville dealer at the moment of delivery.

If you can hear the rear shock hit the end of its travel in the terrain, the spring is adjusted too soft. In this case the spring preload/the pressure must be increased. If the setting range with coil springs is too small, have the springs replaced by your Velo de Ville dealer.

Danger

On full suspension frames the rear frame is designed in a way that it can or must compensate shocks. If the rear shock is too rigid and jammed, shocks hit the frame undiminished. In these areas the frame is normally not designed to bear these loads. If your rear shock has a lockout mechanism, do not activate the lockout function when riding in rough terrain, but only when riding over smooth terrain (roads, field tracks).

Notice

Rear shock manufacturers normally include operating instructions with their deliveries. Read them carefully before changing any settings or doing any maintenance work on your rear shock.

Danger

The rear shock should be set up and adjusted in a way that it does not reach the end of its travel, i.e. bottom out, unless in extreme cases. A spring rate which is too soft (or too low an air pressure) can usually be heard or felt as a "clunk" type noise. This noise is caused by the sudden complete compression of the rear shock as it reaches bottom out. If the rear shock frequently reaches bottom out, it will sustain damage over time, and so will the frame.

Adjusting the damping control

Damping is adjusted via valves inside. The oil circulation through these valves slows down the speed with which the rear shock is extended or compressed and prevents the suspension "bouncing" after hitting an obstacle. In this way the reaction to obstacles can be optimised.

Rear shocks with adjustable **rebound damping** have an adjusting knob (mostly red) **[a]** to slow down or accelerate the rebound movement. If a second (mostly blue) knob is available, the compression speed can be set and/or the lockout function can be activated.

Start the setting with a completely open damping (rebound and compression level on "-" or "fast"). Hold the saddle with both hands. Lean with your entire weight on the saddle **[b]** and remove your weight immediately. The rear shock will rebound at the same speed as you made it compress.

Turn the red adjusting knob in the direction "+" or "slow" until you hear a click **[c]**. Press the saddle down once again and remove your weight abruptly. You will notice that the rebound process is somewhat slower. Repeat the compression and the release by continuously turning the rebound damping. You will get a feeling for the working of the rebound damping.

The typical setting of the rebound damping is an extension of the suspension components at reduced speed, however not at a sluggish pace. A rebound movement at reduced speed ending up in a sluggish movement is definitely a too high damping.

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Ride over an obstacle (e.g. down a kerb) subsequently and turn the rebound damping in small steps towards the "+" or "slow" setting. You have found the proper rebound setting when the rear frame does not cycle more than once. Always check a changed setting during a test ride in the terrain.

Some rear shocks also have a **compression damping [d+e]**. The typical compression damping – or in the case of some rear shocks the high-speed compression damping – reduces the rate at which the rear shock compresses when riding at high speed over an obstacle. Otherwise a high compression speed could make the rear shock bottom out.

A weak damping ensures good response behaviour, may however lead under certain conditions (when riding too fast over obstacles, e.g. steps) to a too strong compression of the rear frame or to a bouncing when riding out of the saddle. A strong damping hardens the suspension, i.e. reduces the riding comfort.

When you have set the sag correctly, as above described, and when the rear shock works properly during a normal test ride, but if then the rear shock bottoms out nevertheless, you can increase the compression damping a little.

Proceed in this case also click-by-click because a too strong compression damping prevents the rear shock from using the complete travel. The setting of the compression damping can be a long process which must be carried out consciously and always in small steps.

Start with the lowest level, i.e. the adjusting knob must be turned fully towards the marking "-" or "firm".

Always check a changed setting during a test ride in the terrain.

If you are not sure about how to adjust the damping or if you face any problems during adjustment, contact your Velo de Ville dealer and follow the respective instructions in the rear shock manufacturer's operating instructions.

Lockout

When taking long uphill rides involving hard pedalling out of the saddle, a rear frame is typically bobbing. It is advisable to lock the damping, if the rear shock has a lockout mechanism. For downhill rides on uneven ground the lockout mechanism must be open stringently.

Many Velo de Ville Mountain bikes have a lockout lever on the handlebar. In the case of Fox suspension elements the "Climb mode" corresponds to a lockout **[f]**.

Danger

Do not turn any screws in the vague hope they were adjusting devices. You could release the fastening mechanism, thus causing a fall. All manufacturers usually mark adjusting devices with a scale or with "+" signs (for stronger damping/harder suspension) and with "-" signs [a].

Danger

Do not ride your bicycle, if the rear shock often bottoms out. This could damage the rear shock itself as well as the frame. Always adjust the spring rate to the rider's weight and riding conditions.

Danger

A too strong damping of the rear shock (rebound damping) can result in a sluggish rebound movement with a rear frame that will not recover when exposed to a quick series of impacts. Risk of falling!

Danger

When mounting a new rear tyre, make sure there is enough clearance between tyre and frame as the rear frame compresses entirely. If necessary, deflate the rear shock completely and press the saddle forcefully downward to check this. The rear wheel can get jammed. Risk of falling!

Caution

Do not actuate the lockout function when riding over rough terrain, but only when riding over smooth terrain (roads or field tracks).

Maintenance

Rear shocks and rear frames are components of sophisticated design that require regular maintenance and care. This has led almost all rear shock manufacturers to establish service centres where you can have your rear shock thoroughly checked and overhauled at regular intervals according to use, e.g. once a year. Be sure to have all bolted connections checked at regular intervals by your Velo de Ville dealer. The following routines are essential for maintenance:

Rear shocks with air spring have to be checked regularly for air pressure, as pressure escapes over time. Make sure the sliding surfaces of the piston rod are clean. Clean the rear shock and the rear frame, in particular the bearings with water and a soft cloth after every ride **[b]**. After having washed the bike, apply a little grease spray approved by the damper manufacturer **[c]** on the piston rod of the rear shock and the bearings or apply a very thin layer of hydraulic oil.

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f

Then compress the rear frame several times **[d]** and wipe off excess lubricant with a clean cloth before you set off for your next ride.

Do not use a steam jet **[e]** or aggressive cleaning agents for cleaning! Ask your Velo de Ville dealer for an appropriate lubricant.

Check the proper fit of all bolted connections of the rear frame regularly. Also check whether the rear frame bearings show lateral or the bearing of the rear shock vertical play.

Lift the Velo de Ville bike by the saddle and try to move the rear wheel to the left and to the right. If you need help, ask a helper to hold the front part of the frame tight.

To check whether the rear shock has play, gently place down the rear wheel and then lift it up again **[f]**. Listen for rattling noises. If you find any play, ask your Velo de Ville dealer to eliminate it immediately.

⚠ Caution

Rear shocks are constantly being sprayed with water and dirt from the rear wheel. Clean them with lots of water and a rag after every ride.

ⓘ Notice

Rear shocks and rear frames are of sophisticated design. The maintenance work and above all the disassembly of the suspension elements are jobs best left to your Velo de Ville dealer.

ⓘ Notice

Be sure to have your Velo de Ville bike with rear shock checked by a service centre of the manufacturer once a year at least.

a

b

c

SUSPENSION SEAT POSTS

Suspension seat posts **[a]** enhance the rider's comfort when riding on uneven ground. They can be used on roads and field tracks.

The seat posts are usually designed for a rider of average weight, i.e. 80 kilograms. Their shock-absorbing properties can be altered either by adjusting the spring preload and/or by replacing the springs.

