

RELAY

RIDE 60 FIRMWARE UPDATE:

Follow this guide to update the
Firmware of your drive system:



Necessary Tools:

- Long USB-C cord
- Computer
- Fazua Basic Toolbox

How to Download the Fazua Toolbox:

- Navigate to Fazua's website: fazua.com/en/
- Go to the Support section and click on "Help Center"
- You can find the downloadable zip file under the "Fazua Toolbox Software" in the menu on the left-hand side
- Download the software that matches your operating system.
Note: The Toolbox works best on Windows operating systems and is NOT compatible with the Google Operating system.
- Follow the steps to install the toolbox on your computer.

Note: The battery needs to be installed in the bike and you must use a USB-C port. Do not remove the battery at any time during the update process. Doing so can cause the system to freeze.

The update can be performed locally or online. In order to perform the online update, make sure your computer is connected to the internet.

Installation Steps:

1. Open the Fazua Toolbox.
2. Connect the E-Bike to your computer via the USB cable. The USB port on your bike can be found in the LED Hub.
3. On the left navigation bar, select "Firmware Update."

FAZUA v2.19

RIDE 60 FIRMWARE UPDATE

Follow this guide to update the Firmware of your drive system:
To perform the Update, you need the E-Bike with the battery inserted and a suitable USB cable. The E-Bike has a USB-C port. The Update can be performed local or online. We recommend the online Update, because you are automatically provided with the latest Firmware! Make sure your computer is connected to the internet.

- Connect the E-Bike to your computer via the USB cable. The USB port on your bike can be found in the Control Hub or the LED Hub
- Click on "RIDE60 BUNDLE UPDATE"
- You can now choose between the online Update and a local Update
- Select "Online", the latest Firmware Bundle will be downloaded automatically. Internet connection required!
- If you want to install a Firmware Bundle, that you have already loaded on your computer, please select "Local" and open a Firmware Bundle file from your computer
- Components for which there is a newer version are automatically selected for the Update
- Click on "Start": all selected components will now be updated
- Wait until all Updates have been installed completely and do not remove the USB cable or battery under any circumstances!
- After all Updates have been successfully installed, you can remove the USB cable
- Carefully close the USB port on your E-Bike to prevent water and dirt from entering!

3. — | FIRMWARE UPDATE

Settings About RIDE60 CONNECTED

- > TorqueSensor is now disconnected
- > TorqueSensor is now connected in normal mode
- > Finished: FLASHING TORQUE SENSOR Successfully
- > Finished: FLASHING TORQUE SENSOR Successfully
- > Started: IDLE STOP
- > Started: IDLE STOP
- > Finished: IDLE STOP Successfully
- > Finished: IDLE STOP Successfully

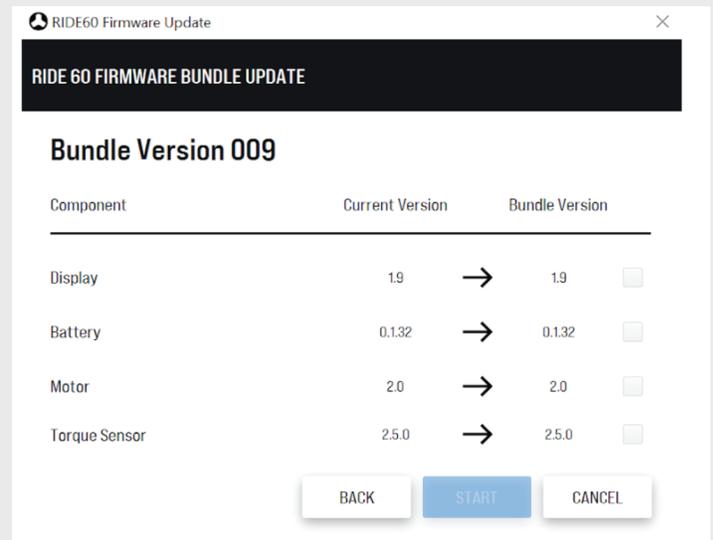
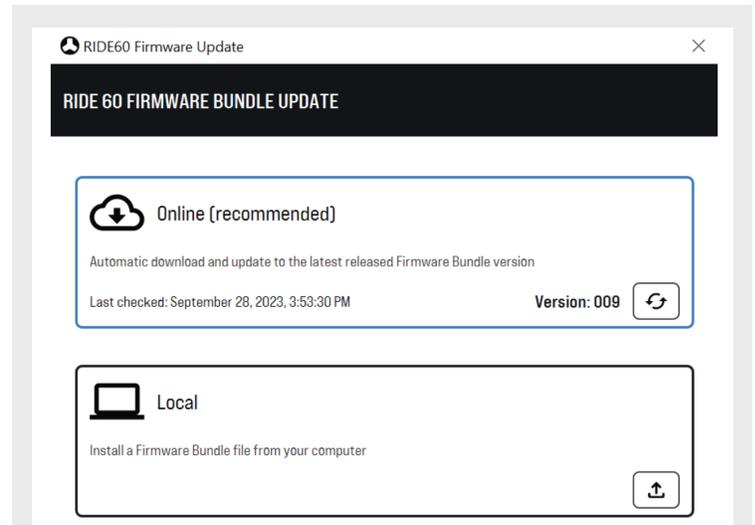
Installation Steps cont.

