

Official Licensed Product



MERCEDES-EQ
FORMULA E TEAM



Welcome to your n+Mercedes-Benz Silver Arrows eBike



Prefer digital? Scan the QR code for our
[YouTube assembly guide](#)

Riding your bike is only a few steps away.

For your convenience, your n+ Mercedes-Benz Silver Arrows E Bike is delivered to you mostly assembled.

This User Manual contains a few steps in completing the assembly of your bike. Make sure you read your User Manual prior to commencing assembly and riding.

If you need support with assembly, please scan the below QR code for our global service centres or head to nplusbikes.com to search for a centre near you.

Make sure you read your n+Mercedes-Benz EQ eBike User Manual prior to commencing assembly and riding.

For peace of mind, your n+ Mercedes-Benz EQ eBike comes with a 5 year frame warranty, and 2 year warranty on parts. You can find your warranty outline in section 6.

WARNING: This warranty does not cover incorrect assembly or installation of parts. To find a recommended service centre near you, please head to nplusbikes.com, or alternatively a local reputable bike shop.



n+

Search to scan for a servicing centre near you.



Powering your ride



n+EQ Power Pack Battery Life Indicator

enviolo

Enviolo Mid-Drive Motor for efficient riding and 50/50 weight distribution



Intelligent Sensor intuitively reads your pedal power and matches it with seamless power distribution

Setting up your bike

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1/ Your n+ Silver Arrows eBike

- | | |
|---------------------|-------------------------------------|
| 1. Saddle/Seat | 9. Pedals |
| 2. Seatpost Support | 10. Motor |
| 3. Power Button | 11. Chain Stay |
| 4. Stem Cap | 12. Kick Stand |
| 5. Handlebars | 13. n+EQ Power Charging Point |
| 6. Head Tube | 14. Seat Stay |
| 7. Front Brake Disc | 15. n+EQ Power Pack Removal Clip |
| 8. Brake Caliper | 16. Seatpost (also n+EQ Power Pack) |

*please note some models have a tab located on the battery instead of a battery removal clip



Cockpit



Brake Lever

Gradient Selector

L

R

2/ Assembly

To maintain safety, compliance and warranty requirements it is recommended to have this bike assembled by a skilled bicycle mechanic.

2.1 Unboxing your bike

- a. With the box standing up lengthways, use a small knife to safely cut the tape. Be careful not to cut into the box itself.
- b. Gently lift your bike by its frame or wheels.
- c. Remove the 2 x small parts boxes containing:
 - n+EQ Power Pack charging adaptor & chord.
 - 15mm combination spanner.
 - 3 way hex key (4, 5, 6mm hex key).
 - User manuals.
 - Pedals.
 - Reflectors.
- d. Gently remove the packaging around your bike by hand.

2.2 Power

Check your bike is not on (you will find the power button underneath the top tube of the bike). A dimming red flashing light indicates the bike is off.

2.3 Front wheel

The front wheel is installed to the front forks with two (2) 15mm nuts and two washers.

- a. Loosen the nuts on both sides of the wheel so you have approximately 15mm clearance on either side.
- b. Remove the front brake insert from the brake caliper. Be very careful not to squeeze the brake levers while doing this.
- c. Carefully lift the front of the bike (this is best done with your legs either side of the frame facing forwards), and guide your wheel (brake disc facing out on the same side as your kick stand) onto your front fork so that the axle grooves align with the end of the grooves in the forks.

- d. Check that your brake disc sits comfortably within the brake caliper pads and there is room for the wheel to spin freely.
- e. Ensure the nut and washer remain on the outside of the forks before tightening. Alternate sides as you increase the torque on both axle nuts so that they are being tightened equally. Check the wheel is still centred before moving on to the right side.
- f. Use the spanner to tighten both sides to 45 Nm torque.
- g. Now fold down the bike stand, the bike should now rest on the stand.

