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Tailwind at all times!

User Manual
Gazelle Easy Glider

Gazelle

Tailwind at all times!

Preface

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Congratulations on your purchase of a Gazelle Easy Glider! An innovative bike that features electronic pedal assistance and rides easier, better and more comfortable than ever. The Easy Glider means pure biking pleasure under all conditions. When carrying heavy grocery bags, riding with children on the back, uphill or with head wind.

Furthermore, the Easy Glider is a real Gazelle. This not only assures you of plenty of bike comfort and ease of use, but of a long service life as well. That's because the Easy Glider is a solid bike with electronic pedal assistance based on the most current bike technology. As a result, you can be sure of years of biking fun without problems.

The reliable, durable and easy-to-operate electronic pedal assistance provides the desired support at exactly those moments when you need it. Truly turning cycling effort into pure relaxation.

We hope you'll enjoy your Easy Glider for many years to come and wish you lots of biking pleasure!

About this user manual

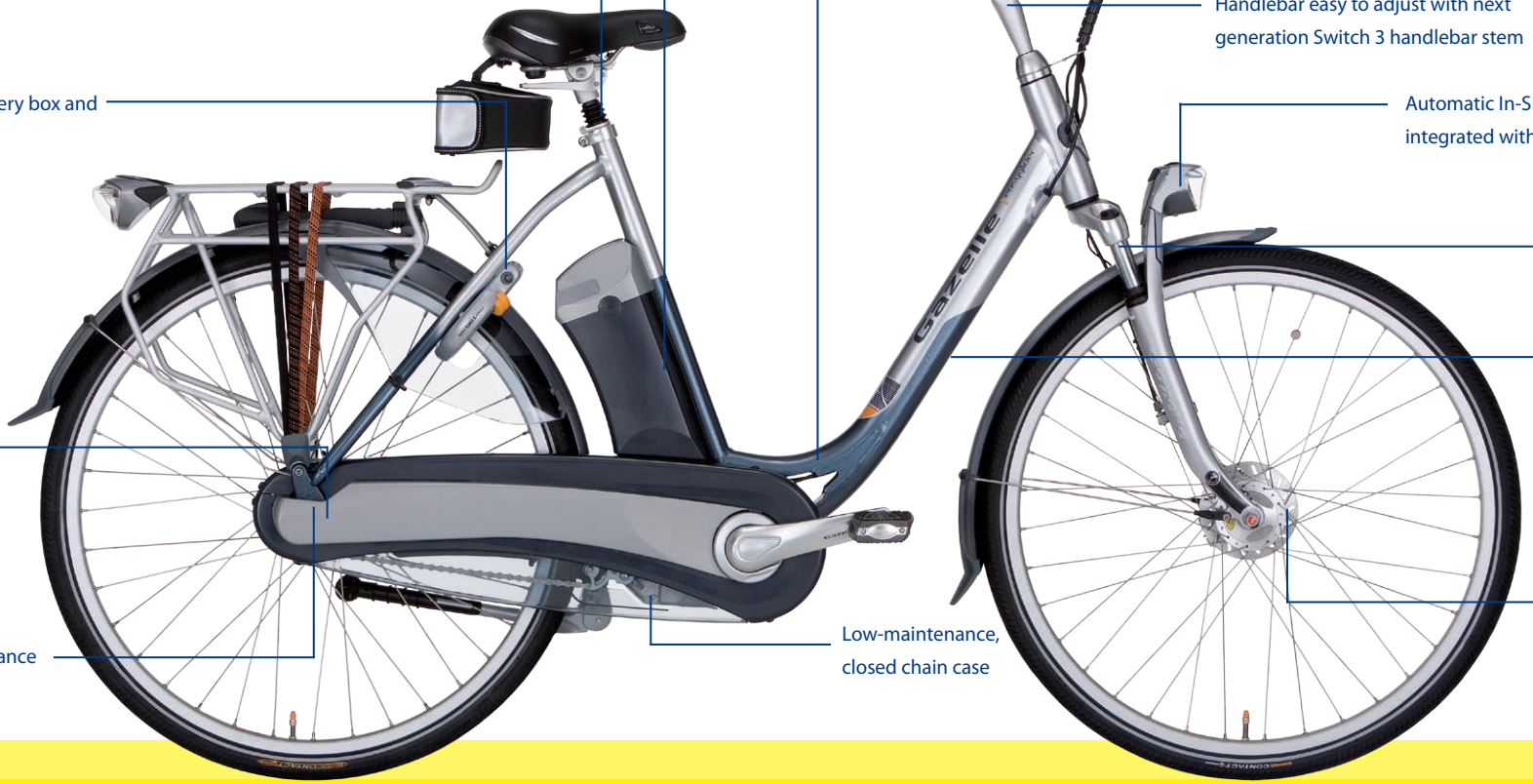
To optimally enjoy your Easy Glider, we advise you to first read this user manual before you get on your bike and start riding effortlessly against the wind. This Easy Glider user manual is an addition to the standard Gazelle user manual that contains general information about your Gazelle.

