

# VELOCI

---

Instruction manual

Veloci Diamond, Hopper, Hybrid (Sport), Solid, Spirit, Vivid

Veloci manual © Bizbike 2022



Bizbike Ireland | 2 Dublin Landings, Dublin, Ireland | [www.bizbike.ie](http://www.bizbike.ie) | [customerservice@bizbike.ie](mailto:customerservice@bizbike.ie) | +353 1 697 2029

# Contents

---

Introduction	4
Congratulations on the purchase of your Veloци	4
Contact Bizbike	4
Performing bike maintenance yourself	5
Key to icons	5
Warranty	6
Safety	8
Bike safety	8
Transport by car	8
Quickly on your way: Checklist before departure	10
Electrical parts	11
Battery	11
Display & Control Panel	16
Non-electrical parts	20
Saddle	20
Handlebars	20
Bicycle lock	22
Folding your e-bike	22
Any questions?	23

# Introduction

---

## Congratulations on the purchase of your Veloci!

*Read this manual carefully and keep it handy.*

*To enjoy your Veloci for as long as possible,  
please follow the recommendations and tips in  
this manual.*

The recommendations and tips below will improve your comfort and safety on the road. However, the manufacturer cannot rule out the possibility of damage, despite careful monitoring. Therefore, you cannot derive any rights from these instructions, with the exception of the stated warranty periods. The manufacturer is not liable for any damage, unless provided for by law.

## Contact Bizbike:

- If you have any questions or comments
- To request your first free service after 500 km or within 6 months - whatever comes first.  
**Note: The first free service must be used within the first 6 months or the free service becomes invalid.**
- For the annual maintenance of your bicycle just before the start of winter or before a cycling trip
- To have parts replaced



You can do that on the online platform  
**My Bizbike** via "My support"



[my.bizbike.ie](http://my.bizbike.ie)



**By phone** Bizbike can be reached  
via +353 1697 2029

## Performing bike maintenance yourself:

- Inflate your tires monthly to 4.5-5 bar.
  - Rinse your chain and chain case monthly, dry it and lubricate with chain oil. A little goes a long way: do not use too much chain oil.
  - Charge your battery every two months and store your battery indoors at room temperature.
  - Clean your bike regularly.
- ⚠ Attention: NEVER use a pressure washer or submerge your bike in water.**
- Check the lights and reflectors periodically. If necessary, have them replaced so that other road users can see you riding.

### Key to icons:

- ✖ Attention: Consult Bizbike customer service
- ⚠ Attention: Warning



# Warranty

---

## Warranty provision

The exact warranty period is determined based on the delivery date. You must always furnish Bizbike with proof of purchase for the bicycle if you wish to make a warranty claim.

## Warranty period

- Frames are guaranteed for life against construction and/or material defects.
- Except for the parts mentioned in the last point of the list, the warranty for all non-electrical parts is 7 years.
- The warranty is 2 years for electrical parts, including the battery.
- No warranty is given on parts that are subject to wear, such as tires, chain, and brake pads, unless there are construction and/or material faults.

## Voidance of warranty

- In the following cases the warranty is void:
  - Improper and/or careless use of the bicycle;
  - Maintenance not in accordance with the manual;
  - Technical repairs that were not carried out in a professional manner;
  - Retrofitted parts that do not correspond to the technical specifications of the bicycle.
- Furthermore, liability of Bizbike is expressly excluded for damage to (parts of) the bicycle as a result of:
  - Incorrect adjustment/tension of handlebars, stem, saddle, seatpost, derailleur set, brakes, quick releases of the wheels and saddle;
  - Untimely replacement of parts such as brake/derailleur cables, brake pads, tires, chain and sprockets;
  - As a result of the weather, such as normal weathering of paint and chrome rust.

## **Parts covered by warranty**

- You are responsible for paying the costs of transporting the bicycle and/or any out-of-warranty parts.
- If a certain part is under warranty and the original is no longer available, Bizbike will provide an alternative of at least equal value.

