

## 5. HELP FOR RESOLVING PROBLEMS

Below is a list of faults that you may encounter with the WIN-Tech systems, along with their possible causes and the checks to be carried out before contacting Mavic customer service.

**WARNING:** You **MUST** carry out the digital synchronization operation whenever you:

- Install a WIN-Tech system on a bike for the first time;
- Remove a battery cover, whether you replaced the battery or not;
- Add or replace a sensor (speed or cadence).

Each manipulation of the battery deletes all saved information (resetting of the cumulative odometer, time, wheel circumference...). Remember to note this information beforehand.

The batteries lose part of their capacity in the cold. Incorrect functioning may occur during an early morning ride, but become normal again when the temperature increases.

### 1. Speed or cadence information is not/no longer displayed on the screen

**Possible cause No.1:** Transmission problem.

**Checks:** Carry out the synchronization operation (refer to the installation guide or paragraph 4 above).

**Possible cause No.2:** Wheel magnet or crank magnet bracket absent or incorrectly positioned.

**Checks:**

1. Check the wheel magnet or crank magnet bracket is present;
2. Check the position of the magnet with respect to the sensor: the center of the magnet itself must be opposite one of the two marks on the sensor.

**Possible cause No.3:** Bad battery contact in the speed or cadence sensor.

**Checks:** Open the battery cover and check that the battery makes good contact with the 2 contacts. If this is not the case, **gently** bend the lateral contact in using a small screwdriver. Refit the battery, close the cover and proceed with the synchronization operation.

**Possible cause No.4:** Speed or cadence sensor battery contact broken.

**Checks:** Open the battery cover and check the 2 contacts are present. If the contact is absent, contact Mavic Customer Service.

**Possible cause No.5:** Speed or cadence sensor battery dead.

**Checks:** Change the battery and carry out the synchronization operation.

### 2. No display on the screen.

**Possible cause No.1:** Computer battery contact broken.

**Checks:** Open the battery cover and check the 2 contacts are present. If the contact is absent, contact Mavic Customer Service.

**Possible cause No.2:** Battery dead.

**Checks:** Change the battery and carry out the synchronization operation.

### 3. Deterioration of computer display or low contrast

**Cause possible:** Battery dead.

**Checks:** Change the battery and carry out the synchronization operation.

### 4. Spurious resetting of all computer information

**Cause possible:** Bad battery contact in the computer.

**Checks:** Open the battery cover and check that the battery makes good contact with the 2 contacts. If this is not the case, **gently** bend the lateral contact in using a small screwdriver. Refit the battery, close the cover and proceed with the synchronization operation.

In all cases, contact Mavic Customer Service if:

- The problem persists after having carried out these checks;
- The fault is not listed above;
- One of the above faults occurs again abnormally.