



VELLO BIKE

SUB ORIGINAL OPERATING INSTRUCTIONS

E-BIKE, EPAC, PEDELEC, S-PEDELEC
EN 15194

1 St Edition

SUB MANUAL AUF DEUTSCH



www.vello.bike/submanual

SUB MANUAL IN ENGLISH



www.vello.bike/en/submanual

SUB MODE D'EMPLOI



www.vello.bike/fr/submanuel

IMPORTANT!

Please read these operating instructions carefully before use and keep them in a safe place.

Do not dismantle any parts without consulting a qualified bicycle mechanic! Before you ride your bike for the first time, you must have it checked by a qualified bicycle mechanic! For more information, videos and explanations, visit www.vello.bike/en/support

Extend the warranty for the frame and fork of your VELLO bike from 2 to 7 years at www.vello.bike/en/warranty (more information on page 26).

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Dear Vellonaut,

Congratulations on your new VELLO SUB! Thank you for choosing an e-cargo bike from VELLO. We wish you a safe journey at all times! VELLO SUB is characterised by intelligent details, ground-breaking innovations, its low weight, and award-winning design. For your own safety, please read the following operating instructions carefully before using your VELLO SUB for the first time and observe the safety instructions and tips contained therein. The following information should help you move your VELLO SUB safely and thus avoid falls and injuries.

You will also find information on the correct maintenance and care of your VELLO SUB in these operating instructions. Make sure that your VELLO SUB has been checked by a specialised bicycle workshop before using it for the first time. If you are not sure whether a check has been carried out, please visit a specialist cycle workshop. If you purchased your VELLO SUB from an online shop, please also visit a specialist cycle workshop before using it for the first time. Screw connections may have loosened during transport.

The tightening torques of the screw connections must be checked before initial start-up. Please also ensure that your VELLO SUB complies with local road traffic regulations (e.g. StVO, StVZO). These operating instructions are intended as general information only and are not a comprehensive guide to cycling or bicycle maintenance. If you have any questions during or after reading the user manual, please contact your VELLO dealer, or the VELLO team directly at support@vello.bike.

Enjoy your VELLO SUB!

With best regards,

Valentin Vodev and the VELLO team



GENERAL INFORMATION

These operating instructions contain general information on the operation, maintenance and care of the VELLO SUB as well as on safe handling.

Please also carefully read the enclosed operating instructions for the Bosch Cargo Line drive. If you have any questions, please contact your VELLO dealer, the bike workshop of your choice or the VELLO team. We will be happy to help you!

LEGAL

Manufacturer: VELLO GmbH, Reinprechtsdorfer Strasse 58-60, 1050 Vienna, Austria
Contact: support@vello.bike / Website: www.vello.bike/en

MARKING ON THE BIKE

Your SUB has a CE frame sticker confirming that it has been successfully tested in accordance with DIN EN 15194:2018 and DIN 79010:2020-02. See declaration of conformity.

SAFETY INSTRUCTIONS: THIS POINT REQUIRES SPECIAL ATTENTION

In the interests of your own safety and the safety of others, always observe the safety and operating instructions in this operating manual. Read the operating instructions carefully before using the bike for the first time. Have a specialist cycle workshop ensure that your VELLO bike is in roadworthy condition.

The correct assembly and adjustment of pedals, handlebars, saddle and seat post, brakes and wheels is vital!

All tightening torques of screw connections must be checked and correctly adjusted by a specialist cycle workshop before its first use.

Check that the quick-release levers are tight before every ride. Please visit a local specialist cycle workshop to have your VELLO bike fitted in accordance with local road traffic regulations. Please note that the left brake lever actuates the front brake and the right brake lever actuates the rear brake. This is the most common configuration, but it may vary (e.g. Great Britain). If you wish, you can have the configuration of the brake levers adjusted at a specialist cycle workshop.

The VELLO SUB was developed for use on roads and paved paths. VELLO bikes are not designed for tricks, cross-country riding, extreme sports, climbing stairs, jumps, wheelies, or similar activities. Please use your VELLO SUB only as intended to avoid damage, accidents, or the cancellation of the warranty. Operating, maintenance and servicing conditions (as described in this user manual) are part of the intended use. The maximum permissible load (rider + luggage + accessories) is 210 kg. The unladen weight of the pedelec is between 24,9-28,9 kg, depending on the model.

No liability or warranty is assumed by the dealer or manufacturer if the VELLO SUB is used beyond its intended use, if safety instructions are not observed, if the VELLO SUB is overloaded or if defects are improperly repaired. Likewise, no liability is accepted for assembly errors by end users, willful misuse or accidents.

Please check the local regulations for operating a pedelec. In the EU, you must be over 14 years of age to ride a pedelec. The rider assistance system is limited to a maximum continuous power of 0.25 kW (250 W) and a maximum speed of 25 km/h (15.5 mph). The A-weighted sound pressure level is less than 70 dB (A).

