

# + STROMER –

BY THÖMUS

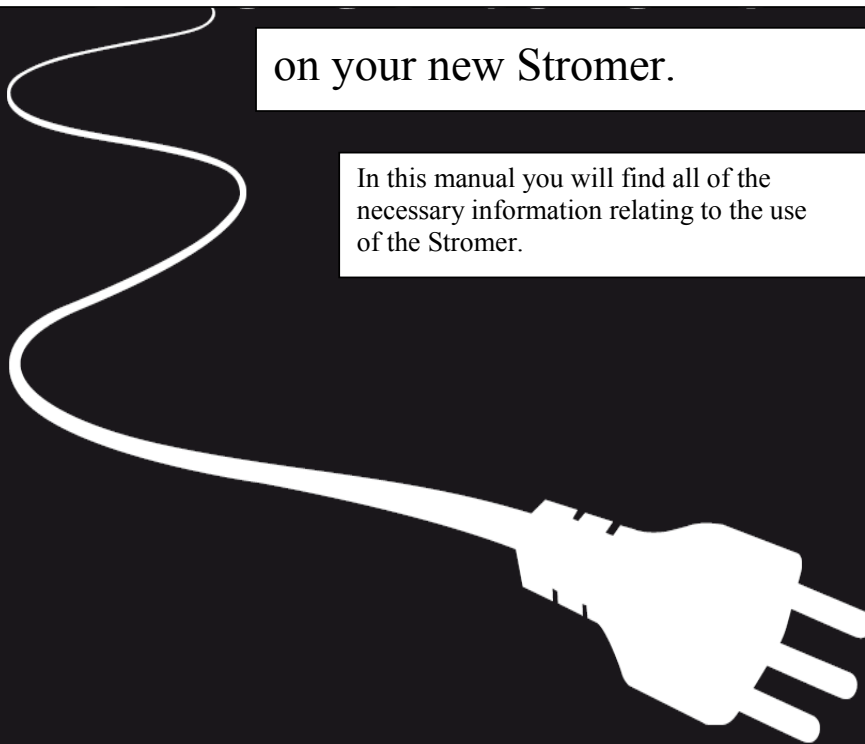


Stromer Manual | Version 1.1

# CONGRATULATIONS

on your new Stromer.

In this manual you will find all of the necessary information relating to the use of the Stromer.

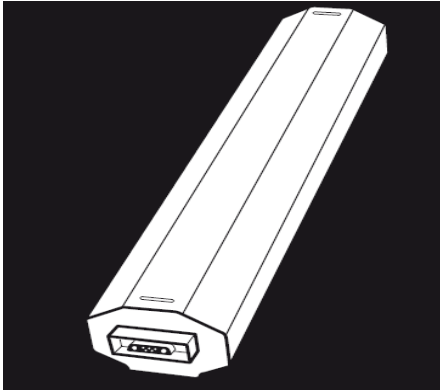


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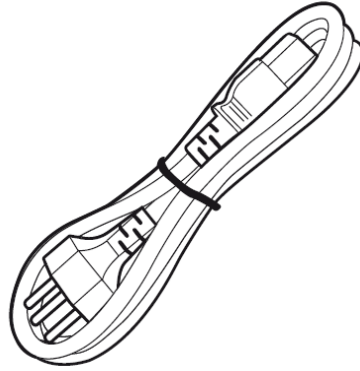
BY THÖMUS

