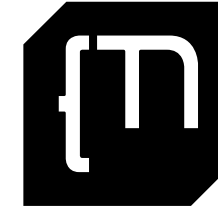


**{MOUSTACHE**  
BIKES

User Manual





## USER MANUAL

**Wear the Moustache well and everything you need to know about looking after it!**

If you are holding this notice between your hands, it's because you have just acquired a new Moustache bike and we thank you!

We hope you will take as much pleasure from riding with it, as we have taken from developing it.

We have dedicated all our energy and know-how into your bike, but we are open to your comments. Don't hesitate to send us your remarks on **contact@moustachebikes.com**, your feedback will help us further improve our products.

We imagine that you're keen to get on your new bike, but ask you for a little more patience... you will need to read this notice before using your Moustache for the first time.

The information concerning the Bosch system that equips the entire range is provided in specific notices.

You will also find all the information contained in this manual on the site **[www.moustachebikes.com/en/manuals/](http://www.moustachebikes.com/en/manuals/)** in the Supports section as well as user manuals for specific components.





**WARNING!**

ALWAYS WEAR SUITABLE CLOTHING, AND MAKE YOURSELF VISIBLE TO DRIVERS. IT IS IMPERATIVE TO INSTALL SUITABLE LIGHTING, SIGNALISATION AND AN AUDIBLE WARNING ON YOUR BIKE.

WEARING A HELMET IS STRONGLY RECOMMENDED AND OBLIGATORY FOR CHILDREN UNDER 12 YEARS.

IN THE CASE OF A FALL, CARRY OUT A FULL SERVICE ON YOUR BIKE.

IF YOU DETECT A PROBLEM, DO NOT USE YOUR BIKE BEFORE REPAIR.

CHECK YOUR BIKE BEFORE EACH USE.



**WARNING!**

READ THIS MANUAL CAREFULLY BEFORE THE FIRST USAGE OF YOUR BIKE.

FOR THE SETTINGS AND MAINTENANCE OF CERTAIN COMPONENTS, PLEASE CHECK THE SPECIFIC NOTICES SUPPLIED WITH YOUR BIKE OR ASK YOUR RETAILER FOR ADVICE.

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# 1 // BEFORE STARTING

## 1.1 THE BIKE AND ITS COMPONENTS

Before anything else, it's a good idea to learn some bike vocabulary in order to fully understand this manual. The following figures use numbers and a table to describe the different components that equip your Moustache bike.



N°	Components
1	Saddle
2	Seat post
3	Lock
4	Luggage racks
5	Rear mud guard
6	Rear lighting
7	Cassette
8	Kickstand
9	Derailleur
10	Chain
11	Chain guard
12	Motor

N°	Components
13	Frame
14	Cockpit (Stem & Handlebar)
15	Front lighting
16	Front mud guard
17	Fork
18	Rim
19	Tire
20	Brake disc
21	Brake caliper
22	Fix for front mudguard
23	Integrated Battery HIDDEN POWER
24	Pedal
25	Crank



N°	Components
1	Saddle
2	Seat post
3	Rear shock
4	Cassette
5	Derailleur
6	Chain
7	Motor
8	Crank
9	Frame
10	Cockpit (Stem & Handlebar)
11	Integrated Battery HIDDEN POWER
12	Fork
13	Tire
14	Rim
15	Brake disc
16	Pedal

# 1 // BEFORE STARTING

## 1.2 IS YOUR BIKE ADAPTED TO YOUR NEEDS?





The next step is to check that the bike that you have just acquired corresponds to the usage that you wish.

We have developed Moustache bikes for different riding styles. We have adapted them to different conditions of use in order to use them in full safety. You will find usage criteria for the model you have purchased in the following table.



### WARNING!

The non-respect of the usage criteria described here can cause risk to the user and a restriction of the warranty conditions.

Category	Type of use	Models
1 	Bikes in this category are destined for an urban use, on paved roads or cycle paths. These bikes can also be used on gravel roads or non paved roads in a good condition. They are not, however, conceived for jumps or an off-road usage, rough terrain or in competition. These bikes conform to the EN 14764 standard « Bicycles intended for use on public roads » and EN 15194 « Bicycles with electric assistance ». The « Dimanche 28 » is the only bike that conforms to the EN 14781 standard.	<ul style="list-style-type: none"> <li>• Lundi 26</li> <li>• Dimanche 28</li> </ul>
2 	The bikes in this category are designed for the same usages as in category 1, but are also destined for a mixed usage, on light gravel and fire roads suitable for motor vehicles. They are not, however, conceived for jumps or off-road usage, rough terrain or in competition. These bikes conform to the standard EN 14764 « Bicycles intended for use on public roads » and EN 15194 « Bicycles with electric assistance ».	<ul style="list-style-type: none"> <li>• Friday 27</li> <li>• Friday 27 FS</li> <li>• Friday 28</li> <li>• Samedi 28</li> </ul>
3 	The bikes in this category are designed for the same usages as in category 1 and 2 but are also conceived for off-road usage, but are not intended for « Enduro » and « Downhill » riding styles. These bikes conform to the standard EN 14766 « Mountain bicycles » and EN 15194 « Bicycles with electric assistance ».	<ul style="list-style-type: none"> <li>• Samedi 27 Xroad</li> <li>• Samedi 27 Xroad FS</li> <li>• Samedi 26 OFF</li> <li>• Samedi 27 OFF Open</li> <li>• Samedi 27 Trail</li> </ul>
4 	The bikes in this category are designed for the same usages as in categories 1 to 3 but are also conceived for MTB use of « All-Mountain » or « Enduro » style riding. However, they are not intended for « Downhill » riding styles. These bikes conform to the standard EN 14766 « Mountain bicycles » and EN 15194 « Bicycles with electric assistance ».	<ul style="list-style-type: none"> <li>• Samedi 27 Race</li> <li>• Samedi 27 SX</li> </ul>

## 1.3 SIZE GUIDE

This chapter includes a table with details of the advised bike size for different rider heights. (See below). This information is simply a guideline; your local bike retailer will be able to advise you on the best choice for your intended use. Each Moustache (except the Lundi 26) has a sticker at the back of the seat tube with the bike size, as well as the recommended height range for the bike. The Figure 1 shows an example of this sticker.



Figure 1.