BEFORE THE RIDE

Please note before every ride on the VELLO SUB:

- Wear a suitable and appropriate cycle helmet, even if this is not mandatory.
- Find out about the legal regulations of the country in which you are travelling and comply with all regulations.
- For VELLO SUB: Also observe country-specific regulations for the operation of e-bikes and pedelecs.
- Always wear suitable clothing: Light-coloured clothing for better visibility, tight trouser legs or trouser clips, no flapping clothing or long skirts that can get into the wheels or drive unit.
- Wear shoes with non-slip and rigid soles.
- Do not ride hands-free.
- Do not drive with headphones, do not use the telephone, and do not drive if your ability to drive is impaired by medication, alcohol, or other drugs.
- Check that the quick-release levers and thru axles are securely fastened before every ride.
- Always drive defensively and considerately in road traffic so as not to endanger yourself or others.
- Regularly check the tightness of screw connections and components and observe the specified tightening torques. Check the brake system for function and wear (brake track, brake pads, brake disc). Always adapt your driving style to the weather conditions. Please note that the braking distance can be considerably longer on wet or slippery surfaces. Always adapt your speed to the terrain and your riding ability.
- Pay attention to damage and wear on your VELLO SUB. Check the tyre pressure regularly. Check the frame, fork, and controls regularly for proper functioning and material fatigue. Always hold the VELLO SUB firmly when children are on the carrier: Never allow children to climb onto the VELLO SUB alone.
- Use the double leg kickstand when a child is strapped on: As the kickstand keeps the bike stable, please use both hands to strap the child into the child seat.
- Do not leave children unattended on the carrier: Never leave children unattended on the SUB, even if it is on the centre stand. Fidgeting children can affect the balance of the bike and a fall could result in serious injury.



COMPONENTS AND EQUIPMENT

- A MIK-HD compatible accessories, also from third-party suppliers
- B Fully height-adjustable seat post without tools
- C Handlebars can be adjusted and rotated for storage
- D Stepless hub gears from Enviolo (for SUB version with gears)
- E DualBattery-ready
- F Cockpit for smartphone holder
- G Powerful Supernova lights
- H VELLO carrier block, which serves as a holder for our removable bags and front carriers
- I Wide Schwalbe tyres for more comfort
- J Bosch® Cargo Line Smart System
- K Low-maintenance and clean belt drive from Gates
- L Supernova rear light with brake light function
- M Magura brakes with strong grip

The product image shown above is a sample image. Your VELLO SUB may differ in equipment and colour from the model shown above. The model shown is a VELLO SUB (CroMo frame) with hydraulic disc brakes, belt drive and Enviolo gears.

- ! **After a fall or accident, only use your VELLO SUB again after it has been checked for possible damage by your specialist workshop.**

SIZE ADJUSTMENT

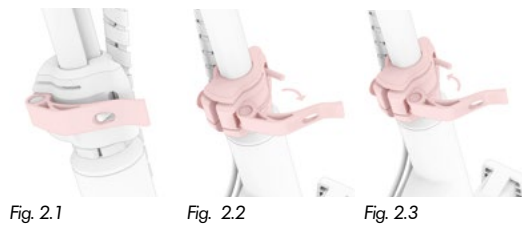
Video tutorials for resizing the SUB are available at www.vello.bike/en/support.

- 1 Remove your VELLO SUB from the packaging. Place the VELLO SUB on the floor.

TIP: Place a blanket under the VELLO SUB to avoid damaging your floor and the VELLO SUB. Now carefully remove all packing materials and protective packaging.

! **CAUTION: To avoid damaging the VELLO SUB, do not use a knife to open the cable ties! Please always use suitable pliers.**

- 2 **Speedlifter**
Speedlifter closed (Fig. 2.1)
Speedlifter open (Fig. 2.2)
Close Speedlifter (Fig. 2.3)



With the Speedlifter by Schulz, the height of the handlebars can be easily adjusted. To do this, open the quick release as shown and lift the handlebars.



Fold the Speedlifter: Open the quick release and push the silver pin upwards (Fig. 2.4). The handlebars are now unlocked for turning and must be turned 90 degrees (Fig. 2.5). As soon as the safe folding position is reached, the pin automatically moves downwards (Fig. 2.6). The quick release can now be closed securely (Fig. 2.7).

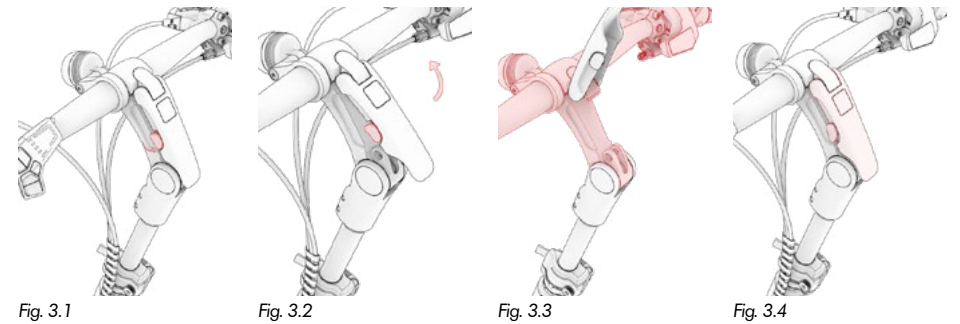


To bring the Speedlifter back into the steering position, the silver pin must be pushed upwards, and the handlebars turned back by 90 degrees (Fig. 2.8). As soon as the handlebars have reached the correct steering position, the pin automatically jumps down and the Speedlifter can be closed using the quick release (Fig. 2.9).



! **As long as the silver pin is up, the quick release cannot be locked. It is therefore essential to turn the Speedlifter until the safe 90-degree folding position is reached, and the pin automatically jumps down.**

- 3 **Stem**
The height and angle of the handlebars with the adjustable stem can be adjusted.
Open the stem: Press down the safety button on the left-hand side of the lever (Fig. 3.1). Now the lever can be raised (Fig. 3.2) and the angle of the stem adjusted (Fig. 3.3). To fix the angle, the lever must be pressed down again. The safety button automatically snaps up again as soon as the lever has reached the end position (Fig. 3.4).

