

# FAQs for FAZUA Drive system – dealer version

For dealers that provide service for FAZUA powered E-Bikes, the best help resource is our [FAZUA B2B dealer portal](#) and our [Service Handbook](#). Our publicly accessible [Helpcenter](#) also provides plenty of helpful information.

## FAZUA Drive system-related questions

### ▪ How long is the warranty period?

24 months for the FAZUA Drive system, and the battery must still have 60% of its capacity after 500 load cycles or 24 months, whichever occurs first. The warranty applies to our customers, we calculate the warranty period starting with the date of sale by the dealer (invoice date).

### ▪ What if an E-Bike is a slow seller and has been in a dealer's shop for a long time?

Our USPs are:

- hybrid - two bikes in one
- fully integrated
- weight/ power balanced
- natural ride feeling

Potential customers who are worried about the battery capacity being “too small” at 252 Wh can always be offered a [spare battery + battery bag](#). And remember: Our system fully decouples at speeds above the legal limit.

We also recommend positioning the FAZUA powered E-Bike in a highly visible location within your shop, and we do offer additional promotional materials through our own online shop.

[Have a look here](#) 😊

These include a top tube hangtag, floor mat, display, beach flag, and brochures.

### ▪ How does your FAZUA Drive system work compared to other E-Bike drive systems?

- Our drives have been designed with athletic riders in mind.
- Our FAZUA Drive system uses three values to ensure optimal support:
  1. Cadence (pedaling rate)
  2. Torque (pedal pressure)
  3. Bike speed (25 km/h on the European market and 28 mph acc. to the Pedelec standards in North America)
- These values are measured in the Bottom Bracket gearbox, and our firmware then converts them into the best possible support for the rider.
- This is a key feature of our FAZUA Drive system and offers the rider a sporty and natural riding feel.
- Can these values be changed and customized?

Yes! With firmware version 2.0 (we call it the Black Pepper Update) and up - in combination with the FAZUA Toolbox version 2.01 and up - end customers / dealers can individually adapt the FAZUA Drive system to their own needs.

[Customization options - Easy and Advanced setting options](#)

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.

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.

▪ **What is the optimum cadence range?**

The FAZUA Drive system delivers the best support over the 55–125 rpm cadence range.

▪ **At what level of crank torque does the motor kick in to provide min. support?**

Minimum support is delivered at 6 Nm of torque.

▪ **Is it possible to make our FAZUA Drive system go faster than the speeds permitted by national regulations?**

No, because we need to adhere to the legally mandated maximum speed limit. Any tampering with the speed or programming of our FAZUA Drive system will void the warranty. The bike manufacturer bears the decision on the value and the responsibility.

## Battery facts and figures

▪ **Key facts for the Battery 250**

1. We have designed our FAZUA Drive system around a lightweight and simple concept.
2. Our battery weighs 1.3 kg (3.04 lbs) and is therefore lighter than batteries from other manufacturers.
3. We offer a battery capacity of 252 Wh and 7A, 36V
4. Our battery goes into deep sleep mode (switches itself off) after 8 hours to save power.
5. When the battery level falls below 10%, the system deliberately reduces the power output (only with firmware version > 2.0 on the Drivepack)

## ▪ Key facts for the Battery 250X

1. Same size, capacity, and power as Battery 250: 252 Wh and 7A, 36V
2. Our battery weighs 1.3 kg (3.04 lbs) and is therefore lighter than batteries from other manufacturers
3. You can use the Remote to wake up the new Battery 250X from deep sleep mode (you don't need to remove the Drivepack from the frame to activate the Battery 250X)
4. You can use the *wake up* function on the Remote fX (serial numbers < 423299999) and the Remote bX
5. The Battery 250 X is UN-certified, which is a mandatory certification for all European, North American and Australian markets

## ▪ What's the range of one full battery charge?

That's something that no dealer can be 100% sure of, since this depends on various influences, such as weight, typography, tires, temperature ... However, you can influence it via the customizer.

Here you can find [detailed information](#).

