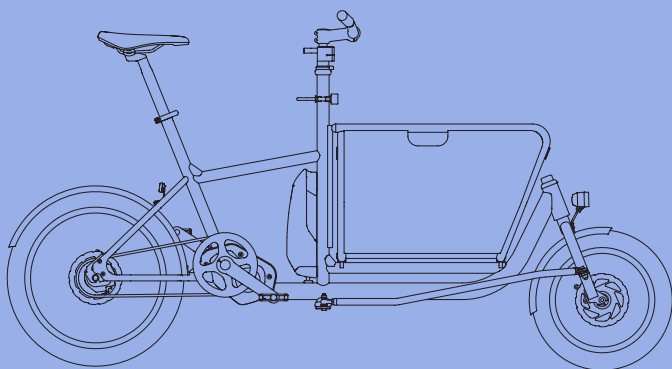


# mulli

VERSION EN 24.1

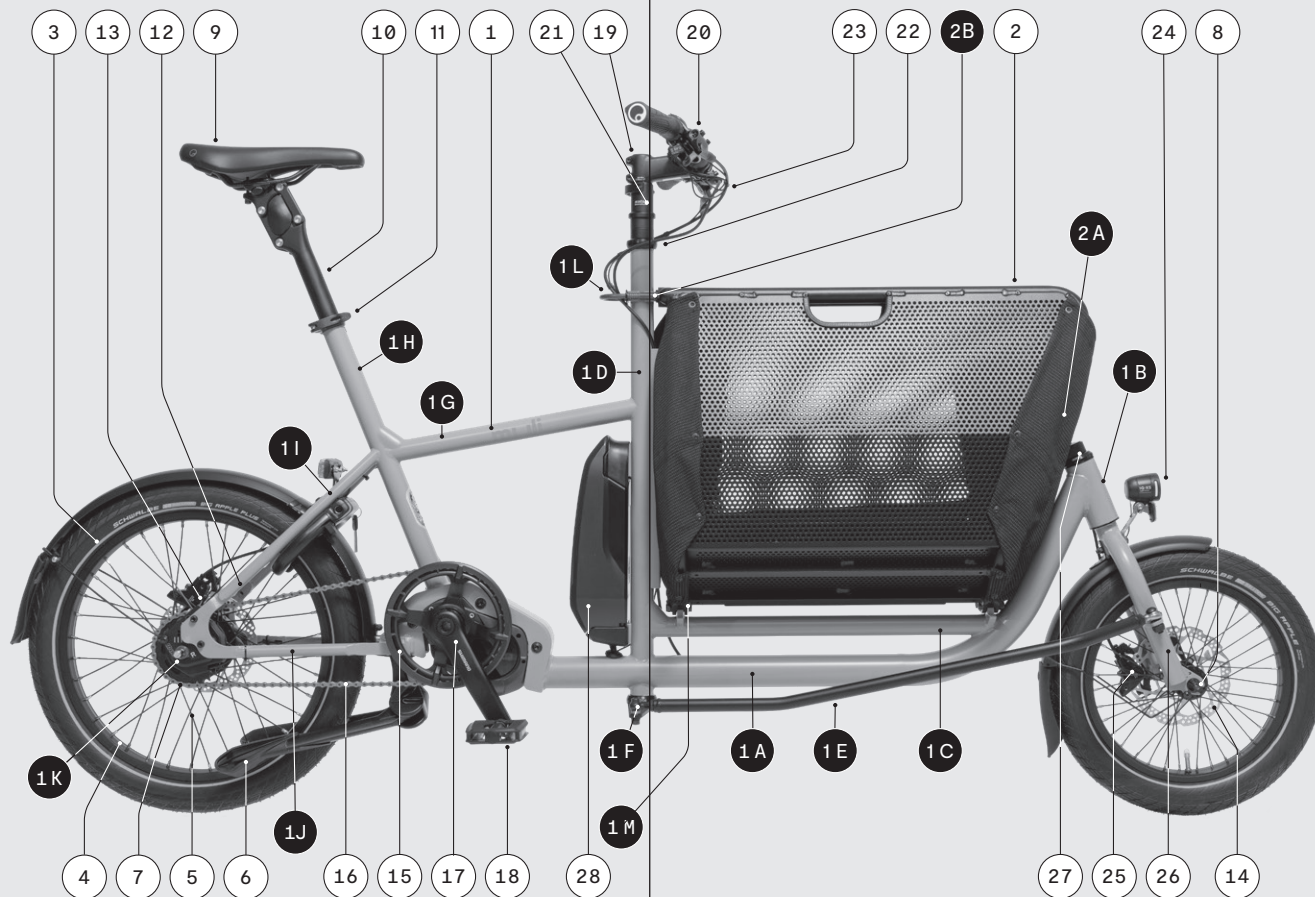
## Translation of the operating manual for mulli Motor eu



# multi Motor

VERSION EN 24.1

## Translation of the operating manual for multi Motor eu



- |     |                      |     |                  |    |                  |
|-----|----------------------|-----|------------------|----|------------------|
| 1   | Frames               | 2   | Basket           | 15 | Chainring        |
| 1 A | Down tube            | 2 A | Basket cover     | 16 | Chain / Belts    |
| 1 B | Head tube            | 2 B | Basket plugs     | 17 | Crank set        |
| 1 C | Top tube load        | 3   | Tires            | 18 | Pedal            |
| 1 D | Steering tube        | 4   | Rims             | 19 | Stem             |
| 1 E | Steering linkage     | 5   | Spokes           | 20 | Handlebar        |
| 1 F | Boom - steering tube | 6   | Double leg stand | 21 | Stem adapter     |
| 1 G | Top tube rider       | 7   | Gear hub         | 22 | Steering bearing |
| 1 H | Saddle tube          | 8   | Front wheel hub  | 23 | Brake lever      |
| 1 I | Seat stays           | 9   | Saddle           | 24 | Front headlights |
| 1 J | Chain stays          | 10  | Seatpost         | 25 | Brake            |
| 1 K | Dropouts             | 11  | Seatpost clamp   | 26 | Fork             |
| 1 L | Locking bracket      | 12  | Frame lock       | 27 | Steering bearing |
| 1 M | Basket holder        | 13  | Rear brakes      | 28 | Battery          |
|     |                      | 14  | Brake discs      |    |                  |

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THE MULI SETS A NEW STANDARD WHEN IT COMES TO COMPACTNESS, IT IS CARGO BIKE AND EVERYDAY BIKE IN ONE.

The muli invented the compact cargo bike class. With a length of only 198 cm it is exactly as long as a normal bicycle. The entire production of the muli, from welding of the frames to the final assembly, takes place entirely in Germany. The tubes are manufactured with 100% recycled steel. Enjoy your ride!

# 01 Safety



## General information on the operating manual 1.1

This translation of the operating manual (hereinafter referred to as the “Manual”) is part of muli Motor eu (hereinafter referred to as the “muli Motor”). The instructions and warnings in this manual exclusively refer to the mentioned model and cannot be transferred to other bicycles or pedelecs.

The manual contains all the important information for the end-user of the muli Motor. However, it does not convey the skills of professional bike mechanics.

Depending on the equipment of your muli Motor in addition to this manual the available separate instructions of the component manufacturer must also be observed for use. This applies to the instructions for the following components: Hub gear (3x3), motors (Bosch), lighting. You can find the corresponding manufacturer instructions on our Download Portal (see Item 1.1.1).

- Read the manual and all the applicable documents carefully and keep the documents so that you can access them at all times.
- Pass on the manual with the muli Motor when you hand it over to other users.

Disregarding the information of the manual voids the guarantee and liability on the part of the manufacturer and the dealer. This applies in particular when disregarding the safety instructions, overloading, installation errors, intentional misconduct, manipulation on the electrical system and disregard of information for maintenance and care.

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### Download Portal 1.1.1

You can find this operating manual as pdf in German and other languages on our Download Portal. This digital version always indicates the current status. In the Download Portal you will find all other, additionally applicable instructions of the component manufacturer.

<https://muli-cycles.de/en/downloads>

- Regularly check if a current version of your manual is available in the portal.



## Texts/lists used 1.1.2





This manual uses the following text types and lists:

- 1 Guidelines (in specified order)
- Guidelines (in any order)
- Listing

---

## Symbols/labels used 1.1.3

This manual uses the following symbols and/or labels:

-  The warning triangle in combination with the word “WARNING” indicates hazards that could result in severe personal injuries or death.
-  The warning triangle in combination with the word “CAREFUL” indicates hazards that could result in slight personal injuries and property damages.
-  The circled exclamation mark indicates important additional information.
-  The adjacent symbol points to burning hazard. The temperature is over 45°C (coagulation of protein) and can cause burns in humans.

## Proper use

1.2

The muli Motor is an EPAC (Electrically Power Assisted Cycle). Accordingly, the muli Motor has an electrical drive which supports driving speeds of up to 25 km/h, when the riders start pedalling. The electronic assistance is suspended automatically if the speed of 25 km/h is exceeded and/or if the rider stops pedalling.

When the drive system is switched off you can use your muli Motor just like a standard bicycle.

The muli Motor is designed to be used as:

- Bicycle for urban areas
- To be used on paved bicycle lanes on which the tires are in constant contact with the ground.

The muli Motor is not suitable for:

- Driving in rough terrain
- High-speed downhill
- Jumps
- Driving with extreme lateral positions

→ Note the information for proper use, otherwise you risk exceeding the load limits of muli Motor. This can result in damages muli Motor, there is risk of falling and injury.

→ Do not make any changes to and/or manipulate the muli Motor or the drive system.

The information on maintenance and servicing as well as on the proper operation of the muli Motor in this manual are part of the proper use.

⚠ In case of improper use and in case of unauthorised changes and manipulation of the muli Motor all claims to statutory guarantee are void and result in exclusion of liability of the manufacturer and the dealer.

⚠ A Crowdfunding video from 2017 shows images where the muli Motor is moved on the rear wheel ("wheelie"). These are promotional images. They present a use or limitation recommendation!  
Riding on the rear wheel ("wheelie") is not considered proper use!

Rider characteristic:

- The rider weight, including clothing and backpack should be max. 100kg.
- The maximum permissible size of the rider is defined based on the maximum seatpost length. Maximum seatpost with 400mm length may be used on the muli Motor. The muli Motor is not suitable for riders who need a longer seatpost for a correct seat position.
- Even if not prohibited by law, we advise against allowing children younger than 14 to ride the E-bikes in road traffic.
- We recommend the transporting of children in muli Motor only for adults and experienced riders.

Transporting persons:

- Children up to the age of 7 must be transported in a suitable child seat with restraint function. The muli child seat is such a system.
- muli child seat is not suitable for babies/children who are still unable to sit independently.
- Maximum of 2 children may be transported in muli child seat.
- The seat can carry a load of maximum 40 kg. A single child in the seat may weight a maximum of 22kg. These load limits may not be exceeded.
- Each child must be secured with a restraining system and must wear a helmet.
- When transporting a child in a child seat on the rear luggage rack the instructions and the load limits of the child seat manufacturer must be observed.
- Transporting of persons and children on the rear luggage rack without suitable seat is not allowed.
- Transporting of children over the age of 7 in muli child seat is possible in principle if the specified load limits are not exceeded.
- Basically, you must ensure that the children sit comfortably in their seat considering their size without impairing the rider during steering and braking.
- For taller children it is basically advisable to install the muli child seat against the driving direction because this way sufficient headroom can be ensured.



## Commercial use:

- Since commercial use represents a significantly higher stress and an unpredictable use it is excluded.
- The muli Motor is not approved for commercial use or rental operation.
- However, commercial use can be approved in individual cases by means of a separate contractual agreement. Please contact the muli cycles Sales Department if needed.

## Safety instructions

**WARNING! Risk of accident and injury**

The following action recommendations help to reduce general risks of accident and injury when using the muli Motor and participation in road traffic.

- Use your muli Motor only if you are familiar with its handling and its functions. Practice driving on peaceful and traffic-free roads until you feel confident and that you can control the muli Motor.
- Follow the guidelines on proper use.
- Adjust your riding style and speed to roadway features and weather conditions.
- Keep in mind the extended braking distance with heavy loads and with wet or dirty roadways.
- Ride proactively and be mindful of road users.
- Keep in mind that biking - and specially riding with an EPAC - is basically a dangerous activity.
- Wear a suitable cycling helmet when riding. Always have the children transported in the cargo basket wear a suitable cycling helmet.


**WARNING! Risk of injury**


As with all mechanical components the muli Motor is exposed to wear and high stress. Different materials and components can react differently to wear and continuous stress.


If the period of use of a component is exceeded it can suddenly fail and cause harm to the rider.

- Check your muli Motor before every use (see Chapter 3.4 “Before every ride”). Any kind of cracks, scratches or discolouration in heavily use areas points to the end of the service life of the component; the component must be replaced.


- Never open the electrical drive. Repairs on all parts of the electrical drive as well as on the muli Motor must be carried out by qualified persons and only with original spare parts. If you plan to make changes to the basic equipment of the muli Motor get the advice of a professional and have these changes checked professionally.
- Have your muli Motor checked at a specialist workshop for (hidden) damages after an accident/fall or if it has been exposed to excessive stress.


-  **WARNING! Risk of falling and injury**  
Overloading the muli Motor can lead to material failure and functional impairment of important components.
- Always comply with specified load limits for frames and components.


-  **WARNING! Risk of injury**  
There is risk of injury with unintentional activation of the drive system.
- Before working on your muli Motor such as for maintenance, repair, installation or transporting it, switch off the drive system and remove the battery.

-  **WARNING! Explosion and fire hazard**  
Damaged battery can explode, a damaged charger can cause a fire or you can get an electric shock.
- Check the battery for integrity in regular intervals.
  - Do not open or disassemble your battery.

- Never use a defective battery or a defective charger.
- Should your battery or charger be defective use exclusively original spare parts.


-  **WARNING! Fire and explosion hazard**  
When using an incorrect charger or battery the battery can heat up, ignite or even explode!
- Charge the battery exclusively with the original charger. Never use the charger of another manufacturer; not even if the plug of the charger fits your battery.
  - Batteries may only be used in pedelecs for which they are intended.

-  **WARNING! Fire hazard**  
The battery and the charger can heat up during charging and even cause a fire.
- It is best to charge the battery during the day in a dry room equipped with a smoke and fire detector.
  - Make sure to place the battery on a non-flammable pad when charging.
  - Make sure that neither the battery nor the charger are exposed to blazing sun when charging.
  - When charging the battery make sure that the battery and the charger do not get damp or wet, otherwise you risk electric shocks and short circuits.

