



VELO DE VILLE
TRANSLATION OF THE ORIGINAL OPERATING INSTRUCTIONS PART 2
LOADY

DIN 79010 & EN 15194

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AT Zweirad GmbH

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TRANSLATION OF THE ORIGINAL OPERATING INSTRUCTIONS DIN 79010 AND EN 15194

TRANSPORTATION AND CARGO BIKE

Read pages 2 to 18 before your first ride!

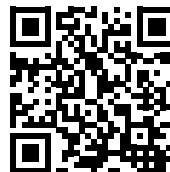
Perform the functional check on pages 19 to 22 before every ride!

For more information see the chapter **“Service and maintenance schedule for your VELO DE VILLE bike”** in the your general VELO DE VILLE manual.

NOTICE

Be sure to also read the **general VELO DE VILLE manual**, the **translation of the original VELO DE VILLE E-Bike/EPAC operating instructions**, the **translation of the original VELO DE VILLE LOADY operating instructions part 1** and the system instructions of the drive system manufacturers, which are available to download on the VELO DE VILLE website. Also observe any operating instructions provided by the component manufacturers. There you will also find further instructions, e.g. on the assembly and the correct use of accessory parts.

If required, you can order a hardcopy of the VELO DE VILLE instructions free of charge from the address opposite.



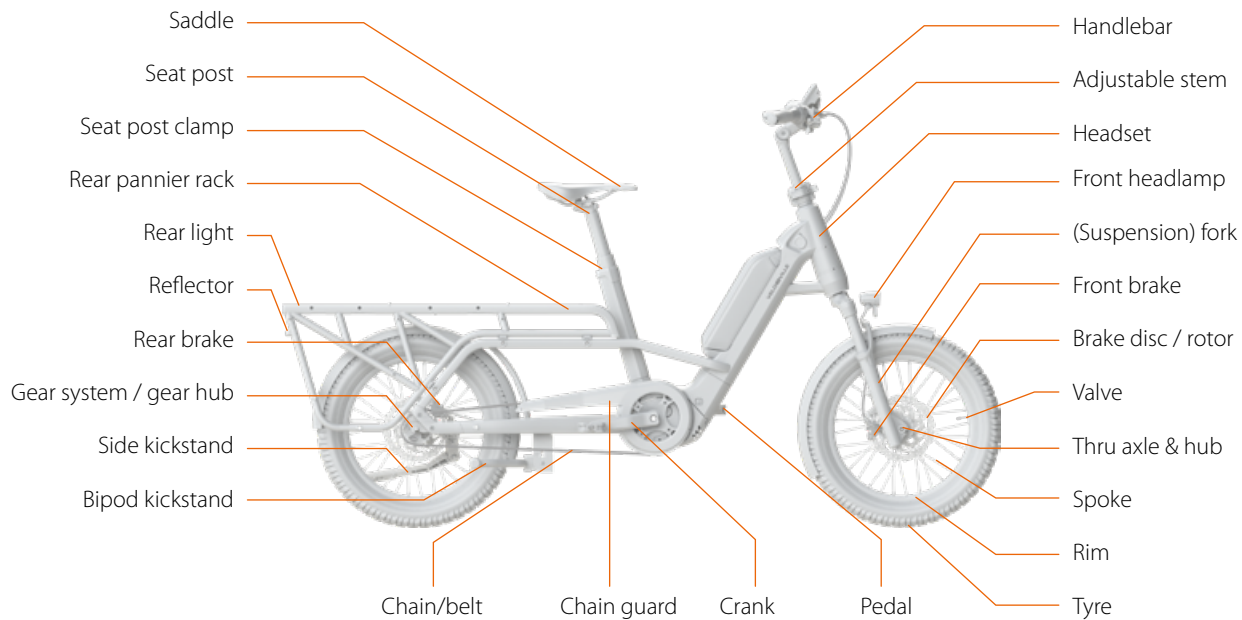
<https://www.velo-de-ville.com/en/downloads>

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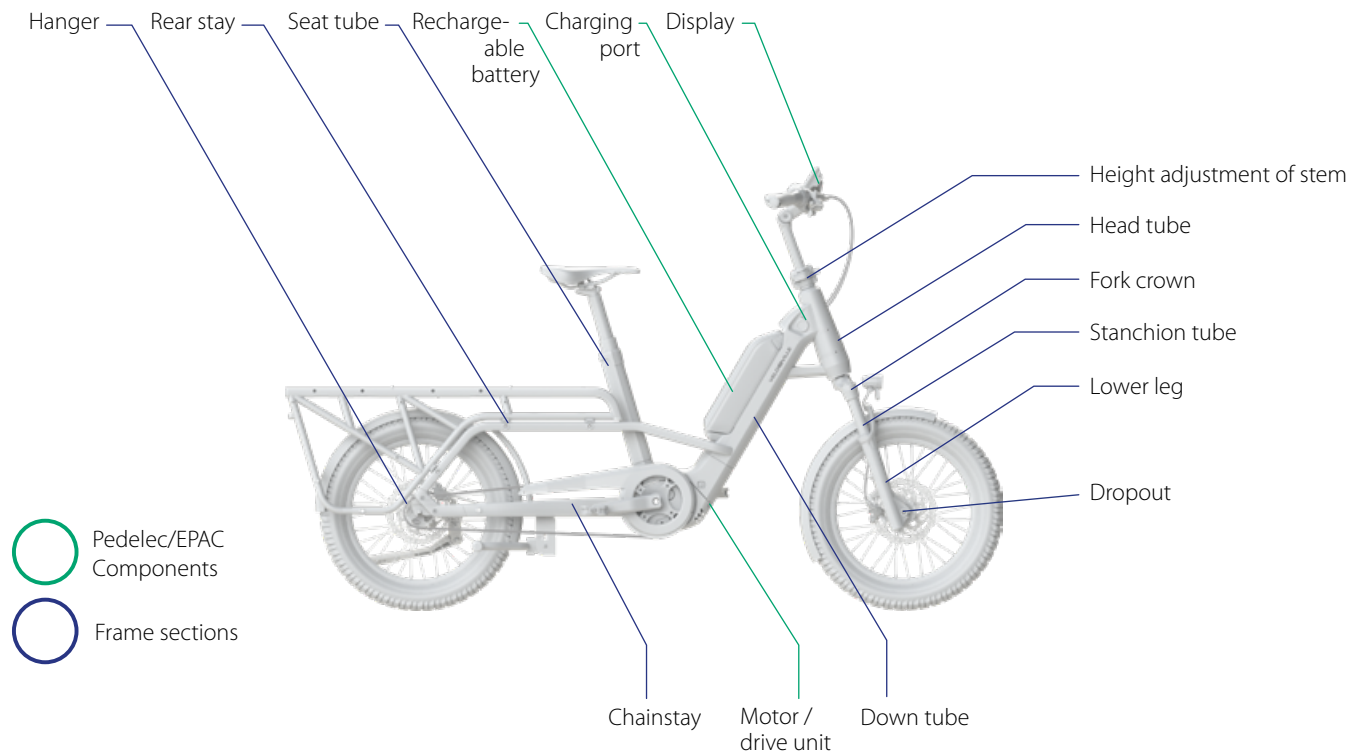
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OVERVIEW OF THE PARTS AND COMPONENTS



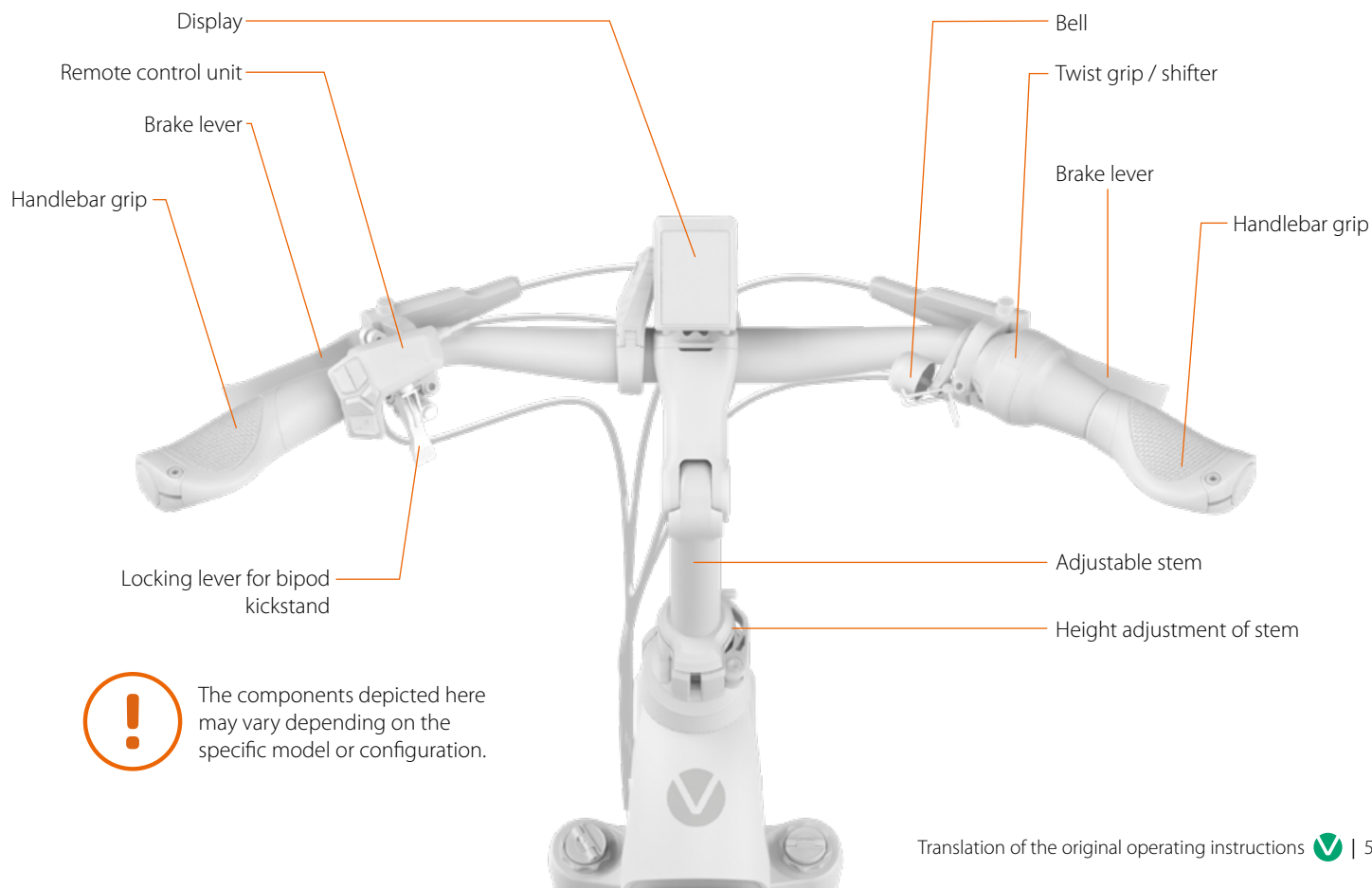
The components depicted here may vary depending on the specific model or configuration.



The components depicted here may vary depending on the specific model or configuration.



The components depicted here may vary depending on the specific model or configuration.



The components depicted here may vary depending on the specific model or configuration.



Pay particular attention to the following symbols:

⚠ WARNING

This symbol indicates a hazardous situation that could result in serious injury or death if appropriate required action or precautions are not taken.

⚠ CAUTION

This symbol indicates a hazardous situation that could result in minor to moderate injury if appropriate required action or precautions are not taken.

NOTICE

This symbol warns you of misconduct that is not related to physical injury – but results in property and environmental damage.

SAFETY INSTRUCTION

This symbol provides safety-relevant instructions and information on how to handle the product or points to a passage in the operating instructions that deserves your special attention.

The possible consequences described are not always described in the translation of the VELO DE VILLE original operating instructions LOADY part 2 when these symbols appear.

