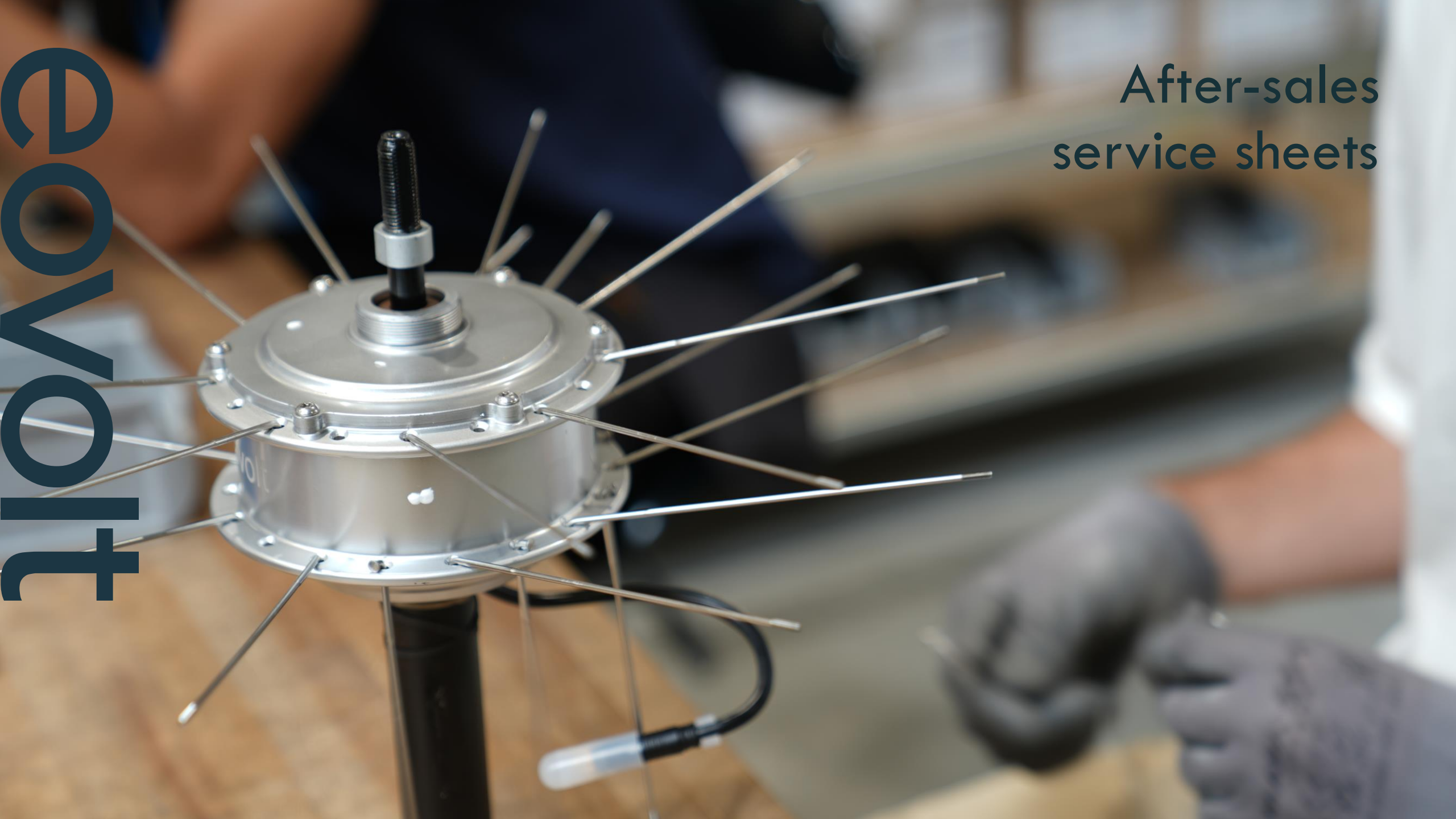

After-sales service sheets

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IMPORTANT

This document is intended for licensed professionals only. Please do not share it with your clients.

We would like to remind you that any modification of the assistance system aimed at exceeding the maximum authorized speed may be punishable.

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Table of contents

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How to identify the bike model

VALID FOR THE MODELS EV01, EV02, EV03, EV04, EV05, EV06, EV07, EV08, EV09, PRO20

EV01 – 16’’

NAME	PRODUCTION DATES	FEATURES
GOVOLT	May 2018 – August 2018	Model 16", front hub motor, single speed, first bike produced by the brand, only 100 units. GOVOLT logo on the bike.
CITY FIRST / CITY ONE	September 2018 – December 2020	Model 16", front motor, single speed, EN06-MXUS electronics.
CITY SPORT	Not known	Model 16", rear hub motor, single speed, belt drive, KT-MXUS electronics, torque sensor.

EV02 – 16’’

NAME	PRODUCTION DATES	FEATURES
CITY 4 SPEED	January 2021 – December 2021	Model 16", rear hub motor, 4 mechanical speeds, KT-MXUS electronics.

EV03 – 16’’

NAME	PRODUCTION DATES	FEATURES
CITY BELT	February 2021 – March 2021	Model 16", rear hub motor, belt drive, KT-MXUS electronics, limited edition of 100 units.

EV04 – 16’’

NAME	PRODUCTION DATES	FEATURES
CITY X	Beginning of the production in 2020 End : not know	Model 16", front motor, belt drive, 3 speeds integrated in the rear wheel (Nexus), Bafang electronics, torque sensor.

EV05 – 20’’

NAME	PRODUCTION DATES	FEATURES
CONFORT	Beginning of the production non retenue End of production December 2021	Model 20", rear hub motor, 7 mechanical speeds, KT-MXUS electronics.

EV06 – 20’’

NAME	PRODUCTION DATES	FEATURES
CONFORT X	January 2021 – December 2021	Model 20", rear hub motor, 7 mechanical speeds, Bafang electronics, suspension fork, torque sensor.

EV07 MORNING / SIXTEEN – 16’’

NAME	PRODUCTION DATES	FEATURES
V0	Beginning of the production January 2022	Model 16", rear hub motor, 4 mechanical speeds, KT-MXUS electronics, mastic-welded.
V1	Beginning of the production October 2022	Addition of a forged stem, Royal saddle, new handlebars.
V2	Beginning of the production January 2023	Change to a torque sensor, smaller LCD, no more brake sensor.
V3	Beginning of the production January 2024	Shimano brakes (including disc), Schwalbe tires.

EV08 AFTERNOON / TWENTY – 20’’

NAME	PRODUCTION DATES	FEATURES
V0	Beginning of the production January 2022	Model 20", rear hub motor, 7 mechanical speeds, KT-MXUS electronics, mastic-welded, suspension fork.
V1	Beginning of the production October 2022	Addition of a forged stem, Royal saddle, new handlebars, 10 Ah battery.
V2	Beginning of the production January 2023	Change to a torque sensor, smaller LCD, no more brake sensor, rigid fork, Ananda motor.
V3	Beginning of the production January 2024	Shimano brakes (including disc), Schwalbe tires.

