

[NL] Registreer uw bedrijf bij Brose Berlijn als **Dealer**: https://service.brose-ebike.com/s/register?language=en_US

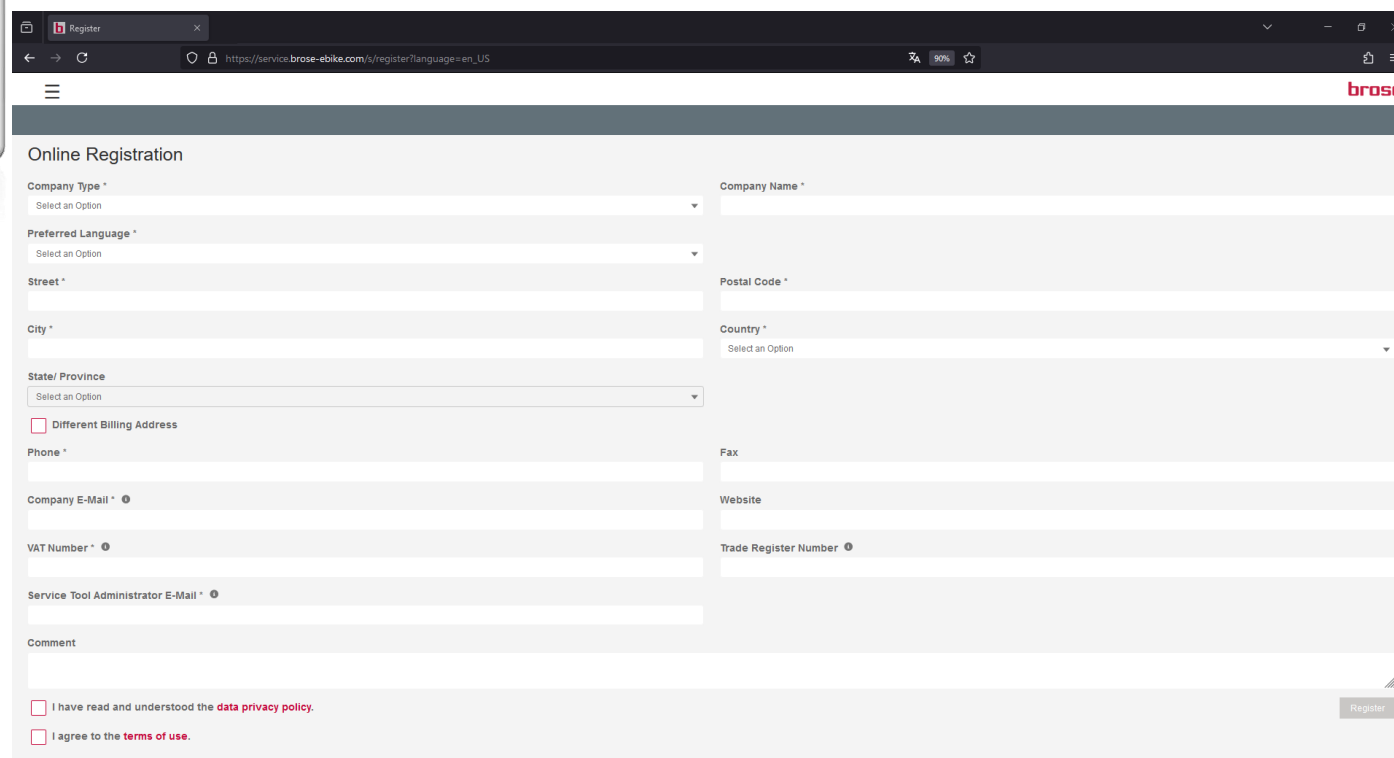
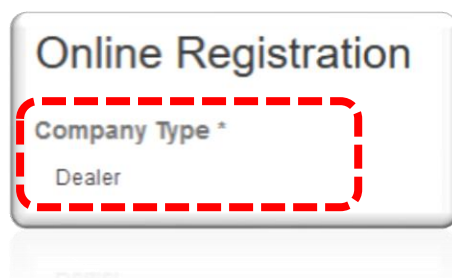
Note: *gelieve een algemeen bedrijfsmailadres gebruiken in plaats van een persoonlijk bedrijfsaccount.*