 **WARNING!** Risk of explosion


In case of improper handling the battery can explode and be damaged.

- The battery should never be exposed to fire and high heat.
- Basically, batteries should not be short-circuited. Store the battery always on a place on which it is excluded that the battery can accidentally short-circuit. Do not store the battery near another battery, other conductive materials and objects and not near pieces of clothing.

 **WARNING!** Risk of injury


If persons handle the muli Motor who have not read the manual for the muli Motor and are not familiar with its components and/or cannot assess the associated risks there is increased risk of injury for the person in question and others.

- Do not allow children to handle the muli Motor.
- Make sure that the battery and charger are not accessible to children!

 **CAUTION!** Risk of short circuit


A short circuit in the battery can cause a fire.


- Never immerse the battery in water and never clean it with a jet water.
- Do not place the battery on wet contacts of the battery holder.


 **CAUTION!** Risk of damage


Mounting of the child seat on the saddle tube, on the seatpost, on the upper tube or on the handlebar is not allowed. This can result in the deformation of the frames or very insecure driving dynamic.

- An additional child seat may be mounted only on the muli luggage rack.

-  As with all other bicycles ensuring continuous fitness for driving requires muli Motor regular maintenance and care. Check the brakes, tire pressure, steering, rims and all parts subject to heavy wear in regular intervals. You can find more relevant information in Chapter 5.4 "Care and maintenance intervals" as well as in the chapters for individual components.

-  Keep in mind that the battery of your muli Motor wears out over the years. This is indicated by reduced capacity of the battery and the fact that the charging of the battery is not as it was initially. After a certain period the battery must be replaced.

-  The batter in your muli Motor is a Lithium-Ion battery. These have no memory effect and, regardless of the respective charge status, can be charged at any time without impairing the charging capacity.

-  Please note the instructions on any existing stickers on the battery or the charger and follow the instructions specified therein.

## Statutory requirements 1.4

For the use of muli Motor on public roadways you must meet the statutory requirements of the county where you want to ride.

- Familiarise yourself with the corresponding country-specific laws and possible nationally or regionally applicable legal regulations for riding with EPAC.

As per StVZO (German Road Traffic Licensing Regulations) three points are prescribed:

- The bicycle has two brakes functioning independently from each.
- The bicycle must have the following lighting equipment:
  - White front and red taillight, which cannot be switched on together.
  - A white front reflector.
  - A red rear Z-reflector.
  - Lateral reflectors on the wheel either in the form of reflecting rings all around the wheel circumference or two spoked reflectors per wheel.
  - Two yellow reflectors per pedal aligned forwards and backwards.
- The bicycle must have a bright ringing bell.

The German StVZO is continuously revised and updated.

- Regularly familiarise yourself with the current status of the law in Germany.

For participation in public road traffic in Austria you must comply with Ordinance 146. Bicycle ordinance. These are available in the Austria Federal Law Gazette.

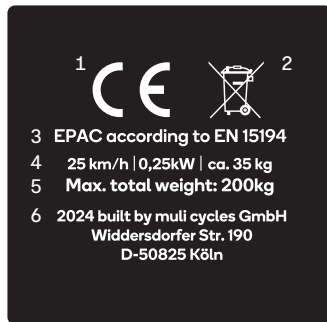
In Switzerland the applicable regulations are available in ordinance on the technical requirements for road vehicles in Articles 213 to 218.

# 02 About your muli Motor

## Nameplate and frame number

2.1

You will find the following nameplates on your muli Motor.



- 1 CE Symbol: Product meets EU conformity
- 2 Symbol for the disposal of electronic devices. Must not be disposed of together with household waste.
- 3 EPAC: Electrically Power Assisted Cycle
- 4 Maximum speed, dead weight
- 5 Maximum permissible total weight
- 6 Year of manufacture and manufacturer

The frame number is milled in the frame and is located on marked locations in the Fig. 1.

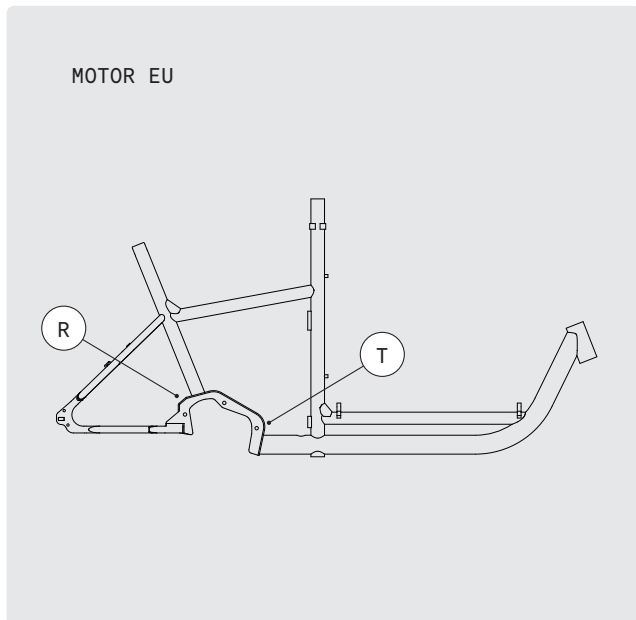


FIG. 1

R FRAME NUMBER  
T NAMEPLATE

## Permissible total weight

2.2

- ⚠ WARNING! Risk of falling and injury**  
Overloading can result in damages or breaking of components; this can give rise to risk of serious falls and injuries.
- Do not exceed permissible total weight for the muli Motor and the respective load limits for the individual load handling points under any circumstances.

- ⓘ** The respective load limits for the individual load handling points may be restricted further by the use recommendation of the component manufacturer.

The maximum permissible total weight of the muli Motor is 200 kg.

These 200kg thus form the permissible framework for the following weight components:

- Dead weight of the muli Motor: 35 kg  
+ Weight of the rider  
+ Weight of the payload

The weight of the rider and the weight of the payload must always be determined such that together with the 35kg dead weight the 200kg is not exceeded.

The maximum permissible load limit for the various load handling points is indicated in the graphic on the following page (Fig. 2).

MAX. PERMISSIBLE TOTAL WEIGHT

**200 kg**

MAX. RIDER WEIGHT

**100 kg**

MAX. BASKET LOAD

**70 kg**

MAX. LUGGAGE RACK LOAD

**27 kg**

DEAD WEIGHT OF THE MULI

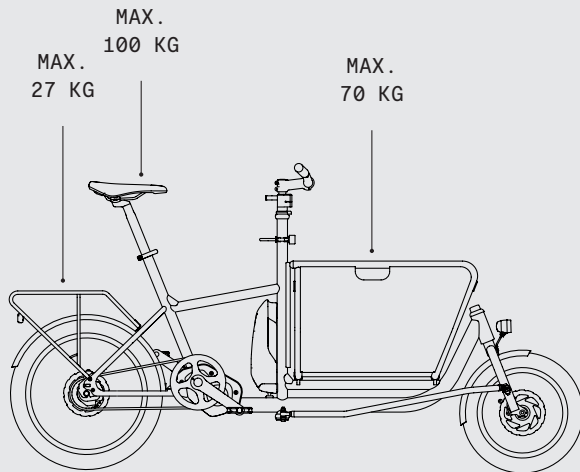
**35 kg**

FIG. 2

**Example for load distribution**

2.2.1

**EXAMPLE A**

80 kg rider + 35 kg dead weight of the muli Motor (Fig. 3)

- According to the maximum permissible total weight of 200 kg here maximum 85 kg can be loaded (200 kg - 35 kg - 80 kg = 85 kg).
- From the 85 kg, maximum 70 kg can be loaded in the cargo basket.
- The remaining 15 kg can be placed in part or in whole on the seatpost (e.g. In the form of a backpack) or on the luggage rack.

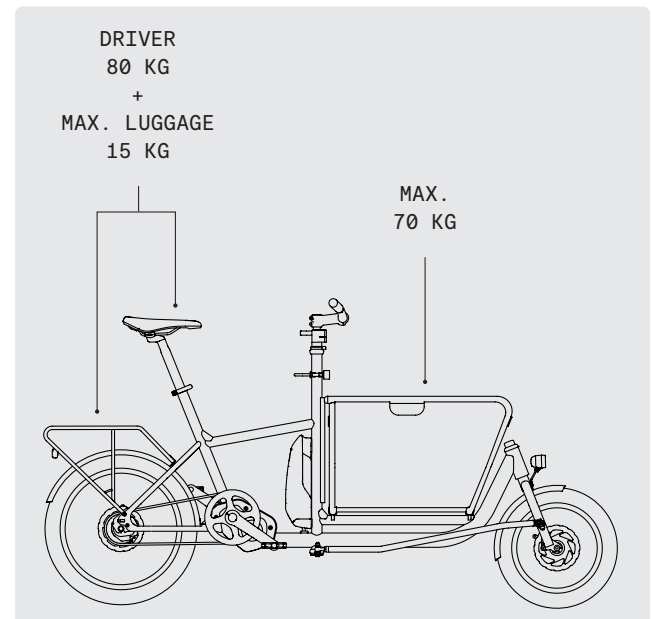


FIG. 3

**EXAMPLE B**

100 kg rider + 35 kg dead weight of the muli Motor  
(Fig. 4)

- According to the maximum permissible total weight of 200 kg maximum 65 kg (200 kg - 35 kg - 100 kg = 65 kg) can be loaded.
- The 65 kg can be loaded completely in the cargo basket or divided on the cargo basket and luggage rack, whereby the luggage rack load may not exceed 27 kg.
- Other further load must be placed on the seatpost.

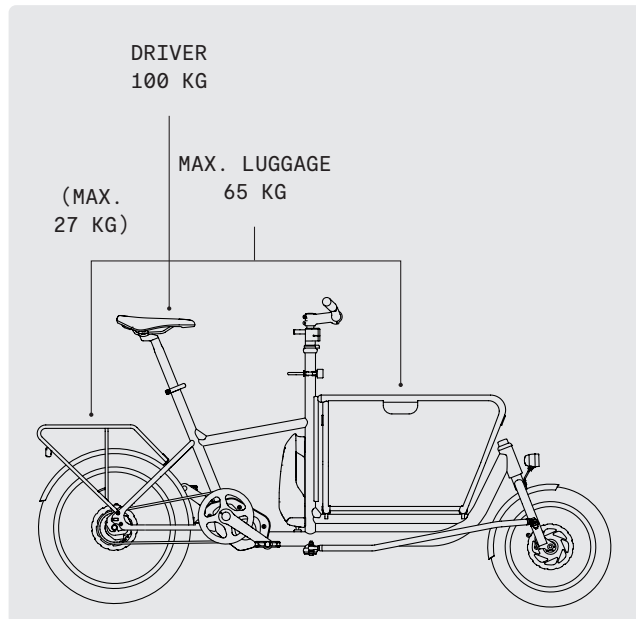


FIG. 4

**Information on suspension seatpost**

2.2.2

The suspension seatpost is equipped with a spring for a maximum cyclist weight of 80 - 95 kg. The responsiveness of the suspension seatpost to another cyclist weight can be adjusted using alternative springs.

You can purchase the spring elements directly from the manufacturer Airwings: <https://www.airwings-systems.de>

Weight class 65-80kg: precise spring 56mm

Weight class 95+: red spring 56mm

Component manufacturer manual for replacing the spring is available at our Download Portal (see Chapter 1.1.1 "Download Portal").



FIG. 5



FIG. 6



FIG. 7

## Information on usage

2.3

### Information on child seat

2.3.1

The muli Motor is not permissible for the installation of the Handlebar or top tube child seats.

The muli Motor is not approved for installation of child seats for frame mounting.

In addition to the original muli child seat for the basket (Instructions on original muli child seat in Download Portal, see Item 1.1.1) only child seats for rear luggage rack are approved.

The maximum permissible load for the muli luggage rack is 27 kg and may not be exceeded.

We recommend the child seat Yepp Maxi from Thule. The Easyfit adapter mount is already integrated in the luggage rack. (Fig. 6 / Fig. 7).

### Information on bicycle trailers

2.3.2

The muli Motor is not approved for use with bicycle trailers.

### Information on quick release

2.3.3

A quick release consists of a pretension nut and a hand lever (Fig. 8) that are connected to each other via an axle. Tension is built up in the connection using the pretension nut V, generating a clamping force by turning the lever H.

To open the quick release turn the hand lever and release the tension in the connection by turning the pretension nut counterclockwise.

To close the quick release first turn the pretension nut V clockwise and then close the hand lever. You have set the correct pretension if when closing the hand lever from the middle of the entire lever path you can feel a counter-pressure and the end of the lever path the force of the palm of the hand is required in order to fully close the lever.



A fully closed hand lever fits fully with the component in question. If the hand lever does not close completely or the component in question is not securely fixed the pretension nut must be readjusted.

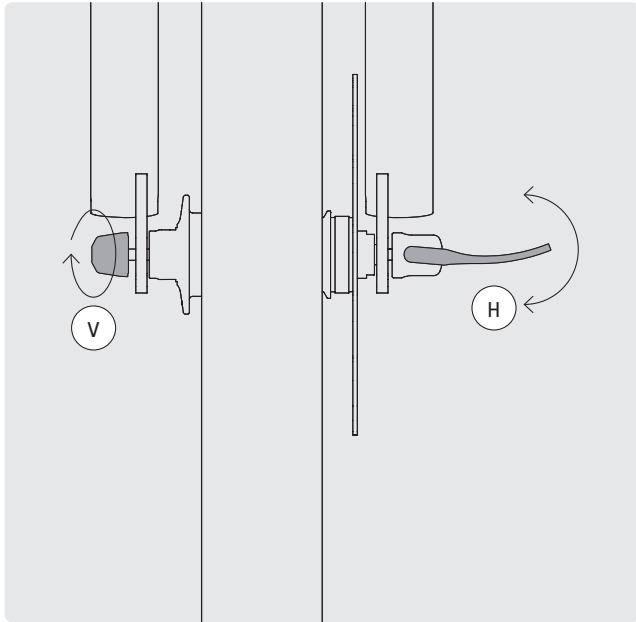


FIG. 8

V PRETENSION NUT  
H HAND LEVER

## Vibration loads

2.3.4

Depending on the construction the use of the muli Motor can result in vibration stresses on the body of the rider. Decisive for the magnitude of vibrations is the ride track surface.