EV09 EVENING – 24’’

Name	Production dates	Features
V0	Beginning of the production January 2022	Model 24", rear hub motor, 7 mechanical speeds, KT-MXUS electronics, mastic-welded, rotation sensor.
V1	Beginning of the production October 2022	Addition of a forged stem, Royal saddle, new handlebars, 10 Ah battery, rotation sensor.
V2	Beginning of the production January 2023	Change to a torque sensor, smaller LCD, no more brake sensors, Ananda motor.

PRO20 AFTERNOON PRO – 20’’

Name	Production dates	Features
AFTERNOON PRO	Beginning of the production August 2024	Model 20", new design, Bafang electronics, automatic gears and lights, belt drive, central kickstand, orange loop frame and stem.

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Brake sensor malfunctions

VALID FOR MODELS EV02/EV03/EV05/EV07-V0-V1/EV08-V0-V1/EV09-V0-V1

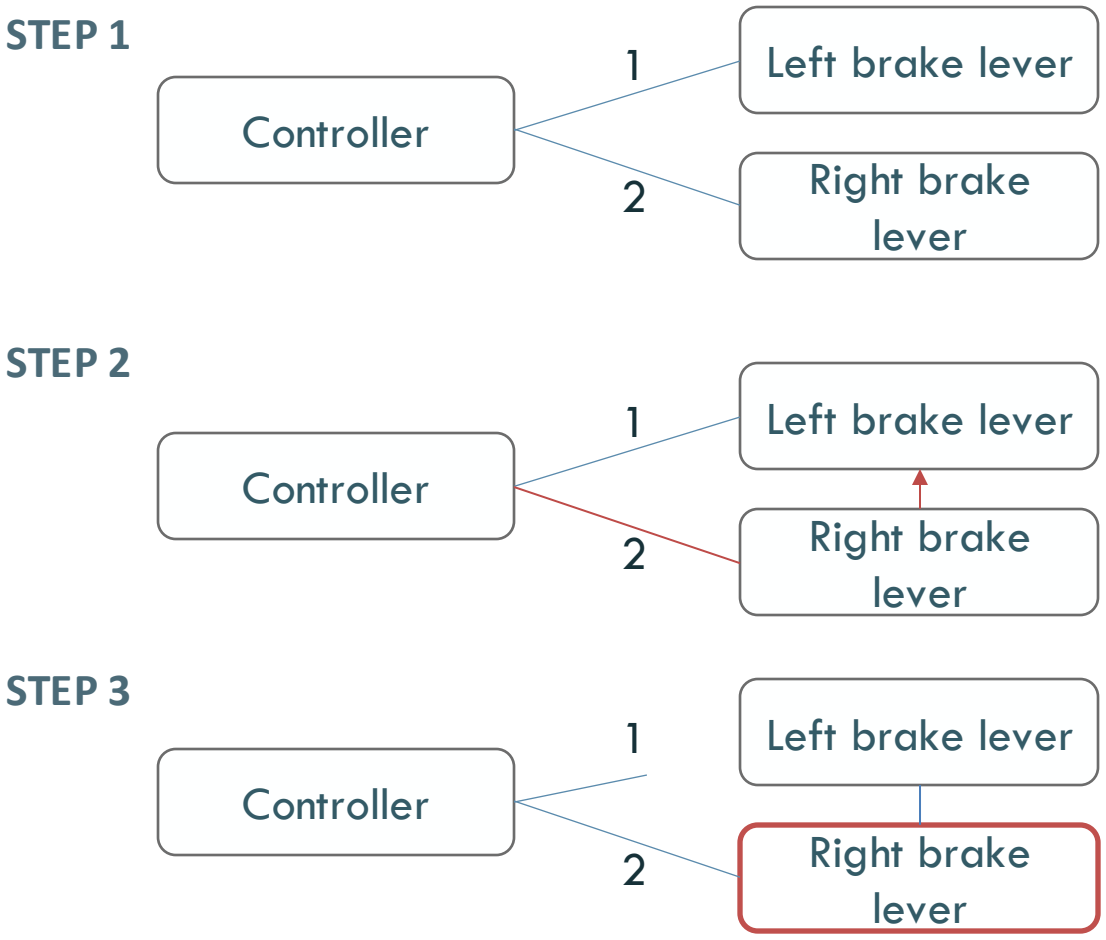
Fault detection on brake sensors

Models EV02/EV03/EV05/EV07-V0-V1/EV08-V0-V1/EV09-V0-V1

Step 1: Disconnect cable 1, then cable 2 at the controller to identify the faulty side.

Step 2: If cable 2 is defective, you will need to unscrew it at the right brake lever, then reconnect it to the left brake lever.

Step 3: If the left lever works normally with this connection, the problem lies with the right lever. If the left lever still indicates an error with this connection, then the cable is defective.



