

# 7 DEALER MANUAL FOR DP C15.CAN

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## CONTENT

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<b>7.1 Important Notice</b> .....	2	7.6.2 Selection of Support Levels.....	5
<b>7.2 Introduction of Display</b> .....	2	7.6.3 Headlights / backlighting.....	6
<b>7.3 Product Description</b> .....	3	7.6.4 Walk Assistance.....	6
7.3.1 Specifications.....	3	7.6.5 Selection Mode.....	6
7.3.2 Functions Overview.....	3	7.6.6 SERVICE.....	6
<b>7.4 Display Installation</b> .....	4	<b>7.7 Settings</b> .....	7
<b>7.5 Display</b> .....	5	7.7.1 "Display Setting".....	7
<b>7.6 Normal Operation</b> .....	5	7.7.2 "Information".....	8
7.6.1 Switching the System ON/OFF.....	5	<b>7.8 Error Code Definition</b> .....	11

# 7.1 IMPORTANT NOTICE

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- If the error information from the display cannot be corrected according to the instructions, please contact your retailer.
- The product is designed to be waterproof. It is highly recommended to avoid submerging the display under water.
- Do not clean the display with a steam jet, high-pressure cleaner or water hose.
- Please use this product with care.
- Do not use thinners or other solvents to clean the display. Such substances can damage the surfaces.
- Warranty is not included due to wear and normal use and aging.

# 7.2 INTRODUCTION OF DISPLAY

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- Model: DP C15.CAN BUS
- The housing material is PC and Acrylic, and the button material is made of silicone.
- The label marking is as follows:



- i** **Note:** Please keep the QR code label attached to the display cable. The information from the Label is used for a later possible software update.

# 7.3 PRODUCT DESCRIPTION

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## 7.3.1 Specifications

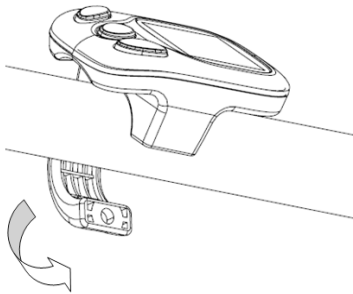
- Operating temperature: -20 °C~45 °C
- Storage temperature: -20 °C~50 °C
- Waterproof: IP65
- Storage room Humidity: 30%-70% RH

## 7.3.2 Functional Overview

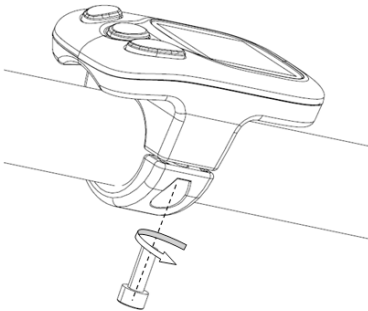
- Battery capacity indicator
- Indication of performance support
- Switching between km and mile
- Motor output power indicator
- Travel time indication
- Kilometer stand (including single-trip distance, total distance and remaining distance).
- Speed display (including top speed and average speed)
- Walk assistance
- Headlighting control
- Information View (battery, controller, HMI and sensor)
- Error messages view
- Energy consumption indicator CALORIES (Note: If the display has this function)
- Display for the remaining distance (Depends on your riding style)

# 7.4 DISPLAY INSTALLATION

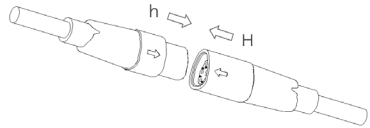
1. Open the clamps of display and place on to the handlebar in the correct position.



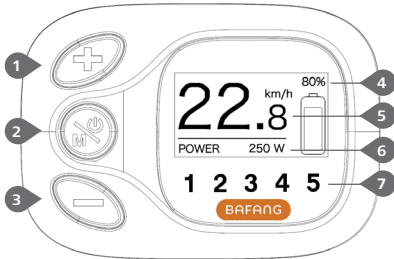
2. Now with a M4\*10 hexagon socket screw tighten the display into position. Torque requirement: 1N.m.




3. Now connect the Display connector to the EB-Bus connector, ensuring both connectors are kept parallel when pushing firmly together.





