

7 DEALER MANUAL FOR DP C262.CAN



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7.1 IMPORTANT NOTICE

- 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

- Model: DP C262.CAN BUS
- The housing material is ABS, the cover and window are made from soda-lime glass, the button is TPV material, as following:
- The label marking is as follow:



- 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

7.3.1 Specifications

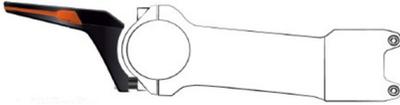
- Operating temperature: -20 °C~45 °C
- Storage temperature: -20 °C~60 °C
- Waterproof: IP65
- Bearing humidity: 30%-70% RH

7.3.2 Functional Overview

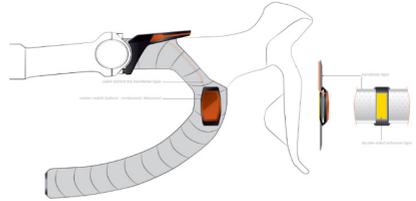
- Speed indication (including the real-time speed, max. speed and average speed)
- Unit switching between km and mile.
- Battery capacity indication
- Control and indication for the headlight
- Indication of assistance level
- Trip indication (including TRIP, ODO and RANGE)
- Motor power indication (including motor input power, human input power)
- Time indication for single ride
- Walk assistance model
- Indication for error messages
- Indication for consumption of energy CALORIES (NOTE: If the controller has this function)
- Indication for the remaining distance. (NOTE: it needs the controller has this function)

7.4 DISPLAY INSTALLATION

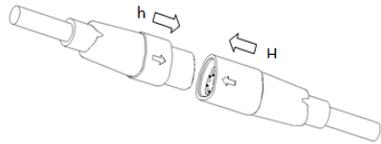
1. Remove the fastening screw at under side of the stem and handlebar, and insert the mounting screw of display through the support and washer successively. Adjust the angle of display screen to make it easier to see the screen when riding.



2. With hexagon wrench fasten the screw (hexagon M1.5*6), torque requirement: 5 N.m.



3. Link the male connector at the display with the female connector at the EB-BUS.



7.5 DISPLAY INFORMATION



- 1 Headlight indication
- 2 Speed display in real-time
- 3 Mode selection:
single-trip distance (TRIP), total distance ODO, maximum speed (MAX), average speed (AVG), remaining distance (RANGE), energy consumption (CALORIES), time (TIME). (Note: same function needs the Controller supports).
- 4 Support level and walk assistance indication
- 5 Battery capacity indication
- 6 "Service" indication.
- 7 Speed unit indication
- 8 Motor power input indication
- 9 Human power input indication

7.6 KEY DEFINITION



7.7 NORMAL OPERATION

7.7.1 Switching the System ON/OFF

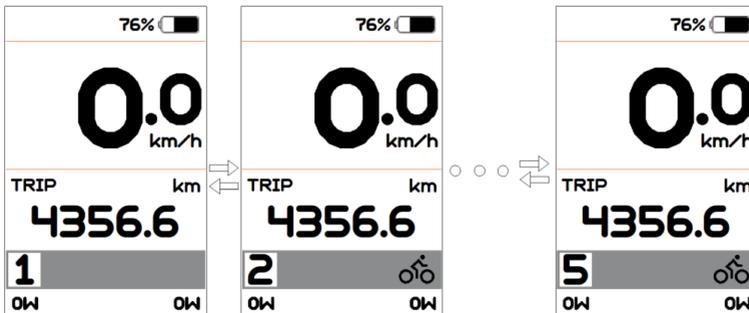
Press  and hold (>2S) to power on the display, the HMI begin to show the boot up LOGO. Press  and hold (>2S) again can power off the HMI.



Welcome interface

7.7.2 Selection of Assistance Levels

When HMI power on, briefly press  (<0.5s) or  to select the assistance level (the number of assistance level needs to be adapted to controller), The lowest level is Level 0, the highest Level is 5. On the default is Level 1, "0" means no power assistance. The interface is as following:



7.7.3 Selection of Mode

Briefly press "Mode" button (<0.5s) to view the different mode and information.

