

Instruction Manual

DOUZE V2

V2 BROSE / V2 SHIMANO / V2 CLASSIC







You have purchased a DOUZE Cycles cargo bike, model V2. DOUZE Cycles is a brand of the company, DOUZE Factory S.A.S.

IMPORTANT:

This instruction manual relates to the DOUZE Cycles model V2 cargo bike, its electric assistance system and additional elements. It contains important information about your safety and that of passengers. You will also find in here essential information on the technical characteristics, maintenance of your V2, as well as the electric assistance system. This manual will help you to use your V2 under the best possible conditions.

Additional information on the suspension, saddle, power, pedals, brakes, tyres and accessories, such as your helmet or lights, must also be reviewed. Please ensure that your Retailer or your DOUZE Cycles Technical Centre has provided you with the instruction manual regarding the components of your V2 and your accessories.

This manual is also available as a PDF document, which can be downloaded from the website: www.douze-cycles.com .

	DANGER: The presence of this icon indicates a potentially dangerous situation, such as the loss of control of your V2.
	IMPORTANT: The presence of this icon indicates improper or unsafe use of your V2.
	TIP: The presence of this icon indicates some help or advice, so that you can fully benefit from your V2..
	ONLINE RESOURCE: The presence of this icon indicates an online resource, accompanied by its link. http://www.douze-cycles.com/support/

SUMMARY

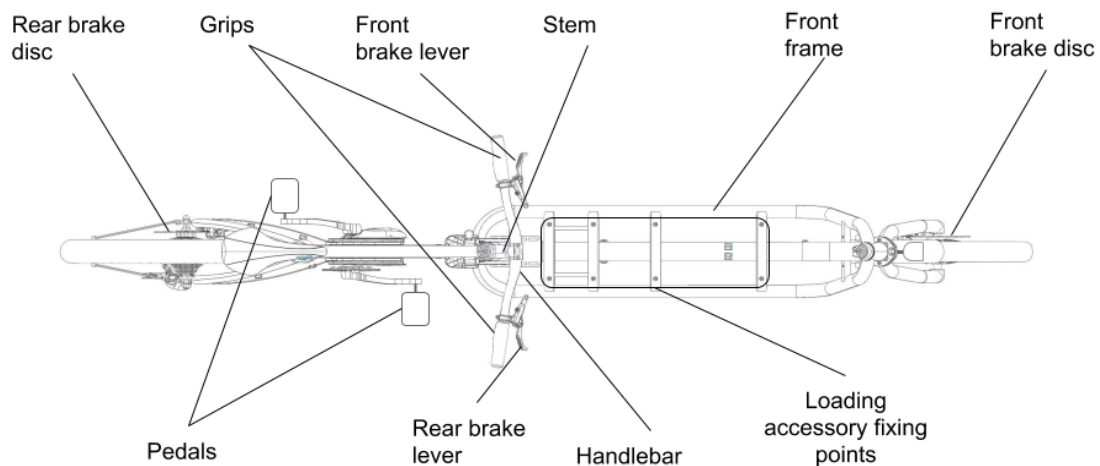
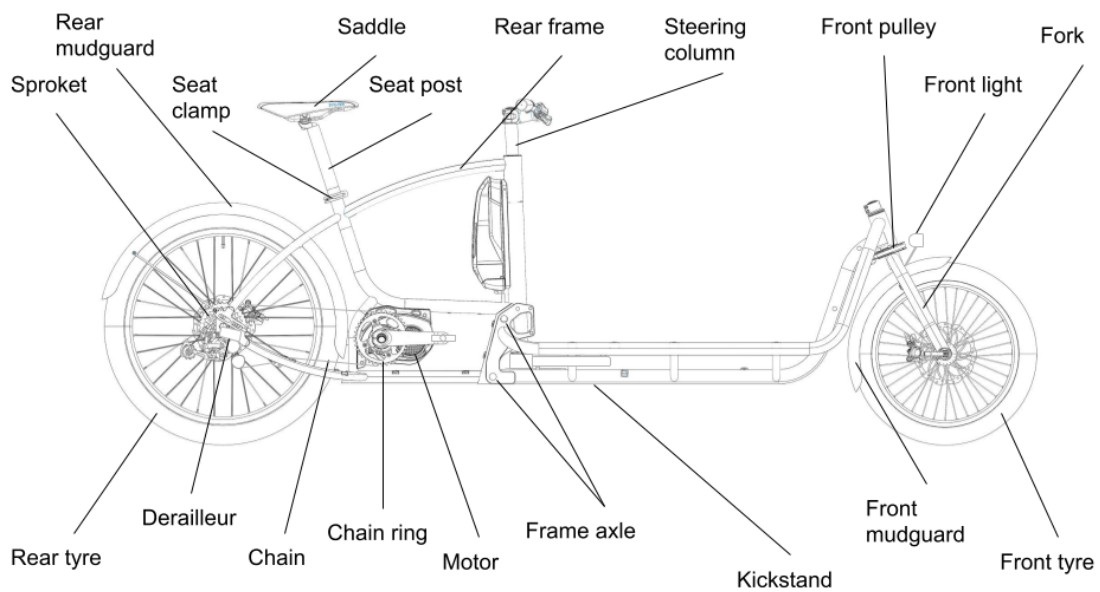
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Before your start

The DOUZE V2 and its components

Before you start, you need to familiarise yourself with the terms applying to your DOUZE V2 cargo bike and bikes in general, in order to understand the instructions fully. The following diagrams with legends specify the different components of the V2.