Models	Available sizes	Rider height (in m)
• Lundi 26	One size / 46	1.57 > 1.90
<ul style="list-style-type: none"> <li>• Friday 28 1/3</li> <li>• Friday 27</li> <li>• Samedi 28 1/2/3/5</li> <li>• Dimanche 28 fitness 1/3</li> <li>• Samedi 27 XRoad 1/3/5/7</li> <li>• Samedi 27 OFF 2</li> </ul>	<ul style="list-style-type: none"> <li>S / 41</li> <li>M / 47</li> <li>L / 53</li> <li>XL / 59</li> </ul>	<ul style="list-style-type: none"> <li>1.55 &gt; 1.70</li> <li>1.68 &gt; 1.83</li> <li>1.81 &gt; 1.95</li> <li>1.90 &gt; 2.05</li> </ul>
<ul style="list-style-type: none"> <li>• Friday 27 FS</li> <li>• Samedi 27 Xroad FS 3/5/7</li> <li>• Samedi 27 Trail 2</li> <li>• Samedi 27 Trail 2/4W (pas de XL)</li> </ul>	<ul style="list-style-type: none"> <li>S / 39</li> <li>M / 44</li> <li>L / 49</li> <li>XL / 54</li> </ul>	<ul style="list-style-type: none"> <li>1.55 &gt; 1.70</li> <li>1.67 &gt; 1.82</li> <li>1.77 &gt; 1.92</li> <li>1.87 &gt; 2.02</li> </ul>
<ul style="list-style-type: none"> <li>• Samedi 27 OFF 4/6/8</li> <li>• Samedi 26 WILD</li> </ul>	<ul style="list-style-type: none"> <li>S / 40</li> <li>M / 46</li> <li>L / 52</li> </ul>	<ul style="list-style-type: none"> <li>1.50 &gt; 1.68</li> <li>1.65 &gt; 1.83</li> <li>1.81 &gt; 1.95</li> </ul>
• Samedi 28.1/2 Open	<ul style="list-style-type: none"> <li>S / 41</li> <li>L / 48</li> </ul>	<ul style="list-style-type: none"> <li>1.55 &gt; 1.70</li> <li>1.68 &gt; 1.85</li> </ul>
<ul style="list-style-type: none"> <li>• Friday 28 1/3 Open</li> <li>• Samedi 28 3/5 Open</li> <li>• Samedi 27 Open Xroad 1/3/5/7</li> <li>• Dimanche 28 fitness 1/3 Open</li> <li>• Samedi 27 OFF2 Open</li> </ul>	<ul style="list-style-type: none"> <li>S / 39</li> <li>M / 45</li> <li>L / 51</li> </ul>	<ul style="list-style-type: none"> <li>1.49 &gt; 1.61</li> <li>1.59 &gt; 1.76</li> <li>1.74 &gt; 1.90</li> </ul>
<ul style="list-style-type: none"> <li>• Samedi 27 Trail 4/6/8/7/9/11</li> <li>• Samedi 27 Race 4/6/8/7/9/11</li> <li>• Samedi 27 SX</li> </ul>	<ul style="list-style-type: none"> <li>S / 40</li> <li>M / 44</li> <li>L / 50</li> </ul>	<ul style="list-style-type: none"> <li>1.55 &gt; 1.70</li> <li>1.68 &gt; 1.85</li> <li>1.83 &gt; 1.95</li> </ul>
• Samedi 26 OFF	XS / 35	1.33 > 1.50
• Samedi 27 X2	Unique / AV : 51 AR : 42	AV : 1.72 > 1.95 AR : 1.50 > 1.85

## 1 // BEFORE STARTING

### 1.4 TOTAL WEIGHT AUTHORIZED ON THE BIKE

The total weight that a bike is authorized to carry includes the weight of the bike, the weight of the rider, and the weight of luggage and accessories. You can find the information for your bike in the following table:

**Table 1 Total weight authorized on the bike per model.**

Models	Weight of bike	Total weight authorized
<ul style="list-style-type: none"> <li>• Lundi 26 1/2/3</li> <li>• Friday 28 1/3 1/3 Open</li> <li>• Friday 27</li> <li>• Samedi 28 1/3/5 1/3/5 Open</li> <li>• Samedi 27 Xroad 1/3/5/7 1/3/5/7 Open</li> <li>• Dimanche 28 Fitness 1/3 1/3 Open</li> </ul>	<b>25 Kg</b>	<b>150 Kg</b>
<ul style="list-style-type: none"> <li>• Friday 27 FS / FS Limited</li> <li>• Samedi 27 XROAD FS 3/5/7</li> <li>• Samedi 27 TRAIL 2/2W/4W</li> </ul>	<b>25 Kg</b>	<b>150 Kg</b>
<ul style="list-style-type: none"> <li>• Samedi 26 OFF</li> <li>• Samedi 27 OFF 2/ 2OPEN</li> <li>• Samedi 27 OFF 4</li> <li>• Samedi 27 TRAIL 4/6/8/9</li> <li>• Samedi 27 RACE 4/6/8/9</li> <li>• Samedi 27 SX 9</li> </ul>	<b>23 Kg</b>	<b>150 Kg</b>
<ul style="list-style-type: none"> <li>• Samedi 27 X2</li> </ul>	<b>30 Kg</b>	<b>230 Kg</b>



## 2 // TO RIDE IN SAFETY...

... and have as much fun as possible!

If you have this notice in front of your eyes and your Moustache in your hands, that means it has been prepared, checked and set up for your safety and pleasure by an approved retailer. This is essential as your Moustache retailer has specific tools and the necessary training to carry out set up and repairs.

Before getting on the saddle, we suggest that you read this notice and take into account the advice contained in it. This will enable you to ride safely and to profit as much as possible from your Moustache bike:

// Always wear an accredited helmet as well as appropriate equipment. Wearing a helmet in France is a legal requirement for all children under 12 years of age whether they are the rider or the passenger.

// Always carry out a complete check on your bike before riding (tightness of the handlebar, the stem, the saddle, the wheels, the brakes.)

// Always respect the highway code in the country in which you are riding in order to not put yourself in danger. Some countries have specific safety or equipment rules. Always ensure you respect local laws.

// When on the road, make sure you are visible to drivers. In France, you are required to install lights, signalization and an audible warning on your bike. When you ride on public roads at night, outside of urban areas or when there is insufficient visibility, you are obliged to wear a certified reflective jacket.

// An electric bike enables you to ride consistently at 25 km/h even when climbing. Be careful, from experience we know that other users, drivers, cyclists, and walkers, are not used to bikes going at such speeds. You should anticipate their reactions as far as possible and slow as necessary.

// Take the time to get used to your new bike. The powerful disc brakes do not need a strong pull on the lever to slow you down, get used to their behavior.

// An electric bike behaves slightly differently to a normal bike, notably it has faster acceleration. A progressive usage and appropriate training will help you become used to it.

// On some bikes, especially on small sizes, the wheel base is short and the front wheel is close to the pedals. Therefore there is a risk of touching the wheel or mud guard with your foot when you turn, especially at low speed (Figure2). Do not pedal when you turn the handlebar at low speed. The level of risk depends on the size of your foot, the size of the cranks, the pedals and even the tire. Any modification of components can change this distance and cause contact and a fall. It is therefore best to get advice from your retailer if you wish to replace any parts.

// You should also know that after the first bedding in rides, the cable tension, the brakes and the steering can need adjustment. We advise that you go to your local Moustache retailer to carry this out. If something does not seem right during this period, or for any other question on the usage of your bike, do not hesitate to contact your local retailer.

## 2 // TO RIDE IN SAFETY

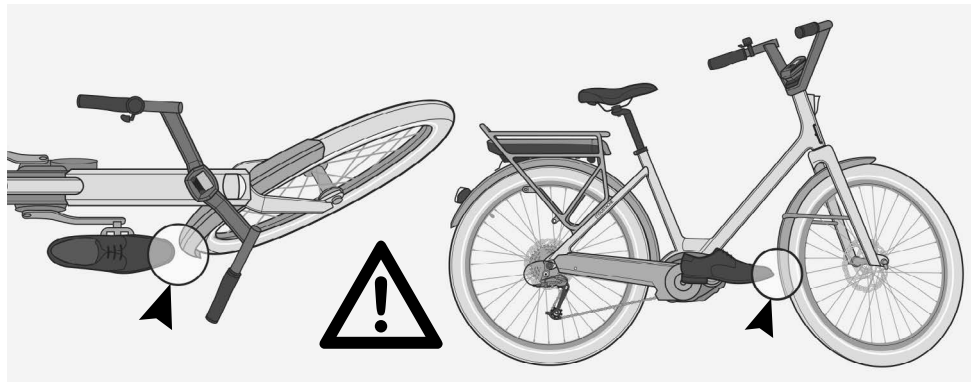


Figure 2. Risk of contact between the foot and the front wheel.

For your safety and to guarantee optimal long term functioning of your Moustache bike, you can establish a regular maintenance calendar with your retailer.

This will be determined based on how frequently you ride, the distance you ride, your riding style, as well as the terrain you ride on (see the sections **5.4 WEAR PARTS AND INSPECTION FREQUENCIES** and **7 // SERVICE RECORD**).

Your Moustache retailer is the best placed to advise you and carry out all maintenance operations, but if you prefer to do some yourself, you will find some advice in the following pages.

## 3 // RIDING POSITION

Each Moustache is unique, and you are too! It is therefore essential to adapt your Moustache to your morphology for optimal comfort.

### 3.1 SADDLE HEIGHT

The first set up to carry out on your Moustache is the saddle height. Once again, your local retailer can help you do this. You must not hesitate to adjust this if you do not find the correct height immediately. We have a good tip to help you find the correct setting quickly: position the crank in line with the seat tube, without being lopsided on the saddle and place your heel on the pedal with your leg almost straight. (Figure 3).