The special Easy Glider user manual provides an explanation of the main components of your bike, the action of the pedal assistance and its operation. Plus the most frequently asked questions about the Easy Glider and handy tips. If you still have questions after reading this manual, please feel free to contact your Gazelle dealer.

Overview of the components supplied with the Easy Glider:

- Bike computer
- User manual bike computer
- User manual general
- User manual Easy Glider
- Battery charger

Contents



A real Gazelle... well thought out, up to the smallest detail

8 Shimano Nexus gears

A single key for both bike lock and battery box

Panasonic Lithium-ion battery, can also be charged in the bike

Digital bike computer with 5 functions

In-Sight LED light integrated within the front fork

Operation display on the handlebar

Indicator lights battery status

Suspension front fork

2. Operation display

The operation display for the pedal assistance is attached to the left side of the handlebar and is easy to operate by making use of the functions eco, normal and boost. 50%-100%-130% assistance.

On/Off function

With the power button on the operation display you can activate and deactivate the pedal assistance. If you press the power button once, all lights on the operation display will light up for 1 second. Then, the pedal assistance is activated and the current battery status is shown. The standard setting for the pedal assistance mode is 'normal'. By pressing the power button once more, you switch off the pedal assistance again.

Warning: during the first second after switching on (while all the lights are on), it is forbidden to put pressure on the pedals because during that period torque measurement is performed automatically.

Mode button

Below the power button on your operation display you'll find the mode button, with which you can select the various forms of pedal assistance:

- eco: 50% assistance
- normal: 100% assistance
- boost: 130% assistance

The "eco" mode requires the least battery power and enables you to travel the longest distance with pedal assistance. The "normal" mode is the standard setting that is switched on when the pedal assistance is activated. The "boost" mode offers you the most pedal assistance, but puts the highest demands on the battery power as well. As a result, the radius of action will decrease. Thus reducing your travel distance.

2. Operation display (continued)

Reading battery status off of the display

The battery indicator has 3 settings: full, half full and low. If the bottom light starts to blink slowly (once every two seconds), the battery charge has decreased to below 10%. If the battery light starts to blink fast (twice per second), the battery has ran out of power completely. After 10 minutes the light will go off automatically. You can continue to bike without problems, but will have to do so without pedal assistance.

Error message

If the lights for the battery status and the pedal assistance mode blink alternately, a malfunction has occurred. In that case, switch the motor off and on again with the power button while refraining from putting pressure on the pedals. If the error continues to occur, switch off the motor and contact your Gazelle dealer.

Also see the table on page 24 describing possible malfunctions.

3. Bike computer

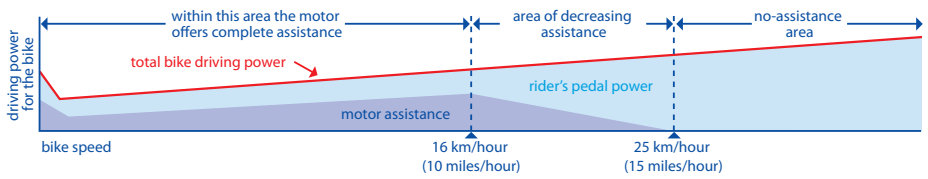
Your Easy Glider comes with an extensive, multilingual user manual that provides an explanation of all of the bike computer's functions and how to easily set these yourself.

4. The pedal assistance

Question: How does the electronic pedal assistance work?

Answer: The motor responds to the force you apply to the pedals. If you don't pedal, the motor won't do anything either. If you put pressure on the pedals, the motor measures this force by means of a magnetic torque sensor.