Loading the V2

Your V2 has been designed to transport children, shopping or goods. Loading must observe a certain number of limits and rules in order to ride around in complete safety. You will find two tables below summarising limits for the former and weights of different accessories for the latter.

Limites de chargement	V2 400		V2 600		V2 800	
	Meca	Motorised	Meca	Motorised	Meca	Motorised
Basic bike weight (V2 Traveller Enviolo)	25 kg	33 kg	29 kg	37 kg	31 kg	39 kg
Maximum weight of the cyclist	100 kg					
Maximum load weight limit	85 kg	80 kg	85 kg	80 kg	85 kg	80 kg
Maximum load weight per child's seat			Soft Box : 60 kg		Eco Box : 45 kg Soft Box : 60 kg Black Box : 60 kg	
Maximum weight of baby seat support			30 kg			
Maximum authorised load weight	170 kg					
Total authorised load weight*	210 kg					
Total authorised weight in motion	280 kg					

*Manufacturer's data, Schwalbe Big Apple 2.0" tyres

Weight of accessories		Black Box	10 kg	Eco Box	10 kg	Soft Box 400	4 kg
Pro Board	3,5 kg	Child's seat Black Box	4 kg	Child's seat Eco Box	2 kg	Soft Box 600	5 kg
Naked Board	2 kg	Canopy 2019	4 kg	Canopy 2020	2,5 kg	Soft Box 800	6 Kg
Maxi-Cosi Support	1,5 kg	Baby seat support	1 kg	Yepp Mini seat	3,5 kg	Child's seat Soft Box	3 kg

Ride in total safety

This notice has been supplied to you with your V2 by your Retailer or your DOUZE Cycles Technical Centre. It has been assembled, regulated and checked by a person qualified in bicycles, who has received training and relevant materials.

Before going on the road, we invite you acquaint yourself with the safety advice and rules to be followed, so you can fully benefit from your V2:

- Before each usage, always check the main steering and safety elements: tight handlebars, stem, the Easy-Up and wheels, steering cables are taut, tyres at pressure and brakes functioning.
- Always wear suitable equipment; in France the wearing of helmets is mandatory for children aged under 12. The wearing of a certified high-vis vest is mandatory for all cyclists and any passengers, cycling outside built-up areas, at night or when visibility is low.
- Always observe the Highway Code of the country in which you are cycling. Legislation on mandatory equipment and the Highway Code differ from one country to another, so please inform yourself before travelling abroad.
- Ensure that you are visible and able to alert other users to your presence. In France, it is mandatory to use reflectors, headlamps and a sound warning system audible up to 50m.
- Loading your V2 using the Soft Box, Eco Box or Black Box must be stable, not pose any danger to children sitting on the child seat(s), the baby seat or the Maxi-Cosi and not overhang the box..
- Loads on your V2 on the Naked or the Pro Floor must be firmly lashed in by means of the straps and not overhang it.

Commissioning

Every DOUZE Cycles rider is unique. Your cargo bike has been designed to be used in everyday life, whether for business or for pleasure. So, it is imperative to adjust your V2 to your body shape for optimal comfort and safety. Your Retailer or DOUZE Cycles Technical Centre will help you to make such adjustments at the time of servicing your cargo bike. These can be refined during the first mandatory servicing.

Assembling the V2

On receipt of your V2 cargo bike, you will find that it has been separated into 2 parts. The initial assembly is to be carried out by your retailer or DOUZE Cycles Technical Centre. These are the various operations to be carried out in a defined sequence to assemble the front and rear frames of your V2:

1. position the rear frame into the front frame so that the steering column inserts into the seat of the pulley;
2. set up the two fixing pins of the frames and tighten them alternately, ensuring that the two frames are secure in relation to each other;
3. tighten the 2 adjustment screws between the pulley and the steering column, by turning them until they are firm, but not tightening them;
4. fix the front brake lever to the centring;
5. connect the front light cable and arrange the socket under the frame using the piece of foam provided.



In the interests of your safety, re-tighten the two fixing pins after a few kms, as they risk losing their play during initial assemblies when the frames are being arranged in relation to each other.



So as not to damage the pulley's adjustment screws, it is necessary to tighten them until they meet the pins of the steering column, then loosen them by 1/8th of a turn.