## **Submitting a claim**

- You submit your claim via “My support” on **My Bizbike**.
- If your address has changed, you can update your details on **My Bizbike** yourself.

# Safety

---

## Bike safety

- Observe all traffic rules.
- Adjust your speed on slippery roads and consider a longer braking distance in rain or snow.
- Pay attention to the road and not to the display while driving. Safety first!
- A helmet is not mandatory but is certainly more than just a luxury.
- Never use the bicycle under the influence of drugs, alcohol, or illegal substances.
- Make sure your bike's equipment meets the minimum legal requirements.
- Avoid heavy shocks and extreme loads.
- Do not make any changes to parts yourself. Contact Bizbike customer service via digital assistant Sara or "My support" on the online platform **My Bizbike** if necessary.
- Are all nuts and bolts still properly tightened? When you tighten them, the right torque is important. If necessary, consult the Bizbike customer service via digital assistant Sara or "My support" on the online platform **My Bizbike**.

## Transport by car

Do you want to transport your bicycle by car?

Preferably use a bicycle carrier and follow the steps below:

- Remove any accessories that could become detached from the bicycle. Don't forget the battery. Lock the bike.
- Check whether the bicycle carrier is properly mounted, whether its lighting works and whether the number plate is visible.
- Make sure that the side bags, especially the flaps, are properly secured and do not blow up.

 **Attention:** Consult the Bizbike customer service via digital assistant Sara or "My support" on the online platform **My Bizbike** if the points mentioned below are not in order and/or parts are loose or damaged.

Element	Check and consult Bizbike customer service if necessary
<b>Saddle</b>	Our bicycles are designed to carry a weight of up to 120 kg. If you weigh more than 120 kg and it turns out that overloading is the cause of damage, the warranty on the frame and non-electrical parts may become void.
<b>Handlebars</b>	Do not adjust the handlebars while cycling. Always get off. Do not hang a child seat, bags, or other objects on the handlebars. The maximum handlebar load is 5 kg.
<b>Child seat</b>	General rule: If using a child seat, you should install it on the back of the bicycle. If mounted at the front, a child seat can interfere with normal steering. Make sure that the child seat is attached to the handlebar base if you do mount it at the front.
<b>Hand grips</b>	Replace damaged hand grips immediately.
<b>Pedals</b>	Be careful with hard and/or leather soles. There is a risk of slipping off the pedals, especially in rain and wet weather. Always wear footwear with adequate grip.
<b>Brakes</b>	In wet weather, the braking distance is longer. On longer descents it is safer to brake carefully. Never brake with the front brake alone. This can easily block the front wheel and cause a fall.
<b>Luggage carrier</b>	Never transport a passenger on the luggage carrier. The maximum carrying capacity of the luggage carrier is 25 kg. Make sure that baggage on the luggage carrier cannot become tangled in the rear wheel.
<b>Engine</b>	The motor support is automatically cut off at speeds above 25 km/h or when you brake. This is in accordance with European legislation regarding electric-powered bicycles.

## Quickly on your way: Checklist before departure

---

- Is the battery slotted correctly into place? If you have a Veloci Diamond, Hopper or Spirit, turn on the battery first. Then you can also switch on the display. If you have a Veloci Hybrid (Sport), Solid or Vivid, all you need to do is turn on the display.
  - Start pedaling: the electric assistance should already be switched on.
  - Use the manual gears as you would with a non-electric bicycle. This way you can easily travel uphill and avoid overloading bicycle parts such as the gear system.
  - The bike offers support up to 25 km/h. For safety, there is no support when you stop pedaling or brake.
  - When you are cycling, focus on the road, not the display. Adjust your speed to the traffic and weather conditions.
- The battery and display will turn off automatically after 5-10 minutes of inactivity.
  - Purchase a sturdy second lock and always secure your bike, both indoors and outdoors.



