



All about the FAZUA RIDE 60 Drive System

THE ULTIMATE DRIVE SYSTEM FOR AGILE AND LIGHTWEIGHT E-BIKES:

- Outstanding power-to-weight ratio within the smallest space.
- Elegant integration of the compact system enables aesthetically beautiful E-Bikes
- Unique natural riding feeling and intuitive operation of the system through ergonomic controls.
- Powerful and natural support, always perfectly adapted to the riding situation.
- Highly efficient drive system

Key facts

Torque	60 Nm
Nominal continuous power	250 W
Maximum power	350 W (with boost function up to 450W)
Weight (motor + bottom bracket gear)	1,96 kg
Weight battery (removable)	2,3 kg
Weight battery (fix)	2,2 kg
Battery capacity	432 Wh
Voltage	43,2 V
Interfaces	ANT+ / Bluetooth (BLE) / USB-C
Connectivity	FAZUA App for Android and iOS
Riding modes	3
Walk assistance	yes
Operating temperature	-5° to +45° C

How long is the warranty period?

FAZUA grants a 24-month manufacturer's warranty on your FAZUA Drive System. The FAZUA ENERGY battery must still have 60% of its capacity after 500 charging cycles (maximum 24 months). The warranty applies to the Rider, we calculate the warranty period starting with the date of sale by the dealer (invoice date).

How is the electric support for the system being calculated?



The FAZUA RIDE 60 measures your cadence several times per second and the torque applied to the pedals on both sides. Based on these two values and the set power specification, the system calculates the resulting motor power. The speed and thus the limit of the support (depending on the wheel circumference) is determined by the speed sensor and magnet on the rear wheel. The maximum assistance speed of the FAZUA Bikes depends on the legal requirements of the respective market. The bike manufacturer is responsible for this set-up.

What is the optimal cadence range?

The FAZUA RIDE 60 provides you with the optimum support at a cadence between 55 and 125 revolutions per minute.

What is the IP code of the FAZUA RIDE 60 Drive System and the FAZUA ENERGY 430 battery?

All components and parts of the FAZUA RIDE 60 are protected against moisture ingress according to IP 54. Please make sure that the connector plug in the down tube is dry and clean before inserting the battery if the battery is removable. When charging, please make sure that the FAZUA CHARGE PORT is dry and clean before connecting the FAZUA CHARGER.



FAZUA RIDE 60 DRIVE UNIT

Key facts

1. The FAZUA RIDE 60 DRIVE UNIT is the heart of the FAZUA RIDE 60 Drive System. It combines motor, gearbox, sensors and power electronics. The DRIVE UNIT weighs in at mere 1.96 kg and its slim shape allows an elegant integration into the frame. It is permanently installed and cannot be removed. The outcome is an even slimmer and more agile E-Bike!
2. It has a powerful support with up to 60 Nm of torque and up to 450 watts. Thus, the FAZUA RIDE 60 Drive System has the highest power density in its class. It is light and quiet, powerful and compact - and inspires with its natural riding feel.
3. Above the legal speed limit, the system decouples completely and you have no extra pedaling resistance.
4. It is this combination that makes FAZUA's signature natural pedal stroke that so much resembles non-electric bicycles even possible— while still providing all the advantages of e-assistance. The best of both worlds = double fun!
5. RIDE 60 is the supreme assistance for smart commuters, adventurous gravel cyclists and demanding e-mountainbikers.

What is the efficiency of the drive system?

In general, the FAZUA RIDE 60 Drive System achieves an average efficiency of ~80%. Although this marginally depends on the motor rpm and hence the cadence.

How much of my personal power will be lost?

In total, you lose about 4 watts.

What is the Q factor?

The width of the axle is 135 mm. The Q-factor itself also depends on the specification of the installed crank arms. We can not give a general Q-factor for the FAZUA RIDE 60, as it can vary depending on the different crank arms of the FAZUA bikes. For detailed information, please contact your bike manufacturer.

What kind of freewheel have you installed?

Two freewheels are installed. In the FAZUA RIDE 60 DRIVE UNIT is a ratchet freewheel with 52 teeth installed. The decoupling of the motor from the bottom bracket shaft itself takes place by means of a sprag freewheel.

Consequently, the resistance is negligible when the motor is switched off or above the legal speed limit and the motor and gears are not in motion when pedaling.

Which crankset can I mount?



A new standard is used for the shaft on the FAZUA RIDE 60. This was defined in cooperation with ROTOR and is called ETOR Drive [Link about ETOR Drive <https://etordrive.com/>]

Since ETOR Drive is an open standard, there are a variety of possible manufacturers for matching crank arms. You can find an overview here. [Link via here <https://etordrive.com/manufacturers/>]

Which Spider can I mount?

The spider is selected and mounted by the E-Bike manufacturer. FAZUA does not supply its own Spider at this time. For more information, please contact your dealer or the bike manufacturer.

The lockring for fixing the spider is a component of FAZUA and can be reordered via your dealer or a FAZUA Certified Partner [Link via certified trade partner <https://fazua.com/de/support/dealer-locator/>]

Why does FAZUA use a new axle standard for the RIDE 60?

With the FAZUA RIDE 60, we present a drive system that creates a particularly agile, natural and almost silent riding experience with its combination of power, intuitive operation and lightness. For this ISIS did not meet our requirements anymore and in cooperation with ROTOR a new standard for the shaft has been defined. [Link via ROTOR <https://etordrive.com/>]

The *ETOR Drive* is based on the material aluminum, which made it possible to reduce the weight significantly and has no loss in fatigue strength and durability. The diameter of the shaft has been significantly increased compared to the ISIS standard, this allows for increased stability while reducing the wall thickness.

The precise definition of the new standard makes it very precise and reliable. This ensures high compatibility between parts from different manufacturers.