Adjusting the suspension seat post

Similar to a suspension fork, the spring preload of the suspension seat post can be also adjusted.

We recommend that you adjust the preload in a way that the suspension is only minimal when you sit in the saddle. Please observe that springs of different hardness are available for different rider weights. Contact your Velo de Ville dealer, he will be pleased to advise you on the right choice.

The preload is increased by turning the adjusting screw clockwise; this makes the suspension harder. The preload is reduced by turning the adjusting screw anticlockwise; this makes the suspension softer. The adjusting screw is at or in the end of the seat post tube and can only be reached when the seat post is removed from the frame. To adjust the saddle height, please proceed exactly as described above.

⚠ Danger

Do not to pull out the seat post too far. The mark on the seat post [b] (end, min, max, stop, limit etc.) should always remain within the seat tube.

ⓘ Notice

Seat post manufacturers normally include operating instructions with their deliveries. Read them carefully before changing any settings or doing any maintenance work on your rear shock.

Check and maintenance

Grasp the saddle at both ends and try to move it from side to side **[c]**. That is how you can check the seat post for side-to-side play.

If you notice any play, have it checked and, if necessary, reduced by your Velo de Ville dealer.

⚠ Caution

Have the seat post checked by your Velo de Ville dealer once a year.


d


e


f

LIGHTING SYSTEM

For riding on public roads a functioning lighting system is obligatory (see the chapter **"Legal requirements for riding on public roads"**). You should be familiar with the assembly of the lighting system so that you can repair possible failures yourself.

Front headlamps and rear lights **[d]** are powered by the generator (also referred to as dynamo). They are connected with two cables each to the generator.

Rear light

Highly efficient LEDs beam through a (red) diffuser rearwards and are possibly visible even from the side. Meanwhile, most rear lights provide a stand light function that are powered by a condensator or a battery when the bicycle has to stop e.g. at a traffic light.

Front headlamp

Here, too, several LEDs ("light emitting diodes") are used as illuminants which emit white light by means of a reflector and/or a diffuser onto the road. Common headlamps usually have a switch on the rear side to switch the bicycle lighting on and off.

Some models have a sensor that automatically switches on the headlamp and the rear light when it gets dark.

Additional features of particularly high quality headlamps are a stand light function or daytime running light function (both with LED). On these headlamps these functions can be selected with a selector switch **[e]**.

Adjusting the headlamp and the lighting range

Loosen the screw **[f]** anticlockwise to adjust the headlamp. Now, the headlamp can be adjusted in inclination by tilting it. Align the headlamp accordingly.

Use the light beam to adjust the position of the headlamp:

- A rule of the German road traffic licensing regulations (although obsolete by now) can be used as a starting point. According to this rule, the headlamp should be adjusted so it does not dazzle other road users.
- Modern LED light systems provide significantly more light output while dazzling less. Try to find the light setting suited to your riding speed on a ride on a quiet road or on a field track away from road traffic.
- The centre of the light beam of the front headlamp must not hit the road more than 10 metres in front of the bicycle.

Gradually retighten the screw clockwise until the headlamp is tight in its holder.

Hub dynamo

Hub dynamos are built into the hub of the front wheel **[a]**. They are virtually non-wearing and extremely effective. Some models are switched on electrically, some others mechanically. Hub dynamos are either switched on by a lever at the handlebar or directly at the front headlamp **[b]**. Other models offer the comfort of being switched on and off automatically by means of a sensor.

Battery or rechargeable battery-powered lighting

Check the road traffic licensing regulations in your country as to the usage of battery-powered front headlamps and rear lights **[c]** instead of a dynamo lighting. Also read the chapter **"Legal requirements for riding on public roads"**.

Danger

Always carry the battery or rechargeable battery-powered lighting with you and mount it in poor visibility and light conditions or when it gets dark.

Danger

An incomplete or inoperative lighting system is not only against the law, it is also a hazard to your life. Cyclists riding in the dark without a light are liable to be overlooked and at risk of getting involved in serious accidents!

Notice

Read the supplied operating instructions of the lighting and dynamo manufacturers thoroughly and follow the instructions. In case you need more information on your lighting system, contact your Velo de Ville dealer.

d

e

f

THINGS WORTH KNOWING ABOUT BICYCLES AND CYCLING

Cycling helmets and glasses

Cycling helmets **[d]** are highly recommended. They can save your life. Your Velo de Ville dealer has a variety of styles and sizes.

Cycling helmets are only approved for use during cycling. Observe the manufacturer's instructions.

Danger

Never ride without a helmet and glasses! But remember that even the safest helmet is useless unless it fits properly and is correctly adjusted and fastened.

Apart from a cycling helmet and suitable clothing, cycling glasses **[e]** are absolutely essential when you set off on your bicycle.

They do not only protect your eyes from the sun and the wind, but also keep out flies and other impurities that may impede your vision when they fly into your eyes. Risk of falling!

Your Velo de Ville dealer has a wide range of cycling glasses available and will be pleased to advise you!

Clothing

Danger

Never ride with wide-cut trousers or skirts that might get caught in the spokes, chain or chainrings. To avoid any such mishap, use suitable clips or straps, if necessary.

Danger

For increased visibility to other road users be sure to wear bright-coloured clothing!

Pedals and shoes

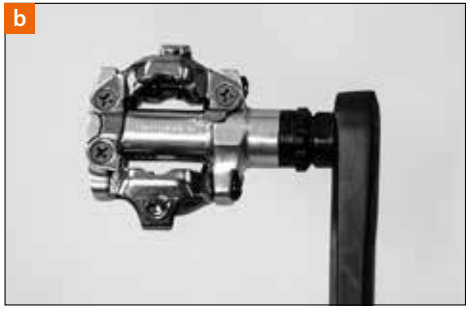
When screwing in the pedals keep in mind that there is a left and a right pedal **[f]**. They differ in the type of the thread. The right pedal is marked with an "R" and the left pedal with an "L". The marking is on the axle or at the front of the axle.

The right pedal is screwed into the right pedal arm (in the direction of motion), the left pedal into the left pedal arm (in the direction of motion).

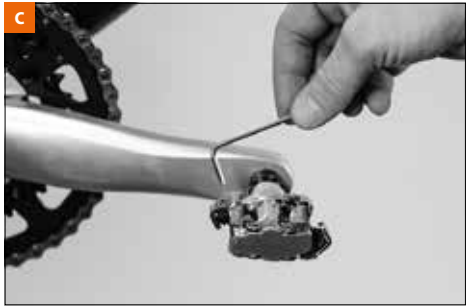
Both pedals are tightened by turning the thread forwards in the direction of motion. This means tightening the right pedal clockwise and the left pedal anticlockwise.

a

b



c



In inner city areas conventional pedals **[a]** are best suited.

Cycling shoes should be made of solid material to provide firm support for your feet. In addition, they should have a stiff sole so that the pedal cannot press through. The heel area should not be too wide; otherwise you will not be able to adopt a natural foot position.

Special cycling shoes are obligatory, if your Velo de Ville City or Trekking bike is equipped with clipless pedals **[b]**. Such pedals are appropriate for touring. The best compromise for city and trekking bikes are pedals with a click system on one side and conventional on the other.

With these shoes small cleats are integrated into the sole which provide a firm hold on the pedal and yet at least satisfactory walking characteristics.