**Attention:** Consult the Bizbike customer service via digital assistant Sara or "My support" on the online platform **My Bizbike** if the points mentioned below are not in order and/or parts are loose or damaged.

# Electrical parts

---

## Battery

### Range

The battery of your electric bike enables you to get where you need to be. Veloци bicycles have batteries with different capacities. The reasons why its range is high or low remain the same as shown on the table on the next page.

### Maintenance tips

Maintenance also remains the same. With the following tips you can ensure that the battery retains a high capacity for a long time:

### Performance

- Never let the battery run completely empty. This can seriously affect battery performance.
- You can charge the battery up to 600 times. On average, this corresponds to a period of 4-5 years.
- Store your battery in a dry and protected place at room temperature.
- Like other batteries, the battery of an e-bike is

sensitive to ambient temperatures. In freezing weather, its capacity can drop by 33%.

- The battery can withstand rain but should never be submerged in water or cleaned with a pressure washer.
- Has the battery fallen? Have the battery checked for internal damage or short circuit as soon as possible by scheduling a maintenance on **My Bizbike**.

## Range of your electrical bicycle

	<b>Long distance/ long range</b>			<b>Shorter distance/ shorter range</b>
<b>The journey you take</b>	Low speed and low support			Higher speed and support level
	No stops			Multiple starts and stops
	Well-maintained and smooth road			Sandy or gravel road
<b>Your cycling style</b>	Driving calmly			Driving aggressively
	Bent over			Upright
	Low weight			Heavily loaded
	Using manual gears correctly & regularly			Never using manual gears
<b>The weather conditions</b>	Warm			Cool to cold
	Light wind			Strong headwind
	Dry road			Wet and slippery road
<b>How the e-bike has been maintained</b>	Correct tire pressure			Low tire pressure
	Well maintained			Poorly or not maintained

## Unplugging and putting back in place

*Veloci Diamond, Hopper, Hybrid (Sport), Solid, Spirit*

To slide the battery out of the cradle, you need to open the lock. Make sure the lock clicks into place when you put the battery back in place. Do not forget to lock the battery.

*Veloci Vivid*

To remove the battery from the frame, follow the instructions as indicated on the sticker beside the battery:

1. Push down the button on the battery cover.
2. Remove the battery cover from the frame
3. Turn the key counterclockwise into the battery lock to release the battery.
4. Now the battery can be removed from the frame

If the steps are not performed in the correct order, the battery cover will not come off.

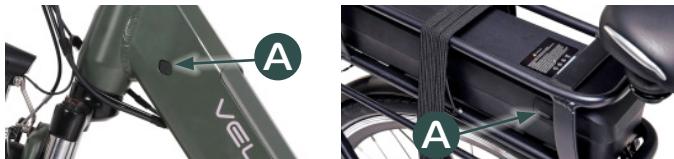
**Turn the key back clockwise and press the cover hard against the frame to lock it back.**

Now follow the steps in the correct order.



## Load

- Always connect the charger to the battery first. Only then insert the plug into the socket. Do not do it the other way around, as that could seriously damage the charger.



### (A) Charging port

- If the charger light turns red, charging has started successfully.
- Do not cover the charger while charging.
- Always fully charge the battery. Charging takes 6-8 hours and is complete when the light on the charger turns green.
- Once the battery is fully charged, charging will stop automatically. To avoid damage, disconnect the charger as soon as possible, preferably within 24 hours.
- First remove the plug from the socket, then disconnect the charger from the battery.

- Charge your battery every two months and store your battery indoors at room temperature: after two months of inactivity, the battery will suffer irreparable damage, and the warranty on the battery will expire.

## Safety regulations

- Keep children away from battery and charger.
- Use only the charger supplied.
- Do not open the charger: inside the battery is a high voltage circuit.
- Do not drop the charger and avoid contact with moisture and water.
- Store the charger in a dry and well-ventilated area.
- Never connect the positive and negative terminals of the battery directly because this will cause a short circuit and can lead to serious damage.
- Any breach of these safety regulations will invalidate the manufacturer's warranty.



