

HÊTA  
*douze*  
CYCLES



INSTRUCTION MANUAL  
HÊTA 2S 1x10 / HÊTA 2S Di2 / HÊTA 2S Enviolo

EN

BICYCLE TUBE  
MODEL: HÊTA 2S  
QTY: 50 PCS  
N.W: 13.35 KG  
G.W: 13.75 KG  
MEAS: 43X29X25.5 CM

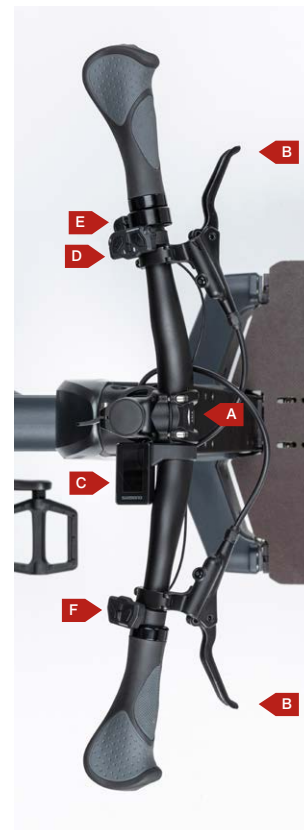
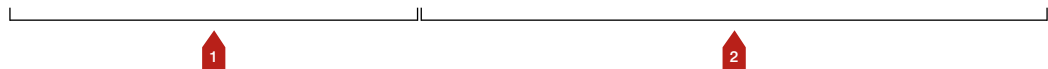
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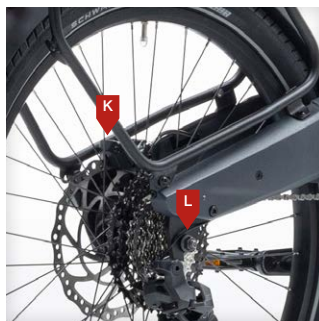
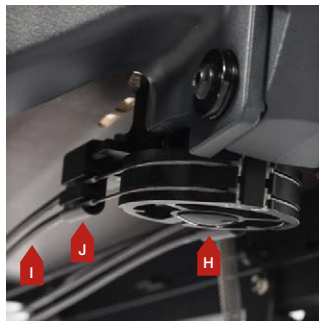
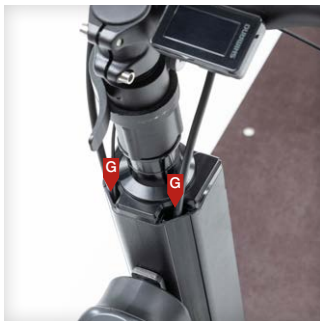
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# The Hêta model and its components

EN

Before you start, here are a few specific terms to familiarise you with your Hêta model. The following captioned drawings show the various components.





## BIKE COMPONENTS

- 1 REAR FRAME
- 2 FRONT FRAME
- 3 EASY-UP STEM
- 4 FRONT LIGHTING
- 5 FRONT MUDGUARD
- 6 FORK
- 7 FRONT BRAKE DISC
- 8 PLATFORM
- 9 KICKSTAND
- 10 THROUGH AXLES
- 11 BATTERY
- 12 MOTOR
- 13 CHAIN/BELT
- 14 DERAILLEUR/CONTINUOUSLY VARIABLE HUB\*
- 15 REAR BRAKE DISC
- 16 REAR MUDGUARD
- 17 REAR LIGHTING
- 18 REAR LUGGAGE RACK
- 19 SADDLE
- 20 SEAT POST
- 21 SADDLE CLAMP
- 22 SADDLE TUBE

\*Depending on the model

## STEERING POSITION

- A HANDLEBARS
- B BRAKE LEVERS
- C DISPLAY\*
- D ASSISTANCE SWITCH\*
- E BELL
- DERAILLEUR LEVER\*
- F TWIST-GRIP LEVER\*
- DERAILLEUR SWITCH\*

## OTHER

- G CABLE DUCTS
- H REAR STEERING PULLEY
- I STEERING CABLES
- J SLIDERS
- K BRAKE CALIPERS R&F
- L WHEEL NUTS



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You have purchased a Douze Cycles cargo bike, Hêta model. Douze Cycles is a Douze Factory brand.

EN

## IMPORTANT

This instruction manual is for the Douze Cycles cargo bike, Hêta model, and its electric assistance system. It contains important information about your safety and that of passengers. You will also find essential information on the technical characteristics and maintenance of your front-loader and its electric assistance system.

Ensure that your Retailer or Douze Cycles Technical Centre has provided the information required for getting started, maintenance and the warranty conditions of your Hêta model and its accessories, along with its maintenance handbook.

This manual is also available as a PDF document, which can be downloaded from the website: [www.douze-cycles.com](http://www.douze-cycles.com)



### DANGER

The presence of this pictogram indicates a potentially dangerous situation for the rider, his potential passengers and the integrity of the cargo bike.



### IMPORTANT

This icon indicates information that must not be ignored.



### TIP

This icon indicates help or advice, so that you can make the most of your Hêta model.

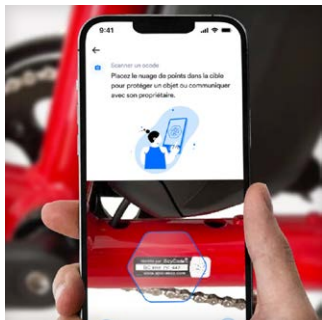


### ONLINE RESOURCE

This icon indicates an online resource accompanied by a link: <https://www.douze-cycles.com/en/take-care-of-your-douze>



BEFORE YOU START



## Register on Ocode

When they leave the factory, Douze Cycles bicycles are marked with a unique and permanent label that allows them to be identified. This label shows the Bicycode number and the Ocode point cloud.

The Bicycode number is a unique marking composed of 10 characters, starting with BC. It is compulsory in France, of a regulatory nature and allows the owner and bicycle to be registered in the Single National File of Identified Cycles (FNUCI). It is your Douze Cycles Retailer who takes care of this registration with you, upon hand-over of the cargo bike.