**N.B. :** On the Lundi 26 model, the position is a little low, the leg can stay slightly bent.

To adjust the height you need to open the seat clamp's quick release or unscrew the screw on the seat clamp with a 4 or 5 mm allen key.

Once the height is adjusted, close the quick release lever. If necessary adjust the tightness level on the opposite nut so that the lever tightens around midway through closing.

In the case of a seat clamp with screw, tighten the screw to the recommended torque level that you will find in the section **4.9 TIGHTENING TORQUE VALUES** or marked next to the screw.



#### **WARNING!**

**For seat clamps with screws, you should never go over the recommended torque level, this could damage your frame.**

**NEVER GO OVER THE MAXIMUM HEIGHT LEVEL ON YOUR SEAT POST MARKED BY THE ENGRAVING « INSERT MINI » OR « STOP ». THIS IS FOR YOUR SAFETY, AS WELL AS THE RELIABILITY OF YOUR BIKE.** (See Figure 4).

**If you cannot obtain the right saddle height without going past this limit, contact your local retailer.**



Figure 3. Ideal saddle height.



Figure 4. Maximum seat post output.

## 3 // RIDING POSITION

### 3.2 SETTING THE SADDLE

We have equipped our bikes with ergonomic saddles, but a careful set up is required to ensure optimal comfort. In this section you will find advice for an angle and set back of your saddle, that's adjusted to the type of riding you do. Then, you will find the process to follow to correctly set up your saddle depending on the type of seat post your Moustache has. Finally, at the end of this section, you will find advice and settings for suspension and telescopic seat posts.

#### 3.2.1 Advice

It is generally advised to position the saddle horizontally for a mixed usage. On the Lundi 26 models, the torso position is straighter and the pelvis lightly tilted backwards. We advise you to set the saddle slightly inclined towards the back, in order to optimize your comfort and the riding position. For an all-terrain use, it is advised to set the saddle slightly inclined towards the front (see Figure 5).

The saddle set back should be adjusted for the length of the femur. This is a more complex setting which may require the help of your retailer. In general an intermediate setback is adequate. Its setting should be carried out during the setting of saddle angle. Respect the level of torque advised for the screw of the saddle chassis. This will be indicated on it and varies from one model to another.



Figure 5. Saddle angle settings for Monday 26 (left), mixed use (middle) and MTB use (right).

A new saddle can cause slight discomfort that will diminish with time. If you do not find the right position, ask your retailer for advice.

#### 3.2.2 Setting the angle and setback of your saddle

Firstly, you need to check the seat post that is on your Moustache. This is very easy: you simply need to check the number of screws that attach your saddle chassis to the seat post.

There are two possibilities:

there is only one screw as in Figure 6, in this case go to the section **Only one fitting block**. If you see that there are two screws, go to the section **Two fitting blocks** as in Figure 7.



Figure 6. Saddle with one fitting block.



Figure 7. Saddle with two fitting blocks.

#### Only one fitting bolt

If you have only found one fitting block, you are in the right section. To adjust the angle of your saddle you need to carry out the following process:

1. Loosen the screw that holds the saddle and seat post using a 6mm allen key as in Figure 8 to obtain enough play to easily move the saddle.
2. Adjust the angle and setback of the saddle as suits you.
3. Tighten the screw, ensuring that it does not surpass the maximum torque level indicated next to the screw.
4. Check that the screw is correctly in place and that there is no play.



Figure 8. Tightening/loosening the fitting block.

#### Two fitting bolts

If you have found two fitting blocks, you are in the right section. To adjust the angle of your saddle you need to carry out the following process:

1. Loosen the two screws that hold the saddle and seat post using a 5mm allen key (see Figure 9) until the saddle can move easily.
2. Adjust the angle and setback of the saddle as suits you.
3. Tighten each screw a half-turn, alternating between the two, without going over the maximum torque level that is indicated next to them.
4. Check that the saddle is correctly in place and that there is no play.



Figure 9. Steps for tightening/loosening the fitting blocks.

#### 3.2.3 Special cases

You can't find the right explanation for your bike? You can check the Moustache technical notice available on our website [www.moustachebikes.com/en/manuals/](http://www.moustachebikes.com/en/manuals/), in the Supports section to obtain detailed information on your model.



## 3 // RIDING POSITION

### 3.3 BRAKE LEVERS POSITION

Our bikes are already set up to offer you optimal ergonomics.

However, if you wish to adjust your cockpit, we advise you to proceed as follows:

1. To ensure a good lever position, loosen the screw(s) holding the lever onto the brake attachment, then adjust the angle so that it is in line with your forearms when you are in riding position (see Figure 10).
2. Adjust the distance of the brake lever from the grip in order to easily use the brake lever with two fingers (see Figure 11).
3. Retighten the screws on the brake attachments to 6 Nm.

For any other adjustment, check the dedicated notice or consult your retailer.



Figure 10. Brake lever aligned with the forearm.

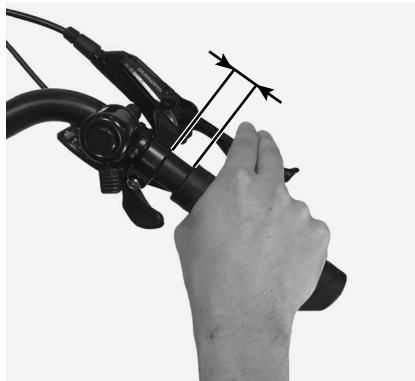


Figure 11. Distance between the brake lever and the grip.

### 3.4 HEADSET

The headset is made up of two bearings and cups placed at each end of head tube. All Moustache bikes have an « A-head » head set: this is adjusted using the round hood which is found above the stem (as in Figure 12).

During more intense rides, the headset is put under incredible stress. It is therefore possible that play will develop. Be careful, riding with any play in your head set can deteriorate your head set and even your frame.

In order to check if your head set is in good shape, there are two simple tests that should be carried out before you ride:

**TEST 1** - With the front brake on, try to move your bike forward and back. You will immediately notice if there is a high level of play or not.

**TEST 2** - Make the front wheel of your bike bounce. You will hear a sharp loud noise only if there is significant play in the head set. Pay attention to other noises, such as those of the cables hitting against the frame, or even the spokes. Do not take these into account.

If you have found play in the head set, follow these steps:

1. Loosen the screw(s) on the stem as in stage 1 of Figure 12.
2. Then progressively tighten, without forcing, the screw in the hood until play disappears as in stage 2 of Figure 12.
3. Check that play in the fork is no longer present. The fork should turn easily and you should not feel any friction or resistance when it turns.
4. Retighten the screw(s) on the stem following the recommended torques as in stage 3 of Figure 12.



Figure 12. Stages for the headset settings.

## 4 // SETTINGS AND VARIOUS RECOMMENDATIONS

### 4.1 PEDALS

To install your pedals, you simply need to follow these steps:

1. Put a small amount of mounting grease (you can find this at your local bike retailer) on the thread of each pedal.
2. Tighten the right pedal (marked «R» on the pedal, see Figure 13) in a clockwise direction on the crank on the drive side.
3. Tighten the left pedal (marked «L» on the pedal, see Figure 13) in an anti-clockwise direction on the crank on the left side.
4. The recommended torque rate is 30 Nm.



Figure 13. Marked «R» (Right) and «L» (Left).



#### WARNING!

If you equip your Moustache with cliplless pedals, you should refer to the user instructions supplied with them in order to familiarize yourself with the clipping and unclipping mechanism of this type of pedal. There is a risk of falls and injury.

### 4.2 WHEEL AXLES

This chapter includes explanations and information only for rapid release axles. Information about other axle systems can be found in the Moustache technical notice available on our website [www.moustachebikes.com/en/manuals/](http://www.moustachebikes.com/en/manuals/) in the Supports section.