4. Click on "RIDE60 BUNDLE UPDATE" in the top right corner of the screen.
5. A window will appear with the option to download the Online or a Local Update.

Note: We recommend selecting the online Update option, as this will use the most up-to-date version of the firmware from the Fazua website.

6. Select "Online", and the latest Firmware Bundle will be downloaded automatically.
 - An Internet connection is required to download directly.
7. Components for which there is a newer version are automatically selected for the Update, otherwise, components can be manually selected using the check boxes.

8. Click on "Start": all selected components will now be updated.
9. Wait until all updates have been installed completely before removing the USB cable or the battery.
 - **WARNING:** Removing either of these components before the Update is complete, can cause a fault in the drive system.
10. After all updates have been successfully installed, you can remove the USB cable.
11. Carefully close the USB port on your E-Bike to prevent water and dirt from entering.
12. **Go ride your bike!**



Fazua Warranty

If you are experiencing any issues with your Fazua drive system, reach out to your local Fazua dealer. Use this link to find the nearest dealer. For riders in North America, reach out to QBP to ask any questions or get troubleshooting assistance. Use this [link](#) to find the nearest certified dealer. See more info below:

Before reaching out to QBP, run either a system report if you are using the basic toolbox or a diagnostic report.

1. Call 1-800-346-0211 or email dealer-na@porsche-ep.com to initiate a warranty claim.
2. The Fazua team here at QBP will determine if the item is a warranty and send out a replacement part.
3. QBP will ship out your request within 48 hours of receiving the request.

To file a claim with QBP, you DO NOT need to run a full diagnostic report or be a Certified Fazua Partner. QBP will require at least a basic system report, which can be done in the Basic Fazua Toolbox.

Note: If you are not a partner or shop, QBP may ask that any parts that need to be installed, be installed by your nearest bike shop or Certified Fazua Partner.

To run a System Report, follow the steps below:

1. Open the Fazua Basic Toolbox.
2. Connect your bike to your computer.
 - A. Note:** Before starting the System Report, make sure the bike is in a stand and both the cranks and rear wheel can rotate freely.

FAZUA Toolbox v2.19

FAZUA

RIDE 60 PRODUCT INFORMATION

Bike	Toolbox	System Report
Total Distance: 78.3 Km Installed Bundle Version: 009 System is up to date	Version: 2.19 Available Toolbox Version: 2.19 Toolbox is up to date	Create a report with all the information about your drive system and export it as a pdf file. Create System Report

Motor	Torque Sensor	Battery	Display
Serial Number: 0240110010009607 Type: Motor 04 Firmware Version: 2.0 Hardware Version: 5 Status: NORMAL	Serial Number: 1500013711 Firmware Version: 2.5.0 Hardware Version: 31 Status: NORMAL	Serial Number: 03AL320010000241 Firmware Version: 0.132 Hardware Version: 210 Status: NORMAL	Serial Number: 0240130020008771 Type: LED Hub Firmware Version: 1.9 Hardware Version: 7 Status: NORMAL

3. While in the “Product Information” section, click on “Create System Report”
4. Save the System Report as a PDF file for future reference or to submit with your claim.