The following relationships apply:

- The higher the speed, the higher the magnitude of vibrations.
- The lighter the rider, the higher the vibration stress.
- The highest vibration values are reached in unloaded conditions.
- The stress of the whole-body vibrations is stronger than the hand-arm vibration. In case of whole-body vibration the limit values are reached in shorter time.

- The lower the tire pressure the less the vibration stress.

The suspension seatpost reduce the stress caused by whole-body vibrations.

- As standard, the muli Motor eu is equipped with a suspension seatpost.

The A-rated emission sound pressure level on the ears of the rider is less than 70 dB(A).

## Range

2.3.5

Various factors influence the range of the battery. Among others these are:

- Chosen assistance level
- Load
- Track condition
- Weather conditions
- Tire pressure
- Individual driving style

Basically, the following applies: The higher the assistance level the higher the energy consumption of the battery and shorter the range. On inclines and when starting off you must always select a lower gear, even if you can pedal into a higher gear thanks to the electronic assistance. With a lower gear you save energy.

Some further tips that have a positive impact on the range of the battery:

- Shift the gear as you would usually do with a standard bicycle.
- Anticipatory riding and the avoidance of unnecessary stops, saves energy and increases the range of the battery.
- Avoid transporting unnecessary luggage.
- Store the battery at cool temperatures in the flat and insert it in the muli Motor shortly before riding.
- Do not park the muli Motor in the blazing sun.

---

If the battery capacity does not reach the destination you can ride the muli Motor without the drive assistance like a standard bicycle.

---

### **Key rim lock**

2.3.6

Your muli Motor is equipped with an ABUS rim lock on the rear wheel. On the key card of the key there is a key number using which a key can be reordered if lost. Write down this number. Rim lock and battery lock are keyed alike.

# 03 Before use

## Unpacking muli Motor

3.1

- 1 Open the box on the side of the front wheel, remove the wheel triangle and pull the muli Motor carefully out of the box.

Keep the muli Motor when pulling out and make sure that it does not tip over.

- 2 For installation fold out the double leg stand in order to put the muli Motor on it (see Chapter 4.12.1 “Use double leg stand”).



FIG. 9

## Assembly instructions

3.2

- ⓘ Before use, you must carry out a few assembly steps and check the tire pressure.

- ⚠ **WARNING!** Risk of falling and injury  
Unprepared use can result in falling and serious injuries.

- Before making the first ride with your muli Motor after the completion of the assembly make sure to read the Chapter 3.3 “Before the first ride” carefully and follow all the instructions in it as well as those in Chapter 3.4 “Before every ride”.

### Installing steering linkage

3.2.1

- ⚠ **WARNING!** Risk of falling and injury  
Loose screw connections can result in falls and serious injuries.

- Tighten the screw connections with great care and regularly check their tight fitting.

The extension of the steering tube and the steering linkage are disassembled for the transport (Fig. 9) and now must be carefully connected according to the following steps.

- 1 Position the steering tube extension and the steering linkage eyebolt on top of each other and put the individual elements in the correct order on top of each other according to the Fig. 10 on the following page.

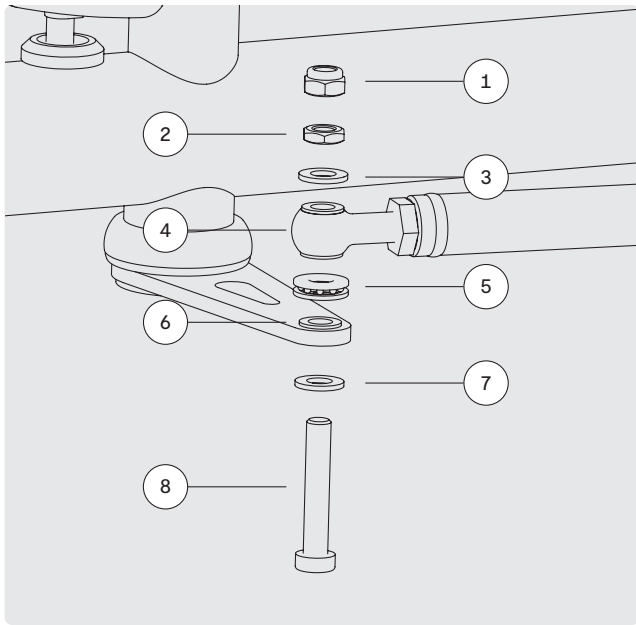


FIG. 10

- 1 Self-locking nut M8
- 2 Counter nut M8
- 3 Washer
- 4 Eyebolt with 2x pressed-in sliding bushes
- 5 Axial ball bearing
- 6 Extension with 1x pressed-in sliding bush
- 7 Washer
- 8 Screws M8

- 2 Tighten the counter nut with a 6 mm Allen key and a 13 mm open-end spanner until the bearing has no more play and the handlebars can still be easily turned (Fig. 11).
- 3 To fix the counter nut in the correct position, screw the self-locking nut up to the counter nut on the screw.
- 4 Hold the counter nut with a flat open-end spanner and tighten the self-locking nut with a second open-end spanner with a torque of 20 NM on the counter nut (Fig. 12).

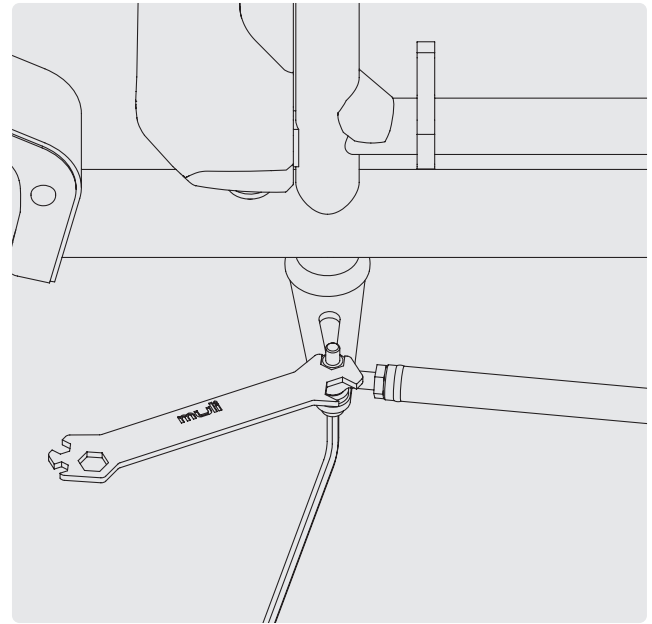


FIG. 11

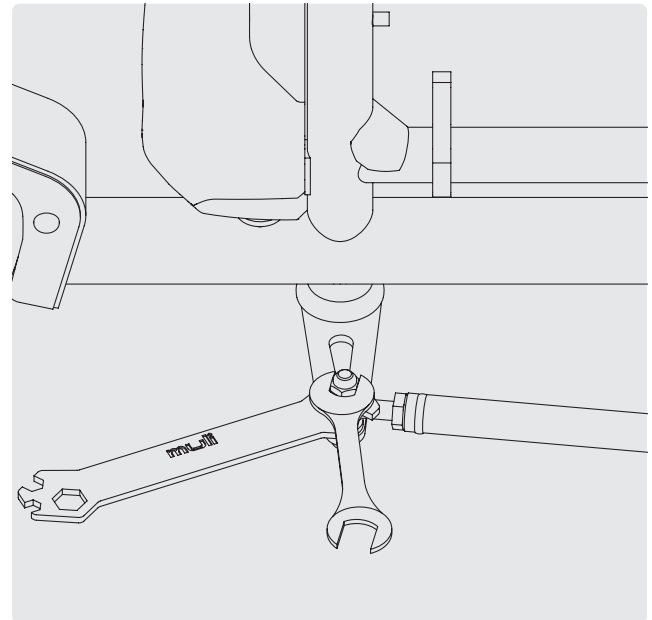


FIG. 12

## Installing pedals

3.2.2

**⚠ CAUTION!** Risk of damage  
A loose or crooked pedal can damage the thread.

- Make sure not to jam the pedal when screwing it in.
- Check the tight fitting of the pedal after 100 km ride.

**!** On the axles of the pedal there is a marking for the side assignment: “R” for the the right-hand , “L” for the left. hand (Fig. 13). Note that the left-hand pedal has a left-hand thread and must be turned in the crank clockwise.

- 1 Grease the pedal threads with commercial installation grease. On the pedal there is a right-hand and left-hand marking
- 2 Screw the pedal with marking L in the left crank arm.
- 3 Tighten the pedals with the wrench. For pedals with outer hexagon nuts use a 15 open-ended spanner.

For pedals with hexagon socket screws use 6 inner Allen key (Fig. 14).

**!** You will find the corresponding torques in Chapter 5.5 “Recommended screw torques”.



FIG. 13



FIG. 14

## Installing the bell

3.2.3

- Mount the supplied bell on the desired position on the handlebar.
- Mount the bell such that it can be quickly accessed and operated without taking the hand off the handle.

## Before the first ride

3.3

Depending on the design the muli Motor has specified properties. Particularly in terms of weight and weight distribution the muli Motor is significantly different from conventional bicycles and from cargo bikes without an electric drive.

- Before the first ride make all the adjustments for the respective rider (see Chapter 3.3 “Before the first ride”).
- Try riding with the muli Motor on a traffic-free road, quiet location on paved roads and level ground. Even if you have already ridden other bicycles or even cargo bikes with similar design.

Note the relevant information regarding the various driving situations and components (see Chapter 3.3.2 “Get to know the muli Motor”).

## Adjust the muli Motor to the rider

3.3.1



**CAUTION!** Risk of falling and injury  
Unusual or faulty adjustments can result in falling and injuries.

- Adjust the muli Motor always to the respective driving person.
- Perform a function test after making all the adjustments. For this follow the instructions in section “Before every ride”.

With the following settings adjust the muli Motor to you as the rider:

- Handlebar height (see Chapter 4.2.1 “Adjust the handlebar height”),
- Seat height (see Chapter 4.4.1 “Set seat height”),
- Seat width (see Chapter 4.4.2 “Set seat width”),
- Alignment of shift and brake levers (see Chapter 4.2.2 “Align the shift and brake levers to the handlebar”),
- Brake lever reach (see Chapter 4.2.3 “Set brake lever reach”).

## Get to know the muli Motor

3.3.2

### ASCENDING / STARTING

- 1 Step over the upper tube with one leg and set your foot on the ground.

Do not step directly on the pedal to avoid unintentional start of the motor assistance and losing the control of the muli Motor.

- 2 Pedal hard and start your ride. Do not direct your view on the basket or the front wheel but rather to something in the distance on the roadway.

⚠ Slow, hesitant start makes it difficult to maintain the balance. Make your initial ride on a route which allows for good straight driving without tight curves.

### RIDE WITH DRIVE ASSISTANCE

The battery of the muli Motor must be charged before the first use.

- Before the first ride check whether the battery is inserted correctly.
- Get to know the handling of your drive.

⚠ For information on handling of the electrical drive refer to the corresponding component chapter 4.1 “Battery and control panel Motor eu” and in the instructions of the component manufacturer. These available on our Download Portal (see Chapter 1.1.1 “Download Portal”).

- Make your first test ride in the lowest assistance level to get used to the drive system. Then learn about various assistance levels and the respective force and speeds in traffic-free locations.

## STEERING BEHAVIOUR

⚠ With muli Moro, the steering movement is not transferred directly to the handlebar but via the steering linkage to the front wheel. This influences the steering behaviour and results in a larger turning radius than with conventional bicycles.

- Get to know the steering mechanism by testing the handlebar when stationary and practice on a traffic-free area.

As a rule, you can hardly see the front wheel while driving (depending on whether the basket is open or closed); you have to get used to this.

## BRAKING SYSTEM

⚠ The muli Motor is equipped with disc brakes on the front and rear wheel.

- Learn how to handle the brakes (see Chapter 4.5.1 “Operate the brakes”).
- Brake the disc brake(see Chapter 4.5.2 “Brake the disc brakes”).
- Learn how to handle the gearshift (see Chapter 4.6.1 “Operating the gearshift Motor eu”).

## CARGO BASKET


- Familiarise yourself with the cargo basket before the first ride. Open and close the basket and test the various perspectives and the various handling of the muli Motor standing in the ride position.
- Keep in mind the great width of the muli Motor with the basket unfolded.

Unfolded basket has a width of about 60 cm and thus provides much larger trapping points than the conventional bicycle.

When riding with the muli Motor it is therefore important that you keep an eye on the riding track width and always maintain a safe distance to the road or riding track edge, particularly with divided bike

and pedestrian paths. Even in case of driveways and passages or other obstacles or riding track tapering you should maintain particular mindfulness to avoid bumping into the cargo basket. It may be necessary to stop the ride, get off and push the muli Motor around an obstacle.

- Practice riding with various loading conditions with opened and with closed basket.
- Note the changed riding and braking behaviour according to the loading. High speed and heavy load lengthen the braking distance and make short-term steering and driving manoeuvres difficult.
- If you want to transfer children with the muli Motor make sure to practice extensively for riding with children in the basket on a traffic-free, secure location.
- The transport of children in the basket is allowed only in a suitable seat with secure restraining system. The muli child seat is such a system.
- Buckle up the child with a safety belt provided for this purpose.
- Transport children in public roadways only if you have sufficiently practised riding with children in the muli Motor on a traffic-free location and feel absolutely confident.

 For more information on the cargo basket refer to Chapter 4.10 "Cargo basket".

## Before every ride

3.4

The following points must be checked for every ride with the muli Motor:

- 1 Check all screws, quick release on the front and rear wheel, on the seatpost, stem and stem adapter for safe and correct fastening.

Carry out these checks even if you have left the muli Motor unattended only for a short time!

The quick release wing of the front wheel must be closed with strong hand pressure and positioned parallel to the fork tube (see Ch. 2.3.3. "Information on the quick release").

- 2 Make sure that the steering linkage is properly connected with the extensions on the steering tube and fork. Check the correct fitting of the screws and nuts. Loosening of the connections during the ride can result in serious falls and left-threatening injuries.
- 3 Check the wheels for spoke integrity and for correct air pressure. Information on the correct air pressure is available on the flanks of the tire (see Ch. 4.11.2 "Check tires and pump up").
- 4 Check the correct function of the brakes.
 

The brakes must grip before the brake lever reaches the handlebar - otherwise they are set too loose and need to be readjusted. Make sure that there is no leakage of brake fluid anywhere.
- 5 Carry out a brief visual inspection of the frame connection and cargo basket especially when you transport children.
 