The main advantage of these clipless pedals is that the foot does not slip off when pedalling fast or when riding over rough ground. They enable you not only to push but also to pull the pedals.

The usual way to engage with the pedal is to turn it from the lowest position of the crank to the horizontal using the tip of the cleat and push down on the back of it. Normally, the shoe engages with the pedal with a clearly audible and perceptible click.

The release force of clipless pedals is adjusted by means of an Allen key **[c]**. Creaking or squeaking noises can often be eliminated by applying some grease to the contact points. But they could also be signs of wear, just like a wobbling feeling. Check the cleats at regular intervals.

Danger

Make sure the fastening bolts of the cleats are properly tightened, If they are loose, disengaging your shoe from the pedal is nearly impossible. Risk of falling!

Danger

Taking up the pedals, engaging and disengaging the shoes should first be practised in stationary. Later you can refine your technique in a place free of traffic.

Danger

Only ride with a pedal system allowing you to engage and disengage smoothly. A defective pedal or a badly worn cleat can make the shoe disengage from the pedal. In some cases, it may be difficult or impossible to disengage. In both cases, there is the risk of falling!

Danger

Make sure pedals and shoe soles are always clear of mud and other impurities and grease the lock-in mechanism with lubricant at regular intervals.

d

e

f

Notice

Read the operating instructions of the pedal manufacturer and ask your Velo de Ville dealer to inform you about the different shoe models.

Accessories

In purchasing this Velo de Ville bike you laid the foundation for many years and miles of enjoyable cycling. Whatever you are planning to do with your bike, be sure to have proper equipment and to keep a few tips in mind. There is a wide range of useful accessories available from you Velo de Ville dealer increasing your safety and comfort.

You can equip your Velo de Ville bike with various kinds of accessories **[d]**. However, make sure that the requirements of the road vehicles regulations in your country and of the BS EN standards are observed. Any retrofitted part must be compatible with your bicycle.

Danger

Improper accessories may change the characteristics of your bicycle and even cause an accident. Therefore, before mounting any accessories contact your Velo de Ville dealer and strictly observe the instructions regarding the intended use your Velo de Ville bike.

Bicycle locks

Do not forget to take a high quality D-, folding or chain lock **[e]** with you on your ride. The only way to effectively protect your bicycle against theft is to lock it to an immovable object. When buying a lock consider the indicated security level.

Puncture kit

The most important accessories for a successful cycle tour are a tyre pump and a small tool kit. The tool kit should include two plastic tyre levers, the most commonly used Allen keys, a spare tube, a tyre repair kit and a little cash **[f]**. Do not forget your mobile. In this way you will be well prepared in the event of a puncture or some other mishap.

Danger

Retrofitted accessories, such as mudguards, pannier racks etc. can impair the functioning of your bicycle. Ask your Velo de Ville dealer for advice before mounting any kind of accessories to your bicycle.

Caution

Before buying any additional bells, horns or lighting accessories, inform yourself thoroughly whether they are permitted and tested and accordingly approved for use on public roads. Make sure additional battery/accumulator-powered lamps are marked with the wavy line and the letter "K".

a

b

c

BIKE CARD

Manufacturer AT Zweirad GmbH
Serial no. _____
Model _____
Frame no. _____
Suspension fork – manufacturer _____
– model _____
– serial no. _____
Rear shock (manufacturer/model) _____
Frame type _____
Frame size _____
Size of wheels and tyres _____
Colour _____
Special features _____

Danger
Read at least the chapters "Before your first ride", "Intended use" and "Before every ride" in this user manual.

(Hint for the Velo de Ville dealer: Copy the bike card and the handover report and keep one copy in your customer file. Send another copy to the bike manufacturer, if necessary. Make sure the customer confirms by his signature on the handover report that his personal data are made available to the manufacturer.)

Intended use

Use in accordance with
☐ category 1 ☐ category 2 ☐ category 3

Maximum permissible overall weight
Bicycle, rider and luggage _____ kg
Pannier rack permitted ☐ yes ☐ no
Permissible load _____ kg
Child seat allowed ☐ yes ☐ no
Trailer allowed ☐ yes ☐ no
Permissible trailer load _____ kg

Brake levers – Brake assignment
Right lever: ☐ front wheel brake ☐ rear wheel brake
Left lever: ☐ front wheel brake ☐ rear wheel brake

_____
Stamp and signature of the Velo de Ville dealer

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TRANSPORTING LUGGAGE

Transporting luggage with hardtail frames

There are various ways of carrying luggage on your Velo de Ville bike. The best way to transport luggage depends primarily on the weight and the volume of the luggage. Using a bicycle rucksack **[a]** is a convenient way of transporting luggage on a bicycle. But for longer cycling tours and heavy and bulky cargo your Velo de Ville City or Trekking bike is equipped with a pannier rack **[b]**.

It is advisable to carry luggage in stable pannier bags with a very low centre of gravity.

Another possibility of transporting luggage are handlebar bags. They often have snap buckles for quick mounting and removal. Handlebar bags are particularly suitable for valuables, the photographic equipment and maps that should be within easy reach during your tour.

When buying pannier bags, make sure they are watertight so that you will not have any unpleasant surprises after the first rain shower.

Lowrider bags fitted at the front of the bicycle are mounted to the fork by means of special holders. If you are in doubt or if you have any questions, contact your Velo de Ville dealer.

Danger

Do not overload your bicycle (see bike card [c]) and also observe the maximum load capacity possibly marked on or impressed in your pannier rack.
Do not exceed the indications in the bike card. If you are in doubt, contact your Velo de Ville dealer.

Danger

Adjust the suspension fork and the tyre pressure to the additional load.

Caution

Baggage generally changes the riding characteristics of your bicycle and increases your stopping distance! Therefore, practise riding a loaded bicycle in a place free of traffic.

d

e

f

TAKING CHILDREN WITH YOU

The only possible and permissible way of transporting children by bicycle is in special child seats **[d+e]** or child trailers.

Observe in general ther permissible overall weight. It includes rider, bicycle and luggage as well as child seat or trailer (if approved).

Danger

Always secure the little passenger(s) with a seat belt and fix the feet with possibly available loops. Erratic movements of the child can make the bicycle or the trailer topple over.

Danger

Make sure your child always wears a suitable helmet [f]. A child seat or a trailer only provide insufficient protection in the event of an accident! Keep in mind that you always wear a helmet, as well.

Danger

With child seats mounted behind the saddle there is the risk of children's hands being crushed during use. Avoid too little distance between child seat and saddle by mounting the components child seat, saddle and seat post accordingly. Saddles with spiral suspension also involve the risk of crushing! Contact your Velo de Ville dealer and follow the respective instructions in the operating instructions of the fork manufacturer.

Caution

Please note that your stopping distance increases due to the additional load of the child seat or trailer.

a

b

c

Child seats

The only possible and permissible way of transporting children by bicycle is in special child seats according to DIN 79120. It must not be mounted to swivelling steering parts (fork, handlebar).

Also note:

- The transport of children up to 15 kg body weight between handlebar and saddle or in front of the handlebar is allowed. Mounting a child seat on the handlebar is not permitted.
- Mounting a child seat for children from 15 to max. 22 kg body weight is only allowed behind the rider. We recommend that you mount a rear-view mirror **[a]** so that you can keep an eye on your child.
- There are covers in the area of the footrests to prevent a contact between feet and wheels.
- When mounting the child seat to the pannier rack, cover the open spiral springs of the saddle and observe the load capacity of the pannier rack.
- The child seat has footrests that cannot be adjusted during the ride **[b]**.
- That your child is always properly secured with the seat belt **[c]**.
- That your child always wears a helmet.

