

BUTCHERS & BICYCLES®

MK1-E

Cargo bike

Model year 2018



EN Original instructions

CONGRATULATIONS

Congratulations on your new MK1-E cargo bike! Nothing makes us more satisfied than experiencing the joy and excitement of the new life one can get as the owner of an MK1-E.

To get you started, we have written this manual which you must read carefully. It is especially important that you read all safety warnings before using your cargo bike.

We wish you thousands of happy kilometers on your new cargo bike and hope you will be very satisfied with the purchase.


Friendly greetings from
Team Butchers & Bicycles


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HOW TO USE THIS MANUAL

Explanation of symbols

**DANGER** This symbol indicates that serious injury may occur if the instructions are not followed.

**CAUTION** This symbol warns you of mistakes that could result in damage to property or the environment.

 This symbol accompanies useful information that will help you get the most out of your cargo bike.

 This symbol indicates that you must refer to additional documents, located online at **butchersandbicycles.com/support**

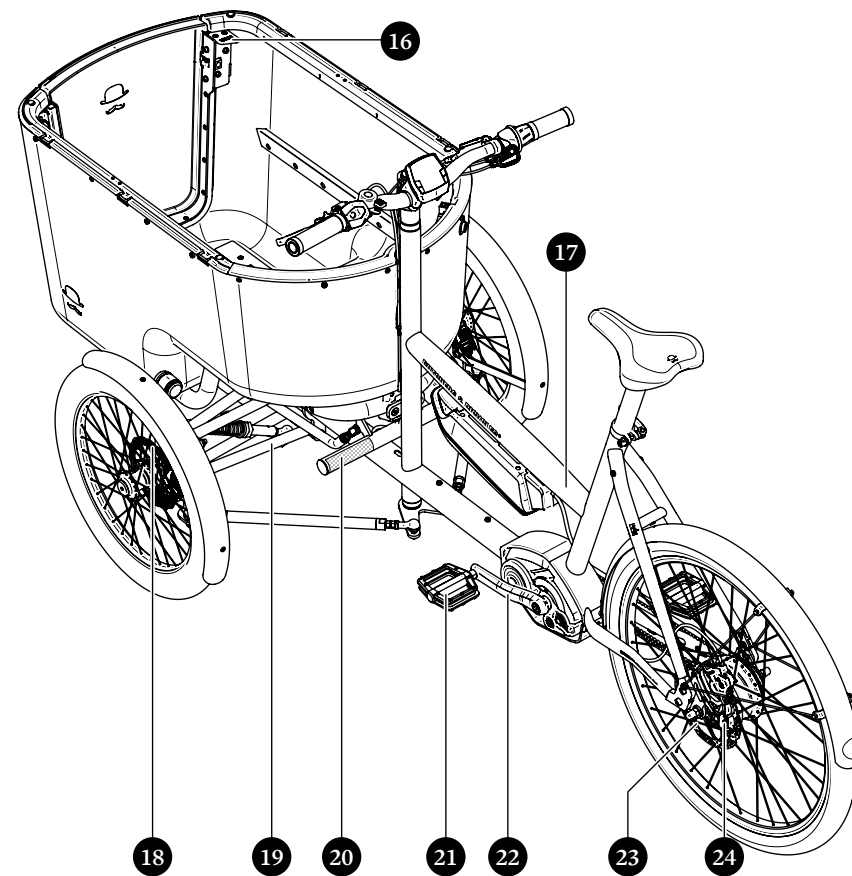
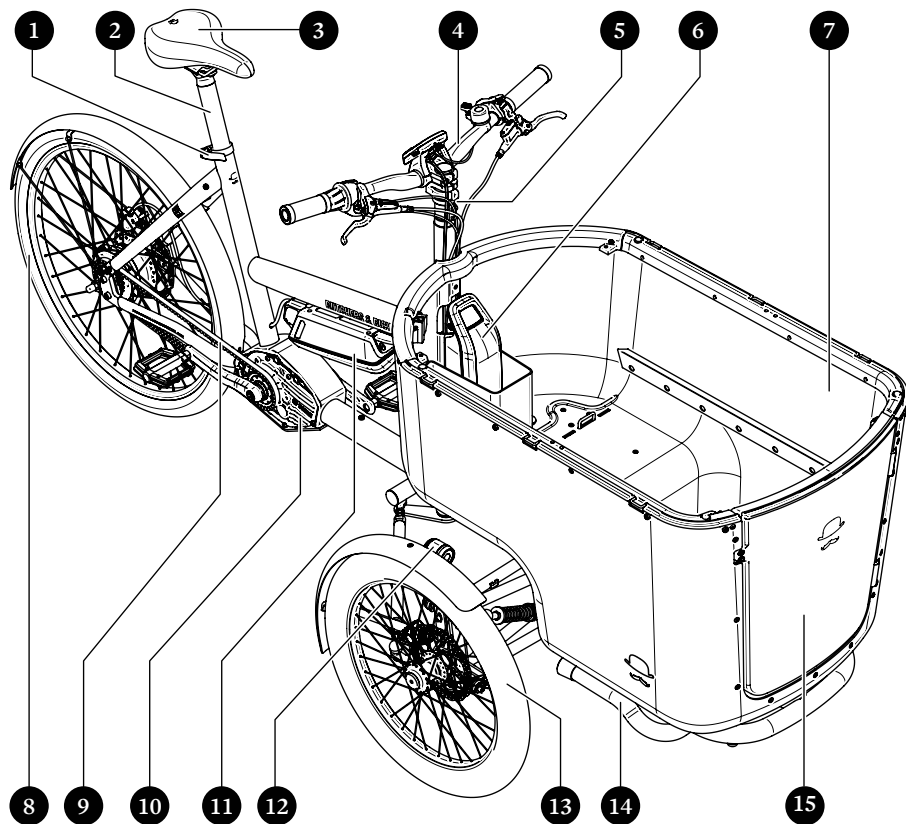
A reference to illustrations is given where appropriate:

 See illustration A

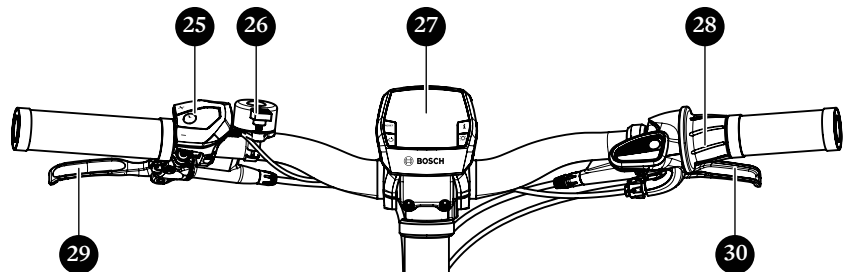
Finding more information online

You can always find the latest user manuals and technical information about Butchers & Bicycles products on our website at **butchersandbicycles.com/support**