[FR] Enregistrez votre entreprise auprès de Brose Berlin en tant que « **Dealer** »: https://service.brose-ebike.com/s/register?language=en_US

Remarque : *Veillez utiliser une adresse e-mail générale d'entreprise au lieu d'un compte d'entreprise personnel.*

[EN] Register your company at Brose Berlin as **Dealer**: https://service.brose-ebike.com/s/register?language=en_US

Note: *Please use a general company email address instead of a personal company account.*



Online Registration

Company Type *
Select an Option

Preferred Language *
Select an Option


Street *


City *


State/ Province
Select an Option

Different Billing Address

Phone *

Company E-Mail * 

VAT Number * 

Service Tool Administrator E-Mail * 

Comment

I have read and understood the [data privacy policy](#).

I agree to the [terms of use](#).

Register


[NL] Download de Brose Service Tool + driver: [36V YMESG Service Tool](#)

[FR] Télécharger l'outil de service Brose + driver: [36V YMESG Service Tool](#)

[EN] Download de Brose Service Tool + driver: [36V YMESG Service Tool](#)

Download

Thank you for your registration.

To use the Brose Service Tool, please download the following application (Service application and driver). If you have any questions regarding the installation, please read our  installation instructions .

1. Download and installation  driver .
2. Download and installation service application 


If you need remote support from our service team in a support case, please install TeamViewer.



Downloading and using the Brose Service Tool is only permitted for registered users. Reproduction and transfer to third parties is not permitted.


Drive installation:


[Skip Step](#)

- [NL] De bestanden in het “Driver.zip” uitpakken → open vervolgens de map “usb2can_win64_vx.x.x.x_xxxxx” → Rechter muisklik op het bestand “usb2can.inf” → druk op de knop “Installeren” → druk op “Openen” → Druk op “JA” → Installatie zou nu voltooid moeten zijn.
- [FR] Décompressez les fichiers dans le « Driver.zip » → puis ouvrez le dossier « usb2can_win64_vx.x.x.x_xxxxx » → Faites un clic droit sur le fichier « usb2can.inf » → appuyez sur le bouton « Installer » → appuyez sur « Ouvrir » → Appuyez sur « OUI » → L'installation devrait maintenant être terminée.
- [EN] Unzip the files in the “Driver.zip” → then open the folder “usb2can_win64_vx.x.x.x_xxxxx” → Right click on the file “usb2can.inf” → press the “Install” button → press “Open” → Press “YES” → Installation should now be complete.

- | | | | |
|--|-----------------|--------------------|----------|
|  driver.zip | 10-7-2024 10:49 | Gecomprimeerde ... | 1.665 kB |
|--|-----------------|--------------------|----------|

 → Unzip
- | | | | |
|--|-----------------|--------------------|----------|
|  driver.zip | 10-7-2024 10:49 | Gecomprimeerde ... | 1.665 kB |
|  driver | 10-7-2024 10:59 | Bestandsmap | |

 → Open folder
- | | | | |
|---|-----------------|-------------|--|
|  usb2can_win64_v1.0.2.1_170220 | 10-7-2024 10:59 | Bestandsmap | |
|---|-----------------|-------------|--|

 → Open folder
- | | | | |
|---|--|--|--|
|  usb2can.inf | | | |
|---|--|--|--|

 → Right mouse click → press Install

5.



→

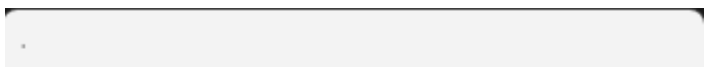
press "OPEN"


6.



→

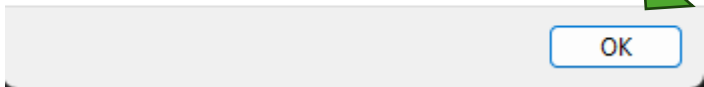
Press "YES"



 De bewerking is voltooid.



7.



→ installation of the Driver is complete!