For improved readability, the male form is used for personal names and personal keywords in the translation of these original operating instructions. In the sense of equal treatment, such terms generally apply to all sexes. The abbreviated linguistic form has editorial reasons only; they are not intended to be judgemental.

d



e



f



NOTES ON THE TRANSLATION OF THESE ORIGINAL VELO DE VILLE LOADY OPERATING INSTRUCTIONS

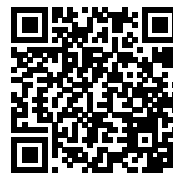
The translation of these **VELO DE VILLE original operating instructions LOADY part 2** describes the special features of your **VELO DE VILLE LOADY transportation bike [d-f]**. It forms a system together with the translation of the **original VELO DE VILLE E-Bike/EPAC operating instructions, the translation of the original VELO DE VILLE LOADY operating instructions part 1** and the system instructions of the drive system manufacturers, which you received together with your VELO DE VILLE LOADY transportation bike.

- The translations of these **original VELO DE VILLE LOADY operating instructions part 2** and the **original VELO DE VILLE LOADY operating instructions part 1** describe the special features when handling your VELO DE VILLE LOADY transportation bike.
- The translation of these **original VELO DE VILLE E-Bike/EPAC operating instruction** provides comprehensive information on how to use your EPAC and a lot of interesting information about design, engineering and servicing.
- Further details about the drive system can be found in the **system instructions of the drive system manufacturer**.

The translation of these **original VELO DE VILLE LOADY operating instructions part 2** is not valid for any other than the VELO DE VILLE LOADY transportation bike shown or designated here.

Be sure to also observe the **general VELO DEVILLE manual**, the specific VELO DE VILLE instructions for the respective accessory parts, and the instructions of the component manufacturers, which are available to download on the VELO DE VILLE website.

<https://www.velo-de-ville.com/en/service/downloads>



The translation of these **original VELO DE VILLE LOADY operating instructions part 2** provides many tips on special features and the handling and use of your new VELO DE VILLE LOADY, which take into account its differences from a conventional EPAC.

These instructions are not intended to help you assemble a VELO DE VILLE LOADY from individual components, to repair it or finally assemble a partly assembled VELO DE VILLE LOADY for use.

Technical details in the text and illustrations of the translation of the original VELO DE VILLE LOADY operating instructions part 2 are subject to change.



This operating instructions system complies with the requirements of DIN 79010 “Cycles – Transportation bikes and cargo bikes”, EN 15194 “Cycles – Electrically power assisted cycles” and the Machinery Directive 2006/42/EC.

The translation of these original VELO DE VILLE LOADY operating instructions part 2 is subject to European law. If the transportation bike VELO DE VILLE LOADY [a–c] is delivered to countries outside Europe, supplementary instructions have to be provided by the manufacturer.

⚠ CAUTION

In all cases the operating instructions of the component manufacturers referring to the individual components take priority over the translation of these original VELO DE VILLE operating instructions LOADY part 2. This applies in particular in the case of contradicting instructions between the operating instructions of the component manufacturer and the translation of these original VELO DE VILLE operating instructions LOADY part 2. This also applies to the indicated torque values of bolts.

SAFETY INSTRUCTION

Keep the translation of these original VELO DE VILLE operating instructions LOADY part 2 for your records and future reference and share it with the new user if you sell, lend or hand down the VELO DE VILLE LOADY to anybody else.

Stay up-to-date on
www.VELO-DE-VILLE.com/en

The general VELO DE VILLE manual, the translation of the original VELO DE VILLE E-Bike/EPAC operating instructions, the translation of the original VELO DE VILLE LOADY operating instructions part 2 and the system instructions of the drive system manufacturers are available to download on the VELO DE VILLE website:

<https://www.VELO-DE-VILLE.com/en/service/downloads>





GENERAL SAFETY INSTRUCTIONS

Dear VELO DE VILLE customer,

In purchasing your VELO DE VILLE LOADY [d] – Made in Germany – you have chosen a product of high quality. Each component of your new VELO DE VILLE LOADY 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.

Read and follow the translation of these original VELO DE VILLE LOADY operating instructions part 1 and 2 before using the VELO DE VILLE LOADY. Only after observing all instructions in the translation of these original VELO DE VILLE LOADY operating instructions part 2 and after performing all necessary checks can you pedal safely and with joy right from mile 1.

The translation of these original VELO DE VILLE LOADY operating instructions part 2 contains a wealth of information on the proper use of your VELO DE VILLE LOADY as well as interesting details on the design, engineering and servicing of transportation bikes.

Be sure to read the translation of these original VELO DE VILLE LOADY operating instructions part 1 and 2 thoroughly. It's worth it, even if you have been cycling all your life. The technology used in EPACS and transportation bikes [e] has made great strides in recent years.

Before your first ride with your new VELO DE VILLE LOADY, you should read at least these chapters:

"Intended use"

"Before your first ride with your VELO DE VILLE LOADY"

"Tips for riding your VELO DE VILLE LOADY"

"Transporting passengers and goods with your VELO DE VILLE LOADY"

Make it a habit to regularly perform the checks described in the chapter **"Before every ride with your VELO DE VILLE LOADY"**. This allows you to detect any defects that have arisen during use.

For any adjusting and servicing [f], be aware that the instructions and notes provided only refer to this VELO DE VILLE LOADY transportation bike. The information included here is not applicable to any other EPAC or transportation bike. 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 manufacturer which 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. Some jobs may require additional (special) tools or supplementary instructions. If you have the slightest doubt, ask your VELO DE VILLE dealer.

The translation of these original VELO DE VILLE LOADY operating instructions part 2 cannot teach you the skills of a bicycle mechanic.



Always use equipment that complies with the road traffic licensing regulations in your country when riding on public roads and observe the traffic rules so as not to endanger yourself or others.

Before you set off, let us point out a few things to you that are very important for every cyclist: You and your passengers must never ride without fitted helmets and glasses [a]. Always wear cycling-appropriate, strikingly bright clothing when riding on public roads – but at a minimum ride with tight-legged trousers and shoes with a grippy and firm sole.



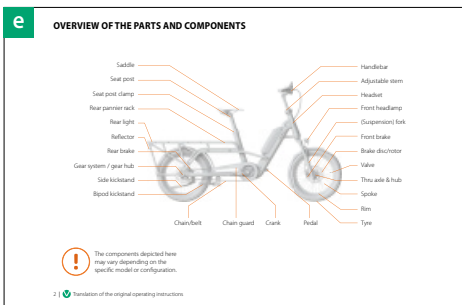
The translation of these original VELO DE VILLE LOADY operating instructions part 2 cannot teach you how to ride the bike or the transportation bike. If you are riding a transportation bike, you must be aware that this is a potentially dangerous activity and that you must always keep your VELO DE VILLE LOADY under control. Riding a transportation bike requires particularly good physical constitution, skill and caution.

First practise riding while your VELO DE VILLE LOADY is unladen and without children or passengers; use a traffic-free area without other road users until you have the bike safely under control [b].

Then load your VELO DE VILLE LOADY with goods and practise riding with it [c]. Do not take children and passengers with you until you feel entirely safe in handling your VELO DE VILLE LOADY laden with goods.

As with almost any activity, you can get injured when riding a transportation bike. When you set off on a transportation bike you should be aware of and accept this risk. Note that on a transportation bike you do not have the safety devices of a motor vehicle, such as bodywork, ABS or typically an airbag. Therefore, always ride carefully and respect the other traffic participants. Never ride under the influence of drugs, medication, alcohol or when you are tired.

Observe the legal regulations concerning cycling with EPACs or transportation bikes off public roads. These regulations differ in the different countries. Respect nature when riding through the forest and meadows. Only ride on signposted, well maintained trails and hard-surface roads.



⚠ WARNING

For your own safety, never perform maintenance or adjusting tasks on your VELO DE VILLE LOADY unless you feel absolutely sure. If you are in doubt or if you have any questions, contact your VELO DE VILLE dealer.

Always bear in mind that you travel rapidly and quietly. Do not startle pedestrians or other cyclists. Always make others aware of your presence well ahead of time by ringing your bell [d] or slow down to avoid accidents. Familiarise yourself with your VELO DE VILLE LOADY transportation bike.

First we would like to familiarise you with the various components of your VELO DE VILLE LOADY. Unfold the front cover of the translation of these original operating instructions. There you can find the illustration of a VELO DE VILLE LOADY transportation bike with all necessary components [e]. Leave the page unfolded as you read, so that you can easily locate the components as they are referred to in the text.

⚠ WARNING

Keep in mind: During cycling you must not hold onto a moving vehicle or trailer. Riding hands-free is not allowed. The feet may be taken off the pedals only if necessary due to the road condition. Riding with headphones is allowed in some countries as long as the acoustic perception is not impaired. Inform yourself about the legal situation in the country where you use your EPAC.

Please note that braking performance and tyre grip are reduced in wet conditions. Look well ahead when riding on wet roads and on loose ground and ride clearly slower than you would in dry conditions.

⚠ WARNING

Never set off before you have actively secured the objects on the front and rear pannier rack or in the front basket and/or your passengers using seat belts, lashing straps etc. If the load slips or the passengers move quickly and strongly, the centre of gravity can change and lead to critical driving situations. Read the chapter "Transporting passengers and goods with your VELO DE VILLE LOADY" and observe the information on your VELO DE VILLE LOADY.

⚠ CAUTION

Riding a VELO DE VILLE LOADY with heavy loads can cause more vibration than on a conventional bicycle. This can cause discomfort over time. The vibrations are cushioned by a suspension fork. Have your VELO DE VILLE dealer adjust the suspension fork correctly.



INTENDED USE

Your VELO DE VILLE LOADY transportation bike [a] belongs to the “Longtail” category of single-track-type transportation bikes and is intended for the transportation of passengers and goods.

Due to its single-track design and comparatively short wheelbase, the VELO DE VILLE LOADY is very similar to a conventional bicycle. An extended and reinforced rear pannier rack [b] allows you to carry children or large objects. A front pannier rack [c] extends the options for transporting small and light objects.

Your VELO DE VILLE LOADY is intended for use on paved terrain, i.e. on paved roads and bike paths or on dirt roads with a fine gravel surface designated for cycling. Front and rear wheels remain in constant contact with the ground.

Your VELO DE VILLE LOADY is not intended for use as a mountain bike or for performing jumps. The suspension fork serves to improve comfort, not to provide off-road capability.

Your VELO DE VILLE LOADY has been specially designed to transport loads as well as large and heavy objects. With special seats and/or belt systems, your VELO DE VILLE LOADY is also suitable for transporting children.

This mode of transport takes some getting used to compared to a conventional bicycle.

Riding a transportation bike, in particular when laden with cargo, e.g. with passengers, requires special skill and attention.

The additional use of cycle trailers (including trailers for children) on your VELO DE VILLE LOADY is permitted. For more information contact your VELO DE VILLE dealer.

An optional rear rack (available as an accessory part) allows you to carry additional luggage.

⚠ WARNING

Children under the age of 7 may only be transported in a certified child seat on the rear pannier rack. The MIK-HD system allows a quick conversion. For more information, contact your VELO DE VILLE dealer.

The maximum permitted overall weight for the VELO DE VILLE LOADY including rider, LOADY, cargo/passengers and, if applicable, trailer, must not be exceeded. Details are provided later in this chapter.



Only use your VELO DE VILLE LOADY according to its intended purpose. Otherwise, there is a risk that the VELO DE VILLE LOADY is not able to withstand the stress, resulting in failure. This may have unforeseeable consequences with regard to accidents.

In addition, improper use will invalidate the warranty. Ask your VELO DE VILLE dealer to confirm the category to which your VELO DE VILLE LOADY belongs. Have a look at your bike card.

The **maximum permitted overall weight** is constituted by the following components:

Weight of the VELO DE VILLE LOADY: 32 kg

(may differ depending on the configuration)

+ Weight of rider (kg)

+ Cargo and/or passengers incl. accessory parts on rear pannier rack: **75 kg max.**

+ Cargo incl. accessory parts on front basket/ front pannier rack [d]: **max. 10 kg**

+ Overall weight of trailer including cargo and/or passengers: **45 kg max.**

= Maximum permitted overall weight: 180 kg

= Maximum permitted overall weight with Enviolo HD gear system: 200 kg

You may transport passengers with your VELO DE VILLE LOADY under the following conditions:

- Children under the age of 7: on the rear pannier rack in a certified child seat [e].
- Children above the age of 7: no more than two children on the rear pannier rack, provided the ride bar, seat cushion, footrests and wheel cover are mounted [f].
- In the bicycle trailer: A maximum of 2 children with a maximum overall weight of 45 kg for the trailer.

The transporting person riding the VELO DE VILLE LOADY must be at least 16 years old. Inform yourself about the legal age in your country.