Graphic representation of Gazelle Easy Glider's pedal assistance action



The range depends upon, amongst other things, the weather conditions, tyre pressure, incline, the bike gears you use, the total weight of bike plus rider and load, and the amount of assistance. The general rule is that if the rider uses a high gear the demands on the battery are high as well and it will thus run out of power more quickly. Therefore, it is advisable to always ride in a low gear.

Question: Is the intensity of the pedal assistance adjustable?

Answer: Yes, in the "eco" mode the motor adds enough energy to give you 50% pedal assistance. In the "normal" mode, your pedal power is doubled. In the "boost" mode your pedal power is increased by a factor 2.3. This is true for speeds up to 16 kilometres/hour (10 miles/hour). At speeds over 16 kilometres/hour, the assistance gradually decreases until it drops to 0% at 25 kilometres/hour (15 miles/hour).

Question: What is the radius of action for the various pedal assistance modes?

Answer: The radius of action (the distance that you can cover with a fully charged battery) depends on the pedal assistance offered by the motor (eco, normal or boost) and the gear you use. A higher gear requires more battery power. Also if you experience head wind or ride uphill, the battery will run out of power more quickly than on a flat road on which you can bike under ideal conditions.

4. The pedal assistance (continued)

Under average conditions, one fully charged battery delivers extra pedal power for a bike trip of up to as much as 50 to 70 kilometres (app. 30 to 45 miles). Note that you will also experience greater resistance when the tire pressure is low. This increases your energy expenditure considerably. Therefore, always make sure that your tires have sufficient air.

Question: Doesn't it require a lot of effort to ride the Easy Glider if you turn off the motor or when the battery is out of power?

Answer: No, the Easy Glider is fitted with a brushless DC motor and a magnetic friction-free torque meter, as a result of which pedalling with a turned-off motor gives no noticeable extra resistance.

Question: How fast can I go with my Easy Glider?

Answer: That's up to you. However, at speeds above app. 16 kilometres per hour (app. 10 miles per hour) the pedal assistance will gradually diminish. At 25 kilometres per hour (app. 15 miles per hour), the assistance drops to 0%. This is a legal requirement for bicycles with motor assistance.

Question: Isn't a bike with electronic pedal assistance really heavy?

Answer: The electromotor and battery result in additional weight, but in the case of the Easy Glider that's not as much as you might think. The lightweight motor weighs about 3.5 kilograms (7.7 pounds) and the power Li-ion Mn battery only 2.4 kilograms (5.3 pounds). The total weight of the Easy Glider is 28.8 kilograms (63.4 pounds).

Question: Can my dealer perform maintenance on these electronics?

Answer: Yes, although the electronics basically don't require any maintenance, your Gazelle dealer has all the necessary information to do possible repairs. In most cases, complete components will have to be replaced. If your Gazelle dealer can't fix the problem, he can always fall back on Gazelle's Service and Warranty department.

4. The pedal assistance (continued)

Question: Can I get on the bike in the same way as with a regular bike?

Answer: No, you first have to take your place on the seat before you apply force to the pedals, because riding off in the boost mode while putting your full bodyweight on a pedal can be dangerous. In that case the motor would immediately enhance your powerful push-off, with the risk of you losing control of your bike. To help you accelerate (when you have to cross a road, for instance) the motor provides additional assistance when you 'get going'. Therefore, it's not necessary to use extra force.

Tip: ride off in a lower gear (1, 2, 3 or 4), because this requires less energy from the battery.

Question: How often do I need to take the bike back to the Gazelle dealer for servicing?

Answer: The battery and motor require no more servicing than the other bike parts. The frequency of servicing depends upon use. The battery can completely (100%) discharge about 500 times. At that point, the energy content declines and the battery can only be charged up to a maximum of 60%. In the case of partial discharging, only the part that is discharged has to be taken into consideration. For example: if the battery is always discharged only 25%, it can be charged 2000 times.

5. The motor

Question: What is the brand of the motor?

Answer: The motor is of the very renowned Panasonic brand. This motor, which meets the highest quality demands, has been used worldwide in bikes by various manufacturers for many years now.

Question: Where is the motor attached to the bike?

Answer: The motor is attached beneath the bike's crankshaft.

Question: Does replacement of the rear tire have consequences for the motor or battery?

Answer: No, changing the rear tire does not affect the motor or battery.