**Important :** if you wish to take the rear wheel off your bike, it is easier if you place the chain on the smallest cog and the derailleur in disengaged/clutch position (if this is possible). To disengage your derailleur, ask your retailer for advice or consult the notice on your derailleur.



#### WARNING!

Wheel axles are essential safety elements on your bike. Please respect the information below, otherwise you risk losing parts and falling.

**Never tighten the lever by pushing against the brake disc!**

**A WHEEL BADLY TIGHTENED OR BADLY CENTERED CAN CAUSE ACCIDENTS AND SERIOUS INJURY TO THE USER.**

#### 4.2.1 Quick release wheel axle

A quick release has been designed to be easily adjusted with your hand. Never use a tool to block or release the mechanism in order not to damage it.

To fully understand the steps below, you need to know the names of the parts making up this quick release axle:

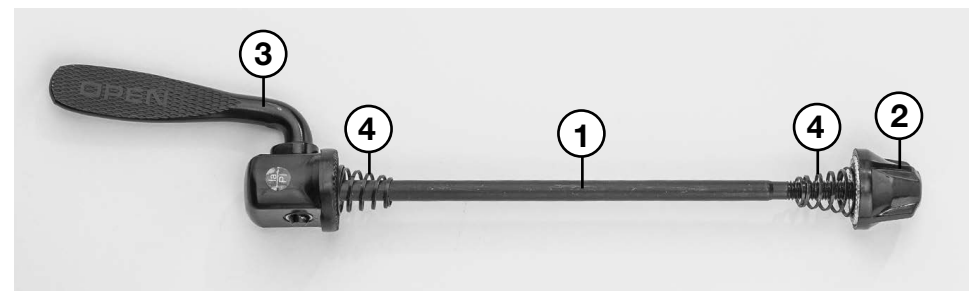


Figure 14. Quick release wheel axle : 1. Shaft 2. Nut 3. Lever 4. Conical spring.

#### 4.2.2 Opening the quick release axle

If you want to remove the wheel of your Moustache, please follow this process:

1. Open the axle's lever. You should now be able to read the engraved «OPEN» on the lever as in Figure 15.
2. Loosen the nut on the other side of the axle by hand until there is sufficient play that you are able to remove the wheel (It is not necessary to remove the axle from the wheel hub).
3. Take off the wheel.



Figure 15. Opening the quick release axle.

## 4 // SETTINGS AND VARIOUS RECOMMENDATIONS

### 4.2.3 Process to follow for reliable tightening of the wheel with quick release axles

If you want to remove the wheel of your Moustache, please follow this process:

1. Check that the lever is in the open position (You should be able to read «OPEN» that is engraved on the lever).
2. Check that the conical springs are on each side of the hub and that the smallest circumference of these is oriented towards the center of the wheel as in Figure 14.
3. Place the wheel on the fork or the frame, checking that the axle is fully placed into the dropouts of the frame or fork. The wheel should be centered, as should the disc in the caliper.
4. Hand tighten the tightening nut until it touches the fork or frame dropouts.
5. Reclose the quick release lever with the palm of your hand parallel to the fork or the frame dropout ensuring you have the recommended level of tightness. The engraving «CLOSE» is now visible. The recommended tightness is obtained when the lever hardens midway through the course, that's to say from the moment when the lever finds itself in line with the axle. If the lever is too hard to close, you can loosen the nut on the axle. If the lever is not tight enough, you can retighten the nut until the correct level is attained.

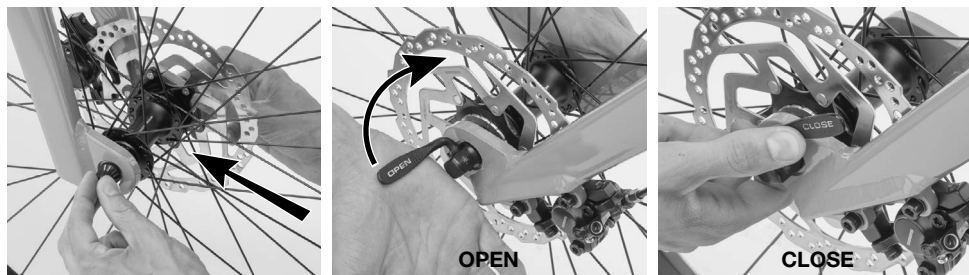


Figure16. Stages of tightening the axle.

### 4.3 DERAILLEUR

The adjustment of your derailleur was carried out before delivery of your bike and therefore, you should not need to do it yourself.

If however, you feel you need to intervene with its settings, perhaps because of cable stretch, we advise you to consult your local approved retailer.

With a little bit of experience, you can also follow the stages below:

1. In order to adjust the low and high speed stop screws, it can be easiest to unscrew the cable tightener at the level of the derailleur so that it is free. You can then push against the high speed stop screw with your hand.
2. The upper tensioner should be aligned with the high or low cog when the derailleur is in high or low speed setting. If the tensioner is not aligned, you must tighten or untighten the stop screw to obtain the correct setting (see Figure 17).
3. Then you must adjust the indexing. Ensure that the gear changing lever is set to the highest gear, which corresponds to the smallest cog. Then tighten the cable by pulling on it and immobilize it by using the cable tightener on the derailleur.

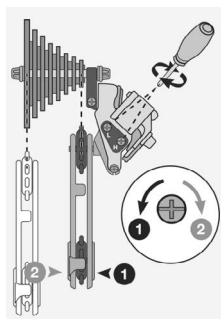


Figure 17.  
Derailleur stop screws setting.

To perfect the cable tension, use the dial on the derailleur or on the lever. When pressing on the lever to change up the gears, the derailleur should climb without delay onto the next cog without making any noise.

If the derailleur does not pull the chain onto the next cog, or if it makes noise from rubbing onto the lower cog, you need to tighten the cable by unscrewing the dial.

Inversely if the derailleur takes the chain too far, climbing up two cogs or rubbing on the upper cog, you need to loosen the cable by tightening the dial.

The final adjustment to cut out all noise should be precise and the dial adjusted by a quarter turn between each check.



#### WARNING!

**If despite these recommendations you are not able to correctly index your gears, see your local retailer so they can carry out the different steps of adjustment as well as checking the derailleur hanger.**

### 4.4 SUSPENSIONS

For optimal durability and functioning, check the specific notices of each manufacturer delivered with this manual in order to correctly carry out the settings and maintenance of components. Also ensure you adapt the settings to your size and your type of riding.



#### WARNING!

**A badly carried out setting can make you lose control of your Moustache or damage components. Ask your local retailer for advice. He/she has the necessary experience to help you find the correct settings. You can also refer to the manufacturer's notice.**

#### 4.4.1 Fork lockout system

Some forks are equipped with a system to lockout the suspension.

Each brand has its own type of lockout but the principle remains very similar from one brand to another. When the system is locked, the fork movements are blocked in order to guarantee better pedaling efficiency. However, the fork is not 100% blocked in order not to damage the suspension if the fork stays locked out on rough ground. The levers are on the right leg of the fork. The following figure presents different models of lockout systems.



Figure 18. Different systems of fork lockouts.

## 4 // SETTINGS AND VARIOUS RECOMMENDATIONS

- To unlock a suspension fork turn the locking lever in the direction indicated by the arrow with the description «OPEN» until it stops. (See the example on Figure 19).
- To lock a suspension fork, turn the locking lever in the direction indicated by the arrow with the description «LOCK» or «FIRM» until it stops. (See the example on Figure 20).



Figure 19.  
Locking lever in open position.



Figure 20.  
Locking lever in close position.



### WARNING!

**Do not forget to unlock the system when the terrain becomes rougher in order not to damage the fork!**

### 4.4.2 Shock lockout system

As with telescopic forks, shocks are equipped with a lockout system for suspension. When the system is locked, the movements of the shock are blocked in order to guarantee better pedaling efficiency. However, the shock is not 100% blocked in order not to damage the suspension if the shock stays locked out on rough ground.