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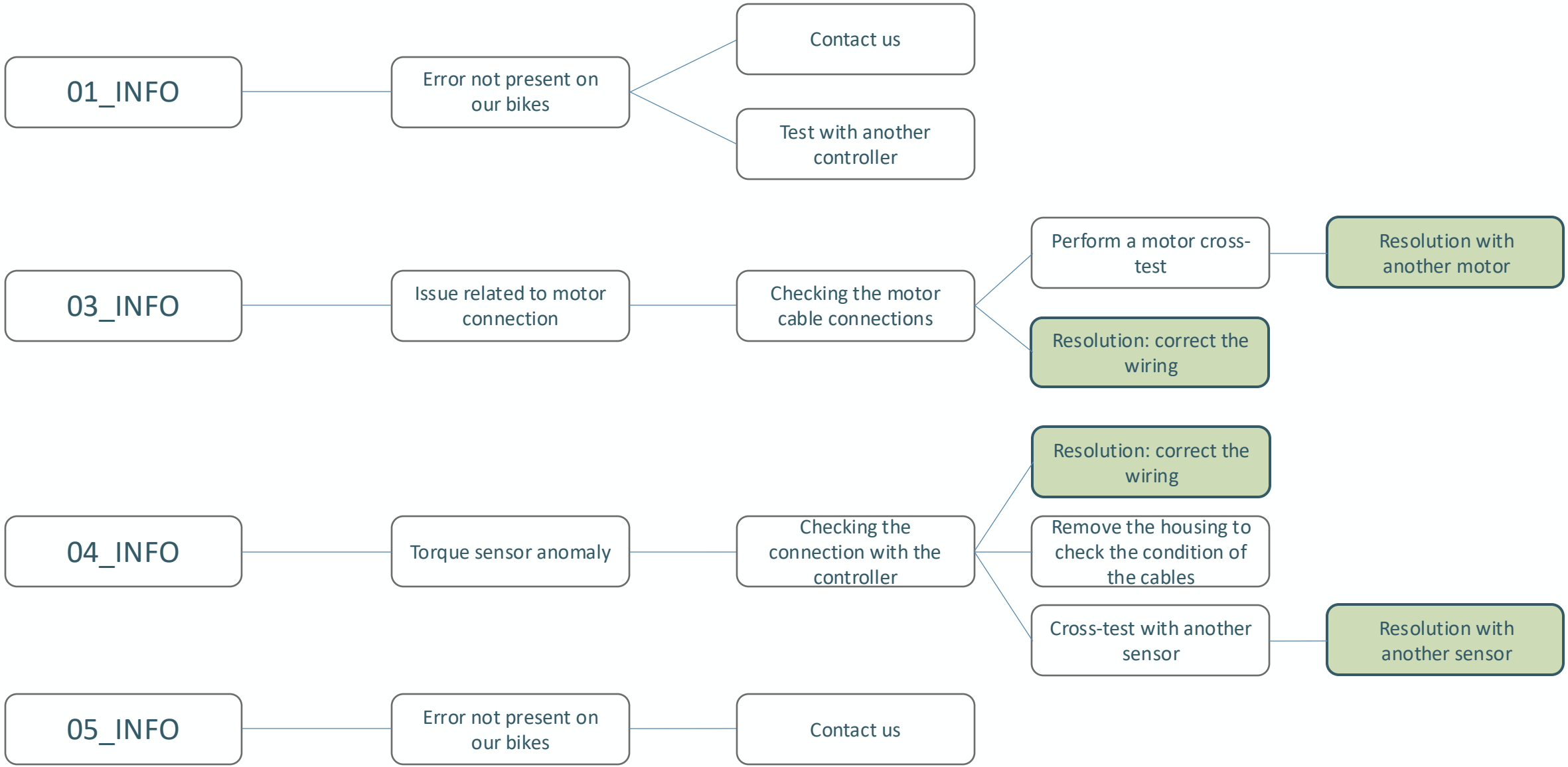
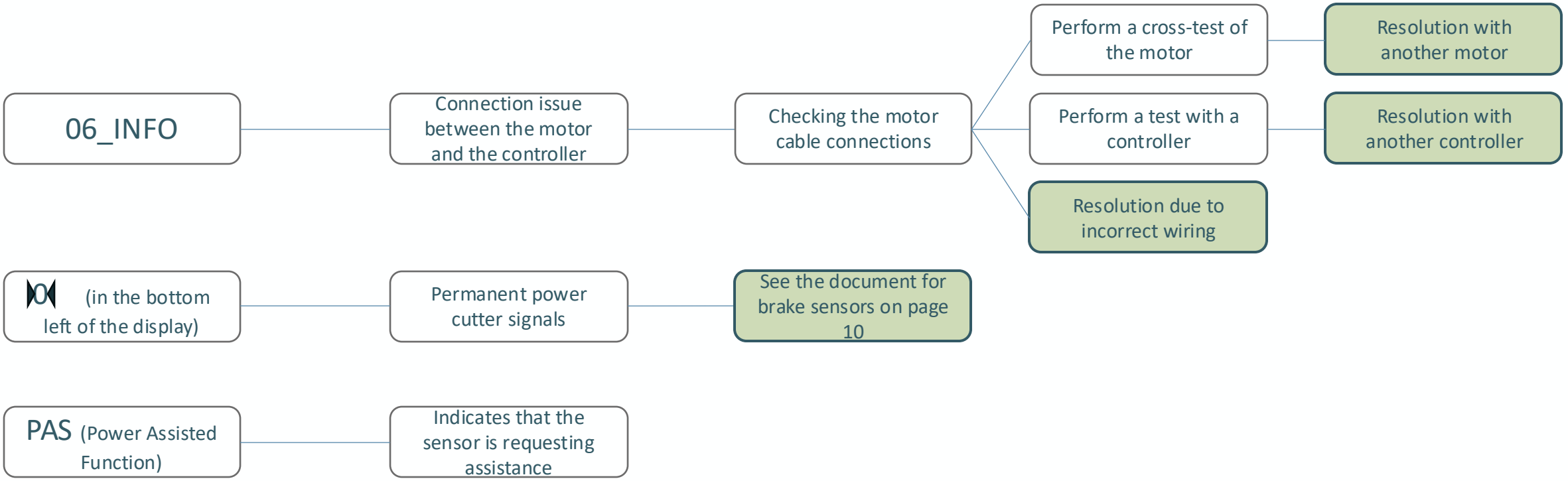
Error codes LCD KT

VALID FOR MODELS EV01/EV02/EV03/EV05/EV07/EV08/EV09


01_INFO
Error not present on our bikes
Contact us
Test with another controller
03_INFO
Issue related to motor connection
Checking the motor cable connections
Perform a motor cross-test
Resolution with another motor
Resolution: correct the wiring
04_INFO
Torque sensor anomaly
Checking the connection with the controller
Resolution: correct the wiring
Remove the housing to check the condition of the cables
Cross-test with another sensor
Resolution with another sensor
05_INFO
Error not present on our bikes
Contact us


06_INFO
Connection issue between the motor and the controller
Checking the motor cable connections
Perform a cross-test of the motor
Resolution with another motor
Perform a test with a controller
Resolution with another controller
Resolution due to incorrect wiring
(in the bottom left of the display)
Permanent power cutter signals
See the document for brake sensors on page 10
PAS (Power Assisted Function)
Indicates that the sensor is requesting assistance