Question: What is the service life of the motor?

Answer: The motor's service life depends upon use, just as is the case for your bike's other components. With normal use, it is 10 to 20 years.

Question: Can I ride in the rain with it?

Answer: Yes, the battery and the motor including its electrical connections are resistant to splashing water and continue to function normally when it rains. However, the system can't withstand treatment with a high-pressure sprayer or immersion in a fluid.

6. The battery

Technology

Question: What is the brand of the battery?

Answer: The battery is a Panasonic, as is the motor. When it comes to batteries, major new developments take place every year that result in a continuous increase of the energy content. The Li-ion Mn battery with which the Easy Glider is fitted is state-of-the-art technology that is applied on a large scale.

Question: What does Li-ion Mn mean?

Answer: Batteries use metals. Li is the chemical abbreviation for Lithium (an alkali metal). An ion is a positively charged atom (particle of matter). The charged atoms of the metal Lithium (the ions) store the battery's energy. Mn is the chemical abbreviation for the metal Manganese. This metal ensures proper stability of the battery.

Question: How powerful is the battery?

Answer: The battery capacity is 10 ampere and it has a voltage of 26 V. This means that the battery can contain 260 Wh of energy when fully charged. At a weight of only 2.4 kilograms (5.3 pounds) this gives a very high energy density (energy per kilo of battery weight) of 108 Wh/kg.

Question: What is the service life of the battery?

Answer: The battery can completely (100%) discharge about 500 times. At that point, the energy content declines and the battery can only be charged up to a maximum of 60%. In the case of partial discharging, only the part that is discharged has to be taken into consideration. For example: if the battery is always discharged only 25%, it can be charged 2000 times.

6. The battery (continued)

Question: If I haven't used my bike for more than 2 weeks, my battery no longer responds! Why is that?

Answer: Your battery is equipped with a "sleep" system. If the battery status is below 50% and the battery is not being used for more than 2 weeks, the "sleep" mode is activated. This "sleep" mode ensures that your battery won't run out of power unnecessarily. You can deactivate the "sleep" mode by charging the battery for about 5 seconds (in the bike or the adapter). If the battery is fully charged, it takes about 3 months before it switches to the "sleep" mode. We advise you to charge the battery once every six months so that it gets activated regularly.

Various

Question: Is the battery protected against theft?

Answer: The battery is attached to the frame with a lock. This lock gives the battery a reasonable level of protection against theft. However, it cannot prevent theft by brute force.

Question: Are the bike and/or battery environmentally unfriendly?

Answer: The bike and battery don't put high demands on the environment. Electricity is a "clean" type of energy, but just as any other type of energy consumption it taxes the environment. The battery doesn't contain harmful chemicals (such as cadmium and lead, for instance) but must be recycled at the end of its life cycle by bringing it to an official collection point, as is the case with all other batteries.

6. The battery (continued)

Question: Is the battery dangerous?

Answer: No, unlike some other types of Li-ion batteries (such as Li-ion Cobalt, for example), Li-ion Mn batteries are very stable and won't explode spontaneously. However, as is the case with other batteries, they shouldn't be exposed to high temperatures.

Question: When it's freezing, the battery seems to contain less energy. Why is that?

Answer: Batteries function less well at temperatures below -5 degrees Celsius (23 degrees Fahrenheit). This gives no problems, apart from the fact that the battery can't be discharged completely.

Question: Are batteries available separately?

Answer: Separate batteries are available via the Gazelle dealer. These can be used as a replacement for the current battery or as an additional battery for when the first battery runs out of power. In the latter case, it's easiest to slide loose batteries into the battery box and lock them in.

Question: Is it wise to have an extra battery?

Answer: That strongly depends upon personal use. If the capacity of a single battery does not suffice to provide your desired radius of action, an additional battery is advisable (these can be ordered as individual accessories at your Gazelle dealer). Also if you don't have the opportunity to charge the battery in between two long trips a second battery comes in handy.

Question: How do I take an extra battery with me?

Answer: It's best to bring the additional battery with you in the special Gazelle bike bag. This bag is extra sturdy and contains a separate battery compartment. These bags can be ordered from Gazelle via the dealer.

6. The battery (continued)

Question: Is short-circuiting possible?