Since ETOR Drive is an open standard, there are a variety of possible manufacturers for matching crank arms. You can find an overview here. [Link via here <https://etordrive.com/manufacturers/>]

Can I choose which chainrings I want to mount or possibly arise tuning problems?

As far as the drive system is concerned, this does not matter. The decisive factor is the contact with the chain stay. When mounting chainrings, please always pay attention to the specifications of the bike manufacturer.

FAZUA is not liable for damage caused by incorrectly mounted chainrings. Basically, chainrings with a bolt circle diameter (BCD) of 110 or 104 depending on the spider can be used on the FAZUA RIDE 60.

Tuning problems do not exist here, since the calculated speed or the motor assistance does not depend on the number of teeth of the chainring.

What is the maximum possible number of teeth for the chainring?

As far as the drive system is concerned, this does not matter. The decisive factor here is the contact with the chain stay. When mounting chainrings, please always observe the specifications of the bike manufacturer.

FAZUA is not liable for damage caused by incorrectly mounted chainrings.



I do not see a speed sensor / magnet in the rear wheel on my FAZUA bike. Where is it installed?

All FAZUA Bikes with the FAZUA RIDE 60 have a magnet that is attached to the brake disc or rear wheel axle. The speed sensor itself is also discreetly integrated into the frame.

I want to change my brake disc, what do I need to consider?

On most FAZUA Bikes, the magnet for speed measurement is attached to the brake disc. The magnet can be retrofitted to the new brake disc. Please note the bike manufacturer's instructions.

Do I need special tools?

It is not intended that you as a rider independently replace or maintain individual components. (Attention: potential loss of warranty)

If you need support, please contact your dealer or one of our FAZUA Certified Partners. [Link via FAZUA trade partner <https://fazua.com/de/support/dealer-locator/>]

With what torque do I tighten the screws on the FAZUA RIDE 60 DRIVE UNIT?

Our screws are factory-fitted with a special thread locker and should therefore not loosen. Therefore, it is not necessary that you tighten any screws autonomously, because any movement of the screw after the threadlocker has solidified will cancel its effect.

Please note that the FAZUA RACK, FAZUA CHARGE PORT and FAZUA SPEED SENSOR screws are **not** part of the FAZUA RIDE 60 Drive System, they are supplied by the bike manufacturer. Please contact them for replacement.

If screws are loose, please contact your dealer or one of our FAZUA Certified Partners. [Link via FAZUA trade partner <https://fazua.com/de/support/dealer-locator/>]

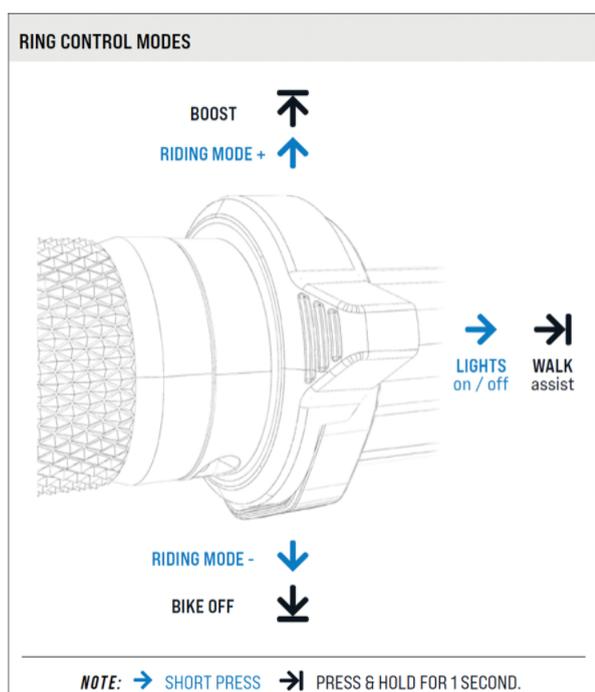


FAZUA LED HUB, CONTROL HUB and RING CONTROL

Key facts

1. The bike manufacturer decides which control element is installed on your FAZUA bike. He chooses between
 - FAZUA CONTROL HUB (combined control & display) or
 - FAZUA RING CONTROL (control element) + FAZUA LED HUB on the top tube (display).
2. Both controls have exactly the same functionality, either combined on the handlebar or divided between the top tube and handlebar.
3. The LEDs show you the riding mode, charging status and possible errors.
4. The USB-C port is built into the FAZUA LED HUB or FAZUA CONTROL HUB.
5. Bluetooth and ANT+ chips are installed.
6. The elements cannot be exchanged or converted.

How do I use the control, which colors show what?



To **switch on**, press the switch upwards for at least 1 second.

To **switch off**, **press** and hold the switch down for at least 1 second.

To switch to the **next higher** support level, briefly press the switch upwards.

To switch to the **next lower support level**, **briefly** press the switch down.

The colors of the LEDs indicate the currently selected support level:

When equipped with the FAZUA CONTROL HUB, the LEDs are integrated on the control at the handlebar.



When equipped with the FAZUA RING CONTROL, the LEDs are located in the FAZUA LED HUB installed on the top tube.

- The LED indicator lights up **white**: no assistance. You are riding without electric assistance (like riding a conventional bicycle).
- The LED indicator lights up **green**: support level "Breeze". You ride with low but effective support for maximum range.
- The LED indicator lights up **blue**: support level "River". You ride with reliable support for most use cases.
- The LED display lights up **pink**: support level "Rocket". You ride with maximum support for very demanding tours.

Other functions:

- Boost function: Press the switch upwards for at least 2 seconds.
- Walk assist 6 km/h: Press and hold the switch to the right with no support level (white LEDs).
- Light on/off: Press the control briefly to the right.

You can also find a detailed description in our manual in chapter 21.

What is the Boost function?

In addition to the 3 regular riding modes (Breeze, River & Rocket), the FAZUA RIDE 60 Drive System has an additional function: The Boost function.