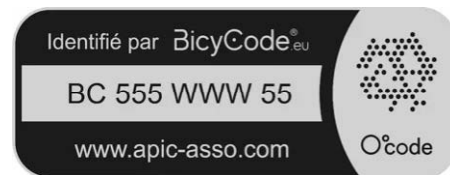
Douze Cycles goes further and offers you the Ocode service. By activating this digital passport, you benefit from a premium and free service throughout your bike's life. It is, in a way, the passport and health record for your Douze. You then have access to 4 features:

- Identification and documents: identification information, storage space for documents, such as the purchase invoice, etc.

- History: manufacturing, overhauls, repairs and destruction.
- Protection against theft: to be contacted by law enforcement or an individual if your bike is found.
- Technical advice: coming directly from Douze Cycles, to maintain and use your bike at its best.

To activate the digital passport of your Hêta model, follow these 3 steps:

- 1- Go to the web page <https://douze-cycles.o-code.co/>
- 2- Scan the Ocode point cloud on the label of your bike or enter the Bicycode.
- 3- Enter the activation code (8 characters) on the Ocode certificate supplied with your bike. The digital passport is activated.

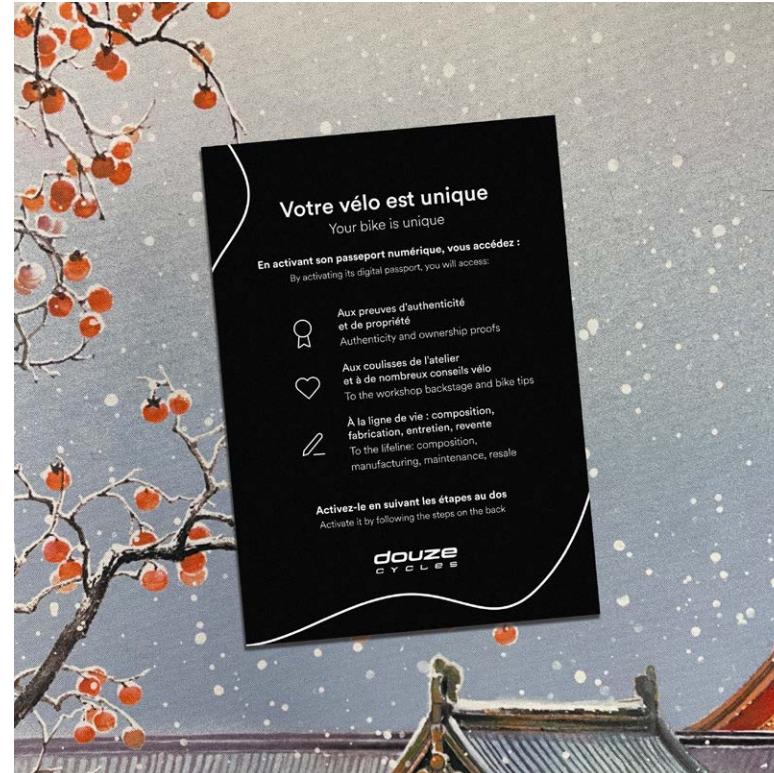




Keep the Ocode Activation Code safe. That is necessary to access the digital passport. It will also be mandatory, during the transfer of ownership, if you ever resell your Hêta cargo bike.



Douze Cycles will be able to send you advice and technical information on your bike, directly via the Ocode messaging service. This may concern a component update, safety information or product recall. This messaging serves no commercial purpose. The Ocode service observes GDPR recommendations and only concerns Douze Cycles bicycles, without ever collecting any personal data on its owner.



See the Ocode activation code on the paper certificate, provided by your Douze Cycles Retailer.



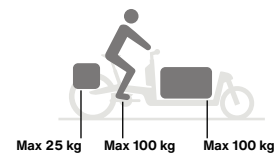
## Loading

Your front-loader has been designed to transport people and goods. Loading must comply with certain limits so that you can ride in complete safety.

Please refer to this table indicating loading limits.



	HÊTA 2S 1x10	HÊTA 2S Di2	HÊTA 2S Enviolo
BIKE WEIGHT	48 kg	49 kg	50 kg
MAXIMUM CYCLIST WEIGHT	100 kg		
MAXIMUM CARGO WEIGHT ON REAR LUGGAGE RACK	25 kg		
MAXIMUM CARGO WEIGHT ON FRONT PLATFORM	100 kg		
MAXIMUM TOTAL LOAD WEIGHT ALLOWED (cyclist + front/rear load)	200 kg		
TOTAL ALLOWED RIDING WEIGHT (bike + cyclist + front/rear load + accessories; without harness)	250 kg		
TOTAL ALLOWED RIDING WEIGHT WITH HITCH (bike + cyclist + front/rear load + accessories; with harness)	400 kg With self-braking trailer		





The use of a hitch is only possible with those products tested and certified by Douze Factory. For more information, go to [www.douze-cycles.com](http://www.douze-cycles.com)



To equip yourself with a child seat and/or a suitable hitch, seek advice from your Retailer or the Douze Cycles Technical Centre.



The load must be correctly attached to the structure. Check that the load being transported is properly secured and that there is no risk of it falling during your journey.



*The Slim Board*

The transport of people, up to two children or one adult, is possible on the front platform, given adequate equipment. It is also possible to transport one child on the rear luggage rack, in a suitable child seat.

Here are some best practices to secure your daily travels:

- 1/ Place heavy loads at the bottom. This improves stability.
- 2/ Ensure that the load does not exceed the width of the cockpit.
- 3/ Ensure that the load does not hinder the smooth running of the cockpit.
- 4/ Place the load on the centre line of the floor to limit rolling.

#### Loads on the Slim Board

The Slim Board is delivered with your Hêta model, when it is delivered without Pro Board or Wide Box. The Slim Board has been coated with a non-slip surface, to limit movements of the load to the maximum. The effective dimensions of the Board are 850 mm x 420 mm.

There's a wide range of accessories to help you transport passengers and goods safely. For more information, contact your Douze Cycles dealer.



The Slim Board has under no circumstances been designed for the transportation of people or animals.

## Safe riding

This notice has been supplied to you with your front-loader by your Retailer or your Douze Cycles Technical Centre. Every bike is assembled, configured and checked by a qualified person, who has received the relevant training and materials.