## 7.5 DISPLAY



- 1 Up
- 2 System On/Off / Mode
- 3 Down
- 4 Display of battery capacity in real time.
- 5 Speed display in real-time (km/h or MPH)
- 6 Trip: Daily kilometers (TRIP) - Total kilometers (ODO) - Top speed (MAX) - Average speed (AVG) - Range (RANGE) - Energy Consumption (CAL(only with torque sensor fitted)) - Travel time (TIME) - Motor output power(POWER).
- 7 Support level/ Walking assistance 



## 7.6 NORMAL OPERATION

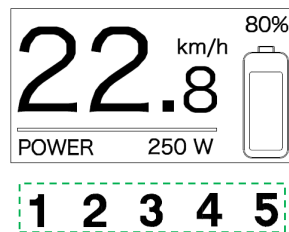
### 7.6.1 Switching the System ON/OFF

Press and hold  (>2S) on the display to turn on the system. Press and hold  (>2S) again to turn off the system.


If the "automatic shutdown time" is set to 5 minutes (it can be reset with the "Auto Off" function, See **"Auto Off"**), the display will automatically be turned off within the desired time when it is not in operation.


### 7.6.2 Selection of Support Levels

When the display is turned on, press the  or  button (<0.5S) to switch to the support level, the lowest level is 0, the highest level is 5. When the system is switched on, the support level starts in level 1. There is no support at level 0. As following:



### 7.6.3 Headlights / backlighting

Turn on the lights: press and hold  button to darken the backlight and turn on the lights.







Turn off the lights: press and hold  button again to brighten the backlight and turn off the lights.

The brightness of the backlight can be set in the display settings **"Brightness"**.



### 7.6.4 Walk Assistance

The Walk assistance can only be activated with a standing pedelec.

Activation: Press the  button until this symbol  appears. Next press and hold down the  button whilst the  symbol is displayed, now the Walk assistance will activate. The symbol  will blink and the pedelec moves approx. 6 km/h. After releasing the  button, the motor stops automatically and switches back to level 0.(as following):



### 7.6.5 Selection Mode

Briefly press the  button (0.5s) to see the different trip modes.

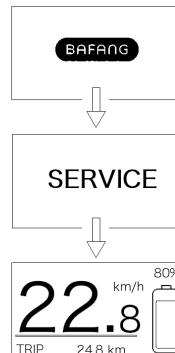
Trip: daily kilometers (TRIP) - total kilometers (ODO) - Maximum speed (MAX) - Average speed (AVG) - Range (RANGE) - Energy

consumption (CAL(only with torque sensor fitted)) - Travel time (TIME) - Motor output power(POWER).



### 7.6.6 SERVICE

The display shows "Service" as soon as a certain number of kilometers or battery charges has been reached. With a mileage of more than 5000 km (or 100 charge cycles), the "Service" function is displayed on the display. Every 5000 km the display "SERVICE" is displayed every time. This function can be set in the display settings.



# 7.7 SETTINGS

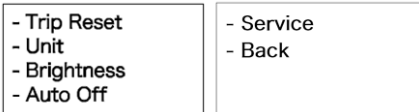
After the display is turned on, press and hold **+** and **-** button (at the same time) to enter into the Setting menu. By pressing the **+** or **-** button (<0.5S), you can select: Display, Settings, Information or EXIT. Then press the **Ⓜ** (<0.5S) button to confirm your selected option.

Or select "EXIT" and press (<0.5S) the **Ⓜ** button to return to the main menu, or select "BACK" and press (<0.5S) the **Ⓜ** button to return to the Settings interface.

If no button is pressed within 20 seconds, the display will automatically return to the main screen and no data will be saved.

## Display Setting Information Exit

SETTING option



"Display Setting" option

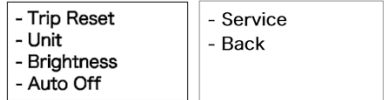


"Information" option

You can press and hold **+** and **-** button at any time, to return to the main screen.

## 7.7.1 "Display Setting"

Press the **+** or **-** button (<0.5S) to select "Display Setting", and then briefly press the **Ⓜ** button (<0.5S) to access the following selections.