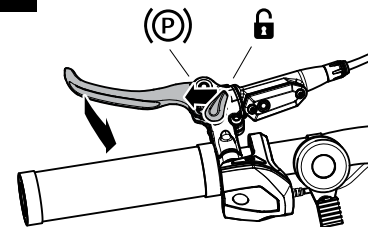
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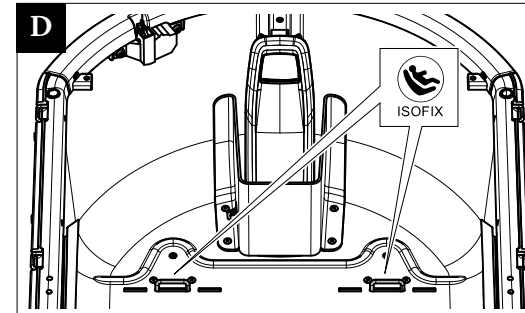
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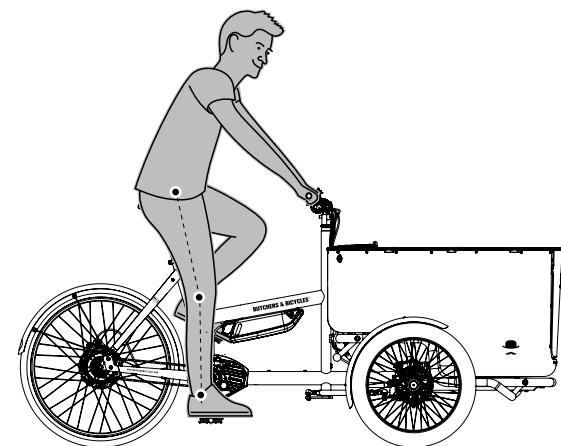
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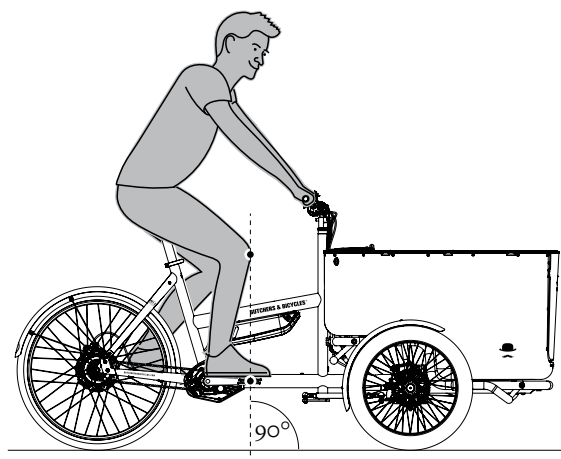
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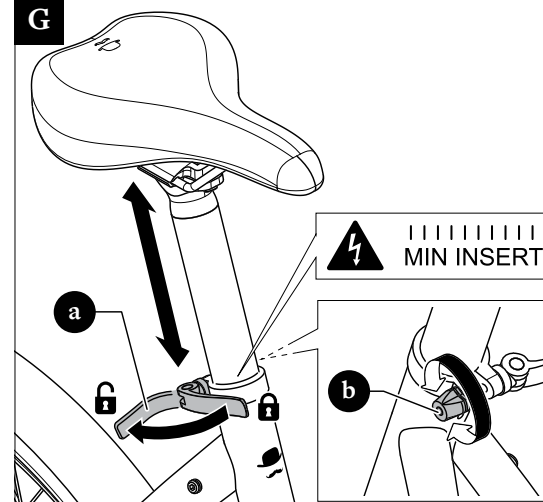
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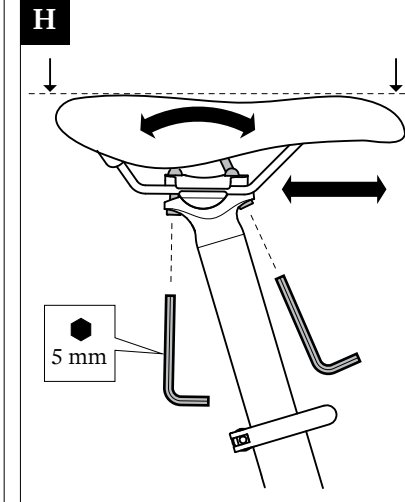
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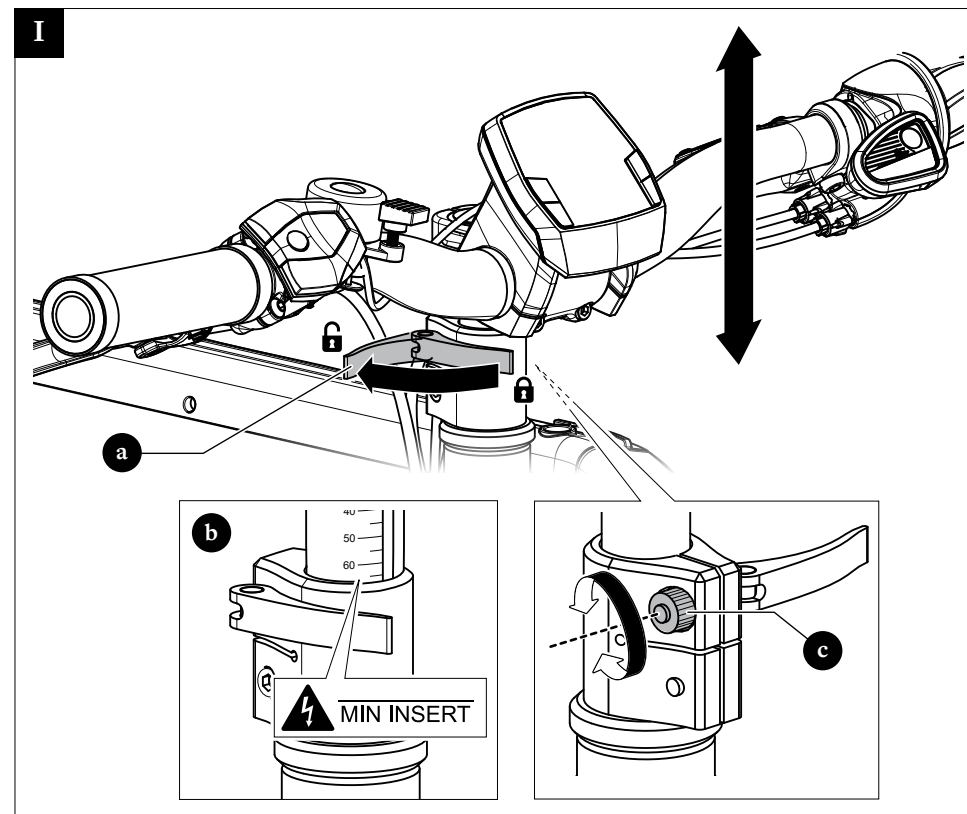