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Battery

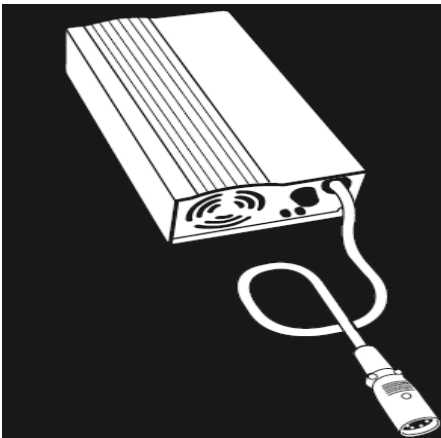


Power Cable

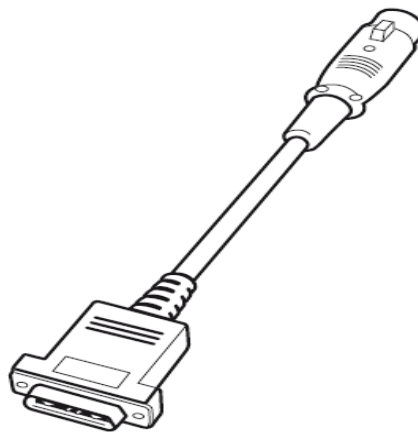
## SCOPE OF DELIVERY



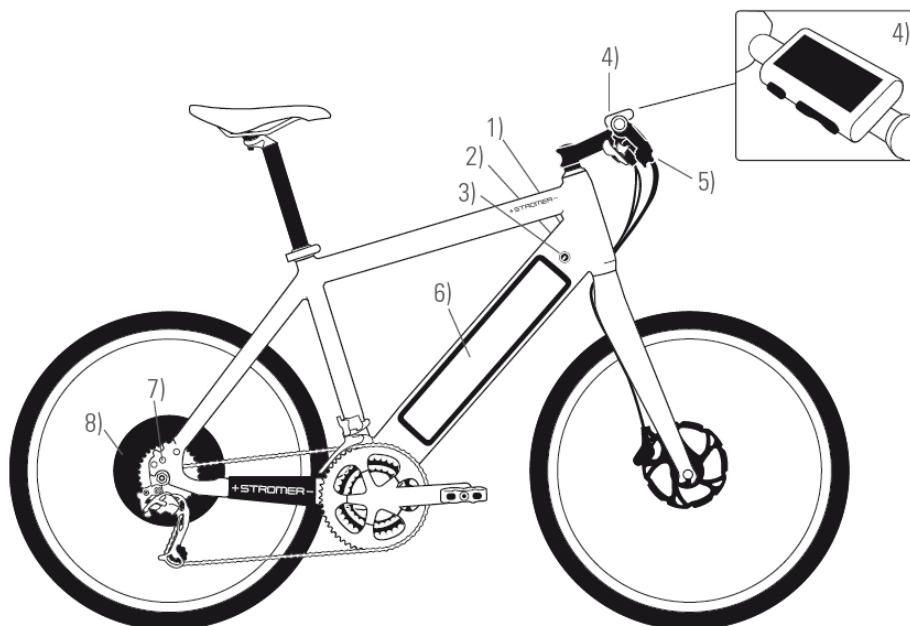
Manual



Charger



Adapter

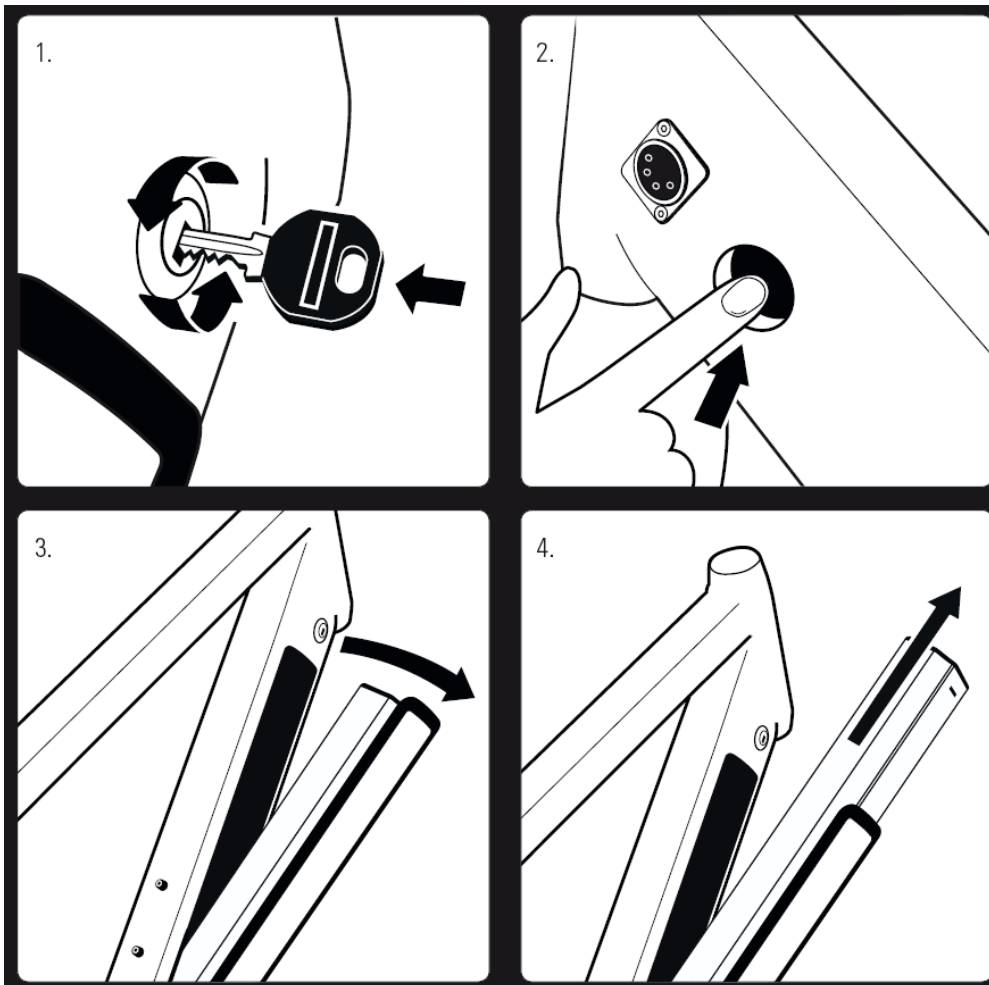


## STROMER SPARE PARTS

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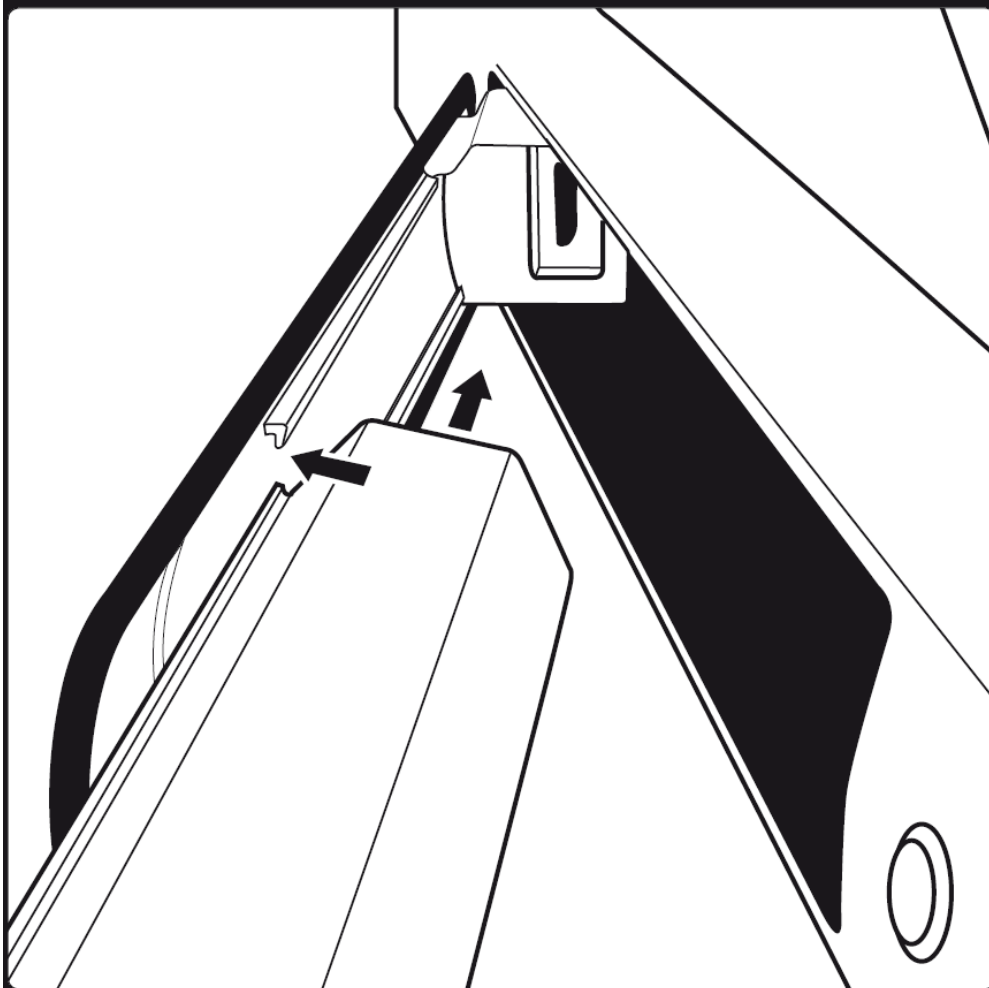
- 1) Battery ejector button
- 2) Battery charge socket
- 3) Battery compartment lock
- 4) Interface
- 5) Brake sensor
- 6) Battery compartment
- 7) Torque sensor
- 8) Hub drive

## BATTERY REMOVAL



1. Unlock the battery compartment with the supplied key.