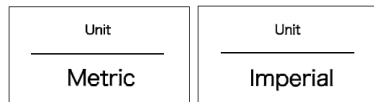
### 7.7.1.1 "TRIP Reset" Reset mileage

Press the **+** or **-** button (<0.5S) to highlight "Trip Reset" in the Display setting menu, and then press **Ⓜ** button (<0.5S) to select. Then with the **+** or **-** button choose between "YES" or "NO". Once you have chosen your desired selection, press the **Ⓜ** button (<0.5S) to save and exit to the "Display setting".



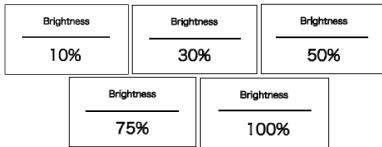
### 7.7.1.2 "Unit" Selections in km/Miles

Press the **+** or **-** button (<0.5S) to highlight "Unit" in the Display setting menu, and then press **Ⓜ** button (<0.5S) to select. Then with the **+** or **-** button choose between "Metric" (kilometer) or "Imperial" (Miles). Once you have chosen your desired selection, press the **Ⓜ** button (<0.5S) to save and exit to the "Display setting".



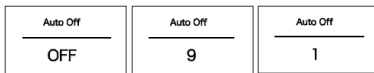
### 7.7.1.3 "Brightness" Display brightness

Press the or (<0.5S) to highlight "Brightness" in the Display setting menu, and then press (<0.5S) to select. Then with the or button choose between "100%" / "75%" / "50%" / "30%" / "10%". Once you have chosen your desired selection, press the (<0.5S) to save and exit to the "Display setting".



### 7.7.1.4 "Auto Off" Set Automatic system switch off time

Press the or (<0.5S) to highlight "Auto Off" in the Display setting menu, and then press (<0.5S) to select. Then with the or button choose between "OFF", "9"/"8"/"7"/"6"/"5"/"4"/"3"/"2"/"1", (The numbers are measured in minutes). Once you have chosen your desired selection, press the (<0.5S) to save and exit to the "Display setting".



### 7.7.1.5 "Service" Switching the notification on and off

Press the or (<0.5S) to highlight "Service" in the Display setting menu, and then press (<0.5S) to select. Then with the or button

choose between "NO" or "YES". Once you have chosen your desired selection, press the (<0.5S) to save and exit to the "Display setting".



### 7.7.2 "Information"

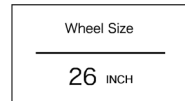
Once the display is turned on, press and hold the and (at the same time) to enter into the setting menu, press the or (<0.5S) to select "Information", then press the (<0.5S) to confirm and enter into "Information".



**Note:** All information here cannot be changed, it is to be viewed only.





#### 7.7.2.1 Wheel Size

Press the or (<0.5S) to highlight "Wheel Size", then press the (<0.5S) to confirm and view the wheel size. To return, press the (<0.5S) to exit back to the "Information".










### 7.7.2.2 Speed Limit

Press the  or  button (<0.5S) to highlight "Speed Limit", then press the  button (<0.5S) to confirm and view the speed limit. To return, press the  button (<0.5S) to exit back to the "Information".

Speed Limit
25 km/h

### 7.7.2.3 Battery Information

Press the  or  button (<0.5S) to highlight "Battery Info", then press the  button (<0.5S) to confirm. Now press the  or  button (<0.5S) to view the contents.

To return, press the  button (<0.5S) to exit back to the "Information".






Battery Info
b01 25 °C

Content	Explanation
b01	Current temperature (°C)
b04	Voltage (V)
b06	Discharge (A)
b07	Remaining Capacity (A/h)
b08	Total Capacity (A/h)
b09	Relative SOC (%)
b10	Absolute SOC (%)
b11	Charging cycles (number)
b12	Maximum not charging time (Hr)

Content	Explanation
b13	Recently not charging time (Hr)
d00	Number of battery cell
d01	Voltage of cell 1 (m/V)
d02	Voltage of cell 2 (m/V)
dn	Voltage of cell n (m/V)
e01	Hardware Version
e02	Software Version

NOTE: If no data is detected, "--" is displayed.






