



If possible, prepare the error image and all information on the relevant component before contacting a FAZUA Certified Partner or the FAZUA service team.

→ If service is required, contact a FAZUA Certified Partner or the FAZUA service team.

→ Visit the FAZUA service platform, if necessary:

<https://fazua.com/de/support>.

You will find extensive content here on the subject of "Service", as well as a search function for locating a FAZUA Certified Partner in your area.

## 11 CONFORMITY

Porsche eBike Performance GmbH confirms conformity according to 47 CFR Section 15.19 – Information for the user.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

Porsche eBike Performance GmbH confirms the conformity according to 47 CFR Section 15.21 - Information for the user.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## DRIVE UNIT

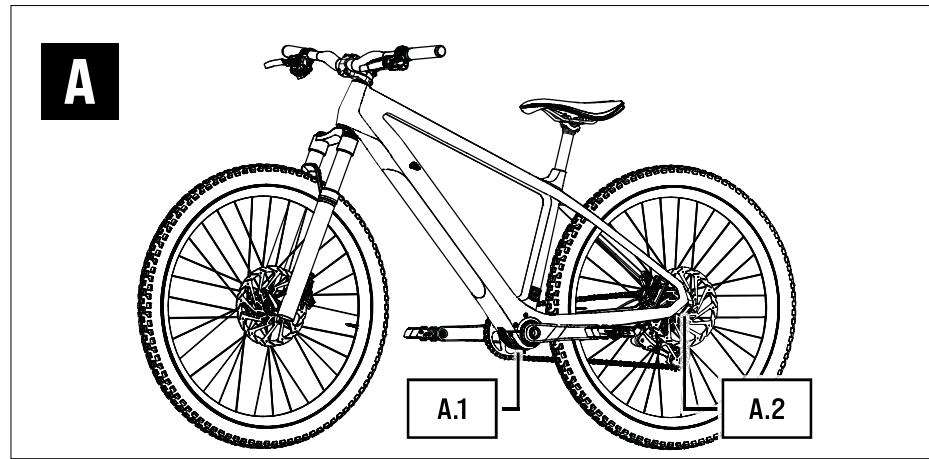
### 12 FUNCTIONALITY AND MODEL VARIANTS OF THE DRIVE UNIT

The drive unit converts the energy of the battery and supports you while pedaling. The speed sensor on the rear wheel determines the driving speed (with the help of a magnet). If the determined cycling speed exceeds the switch-off point\*, the drive unit automatically switches off the electric pedal assist. As soon as the cycling speed drops below the switch-off point, the electric pedal assist starts again.

**IMPORTANT:** Drive unit and speed sensor are permanently installed on your e-bike and may not be modified. If you make changes to the drive unit or to the speed sensor itself, this may impair the safety and function of the drive system.

### 13 ILLUSTRATIONS FOR THE DRIVE UNIT

#### 13.1 *Detail view and part designations/positions on the e-bike*



#### Part designations

- A.1 → Drive unit (permanently installed component)
- A.2 → Speed sensor + magnet

\* The electric pedal assist switches off as soon as you reach or exceed a certain (country and product specific) speed

## 14 TECHNICAL DATA ON THE DRIVE UNIT

Article number	→ 10A101000A/10A101100A
Continuous rated power	→ 250 W
[Mechanical] power, max.	→ 450 W
Nominal voltage	→ 43.2 V
Support torque, max.	→ 60 Nm
Pedaling cadence (range)	→ 55–125 rpm
Protection type	→ IP54
Weight, approx.	→ 4.3 lbs (1.95 kg)
Operating temperature	→ 23 °F to 113 °F (-5 °C to +45 °C) [ambient temperature]
Storage temperature (< 1 month)*	→ 5 °F to 140 °F (-15 °C to +60 °C)

## 15 CORRECT POSITION OF SPEED SENSOR AND MAGNET



For the drive system to function correctly, the speed sensor and magnet **[A.2]** must be mounted in the correct position on the rear wheel. If this is not the case or if the speed sensor is not connected correctly, the drive system will operate in "Soft Fault" mode.

→ You can find detailed information here in Chapter 20.1 "E-bike status".

- If you find that the drive system is in "Soft Fault" mode, make sure the Speed Sensor and magnet are correctly located in their holder on the rear wheel.
- If the problem cannot be solved, do not use the e-bike but contact an authorized specialist.

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\* The specification only applies if your e-bike is equipped with a removable battery and you have removed the battery before storage (See Chapter 23 "Function and model variants of the battery").

## 16 CLEANING AND MAINTAINING THE DRIVE UNIT

### **WARNING**

#### Danger from accidental starting!

If the drive system is set in motion while you are handling it, you may injure yourself.

- To prevent the drive system from being set in motion, switch off the drive system and, if necessary, secure it against being switched back on unintentionally or unnoticed when cleaning the e-bike or the components of the drive system. If necessary, remove the battery before cleaning to prevent unintentional start-up.\*

### **NOTE**

#### Risk of damage!

Improper cleaning can damage the drive unit.