To activate the boost function, hold the switch up for at least 2 seconds. The active boost function is indicated by the LEDs flashing in the color of the active support level.

If no power is applied to the pedal within 2 minutes after activation, the boost function will automatically switch off.

The boost function allows you to ride for a short time with an (increased) maximum motor power of **450 watts**, so you have temporarily even more assistance.

The duration of the additional assistance through the boost function depends on the situation in which you activate it:

- When activating the boost function while standing still, you will be powered for 4 seconds with more assistance once you start riding. Excellent for riding in front at the traffic lights!
- When activating the boost function while riding, you will be boosted with more assistance for 12 seconds.

The Boost function is automatically deactivated after the above mentioned duration of 4 or 12 seconds or when you stop pedalling (e.g. when braking). The Boost function cannot be activated if:

- You are riding at a speed higher than the legal speed limit, in Europe for example this is at more than 25 km/h.
- You have not selected a support level (the LEDs of the display light up white).

Can I charge my mobile phone or other devices at the FAZUA Bike?

You can find a standard USB-C port on both FAZUA CONTROL HUB or FAZUA LED HUB, here you can easily charge any third-party device. With a charging current of ~1 Ampere, you can quickly supply your devices with energy with fast charging.



The ring of my handlebar control is broken, how can I replace it?

The *ergoring* is easily replaceable, you can get it from our online shop. [Link via Online Shop <https://shop.fazua.com/>]

Dismantle the handlebar grip, please follow the bike manufacturer's instructions here, and pull the entire FAZUA RING CONTROL / CONTROL HUB off the handlebar. The ring itself is magnetically attached - you can replace it without tools and without much effort. Slide the FAZUA RING CONTROL / CONTROL HUB then back onto the handlebar.

Please make sure to tighten the screw with a maximum of 1.2 Nm.

Can I also mount the control on the right side of the handlebar?

The FAZUA RING CONTROL or the FAZUA CONTROL HUB **cannot** be mounted on the right side of the handlebar. The design of the control and the routing of the cables prevent side-inverted mounting.



FAZUA ENERGY 430 and FAZUA CHARGER

Key facts

Weight battery (removable)	2,3 kg
Weight battery (fixed)	2,2 kg
Battery capacity	432 Wh
Voltage	43,2 V
Charger	3 A and 100-240 V AC.
Weight charger	?
Charging time	3,5 h
Charging temperature	0° to +35° C

What is the range with a full battery charge?

The FAZUA RIDE 60 increases the muscle power dynamically and in an optimal dose, so that the motor support naturally blends into the motion sequence.

The FAZUA riding experience is unique and offers the perfect blend of electric support and real riding fun for smart commuters, enduring gravel bikers and demanding e-mountainbikers.

Factors such as rider weight, tires, terrain and temperature have a noticeable impact on range.

Depending on the support level, you can ride **up to 140 km** or **up to 1600 hm**.

You can individualize the performance behavior via the Customizer in our FAZUA App or FAZUA Toolbox Software and thus influence the range, therefore there is no reason for range concerns.

Please read our detailed description in the Help Center. [Link via Help Center <https://fazua.com/de/support/help-center/toolbox-software/use-customizer/>]

How do I charge the battery?

To charge the FAZUA ENERGY 430 battery, please use **only** the original FAZUA CHARGER for the FAZUA RIDE 60 Drive System, which is compatible worldwide. So you can use it in the EU as well as in the USA, for example.

A complete charge takes about 3.5 hours and charges with 3 amps and 100-240 V AC.

Most FAZUA RIDE 60 Bikes have a charging socket, which is placed at a different location on the frame depending on the bike manufacturer.

If you can remove the battery from your FAZUA Bike (depending on the model), you can decide yourself whether you want to charge it inside the FAZUA Bike or outside.

The FAZUA CHARGER for the FAZUA RIDE 50 Drive System is not compatible.

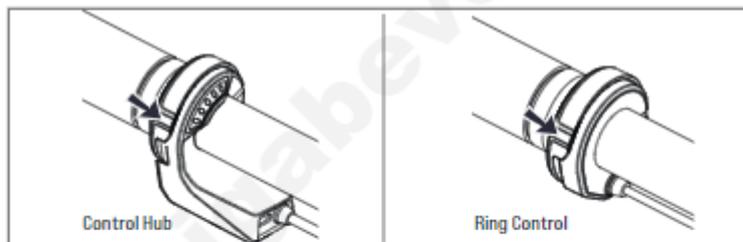


How do I turn the battery on/ off?

To **switch on**, press the switch of your control upwards for at least 1 second.

To **switch off**, hold the switch of your control down for at least 1 second.

21.1 Antriebssystem ein- und ausschalten



→ Zum Einschalten drücken Sie von oben auf den Bedienschalter [B.1].



→ Zum Ausschalten halten Sie den Bedienschalter [B.1] nach unten gedrückt (für mind. 1 Sekunde).

The battery itself does not have a physical on/off button. It is equipped with a motion sensor and detects when the FAZUA Bike is used. You can turn the FAZUA Bike on and off at any time by pressing the switch down for at least 1 second. It is not necessary to actively turn off the battery, since it turns itself off after a short period of inactivity.

How can I extend my reach?

There are currently two options available:

1. You can purchase another FAZUA ENERGY 430 battery from our online shop. [Link via Onlineshop <https://shop.fazua.com/>]
2. Range depends on many factors. With our Customizer, available in the FAZUA App or FAZUA Toolbox Software, you can individualize the power parameters of your FAZUA Bike and this influences the range. You can find a detailed description in the Help Center. [Link via Help Center <https://fazua.com/en/support/help-center/toolbox-software/use-customizer/>]

How should I store the battery when I'm not using my FAZUA Bike?

The general rule for storing lithium-ion batteries is that they should always be kept at 10 °C – 15 °C. When not in use over the winter, the battery should be charged to a minimum of 60% capacity, and should be checked and recharged as needed every 8 weeks. If the battery remains unused for longer periods of time at low temperatures, it may experience a deep discharge and, as a result, become irreparably damaged.