Caution

Always take your child down when you part or leave the bicycle.

Caution

Also observe that the additional weight has a negative effect on the riding characteristics of the bicycle. Under the weight of the child the bicycle tends to swerve and it becomes much more unstable. You should therefore practise riding as well as getting on and off before jumping into the traffic.

Danger

Cover the springs of your saddle to make sure that your child will not have the fingers crushed.

Caution

There are some Velo de Ville City and Trekking bikes that do not allow the mounting of child seats with a special mounting device. Have a look at the bike card and ask your Velo de Ville dealer for advice.

Notice

If you bought an e-bike/EPAC, also read the supplied supplementary instructions e-bike/EPAC.

d

e

BIKE CARD

Manufacturer AT Zweirad GmbH

Serial no. _____

Model _____

Frame no. _____

Suspension fork – manufacturer _____

– model _____

– serial no. _____

Rear shock (manufacturer/model) _____

Frame type _____

Frame size _____

Size of wheels and tyres _____

Colour _____

Special features _____

Danger
Read at least the chapters "Before your first ride", "Intended use" and "Before every ride" in this user manual.

(Hint for the Velo de Ville dealer: Copy the bike card and the handover report and keep one copy in your customer file. Send another copy to the bike manufacturer, if necessary. Make sure the customer confirms by his signature on the handover report that his personal data are made available to the manufacturer.)

Intended use

Use in accordance with
☐ category 1 ☐ category 2 ☐ category 3

Maximum permissible overall weight
Bicycle, rider and luggage _____ kg
Pannier rack permitted ☐ yes ☐ no
Permissible load _____ kg
Child seat allowed ☐ yes ☐ no
Trailer allowed ☐ yes ☐ no
Permissible trailer load _____ kg

Brake levers – Brake assignment
Right lever: ☐ front wheel brake ☐ rear wheel brake
Left lever: ☐ front wheel brake ☐ rear wheel brake

_____
Stamp and signature of the Velo de Ville dealer

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f

Child trailer

With special child trailers **[d]** that are towed behind a bicycle you can transport up to two children.

Trailers affect the braking behaviour of your bicycle and occupy far more width than the bicycle would alone. First, practise drawing the trailer without passengers. Equip the trailer with a long pole with coloured pennant to increase visibility. It should be fitted with all active and passive lights that are prescribed for riding on public roads in your country. As this depends on the type of trailer, inform yourself in the operating instructions of your trailer manufacturer.

Danger

If you want to use your bicycle for towing a trailer, check whether it is approved for towing. Have a look at the bike card [e] and ask your Velo de Ville dealer for advice.

Danger

Prior to towing a trailer with your bicycle be sure to equip the trailer according to the regulations prescribed in your country and switch on the lighting [f] as soon as darkness sets in or with poor visibility.

Danger

Do not exceed the maximum permissible overall weight for Velo de Ville City bikes including rider, Velo de Ville bike, luggage and possibly trailer or child seat. You find the precise indications in the tables in the chapter "Intended use".

a

b

c

Kids' tandem bicycles/trailer systems

There are different systems on the market **[a+b]** that allow a children's bicycle to be attached to an adult bicycle to cycle together with your child on public roads.

Inform yourself at your Velo de Ville dealer about the different types of kids' tandem bicycles.

These trailer systems also affect the braking behaviour of your Velo de Ville bike. Therefore, before riding with a children's bicycle tandem on public roads, practise riding and brake behaviour without passengers in an area free of traffic!

Danger

Trailer systems have a strong influence on the riding characteristics of your Velo de Ville bike. The weight of both the hitched bicycle and the child will make the bicycle somewhat top-heavy. It may tend to wobble. Practise getting on and off your bicycle as well as cycling. Keep in mind, in particular when turning, that your bicycle including trailer system is much longer.

Danger

It is also important for you to practise with your child how to behave on a hitched bicycle during the ride. Make sure your child wears a helmet even when riding on a tandem bicycle. Set a good example by wearing a helmet, as well!

Danger

Only buy tested trailer systems (e.g. BS EN/GS tested systems) and have them properly mounted. The operating instructions of the manufacturers included in the delivery of your trailer system, provide detailed information in this regard.

Danger

When riding in the dark the attached children's bicycle should be fitted with the prescribed lighting, i.e. the latter should be marked with a wavy line and the letter "K" [c]. For more information see the chapter "Legal requirements for riding on public roads". If the bottle dynamo's roller does not turn, we recommend a tested battery-powered rear light.

Notice

If you want to use your Velo de Ville bike for towing a trailer system, check whether it is approved for towing. Have a look at the bike card and ask your Velo de Ville dealer for advice.

d

e

f

BICYCLE TRANSPORT

By car

Nearly every car accessory dealer and car company offers carrier systems **[d]** that allow the transport of your Velo de Ville bike without disassembly.

The usual design involves rails fixed to the roof of the car onto which the bicycles are fixed with clamps gripping the down tubes. This can result in irreparable damage to the frame. High-end, very thin-walled aluminium or carbon frames are particularly susceptible to such kind of damage. Due to the material properties of carbon, you may not see a severe damage at first sight. This can result in an unforeseeable severe accident at a later date. There are, however, specific suitable models available in the car accessory trade.

Rear carriers are becoming more and more popular. Their big advantage over roof carriers is that you do not have to lift up the Velo de Ville bike so high to attach it. Make sure the clamps do not cause any damage to the fork or frame. Risk of breakage!

Whatever system you opt for, make sure it complies with the relevant safety standards of your country!

Read the operating instructions of your bicycle carrier and comply with the maximum load capacity and recommended or prescribed driving speed. Observe the necessary drawbar load, if available.

Observe that when driving in the rain, water drops can have the kinetic energy of a steam jet. They penetrate bearing points and can cause corrosion damage.

Danger

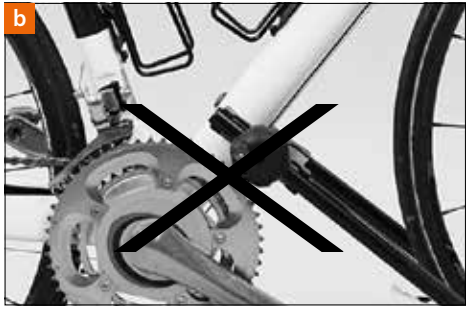
Make sure to remove all parts of your bicycle (tools, pannier bags [e], child seats [f] etc.) which might come loose during transport. Risk of accident!

Danger

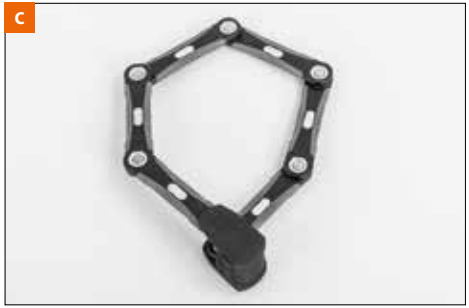
Do not buy a carrier on which the bicycle has to be mounted upside down, i.e. with the handlebar and saddle fixed face down to the carrier. This way of fastening the bicycle exposes handlebar, stem, saddle and seat post to extreme stress during transport. Do not opt for a carrier system with crank arm fit only. Risk of breakage!

a

b



c



Danger

Do not place the bicycle or parts of it [a] unsecured into the interior of your car. Parts shifting around can endanger your safety.