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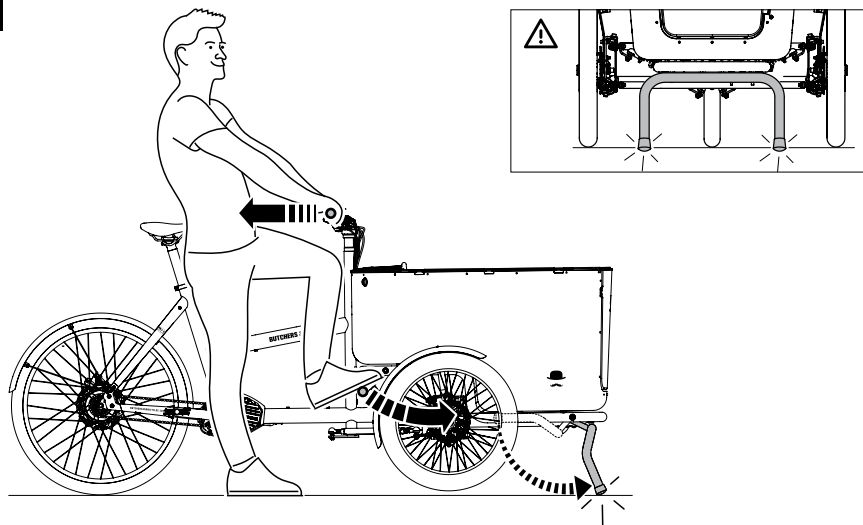
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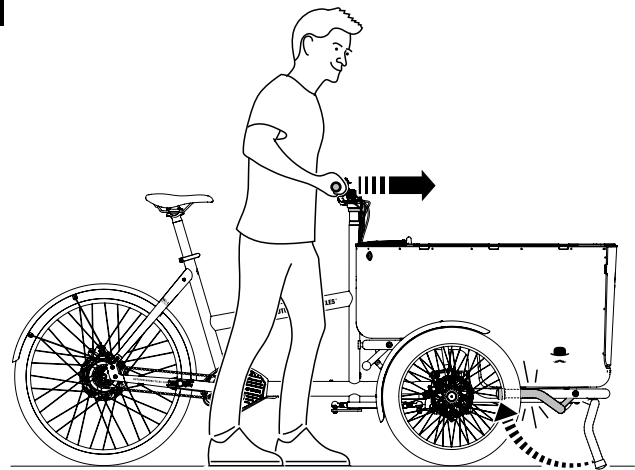
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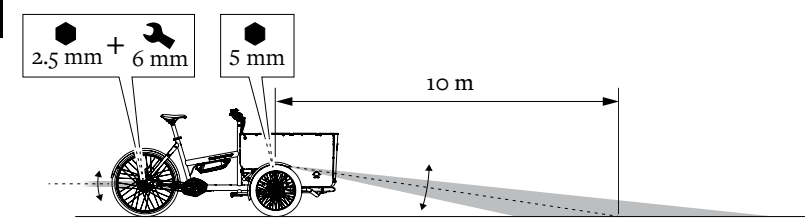
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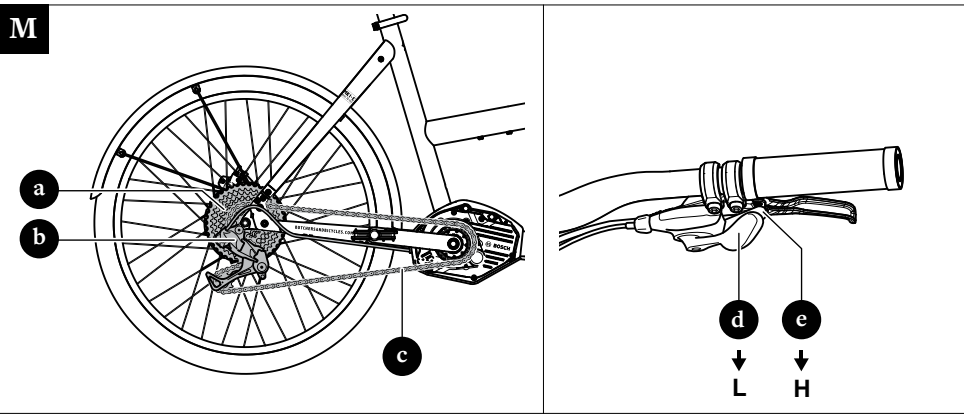
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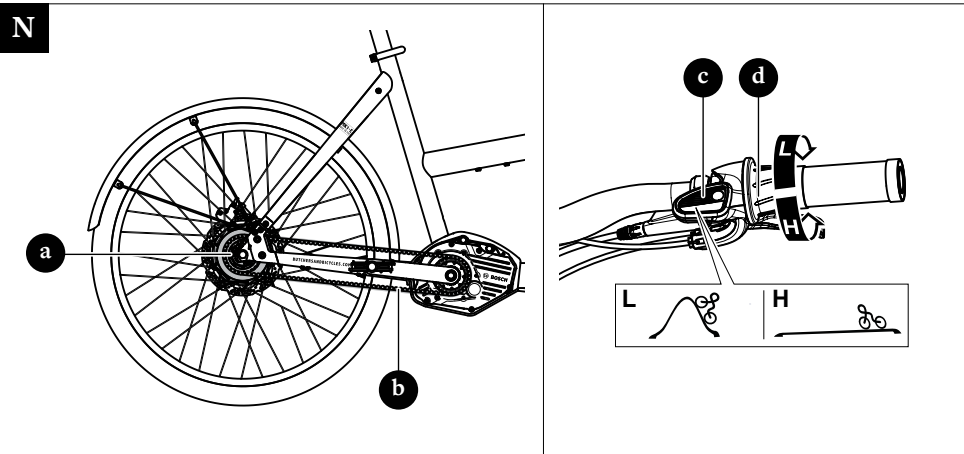
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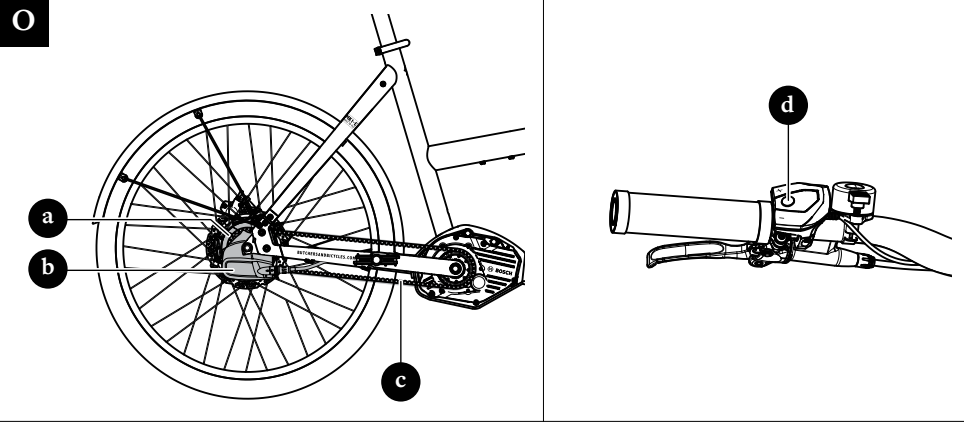
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O