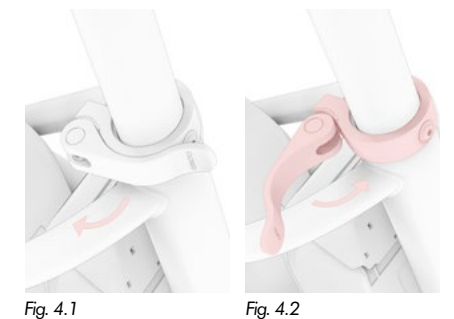


! **CAUTION: Please note that incorrectly adjusted handlebars can lead to serious falls. Before every ride, make sure that the handlebars are correctly adjusted and locked.**

Make sure that the brake lines are not twisted and wrapped around the handlebar stem.

! **CAUTION: If the angle of the stem can be adjusted by applying pressure from above, the tension must be increased. To do this, open the lever using the „Press & Open“ button and tighten the grub screw clockwise using a 2.5mm Allen key.**

- 4 **Seat post**
Seat post: Open the closed quick release (Fig. 4.1).
Seat post: Close the open quick release (Fig. 4.2).



The saddle can be easily adjusted in height using the quick release on the saddle clamp.
Open the quick release on the seat post clamp and pull the seat post out until the saddle has reached your desired seating position. Close the quick release on the seat post clamp to fix the desired height.

! **Make sure that you do not pull the seat post out of the seat tube beyond the „MIN/MAX“ mark.**

ADJUSTING THE SEAT HEIGHT

To find the optimum seat height on your VELLO SUB, you can proceed as follows:

1. Sit comfortably on the saddle.
2. Position your heel on the pedal and push it down until it has reached its lowest point.
3. Your leg should now be fully extended in this position.
4. Now place your foot with the ball of your toe on the pedal so that your leg is now slightly bent. Make sure that you can reach the ground with the tips of your toes while you are sitting.
5. Once you have found the right position, loosen the seat post clamp, and adjust the saddle to the desired height. Then tighten the seat post again.
6. Be careful not to force the saddle to avoid damaging the seat post or the frame.
7. Try to move the saddle carefully. If it does not move, sit on the saddle again and make sure that you are in the correct position.
8. If you cannot touch the ground with the tips of your toes, lower the saddle slightly until you can safely place your foot on the ground.

! The maximum load on the saddle is 120kg. This includes a backpack and other weights on the rider's body. Take into account all weights that you load onto the seat tube in addition to your own weight. The load limit of 120kg must not be exceeded!

! Never lift the saddle by the saddle handle.

PERMITTED TOTAL WEIGHT

The permissible total weight of the VELLO SUB is 210kg. This maximum permissible weight may be further restricted by the component manufacturer's recommendations for use.

The permissible total weight is made up of the following:

Weight of the SUB 24,9kg -28,9kg

+ weight of the rider

+ weight of the payload

Permissible maximum load limits of the various load suspension points:

Luggage carrier: Max 100kg

Seat post: Max 120kg = rider + rucksack + clothing etc.

Luggage carrier: Max 20kg

Max. 100 kg

Max. 120 kg

Max. 20 kg for VELLO load front carrier or 10kg for VELLO front carrier + VELLO carrier block



INSTRUCTIONS FOR PASSENGER TRANSPORT



Check assembly: Ensure that all accessories are correctly installed and securely fastened.

Correct use of installed accessories: The SUB Railing, Folding Footboards, Seat Pad MIK and SUB Cocoon are designed for seated use only. Standing on the accessories is unsafe and can cause permanent damage to the frame and accessories.

Use an approved child seat: If you wish to transport children, always use an approved child seat. The luggage carrier of the SUB is compatible with many common child seats, including the MIK-HD system.

Using the footboards: Passengers' feet must rest flat on the SUB Folding Footboards during the journey.

Holding on while travelling: Passengers must be able to hold on to the saddle handle or the railing rails while travelling.

Leg protection: To protect passengers' legs and feet, the SUB leg protection should be fitted.

Wear a helmet: All passengers should wear approved helmets to ensure their safety.

Transport of persons: In addition to the person travelling, one adult or up to two children may be transported. Please adhere to the laws of the respective regional road traffic regulations.

! Before transporting loads or people with the VELLO SUB, we recommend that you carry out driving tests in an unloaded state and in a traffic-calmed environment and practise various driving situations, such as starting and braking, tight cornering, stop-and-go driving, driving at high speed and driving on unpaved roads.

! Bear in mind that the driving and braking behaviour changes depending on the load. A high load increases the braking distance and makes short-term steering and driving manoeuvres more difficult. Therefore, drive with particular foresight with a heavy load. The braking distance is also longer when travelling on roads with inclination.

Guide to loading the VELLO SUB with the appropriate accessories
(accessories are available separately at www.vello.bike/en)

The VELLO SUB is a longtail e-cargo bike with a total load capacity of up to 210 kg, which is ideal for the environmentally friendly transport of goods and people in urban areas. VELLO offers accessories specially tailored to the SUB to fulfil as many requirements as possible.



SUB Railing

Using the MIK-HD system, up to two child seats or SUB seat cushions can be fitted (to be purchased separately). If required, the cargo area can be converted in seconds for transporting heavy goods.

Loading area: 600x400 mm



Front Carrier

The front carrier offers a load capacity of up to 10 kg, so you can easily take it shopping or on a picnic, even if one or two children are travelling in the back. A cargo front carrier with a load capacity of up to 20 kg is also available.



SUB Cargo Bag

The SUB cargo bags are waterproof, hard-wearing all-purpose bags with a carrying capacity of up to 53 liters (14 gallons) per bag. Large purchases, luggage and even work tools can be stowed away without any problems.



SUB Seat Pad MIK

The SUB seat pad is made of comfortable foam and allows passengers to sit comfortably on the rear carrier. Up to two seat cushions can be attached without tools using the MIK system.