Danger

Check whether your bicycle is properly fastened before and at regular intervals during the ride. A bicycle that detaches from the roof carrier may endanger other road users.

Caution

Most clamps are a potential source of damage to large-diameter frame tubes that are not designed to be fixed in such clamps! Do not use such systems with carbon frames [b].

Caution

Make sure the lights and the number plate of your car are not hidden from view. For some carriers, a second exterior rear view mirror is required by the road traffic regulations.

Caution

Observe the greater height of your vehicle. Measure the overall height and place a sign stating the height somewhere in the cockpit or on the steering wheel so that it can be easily seen.

Caution

If your bicycle has disc brakes, be sure to mount the safety locks before transporting the Velo de Ville bike with the wheels dismounted.

Caution

Pull the brake levers and secure them with a strong elastic band, when transporting a bicycle with hydraulic disc brakes horizontally or hanging.

Caution

Secure the bicycles on the bicycle carrier with an additional lock [c], e.g. during a halt.

d

e

By public transport

In the cities the regulations for taking Velo de Ville bikes **[d]** by public transport **[e]** differ. There are e.g. some places where you are only allowed to travel with your Velo de Ville bike during off-peak hours and with an additional bicycle ticket. Inform yourself in time about the regulations of carrying the bicycle before you start the trip!

In some countries regional trains have special spaces for the storage of bicycles and other things. This is an option to take your bicycles with you. They are often at the front or end of a train and marked with a bicycle sign.

When taking a high-speed train check whether you can take your bicycle with you.

Notice

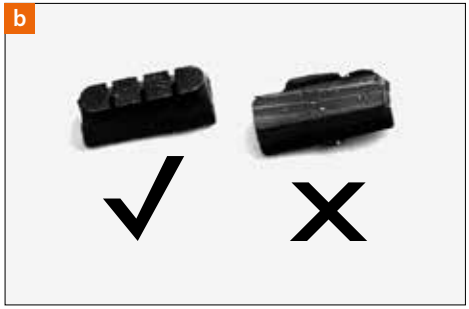
Remove, if necessary, heavy or bulky pannier bags and luggage for an easier boarding and disembarking of the train.

Notice

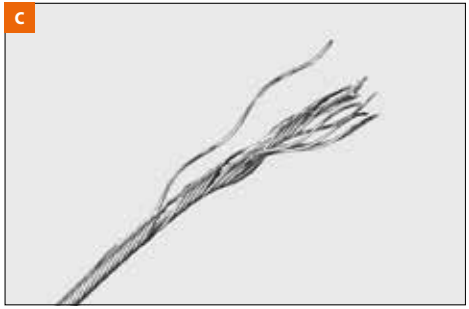
Before you start your trip inform yourself in time about the conditions of carriage and also observe the regulations and rules about bicycle transport in the countries through which you intend to travel.

a

b



c



GENERAL NOTES ON CARE AND INSPECTION

Maintenance and servicing

Your Velo de Ville dealer will have assembled and adjusted your Velo de Ville bike ready for use when you come to collect it. Nevertheless, your Velo de Ville bike needs regular servicing **[a]**. Have your local Velo de Ville bike dealer do the scheduled maintenance work. This is the only way to ensure the durable functioning of all components.

The bicycle will be due for its first service after 100 to 300 kilometres (60 to 180 miles), 5 to 15 hours of initial use or four to six weeks. The Velo de Ville bike must be serviced, because in this initial "break-in" period of use, safety-relevant bolted connections and spokes can slightly lose tension or gears may go out of adjustment. This "break-in" period is unavoidable. Therefore, remember to make an appointment with your Velo de Ville dealer for the first inspection of your new Velo de Ville bike. The first service is very important for both functioning and durability of your Velo de Ville bike.

The intended use of the bicycle includes regular servicing and the replacement of worn out parts in time, e.g. brake pads **[b]** or shift and brake cables **[c]**, and therefore has an influence on the liability for material defects and the warranty, as well.

You should have your bicycle serviced regularly by your Velo de Ville dealer after the initial "break-in" period of use. Observe the service and maintenance schedule in this user manual. If you ride a great deal on poor road surfaces or in the terrain, it will require correspondingly shorter service periods.

Danger

Servicing and repairs are jobs best left to your Velo de Ville dealer. If inspections are not carried out or are carried out improperly, this can lead to the failure of parts of the bicycle. Risk of accident! When working on your bicycle restrict yourself to jobs for which you are equipped e.g. with a torque wrench including bits [d] and have the necessary knowledge.

Caution

If a component needs to be replaced, make it a rule to only use original spare parts. Wearing parts of other manufacturers, e.g. brake pads or tyres that are not of identical size, may cause harm to the safety of your bicycle. Risk of accident!

Caution

Internal gear hubs must be maintained regularly. For more information see the chapter "Service and maintenance schedule for your Velo de Ville bike".

d

e

f

Notice

For your own safety, bring your newly bought Velo de Ville bike to your Velo de Ville dealer for its first inspection after 100 to 300 kilometres (60 to 180 miles), 5 to 15 hours of initial use or four to six weeks, at the very latest, however, after three months.

Cleaning and caring for the bicycle

Dried sweat, dirt and salt from riding during the winter or in sea air can harm your Velo de Ville bike. You should therefore make it a habit of cleaning all components at regular intervals.

Avoid cleaning your bicycle with a pressure water washer. The high-pressure water ejected in a narrowly focused jet may pass through seals and penetrate bearings. This leads to the dilution of lubricants and consequently to greater friction. This destroys and impairs the functioning of the bearing races in the long term. Pressurised water also tends to abrade frame stickers.

A much more gentle way of cleaning your bicycle is with a low pressure water jet or a bucket of water and a sponge or a large brush. Cleaning your bicycle by hand has another positive side-effect: you may discover defects in the pain **[e]** as well as worn or defective components at an early stage.

Inspect the chain after you have finished cleaning and oil it **[f]** (see the chapter **"Chain – care and wear"**).

Apply a coat of standard hard wax on painted, metal and carbon surfaces (except from brake surfaces). Polish the waxed surfaces after drying to give them a nice shine.

Danger

While cleaning, watch out for cracks, scratches, dents as well as bent or discoloured material. Have defective components replaced immediately and touch up paint defects. If you are in doubt or if you have any questions, contact your Velo de Ville dealer.

Danger

Keep cleaning agents and chain oil clear of the brake pads, brake discs/rotors and rim sides (brake surfaces). This could render the brake ineffective (see the chapter "Brake system")! Never grease or lubricate the clamping areas of a frame made of carbon, e.g. handlebar, stem, seat post and seat tube. Once greased carbon fibre components may never again be clamped reliably!

Caution

Do not clean your bicycle with a high-pressure water or steam jet and if you do, be sure to keep it at a distance.


a

b


c

Caution

Only use petroleum based solvents for cleaning tough oil or grease stains from paint and carbon surfaces. Never use degreasing agents containing acetone, methyl chloride or the like, or solvent-containing, non-neutral or chemical cleaning agents that could attack the surface!

Sheltering and storing the bicycle

If you service your Velo de Ville bike regularly during the season, you need not take any special precautions when storing it for a short time, apart from securing it against theft. It is advisable to store the bicycle in a dry and airy place.