To lock or unlock your shock you simply need to follow these steps:

1. Find the blue lever on the shock. You will see a padlock logo in open or closed position on the lever.
2. If the padlock is open, it means that your shock is in open position (see Figure 21).
3. If the padlock is closed, it means that your shock is locked out (see Figure 21).
4. To move from one position to the other, you simply need to move the blue lever with your index finger in the direction indicated by the arrows in Figure 21.

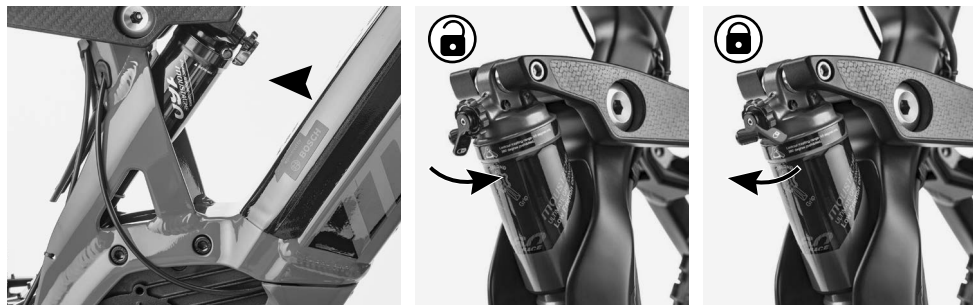


Figure 21. Open position (left) and closed (right) of the shock.



### WARNING!

**The pressure exerted by your finger to move the lever should be very light; you do not need to force the mechanism. In case of a problem, contact your retailer. You can also refer to the manufacturer's notice.**

### 4.4.3 Setting the pre-stress of the fork (SAG)

In order to fully profit from your bike's potential, the suspension should be set up for your weight. This is a technical procedure that can be carried out by your local retailer if you do not have the necessary knowledge or material.

This setting is commonly called «SAG», which corresponds to the compression of the suspension under the weight of the cyclist. The level of SAG varies according to the type of fork and the type of usage of the bike. These values can be found in the technical notice available on the website <https://www.moustachebikes.com/en/manuals//> in the Supports section.

The SAG is a value expressed as a percentage, and defines the length of displacement of the stanchions in relation to the fork or shock body, caused by your body weight when you are sat on the bike. Let's take an example:

My fork has 140 mm of travel (which means the stanchions are 140mm long). The recommended SAG is 25%. To convert this SAG value into millimeters you just need to use the following formula:

$$\text{SAG [in mm]} = \text{SAG [en \%]} \times \text{Travel [in mm]}$$

Which in this example case gives us:  $\text{SAG [in mm]} = 25\% (0.25) \times 140 \text{ mm} = 35 \text{ mm}$

So, my body weight pushes the stanchions into the legs by 35 mm.

The SAG is calibrated by setting the pre-stress of the shock or the air pressure in the pneumatic cartridge depending on the type of fork. To set up fork SAG carry out the following steps:

#### For Coil spring with oil damping.

- Sit on the bike in a normal position and wearing your usual riding kit (helmet, bag and accessories...). You can lean against a wall in order to avoid any brusque movements on the bike.
- Step off your bike gently to avoid a harsh movement and measure the «SAG». A SAG that is too weak indicates that the pre-stress of the spring is too high. You should therefore turn the adjustment lever towards the «-». Inversely, a too high level of SAG indicates that the spring's pre-stress is too weak, and you should therefore turn the adjustment lever towards «+».
- Repeat these steps until you find the right level.

**Hint:** If your fork is not equipped with a rubber O-ring that you can use to see the SAG position, you can place a plastic zip tie on the fork stanchion which will carry out the same function.

Other settings can be carried out so you profit as much as possible from your suspension system. Refer to the dedicated notice or to your local bike retailer.

## 4 // SETTINGS AND VARIOUS RECOMMENDATIONS

### For suspension models with Air/Oil cartridge system

Before starting, ensure you have a high pressure pump and your usual riding gear.

- Place the rubber O-ring against the fork leg.
- Sit on the bike in a normal position and wearing your usual riding kit (helmet, bag and accessories...). You can lean against a wall in order to avoid any brusque movements on the bike.
- Step off your bike gently to avoid a harsh movement and measure the "SAG" (see figure). A SAG that is too weak indicates that there is too much pressure in your fork. You should therefore take out air from your suspension. Inversely, a too high SAG indicates that there is not enough, you should therefore, add air. To do this:
- Unscrew the valve cap to access the fork valve that enables you to adjust the air pressure as in the following figure:



- Using a high pressure pump, adjust the fork's air pressure in order to get the desired SAG as in the figure above. Be careful to not pass the maximum air pressure that your fork can handle! This value can be found in the manufacturer's notice.
- Sit on the bike as described previously and check the SAG. Repeat these steps until you find the right level.

**Hint:** If your fork is not equipped with a rubber O-ring that you can use to see the SAG position, you can place a plastic zip tie on the fork stanchion which will carry out the same function.

Other settings can be carried out so you profit as much as possible from your suspension system. Refer to the dedicated notice or go to your local bike retailer.

### 4.4.4 Setting the pre-tensioning of the rear shock (SAG)

Before starting, ensure you have a high pressure pump and your usual riding gear.

The process to set the SAG on your shock is very similar to that of your fork. You simply need to follow these steps:

- Place the rubber O-ring against the shock's body.
- Sit on the bike in a normal position and wearing your usual riding kit (helmet, bag and accessories...). You can lean against a wall in order to avoid any brusque movements on the bike.
- Step off your bike gently to avoid a harsh movement.

Your Moustache is equipped either with:

- 1- A sticker indicating the level of SAG with a red sliding scale. The ideal SAG has been reached when the O-ring is aligned with the red scale as in Figure 22. If the O-ring has gone further than this mark your shock needs more air. Inversely, if the ring has not reached the mark, there is too much air in your shock.
- 2- Or a little plastic clip with «SAG Adjuster» marked on it. The ideal SAG has been reached when the O-ring is aligned with the extremity of this part as in Figure 24. If the O-ring has gone further than this mark your shock needs more air. Inversely, if the ring has not reached the mark, there is too much air in your shock.



Figure 22. SAG Adjuster.

### To adjust the level of air in your shock:

- Unscrew the valve cap to access the shock's valve that enables you to adjust the air pressure (See Figure 23).
- Using a high pressure pump, adjust the shock's air pressure in order to attain the desired level of SAG. Be careful to not go over the maximum air pressure level that your shock can cope with!



Figure 23. Manipulating the valve cap.

This level can be found in the Moustache technical notice available on our website [www.moustachebikes.com/en/manuals/](http://www.moustachebikes.com/en/manuals/) in the section called «Supports».

- Sit on the bike as described previously and check the SAG. Repeat these steps until you find the right level.



Figure 24. ideal SAG position.

## 4 // SETTINGS AND VARIOUS RECOMMENDATIONS

### 4.4.5 Setting the rebound on your fork and on your shock

Shocks, pneumatic forks and some hydraulic forks are equipped with a dial that enables easy adjustment of the rebound level. On the shock, this dial is situated in the same position as the lockout lever (see Figure 25). On the forks, this dial is usually placed under the right fork leg and can be found thanks to the sticker marked «REBOUND» (see Figure 25). This is usually in the color red.



Figure 25. Example of rebound adjustment dials: on the left is for a shock, on the right for a fork.

The rebound of your suspension controls the speed at which the stroke returns to neutral after a shock. The perfect setting is therefore not always easy to find and can depend on several different factors: your riding ability, the terrain on which you are riding, as well as your riding style. Don't hesitate to go to your local Moustache retailer to help you set this up.

**N.B. :** This setting should be carried out after you have adjusted your SAG (see preceding paragraphs).

If you would like your suspension to be more lively (to be closer to that of a spring), you should turn the dial in the direction that is indicated with a «+» or an image of a rabbit «🐰». You should be able to feel that your suspension is more reactive and comes back quickly to its initial position. Conversely, if you would like your suspension to be less lively, then you should turn the dial in the direction that is indicated with a «-» or an image of a tortoise «🐢».