INTENDED USE

The MK1-E cargo bike is intended for use on hard surfaces such as paved roads and fortified paths. The cargo bike is not intended for off-road use. The cargo bike is intended for transportation of passengers and cargo. Transportation of passengers may only take place if a suitable, compatible accessory is installed (i.e. a child seat). Transportation of passengers and cargo is subject to load limits. Refer to "" on page 12.

⚡ DANGER Use other than described in this manual can lead to serious injury!

SAFETY WARNINGS

- **Always adapt your speed and riding style to the road conditions and your skills.** Wet roads, loose material on the road surface can increase the braking distance and lead to loss of traction.

⚡ DANGER A cargo bike is exposed to high stress and all mechanical components wear out eventually. Various materials and components respond differently to wear or fatigue. If the design life of a component is exceeded, it may fail without warning and lead to injury to the driver or passengers. Any cracks, scratches or colour changes in highly stressed areas are an indication that the lifetime of the component has been reached and that it should be replaced.

EBIKE SPECIFIC WARNINGS

⚡ DANGER Read all safety warnings and all instructions. Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.

⚡ DANGER When the eBike drive is activated, the eBike will start moving immediately when you pedal. Always be careful when taking off to avoid an accident.

⚡ DANGER Always shut off your eBike system and remove the battery before performing any service, adjustments or cleaning of the eBike. Unintentional activation of the eBike system can lead to serious injury!

⚡ DANGER While riding an eBike you are traveling rapidly and silently. Other road users may underestimate your speed or fail to hear you approaching. Always adapt your speed to the conditions, respect others and make your presence known by using the bell if needed.

LOAD LIMITS

⚡ DANGER Never exceed the load limits specified for the cargo bike. Overloading the cargo bike can lead to mechanical failure and/or loss of control and result in serious injury.

Permissible total weight

The Permissible total weight of the MK1-E cargo bike is 250kg.

i Permissible total weight is the sum of weight of the cargo bike, all accessories, weight of the rider, weight of passengers and cargo.

Cargo box load limit

Load limit in the cargo box is 80 kg.

Rider weight & rear cargo weight limit

The collective limit for rider weight and rear cargo weight is 120 kg. If a rear cargo carrier is installed, you must observe the load limit for the specific carrier.

LEGAL REQUIREMENTS

It is the user's sole responsibility to comply with laws and regulations in the country where the cargo bike is used, especially, but not limited to:

- lighting and reflectors
- use of bike helmets
- transportation of children in the cargo bike

PARTS OF THE EBIKE

Familiarise yourself with the parts of the cargo bike. The numbers below are referred to throughout this user manual.

👁 See illustrations **A,B**

- 1 Seatpost clamp
- 2 Seatpost
- 3 Seat
- 4 Handlebar
- 5 Stem raiser
- 6 Primary battery
- 7 Cargo Box
- 8 Rear wheel
- 9 Drive belt/chain
- 10 Electric drive unit
- 11 Secondary battery
- 12 Headlight(s)
- 13 Front wheel(s)
- 14 Parking stand
- 15 Door
- 16 Door opening handle
- 17 Frame
- 18 Front brake
- 19 BUILT TO TM front suspension
- 20 Parking stand pedal
- 21 Pedal
- 22 Crank arm
- 23 Rear brake
- 24 Rear light
- 25 On-board computer's remote controller
- 26 Bell
- 27 On-board computer
- 28 Gear shifter (varies)
- 29 Left hand brake lever (Front brakes)
- 30 Right hand brake lever (Rear brake)

BEFORE FIRST RIDE

- ▶ Read the user manual, as well as the separate manual for Bosch eBike System available at butchersandbicycles.com/support.
- ▶ Ensure that the position of seat and handlebar is adjusted to your body.
- ▶ Check the assembly and settings of brakes. Ensure that you can easily reach the brake levers and that you know which lever operates which brake.
- ▶ Check that the wheels are securely fastened to the frame.
- ▶ Check the air pressure in the tires. The correct pressure is usually found on the tire sidewall. Do not exceed the minimum or maximum tire pressure!
- ▶ Familiarise yourself with your new cargo bike's handling, braking, operation of gears and the Bosch eBike system components while riding away from roads with heavy traffic. Do not ride with passengers or cargo before you feel confident riding the cargo bike.
- ▶ Charge the Bosch battery according to instructions in the Bosch eBike system manual.
- ▶ If your cargo bike is fitted with pedals having a plastic or rubber surface, Familiarise yourself with their grip. Pedals like these may get slippery when wet.

BEFORE EACH RIDE

Before each ride make sure to follow this safety checklist.

- ▶ The brakes work and are properly fastened.

- ▶ The light system works.
- ▶ The bell works.
- ▶ All Bosch eBike batteries are securely seated in their mounts.
- ▶ All bolted connections are tight.
- ▶ The rims and tires are free of damage, eccentricity or foreign bodies.
- ▶ Tires have sufficient tread depth and are inflated to the correct pressure. Do not exceed the minimum and maximum tire pressure!
- ▶ Quick release connections are securely tightened.
- ▶ There is no damage to the frame or front suspension.
- ▶ The handlebars, stem, seat post and seat are securely fastened and set up in the correct position for the rider.

ADJUSTING THE CARGO BIKE TO THE RIDER

The correct cycling position is important for comfort and safety. Before cycling adjust the seat height, seat forward/aft position and handlebar height.

- ▶ Make sure you can comfortably reach the handlebar and all controls, particularly the brake levers.
- ▶ Check that you can safely reach the ground with your feet. If not, position the seat lower.