### Range calculation with firmware version 2.0 Black Pepper

We tested the FAZUA Drive system on testbench under laboratory conditions and a range determined based on time. We can confirm the following results as general reference values:

First test – default setting in the customizer – range at 200 watts of rider power – cadence of 70 rpm



Breeze Mode : 110 min

River Mode: 90 min

Rocket Mode: 55 min

Second test – default setting in the customizer – range at constant maximum motor power – cadence of 70 rpm



Breeze Mode: 110 min

River Mode: 60 min

Rocket Mode: 50 min

## ▪ Battery as an after-sales item

- The battery can only be recharged using the original FAZUA Charger
- We currently offer three different Chargers
  1. EU Charger with an input voltage of 110–230 volts and a standard EU or UK plug
  2. US Charger with a maximum input voltage of 110 volts and a standard US plug
  3. Car Charger with an input voltage of 12 volts

## ▪ **How should I store the battery when I'm not using my E-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.

>> FAZUA Bad weather check: [https://www.youtube.com/watch?v=iQtu\\_ss4iBs&feature=emb\\_logo](https://www.youtube.com/watch?v=iQtu_ss4iBs&feature=emb_logo)

## ▪ **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 system is stored at room temperature during the day before being clipped into the bike for a ride in cold temperatures: Thanks to its power output, the system 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?**

Keeping the battery out of use for longer periods of time with no charge can result in a deep discharge, which often causes irreparable damage. THIS IS NOT COVERED BY THE WARRANTY!

## ▪ **Can I charge my phone or other device on the bike?**

No, this is not technically possible.

## ▪ **How do I transport a second battery?**

You should never stow a second battery in your water bottle cage, where it could easily become damaged in the event of a fall. The best option is to purchase a frame bag from a third-party supplier or to carry the battery in a backpack or battery bag. We've partnered with EVOC to create a battery bag that is available from our [online shop](#).

When designing all of our products, we place top priority on quality and performance. Our Battery Bag is no exception, which is why we chose to work with EVOC, an extremely knowledgeable and experienced partner from the backpacks and bags industry, especially when it comes to the safe transport of E-Bike batteries. Technical design and development work was carried out both in-house in Ottobrunn and at EVOC in Munich, and we've selected high-grade materials to ensure outstanding product durability. The bag is manufactured in Europe.

Here's a list our Battery Bag features:

1. Developed with experienced partner specializing in bike bags
2. Convenient top-loader allows ergonomic removal of battery during tours. Top-loader system prevents battery from falling out of bag.
3. Handy battery-removal strap on inside of bag
4. Durable, waterproof materials and workmanship
5. Simple and incredibly robust closure system
6. Stylish, classic design
7. Ample leg room thanks to the use of thin, sturdy materials that do not wear
8. Storage space for additional small accessories, e.g. scarf, keys, wine bottle 😊
9. Designed and manufactured in Europe

## ▪ **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 is also available to help.

## ▪ Can I travel with the E-Bike/battery?

Yes! You can definitely travel with a FAZUA powered E-Bike. :)

If you are traveling by car, you should remove the Drivepack unit from the bike and install our [Downtube Cover](#) in its place.

If you are flying, IATA international flight regulations do not allow you to take our battery with you on passenger flights.

There are currently two options if you're looking to take your FAZUA E-Bike with you on vacation:

- Send your own FAZUA battery 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.

Or you can always ride the bike at your destination with just the [Downtube Cover](#) installed.

## Technical specifications

### ▪ What is the motor's efficiency rating?

The motor generates 1.4 Nm of torque – the first gear stage in the planetary drive then transmits the 1.4 Nm at a ratio of 1:9, and the transmission ratio of the second gear stage in the Bottom Bracket gearbox is 1:5. We're able to measure a peak torque of 55 Nm, including losses, on the spider at the end of this chain.

### ▪ How much of my input is lost?

We cannot measure the loss because it is too small (less than two percent).

### ▪ What is the Q factor?

The Q factor is the same as for conventional bikes and equals 135 mm.

### ▪ What crankset can I mount and what Bottom Bracket system is required?

We use a standard ISIS cartridge on our Bottom Bracket gearbox, and you can use any commercially available ISIS crankset without pre-installed chainrings.