**N.B. :** The images used may have a different signification depending on the brand. Do not hesitate to consult the notice provided by the manufacturer of your fork.

Here is a more advice to help you set up your fork:

- The symptoms of a too slow rebound: during a passage of numerous big shocks one after the other, as in a rocky descent or steps, your suspension will push down without having the time to come back to its original position. You will need to increase the rebound of your suspension.
- The symptoms of a too fast rebound: the behavior of your suspension will resemble that of a spring, your bike will lose contact with the ground during a rough part of trail. Your bike will lose grip and therefore will underperform. You will need to decrease the rebound of your suspension.

### 4.4.6 Cleaning

- Make sure you clean the stanchions after each usage, with a little soapy water and a soft sponge.
- Then wipe all the surfaces with a soft cloth.
- Carefully inspect all the seals, these guarantee the correct functioning of your forks and above all their reliability.

Some of the maintenance of your fork, such as lubrication and purging should be carried out following the specific recommendations of the manufacturer (for this you need to refer to the notice produced by the manufacturer). These operations should be entrusted to a specialist who has the correct tools and the knowledge necessary to effectively accomplish this.

## 4.5 WHEELS

### 4.5.1 The tires

We have equipped your Moustache bike with high performance tires made by well-known brands. We advise you to take into account their individual characteristics, in order to be able to benefit from them for as long as possible.

> **Regularly check the wheel is not buckled or damaged.**

The good maintenance of tires needs:

// Sound rims and a rim base in good condition.

// Putting talcum powder from time to time on the inner tube and inside the tire.

// A correct level of pressure. For this, check the span of pressures that is written on the tire's flank. You do not need to inflate the tire up to the maximum level indicated, but rather to the level that suits you for the amount of comfort and grip that you wish to have. You can find the levels that we advise in the technical Moustache notice that is available on our website [www.moustachebikes.com/en/manuals/](http://www.moustachebikes.com/en/manuals/) in the section called «Supports». Do not go over the maximum pressure indicated on the tire's flank, or you risk exploding the tire. Leaving the pressure too low increases your risk of a pinch flat.

// Check the tire frequently for any element that might attach itself to the tire or knobbles, and remove them.

Some models of tires have a specific design that means there is a sense of rotation that must be respected. Always follow this sense of direction, as indicated by the arrows on the flank of these tires.

### Mounting a tire or an inner tube:

If you wish to change an inner tube or a tire, for example after a flat, first check the condition of the rim and rim base, the inner tube and the tire. Always use the same size of tire and of inner tube as those originally provided with the bike, or go to your local bike retailer to know which other sizes may be compatible.

### Disassembly

- Remove air from the inner tube and move the tire bead to the center and base of the rim. (see Figure 26).
- Remove one side of the tire bead from the inside of the rim. This can be made easier by using a tire lever. Be careful not to damage the rim or pinch the inner tube whilst doing this.
- Replace the inner tube and/or the tire.

## 4 // SETTINGS AND VARIOUS RECOMMENDATIONS

### Assembly

- Add a little air to the inner tube so that it takes the form of a circle.
- Place the inner tube in the tire then the valve in the hole in the rim.
- Place the first side of the tire bead into the base of the rim starting at the valve. (Figure 28).
- Place the inner tube into the rim. (Figure 29).
- Then push the second side of the tire bead into the rim, taking care not to pinch the inner tube between the tire and the rim. (Figure 27).
- Pump up the inner tube to the advised pressure level. (Figure 30).
- Check the tire is correctly centered on the rim. If it is not correct, let air out of the inner tube then re-inflate it. To make this easier, you can use a little soapy water to wet the side of the rim and tire when the inner tube is deflated.
- Make sure you check the air pressure of your tires before and after each ride.

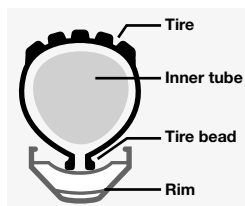


Figure 26.  
Tire bead into  
the base of rim.



Figure 27.  
A pinched inner tube  
between tire and rim.

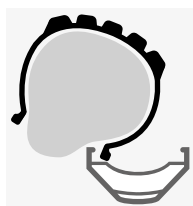


Figure 28.  
First bead in position  
+ inner tube out of the rim.

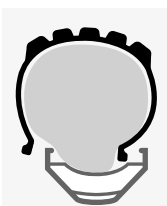


Figure 29.  
Inner tube in the rim.

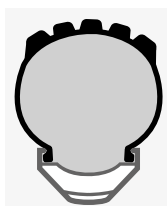


Figure 30.  
Tire beads in rim hooks  
+ inner tube inflated.

### 4.6 KICK-STAND

The kick-stand is made of aluminum. It is placed as close as possible to the rear wheel for the greatest stability and to avoid it coming into contact with the cranks when the bike is immobile. Its length can easily be modified. It is therefore easy to adjust it as needed, for example when your bike is parked on a slope.

For best stability, your bike should not be positioned too vertical or too leaned over. The Figure 31 shows the Ideal angle for parking your bike on flat ground.



Figure 31.  
Ideal angle on flat ground.

#### 4.6.1 In the case of a Pletscher kick-stand

You can easily adjust the length of the kick-stand using a 2.5mm allen key. To do this, unscrew the pressure screw; adjust it to the desired length, then retighten the pressure screw to 3-5 Nm.



Figure 32.  
Pletscher kick-stand settings.

#### 4.6.2 In the case of a Moustache kick-stand

You can adjust the length of your Moustache kick-stand. You simply need to pull the little plastic clip as in the Figure 33a, then, whilst holding the clip, adjust it to the desired length. Finally let go of the clip. If the displacement of the little plastic clip is not sufficient to allow the lower part of the kick-stand to move as required, you can loosen the cross-head screw by a quarter turn using a cross-head screwdriver until you have enough movement to slide the lower part of the kick-stand as in Figure 33b.



Figure 33a.



Figure 33b.

### 4.7 LUGGAGE RACKS AND MUD GUARD

#### 4.7.1 Mud guard

All our urban models are equipped with tubular mud guards ensuring a high level of stiffness. Always respect a minimum gap of 6 mm at all points between the tire and the mud guard (see Figure 34). This should be checked regularly and at each time that you change the tires on your bike. Keep to the size of tire equipped on your bike at sale in order to keep the right size gap. If the gap is less than 6mm contact your retailer so that he/she can adjust as necessary. Regularly check that the fixation points on your mud guard are tight. (see Table 2 Recommended torque values)

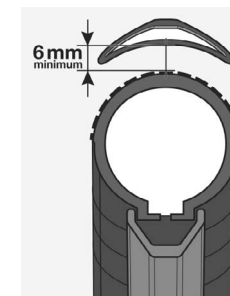


Figure 34.  
Minimum gap tire/mud guard.

#### 4.7.2 Luggage racks

We have equipped some models with specific luggage racks. These luggage racks are designed for a maximum load of 25 Kg (including the battery if your bike has a battery placed on the luggage rack).

Never attempt to modify your luggage racks, its fixation points, or to go over the maximum load limit as this can damage your bike and cause a fall and injury. What's more, in this case, your bike or the luggage rack will not be covered by the guarantee.

When your luggage rack is loaded, the behavior of your bike will be affected. Weight is added to the rear of the bike, and this will modify the handling and braking of your bike. In order to keep a good level of balance on the bike, divide the load as evenly as possible on both sides of the bike.

Take time to get used to how your bike behaves when loaded and adapt to this different feeling. Also think to check the gap between the tire and mud guard when the bike is loaded. It should always be a minimum of 6mm.

## 4 // SETTINGS AND VARIOUS RECOMMENDATIONS

If you wish to mount a child carrier or a trailer on your luggage rack, ask your retailer for advice. He/she will be able to inform you which will be compatible with your racks. When you attach panniers to your rack, ensure it is solidly fixed and don't leave any straps loose as these risk getting trapped in the wheels and causing a fall.

Note that any panniers fixed to the rack should not conceal lights and reflectors.

