

## CIVIA NORTH LOOP EBIKE OWNER'S MANUAL SUPPLEMENT

**RETAILER: This framesheet MUST BE provided to the end user.**

Civia offers stylish, comfortable, affordable bikes that allow people to discover the joy just around the corner. We believe that riding a bike helps you see the world in a new way, that some of life's best things are found right outside your front door, and that life is more than getting from one place to another.

Thanks for buying a Civia!

Civia Owner's Manual Supplements provide important safety, maintenance, and technical information. This supplement does not replace your owner's manual. This is one of several manuals that come with your bicycle.

### ▲ WARNING:

- Be sure to read all provided documents including labels on the product before your first ride
- Cycling can be dangerous. Bicycle products should be installed and serviced by a professional mechanic. Never modify your bicycle or accessories. Read and follow all product instructions and warnings including information on the manufacturer's website. Inspect your bicycle before every ride. Always wear a helmet

If you need a manual or supplement or have a question about your bike, please contact your Civia Dealer immediately, or call us at the telephone numbers listed at the bottom of this manual.

You can download any Civia Owner's manual, Bosch manuals, and supplements from our website: [www.civiacycles.com/safety](http://www.civiacycles.com/safety)

Please note that the specifications and information in this manual are subject to change for product improvement. For the latest product information, go to [www.civiacycles.com](http://www.civiacycles.com)

## INTENDED USE

### CONDITION 1 CITY TREKKING



Our bikes are designed for riding on a paved surface where the tires are always on the ground.

AB 1096 California E-bike Class: Class 1, Motor: 250 W, Speed Limit: 20 mph

Your Civia bicycle has electric pedal assist drive system. It is not a moped or motorcycle. The drive assist system consists of a drive unit, a battery, a computer control, and various electronic components (harness wires, sensors, and switches).

It is important to know that when the assist system is turned ON, the drive unit engages only when you are pedaling. The amount of power provided depends on your pedaling force, the assistance mode, and level you set with the handlebar control unit. When you stop pedaling the assist will disengage or when turned off. Pedal assist will reduce as you approach 20 mph and cut off at any speed above that.

**▲ WARNING:** Your e-bike is intended for use by persons 16 years of age and older. Riders must have the physical coordination, reaction, and mental capabilities to control a bike and manage traffic, road conditions, and sudden situations, and also to respect the laws and instructions governing bicycle use.

## NOT INTENDED

This bike is only intended to be operated on paved surfaces that are legally open to bicycles with pedal-assist motors. The bicycle is not intended for mountain biking, jumping, or racing. Although weather can be unpredictable, try to avoid riding this bicycle in rain as water can damage electrical components.

## MAXIMUM WEIGHT LIMIT

RIDER	LUGAGGE	TOTAL
300 lb / 136kg	30 lb / 13.6kg	330 lb / 150kg

## GEOMETRY CHART

MEASUREMENTS IN MM UNLESS NOTED

	XS	SM	MD	LG
Recommended Rider Height	5'0"-5'6"	5'4"-5'9"	5'7"-6'0"	5'10"-6'4"
Toptube Effective	505	540	575	610
Seat Tube Length	450	500	550	600
Headtube Angle	70.5°	70.5°	71.5°	71.5°
Seat Tube Angle	74°	74°	74°	74°
Bottom Bracket Drop	50	50	65	65
Chainstay Length	440	440	457	457
Headtube Length	120	160	160	200
Fork Length	392	392	409	409
Fork Offset	45	45	45	45
Wheel Base	1007	1045	1081	1118
Stack	518	556	591	629
Reach	357	381	406	430
Standover	701	743	789	837
Wheel Diameter	Ø651 (26 x 1.75")	Ø651 (26 x 1.75")	Ø685 (650b x 47mm)	Ø685 (650b x 47mm)

Measurements listed are based on:

- Standover is measured with stock tires (26 x 1.75" / 650 x 47mm)
- Standover is measured 50mm in front of the BB center

CIVIA

## GENERAL SPECIFICATIONS AND COMPATIBILITY

Frame Material	Aluminum
Fork Material	Alloy
Wheel/Tire Max	26 x 1.9" (XS-SM), 650b x 48mm (MD-LG) without fenders
Fork Offset	45mm
Headset	EC34, threadless 1-1/8"
Stem Clamp	25.4mm
Crown Race	30.0mm
Front Spacing	100mm
Seatpost	27.2mm
Seat Collar	31.8mm
Cable Routing	External downtube routing
Motor Mount	Compatible with Bosch Active Line Plus Drive Unit
Brakes	Post mount rear, IS mount front, 160mm rotors front & rear
Front Hub/Axle	100mm OLD/10mm, threaded QR
Rear Hub	135mm OLD
Rear Axle Size	QR 135mm OLD/10mm threaded QR
Derailleur Hanger	FS 1131 replaceable hanger, contact CiviaCycles.com
Fender Mounts Rear	Seatstay & dropout
Fender Mounts Front:	Dropout & brake
Rack Mounts	Upper & lower seatstay
Bottle Mounts Per	1 on frame, 1 on Step-Over, 1 handlebar mount on Step-Thru

**⚠ WARNING:** Attaching incompatible clamping devices to a fork can lead to fork breakage, causing a loss of control. If you are not sure if a device is compatible, consult your dealer.