Open the cargo basket and lift the rubber mat. Now you can see the fastening screws of the cargo basket.
- 6 Switch on the drive and check the display on the control panel on the handlebar and battery. Never start the ride if you see a warning signal indicated on the display or with flashing on the battery.



- 7 Make sure that the battery seats firmly in its holder.
- 8 Check the correct function of the lighting system. With built-in battery lights make sure that the batteries of the front and rear lights are charged.
- 9 Make sure that the saddle is firmly connected with the seatpost. The seatpost must also be clamped firmly in the saddle tube. With closed seat clamp the saddle and the seatpost should not twist, tilt or loosen.
- 10 Carry out a brief visual inspection for signs of material fatigue, cracks, discolourations and scratches on the components saddle tube, seat rail and dropouts, fork and steering linkages. Do not ride off in case of such signs! Have the points checked by a specialist workshop.
- 11 Make sure that the handlebar and the steering linkage have no play, by lifting the multi Motor by the handlebar.
- 12 If you ride with child seat and want to transport children, check the child seat before the ride for damages. Check the screws, rivets, clamps, plastic strap connector and belt for integrity and for firm seat.
- 13 Make sure that the double leg stand is fully folded before riding off.

# 04 Components

## Battery and control panel

### Motor eu

4.1

- ⚠ Make sure to follow the safety instructions for the components of the drive, in particular for handling the battery and charger, in Chapter 1.3 “Safety instructions”.

Bosch mid-motors and lithium-ion batteries are installed on the Motor eu.

- ⚠ For the details of manufacturing information of the system the instructions for both series must be observed. These available on our Download Portal (see Chapter 1.1.1 “Download Portal”).

#### Insert the battery

4.1.1

- 1 Set the battery on the lower bracket (Fig. 15).
- 2 Swivel the battery firmly into the upper bracket such that the battery locks with a “click” (Fig. 16).

#### Remove the battery

4.1.2

- 1 Switch off the battery.
- 2 Insert the wrench in the lock cylinder on the battery.
- 3 Turn the wrench until you feel resistance.
- 4 Slide the battery out of the bracket at the top front and remove the battery sideways.



FIG. 15



FIG. 16

## Switch the drive on/off

4.1.3

### On the battery:

- Press the On/Off button on the battery to switch the drive system on and off. The LED display on the battery shows the charge status (Fig. 17).

! For more information on the battery charging display please refer to the instruction of the component manufacturer. These available on our Download Portal (see Chapter 1.1.1 “Download Portal”).

### On the control element:

In addition to buttons on the battery, the Motor eu also has an On/Off button on the control element on the left-side of the handlebar. The head is located on the top of the element. see Fig. 19.



FIG. 17

## Operate the drive / set the assistance mode

4.1.4

On the handlebar of the Motor eu there are two control elements for the operation of the drive system. A switch S with several buttons on the left-side of the handlebar and in the centre a display D (Fig. 18). The switch T on the right-side of the handlebar is used exclusively for switching. For further information refer to Section 4.6 on page 81.

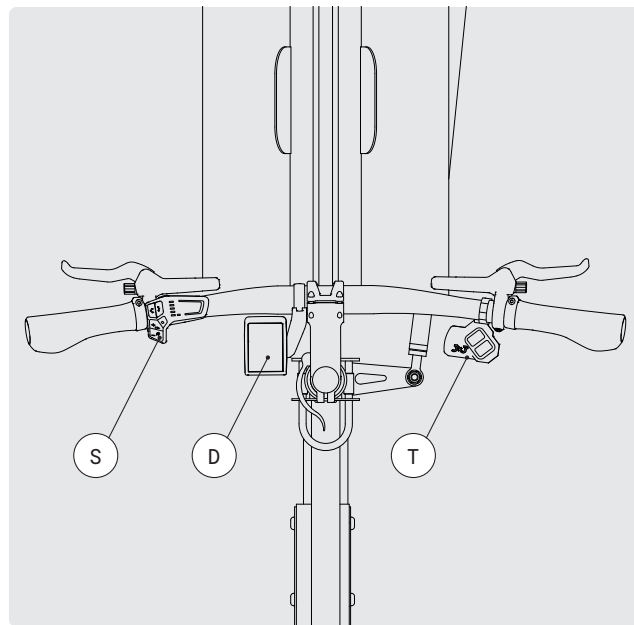


FIG. 18

! For more information on the controls please refer to the instructions of the component manufacturer. These available on our Download Portal (see Chapter 1.1.1 “Download Portal”).

The Bosch drive of the Motor eu offers four assistance levels. Moreover, there is a push assist and the option for switching the motor off (without assistance). The individual steps have the following features:

<b>ECO</b>	<ul style="list-style-type: none"> <li>• Effective assistance with maximum efficiency, for maximum range.</li> </ul>
<b>TOUR</b>	<ul style="list-style-type: none"> <li>• Consistent assistance for long-range tours.</li> </ul>
<b>TURBO</b>	<ul style="list-style-type: none"> <li>• Maximum assistance up to high pedalling frequency for sportive cyclists.</li> </ul>
<b>AUTO</b>	<ul style="list-style-type: none"> <li>• The assistance is dynamically adjusted to the driving situation.</li> </ul>
<b>WALKING (pushing aid)</b>	<ul style="list-style-type: none"> <li>• Offers high push power (4 km/h max.), which assists you when pushing the multi Motor.</li> </ul>
<b>OFF</b>	<ul style="list-style-type: none"> <li>• Doesn't offer any assistance.</li> <li>• Suitable if you do not need any assistance from the drive or you would like to save battery capacity.</li> </ul>

! For more information on the controls please refer to the instructions of the component manufacturer. These are available on our Download Portal (see Chapter 1.1.1 "Download Portal").

### The "LED Remote" switch

On the left handle-side of the Motor eu there is a LED Remote switch for controlling the drive. It has numerous buttons and functions. The following representation does not explain the full range of functions of the switch. To learn about the full range of functions of the switch please also read the component manufacturer manual. There you will find even more detailed description of all the functions. The manual is available at our Download Portal (see Chapter 1.1.1 "Download Portal").

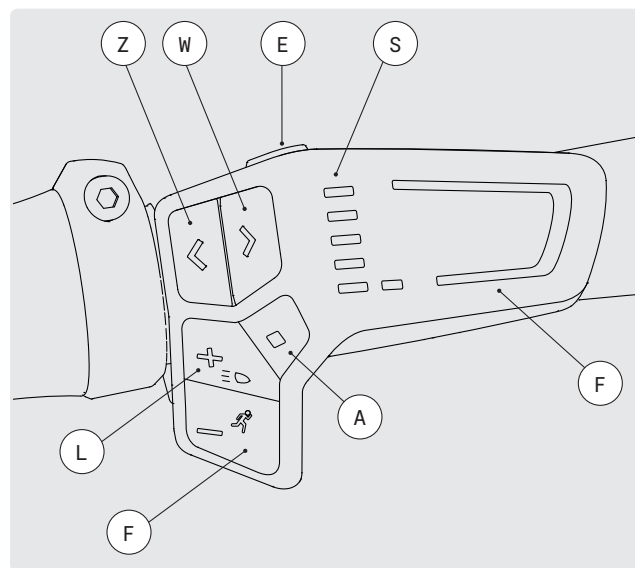


FIG. 19

The buttons of the control element have the following functions:

**Switch power On/Off** → On/Off button E (Fig. 19).

**Read the charge status** → Charge status display S (Fig. 19).

**Driving mode display** → You can read the currently selected driving mode on the LED Display F (Fig. 19).

**Selection button** → Using the selection button A you can select or confirm menu items on the Display (Fig. 19).

---

**Select driving mode / Pushing mode** → Briefly press the F button (Fig. 19)

→ Select a lower assistance mode.

---

→ Press and hold the F key (Fig. 19)

→ The pushing mode remains active as long as you press and hold the F button.

---

**Select driving mode / Switch light On/Off** → Briefly press the L button (Fig. 19)

→ Select a higher assistance mode.

---

→ Press and hold the L key (Fig. 19)

→ You can switch the light on and off.

---

**Reduce brightness / Scroll back** → Briefly press the Z button (Fig. 19)

→ You can scroll back in the menu.

---

→ Press and hold the Z key (Fig. 19)

→ You can reduce the LED brightness on the control element.

**Increase brightness / Scroll further** → Briefly press the W button (Fig. 19)

→ You can scroll further in the menu.

---


→ Press and hold the W key (Fig. 19)

→ You can increase the LED brightness on the control element.

---

## Displays and ride data

4.1.5

 For more detailed information on the ride data that can be shown on the display please refer to the instructions of the component manufacturer. These available on our Download Portal (see Chapter 1.1.1 “Download Portal”).

## Charge the battery

4.1.6

⚠ Make sure to observe the relevant instructions of the component manufacturer for the handling of the battery and the charger. These available on our Download Portal (see Chapter 1.1.1 “Download Portal”)

- ⚠ **WARNING! Risk of fire and electric shock**  
Careless handling of the battery and the charger can cause a fire and there is risk of electric shock.
- Perform the charging process in a dry environment, best in a dry room.
  - When you remove the battery from the multi Motor for charging place it and the charger on a non-flammable surfaces. Never cover up the battery and the charger.
  - Charge the battery exclusively with the originally supplied charger.
  - Do not use other chargers for charging the battery.

To charge the battery proceed as follows:

- 1 Remove the battery from your multi Motor eu for the charging process. Use the enclosed key for unlocking the battery.
- 2 Insert the mains cable of the charger in the socket.
- 3 Insert the battery plug of the power supply in the charging socket of the batter (Fig. 20). With charging of the battery the LED lights on the battery start to flash.

The charging time depends on the charger and the charting status of the batter when charging.

The five LED lights on the battery show the charging status of the battery. The battery is fully charged if all the lights light up blue.

⚠ Information on the error displays and troubleshooting is available in the instructions of the component manufacturer. These available on our Download Portal (see Chapter 1.1.1 “Download Portal”).

⚠ You can charge the battery at any time and do not need have to wait until it is fully discharged. This charging does not shorten the service life of the battery. The so-called “Memory Effect” does not occur.



FIG. 20

## Handlebar and stem

4.2

**CAUTION!** Material breakage

Overtightening of the screw connections can damage the steering tube shaft and break it.

→ Note the torque specifications on the component.



The handlebar, stem and stem adapter must be screwed according to the torques specified on the components. The torques are also available in Chapter 5.5 "Recommended screw torques".

The muli Motor has a height-adjustable stem adapter using which the handlebar height can be adjusted up to 10 cm with a few hand grips. This way the handlebar height can be adjusted to different riders and loading conditions in the cargo basket.

Also when transporting children in the basket this height adjustment allows for more headroom for the children when the child seat is mounted in the riding direction.

---

### Adjust the handlebar height

4.2.1

**WARNING!** Risk of falling and injury

In case of incorrect closing of the quick release the corresponding component can come loose while riding. This can lead to falls and severe injuries.

→ Before riding off always make sure that all quick releases are firmly closed and fit tightly on the associated component.

**CAUTION! Risk of injury**

A stem adapter which is extended too far can break.

- Make sure never to fix the stem adapter for the ride above the MIN/MAX marking shown in Fig. 24. The maximum extension position is merely for turning the handlebar in the park situations.

- 1 Open the quick release lever on the steering stem (Fig. 25).
- 2 Pull the handlebar upwards as far as needed for your desired riding position, but never beyond the maximum extension (Fig. 24).
- 3 Tighten the quick release again.



FIG. 24



FIG. 25

### Align the shift and brake levers to the handlebar

4.2.2

You can adjust the shift and brake lever on the handlebar to your sitting and hand position.

- 1 Loosen the two Torx screws T on the braking lever (Fig. 26).
2. Loosen the hexagon socket screw S on the switch lever (Fig. 26).
- 3 Turn the shift and brake lever in the desire pos.
- 4 Tighten the screws again.

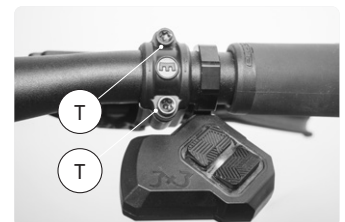


FIG. 26

- 4 From the riding position test whether the shift and brake lever is easily accessible with the fingers.



Make sure that the forearm and brake lever form a line in the riding position (Fig. 27).

- 5 After completing the adjustments make sure that the shift and brake lever does not get twisted.

⚠ Do not install any bar ends on the muli Motor.

### Brake lever reach

4.2.3

⚠ **WARNING!** Risk of falling and injury  
Too loosely set brake lever can lead to function impairment or brake failure.

- The brake lever should not be able to pulled through up to the handlebar. With fully tightened brake lever there must be a minimum of 1 cm distance between the brake lever and the handlebar grip.

The brake lever grip width can be adjusted to the respective hand size. The adjustment is made using a hand nut in the brake lever (Fig. 28).

- To reduce the grip width turn the hand nut counter-clockwise.
- To enlarge the grip width turn the screw clockwise.

### Turn in the handlebars

4.2.4

In addition to height adjustment the stem adapter also makes it possible to turn the handlebar sideways by 90° and to make the muli Motor even compacter for parking – for example in a hallway (Fig. 29).

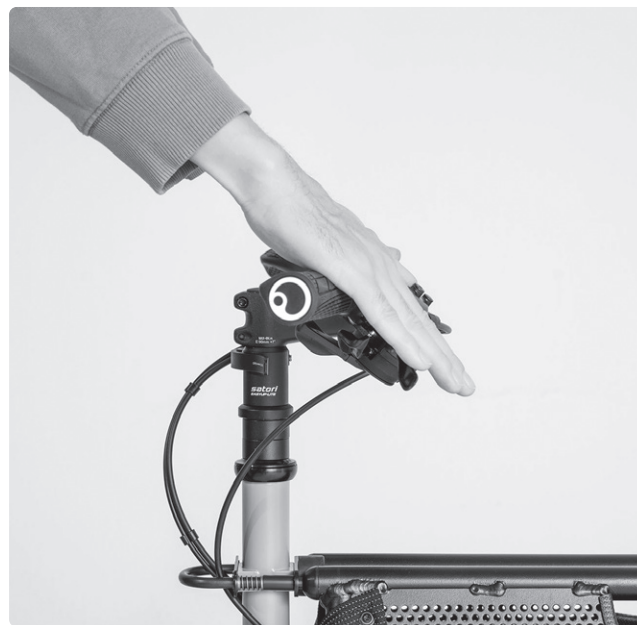


FIG. 27



FIG. 28

**⚠ CAUTION! Risk of damage**

Only in the the top position can the handlebar be turned in and out again. Forceful turning on the handlebar, if it is not in the top position, can lead to bending and breaking of the stem adapter.