Finding the optimal seat height

👁 See illustration E

- ▶ Sit in the seat with your hands holding the handlebar (you can put the cargo bike on the parking stand to make this easier).

- ▶ Position the crank arms vertically. With the heel of your foot on the lower pedal, the leg should be fully outstretched. Adjust seat height so this is the case. Refer to "Adjusting seat height" on page 15.
- ▶ This ensures that when you pedal normally (where the front part of your foot is on the pedal) the leg will remain slightly bent at the knee — even with the pedal in lowest position.

📌 It is a good idea to set the seat height a little lower when learning to ride the cargo bike. This way you can get off the seat faster should you suddenly need to put your feet on the ground.

Finding the optimal seat position

👁 See illustration F

📌 Adjust the seat to optimal height before you adjust seat position.



- ▶ Sit in the seat with your hands holding the handlebar (you can put the eBike on the parking stand to make this easier).
- ▶ Position the crank arms horizontally.
- ▶ With the front of your foot on the forward pedal, your kneecap and the pedal axle should form a vertical line.
- ▶ If the knee is behind the pedal axle, slide seat forwards. If the knee is in front of the pedal axle, slide seat backwards. Refer to "" on page 15.


📌 The correct seat position lets you get the most power out of your pedalling effort and helps prevent knee pain.

Adjusting seat height

👁 See illustrations G

The seatpost clamp (1) on MK1-E cargo bike is equipped with a quick release mechanism for tool free adjustment of seat height.

- ▶ Open the lever (a) to the position marked  on the illustration.
- ▶ Move the seat to desired height. Make sure that the nose of the seat points forward.
- ▶ Close the lever (a) until it is flush with the seat post clamp — position marked  on the illustration. There should be considerable resistance.
- ▶ Try to rotate the seat sideways. If it rotates, the seatpost clamp is too loose. Do not ride the cargo bike if the seat is not properly secured!
- ▶ **If the quick release lever (a) is very tight** and you can't close it with just your hand, open the lever, loosen the locknut (b) a little by turning it counter-clockwise and try to close the lever again. Repeat if necessary.
- ▶ **If the quick release lever (a) closes without resistance**, open the lever, tighten the locknut (b) a little by turning it clockwise and try to close the lever again. Repeat if necessary.

 **DANGER** Do not extend the seat post past the minimum insertion mark printed on the seatpost! The minimum insertion mark [MIN INSERT] must not be visible above the end of the seat tube. Riding the cargo bike with the seatpost extended too far may lead to serious injury!

Adjusting seat position and angle

👁 See illustration H



- ▶ Loosen the two bolts underneath the seat with a 5 mm hex key until the adjustment mechanism can move.
- ▶ Adjust the angle of the seat so that the top surface is roughly horizontal.
- ▶ Slide the seat forward/aft to the desired position.
- ▶ Re-tighten the two bolts underneath the seat.

Adjusting handlebar height


The height of the handlebar relative to the seat will determine your upper body position on the cargo bike. A good starting point is to position the seat and handlebar at the same level. Test ride and adjust to your preference. Lowering the handlebar will result in a more sporty position. Raising the handlebar will lend a more upright city bike-style position.

👁 See illustration I

The stem raiser on MK1-E is equipped with a quick release mechanism for tool free adjustment.

- ▶ Open the lever (a) to the position marked  on the illustration.
- ▶ Slide the handlebar to desired height. Close the lever (a) until it is flush with the stem raiser body — marked  on the illustration. There should be considerable resistance.

- ▶ Try to lift and push down on the handlebar. I must not move up or down. Verify that the front wheels respond to the handlebar turning. Do not ride the cargo bike if the stem raiser is not properly secured!
- ▶ **If the quick release lever (a) is very tight** and you can't close it with just your hand, open the lever, loosen the locknut (c) a little by turning it counter clockwise and try to close the lever again. Repeat if necessary.
- ▶ **If the quick release lever (a) closes without any resistance**, open the lever, tighten the locknut (c) a little by turning it clockwise and try to close the lever again. Repeat if necessary.


 **DANGER** Do not extend the handlebar stem past the minimum insertion mark (b)! The minimum insertion mark may at no time be visible above the stem raiser body. Risk of serious injury!


BRAKE SYSTEM


👁 See illustrations A, B

The MK1-E is equipped with three hydraulic disc brakes. The left hand lever (29) operates both front brakes (18) simultaneously. The right hand lever (30) operates the rear brake (23).

Regularly check the braking performance and condition of brake pads and hydraulic hoses.

 **DANGER** Do not ride if you discover leaks from the hydraulic hoses. Leaks can result in brake failure and lead to an accident. Have the brakes serviced immediately.

 **DANGER** Brake discs and calipers can get very hot in use. Risk of burning! Never touch these parts immediately after riding the eBike. Do not let children play around the eBike immediately after use.

 **Use on gravel roads may result in accelerated wear to brake friction components.** Make sure to perform the checks described in "Before each ride" section on page 14. Only use brake pads specified for your brake system.


Activating the parking brake

👁 See illustration C

- ▶ Depress the left hand brake lever.
- ▶ Rotate the switch counter-clockwise until it clicks firmly into position marked (P) on the illustration.


Releasing the parking brake

👁 See illustration C

- ▶ Rotate the switch clockwise until it clicks into position marked  on the illustration. Depressing the brake lever makes this easier.

 **CAUTION**

Do not let brake discs or calipers come into contact with lubricants, oils or similar substances. If contaminated, the braking performance may be severely impaired. If it happens, replace brake pads and clean the discs with a suitable cleaning product.

 For more information about servicing of brakes refer to the Tektro manual available at butchersandbicycles.com/support


PARKING STAND


The MK1-E cargo bike is equipped with a parking stand (14) which stabilises the cargo bike while passengers get in and out or while cargo is loaded or unloaded. When the parking stand is engaged the cargo bike is kept upright.

Engaging the parking stand


👁 See illustration J

- ▶ Locate an area of flat ground free of traffic to park the cargo bike. Make sure there are no obstacles or persons directly behind the rear wheel of the cargo bike, as the whole cargo bike will move backwards in the process.
- ▶ Stand beside the cargo bike and hold the handlebars straight. Also make sure the cargo box is upright.
- ▶ Place your foot on the parking stand pedal (20) and press it until both feet of the parking stand meet the ground.
- ▶ Pull the handlebar towards you until the parking stand comes to a stop.


 When the cargo bike is loaded, it may be easier to pull on the seat, instead of the handlebars.