SUB FOLDING FOOTBOARDS

The board perfectly complements the SUB railings on both sides. Both children and adults can rest their feet comfortably on the flat supports.

SUB Accessories



ELECTRIC DRIVE

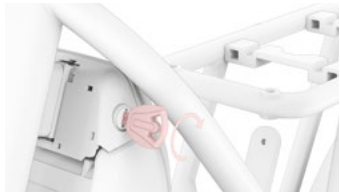


Fig. 1.1

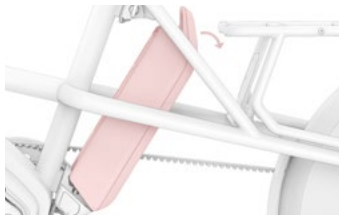


Fig. 1.2



Fig. 1.3



Fig. 1.4



Fig. 1.5

① **Battery**

To release the battery, turn the spanner (Fig. 1.1) so the battery pops out of the fuse for removal (Fig. 1.2). To reconnect the battery to the frame, the key must be turned to the left (Fig. 1.3) and removed (Fig. 1.4). The battery can then be reinserted (Fig. 1.5).

! **When installing the battery, make sure that it engages fully in the fuse and that you hear a click.**

Charging the battery

The battery may only be charged using the original Bosch power supply unit. The battery can be charged both when it is mounted on the frame and when it is removed.

System instructions for Bosch batteries for the Smart System: <https://vello.bike/en/sub/boschbattery>



② **Motor**

The Bosch Cargo motor provides support with up to 85 Nm up to the legally prescribed limit of 25 km/h. Further information at www.bosch-ebike.com

You can ride your VELLO SUB just like a conventional bike. When the drive unit is switched on, the more forcefully you pedal, the more the motor supports you with its torque.

System instructions for the cargo motor from Bosch on the website: <https://vello.bike/en/sub/boschmotor>



② **LED Remote**

The LED remote connects the VELLO SUB with the eBike Flow app. It shows all important riding data, is intuitive to operate and keeps your hands safely on the handlebars.

The different coloured LEDs adjust their brightness to the surroundings - for optimum readability. The LED remote can be used to activate helpful support functions such as the push assist including the hill hold function.

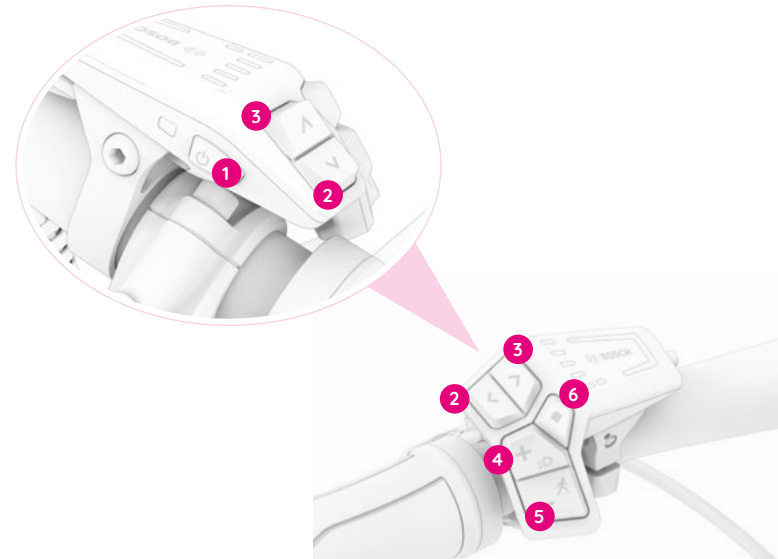


Abb. 2.5

LED remote control panel

- 1: Switch on and off button
- 2: Decrease brightness, Flow app control
- 3: Increase brightness, Flow app control
- 4: Increase assistance level (hold for at least 1 second to switch lights on or off)
- 5: Decrease the assistance level (hold for at least 1 second to activate the hill hold function)
- 6: Selection button (for display use)

System instructions for the Bosch Smart System: <https://vello.bike/en/sub/boschremote>



MIK-HD SYSTEM

MIK HD stands for Mounting is Key (Heavy Duty). It is a system that allows users to swap bike accessories in just a few seconds. Please note, however, that MIK HD differs from the normal MIK system. MIK HD (HD = Heavy Duty) was specially developed for transporting heavy loads such as children bike seats. Loads weighing up to 27kg can be transported with the MIK HD system.

Mounting accessories MIK-HD system

The SUB luggage carrier has suitable profiles for the MIK and MIK-HD system accessories. The tool-free quick-change system makes it possible to change the configuration of the VELLO SUB quickly and easily. Child seats and load baskets can be safely attached and removed. Up to two MIK or MIK-HD systems can be fitted at the same time.