Does the battery's performance change in cold weather conditions?

When using lithium-ion batteries, the general rule is that they perform best at moderate temperatures. Frost and cold winter temperatures, on the other hand, have a negative effect on their range. This applies to electric cars as well as bicycles with e-drive systems. One thing all lithium-ion batteries have in common is their sensitivity to colder temperatures. This is due to the chemicals they contain,

which exhibit different effects at certain temperatures. At temperatures below 10 °C, this generally results in longer charging times, lower power output, and less available energy.

This means that it's entirely possible for the battery to lose 20% or more of its capacity when stored overnight in a garage, depending on the actual temperature. The situation is different when the FAZUA ENERGY 430 battery is stored at room temperature during the day before being clipped into the FAZUA Bike for a ride in cold temperatures: Thanks to its power output, the FAZUA RIDE 60 warms up on its own and will essentially self-regulate during the ride.

The negative impact of low temperatures doesn't just affect our battery: It's an issue for all batteries equipped with lithium-ion cells.

Can the battery be dangerous?

Undamaged lithium-ion batteries normally pose no danger.

However, when they contain a defect caused by external damage or located within the cell itself, lithium-ion batteries are considered a hazardous fire source, since they cannot be put out with conventional extinguishers if they catch fire. Here, the biggest hazard is present during charging, since this is when a large amount of energy is added to the battery.

Will I damage the battery by not recharging it fully?

On the contrary! The service life of a lithium-ion battery is optimized when the battery operates in the range of 30% to 80% charge capacity. Studies by the cell manufacturer have shown that the service life of a cell actually increases significantly if it is not fully charged. If you always charge your battery pack to just 80%, the service life will double because you're avoiding the high voltage range, which puts particular strain on the cell chemistry.

When is there a risk of deep discharge?

If the battery is not used for a long time without being charged, deep discharge may occur, which often damages the battery irreparably. This is not covered by the warranty.

You are therefore advised to check the charge level of your battery regularly and to charge the battery if the system is not used for a longer period of time. If not used over the winter, the battery should be charged to at least 60% and checked every 8 weeks and recharged if necessary.

How do I dispose of the battery?



A lithium-ion battery is considered hazardous material and must be taken to a collection point for disposal. Your trusted local dealer or one of our FAZUA Certified Partners are also available to help. [Link via FAZUA trade partner <https://fazua.com/de/support/dealer-locator/>]

Can I use the FAZUA RIDE 50 charger?

No, the FAZUA CHARGER for the FAZUA RIDE 50 Drive System is not compatible with the RIDE 60 Drive System.



Software-related questions

Where can I get the FAZUA Toolbox Software?

You can download our standalone software for free on the download section of our website. [Link via Downloads <https://fazua.com/de/support/help-center/downloads/>]

With it you can read out the FAZUA RIDE 60 Drive System via USB-C cable on the computer, update, diagnose and individually adjust to your desired riding behavior.

A detailed description can be found in the Help Center. [Link via Helpcenter

<https://fazua.com/de/support/help-center/toolbox-software/entry-toolbox-software/>]

It is the same software as already for our FAZUA RIDE 50 Drive System.

How do I create a diagnostic report?

You can create a diagnostic report using our FAZUA Toolbox Software, for this connect your FAZUA RIDE 60 Bike with a standard **USB-C cable** to the computer.

You will find the USB port on the FAZUA LED HUB or on the FAZUA CONTROL HUB, depending on the equipment.

You can download our FAZUA Toolbox Software for free on the download section of our website.

[Link via Downloads <https://fazua.com/de/support/help-center/downloads/>]

Now open the software and go to the "Diagnosis" tab and click "Run Diagnosis Test", then save the report, a pdf-file will be generated.

Important:

- Make sure that the report is always generated with the latest FAZUA Firmware and FAZUA Toolbox Software.
- Please make sure the FAZUA ENERGY 430 is on and installed in the FAZUA Bike while generating the report so we can get the information from all components.

Alternatively, please contact a dealer you trust or one of our FAZUA Certified Partners. [Link via FAZUA trade partner <https://fazua.com/de/support/dealer-locator/>]

Can I change the wheel circumference?

Not you, but one of our FAZUA Certified Partners can adjust the wheel circumference by + / - 5%.

You can find our dealer map here. [Link via here <https://fazua.com/de/support/dealer-locator/>]

We as the drive manufacturer can not take responsibility for larger deviations, since this value is used for the calculation of the legal speed limit. For a larger adjustment, please contact the bike manufacturer.

How do I perform a firmware update?

Basically, we recommend always riding with the latest FAZUA Firmware, because only with the latest version the optimal riding experience is guaranteed. A FAZUA Firmware update can be easily installed on your FAZUA Bike with our FAZUA Toolbox software.

You can download the software for free on the download section of our website. [Link via Downloads <https://fazua.com/de/support/help-center/downloads/>]



Connect your FAZUA bike with a standard **USB-C cable** to the PC, you will find the USB port on the FAZUA LED HUB or on the FAZUA CONTROL HUB depending on the equipment. Now open the software and go to the tab "Firmware Update". Click "Update now", select "Online" and click "Start". After a few seconds your FAZUA Bike will be up to date.

In the tab "Product Information" you can check the current firmware status under the FAZUA RIDE 60 DRIVE UNIT. A detailed description can be found in the Help Center. [Link via Help Center <https://fazua.com/de/support/help-center/ride-50-firmware/updates/>]

Can I change and customize riding parameters and the responsiveness of the FAZUA RIDE 60 Drive System?