- Never clean the drive unit with a hard water jet or a high-pressure cleaner.
- Do not use aggressive cleaning agents for cleaning.
- Do not use sharp, angular or metallic cleaning objects when cleaning.
- Always keep all components of the e-bike and the drive system in a clean condition.
- Clean the exterior of the drive unit gently with a cloth or soft brush.
- If necessary, use a mild soap solution for the external removal of coarser soiling.
- Wipe all surfaces dry after cleaning.

**IMPORTANT:** Pay particular attention to the contacts and interfaces between the battery and drive unit\*: The interfaces may not be soiled or contaminated and must be completely dried before inserting the battery to avoid damage.

- Clean the cooling unit of the drive unit regularly.
- Do not wait until the cooling unit is visibly or heavily soiled before cleaning it!
- For more information on cleaning and maintaining your drive system, contact a FAZUA service partner or visit the FAZUA service platform (<https://fazua.com/de/support>).

\* This applies only if your e-bike is equipped with a removable battery (See Chapter 23 "Function and model variants of the battery").

## ***CONTROL ELEMENT AND DISPLAY***

### ***17 FUNCTIONALITY AND MODEL VARIANTS OF THE CONTROL ELEMENT AND DISPLAY***

Use the control panel to make all settings for the drive system; the display provides information on current settings and battery charge level.

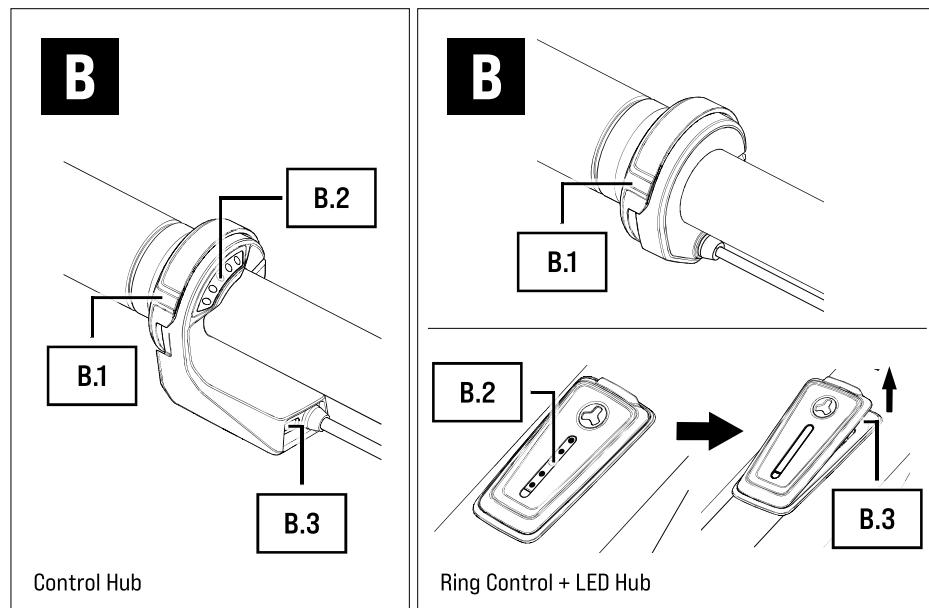


Depending on the model, the control element and display are either:

- a combined component (model: Control Hub);  
Or
- two separate components located in different mounting locations on the e-bike (models: Ring Control; LED Hub).

### ***18 CONTROL ELEMENT AND DISPLAY ILLUSTRATIONS***

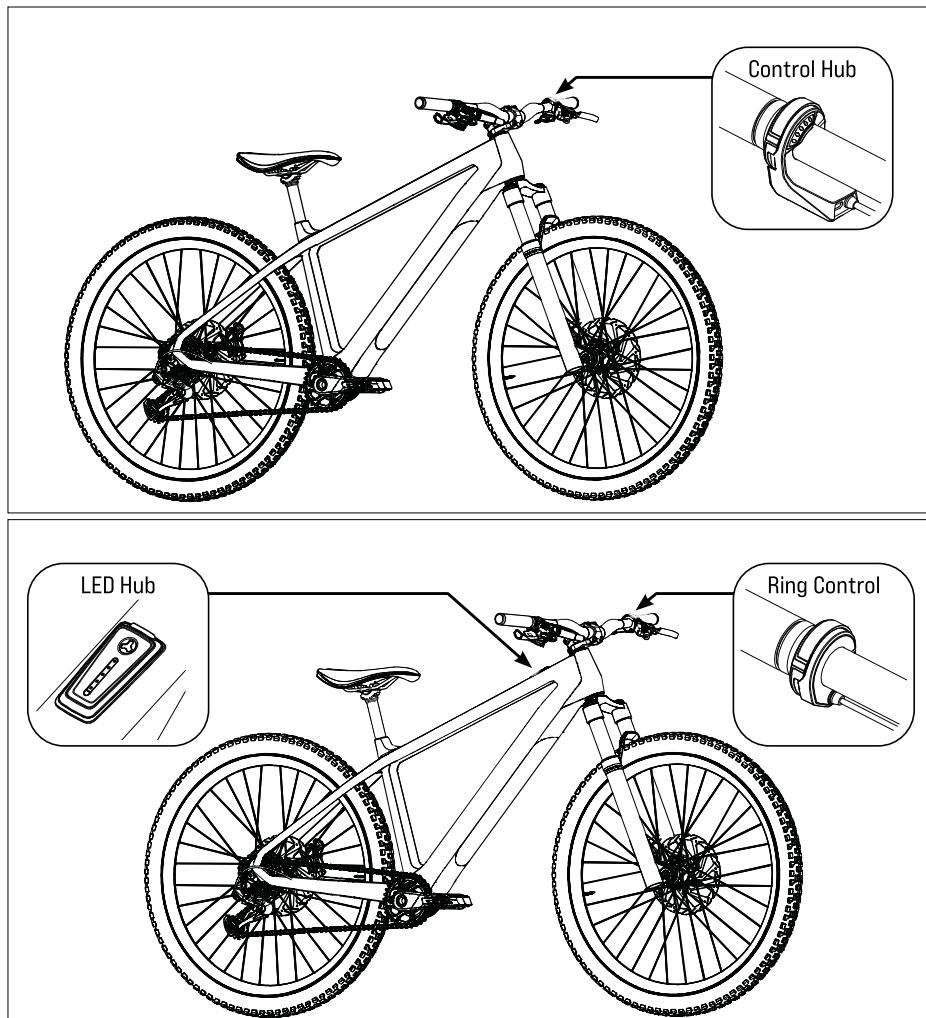
#### ***18.1 Detailed view and part designations***