2.4 Handlebars

The handlebars are installed onto the stem with the handlebar stem clamp.

- a. Remove the four (4) M5 hex bolts (using the 4mm hex tool) on the front hex plate of the handlebar stem.

- b. Gently lift the handlebars and untwist and unwind any crossed cables and wires.
- c. Position the handlebars against the hex plate and tighten the bolts, keeping the stem in line with the front wheel.
- d. Check that the gaps in the hex plate are even between the top and bottom as you are tightening.

Once the handlebars are installed the fork stem clamp will need to be aligned and tightened.

- e. Orientate the handlebar stem perpendicular to the front wheel, remove the rubber grommet inside the head tube cap bolt and lightly tighten.
- f. Tighten the four (4) bolts fixing the stem cap to the vertical tube.
- g. Ensure the forks still rotate smoothly but without any play in the forks in a forwards and backwards direction, then replace the rubber grommet.

- h. Check the handlebars are positioned correctly then tighten the two (2) M5 screws (with the 4mm hex tool) to 5-7 Nm torque.
- i. Check your brake levers and grips are secure and if loose, tighten bolts and screws using the supplied tool set.

2.5 Pedals

Pedals are in their own small separate box. Pedals are side dependent so that the right-hand pedal tightens in a clockwise direction and the left-hand pedal tightens in an anti-clockwise direction.

- a. You will notice your pedals have printed symbols on them. L = left pedal and R = right pedal.
- b. The left pedal goes onto the left side (same side as the kick stand). Grab the included wrench spinning in an anti clockwise direction to tighten.
- c. Now fix the right pedal to the crank, spinning the wrench in a clockwise direction.
- d. Tighten the pedals to 30 Nm torque.

2.6 Saddle/Seat

- a. Loosen the cam lock by flipping the lever and unscrewing and slide onto the seat post.
- b. Straighten the saddle so it is in line with the top tube.
- c. Then screw to tighten the cam lock so the seat is secure and will not move around while riding.

2.7 Adding reflectors

Reflectors should be mounted on the bike in order to comply with bicycle and rider safety laws.

- a. Find the white reflector in your accessories box, loosening the screw, fix to the handlebars using a Phillips head screwdriver.
- b. Install the red reflector to the rear of the bike on the right or left seat stay, fixing it to higher up so it is positioned near the bottom of the seat post (refer to same method as step (a)).

2.8 Inflating tires

- a. Remove the cap from the tire valve, twist the tire valve and inflate using a pump with Presta valve attachment (recommended 70-80psi, minimum 65psi, maximum 85psi).
- b. Tighten the tire valve, and place the cap back on.

2.9 Check brake calipers

- a. Spin your front wheel to ensure it is rolling smoothly. If there is too much tension (resulting in a slow/tight turn) you can loosen the two (2) x 5mm caliper bolts, then squeeze the brake lever into alignment (right brake lever on your handlebars) before tightening the bolts again.

2.10 Charging your n+ Mercedes EQ bike

Your electric bike comes shipped at approximately 20% charge and your bike must be charged before first use. Your battery sits securely and seamlessly in your seatpost.

Your battery range is 100km, however this can vary due to wind/weather conditions, riding terrain and rider's style/weight.

You have two (2) batteries that require charging.

To charge both batteries.

1. **Connecting your charger directly to your bike:** To charge, simply connect your n+EQ Power Dock into a powerpoint then connect to the charging point (you can find this in the seat post down the bottom of the tube. Refer to YOUR BIKE diagram at the start of this manual).
2. **Remove your 2nd battery, and then place back into the seatpost.** Remove the saddle and support by flipping the cam lock and wriggling the saddle up in a vertical direction. Once the seat post has been removed you can pull the tab on the top of the battery to release it from the seatpost (please note some earlier model allocations have a battery removal clip affixed to the saddle rails for easy battery removal). You can then slide your battery back into the seatpost to activate charging, lining the pins up inside the seatpost.

