



eJanis Owner's Manual

ISLABIKES

www.islabikes.co.uk

Introducing your new e-Icon

The Bicycle



- | | |
|---------------------------|---|
| 1. Brake Levers | 17. Tyres |
| 2. Brake Calipers | 18. Chain |
| 3. Rotors | 19. Rear Derailleur |
| 4. Saddle | 20. Cassette |
| 5. Seatpost | 21. Frame |
| 6. Seatpost Clamp | 22. Forks |
| 7. Saddle Clamp | 23. Cranks |
| 8. Stem | 24. Mudguards |
| 9. Stem Bolts | 25. Luggage Rack |
| 10. Headset | 26. Charging Port |
| 11. Headset Spacers | 27. Motor |
| 12. Headset Adjuster Bolt | 28. Motor Cable (Non-Driveside Chainstay) |
| 13. Handlebars | 29. PAS Sensor |
| 14. Grip Shift | 30. PAS Cable (Driveside Chainstay) |
| 15. Rim | 31. iWoc TRIO Controller |
| 16. Spokes | |

The iWoc Controller

Up Button

Short Press: Increase Assist

Indicator LED

First Colour: Assist Level
Second Colour: Battery Level

Middle Button

Long Press: On/Off

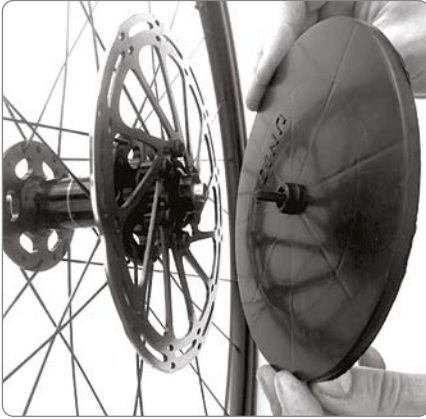
Down Button

Short Press: Decrease assist
Long Press: Walk mode



Step 1 of 12

Remove front wheel and fork packaging



1. Remove front wheel protection packaging.



2. Remove fork protector



3. Remove brake caliper spacer



DO NOT PULL BRAKE
when caliper spacer
is removed. Please
keep caliper spacer for
transportation when wheel
is removed

Step 2 of 12

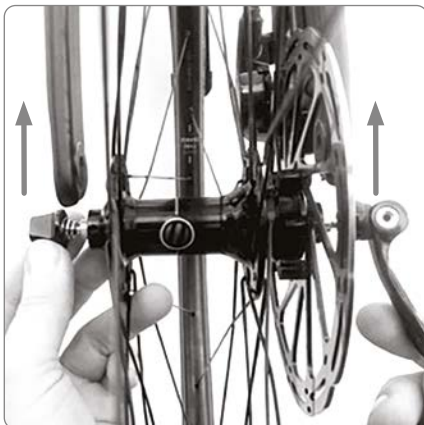
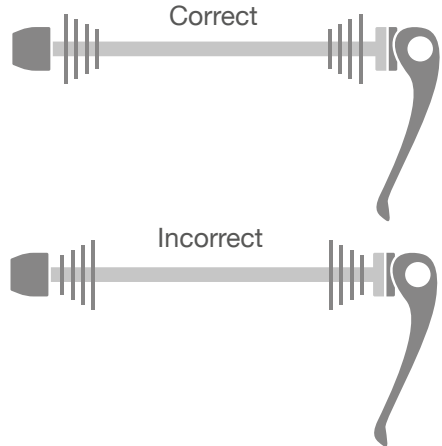
Install quick release and secure front wheel in fork



1. Install front quick release (QR) skewer from pedal box



Ensure QR skewer springs orientation is correct



2. Put front wheel into the fork. Ensure (QR) lever is **not** on gear side.

Check this matches the rear wheel

Step 2 of 12

Install quick release and secure front wheel in fork continued



3. Hold QR lever in fully 'open' position and turn nut clockwise. **Do not fully tighten nut.**



4. Clamp the QR to fully closed position in line with the fork.



The QR lever should start to feel tight at 90 degrees as you close – if it is too tight or too loose you can adjust by holding lever 'open' again and turning nut.



Check front wheel is correctly installed. Firstly, lift the front end of the bike off the ground by the handlebars and strike the top of the wheel firmly with the palm of your hand. Secondly, push and pull the wheel from side to side. If there is no movement from either of these actions the wheel is installed correctly.

Step 3 of 12

Handlebar set up



1. Turn handlebars clockwise and align with front wheel
2. Tighten the two stem clamp bolts Max. 7Nm



Caution: The fork steerer tube is carbon fibre construction, which can be seriously damaged by over tightening.



