Service guide Pendix eDrive

powered by

Dear Christianiabikes partner,

Since January 2018 Pendix offers direct support for Christianiabike partners. Before contacting Pendix, please have a look on the following pages to get a first support for the most frequently errors.

On the last page you find the email address for Pendix service support.

Do you already know the Pendix Service App for Android?

All Pendix batteries from manufacturer Ansmann with the following serial numbers offers the possibility to analyze the system for failures and status.
All 500Wh batteries with S/N <u>higher than 1001833</u>
All 300Wh batteries with S/N <u>higher than 2000526</u>
BMZ batteries are **<u>not</u>** supported

If you want to use the Service App or get the manual, please contact us
by christianiabikes@pendix.de for the activation password,
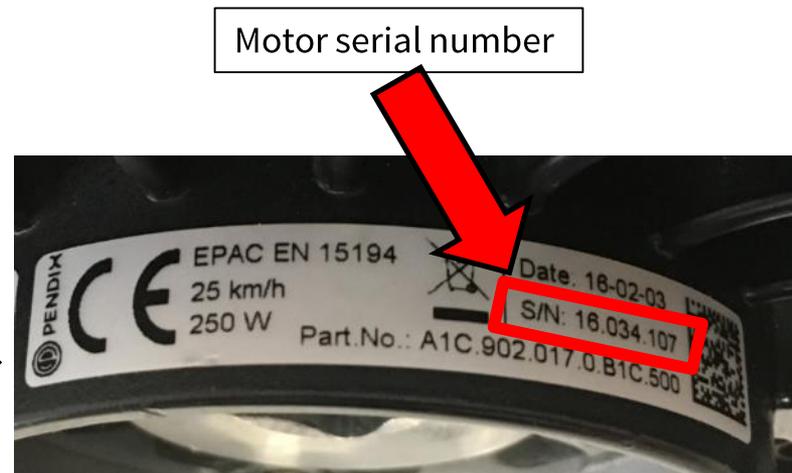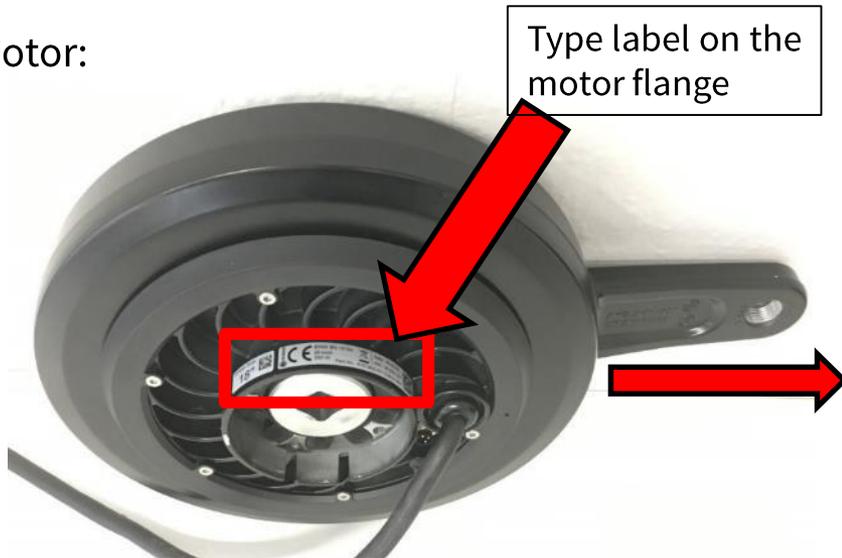which is required after first start of the App.

For all eDrive systems, which are still not supported by the extended functions of the App, please see the following pages for analyzing the most frequently failures.
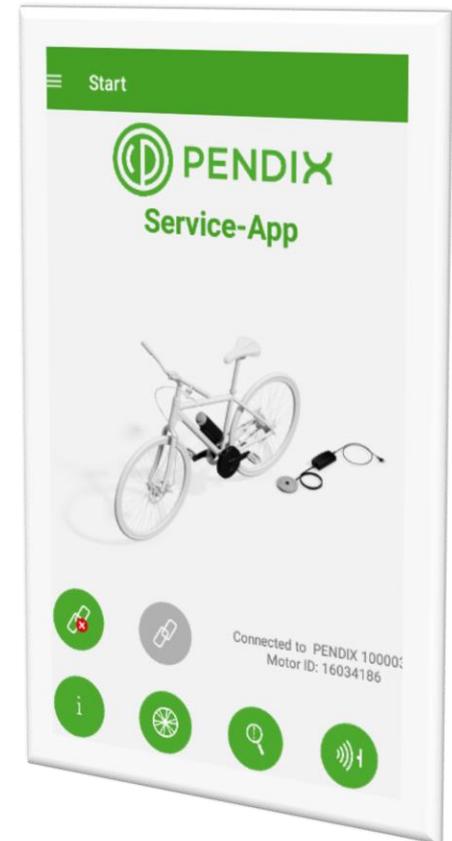
How to find the serial numbers
Batteries:

Motor:

Type label on the motor flange

Motor serial number
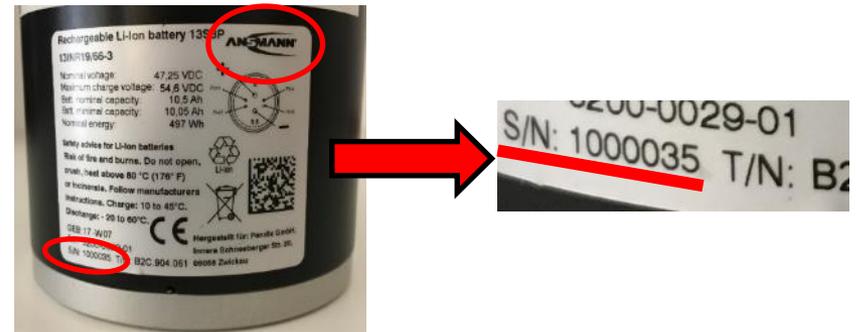
Error occurrence
- System is activated, from start motor gives support some few meters than motor stops supporting and battery starts blue flashing

Possible failures (sorted through error frequency often to rarely)

1. Position between wheel speed sensor and magnet not fitting (position on spoke)
Solution: There is a slight vertical line on the sensor surface where the magnet have to look through

2. Position between wheel speed sensor and magnet not fitting (distance between magnet and sensor surface)
Solution: Gap should not be larger than 13mm

3. Wheel speed sensor defect
Solution: have to be exchanged

4. Magnet defect
Solution: have to be exchanged

max. 13mm distance

Vertical line on the sensor

Error occurrence
- By putting battery to the bicycle, battery starts flashing blue immediately
- Battery starts flashing blue while riding

Possible failures (sorted through error frequency often to rarely)

1. Bottom bracket sensor damaged (sensor cable broken)
Solution: can be detected by dismounting and checking cable
→ if damaged it have to be exchanged

2. Bottom bracket sensor damaged (sensor inside the plastic housing)
Solution: can only be detected by exchange with another bottom bracket

3. Motor electronics damaged
**Solution:** can only be detected by exchange with another motor

Error occurrence
- Battery starts blue flashing by riding, no motor support
- By putting battery to the bicycle, battery starts flashing blue after 10 seconds without any action from user

Possible failures (sorted through error frequency often to rarely)

1. Connection problem between battery and plug (plastic pin(s) broken)
Solution: Remove the broken plastic pin(s) from the battery connector, than error should be solved
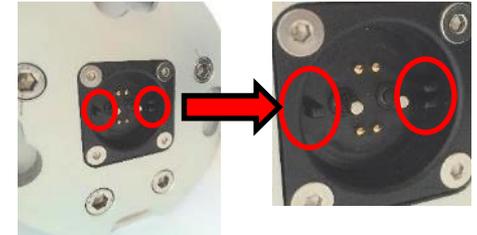
2. Connection problem between battery and plug (plug fits not correct)
Solution: Dismount the black cap from the battery holder and put battery to the plug without battery holder
→ If it don't start flashing blue after 10 seconds, the plug in the black cap have to be repositioned (see extra manual)

3. Connection problem between battery and plug (dirt contacts)
Solution: clean the contacts from any dirt and metal cuttings if existent

Error occurrence
- Battery will not charge on the charger (no pulsing from the battery LED ring)
- Battery will not charge → shows permanent battery LED light for 30 seconds, then shutdown

Possible failures (sorted through error frequency often to rarely)

1. Connection problem between battery and charger plug (plastic pin(s) broken)
Solution: Remove the broken plastic pin(s) from the battery connector, than error should be solved

2. Charger damaged
Solution: Try with another charger

3. Charger not plugged to the wall socket (power supply)
Solution: Put charger to power supply

If the solutions described before couldn't solve the problem, please write an email to:

christianiabikes@pendix.de

Please attach the following data to the e-mail:

- Your complete company address
- VAT-number
- Frame number of the Christianiabike
- Pendix battery serial number
- Pendix motor serial number
- Error description

Thanks a lot. Your Pendix-Service-Team.