2. Unlatch the battery compartment with a push of the button.
3. Open the battery compartment
4. Remove the battery.

## BATTERY INSERTION



Insert battery into the guide rail with the connector on the bottom.

Make sure that the battery is also inserted into the upper guide rail.

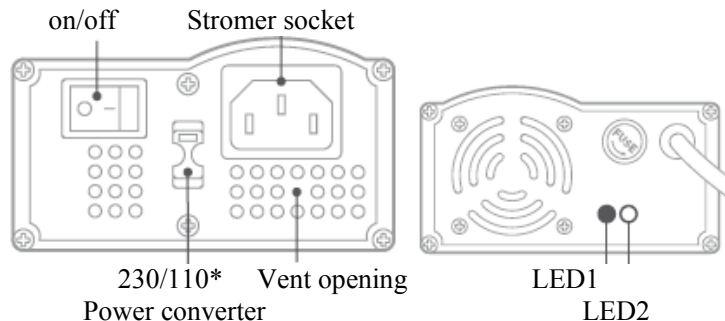
Insert the battery into the compartment until it stops.

Close the cover and lock the compartment with the key.

## BATTERY – CHARGE INTERNALLY AND EXTERNALLY

### The charging process and charger

The Stromer battery may only be charged with the appropriate charger. The battery can be charged directly on the Stromer or separately. Charging time is approx. 3.5 hours.