Before taking to the road, please read the safety advice and instructions to get the most out of your Hêta model:

- Before use, always check the main steering and safety features: tightening of the handlebars, stem and wheels, tyre pressure and correctly functioning brakes.
- Always wear suitable equipment. In France, helmets are mandatory for children under 12 and are highly recommended for everyone. The wearing of an approved high-vis vest is mandatory for all cyclists and any passengers when cycling outside built-up areas, at night or in poor visibility.
- Always observe the Highway Code of the country in which you are cycling. Legislation on mandatory equipment and the Highway Code differ from one country to another, so please inform yourself before travelling abroad.
- Ensure that you are visible and able to alert other users to your presence. In France, reflectors, headlamps and a sound warning system audible at up to 50 m are mandatory.
- The load on your Hêta model must be stable and not pose any danger to passengers or other road users. Ensure that the load does not exceed the width of the handlebars.



# FIRST USE





Each cyclist has their own unique height, body shape and riding position. Your cargo bike has been designed to be used in daily life, for business and pleasure. It is, therefore, essential to adjust it to your body shape for optimal comfort and safety. Your Retailer or Douze Cycles Technical Centre will help you make such adjustments when you receive your cargo bike. They can be refined during the first mandatory servicing.

## Adjusting the saddle height

The ideal height is when your knee is slightly bent when the pedal is in its lowest position. To adjust the saddle height, open the saddle clamp lever, then close it, ensuring that the seat post is fully locked in place.



**For your safety, do not exceed the exit limit of the seat post, as indicated on the seat tube with the marking "MIN Insert". (Fig-1)**



Fig-1



Fig-2

## Adjusting the saddle

The saddle clamp lets you adjust the angle and height of the saddle to suit your body shape and riding style (Fig-2). A neutral configuration is obtained with the saddle horizontal and the clamp in the centre.

We recommend that you lower the saddle if you are very tall or raise it if you are of below-average height. Always observe the graduation indicated on the saddle carriage.

## Adjusting steering position height

Your Hêta cargo bike comes supplied with an height-adjustable steering column, variable without the need for tools, by means of a quick-clamp system (Fig-3). This allows you to alter your riding position according to your body shape, habits and loads.

## Adjusting the brake levers

So that the brake levers fall naturally under the fingers and to reduce braking time, position the levers in line with your forearms.



Fig-3



## Adjusting the suspension fork

Your cargo bike is supplied with a telescopic fork to the front to make journeys more comfortable for the cyclist and any passengers.

This fork allows hardness adjustment and partial locking of its run. Adjustments to firmness are made by turning the black thumbwheel situated on top of the fork in one direction or the other. Experiment a few times to find the setting that suits you. The partial locking of the fork's length is carried out by turning the blue thumbwheel towards the front of the bike (that position is symbolised by the closed padlock). Take care that this procedure is done before loading the bike.



Travelling with the fork in a locked position on a degraded road may, over the long term, damage the damper system. Ensure to maintain the fork in an unlocked position to guarantee your comfort while riding and the proper functioning of the suspension.



## Charging and fitting the battery

To optimise your battery's performance, it is important to fully charge and discharge the battery for the first three uses. After these first 3 cycles, it is no longer necessary to discharge the battery completely before recharging.



One complete charge to 100% balances the battery cells, which preserves the battery's capacity for as long as possible. If you are in the habit of disconnecting the charger before charging is complete, you should perform a full charge at regular intervals.



Conversely, if you plan to store the battery for a long period without using it (more than two weeks), it should be charged between 40% and 60% of its total capacity.



A completely discharged battery must not be stored in any environment that is too cold ( $<10^{\circ}\text{C}$ ), nor left stored for more than 24 hours without being recharged, otherwise it enters into a state of deep discharge, which may damage it irretrievably.



USE





Your Hêta model is intended for use on tarmac roads, lightly-gravelled paths or any other type of non-asphalt road suitable for cycling, where the two wheels stay in permanent contact with the ground. The Hêta model is not intended, under any circumstances, for “all-terrain” use or any kind of competition. The Hêta model is designed to be ridden by an adult with a minimum height of 1.55 metres, a maximum height of 1.95 metres and a maximum weight of 100 kg.

## Lowering and raising the kickstand

Attempts to lower and raise your Hêta model's kickstand must be made with both hands on the handlebars and both feet on the ground.

To engage the kickstand, place the pads of the kickstand in contact with the ground using your foot, then pull the handlebars backwards; the kickstand pivots and the bike will come to rest on it. To release the kickstand, push forward, hold the handlebars and saddle and keep the front wheel straight.



**For your safety, never use the kickstand on any slope or loose road covering. When you retract the kickstand, be aware of the bike's forward movement and keep your fingers on the brake levers to stop the bike immediately once the kickstand has been retracted.**

## Moving off and pedalling

To move off under the best possible conditions, position one of the pedals as high as possible to give maximum impetus to the bike and allow yourself time to find your balance.

Make sure you are in a gear that allows you to get started, without pedalling too hard.



**You can quickly get to grips with a cargo bike, but you will need to practise at first by riding in an open space to get used in a safe manner to the bike's size and the general balance of a loaded bike.**



A front-loader cargo bike is long. Its handling, especially when cornering, needs special consideration. Looking far ahead and making nimble movements is the best way of learning how to ride your cargo bike. You will also need to anticipate turns and learn when to accelerate and brake to ride safely.



*Put on kickstand*



*Remove the kickstand*



## Changing gears

To adapt the pedalling effort to the gradient, you will need to change the transmission ratio. The right choice of gear ratio will also relieve the electric assistance without forcing it unnecessarily.



For derailleur drivetrains, gear changes must be made while riding, never while stationary. Doing so could damage the transmission. Downshift when you stop so that you can restart in the best conditions. This is especially important when you are carrying a load. Always release your pedalling effort to change gears one at a time.

## Braking and stopping

A cargo bike is heavier than a conventional bike, particularly when loaded, which causes greater inertia. As a result, reaction time is reduced and more anticipation is required when braking. To brake, it is best to use the rear brake first, then the front brake.



Be very careful not to lock the wheels, especially on slippery or wet surfaces. It is also important to adapt your braking to the load carried.

## Disassembling/assembling rear/front frames

Your front-loader cargo bike is made up of two frames, rear and front, connected by through-axles. It can be disassembled to store or transport it more easily.



It is possible to transport your cargo bike once disassembled on a suitable bike carrier. To do this, contact your Douze Cycles Retailer or Technical Centre.