When the battery is charging the RED charging light will be on, when the battery has been fully charged the light will change to GREEN.

3/ Comfort features

3.1 Adjusting your saddle & seat position

Small changes in saddle position can have a substantial effect on performance and comfort. To find your best saddle position, make only one adjustment at a time.

Forward and back adjustment: The saddle can be adjusted forward or back to help you achieve a customised fit for your position on the bike. Ask your dealer to set the saddle for your optimal riding position and to show you how to make this adjustment. If you choose to make your own front and back adjustment, make sure that the clamp mechanism is clamping on the straight part of the saddle rails and is not touching the curved part of the rails, and that you are using the recommended torque on the clamping fastener(s).

Saddle angle adjustment: This can be adjusted to suit your comfort. Although standard positioning is horizontal; some riders like the saddle nose angled up or down just a little. Your dealer can adjust saddle angle or teach you how to do it. If you choose to make your own saddle angle adjustment, make sure that the clamp mechanism is clamping on the straight part of

the saddle rails and is not touching the curved part of the rails, and that you are using the recommended torque on the clamping fastener(s).

To **adjust the seat** forward (shorter reach) or so it is further back (for an extended reach).

- a. Remove the seat and seatpost support (flipping and unscrewing the cam lock and removing the seat unit).
- b. Loosen the M6 mounting screw underneath the saddle using the 5mm hex tool.
- c. Loosen the 2nd screw securing the seatpost support to the saddle slightly so there is a little tension, being careful not to lose the bottom seat retainer during this process.
- d. Adjust your seat to the preferable position, then reinstall the seat and seatpost support using the screws.
- e. Twist and secure the cam lock.

3.2 Adjusting your handlebars

You can adjust your handlebars to suit your riding style by loosening the hex plate bolts slightly, sitting on your bike and adjusting the angles and position to suit you.

- a. Loosen the four (4) bolts slightly in the hex plate keeping a slight tension on the screws so the handlebars stay attached.
- b. Angle the bars to a comfortable position.
- c. Tighten the bolts in a cross hatch pattern (diagonally) to secure.

3.3 Other modifications for comfort

The angle of the brake and shift control levers and their position on the handlebars can be changed to suit. Ask your dealer to make the adjustments for you. If you choose to make your own control lever angle adjustment, be sure to re-tighten the clamp fasteners to the recommended torque as outlined in the Appendix of this manual.

4/ Riding your bike

Riding your n+ Mercedes EQ Team Bike

Your bike can be operated in two (2) modes: Pedal assist or pedal only.

You can also adjust the gradient or assist level by using the gradient selector located on the handlebar.

4.1 Pedal powered assist mode

Make sure your bike power is turned ON. After 2 revolutions your bike will start to “assist you”. Your bike is equipped with pedal assist torque sensing technology that senses the torque / power input and seamlessly matches it with electric motor assistance. As you pedal harder, the power-assist performs faster. You will notice when you reduce your pedalling efforts, the power assistance behaves accordingly.

4.2 Pedal mode

To ride as an ordinary bike, simply switch the power button to OFF position. Do not remove any componentry to ride your bike in ordinary unassisted mode as this can damage your bike and motor.

4.3 Gradient selector

If you are riding hills/increasing gradients you can adjust the controls on your handlebar.

To ride your bike

- Ensure your bike is charged.
- Turn your bike’s power on.
- Select gradient (please note when your bike is stationary you will only be able to select 60% of the available range.) Once you start pedalling, you will be able to select a higher or lower range.
- Start pedalling and after 2 revolutions your bike’s power assist mode will commence.
- Select the appropriate gradient level.

Troubleshooting

- If your motor does not “assist” you after 2 revolutions:
 - Check battery is fully charged (lights).
 - Check that the cylindrical (1 centimetre) silver sensor on your rear wheel spokes is lined up with the sensing unit attached to your rear chain stay.
 - You can test this by turning on your bike, and rolling your bike forward and backwards with your hands placed on the saddle (please do not touch the pedals). A red light should come on indicating that the sensor is activated.