You can find detailed information on the transport of passengers and objects in the chapter **“Transporting passengers and goods with your VELO DE VILLE LOADY”**.

⚠ WARNING

- If you are in doubt or if you have any questions, contact your VELO DE VILLE dealer.
- Adjust the tyre pressure according to the additional weight. The maximum pressure can be found on the sidewall of the tyre.



⚠ WARNING

- Your VELO DE VILLE LOADY is intended for use on paved terrain, i.e. on paved roads and bike paths or on dirt roads with a fine gravel surface [a] designated for cycling. Front and rear wheels remain in constant contact with the ground.
- Never set off before you have actively secured the objects on the front and rear pannier racks or in the front basket and/or your passengers using seat belts, lashing straps [b] etc. If the load slips or the passengers move quickly and strongly, the centre of gravity can change and lead to critical driving situations. Read the chapter "Transporting passengers and goods with your VELO DE VILLE LOADY" and observe the information on your VELO DE VILLE LOADY.
- Do not modify or manipulate ("tune") your VELO DE VILLE LOADY. Modifications and manipulations will render the warranty void and result in a loss of the private liability insurance cover. Depending on the traffic rules in your country, your VELO DE VILLE LOADY may then no longer be approved for use on public roads and forest trails.

⚠ WARNING

- Cargo and passengers generally change the handling of your VELO DE VILLE LOADY and prolong the braking distance! You need to be particularly careful on downhill roads and in corners. Therefore, first practise riding and braking while the VELO DE VILLE LOADY does not carry goods or children/passengers, in a traffic-free area. Then slowly increase the weight of the load. Drive with special care and foresight. Read the chapter "Tips for riding your VELO DE VILLE LOADY".
- Instruct your child or the children you are taking with you not to look over the ride bar or move their limbs, especially their hands, outside the ride bar or the child trailer, in order to support stable riding characteristics. Children may only hold the inner, padded struts of the ride bar. The outer struts serve as a protective frame in the event of collisions. Fast and strong movements by your child have a negative impact on riding stability.
- You and your passengers should never ride without a suitable helmet [c].

WARNING

Before you start your ride, make sure that your child or the children you are taking with you are strong enough to withstand the vibrations and forces which occur during the ride.

Your VELO DE VILLE LOADY is designed for a maximum permitted overall weight of 180 kg, or 200 kg for models with the Enviolo HD gear system including rider, LOADY, cargo/passengers, accessory parts and trailer, if applicable. You can find precise details on the permitted distribution of weight above in this chapter, in the translation of your original VELO DE VILLE LOADY operating instructions part 1 and in the bike card.

Do not overestimate your own strength and keep in mind that any cargo should not exceed the rider's own weight. Otherwise, you may lose control of your VELO DE VILLE LOADY in critical situations.

NOTICE

We strongly recommend that you take out private liability insurance. Make sure that your insurance provides coverage for damage caused while riding the VELO DE VILLE LOADY. Contact your insurance company or agency.

NOTICE

Note that the load from cargo also increases wear and tear. Therefore, you should check the condition of the wearing parts regularly, at a minimum as specified in the chapter "Service and maintenance schedule for your VELO DE VILLE bike" in your general VELO DE VILLE manual or in the translation of your original VELO DE VILLE E-Bike/EPAC operating instructions. Under adverse conditions, e.g. if you ride a lot in wet and dirty conditions, cover many meters of altitude or travel with a high load from cargo or passengers, expect even significantly shorter intervals.

All information in the translation of these original VELO DE VILLE LOADY part 2 refers to the private use of the VELO DE VILLE LOADY. Commercial use affects the time intervals between the inspections of your VELO DE VILLE LOADY significantly and can reduce them significantly. In this case, a more frequent inspection by your VELO DE VILLE dealer is absolutely necessary. Contact your VELO DE VILLE dealer.

SAFETY INSTRUCTION

Your VELO DE VILLE LOADY is significantly longer and potentially wider (e.g. when using a transport box) than conventional bicycles or EPACs. Bicycle storage facilities do not always offer enough space for transportation bikes. When parking your VELO DE VILLE LOADY, make sure that you do not block roads, bike lanes or pavements, e.g. for wheelchair users.

You are allowed to take children of different ages with you on the rear pannier rack of your VELO DE VILLE LOADY or in a (child) trailer, if you take special precautions. Read more above in this chapter and in the chapters "Transporting passengers" and "Legal requirements for riding on public roads" as well as in the translation of your original VELO DE VILLE LOADY operating instructions part 1 and follow the instructions. If you want to use the VELO DE VILLE LOADY in a country other than Germany, Austria and Switzerland, also inform yourself about the regulations in that country.

The rules and regulations for transportation bikes are being continuously revised. Read the daily press to keep yourself informed about current legislative changes.

GUIDELINES

Guidelines for the parts replacement of CE-marked e-bikes/EPACs with 250 watts and up to a pedal assist of 25 km/h (15.5 mph)

CATEGORY 1	CATEGORY 2	CATEGORY 3	CATEGORY 4
Parts that may only be replaced after the vehicle manufacturer/system provider has given approval	Parts that may be replaced after the vehicle or parts manufacturer has given approval*	Parts that do not require specific approval	Special notes for mounting accessories
<ul style="list-style-type: none"> > Motor > Sensors > Electronic control unit > Electric cables > Control unit on the handlebar > Display > Battery pack > Charger 	<ul style="list-style-type: none"> > Crank arms (Provided that both the length (centre of axle mount – centre of pedal thread) as well as the distance crank arms – frame centre (Q-factor) are observed) > Wheel without hub motor (Provided that the ETRTO is observed) > Chain/Toothed belt (Provided that the original width is observed) > Rim tape (Rim tapes and rims must be compatible. Modified combinations may result in rim tape shifting and thus in defective inner tubes) > Tyres (The stronger acceleration, the additional weight and the more dynamic cornering require the use of tyres approved for e-bike use. In this respect, observance of the ETRTO is essential) > Brake cables / Brake hoses > Brake pads (Disc, roller, drum brakes) > Handlebar-stem unit (Provided that there is no need of changing the lengths of cables and/or hoses. A modification of the seating position for the benefit of the consumer should be possible within the original cable lengths. A modification beyond results in a significantly changed load distribution on the bicycle and may potentially lead to critical steering properties) > Saddle and seat post unit (Provided that the offset to the rear does not exceed 20 mm with regard to the series / original field of use. In the case of a suspension seat post this applies when the cyclist adopts the typical riding position. In this case, as well, a modified load distribution beyond the intended adjustment range may lead to critical steering properties. The length of the saddle rails at the saddle frame as well as the saddle form are also an issue) > Headlights (Headlights are designed for a specific voltage which must be compatible with the rechargeable battery of the vehicles. In addition, the electromagnetic compatibility (EMC) must be ensured whereas the headlight may be responsible for a part of the potential disturbance) 	<ul style="list-style-type: none"> > Headset > Bottom bracket > Pedals (Provided that the pedal is not wider than the series/original pedal) > Front derailleur > Rear derailleur (All gear change parts must be suitable for the number of gears and compatible with one another) > Shifters / Twist grip > Cables and housings > Chainwheels / Belt sprockets / Cassette sprockets (Provided that the number of teeth and the diameter is identical to the series/original field of use) > Chainguard > Mudguards (Provided that the width is not smaller than that of the series/original parts and the clearance to the tyre is 10 mm at least) > Spokes > Inner tube of identical design and with identical valve > Dynamo > Battery/rechargeable battery-operated headlights (Only, if provided with a K-number) > Rear light (Dynamo-operated or powered by rechargeable e-bike battery) > Reflector > Spoke reflector > Kickstand > Grips with screw clamps > Bell 	<ul style="list-style-type: none"> > Bar ends are permissible, provided that they are mounted appropriately towards the front (The load distribution must not be modified severely) > Rear-view mirrors are permissible. > In Germany, additional battery/rechargeable battery-operated headlights with K-number (test certificate) are permissible according to section 67 of the German road traffic licensing regulations. (Inform yourself about the legislation in your country). > Trailers are only permissible after approval by the vehicle manufacturer. > Child seats are only permissible after approval by the vehicle manufacturer. > Front baskets are to be considered critical due to the undefined load distribution. Permissible after approval by the vehicle manufacturer only. > Pannier bags and top cases are permissible. The permissible total weight, the maximum loading of the luggage carrier and a correct load distribution have to be observed. > Permanently mounted weather protection devices are only permissible after approval by the vehicle manufacturer. > Front and rear luggage carriers are only permissible after approval by the vehicle manufacturer.
Parts that may only be replaced after the vehicle manufacturer has given approval			
<ul style="list-style-type: none"> > Frame > Rear shock > Rigid and suspension fork > Wheel for hub motor > Brake system > Brake pads (rim brakes) > Luggage carrier (Luggage carriers directly affect the load distribution on the bicycle. Both negative and positive modifications potentially result in a riding behaviour that differs from that implied by the manufacturer) 	<p>* Note: Approval can only be given by the component manufacturer, if the component was tested sufficiently according to its intended use and the respective standards in advance and if a risk analysis was made.</p>		

Translation and layout: Zedler-Institut
www.zedler.de
As of: 05/2023

! This is the translation of the original guidelines issued by ZIV, VSF, BIV (German umbrella organisation for the German cycle industry guilds) and velotech.de in cooperation with Zedler-Institut, updated in 2023. In the event of any misunderstandings, the original German version (Leitfaden für den Bauteiltausch bei CE-gezeichneten E-Bikes/Pedelecs mit 250 Watt und einer Tritterunterstützung bis 25 km/h) shall be applicable.

Experts of the following associations/companies were involved in drawing up the present guidelines (in alphabetic order):



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Risks related to the tuning of e-bikes 25 (15.5) / EPACs / EAPCs

E-bikes 25 (15.5)/EPACs/EAPCs are limited to a continuous rated power of 250 watts and a maximum design speed through electrical pedal assistance of 25 kmh (15.5 mph).

In this case only they are equivalent to bicycles in terms of road traffic law (section 63a (2) of the German road traffic licensing regulations (inform yourself about the legislation in your country)).

Raising the output and/or the maximum design speed beyond this limit will result in the fact that the bicycle becomes a motor vehicle.

The consequences are as follows*:

- > Subject to compulsory type approval
- > Subject to compulsory driving licence (class depends on maximum speed)
- > Subject to compulsory insurance (insurance tag)
- > Helmet compulsory
- > Using cycle lanes not permissible
- > Proof of fatigue strength for all safety-relevant components must be submitted

Possible legal consequences in case of tuning for users*:


- > Administrative offence and penalty
- > Criminal offence (section 21 of StVG (German Road Traffic Act): "Riding without driving licence"; section 6 of PflVG (Law on compulsory insurance for motor vehicle holders); "Driving without insurance protection")
- > **Caution: in the event of repetition, possibly entry in your criminal record certificate (previously convicted!)**
- > Loss of insurance cover (private liability)
- > Loss of materials defect liability and warranty claims
- > Loss of driving licence
- > Regularly, partial responsibility in case of accident

Possible legal consequences in case of tuning for retailers*:

- > Aiding and abetting of an offence, participating in an administrative offence
- > Retailer liable for personal and material damage
- > Loss of business liability insurance cover

* for example in Germany, inform yourself about the legislation in your country

Translation and layout: Zedler-Institut
www.zedler.de
As of: 05/2023

 This is the translation of the original guidelines issued by ZIV, VSF and BIV (German umbrella organisation for the German cycle industry guilds) in cooperation with velotech.de and Zedler-Institut, updated in 2023. In the event of any misunderstandings, the original German version (Risiken beim Tuning von E-Bikes 25/Pedelecs) shall be applicable.



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Experts of the following associations/companies were involved in drawing up the present guidelines (in alphabetic order):





BEFORE YOUR FIRST RIDE WITH YOUR VELO DE VILLE LOADY

1. Have you ever ridden a transportation bike before? Note the special riding characteristics of a "Longtail" transportation bike. Start your first ride on a flat and grippy surface, away from busy roads; use the lowest level of pedal assist [a]! Slowly approach the potential of your VELO DE VILLE LOADY in a traffic-free area. You can find detailed information in this regard in the chapter **"Tips for riding your VELO DE VILLE LOADY"**.

2. Your VELO DE VILLE LOADY is designed for a **maximum permitted overall weight of 180 kg, or 200 kg for models with the Enviolo HD gear system including rider, LOADY, cargo/passengers, accessory parts and trailer, if applicable**. You can find precise details on the permitted weight distribution in the chapter **"Intended use"**.