There are some things to bear in mind, when storing your Velo de Ville bike for a longer period of time, i.e. during the winter: Inflated tubes tend to gradually lose air when the bicycle is not used for a long time. If the Velo de Ville bike is left standing on flat tyres for a long time, the tyre structure can suffer from damage. It is therefore better to hang the wheels or the entire Velo de Ville bike or to check the tyre pressure regularly **[a]**.

Clean your Velo de Ville bike and protect it against corrosion. Your Velo de Ville dealer offers a variety of care products, such as spray wax etc. **[b]**.

Dismount the seat post and let dry away possibly penetrated humidity. Spray atomized oil into the seat tube exclusively in the case of metal frames. Switch the gear to the smallest chainring and the smallest sprocket **[c]**. This relaxes both cables and springs.

Notice

There is usually hardly any waiting time at your Velo de Ville dealer during the winter months. In addition, many dealers offer annual checks at a special price. Use the off-season to take your bicycle to your Velo de Ville dealer for inspection!

SERVICE AND MAINTENANCE SCHEDULE FOR YOUR VELO DE VILLE BIKE

You should have your Velo de Ville bike serviced regularly after the initial "break-in" period of use. The schedule given in the table below is a rough guide for riders who ride between 1,000 and 2,000 km (620 and 1,240 miles) or 50 to 100 hours of use a year. If you consistently ride more or if you ride a great deal on poor road surfaces, the maintenance periods will shorten accordingly.

Component	What to do	Before every ride	Monthly	Annually	Other intervals
Lighting	Check function	×			
Lighting	Clean contacts			×	
Tyres	Check pressure	×			
	Check tread and side walls		×		
Brakes (rim brakes)	Check lever travel, thickness of brake pads and position relative to rim, if necessary; test brakes in standing	×			
Brakes (drum/roller)	Lever travel, test brakes in stationary	×			
Brakes,brake pads (rim brakes)	Clean		×		
Brake pads	Check and replace, if necessary			×	
Brake cables, pads, hoses	Visual inspection		×		
Brake cables	Lubricate				• every 6 months
Brakes (disc brakes)	Check lever travel, thickness of brake pads, tightness, test brakes in standing	×			
	Replace brake liquid (DOT-liquids)			•	
Suspension fork	Check bolts			•	
	All-inclusive service (change oil or grease elastomers)			•	

Component	What to do	Before every ride	Monthly	Annually	Other intervals
Rims (of rim brakes)	Check thickness, replace if necessary				• after 2nd set of brake pads at the latest
Fork (rigid)	Check and replace, if necessary				• at least every 2 years
Suspension seat post	Service			•	
Multi-speed hub/ internal gear hub	8-speed internal gear hub: change gear oil			•	
	11-speed internal gear hub: change gear oil				• after the first 1,000 km (620 miles) or after 1 year, then every 5,000 km (3,100 miles)
	Check for play			•	
Bottom bracket	Check for bearing play		×		
	Dismount and regrease (cups)			•	
Chain	Check and grease, if necessary	×			
	Check wear, replace, if necessary derailleur gears				• from 1,000 km (490 miles) or 50 hours of use
Crank	Check and retighten, if necessary		×		
Painted/anodized/carbon	Polish				• at least every 6 months
Wheels/spokes	Check for trueness and tension		×		
	True or retension				• if necessary
Handlebar and stem (made of aluminium and carbon)	Check and replace, if necessary				• every 2 years at the latest

Component	What to do	Before every ride	Monthly	Annually	Other intervals
Headset	Check for bearing play		×		
	Regrease			•	
Metal surfaces	Polish (except rim sides of rim brakes, brake discs/rotors)				• at least every 6 months
Hubs	Check for bearing play		×		
	Regrease			•	
Pedals (all)	Check for bearing play		×		
Pedals (clipless)	Clean and grease locking mechanism		×		
Seat post/stem	Check bolts		×		
	Disassemble and regrease Carbon: new assembly paste (no grease!)			•	
Front/rear derailleur	Clean and grease		×		
Quick-release system	Check seat	×			
Bolts and nuts	Check and retighten, if necessary		×		
Valves	Check seat	×			
Cables gears/brakes	Dismount and regrease			•	

If you have a certain degree of mechanical skills, experience and suitable tools, such as a torque wrench, you should be able to do the checks marked × by yourself. If you come across any defects, take appropriate measures without delay. If you are in doubt or if you have any questions, contact your Velo de Ville dealer.

Jobs marked • are best left to your Velo de Ville dealer.

Components made of aluminium:

⚠ Caution

Pay particular attention to components subject to heavy loads and at risk, e.g. handlebar, stem, seat post, fork. If these components made of aluminium, they should be replaced regularly, after 5 years at the latest.

RECOMMENDED TORQUE VALUES

All bolted connections of the bicycle components have to be tightened carefully and checked regularly to ensure the safe and reliable operation of the Velo de Ville bike. This is best done with a torque wrench that disengages as soon as the desired torque value is reached or a click-type torque wrench. Tighten carefully by approaching the prescribed maximum torque value in small steps (0.5 Nm increments) and check in between the proper fit of the component. Never exceed the maximum torque value indicated by the manufacturer!

Where no maximum torque setting is given start with 2 Nm. Observe the indicated values and follow the enclosed operating instructions of the component manufacturers.

Notice

Some components have the torque values printed on them. Use a torque wrench and never exceed the maximum torque values! If you are in doubt or if you have any questions, contact your Velo de Ville dealer.

Component	Bolted connections	Shimano[1] (Nm)	SRAM/Avid[2] (Nm)
Rear derailleur	Mount (on frame/derailleur hanger)	8–10	8–10
	Cable clamp	5–7	4–5
	Pulley wheels	3–4	
Front derailleur	Mount on frame	5–7	5–7
	Cable clamp	5–7	5
Shifter	Mount on handlebars	5	2.5–4
	Hole covering	0.3–0.5	
Brake lever unit	Mount on handlebars (Allen key)	6–8	5–7
Hub	Quick-release lever	5–7.5	
	Locknut for bearing adjustment of quick-release hubs	10–25	
	Sprocket cluster lock ring	29–49	40
	Hub	35	
	Shimano 7-speed Nexus hub	35	
Internal gear hub	Axle nut	30–45	
Sealed cartridge bottom bracket	Shell (square-head)	49–69	
	Shell (Shimano Hollowtech II)	35–50	
	Octalink	50–70	

Component	Bolted connections	Shimano[1] (Nm)	SRAM/Avid[2] (Nm)
Crank	Crank mount (grease-free square-head)	35–50	
	Crank mount (Shimano Octalink)	35–50	
	Crank mount (Shimano Hollowtech II)	12–15	
	Crank mount (Isis)		31–34
	Chainring mount	8–11	12–14 (steel) 8–9 (alu)
	Crank	35–40	
Binder bolt		20	
Handlebar-stem clamping		15	
Shoe	Cleat	5–6	
	Spike	4	
Brake (V-brake)	Cable clamp	6–8	6–8
	Brake shoe mount	6–8	6–8
	Brake pad fixing	1–2	
Seat post	Patent clamping (saddle at seat post)	20–29	
	Saddle Clamp	18	

Torque values

	Screw property classes			
	6.8	8.8	10.9	12.9
Thread	Torque value in Nm			
M 3	0.9	1.0	1.7	2.0
M 4	2.1	2.8	4.1	4.8
M 5	4.3	5.5	8.1	9.5
M 6	7.3	9.6	14.0	16.0
M 7	12.4	16.6	23.3	27.9
M 8	17.8	23.0	34.0	40.0
M 10	35.4	46.0	67.0	79.0
M 12	62.1	79.0	115.0	135.0

These values are reference values of the above-mentioned component manufacturers. Observe the values given in the enclosed operating instructions of the component manufacturers. These values do not apply to the components of other manufacturers.