[internal: same question is also listed under Connectivity]

Yes! You can individualize the riding characteristics (Max Power, Support Relation and Ramp-Up) via the FAZUA App as well as in the FAZUA Toolbox Software:

1. Max Power

This parameter defines the maximum torque and power output. Max Power is lower in the Eco setting in order to conserve the battery. In the Performance setting the power output is higher, but it uses more energy and reduces the reach.

You can set the value to a maximum of 350 watts. The 450 watts can only be used via the Boost function.

2. Support Relation

The Support Relation determines the relationship between the rider power and motor support. If this factor is low, the motor provides maximum support even when the rider exerts less power. If the factor is high, the rider must work harder for the motor to reach Max Power.

3. Ramp-Up

The Ramp-Up parameter determines the motor's responsiveness and acceleration power. In the smooth setting, the motor accelerates more gradually and gently, whereas in the more responsive settings the motor responds sooner and accelerates more powerfully.

A detailed description can be found in the Help Center. [Link via Help Center <https://fazua.com/en/support/help-center/toolbox-software/use-customizer/>]



Connectivity: bike computer + apps

Which digital devices can I connect to my FAZUA RIDE 60 Drive System?

With the FAZUA RIDE 60 you can connect to three devices at the same time via BLE interface. The following devices are currently available:

1. Various **bike computers**. Here you can find a detailed article with the possible functions and a sample list of compatible devices [[Link via article https://fazua.com/de/support/help-center/bluetooth-connections/connectivity-software/](https://fazua.com/de/support/help-center/bluetooth-connections/connectivity-software/)]
You can find our troubleshooting article here. [[Link via here https://fazua.com/de/support/help-center/bluetooth-connections/connectivity-ble-connection/](https://fazua.com/de/support/help-center/bluetooth-connections/connectivity-ble-connection/)]
2. Our **FAZUA App**. You can find a detailed description in the Help Center. [[Link via Help Center https://fazua.com/de/support/help-center/bluetooth-connections/fazua-app/](https://fazua.com/de/support/help-center/bluetooth-connections/fazua-app/)]
3. Our **FAZUA Dashboard for Garmin Devices**. You can find a detailed description in the Help Center. [[Link via Help Center https://fazua.com/de/support/help-center/bluetooth-connections/fazua-dashboard-garmin-devices/](https://fazua.com/de/support/help-center/bluetooth-connections/fazua-dashboard-garmin-devices/)]

Attention:

- Our FAZUA RIDE 60 cannot be paired with the existing FAZUA Rider App! The functions from the Rider App will soon be integrated into the FAZUA App.
- The FAZUA RIDE 60 also has an ANT+ chip installed, but no devices can be connected with this interface at launch date. In the future, however, there will of course be applications and functions that use this standard. FAZUA is known for developing its drive systems with many innovations and great features, so stay tuned and please be patient!

Is a connection via ANT+ also possible?

The FAZUA RIDE 60 Drive System has an ANT+ chip.

This is not yet in use, however. In the future, there will of course be applications and functions that use this standard. FAZUA is known for developing its drive systems with many innovations and great features, so stay tuned and please be patient!

The FAZUA App asks me for the Connect ID number (code), what do I have to do?

The Connect ID number is a short sequence of numbers that is required as security verification for the initial connection of your FAZUA Bike with the FAZUA App on your cell phone.

You will find this on a hangtag on the handlebar or top tube when your FAZUA Bike is delivered. If you do not find a hangtag on your FAZUA bike, please contact a FAZUA Certified Partner who can read out the Connect-ID for you. [[Link via certified trade partner https://fazua.com/de/support/dealer-locator/](https://fazua.com/de/support/dealer-locator/)]

Alternatively, please submit your request via our webform. A complete diagnosis report is mandatory for this. We will get back to you on this in short time. [[Link via diagnostic report https://fazua.com/de/support/help-center/toolbox-software/toolbox-software-execute-diagnosis-repo](https://fazua.com/de/support/help-center/toolbox-software/toolbox-software-execute-diagnosis-repo)]



rt/; Link via contact form <https://fazua.com/de/support/contact/>]

I can't connect, what can I do?

With the FAZUA RIDE 60 you can currently connect via BLE interface with our FAZUA App, bike computers and the FAZUA Dashboard for Garmin devices.

Pairing to the FAZUA Rider App is not possible, nor is an ANT+ interface currently available.

FAZUA App Troubleshooting:

1. The FAZUA ENERGY battery is switched on
2. The mobile phone has an established Internet connection
3. The mobile phone is near the FAZUA Bike
4. There is no other mobile phone nearby that could connect to the FAZUA Bike
5. LEDs light up on the Control, either white, blue, green or pink
6. You have installed the latest version of the FAZUA App (check the store)
7. Can the rider's mobile phone be connected to another Bluetooth device (e.g. headphones)?
8. Can you connect another phone to your FAZUA Bike (it is recommended to try both iPhone and Android)?
9. Decouple the FAZUA Bike from the App
10. Close the app in the background
11. Open the Bluetooth settings of the phone
12. Search the FAZUA Bike in the list of "previously paired devices".
13. Tap on the FAZUA Bike ID and then on "Delete device".
14. Turn Bluetooth off for 3 seconds and then on again
15. Open the FAZUA App and try to pair and connect the FAZUA Bike again

Please read our articles on connectivity in the Help Center. [Link via article <https://fazua.com/de/support/help-center/bluetooth-connections/connectivity-software/>]

Can I change and customize riding parameters and the responsiveness of the FAZUA RIDE 60 Drive System?

[internal: same question, as under software]

Yes! You can individualize the riding characteristics (Max Power, Support Relation and Ramp-Up) via the FAZUA App as well as in the FAZUA Toolbox Software:

4. Max Power
This parameter defines the maximum torque and power output. Max Power is lower in the Eco setting in order to conserve the battery. In the Performance setting the power output is higher, but it uses more energy and reduces the reach.

You can set the value to a maximum of 350 watts. The 450 watts can only be used via the Boost function.