### ▪ What chainrings can I mount?

We offer a 4-arm spider with a 104 mm bolt circle for a single chainring, and a 5-arm spider with a 110 mm bolt circle for a double chainring.

## ▪ Can I mount whichever chainrings I want, or will I end up with tuning problems?

You can mount either a single or double chainring on the front. You can find a four-arm or five-arm spider in our replacement parts catalog.

Nothing to worry about. :)

## ▪ What is the maximum number of teeth allowed on the chainring?

This doesn't matter as far as our E-Bike drive is concerned. The limiting factor is potential contact with the chainstay. **Please always refer to the bike manufacturer's specifications when installing chainrings.** FAZUA is not liable for any damage caused by incorrectly installed chainrings.

## ▪ Do I need any special tools?

No! We have made sure that no special tools are required to install our components. The only tools needed are those that can be found in every good bicycle workshop. However, we do require that you use only original, and in particular new screws from FAZUA when installing our components. These screws must always be tightened to the tightening torque specified by FAZUA.

Please note that after you have tightened the screws around the Bottom Bracket, the sensor electronics must be calibrated, which you can do in our [FAZUA Toolbox Advance](#). Please also avoid opening any of our components, this will void warranty.

## ▪ Where can I get the screws?

We offer a set containing the essential service parts for an affordable price. This saves you the hassle of having to purchase each individual part separately.

Product: [Service Starter Kit](#)

## ▪ How many Nm do I tighten the screws to on the Bottom Bracket?

- 8.5 Nm for the Bottom Bracket, 4 screws
- 25 Nm for the spider
- 50 Nm for the crank arms (depending on the manufacturer's specification)

[Assembly videos](#) can be found on our B2B Dealer Portal

## ▪ Why is there sometimes grease/oil on the ground below the Bottom Bracket?

FAZUA uses high-performance grease from the motorsports industry to manufacture our Bottom Bracket. This grease has a very low viscosity to ensure that the gearbox remains optimally lubricated at all times. If the gearbox is not used for a longer period of time after it is

manufactured, grease will collect at the Bottom Bracket, where part of the oil will separate from the grease and, in some cases, may drip through the seal.

This is no cause for concern, however, since it has no effect on the quality, performance and durability of the gearbox. As soon as the bike is back in use, the grease is once again distributed throughout the gearbox, and no more oil should escape.

## ▪ **What is the third outlet on the Bottom Bracket used for?**

This outlet has a 12V output voltage and is intended to be used with a light. Ensure that the plug is sealed with a little rubber. Please install our [12 V Connector Box](#), the assembly video can be found in our [B2B Dealer Portal](#).

Please do not sell the box to consumers, as if they install it their warranty is voided.

## ▪ **How do I install a light on the FAZUA Drive system?**

We offer the [12V Connector Box](#) to dealers only, which provides the option of using the Remote to activate a lighting system. In this case, the light can be turned on and off using the Remote in combination with the [12V Connector Box](#).

Please note: When using a front and rear light, be sure not to exceed the maximum specifications of 12 volts / 12 watts / 1 amp.

Please do not sell the box to consumers, as if they install it their warranty is voided.

The assembly video can be found in our [B2B Dealer Portal](#).

## **Software-related questions**

### ▪ **Where can I get the FAZUA Toolbox, and who can use it?**

End customers and dealers can download the FAZUA Toolbox directly from the [FAZUA website](#).

There are 2 different FAZUA Toolbox versions:

Basic	End customers / registered dealers
Advanced w/ dealer credentials	Dealer, status: FAZUA Certified Partner

### ▪ **There are two different versions to choose from: a basic version and an advanced version. What is the difference?**

The [basic version](#) is accessible to everyone. This version can be used to perform firmware updates, read user data, create a diagnosis report and the system can be individualized via the [Customizer](#)

The [advanced version](#) is **only** accessible to FAZUA Certified Partners. Aside from the aforementioned functions of the basic version, the advanced version can also be used to perform the following configuration tasks:



- Calibrate the sensor electronics in the Bottom Bracket
- Dealer service to copy OEM data from an existing part to a replacement part (applies to Drivepack and Bottom Bracket, independently set up OEM data and the wheel circumference for warranty components)
- Command/control the bike and check values in the Live Data tab

## ▪ **Where can I find my FAZUA Toolbox credentials to log into the advanced version?**

Our FAZUA Certified Partners have access to the advanced version of our FAZUA Toolbox. This version can only be accessed using the login and password that we provide by email. If you've lost your credentials, please sign into the B2B Dealer Portal and go to your [general settings](#), where you can have the credentials sent to the dedicated e-mail address once more.