⚠ CAUTION

The weight or weight distribution of your VELO DE VILLE LOADY differs significantly from that of conventional EPACs and bicycles without drive unit. The VELO DE VILLE LOADY is significantly heavier and larger than a conventional bike or EPAC. For this reason parking, pushing, lifting and carrying your VELO DE VILLE LOADY are more difficult.

3. To be allowed to ride on public roads, observe the **legal requirements**, in particular with regard to transporting passengers and the lighting [b]. These requirements differ from country to country.

Your VELO DE VILLE LOADY is equipped for use on roads in Germany, Austria and Switzerland.

If you want to use your VELO DE VILLE LOADY in another country, you may need to adapt it to the respective requirements. Ask your VELO DE VILLE dealer for the laws and regulations applicable in the country in which you intend to use your VELO DE VILLE LOADY.

You can find more information in the chapter **"Legal requirements for riding on public roads"** in your general VELO DE VILLE manual or in the translation of your original VELO DE VILLE E-Bike/EPAC operating instructions.

4. The rechargeable battery of your VELO DE VILLE LOADY must be charged before you set off for the first time. Are you familiar with the handling and mounting of the rechargeable battery [c]? Before you set off for the first time, check that the battery is properly mounted, that it has engaged audibly and that it is locked.



You can find more information in the chapter **“Rechargeable battery – removal, installation and charging”** in this translation of the operating instructions. It is essential that you also read the chapter **“Useful information on proper handling of the rechargeable battery”** in the translation of your original VELO DE VILLE E-Bike/EPAC operating instructions and in the system instructions of the drive system manufacturer.

5. The **functions** of your VELO DE VILLE LOADY are controlled with the buttons on the control unit on the handlebar [d]. Are you familiar with all functions and displays? Check whether you know the functions of all buttons. For more information see the translation of your original VELO DE VILLE E-Bike/EPAC operating instructions and the system instructions of the drive system manufacturer.

6. Are you familiar with the **brake system** [e]? Have a look at the bike card and check whether you can actuate the front brake with the same brake lever (left or right) 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. Make sure that the assignment of the brake levers to the brakes is the same on all your bicycles.

Modern brakes [f] can 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, away from public roads!

Slowly approach higher braking forces and speeds.

You can find more information in the chapter **“Intended use”** as well as in the chapter **“Brake system”** in your general VELO DE VILLE manual or in the translation of your original VELO DE VILLE E-Bike/EPAC operating instructions and in any supplied instructions of the component manufacturers.

⚠ WARNING

- **The brakes of your VELO DE VILLE LOADY are always stronger than the drive system. If you face any problems with your drive system (e.g. because it pushes you forward before a turn), stop pedalling and slow down your VELO DE VILLE LOADY carefully.**
- **Pull the brake lever of the rear brake and stop pedalling. The VELO DE VILLE LOADY will come to a stop. Emergency stop/emergency switching off! To achieve the shortest possible stopping distance, both brakes need to be actuated in a controlled manner.**

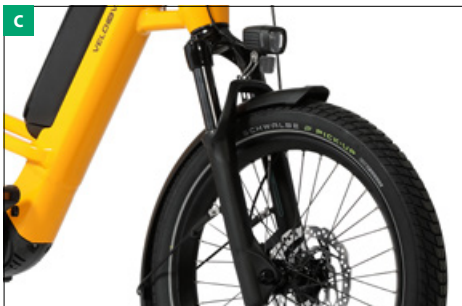


7. Are you familiar with the type and functioning of the **gears [a]**? Ask the VELO DE VILLE dealer to explain the gear system to you and make yourself familiar with your new gears in a traffic-free area.

You can find more information in the chapter **"Gears"** in your general VELO DE VILLE manual or in the translation of the original VELO DE VILLE E-Bike/EPAC operating instructions and in any supplied instructions of the component manufacturers.



8. **Are both saddle and handlebar properly adjusted?** The correct height of your saddle depends on how you push the pedals. When pedalling, the ball of the foot should be positioned above the centre of the pedal axle. Make sure that the leg is not completely locked out at the lowest point of the pedal stroke **[b]** to ensure smooth pedalling. The VELO DE VILLE dealer will be pleased to help you if you are not happy with your seating position.



Please note that it is important to have a safe footing when standing, especially on transportation bicycles. Therefore, adjust the saddle at a relatively low height, at least initially.

You can find more information in the chapter **"Adjusting the VELO DE VILLE bike to the rider"** in your general VELO DE VILLE manual or in the translation of your original VELO DE VILLE E-Bike/EPAC operating instructions.

9. Your VELO DE VILLE LOADY is equipped with a **suspension fork [c]**. The correct adjustment of the suspension fork should be carried out by your VELO DE VILLE dealer. Improperly adjusted suspension forks are liable to malfunction or damage. In any case, the riding behaviour deteriorates and you do not achieve maximum riding safety and riding pleasure.

You can find more information in the chapter **"Suspension forks"** of your general VELO DE VILLE manual and in any supplied instructions of the component manufacturers.

10. If your VELO DE VILLE LOADY transportation 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.

You can find more information in the chapter **"Pedals and shoes"** in your general VELO DE VILLE manual and in any supplied instructions of the component manufacturers.



11. Are you familiar with the **accessory parts** of your VELO DE VILLE LOADY [d] and their assembly? Ask your VELO DE VILLE dealer to instruct you. You can find detailed information on the accessory parts for your VELO DE VILLE LOAD in the chapter **"Accessory parts for your VELO DE VILLE LOADY"** and in the translation of the **original VELO DE VILLE LOADY operating instructions part 1**. Also observe the specific VELO DE VILLE instructions for the respective accessory parts.

12. First practise riding while your VELO DE VILLE LOADY is unladen and without passengers; use a traffic-free area [e] that is without other road users until you have the bike safely under control. Also practise cornering, riding downhill and braking including emergency braking. Only then should you start practising while the bike is laden with goods or passengers; increase the load incrementally.

You can find more information in the chapters **"Tips for riding your VELO DE VILLE LOADY"** and **"Transporting passengers and goods with your VELO DE VILLE LOADY"**.

⚠ WARNING

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.

⚠ WARNING

Use your VELO DE VILLE LOADY only for its intended purpose, as it may otherwise not withstand the stress and eventually fail. This may have unforeseeable consequences with regard to accidents.

When getting on your VELO DE VILLE LOADY, make sure not to step on the pedals until you sit in the saddle and have a firm grip on the handlebar or until the pedal is at its lowest point when getting on. The motor assistance may switch on unexpectedly and result in an uncontrolled start of your VELO DE VILLE LOADY.

Never set off before you have actively secured the objects on the front and rear pannier rack or in the front basket and/or your passengers using seat belts, lashing straps etc.[f]. If the load slips or the passengers move quickly and strongly, the centre of gravity can change and lead to critical driving situations. Read the chapter **"Transporting passengers and goods with your VELO DE VILLE LOADY"** and observe the information on your VELO DE VILLE LOADY.



⚠ WARNING

Cargo, passengers and (child) trailers, if applicable, generally change the riding characteristics of your VELO DE VILLE LOADY and prolong the braking distance! You need to be particularly careful on downhill roads and in corners. Therefore, first practise riding and braking while the VELO DE VILLE LOADY does not carry goods or children/passengers, in a traffic-free area [a]. Then slowly increase the weight of the load. Drive with special care and foresight. Read the chapter "Tips for riding your VELO DE VILLE LOADY".

Be aware that the stopping distance will increase when riding with a heavy load [b] or with passengers. You need to be particularly careful on downhill roads and when cornering.

Keep in mind that pedestrians do not expect a bicycle to match the dimensions of your VELO DE VILLE LOADY when you are approaching from behind. Therefore, apply special care and foresight when riding on bike lanes with adjacent and pedestrian paths. If necessary, use the bell early to warn others [c].

⚠ CAUTION

The VELO DE VILLE LOADY is significantly heavier and larger than a conventional bike or EPAC. If necessary, get help when you need to lift your VELO DE VILLE LOADY, e.g. for adjustments or checks. Make sure that you lift without straining your back.

The A-weighted emission sound pressure level on the rider's ears is less than 70 dB(A).

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.



BEFORE EVERY RIDE WITH YOUR VELO DE VILLE LOADY

Your VELO DE VILLE LOADY 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 before every ride to exclude any malfunction that may be due to the shipping of your VELO DE VILLE LOADY or to modifications third parties may have performed on it while it was parked:

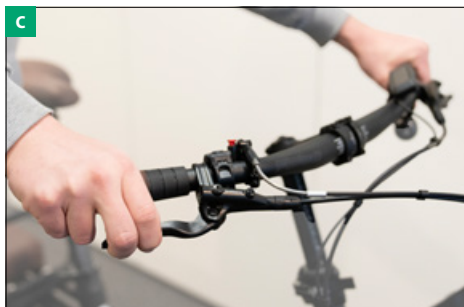
1. Are the **quick-release levers** on the seat post **[d]**, thru axles or bolts of the front and rear wheels and other components properly closed?

You can find more information in the chapter “How to use quick-release systems and thru axles” of your general VELO DE VILLE manual.

⚠ WARNING

Remove the rechargeable battery or the display before doing any work on your VELO DE VILLE LOADY (e.g. servicing, repairs, assembly, maintenance, work on your drive unit, installing or removing accessory parts etc.). Activating the drive system unintentionally bears the risk of injury!

2. Check the **charge state of the rechargeable battery** of your VELO DE VILLE LOADY **[e]** before riding. You can find more information in the translation of your original VELO DE VILLE E-Bike/EPAC operating instructions and the system instructions of the drive system manufacturer.
3. Does the **rechargeable battery** sit tight in its mount and is it properly locked in? Never set off with a loose or unlocked rechargeable battery/batteries. You can find more information in the chapter “Rechargeable battery – removal, installation and charging” and the system instructions of the drive system manufacturer.
4. Does the **display of the control unit** on the handlebar show all values **[f]**? Is there any error message or warning on the display? Check the values are correct before every ride. Do not set off on your VELO DE VILLE LOADY if the control unit displays a warning. You can find more information in the system instructions of the drive system manufacturer.
5. Are the **plug connections** on the rechargeable battery, at the control unit on the handlebar and on the drive system properly connected? You can find more information in the translation of your original VELO DE VILLE E-Bike/EPAC operating instructions and the system instructions of the drive system manufacturer.



6. **Are your passengers and the items to be transported properly secured [a]?** This can prevent the load from slipping. Ensure that the load is distributed as centrally, low and evenly as possible. Always check that your child's seat belt is properly fastened before setting off.

⚠ WARNING

- Never set off before you have actively secured the objects on the front and rear pannier rack or in the front basket and/or your passengers using seat belts, lashing straps etc. If the load slips or the passengers move quickly and strongly, the centre of gravity can change and lead to critical driving situations. Read the chapter "Transporting passengers and goods with your VELO DE VILLE LOADY" and observe the information on your VELO DE VILLE LOADY.**

7. **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 side-wall of the tyre [b].

You can find more information in the chapter "Wheels and tyre equipment" of your general VELO DE VILLE manual and in any supplied instructions of the component manufacturers.

8. **Let both wheels rotate freely** to check whether the rims run true. To do this, observe the gap between the frame and the rim or tyre. Poor concentricity can also be an indication of laterally burst tyres, broken axles or torn spokes.

You can find more information in the chapter "Wheels and tyre equipment" of your general VELO DE VILLE manual and in any supplied instructions of the component manufacturers.

9. **Test the brakes while standing** by pulling the brake levers firmly towards the handlebar [c]. With disc brakes you should have 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 VELO DE VILLE LOADY 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.

You can find more information in the chapter "Brake system" of your general VELO DE VILLE manual and in any supplied instructions of the component manufacturers.



10. **Check all add-on and accessory parts**, such as the rear and the front pannier rack, front basket, child seat, trailer device etc., by trying to gently move the parts back and forth to check their tight seat. If the parts are not tight, realign the components and gently tighten the bolts until they are fastened securely. If you are in doubt or if you have any questions, contact your VELO DE VILLE dealer.

You can find the maximum torque values on the components themselves [d], in your general VELO DE VILLE manual, in the translation of your original VELO DE VILLE E-Bike/EPAC operating instructions, in the instructions of the component manufacturers or in the special VELO DE VILLE operating instructions for the respective accessory. If you are in doubt or if you have any questions, contact your VELO DE VILLE dealer.