Failure to correctly tighten stem clamp bolt may result in serious injury or death. If in doubt, please consult our technical support team on +44 (0) 1584 708 383 or email techsupport@islabikes.co.uk.



Before riding check front brake operation is correct. To check this, apply both the front and rear brake, they should feel the same. Secondly, push the bike forward whilst holding the front brake to ensure it is working.

Step 4 of 12

Pedal installation

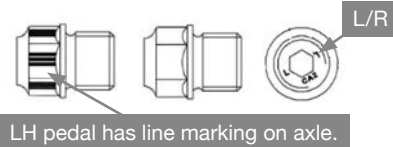


All pedals are supplied in pairs with a specific left and right pedal. This is to prevent the pedals from undoing as you turn the cranks with your feet.

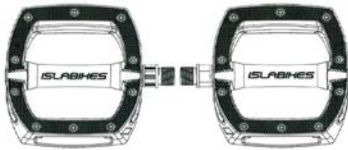


Please ensure that you have identified the left and right pedal before installation to avoid damaging the crank arm.

Many of our pedals have the following features on the pedal axle to help you identify the left and right pedals:



If these features are missing, another tip is to check the Islabikes logo. When standing at the back of the bike looking towards the front, the Islabikes text on the pedal should be in the correct orientation to read:

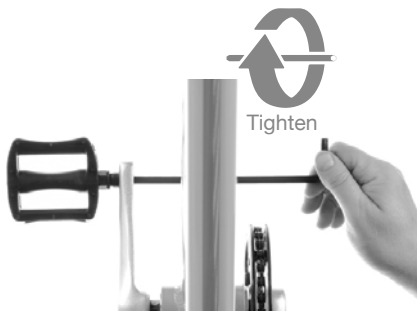


Correct

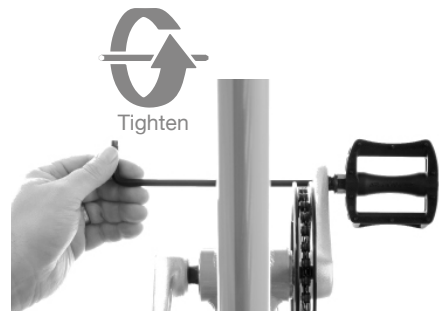


Incorrect

1. Left pedal



2. Right pedal



1. Left pedal – rotate pedal axle **clockwise** towards front of bike
2. Right pedal – rotate axle **anti-clockwise** towards front of bike

Tighten max. 30Nm

Step 5 of 12

Adjust saddle height



1. Loosen seatpost-clamp
2. Move to desired height
3. Tighten clockwise max. 4Nm



Seatposts are clearly marked with minimum insertion mark.
Please do not raise saddle above this line.

Saddle height is very much a personal preference amongst adult cyclists. If you are unsure of the most appropriate saddle height for you then we would be delighted to help. You can contact our technical support team on +44 (0) 1584 708 383 or email techsupport@islabikes.co.uk.

Installing the My SmartBike App

To make the most of your new e-Icons bicycle we would strongly recommend downloading and installing the My SmartBike App.

This app will allow you to use the following features available on your ebike:

- **Cycle Computer Dashboard**

Use your phone as a display for your e-Icon to show real-time speed, distance covered, assist level, remaining battery life and power consumption.

- **Post-Ride Analysis**

Record your activity and then use the app to review an analysis of how you and the ebike performed throughout the ride.

- **Satellite Navigation**

Use your e-Icon's inbuilt GPS to navigate from your current location to any destination with the option to choose routes based on how busy the roads are; the speed of the journey, or the total distance.

- **Heart Rate Based Assistance Control**

Pair your e-Icon with a Bluetooth/Ant+ enabled heart rate monitor to allow automatic adjustment of the motor assistance based on your heart rate.

- **Fault Diagnosis**

Connect your e-Icon to the app to allow our Customer Service team to help remotely diagnose and rectify any issues that you might be experiencing with your e-Icon.

Installing the My SmartBike App continued

To install the app, simply follow these steps:

1. Navigate to either the App Store or the Google Play Store depending on whether your phone is an Android or Apple platform.
2. Enter 'My SmartBike' into the search bar and locate the following app:

Note: There are two Mahle SmartBike apps. The app that you will need is 'My SmartBike'; not the 'SmartBike Lab' app.



My SmartBike



SmartBike Lab

3. Install the app.
4. Open the app and follow the prompts to setup a new ebikemotion user account.

Please ensure that you read through the Privacy Notice shown during the setup process and only accept if you are happy with the terms of the agreement.