\*230V used exclusively in Switzerland (basic setting)

### Checking the charging process

Check the charging process with the control LEDs. As soon as the charger is turned on LED1 lights up in red. During the charging process LED2 lights up in yellow. LED2 changes to green when the battery is fully charged.

If LED2 switches immediately to yellow or green when turned on then the battery is not properly connected or an error occurred. In the latter case reconnect and restart the charger.

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### External charge

Remove the battery from its compartment. Make sure that the charger is turned off before connecting it to the power source.

Connect the battery to the charger. Turn the charger on with the on/off switch.

### Internal charge

Make sure that your charger is turned off before connecting it to the power source.

Turn the Stromer system off. Plug the power cable and the charger into the socket.

Turn the charger on with the on/off switch.



## **DISTANCE – INFLUENCES AND TIPS**

The ratio between motor power and muscle power can be adjusted individually with the sensor sensitivity (for instructions see Page 15). The following applies: the smaller the sensor sensitivity the greater the distance.

The Stromer uses the most energy during acceleration. Try to maintain a constant speed. In order to avoid short-term accelerations it is recommended to ride with an even pedaling motion. Ideally, the pressure on the pedal should remain constant during full crank revolution.

With greater weight (rider and luggage) the motor must use more power during acceleration and on an incline. Minimize your luggage to obtain greater distance.

Check the tire pressure on a regular basis. With reduced tire pressure the roll resistance increases which considerably reduces the distance traveled. The recommended tire pressure can be found on the side of the tire.

With steep inclines the speed and the distance decreases since the motor must output more power in order to gain speed and elevation.

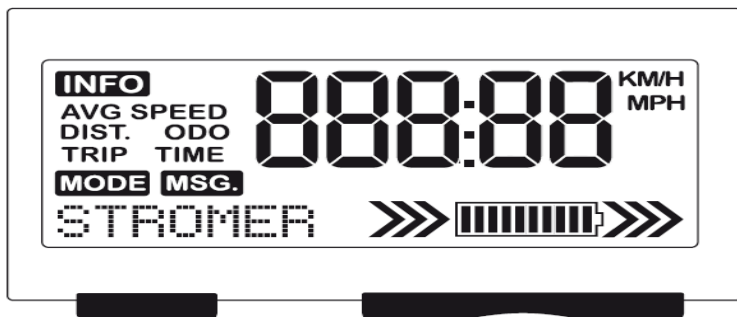
The efficiency decreases at low speed (up to 10 km/hr). At high speed (as of 35 km/hr) the aerodynamic resistance increases considerably. Ride at medium speed in order to obtain maximum distance.

To increase the distance with recuperation, the braking should only be done electrically, not mechanically. To do that you will have to ride in recuperation mode or just slightly tap the brake. The longer the recuperation is active the greater the distance traveled.

Increase the pedaling frequency (low gear) at constant speed; you will now ride more economically and increase the distance traveled.

The assist mode changes the ratio between motor power and muscle power. You will save the most battery power when you change to a reduced assist mode on inclines.

## INTERFACE – DISPLAY AND FUNCTIONS



### INFO

**SPEED**  
**AVG SPEED**  
**DIST.**  
**DIST. ODO**  
**TRIP TIME**  
**TIME**

Current speed  
 Average speed  
 Kilometer per day  
 Total kilometers  
 Trip time  
 Time

**888:88** **KM/H**  
**MPH**

The following can be displayed here, among others: Speed, average speed and time

### MODE

The Mode display shows the current assist mode or recuperation mode (such as e.g. Eco, City Tour, or Power)

Energy recovery (shown to the left of the battery display)



Little

Medium

Maximum

### MSG.

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

Battery charge status



100%



60%



0%

### STROMER

#### General Information Display

The following can be displayed here, a.o.

**POWER** Assist mode  
**REKUP2** Recuperation mode  
**LOCKED** System status info  
**CODE 0004** Setting parameter  
**HALL** Error messages

Energy consumption (shown to the right of the battery display)



Little

Medium

Maximum

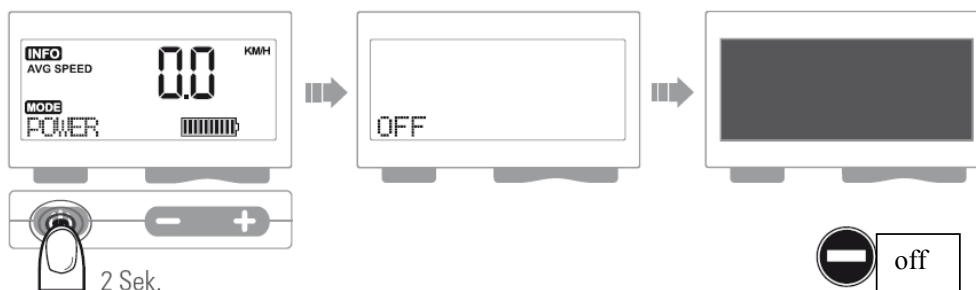
## INTERFACE – OPERATION

### 1. Turn Stromer on

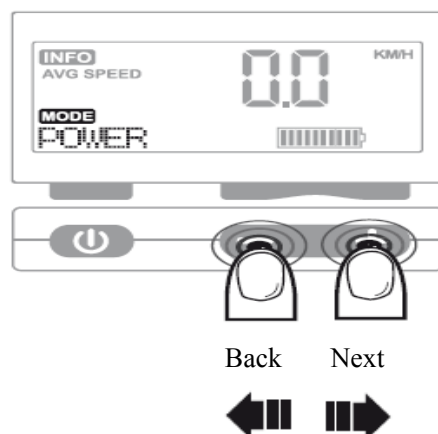
Important information: The pedal must bear no weight at all when turning on.



### 2. Turn Stromer off



### 3. Select Assist Mode or Recuperation Mode



#### Manual Recuperation Mode

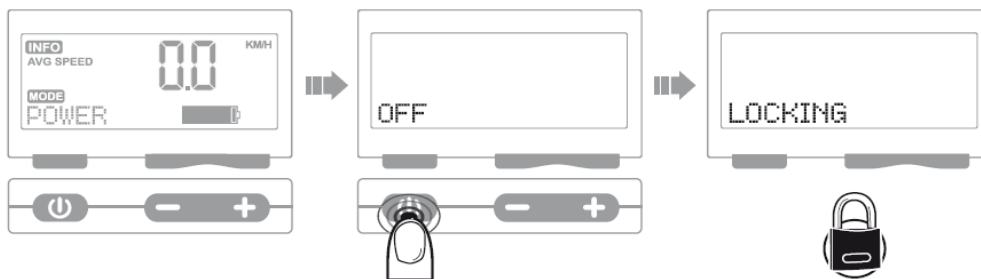
The energy recovery is usually active during braking. It can, however, be activated with mode selection as well. Select «Recoup-Mode» to recover energy and thus brake electrically.

#### Assist Mode

The Stromer is equipped with four different modes: Eco (150%), City (200%), Tour (250%), and Power (300%). When idling (Zero Mode) nothing is shown in the mode display and the motor does not provide any assistance.

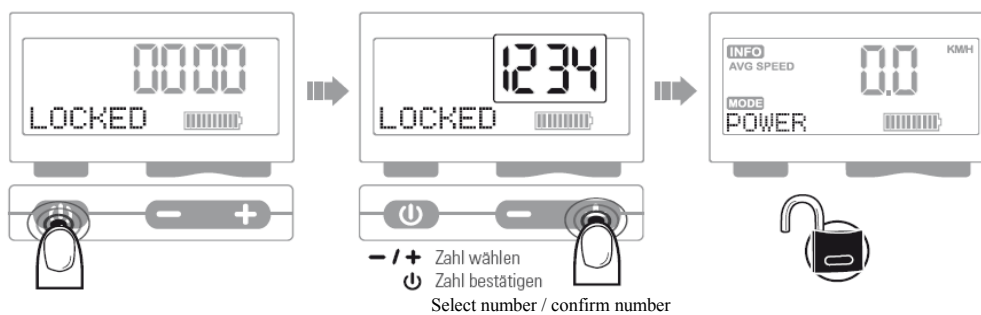
#### 4. Locking the System

To lock the system hold the On/Off key for approx. 6 seconds until the message «Locking» appears.



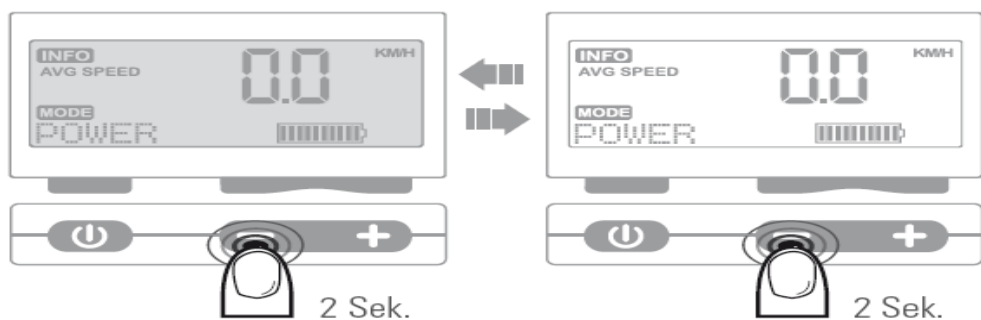
#### 5. Unlock System

Turn on the Stromer (see page 11) and enter your password. Select the number using -/+ and confirm with the On/Off key. **Password:** Factory setting «1234». To set your own password, see page 14.



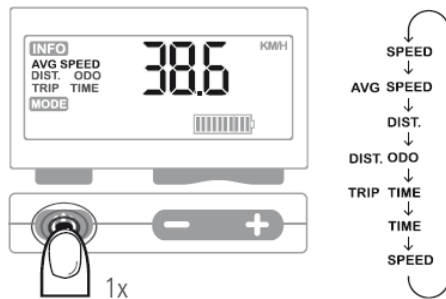
#### 6. Background Light

To turn the background light of the interface on or off, press the minus key for 2 seconds.



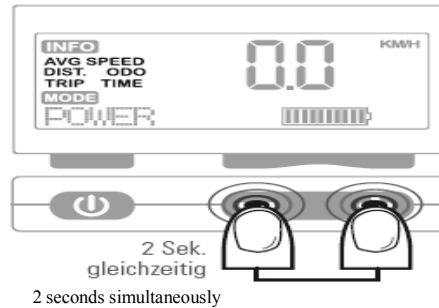
### 7. Select Information Display

You will reach the various information displays by repeatedly pushing the  $\ominus$ -key



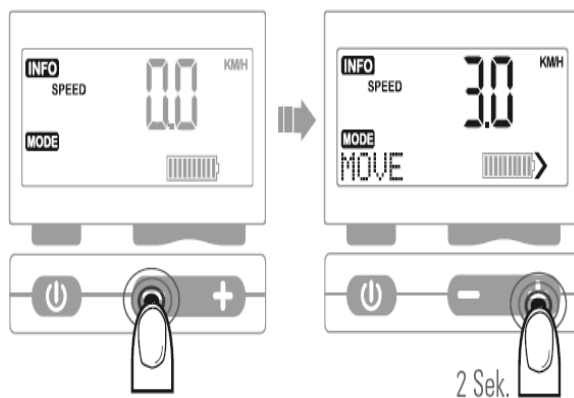
### 8. Reset the Information Display

The information display blinks briefly when the reset has been successfully completed.



### 9. Use Move Mode

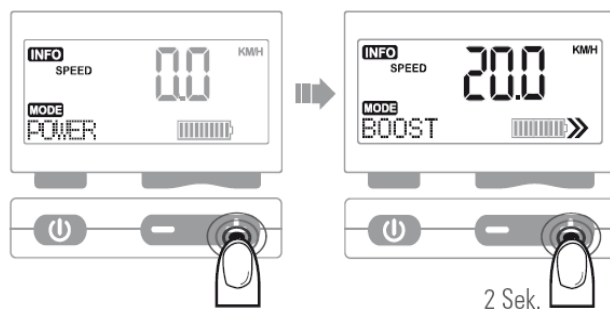
The Move Mode must be enabled before it can be used (see Page 15).  
Select «Zero Mode» (see page 11) and hold down the plus key.



This push assist is limited to walking pace.

### 10. Use Boost Mode

The Boost Mode must be enabled before it can be used (see Page 15).  
Select the Power Mode and hold down the plus key.

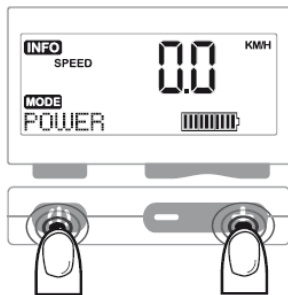


The Boost requires a min. of 3 km/hr, and is limited to 20 km/hr.

## INTERFACE – BASIC SETTINGS

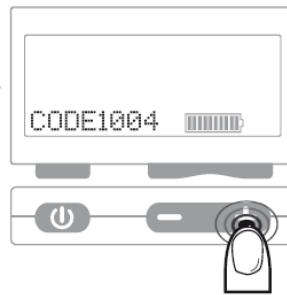
You can change the various basic settings in three simple steps:

### 1. Call up menu



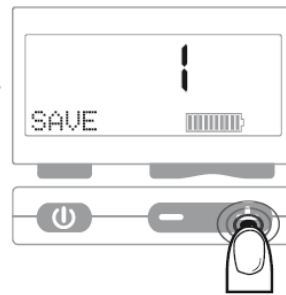
Simultaneously push the On/Off key and the plus key for 3 seconds.

### 2. Enter code



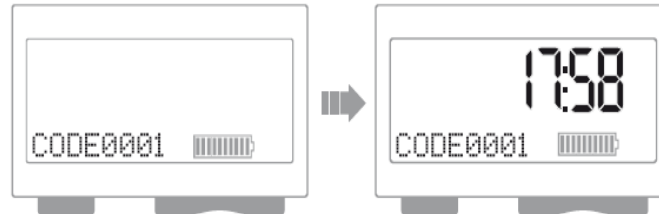
Select the desired number using the plus and minus keys and confirm with the On/Off key. To confirm the code hold the On/Off key for 3 seconds.

### 3. Select value



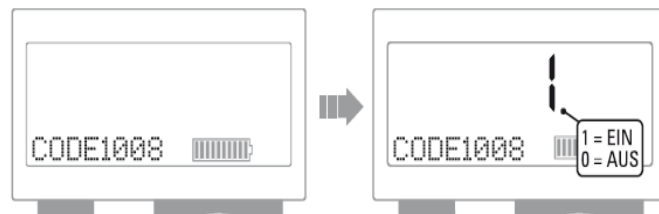
Select the desired value using the plus and minus keys and confirm by holding the On/Off key for 3 seconds. Save is displayed.