[1] si.shimano.com
[2] www.sram.com

Danger

Be sure not to exceed the torque values. The components are at risk of sustaining damage or yet the screw can break. This can lead to a fall and serious injuries.

RECOMMENDED TORQUE VALUES FOR DISC BRAKES AND HYDRAULIC RIM BRAKES

Component	Shimano[1] (Nm)	Magura [3] (Nm)	Magura HS[3] (Nm)
Brake calliper mount on frame/fork	6–8	6	6
Brake lever unit on handlebar	6–8	4	4
Union screws of hose at grip and normal hose at brake calliper	5–7	4	4
Brake hose connector at brake calliper (disc tube cable)	5–7	6	
Expansion tank cap	0.3–0.5	0.6	
Threaded pin (bleeder hole)	4–6	2.5	
Brake disc/rotor fixing (6-holes)	4	4	
Brake disc/rotor fixing (centerlock)	40		
Hose (lock nut) direct connection			4
Slave cylinder (bleeder screw)			4

d

e

f

LEGAL REQUIREMENTS FOR RIDING ON PUBLIC ROADS

In **Great Britain** (last update February 2019)

According to the **Highway Code** in Great Britain your bicycle must be fitted as follows:

1. Lighting, rear lights, reflectors:
At night your bicycle must have:
- a white front light **[d]**
- a red rear light
- a red rear reflector
- four amber pedal reflectors (if manufactured after October 1, 1985)

In addition, it should be fitted with:
- a white front reflector
- spoke reflectors
- flashing lights are permitted, a steady front lamp is however recommended.

(Law RVLR regs 13, 18 & 24)

It is not required that the prescribed lighting is mounted upon sale of the bicycle. If it is, however, it must comply with these regulations. Bicycles that are only used with good daylight visibility, such as e.g. road racing bicycles, are exempt from the lighting regulations.

2. Brakes
Every bicycle must be equipped with at least one braking system **[e]**.
(Laws PCUR regs 6 & 10)

3. Signalling devices
It is recommended that a bell **[f]** be fitted.

4. Cycle helmets
Wearing a cycle helmet which conforms to current regulations in the correct size and securely fastened is recommended.

5. Child transport
There are no rules as to the transport of children with bicycles.

6. Trailers
Cycle trailers must be fitted with a red rear light as well as a triangular rear reflector with an ECE mark III or IIIA.

7. Other issues
Using cycle lanes is not compulsory, but can make your journey safer. You must not cycle on a pavement.
Laws HA 1835 sect 72 & R(S)A 1984, sect 129

Notice

For more important information on cycling, see chapter "General Safety Instructions".

Notice

For further information see:
www.direct.gov.uk
www.dft.gov.uk
www.ctc.org.uk

WARRANTY AND GUARANTEE

Your Velo de Ville bike was manufactured with care and delivered to you by your Velo de Ville dealer fully assembled.

As direct purchaser you have full warranty rights within the first two years after purchase. Contact your Velo de Ville dealer in the event of defects.

To ensure a smooth handling of your complaint, it is necessary to present your receipt, your bike card, the handover report and the service reports. Therefore, keep these documents in a safe place.

To ensure a long service life and good durability of your Velo de Ville bike, use it only for its intended purpose (see the chapter **"Before your first ride with your Velo de Ville bike"**). Observe the permissible weight specifications indicated in the bike card. In addition, be sure to follow the manufacturers' mounting instructions (above all, the torque values of the bolts) as well as the prescribed maintenance schedule.

Observe the checks and routines listed in this manual or in any other operating instructions enclosed with this delivery (see the chapter **"Service and maintenance schedule for your Velo de Ville bike"**) as well as any instructions as to the replacement of safety-relevant components, such as handlebars, brakes etc.

Danger

Keep in mind that retrofitted accessories can impair the functioning your Velo de Ville bike. If you are in doubt or if you have any questions, contact your Velo de Ville dealer.

Notice

This warranty law is only valid in the countries where the law has been ratified according to the renewed European regulations. Inform yourself about the regulations in your country.

A note on wear

Some components of your Velo de Ville bike are subject to wear due to their function. The rate of wear will depend on care and maintenance and the way you use your Velo de Ville bike (mileage, riding in the rain, dirt, salt etc.). Velo de Ville bikes that are often left standing in the open may also be subject to increased wear through weathering.

Regular care and maintenance increase the service life. Parts that have reached their limit of wear must be replaced.

This concerns:

- Drive chain
- Brake pads
- Brake fluid (DOT)
- Brake discs/rotors
- Brake cables
- Brake cable housings
- Seals of suspension elements
- Rims of rim brakes
- Rubber grips
- Chainrings
- Illuminants
- Tyres
- Sprockets
- Saddle covering
- Shift cables
- Shift cable housings
- Pulleys
- Lubricants

Notice

Ask your Velo de Ville dealer about any additional guarantee given by the manufacturer of your bicycle and insist on having it as printed version.

GUARANTEE CONDITIONS AT ZWEIRAD GMBH

Article 1: Guarantee

1.1. The manufacturer grants a guarantee to the first owner of the bicycle.

1.2. The guarantee expires in accordance with the articles 4 and 6.

1.3. The guarantee is not transferable.

1.4 Guarantee claims can only be asserted with the seller or at a recognised specialist workshop upon presentation of the duly completed guarantee certificate.

Article 2: Guarantee period

2.1. The guarantee period is 2 years from the date of purchase.

Article 3: Guarantee

3.1. Beyond the guarantee period the manufacturer grants a voluntary manufacturer's guarantee on the bicycle frame. Under the condition of article 3.2 the guarantee period is extended as follows:
– frame steel 10 years
– frame aluminium 5 years

3.2. Prerequisites for granting the guarantee period are:
– The Bike Card attached to the user manual was filled in completely.
– Observance of the service intervals as defined in the user manual.

Article 4: Guarantee exclusions

4.1. The guarantee expires in the following cases:
a) Damage resulting from accident, use other than the intended use of the bicycle and/or improper and/or negligent use
b) The bicycle is not maintained in accordance with the present user manual.
c) The prescribed service intervals are not observed.
d) Repairs are not performed in a professional way.
e) Retrofitted spare parts do not comply with the technical specification of the bicycle or were mounted improperly.

4.2. The manufacturer's liability for damage as a result of the following is explicitly excluded:
a) wrong adjustment of handlebar, brakes, saddle, seat post, derailleur gears
b) if individual parts, such as brake and shift cables, brake pads, tyres, chain, sprockets are not replaced in due time
c) normal wear and tear
d) climatologic influences, such as normal weathering of paint and chrome rust

Article 5: Scope of guarantee

5.1 During the guarantee period, all material and construction defects detected by the manufacturer will be repaired or replaced free of charge. The choice is at the manufacturer's discretion.

5.2. During the extended guarantee period the manufacturer will provide a bicycle frame free of charge. Costs of assembly and disassembly as well as any transport costs shall be borne by the owner.