Step 7 of 12


Charging the battery

1. Connect the charger to the charging port on your bicycle.



2. Connect the charger to the power outlet. Turn the power outlet switch on.



 Both the connector and the charging point have arrows moulded into them to show the correct alignment. Failure to correctly align the arrows may damage the pins in the connector and prevent you from being able to charge the bike.

Charging the battery continued

3. The light on the iWoc Trio handlebar controller will light up automatically.
4. During the charging process the light will change colour to indicate the level of battery charge:

- White = >75%

- Green = 75>50%

- Amber = 50>25%

- Red = 25>15%

- Slow Flashing Red = 15-10%

- Fast Flashing Red = <10%



Please do not leave the charger plugged in to the mains for more than 5 hours.



The battery charger is suitable for indoor use only.



Never attempt to tamper with either the charging plug or connector.



Always re-fit the charging port cap once the bike is charged.



Never attempt to remove the battery from the downtube of your e-Icon.

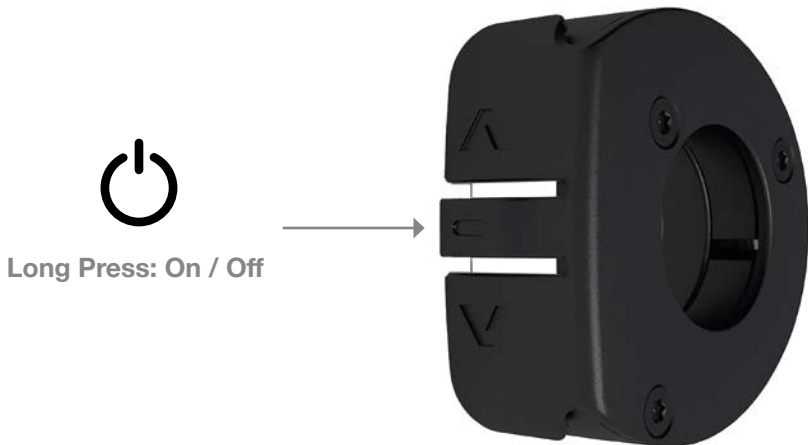
Step 8 of 12

Turning the bikes electrical system on and off

Your new e-Icon will not provide any form of assistance unless the electronic portion of the bike is switched on. This not only acts as a safety feature but also makes it possible for you to use the bicycle normally should you run out of battery charge.

To turn on the bicycle, follow these steps:

1. A long press of the middle button will turn the motor assist on.



When the system is turned on, the controller goes through the following sequence:

- i) Vibrate for a short period to confirm the device is powering up.
 - ii) Vibrate for a shorter period and display a coloured LED to show the level of battery charge remaining. At this point the bike is ready to use.
2. A long press of the middle button will then turn the device off.

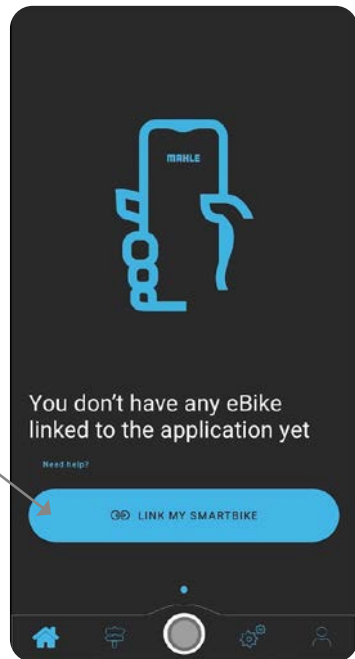
Step 9 of 12

Pairing your bike to your smart device

1. Open the My SmartBike App on your smart device.
2. Login using the username and password that you created in step 6.
3. Ensure that the ebike is turned on.

4. Press the 'link my SmartBike' button at the bottom of the screen.

If you have multiple e-Icons, the app will give you a list of available bikes to choose from.



5. Once successfully paired, a notification banner will appear at the top of the screen and the iWoc Trio remote will flash blue. You are then ready to make the most of the features on offer within the app. If you need further assistance with this step then please don't hesitate to contact us on +44 (0) 1584 708 383.

Changing the level of motor assistance

Your Islabikes e-Icon's EPAC is equipped with four levels of motor assistance:

- Level 0 (White Light) = No Assist
- Level 1 (Green Light) = Low Assist
- Level 2 (Orange Light) = Moderate Assist
- Level 3 (Red Light) = Maximum Assist

As a guideline we would recommend the following applications for each level:

- Level 1 = General riding or light assist
- Level 2 = Moderate climbs
- Level 3 = Steep climbs

To change the assistance level, follow these steps:

1. A short press on the up button and the RGB LED will blink to show the current level of assistance.
2. Whilst the LED is flashing, you will be able to cycle through the four available levels of assistance using the up and down buttons.