5/ Safety & disclaimer

5.1 Safe riding

First journey: For your first ride select an environment free from hazards or distractions. Riding an eBike is different to a standard bicycle and requires that you be familiar with the power on/off switch, torque sensing and assist, gears and braking.

Rules and regulations: Always abide by the road rules and respect other road and path users. Your n+ Mercedes-Benz Formula E Team E Bike is manufactured to have a maximum assisted powered speed of 25 km/ph. (32km/h for select countries). Check your state and local laws for eBike laws and statutes.

Ride at an appropriate speed in accordance with the terrain, the conditions, local regulations and your abilities. Please ensure you are wearing adequate protection including a compliant helmet.

Headphones and technology: Do not ride with headphones or while operating a mobile phone.

Lights: Always ride with operational and adequate lights and that they are not obscured or covered.

Minors: This bike is not intended for minors in accordance with local eBike regulations. If you are a parent or guardian, you are responsible for the activities and safety of your child/dependent, and that includes making sure that the bicycle is properly fitted to the child, that it is in good repair and safe operating condition, that you and your child have learned and understand the safe operation of the bicycle, and that you and your child have learned, understand and obey not only the applicable local motor vehicle, bicycle and traffic laws, but also the common sense rules of safe and responsible bicycling. You should read this manual, as well as review its warnings and the bicycle's functions and operating procedures with your child, before letting your child ride the bicycle.

5.2 Different riding conditions

Your bike is designed for pavement and gravel roads.

Wet weather impairs traction, braking and visibility, both for the bicyclist and for other vehicles sharing the road. The risk of an accident is dramatically increased in wet conditions.

Under wet conditions, the stopping power of your brakes (as well as the brakes of other vehicles sharing the road) is dramatically reduced and your tires do not grip as effectively. This makes it harder to control speed and easier to lose control. To make sure that you can slow down and stop safely, ride with caution and apply your brakes earlier and more gradually than you would under normal, dry conditions.

Although the motor is protected, DO NOT ride your eBike through deep water, which could damage the motor, battery, or motor controller. Do not expose the battery to extended periods of wet or hot temperature/weather when not riding. Make efforts to protect electrical connections from excess water. Do not wash your eBike with water; only use a dry or damp cloth to clean the frame and parts.

5.3 Disclaimer

There are risks associated in riding a bicycle which cannot be predicted or avoided. To the maximum extent permitted by law, N Plus Holdings Pty Ltd (trading as n+ bikes) and its associates, limit any liability for any loss caused by use of the bike or any products listed in this manual. It is the owners responsibility to ensure you are riding a bike compliant within your location and jurisdiction. For details of the full legal terms between you as customer and n+ bikes please see: <https://nplusbikes.com/pages/terms-of-service>.

5.4 Liability

1. Our liability for negligence, other than for gross negligence, shall be limited to the maximum extent permitted at law.

2. We shall not be liable (on whatever legal grounds) for damages which may not reasonably be foreseen, considering the type of the relevant Order and Goods and assuming normal use of the Goods. The foregoing limitations of liability shall not apply in cases of wilful misconduct or gross negligence.
3. Except as specified by consumer laws, damage claims of the Consumer based on obvious defects of the Goods are excluded, unless the Consumer reports the defect within 14 days after the delivery of the Goods.
4. Whilst every effort has been made to ensure the information contained within this User Manual is correct, n+ bikes makes no warranty as the accuracy, comprehensiveness, or correctness of any material, and provides all material on an “as is” basis.

n + bikes, including our partners, directors, officers, shareholders, employees, agents, contractors, and other third parties associated with running the Website, to the maximum extent permitted by law, disclaim all liability and responsibility for any loss or damage that might be suffered by you or any third party caused by the Website or the Goods sold on it including, without limitation, loss or damage suffered as a result of negligence.