11. If you want to ride on public roads, observe the respective legal requirements, in particular with regard to lighting [e]. These requirements differ from country to country. Your VELO DE VILLE LOADY is equipped for use on roads in Germany, Austria and Switzerland.

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. Remember that other road users may find it difficult to gauge the size of your VELO DE VILLE LOADY, especially in the dark.

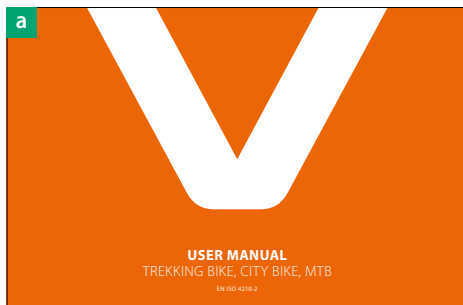
You can find more information in the chapter **“Legal requirements for riding on public roads”** of your general VELO DE VILLE manual.

12. Your VELO DE VILLE LOADY is equipped with a **suspension fork**. Push down on your VELO DE VILLE LOADY and see if the suspension fork retracts and extends as usual.

You can find more information in the chapter **“Suspension forks”** of your general VELO DE VILLE manual and in any supplied instructions of the component manufacturers.

13. Before you set off, make sure that both **the bipod kickstand [f] and the side kickstand are fully folded in**.

You can find more information in the chapter **“Tips for riding your VELO DE VILLE LOADY”**.



14. Do not forget to take a high quality **D-lock, folding lock or chain lock** with you on your ride. The only way to effectively protect your VELO DE VILLE LOADY against theft is to lock it to an immovable object. Observe all relevant conditions imposed by your insurance provider.

Be sure to also observe the **general VELO DE VILLE manual [a]**, the translation of the **original VELO DE VILLE E-Bike/EPAC operating instructions**, the translation of the **original VELO DE VILLE LOADY operating instructions part 1** and the system instructions of the drive system manufacturer, which are available to download on the VELO DE VILLE website **[b]**.

<https://www.velo-de-ville.com/en/service/downloads>

⚠ WARNING

- Improperly closed fasteners can cause components of your VELO DE VILLE LOADY to come loose.
- Adjust the tyre pressure according to the additional weight. The maximum pressure can be found on the sidewall of the tyre.
- Do not use your VELO DE VILLE LOADY if it fails on one of these points. If you are in doubt or if you have any questions, contact your VELO DE VILLE dealer.

⚠ WARNING

- The bolted connections have to be tightened to the prescribed torque values. Use a torque wrench and never exceed the maximum torque values! You can find these on the components themselves, in your general VELO DE VILLE manual, in the translation of your original VELO DE VILLE E-Bike/EPAC operating instructions and/or in the instructions supplied by the component manufacturers.
- Your VELO DE VILLE LOADY is undergoing stress resulting from the surface of the road and from the forces to which you subject the VELO DE VILLE LOADY. Due to these dynamic loads, the different components are affected by wear and fatigue. Check your VELO DE VILLE LOADY regularly for wear marks, scratches, deformations, colour changes and any indication of cracking. Components which have reached the end of their service life may suddenly fail. Have your VELO DE VILLE dealer maintain and service your VELO DE VILLE LOADY regularly; when in doubt, it is always best to replace components.

NOTICE

- If possible, remove the display when parking your VELO DE VILLE LOADY. This is to prevent theft of the display and also helps protect your VELO DE VILLE LOADY, which cannot be used in pedal assist mode without the display.



AFTER AN ACCIDENT WITH YOUR VELO DE VILLE LOADY

1. Check that the **front and rear wheels** still sit firmly in the dropouts [d] and that the rims are still centred with respect to the frame or fork. Rotate the front and rear wheels and observe the gap between the frame and the rim or tyre.

You can find more information in the chapters “**Brake system**”, “**How to use quick-release systems and thru axles**” and “**Wheels and tyre equipment**” of your general VELO DE VILLE manual and/or the instructions of the component manufacturers.

2. **Check the rechargeable battery.** If a rechargeable battery no longer sits properly in its mount [e] or if it shows any damage, do not use your VELO DE VILLE LOADY any longer, at least not in pedal assist mode. Switch off the drive system and the rechargeable battery separately, if necessary. A damaged battery can lead to a short-circuit resulting in a sudden failure of the VELO DE VILLE LOADY assistance right at the moment when you need it.

Damage to the outer housing of the rechargeable battery can result in water or moisture entry which can lead to short circuits or electric shocks. The rechargeable battery may catch fire or even explode! In such a case, contact your VELO DE VILLE dealer immediately.

You can find more information on the proper handling of your rechargeable battery in the chapters “**Rechargeable battery – removal, installation and charging**” as well as “**Useful information on proper handling of the rechargeable battery**” in the translation of your original VELO DE VILLE E-Bike/EPAC operating instructions and in the system instructions of the drive system manufacturer.

3. **Check the display.** Are all values displayed as usual [f]? Do not use your VELO DE VILLE LOADY if the display shows an error message or a warning. If necessary, switch off the system and wait ten seconds at least before you check it again.

Never set off on your VELO DE VILLE LOADY using pedal assist when a warning is displayed. In such a case, contact your VELO DE VILLE dealer immediately. You can find more information in the system instructions of the drive system manufacturer.



4. Check that **handlebar and stem** are neither bent nor broken and that they are level and aligned. Check that the stem is firmly seated. Briefly lean on the brake levers to make sure the handlebar is firmly fixed in the stem. Realign components if necessary by first undoing the bolts and then gently tightening them to ensure the components are securely fastened.

You can find the maximum torque values on the components themselves, in your general VELO DE VILLE manual, in the translation of your original VELO DE VILLE E-Bike/EPAC operating instructions, in the instructions of the component manufacturers. You can find more information in the chapters **“Adjusting the VELO DE VILLE bike to the rider”** and **“Headset”** of your general VELO DE VILLE manual, in the translation of your original VELO DE VILLE E-Bike/EPAC operating instructions and/or in the instructions of the component manufacturers.

5. Check that the **chain or belt [a]** still runs on the front chainring and the rear sprocket. If your VELO DE VILLE LOADY toppled over onto the drivetrain side, verify the proper functioning of the gears. Ask somebody to lift the rear wheel of your VELO DE VILLE LOADY and carefully shift through all the gears.

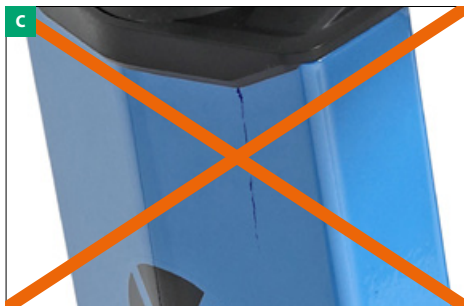
You can find more information in the chapters **„Gears”** and **“Chain – care and wear”** in your general VELO DE VILLE manual and/or the instructions of the component manufacturers.

6. Peer across the tip of the saddle toward the bottom bracket housing or the central tube to check that the saddle is not twisted. If necessary, open the clamping, realign the saddle and retighten the clamping.

You can find more information in the chapters **“Adjusting the VELO DE VILLE bike to the rider”** and **“How to use quick release systems and thru axles”** of your general VELO DE VILLE manual and/or the instructions of the component manufacturers.

7. Check all **add-on and accessory parts**, such as the rear and the front pannier racks [b], front basket, child seat, ride bar, rodeo bar etc., by trying to gently move the parts back and forth to check their tight seat. If the parts are not tight, realign the components and gently tighten the bolts until they are fastened securely.

You can find the maximum bolt torques on the components themselves. in the translation of your original VELO DE VILLE LOADY operating instructions part 1 or the special VELO DE VILLE instructions for the respective accessory part.



8. Finally, take a good look at the whole VELO DE VILLE LOADY to detect any deformations, colour changes or cracks [c].

Only if your VELO DE VILLE LOADY has passed these checks without errors can you ride back carefully and via the shortest route, ideally without load or passengers. Do not accelerate or brake hard and do not ride out of the saddle. If you have any doubts about the roadworthiness of your VELO DE VILLE LOADY, do not use it and arrange a transport to your VELO DE VILLE dealer.

When back home, you need to once again check your VELO DE VILLE LOADY thoroughly. The damaged parts must be repaired. Ask your VELO DE VILLE dealer for advice.

⚠ WARNING

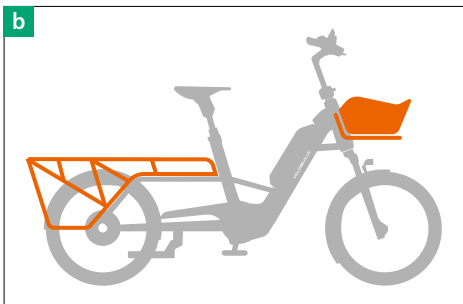
Deformed components, especially components made of aluminium, can break without previous warning. They must not be repaired, i.e. straightened, as the imminent risk of accidents will remain. This applies in particular to the fork, the handlebar, the stem, the cranks, the seat post and the pedals. When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

⚠ WARNING

If a component needs to be replaced, always use original spare parts only [d]. Wearing parts from other manufacturers, e.g. brake pads or tyres that are not of identical size, may be detrimental to the safety of your VELO DE VILLE LOADY.

⚠ CAUTION

The VELO DE VILLE LOADY is heavier [e] and bigger than a conventional bike or EPAC. If necessary, get help when you need to lift your VELO DE VILLE LOADY, e.g. for adjustments or checks. Make sure that you lift without straining your back.



TRANSPORTING PASSENGERS AND GOODS WITH YOUR VELO DE VILLE LOADY

Transporting goods

Your VELO DE VILLE LOADY [a] has been specially designed to transport loads as well as large and heavy objects. In order to guarantee a safe ride despite a (heavy) load, you must observe the following points:

- Do not overload your VELO DE VILLE LOADY.

The **maximum permitted overall weight** is constituted by the following components [b]:

Weight of the VELO DE VILLE LOADY: 32 kg
(may differ depending on the configuration)

+ Weight of rider (kg)

+ Cargo and/or passengers incl. accessory parts on rear pannier rack: 75 kg max.

+ Cargo incl. accessory parts on front basket / front pannier rack: 10 kg max.

+ Overall weight of trailer including cargo and/or passengers: 45 kg max.

= Maximum permitted overall weight: 180 kg

= Maximum permitted overall weight with Enviolo HD gear system: 200 kg

- The load must not obstruct the front wheel, the rear wheel and the handlebar and must not protrude over the side. Also, make sure that tall and large items do not obstruct your view.

The **weight of the additional load (luggage and/or cargo) [c]:**

Maximum permissible overall weight
VELO DE VILLE LOADY

less weight of **VELO DE VILLE LOADY** incl. accessory parts

less weight of rider and passengers

less overall weight of trailer incl. cargo and/or passengers

- Load the rear and front pannier racks as well as the (child) trailer evenly. Heavy packages should be loaded as far down as possible. Ensure that the load is distributed as centrally, low and evenly as possible. Always secure the load against slipping, e.g. with lashing straps.

⚠ WARNING

Never set off before you have actively secured the objects on the front and rear pannier rack or in the front basket and/or your passengers using seat belts, lashing straps etc. If the load slips or the passengers move quickly and strongly, the centre of gravity can change and lead to critical driving situations.



- When transporting luggage with the front [d] or rear pannier racks [e], it is recommended that the items be carried in sturdy panniers, with the centre of gravity as low as possible. Distribute the load evenly among the pannier racks and/or pannier bags on both sides.
- Before setting off, check that you have enough space to sit down and that the load is not in your way. The cargo must not hinder the front wheel, the rear wheel, the handlebar, the brake and the gears. Also make sure that long objects do not touch the pedals and do not block your view.

⚠ WARNING

- Stow heavy objects as far down and towards the centre as possible on the rear or front pannier rack or in the front basket or trailer. When distributing the items, make sure that you load your VELO DE VILLE LOADY as evenly as possible.
- Before setting off, make sure that no lashing straps or parts of the luggage are hanging down [f]. Dangling lashing straps or loose items can get into the front or rear wheel, affect or block the steering of your VELO DE VILLE LOADY and stall the drive system.