The EPAC system is only a form of power assist and will not totally replace the need for physical input from the user. The amount of assistance that you receive is managed by the EPAC and will gradually reduce as you approach the system's 25km/h limit.



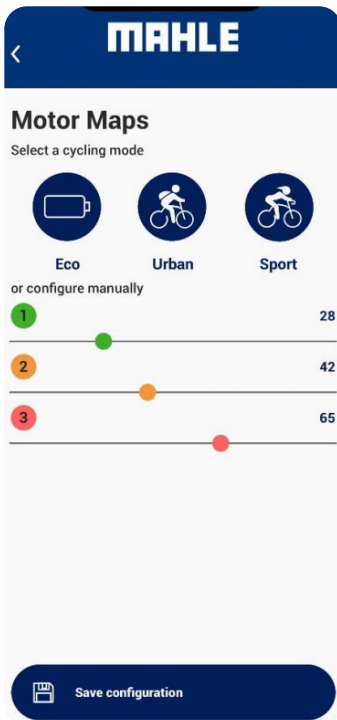
The range of the system is directly linked to the amount of power that you consume. For example, a rider cycling with Level 1 will experience a significantly longer range than a user with Level 3. As a result, we would encourage you to adjust the level of assist throughout your ride in order to maximise the time before your battery runs out of charge.

Step 10 of 12

Changing the level of motor assistance

If you would prefer to tweak the motor settings that we have developed, then you can access this option in the 'Motor Maps' tab with the 'Settings' menu on the My SmartBike app.

Here you will find three alternative preset options (Eco, Urban and Sport) or the option to override these by moving the three sliding scales:



Each slider corresponds with levels 1, 2 and 3 on the iWoc Trio controller.

Remember to click 'Save Configuration' when you are ready to save the changes to the bicycle.

Step 11 of 12

Walk mode

1. Press and hold button until the LED flashes white. The bicycle will advance at a constant 5km/h as long as the button is depressed.



Long Press: Walk Mode



Step 12 of 12

Brake pad bed-in

It is important to bed-in your new brake pads to achieve optimal performance, increase pad longevity and reduce the likelihood of brake fade and noise.

To safely achieve optimal results, remain seated on the bike during the entire bed-in procedure. Accelerate the bike to a moderate speed (12mph / 20kph), then firmly apply the brakes until you are at walking speed. Repeat approximately twenty times. Next, accelerate the bike to a faster speed, then firmly apply the brakes until you are at a walking speed. Repeat approximately ten times.

Important: Do not lock up the wheels at any point during the bed-in procedure. Allow the brakes to cool prior to any additional riding. If you require further information about your brakes, contact our technical support team on +44 (0) 1584 708 383 or email techsupport@islabikes.co.uk.

Ready to ride

Safety first

Before you head off please read our advice for safe cycling.

1. Ensure that your helmet is adjusted correctly in accordance with the manufacturer's instructions.
2. Ensure you are wearing sturdy footwear and nothing can become entangled in the pedal or drivetrain.
3. Ensure that you familiarise yourself with your new bicycle in a safe environment. We pride ourselves on light action brakes. Check you can come to a stop safely using the brakes.
4. Your Islabike is set up so that the right-hand brake lever operates the front brake. Where the destination country drive on the right the right hand brake lever will operate the rear brake.
5. Be aware braking performance and grip will be drastically reduced in wet conditions.
6. Ride carefully on busy streets or highways.
7. Always observe national legal requirements if riding on public roads. If you are cycling anywhere outside of the UK, please check the local legal requirements.
8. It is important that your bike is regularly maintained. It should be inspected if an accident occurs.
9. We do not recommend that any cargo or bicycle trailer is fitted.
10. We do not recommend fitting a child seat to the luggage rack mounting points or seat post.
11. The moving parts on your bike present a danger of entrapment. Particular care should be taken with the chain when riding and maintaining your bicycle.
12. It is not possible to connect external devices such as lights to the power source on your ebike.



Handlebar ends can become exposed from repeated contact with the ground or heavy fall. Never ride a bike with an unplugged handlebar end. You can buy replacement handlebar grips on our website www.islabikes.co.uk or call +44 (0) 1584 708 383.

Ready to ride

Safety first



Your eJanis weighs approximately 14Kg with no rider or luggage.