6/ Warranties

For peace of mind, your n+ Mercedes-Benz EQ eBike comes with a 5 year frame warranty, and 2 year warranty on parts.

Your warranty does not cover incorrect assembly or installation of parts. To find a recommended service centre near you, please head to nplusbikes.com, or alternatively a local reputable bike shop with the necessary technical support for your requirements.

| Warranty Part** | Warranty/ Guarantee Period* |
|------------------------------------|--------------------------------|
| Alloy Frame | 5 years |
| Carbon Frame | 3 years |
| Forks | 2 years |
| Wheel rims/hubs | 2 years |
| Bars/ stems/ seatposts/ seat clamp | 2 years |
| Brake levers/ calipers/ cranks*** | 2 years |
| Batteries/ controllers/ motors | 2 years |
| Headset | 2 years |

Exclusions

The above warranty, or any implied warranty, does not cover:

- Normal wear and tear on parts such as tires, chains, brakes, motor, cables, gears and wheels in situations where there are no assembly or material defects.
- Bicycles serviced by other than a qualified bicycle service centre.
- Additional costs of transport, duties, and assembly/disassembly.
- *** All parts not specifically abovementioned are subject to wear or are consumables and are not covered by warranty including tires, spokes, bearings, brake pads, chains, belts, sprockets, bottom brackets, painted surfaces, saddles, handlebar tape, rubber inserts, bolts, threads, sliding bearing surfaces, non-rechargeable batteries, and pedals.
- If a bike has had any modifications from the original condition.
- Third party components such as SRAM, Enviolo, Gates and Shimano (please refer to their manufacturer warranties).
- Use of the bicycle for abnormal, competitive and/or commercial activities or for the purposes other than those for which the eBike was designed.
- Damage caused by failing to follow the n+ user manual, guides and website information.
- Paint finish and decal damage resulting from taking apart in competitions, jumping, downhill and/or training for such activities or events or because of exposing the bike to, or riding the bike in, severe conditions or climates.

7 / Warnings

- WARNING: Do not modify, tamper or interfere with any electronics as this will void your warranty and result in serious accidents or death.
- WARNING: Do not interfere with any componentry including levers as this can result in malfunction and injury or death.
- WARNING: Failure to wear a helmet whilst riding can result in serious injury or death.
- WARNING: Do not put your hands near the discs or wheels while they are rotating or directly after braking as this can injure or maim.
- WARNING: Reflectors are not a substitute for required lights. Riding at dawn, at dusk, at night or at other times of poor visibility without an adequate bicycle lighting system and without reflectors is dangerous and may result in serious injury or death.
- WARNING: Do not remove the front or rear reflectors or reflector brackets from your bicycle. They are an integral part of the bicycle's safety system. Removing the reflectors reduces your visibility to others using the roadway. Being struck by other vehicles may result in serious injury or death.
- WARNING: Failure to confirm compatibility, properly install, operate, and maintain any component or accessory can result in serious injury or death.
- WARNING: This bike is not intended for minors in accordance with local eBike regulations. If you are a parent or guardian, you are responsible for the activities and safety of your child/dependent, and that includes making sure that the bicycle is properly fitted to the child, that it is in good repair and safe operating condition, that you and your child have learned and understand the safe operation of the bicycle, and that you and your child have learned, understand and obey not only the applicable local motor vehicle, bicycle and traffic laws, but also the common sense rules of safe and responsible bicycling. You should read this manual, as well as review its warnings and the bicycle's functions and operating procedures with your child, before letting your child ride the bicycle.
- WARNING: Changing the components on your bike with other than genuine replacement parts may compromise the safety of your bicycle and may void the warranty. Check with your dealer before changing the components on your bike.
- WARNING: If your bicycle does not fit properly, you may lose control and fall.
- WARNING: After any saddle adjustment, be sure that the saddle adjusting mechanism is properly seated and tightened before riding. A loose saddle clamp or seat post clamp can cause damage to the seat post or can cause you to lose control and fall. A correctly tightened saddle adjusting mechanism will allow no saddle movement in any direction. Periodically check to make sure that the saddle adjusting mechanism is properly tightened.
- WARNING: If your saddle causes you pain, numbness, or other discomfort, stop riding until you see your dealer about saddle adjustment or a different saddle.
- WARNING: Be aware that adding aerodynamic extensions to handlebars will change the steering and braking response of the bicycle.