- To carry out this operation, follow these separate steps:
- 1/ Remove the front brake lever from the handlebars with a BTR 4 wrench.
  - 2/ Remove the left cable duct by sliding it upwards. (Fig-4)
  - 3/ Loosen the two stem screws. (BTR 5). (Fig-5)
  - 4/ Remove the stem cap. (Fig-6)
  - 5/ Remove the cockpit. (Fig-7)

6/ Unscrew the two connecting pins (BTR 6) and take them out to the left, supporting the rear frame. (Fig-8)

7/ Separate the rear frame from the front frame, enough to be able to disconnect the battery and lighting cables without any force. (Fig-9)

Both frames are now completely disassembled. To re-assemble them, perform these operations in the exact reverse order.



During assembly, at the stage of joining the rear and front frames, we advise you to insert the lower through-axle first.



During assembly, leave enough length of display cable to maintain full rotation of the cockpit.



Fig-4

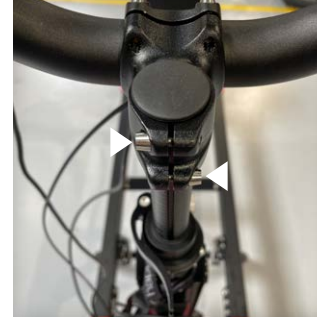


Fig-5



Fig-6



Fig-7

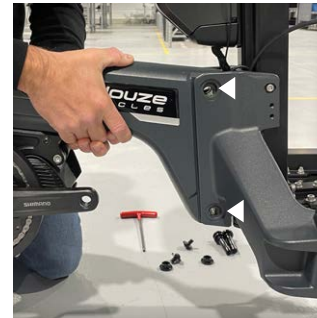


Fig-8



Fig-9



# MOTORS OF THE HÊTA MODELS





The Shimano EP8 Cargo motor

## HÊTA 2S 1x10 MOTOR

### 1x10 derailleur transmission

To adjust the pedalling effort required for the incline, you will need to change gear. Choosing the right bracket will also relieve the electric assistance so it is not forced needlessly.

The derailleur lever allows you to change gear to speed up and down.

### The Shimano EP8 Cargo motor

Your Hêta is supplied with a motor, which places it in the category of Electric Bicycle (EB).

The legislation in force for using an EB is likely to vary from one country to another, so please refer to the laws of the country in which you are using your cargo bike.

▷ Nominal power	250 W
▷ Nominal voltage	36 V
▷ Maximum torque	85 Nm
▷ Certification	CE
▷ Usage conditions	-10°C ~ 50°C



During sustained and prolonged effort, particularly on very hot days, heating-up of the motor or battery could cause a reduction in assistance.

Contact your Retailer or Douze Cycles Technical Centre to update the product's software. Do not use solvents, oil or other greases to clean components. Such substances may damage the surfaces.

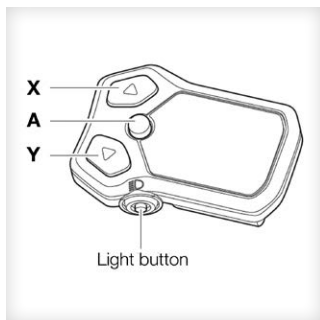


## Display

Your Hêta 2S 1x10 Model is equipped with the Shimano E5003 display. It lets you adjust the 3 assistance levels, see your speed and the battery gauge, control the lights and activate walking assistance.

## Walking assistance mode

Walking assistance mode helps you push your front-loader more easily at a speed of 6km/h. To activate this mode, bring the bike to a standstill. Press the “Y” button until the walking assistance icon appears in the top left-hand corner of the screen. Push your cargo bike gently while pressing the same button again. If you release the “Y” button, the assistance stops. To exit walking assistance mode, press the “X” button.



Display control buttons



**Walking assistance must never be used while sitting on the bike. It should only ever be used to help the cyclist push the bike. Walking assistance should only be used when both hands are free to hold the handlebars and must not prevent you from controlling the bike's speed.**

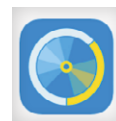
## Shimano apps

Two applications give you access to numerous features in addition to the factory settings. These apps are available in the Google Play Store and the App Store.



### The E-Tube Project Cyclist app

With this first application, you will be able to personalise your settings, update the firmware of your display and identify and correct any errors.



### The E-Tube Ride app

Using this, transform your smartphone into a practical screen that allows you to monitor your data in real time (speed, distance, range, assistance levels and more).



## Battery

The battery is fitted onto its mounting using a lateral rotating motion.



**Remember to hold your battery securely during installation and uninstallation, to avoid dropping it, which could lead to damage.**



During a prolonged stop, we advise you to remove the battery from its holder and take it with you to protect yourself from theft.

Your Hêta model was delivered to you along with two battery support keys. We advise you to use only one and store the other in a safe place, with the security card containing a code. In case of loss, it is possible to order a new pair of keys. To do so, follow the instructions on the following page: <https://keyservice-uk.abus.com/>. Go to the “Our Retailers” page of the Abus website to find your nearest Abus retailer.



You can find your key number in the Ocode digital passport of your Hêta model.



**Never leave the key in the lock as this could damage it.**

## Charger

The battery charger supplied with the system has a 1.8 A output. It performs a complete charge of the battery in about 7 hours 30 mins. To charge the battery, connect the power cable to the charger, taking care to push it in all the way. Then connect the charger to a domestic 230 V/50 Hz socket, when a green LED flashes to indicate that the charger is functioning. Connect the charger to the battery using the socket to start charging. Once charging has finished, the charger stops automatically.



Find all the instruction and user manuals for Shimano products at: <https://si.shimano.com/en/>



## Technical characteristics

FRAME AND FORK	
Frame	Recycled cast aluminium
Colour	Anthracite grey RAL 7016
Fork	Suspended
WHEELS, BRAKES AND STEERING	
Wheels	Front: 20"/Rear: 26"
Rims	20" + 26", 36 holes/Alu double walls
Tyres	Schwalbe Pick Up 20" × 2.35/26" × 2.35
Brakes	Tektro M750 hydraulic discs 4 pistons 180 mm front - 203 mm rear
Steering system	Steering by 2x2 cables Douze SCS
Mudguard	Matte black aluminium
COMPONENTS	
Handlebars	Sport - 620 mm
Stem/Adapter	40 mm/Easy-Up 100 mm
Grips	Ergonomic
Pedals	Flat
Saddle	Selle Royal Vivo Reflective Athletic
Seat post	400 mm
Seat post clamp	Quick release

TRANSMISSION	
Motor	Shimano EP8 Cargo
Battery	Shimano 36 V – 504 Wh
Display	Shimano E5003
Transmission	1x10-speed derailleur
Chain	Reinforced 10-speed
ACCESSORIES INCLUDED	
Lights	Busch & Müller IQ-XS
Rear luggage rack	Standard
DIMENSIONS	
Overall length	2,75 m
Overall width	0,62 m
Overall height	1,12 m






## HÊTA 2S Di2 MOTOR

### Shimano Cues Di2 transmission

Your Hêta 2S Di2 model is equipped with an automatic shift transmission. It allows you to constantly be in the gear ratio appropriate to the situation.