Your eJanis has been designed to be ridden on paved roads for means of transportation or leisure where the tyres remain in contact with the ground. The maximum safe combined rider and luggage weight limits are as follows:

- eJanis XS/S/M/L = 125Kg



Nothing lasts forever, including your ebike. When the useful life of your bike or its components are over, continued use is hazardous. Materials and components may react to wear or stress fatigue in different ways. If the design life of a component has been exceeded it may suddenly fail, possibly causing injuries to the rider. Every bike and its components parts have a finite life. The length of that life will vary with the construction and materials used in the frame and components. Your bike and its components are subject to fatigue. With enough use at high enough loads cracks can develop that could lead to failure. Cracks, scratches or a change of colour could indicate that the design life of the component has been reached and it should be replaced. Extra care should be taken when inspecting parts that are subject to high levels of stress. The science of fatigue is not predictable.



For composite components impact damage may be invisible to the user, the manufacturer shall explain the consequences of impact damage and that in the event of an impact; composite components should either be returned to the manufacturer for inspection or destroyed and replaced.



Please note your bike is not intended for the following types of riding:

- Dirt jumping
- BMX
- Four Cross
- Downhill
- Slalom
- Off road riding

Usage guidelines

Factors that can reduce product lifespan include:

- Impacts to the bike from crashes, bumps or jumps.
- Exceeding the maximum weight limit for the bike.
- High mileage/usage.
- Environmental conditions (unusually damp/saline atmosphere, muddy or sandy conditions).
- Poor maintenance and use out of correct adjustment.
- Unsympathetic riding style.

Factors that can increase product lifespan include:



It is not possible to make a bike that is never going to be damaged. If you use the bike beyond its limitations, there is a high risk of failure which could result in serious injury or death. Bikes that are used competitively should be subject to more frequent and rigorous checks. Take particular care to check the frame tube junctions and welds as well as all the components for damage or excessive wear. If in any doubt, please contact our technical support team on +44 (0) 1584 708 383 or email techsupport@islabikes.co.uk. Or take it to a qualified cycle mechanic for inspection.



Never use your e-Icon as a method of towing any other person, vehicle or object.

Rear wheel removal

Your e-Icon bicycle uses a rear hub motor which consequently requires a slightly different procedure for removing the rear wheel:



Ensure that the electronic system is switched off via the iWoc Trio controller.



You must always disconnect the motor cable before doing any maintenance or servicing work on the rear of the bicycle. Failure to do so is highly likely to result in serious injury!



1. Shift into the 10th gear of the cassette. This is the smallest ring on the cassette.
2. Undo the rear axle nuts using an 8mm allen key and remove the location washers.
3. Pull wheel down from dropouts.

Refitting the rear wheel

1. Check that the motor wire shield is still fitted.



2. Always ensure that the motor cable is correctly attached to the rear wheel axle and is facing downwards.

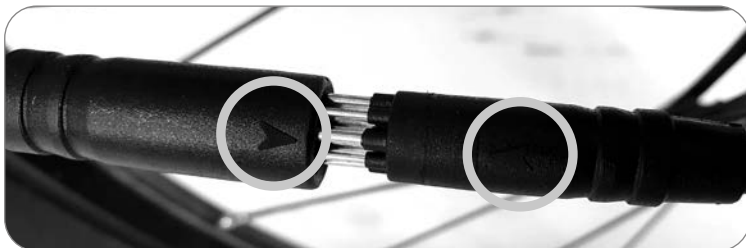
3. Line up outer sprocket from the cassette with the chain and push the axle up into the dropouts.
4. Align shaped washers correctly and torque up wheel nuts to 35Nm.



5. Re-attach the motor cable.




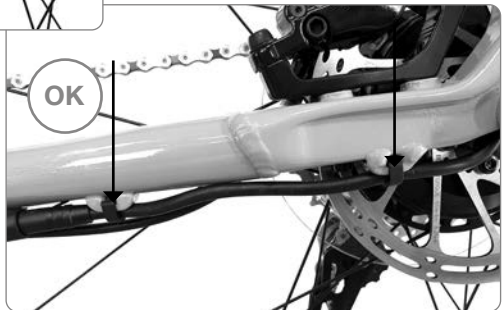
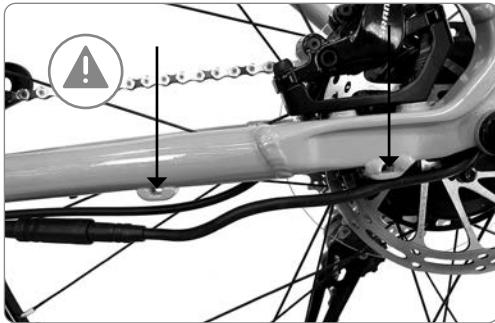
You must ensure that the orientation arrows on the plug and socket are aligned whilst doing this to ensure that the cable is not damaged.