## ▪ **How do I create a diagnosis report?**

Connect the drive unit to a computer using a Mini USB cable (Type B). The USB port is located on the motor. To access it, remove the two size-10 Torx screws from the small cover on the radiator. Make sure that the drive unit is installed on the bike when you generate the report so that we obtain information for all the components.

Please make sure to screw the USB cap back onto the Drivepack afterwards with 1Nm, as this is the only way the FAZUA Drive system keeps waterproof. And here you can find a [detailed instruction](#).

## ▪ **How do I configure the FAZUA Drive system after receiving a warranty replacement from the FAZUA support team?**

Only FAZUA Certified Partners are able to use the *Dealer Service* functionality in the advanced version of the FAZUA Toolbox.

In this menu item, a .bike file is generated by the original components. All data for the individual components is collected and saved in this file. This function allows you to easily reload the previous product and configuration data onto the new components after servicing. Please ensure that all components on the E-Bike have been inserted and that the battery is switched on before using the Dealer Service function!

When you have received the new components, please end the Service function. Click End of Service to load the bike file onto your FAZUA Drive system. The firmware automatically runs through each of the points. Please follow the firmware's instructions.

Additional guidance is available on page 55 of our [Service manual](#).

## ▪ **How do I calibrate the torque sensor?**

Only FAZUA Certified Partners can use the **advanced** functionality in the FAZUA Toolbox. Connect the entire E-Bike to your computer using a Mini USB cable (Type B) and make sure the battery is switched on.

Since the rear wheel will spin, place the E-Bike in a bike stand. Go to the Command tab and click on the AUTOMATIC TORQUE SENSOR CALIB button.

It takes approx. 5 seconds for calibration to be successfully completed.

You can tell whether calibration is necessary or not by checking the torque value in the Live Data tab: If this value is not equal to 0, calibration is required.  
Additional guidance is available on page 51 of our [Service manual](#).

## ▪ **Can I change the wheel circumference?**

The wheel circumference is one of the parameters our FAZUA Drive system needs to calculate the max. speed with support.

End customers are expressing interest in installing different tires on their bike, but they must make a minor adjustment in order to comply with the legal max. speed.

2020 answer:

No, neither the end customers nor the dealers can change this. Not even FAZUA is allowed to make these changes because FAZUA is the motor supplier. Please contact your bike manufacturer for any changes.

When the end customer asks you for this kind of support, please refer the customer to the OEM.

## ▪ **To update the firmware, do I first need to download the current firmware update from the internet?**

Yes, our FAZUA [drive system firmware](#) does not automatically fetch the latest firmware update. You first need to download it from [our website](#) and then load it into the system. You may need administrator rights to do this. Please open the FAZUA Toolbox and click on the Update tab, select the relevant file in the top right corner and then start the update.

A [detailed instruction](#) you can find here.

## ▪ **How do I perform a hard reset?**

1. Remove the USB cable if it is still connected
2. Remove the Drivepack
3. Turn off the battery
4. Take the battery out of the Drivepack
5. Switch on the battery
6. Put the battery back into the Drivepack
7. Insert the Drivepack into the downtube
8. Start the Remote and ... voila!

# Connectivity: bike computers, app and Bluetooth

## ▪ Which bike computers can the FAZUA Drive system be paired with?

Garmin bike computers & wearables:

- Edge 530 / 830 / 1030
- fēnix 5 Plus Series / Fenix 6
- Forerunner 945
- MARQ

Sigma bike computers & wearables:

- ROX 12.0
- iD EOX

Wahoo bike computers:

- ELEMNT ROAM
- ELEMNT BOLT

Click [here](#) for the latest information.

