

This manual has been created to simplify service and warranty procedures for e-bikes equipped with Shimano STEPS system. By giving it to you we hope it will become a tool helpful in everyday professional customer service.

All service manuals and technical documents are available online at <https://si.shimano.com>

The applicable laws and regulations must be obeyed according to the country or region in which the entity operates as a dealer.

## List of necessary tool

	SM-PCE02		Allen key 2 mm
			Allen key 2,5 mm
	TL-EW02 TL-EW300		Allen key 3 mm
			Allen key 4 mm
	TL-FC38 TL-FC39		Allen key 5 mm
			Allen key 6 mm
	EW-AD305		Allen key 8 mm
			Torx key t10
	SM-JC41		Torx key t25
			TL-FC16 / TL-FC18
	EW-SD50 EW-SD300		TL-FC36
			Screwdriver No. 2

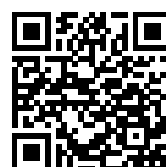
## BEFORE REMOTE CONNECTION WITH SHIMANO POLAND

BEFORE CONNECTING WITH SHIMANO POLAND, PLEASE PREPARE THE BIKE AND FOLLOWING TOOLS:

1. A PC computer with internet access
2. E-Tube Project software installed, which you can download from [e-tubeproject.shimano.com](https://e-tubeproject.shimano.com)
3. Team Viewer App, which you can download from: [get.teamviewer.com/shimanosteps](https://get.teamviewer.com/shimanosteps)
4. Diagnostic tool SM-PCE02
5. Di2 wire tool TL-EW02 and TL-EW300



SHIMANO SERVICE INSTRUCTIONS



FREQUENTLY ASKED QUESTIONS

## CONTACT WITH SHIMANO POLAND

+48 (61) 625 21 26  
wzi@shimano-eu.com

In case of any problem with the Shimano STEPS system, we recommend to follow steps described as below. Step by step, you will be able to solve the majority of issues that may occur while using the bicycle with Shimano STEPS system. In case of the issue that is impossible to solve, we recommend to contact with Shimano Poland directly.

1		Is the Shimano STEPS system turning on?
2		Is the battery correctly installed on the bike?
3		Is the battery charged and working?
4		Are all of the wires connected correctly?
5		Does the display show a warning or error code? Which one?

## Warning and error codes

Code	Description of the warning / error code	Solution
W011	Unable to detect driving speed.	Check the distance between the speed sensor and the magnet. It should be spaced between 3 to 17 mm.
W013	Torque sensor activation failed.	Restart the bike without pressing on the pedals.
E010	System error detected.	Restart the bike. Using the E-TUBE PROJECT application, restore the drive unit firmware.
E013	An error has been detected in the drive unit firmware.	Use the E-TUBE PROJECT application to update and, if necessary, restore the drive unit firmware.
E014	The speed sensor has been installed in the wrong position.	Check if the speed sensor is installed in the right position. If necessary, install it in the correct position, conduct a test ride for a few minutes, and then restart the bike.
E020	A communication error has been detected between the battery and drive unit.	Check if the cable between the drive unit and battery is properly connected.
E043	The cycle-computer's firmware may be partially damaged.	Use the E-TUBE PROJECT application to update and, if necessary, restore the cycle-computer's firmware.