5. Support Relation
The Support Relation determines the relationship between the rider power and motor support. If this factor is low, the motor provides maximum support even when the rider exerts less power. If the factor is high, the rider must work harder for the motor to reach Max Power.



6. Ramp-UpThe

The Ramp-Up parameter determines the motor's responsiveness and acceleration power. In the smooth setting, the motor accelerates more gradually and gently, whereas in the more responsive settings the motor responds sooner and accelerates more powerfully.

A detailed description can be found in the Help Center. [Link via Help Center <https://fazua.com/en/support/help-center/toolbox-software/use-customizer/>]

I can't connect to the FAZUA Rider App with my FAZUA RIDE 60 Bike, what can I do?

The FAZUA RIDE 60 Drive System is not compatible with the FAZUA Rider App. Known functions of the FAZUA Rider App, such as trip recording or live display of ride data, will be integrated into the FAZUA App soon.



General questions

Where can I find the manual for the FAZUA RIDE 60 Drive System?

You can download the complete digital manual free of charge from our website. [Link via website <https://fazua.com/de/support/help-center/downloads/>]

Can I retrofit other components, such as lighting, to the FAZUA RIDE 60 Drive System?

Yes, but it is mandatory that all additional equipment is installed by a professional bike shop. (Attention: potential loss of warranty).

Please contact your dealer or one of our FAZUA Certified Partners. [Link via FAZUA trade partner <https://fazua.com/de/support/dealer-locator/Spezifikationen> for external electrical components:

- Maximum voltage: 12V **per** component
- Maximum current: 2A **in total for** all components
- Maximum power: 24W **in total for** all components

Are safety features, such as GPS modules or anti-theft protection, planned for the FAZUA RIDE 60 Drive System?

Currently FAZUA does not offer any safety features. Please contact the bike manufacturer and check what options he offers you. However, FAZUA is known for developing its drive systems with many innovations and great features, so stay excited and please be patient!

I lost my key, how do I get a replacement?

The installed lock is produced by the third-party supplier Abus.

If the key is lost, you can reorder it directly here:

>> <https://schluesselservice.abus.com/>

If you do not know the key number, you can read it in our FAZUA Toolbox Software. [Link via FAZUA Toolbox Software <https://fazua.com/de/support/help-center/downloads/>]

Create and save a diagnosis report, in the pdf file you will find the key number below FAZUA RIDE 60 DRIVE UNIT. [Link via diagnostic report <https://fazua.com/de/support/help-center/toolbox-software/toolbox-software-execute-diagnosis-report/>]

Please make sure that the battery is on and installed in the FAZUA Bike while generating the report.

Can the FAZUA RIDE 60 Drive System be "tuned" to go faster than the legal speed limit?



No, we must comply with the local legal speed limit. If our FAZUA Drive System is rigged, it will void the warranty. In Europe, our system is limited to 25 km/h by European laws. Therefore, there is no way for you to increase the speed limit. In addition, the bike manufacturers are responsible for the max speed setting. We are targeting the sporty rider who needs moderate support in the mountains or headwinds. From 25 km/h the motor decouples so that the riding experience remains natural.

Please also keep in mind that you make yourself illegal by tuning! Manipulation also voids the use permit of the E-Bike / pedelec and in the event of an accident, your insurance will not be applicable..

Are there any plans to produce an S-pedelec?

On the European market, none of our bike manufacturers are currently planning to launch an S-pedelec. Since the motor is completely decoupled above 25 km/h via the freewheel you can ride as fast as you want, without the need of a S-Pedelec.

Can I remove the FAZUA ENERGY 430 battery?

Depending on the bike manufacturer, it is possible to remove the battery and can thus be charged outside the FAZUA bike. In case of service, the permanently installed battery can of course also be removed by a retailer.

You can easily identify a removable FAZUA ENERGY 430 battery by the cutout and the removal option on the down tube.

With a permanently installed FAZUA ENERGY 430 battery, the down tube is continuous and has no cutout.

The FAZUA ENERGY battery can be removed from the FAZUA Bikes from Riese & Müller and Canyon.

Can I ride the FAZUA RIDE 60 bike without the motor and battery?

The motor is permanently mounted in the FAZUA RIDE 60 DRIVE UNIT and modular removal is not possible. It is the heart of the system, it combines motor, gearbox, sensors and power electronics. This concept allows a beautiful integration of the FAZUA RIDE 60 into the frame. The design of the entire drive system becomes slimmer and gives bike manufacturers even more freedom in the design of FAZUA Bikes.

With a removable FAZUA ENERGY 430 battery, you can usually put on the cover and ride the FAZUA bike without the battery.

Unlike the FAZUA RIDE 50 Drive System, in which the battery and motor are removable, this is no longer the case with the FAZUA RIDE 60 Drive System.

Canyon's FAZUA Bikes are an exception here, as Canyon's cover is permanently connected to the FAZUA ENERGY battery.

Can I buy a separate cover for the down tube?

No, a dedicated cover is not offered by FAZUA, because the dimensions of the cutout in the frame may vary depending on the model.



The final specification of each FAZUA bike is in the hands of the bike manufacturer. For more information, please contact your bike manufacturer.

Is there a cover for the FAZUA RIDE 60 DRIVE UNIT?

No, a cover around the FAZUA RIDE 60 DRIVE UNIT is not offered by FAZUA directly, because the final specifications of each FAZUA bike is in the hands of the bike manufacturer. In any case, the radiator must remain free for heat dissipation. Some bike manufacturers already design the FAZUA bike from the factory with appropriate cover, which optimally meets the requirements. For more information, please contact your bike manufacturer.

How do I transport my FAZUA bike?