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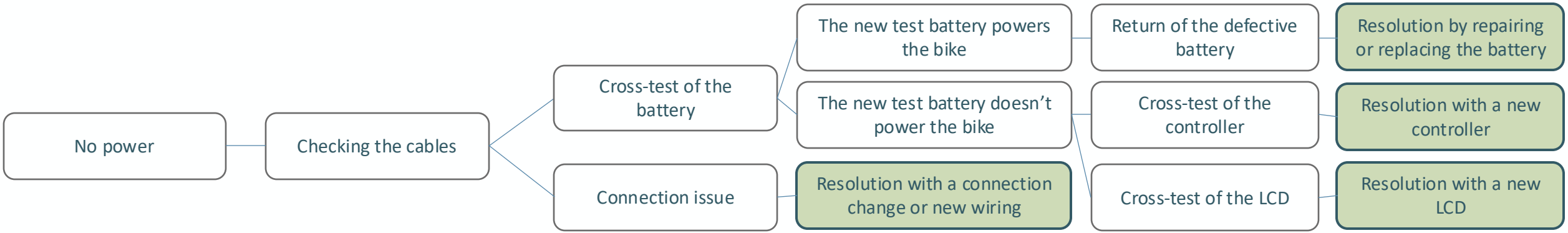
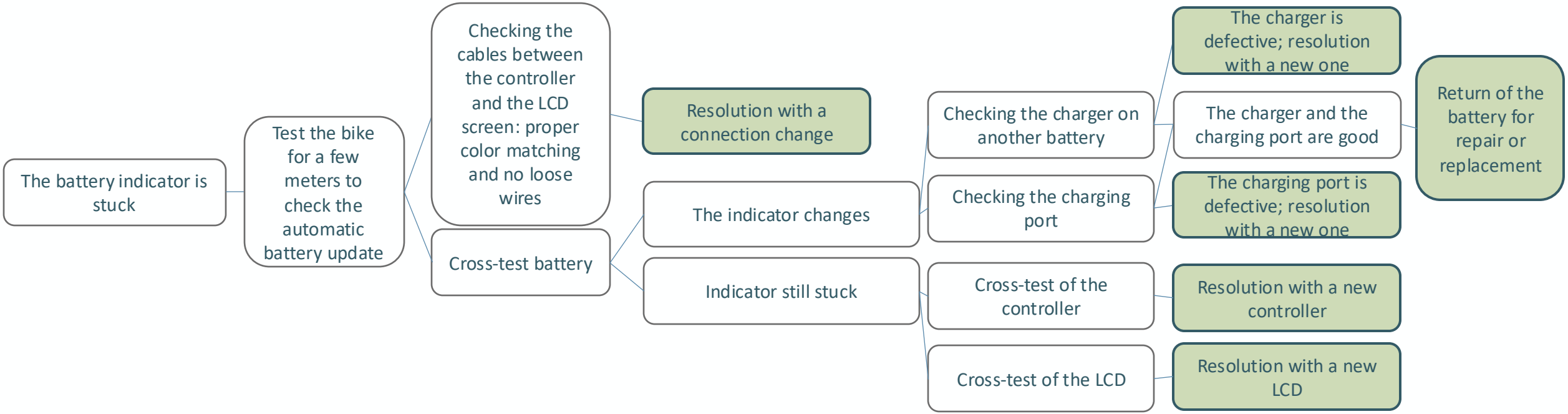
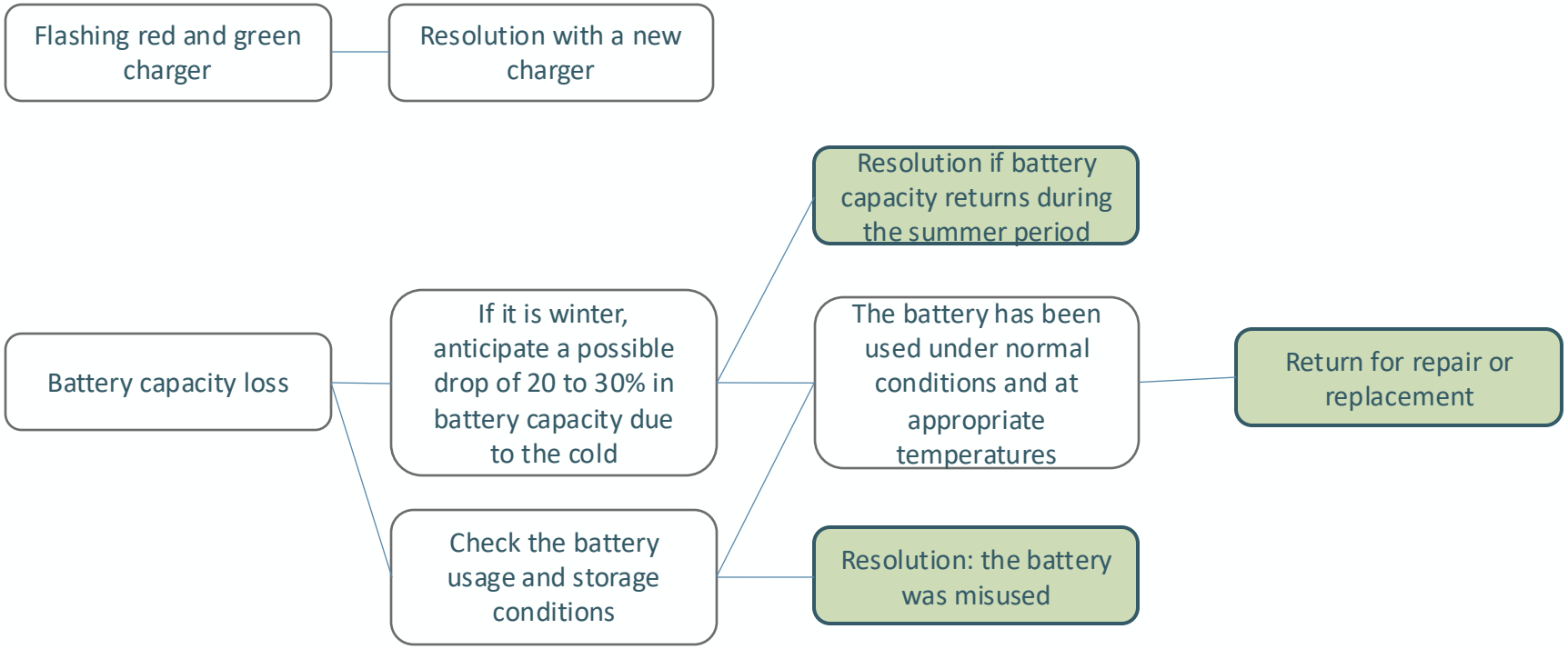
Battery issue detection

VALID FOR MODELS
EV01/EV02/EV03/EV04/EV05/EV06/EV07/EV08/EV09


No power
Checking the cables
Cross-test of the battery
The new test battery powers the bike
Return of the defective battery
Resolution by repairing or replacing the battery
The new test battery doesn't power the bike
Cross-test of the controller
Resolution with a new controller
Cross-test of the LCD
Resolution with a new LCD
Connection issue
Resolution with a connection change or new wiring


The battery indicator is stuck
Test the bike for a few meters to check the automatic battery update
Checking the cables between the controller and the LCD screen: proper color matching and no loose wires
Resolution with a connection change
Cross-test battery
The indicator changes
Checking the charger on another battery
The charger is defective; resolution with a new one
Checking the charging port
The charger and the charging port are good
The charging port is defective; resolution with a new one
Return of the battery for repair or replacement
Indicator still stuck
Cross-test of the controller
Resolution with a new controller
Cross-test of the LCD
Resolution with a new LCD


Flashing red and green charger
Resolution with a new charger
Battery capacity loss
If it is winter, anticipate a possible drop of 20 to 30% in battery capacity due to the cold
Check the battery usage and storage conditions
Resolution if battery capacity returns during the summer period
The battery has been used under normal conditions and at appropriate temperatures
Resolution: the battery was misused
Return for repair or replacement

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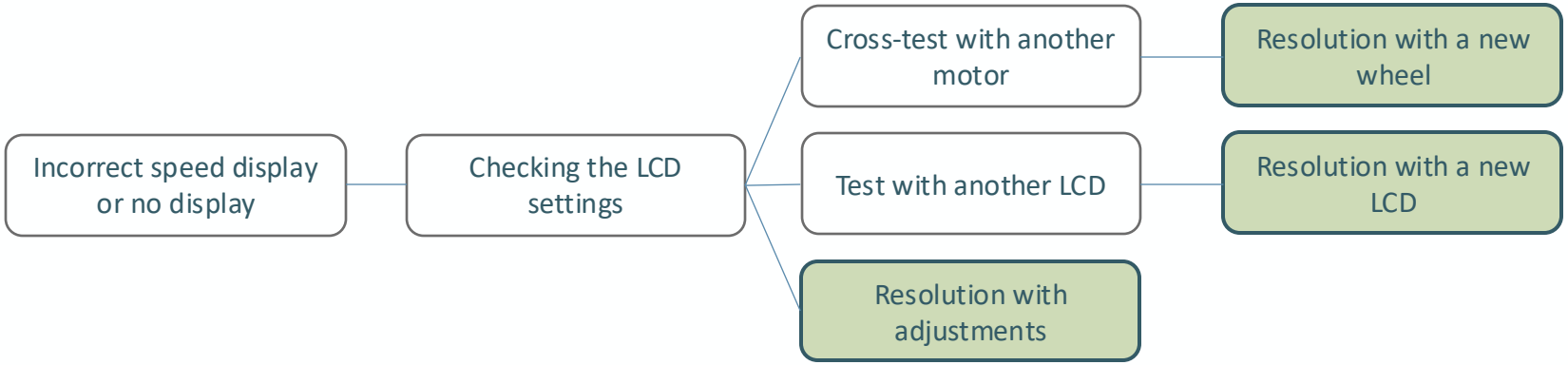
Incorrect speed display

VALID FOR MODELS EV01/EV02/EV03/EV05/EV07/EV08/EV09


Incorrect speed display or no display
Checking the LCD settings
Cross-test with another motor
Test with another LCD
Resolution with adjustments
Resolution with a new wheel
Resolution with a new LCD

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Bottom bracket installation

VALID FOR MODELS EV04/6/7/8/9 WITH TORQUE SENSOR (MORNING/AFTERNOON/EVENING V2)

Tools and necessary parts

- Shimano bottom bracket tool
- Complete bottom bracket
- Chain guard support
- Thick grease or mounting grease

Bottom bracket installation

Models EV04/6/7/8/9 with torque sensor (Morning/Afternoon/Evening V2)

Step 1: Grease the threads and install the left cup.