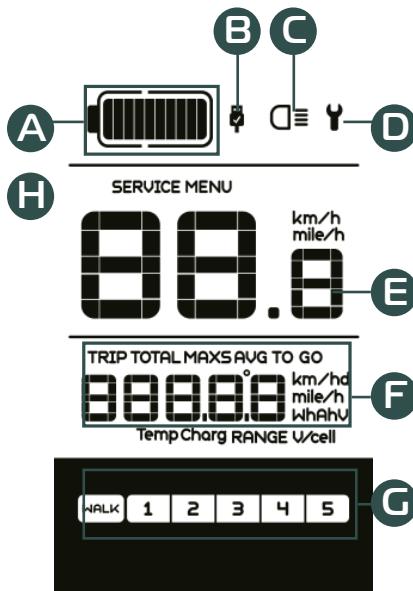
## Display

### 1. Display properties

- Button system: ergonomic and easy to use
- Speed modes:
  - TRIP: day counter
  - ODO or TOTAL: Total kilometers
  - MAXS: Maximum speed
  - AVG: Average speed
  - RANGE: How much distance can still be covered
  - W: Wattage meter
- Kilometre or mile mode
- Smart battery
  - Provides a real indication of battery capacity
  - Battery indicator does not fluctuate when turning the engine on and off
- The brightness of the display is adjustable in five positions
- Five support levels
- Error: error code Indicator

### 2. Display description

- (A) Current battery capacity
- (B) USB connection (has only charging function)
- (C) Front and rear light indicator on or off
- (D) Error code/maintenance
- (E) Current speed
- (F) Odometer mode
- (G) Support levels



### 3. Description of control panel and buttons

- (A) Increase support
- (B) Decrease support and activate pedestrian assistance (press and hold for 2 seconds)
- (C) Activation of front and rear lights (press and hold for 2 seconds)
- (D) Power on/off (press and hold for 2 seconds)
- (E) Display detailed information



#### 3.1. Enable support

Press and hold the power button for a few seconds to turn the display on or off. The display will turn itself off after 5 minutes if there is no activity.

#### 3.2. Choose support level

Briefly press the PLUS/MINUS button to change the assistance level. The maximum support is level 5; at position 0, there is no support. You can manually change the levels as you wish.

#### 3.3. Consult speed modes

Short press the "i" button to access the different speed modes.

- TRIP: Day counter
- TOTAL: Total kilometres
- MAXS: Maximum speed
- AVG: Average speed
- RANGE: How much distance can still be covered
- W: Wattage meter

If there is no activity for 5 seconds, the display will automatically revert to the current speed and trip.

### **3.4. Turn lighting on and off**

The front and rear lights are activated at dusk. Even if the battery is no longer charged enough to provide support, the lighting will still work for a few hours.

You can also control the lighting via the light button on the display. Press the light button for 2 seconds in order to turn the light on or off.

### **3.5. Pedestrian assistance**

Press the MINUS button  until WALK appears at the assistance levels. Then press and hold the MIN button . Pedestrian assistance will start after a few seconds. The pedestrian assistance stops as soon as you release the button.

 **Attention:** Use this function only when walking and not when riding your bicycle.

### **3.6. Battery indicator**

When the battery is empty or almost empty, this button starts flashing. This indicates that the battery needs to be charged.

## **4. Data reset**

Follow the steps below to change the settings:

- Press "i" twice quickly  to enter the settings.
  - At the location of the speed, you will see the symbol "tC".
  - Press the PLUS/MINUS buttons   to choose between N/Y.
  - N stands for No. When you press the power button, you will automatically advance to the next parameter.
  - Y stands for Yes. Pressing the "i" button twice  will delete the data.
  - All data is deleted except the ODO or TOTAL position.