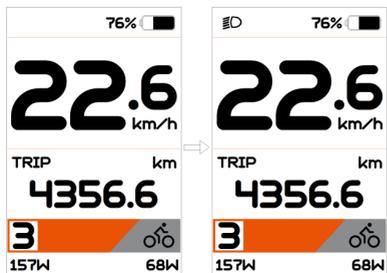
1. System with torque sensor, circularly show single trip distance (Trip,km) → total distance (ODO,km) → maximum speed (MAX,km/h) → average speed (AVG,km/h) → cadence (CADENCE) → energy consumption (CALORIES/CAL,KCal) → riding time (TIME,min) → cycle.
2. If system with a speed sensor, circularly show single trip distance (Trip,km) → total distance (ODO,km) → maximum speed (MAX,km/h) → average speed (AVG,km/h) → remaining distance (RANGE,km) → riding time (TIME,min) → cycle.



7.7.4 Headlights / backlighting

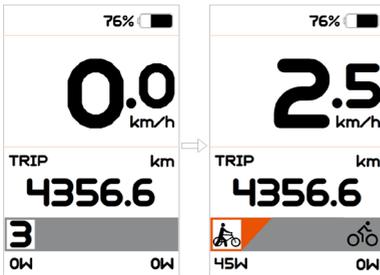
Press and hold  (>2s) to turn on the backlight as well as headlight.

Press and hold  (>2s) again to turn off the backlight and the headlight.



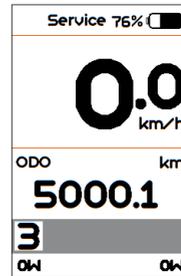
7.7.5 Walk Assistance

When your Pedelec is motionless, briefly press  button until the Walk assistance indicator  is displayed. At this point, long press  button, the Pedelec enters the walk assistance mode, the indicator will flash. If release the button will stop this, if no any operations within 5s will automatically return to 0 level. That is stopped from the Walk assistance mode.(as following)



7.7.7 Service

HMI will prompt for maintenance according to the mileage and battery charger times. When mileage exceeds 5000km (100 times for charger) and the "Service" function is enabled, the "Service" indication will be displayed on the HMI. This function can be set in the interface. For the operation is detailed in the following text.



7.7.6 Battery Capacity Indication

The percentage of current battery capacity and total capacity is displayed from 100% to 0% according to the actual capacity (as shown in the figure below).



7.8 SETTINGS

After the HMI powered on, briefly press "Mode" button two times to enter into the "Setting". Briefly press **+** or **-** (<0.5s) to select and then briefly press (<0.5S) "Mode" button to confirm and enter into the option.

Note: the speed must be "0" then can enter the setting interface.



Into the Setting function

You can quickly press the "Mode" (<0.5S) button twice at any time, or select "Back" or "Exit" to exit back to the main interface.

7.8.1 "Setting" interface

In "Setting" interface, briefly press (<0.5S) **+** or **-** to select "Setting" and then briefly press (<0.5S) "Mode" to confirm and enter into "Setting".



The operations in "Setting" item

7.8.1.1 "Trip Reset"---set reset function for single-trip

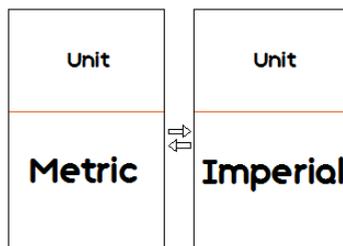
Briefly press **+** or **-** to select "Trip Reset", and then briefly press "Mode" to enter into the item. Select "NO"/"YES" ("YES"-to clear, "NO"-no operation), then briefly press "Mode" to save and exit back to the "Setting" interface.

NOTE: the cycling time, average speed and maximum speed are reset at the same time.



7.8.1.2 "Unit"--- set unit for km/mile

Briefly press **+** or **-** to select "Unit", and then briefly press "Mode" to enter into the item. Select "Metric"/ "Imperial", then briefly press "Mode" to save and exit back to the "Setting" interface.

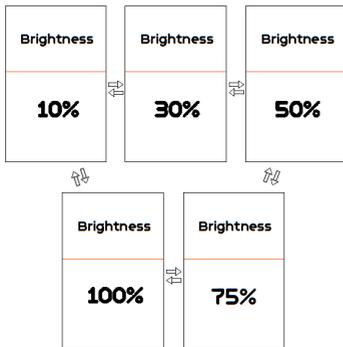


7.8.1.3 "Brightness"--- set backlight brightness

Briefly press **+** or **-** to select "Brightness",

and then briefly press "Mode" to enter into the item. Select the percentage as "100%"/"75%"/"50%"/"30%"/"10%", then briefly press "Mode" to save and exit back to the "Setting" interface.