→ Proceed as described when turning the handlebars in and out. Do not use force.

**⚠ WARNING! Risk of falling and injury**

The stem adapter must never be pulled out beyond the marking of the maximum extension length when riding.

**TURN THE HANDLEBARS 90° .**

- 1 Open the quick release on the stem adapter.
- 2 Pull the handlebar upwards up to the stop and turn it sideways in this highest position. (Fig. 28).
- 3 Guide the turned-in handlebar downward again.
- 4 Close the quick release again.

**TURN THE HANDLEBAR BACK IN THE RIDE POSITION**

- 1 Open the quick release on the stem adapter.
- 2 Pull the handlebar upwards up to the stop and turn it off again (Fig. 28).
- 3 Bring the handlebar to the desired height again.
- 4 Close the quick release again securely and tightly.

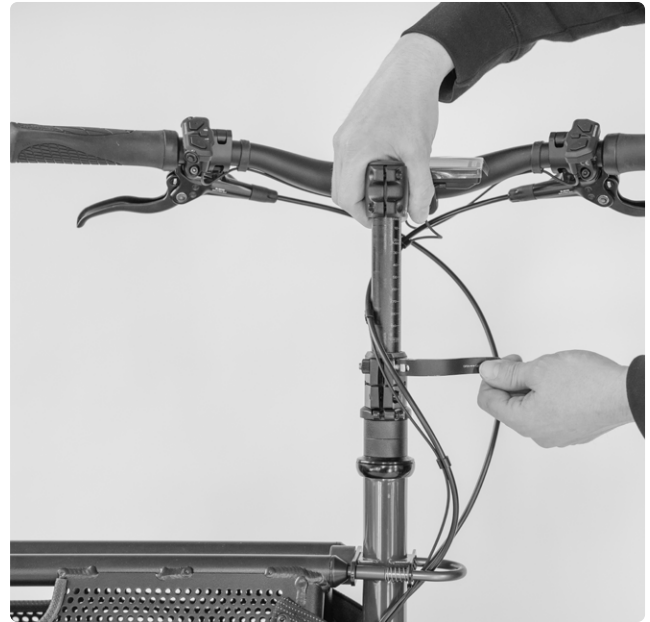


FIG. 29

**Adjust the bearing clearance of the steering tube**

4.2.5

- 1 Make sure that the quick release is tightened and the screw under it is tightened with the specified 10 Nm.
- 2 Tighten the lower clamp ring with 3 Nm.

**ⓘ** For more information on this refer to the instructions of the component manufacturer. These available on our Download Portal (see Chapter 1.1.1 "Download Portal").

## Steering linkage

4.3

The steering linkage translates the steering movement of the handlebar to the front wheel. It is connected with the boom on the steering tube and the boom on the fork via a ball joint and a swivel joint.

**⚠ WARNING! Risk of falling and injury**  
The steering linkage is a safety component. Damaged or loose connections can result in serious falling and injuries.

- Check the screws and nuts on the steering linkages before every ride.
- Do not start riding in case of rattling or wobbling of the steering linkage.

Have a specialist make the settings on the steering linkages if necessary.

### Tracking adjustment

4.3.1

The toe of the front wheel is correctly set upon delivery. Should the toe change over time it must be readjusted.

Toe adjustment is necessary if the boom A with straight aligned handlebar L and straight front wheel is no longer at a 90° angle to the frame as in Fig. 30.

Observe the following rules:

- If with correctly aligned handlebar the boom is not at a 90° angle to the frame but rather somewhat in the direction of the rear wheel, then the eyebolts on the steering linkage must be slightly screwed in.
- If the boom is slightly in the direction of the front wheel, the steering linkage must be extended by slightly unscrewing the eyebolts.

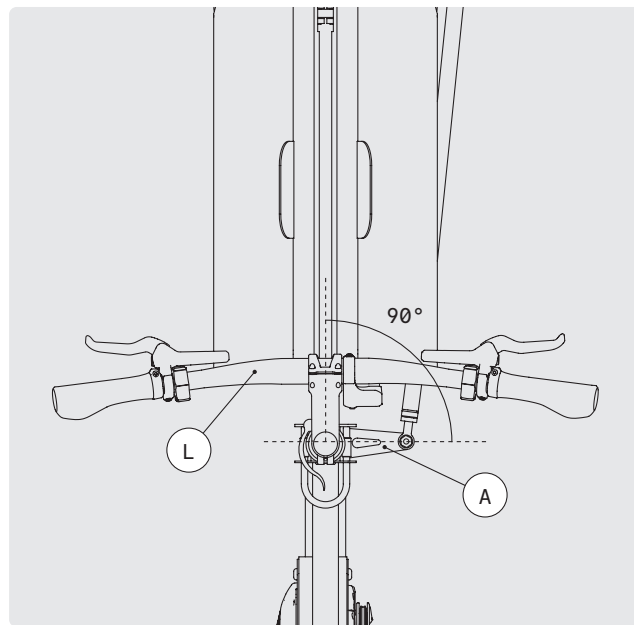


FIG. 30

L Handlebar  
A Boom - steering tube

**⚠** If you must extend or shorten the steering linkage, do not turn only the eyebolts in or out on just one side. Always adjust the eyebolts to both ends so that both screws are screwed in and out at the same way.

Proceed with adjusting the linkages such that you always leave one end of the steering linkage bolted to the wheel while you adjust the eyebolt on the loosened side.

- 1 Loosen the counter nut of the eyebolt with a 17 mm open-ended spanner (Fig. 30).
- 2 If needed, turn the eyebolt in and out accordingly (Fig. 31).
- 3 Tighten the eyebolt again on the boom and repeat the process on the other side of the linkage. After the correction the boom must be at 90° angle to the frame again.

- 4 The counter nuts are glued in place with liquid screw lock at the factory. Therefore, also apply the corresponding screw lock before tightening the counter nuts again.
- 5 Re-tighten the counter nuts on both sides with a 17 mm open-ended spanner.



FIG. 31



FIG. 32

## Steering resistance

4.3.2

With contact pressure of the screw on the steering linkage you can adjust the steering resistance.

- If you prefer a stiffer steering tighten the flat nut K on the steering linkage slightly stronger (Fig. 33). For this you must first remove the self-locking nut S.

Note that a stronger contact pressure increases the wear of the plastic slide bearings.

- If you prefer easy steering tighten the screw connect of the linkage and the boom less.

- ⚠ WARNING! Risk of falling and injury**  
Never forget to firmly counter the flat nut K with the self-locking nut S! Otherwise you risk the loosening of screws during the ride which could result in dangerous falling.

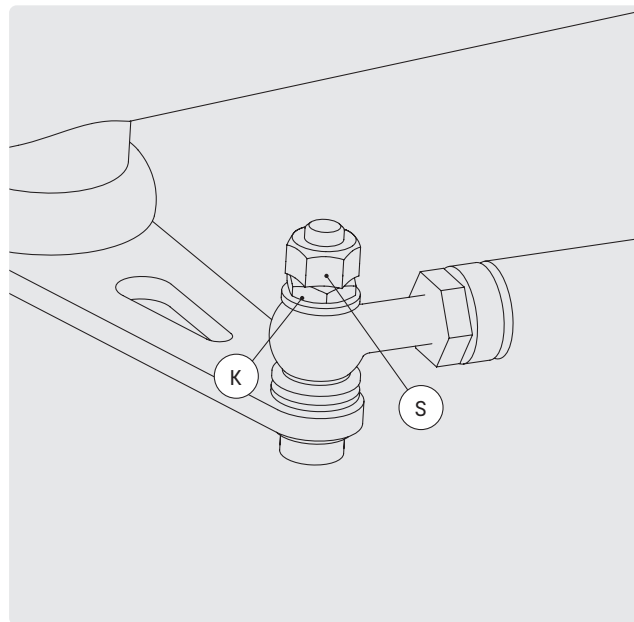


FIG. 33

K Counter nut  
S Self-locking nut

- Overall, make sure that the screw is not tightened neither too tight or not too loose. A too high a contact pressure endangers secure riding ability on the road.

- ⓘ** The plastic slide bearings on the screwing connection of the steering linkage (Fig. 9 Chapter 3.2.1.) can wear and in case of corresponding wear must be replaced. Wear may appear in various forms: through play in the screw connection, an oval shape of the bearing, a rough surface or cracks.

# SADDLE

4.4

## Set seat height

4.4.1

**⚠ CAUTION!** Risk of injury  
A too far pulled out seatpost can break, a too far pushed seatpost can not be correctly fixed.

**⚠ WARNING!** Risk of falling and injury  
In case of incorrect closing of the quick release the corresponding component can come loose while riding. This can lead to falls and sever injuries.

- Always make sure that all quick releases are firmly closed and fit tightly on the associated component.
- Make sure that the seatpost is not pulled out beyond the MIN/MAX marking out of the saddle tube (Fig. 34, 35).
- Make sure that the seatpost does not sit too deep in the steering tube. With some seatposts the tube is tapered on upper end and can no longer be securely clamped (Fig. 35, 36).

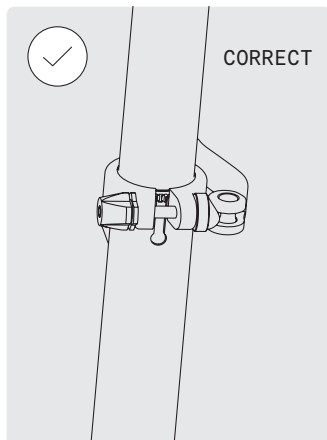


FIG. 34

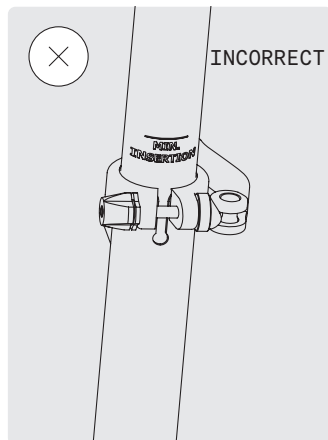


FIG. 35



FIG. 36

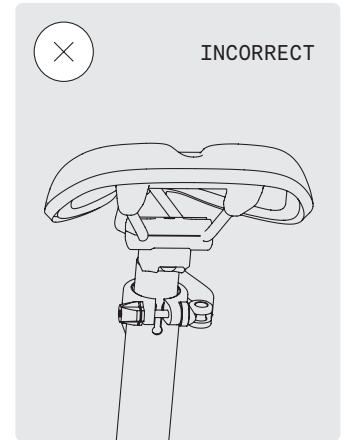


FIG. 37

## DETERMINE THE OPTIMAL SEAT HEIGHT

- Sit on the saddle and place one leg with the heel on the pedal. The pedal is in the deepest position. In the optional seat height (Fig. 38):
  - The leg should be straight.
  - You should be able to reach the ground with your toes when seating on the saddle.

## SET SEAT HEIGHT

- 1 Open the quick release and set the desired seat height (see "Determine the optimal seat height").
- 2 Align the saddle so that it is in one line with the upper tube.
- 3 Close the quick release again.
- 4 Make sure that the quick release is correctly closed and it securely fixes the seatpost.

The saddle should not twist or tilt with closed quick release.



FIG. 38

### Set seat width

4.4.2

By loosening the screws on the seatpost slider the distance between the saddle and the steering grips can be adjusted and the seat angle of the saddle adjusted.

⚠ By moving the saddle the pedalling angle also changes on the pedal.

⚠ **CAUTION!** Risk of injury  
The saddle must never be fixed in a backward tilted position.

→ Align the saddle horizontally straight or tilted slightly forward.

- 1 Loosen the hexagon socket screws on the seatpost slides with a 4 m Allen key by 2-3 turns (Fig. 39). Make sure that the screw is not fully unscrewed.
- 2 Set the desired position and the desired angle of the saddle. Make sure to align the saddle in horizontal line.
- 3 Tighten the screw again with 5Nm.
- 4 After adjustment make sure that the saddle does not twist or tilt by pulling and pushing on the front and back with the hands.



FIG. 39

## Braking system

4.5

The muli Motor has two hydraulic disc brakes on front and rear wheel that are independent from each other.

- ⚠ WARNING! Risk of falling and injury**  
Improper use of the brakes poses the risk of falling.
- Never apply the front brakes alone, even with small steering angle. This can cause the front wheel to slip away, leading to severe falling.
  - Always apply both brakes simultaneously for braking.
  - The built-in, hydraulic disc brakes have a high braking effect. Use the braking power carefully.
  - Heavy loads as well as wet or slippery road surfaces can impair the braking behaviour and braking path. Adjust your riding and braking behaviour to the respective riding situation.

- ⚠ CAUTION! Functional failure of the brake**  
Greasy brake lining can impair the function of the brakes up to total failure of the brake.
- Make sure that the brake linings do not come into contact with oil. Should this nevertheless take place change the brake linings.

- ⚠ CAUTION! Risk of injury**
- Hydraulic disc brakes must be braked before the first use (see the information under Item 4.5.2 "Brake the disc brakes").

- ⚠ CAUTION! Risk of burns**  
The disc brakes can heat up after heavy use, you can burn yourself on them.

- Allow the brake discs to cool down sufficiently before you handle them.

### Operate the brakes

4.5.1

You operate the brakes using both brake levers on the handlebar (Fig. 40).

- The left brake lever V activates the front wheel brake.
- The right brake lever H activates the rear wheel brake.

- ⓘ** If you are not familiar with the brake lever assignment or you have previously ridden bikes with a back pedal, carefully get used to the brake system and the brake behaviour of the muli Motor.