Refitting the rear wheel continued

7. Re-attach the cable guide clips.

 **You must** complete this final step in order to prevent the cable from getting trapped in the rear wheel. Failure to do so may result in serious injury or even, in severe circumstances, death.



Troubleshooting

1. If you turn the bike on after a full charge and find that it has not charged at all:
 - Use the App to find and clear the error code.
 - Re-start your bike and it should now be ready to use.
 - If not, please contact Islabikes.
2. If you turn the bike on after a full charge and it is showing fully charged but will not go:
 - Press and hold the power button for 15 seconds.
 - Your bike should be now ready for use.
 - If not, please contact Islabikes.
3. If you turn the bike on after a full charge and it is still showing a low charge:
 - Please contact Islabikes.
4. If your bike does not seem to be charging at all:
 - Check the plug connection at the wall.
 - Check the connection to the charging port on your bike.
 - If the bike still does not begin to charge, please contact Islabikes.
5. If the motor assist does not work:
 - Check the PAS sensor (on the drive side of the rear hub) is in position.
 - Check the PAS sensor is correctly oriented.
 - Check the PAS sensor plug is correctly attached.
 - Check the motor cable (on the non-drive side of the rear hub) is correctly attached.
 - Check visually for any damage to the cables.
 - If the motor assist still does not work, please contact Islabikes.
6. If the iWoc Trio shows a steady pink LED:
 - Your e-Icon is in 'Safe Mode'. Please contact Islabikes for assistance.

Troubleshooting continued

7. If the RGB LED flashes pink constantly:
 - There is an error in the system.
 - Connect your smartphone by Bluetooth to see a detailed description of the error.
 - Alternatively contact Islabikes for assistance.



Please note that if the issue is serious enough it could stop the motor from working.

8. If the RGB LED flashes pink alternating with a combination of amber and green and red and white:
 - The bike is in DEMO MODE. It can only be ridden for a maximum of 50km.
 - Please contact Islabikes for assistance.

Using the SmartBike web dashboard

The SmartBike web dashboard also provides you with the opportunity to get more from the technology inside your e-Icon bicycle. To access the dashboard, follow these steps:

1. Log onto Islabikes.my-smartbike.com.
2. Enter the username and password that you chose when setting up the My SmartBike smart device app for the first time.

From here you will be able to:

- View information based on your activities with your bike.
- See the current status of your ebike.
- Analyse your activities.
- Share activities with other users of the SmartBike system.
- See the location of your e-Icon's last use (when paired with a smart device)
- Download the online manuals.

Guarantee

Your Islabike comes with a 5-year guarantee on frame and forks and a 2-year guarantee on parts including the battery and motor. This covers faulty manufacturing but not normal wear and tear. This guarantee only applies to the original purchaser of the bike.

Your statutory rights are not affected by the guarantee.

Our clearance bikes have the following guarantees, these apply to the original purchaser and are only valid within the UK.

Ex-display / Demo: 5-years frame and forks / 2-years suspension forks and parts
Second hand: 12-months frame, forks, batteries & motors



Our bikes are not guaranteed for racing in sanctioned or competitive events. The use of a bicycle in hazardous conditions including changeable and uneven surfaces can put high, unpredictable loads on the bicycle and its components. Lack of rider skill and experience can further increase these loads leading to the possibility of serious damage to the bicycle and/or injury to the rider. If you choose to participate in these events then please carry out more frequent and thorough maintenance and checks, including regularly inspecting the frame, fork, stem, cranks and handlebars for signs of damage. Discontinue use immediately if anything untoward is spotted and contact our technical support team on +44 (0) 1584 708 383 or email techsupport@islabikes.co.uk.

Storage

In order to safely store and maintain your e-Icon bike, please observe the following instructions:



Do not store or leave your e-Icon in direct sunlight for prolonged periods of time.



Do not leave your e-Icon parked outside in extreme weather conditions.



Do not leave for prolonged periods of time in rain or snow showers.



Do not expose to temperatures higher than 40°C. Prolonged exposure to temperatures lower than 10°C may degrade the battery's performance.



Ensure that your e-Icon's battery is recharged to 100% at least once every two calendar months.



Keep the iWoc Trio handlebar remote control free of dust or standing water.