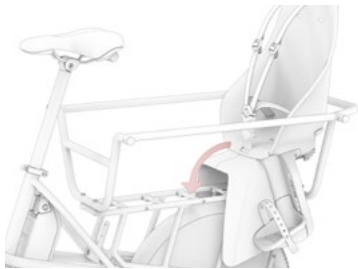


Fig. 1.1

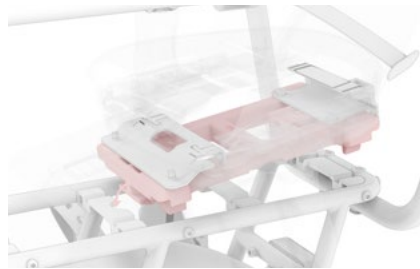


Fig. 1.2

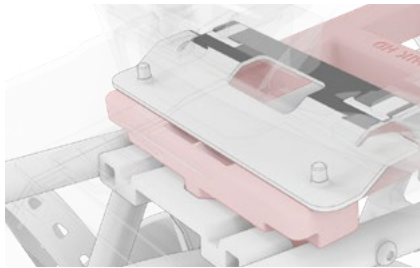


Fig. 1.3

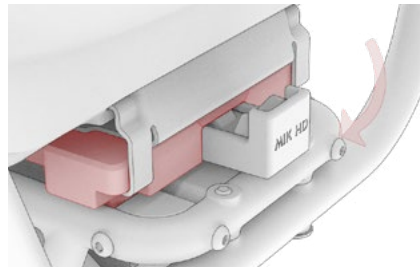


Fig. 1.4

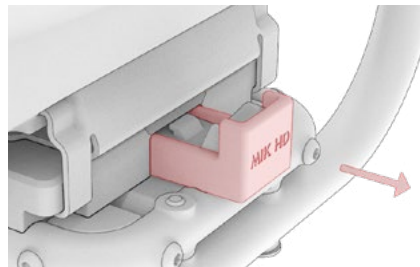


Fig. 1.5

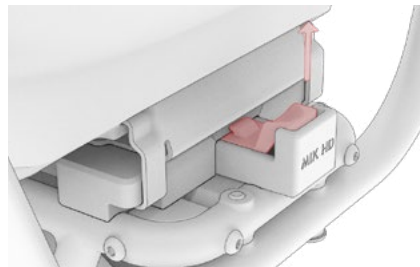


Fig. 1.6

①

Fitting a child seat with MIK HD

If only one child seat is fitted, it should be positioned at the very rear of the carrier (Fig. 1.1).

Slide the front part of the child seat under the third last profile (Fig. 1.2) of the carrier (Fig. 1.3) and place the rear part of the child seat in the last profile of the carrier. Now re-press the button lever with the MIK HD lettering and hook the child seat into the last profile of the carrier (Fig. 1.4). As soon as the child seat is correctly positioned, pull the button outwards and allow the child seat to engage (Fig. 1.5). The safety catch in the button pops up with a clicking sound (Fig. 1.6).

⚠

Before placing a child in the child seat, please check that the child seat is securely attached to the luggage carrier of the SUB.

SUPERNOVA LIGHTING

The Supernova lighting is already fitted to the front and rear of the bike. Pay attention to local regulations and requirements and, if necessary, consult a local specialist dealer or bicycle workshop to fit your VELLO bike with lights and reflectors in accordance with the regulations. As supplied, your VELLO bike may deviate from the requirements of the local road traffic regulations and must therefore be fitted accordingly.

- ⚠ **ATTENTION: The lights on your VELLO bike must comply with the legal requirements. Find out about the local regulations.**

FRAME

The unique unisex frames are particularly light and shock-absorbing. The patented chromoly steel frames and titanium frames are characterised by a very stable frame geometry.

BRAKE SYSTEM

The VELLO SUB is equipped with two independent MT5 - 4 piston disc brakes from Magura to ensure maximum safety and to comply with legal regulations. Never ride with only one functioning brake and test the brakes for proper function before every ride. Practise braking and emergency braking in traffic-free zones to get a feel for the braking distance. To do this, use the brake levers attached to the handlebars. The left lever activates the brake on the front wheel, the lever on the right is connected to the rear wheel brake. There may be country-specific differences. When you pull the lever towards you, a brake block presses against the brake disc and initiates deceleration.

- ⚠ **ATTENTION: Please note that the braking distance will be longer if water, lubricating oil, or dirt comes into contact with the brakes. The braking distance is also increased if the road surface is wet and/or dirty.**

Please also note that uphill and downhill gradients also influence the effect of the brakes. Always apply both brakes at the same time, but without locking the wheels. Locking one wheel can lead to falls or unintentional skidding. Continuous braking when travelling downhill can cause the brakes to overheat and lose braking power. Avoid prolonged braking and allow brake discs and the brake system to cool down before continuing your journey.

The brake discs and brake pads are subject to frictional force and can therefore show signs of wear. Always check that the brake discs and brake pads are in perfect condition. The backing plate of the brake pads must never come into contact with the brake disc.

- ⚠ **CAUTION: Disc brakes can overheat during prolonged use! Do not touch a disc brake until it has cooled down completely. See the brake manufacturer's operating instructions.**

Never operate the brake lever on disc brakes when the wheel is removed. When actuating the brake, the brake calliper (slave cylinder) must always be the lowest and the brake lever (master cylinder) the highest point of the brake system. Otherwise, air may get into the brake line and impair the function of the brake. Please visit your specialist dealer to replace the brake pads, the brake disc, and the brake fluid.

- ⚠ **CAUTION: Do not use the bike under any circumstances if the brake system, e.g. the cables, are damaged and inform your cycle workshop immediately.**

Operating instructions for Magura MT5 brakes:

<https://vello.bike/en/sub/magurabrakes>



PEDALS



Fig. 1.1



Fig. 1.2

The VELLO SUB is equipped with foldable pedals. To fold the pedals, push the pedal cage towards the crank (Fig. 1.1) and fold it 90 degrees (Fig. 1.2).

WHEELS AND TYRES

The VELLO SUB is equipped with 20-inch wheels to keep the centre of gravity as low as possible and stability and manoeuvrability high. The gear ratio of the front pulley has been adapted to the wheel size. 20-inch tyres with an E.T.R.T.O. diameter of 60-406 or 55-406 can be used as an alternative.

