

# V2 Stromer checklist for end customer vehicle handover

## Preparation

<b>Bike</b>	Check when unpacking: are all the factory options present as ordered? Prepare the bike after unpacking in accordance with the handover checklist (see last page). All elements are checked! If used vehicle: serviced and clean Stromer model stands on the podium and is labeled with the customer's name (see template below) If possible, register the bike for the customer
<b>Customer</b>	The customer is informed that the bike is ready for pickup and an appointment is made

## Handover

Time to be planned: 1:00 – 1:30, depending on the customer and their technical understanding

<b>Welcome</b>	Welcome them by name, congratulate them on their purchase, offer coffee/water
<b>Explanation of Stromer bike</b>	Point out manual and FAQ Explain cockpit & all controls Demonstrate switching on/off, push assistance Go through the interface with the complete menu step by step (most important functions: calibration; regenerative braking; Bluetooth; brake and motor sensor; anti-theft mode; status bar: positioning pointer, reception, ABS symbol, warning symbol; updates; how to perform an update, explain meaning of «torque status red/black», system information) Battery removal, battery insertion, explain influences on range (the various presets, assistance level, total weight, road conditions, etc.) Charging options, battery storage, note about checking charging cable (as it is magnetic), cleanliness Reference to VIN number in battery compartment Most important care and maintenance tips, service intervals What to pay attention to when transporting by car (battery) Explain that the pedals must not be under load when starting The most important rules for S-Pedelecs (e.g. all the same rules as for motor-assisted bicycles; no trails; rules for the use of bike paths differ by country) Tip in the event of an error message: remove battery, check battery connection and battery compartment, clean, reinsert battery, restart Stromer; if the problem persists, contact dealer. This applies to both mechanical and electronic problems.
<b>Stromer OMNI app explanation</b>	Together with the customer, download the Stromer OMNI app, scan the QR code, add the bike, generate the PIN All tabs Configurations, e.g. sensor setting Profile setting Note on Terms & Conditions and data use Note on service booklet Note on signing up for newsletter Use of crash detection and storing emergency contact
<b>Bike to customer fit</b>	Saddle height, saddle incline, saddle position Brake lever position and distance With ergonomic grips, adapt inclination to the customer Set shift lever position and distance (if not grip shift) Check on Kinekt whether correct suspensions were used Check air pressure on suspension fork
<b>Miscellaneous</b>	Switzerland: Perform TCS registration with customer Note on compulsory helmet wearing Note on warranty provisions, extension, term/expiration and exclusions What to do if you encounter a problem? FAQ, manual, dealer is always the customer's first contact Parts box for charger, SP Connect add-ons, manual COC paper. (Stromer Gym Bag can be ordered from Stromer VID (Internal Sales) from 2023 as a free gift for customers who wish to immediately start riding their bike and cannot bring the parts box with them) Additional recommendation «All your commuting needs»: bags, helmets, clothing, accessories, care products, winter tires, lock, pump, SP Connect add-ons, oil, etc. Possibly make appointment for first check Make contact 30 days after handover: everything OK, any more settings needed? Initial riding tips for maiden trip: start with assistance level 1 – 2, always keep pedals free of load when starting, feel out the braking response. Handover photo, post to shop channels and tag Stromer.



# Welcome to the Stromer Community

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## Meet your new ride! .....

We are happy that you have chosen a Stromer  
for your mobility.

Enjoy your commute, drive safely  
Your ..... Team

# Checklist for inspection after unboxing for preparation of handover

(Time allowance: 20-60 minutes)

Customer's first and last name: .....

VIN: .....

- .....  
Carefully read through order; are all ordered factory options correct?
- .....  
Wake up from sleep mode
- .....  
Check frame for paint damage
- .....  
Check and adjust headset
- .....  
Check all screws and retighten, where necessary
- .....  
Lubricate wheel axle
- .....  
Check brakes --> adjust, if necessary (charge for the actual time involved), always install foil
- .....  
Depending on the country: are the reflectors installed correctly?
- .....  
With suspension fork or suspension seatpost: adapt to customer weight, install appropriate suspension element from Kinect
- .....  
Check battery, charge to 100 %, perform software update, store serial no. in shop portal for bike
- .....  
Check battery compartment and front base to make sure it easily opens and closes
- .....  
Function test (SIT) of the light system incl. beam alignment, button ring, brake and motor sensors, horn, front base, charging process (does battery start in bike?), Stromer OMNI, motor, controller, correction after repair
- .....  
Define temporary Stromer OMNI PIN (12345)
- .....  
Check SIM status
- .....  
No service log necessary – only note for warranty claims
- .....  
With chain model, degrease and relubricate chain, check and adjust shifting system, then engage middle gear (Di2 software upgrade)
- .....  
Install components (mirrors, pedals, etc.) from parts box
- .....  
Install individual add-ons
- .....  
Adjust tire pressure
- .....  
With OMNI B, set time / reset km and trip time on display after test ride
- .....  
Final check: has all work been carried out correctly?
- .....  
Bike must be clean before it is brought into the shop
- .....  
Mount license plate

Mechanic's signature: .....