⚠ WARNING

- Keep in mind that the braking distance is longer if you are riding with a laden VELO DE VILLE LOADY.
- Your VELO DE VILLE LOADY is designed for a maximum permitted overall weight of 180 kg or 200 kg including rider, LOADY, cargo/passengers, accessory parts and trailer, if applicable. You can find more information on the permitted weight distribution in the chapter "Intended use".
- Visually inspect the load before each trip to ensure it is properly secured. Make a habit to regularly perform the functional checks described in the chapter "Before every ride with your VELO DE VILLE LOADY".

NOTICE

- Note that the load from cargo also increases wear and tear. Therefore, you should check the condition of the wear parts regularly, at a minimum as specified in the chapter "Service and maintenance schedule for your VELO DE VILLE bike" of your general VELO DE VILLE manual. Under adverse conditions, e.g. if you ride a lot in wet and dirty conditions, cover many meters of altitude or travel with a high load from cargo or passengers, expect even significantly shorter intervals.

Transporting passengers

Your VELO DE VILLE LOADY has been specially designed to transport passengers. When equipped with special seats and/or belt systems which are usually included in the scope of delivery of the child seat or a child trailer, your VELO DE VILLE LOADY is also suitable for transporting children.

Since children are very different in their physical and mental development, the age information given here is for guidance only. For the safety of your children, take a conservative approach when considering their degree of maturity. Also, observe and comply with the laws and regulations governing passenger transport by bicycle in your country, as well as the necessary safety equipment.

You may transport passengers with your VELO DE VILLE LOADY under the following conditions:


- Children under the age of 7: on the rear pannier rack in a certified child seat.
- Children above the age of 7: no more than two children on the rear pannier rack, provided the ride bar, seat cushion, footrests and wheel cover are mounted.
- In the child trailer: A maximum of 2 children with a maximum overall weight of 45 kg for the trailer.

You can find more information on the transportation of passengers in the translation of the original VELO DE VILLE LOADY operating instructions part 1.

The transporting person riding the VELO DE VILLE LOADY must be at least 16 years old. Inform yourself about the regulations in your country.

This information complies with the legal requirements for passenger transportation in Germany. You can find more information on the transportation of passengers in the United Kingdom in the chapter **“Legal requirements for riding on public roads”**.

WARNING


 **Observe the legal requirements for the transportation of children in bike trailers.**


United Kingdom


Max. 2 children

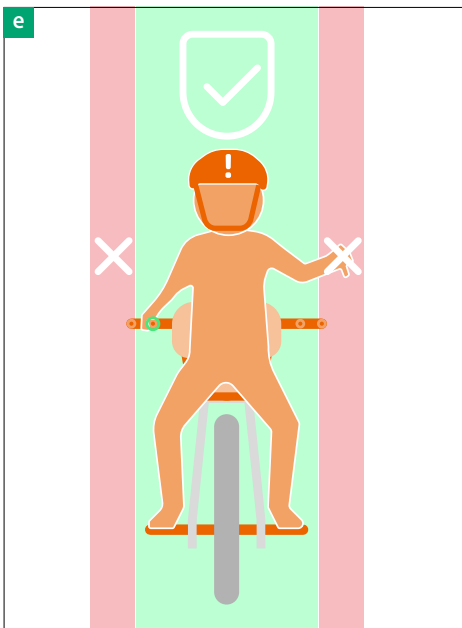
Maximum overall weight of the trailer: 45 kg

WARNING

 **Do not overestimate your own strength and note that the weight of the passenger(s) should not exceed the rider's own weight. Otherwise, you may lose control of your VELO DE VILLE LOADY in critical situations.**

 **Only use the child seats approved for use with your VELO DE VILLE LOADY or purchased directly from VELO DE VILLE. Observe the regulations regarding the age limit and number of children to take along as described above in this chapter.**

 **Check the mounts of the seat belts of the child seat or the child trailer before the ride.**



⚠ WARNING

- Always fasten the seat belts of the child or children you take with you and make sure they wear a helmet. Adjust the length of the seat belts exactly to the size of the passengers. There is a risk of accidents if the belts are too loose.
- Visually inspect passengers before each trip to ensure proper passenger safety. Make a habit to regularly perform the functional checks described in the chapter "Before every ride with your VELO DE VILLE LOADY".
- Children are only allowed to get on and off if an adult custodian is present **[d]**. Fasten and release the child's seat belt only when the VELO DE VILLE LOADY is parked securely. The seat belts may only be opened and closed by adult custodians. The seat belts must not be released during the ride.
- If a seat belt comes loose during the ride, brake your VELO DE VILLE LOADY slowly and carefully. Close the seat belts correctly before continuing your journey. If in doubt, ask your VELO DE VILLE dealer.

⚠ WARNING

- Never set off before having secured your passengers on the rear pannier rack and in the child trailer. If the passengers move quickly and strongly, the centre of gravity can change and lead to critical driving situations. You can find more information in the chapter "Transporting passengers" in the translation of your original VELO DE VILLE LOADY operating instructions part 1.
- Instruct your child or the children you are taking with you not to look over the ride bar or move their limbs, especially their hands, outside the ride bar or the child trailer, in order to support stable riding characteristics. Children may only hold the inner, padded struts of the ride bar **[e]**. The outer struts serve as a protective frame in the event of collisions. Fast and strong movements by your child have a negative impact on riding stability.
- Before setting off, make sure that no belts or parts of clothing dangle from the child seat or the child trailer. Dangling belts or loose fitting clothing can get into the moving parts of your VELO DE VILLE LOADY, causing the drive system to lock up and, in the worst case, lead to strangulation.



⚠ WARNING

Adhere to the maximum number of passengers to be transported on your VELO DE VILLE LOADY. You can find more information in the chapter “Intended use” as well as in the chapter “Transporting passengers” in the translation of your original VELO DE VILLE LOADY operating instructions part 1.

⚠ WARNING

Never leave the child or children you take with you unattended on the VELO DE VILLE LOADY. Especially not when it is parked on the side kickstand or the bipod kickstand. The VELO DE VILLE LOADY could topple over.

Before you start your ride, make sure that your child or the children you are taking with you are strong enough to withstand the vibrations and forces which occur during the ride.

Your VELO DE VILLE LOADY is designed for a maximum permitted overall weight of 180 kg, or 200 kg for models with the Enviolo HD gear system including rider, LOADY, cargo/passengers, accessory parts and trailer, if applicable [a]. You can find more information on the permitted weight distribution in the chapter “Intended use”.

Keep in mind that the braking distance is longer if you are riding with a laden VELO DE VILLE LOADY.

NOTICE

When you park your VELO DE VILLE LOADY, do not forget to lock any detachable accessory parts with a high-quality D-lock, folding lock or chain lock. Ask your VELO DE VILLE dealer for advice.

NOTICE

Check the bolted connections of the side and bipod kickstands every 1,000 km (600 miles) [b].

Note that the load from cargo also increases wear and tear. Therefore, you should check the condition of the wearing parts regularly, at a minimum as specified in the chapter “Service and maintenance schedule for your VELO DE VILLE bike” in your general VELO DE VILLE manual or in the translation of your original VELO DE VILLE E-Bike/EPAC operating instructions. Under adverse conditions, e.g. if you ride a lot in wet and dirty conditions, cover many meters of altitude or travel with a high load from cargo or passengers, expect even significantly shorter intervals.

SAFETY INSTRUCTION

Ask your VELO DE VILLE dealer about the specific accessory parts for transporting children on your VELO DE VILLE LOADY.

If you want to use the VELO DE VILLE LOADY in a country other than Germany, Austria and Switzerland, also inform yourself about the regulations in that country. Ask your VELO DE VILLE dealer.



TIPS FOR RIDING YOUR VELO DE VILLE LOADY

Riding a “Longtail” transportation bike [d] requires special skill and caution.

First practise riding while your VELO DE VILLE LOADY is unladen and without passengers; use a traffic-free area that is without other road users until you have the VELO DE VILLE LOADY safely under control. Also practise cornering, riding downhill and braking including emergency braking. Only then should you start practising while the bike is laden with goods or passengers; increase the load incrementally. Therefore, always drive cautiously and with care!

Also practise parking (propping up) your VELO DE VILLE LOADY [e]. For this purpose your VELO DE VILLE LOADY is equipped with a side kickstand and a bipod kickstand. You can find detailed information on parking your VELO DE VILLE LOADY in the chapter “Parking the LOADY” in the translation of the original VELO DE VILLE LOADY operating instructions part 1.

Practise mounting and dismounting your VELO DE VILLE LOADY, especially at the beginning. If necessary, have someone else help you at the beginning until you are accustomed to the weight and the dimensions of your VELO DE VILLE LOADY.

Practise riding on narrow bike paths and push your VELO DE VILLE LOADY through tight spots at the beginning.

Practise with passengers or cargo, which you should gradually increase only after you have carried out these exercises with your VELO DE VILLE LOADY. However, before riding with passengers and/or cargo, read the chapter “Transporting passengers and goods with your VELO DE VILLE LOADY”.

You will soon notice that the riding characteristics are less agile than those of a conventional bicycle or EPAC. Therefore, ride defensively and expect a larger turning circle, as well as longer evasive and braking distances on all your journeys.

⚠ WARNING

- **The brakes of your VELO DE VILLE LOADY are always stronger than the drive system. If you face any problems with your drive system (e.g. because it pushes you forward before a turn), stop pedalling and slow down your VELO DE VILLE LOADY carefully.**
- **Pull the brake lever of the rear brake [f] and stop pedalling. The VELO DE VILLE LOADY will come to a stop. Emergency stop/emergency switching off! To achieve the shortest possible stopping distance, both brakes need to be actuated in a controlled manner.**

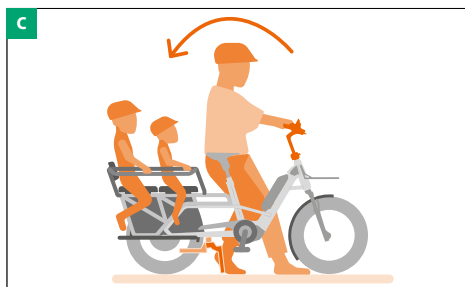
PARKING YOUR VELO DE VILLE LOADY



Your VELO DE VILLE LOADY is equipped with two different kickstands:

- **Side kickstand [a]:** to park the unladen VELO DE VILLE LOADY.
- **Bipod kickstand [b]:** to park the laden VELO DE VILLE LOADY.

You have the option of parking your VELO DE VILLE LOADY horizontally or vertically.

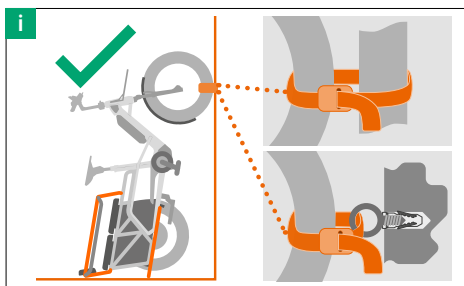
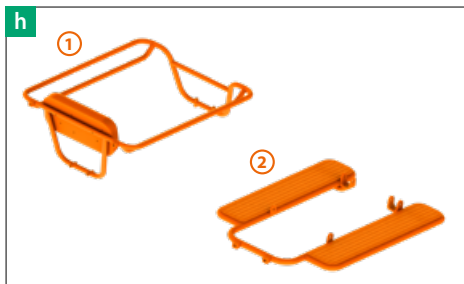


You can find detailed information on parking [c] and propping up your VELO DE VILLE LOADY in the chapter **"Parking the LOADY"** in the translation of your original **VELO DE VILLE LOADY operating instructions part 1**.

WARNING

- First practise parking (propping up) while the VELO DE VILLE LOADY does not carry children or passengers, in a traffic-free area [d]. Then slowly increase the weight of the load.
- The bipod kickstand can be locked in [e] to prevent it from accidentally tilting forwards or swivelling out.





You also have the option of parking your VELO DE VILLE LOADY **upright** [g].

Be sure to park your VELO DE VILLE LOADY only in quiet areas and parking spaces that are ideally separated from public areas.

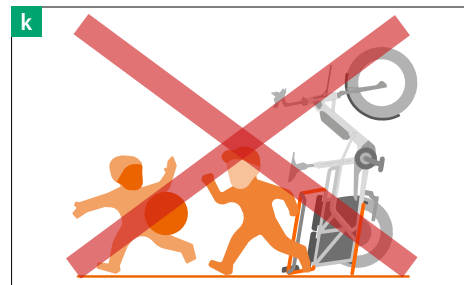
The important thing for parking the LOADY upright is that the ride bar ① and footrests ② are installed [h].