- ! ATTENTION: To ensure optimum stability and rotation of the wheels, the spokes are under tension. If a spoke breaks or changes its position or tension, e.g. due to travelling over extremely uneven surfaces, the movement of the wheel will be impaired. This can also impair the braking system. Therefore, check the wheels regularly by lifting the bike and turning the wheels. If a wheel no longer runs smoothly and starts to oscillate, have it repaired immediately by your specialist cycle workshop before setting off to avoid damage or accidents.**
- Please make sure that the spoke tension is correct at the first service after 200 km or two weeks by a specialist cycle workshop is checked.**

The tyres are the only connection point between the wheel and the road and are therefore responsible for traction, which affects braking, acceleration, and cornering stability. It is important that the tyres have the correct air pressure. Check the tyre pressure regularly. This is important for a safe ride and protects the bike from damage. Never exceed the maximum tyre pressure. You will find the value of the recommended tyre pressure on the side of your tyre. Always use a suitable bicycle tyre pump with a pressure indicator. It is not possible to determine whether the tyre pressure is correct by manually pressing on the tyre. If you discover a hole in the inner tube of a tyre, replace the tube if necessary or patch the hole with a suitable repair tool. When refitting the tyre, make sure that no foreign bodies such as dirt or sand get into the inside of the tyre and that you do not damage the inner tube during fitting.

QUICK RELEASE

Quick-release clamps consist of two operating elements: The clamping lever on one side and the clamping nut on the opposite side. The clamping nut is used to set the pre-tension, the clamping lever fixes the clamping. If you move the clamping lever as far as it will go and want to release the tension even further, turn the clamping nut anti-clockwise. To increase the tension, turn the clamping nut clockwise while holding the clamping lever with the other hand. If the clamping nut is tight, close the lever. When you close the clamping lever, you should be able to move it easily up to about halfway without any clamping effect. Now use the heel of your hand to close the lever completely with a little force. Check the position of the clamping lever by trying to turn it.

If it can be turned, open the lever, and increase the tension by turning the clamping nut. The tensioning lever must not protrude to the side and should rest against the frame.

- ! ATTENTION: Check that all quick-release levers are secure before every ride. If a quick-release lever comes loose during the ride, there is an acute risk of falling!**

BELT DRIVE

The VELLO SUB bike is equipped with a belt drive from Gates. If necessary, clean the belt with water and a clean, soft (non-fraying) cloth. Do not apply any lubricant to the belt. Have the belt tension checked regularly by your specialist cycle workshop and adjusted if necessary. The belt tension should be set to 8.5 using the Gates Universal Transmissions Spring Tension Tester. Too low a belt tension can lead to skipping, while too high a tension can damage other components and increase the wear of your Carbon Drive System.

Operating instructions for Gates belt drive:

<https://vello.bike/en/sub/gatesbeltdrive>



ENVILO SHIFTING

The continuously variable hub and the stepless controller enable shifting under load and the full performance of the drive system - under all conditions. The VELLO SUB with gear shifting is equipped with the particularly resilient heavy-duty version from Enviolo, which can handle a torque of up to 100 Nm and has a gear ratio range of 380%.

Gear ratio changes are made smoothly inside the hub by means of a fully sealed and therefore maintenance-free mechanism.

Shift to a low gear ratio when starting off or going uphill: Turn the twist grip of the Nfinity controller in the direction that indicates a hill. For higher speeds, switch to a high gear ratio: Turn the twist grip of the Nfinity Controller in the direction that indicates a flat section. Normally, 50-70% of the gear range can be shifted when stationary. The remaining ratios can be adjusted while travelling.

Operating instructions for Enviolo Shifting:

<https://vello.bike/en/sub/envioloshifting>



MAINTENANCE AND SERVICE

Different materials and components can react in different ways to wear and tear. If the service life of a component has been exceeded, it can suddenly fail and possibly cause injury to the rider. Any form of cracks, scratches or colour changes in heavily used areas indicate that the service life of the component has been reached and should be replaced. A lack of maintenance of the bicycle jeopardises your safety and can lead to serious accidents and injuries. You should therefore follow the instructions for the care and maintenance of your VELLO. Only use original spare parts or VELLO-approved spare parts when replacing components such as the frame, fork, tyres, rims, brakes, kickstand, handlebars, seat post, electronic components, etc. They have been tested to ensure that they are suitable for the intended use.

Inadequate maintenance of the bicycle jeopardises your safety and can lead to serious accidents and falls. Therefore, please observe the care and maintenance instructions.

! CAUTION: Bicycle components are worn out when riding. Worn components whose function is impaired can lead to serious accidents. Please note that different materials and components react differently and can therefore show different signs of wear. For your own safety, take your bike to a specialist cycle workshop for regular servicing!

HOW TO CARE FOR YOUR VELLO SUB

To prevent damage and annoying noises, treat the bike with spray wax or suitable care products. Consult your specialist dealer to purchase a suitable product. Make sure that tyres, rims, brake system, saddle and grips never come into contact with such care products! There is an increased risk of falling! Polish the bike with a clean cotton cloth and then carefully clean the brakes, rims, and brake discs with a suitable degreasing agent. Repeat the process several times a year and as required.

! ATTENTION: Test the functionality of the brakes (especially after maintenance and cleaning work) before every journey!

HOW TO CLEAN YOUR VELLO SUB

Use a clean cotton cloth, salt-free water and, if necessary, a gentle cleaning agent to remove dirt from your bike. Please note that road salt on the roads in winter or the salty air near the coast can damage the bike. Clean the bike at least every 200 kilometres.

HOW TO STORE YOUR VELLO CORRECTLY

Store your VELLO bike in a dry room. Please note that the tyres lose pressure when stored for long periods.