## ▪ What functions does the FAZUA Rider App include?

Our FAZUA Rider App is available for Android and iOS. Here's a list of the data and other functionality it offers:

- Navigation
- Range display based on battery level and topography
- Ride history
- Cadence
- Torque
- Rider output
- System output
- Speed
- Voltage
- Charge level, and lots more
- Languages: EN, DE, IT
- For an optimal user experience, please always use the newest version.

## ▪ My app won't connect to my bike computer. What should I do?

[One troubleshooting option:](#)

E-Bike

1. The battery is switched on
2. The phone is connected to the internet
3. The phone is close to the E-Bike
4. There aren't any other phones nearby that could be connected to the E-Bike
5. A light on the Remote is on—whether it's white, blue, green or pink
6. You have installed the latest version of the Rider App (check your store)
7. Can the user's phone connect to any other Bluetooth device (e.g., headphones)?
8. Can you connect another phone (recommend trying both iPhone and Android)?

## Phone

1. Unpair the E-Bike from the app
2. Close the app in the background
3. Open the phone's Bluetooth settings
4. Find the E-Bike in the "Previously paired devices" list
5. Tap on the E-Bike ID and then on "Forget device"
6. Turn Bluetooth off for 3 seconds and then on again
7. Open the FAZUA app and try to pair and connect again

In the European market, there are a few E-Bikes available that have the Remote b installed without the (physical) Bluetooth chip:

Check the serial number of your Remote. There are still a few Remote bs out there that don't have a Bluetooth chip. This chip was installed in units with a serial number of **1805113000** and up. If your Remote b is older than this, you can purchase and install [a newer Remote including bluetooth compatilby](#). The installation video can be found [here](#).

## Customer:

In Europe, there are E-Bikes on the market which include a Remote b that was installed WITHOUT a (physical) Bluetooth chip:

Check the serial number of your Remote b. There are still a few Remote bs out there that don't have a Bluetooth chip. This chip was installed in units with a serial number of **1805113000** and up. If your Remote b is older than this, you can purchase a newer, Bluetooth compatible Remote b and have it installed at a professional bike shop. Installation MUST be performed by a professional bike shop in order to keep the warranty valid.

- **I see the FAZUA powered bike in my phone's general Bluetooth settings, but can't pair it with the app. How do I fix this?**

First, uninstall the Rider App and delete the FAZUA powered E-Bike from your phone's general Bluetooth settings. Then reinstall the app and try pairing your bike again.

You should also try to pair the bike with another phone for good measure.

If neither of these steps work, please contact our [FAZUA support team](#) and provide them with the serial number on your Remote so that they can assist you.

- **Why is the Bluetooth chip located in the Remote and not in the Drivepack, which would have made it possible to use my smartphone as a substitute for the Remote?**

Locating the chip in the Remote provides the best position for ensuring an optimal wireless Bluetooth connection. Placing the chip in the Drivepack unit would cause it to be too heavily shielded, and there would be no stable connection to the smartphone or any third-party devices.

It is also prohibited by law to control an E-Bike Remotely. This means that the Remote must always be physically connected to the bike. Theoretically, a smartphone could easily be removed from the E-Bike, and the push-assist function could be activated from a distance—which is prohibited.

# General questions

- **What is the enclosure rating for the FAZUA Drive system and the battery?**

IP54

- **How well is the gearbox protected against water?**

The gearbox is designed to meet the IP54 standard. It also has lifetime lubrication that protects the internal components against moisture.

- **There is water between the Battery and the Drivepack housing. Is this okay?**

Yes, the FAZUA Drive system is designed to allow water to enter but also to exit! The ability to remove the Battery and motor means that the FAZUA Drive system is more exposed to the elements, but also makes it more accessible for cleaning. Customers simply need to make sure that the drainage hole is clean and unobstructed at all times.

>> [FAZUA bad weather check](#)



- **I'm having a hard time releasing the Drivepack. What can I do?**

To release the Drivepack, wrap both hands around the downtube of the E-Bike and press down on the push button / Locker p with both thumbs, or use the lever / Locker pX. At the same time, keep your fingers wrapped around the downtube while holding the Drivepack against the frame. The Drivepack should release easily. If the problem persists, it may help to adjust the locking mechanism.