#### Change of operating mode

MODE	HANDLING THE FUNCTION BUTTON	ACTION	DEL
Normal mode	Double-click	Switching to automatic gear shifting	 Green indicator [Auto 1]: once [Auto 2]: twice
	Press and hold for 2-5 seconds	Switching to setting mode	 Yellow
Setting mode	Press and hold for 0.5 seconds	Switching to normal mode	 Stopping

#### Switching to automatic gear shifting

You can customise shift characteristics etc. automatic shifting in the E-Tube Project Cyclist app and save the settings as [Auto 1] and [Auto 2].

You can apply the saved settings by double-clicking the function button on the rear derailleur.



Auto speed shifting does not change from [Auto 1] to [Auto 2] when [Auto 2] is disabled in E-Tube Project settings. Refer to the E-Tube Project user manual for details on this function.

## The Shimano EP6 Cargo motor

Your Hêta is supplied with a motor, which places it in the category of Electric Bicycle (EB). The legislation in force for using an EB is likely to vary from one country to another, so please refer to the laws of the country in which you are using your cargo bike.

- ▷ Nominal power 250 W
- ▷ Nominal voltage 36 V
- ▷ Maximum torque 85 Nm
- ▷ Certification CE
- ▷ Usage conditions -10°C ~ 50°C

Contact your Retailer or Douze Cycles Technical Centre to update the product's software. Do not use solvents, oil or other greases to clean components. Such substances may damage the surfaces.



Assistance switch, left



Derailleur switch, right

## Display

Your Hêta 2S Di2 is equipped with Shimano's EN600 display, which shows the 4 assistance levels, instantaneous speed, battery gauge, gear change modes, battery level and activation of the lighting on the main screen.

## Switches

**The left switch: assistance switch.**

This switch allows you to start the motor and lights, select the different assistance modes, activate the walk assistance mode and navigate the display.

**The right switch: gear lever.**

This switch is dedicated to the operation of the derailleur with automatic gear changes. It allows you to shift up or down and choose between 3 configuration modes: Auto1, Auto2 and Manual.

## Walking assistance mode

Walking assistance mode helps you push your front-loader more easily at a speed of 6km/h. To activate this mode, bring the bike to a standstill. Press the lower assist button on the left handlebar switch until [WALK] mode appears on the display. Gently push the bike while holding down the assist button. To exit walk assist mode, press the upper assist button on the left switch.



Walking assistance must never be used while sitting on the bike. It should only ever be used to help the cyclist push the bike. Walking assistance should only be used when both hands are free to hold the handlebars and must not prevent you from controlling the bike's speed.



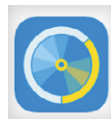
## Shimano apps

Two applications give you access to numerous features in addition to the factory settings. These apps are available in the Google Play Store and the App Store.



### The E-Tube Project Cyclist app

With this first application, you will be able to personalise your settings, update the firmware of your display and identify and correct any errors.



### The E-Tube Ride app

Using this, transform your smartphone into a practical screen that allows you to monitor your data in real time (speed, distance, range, assistance levels and more).



## Battery

The battery is fitted onto its mounting using a lateral rotating motion.



**Remember to hold your battery securely during installation and uninstallation, to avoid dropping it, which could lead to damage.**



During a prolonged stop, we advise you to remove the battery from its holder and take it with you to protect yourself from theft.



Your Hêta model was delivered to you along with two battery support keys. We advise you to use only one and store the other in a safe place, with the security card containing a code. In case of loss, it is possible to order a new pair of keys. To do so, follow the instructions on the following page: <https://keyservice-uk.abus.com/>. Go to the “Our Retailers” page of the Abus website to find your nearest Abus retailer.



You can find your key number in the Ocode digital passport of your Hêta model.



**Never leave the key in the lock as this could damage it.**

## Charger

The battery charger supplied with the system has a 1.8 A output. It performs a complete charge of the battery in about 10 hours 12 mins. To charge the battery, connect the power cable to the charger, taking care to push it in all the way. Then connect the charger to a domestic 230 V/50 Hz socket, when a green LED flashes to indicate that the charger is functioning. Connect the charger to the battery using the socket to start charging. Once charging has finished, the charger stops automatically.



Find all the instruction and user manuals for Shimano products at: <https://si.shimano.com/en/>

## Technical characteristics

EN

### FRAME AND FORK

Frame	Recycled cast aluminium
Colour	Anthracite grey RAL 7016
Fork	Suspended

### WHEELS, BRAKES AND STEERING

Wheels	Front: 20"/Rear: 26"
Rims	20" + 26", 36 holes/Alu double walls
Tyres	Schwalbe Pick Up 20" × 2.35/26" × 2.35
Brakes	Tektro M750 hydraulic discs 4 pistons 180 mm front - 203 mm rear
Steering system	Steering by 2×2 cables Douze SCS
Mudguard	Matte black aluminium

### COMPONENTS

Handlebars	Sport - 620 mm
Stem/Adapter	40 mm/Easy-Up 100 mm
Grips	Ergonomic
Pedals	Flat
Saddle	Selle Royal Vivo Reflective Athletic
Seat post	400 mm
Seat post clamp	Quick release

### TRANSMISSION

Motor	Shimano EP6 Cargo
Battery	Shimano 36 V – 630 Wh
Display	Shimano EN600
Switches	Shimano EN600
Transmission	Shimano Cues Di2 1x10 speed derailleur
Chain	Reinforced 10-speed

### ACCESSORIES INCLUDED

Lights	Busch & Müller IQ-XS
Rear luggage rack	Standard

### DIMENSIONS

Overall length	2,75 m
Overall width	0,62 m
Overall height	1,12 m



*The Enviolo Heavy Duty hub*

## HÊTA 2S Enviolo MOTOR Enviolo Heavy Duty transmission

Your cargo bike is equipped with a hub-type transmission with integrated gears, also called a continuously variable hub. This transmission allows you to change gears at any time, even while stationary, by turning the handle located on the right of your handlebars. Your front-loader cargo bike is equipped with the Heavy Duty model, from the manufacturer Enviolo, with the following characteristics:

Gearbox ratio	380% (0,5 - 1,9)
Maximum torque	100 Nm
Maximum gross vehicle weight	250 kg
Centre distance	135 mm

### The twist grip lever

Manual shifting of the Enviolo hub does not have any differentiation and it is possible to use all positions in the rotation range.