Regularly check that the screws holding your luggage racks are tight in order to avoid any unwanted incidents. Hold the rack and try to move it forward and back in order to check that all fixation points are tightly attached.

### Fixation points for luggage racks :

- **Models equipped with a battery on the luggage rack:**

These bikes have an open frame (see Figure 35). The luggage rack is fixed with 8 screws on the seat stays and 2 screws on the rear mud guard.

- **Models equipped with batteries fixed in the frame (HIDDEN POWER) or on the frame:**

These luggage racks have 2 screws attaching them to the frame and 2 attaching them to the rear mud guard (see Figure 36).



Figure 35. Fixing points for luggage racks with battery.



Figure 36. Fixing points for classic luggage racks.

**N.B. :** Our luggage racks are equipped with a fixation system for QL-3 panniers, so for example the Moustache by Ortlieb pannier or any other compatible pannier can be attached.

### 4.7.3 Transporting children or a load

Before riding on your Moustache when it is loaded or carrying a child in a child seat, you should always check several points:

- The pannier or child seat should be correctly installed.
- The child should be correctly strapped in according to the recommendations by the manufacturer of the seat, and wearing a helmet.
- The load should be shared evenly across the bike.
- The bags and load should not be able to slide or move.
- The load should not be greater than the total authorized weight.
- Nothing should be able to become trapped between the spokes in the wheel, nor obscure the lights and the reflectors.

Your approved Moustache retailer will be able to advise you for the purchase of an accredited child carrier that is compatible with your Moustache bike.



### WARNING!

**When you are transporting a child on a child seat, always ensure that the child is not able to trap his/her fingers or feet in any moving parts of the bike (wheel, suspension seat post, spring on the saddle). There is risk of serious injury! Do not leave the child in the child seat when you put the bike on its kick-stand.**

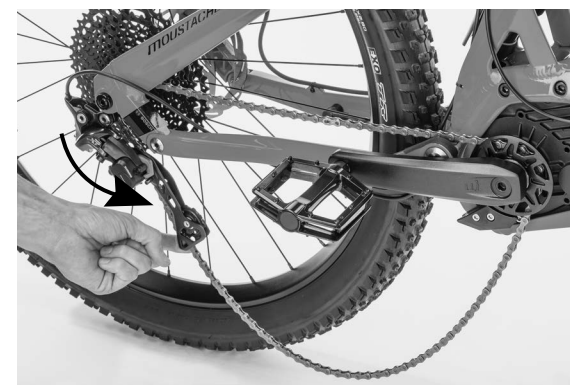
### 4.8 CHAIN TENSION

The chain on your Moustache is kept taut thanks to a chain tensioner situated by your rear derailleur. This should be checked regularly to ensure it is functioning correctly.

To do this:

- Use your index finger to push the tensioner several centimeters towards the front of the bike.
- Remove your finger and check that it comes back to its initial position.

If the chain is loose and/or the tensioner does not go back to its initial position, go to your local approved retailer to have it repaired.





## 4 // SETTINGS AND VARIOUS RECOMMENDATIONS

### 4.9 TIGHTENING TORQUE VALUES

To guarantee the reliability of your bike, it is imperative that you tighten the screws of all components carefully and regularly check them. Use a torque wrench in order to check these values. Always tighten in a progressive manner in order not to apply a torque higher than the recommended values.

**Never go over the recommended maximum torque value in any case.**

On some parts, the recommended torque values are indicated on the part itself. Always respect these recommended levels.

If you cannot find the correct torque rate for your component, check the specific notice that was provided with your bike, or ask your retailer for advice.

**Table 2 Recommended torque values**

Component	Screws and bolts	Torque value		
<b>Transmission</b>				
Rear derailleur	Fixation screw	8-10 Nm		
	Cable screw	5-7 Nm		
	Tension screw	3-4 Nm		
Gear lever	Fixation screw	5 Nm		
Cassette	Tightening screw	40 Nm		
Crank	Fixation screw on motor axle	45-50 Nm		
Pedal	Pedal axle	25 -30 Nm		
Chain guide	Fixation screw	5 Nm		
<b>Cockpit</b>				
Saddle on seat post	Seat post with 1 fitting block	22 Nm		
	Seat post with 2 fitting blocks	12 Nm		
Seat post	Seat post clamp	5 Nm		
Stem	Screw on the handlebar	5 Nm		
	Screw on the pivot	6-8 Nm		
	Screw on the stem cover	3 Nm		
Grips	Fixation screw	2-3 Nm		
<b>Accessories</b>				
Luggage rack (battery)	Fixation screw on M5 seat stays	4-5 Nm		
	Fixation screw on M6 seat stays	5 Nm		
Classic luggage rack	Fixation screw on the frame	5 Nm		
Mud guard	Fixation screw on the fork	5 Nm		
	Fixation screw on the support	3 Nm		
	Fixation screw on luggage rack/frame	5 Nm		
Kick-stand	Fixation screw	6-8 Nm		
<b>Brakes</b>		Formula	Shimano	Magura
Brake caliper	Fixation screw on the frame/fork	9 Nm	6 Nm	6-8 Nm
Brake lever on handlebar	Fixation screw on the brake lever	3 Nm	4-5 Nm	4 Nm
Disc brake	Fixation screw on the hub Shimano Center lock bolt	6 Nm	4 Nm	4 Nm
		40 Nm		



### WARNING!

The non-respect of the different recommended torque levels can cause the breakage or premature wear of certain components on your Moustache. This can also cause serious injury to the user.

## 5 // MAINTENANCE

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### 5.1 BATTERY

The battery is the most important element on your Moustache.

By respecting a few simple rules, you can optimize its lifespan. You will find lots of information in the Bosch notice delivered with your Moustache, but here is a little advice:

- // Do not stock your battery without any charge for prolonged periods; the battery can go into a deep discharge which will shorten its lifespan.
- // Get into the habit of recharging it at your return from riding, then your bike will always be ready to go.
- // The Bosch battery can be stocked without use or charging for up to a year, but it must be left charged to 50/60% (3 leds).
- // Even if it can bear being stocked in temperatures of -20°C to +60°C, you will optimize its lifespan if you keep it at an ambient temperature (20°C).
- // Respect the temperature conditions for usage which are -5°C to 40°C.
- // Never leave your battery exposed to high temperatures or in direct sunlight for a long period (for example in the back of a car in full sunlight).
- // Ensure that the contact points are always clean and do not insert metallic objects.
- // The Bosch batteries are specifically conceived in order to be recyclable.
- // Do not throw them away in normal rubbish or the tip. There is a specific treatment (ask your local Moustache retailer for advice).
- // Be careful, the transport of Lithium-ion batteries is subject to strict rules.

If you have any questions, please consult your local retailer.

### 5.2 USING ORIGINAL PARTS

It is strongly recommended to use the original parts for all components that are critical for safety.

The use of parts that are non-compliant with your bike, as well as any modification to the frame or parts can cause risks for the user of the bike as well as a restriction of the guarantee.

#### Replacing cranks and tires

If you wish to change your cranks to increase their length, you should first check that they will not pass too close to the chain stays. Please also check that your shoe will not touch the wheel or the mud guard when the cranks are in a horizontal position and you turn the handlebar. This same check should also be carried out if you increase the width of the front tire.

What's more, if you increase the length of your cranks, you will decrease their distance from the ground, so you are at risk of touching the ground if pedaling when cornering or on rough terrain, and therefore risk a fall. Ask your retailer for advice.

### 5.3 CLEANING AND LUBRICATION

After each ride, you should clean your bike with soapy water (washing up liquid is advised for its powerful degreasing qualities, without being corrosive). However, do not use a high-pressure hose, as far as possible.

If you cannot clean it otherwise, never direct the jet directly at the bearings and seals, nor at the motor and the battery.

We also advise you to remove the battery and the on board computer during cleaning, and to wash them separately using a damp cloth. Dry them with the aid of a soft cloth to eliminate any drops of water and residues of humidity in order to avoid the risk of corrosion. Doing this will also enable you to carry out a visual check of the tubes of your bike (useful to check for the start of any possible cracks).