In addition, you must secure your VELO DE VILLE LOADY with the front wheel to a wall or similar structure [i] to ensure that it stands securely and to prevent the LOADY from tipping over.

Use the enclosed lashing strap to secure the LOADY to a suitable support wall (solid tube, grid or slat) or support geometry.

⚠ WARNING

- Make sure that the LOADY stands on a level and horizontally flat surface to achieve a high level of stability!



⚠ WARNING

- Do not position the LOADY upright in busy and public areas [k], as there is a risk of injury if it is accidentally knocked into.
- You can find detailed information on parking your VELO DE VILLE LOADY upright and on propping it up, as well as on the necessary components, in the chapter “Parking the LOADY: in upright position” in the translation of your original VELO DE VILLE LOADY operating instructions part 1.
- Never leave the child or children you take with you unattended on the VELO DE VILLE LOADY. Especially not when it is parked on the side kickstand or the bipod kickstand. The VELO DE VILLE LOADY could topple over.

RECHARGEABLE BATTERY – REMOVAL, INSTALLATION AND CHARGING



Removing the rechargeable battery

[a] Switch off the drive system of your VELO DE VILLE LOADY.

Keep hold of the battery with one hand to make sure that it does not drop down.

[b] Now unlock the battery with the key. Keep hold of the battery. Tilt the battery carefully backwards and lift the battery carefully out of the lower holder on the down tube.

[c] You can now fully remove the battery.

Finally, remove the key.



Installing the rechargeable battery

Switch off the drive system of your VELO DE VILLE LOADY.

[d] Keep hold of the battery with both hands and place it carefully into the lower holder on the down tube.

[e] Swivel the battery carefully towards the down tube until you feel and hear the battery click into the upper holder.





Charging the rechargeable battery

Charging the rechargeable battery when mounted

[g] Park your VELO DE VILLE LOADY securely on the side or bipod kickstand.

[h] Switch off the drive system of your VELO DE VILLE LOADY.

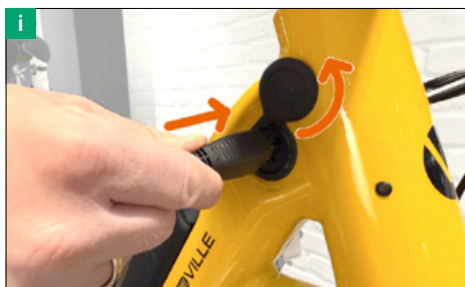


[i] Open the cover of the charging ports on the top right-hand side of the down tube.

Insert the charging plug of the supplied charger into the charging port.

Make sure that the charger's power cord is correctly and securely plugged into the charger's power socket.

Then connect the charger to the power grid.



[k+l] LEDs on the control unit indicate the charging activity, the battery charge state and any error messages. The required charging time depends on the residual charge of the battery and the ambient temperature.

[m] When the battery is fully charged, all LEDs go out and the board computer shuts down. Disconnect the charger from the power grid.





Finally, disconnect the charging plug from your VELO DE VILLE LOADY. The rechargeable battery will automatically switch off. Close the charging port with the cover [n].

[o+p] After switching the drive system back on, your VELO DE VILLE LOADY is ready to ride again.

You can find more information on how to charge the rechargeable battery in the chapter **“Useful information on proper handling of the rechargeable battery”** in the translation of your original VELO DE VILLE E-Bike/EPAC operating instructions and in the system instructions of the drive system manufacturer.

Charging the rechargeable battery when removed

You can find detailed information on removing the battery from your VELO DE VILLE LOADY in the chapter **“Removing the battery”**.

[q] While the battery is charging, place it on a big, non-inflammable support, e.g. a ceramics, glass, cement or stone base.

Never leave the battery unattended while it is charging.

First connect the charging cable of the charger to the socket on the battery [r]. Connect the charger to the power grid using the power cord.





[s] LEDs on the charger and on the battery indicate the charging activity, the battery charge state and any error messages. The required charging time depends on the residual charge of the battery and the ambient temperature.

[t] When the battery is fully charged, all LED indicators go out and the charger can now be disconnected from the power grid. The rechargeable battery will automatically switch off.



You can find detailed information on installing the battery on your VELO DE VILLE LOADY in the chapter **"Installing the rechargeable battery"**.

You can find more information on how to charge the rechargeable battery in the chapter **"Useful information on proper handling of the rechargeable battery"** in the translation of your original VELO DE VILLE E-Bike/EPAC operating instructions and in the system instructions of the drive system manufacturer.



⚠ WARNING

Charge your battery only with the supplied charger **[u]**. Do not use the charger of any other manufacturer, not even when the connector of the charger matches your rechargeable battery. The rechargeable battery can heat up, catch fire or even explode!

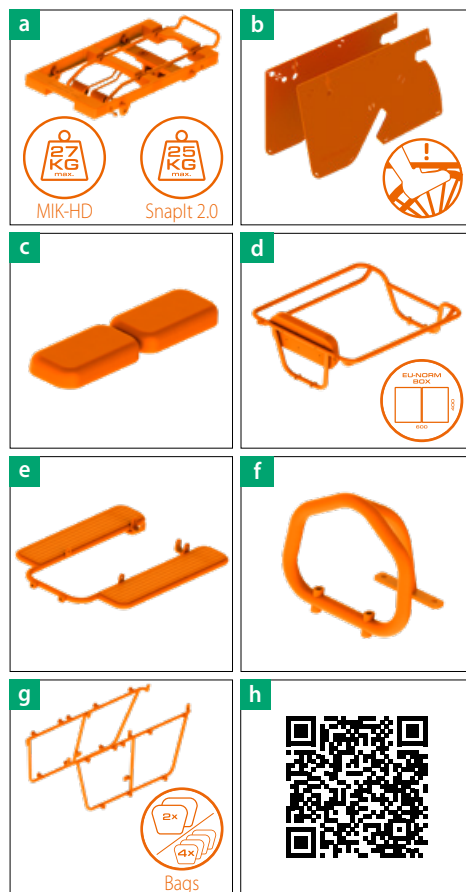
⚠ WARNING

Never use a rechargeable battery or a charger that is defective. If you are in doubt or if you have any questions, contact your VELO DE VILLE dealer.

NOTICE

Do not dispose of your rechargeable battery with the normal household waste **[v]**! It must be disposed of according to battery disposal regulations. Therefore, sellers of new rechargeable batteries must provide collection of old batteries and appropriate disposal. If you are in doubt or if you have any questions, contact your VELO DE VILLE dealer.

ACCESSORIES FOR YOUR VELO DE VILLE LOADY



You can equip your VELO DE VILLE LOADY with a variety of accessory parts to facilitate or improve the transportation of passengers and goods.

The following accessory parts are available:

[a] MIK-HD / SnapIt 2.0 Decks

[b] Wheel cover (Already installed!

Mandatory when transporting passengers!)

[c] Seat cushion

[d] Ride bar

[e] Footrests

[f] Rodeo bar

[g] Pannier mount + Ortlieb QL3.1

You can find detailed information on accessory parts for your VELO DE VILLE LOADY and the various configuration options in the translation of your **original VELO DE VILLE LOADY operating instructions part 1** as well as in the specific VELO DE VILLE instructions for the respective accessory parts:

<https://www.velo-de-ville.com/en/service/downloads>

You can find more accessory parts on our website www.velo-de-ville.com **[h]**, or simply contact your VELO DE VILLE dealer.

⚠ WARNING

- Some jobs may require additional (special) tools or supplementary instructions. For your own safety, do not overestimate your skills when mounting accessory parts. If you are in doubt or if you have any questions, contact your VELO DE VILLE dealer.
- Be sure to always use a torque wrench. Do not exceed the indicated maximum torque value!
- For your own safety, do not overestimate your skills when mounting accessory parts. If you are in doubt or if you have any questions, contact your VELO DE VILLE dealer.
- Ask your VELO DE VILLE dealer to instruct you or mount the accessory parts for you.



TRANSPORTING THE VELO DE VILLE LOADY

You can use a bicycle carrier on your car to transport your VELO DE VILLE LOADY. Due to its size, the VELO DE VILLE LOADY can only be transported on bicycle carriers that are suitable for its long **wheel base of 1.32 metres**.

Read the operating instructions of your bicycle carrier and adhere to the permitted length of the bike to be transported, the permitted payload and the recommended or prescribed maximum speed. Observe the necessary drawbar load, if available.

In case of questions contact your VELO DE VILLE dealer.

⚠ WARNING

- Make sure that no add-on or accessory parts (seat cushions, child seats [f], panniers, etc.) are installed that could come loose while transporting the VELO DE VILLE LOADY.
- Before and at regular intervals during the transport, check that the VELO DE VILLE LOADY is properly fastened and secured. If the VELO DE VILLE LOADY comes loose in its fastening, it can be damaged, possibly even putting your riding safety at risk.

⚠ CAUTION

- Your VELO DE VILLE LOADY is significantly heavier and larger than a conventional bike or EPAC [g]. If necessary, get help when you need to lift your VELO DE VILLE LOADY. Make sure that you lift without straining your back.

NOTICE

- Most clamps are a potential source of damage to large-diameter frame tubes that are not designed to be fixed in such clamps!
- Pull the brake levers and secure them with a strong elastic band [h] to prevent your VELO DE VILLE LOADY from rolling away.

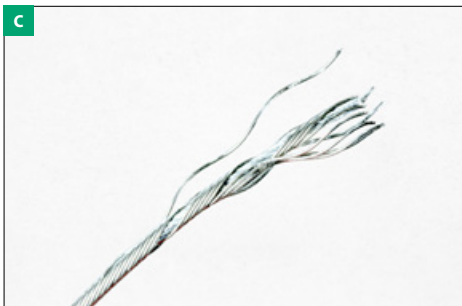


SERVICE AND MAINTENANCE

Your VELO DE VILLE dealer will have assembled your VELO DE VILLE LOADY ready for use when you come to collect it. Nevertheless, your VELO DE VILLE LOADY needs regular servicing [a]. Have your local VELO DE VILLE dealer perform 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 inspection after 100 kilometres (60 miles), or 5 to 15 hours of initial use, or four to six weeks. The VELO DE VILLE LOADY must be serviced because over the course of this initial "break-in" period, the spokes will slightly lose tension or the gears will 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 LOADY. The first inspection is very important for both the proper functioning and durability of your VELO DE VILLE LOADY.



The intended use of the VELO DE VILLE LOADY includes regular inspections and the timely replacement of worn out parts, e.g. brake pads [b] or gear and brake cables [c], which therefore affects liability for material defects as well as the warranty.

You should have your VELO DE VILLE LOADY serviced regularly by your VELO DE VILLE dealer after the initial "break-in" period of use. If you ride a great deal on poor road surfaces or in inclement weather, the bike will require correspondingly shorter inspection periods.

Also check regularly that the mounts and surfaces of accessory parts of your VELO DE VILLE LOADY, in particular the child seats, seat cushions and seat belts, are free from damage. This is the only way to guarantee the safe transportation of passengers and goods.

The off-season during the winter months is a very good time for the strongly recommended comprehensive annual inspection with your VELO DE VILLE dealer, as they will have plenty of time for you and your VELO DE VILLE LOADY.

If repairs are necessary but no original spare parts are available, observe the "Guidelines for the parts replacement of CE-marked e-bikes/EPACs up to a pedal assist of 25 km/h (15.5 mph)" in the chapter "**Guidelines**". In case of questions contact your VELO DE VILLE dealer.



f

SERVICE AND MAINTENANCE SCHEDULE FOR YOUR VELO DE VILLE BIKE

This should form your basis for the service intervals after the initial "break-in" period of use. The schedule given in the table below is a rough guide for riders who ride between 100 and 200 km (60 and 120 miles) or 5 to 15 hours of use a week. 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
Lights	Check function	x			
Lights	Check contacts			x	
Tires	Check pressure	x			
	Check tread and side walls		x		
Brakes (rim brakes)	Check brake travel, thickness of brake pads and position relative to rim, if necessary, fit brakes to tapeless	x			
Brakes (disc brakes)	Check brake travel, thickness of brake pads	x			
Brakes (disc brakes)	Check brake travel, thickness of brake pads, position, fit and brake to disc				
Brakes (disc brakes)	Check		x		
Brake pads	Check and replace, if necessary			x	
Brake cables, pins, hoses	Check inspection		x		
Brake cables	Lubricate				x every 6 months
Brakes (disc brakes)	Check brake travel, thickness of brake pads, position, fit and brake to disc	x			
	Replace brake liquid (DOT liquid)				x
Suspension fork	Check bolts				x
	Adjustation service (change oil or grease adjustment)				x

⚠ WARNING

inspections and repairs are jobs best left to a VELO DE VILLE dealer. If you have your VELO DE VILLE LOADY serviced by anyone other than an expert, you run the risk that parts of your VELO DE VILLE LOADY will fail. If you choose to perform inspections and repairs yourself, restrict yourself to jobs for which you have the requisite know-how and tools, e.g. with a torque wrench including bits.