**⚠ WARNING:** Improper installation of bolts may lead to product failure, causing serious injury. Do not exceed specified torque values. Periodically inspect bolts and retighten if required.

## MODIFICATION

**⚠ WARNING:** DO NOT MODIFY THIS BICYCLE. Doing so can result in damage, dangerous operating conditions, or violation of local laws. Modification may also void your warranty.

## KICKSTAND

**⚠ WARNING:** Do not sit on the bicycle with the kickstand down. Make sure the kickstand is up before riding.

## SEATPOST

We only recommend using the seatpost provided with this bike or a seatpost with a 100mm minimum insertion marking installed at 100mm or more in the seat tube.

**YOUR INSURANCE POLICIES MAY NOT PROVIDE COVERAGE  
FOR ACCIDENTS INVOLVING THE USE OF THIS BICYCLE.  
TO DETERMINE IF COVERAGE IS PROVIDED YOU SHOULD  
CONTACT YOUR INSURANCE COMPANY OR AGENT.**

## FOR YOUR RECORDS

Get a pen and write down the serial number of your Civia immediately. Having this number is imperative if your bike ever gets stolen or if you ever have questions about your frame. The frame serial number is stamped into the frame above the drive unit.

FRAME SERIAL NUMBER: \_\_\_\_\_

The ABUS battery lock key code is on the battery key. Write it down in case you lose those keys you may be able to get replacements from ABUS USA (see below). Additional Bosch parts serial numbers are located on the side of the e-bike carton or on the product themselves.

KEY CODE NUMBER: \_\_\_\_\_

DRIVE UNIT SERIAL NUMBER: \_\_\_\_\_

BATTERY SERIAL NUMBER: \_\_\_\_\_

CHARGER SERIAL NUMBER: \_\_\_\_\_

COMPUTER DISPLAY SERIAL NUMBER: \_\_\_\_\_

For lost ABUS battery keys, contact:

ABUS Bike and Recreation  
811 W Evergreen Ave, Suite #403, Chicago IL 60642  
E-Mail: customerservice@abus.com  
Phone: 312-640-1111

## PRE-RIDE CHECKLIST AND INSPECTION

Before every ride carefully inspect your frame and fork for damage, cracks or any other signs of fatigue. If any frame part or fork shows signs of damage or fatigue, consult your dealer immediately or replace the frame or fork before riding the bicycle. Regularly inspect all components for any damage or extreme wear and replace upon detection. Please also check and inspect brake function as well as proper wheel mounting before each ride. Ensure that your battery is properly locked into its carrying cradle. For more information, please refer to the Civia Owner's Manual received with your bike or at [www.civiacycles.com/safety/](http://www.civiacycles.com/safety/).

In the event of a crash or impact, carefully inspect handlebars, fork, stem, seatpost, wheels motor, battery, the Bosch handlebar-mounted computer, and the frame for any visible damage. As with any component under varying degrees of stress there is a fatigue life that is proportional to the type of use and abuse applied to the part. Always inspect your components before a ride. If you have doubts about the integrity and condition of any part, replace it. Consult your dealer if you are unsure about the condition of your Civia frame or fork or any part of your bicycle.

**▲ WARNING:** Attaching incompatible clamping devices to a fork can lead to fork breakage, causing a loss of control. If you are not sure if a device is compatible, consult your dealer.

## SPECIAL LICENSING, PERMITS, OR A HELMET MAY BE REQUIRED BY STATE OR LOCAL LAWS

**▲ WARNING:** It is your responsibility to know and follow all local laws and regulations. Laws can vary by city and state, you may need to fit your bicycle with additional equipment to comply with local laws. Do not ride your bicycle until all locally required reflectors, lighting and other safety devices have been installed by a professional bike mechanic. Special licensing or permits may be required.

## RIDER PRACTICE

RIDE CAREFULLY. Other users may not expect a bicycle to go this fast.

Before your first ride, practice riding in a safe area away from heavy traffic. Take time to learn and understand your bicycle's controls and the different assistance levels. Practice the controls until you are confident enough to know how your bicycle will handle prior to your first ride in traffic. Test the operating range of your bike under different conditions before planning longer and more challenging rides.