**Never force the shifter when you come to the end of a rotation, as you risk breaking the cable or loosening the strain relief.**



When ascending a hill, it is necessary to reduce your power on the pedals to turn the shifter. This way, you guarantee a smooth gear change by limiting wear on the components.



You do not need to worry about selecting any particular speed, as it is enough to turn the shifter according to your experience while pedalling. Gear changes can be carried out when at rest, which avoids having to anticipate when to move off.



Find manuals from the different suppliers by following this link: <https://www.douze-cycles.com/en/take-care-of-your-douze>

### Gates Carbon Drive belt

Your Hêta 2S Enviolo model is equipped with a Gates Carbon Drive belt. This transmission combines several advantages, since it is clean, silent, durable and requires virtually no maintenance. You can wash it occasionally with water to remove any debris that may stick its teeth. No lubrication is required.



Gates Carbon Drive belt

To function well, the belt must have proper alignment and tension. To do this, make sure to follow the maintenance plan in this user manual, by carrying out those overhauls with your Retailer or Douze Cycles Technical Centre.



To learn more about belted rear wheel removal and installation, tensioning and alignment, visit: <https://gatescarbondrive.com/bike#resources>



During sustained and prolonged effort, particularly on very hot days, heating-up of the motor or battery could cause a reduction in assistance.

Contact your Retailer or Douze Cycles Technical Centre to update the product's software. Do not use solvents, oil or other greases to clean components. Such substances may damage the surfaces.

## The Shimano EP8 Cargo motor

Your Hêta is supplied with a motor, which places it in the category of Electric Bicycle (EB). The legislation in force for using an EB is likely to vary from one country to another, so please refer to the laws of the country in which you are using your cargo bike.



The Shimano EP8 Cargo motor

▷ Nominal power	250 W
▷ Nominal voltage	36 V
▷ Maximum torque	85 Nm
▷ Certification	CE
▷ Usage conditions	-10°C ~ 50°C

## Display

Your Hêta 2S Enviolo Model is equipped with the Shimano E5003 display. It lets you adjust the 3 assistance levels, see your speed and the battery gauge, control the lights and activate walking assistance.

## Walking assistance mode

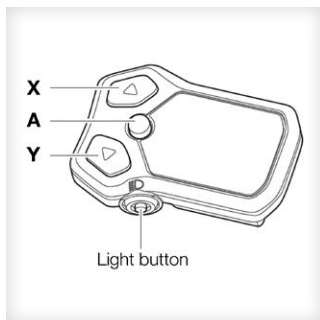
Walking assistance mode helps you push your front-loader more easily at a speed of 6km/h. To activate this mode, bring the bike to a standstill. Press the “Y” button until the walking assistance icon appears in the top left-hand corner of the screen. Push your cargo bike gently while pressing the same



button again. If you release the “Y” button, the assistance stops. To exit walking assistance mode, press the “X” button.



Walking assistance must never be used while sitting on the bike. It should only ever be used to help the cyclist push the bike. Walking assistance should only be used when both hands are free to hold the handlebars and must not prevent you from controlling the bike's speed.



*Display control buttons*

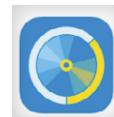
## Shimano apps

Two applications give you access to numerous features in addition to the factory settings. These apps are available in the Google Play Store and the App Store.



### The E-Tube Project Cyclist app

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### The E-Tube Ride app

Using this, transform your smartphone into a practical screen that allows you to monitor your data in real time (speed, distance, range, assistance levels and more).



## Battery

The battery is fitted onto its mounting using a lateral rotating motion.



**Remember to hold your battery securely during installation and uninstallation, to avoid dropping it, which could lead to damage.**



During a prolonged stop, we advise you to remove the battery from its holder and take it with you to protect yourself from theft.

Your Hêta model was delivered to you along with two battery support keys. We advise you to use only one and store the other in a safe place, with the security card containing a code. In case of loss, it is possible to order a new pair of keys. To do so, follow the instructions on the following page: <https://keyservice-uk.abus.com/>. Go to the “Our Retailers” page of the Abus website to find your nearest Abus retailer.



You can find your key number in the Ocode digital passport of your Hêta model.



**Never leave the key in the lock as this could damage it.**

## Charger

The battery charger supplied with the system has a 1.8 A output. It performs a complete charge of the battery in about 7 hours 30 mins. To charge the battery, connect the power cable to the charger, taking care to push it in all the way. Then connect the charger to a domestic 230 V/50 Hz socket, when a green LED flashes to indicate that the charger is functioning. Connect the charger to the battery using the socket to start charging. Once charging has finished, the charger stops automatically.



Find all the instruction and user manuals for Shimano products at: <https://si.shimano.com/en/>



## Technical characteristics

### FRAME AND FORK

Frame	Recycled cast aluminium
Colour	Anthracite grey RAL 7016
Fork	Suspended

### WHEELS, BRAKES AND STEERING

Wheels	Front: 20"/Rear: 26"
Rims	20" + 26", 36 holes/Alu double walls
Tyres	Schwalbe Pick Up 20" × 2.35/26" × 2.35
Brakes	Tektro M750 hydraulic discs 4 pistons 180 mm front - 203 mm rear
Steering system	Steering by 2×2 cables Douze SCS

Mudguard	Matte black aluminium
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### COMPONENTS

Handlebars	Sport - 620 mm
Stem/Adapter	40 mm/Easy-Up 100 mm
Grips	Ergonomic
Pedals	Flat
Saddle	Selle Royal Vivo Reflective Athletic
Seat post	400 mm
Seat post clamp	Quick release

### TRANSMISSION

Motor	Shimano EP8 Cargo
Battery	Shimano 36 V – 504 Wh
Display	Shimano E5003
Transmission	Enviolo Heavy Duty
Belt	Gates Carbon Drive CDX 122T

### ACCESSORIES INCLUDED

Lights	Busch & Müller IQ-XS
Rear luggage rack	Standard

### DIMENSIONS

Overall length	2,75 m
Overall width	0,62 m
Overall height	1,12 m



# MAINTENANCE AND UPKEEP

In this section, you will find a lot of tips to help you maintain your cargo bike. However, please remember that for any repairs you should contact your Retailer or Douze Cycles Technical Centre.

## Adjusting the steering cables

You may feel that the steering is abnormally softer or harsher than usual. Most of the time, a simple tension adjustment of the steering cables will overcome this problem. Here are a few adjustment steps:

- Loosen the 4 sliders screws with a size 5 BTR wrench. (Fig-8 and Fig-9)
- Gradually and symmetrically tighten the two tension screws until smooth, latency-free steering is obtained between the wheel and the handlebars (Fig-10). Both sliders must be in the same position on their support.
- Before tightening, make sure there are no hard spots in the steering by turning the handlebars to the left and right stops.
- Tighten the sliders screws.



**Don't forget to tighten the sliders screws to complete the operation.**



Fig-8



Fig-9

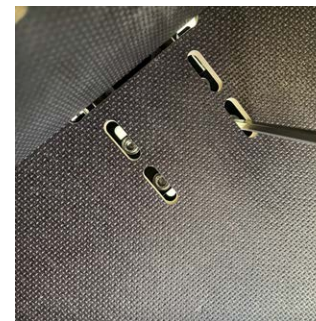


Fig-9 (with Slim Board)

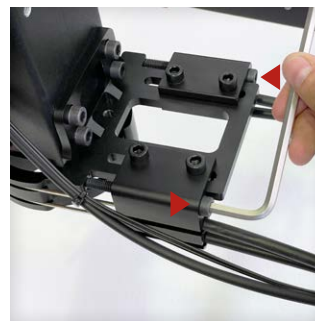


Fig-10



Fig-10 (with Slim Board)

## Battery management

On a daily basis, make sure to keep the contacts clean. During your cargo bike's service, we recommend that you get your battery checked by your Retailer or Douze Cycles Technical Centre so they can carry out diagnostics, an update and a charging cycle to rebalance the cells if necessary. When the battery is out-of-use, consider recycling it. After treatment, each used battery can be recycled at almost 65%. Find the collection sites on [www.corepile.fr](http://www.corepile.fr), to dispose of your expended battery.



If your battery has suffered a violent jolt or fall and appears damaged, do not try to charge it, instead, contact your Retailer or Douze Cycles Technical Centre. If your battery is excessively hot in an unusual way, it is a sign of a malfunction. Disconnect it and contact your Retailer or Douze Cycles Technical Centre.



If your battery gives off smoke or flames, immediately distance yourself and contact the emergency services, informing them that they are dealing with a lithium battery fire.

## Battery storage

Your battery must not be left fully discharged or fully charged during prolonged storage. If it is completely discharged, do not wait more than 24 hours before recharging it. If you plan not to use your front-loader for an extended period, it is important to follow a certain number of recommendations in order to preserve it:

- Your battery should not be charged to 100%, as this could damage the cells. The ideal charge level is between 50% and 70%.
- Store your battery in a cool, temperate place, away from frost. The ideal storage temperature is 10 degrees Celsius.
- Regularly check that the battery capacity has not dropped too much and recharge it if it has.



Keep your battery at a temperature of 10-25°C and do not expose it to extreme temperatures. Do not store it in sunlight.



## Checking and changing worn parts

Regularly check the wear parts of your Hêta front-loader so you do not take risks and avoid trouble while travelling. If you have any concerns about the wearing of certain components, please consult your Retailer or Douze Cycles Technical Centre.

### List of wearing parts:

- Headset (bearings)
- Deraillieur housings and cables
- Steering sheaths and cables
- Cartridge
- Chain
- Plate
- Rear/front tyres
- Brake pads
- Brake discs
- Stand pads



Responsible, regular cleaning is essential for a reliable bike. Never wait for a problem to worsen before taking action.

The following recommendations are indicative for normal use of the Hêta model. It may be necessary to adapt them depending on your use.

**MAINTENANCE - TO BE CARRIED OUT AT REGULAR INTERVALS BY YOU, WITH THE ADVICE OF YOUR DEALER IF NECESSARY.**

	Condition of equipment	Actions
	<b>Full cleaning</b>	
<b>Frame</b>	Condition of frame + fork + stand	Visual check
	Condition of fork headset	Visual check + test + adjustment
	Condition of seat + seatpost assembly	Visual check
	Condition of pedals	Visual check + test
<b>Rear luggage rack</b>	Condition of rear luggage rack	Visual inspection + tightening check
<b>Platform</b>	Condition of front platform	Visual check + tightening check
<b>Steering position</b>	Condition of handlebars + grips + switches + stem	Visual check + adjustment + tightening stem and handlebars
<b>Steering</b>	Check for smoothness and precision	Visual check + test + adjustment
<b>Wheels</b>	Condition of spokes + rims. Tightening of axles	Visual check + tightening check
<b>Tyres</b>	Condition of tyres	Visual check + pressure
<b>Transmission</b>	Condition of drivetrain assembly (casing, cable, derailleur, shifter)	Visual check + test + adjustment
	Chain maintenance	Cleaning and lubrication
	Belt maintenance	Visual check
<b>Brakes</b>	Braking system condition (pads and discs)	Visual check + test
<b>Mudguards</b>	Condition of mudguards	Visual check
<b>Motor</b>	General check of motor, battery and display	Visual check + test
	Connector status	Visual check
<b>Lights</b>	Condition and operation of lighting	Visual check + test

At your Douze Cycles dealer or technical centre, in accordance with the maintenance handbook.