Before storing your bike away, lubricate the transmission with a product specially designed for this. Also check the wear on your brakes, any possible buckling of the wheels and for any play.

### 5.4 WEAR PARTS AND INSPECTION FREQUENCIES



**As for any mechanical element, your Moustache bike is subject to high rates of stress and wear. The different materials and components can react in different ways to wear or to fatigue. If the envisaged life span of a component has been passed, this can break suddenly, therefore risking injury for the rider. Any cracks, scrapes or discoloration in zones subject to high levels of stress are an indication that the part has passed its usable life and should be replaced.**

Regularly check all wear parts, especially parts for the brakes and the transmission in order to not take risks. If you have any doubt about the level of wear on any part, please check the manufacturer's notice or check with your retailer. Prevention is better than cure, so don't wait till the last moment!

#### List of the different wear parts:

- Elements of the brakes (pads, discs).
- Tires, inner tubes, rims.
- Cables and cable hoses.
- Elements of the transmission (chain, chain ring, cassette, derailleur tensioner, chain guide).
- Grips.
- Bearings.
- Freehub body

## 5 // MAINTENANCE

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The chain of your electric bike is subject to high stress, especially if you use the higher levels of assistance. Regularly check its wear and replace it often. Go to your local bike retailer for advice if you are in any doubt.

Take the time to regularly check that no link has become deformed or open as it could break while riding and cause a fall.

In order to prolong the lifespan of your bike, here is an example of a maintenance calendar, in the case of regular use.

### 1 // Before and after each ride

- Check the brakes.
- Check the tire pressures and for any possible damage.
- Check wheels are tight.
- Check the stem and handlebar are tight.
- Check the suspension fork is functioning correctly.
- Check that the battery is correctly attached to the frame or the luggage rack.
- Carefully store your bike in a clean dry area.
- Recharge your battery.

### 2 // Every month

- Inspect for any possible play in the stem and the handlebar.
- Check the cassette as well as the chain as these are subject to a higher amount of strain on an eBike with central motor.
- Check the cables, hoses, levers.
- Check the derailleurs, and lubricate if necessary.
- Check the wear on brake pads, and replace if necessary.
- Check the wheel for any buckles and the spoke tension.

### 3 // Every six months (depending on the frequency and the type of usage)

- Inspect the frame and check for the appearance of any cracks.
- Check and grease the wheel hubs, headset, and any parts that have friction.

For a more in depth diagnostic, we advise you to visit your Moustache retailer, in order to carry out a more detailed check.

### 4 // Every two years

- Replace the handlebar and stem.



#### **WARNING!**

**Never spray oil on the chain without having first protected the brake discs. Without protection, small drops can pollute the disc and the pads and strongly reduce the braking performance.**

**If brake pads are polluted they must be replaced immediately.**

## 6 // WARRANTY & AFTER SALES SERVICE

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### **WARNING!**

**IN THE CASE OF ANY PROBLEM, TAKE YOUR BIKE WITH THE PURCHASE RECEIPT TO YOUR LOCAL MOUSTACHE RETAILER. HE/SHE WILL CARRY OUT A FIRST DIAGNOSTIC OF THE PROBLEM. ONLY AN APPROVED RETAILER CAN SEND THE BIKE TO US AND REQUEST THE GUARANTEE IS TAKEN INTO ACCOUNT.**

**IT'S THE MOUSTACHE AFTER SALES SERVICE WHO WILL DECIDE ON THE VALIDITY OF THE WARRANTY.**

The warranty takes effect on the purchase date. It only covers a normal usage of the bike.

Moustache frames as well as the rigid forks are guaranteed against manufacturing or material defaults for a duration of 5 years.

All the components mounted on Moustache bikes are guaranteed against manufacturing defaults for a period of 2 years from the purchase date.

For professional use, please contact us.

### **SPECIFIC POINTS**

The Bosch battery is guaranteed to have a residual capacity of a minimum of 70% after 2 years or 500 cycles of full charge.

The finishings (paint and stickers) are guaranteed against fabrication defaults for a period of 1 year from the purchase date.

In the case of a warranty request, you should go to your local approved Moustache retailer with your purchase receipt.

The Moustache retailer will carry out a first diagnostic and contact us with the different elements. According to these elements and a complementary analysis of your bike or the parts by our technicians, the Moustache After Sales Service will decide if the problem is covered by the warranty or not.

If the warranty is accepted, the component will be repaired or replaced with a new part that is identical or corresponding to the original.

If the warranty request is refused, your retailer will establish a quote for the repair. The work will start when you accept the quote.

### **THE WARRANTY ONLY APPLIES:**

- On bikes purchased from an approved Moustache retailer.
- For the first owner of the bike (the warranty cannot be transferred to future purchasers in the case of a resale),
- In the case of normal usage of the bike.

### **THE WARRANTY DOES NOT APPLY:**

- If the complaints are following the use of the bike in competition, for a professional usage, or outside of the conditions of use detailed in this manual (see table page 6).
- If either insufficient maintenance or negligence on the part of the owner has been noted.
- In the case of accidents or other abnormal or excessive conditions of use.
- In the case of a major modification carried out on the bike without prior written authorization from Moustache.
- In the case of exterior elements or agents (natural catastrophe, fire, humidity).
- In the case of use in a manner that is non-compliant with the technical and safety norms.

The warranty does not apply to wear parts of which you will find the list in the paragraph **5.4 WEAR PARTS AND INSPECTION FREQUENCIES.**

The conditions of this warranty only apply on the condition that the bike has been bought on European Union territory or the French DOM TOM and remains there.

No seller or distributor can modify the terms of the warranty, unless the seller or distributor replaces the Moustache warranty with his/her own conditions of guarantee headed by his/her company.

## 7 // SERVICE RECORD

1st Service	
At the latest after 400 km or 3 months after purchase date	Parts replaced / repaired, comment(s):
Date :	
Kilometers :	
Stamp & signature of the retailer:	

2nd service	
At the latest after 2000 km or 6 months after purchase date	Parts replaced / repaired, comment(s):
Date :	
Kilometers :	
Stamp & signature of the retailer:	

3rd Service	
At the latest after 4000 km or 2 years after purchase date	Parts replaced / repaired, comment(s):
Date :	
Kilometers :	
Stamp & signature of the retailer:	

## 7 // SERVICE RECORD

4th Service	
At the latest after 6000 km or 3 years after purchase date	Parts replaced / repaired, comment(s):
Date :	
Kilometers :	
Stamp & signature of the retailer:	

5th Service	
At the latest after 8000 km or 4 years after purchase date	Parts replaced / repaired, comment(s):
Date :	
Kilometers :	
Stamp & signature of the retailer:	

6th Service	
At the latest after 10000 km or 5 years after purchase date	Parts replaced / repaired, comment(s):
Date :	
Kilometers :	
Stamp & signature of the retailer:	

### My Settings

- **Model name:** ( cm)
- **Frame size:** ( cm)
- **Serial number:**
- **Key number:**

- **Surname:**
- **First name:**
- **Weight (Kg):** (including equipment)
- **Height (m):**

**SAG:** %

**Pressure:** PSI

**Rebound:** Click

**Compression:** Click

**Pressure (Bar):**

**Saddle height (mm):**

**Pressure (Bar):**

**SAG:** %

**Pressure:** PSI

**Rebound:** Click

**Compression:** Click

### My Settings

- **Model name:** ( cm)
- **Frame size:** ( cm)
- **Serial number:**
- **Key number:**

- **Surname:**
- **First name:**
- **Weight (Kg):** (including equipment)
- **Height (m):**

**Model name:** ( cm)

**Frame size:** ( cm)

**Serial number:**

**Key number:**

**Surname:**

**First name:**

**Weight (Kg):** (including equipment)

**Height (m):**

**Saddle height (mm):**

**Pressure (Bar):**

**Pressure (Bar):**

**SAG:** %

**Pressure:** PSI



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