Answer: Under normal circumstances, short-circuiting is not possible. Only if parts of the bike are severely damaged is there the possibility of the creation of a short circuit and a potential fire hazard. The battery has a voltage of 26 V. This means there's no risk in touching it.

Question: Does the battery supply the power to the LED headlight as well?

Answer: No, the headlight is powered by the hub dynamo that is integrated within the front wheel.

Question: Can I leave the battery in the bike if I put the bike in the shed at night?

Answer: Yes, that won't give you any technical problems. The battery lock offers a reasonable level of protection against theft. However, it cannot prevent theft by brute force.

Charging

Question: Is it easy to insert the battery into the battery holder and remove it?

Answer: The battery can be removed using the bike key. Just put the key in the lock, turn it slightly to the left and pull out the battery's top part. One side of the battery holder stays behind in the bike, the other comes out with the battery. Now the battery can be lifted up out of the holder under an angle. The battery weighs only about 2.4 kilograms (5.3 pounds).

Question: How do I charge the battery?

Answer: The battery can be charged in two ways using the charger that is specially supplied for this task:

1. Directly in the bike, without removing the battery.
2. Anywhere, after removing the battery.

6. The battery (continued)

When charging the battery in the bike, the small power plug connected directly to the charger is put into the charger point that is situated beneath the rubber cover cap on the permanent battery box. There's only one way to put the plug into the charging point. Subsequently, the mains lead is put into the power socket.

If the battery can't be charged in the bike, it has to be removed as described on page 17. Subsequently, the battery can be charged using the short adapter cord. During charging the battery box can remain attached to the battery.

During charging the battery charger must be taken out of its carton packaging box.

Important: the battery must be charged in a dry location.

Question: Must the battery first be discharged completely before charging?

Answer: No, in contrast to the frequently used Ni-Mh batteries, Li-ion batteries have no memory and can be charged at any given moment without loss of quality.

Question: Must the battery be charged completely?

Answer: No, that is not necessary. However, to achieve your bike's full range of action charging the battery fully is desirable.

Question: How long does it take to charge the battery?

Answer: That depends on the state of the battery prior to charging. The more discharged the battery, the longer the charge time. With a completely discharged battery, it can take up to a maximum of 6 hours. However, the charging process can be disrupted at any given moment without damage (charging a completely discharged battery for 85% takes app. 4.5 hours).

6. The battery (continued)

Battery status

Question: Does my operation display show that the battery is full/half full/low?

Answer: Yes, as long as the battery has sufficient charge the "full" light of the operation display mounted on the handlebar will be on continuously (in full mode). With decreasing charge, first the "full" light and then the "hall full" light will go off. If the "low" light starts to blink slowly (once per two seconds), the battery charge has decreased to below 10%. If the battery light starts to blink fast (twice per second), the battery has ran out of power completely. You can continue to bike without problems, but will have to do so without pedal assistance.

Question: How can I see that the battery is charged or to what degree it is charged?

Answer: The battery is fitted on the side with 5 indicator lights that show the battery's charging status. Pressing the button briefly shows the status in steps:

Number of indicator lights that are on	Battery status
No	0
(blinking fast)) 1	1-10%
1	11-20%
2	21-40%
3	41-60%
4	61-80%
5	81-100%

7. Legal requirements Easy Glider

Question: Does my Easy Glider meet the Dutch (European) legal requirements for bikes with motor assistance?

Answer: Yes, a bike with motor assistance is not allowed to provide assistance at speeds over 25 kilometres per hour (15 miles per hour). The Easy Glider meets this requirement by offering full assistance up to speeds of 16 kilometres/hour (10 miles/hour) and then decrease it with increasing speed. At speeds of 25 kilometres/hour zero assistance is offered. No (proof of) number plate is needed for the Easy Glider.

Question: Must I have insurance if I ride the Easy Glider?

Answer: Yes, you must have third-party insurance.

Question: Must an insurance plate be attached to the bike?

Answer: No.

8. Extra Easy Glider accessories

The following components are available at your Gazelle dealer:

- Spare battery
- Special Multa tow bar mounted bike carrier with handy ramp

9. Transport tips

- Mind the greater weight (27.6 kilograms/60.7 pounds) of the bike; therefore, make sure that you have proper posture when lifting it.
- Remove the digital bike computer during transport. This safeguards you from possibly losing it.
- The Easy Glider doesn't fit on all types of bike carriers; therefore, seek advise from your Gazelle dealer.
- Make sure that no cables get stuck.

