

March 28, 2019

Bosch E-Bike Technical Systems Training

Attended: Robert, Dustin, Garrett, Vince, and Hugo

These notes are provided for all staff as reference. Please see any of the attendees with questions.

- ✓ Parts and POP are available through QBP. Dummy batteries (for display use) and pin covers for transporting are recommended to have on hand.
- ✓ Store, charge, and transport batteries at less than 104 degrees. At 140 degrees, the battery goes into shut down mode and must be enabled via connection to the diagnostic tool. Prolonged exposure to temps at 140 degrees and above will affect potential charge and usability.
- ✓ It is important to go through battery removal and installation at hand over of new bike to customers.
- ✓ Batteries should be charged every 5 months.
- ✓ E-Bikes average 3 times more use than an average bike for the same customer due to ease of use, function, and fun.
- ✓ When diagnosing E-Bike issues, don't forget the basics of bike maintenance (chains, shifting, brakes, etc.) before jumping to issue with the electric components.
- ✓ Use bosch-ebike.net for the dealer portal.
- ✓ Diagnostics include service, bike use, charging, and customer reports available for review and download. Shop info can be preset for display on all reports.
- ✓ Error codes on the display can be used for quick assessments of issues and diagnosis. Error code references can be found on the dealer site and training materials.