Apply grease to the screw threads on both sides of the frame

Hand-tighten the left-hand bowl with its washer until it touches the frame.

Finish tightening the torque (30 Nm) using a Shimano spanner.

Bottom bracket installation

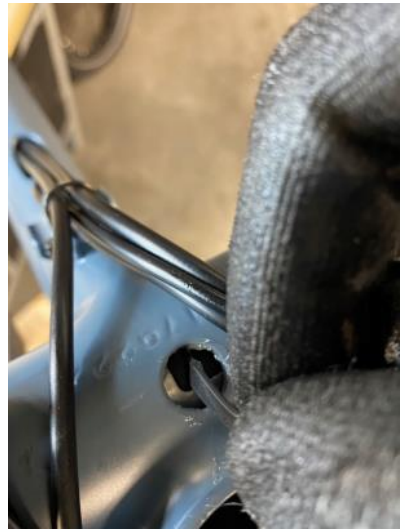
Models EV04/6/7/8/9 with torque sensor (Morning/Afternoon/Evening V2)

Step 2: Install the bottom bracket

Position the chain case support with the fasteners facing outwards

Pass the cable through the frame → taking care to keep it flat against the casing

Screw the casing in place by hand
Make sure the cable is centred on the frame



Bottom bracket installation

Models EV04/6/7/8/9 with torque sensor (Morning/Afternoon/Evening V2)

Step 3: Tightening the bottom bracket

Tightening the right-hand bowl (30 Nm)

Make sure the chain guard is at the right angle

Bottom bracket installation

Models EV04/6/7/8/9 with torque sensor (Morning/Afternoon/Evening V2)

Etape 4 : It's almost done!

Fit the cable guide

Install the chain guard to check the correct angle.
You're all set!

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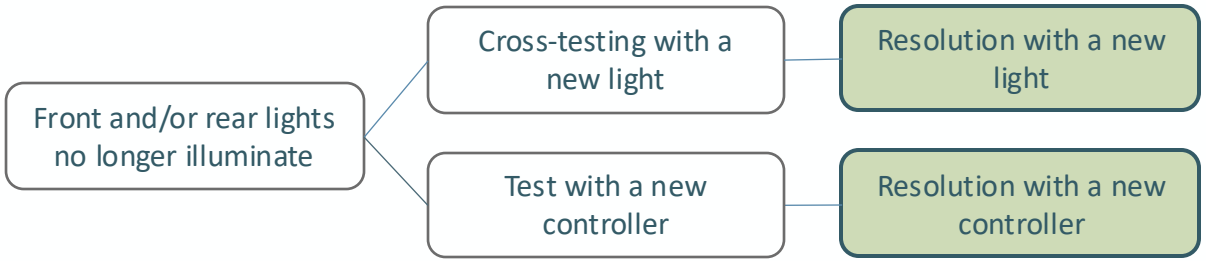
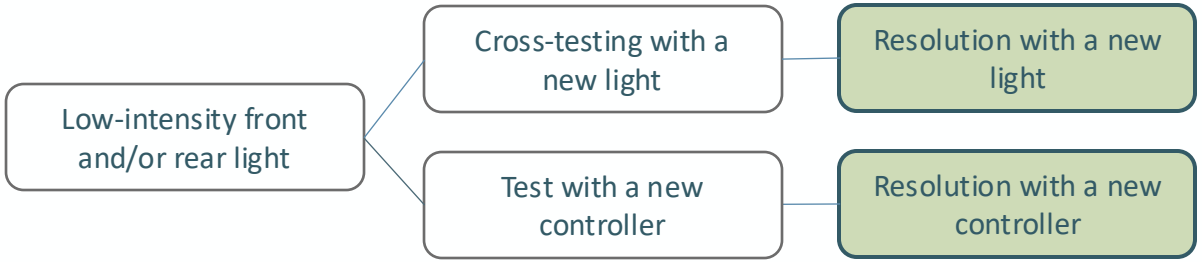
Light issues

VALID FOR MODELS EV01/2/3/4/5/6/7/8/9


Front and/or rear lights no longer illuminate
Cross-testing with a new light
Test with a new controller
Resolution with a new light
Resolution with a new controller


Low-intensity front and/or rear light
Cross-testing with a new light
Test with a new controller
Resolution with a new light
Resolution with a new controller

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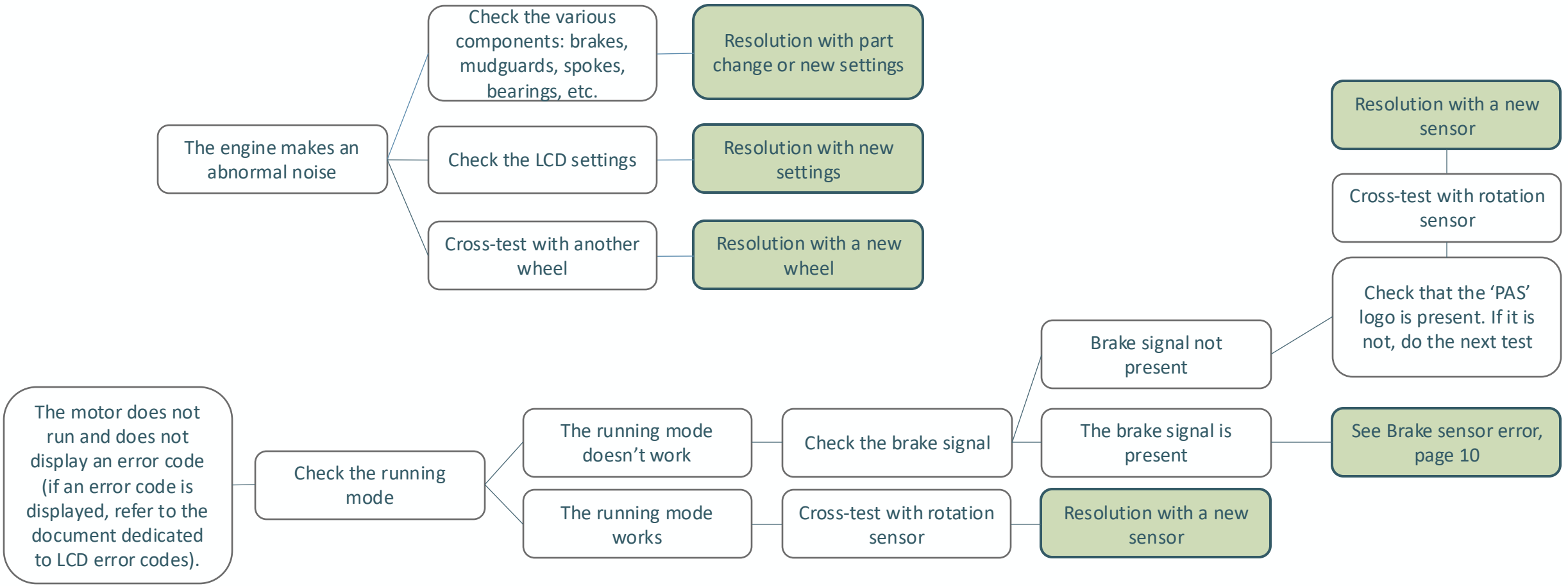
Motor issues