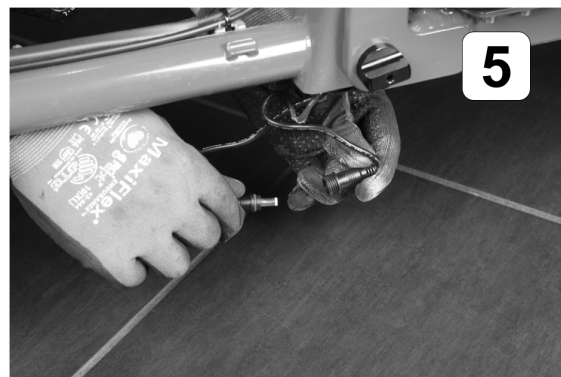
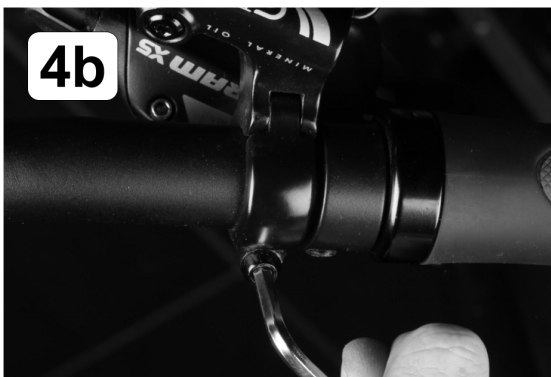
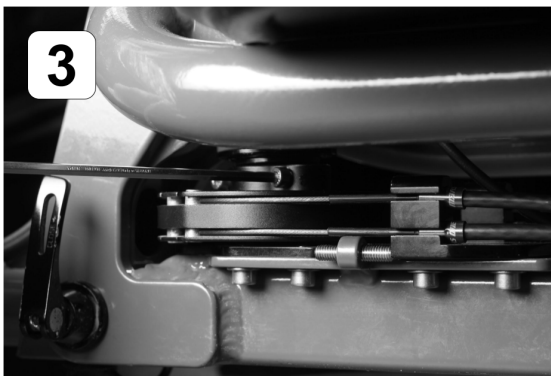


Assembly instructions for the two frames:

<https://www.douze-cycles.com/en/support/>

Tutorial video:

<https://www.douze-cycles.com/video-assemblage-douze/>



Adjusting the saddle height

Proper adjustment is made by positioning the pedal in the lower position. When you place your heel on the pedal, your leg should be extended without being rigid. Adjustments are made by loosening the screw of the clip with a 5mm Allen key. Once the height has been adjusted, tighten the screw to the recommended torque that you will find in the torque settings.



For your safety, do not exceed the exit limit of the seat post, as indicated on the seat tube by the marking “MIN Insert”.

Adjusting the saddle

The saddle clamp allows adjustment of the slope and the height in order to suit its position to your body shape and your way of riding bikes. Neutral configuration is obtained with the saddle horizontal and the clamping in the centre. The height of the saddle can be adjusted according to the length of the thighbone.

Adjusting the handlebar height

Your DOUZE V2 is supplied with an adjustable steering column over a height of 100mm, adjustable without the need for tools, by means of a quick clamping system. This allows you to change your riding position according to your body shape, habits and loads.

Adjusting the brake levers

So that the brake levers fall directly under the fingers and reduce the braking reaction time, the proper position of the levers lies within the extension range of your forearms.

Charging the battery

So that your battery's performance is optimised, it is important to carry out complete charges and complete discharges for the first 3 rides. It is therefore necessary to allow the assistance to cut out automatically. Then proceed with a complete recharge of the battery until the charger stops. After 3 initial cycles, it is no longer necessary to discharge the battery completely before recharging.



One complete charge to 100% allows the battery cells to become balanced, which allows preservation of the battery's capacity for as long as possible. If you are in the habit of disconnecting the charger before charging is complete, it is necessary to carry out such a charge at regular intervals.



On the other hand, if you intend to store the battery away for a long period without using it (upwards of two weeks), do not recharge beyond 70% of its total capacity.

you can benefit from the lights in order to finish your journey in complete safety. In that case, recharge the battery as soon as possible.



A completely discharged battery must not be stored in any environment that is too cold (<10°C), nor left stored for more than 24 hours without being recharged, otherwise it enters into a state of deep discharge, which may damage it irretrievably.

Use

Your V2 is intended for use on tarmac roads, lightly gravelled paths or any other type of non-asphalt road covering suitable for cycling, the two wheels staying in permanent contact with the ground, to transport children or goods. Your V2 is under no circumstances intended for “all terrain” use, nor for any kind of competition.

Your V2 is intended to be ridden by an adult with a maximum height of 1.50 metres and a maximum weight of 100kg. The total permitted load is 170kg maximum. This limit includes the cyclist and load, which must not under any circumstances be exceeded.

Riding your DOUZE V2

Lowering and raising your V2's kickstand

Attempts to lower and raise your V2's kickstand must be made with both hands on the handlebars and both feet on the ground. In order to put the bike on the kickstand, place the pads of the kickstand in contact with the ground using your foot, then pull the handlebars backwards, the kickstand pivots and the bike balances on it. In order to raise the kickstand, press on the handlebars, while keeping the front wheel straight.



For your safety, never use the kickstand on any slope or loose road covering. When you retract the kickstand, be aware of the bike's forward movement, keep fingers on the brake levers in order to stop the bike immediately, once the kickstand has retracted.

Moving off and pedalling with your V2

In order to move off under the best conditions possible, it is necessary to position one of the pedals as high as possible in order to give the maximum impetus to the bike and allow you time to find your balance.



Learning how to use a cargo bike is quick, but requires some initial training from a few circuits of an unobstructed space in order to be able to appreciate its dimensions in total safety.



A freight bicycle is very long, where its handling of corners is unusual. Looking far ahead and making nimble movements is the best way of learning how to ride your V2.

Changing speeds on your V2

In order to adjust your speed to the environment you are travelling through on the bike, you need to change gears to make pedalling easier or, to the contrary, allow faster forward movement.



level have two different settings. The gears allow changes to the frequency of pedalling, while the assistance level allows changes to the power the motor provides you when pedalling.

SRAM and SHIMANO trigger gear shifters

The trigger gear shifter of the SRAM and SHIMANO dérailleurs and the SHIMANO Alfine 8 and 11 hubs allow changes of ratio by means of two triggers to go up or down through the gears.



Gear changes must not be made when stationary, so anticipate the reduction in speed while you are stopping, in order to move off again under the best conditions. When you are ascending a hill, it is necessary to reduce the effort on the pedals to go through the gears one by one.

Manual shifting of the Enviolo hub

Manual shifting of the Enviolo hub does not have any differentiation and it is possible to use all the positions in the rotation range.



Never force the shifter when you come to the end of a rotation, as you risk breaking the cable or loosening the strain relief. When you are ascending a hill, it is necessary to reduce effort on the pedals to turn the shifter.



You do not need to worry about any particular speed, as it is enough to turn the shifter according to your experience while pedalling.

The change in gear can be carried out when at rest, which avoids having to anticipate when to move off.

The shifter of the Pinion gearbox

The shifter of the Pinion gearbox has 6, 9 or 12 differentiated positions depending on the model.



The change in gear can be carried out when at rest, which avoids having to anticipate when to move off.

View the manuals of the various suppliers online



SRAM	https://www.servicearchive.sram.com/service
SHIMANO	https://si.shimano.com/
ENVILO	https://support.enviolo.com/hc/en-us
PINION	https://pinion.eu/en/service/

Braking and stopping your V2

A cargo bike is heavier than a conventional bike, particularly when loaded, which causes greater inertia during manoeuvres. It is therefore essential to take account of slower reaction times in relation to a conventional bike, in order to be able to anticipate, meaning that you need to engage the brakes earlier.



When braking, you must be very careful not to lock the wheels, particularly on a loose road surface. The front wheel will have the tendency to lock quicker when your V2 is carrying no load at all. The rear wheel will have the tendency to lock quicker when the front of your V2 is heavily laden.

Loading your DOUZE V2 cargo bike

Loads in the Black Box

If your V2 cargo bike is supplied with a Black Box, you can transport goods and children, if you complement it with the Black Box child's seat accessory (please refer to the table on page 5).

It is dangerous and strictly prohibited to transport children by completely closing the Black Box with the Top Cover or the Hard Cover.



When stationary or moving, children sitting on the child's seat must be secured and remain under your vigilance. You should also be vigilant that a child does not try to get into the Black Box alone. Even though the central kickstand may be stable, the bike must be held by an adult during this process to avoid any tipping-over or fall of the cargo bike onto the child.

If you are transporting children and luggage at the same time, the load must not include any blunt-force objects, which risk hurting the children in the event of an impact or a fall.

Douze Factory cannot be held responsible for any incident or accident or consequences arising therefrom, caused by incorrect installation or improper care of children or goods in transit.

Loads in the Eco Box

If your V2 cargo bike is supplied with an Eco Box you may transport goods and up to 4 children (please refer to the table on page 5).

The load must be correctly distributed over the Eco Box in order to balance your cargo bike. For example, if you are transporting a child and shopping, load the goods on the opposite side to that of the child. In the same way, in order to keep the centre of gravity as low as possible, it is preferable to distribute the load to its fullest extent over the surface of the floor, so your cargo bike remains as manoeuvrable as possible and easy to steer.



When stationary or moving, children sitting on the child's seat must be secured and remain under your vigilance. You must also be careful that no child attempts to climb into the Eco Box alone. Even though the central kickstand may be stable, the bike must be held by an adult during this process to avoid any tipping-over or fall of the cargo bike onto the child.

If you are transporting children and luggage at the same time, the load must not include any blunt-force objects, which risk hurting the children in the event of an impact or a fall.

Loading on the Naked Floor

The Naked Floor has been designed to transport goods by securing them by means of straps. The floor has been coated with a non-slip surface, in order to limit movements of the load to the maximum. Loading of the platform must be organised so that the centre of gravity is kept as low as possible and in the centre of the platform, so as to limit rolling around.



The load must never interfere with movements of steering. Before going onto the road, please ensure that the load does not obstruct the full range of movement of the handlebars.

The load must not exceed the dimensions of the Naked Floor and should be limited to a height of 50cm.

The Naked Floor has under no circumstances been designed for the transportation of people or animals.

Douze Factory cannot be held responsible for any bodily harm caused by accidents, if you fail to act upon this warning.

Loading on the Pro Floor

The Pro Floor has been designed to transport the European Liftvan by securing it with the aid of straps. The working dimensions of the floor are 81 x 61 x 50cm.

The load must never obstruct movement of the handlebars. Please ensure that the load does not obstruct the full range of movement of the handlebars.



The Pro Board has under no circumstances been designed for the transportation of people or animals.

Douze Factory cannot be held responsible for any bodily harm caused by accidents, if you fail to act upon this warning.

DOUZE V2 accessories

Canopy

The canopy is delivered folded and stored in a dust cover. It consists of a metal hoop and canvas fabric. Please refer to the special notice for its assembly and installation over the Soft Box, Black Box or the Eco Box.

Baby seat adapter

The baby seat adapter allows fixing of a baby seat, normally positioned facing the road, upon the steering tube of a conventional bicycle. We advise you to position it with its back to the road, upon the floor of the Soft Box, Black Box or the Eco Box. The maximum permitted weight for the baby seat support is 30kg. Please refer to the special instructions on installing this.



View the manual and safety instruction below:

<https://www.douze-cycles.com/en/support/>

Maxi-Cosi Support

The STECO Baby-Mee Bakfiets Support allows the fixing of a Maxi-Cosi seat for babies in the rear-facing position onto the floor of the Soft Box, Black Box or Eco Box. Please refer to the special instructions on installing this.



View the manual and safety instruction below:

<https://www.douze-cycles.com/en/support/>

Soft Box child's seat

The child's seat, designed for the Soft Box, allows for the transportation of two children, the maximum permitted weight on the seat being 60kg. Please refer to the special instructions on installing the Child's seat in the Black Box.

Eco Box child's seat

The Child's seat, designed for the Eco Box, allows for the transportation of two children, the maximum permitted weight on the seat being 45kg. Please refer to the special instructions on installing the Child's seat in the Black Box.

Black Box child's seat

The Child's seat, designed for the Black Box, allows for the transportation of two children, the maximum permitted weight on the seat being 60kg. Please refer to the special instructions on installing the Child's seat in the Black Box.

Hard-Top

The suspended seat post allows you to replace the original seat post, in order to benefit from cushioning on roads with bad surfacing and thus enjoy improved comfort.

Suspended seat post

The suspended seat post allows you to replace the original seat post, in order to benefit from cushioning on roads with bad surfacing and thus enjoy improved comfort.



Please ensure close observance of the suspended seat post's exit limit, as too long an extension could cause the part to break, along with a fall.

Adjustable seat post

The adjustable seat post allows you to simultaneously benefit from a saddle height adjustment system by quick locking and a seat post with anti-theft locking, as the movable part cannot be removed from the fixed tube.



Please ensure close observance of the adjustable seat post's exit limit, as too long an extension could cause the part to break, along with a fall.

Anti-theft frame

The anti-theft frame is fixed onto the V2 frame and allows you to lock the rear wheel quickly for a temporary halt.



Ensure to unlock the anti-theft frame properly, before retracting the kickstand of your cargo bike, as you risk bending or even breaking the spokes, if you try moving the bike, while the anti-theft frame remains locked.



The anti-theft frame only offers temporary protection and little security, as it does not keep your V2 at any fixed position.

For longer parking, improve security with an anti-theft chain, such as the one delivered with your V2 or an anti-theft U-clamp.

V2 motors

Your V2 is supplied with a motor, which classes it as an Electric Bicycle (EB). The legislation in effect on using an EB is likely to vary from one country to another, so please refer to the laws of the country in which you are using your V2. The motor may be made by BROSE or SHIMANO.

BROSE motors

The BROSE motor consists of a battery with a 636Wh capacity, a Brose Drive S motor and a display unit. It is supplied with a 4A charger.

BROSE display unit

The BROSE display unit is situated to the left of the centring. It consists of 4 physical buttons, a joystick to gain access to different options and a screen, allowing various information to be displayed. The 4 physical buttons allow the system to be turned on and off, regulate the assistance level from 0 to 4 and turn the lights on/off. The buttons to regulate the level of assistance also allow activation of walking assistance. To activate walking assistance, the level of assistance must be set to 1, 2, 3 or 4. It is then necessary to press continuously on the +1 assistance button, in order to activate the motor to move the bike forward at a speed of up to 6kmph.



Walking assistance must never be used while sitting on the bike. It should only be used to assist the cyclist to push the bike under difficult conditions, such as when ascending a hill, for example. Walking assistance should only be used when both hands are holding the handlebars and must not impair governance of the bike's speed or steering.

With the Menu button, you can read :

- Remaining autonomy (approximate calculation and indicative only)
- Partial distance*
- Distance time*
- Average speed*
- Max speed*
- Total distance

* : this function can be reset to 0.



View the display manual instruction below:

<https://www.douze-cycles.com/en/support/>

The BROSE battery

The BROSE battery is fixed to its support by means of lugs on the back of its chassis. It can be locked by pressing down upon the lock cylinder until it remains firmly in the recessed position.



Ensure never to forget to lock the BROSE battery at the time of positioning it upon the support, in order to avoid it falling off during use of the bike. Also, ensure that you never leave the key in the lock, otherwise you may damage them.

The BROSE battery is connected to the system by magnetic snapping provided by a foolproof system. This must be inserted into the recess provided for that purpose with minimal effort.



The magnetic socket is liable to attract small pieces of metal. Ensure never to leave it connected without any protection. If you experience any trouble while inserting it into the recess, check for any obstructions. In the event that small pieces of metal remain magnetised to the socket, clean it with a dry cloth.

Charger for the BROSE battery

The battery charger supplied with the system has a 4A output. It provides complete charging of the battery in about 4 hours. In order to recharge the battery, connect it with the cable to the side of the charger, while taking care to press down correctly up to the abutment. Then connect the charger to a domestic 230V/50Hz socket, when a green LED flashes to indicate that the charger is functioning. Connect the charger to the battery by means of the magnetic socket in order to start charging. One of the battery's 4 green LEDs will start to flash to indicate that battery charging is in progress, along with its charge level. Once charging has finished, the charger stops automatically.

The BROSE Drive S motor

The BROSE motor develops a torque of 90Nm with a maximum 380% assistance. It possesses 4 levels of assistance set in the following ways: 25%/50%/75%/100%.



During sustained and prolonged effort, particularly on very hot days, the warming-up of the motor or of the battery could cause a reduction in assistance, possibly even a complete shutdown, to allow the system to cool.



Choose a spot shielded from the sun to park your bike, even for temporary stops.

SHIMANO motors

The SHIMANO motor consists of a SHIMANO STEPS E8000 motor, a battery with a 504Wh capacity, a display unit and a shift lever. This motor is supplied with a SHIMANO 2A charger.

The SHIMANO display and shift lever

The SHIMANO display consists of a screen and a button, which allow navigation through the menus and validation of settings. It is connected to a SHIMANO shift lever consisting of two buttons, which allow selection of the assistance level and navigation through the menus.

The levels of assistance are set in the following ways: Foot/Off/Eco/Trail/Boost. At the start, the system is set to Off. Pressing briefly on the buttons allows an increase or decrease to the assistance level. To get to the Foot level, which corresponds with Walking Assistance, press on the lower button continuously. Once in the Foot position, release the button and press it again, in order to initiate Walking Assistance, which moves the bike forward.



Walking assistance must never be used while sitting on the bike. It should only be used to assist the cyclist to push the bike under difficult conditions, such as when ascending a hill, for example. Walking assistance should only be used when both hands are free to hold the handlebars and must not impair governance of the bike's speed.

The SHIMANO battery

The SHIMANO battery can be fixed to its support by first inserting the bottom of the battery and then pivoting it upwards, until the lock engages and it sits firmly in place.



Never leave the key in the lock for the battery.

Never force the battery's support if you experience any unusual resistance, as the system may have a setting, which perhaps requires adjustment.

The SHIMANO motor

The SHIMANO motor develops a torque of 70Nm max. It has 3 levels of assistance: Eco/Trail/Boost. Please refer to the SHIMANO documentation in order to use the correct assistance for each of the levels.



During sustained and prolonged effort, the warming-up of the motor or of the battery could cause a reduction in assistance, possibly even a complete shutdown, to allow the system to cool.



Choose a spot shielded from the sun to park your bike, even for temporary stops.

The SHIMANO charger

The SHIMANO charger supplied with the system has a 2A output. It provides 100% charging of the battery in about 7 and a half hours. In order to charge the battery, connect it with the cable to the side of the charger, while taking care to press down correctly up to the abutment. Then connect the charger to 230V/50Hz socket. Connect the charger to the battery in order to start charging. One of the battery's 5 green LEDs will start to flash to indicate that battery charging is in progress, along with its charge level. Once charging has finished, the charger stops automatically.

Maintenance

Cleaning the bike

Maintaining your DOUZE V2 cargo bike in a proper condition starts with regular cleaning of the various parts which compose it. Cleaning is all the more important during the winter season, during snowy conditions, if salt has been spread over the road.



Even though your V2 works well in all climatic conditions, except for the most extreme (storms, black ice, hail, etc.), ensure to shelter it as much as possible from bad weather, in order to conserve the frame and the various components.



The integral rain cover accessory supplied for your V2 allows your bike to be protected from adverse weather, if you have no other choice than to store it outside.



Never clean your DOUZE V2 by means of a high-pressure water jet, as this risks damaging the bike, particularly the motor components. This type of damage invalidates the warranty.



Your cargo bike can be cleaned with soapy water and a soft cloth, then rinsed with clear water.

Battery maintenance

Storing the battery

Your battery should neither remain completely discharged nor completely charged over any prolonged storage period. If completely discharged, do not wait more than 24 hours before recharging it.

If you do not foresee using your cargo bike for a prolonged period, it is important to observe a certain number of recommendations to conserve it:

- your battery must not be charged to 100%, when the cells could be damaged, the ideal charging level being between 50% and 70%;
- choose a storage site in a temperate place, cool and sheltered from frost, the ideal storage temperature being 10 degrees;
- regularly check the battery capacity has not fallen too much and recharge, if this is the case.



Battery management

It is recommended at least once a year to bring its battery to your Retailer or your DOUZE Cycles Technical Centre, in order to carry out diagnostics, updates and potentially a recharging cycle to rebalance the cells.

If your battery has suffered a violent jolt or fall and appears damaged, do not try to charge it, instead contact your Retailer or DOUZE Cycles Technical Centre.

Maintenance

This manual has not been designed to be a maintenance or repair guide. Please refer to your DOUZE Cycles Retailer or a DOUZE Cycles Technical Centre in order to carry out such work. Your DOUZE Cycles Technical Centre will also be able to advise you on the use of DOUZE Cycles' products and provide you with all the necessary information on maintenance and repairs to your V2 cargo bike.

Cleaning and lubrication

We advise you to clean your V2 regularly, above all if in daily use. Dust and all those particles present on the road are very abrasive and could prematurely wear out the components of your cargo bike. This is particularly applicable to mechanical, moving parts. The entire frame can be cleaned with soapy water and a soft cloth, then rinsed with clear water. Brake discs must be cleaned with a suitable product, to maintain optimal braking under all circumstances. The transmission components must be cleaned by means of a brush and a suitable product, then lubricated, while ensuring the brake components are protected. The locking mechanisms of the padlocks and the Hard Top must be lubricated regularly by means of a suitable product, so that key insertion and functioning remain optimal.



Never clean your DOUZE V2 by means of a high-pressure water jet, as this risks damaging the bike, particularly the motor components. This type of damage invalidates the warranty.

Checking and changing worn parts

Regularly check the wear parts of your V2 in such a manner as to run no risks at all and not to find yourself locked while in motion. If you have any concerns about the wear to certain components, please consult your Retailer or your DOUZE Cycles Technical Centre.



Your DOUZE V2 is a utility bike, which could replace a car in everyday life. Conscientious and regular cleaning is imperative for running a reliable bike. Never wait for any problem to worsen before acting!

Here is the list of wear parts, which must be checked regularly and they require maintenance at different stages:

- brake parts: pads, discs, brackets, levers and hoses;
- the cables and sheaths of the transmission system;
- transmission parts: crank-set, sprocket(s), dérailleur, chain tensioner, chain, belt;
- wheel plates and spoke tension;
- bearings: wheels, steering;
- freewheel body.

Before any use of your DOUZE V2:

- Check the brakes.
- Check the pressure and condition of the tyres.
- Check the fixing of the child's seat, baby seat and Maxi-Cosi support
- Check the tightness of the wheels.
- Check the tightness of the assembly pins for the front and rear frames.
- Check the tightness of the centring, stem and steering parts.
- Check the tightness of the adjustment screw of the rear pulley play on the pins of the steering column
- Check the locking of the battery to its support.
- Check the charging condition of your battery.

Every month:

- Check for wear on the brake pads.
- Check the wheel plates and spoke tension.
- Check the play of various elements of the steering and arrange to adjust this play, if necessary, by your Retailer or your DOUZE Cycles Technical Centre.
- Check all the transmission parts, which are subject to such particularly large strains on any cargo bike with electric assistance and lubricate them if necessary. Clean and lubricate the chain, if necessary.

Every 6 months:

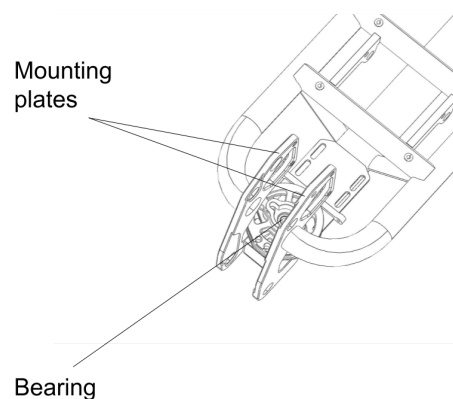
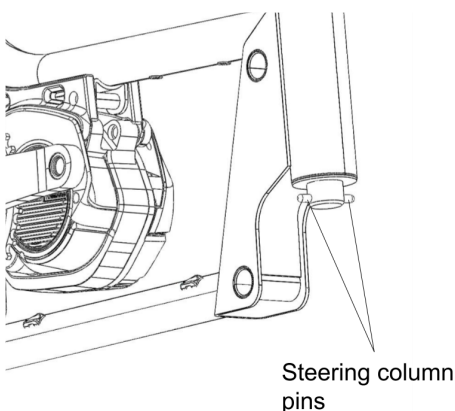
- Carry out comprehensive cleaning of the bike.
- Check the frame.
- Check the tightness of all fixing and assembly screws.
- Check the condition of the transmission cable(s).
- Check the condition of the outsides of the steering cables and clean them with a grease remover, if necessary.
- Grease the twin attachment plates of the front frame that receive the rear frame.
- Grease the bearings of the rear steering pulley, as well as the assembly plates of the front frame.
- Arrange for the bike to be maintained and a diagnostic (update) of the motor by a bicycle professional.



Always protect components of the braking system before any lubrication procedure, so as not to clog them. Brake pads clogged with lubricant are to be changed immediately by taking care to degrease the disc beforehand.



Never lubricate the steering cables, which would result in the binding-in of impurities and hampering, even locking, the steering function.



Tightening torque

To guarantee the proper functioning of your V2 and the life of its components, it is essential to check the tightening torques regularly and re-screw them correctly, if you observe any problems. Carry out tightening by means of a torque spanner, while observing the values provided in the table below.

If you cannot find the tightening torque value for any component, seek the advice of your Retailer or your DOUZE Cycles Technical Centre.

COMPONENTS	TIGHTENING TORQUE
Assembly screws for the frames	30 Nm
Transmission	
Dérailleur	8-10 Nm
Chain tensioner	8-10 Nm
Cassette	40 Nm
Pedal cranks	30-40 Nm
Pedals	30-40 Nm
Brakes	
Brake callipers	6-8 Nm
Brake discs	5-7 Nm
Steering	
Bicycle stem	Cape 6-7 Nm / Potence 8 Nm
Fork clamp	Cape 6-7 Nm / Potence 8 Nm
Slider	6-8 Nm
Handlebars	
Grips on the centring	3 Nm
Brake levers on the centring	6-8 Nm
Enviolo joystick	2-3 Nm
Shifter	6-8 Nm
Saddle on seat post	9-10 Nm
Seat post on frame	9 Nm
Accessories	
Mudguard	6-8 Nm