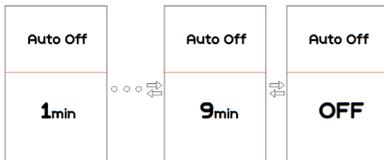
Notice: "10%" is the lowest brightness and 100%" is the highest brightness.



7.8.1.4 "Auto Off"--- set automatic Off time

Briefly press \oplus or \ominus to select "Auto Off", and then briefly press "Mode" to enter into the item. Select the automatic Off time as "OFF"/"9"/"8"/"7"/"6"/"5"/"4"/"3"/"2"/"1", briefly press "Mode" to save the setting and exit back to the "Setting" interface.

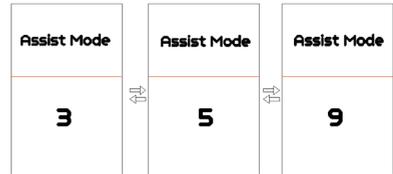
Notice: "OFF" means this function is off, the unit is minute.



7.8.1.5 "Assist Mode"---set assistance level

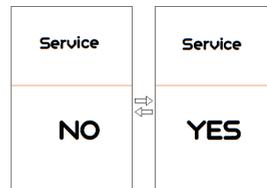
Briefly press \oplus or \ominus to select "Assist Mode", and then briefly press "Mode" to enter into the item. Select the assistance level

as "3"/"5"/"9", then briefly press "Mode" to save and exit back to the "Setting" interface.



7.8.1.6 "Service"--- turn on/off the Service indication

Briefly press \oplus or \ominus to select "Service", and then briefly press "Mode" to enter into the item. Select "NO"/"YES" ("YES" means Service indication is on; "NO" means Service indication is off), then briefly press "Mode" to save and exit back to the "Setting" interface.



7.8.2 "Information" interface

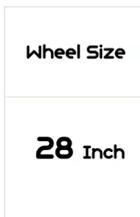
In Setting interface, briefly press (<0.5S) \oplus or \ominus to select "Information" and then briefly press (<0.5S) "Mode" to confirm and enter into "Information".

- Wheel Size
- Speed Limit
- Battery Info
- Ctrl Info
- Display Info
- Torque Info
- Error Code
- Warn Code
- Back

The operations in "Information" item

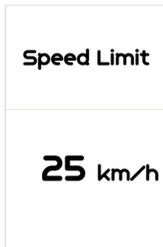
7.8.2.1 View "Wheel Size"

Briefly press **+** or **-** to select " Wheel Size", and then briefly press "Mode" to view the wheel size default, then briefly press "Mode" to exit back to the "Information" interface.



7.8.2.2 View "Speed Limit"

Briefly press **+** or **-** to select " Speed Limit", and then briefly press "Mode" to view the speed limit default, then briefly press "Mode" to exit back to the "Information" interface.

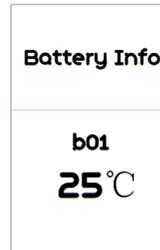


7.8.2.3 View "Battery Info."

Briefly press **+** or **-** to go to "Battery Info.", and then briefly press "Mode" to enter, then briefly press "+" or "-" to view the battery data (b01 → b04 → b06 → b07 → b08 → b09 → b10 → b11 → b12 → b13 → d00 → d01 → d02 → ... → dn → Hardware Ver → Software Ver), then briefly press "Mode" to exit back to the "Information" interface.

Notice: If the the battery doesn't have

communication function, you won't see any data from battery.



| Code | Code Definition | Unit |
|------|----------------------------------|-------|
| b01 | Current temperature | °C |
| b04 | Total voltage | mV |
| b06 | Average current | mA |
| b07 | Remaining capacity | mAh |
| b08 | Battery capacity of Full charged | mAh |
| b09 | Relative Charge in percentage | % |
| b10 | Absolute Charge in percentage | % |
| b11 | Cycle Times | times |
| b12 | Max Uncharge Time | Hour |
| b13 | Last Uncharge Time | Hour |
| d00 | The number of cell | |
| d01 | Voltage Cell 1 | mV |
| d02 | Voltage Cell 2 | mV |
| dn | Voltage Cell n | mV |
| e01 | Hardware Version | |
| e02 | Software Version | |

NOTE: If no data is detected, it displays "--".

