

## QUICK START FOR THE DEALER

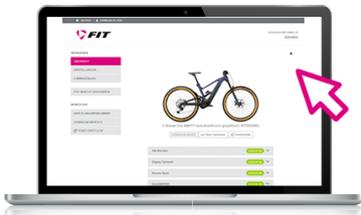
### GETTING STARTED WITH FIT SYSTEM 2.0 AND THE PINION MGU (E-LINES)

These instructions contain the most important and necessary steps as well as information for an easy start.

#### STEP 1: CREATE A FIT DEALER ACCOUNT FOR E-BIKE ACTIVATION

- Register via [FIT E-Bike website](#)
- Within one week, the dealer will receive a welcome email with username, password and customer number as well as further information.
- If there is no response within a week or in the event of login problems, please send an email to [info@fit-ebike.ch](mailto:info@fit-ebike.ch).

#### STEP 2: REQUIRED FIT HARDWARE & SOFTWARE



**FIT Maintenance Tool 2.0:**  
**Software for FIT system maintenance** with download option for the **FIT Gateway** (software for connection for FIT system maintenance).  
**Important: Instruction manual FIT Maintenance Tool.**



The **FIT Maintenance Adapter (500137)** is required to **start-up the e-bike** and to switch from manufacturer mode to test or sales mode as well as to carry out maintenance and updates in the FIT system.



**Optional: FIT maintenance cable for charger (501193)** only required for UPDATE / UPGRADE of chargers.

- We strongly recommend reading carefully the FIT Maintenance Tool operating instructions (can be found at any time in the top menu bar of the Maintenance Tool) for an easier start.

#### STEP 3: CHANGE E-BIKE MODE AFTER DELIVERY AND UPDATE BEFORE SELLING E-BIKE

- The e-bike is delivered to specialist dealers in manufacturer mode. The mode can be changed after an update.

E-bike modes	Intended for	Restrictions
Manufacturer mode (OEM mode)	Test at the OEM after production	<b>Motor support interrupts every 5 min and e-bike must be restarted.</b>
Test mode	Demonstration mode for showroom	Message at start and cyclically when riding every 15 min
Sales mode (User mode)	Must be activated upon sale Ensuring software updates	None

- Hand over the **FIT Key Card** to the customer together with the e-bike!
- NOTE: If the e-bike has been connected to a smartphone in the FIT E-Bike Control app, a second connection cannot be made as long as the connection is active. Therefore, remove/disconnect the e-bike from the dealer smartphone before handing it over → Customer may otherwise not be able to connect.

## SPARE PARTS, SERVICE AND COMPLAINTS

### FIT DEALER AREA

- After logging in, the dealer receives access to the [dealer area](#) (access only when logged in) on the FIT website.



- The dealer area (access only when logged in) acts as a cockpit with access to all FIT service tools, the FIT e-shop for ordering spare parts, important functions and information:
  - [E-learning area with dealer training courses](#): Training documents and webinar video to download
  - [FIT Maintenance Tool 2.0](#): Cloud solution for FIT system maintenance with download option for the FIT Gateway (software for connecting to FIT system maintenance)
  - [Instruction manual](#): for FIT Maintenance Tool and FIT Gateway
  - [FIT Service Portal](#): ticket system and knowledge database
  - Registration for [dealer newsletter](#): important information on products and releases
  - Registration for [«Find a FIT dealer»](#): so that your future customers can find you
  - [FIT Media Portal](#): documents, instructions, images and logos to download

### TECHNICAL SUPPORT AND COMPLAINTS

- Important: Only FIT has access to all the necessary system data. For this reason, FIT provides the service for the Pinion MGU. Pinion is therefore not the contact partner when it comes to technical support.**
- Technical support and replacement in the event of complaints about MGU, e-trigger and other electrical components are handled by FIT. To do this, create a ticket in the [FIT Service Portal](#). In urgent cases, use the chat function (8. to 12. pm / 1.30 to 5 pm) in the [FIT Service Portal](#).
- Processing and replacement in the event of complaints about mechanical components (cranks, chainrings etc.) via PINION. Please send an e-mail to [support@pinion.eu](mailto:support@pinion.eu).

### PINION DEALER AREA

Why register separately in the Pinion dealer area?

- [Login to the Pinion B2B portal](#): webinars, instructions and troubleshooting support for mechanical components (cranks, pulleys, chainrings, etc.) and OEMs.
- [Registration for PINION dealer overview](#): (map entry) takes place automatically upon registration.
- Sign up for Pinion newsletter: to stay up to date and receive important information first hand.

### ACCESSORIES AND SPARE PARTS

- FIT**
  - [FIT E-Shop](#): Detailed information and convenient ordering of electronic components
  - [FIT product overview](#): all FIT 2.0 products with all information at a glance
- PINION**
  - Order all mechanical components (cranks, pulleys, chainrings, etc.) and request a price list via [sales@pinion.eu](mailto:sales@pinion.eu).
  - MGU (E-Line) and C-/P-Line do NOT have the same gear oil!** The MGU (E-Line) oil will be available as a service set from FIT and Pinion from mid-2024.

#### 1.1. FAQ

- More information on [FIT E-Bike technology](#)
- [FAQ FIT General](#)
- [FAQ FIT E-Bike Control App](#)
- [PINION FAQs](#)