Article 6: Making a claim

6.1 Claims under this guarantee must be made to the bicycle dealer immediately after the defect has been discovered.

6.2 The proof of purchase (invoice receipt) and the user manual with the maintenance booklet must be handed over to the dealer.

BIKE CARD

Manufacturer AT Zweirad GmbH

Serial no. _____

Model _____

Frame no. _____

Suspension fork – manufacturer _____

– model _____

– serial no. _____

Rear shock (manufacturer/model) _____

Frame type _____

Frame size _____

Size of wheels and tyres _____

Colour _____

Special features _____

Danger

Read at least the chapters "Intended use", "Before your first ride with your Velo de Ville bike" and "Before EVERY ride with your Velo de Ville bike" in this user manual.

Intended use

Use in accordance with

☐ category 1 ☐ category 2 ☐ category 3

Maximum permissible overall weight

Bicycle, rider and luggage _____ kg

Pannier rack permitted ☐ yes ☐ no

Permissible load _____ kg

Child seat allowed ☐ yes ☐ no

Trailer allowed ☐ yes ☐ no

Permissible trailer load _____ kg

Brake levers – Brake assignment

Right lever: ☐ front wheel brake ☐ rear wheel brake

Left lever: ☐ front wheel brake ☐ rear wheel brake

_____

Stamp and signature of the Velo de Ville dealer

(Hint for the Velo de Ville dealer: Copy the bike card and the handover report and keep one copy in your customer file. Send another copy to the bike manufacturer, if necessary. Make sure the customer confirms by his signature on the handover report that his personal data are made available to the manufacturer.)

HANDOVER REPORT

The above-described bicycle was delivered to the customer ready for use, i.e. after its final assembly, inspection and functional check as described below (additionally required routines in parentheses).

- ☐ Lighting
- ☐ Brakes front and rear
- ☐ Suspension elements (adjusted to suit customer)
- ☐ Wheel set (trueness/spoke tension/tyre pressure)
- ☐ Handlebar/stem (position/bolts checked with torque wrench)
- ☐ Pedals (adjustment of release force if necessary)
- ☐ Saddle/seat post (saddle height and position adjusted to suit customer, bolts checked with torque wrench)
- ☐ Gears (limit stops!)
- ☐ Bolted connections of add-on parts (check with torque wrench)
- ☐ Test ride
- ☐ Other routines performed

_____

_____

Velo de Ville dealer _____

Street _____

City _____

Phone _____

E-mail _____

Delivery date, stamp, signature of the Velo de Ville dealer

_____

The customer confirms with his/her signature that he/she received the bicycle in proper condition along with the accompanying documents specified below and that he/she was instructed on the proper use of the bicycle.

☐ Manual/operating instructions

Additional instructions

☐ Brake system	☐ Suspension seat post	☐ Pedal system
☐ Suspension fork	☐ Seat post, stem	☐ Gear system
☐ Supplementary instructions "E-bike/EPAC"		☐ Others

Customer

last name _____

first name _____

Street _____

ZIP code/city _____

Phone _____

Fax _____

E-mail _____

City, date _____

Signature _____

☐ I hereby expressly consent that my above-mentioned data are stored by the Velo de Ville dealer and made available to the manufacturer so that I can be contacted directly e.g. in the event of a recall. The data will not be transmitted to third parties or used otherwise.

Signature customer _____

SERVICE SCHEDULE (TO BE STAMPED)

1st service

After 100–300 kilometres (60–180 miles) or 5–15 hours of initial use at the latest or after three months from date of purchase

Order no.: _____

Date: _____

Mileage: _____

☐ All necessary maintenance work carried out (see Service and maintenance schedule for your Velo de Ville bike); replaced or repaired parts:

_____

_____

_____

_____

Stamp and signature of the Velo de Ville dealer:

2nd service

After 2,000 kilometres (1,240 miles) or 100 hours of use at the latest or after one year

Order no.: _____

Date: _____

Mileage: _____

☐ All necessary maintenance work carried out (see Service and maintenance schedule for your Velo de Ville bike); replaced or repaired parts:

_____

_____

_____

_____

Stamp and signature of the Velo de Ville dealer:

3rd service

After 4,000 kilometres (2,480 miles) or 200 hours of use at the latest or after two years

Order no.: _____

Date: _____

Mileage: _____

☐ All necessary maintenance work carried out (see Service and maintenance schedule for your Velo de Ville bike); replaced or repaired parts:

_____

_____

_____

_____

Stamp and signature of the Velo de Ville dealer:

4th service

After 6,000 kilometres (3,720 miles) or 300 hours of use at the latest or after three years

Order no.: _____

Date: _____

Mileage: _____

☐ All necessary maintenance work carried out (see Service and maintenance schedule for your Velo de Ville bike); replaced or repaired parts:

_____

_____

_____

_____

Stamp and signature of the Velo de Ville dealer:

5th service

After 8,000 kilometres (4,970 miles) or 400 hours of use at the latest or after four years

Order no.: _____

Date: _____

Mileage: _____

☐ All necessary maintenance work carried out (see Service and maintenance schedule for your Velo de Ville bike); replaced or repaired parts:

_____

_____

_____

_____

Stamp and signature of the Velo de Ville dealer:

6th service

After 10,000 kilometres (6,210 miles) or 500 hours of use at the latest or after five years

Order no.: _____

Date: _____

Mileage: _____

☐ All necessary maintenance work carried out (see Service and maintenance schedule for your Velo de Ville bike); replaced or repaired parts:

_____

_____

_____

_____

Stamp and signature of the Velo de Ville dealer:

7th service

After 12,000 kilometres (7,450 miles) or 600 hours of use at the latest or after six years

Order no.: _____

Date: _____

Mileage: _____

☐ All necessary maintenance work carried out (see Service and maintenance schedule for your Velo de Ville bike); replaced or repaired parts:

_____

_____

_____

_____

Stamp and signature of the Velo de Ville dealer:

8th service

After 14,000 kilometres (8,700 miles) or 700 hours of use at the latest or after seven years

Order no.: _____

Date: _____

Mileage: _____

☐ All necessary maintenance work carried out (see Service and maintenance schedule for your Velo de Ville bike); replaced or repaired parts:

_____

_____

_____

_____

Stamp and signature of the Velo de Ville dealer:

9th service

After 16,000 kilometres (9,940 miles) or 800 hours of use at the latest or after eight years

Order no.: _____

Date: _____

Mileage: _____

☐ All necessary maintenance work carried out (see Service and maintenance schedule for your Velo de Ville bike); replaced or repaired parts:

_____

_____

_____

_____

Stamp and signature of the Velo de Ville dealer:

10th service

After 18,000 kilometres (11,000 miles) or 900 hours of use at the latest or after nine years

Order no.: _____

Date: _____

Mileage: _____

☐ All necessary maintenance work carried out (see Service and maintenance schedule for your Velo de Ville bike); replaced or repaired parts:

_____

_____

_____

_____

Stamp and signature of the Velo de Ville dealer:

VELO DE VILLE

AT Zweirad GmbH
Zur Steinkuhle 2
48341 Altenberge
Phone: +49 (0) 2505 93 05 0
Fax: +49 (0) 2505 93 05 900
E-Mail: info@velo-de-ville.com

www.velo-de-ville.com

Your Velo de Ville dealer: