

But it is a known problem, caused by the grease inside the freewheel gear ring a the motor housing.
We did some WD-40 treatment, when we have a R-15 with the "Slipping clutch" symptom, like our technician described to me. Please find it below with pictures.

Description:
Regarding the slipping problem, we have a simple way to solve it.
Put the WD40 to the gear ring in the housing of the motor. See the attachment. Do not clean grease off the inner face of the housing, only from the clutch gear area.
We can solve 95% of this kind of issue by using WD40.
5% of this kind of issue, need to be changed the housing.



We can't recommend to disassemble the Freewheel gear ring from the motor housing. It won't work to reassemble it.
If WD-40 treatment do not work, it's necessary to change the motor housing with a new one.

In the attachment is a description how to put out the motor from the bicycle, too.



1. Display (DP15) replacement.....P3~5
2. Battery (BL21) Operation instruction.....P6~6
3. Rear Hub motor (R15) replacement.....P7~16
4. RPM Sensor replacement.....P17~21
5. Controller (CN41) replacement.....P22~26

1. DP15 Display replacement

Please note: For your own safety, make sure to always cut off electricity by removing the battery BEFORE you start working on electric bicycles!
Once the display replaced you must reprogram the bike with the latest firmware using the LogiX Diagnostic System and the USB Link.



1. Display (DP15) replacement-Removal

1.1 Gut off the cable protection sleeving.



1.2 Disconnect the display cable.



1.3 Loosen the screw by screw driver.



1.4 Remove the display.



1. Display (DP15) replacement-Installation

1.5 Take a new display and install on handle bar.



1.6 Tighten on the screw.



1.7 Connect the display.



1.8 Wear the cable protection sleeving.



2. Battery operation instruction

2.1 Unlock the battery key.



2.2 Pull up the battery from carrier.



3. Hub Motor R15 replacement

Please note: For your own safety, make sure to always cut off electricity by removing the battery **BEFORE** you start working on electric bicycles!



3. Hub Motor R15 replacement-Removal

3.1 Unfasten this plastic clip.



3.2 Unplug the motor cable.



3.3 Loosen this plastic clip.



3.4 Cut off the plastic strap.



3. Hub Motor R15 replacement-Removal

3.5 Loosen the nuts from both side by the #19 wrench.



3.6 Remove the washers and nuts from both side.



3.7 Release the brake.

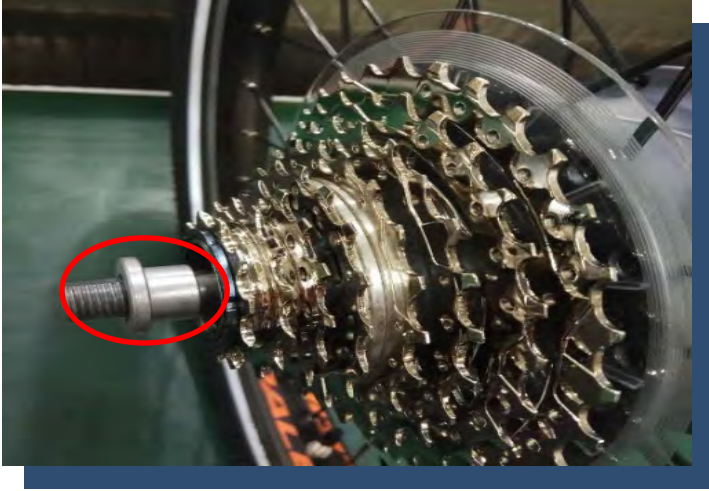


3.8 Remove the wheel set.

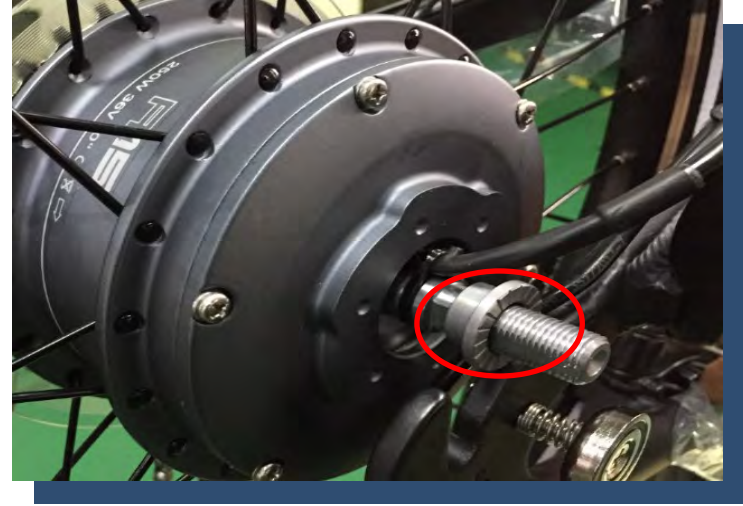


3. Hub Motor R15 replacement-Removal

3.9 Remove this bushing from the sprockets side. The bushings differ on each side



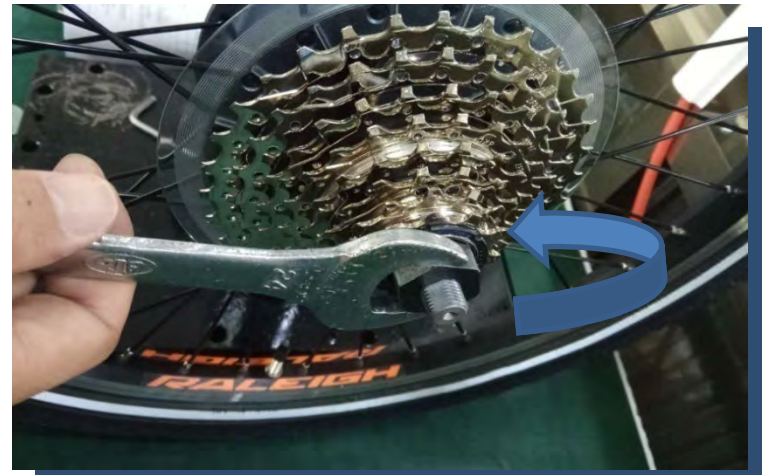
3.10 Remove the shorter bushing from motor side.



3.11 Install on a sprockets specific tool.



3.12 Disassemble the cassette Sprockets
By #24 wrench. n.b. R.H. Thread



3. Hub Motor R15 replacement-Removal

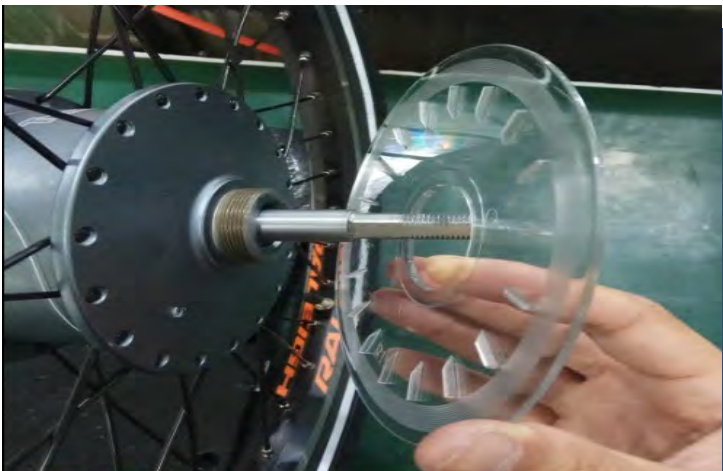
3.13 Remove the cassette sprockets.



3.14 Remove this spacer .



3.15 Remove the sprockets Protector.



3.16 Loosen the screws by screwdriver.



3. Hub Motor R15 replacement-Removal

3.17 Put the wheel on the ground and press down the wheel.



3.18 Pull off and remove the motor from the hub.



3. Hub Motor R15 replacement- Installation

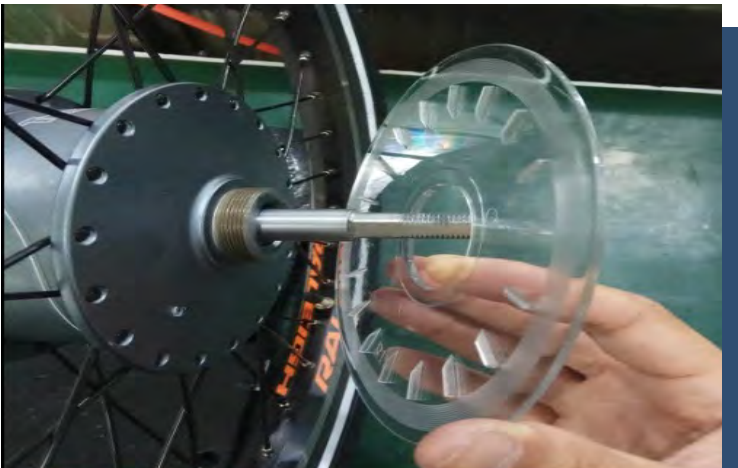
3.19 Put a new motor back to the hub.



3.20 Close the motor cover and tighten on the screws.



3.21 Put back the sprockets Protector.



3.22 Put on this spacer .



3. Hub Motor R15 replacement- Installation

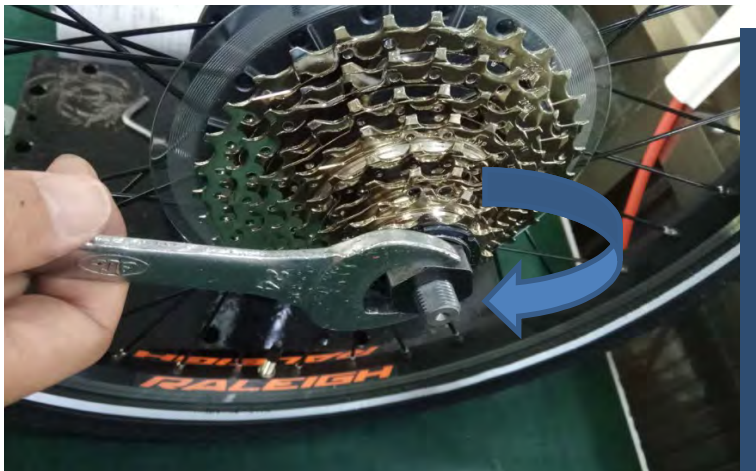
3.23 Put on the cassette sprockets.



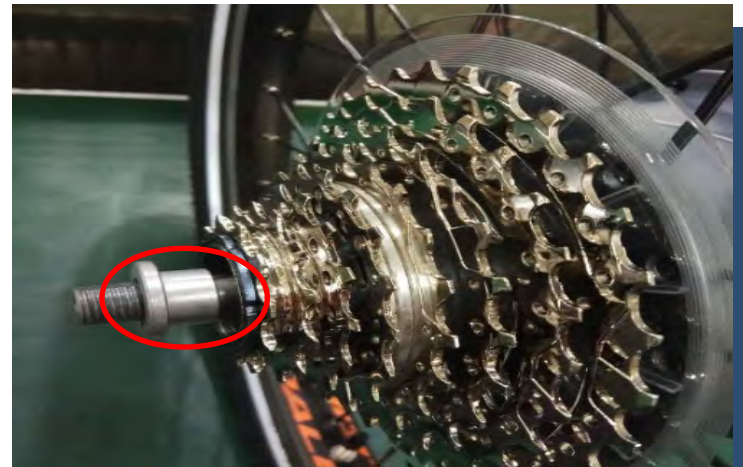
3.24 Put on the sprockets specific tool



3.25 Assemble the cassette Sprockets By #24 wrench.

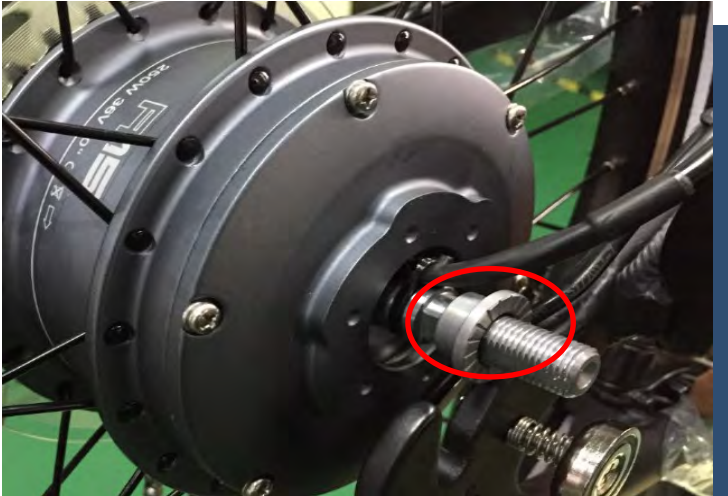


3.26 Remove the tool and put back the bushing after the sprockets installed.



3. Hub Motor R15 replacement- Installation

3.27 Put on the bushing on the motor side.



3.28 Put back the rear wheel set to the bike.



3.29 Put on the nuts and washers on both side and Tighten properly by the #19 wrench.



3.30 Assemble and adjust the rear brake.

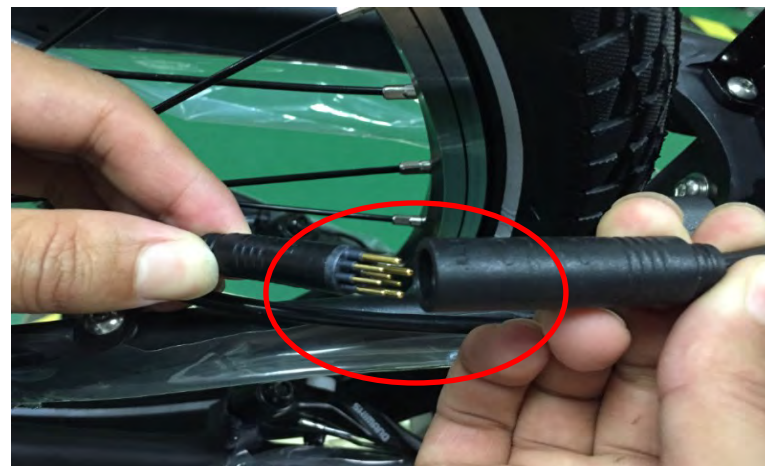


3. Hub Motor R15 replacement- Installation

3.31 Fix this plastic clip.



3.32 Connect the motor cable.



3.33 Fasten this plastic clip.



3.34 Tighten the plastic strap.



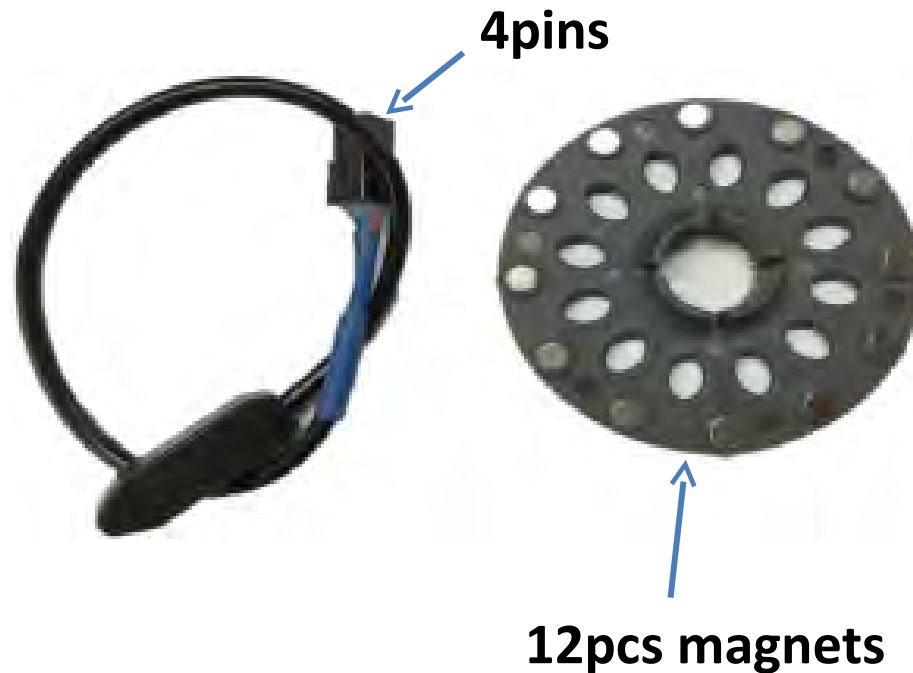
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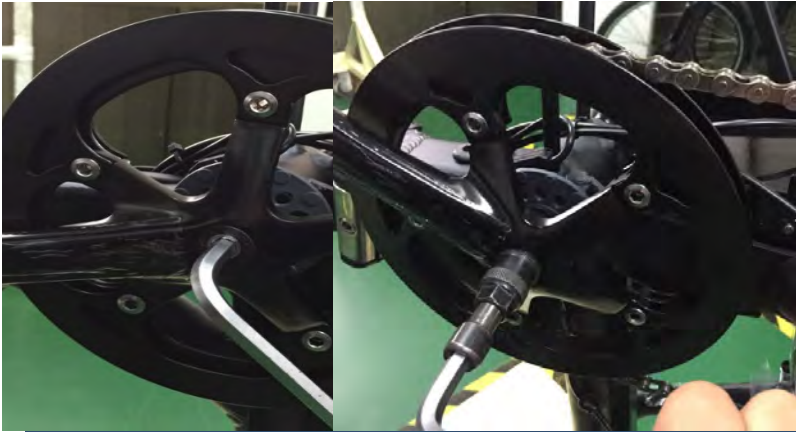
4. RPM Sensor replacement

Please note: For your own safety, make sure to always cut off electricity by removing the battery **BEFORE** you start working on electric bicycles!



4. RPM Sensor replacement-Removal

4.1 Loose the crank set by #8 wrench.



4.2 Take away the crank wheel to find the magnetic disc & RPM Sensor.



4.3 Remove the washer.



4.4 Remove the magnetic disc.



4. RPM Sensor replacement-Removal

4.5 Cut off this plastic strap which fixed the cables.



4.6 Unfix the rubber plug.



4.7 Disconnect the RPM sensor and pull from the rubber plug.



4.8 Loosen the screw which mounted the RPM sensor.



4. RPM Sensor replacement-Installation

4.9 Install on the RPM sensor by tightening on this fixed screw.



4.10 Install on the magnetic disc and the washer.



4.11 Fasten the cables by a plastic strap.



4.12 Install on the rubber plug.

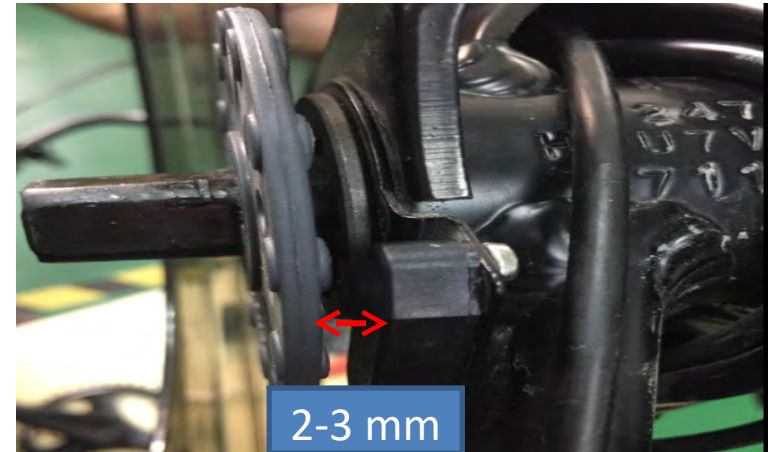


4. RPM Sensor replacement-Installation

4.13 Install on the magnetic disc and the washer.



4.14 The distance of the sensor and the magnetic disc should be 2-3 mm.



4.15 Put back the chainwheel.



4.16 Tighten on the chainwheel by #8 wrench



5. Controller (CN41) Replacement

Remember to remove the battery before you start working.
Once the controller replaced you must reprogram the bike with the latest firmware using the LogiX Diagnostic System and the USB Link.



5. Controller (CN41) replacement-Removal

5.1 Unfix the rubber plug.



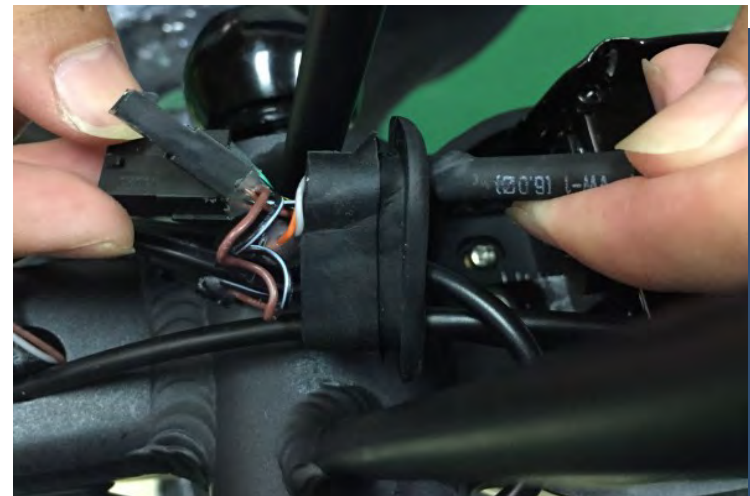
5.2 Cut off the plastic strap.



5.3 Pull out all cables from frame and disconnect them.



5.4 Pull out the cables through the rubber plug.



5. Controller (CN41) replacement-Removal

5.5 Unfasten this plastic clip.



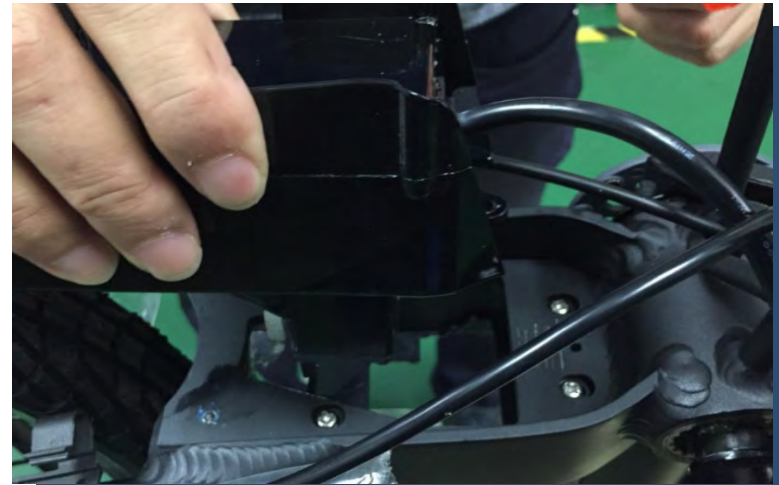
5.6 Unplug the motor cable.



5.7 Loosen the fixed screws which mounted the controller.

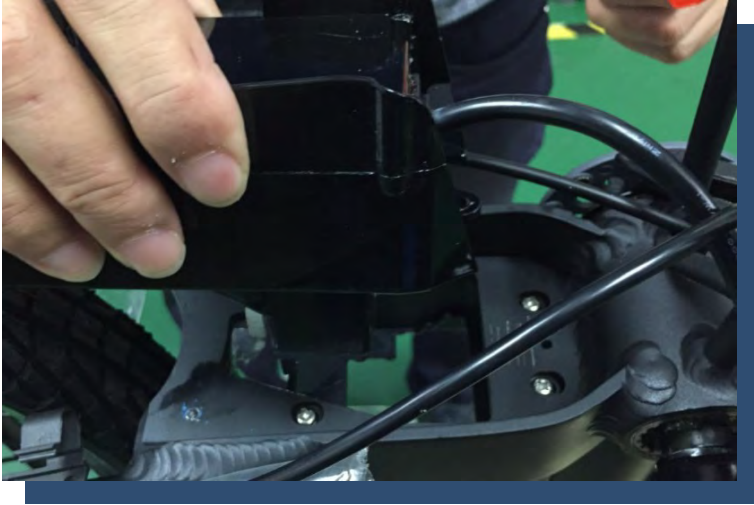


5.8 Remove the controller.



5. Controller (CN41) replacement-Installation

5.9 Put on a new controller.



5.10 Tighten on the fixed screws.



5.11 Connect the motor cable.

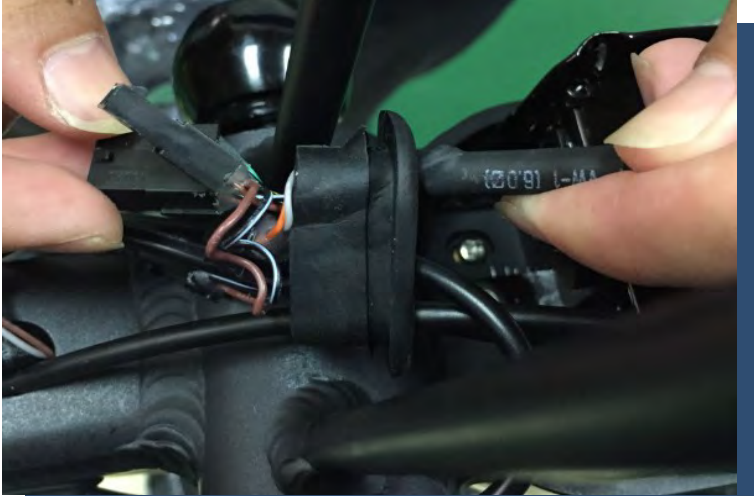


5.12 Fasten this plastic clip.



5. Controller (CN41) replacement-Installation

5.13 Put the cables through the rubber plug.



5.14 Connect all cables.



5.15 mounted the cables by the plastic strap.



5.16 Put back the rubber plug.

