

MAHLE

CONFLUENCE



MAHLE X35 ACCESSORIES

Retailers and riders can easily upgrade Confluence with these MAHLE X35-compatible accessories:

1: X35 RANGE EXTENDER (EX1015)

- Adds 80% range (208Wh)
- Charges internal battery while riding
- Mounts to water bottle cage with proprietary mount
- Dealer Cost: \$450
- MSRP/MAP: \$650



2: PULSAR ONE HEAD UNIT (EP1517)

- Displays ride data, charge level, speed, and more
- Syncs with X35 system
- Display buttons can change assist level
- Handlebar mount required (EP1541)
- Cost: \$72.25
- MSRP/MAP: \$112.00



3: HANDLEBAR-MOUNTED REMOTES (E-SHIFTERS)

- E-shifters require installation of the following:
 - a. E-shifter (EP1309 for 720mm wire or EP1310 for 970mm wire)
 - b. IWOC C+ controller (coming to QBP.com this fall)



4: LIGHTS

- The MAHLE system can power lights that do not exceed any of these parameters:
 - 6V
 - 1200mA
 - 7.2W
- Light wire required (EP1520)



FAQ'S:

Q: How do I care for my X35 internal battery?

A: Follow the care instructions in the Battery Cares manual to ensure your MAHLE-equipped ebike has a sufficient charge level.

Q: Can I upgrade the X35 drive system on my Confluence to the MAHLE X20 system?

A: No, this is not possible due to Confluence's dropout design.

Q: Can I change the freehub body to something other than Shimano HG?

A: No, this is not possible due to the design of the hub.

Q: Can I use a 12-speed Shimano cassette?

A: Yes, MAHLE part number EP1302 required.

Q: Is the X35 motor serviceable?

A: No. The internals of the motor are not serviceable. However, the freehub is replaceable, and the motor internals are swappable. The rated lifespan of the motor is 20,000km.

Q: What does the end user experience look like?

A: Riders can tweak settings, track their rides, customize motor output, and more from their smartphone with MAHLE'S "MySmartBike" app.

WARRANTY SUPPORT & TECHNICAL QUESTIONS:

EMAIL: MAHLESUPPORT@QBP.COM (best method of contact)

PHONE: (844) 277-2269 (10 am – 5 pm CST)

DEALER SERVICE NEEDS:

1. Access to "SmartBike Lab" – This application requires dealer-specific login permissions, which QBP's service team can create.

Please have dealers reach out to the service team or provide a service email.

2. Tools:

- a. CRITICAL: X35 GCU Cable (EP1536) for firmware updates
- b. X35 Tool Set (EP1537) for swapping motor internals, good to have but not a critical need)

3. X35 service reference document*: https://www.qbp.com/diagrams/newsite/tech_product/mahle_X35_service.pdf

This is the best resource for troubleshooting aside from getting in touch with the QBP service team. This can also be found under the resources page here: <https://www.qbp.com/qbponlinestorefront/brands/mahle>



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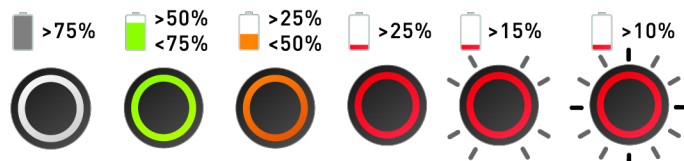
MAHLE BATTERY

Attention Salsa retailers,

The Salsa Confluence uses a MAHLE 250Wh battery. This battery requires proper care for optimum performance and longevity — immediate action is required. Please follow these steps upon receiving your Confluence:

- Check the battery's charge when the bike arrives, especially if you do not plan to build it up right away.
 - o Open the box and turn on the bike by pressing the button on the iWOC ONE top tube controller.
 - o The button will light up to indicate battery charge level:

BATTERY CHARGING LEVEL (by default)



- o If the battery charge level is below 25%, we recommend charging the bike.
 - o If you will be storing the ebike for weeks or months, MAHLE recommends keeping the battery between 30% and 60% charged. This will avoid accelerated battery deterioration.
 - o If the bike does not turn on or does not charge when plugged in, please contact Mahle customer service immediately via our [support form](#).
- Follow these guidelines for better battery longevity:
 - o Avoid storing the ebike in temperatures above 77 F [25 C], in humid conditions, or in cold temperatures for extended periods of time.
 - o Do not store the ebike long-term with a charge below 30% or above 90%.

During long-term storage, check the battery charge at least every six months to ensure it is between 30% and 90%, as the battery will discharge over time.

- o If battery is depleted to 0%, charge it as soon as possible. The ebike may take a while to turn on if the battery has been fully depleted.
- o Never clean the ebike with pressurized water. Use a damp cloth or soap and a soft brush; rinse gently.
- o Do not leave the charger connected to the ebike for more than five hours.

Additional resources:

[MAHLE battery care guide](#)

[MAHLE iWoc ONE controller user guide](#)



MAHLE

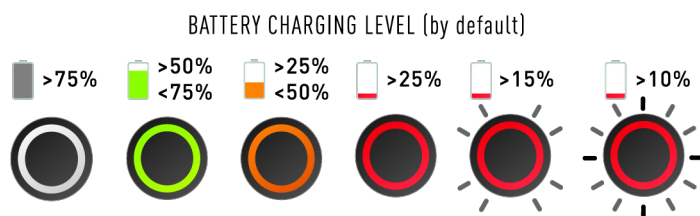
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MAHLE BATTERY

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- Check the battery's charge.
 - o Turn on your bike by pressing the button on the iWOC ONE top tube controller.
 - o The button will light up to indicate battery charge level:



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 - o If you will be storing your ebike for weeks or months, MAHLE recommends keeping the battery between 30% and 60% charged. This will avoid accelerated battery deterioration.
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