## BE AWARE OF YOUR E-BIKE ASSISTANCE RANGE

**Battery Charge:** Before every ride, make sure the battery is fully charged. A fully charged battery will provide the greatest range. Factors that impact range are hills, wind, and rider and cargo weight.

Average range with Powerpack 400 battery and Active Line drive unit is about 50–65 miles. Maximum range could be up to 110 miles. Minimum range could be as low as 30–40 miles especially if hilly, windy, or riding in the maximum Turbo Assist all the time and with extra cargo weight. Range will diminish slowly over life of battery.

## CARE AND MAINTENANCE

Keep your frame clean. Do not spray water when cleaning your bike, use a damp sponge or a soft brush with only a mild soap and water solution. Rinse the sponge often.

Dirt and road grime lead to oxidation and fading of the finish, and they make it hard to do a thorough inspection. Dirt will accelerate any abrasion of the paint that comes from rubbing, such as places where the cable housing touches the frame. In extreme cases, this type of abrasion could remove frame material. When your bicycle is not being ridden, store it where it will be protected from rain, snow, sun, etc. Rain or snow may cause the metal on your frame to corrode. If your bicycle was exposed to moisture during a ride, thoroughly dry the bicycle before storing it. If water got inside the frame, tilt the bicycle to drain the water. If necessary, remove the seatpost and turn the bicycle upside down. This is especially critical if there is a large amount of water inside. If water freezes inside your frame, the expansion of the ice can crack and rupture the structure. Before storing your bicycle for an extended period of time, clean and lubricate the frame with a frame wax, polish, or protectant. Do not store the bicycle near electric motors, as ozone from motors destroys paint. Before riding the bicycle again, follow the pre-ride checklist to be certain it is in good working order.

## STORAGE AND TRANSPORTATION

### ▲ WARNING:

- Follow all storage and transportation requirements for your e-bike that Bosch has outlined in the battery and charging manuals. Failure to do so could result in serious injury
- Always remove battery before storing or transporting the bike. Accidental activation of the drive system can result in serious injury
- Only use a e-bike-approved car rack for transport. Check with your rack manufacturer to ensure your e-bike is compatible. Overloading a bike rack can result in serious injury

C I V I A

## CIVIA LIMITED WARRANTY

All Civia products are warranted against manufacturing defects in materials and workmanship from the date of retail purchase of the product, subject to the limitations detailed below. Every Civia frame, fork and component has a useful product life cycle that depends on the construction, material, maintenance, amount and type of use of the product. Save your dated receipt for proof of purchase.

### THREE YEARS

- Aluminum frames

### TWO YEARS

- Steel and aluminum bicycle forks

This warranty applies to only Civia branded product. Any other original part or component shall be covered by the stated warranty of the original manufacturer. Any products not specifically included above are hereby omitted.

TO THE EXTENT NOT PROHIBITED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS INCLUDING WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

This warranty does not cover the following:

- Damage due to improper assembly or follow-up maintenance or lack of skill, competence or experience of the user or assembler
- Products that have been modified, neglected, used in competition or for commercial purposes, misused or abused, involved in accidents or anything other than normal use
- Damage or deterioration to the surface finish, aesthetics or appearance of the product
- Bent or broken derailleur hangers
- Labor required to remove and/or refit and re-adjust the product within the bicycle assembly
- Normal wear and tear

This limited warranty is expressly limited to the repair or replacement of a defective product, at the option of Civia, and is the sole remedy of the warranty. This limited warranty applies only to the original purchaser of the Civia product and is not transferrable. This warranty applies only to Civia products purchased through an authorized dealer or distributor. In no event shall Civia be liable for any loss, inconvenience or damage, whether direct, incidental, consequential, or otherwise resulting from breach of any express or implied warranty or condition, of merchantability, fitness for a particular purpose, or otherwise with respect to Civia products except as set forth herein. This warranty gives the consumer specific legal rights, and those rights and other rights may vary from place to place. This warranty does not affect your statutory rights.

### WARRANTY REGISTRATION

Proof of purchase is required before a warranty claim is processed. Civia strongly encourages warranty registration at [civiacycles.com](http://civiacycles.com). Failure to register will not affect consumer rights under the limited warranty stated above, so long as the consumer can show in a reasonable manner proof of original ownership and the date the Civia product was purchased.

If you have questions, please contact [info@civiacycles.com](mailto:info@civiacycles.com).

Civia Cycles  
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Bloomington, MN 55438  
(866) 892-9110

The Civia logo features the word "CIVIA" in a clean, sans-serif font. The letter "I" is replaced by a blue dot, and the letter "V" is replaced by a yellow dot. The letters "C", "I", "V", "I", and "A" are in a dark grey color. The logo is positioned in the bottom right corner of the page, above a grey horizontal bar.