Please watch the assembly video for the disassembly of the [Locker p](#) and the assembly for the [Locker pX](#).

If the Locker is experiencing a problem, please contact our [FAZUA support team](#) with the invoice and a picture of the issue, and the FAZUA helpdesk will send you a free replacement if the problem is covered by warranty.

## ▪ **How long will the Bottom Bracket last?**

We intentionally installed very large and durable bearings to prevent any creaking issues. These bearings are oversized and nothing like a conventional Bottom Bracket. We exclusively use components from the automotive industry. We've logged 50,000 test kilometers with the series-production product on our test bench and everything still works flawlessly. It is important that the 4 Bottom Bracket screws are tightened to 8Nm, if you can tighten them, please contact our [FAZUA support team](#). Always new, original screws have to be used so that the special screw lock can grip optimally.

## ▪ **Is there supposed to be another cover panel around the open wires at the back of the Bottom Bracket?**

Not necessary! Our FAZUA Drive system / Bottom Bracket is designed without the need for any other covers. When the plugs are connected and the third connector is sealed with the rubber cap, the FAZUA Drive system is waterproof. Some bike manufacturers have designed a special Bottom Bracket cover specifically for their FAZUA powered E-Bikes, but this is not a requirement from our end. It's all good! :)

## ▪ **If the bearings do fail at some point, will the entire Bottom Bracket then be ruined?**

No! The Bottom Bracket itself comprises five modules that we can replace relatively easily in our workshop. If one of the mechanical components does have a defect, there are various modules that we can replace. Contact our [FAZUA support team](#).

## ▪ **What is rain mode?**

If the Remote fx/bx is installed on the top tube of the E-Bike, a single raindrop can end up switching the support mode.

When it's raining out, the best approach is to use the Remote's *rain mode*. To activate, press and hold the middle button (our polygon logo) for at least 3 seconds, after which you'll see the animated blue LEDs (rain) on the LED panel. It is then only possible to switch the mode by pressing the middle button. To deactivate *rain mode*, press and hold the middle button again for at least 3 seconds, after which animated yellow LEDs (sun) will appear on the LED panel. The Remote does not have this functionality.

## ▪ **The support levels on my Remote change inadvertently. What should I do?**

When the modes on the Remote fx change inadvertently, set the sensitivity in the FAZUA Toolbox to low or 0%.

Connect the **entire bike** to your computer using a Mini USB cable (Type B). You'll find the USB port on the Drivepack underneath a small cap on the radiator. Use a size-10 Torx screwdriver to loosen the two screws.

After adjusting the setting, you'll still be able to operate the Remote using the touch feature. Here you can find a [detailed instruction](#).

## ▪ Are there plans to make a speed pedelec?

None of our bicycle manufacturers are currently planning to launch an S-Pedelec on the European market. Since the motor is completely decoupled over 25 km/ h via the freewheel and you can drive as fast as you want, an S-Pedelec is not a big issue. On the North American market, an E-Bike powered by FAZUA with max. support up to 28mph will be launched in 2021.

## ▪ Can I build my own custom E-Bike using your FAZUA Drive system?

This is a nice thought, but unfortunately not a feasible one. Our FAZUA Drive system can only be purchased and installed by bicycle manufacturers, they have the necessary firmware to load important data that the bike can't function without.

## ▪ Is there a FAZUA powered E-Bike with a belt drive available on the market?

The final specifications for any E-Bike are entirely in the hands of the bike manufacturer, and we are in contact with some manufacturers who plan to use a belt drive with our system. The first Gates belt-driven FAZUA powered E-Bike in Europe is the [NOX e-evolution](#).

## ▪ Where can I test ride an E-Bike with your drive?

- Our FAZUA [dealer locator](#) will help you find local professional bike shops that are also FAZUA Certified Partners. You can contact them to find out if they have any FAZUA powered E-Bikes in their stores.
- You can visit the [bicycle manufacturer's own website](#) and use their dealer locator function. You can find the link to the manufacturer in our E-Bike section
- Rental companies are a growing market and provide another alternative: In Germany and Spain, the company [ListnRide](#) offers FAZUA powered E-Bike rentals in Berlin, Munich, Lake Chiemsee in Bavaria, Adeje and Playa Blanca in Spain.