- **Airplane:**
Basically FAZUA Bikes with removable FAZUA ENERGY 430 batteries can be transported on an airplane without any problems. The permanently installed FAZUA RIDE 60 DRIVE UNIT is no obstacle.
However, you cannot take the FAZUA ENERGY 430 battery itself on a passenger aircraft because it is considered as a dangerous good by IATA. You currently have two options for taking your FAZUA battery with you on vacation:
 - By sending it ahead to your destination by mail and/or air freight (check with the company, since not all carriers will transport hazardous materials).
 - Contact a FAZUA Certified Partner at your destination and ask for a loaner battery [link via FAZUA dealer <https://fazua.com/de/support/dealer-locator/>].

Attention: This only applies to FAZUA Bikes with removable batteries. If the FAZUA ENERGY 430 battery is permanently installed in your FAZUA bike, you can unfortunately not take it with you by plane.

Important: Please contact the respective airline about the exact transport conditions for E-Bikes/ pedelecs before your flight.

- **Car:**
If you want to transport your FAZUA Bikes outside the car (roof or rear rack), please pay attention to the following:
 - If you are able to remove the FAZUA ENERGY 430 battery, store it safely in the car and follow the bike carrier manufacturer's instructions.
 - If the FAZUA ENERGY 430 battery is permanently installed, place the entire FAZUA bike on the carrier and follow the bike carrier manufacturer's instructions.

When transporting your FAZUA bike inside the car, please ensure that the bike is adequately secured against slipping or falling over.

If the bearings do fail at some point, will the entire FAZUA RIDE 60 DRIVE UNIT needs to be replaced?

We have deliberately installed extremely large and durable bearings to avoid creaking bearings. The bearings are oversized and can not be compared with a conventional bottom bracket. We use mainly components from the automotive industry. At the FAZUA RIDE 60 DRIVE UNIT individual bearings can not be replaced. If you suspect a defect, please contact your dealer or one of our FAZUA Certified Partners. [Link via FAZUA trade partner <https://fazua.com/de/support/dealer-locator/>]



Can I build my own E-Bike according to my own wishes with the FAZUA RIDE 60 Drive System?

[internal: doubled in online store]

This is a great thought, but unfortunately not feasible.

Our FAZUA RIDE 60 Drive System can only be purchased and installed by bike manufacturers. Our systems are delivered without configuration, only the bike manufacturer receives the software to place necessary data on the FAZUA Bike, without it the FAZUA Bike would not work. We do not sell individual components of the FAZUA RIDE 60 Drive System to riders.

Is there a FAZUA RIDE 60 bike with belt drive on the market?

Yes, Riese & Müller offers the FAZUA bike with belt drive, for details feel free to check on their homepage! [Link via bike manufacturer page <https://www.r-m.de/>]

Which E-Bikes and brands will be launched with FAZUA RIDE 60 Drive System?

The FAZUA RIDE 60 Drive System is installed at the launch date in FAZUA Bikes from Riese & Müller and Canyon.

There will be more brands and models released during this year. There will be fitness bikes, full suspension bikes, gravel bikes and commuters with FAZUA RIDE 60 released soon.

The current selection of available FAZUA Bikes with FAZUA RIDE 60 Drive System can be found here [Link via here LINK BIKE FINDER].

Are there road bikes with FAZUA RIDE 60 Drive System?

Currently, no bike manufacturer plans a pure FAZUA Road Bike with the FAZUA RIDE 60. FAZUA Gravel Bikes with the FAZUA RIDE 60 will be launched soon.

Otherwise, check out the selection of FAZUA Road Bikes with the FAZUA RIDE 50 Drive System, maybe your next FAZUA bike is already there. [Link via <https://fazua.com/de/bikes/road/>]

Where can I test ride a FAZUA RIDE 60 bike?

You can easily arrange a test ride of **Riese & Müller** FAZUA Bikes online via their dealer locator [link via dealer locator <https://www.r-m.de/de/handlersuche/>].

FAZUA Bikes from **Canyon** can be test ridden with prior appointment in their showroom in Koblenz. [Link via Showroom in Koblenz <https://www.canyon.com/de-de/explore-content/canyon-showroom.html>]

Canyon is present at many events and test festivals and plans to be there with a fleet of FAZUA test bikes, you can find their event calendar here. [Link via here <https://www.canyon.com/de-de/events/>]



Surely FAZUA Bikes with RIDE 60 Drive System of all brands will be presented this year also at various test festivals and bike shows, be curious and look over!

Events in which FAZUA participates with test bikes:

- E Bikes Days Munich, April 22-24, 2022
- Bike Festival Garda Trentino, 29.04.-01.05.2022
- More dates to follow

How can I identify potential problems on the system?

The upper LED on the FAZUA LED HUB or CONTROL HUB is also the status LED, which indicates either a status change or a fault. This then flashes green, yellow or red.

Possible status displays:

- The upper LED flashes green = "Ready for operation". After successful installation of the FAZUA ENERGY 430 battery in the FAZUA bike, the status indicator briefly flashes green, indicating that you can now switch on the drive system using the control element.
- The upper LED flashes yellow = "Soft Fault". When a "Soft Fault" occurs, the status display flashes yellow. The drive system thereby signals that there is a temporary or non-critical malfunction, which in most cases leads to a loss of performance. If a "Soft Fault" occurs, you can continue to ride the FAZUA bike, but we recommend immediate maintenance.
- The upper LED flashes red = "Hard Fault". When a "Hard Fault" occurs, the status display flashes red. If a "Hard Fault" occurs on your FAZUA bike, it can no longer be operated and must be serviced.

For maintenance we ask you to bring your FAZUA bike to your dealer or one of our FAZUA Certified Partners. [Link via FAZUA trade partner <https://fazua.com/de/support/dealer-locator/>]

The FAZUA Bike makes unusual noises, what can I do?

Please check the usual causes:

- Check pedals, chainring and crank arm for tight fit and tighten according to manufacturer's instructions if necessary
- Check chain, chainring, derailleur for wear and dirt and clean or replace if necessary.