VALID FOR MODELS EV01/2/3/5/7/8/9


The engine makes an abnormal noise
Check the various components: brakes, mudguards, spokes, bearings, etc.
Resolution with part change or new settings
Check the LCD settings
Resolution with new settings
Cross-test with another wheel
Resolution with a new wheel
The motor does not run and does not display an error code (if an error code is displayed, refer to the document dedicated to LCD error codes).
Check the running mode
The running mode doesn't work
Check the brake signal
Brake signal not present
Check that the 'PAS' logo is present. If it is not, do the next test
Resolution with a new sensor
Cross-test with rotation sensor
The brake signal is present
See Brake sensor error, page 10
The running mode works
Cross-test with rotation sensor
Resolution with a new sensor

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Motor bearing replacement

VALID FOR MODELS EV01/2/3/5/7/8/9

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PLEASE ONLY CARRY OUT THIS OPERATION WITH OUR AGREEMENT IF THE BIKE IS STILL UNDER WARRANTY.

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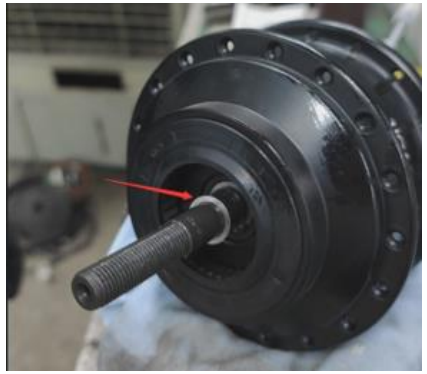
Motor bearing replacement

Models EV01/2/3/5/7/8/9

Remove the screw nut and then the clip spring from the cassette housing
Remove the cassette housing, then the gaskets (take care with the quantity of gasket)
Remove the clip spring from the inside, then the clip spring from the end cap



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Motor bearing replacement

Models EV01/2/3/5/7/8/9

Remove the spring and then dismantle the cover screws (6 pieces)
Gently tap the movement with a mallet until it looks like the 4th photo below.
Shake the movement with your hand and gently remove it. Remove the movement and gears at the same time, do not separate them.

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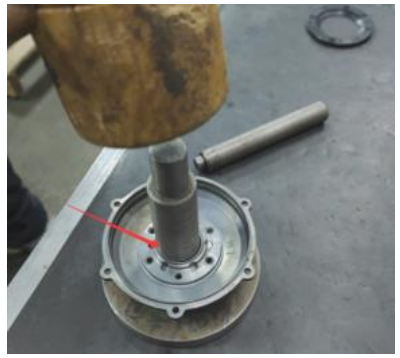
Motor bearing replacement

Models EV01/2/3/5/7/8/9

Remove the bearing from the hub using a tool
Remove the seal and bearing from the end cover using a tool
Insert the hub bearing using a tool and do the same with the hub bearing
Keep the movement and gears as they were when dismantled (do not separate them)





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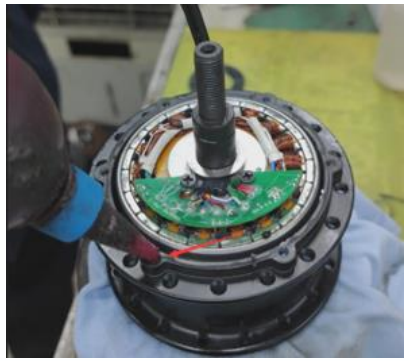
Motor bearing replacement

Models EV01/2/3/5/7/8/9

Carefully assemble the movement, see photo 2 for the fully assembled result.
Apply anti-loosening glue to the screw holes and sealant to the end cap. Install the end cap and align it with the position of the holes, then insert the screws (6 pieces)



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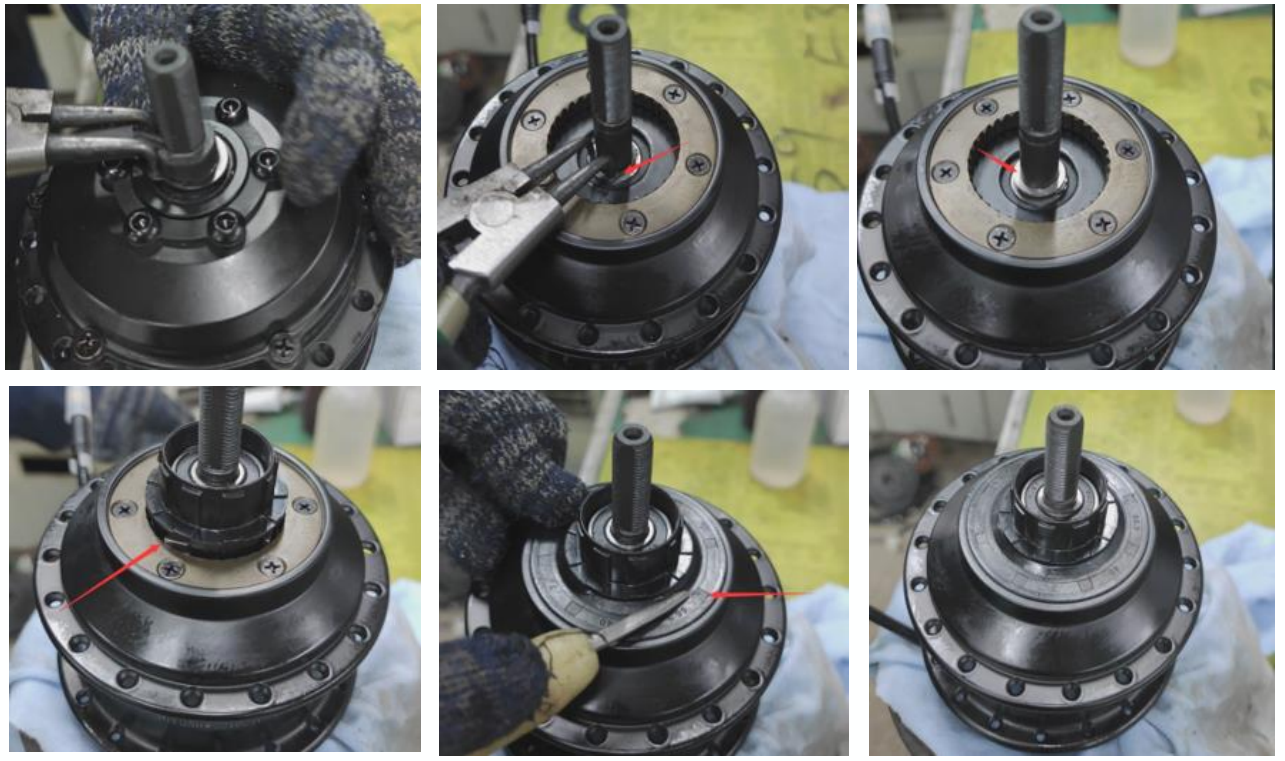
Motor bearing replacement

Models EV01/2/3/5/7/8/9

Fix in the clip spring and then in its housing inside the cassette casing.
Insert the gaskets (pay attention to the quantity of gaskets) and install the cassette housing, then the gasket. Photo of complete installation: 6th photo.