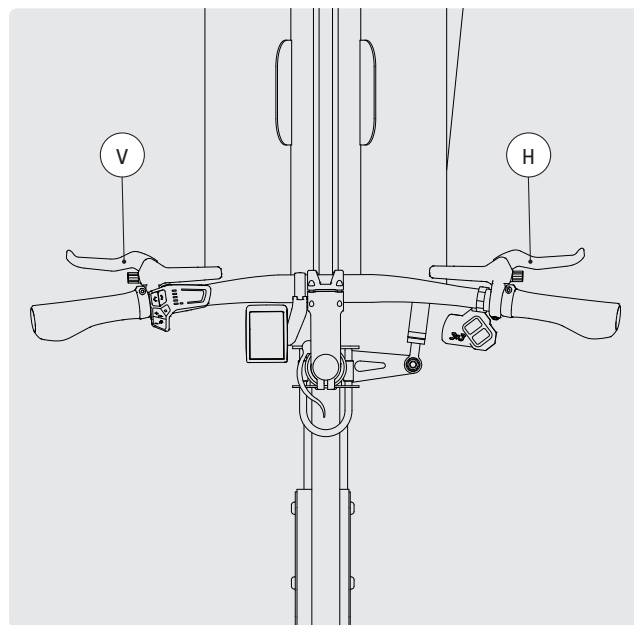


FIG. 40

V Front wheel brake  
H Rear wheel brake

## Brake the disc brakes

4.5.2

Hydraulic disc brakes must be braked before the first use. The pressure point of the brake lever is very squishy before the first use and does not build up any brake force.

- To define the pressure point pull both brake levers in stationary so often and until you feel the solidification of the pressure point, about 10 times.

Once the pressure point is defined the brakes must be braked on a stretch away from road traffic.

- For this accelerate the bike to 25kmh brake at full speed. Repeat this process at least 15 times.

## Check the brakes

4.5.3

The brake linings are part of the most heavily stressed components. They are wear parts and must be replaced on regular basis.

- Replace the brake linings if they are less than 1 mm thick (Fig. 41). The brake linings should never be lowered so far that the support plates of the linings rub against the brake disc.
- Should the brake linings rub against the brake discs continuously the position of the brake calliper can be adjusted. Seek a specialist workshop for this.
- Check the brake system for tightness on regular basis.

ⓘ For more information on this refer to the instructions of the component manufacturer. These available on our Download Portal (see Chapter 1.1.1 "Download Portal").

ⓘ When replacing the brake linings or other parts of the brake system use exclusively original spare parts of the component manufacturer!

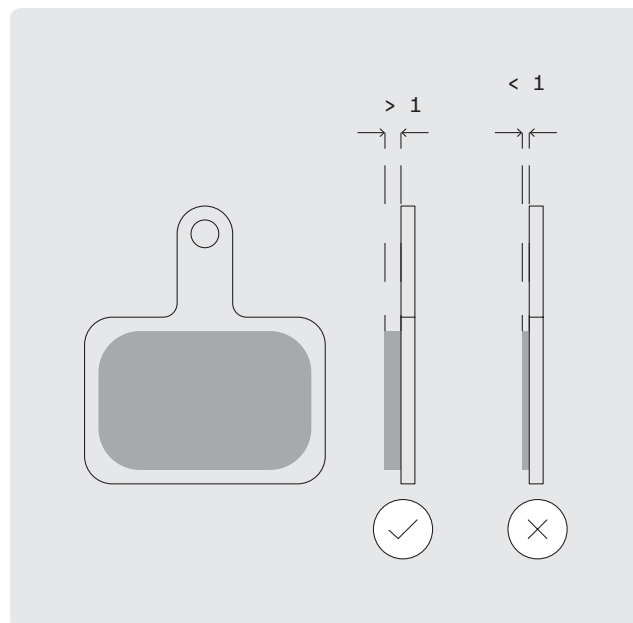


FIG. 41



## Gearshift on the muli Motor eu 4.6

The 3x3 NINE E-Bike hub gear with electronic shifting system is installed in muli Motor eu.

### Operating the gearshift Motor eu 4.6.1

Operate the gearshift via the switches X and Y right on the handlebar (Fig. 42).

- Do not shift under heavy pedalling, rather stop the pedalling briefly while shifting.

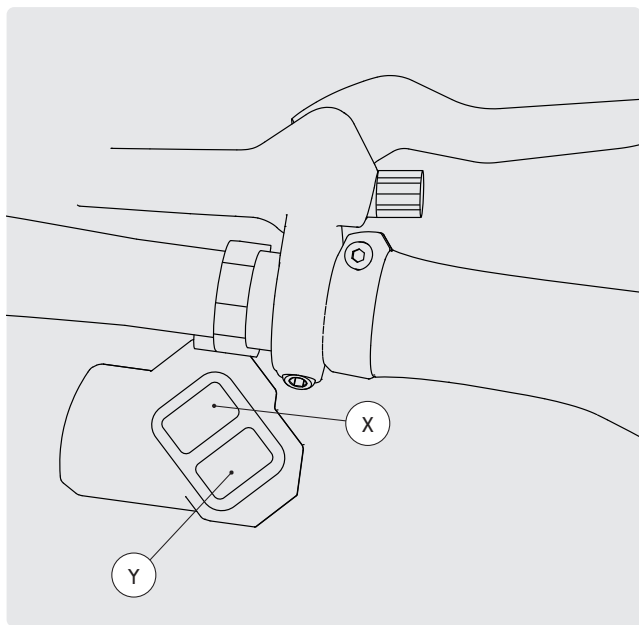


FIG. 42

**Shift up gear** → Press the X button.

**Shift down gear** → Press the Y button.

## Auto-Down-Shift 4.6.2

The Auto-Down-Shift function automatically switches to a lower gear in standstill (e.g. At a traffic light) to facilitate the start-up.

- If the system detects the standstill of the bike, the starting gear is automatically downshifted.
- For this, the last set gear must be higher than the starting gear.
- The Auto-Down-Shift function is active in the factory setting and the 3rd gear is selected as the starting gear.

⚠ The Auto-Down-Shift function and the starting gear can be adjusted using the 3x3 service tool. These available on our Download Portal (see Chapter 1.1.1 “Download Portal”)

## Driving noises 4.6.3

In certain gears different kinds of driving noises can be heard when driving. Due to the design, there are different freewheeling noises depending on the set gear.

## Running-in time 4.6.4

All the components of the 3x3 NINE gear hub are made of high quality materials and are produced with high precision. Within the last 500 km the 3x3 NIN hub gear receives its final tuning. The driving noises become more quiet and the shifting processes smoother. There are no restrictions on the running-in time.

## Pushing the bike

4.6.5

The crank may start rotating when pushing the bike. This does not constitute an error. When pushing the bike the same noises can be heard as described in Section 4.6.3. The crank always rotates when pushing backwards.

## Chain and chain guard

4.7

### Chain wear

4.7.1

The chain is under constant stress when pedalling. The chain is extended over time as a result of which the interlocking with the chainring and sprockets of the cassette no longer functions correctly. This can result in the chain slipping over the teeth while pedalling.

- The chain as well as the chain ring and sprockets wear out to the same extent. Therefore, replace all the parts at the same time as soon as you notice an extended chain and sharpened sprockets.
- Regularly clean and grease the bike chain for a perfect operation.

### Tightening the chain

4.7.2

- 1 Loosen both M6 hexagon socket screws A on the holder of the dropout with a 5 mm hexagon wrench (Fig. 48).
- 2 Turn the grub screw B in the dropout with a 2 mm inner hexagon wrench and press the dropout forward until the correct chain tension is achieved.

The line markings C on the dropout help you to determine the same position of the dropout for the right-hand and left-hand side.

- 3 When the chain is tensioned and both dropouts are on the same position, tighten both M6 hexagon socket screws A on the holder of the dropout with a 5 mm Allen key with 9Nm again.

⚠ Chain protection "Chainrunner" is installed on the muli Motor px. It consists of a slotted hose which lies on the entire chain and turns rotates with the chain around the chainring. The initial soft crackling decreases during operation. Grease the chain regularly but sparingly - this way you also reduce the accumulation of rust particles.

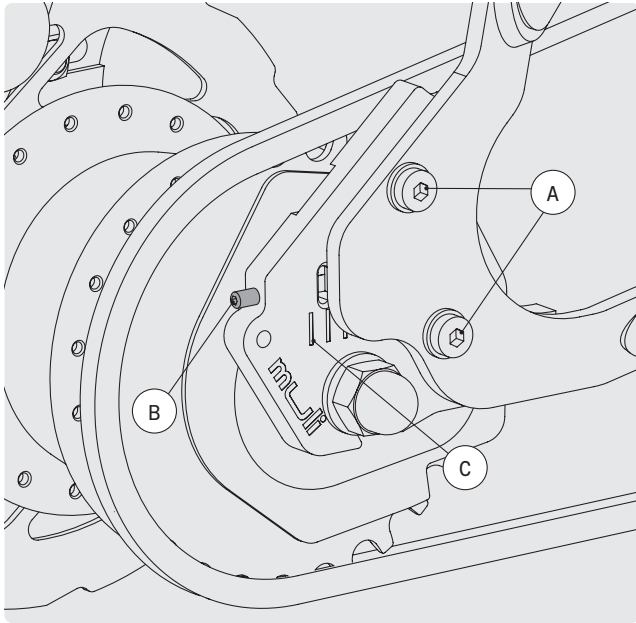


FIG. 48

- A Allen screws M6
- B Grub screw
- C Line markings

## Frame lock

4.8

The frames of the multi Motor eu is equipped with a frame lock. It is therefore possible to equip the bike with a belt drive at a specialist workshop.

To replace the belt in case of damages or after wearing out you must open the frame lock on the multi Motor.

**⚠ CAUTION! Risk of damage**  
If the thread in the frame is damaged the entire frame may be unsuitable.

- Open the frame lock as rarely as possible.
- Proceed gently when opening and close the frame lock to avoid damaging the thread in the frame. Under no circumstance should the screws cant when being screwed in.
- When you have opened the frame lock always use new and clean screws to close it again.

- 1 Loosen both screws A of the frame lock (Fig. 49).
- 2 Guide the belt flat through Ö opening. Press the frames slightly apart if needed for the belt to pass through.
- 3 Close the frame lock again with new and clean screws. Add screw lock to the screws and tighten with 10-13Nm.

**!** For more information on the belts please refer to the instructions of the component manufacturer. These available on our Download Portal (see Chapter 1.1.1 "Download Portal").

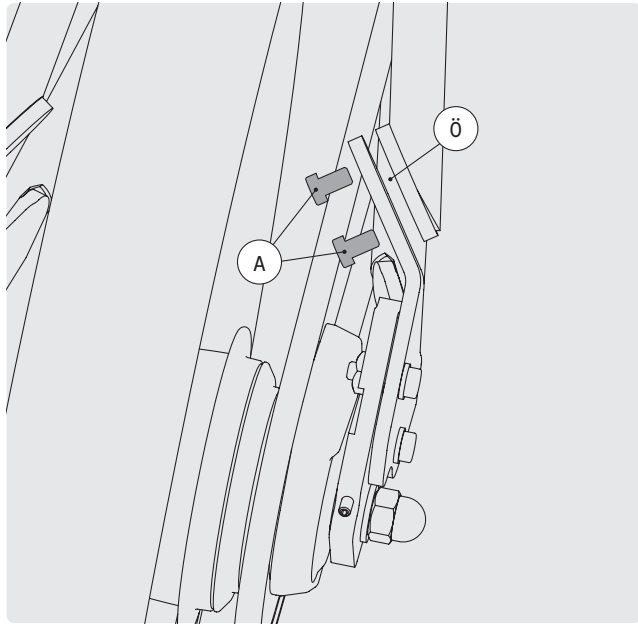


FIG. 49

## Lighting system

4.9



**WARNING!** Risk of falling and injury

Riding in the dark with not functioning or impaired functioning lighting system is life-threatening.

- Never ride without functioning lighting system.
- Make sure that your lighting system is clean and that all reflectors can be clearly seen.



We recommend to set non-battery lights permanently to ON and to ride with the light even in daytime. This way you can ensure that you do not forget the turning on of the light in poor weather conditions or upcoming darkness.

The muli Motor has the following lighting components:

- Two lights: Operated by battery or dynamo or connected to the drive system
- A red taillight with an integrated Z reflector
- A white front light with an integrated reflector
- Two yellow reflectors per pedal
- Ring reflectors on the tire flanks

The lighting system is thus StVZO compliant.

- Make sure that the rechargeable batteries or batteries of both lights are always charged with your ride your muli Motor.
- Turn on the lights so soon as it starts getting dark - this way you are better visible for other road users and can avoid accidents.
- Make sure that the taillight is always clearly visible.
- Keep in mind that the illuminants in the lamps wear out and in case of functional failure must be replaced.

## ADJUST THE FRONT LIGHT

The taillight is fixed on a rigid bracket and must not be adjusted. The front light can still be tilted in its bracket upwards and downwards.

**⚠ WARNING!** Risk of falling and accidents.  
If the oncoming road users are blinded this can result in falling and sever accidents.

→ Make sure that the lights are never titled such that they shine upwards. (Fig. 51)

- 1 Loosen the adjustment screw J on the front light. (Fig. 50).
- 2 Align the lights such that the light cone hits the ground in the area 5-8 m in front of the front wheel (Fig. 51).
- 3 Tighten the adjusting screw again.