### 7.7.2.4 Controller Information

Press the  or  button (<0.5S) to highlight "Ctrl Info", then press the  button (<0.5S) to confirm. Now press the  or  button (<0.5S) to view "Hardware Ver" or "Software Ver".

To return, press the  button (<0.5S) to exit back to the "Information".

Hardware Ver	Software Ver
CR S10F.250.FC1.0	CRX10VC4313H101001.0






### 7.7.2.5 Display Information

Press the  or  button (<0.5S) to highlight "Display Info", then press the  button (<0.5S) to confirm. Now press the  or  button (<0.5S) to view "Hardware Ver" or "Software Ver".

To return, press the  button (<0.5S) to exit back to the "Information".

Hardware Ver	Software Ver
DP C15.C 1.0	DPC15CP10101.0

### 7.7.2.6 Torque Information






Press the  or  button (<0.5S) to highlight "Torque Info", then press the  button (<0.5S) to confirm. Now press the  or  button (<0.5S) to view "Hardware Ver" or "Software Ver".

To return, press the  button (<0.5S) to exit back to the "Information".

<u>Hardware Ver</u> SR PA 212.32.ST.C 1.0	<u>Software Ver</u> SRPA212CF10101.0
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**NOTE:** If your Pedelec has not torque sensor, "--" is displayed.


### 7.7.2.7 Error Code

Press the  or  button (<0.5S) to highlight "Error code", then press the  button (<0.5S) to confirm. Now press the  or  button (<0.5S) to view "E-Code0" to "E-Code9". It shows information for the last ten errors of the pedelec. The error code "00" means that there is no error.

To return, press the  button (<0.5S) to exit back to the "Information".

<u>Error Code</u> E-Code0 04
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## 7.8 ERROR CODE DEFINITION

 The HMI can show the faults of Pedelec. When a fault is detected, one of the following error codes will be indicated too.

**Note:** Please read carefully the description of the error code. When the error code appears, please first restart the system. If the problem is not eliminated, please contact your dealer or technical personnel.

Error	Declaration	Troubleshooting
04	The throttle has fault.	<ol style="list-style-type: none"> <li>1. Check the connector and cable of the throttle are not damaged and correctly connected.</li> <li>2. Disconnect and reconnect the throttle, if still no function please change the throttle.</li> </ol>
05	The throttle is not back in its correct position.	Check the connector from the throttle is correctly connected. If this does not solve the problem, please change the throttle.
07	Overvoltage protection	<ol style="list-style-type: none"> <li>1. Remove and re-Insert the battery to see if it resolves the problem.</li> <li>2. Using the BESST tool update the controller.</li> <li>3. Change the battery to resolve the problem.</li> </ol>
08	Error with the hall sensor signal inside the motor	<ol style="list-style-type: none"> <li>1. Check all connectors from the motor are correctly connected.</li> <li>2. If the problem still occurs, please change the motor.</li> </ol>
09	Error with the Engine phase's	Please change the motor.
10	The temperature inside the engine has reached its maximum protection value	<ol style="list-style-type: none"> <li>1. Turn off the system and allow the Pedelec to cool down.</li> <li>2. If the problem still occurs, please change the motor.</li> </ol>
11	The temperature sensor inside the motor has an error	Please change the motor.
12	Error with the current sensor in the controller	Please change the controller or contact your supplier.

Error	Declaration	Troubleshooting
13	Error with the temperature sensor inside of the battery	<ol style="list-style-type: none"> <li>1. Check all connectors from the battery are correctly connected to the motor.</li> <li>2. If the problem still occurs, please change the Battery.</li> </ol>
14	The protection temperature inside the controller has reached its maximum protection value	<ol style="list-style-type: none"> <li>1. Allow the pedelec to cool down and restart the system.</li> <li>2. If the problem still occurs, please change the controller or contact your supplier.</li> </ol>
15	Error with the temperature sensor inside the controller	<ol style="list-style-type: none"> <li>1. Allow the pedelec to cool down and restart the system.</li> <li>2. If the problem still occurs, Please change the controller or contact your supplier.</li> </ol>
21	Speed sensor Error	<ol style="list-style-type: none"> <li>1. Restart the system</li> <li>2. Check that the magnet attached to the spoke is aligned with the speed sensor and that the distance is between 10 mm and 20 mm.</li> <li>3. Check that the speed sensor connector is connected correctly.</li> <li>4. Connect the pedelec to BESST, to see if there is a signal from the speed sensor.</li> <li>5. Using the BESST Tool- update the controller to see if it resolves the problem.</li> <li>6. Change the speed sensor to see if this eliminates the problem. If the problem still occurs, please change the controller or contact your supplier.</li> </ol>
25	Torque signal Error	<ol style="list-style-type: none"> <li>1. Check that all connections are connected correctly.</li> <li>2. Please connect the pedelec to the BESST system to see if torque can be read by the BESST tool.</li> <li>3. Using the BESST Tool update the controller to see if it resolves the problem, if not please change the torque sensor or contact your supplier.</li> </ol>