 **DANGER** Ensure the parking stand is engaged before letting passengers enter the box or loading cargo.

Releasing the parking stand

 See illustration K

- ▶ Stand beside the cargo bike and hold the handlebar straight.
- ▶ Push handlebar forward, until the parking stand folds up.

 **DANGER** When the cargo bike is loaded, push on the seat, instead of the handlebars. Keep your hand firmly on the seat of the cargo bike after the parking stand is released. Risk of the cargo bike tipping forward!



 **CAUTION** Do not overload the cargo bike. Refer to "" on page 12. Only engage the parking stand on stable, flat surfaces free of debris. Incorrect use of the kickstand may cause damage to the mechanism. If you experience poor operation of the parking stand, have it inspected by a Butchers & Bicycles authorised dealer.


LIGHT SYSTEM


The MK1-E cargo bike can be equipped with a LED light system from Supernova. The lights are powered from the Bosch eBike battery. There are two headlights (12) that follow the turning direction of the cargo bike and one rear light (24).

Switching the lights on and off

The lights are switched on and off through the On-board computer (27).


- ▶ Press the button marked  to turn the lights on or off.
- ▶ The symbol  is displayed on the On-board computer when lights are on.

 **DANGER** Do not ride in the dark without functioning lights! Do not ride an eBike with Supernova lights without the eBike system battery installed. The lights will not work and you will not be visible on the road. Riding without lights is very dangerous and may lead to an accident!

 Even when the eBike battery is drained and there is no motor support, the lights will remain on for approximately 1 h. Charge the battery immediately after returning home.

 Refer to the MK1-E eBike system manual and Supernova manual available at butchersandbicycles.com/support

Adjusting the lights

 See illustration L

- ▶ The angle of the headlights (12) shall be adjusted so that the brightest point of the light beam meets the ground at a distance of 10 m in front of the eBike. The adjustment can be performed using a 5 mm hex key.
- ▶ The angle of the rear light (24) shall be adjusted so that the light beam is horizontal. The adjustment can be performed using a 2.5 mm hex key and a 6 mm wrench.

Servicing of lights

The Supernova lights do not require changing bulbs. Advanced LED technology offers many years of problem-free operation.


- ▶ For best performance and safety clean the lenses of the lights with a soft damp cloth when dirty.

CARGO BOX


Front door

The MK1-E cargo bike can be equipped with a front door (15) that makes it easy for passengers to get in and out of the box and enhances visibility for the rider.


- ▶ **To open the door** pull up on the handle marked **OPEN** (16). The lock releases and the door can be opened.
- ▶ **To close the door** simply press it shut (press near the lock).


 **CAUTION** Do not lean on or press downwards on the top edge of the open door! Damage to door may occur.

ISOFIX Interface


 See illustration D

All MK1-E cargo boxes are equipped with a standard ISOFIX interface, as found in passenger cars. This enables the installation of a child seat equipped with compatible ISOFIX fittings.

 The interface is only compatible with seats with a support foot designed to rest on the vehicle's floor. The interface is not compatible with top tether systems. Refer to manufacturer instructions to determine if a given child seat is compatible with MK1-E and for installation instructions.

 **DANGER** It is not recommended to ride the cargo bike with a child that is less than 9 months old. Consult a paediatrician before transporting your child in the cargo bike.

Additional cargo box accessories

 If your cargo bike is equipped with additional accessories from Butchers & Bicycles, please refer to user manuals available at butchersandbicycles.com/support

DRIVETRAIN

The “drivetrain” of your MK1-E cargo bike is the collective term for the components that transmit power from the pedals and drive unit to the rear wheel, and are responsible for shifting gears. Refer to below paragraphs for information about the drivetrain that your cargo bike is equipped with.

⚠ DANGER Practice shifting gears in an area away from heavy traffic. Only ride the cargo bike in traffic once you can operate the controls instinctively and can have your full attention on the road!

SRAM NX 1x11

👁 See illustration M

SRAM NX is a derailleur type drivetrain with 11 speeds. The power is transmitted through a chain (c) from the motor and pedals to a cassette (a) — a set of differently sized sprockets attached to the rear wheel. The derailleur (b) is the mechanism that moves the chain between sprockets when you shift.

- ▶ Lever (d) shifts into lower gear.
- ▶ Lever (e) shifts into higher gear.
- ▶ You can only shift gears while pedalling. This means it can be a good idea to shift into a low gear before coming to a stop. This will make starting again easier.
- ▶ Shifting gears under heavy load (such as when you press hard on the pedals) is not recommended. For best performance, release pressure to the pedals momentarily while shifting.

- ▶ The chain is exposed to the elements and will become dirty over time. A dirty chain may shift poorly and wear out prematurely. Clean and lubricate the chain and cassette regularly.
- ▶ Keep body parts and clothing away from the chain. They could get caught between the chain and sprockets!

🔗 For more details on servicing and adjustment of gears, refer to SRAM manual available at butchersandbicycles.com/support

NuVinci N380

👁 See illustration N

The NuVinci N380 is a drivetrain with a continuously variable gear ratio. You can freely choose the desired gear ratio by rotating the shifter grip (d). The mechanism is enclosed in the hub of the rear wheel (a) and maintenance free. The power is transmitted through a Gates belt (b).

- ▶ Rotating the grip shifter (d) forward gives lower gear ratios and the indicator (c) shows more of a hill.
- ▶ Rotating the grip shifter (d) backwards gives higher gear ratios and the indicator (c) shows more of a flat.
- ▶ You can shift gears even under load.
- ▶ You cannot shift through the whole ratio range while stopped. 50-70% of the shift range is typically accessible, while the remainder is accessible with a little pedal rotation.

🔗 For more details on servicing and adjustment refer to NuVinci manual available at butchersandbicycles.com/support

NuVinci N380+ H|Sync automatic shifting

👁 See illustration O

A MK1-E cargo bike equipped with the Harmony H|Sync system will shift gears of the NuVinci transmission automatically. There is no shifter on this system — instead you set the preferred cadence (the speed at which you pedal). Once set, the H|Sync system will automatically maintain the selected cadence independent of the motor, your own power input and the topography of the route. At a stop, the system will automatically choose a proper ratio for subsequent easy and energy-saving acceleration.