7.8.2.4 View "Display Info"

Briefly press **+** or **-** to select "Display Info", and then briefly press "Mode" to view it, briefly press **+** or **-** to view "Hardware Ver" or "Software Ver", then briefly press "Mode" to exit back to the "Information" interface.

| |
|---------------------|
| Hardware Ver |
| DP C262.C 1.0 |
| Software Ver |
| DPC262CF801 01.0 |

7.8.2.5 View "Ctrl Info"

Briefly press **+** or **-** to select "Ctrl Info", and then briefly press "Mode" to view it, briefly press **+** or **-** to view "Hardware Ver" or "Software Ver", then briefly press "Mode" to exit back to the "Information" interface.

| |
|--------------------------|
| Hardware Ver |
| CR S10F.350. FC 1.0 |
| Software Ver |
| CRS10FC4313 h101001.0 |

7.8.2.6 View "Torque Info"

Briefly press **+** or **-** to select "Torque Info", and then briefly press "Mode" to view it, briefly press **+** or **-** to view "Hardware Ver" or "Software Ver", then briefly press "Mode" to exit back to the "Information" interface.

NOTE: If your Pedelec has no torque sensor, then "Torque Info" can not be displayed.

| |
|--------------------------|
| Hardware Ver |
| SR PA210.32. ST.C 1.0 |
| Software Ver |
| SRPA210CF1 0101.0 |

7.8.2.7 View "Error Code"

Briefly press **+** or **-** to select "Error Code", and then briefly press "Mode" to view it, briefly press **+** or **-** to view message of error for last ten times by "E-Code0" to "E-Code9", then briefly press "Mode" to exit back to the "Information" interface.

NOTE: 00 means no error exist.

| |
|-----------------------------|
| Error Code |
| E-Code0 30 |

7.8.2.8 View "Warn Code"

Briefly press **+** or **-** to select "Warn Code", and then briefly press "Mode" to view it, briefly press **+** or **-** to view message of warning for last ten times by "W-Code0" to "W-Code9", then briefly press "Mode" to exit back to the "Information" interface.



7.9 ERROR CODE DEFINITION

i The HMI can show the faults of Pedelec. When a fault is detected, one of the following error codes will be indicated on the position of speed display.

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">1. Check the connector and cable of the throttle are not damaged and correctly connected.2. Disconnect and reconnect the throttle, if still no function please change the throttle. |
| 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">1. Remove and re-insert the battery to see if it resolves the problem.2. Using the BESST tool update the controller.3. Change the battery to resolve the problem. |
| 08 | Error with the hall sensor signal inside the motor | <ol style="list-style-type: none">1. Check all connectors from the motor are correctly connected.2. If the problem still occurs, please change the motor. |
| 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">1. Turn off the system and allow the Pedelec to cool down.2. If the problem still occurs, please change the motor. |
| 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"> 1. Check all connectors from the battery are correctly connected to the motor. 2. If the problem still occurs, please change the Battery. |
| 14 | The protection temperature inside the controller has reached its maximum protection value | <ol style="list-style-type: none"> 1. Allow the pedelec to cool down and restart the system. 2. If the problem still occurs, please change the controller or contact your supplier. |
| 15 | Error with the temperature sensor inside the controller | <ol style="list-style-type: none"> 1. Allow the pedelec to cool down and restart the system. 2. If the problem still occurs, Please change the controller or contact your supplier. |
| 21 | Speed sensor Error | <ol style="list-style-type: none"> 1. Restart the system 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. 3. Check that the speed sensor connector is connected correctly. 4. Connect the pedelec to BESST, to see if there is a signal from the speed sensor. 5. Using the BESST Tool- update the controller to see if it resolves the problem. 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. |
| 25 | Torque signal Error | <ol style="list-style-type: none"> 1. Check that all connections are connected correctly. 2. Please connect the pedelec to the BESST system to see if torque can be read by the BESST tool. 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. |

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

| 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. |

7.10 WARN CODE DEFINITION

| Warn | Declaration | Troubleshooting |
|------|---|--|
| 28 | Torque sensor's initialization is abnormal. | Restart the system and note not to step on the crank hard when restarting. |