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Dear Australian Bicycle Dealer,

SERVICING AND MAINTENANCE FOR STEPS E-BIKE SYSTEM

Shimano Australia would like to thank you for your support of our STEPS products.

We look forward to working with our valued dealers in Australia in developing of successful sales of E-bikes in the market place.

With the arrival of STEPS equipped E-bikes from your bicycles suppliers, the reason for this letter is to bring to your attention some important information about STEPS servicing and maintenance.

The STEPS is design in relation with our Di2 components range.

This means that diagnosis of the unit is carried out through a software programme called E-Tube Project. This programme can be downloaded from the website; <http://e-tubeproject.shimano.com/> . To run this programme, the Di2 Diagnostic Scanner SM-PCE1 is required. This is connected via USB from the PC through the scanner with the E-tube wire plug to the port on the bike.

Service tools listed below:

- TL-FC38 (YEZY00010) lock ring removal/install tool
- TL-BME01 (Y70W00002) Positioning tool for Down Tube battery
- TL-DUE60 (YEZY00002) Chain Tension Tool

These tools are designed specifically for STEPS to carry out specific servicing that may be required. We advise for the workshop to have the following tools on hand. Please contact Shimano Australia to place your order.

Shimano Australia is the authorised service centre for handling all submitted claims for warranty assessments for STEPS.

All STEPS components carry a 2 year manufacturer warranty. For more details on our warranty policy, please refer to following link below;

<http://www.shimano.com.au/content/saus-bike/en/home/news-and-info/warranty.html>

If you do require any additional information or advice in dealing with servicing and maintenance for STEPS, please contact Brian Seng from our sales office who will be able to assist with further details. His direct contact is 02 8536 6784 and email is brians@shimano.com.au

Yours Sincerely,

Brian Seng
Hard Goods Product Coordinator
Shimano Australia Cycling Pty Ltd