**1<sup>ST</sup> MAINTENANCE**

AT 300 KM OR AT THE LATEST 3 MONTHS FROM  
DATE OF PURCHASE

Settings and adjustments following running-in of the entire bike  
+ accessories

Check all torque settings

Check safety devices (tyres + brakes + lights)

Check belt tension\*

Lubricate and adjust transmission

Check wheel tread and spoke tension

Update the motor if necessary

**2<sup>ST</sup> MAINTENANCE**

AT 1 500 KM OR AT THE LATEST 6 MONTHS FROM  
DATE OF PURCHASE

Check all torque settings

Check safety devices (tyres + brakes + lights)

Check belt tension\*

Check chain and change if necessary

Lubricate and adjust transmission

Check wheel tread and spoke tension

Update the motor if necessary

**3<sup>RD</sup> MAINTENANCE**

AT 3 000 KM OR AT THE LATEST 12 MONTHS FROM  
DATE OF PURCHASE

Check all torque settings

Check safety devices (tyres + brakes + lights)

Check belt wear and tension\*

Check chain and change if necessary

Check wheel tread and spoke tension

Update and diagnose the motor

Change brake pads

**4<sup>TH</sup> MAINTENANCE**

AT 4 500 KM OR AT THE LATEST 18 MONTHS FROM  
DATE OF PURCHASE

Check all torque settings

Check safety devices (tyres + brakes + lights)

Check belt wear and tension\*

Check chain and change if necessary

Lubricate and adjust transmission

Check wheel tread and spoke tension

Update the motor if necessary

## 5<sup>TH</sup> MAINTENANCE

AT 6 000 KM OR AT THE LATEST 24 MONTHS FROM DATE OF PURCHASE

Check all torque settings

Check safety devices (tyres + brakes + lights)

Check belt wear and tension\*

Check chain and change if necessary

Check wheel tread and spoke tension

Update and diagnose the motor

Change brake pads

Check hub clearance

Change brake discs

Change brake fluid + bleed

Change of landing gear pads

Change transmission sheath and cable

Change cassette

From the 6th revision onwards, please start from the details of the 2nd revision to ensure that your Hêta model is perfectly maintained.

## AT 15 000 KM

Changing steering cables



Carry out maintenance on your Hêta model using the maintenance handbook supplied by your Douze Cycles dealer.

\* Depending on the model



## Eco-riding

Adopting eco-riding habits every day will help you reduce your energy consumption while extending the life of the battery, motor and components of the cargo bike.

## Changing gear

Firstly, it is better to change gear than to modify the assistance level of the motor. When you change gear, do not press down too hard on the pedals. The greater the effort, the more power delivered by the motor, which can lead to premature wear of the transmission.

It is also important to ride at the correct pedalling frequency. Indeed, pedalling at a low rate (less than 60 rpm) limits the motorisation.

## Conserving the brakes

Anticipation is key. With an e-bike, due to the ease of pedalling, we tend to under-anticipate when stopping. This makes us brake later and harder over a shorter distance. As a result, the brake pads wear out more quickly. Remember to adapt your speed.



APPENDICES

## Tightening torque

To guarantee the proper functioning of your front-loader and the life of its components, it is essential to check the tightening of screws and nuts regularly and tighten them correctly if you observe any problems. Tighten using a torque wrench to comply with the values provided in the table below. If you cannot find the torque value for any component, seek the advice of your Retailer or Douze Cycles Technical Centre.



Refer to the section “The Hêta model and its components” to identify all the components.

COMPONENTS	TIGHTENING TORQUE
<b>Transmission</b>	
Derailleur	8-10 Nm
Cassette	40 Nm
Cranks	30-40 Nm
Pedals	8-10 Nm
<b>Brakes</b>	
Brake calipers	6-8 Nm
Brake discs	5-7 Nm
<b>Direction</b>	
Handlebar stem	Cap 6-7 Nm / Stem 8 Nm
Fork clamp	Cap 6-7 Nm / Clamp 8 Nm
Sliders	6-8 Nm
Wheel nuts	25 Nm
<b>Cockpit and seat</b>	
Handlebar grips	3 Nm
Brake levers	6-8 Nm
Derailleur lever	6-8 Nm
Saddle on seatpost	9-10 Nm
Seat post clamp	4-6 Nm
<b>Accessories</b>	
Mudguards	6-8 Nm
Rear luggage rack	10-12 Nm

## Warranty and After Sales Service

In the event of a problem, please consult your Retailer or Douze Cycles Technical Centre, providing your Hêta model purchase invoice.

The reference date for the warranty is the date on your bike's purchase invoice. Components and frames are under warranty against manufacturing defects for two years.

### The warranty applies:

- To purchases made from a Douze Cycles retailer or provided via a Douze Cycles Technical Centre.
- To cases of normal wear to your Hêta as specified in the General Conditions of Use.
- To the initial purchaser of the bike - the warranty is non-transferable in the event of resale.

### The warranty does not apply:

- On the wearing parts, for which you will find a list within the paragraph «Checking and changing worn parts».
- If insufficient maintenance or negligence by the user is observed.

- In the event of an accident or other excessive action on the bike's components, including exposure to fire, chemical products and excessively humid, saline or acidic atmospheres.
- If major modifications are carried out on the bike without the prior written authorisation of Douze Factory.
- In the event of any use that contravenes technical and safety standards.

### Specific cases:

- Specific and professional uses of the Hêta front-loader are subject to restrictions so they do not fall outside the terms of the warranty.

### 3-YEAR EXTENDED WARRANTY

Upon registration of your cargo bike on Ocode, we offer a three-year extended warranty for your Douze. An extended warranty is only valid for bikes used in a non-professional context.

You are reminded that the warranty only applies to the first owner.

## Conformity declaration

**Manufacturer:**

Douze Factory S.A.S.U

**Hereby declares that:**

Model(s): HÊTA

Product Details: Motorisation Shimano EP6 Cargo/EP8 Cargo

**Comply with the applicable requirements of the following directives:**

Machinery Regulation (EU 2023/1230)

Electromagnetic Compatibility Directive (2014/30/EU)

Low Voltage Directive (2014/35/EU)

**The following standards are applied:**

EN 15194-2017

EPAC electrically assisted cycles

ISO 4210

Cycles – Safety requirements for bicycles

NF R30-050/DIN 79010

Utility Cycles - Safety Requirements

**Technical documentation:**

Douze Factory S.A.S.U

Rue des Trois Noyers

21550 Ladoix-Serrigny

France

Thomas Coulbeaut

President of Douze Factory S.A.S.U.

01/07/2023