- **WARNING:** Always tighten fasteners to the correct torque. Bolts that are too tight can stretch and deform. Bolts that are too loose can move and fatigue. Either mistake can lead to failure of the bolt, causing you to lose control and fall.
- **WARNING:** An insufficiently tightened stem clamp bolt, handlebar clamp bolt or bar end extension clamping bolt may compromise steering action, which could cause you to lose control and fall. Place the front wheel of the bicycle between your legs and attempt to twist the handlebar/stem assembly. If you can twist the stem in relation to the front wheel, turn the handlebars in relation to the stem, or turn the bar end extensions in relation to the handlebar, the bolts are insufficiently tightened.
- **WARNING:** Do not expose your battery to high temperatures. Do not leave or charge your eBike battery outside, in a car or inside a garage if it is hot out. Heat is by far the largest factor when it comes to reducing lithium-ion battery and exposure to heat can cause injury.
- **WARNING:** Riding with improperly adjusted brakes or worn brake pads is dangerous and can result in serious injury or death.
- **WARNING:** Wet weather impairs traction, braking and visibility, both for the bicyclist and for other vehicles sharing the road. The risk of an accident is dramatically increased in wet conditions.
- **WARNING:** Never inflate a tire beyond the maximum pressure marked on the tire's sidewall or the wheel rim. If the maximum pressure rating for the wheel rim is lower than the maximum pressure shown on the tire, always use the lower rating. Exceeding the recommended maximum pressure may blow the tire off the rim or damage the wheel rim, which could cause damage to the bike and injury to the rider and bystanders. The best and safest way to inflate a bicycle tire to the correct pressure is with a bicycle pump which has a built-in pressure gauge.
- **WARNING:** Applying brakes too hard or too suddenly can lock up a wheel, which could cause you to lose control and fall. Sudden or excessive application of the front brake may pitch the rider over the handlebars, which may result in serious injury or death.
- **WARNING:** Correct tightening force on fasteners – nuts, bolts, screws – on your bicycle is important. Too little force, and the fastener may not hold securely. Too much force, and the fastener can strip threads, stretch, deform, or break.
- **WARNING:** Riding with an improperly tightened seat post can allow the saddle to turn or move and cause you to lose control and fall.
- **CAUTION:** Be careful not to damage the disc, calliper or brake pads when re-inserting the disc into the calliper. Never activate a disc brake's control lever unless the disc is correctly inserted in the calliper.
- **WARNING:** If you can fully close the cam lever without wrapping your fingers around the seat post or a frame tube for leverage, and the lever does not leave a clear imprint in the palm of your hand, the tension is insufficient. Open the lever; turn the tension adjusting nut clockwise a quarter turn; then try again.

Appendix A: Parts Torque Specifications

| | |
|----------------------------------|---------|
| Pedals | 30 Nm |
| Rear wheel nut tension | 50 Nm |
| Front wheel nut tension | 45 Nm |
| Crank bolts | 40.3 Nm |
| Front + rear brake calliper | 6-8 Nm |
| Control clamp | 4 Nm |
| Brakes | 4-5 Nm |
| Shifter | 3-4 Nm |
| Brake disc | 9 Nm |
| Calliper mount | 6-8 Nm |
| Disc mounting bolts (6 M5 bolts) | 4 Nm |



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