If a component needs to be replaced, always use original spare parts only [d]. Wearing parts from other manufacturers, e.g. brake pads or tyres that are not of identical size, may be detrimental to the safety of your VELO DE VILLE LOADY. Risk of accident! Furthermore, the CE marking and your warranty will become null and void.

A rechargeable battery that has reached the end of its service life must not be disposed of with the normal household waste [e]. Bring the rechargeable battery instead to the dealer, where you buy your new one. You can find more information in the system instructions of the drive system manufacturer. Ask your VELO DE VILLE dealer.

⚠ CAUTION

Do not touch or reach into rotating front and rear wheels or disc brakes during the ride or while servicing the bike.

NOTICE

Check the bolted connections of both kickstands every 1000 km (600 miles). Grease the lock-in hook of the bipod kickstand regularly to prevent wear.

SAFETY INSTRUCTION

Observe and follow the chapter "Service and maintenance schedule [f] for your VELO DE VILLE bike" of your general VELO DE VILLE manual and in any supplied instructions of the component manufacturers.

For your own safety, take your new VELO DE VILLE LOADY to your VELO DE VILLE dealer after 100 to 300 kilometres (60 to 180 miles) or 5 to 15 hours of use, or after four to six weeks, but never later than after three months, for its first inspection.

LEGAL REQUIREMENTS FOR RIDING ON PUBLIC ROADS

If you use your VELO DE VILLE LOADY for riding on public roads, it has to be equipped according to the regulations of your country.

The following table lists only the requirements relating to the transportation of passengers with transportation and cargo bicycles.

	United Kingdom ¹
Passenger transport on cargo bikes that are built and equipped for the transportation of passengers	<ul style="list-style-type: none">▪ No restriction on the number of passengers, minimum age 3 months▪ No restriction as to the maximum age of passengers▪ The maximum permitted overall weight of the bicycle must be observed
Bicycle trailers	<ul style="list-style-type: none">▪ Max. 2 children▪ Maximum overall weight of the trailer: 45 kg
Minimum age of rider	16 years (manufacturer's specification) ²

¹ Sources:
<https://www.alpinetrek.co.uk/blog/bike-trailers-buying-advice/>
<https://www.camcycle.org.uk/resources/cargobikes/cargo-bikes-for-families/>
<https://www.gov.uk/government/publications/electrically-assisted-pedal-cycles-eapcs/electrically-assisted-pedal-cycles-eapcs-in-great-britain-information-sheet>

² The transporting person riding the VELO DE VILLE LOADY must be at least 16 years old. Inform yourself about the regulations in your country.

For more information on how to ride correctly on public roads see the chapter **"Legal requirements for riding on public roads"** of your general VELO DE VILLE manual.

SAFETY INSTRUCTION

Before you start your ride, read the chapters **"Transporting people"** and **"Intended use"** and adhere to the instructions.

If you purchase the VELO DE VILLE LOADY in countries other than the United Kingdom or if you are in doubt, ask your VELO DE VILLE dealer about the provisions applicable in your country.

WARRANTY AND GUARANTEE

Your VELO DE VILLE LOADY was manufactured with care and delivered to you by your VELO DE VILLE dealer fully assembled in most cases.

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 smooth processing of your complaint, it is necessary to present your proof of purchase (receipt), the bike card and inspection reports. Therefore, keep these documents in a safe place.

To ensure that your VELO DE VILLE LOADY has a long service life, use it only for its intended purpose (see the chapters **“Intended use”** and **“Before your first ride with your VELO DE VILLE LOADY”**).

Observe the specifications of the maximum permitted overall weight 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 the operating instructions for your transportation bike VELO DE VILLE LOADY and in any supplied instructions of the component manufacturers (see the chapter **“Service and maintenance schedule for your VELO DE VILLE bike”** of your general VELO DE VILLE manual), as well as any instructions as to the replacement of safety-relevant components, such as handlebars, brakes etc.

WARNING

Keep in mind that accessory parts can affect the functioning of your VELO DE VILLE LOADY. If you are in doubt or if you have any questions, contact your VELO DE VILLE dealer.

SAFETY INSTRUCTION

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

For some components of your VELO DE VILLE LOADY, natural wear is inherent to their function. The rate of wear will depend on the type of care and maintenance and the way you use your VELO DE VILLE LOADY (mileage, riding in the rain, dirt, salt etc.). If your VELO DE VILLE LOADY is parked frequently or constantly outdoors, it can wear out faster due to weather conditions.

Regular care and maintenance increase the service life. Parts that have reached their limit of wear must be replaced.

This concerns:

- Rechargeable battery
- Drive chain
- Brake pads
- Brake fluid (DOT or mineral oil)
- Brake discs/rotors
- Rubber grips
- Cables/connectors
- Chainrings
- Lamps
- Seat cushion
- Tyre
- Sprockets
- Saddle covering
- Shift cables
- Shift cable housings
- Pulleys
- Lubricants and oil
- Hoses

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 warranty 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. The guarantee period is granted with the following prerequisites:
 - The bike card in the appendix of the translation of the operating instructions has been filled out in full.
 - The inspection periods defined in the translation of the operating instructions have been observed.

Article 4: Guarantee exclusions

- 4.1. The guarantee expires in the following cases:
 - a) damage from accidents, any 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 translation of the operating instructions.
 - c) The prescribed inspection 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 translation of the operating instructions with the maintenance booklet must be handed over to the dealer.

BIKE CARD

Manufacturer	AT Zweirad GmbH
Serial no.	_____
Model	_____
Frame no.	_____
Drive system	_____
<input type="checkbox"/> Front wheel motor	<input type="checkbox"/> Mid-mounted motor <input type="checkbox"/> Rear wheel motor
Battery model	_____
Key no.	_____
Voltage (Volt)	_____
Ampere-hour (AH)	_____
Capacity (watt hours)	_____
Suspension fork (manufacturer/model)	_____
	– serial no. _____
Frame type	_____
Frame size	_____
Size of wheels and tyres	_____
Colour	_____

(A tip 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

- ☐ Transportation bikes, type „Longtail“
(suitable for the transportation of passengers and goods)

Maximum permitted overall weight **180 kg**

**Maximum permitted overall weight with
Enviolo HD gear system** **200 kg**

Weight of VELO DE VILLE LOADY (unladen weight) **32 kg**
(can differ depending on the configuration)

- + Weight of rider (kg)
+ Cargo/passenger incl. accessory parts on rear pannier rack **max. 75 kg**
+ Cargo incl. accessory parts on front basket / front pannier rack **max. 10 kg**
+ Overall weight of trailer including cargo and/or passengers **max. 45 kg**

Child seat allowed on rear pannier rack **yes**

(Child) trailer allowed: **yes**

Brake levers – Brake assignment

- | | | |
|--------------|--|---|
| Right lever: | <input type="checkbox"/> Front wheel brake | <input type="checkbox"/> Rear wheel brake |
| Left lever: | <input type="checkbox"/> Front wheel brake | <input type="checkbox"/> Rear wheel brake |

WARNING

Read, at a minimum, the chapters “Intended use”, “Before your first ride with your VELO DE VILLE LOADY” and “Before every ride with your VELO DE VILLE LOADY”.

Stamp and signature of the VELO DE VILLE dealer

HANDOVER REPORT

The above-described VELO DE VILLE LOADY transportation bike 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).

- ☐ Battery partially charged ☐ Lighting ☐ Front and rear brakes
- ☐ Suspension fork (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!) ☐ Motor/drive unit/display
- ☐ Bolted connections of add-on and accessory parts (check with torque wrench)
- ☐ Other routines performed

☐ Test ride

VELO DE VILLE dealer _____

Street _____

ZIP code/city _____

Tel./fax _____

E-mail _____

Delivery date, stamp,
signature of the
VELO DE VILLE dealer _____

The customer confirms with his/her signature that he/she received the VELO DE VILLE LOADY transportation bike in proper condition along with the accompanying documents specified below and that he/she was instructed on the proper use of the VELO DE VILLE LOADY transportation bike.

- ☐ Translation of the original VELO DE VILLE LOADY operating instructions part 1

Supplementary instructions

- | | | |
|---|---|--|
| <input type="checkbox"/> Brake system | <input type="checkbox"/> Motor/drive unit | <input type="checkbox"/> Battery |
| <input type="checkbox"/> Suspension fork | <input type="checkbox"/> Pedal system | <input type="checkbox"/> Seat post, stem |
| <input type="checkbox"/> Gear system | <input type="checkbox"/> General VELO DE VILLE manual | |
| <input type="checkbox"/> System instructions of the drive system manufacturer | | |
| <input type="checkbox"/> Accessory parts | <input type="checkbox"/> Others | |

Name of customer _____

Street _____

ZIP code/city _____

Tel./fax _____

E-mail _____

City, date _____

☐ I hereby expressly give my consent to my above-mentioned data being 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 _____

INSPECTION SCHEDULE (TO BE STAMPED)

1st inspection

After 100 kilometres (60 miles) or 5 hours of initial use, but no later than 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 components:

Stamp and signature of the VELO DE VILLE dealer:

2nd inspection

No later than after 500 kilometres (300 miles) of initial use 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 components:

Stamp and signature of the VELO DE VILLE dealer:

3rd inspection

No later than after 1,500 kilometres (930 miles) of initial use 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 components:

Stamp and signature of the VELO DE VILLE dealer:

4th inspection

No later than after 2,500 kilometres (1,500 miles) of initial use 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 components:

Stamp and signature of the VELO DE VILLE dealer:

5th inspection

No later than after 3,500 kilometres (2,100 miles) of initial use 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 components:

Stamp and signature of the VELO DE VILLE dealer:

6th inspection

No later than after 4,500 kilometres (2,800 miles) of initial use 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 components:

Stamp and signature of the VELO DE VILLE dealer:

7th inspection

No later than after 5,500 kilometres (3,400 miles) of initial use 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 components:

Stamp and signature of the VELO DE VILLE dealer:

8th inspection

No later than after 6,500 kilometres (4,000 miles) of initial use 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 components:

Stamp and signature of the VELO DE VILLE dealer:

9th inspection

No later than after 7,500 kilometres (4,600 miles) of initial use 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 components:

Stamp and signature of the VELO DE VILLE dealer:

10th inspection

No later than after 8,500 kilometres (5,300 miles) of initial use 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 components:

Stamp and signature of the VELO DE VILLE dealer:

DECLARATION OF CONFORMITY

EC - Declaration of Conformity

VELOÖB VILLE

Manufacturer AT Zweirad GmbH
Zur Steinkuhle 2 | 48341 Altenberge | Germany
+49 (0) 2505 9305 0

The manufacturer hereby declares that the product with the type designation as shown on the right side complies in its design and construction the essential requirements of the following relevant EC directives at the time of declaration.

Machinery Directive - 2006/42/EC
EMC Directive - 2014/30/EC
Low Voltage Directive - 2014/35/EC
RoHS Directive - 2011/65/EC
2012/19/EU waste electrical and electronic equipment (WEEE Directive)

The following standards were applied:

DIN EN ISO 12100_2011, DIN EN 15194:2017 except for section 6, EN ISO 4210-2:2023,
EN 11243:2016, DIN EN ISO 20607:2019, DIN EN 17404:2022 (Draft)

If the machine is modified without our agreement, this declaration loses its validity.

Person in charge of technical documentations
Dimitri Ganser
AT Zweirad GmbH | Zur Steinkuhle 2
48341 Altenberge – Germany



Dimitri Ganser
CE documentation officer
Altenberge, 07.04.2025



VELO DE VILLE

AT Zweirad GmbH
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48341 Altenberge
Phone: +49 (0) 2505 93 05 0
E-mail: info@velo-de-ville.com

www.velo-de-ville.com



Your VELO DE VILLE dealer