### Setting the time

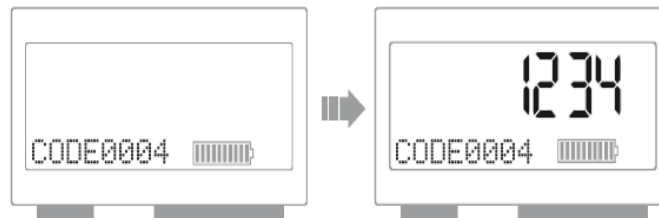


### Allow password change

In order to change the password with the code «0004» the value must be set to 1. After the change reset to 0.

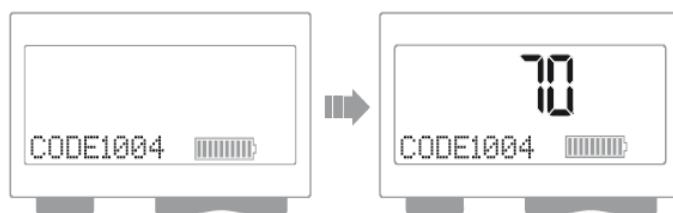


### Change password

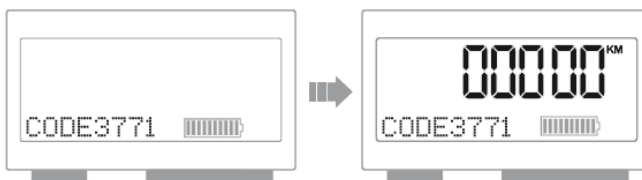
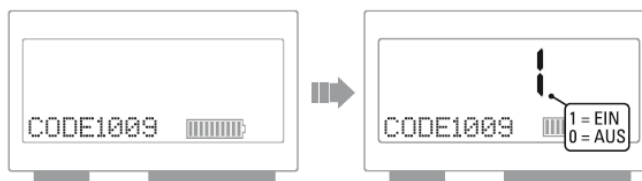


**Set sensor sensitivity**

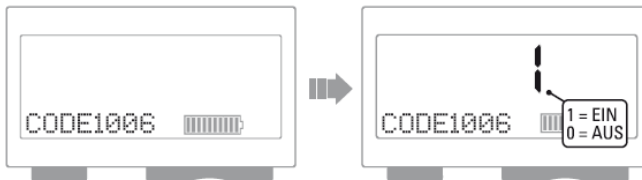
With this setting you can define the ratio between muscle power and motor assist. The sensor sensitivity, therefore influences, the distance traveled (see Pg.9)

**Enter total kilometers**

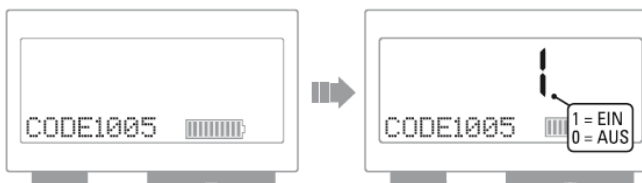
Here you can manually enter your total kilometers.

**Turn Recuperation Mode on/off****Enable Move Mode**

This mode is used as push assist. The Stromer rides along at walking pace. (for instructions see page 13)

**Enable Boost Mode**

In this mode the Stromer can be driven up to 20 km/hr without pedal assist. (for instructions see page 13)



## MAINTENANCE AND CARE



**The battery must be removed from the battery compartment and the compartment itself must be closed for any type of work to be performed on the Stromer.**

Have your Stromer serviced once or twice per year, depending on use. The first service should be performed after approx. 6 months.

Regularly check the tire pressure to keep rolling friction to a minimum and to prevent flats.

Regularly check the plug connections on the display and on the motor (underneath the Neoprene guard on the inside of the left chain stay).

Clean your Stromer with a bicycle care product and water. It is best to use a sponge or a rag. Motor, display, battery compartment and electrical connectors should not be hosed down.

## Battery – Important Information

### Care Instructions

- + If the battery has completely lost Charge, you will have to recharge it directly after the trip; otherwise the battery will be exhaustively discharged.
- + If the battery has not been used for a longer period of time it must be completely charged again. Store at room temperature and recharge every 2 to 3 months.
- + Charge your battery at room temperature

### Safety Instructions

Under no circumstances should you do the following with your battery:

- + short-circuit
- + immerse in water or clean with water
- + open or manipulate
- + charge with a different charger
- + expose to heat or fire source.

Do not use high pressure cleaners. These can affect the ball bearings and the electrical system.



## Sprocket and Chain

The sprocket and chain should be cleaned on a regular basis and checked for wear. This will extend the service life.

Depending on the effect of dirt, humidity, salt and traction, the chain will have a service life of 1,000 to 3,000 km.