10. Technical details

Bike type	Bike with electronic pedal assistance up to 25 kilometres/hour (16 miles/hour)
Motor	Panasonic brushless DC motor
Battery	Panasonic Lithium-ion
Battery capacity	10Ah and voltage of 26V
Energy density	108 Wh/kg
Weight	Total: 27.6 kg (60.7 pounds)
	Battery: 2.4 kg (5.3 pounds)
	Motor: app. 3.5 kg (7.7 pounds)
Lock	AXA Defender RL bike lock
Gears	8 Shimano Nexus gears
Braking system	Roller brakes with cooling discs
Lights	Headlight: In-Sight LED light in combination with hub dynamo
	Taillight: battery powered Clear Vision LED light

11. Terms of service and warranty

Certificate of guarantee

• Frame and front fork

With normal treatment, use and maintenance of the bicycle, Gazelle gives a 10-year warranty against material and manufacturing defects on the frame and fixed front fork. This warranty also applies to aluminium frames! For suspension front forks (mounted by Gazelle) a 5-year warranty applies.

• Frame and front fork paintwork

A 5-year warranty against rust from the inside in the case of normal maintenance and treatment, without damage.

• Parts

A 2-year warranty against material and manufacturing defects in the case of normal treatment, use and maintenance. Wear is not covered by the warranty.

• Other painted and chromed parts

A 2-year warranty against rust in the case of normal maintenance, use and treatment.

Complaint handling

Complaints are dealt with by the Gazelle dealer. He is authorised in first instance to judge on behalf of Gazelle if warranty applies. The part in question shall be sent to Gazelle by the dealer, accompanied by the certificate of guarantee and along with a description of the complaint. Possible costs of assembly and disassembly have to be paid by the owner of the bicycle.

11. Terms of service and warranty

General

Parts that are covered by the aforementioned warranty – as shall be judged by the manufacturer – shall be replaced. Warranty is granted only if upon replacement original parts or parts that were prescribed by the manufacturer have been used and only applies to the first owner. These warranty terms do not apply with regard to competing in races. With regard to bike rental different warranty terms apply. Apart from these warranty terms, the buyer can hold the seller liable on the grounds of rights or claims that the law grants him.

12. Warnings

• Follow the instructions in this user manual.

• To charge the battery only use the supplied battery charger.

• Use the battery connection only for its intended purpose.

• Improper use may be dangerous and cancels the warranty.

• Exclusively use the type of battery that was supplied with the Easy Glider by the manufacturer.

• Don't stick any objects into the charger.

13. Explanatory table for operation display

Description/error	LED	LED Light Status (0.5 seconds / block)		Remarks
Directly after turning ON	"Battery full"	Shows remaining battery capacity		Zero setting display for 1 second.
	"Battery half full"			
	"Battery low"			
	"Boost"			
	"Normal"			Start in "Normal" mode.
	"Eco"			
Battery voltage low (less than 10% capacity)	"Battery low"		····· (continue)	
Battery low (0% for assistance)	"Battery low"		····· (continue)	No pedal assistance.
Zero setting error for torque measurement by torque sensor *Go to your Gazelle dealer.*	"Battery full"		····· (continue)	No pedal assistance, but the sensor can be reset by pressing the Power button twice (Off & On). Go to your Gazelle dealer if this doesn't fix the malfunction.
	"Battery half full"			
	"Battery low"			
	"Mode Boost"			
	"Mode Normal"			
	"Mode Eco"			
Motor error *Go to your Gazelle dealer.*	"Battery full"		····· (continue)	No pedal assistance and no resetting possible. Motor must be replaced. Go to your Gazelle dealer.
	"Battery half full"			
	"Battery low"			
	"Mode Boost"			
	"Mode Normal"			
	"Mode Eco"			
Overheating	"Selected Mode"		Restore by cooling down	Lower the maximum motor load.
More intense overheating	"Selected Mode"		Restore by cooling down	Lower the maximum motor load further than in the above case.
Communication errors	"Battery full"		····· (continue)	If the battery capacity falls below 10%, the "battery low" LED will blink.
	"Battery half full"			
	"Battery low"			

Torque measurement error: directly after switching ON you shouldn't apply any force to the pedal during 1 second, because it takes 1 second to perform the torque measurement.

Notes