PLEASE ONLY CARRY OUT THIS OPERATION WITH OUR AGREEMENT IF THE BIKE IS STILL UNDER WARRANTY.

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Motor bearing replacement

Models EV01/2/3/5/7/8/9

Fit into the clip spring, screw on the nut, push the spring into the slot in the output wire and tighten.

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LCD torque sensor adjustments

VALID FOR MODELS EV07/8/9

Master LCD settings

Take the master LCD and connect it to the power supply using the specific wiring.

Switch on the LCD by pressing the ON/OFF button.

Without waiting, press the up and down arrows simultaneously. The screen will turn blue and the speed will start flashing.

Referring to the LCD parameter table, use the up/down arrows to set the following parameters:

1. Change the speed, then press ON/OFF to confirm.
2. Change the wheel size (in inches), then press ON/OFF to confirm.
3. Change the display unit, then press ON/OFF to confirm.

The display remains lit in blue but nothing else flashes, press the up and down arrows simultaneously until parameter P1 is displayed.

Modify parameters P1 to P5 successively, referring to the LCD parameter table, pressing ON/OFF to confirm each parameter.

Once parameter P5 has been enabled, the screen remains blue and the information stops flashing. Simultaneously press the up and down arrows until parameter C1 is displayed.

Modify parameters C1 to C15 (C14 for rotation sensor versions) successively, referring to the LCD parameter table, pressing ON/OFF to confirm each parameter.

Once parameter C15 (C14 for rotation sensor versions) has been enabled, press ON/OFF once to exit the settings menu.

Finally, switch the LCD off and on again before using it.

LCD torque sensor parameters

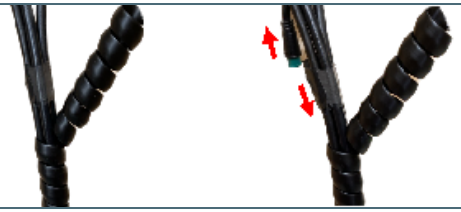
	16"SJ 4speed	20"Ananda 7 speed	24"Ananda 7 speed
Limit speed	27km/h	27km/h	27km/h
Wheel size	16	20	24
Speed unit	KM	KM	KM
P1	120	134	134
P2	1	1	1
P3	1	1	1
P4	0	0	0
P5	12	12	12
C1	4	4	4
C2	0	1	1
C3	1	1	1
C4	0	0	0
C5	10	10	10
C6	3	3	3
C7	0	0	0
C8	0	0	0
C9	0	0	0
C10	n	n	n
C11	2	2	2
C12	4	4	4
C13	0	0	0
C14	2	2	2
C15	5	5	5

LCD update

Mise à jour LCD

Connect the desired update (afternoon or evening) to connection number 1.

On the bike, remove the protective sleeve surrounding the cables at the stem until the connector of the LCD screen is visible and disconnect the LCD screen.



Connect the update system (cable number 2) to the LCD screen on the bike.

Connect the update system to a battery using cable number 3.

Power on the update system and the LCD screen by pressing the ON/OFF button.

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Mise a jour LCD

On the LCD screen on the bike, press both arrow buttons simultaneously until the message "COPY" appears.

Turn off the LCD screen and the update system.

Disconnect the battery and the LCD system.
Reconnect the LCD screen and wrap the protective sleeve around the cables again.

Your bike is now up to date!

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LCD adjustments and error codes model EN06

VALID FOR MODEL EV06 (CITY FIRST 1ST GENERATION)

LCD settings

P1	**2**
P2	0
P3	36V
P4	10
P5	5
P6	16
P7	1
P8	25
P9	1
P10	0
P11	1
P12	3
P13	12
P14	12

Error codes

ER 2	**Brake sensors**
ER 6	Battery undervoltage
ER 7	Engine failure
ER 9	Controller failure

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LCD screen – restoring the initial settings

VALID FOR MODELS EV01/2/3/5/7/8/9

Restauring the initials settings

Please read before starting:

Warning: After a few seconds of inactivity, the LCD screen quickly reverts to its original display. To set up the screen quickly and easily, we recommend that you first read the entire document, and then proceed to set it up.

	City One	4speed + Morning	Confort + Afternoon	Evening
Km/h	25	25	28	28
Wheel sizes	16"	16"	20"	24"
Km/Miles	Km	Km	Km	Km
P1	101	136	88	88
P2	1	1	1	1
P3	1	1	1	1
P4	0	0	0	0
P5	12	12	12	12
C1	7	7	7	7
C2	1	0	0	0
C3	1	1	1	1
C4	0	0	0	0
C5	0	0	0	0
C6	3	3	3	3
C7	0	0	0	0
C8	0	0	0	0
C9	0	0	0	0
C10	N	N	N	N
C11	0	0	0	0
C12	4	4	4	4
C13	0	0	0	0
C14	2	2	2	2

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Procedure to follow:

Step 1: Turn on the LCD screen.

Step 2: Within 5 seconds, press the up and down arrows simultaneously until you reach a screen displaying the first value, which will flash. Adjust if necessary using the arrows. Press the on/off button to access the next value Repeat the action until you have validated the last value. The value must be static.

Step 3: Press the up arrow and down arrow buttons again simultaneously until you reach the P1 settings, then set the corresponding value (see table below) using the arrows. Press the on/off button to access P2, P3 etc.... and then set the corresponding value. Once the last value has been set, it must be static.

Step 4: Press the up and down arrow buttons again simultaneously until you reach the C1 settings, then set the corresponding value (see table below) using the arrows. Press the on/off button to access C2, C3 etc.... then set the corresponding value.

Step 5: Once the last value has been set, hold down the on/off button for a few seconds until you reach the home screen.

Step 6: Press the on/off button again for a few seconds until the screen goes blank. This step is necessary so that the settings can be saved.

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Assistance doesn’t allow reaching 25km/h

VALID FOR MODELS EV07/8/9

Assistance doesn’t allow reaching 25km/h

Valid for models EV07/8/9

Possible cause: LCD screen incorrectly set.

Materials required:

- LCD Master screen.
- Wiring for LCD Master
- LCD parameters file

Step 1:
Connect the master screen to the wiring and then connect the connection to the battery.
If the master screen is already set up for the model you want, go on to step 3.
Otherwise go on to step 2.

Step 2:
You will need to set the parameters of the master LCD using the data written to the LCD settings file.

Step 3:
Once the master LCD has been set up, you can connect the LCD screen to the installation.
Switch on both screens, then press the two arrows on the screen simultaneously.
The message end copy will be displayed, so the settings are complete.
You can now reconnect the screen to your bike.

If the result does not improve: contact Eovolt after-sales service to have the bike checked.