## ▪ I can't register for your B2B Dealer Portal because I don't have a valid VAT ID. What should I do?

Unfortunately, only official bike shops in Europe, Great Britain and Switzerland with a valid European VAT ID qualify for access to our B2B Dealer Portal and B2B online shop. This ID number is available from [your tax authority](#). Click the link below for more information.

## ▪ How can I become a FAZUA Certified Partner and what are the benefits?

To become a [FAZUA Certified Partner](#), you currently have the option of completing our [Online Training course](#). However, we still recommend that you attend the next in-person training session after obtaining certification. Once you've successfully completed the e-learning session, we'll ask you to accept the FAZUA Certified Partner Agreement in order to formally establish your service partnership with FAZUA.

Benefits:

- FAZUA Toolbox **advanced** (calibrate the Bottom Bracket gearbox, set the service level, dealer service, command/control the E-Bike)
- Inclusion of your shop on the FAZUA dealer locator
- Guaranteed 48h FAZUA turnaround time

## ▪ How can I become a FAZUA Premium Partner and what are the benefits?

The [Premium Partnership](#) is the next level! We'll be establishing this relationship with FAZUA Certified Partners in 2021 starting in the European market.

FAZUA Premium Partners are a select group of FAZUA Certified Partners who provide high-quality support and actively promote FAZUA E-Bikes.

Once a year, the FAZUA support team will proactively reach out to potential dealers with the aim of bringing them on board if they fulfill certain criteria.

Our services	FAZUA Dealer (not certified)	FAZUA Certified Partner	FAZUA Premium Partner
Direct telephone contact through our dedicated dealer hotline	X	X	x
Regular online and in-person training sessions	X	X	x
Guaranteed 48h Fazua turnaround time	-	X	x
Toolbox software	End customer version	Dealer version	Dealer version
Shop included on the FAZUA dealer map	-	X	x
Major visibility on the FAZUA dealer map	-	-	x
5% Discount in the B2B Shop on all articles	-	-	x
Promotional material on special terms	-	50% Discount	100% Discount
Service Bundle - Battery 250 + Drivepack	-	48% Discount*	100% Discount*
Regular visit from the FAZUA field service	-	-	x

## ▪ How should components be packaged for shipping?

When packaging and shipping our components, please note the following instructions:

- The surface of the items must be protected using foil or paper.
- It should not be possible for the items to shift inside the box. This means that the box must be small enough and/or the items must be cushioned using filler/padding material.
- The box must be sufficiently thick (e.g. 2-layer corrugated cardboard).
- The box must be securely sealed.

[Packaging guidelines](#)



## ▪ I own a FAZUA powered E-Bike in a country that is outside your service area. What should I do if I need spare parts or want to file a warranty claim?

Because our FAZUA Drive system is only certified for the European, North American, and Australian markets, our ability to provide service and sell after-sales items is limited to these specific markets.

For the time being, we recommend that you contact the bicycle manufacturer directly if you have any service requests or need any spare parts.

FAZUA is growing fast, so we're working to get more licenses around the world soon! :)

## ▪ I have a service case or want to purchase replacement parts, but am not registered with FAZUA yet. What do I need to do?

Depending on the specific market you're located in, different service providers are available to help.

EU / CH / UK - FAZUA support team located in our headquarters Ottobrunn, Germany and Nice, France / supported languages: English, German, French, Italian, Spanish

US / CA - QBP located in Minneapolis, USA / supported languages: English, Spanish, French

AU / NZ - FE Sports, located in Seventeen Mile Rocks, AU / supported languages: English

1. Create a [FAZUA B2B dealer account](#). Once we've verified your details, you'll be able access to our website.
2. Create a dealer account at one of our dedicated Service Partners for your region:
  - Ampere Plus in [Switzerland](#)
  - QBP for [North America](#)
  - FE Sports for [New Zealand and Australia](#)
3. For purchases, please visit the dedicated online shops
  - FAZUA in [Europe](#)
  - Ampere Plus in [Switzerland](#)
  - QBP for [North America](#)
  - FE Sports for [New Zealand and Australia](#)
4. For service cases and any question, please contact the [FAZUA support team](#).