Cleaning & maintenance

Keeping your bike clean and maintained comes with many benefits. Not only will your Islabike perform better but it will be safer, last longer and look great. To do this we have listed some regular checks to help you along the way. Of course, if you are unsure of anything we strongly recommend you seek professional advice or contact our technical support team on +44 (0) 1584 708 383 or email techsupport@islabikes.co.uk.



Avoid turning your bike upside down and resting on the handlebar/saddle as this may crush the iWoc Trio controller and cause irreversible damage to the unit.



Your e-Ikon bicycle contains electrical parts that could be sensitive to damage if cleaned incorrectly. Only clean your bicycle by hand using a wet cloth and do not attempt to shower or submerge the unit.



DO NOT use a pressure washer to clean your bike; particularly on the surface of the motor, remote control, downtube cable port or charging port. Use of a pressure washer may damage the seals protecting electrical equipment inside of your e-Ikons bike beyond repair and will void the terms of your warranty.

Moving parts on your bicycle will need lubricating from time to time. Weather conditions are generally the biggest factor that determine frequency of maintenance and lubrication. However, it is also heavily dependent on the frequency, type and duration of riding.

Component	Lubricant	Frequency
Chain	Oil	Weekly or after washing / rain
Headset	n/a	Sealed bearings
Pedals	n/a	Sealed bearings
Brake fluid	DOT 5.1	12 months - Service
Bottom bracket	n/a	Sealed bearings

Disc brakes

One of the most important safety features of your Islabike. It is a good habit to check the brakes on a regular basis. This should be done depending on the type, frequency or duration of riding. If your bike has not been used for a period of time, we recommend a quick check before riding.



Surfaces in or around the brake components will become very hot to touch during brake operation and pose a very high risk of burning skin when touched. Always ensure that you leave plenty of time for the components to cool before touching them.

Brake operation – Pull on one brake at a time and look at the brake pads. Check to see if they are touching the discs evenly when applied. If the pads are not contacting the discs correctly, they are uneven, rubbing or feel spongy to apply please contact our technical support team on +44 (0) 1584 708 383 or email techsupport@islabikes.co.uk.

Brake pad wear and replacement – Brake pads do not last forever. Eventually they will need replacing. This will depend on the type, frequency and duration of riding. Brake pads must be replaced if the total thickness of the backing plate and pad friction material is less than 3mm.



Riding with backing plate and pad friction material less than 3mm can result in reduced braking performance, crash, and/or death.



Pads fitted as standard are **organic compound**. We recommend replacing with the same compound to maintain performance.

Brake fluid and replacement – The brakes fitted to your bike contain DOT 5.1 hydraulic fluid. Your fluid will need replacing annually to maintain performance. Always seek professional advice – specialist tools are required for this maintenance.



DO NOT ALLOW brake fluid to contact skin or eyes. If fluid comes into contact with skin or eyes seek to dilute with plenty water and seek medical advice.



The X35 rear hub motor fitted to your e-Icons is only compatible with rotor sizes from Ø160-180mm.

Disc brakes continued

YOU MUST only use Islabikes genuine replacement disc rotor bolts and washers. Failure to use the correct bolts and washers will void your warranty and damage the motor beyond repair.



Wheels

Rim trueness – Depending on the type of riding you do your Islabikes bikes wheels may become untrue or damaged when riding. This means they will not spin straight and will wobble. If for any reason they are untrue our wheels can be easily repaired, please contact our technical support team on +44 (0) 1584 708 383 or email techsupport@islabikes.co.uk.

Front Hub – Your front hub is fitted with cup and cone bearings. Although they are sealed water and grit can enter your hubs and cause premature wear. To prolong the life of the hub and keep it running smoothly we recommend annual maintenance and re-greasing of hub bearings.

Rear Hub – This is a non-serviceable part. If you experience any problems with the bearings or freehub then please contact our technical support team for further advice on +44 (0) 1584 708 383 or email techsupport@islabikes.co.uk.

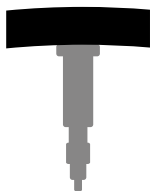
Tyres and tubes

Tyre wear – Regularly check tyres for general wear and tear. Overtime your tyres will become more worn and can become more susceptible to punctures.

Tyre pressure – Regularly check your Islabike tyre pressure as they slowly go down over time. To check, use a pressure gauge fitted to most quality bicycle track pumps. The minimum tyre pressure that we would recommend for eJanis is 30PSI (2Bar).



You should not exceed the maximum tyre pressure printed on the sidewall of the tyre. We recommend approx. 70% of the maximum tyre pressure illustrated on your tyre. To inflate presta valves you must first open the valve by unscrewing and tapping the valve end to relieve it if stuck. Inflate to correct pressure and then carefully re-tighten to close the valve.