Error	Declaration	Troubleshooting
26	Speed signal of the torque sensor has an error	<ol style="list-style-type: none"> <li>1. Check that all connections are connected correctly.</li> <li>2. Please connect the pedelec to the BESST system to see if speed signal can be read by the BESST tool.</li> <li>3. Change the Display to see if the problem is solved.</li> <li>4. Using the BESST Tool update the controller to see if it resolves the problem, if not please change the torque sensor or contact your supplier.</li> </ol>
27	Overcurrent from controller	<p>Using the BESST tool update the controller. If the problem still occurs, please change the controller or contact your supplier.</p> <ol style="list-style-type: none"> <li>1. Check all connections on the pedelec are correctly connected.</li> <li>2. Using the BESST Tool run a diagnostics test, to see if it can pinpoint the problem.</li> <li>3. Change the display to see if the problem is solved.</li> <li>4. Change the EB-BUS cable to see if it resolves the problem.</li> <li>5. Using the BESST tool, re-update the controller software. If the problem still occurs please change the controller or contact your supplier.</li> </ol>
30	Communication problem	<ol style="list-style-type: none"> <li>1. Check all connectors are correctly connected on the brakes.</li> <li>2. Change the brakes to see if the problem is solved.</li> <li>3. Change the display to see if the problem is solved.</li> <li>4. Change the EB-BUS cable to see if it resolves the problem.</li> <li>5. Using the BESST tool, re-update the controller software. If the problem still occurs please change the controller or contact your supplier.</li> </ol>
33	Brake signal has an error (If brake sensors are fitted)	<ol style="list-style-type: none"> <li>1. Check all connectors are correctly connected on the brakes.</li> <li>2. Change the brakes to see if the problem is solved.</li> </ol> <p>If problem continues Please change the controller or contact your supplier.</p>
35	Detection circuit for 15V has an error	<p>Using the BESST tool update the controller to see if this resolves the problem. If not, please change the controller or contact your supplier.</p>
36	Detection circuit on the keypad has an error	<p>Using the BESST tool update the controller to see if this resolves the problem. If not, please change the controller or contact your supplier.</p>

Error	Declaration	Troubleshooting
37	WDT circuit is faulty	Using the BESST tool update the controller to see if this resolves the problem. If not, please change the controller or contact your supplier.
41	Total voltage from the battery is too high	Please change the battery.
42	Total voltage from the battery is too low	Please Charge the battery. If the problem still occurs, please change the battery.
43	Total power from the battery cells is too high	Please change the battery.
44	Voltage of the single cell is too high	Please change the battery.
45	Temperature from the battery is too high	Please let the pedelec cool down. If problem still occurs, please change the battery.
46	The temperature of the battery is too low	Please bring the battery to room temperature. If the problem still occurs, please change the battery.
47	SOC of the battery is too high	Please change the battery.
48	SOC of the battery is too low	Please change the battery.
61	Switching detection defect	1. Check the gear shifter is not jammed. 2. Please change the gear shifter.
62	Electronic derailleur cannot release.	Please change the derailleur.
71	Electronic lock is jammed	1. Using the BESST tool update the Display to see if it resolves the problem. 2. Change the display if the problem still occurs, please change the electronic lock.
81	Bluetooth module has an error	Using the BESST tool, re-update the software onto the display to see if it resolves the problem. If not, Please change the display.