You cannot service our FAZUA RIDE 60 Drive System on your own (attention: potential loss of warranty), so for further analysis we ask you to contact your dealer or one of our FAZUA Certified Partners. [about FAZUA trade partner <https://fazua.com/de/support/dealer-locator/>]

The FAZUA Bike supports irregularly, what can I do?

A possible cause is that the torque sensor is decalibrated, this leads to a phasing or irregular support. The FAZUA RIDE 60 can detect this automatically and calibrate itself during the ride. This is because our system has an automated calibration function which kicks in independently. You don't have to activate it, just continue riding normally for approx. 30 minutes.

If this does not resolve the rough ride, please contact your dealer or one of our FAZUA Certified Partners for further analysis. [Link via FAZUA trade partner <https://fazua.com/de/support/dealer-locator/>]



Does the FAZUA RIDE 60 bike have a walk assist function?

Yes, the FAZUA RIDE 60 has a walk assist function. To activate it, press the switch of the FAZUA CONTROL HUB or the FAZUA RING CONTROL to the right for 2 seconds when the assistance is switched off (white LEDs).

Your FAZUA Bike can then reach a speed of up to 6 km/h, depending on the gear engaged, as long as the button is pressed continuously. See also chapter 21.6 of our RIDE 60 manual.

Is the FAZUA RIDE 50 compatible with the FAZUA RIDE 60 Drive System?

No, the independent system are not compatible. Unlike the RIDE 50 Drive System, the FAZUA RIDE 60 DRIVE UNIT is the heart of the system and combines the motor, gearbox, sensors and power electronics.

We expand our portfolio with the FAZUA RIDE 60 Drive System and offer riders and bike manufacturers an alternative to the existing FAZUA RIDE 50 Drive System. By combining the motor and gearbox in the FAZUA RIDE 60 DRIVE UNIT, the weight and the required installation space is reduced. In addition, the possibility of installing the battery separately from the drive gives the bike manufacturer more freedom in the design of the FAZUA Bikes and the mounting options. This combination enables handling as natural as you'd expect from non-motorized bikes - with all the benefits of an e-drive. The best of both worlds and thus even more riding fun. The result is an even slimmer and sportier E-Bikes!

I am in a country that is not covered by FAZUA service. What should I do if I need a spare part or want to make a warranty claim?

Our FAZUA Drive Systems are certified exclusively for the European, North American and Australian/ New Zealand markets. We are only allowed to offer service and sell aftersales items in these markets. If you have a service request or need a spare part, please contact the bike manufacturer directly. FAZUA is expanding rapidly and we are working to obtain worldwide approvals soon.

I have a service issue, what can I do?

No component of the FAZUA RIDE 60 Drive System can be repaired by yourself. We also ask you not to open any of the components (Attention: potential loss of warranty).

Your dealer or one of our FAZUA Certified Partners will be happy to assist you. Of course, you can also prepare a complete diagnosis report yourself and submit it as a warranty request via our web form and receive further instructions from us. [Link via FAZUA trade partner <https://fazua.com/de/support/dealer-locator/>; Link via diagnostic report <https://fazua.com/de/support/help-center/toolbox-software/toolbox-software-execute-diagnosis-report/>; Link via contact form <https://fazua.com/de/support/contact/>]



I have a general question, how can I contact FAZUA?

We are happy to help with any questions about our FAZUA Drive Systems, simply submit your request via our web form. We will get back to you as soon as possible. [Link via contact form <https://fazua.com/de/support/contact/>]



Online store EU

What components can I buy in the online store?

For the FAZUA RIDE 60 drive system you can purchase FAZUA ENERGY 430 battery, FAZUA CHARGER, crank arms from Rotor,... in our online store at the moment. [Link via Onlineshop <https://shop.fazua.com/>] More items will follow in the course of the year.

Why can't I buy a complete system in the online store?

[internal: Doubled with general questions]

Our FAZUA RIDE 60 Drive System can only be purchased and installed by bike manufacturers. Our systems are delivered unconfigured, only the bike manufacturer receives the software to place necessary data on the FAZUA Bike, without it the FAZUA Bike would not work. We do not sell individual components of the FAZUA RIDE 60 Drive System to riders.

What payment options does FAZUA offer?

You can pay with credit card, PayPal or Sofortüberweisung (debit card).

How much are the shipping costs?

You can find the current shipping costs in our online shop. [Link via Online Shop <https://shop.fazua.com/pages/versand-ruckgabeinformationen-3>]

To which countries does FAZUA deliver?

You can find the list of countries in our Online Shop. [Link via Online Shop <https://shop.fazua.com/pages/versand-ruckgabeinformationen-3>]

Can I order something from FAZUA even if the destination country is not listed on the website?

No, this is generally not possible. However, riders in Switzerland can order from our service partner Ampere Plus AG. [Link via Ampere Plus AG <https://www.ampere-plus.ch/produkte/ersatzteile-fazua/>]

Riders from the USA/ Canada can order through their dealer or one of our FAZUA Certified Partners via our service partner QBP. [Link via certified trade partner <https://fazua.com/de/support/dealer-locator/>]

Riders from Australia/ New Zealand can order via their dealer or one of our FAZUA Certified Partners through our service partner VIMM Ltd. [Link via certified trade partner <https://fazua.com/de/support/dealer-locator/>]



Which logistics companies are used for shipping?

Within Germany we ship goods with GLS. The international shipment of goods is carried out by UPS and Dachser.

How can I return items?

If you would like to report a warranty or guarantee claim, please contact us directly via our web form. [Link via contact form <https://fazua.com/de/support/contact/>]

If you want to return items for other reasons, please enter your request in our returns portal. The legal 14-day return policy applies. [Link via returns portal <https://fazua.returnscenter.com/>]

Attention: If you want to return a battery, please contact us directly via our web form. [Link via contact form <https://fazua.com/de/support/contact/>]

Since batteries are classified as dangerous goods, special transport conditions need to be applied.