- Press "i" twice quickly to exit the settings.
- The settings will close automatically after 10 seconds.

## 5. Precautions

- The display is water resistant but should not be submerged in water.
- Do not expose the display to excessive sunlight when you are not using the bicycle.
- Regularly check the connection between the display and the controller.
- Do not use thinner, alcohol, or fuel to clean the display or other electrical components.

## 6. Error codes: definitions

The display gives warnings in the event of errors. An error code (or error code) will then appear at the location of the speed. In that case, we recommend removing the battery from the bicycle for a few minutes and then reinstalling it. Contact Bizbike customer service via digital assistant Sara or "My support" on the online platform **My Bizbike** if the error code does not go away or keeps coming back.

### Error Code: definitions

Code	Description
07	Oversupply protection
08	Motor hall signal cable error
11	Temperature controller
12	Current sensor error message
13	Battery temperature error
14	Engine temperature error
21	Speed sensor error
22	BMS communication error message
30	Communication error

# Non-electrical parts

## Saddle

- The saddle is at the correct height if you can sit on the saddle with your leg straight and your heel on the pedal in the lowest position. The correct saddle height places less strain on your body.
- You can raise or lower the saddle by loosening the nut or the quick release. Tighten the nut or quick release when you are done.

## Handlebars

The position of the handlebars and stem determine the sitting position, in particular the position of the back and the pressure of the hands on the handlebars. The handlebars are ergonomically shaped.

### Before you start tuning:

Check that the brake and gear cables are not too tight and that the cables are not pinched. This can disrupt shifting, braking, and steering behavior.

## Hopper:

- Adjust the height of the handlebars using the quick lock (A).
- Adjust the rotation of the handlebars using the hex keys supplied (B).



### *Diamond, Hybrid, and Solid & Spirit city bikes*

- Adjust the rotation of the handlebars by loosening these four bolts (A).
- Adjust the handlebar height by loosening this bolt (B).
- Adjust the rotation of the handlebars with this bolt (C).

 **Attention:** never loosen this bolt (X).



### *Vivid city bikes*

- Adjust the rotation of the handlebars by loosening these four bolts (A).
- Adjust the handlebar height by loosening this bolt (B).
- Adjust the rotation of the handlebars with this bolt (C).



## Bicycle lock

- Always lock your bike and the battery lock to prevent theft.
- If desired, you can purchase an extra bicycle lock.
- Have you lost the key to your bicycle lock and battery? Bizbike does not store duplicates for security reasons.

You should therefore take a photo of the white sticker on your bicycle key.

With the code on the sticker, you can go to <https://keyservice.axasecurity.com/> and order an extra copy. If you lose the key and have not kept the code, a mobile bicycle technician will have to visit you to replace the shackle and battery lock.

## Folding your e-bike

- Loosen bolt (A) and put the seat in the lowest position.
- Loosen the central bolt (B) and fold the frame in half.
- Loosen the bolt (C) and bend the handlebars sideways.



## Rates of Bizbike

---

Would you like to have your e-bike maintained or repaired by one of Bizbike's mobile technicians? You can request the first maintenance after 500 km or within 6 months (whichever occurs first); this is free of charge. Since 1 January 2022, Bizbike has applied the following rates for the annual maintenance of the bicycle and/or the replacement of parts:

30 minutes	€49 This is the time for a standard maintenance
45 minutes	€75
60 minutes	€95
Additional time	€50 per hour Charged per quarter of an hour

These prices include transportation and VAT but exclude any parts that need to be replaced. You can pay with your bank card via our mobile payment terminal or with cash.

## Any questions?

---

Have you read the manual from A to Z not found the answer to your question? On our website ([veloci.be/en\\*/faq](https://veloci.be/en*/faq)) questions and comments are discussed in detail. Is yours not among them? Submit your comment via "My support" on **My Bizbike**.



[my.bizbike.ie](https://my.bizbike.ie)



powered by  
**bizbike**