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Incorrect battery display on LCD screen

VALID FOR MODELS EV01/2/3/5/7/8/9

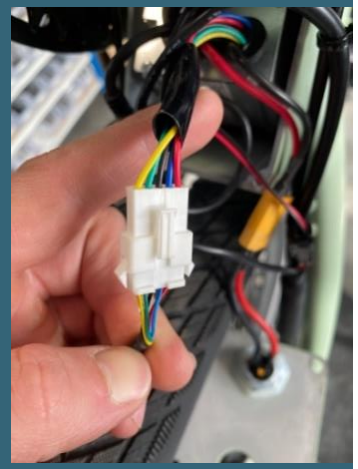
Incorrect battery display on LCD srceen

Description of fault: when the battery is fully charged (green light on the charger), the charge indicator on the LCD screen does not indicate a full charge.

Possible causes: incorrect LCD screen reading (updating), LCD screen fault, controller fault, battery fault, charger problem.

Materials required:

- LCD screen
- Controller
- Battery
- Charger



Procedure to follow:

Step 1:
Ride the electric bike in real conditions. Sometimes, after ten metres or so, the display will update itself and the charge indicator will be back up to date (battery full).
If nothing changes, go on to step 2.

Step 2:
Cross-test with another battery. If the fault is still present, you can eliminate the causes due to the battery and charger and go on to step 4. If the fault is no longer visible, go on to step 3.

Step 3:
You can try charging the original battery with another charger. The light will go straight to green and the battery will be at fault (please contact us to arrange for the battery to be charged).
If the charge takes longer, the charger should be changed.

Step 4:
Cross-test with another LCD screen.
Start by unplugging the current LCD screen at the controller, and plugging in the replacement screen. If the display works again (full battery), replace the LCD completely by rewiring the original.
If the battery display is still not correct go to step 5.

Step 5:
Perform the test with a new controller, if the display is back to normal, finalise the installation of the new controller.

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Front light does not turn on (+ rear light on 24")

VALID FOR ALL MODELS

Front light does not turn on (+ rear light on 24”)

Valid for all models

Description of fault: the LCD screen is on, as is the electric assistance, but the front light does not come on (even though it is connected).
Possible causes: incorrect reading of the LCD screen (updating), failure of the LCD screen, failure of the controller, failure of the lighting, etc.
The battery is not to blame.

Equipment required:

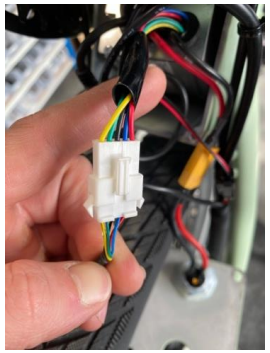
- LCD screen
- Controller
- Light with cable

Step 1:

Check that there is no damage to the wiring and that the light connector is securely plugged in.
Check the LCD screen settings (see settings sheet).
Check that the beacon logo lights up on the LCD screen.
If it doesn't, go on to step 2.
If it does, go on to step 3.

Step 2:

Cross-test with another LCD screen.
Start by unplugging the current LCD screen at the controller, and plugging in the replacement screen. If the display works again (the light logo appears), the light must have relit, in which case replace the LCD screen completely by routing the cable inside the frame.



If the new LCD does not resolve the fault, go directly to step 4.

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The battery is not to blame.

Equipment required:

- LCD screen
- Controller
- Light with cable

Step 3: The light logo lights up on the LCD screen

Perform a test by connecting a new light directly to the controller. If the new light comes on, replace the current light.

If the light does not come on, go on to step 4.

Step 4:

If steps 2 and 3 have not resolved the fault, carry out a test with a change of controller.

If the test is positive, change the controller. If the test is inconclusive, please contact us.

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The bike doesn’t turn on

VALID FOR ALL MODELS

The bike doesn’t turn on

Valid for all models

Possible cause: faulty battery, LCD screen, controller.

Equipment required:

- Spare battery (take a battery from a bike you have in stock at home).
- LCD screen
- Controller

Step 1:

Connect a new battery to replace the one currently on the bike. If the bike lights up again: contact our after-sales service to replace the battery.

If the bike does not start up again, go on to step 2.

Step 2:

Cross-test with another LCD screen.

Start by unplugging the current LCD screen at the controller, and plugging in the replacement screen. If the bike lights up again, completely replace the LCD screen by rewiring it.

Otherwise, go on to step 3.

Step 3:

If the operation is not conclusive, contact the after-sales service.

Otherwise, finish fitting the new controller.

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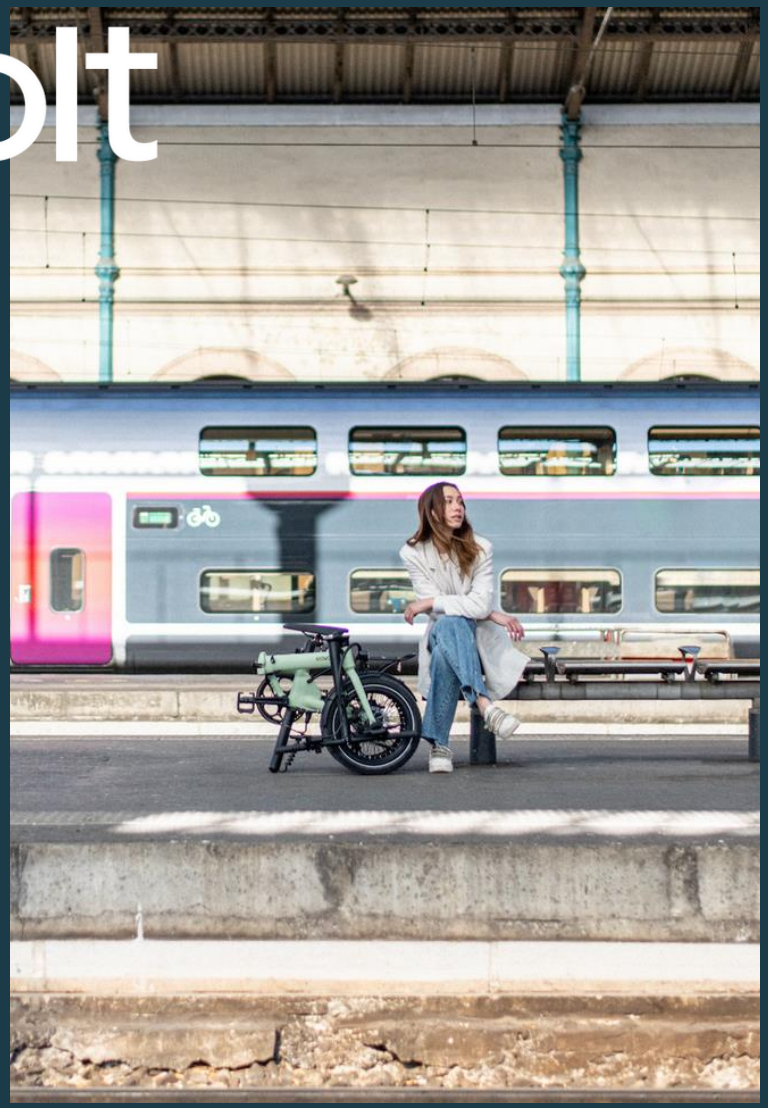

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