## Information about the European online shop, orders and returns

### ▪ Login and password

In Europe if you've registered as a dealer, then you received two activation emails from us. In these two separate emails, we asked you to verify your B2B Dealer Portal account and access to the B2B online shop.

Please check the spam folder of your email inbox. If you still haven't received an email, please contact our [FAZUA support team](#).

## ▪ Why do I have to log in twice to access the B2B online shop?

In Europe, our B2B online shop is managed by a third party, so you need a separate login. The login data for the B2B Dealer Portal and the online shop are the same. You can also set the same password for it here.

## ▪ How can I reset my password for the B2B Dealer Portal?

If you want to enter the B2B online shop but have forgotten your password, click on "Forgot password?"



Enter the email address that you used to register with us. We'll then send you an email with a link to this address.

You can use this link to create a new password.

If you've forgotten the email address you used to register with us, please contact our [FAZUA support team](#).

## ▪ Which components can I buy from the online shop?

Dealer: Battery 250 / Battery 250X, Battery Bag, Downtube Cover, POS materials, and all spare parts necessary for servicing a FAZUA-equipped E-Bike.

End customer: Battery 250 / Battery 250X, Downtube Cover, Battery Bag, Charger, apparel and more...

## ▪ Why can't I buy a complete FAZUA Drive system through your online shop?

Because our systems come from the factory unconfigured, and only the bike manufacturer can configure your bike to comply with the Pedelec standard. FAZUA will only provide the Drivepack and Bottom Bracket for service cases.

## ▪ What payment options are available?

As an end customer: You can pay by credit card, PayPal, and instant transfer (debit card).

As a dealer: credit card, PayPal, instant transfer (debit card). We also offer the option to pay on account.

## ▪ **How much does shipping cost?**

Shipping costs depend on the weight, the destination country, and whether the shipment contains dangerous goods (batteries).

Shipping cost overview for dealers:

Country region	Standard shipping (euros)	Shipping costs for dangerous goods (euros)
Zone 1: Germany	5.90	9.90 – 29.00
Zone 2: Austria, Belgium, Czech Republic, Denmark, Luxembourg, Netherlands	10.00	46.00 – 96.00
Zone 3: France, Monaco, Italy, Poland, United Kingdom	16.90	52.00 – 126.00
Zone 4: Spain, Hungary, Slovenia	15.90	52.00 – 168.00
Zone 5: Portugal, Liechtenstein, Norway	12.77	9.00 – 156.00

## ▪ **Which countries do you ship to?**

Germany, Austria, Belgium, Czech Republic, Denmark, Luxembourg, Netherlands, France, Monaco, Italy, Poland, United Kingdom, Hungary, Spain, Slovenia, Portugal, Liechtenstein, Norway

## ▪ **Can I still order items from you even if my destination country is not listed on your website?**

Yes, we also ship to other countries. Please contact our [FAZUA support team](#) and we'll check whether shipment is possible. We'll also give you a price for the items and shipping costs.

## ▪ **Which shipping companies do you work with?**

Within Germany, we send ordered items with GLS  
International orders are shipped with UPS

## ▪ **Can I order items from your European online shop if my home or business address is in Switzerland, USA, Canada, Australia or New Zealand?**

For purchases, please visit the dedicated online shops

- FAZUA in [Europe](#)
- Ampere Plus in [Switzerland](#)
- QBP for [North America](#)
- FE Sports for [New Zealand and Australia](#)

## ▪ Returns or complaints

How can I initiate a return if I'm not happy with the products or if they're defective/faulty?

- If you'd like to file a guarantee or warranty claim, please contact our [FAZUA support team](#) directly.
- If you'd like to return the products for any other reason, please submit your request through our [returns portal](#). Under law, you have the right to return your items within a 14-day period.

PLEASE NOTE: If you want to return a battery, you must contact [FAZUA support team](#).

Because batteries are considered class 9 hazardous materials, they are subject to separate shipping conditions.