If the bike is standing on the ground, lift it up and rotate the wheels a few times every 2 to 3 weeks. Please note that the battery capacity of the BOSCH battery pack may be impaired if stored in cool conditions.

WORKSHOP SERVICE

To ensure that all components are in good working order, take your bike to a bike workshop for regular servicing. The first inspection should be carried out after 2 months or 200 kilometres at the latest. A regular inspection improves the performance of the bike and reduces the likelihood of damage. A service should be carried out annually or after 2.000 kilometres. You should also have your bike checked at a specialised workshop before long bike tours.

Your VELLO SUB is equipped with high-quality components that are usually available in local bike shops. However, if this is not the case, please contact VELLO. We will be happy to provide you with spare parts.

! CAUTION: Tampering with the components can restrict their functionality, cause defects, or damage the bicycle parts. Never repair or replace parts yourself. Always visit a competent local bike shop to repair these parts.

SERVICE SCHEDULE

Only have service work carried out at the prescribed intervals in a specialist workshop authorised by the manufacturer.

Type of inspection	For normal use	For frequent use and heavy loads
1st inspection	after 200 km or 6 months at the latest	after 100 km or 2 months at the latest
Subsequent inspections	every 2000 km or once a year	every 500 km or every 2 months
Brake disc check	every 400 km	every 100 km
Replacement handlebars and stem		After a fall as specified by the component manufacturer

Under unfavourable conditions, the belt tension may decrease. Have the belt tension checked regularly and have the belt re-tensioned if necessary.

**TIGHTENING TORQUE COMPONENTS & ASSEMBLY INSTRUCTIONS**

COMPONENT	TIGHTENING TORQUE	NOTE
Cable clamping screw	3,5 Nm	
Brake lever	ca. 7 Nm	
Calliper clamping screw	10-15 Nm	Grease thread
Calliper bolt	8 Nm	
Brake callipers: M6 adapter screw	8 Nm	
Crank bolt	40 Nm on both sides	Apply a little grease to the thread and disc
Drive unit fastening screws (Torx 8mm)	20 Nm	
Pedals	25 Nm	Pedals Insert a small black washer between the crank and the pedal axle with a dab of grease into the groove provided in the crank. Apply assembly grease to the thread in the crank and the thread on the pedal. Only then fit.
Dropouts Inlay fastening screws (Torx 8mm)	8 Nm	
Thru axle	8-12 Nm	
Bipod mounting screws (Allen 8mm)	8-12 Nm	
Grips	3-5 Nm	
Upper clamping screw (headset, Allen 6 mm)	6-8 Nm	

Headset bearing, grub screw (Allen 2.5mm)	10 Nm	Apply a thin layer of grease to the industrial bearing of the headset on both sides, then adjust the headset bearing using a small screw.
Luggage carrier Mounting screws	6-10 Nm	

WARRANTY AND GUARANTEE

VELLO offers a manufacturer's warranty of 2 years on the frame and fork, provided proof of purchase can be presented. Components (excluding wearing parts) have a warranty period of 2 years from the date of purchase.

The warranty period begins with the purchase of the bicycle (date on the proof of purchase).

Proof of purchase is required. The warranty is only valid for the original owner(s), i.e. the person to whom the sale was originally made.

Warranty claims do not apply in the event of normal wear and tear, improper assembly, improper or irregular maintenance and care or improper installation of components or accessories. Furthermore, damage caused by accidents, damage caused by incorrect handling, neglect, force majeure, the use of parts that were not manufactured or approved for assembly by VELLO, repairs that were not carried out professionally and damage caused by non-compliance with the regulations and instructions in the operating instructions are also excluded.

Should damage occur outside of the warranty, we will be happy to provide you with replacement components at the market price.

This guarantee is in addition to the statutory warranty claims. VELLO reserves the right to reject the warranty claim.

Some components may not be available for older VELLO bikes due to product development and obsolescence. Upgrading components is not covered by the VELLO warranty; new components must be purchased via the VELLO website or via a local VELLO dealer.



Visit
www.vello.bike/en/warranty
 to register your VELLO bike
 today.

VELLO BIKE registration with extended warranty period:

Register your new VELLO bike online now and receive an extended warranty period of 5 years on the frame and fork.

As a registered customer, in addition to the one-off warranty extension, you also have the opportunity to recruit new VELLO customers as a member of the VELLOnaut community and secure great rewards. With the newsletter for VELLOnauts, we also inform you in advance and exclusively about exciting innovations.

Prerequisites for the grant periods are:

- Bicycle passport in the appendix of the user manual has been completed in full.
- Compliance with the inspection intervals defined in the user manual.

FRAME AND ENGINE NUMBER

The frame number can be found on the right-hand side of the motor housing.



EC DECLARATION OF CONFORMITY

MANUFACTURER

VELLO GmbH
 Reinprechtsdorfer Str. 58-60
 1050 Wien
 Österreich

BRAND: VELLO BIKE

The manufacturer hereby declares that the product with the adjacent type of designation complies with the applicable requirements of the following relevant European Directives in its design and construction at the time of declaration:

Product description: E-pedelec for cargo
 Models: VELLO SUB and VELLO SUB Titanium
 Year of production: 2025
 Directives: Machinery Directive - 2006/42/EC, EMC Directive 2014/30/EC, RoHS Directive 2011/65/EC, 2012/19/EU Waste Electrical and Electronic Equipment (WEEE Directive)

The following standards were applied: DIN EN 15194:2017 Bicycles - Electric power assisted cycles (EPAC) in addition to DIN EN ISO 4210:2015 Bicycles - Safety requirements and test methods for bicycles. DIN 79010 - Bicycles - Transport and cargo bicycles - Requirements and test methods for single and multi-track bicycles

Technical documentation at the above address. Note: This declaration of conformity is only valid for countries that follow the CE labelling directives.