Brose Service Tool:

[Skip Step](#)

[NL] Na installatie van de Brose Service Tool en goedkeuring van uw account ontvangt u een inlognaam en een eerste wachtwoord. Deze dient u te wijzigen na u eerste inlog. Uw inlognaam is gekoppeld aan het mail adres dat u heeft opgegeven in het registratie formulier. Waarbij als u een wachtwoord reset aanvraagt, naar dit mail adres een reset link wordt verzorgt.

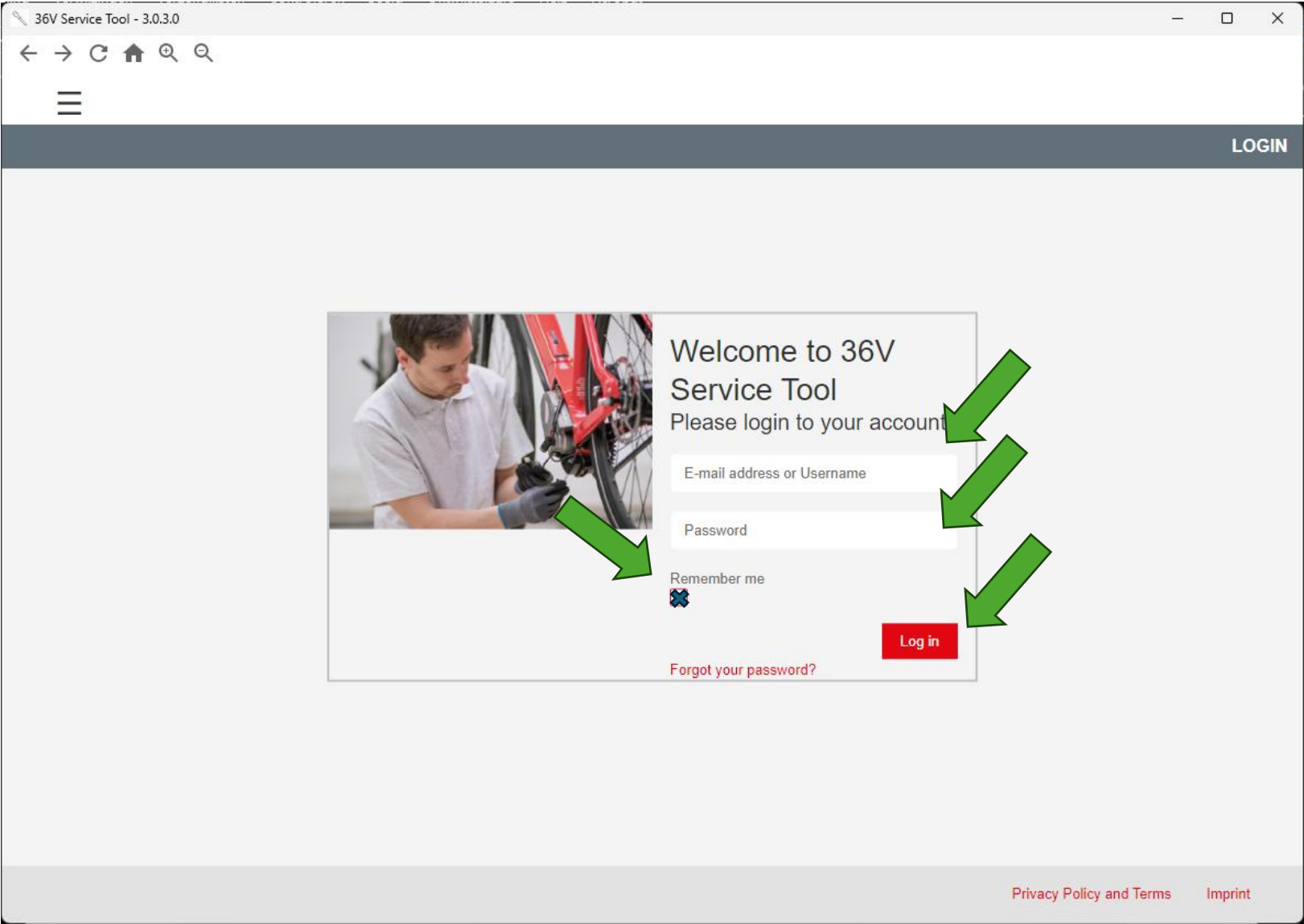
Uw inlognaam is uw opgegeven mail adres. Bijvoorbeeld : Info@yourbikshop.com