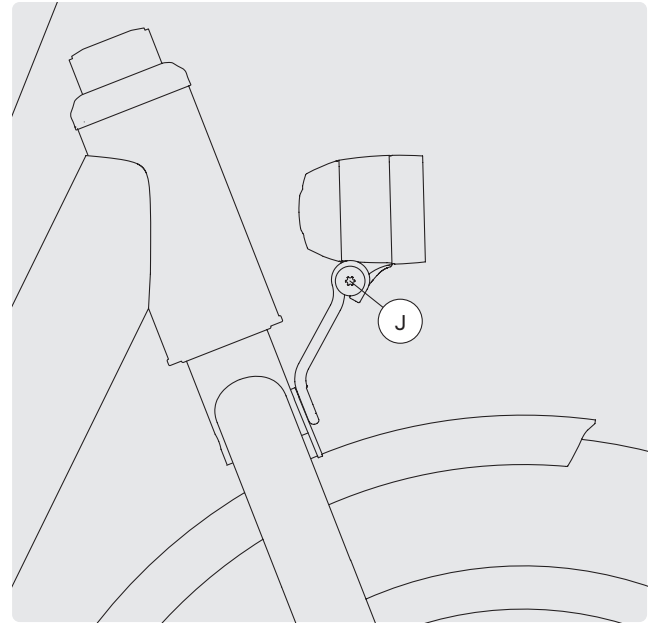


FIG. 50

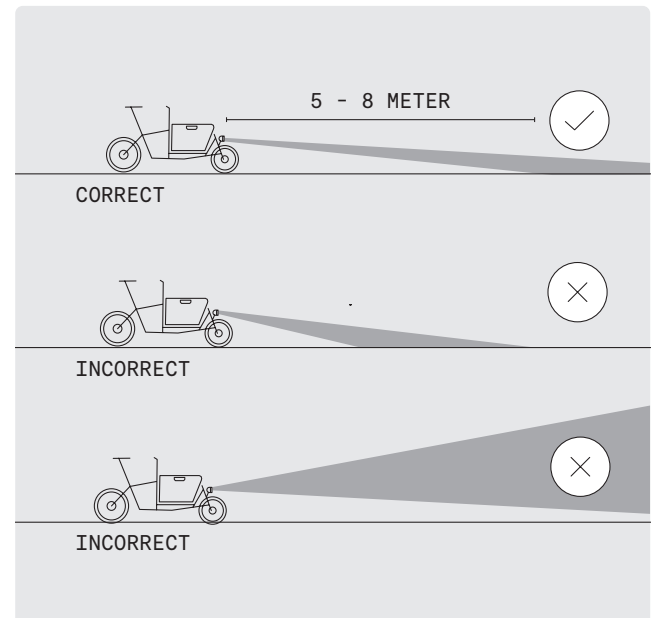


FIG. 51

## Cargo basket

4.10

The muli Motor has a foldable cargo basket made of aluminium. The basket consists of two basket wings separated from each other that are connected with the steel frames muli Motor at the bottom via pivot bearing. The basket floor is therefore not a continuous surface but rather divided in the centre. The basket floor is designed with a rubber mat which covers the centre gap and the pivot bearings.

4 eyelets are welded on the basket tubes that are used for tensioning the load, for fastening the child seat and as support points of a standard Eurobox (dimensions 40×60 cm) (Fig. 52).

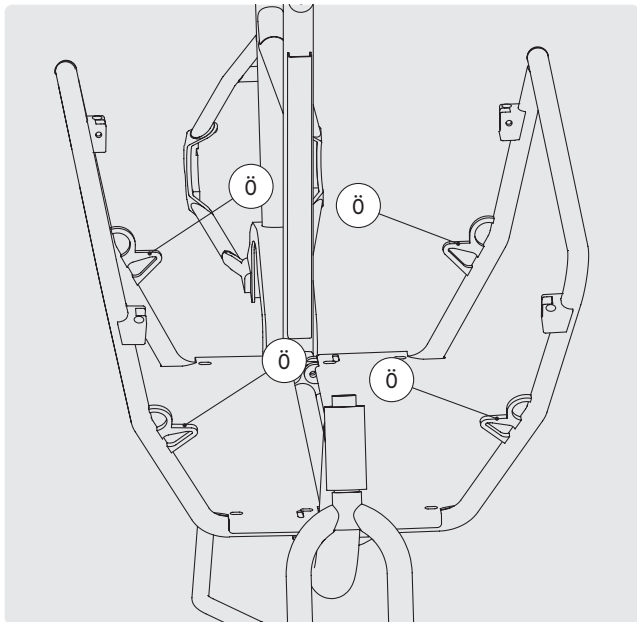


FIG. 52

**!** **WARNING! Risk of injuries and falling**  
Moving children and slipping loads can result in spontaneous shifting of the weight which make controlling the muli Motor more difficult. Unfavourable weight distribution can negatively impact the braking behaviour and the ride stability of the muli Motor.

→ Practice riding with children in the muli Motor on a traffic-free location before you transport children on the public roads.

→ Make sure the loads you transport in the basket are always lashed down firmly and securely.

**!** **WARNING! Risk of accidents**  
The unfolded basket forms enlarged trapping points.

→ Always keep in mind the increased width of your muli Motor with unfolded basket.

→ Always ride with sufficient lateral distance to the persons and obstacles, otherwise you risk causing severe accidents.

**!** **CAUTION! Risk of damage**  
Overloading the muli Motor can lead to material failure and functional impairment of important components.

→ Before riding the muli Motor with payload check the information on permissible total weight in Chapter 2.2 "Permissible total weight".

**!** **CAUTION! Risk of injury**  
The cargo basket is not locked in opened condition without installed child seat, i.e. it can collapse at any time.

→ Transport children only in muli Motor child seat in the basket.

**!** **CAUTION! Risk of damage**  
The cargo basket of the muli Motor is not a rigid construction, but rather a moving part. Improper use, forceful tugging or pressing on the basket wings or blows and bumps on the basket wings e.g. by falling, can result in bending of the components and that the basket can no longer be closed.

→ Always open and close the basket carefully.

**CAUTION! Risk of injury**

No one-sided, high, vertical pressure should be exerted on the opened basket wing. This can result in the muli Motor falling sideways over the stand and falling over. This stress must be particularly avoided on the front and upper corners, this can quickly cause the entire wheel to tip over.

**Loading and load securing**

4.10.1

The cargo basket allows for a maximum load of 70 kg.

- Note the information in Chapter 2.2 “Permissible total weight” on the loading as well as for applicable load limits.
- Follow the following guidelines for loading and load securing:
  - The centre of gravity of the load muli Motor must lie as deeply as possible and centred on the longitudinal centre-line as much as possible.
  - The loading of the muli Motor must be carried out within the permissible total weight and the permissible axle loads.
  - Even with partial loading try to achieve an even weight distribution so that each axle is stressed proportionally.
  - Always carefully secure your load using e.g. lashing or tension belts, such that it cannot move during the ride.

**Transporting children in the cargo basket**

4.10.2

- Children may be transported in the basket only in muli child seat. Strap the kids securely into the seat for every ride. Follow the instructions of the child seat in our Download Portal, see Chapter 1.1.1 “Download Portal” and the instructions for child transport under section 1.2 “Proper use”.
- Secure the muli Motor against tipping over when children get in and out by holding it firm by the handlebar. The double leg stand can not keep the muli Motor secure on its own when getting in and out.

- Get help from a person who firmly holds the muli Motor while you sit or lift the child out of the cargo basket.
- Have the children transported in the cargo basket to always wear a suitable bike helmet and always buckle up the children.

**Recessed grips of the basket wings**

4.10.3

The recessed grips in the basket wings are used as anchor points when lifting the muli Motor.

**CAUTION! Risk of injury**

You can injure yourself when the metal edges of the recessed grip are exposed.

- Always make sure that edge protection is mounted in the recessed grip.
- To lift the muli Motor grab the upper tube with one hand and in the recessed grip on the closed basket with the other hand (Fig. 53).



FIG. 53

### Operate the folding mechanism

4.10.4

In closed condition the basket is held by the suspension locking bar on the steering tube.

- To open the basket pull slightly on the locking bar (Fig. 54). The basket opens without any further effort.
- To close the basket move the basket wings together, hold the basket wing in one hand and pull the locking bar back with the other hand to then let it snap into both basket wings (Fig. 55).
- Make sure that the locking bar snaps in both basket plugs. If needed, give the locking bar a slight tap in order to push it fully into the basket plugs.

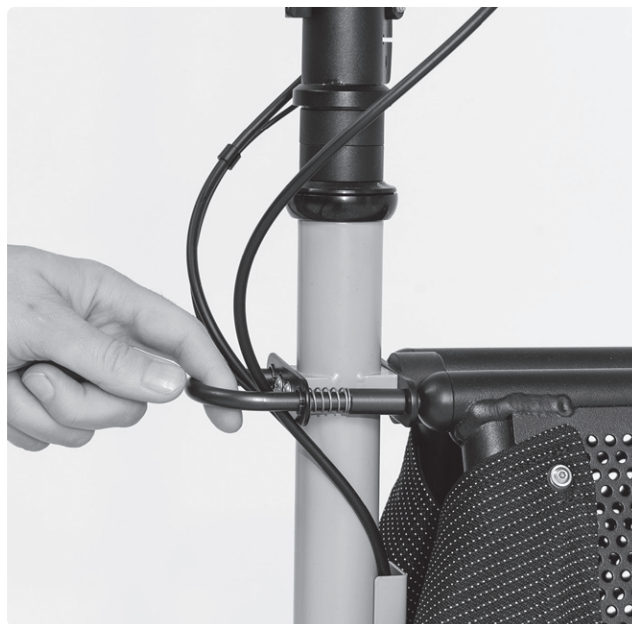


FIG. 54

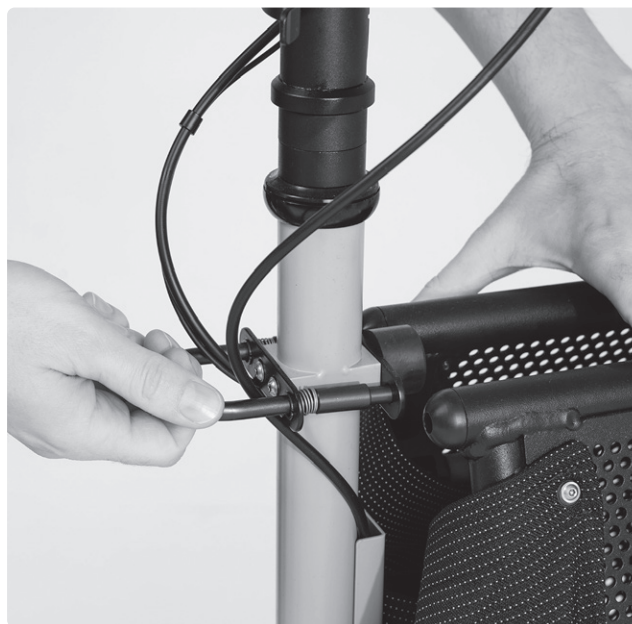


FIG. 55



## Tighten the basket cover

4.10.5

The basket cover on the front and rear side of the basket are made of waterproof textile. Small and large pockets are mounted on the inside which provide storage space.

The textiles can loose in tension somewhat over time and due to heavy use. You can tighten the covers by slightly relocating the fastening screws in the perforated plate.

- 1 Loosen the fastening screws of the basket cover on both basket wings (Fig. 57).
- 2 To tighten the covers slightly move the fastening screws by one hole.
- 3 Make sure not to tighten the covers too much. The basket wings F must be opened fully and in the open state lie on the frame pad R (Fig. 56).
- 4 Tighten the screws again

### ⚠ CAUTION! Risk of damage!

Loosen the Torx fastening screws on the basket very gently. It is very important to press the wrench with high pressure in the screw and then turn as otherwise the button head of the screws can be damaged.

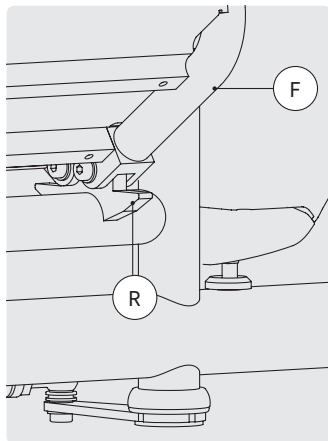


FIG. 56



FIG. 57

- ⚠ Make sure that the rider side basket cover is fastened centred to the cable conduit with a screw.

### ⚠ CAUTION! Risk of damage!

If the covers are stretched too tight the basket will have lateral play. This way it keeps tilting continuously in and out and thereby heavily stresses various components and the covers. This way it can bend, tear or break.

## Optional accessories for the cargo basket

4.10.6

- For the installation and use of the optimal accessories for the cargo basket such as child seat and rain cover observe the specifications in the respective instructions of the accessory manufacturer.

## Tires

4.11

### Custom-made

4.11.1

The tires from Schwalbe, installed on your muli Motor as of the construction year 2020, are custom-made. These tires have a higher maximum load capacity than otherwise commercially available tires of the brand and type: The 20-inch tire has a maximum load capacity of 130 kg, the 16-inch tires have a maximum load capacity of 100 kg.

Should the tires be worn out we recommend you these custom-made tires. You can purchase the tires from us.

- Contact our Customer Service, preferably par email at: [info@muli-cycles.de](mailto:info@muli-cycles.de)
- If you would like to replace your tubes purchase the size AV3, 47/62-305 for the front tires and AV7, 40/62-406 for the rear tires.

**⚠ CAUTION! Risk of damage!**

If you do not want to use our custom-made tires when replacing the tires, please note the possible lower maximum load capacity of the tires you use. These load limits of the tires must not be exceeded.

### Check tires and pump up

4.11.2

- Regularly check the tires and the rims for damages, tear and deformation.
- Regularly check the air pressure of the tires.

Tires have a Schrader valve (also known as auto valve)

The specifications for the prescribed tire pressure are available on the side faces of the tires (Fig. 58). The permissible tire pressure for Schwalbe Big Apple is 2.0 – 4.0 bar.



FIG. 58

- ⓘ** The tires on the muli Motor are selected with relatively large volume so that with a somewhat lower air pressure you can achieve a comfortable shock absorption when driving. Always comply with the specifications of the minimum and maximum pressure.

## Double leg stand

4.12

**⚠ CAUTION!** Risk of tipping over and damage  
Not securely fixed double leg stand can result in the twisting of the stand and rubbing on the rear tire causing tire abrasion and quicker tearing or bursting. Failure of the double leg stand can result in the tipping over of the muli Motor.

- Regularly check the screw connection of the double leg stand (see Chapter 5.4 "Care and maintenance intervals").
- Note that the double leg stand is under is used heavily and wears out over time and at some point must be replaced.
- Do not seat on the saddle of the muli Motor with double leg stand unfolded.

The muli Motor has a robust double leg stand with which the muli Motor can be parked tipping-proof.

---

### Use double leg stand

4.12.1

#### PARK THE MULI MOTOR

- To set the muli Motor on the double leg stand press the stand with the foot on the ground. Then pull the muli downwards and at the same time lift it slightly by the saddle so that the double leg stand of the muli Motor jacks up. (Fig. 59)

#### BRING THE MULI MOTOR IN THE RIDING POSITION

- To bring the muli Motor out of the park position into the riding position once gain set one foot in front of a standing leg and push the muli Motor forwards, so that it moves out of the jacked up position and the double leg stand folds in. No lifting required.