Valve closed



Valve open

Use our guide to inflate your tyres, <https://www.islabikes.co.uk/knowledge/technical-support/maintaining-your-islabike/>

Drivetrain

The drivetrain is a category of components made up of the chain, cranks, cassette and pedals. These components work together to drive your Islabike forward and are crucial in maintaining the optimum performance and life of your Islabike. To keep these running smoothly we advise the following.

Chain cleaning and lubricating – We recommend cleaning & lubricating your chain weekly or after washing/rain. Simply use soapy water to wipe over your chain and rear derailleurs then dry with a cloth. Then gently apply any general bicycle oil directly whilst simultaneously turning the cranks backwards to ensure full chain coverage. Wipe off any surplus oil with a cloth.

Gears

Your Islabike has had its gears adjusted prior to delivery. These should be checked periodically or after a fall to ensure they are operating correctly. Quick check:



Ensure your rear derailleur hanger is not twisted or bent. Place your Islabike in gear 1 or the biggest sprocket and look from the rear. Look out to see if the rear derailleur is fouling the spokes or looks twisted.

If the gears are not working correctly contact our technical support team on +44 (0) 1584 708 383 or email techsupport@islabikes.co.uk.

Recommended torque settings

All stem bolts	7Nm
Saddle clamp bolts	7Nm
Seatpost collar bolt	4Nm
Crank bolts	35Nm
Pedals	30Nm
Caliper bolts	9Nm
Rotor bolts	6Nm
Rear derailleur	6Nm
M12 Rear axle nuts	35Nm

Spares and replacement parts

We carry stock of replacement parts for your Islabike including inner tubes, tyres and grips. Please visit our website for a list of readily available spares.

We only recommend using genuine parts for safety critical components e.g. brake cables, brake blocks and bolts.



Your e-Icon is fitted with a rear hub motor which makes the specification, quality and correct installation of all wheelset components critically important. If you should experience any issues with either the rim, spoke, nipples or hub then we would strongly recommend contact our Technical Support team for advice on how best to proceed.

If you can't find what you are looking for or are unsure of any compatibility for older models, please contact our technical support team by phone or email.

techsupport@islabikes.co.uk

+44 (0) 1584 708 383

For technical support and cycling advice please see the knowledge area of our website. www.islabikes.co.uk/knowledge/

Frame number

Please make a record of your frame number. This is a combination of letters and numbers unique to your bike stamped to the underside of the frame. This is required by police and insurance companies in case of loss. Islabikes do not keep a record of this.



Supplementary notes

1. **Spare Parts** - Only use original spare parts identical to those on your bicycle. The replacement of components with other similar components can jeopardize the rider's safety. These spare parts must be replaced by staff who have been trained to do so.
2. The A-weighted emission sound pressure level at the rider's ears is less than 70 dB(A).
3. Islabikes and Mahle SmartBike Systems accept no responsibility for modifications made to the EPAC through tampering with any of the electronic components fitted.

This includes but is not limited to:

- X35 Rear Hub Motor
- X35 Magnetic Cassette Lock Ring
- X35 Battery Unit
- PAS Sensor
- iWoc Trio Controller
- Any of the Associated Wiring Harness

Tampering is defined as interfering with the device in order to cause damage or make unauthorised alterations to the EPAC system's functionality, performance or output.



DO NOT use any form of sharp blade or tool to remove the zip ties holding the electrical cables in place.

UK Declaration of conformity

Product Name:

Islabikes eJanis

Manufacturer Address:

Islabikes Ltd, Unit 10 Lower Barns Business Park, Ludlow, Shropshire, SY8 4DS, UK

This declaration of conformity is issued under the sole responsibility of the manufacturer, **Islabikes Ltd**.

The object of the declaration is the **Islabikes eJanis** as shown in the image to the right:



This is available in four size variants; X-Small, Small, Medium and Large.

The object of the declaration described above is in compliance with the essential requirements of the following Regulations:

- Supply of Machinery (Safety) Regulations 2008
- Electromagnetic Compatibility Regulations 2016*

* Conformity is either partially or fully based upon compliance information provided by the electrical component supplier; Mahle SmartBike Systems, Palencia, Spain.

And the following harmonised standards:

- BS EN 15194:2017

Tim Goodall
Managing Director, Islabikes Ltd

A handwritten signature in black ink that reads "Tim Goodall". The signature is written in a cursive, flowing style.

ISLABIKES
www.islabikes.co.uk