**Part designations**

- B.1 → Control switch
- B.2 → LED display
- B.3 → USB port

**18.2 Positions on the e-bike**



## 19 TECHNICAL DATA FOR THE CONTROL ELEMENT AND DISPLAY

Model designations	
Combined component	→ Control Hub [control element, including the display]
Separate components	→ LED Hub [= display] Ring Control [= control element]
Degree of protection (in assembled condition)	→ IP54
Operating temperature	→ 23 °F to 113 °F (-5 °C to +45 °C) [ambient temperature]
Storage temperature (< 1 month)*	→ 5 °F to 140 °F (-15 °C to +60 °C)

## 20 DRIVING AND STATUS INFORMATION ON THE DISPLAY

The LED display [B.3] has 5 LEDs.

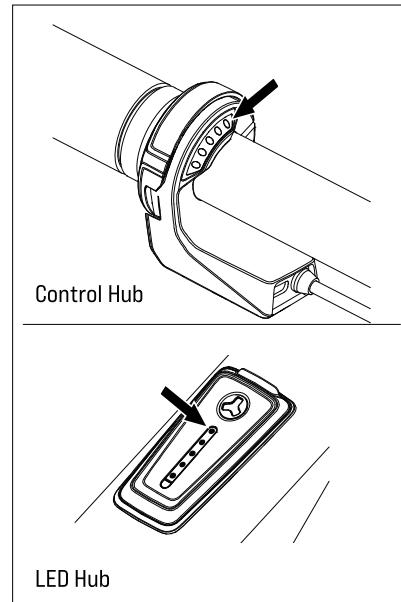
- All five LEDs together serve as a display for the charge level and the set assistance level of the pedal assist.
- The upper of the five LEDs (see arrow in figure on the right) additionally informs you about the status of your e-bike.

### 20.1 E-bike status

The upper LED on the display indicates a status change or a pending fault.

Depending on which status is displayed, the LED of the status indicator lights up in different colors.

If no fault is detected, the LED will act as one of the five LEDs that indicate the charge level or set assistance level.



\* The specification only applies if your e-bike is equipped with a removable battery and you have removed the battery before storage (See Chapter 23 "Function and model variants of the battery").

### Possible status displays

- The upper LED **flashes green** = "Ready for operation"

After successful installation of the battery in the e-bike, the status indicator flashes green briefly to indicate that you can now switch on the drive system using the control element.

- The upper LED **flashes yellow** = "Soft Fault"

When a "Soft Fault" occurs, the status indicator flashes yellow. The drive system signals that a temporary or non-critical fault is present, which in most cases leads to a loss of power.

If a "Soft Fault" occurs, you can continue riding your e-bike, but Porsche eBike Performance GmbH strongly advises against doing so in order to avoid further damage to the drive system or e-bike.

- The upper LED **flashes red** = "Hard Fault"

When a "Hard Fault" occurs, the status indicator flashes red. If a "Hard Fault" occurs on your e-bike, the e-bike can no longer be operated and must be serviced.

## **20.2 Current charge level and set support level**

All five LEDs of the LED display [B.2] together indicate two parameters.

### 1. The battery charge level indicator:

The charge level of the battery can be read from the number of illuminated LEDs. Each of the 5 LEDs represents 20% of the total charging capacity.

When the battery is fully charged, all 5 LEDs light up. If the battery is flat, the upper LED of the status indicator lights up white or no LED lights up.

### 2. The selected assistance level of the pedal assist:

Each support level is assigned a color; i.e. the color of the LEDs on the display indicates the currently set support level.

→ You can find detailed information here in Chapter 21.3 "Levels of support".