Valentin Vodev
 CEO
 VELLO GmbH
 Vienna, 2025

RECYCLING AND DISPOSAL

In accordance with the WEEE Directive (2012/19/EU; Waste Electrical and Electronic Equipment Directive), the Batteries Directive (2006/66/EC) and national laws implementing these directives, the product must not be disposed of with household waste.

At the end of its service life, the pedelec should be taken to a local collection centre. The battery can be returned to a VELLO dealer or sent to VELLO GmbH for disposal:

VELLO GmbH
- Disposal-
Reinprechtsdorfer Str. 58-60
1050 Vienna
Austria



Please note that national guidelines and legislation may differ.

BIKE PASS**Manufacturer**

VELLO Bike

Model

SUB

Frame material
 Chromoly Titanium
Frame colour
 Blue Copper Brushed titanium
Gear change
 Singlespeed Enviolo
Serial number

Frame number

Drive system**Battery model**
 1 x Bosch battery pack 400 WH 1 x Bosch battery pack 545 WH 2 x Bosch battery pack 545 WH
 1 x Bosch battery pack 800 WH 2x Bosch battery pack 800 WH
Key number

Tyres
 Schwalbe Big Apple Schwalbe Marathon

Stamp and signature of the VELLO Bike dealer



HANDOVER PROTOCOL

The VELLO SUB described above was handed over to the customer after final assembly in the finished state and the testing and functional check of the points listed below.

- Battery partially charged
- Lighting
- Front and rear brakes
- Wheels (concentricity/spoke tension/air pressure)
- Handlebars/stem (position/screws adjusted to customer and checked with torque spanner)
- Peda
- Saddle/seat post (saddle height and position adjusted to customer and checked with torque spanner)
- Gears
- Screw connections of attachments (check, torque spanner)
- Drive/display
- Test ride carried out

VELLO Dealer _____

Address _____

Telephone _____

Date Stamp and signature of the authorised dealer

CUSTOMER

The customer confirms with his/her signature that he/she has received the VELLO SUB in proper condition and that he/she has been instructed in the operation of the bicycle.

First name _____

Last name _____

Street _____

Postcode/location _____

E-Mail _____

Customer signature _____

Place, Date

I hereby expressly consent to my above-mentioned data being stored by the VELLO dealer and passed on to the manufacturer - VELLO Bike, so that I can be contacted directly, e.g. in the event of a recall. The data will not be passed on to third parties or used in any other way.



INSPECTION INTERVALS

1. Inspection

At the latest, after 200 kilometres or after six months from the date of purchase.

Order n°: _____

Date: _____

Mileage: _____

All necessary maintenance work carried out (see service and maintenance schedule for the VELLO SUB), parts replaced or repaired:

Stamp and signature of the VELLO Bike dealer:

2. Inspection

At the latest, after 2000 kilometres or after one year from the date of purchase.

Order n°: _____

Date: _____

Mileage: _____

All necessary maintenance work carried out (see service and maintenance schedule for the VELLO SUB), parts replaced or repaired:

Stamp and signature of the VELLO Bike dealer:



INSPECTION INTERVALS

3. Inspection

At the latest, after 4000 kilometres or after two years from the date of purchase.

Order n°: _____

Date: _____

Mileage: _____

All necessary maintenance work carried out (see service and maintenance schedule for the VELLO SUB), parts replaced or repaired:

Stamp and signature of the VELLO Bike dealer:

4. Inspection

At the latest, after 6000 kilometres or after three years from the date of purchase.

Order n°: _____

Date: _____

Mileage: _____

All necessary maintenance work carried out (see service and maintenance schedule for the VELLO SUB), parts replaced or repaired:

Stamp and signature of the VELLO Bike dealer:



INSPECTION INTERVALS

5. Inspection

At the latest, after 8000 kilometres or after three years from the date of purchase.

Order n°: _____

Date: _____

Mileage: _____

All necessary maintenance work carried out (see service and maintenance schedule for the VELLO SUB), parts replaced or repaired:

Stamp and signature of the VELLO Bike dealer:

6. Inspection

At the latest, after 10000 kilometres or after four years from the date of purchase.

Order n°: _____

Date: _____

Mileage: _____

All necessary maintenance work carried out (see service and maintenance schedule for the VELLO SUB), parts replaced or repaired:

Stamp and signature of the VELLO Bike dealer:



INSPECTION INTERVALS

7. Inspection

At the latest, after 12 000 kilometres or after five years from the date of purchase.

Order n°: _____

Date: _____

Mileage: _____

All necessary maintenance work carried out (see service and maintenance schedule for the VELLO SUB), parts replaced or repaired:

Stamp and signature of the VELLO Bike dealer:

8. Inspection

At the latest, after 14 000 kilometres or after six years from the date of purchase.

Order n°: _____

Date: _____

Mileage: _____

All necessary maintenance work carried out (see service and maintenance schedule for the VELLO SUB), parts replaced or repaired:

Stamp and signature of the VELLO Bike dealer:



Thank you!

Your VELLO team wishes you a safe journey at all times.

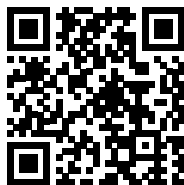
VELLO GmbH
Reinprechtsdorfer Str. 58-60
1050 Vienna, Austria
E-mail: support@vello.bike - www.vello.bike/en

Join the Community - Become a VELLONaut:

facebook.com/vellobike

Instagram: vellobike

#vellobike



Do you need help?
www.vello.bike/en/support



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