FIG. 59

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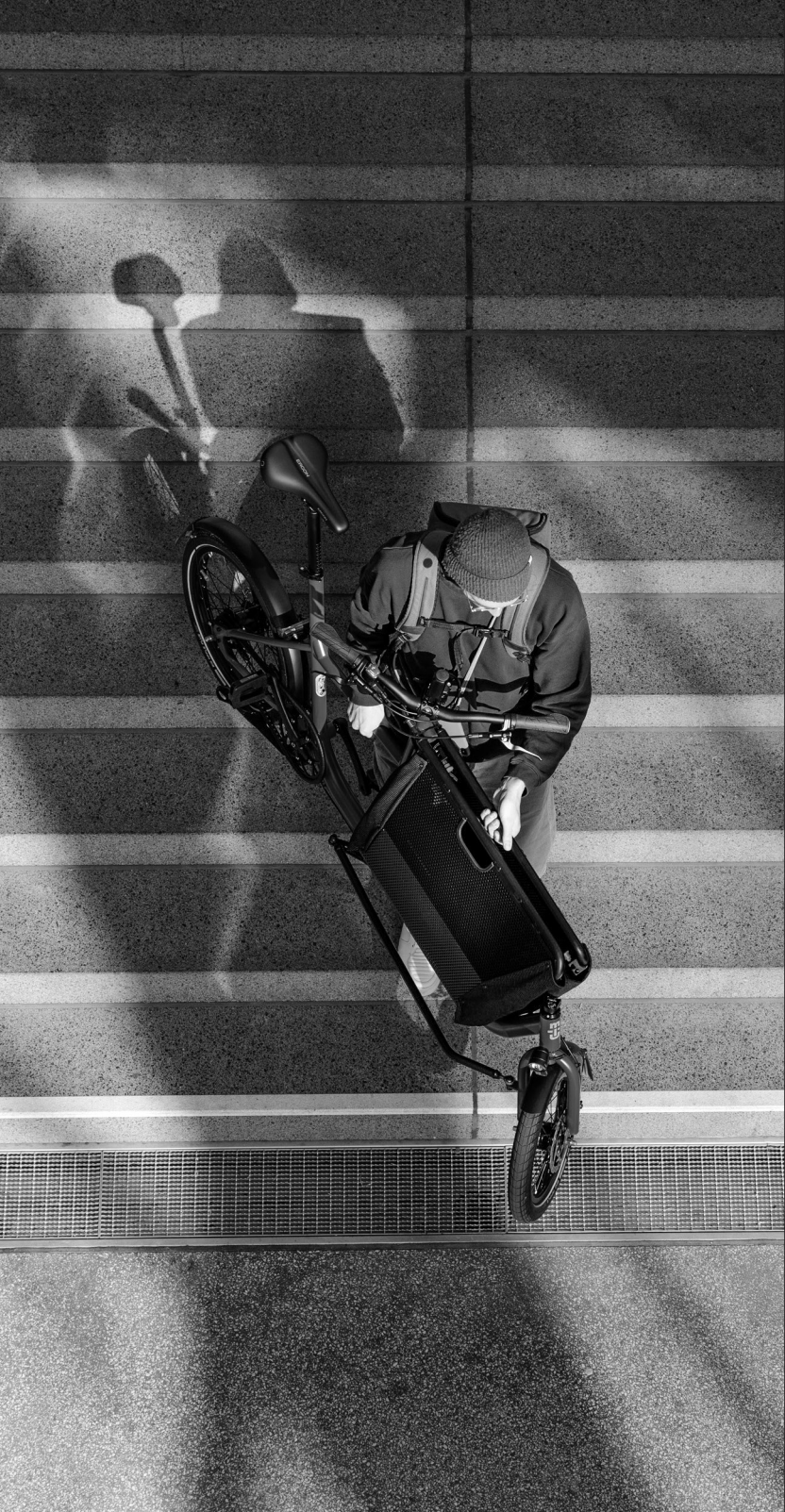
### Load bearing capacity

4.12.2

The double leg stand can support loads of up to 80 kg . This means that in the park position with unfolded stands the muli Motor can be loaded with up to maximum 47 kg so as not to exceed the maximum load bearing capacity of the double leg stand.

- 80 kg load capacity limit of the double leg stand
- 37 kg muli Motor dead weight
- = 43 kg possible loading with double stand unfolded

# 05 Maintenance



## Collisions and accidents

5.1

Collisions and high stress can weaken and damage the muli Motor. Often the damages after a sever shock or falling are not immediately noticeable.

**WARNING! Fire and explosion hazard**

A damaged outer casing of the battery can allow for entry of water and fluid which may cause short-circuit or electric shock. The battery can ignite and even explode!

- Never charge and use a damaged battery.
- Never store a damaged battery in closed spaces.

**WARNING! Risk of falling and injury**

Deformed parts can suddenly break. They may also not be straightened, i.e. not be bent straight, because even then there is a risk of serious breakage.

- Never ride your muli Motor, if it shows deformations or cracks on a component.
- Make sure to have your muli Motor inspected in a specialist workshop after a fall. Also make sure to check the accessories such as the child seat if involved in the fall or collision.
- Check the battery after a fall.  
If the battery no longer sits correctly in its holder or shows signs of damage you should no longer use your muli Motor in the motor mode. Switch off the drive on the battery.
- Check the Display for damages after a fall.  
If an error message or a warning is displayed you should no longer use the muli Motor. Check whether the error messages disappear after 10s after switching the system off.



Further information on error messages and troubleshooting is available in the instructions of the component manufacturer. These available on our Download Portal (see Chapter 1.1.1 “Download Portal”).

## Cleaning

5.2

### WARNING! Risk of damage

If water penetrates the battery there is a risk of short-circuit which can cause a fire. A strong jet water can damage components and peel off the sticker. Certain cleaning agents can cause permanent damages on the muli Motor.

- Do not clean your muli Motor with strong jet water e.g. a high pressure cleaner.
- Never immerse the batter in the water.
- Do not use aggressive cleaning agents.

→ Regularly clean your muli Motor with water and a soft rag.

The chain must be serviced on regular basis in order to reduce the friction and thereby the wear between the chain links and the teeth of the sprockets and chainrings.

- 1 Clean the chain from dirt (e.g. with a brush).
- 2 Turn the crank in stationary backwards and apply chain oil on the chain inner side.
- 3 Move over the chain with a cloth and remove the excess oil. This way you can prevent oil drops or splashes when riding off.

Information on cleaning of the belts is available in manufacturer manual. This is available on our Download Portal (see under Item 1.1.1.)

## Inspection

5.3

### WARNING! Risk of falling and injury

A bike is exposed to high stress and wear. If the stress level of a component is exceeded it can suddenly fail, break or burst and possible cause serious injuries to the rider or other persons.

- Pay attention to all cracks, indentations, discolouration and dents on the fames, fork and cargo basket. These indicate that the usage period of a part might be exceeded and probably must be replaced.

### WARNING! Risk of falling and injury

Sparepartsfromothermanufacturerscanmakethemuli Motor unsafe. There is risk of accidents!  
The use of non-original spare parts results in the expiration of CE conformity.

- Use only original spare parts if you want to replace individual parts in your muli Motor because they have reached their service life.


The muli Motor must be serviced in a specialist workshop at regular intervals (Inspection). The specialist workshop detects damages and worn out components and ensures a professional repair.

- Have an initial inspection carried out after: 400km mileage
- Subsequently, perform an inspection every 2000km or at least once a year. At the end of this manual there are fields for documentation of the first three inspections. Have the first inspection documented there by a specialist workshop. Also enter the serial number and other muli data.

## Care and maintenance intervals

5.4

With an average annual mileage of 1500 – 2000 km we recommend the bellow listed maintenance intervals.

 **CAUTION!** Risk of damages and injuries  
These are approximate specifications – should you cover significantly more kilometres annually and the muli Motor is heavily used, you must perform maintenance earlier or more often accordingly.

→ Keep in mind that rims also wear out. Since no rim brakes are installed on the muli Motor, their wear must remain within the limits, but here too you should check for integrity in regular intervals.

Component	Activity	V	M	J	Other intervals
Brakes	Brake test while stationary	S			
	Check pad thickness			W	S regular
	Replace brake fluid			W	
Brake lines	Check for damage	S		W	
Impellers	Check spoke tension and concentricity		S	W	
	Re-centre the rim				If warped
	Check wear			W	
Lighting	Check for function	S		W	
	Check the taillight fastening	S		W	
	Check cables + connections for damage		S	W	

W Specialist workshop    V Before every ride    J Annually  
S Self-employed        M Monthly

Component	Activity	V	M	J	Other intervals
Tires	Check air pressure	S		W	
	Check profile height and condition		S	W	
Gear hub	Check bearing play			W	
Gear cables	Check and grease or replace			W	
Crank	Tighten screws			W	
Chain	Check and oil		S	W	
	Check for wear and replace if necessary		S	W	W from 600 km
	Check tension		S	W	
Paint	Cleaning				S regular
Cargo basket	Check fastening	S		W	
Steering bearing	Check bearing play		S	W	
	Grease			W	
Steering linkage	Check slide bearings for wear		S	W	
	Check the tightness of the screws	S		W	
Front hub	Check bearing play			W	S regular
	Grease			W	
Pedals	Check bearing play and screws			W	S regular
Seatpost	Re-grease			W	S regular
Quick release / axle nuts	Check for tight fit	S		W	
Stand	Check screw connection		S	W	
	Check for friction on the tire	S		W	

W Specialist workshop    V Before every ride    J Annually  
S Self-employed        M Monthly

Component	Activity	V	M	J	Other intervals
Stem adapter	Check the tightening torque of the screws		S	W	S after 500 km
Child seat	Check for damages	S			
Dropout	Check the tightness of the screws		S	W	tighten after the first 100 km
Frames	Check for cracks and damage	S		W	
All nuts + bolts	Check for tight fit	S		W	

W Specialist workshop    V Before every ride    J Annually  
 S Self-employed    M Monthly

## Recommended screw torques

5.5

Component	Connection	Torques
Stem – handlebar mount	Clamping screws	6 – 8 Nm
Stem – Shaft mounting	Clamping screws	6 Nm
Stem adapter	Clamping screws	9 – 10 Nm
Shift lever	Mounting screw steering bracket	1 – 2 Nm
Front wheel hub	Allen screw	6 – 8 Nm
Pedal crank	Crank bolt	40 Nm
Front wheel	Clamping screw	25 Nm
Chainring	Mounting screws	9 Nm
Pedal	Pedal axle	35 Nm
Brake calliper to frame	Mounting screws	9 Nm
Frame lock	Mounting screws	10 – 13 Nm, Screw lock
Seat clamp	Quick release on the seat tube	9 – 12 Nm
Seatpost Head - Suspension Post	Allen screw	5 Nm
Dropout HR	Mounting screw	9 Nm
Rear wheel	Allen screw	6 – 8 Nm
Luggage rack on the dropout	Mounting screw	9 Nm
Luggage rack on the knot tube	Mounting screw	14 Nm
Protective plate	Mounting screw	5 Nm



## Disposal

5.6

Your E-Bike is an electric device and therefore must not be disposed of with household waste, bulky waste or scrap metal, this is what the crossed waste bin stands for. On the nameplate your muli Motor is marked with the crossed waste bin.



- Recycle the valuable components of the muli Motor in an environmentally-friendly manner and after the expiry of their service life take them to a municipal collection point for electronic devices.

In accordance with European Directive 2012/19/EU and the European Directive 2006/66/EC the used or defective batteries and electronic devices must be disposed of separately.

- Before disposing of your muli Motor remove the battery and take it to the dealer from whom you have purchased the muli Motor for professional disposal. In addition, many municipal collection points also offer the return of industrial batteries at no cost.

### NOTE!

Less than 50% of used batteries were disposed of professionally in 2021. Help to improve this rate and take your used battery for professional disposal.

The tires and tubes of your muli Motor also consist of valuable raw materials and can be recycled. Schwalbe has implemented its own recycling system in 2023 so that your old tires and tubes can be returned via the bike shops. All participating dealers are available on our website: <https://www.schwalbe.com/haendlersuche/>

As distributor of electrical and electronic devices we are registered with the ear foundation: WEEE-Reg. no. DE 99850917

## EC Declaration of Conformity

5.7

by the installation company

**In accordance with EC Machinery Directive 2006/42/EC dated 17 May 2006, Annex II A**

We hereby declare that the machine specified below, by reason of its design and construction and in the version in which we have placed it on the market, complies with basic health and safety requirements of the relevant EC Directive 2006/42/EC.

In the event of modifications of the machine not approved by us this declaration shall lose its validity.

**Manufacturer:**  
muli-cycles GmbH  
Widdersdorfer Str. 190  
50825 Köln

**Description and identification of the machine:**  
Function: Pedelec up to 25 km/h  
Model: muli Motor eu

**Compliance is also declared with other guidelines/regulations applicable to the product:**

RoHS Directive (2011/65/EU) of June 08, 2011  
EMC Directive (2014/30/EU) of February 26, 2014

**Applied harmonised standards in particular:**

DIN EN ISO 12100 Safety of Machinery, Basic Terms, General Design  
Principles: Basic terminology, methodology, risk assessment

**Other guidelines, standards and technical specifications applied:**

REACH Directive 1907/2006 of 12/18/2006  
Battery and accumulator directive 2006/66/EC from September 6th, 2006  
WEEE Directive 2012/19/EU of July 4th, 2012  
DIN 79010 - Bicycles - Transport and cargo bike - Requirements and test methods for single and multi-track bicycles  
DIN EN 15194 - Bicycles - Electrically assisted wheels - EPAC bicycles  
DIN EN ISO 4210:2014 - Bicycles - Safety requirements for bicycles  
DIN EN ISO 11243 - Bicycles - Luggage racks for bicycles - Requirements and test methods

Placer, date  
02.10.2024

Authorised signatory:  
Mr. Sören Gerhardt, CEO

**muli**

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## Liability for Material Defects

5.8

The muli Motor has been manufactured with great care. However, the statutory guarantee is applicable in the first 2 years after the purchase should your muli be fraught with production related errors or defects. The requirement for our obligation to indemnify is that the use and maintenance of the muli Motor and the accessories have complied with all specified conditions. These conditions are available in this manual and, where needed, in the accompanying instructions of the component manufacturer.

We wish you a safe ride with your muli Motor.

For further inquiries please contact:  
[info@muli-cycles.de](mailto:info@muli-cycles.de)

# Legal notice

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Widdersdorfer Str. 190  
50825 Köln

**Text and drawings**  
muli cycles GmbH

**Layout**  
Friederike Wolf, Frieder Oelze

**Photography**  
Tim Kaiser

This is your muli Motor manual. Please read it carefully and keep it safe. If for incomprehensible reasons you decide to resell your muli, please hand over this manual to the next user.

We wish you lots of fun with the muli Motor - every day!