🔗 The following steps apply to an eBike with an Intuvia On-board computer. If your eBike is equipped with a different computer, please refer instructions found at butchersandbicycles.com/support

To adjust cadence:

- ▶ Press [i] button (d) on the On-board computer's controller (25) for 3 seconds. The On-board computer (27) will display “NuVinci Cadence”
- ▶ Adjust the cadence with the [+] [-] buttons on the On-board computer's controller

🔗 For more details on servicing and adjustment, refer to Harmony H|Sync manual found at butchersandbicycles.com/support


Gates CDX Carbon Belt

MK1-E cargo bikes equipped with a NuVinci drivetrain use a carbon drive belt (9) to transfer power to the rear wheel. Some points to keep in mind when using your Gates Carbon Belt equipped MK1-E:

- ▶ **Do not attempt to reinstall a belt** that has fallen off. Contact a Butchers & Bicycles authorised dealer.
- ▶ **Do not lubricate the belt.** You can rinse it with clean water to dislodge any debris.
- ▶ **Proper tension** and drive alignment is key to optimal performance. Lack of belt tension can lead to “skipping”. Too much tension can damage other components and increase the wear of your carbon belt.

🔗 For more information on servicing refer to Gates Carbon Drive manual found at butchersandbicycles.com/support

BOSCH EBIKE SYSTEM

 This chapter is intended as a brief overview only. Please read the MK1-E eBike System manual before using the eBike. Make sure to review all safety warnings. Found at butchersandbicycles.com/support


Riding with electric assistance

The MK1-E cargo bike is equipped with a Bosch eBike system that assists you when riding, as long as you pedal. Without pedalling, there is no assistance. The motor output always depends on the amount of your pedalling power. When applying less pedalling power, the assistance level will be lower than when applying a lot of pedalling power. This applies independent of the selected assistance level.

The eBike drive automatically switches off at speeds in excess of 25 km/h. When the speed falls below 25 km/h, the power assistance is automatically switched on again.

Batteries


- Use only the Bosch charger provided with your eBike or an identical original Bosch charger. Only this charger is matched to the lithium-ion battery pack used in your eBike.

 The battery pack is supplied partially charged. To ensure full battery pack capacity, completely charge the battery pack in the charger before using for the first time.

On-board computer and controller

The On-board computer (27) is designed to control the Bosch eBike system, display riding data and select assistance modes – **TURBO**, **SPORT**, **TOUR**, **ECO** and **OFF**.

To switch the eBike system on or off:

- Press the button  on the On-board computer


Settings can be easily selected via the separate controller (25) without the need to take one's hands off the handlebar:

- Press [+] button to increase, or [-] button to decrease **assistance level**.
- Press the [i] button to **change riding data** displayed by the On-board computer.

Push-assist

The push-assistance feature makes it easier to push the eBike. To activate the push-assistance function:


- Briefly press button [**WALK**] on your On-board computer's controller.
- After activation, press button [+] within 3 s and keep it pressed. The eBike drive is switched on, and assists you in pushing the eBike up to the speed of 6 km/h.

 On some systems the push-assistance function can be started directly by pressing the [**WALK**] button. The push-assistance feature is not available on eBikes sold in the US market.

Range

The range of Bosch rechargeable batteries depends on many factors. Your range is influenced by you as a rider, the chosen


support level, as well as the capacity and condition of the battery installed on your eBike. In addition, there are environmental factors such as temperature, wind conditions or route topography that play a key role in determining how far you will go.

 The On-board computer can display the current battery level, estimated range and motor performance level. For more information refer to the manual for your On-board computer found at butchersandbicycles.com/support

Keep the following in mind to get the most range out of your battery:

- Pedalling above 50 revolutions per minute optimises the efficiency of the drive unit. In contrast, very slow pedalling is very costly in terms of energy.
- **The mass should be minimised** by keeping the total weight of the bicycle and luggage from being unnecessarily high.
- As with a car, **frequent starting and stopping** is less economical than long distances at a nearly constant speed.
- **Correct shifting** makes eBiking more efficient: It is best to start off and take inclines in a low gear. Switch to a higher gear in accordance with the terrain and speed (on a MK1-E cargo bike equipped with H|Sync this is automatic)

- Rolling resistance can be minimised by **proper tyre pressure**. To maximise range, inflate the tyres to the maximum permissible tyre pressure.
- Keep track of the **motor performance indicator** of the On-board computer and adapt your riding style accordingly. A long bar means greater power consumption.

 With decreasing temperature, the efficiency of a rechargeable battery goes down, because electrical resistance increases. In winter you can expect a reduction in the normal range.

SERVICE

DANGER This manual covers servicing tasks that require specific knowledge and tools. Butchers & Bicycles recommends that you leave all service to a Butchers & Bicycles authorised dealer. Riding an incorrectly maintained eBike may result in serious injury!

DANGER Switch off the eBike System, remove batteries and On-board computer before servicing the eBike. Risk of electric shock or injury from accidental activation of the eBike drive!

Recommended service schedule

When to service?
The most accurate indicator of when your cargo bike needs service is the total distance travelled. The Bosch On-board computer can display this information (odometer). Check the odometer and compare with the service record to find out how many km you have ridden since last service.

Refer to the user manual for the On-board computer for information on activating the "odometer" readout. Found at butchersandbicycles.com/support

Mandatory warranty check - within 3 months of purchase
After 200–400 km, but no later than three months (whichever comes first), bring your cargo bike back to the dealer for an initial inspection.

- Yearly - or every 1000 km (whichever comes first)**
This is an inspection of the cargo bike's most important systems: diagnostics of the eBike system, check of brakes and replacement of brake pads if needed, check of the BUILT TO TILT™ suspension, re-tightening of bolted connections. The bike will be taken apart, all moving parts and connections inspected, cleaned and re-greased. Regularly performing this service will prolong the life of the cargo bike.
- Additional service - as needed**
The service intervals specified in km are a guideline. Heavy use in hilly terrain, harsh weather, salt and grit on the roads etc. may necessitate more frequent service. It is always a good idea to bring your cargo bike for a check after the winter.

DANGER Do not ride the bicycle if you discover any malfunctions or if any of the components are damaged or not functioning. Risk of serious injury! Have the cargo bike serviced by a Butchers & Bicycles authorised dealer immediately.

Wear parts

Some parts on your MK1-E cargo bike will wear out in normal use and will eventually need replacement. The rate of wear depends on the level of maintenance, mileage, environmental conditions (rain, dirt, salt etc.) Examples of such parts are:

- ▶ brake pads
- ▶ tires, inner tubes
- ▶ chain/belt, cassette, sprockets
- ▶ gear cables and housings
- ▶ tilt spring assembly

For a full list with part numbers refer to MK1-E Wear parts list available at butchersandbicycles.com/support

DANGER For safety-critical components, only use genuine replacement parts provided by a Butchers & Bicycles authorised dealer. Incompatible components may fail in use and lead to serious injury!

Cleaning

CAUTION Never use abrasive or corrosive substances to clean your cargo bike. Damage may occur.

CAUTION Do not immerse any components, including the drive unit, in water or clean them with pressurised water. Damage may occur.