During each cleaning, the chain rings should be inspected for broken off or bent teeth. This is often caused by imprecise shifting or the chain coming off, and increased wear of the chain. It is best to use a dry lubricant for sunny days and a wet lubricant for rainy days and during the winter.

Use: Clean the soiled chain with a rag. Then turn the crank anti-clockwise and apply oil on the inside of the chain. Finally, remove any excess oil from the chain with a rag.



## Winter-Specific Maintenance and Care

If you are also using your Stromer during the winter, then the chain should be lubricated more often than during the summer due to the effect of salt on the chain.

Store and charge your battery at room temperature. Cold batteries will not operate as well as warm batteries.

Clean your Stromer regularly of salt.

Protect your Stromer from weather influence when not in use.

## **TROUBLESHOOTING**

### **Step 1**

Try to solve the problem using the troubleshooting list below.

### **Step 2**

If your problem is listed in the troubleshooting list you can try to remedy the problem using the proposed solution listed next to it. If this does not work or the problem is not listed, continue to the next step.

### **Step 3**

Contact the service hotline at 0848 31 45 01 or the nearest service center (for address list see pages 22 and 23).

## **TROUBLESHOOTING LIST**

<b>Message (MSG)</b>	<b>Solution</b>
HEAT	Motor temperature too high. Continuing the trip can lead to overheating.
OVERHEAT	The motor is overheated and turned off automatically to protect the electronic system. Let the motor cool off. Afterwards, it is safe to continue the trip.
NO_COM	The power supply plug is disconnected or the motor is defective. Check the connection. If the problem persists contact the nearest service center.
HALL	Motor is defective. Contact the nearest service center

Problem	Solution
The Stromer does not assist or very irregularly.	Turn off the control unit. Make sure that the pedal bears no weight at all. Reconnect the control unit and try again.
	<p>The brake sensor on the right brake lever could have shifted. This will cause the sensor to send a constant turn-off signal to the motor.</p> <p>Disconnect the brake sensor from the control unit and try again. If this solves the problem you can have the sensor reset during your next service.</p>
When connected, the display shows the number zero four times (0000), and the first number is blinking.	The system lock was activated during the connection. To deactivate the system lock see page 12.
The control unit cannot be turned on.	<p>Change the battery of the control unit. To do this you will have to remove the steering wheel. You will need a size 4 Allen wrench and a button battery (CR2032). You can also contact one of our service centers and we will be happy to do this for you.</p>

## **LEGAL**

### **The Stromer is available in two categories:**

- + Mountain 33 and Power 48  
(in some countries a moped driver's license is required)
- + Mountain 25

Ask for the local law in your area!

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## **WARRANTY SERVICES**

### **Service offer**

When purchasing a Stromer the following applies:

#### **3-year option for customization**

We replace steering wheel, stem and saddle at no charge to you and adjust your Stromer according to your needs.

#### **3-year warranty on all parts**

On manufacturer's and material defects, except for wear parts (chains, cable, pads, tires, rims, bearings, etc.) as well as improper use and accidents.

#### **3-year frame warranty**

#### **3-year or 750 full-charge cycles warranty on the battery**

#### **Warranty for defects and liability**

The warranty period for the Stromer is 3 years from the date of purchase. The warranty covers all components and accessories on the Stromer. Depending on use, the Stromer should be serviced once or twice per year. It is recommended to have the first service done after approx. 6 months. If the annual service is not performed myStromer AG will not be held liable for any production or assembly defects. In particular, myStromer AG will not be liable for damages caused by improper use or natural wear and tear, or for damages that did not occur on the delivery object itself (consequential harm caused by a defect).

## **SERVICES**

### **Service 1\***

#### **The basic program**

The classic annual service for your assurance and safety! All important work will be performed:

- + adjust the gearshift assembly
- + check and adjust tire pressure
- + check and adjust brake and fork pressure
- + check brake pads
- + check all screws
- + center tires for axial run-out
- + software update
- + final inspection and test drive

### **Service 2\***

#### **The carefree program**

The right thing for frequent drivers. This will justify the high use of your Velo!

Same as SERVICE 1, but additionally:

- + check the most important screws with a torque wrench
- + center tires for axial and radial run-out (including dismantling the tires)
- + remove and clean the complete drive
- + check fork for function
- + align the brake discs
- + check the spoke tension
- + clean and seal the entire Stromer

### **Tuning service\***

Software adjustment to order

### **Various works\***

#### **Repair services**

- + adjust gearshift assembly front and rear
- + mount city kit
- + clean drive
- + clean frame
- + clean rims
- + replace disc pads (per brake)
- + refill and vent hydraulic brake
- + replace tube/wheel (per tire)
- + center tire (per tire)
- + replace spokes and nipples (per tire)
- + frame conversion
- + fork service

Do you prefer individual consultation? Contact our specialists at the shop or give us a call. Making an appointment will reduce to a minimum the amount of time you go without a Stromer.

Service hotline: +41 (0) 0848 31 45 01