Technical characteristics of the DOUZE V2

FRAME AND FORK

Frame*	TRAVELLER / MESSENGER Alu 7005 T6
Colour*	Matt Black powder-coated RAL 1023/2004/3020/5002/6018/6027/0967/9016
Fork	Fixed – Axle 9mm

WHEELS, BRAKES AND STEERING

Rear hub	135mm – 36H – Axle 10mm
Front hub*	100mm – 36H – Axle 9mm Dynamo KT KD9 – Axe 9 mm
Rear rim	26" – 36H – Alu double walls
Front rim	20" – 36H – Alu double walls
Tyres	SCHWALBE BIG APPLE 2.0" (2,5 - 5 Bar)
Brakes*	TEKTRO TKD65 Front & Rear hydraulics – Disc 180mm MAGURA MT4 Front & Rear hydraulics – Disc 180mm
Mudguard	Steel 60mm - powder-coated
Steering system	2x2 stainless steel cables – carbon sheaths
Steering play Front & Rear	1" 1/8 Semi-integrated

COMPONENTS

Handlebar*	Sport / Moustache
Stem*	10 mm / 60 mm / 90 mm – D1 28,6 mm – D2 31,8 mm
Grips*	Ergonomic Grip/Sports Grip
Saddle*	Comfort / Sport / Brooks
Seat post*	Fixed post 350mm (H 82-115cm) Adjustable post Suspended post
Saddle clamp	Fixed D 31,8 mm
Pedals	Standard Alu

TRANSMISSIONS

Transmission*	External dérailleur SRAM X5 9 speeds (11-32) External dérailleur SHIMANO Alivio 9 speed (11-32) Internal hub Enviolo (380%/one turn) Internal hub Shimano Alfine 8 (307%) Internal hub Shimano Alfine 11 (409%) Pinion box C 1.6 (295%) Pinion box C 1.9 XR (568%) Pinion box C 1.12 (600%)
Chain*	TAYA E-NOVE 1/2" x 5/64"

	TAYA E-OCTO 1/2" x 3/32"
Belt*	GATES CDX

MOTORISATION BROSE*

Motor	BROSE Drive S
Battery	BMZ URV4 36 V / 636 Wh
Display	BROSE Allround

MOTORISATION SHIMANO*

Motor	SHIMANO STEPS DU-E8000
Battery	SHIMANO BT-E8010 36 V / 504 Wh
Display	SHIMANO SC-E7000
Remote	SHIMANO SW-E7000-L

MECA*

Bottom bracket	Bracket RT1
Chain set	Chain set 39 T

ÉCLAIRAGE

Front*	B&M Eyc IQ 6V DC B&M Eyc N plus AC SUPERNOVA V521S SUPERNOVA E3 Pure 3S Dynamo
Rear*	B&M Secula plus Supernova E3 Seat Post Tail Light 2 Racktime Shine EVo

DIMENSIONS

Overall length*	V2 400 : 2,24 m / V2 600 : 2,44 m / V2 800 : 2,64 m
Overall width	0,64 m
Overall height	1,10 m - 1,20 m

* According to the V2 configuration

Warranty and After Sales Service

In the event of a problem, please consult your Retailer or DOUZE Cycles Technical Centre, providing your V2's purchase invoice.

The reference date relating to the warranty is that date appearing on your bike's purchase invoice. Components and frames are under warranty against manufacturing defects for 2 years.

The warranty applies:

- In the case of purchase from a DOUZE Cycles retailer or dispatch via a DOUZE Cycles Technical Centre.
- In cases of normal wear to your V2, which is defined in the General Conditions of Use.
- For the initial purchaser of the bike - the warranty is non-transferrable following resale.

Specific cases:

- The BROSE battery is guaranteed to retain at least 60% of its initial capacity for a period of 2 years.
- The SHIMANO battery is guaranteed to retain at least 60% of its initial capacity for a period of 2 years or 1,000 cycles (whichever is the earlier).
- Specific and professional uses of the DOUZE V2 are subject to restrictions so as not to fall outside the terms of the warranty.

The warranty does not apply:

- To wear parts, for which you will find a list in the paragraph, Checks and exchanges for wear parts
- If insufficient maintenance or negligence by the user is observed.
- In the event of accident or other excessive action on the bike's components, including exposure to fire, chemical products, excessively humid, saline or acidic atmosphere.
- In the event of major modifications carried out on the bike without written authorisation on the part of DOUZE Factory.
- In the event of use in such a manner that does not comply with standard techniques and safety.

Maintenance handbook for your V2

1st Service	Work performed/remarks
At 300km or at the latest 3 months from date of purchase	
Date :	
Kilometrage : Retailer's stamp:	

2nd Service	Work performed/remarks
At 1500km or at the latest 6 months from date of purchase	
Date :	
Kilometrage : Retailer's stamp:	

3rd Service	Work performed/remarks
At 3000km or at the latest 12 months from date of purchase	
Date :	
Kilometrage : Retailer's stamp:	

4th Service	Work performed/remarks
At 4500km or at the latest 18 months from date of purchase	
Date :	
Kilometrage : Retailer's stamp:	

5th Service	Work performed/remarks
At 6000km or at the latest 24 months from date of purchase	
Date :	
Kilometrage : Retailer's stamp:	

6th Service	Work performed/remarks
At 7500km or at the latest 30 months from date of purchase	
Date :	
Kilometrage : Retailer's stamp:	



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