A good way to clean your cargo bike is with a low-pressure stream of water or a bucket with a sponge or a soft long bristled brush. Cleaning your cargo bike by hand will also help you discover any mechanical issues early on. There are many products on the market designed specifically for cleaning and protecting eBikes and their components. They make the job of cleaning your bike easier. Ask your Butchers & Bicycles authorised dealer for advice.

Recommended torque settings

DANGER It is vitally important that all threaded connections on the cargo are tightened to the correct torque. Always use a torque wrench to tighten screw connections. Too much torque may lead to damage the component. Too little torque may lead to the component coming loose and serious injury. It is not possible to tighten threaded connections correctly without a specialist torque wrench!

| Component | Torque |
|---------------------------------|----------|
| Clamping handlebar grips | 3–5 Nm |
| Clamping brake lever (Tektro) | 5–7 Nm |
| Clamping gear shifter (NuVinci) | 2–2.5 Nm |
| Clamping gear shifter (SRAM) | 2 Nm |
| Handlebar stem | 6 Nm |
| Stem raiser (Satori) | 9–10 Nm |
| Headset tightening ring | 3–4 Nm |
| Seat rail clamp | 5 Nm |
| Front wheel axle | 100 Nm |
| Rear wheel axle (NuVinci) | 35 Nm |
| Brake rotor (Tektro) | 6–8 Nm |
| Crank arm | 30 Nm |
| Pedals | 40 Nm |
| Frame link at right seat stay | 5 Nm |
| Rear dropout sliding mechanism | 20 Nm |

WARRANTY

Coverage

Thank you for choosing Butchers & Bicycles! We designed, manufactured the product with care and we guarantee that it is free of defects in materials and workmanship. In most cases it is the authorised dealer who performs the final assembly and an inspection of all functions, including a test ride. The authorised dealer is legally required to deliver a product that is not defective, of reduced value or suitability.

Procedure

In the event you discover a defect or malfunction within the warranty period, you can file a claim with the authorised dealer. The right to claim expires after 2 years from the date of delivery of the product to you. Subject to regulations in your country, you may be entitled to repair, replacement or failing that, a partial or full refund. Please note that the authorised dealer is your only point of contact. Always include the invoice, receipt for payment, Service Record and Bike Card.



Wear

Wear parts (components that wear out in use due to their function) and labour associated with their replacement are not covered. Refer to the user manual for the product for a listing of wear parts. You can also consult the wear parts list available at

butchersandbicycles.com/support

1 year voluntary battery capacity guarantee

The MK1-E electrical components from Bosch are covered under the warranty described above. Rechargeable batteries are wear parts and their capacity diminishes over time. Batteries with reduced capacity function normally and you can still ride the bike as usual. Butchers & Bicycles offer a 1 year voluntary guarantee on the battery capacity. We guarantee that the battery capacity will not fall under 60% within 1 year, or within the first 500 full charge cycles (whichever comes first).

Limitations

The warranty covers only the defects which were present at the time of delivery of the product to you. Consequently, damage or changes to the product resulting from circumstances listed below do not constitute grounds for a warranty claim:

- ▶ abuse and/or use other than intended
- ▶ incorrectly performed or insufficient service—not in line with requirements described in the user manual, not following the specified schedule (the owner bears the responsibility to comply with the service requirements)
- ▶ installation of components which are not intended for use with or not compatible with the product
- ▶ incorrect installation and/or adjustment of handlebar, stem, seatpost, shifters, brakes, quick releases for wheels and seat (for example incorrect torque settings)
- ▶ wear parts not replaced in due time
- ▶ use in harsh conditions (salt, water, dirt, dust etc.)

SERVICE RECORD

To be filled out by a Butchers & Bicycles authorised dealer * whichever comes first

| | |
|---|-------------------|
| Mandatory warranty check within 3 months or 400 km* | Performed service |
| Date | |
| Odometer | |
| Order number | |
| Dealer stamp, signature | |

| | |
|---|-------------------|
| Service 1 within 1 year or 1000 km* | Performed service |
| Date | |
| Odometer | |
| Order number | |
| Dealer stamp, signature | |

| | |
|--|-------------------|
| Service 2 within 2 years or 2000 km* | Performed service |
| Date | |
| Odometer | |
| Order number | |
| Dealer stamp, signature | |

| | |
|--|-------------------|
| Service 3 within 3 years or 3000 km* | Performed service |
| Date | |
| Odometer | |
| Order number | |
| Dealer stamp, signature | |

| | |
|--|-------------------|
| Service 4 within 4 years or 4000 km* | Performed service |
| Date | |
| Odometer | |
| Order number | |
| Dealer stamp, signature | |

| | |
|--|-------------------|
| Service 5 within 5 years or 5000 km* | Performed service |
| Date | |
| Odometer | |
| Order number | |
| Dealer stamp, signature | |

SERVICE RECORD

To be filled out by a Butchers & Bicycles authorised dealer * whichever comes first

| | |
|--|-------------------|
| Service 6 within 6 years or 6000 km* | Performed service |
| Date | |
| Odometer | |
| Order number | |
| Dealer stamp, signature | |

| | |
|--|-------------------|
| Service 7 within 7 years or 7000 km* | Performed service |
| Date | |
| Odometer | |
| Order number | |
| Dealer stamp, signature | |

| | |
|--|-------------------|
| Service 8 within 8 years or 8000 km* | Performed service |
| Date | |
| Odometer | |
| Order number | |
| Dealer stamp, signature | |

| | |
|--|-------------------|
| Service 9 within 9 years or 9000 km* | Performed service |
| Date | |
| Odometer | |
| Order number | |
| Dealer stamp, signature | |

| | |
|---|-------------------|
| Service 10 within 10 years or 10000 km* | Performed service |
| Date | |
| Odometer | |
| Order number | |
| Dealer stamp, signature | |

| | |
|---|-------------------|
| Service 11 within 11 years or 11000 km* | Performed service |
| Date | |
| Odometer | |
| Order number | |
| Dealer stamp, signature | |

BIKE CARD

To be filled out by a Butchers & Bicycles authorised dealer

| | |
|----------------------------|-----------------------|
| Model | |
| Colour | |
| Frame number | WBUBI _ _ _ _ _ _ _ _ |
| Handover date | |
| Handed over by | |
| Order number | |
| Dealer stamp, signature | |

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The information in this document is subject to change without notice.

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BUTCHERS & BICYCLES®



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Butchers & Bicycles ApS | Flæsketorvet 18, 1711 Copenhagen, Denmark
butchersandbicycles.com | +45 7199 8808 | support@butchersandbicycles.com