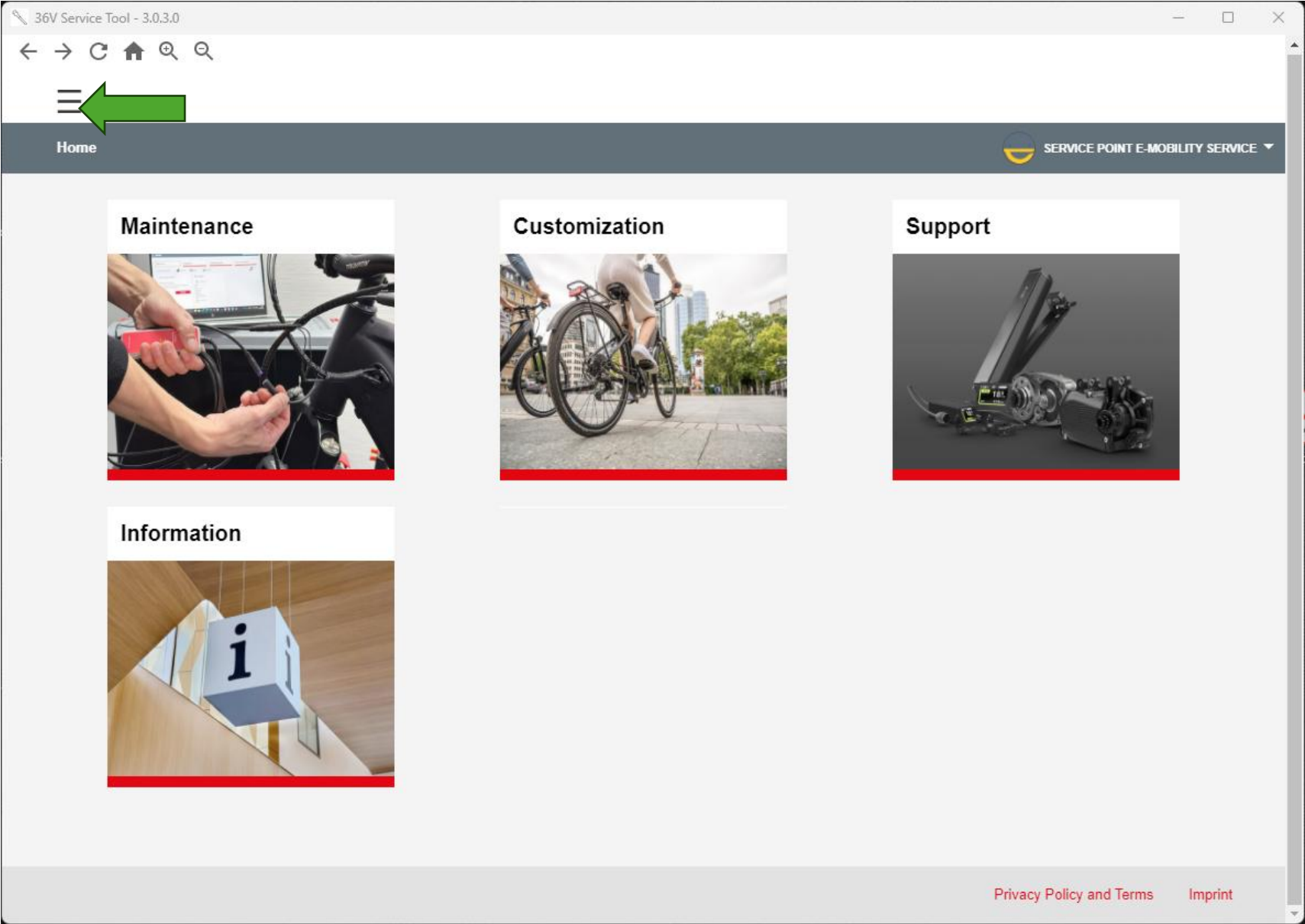
[FR] Après avoir installé Brose Service Tool et approuvé votre compte, vous recevrez un nom de connexion et un mot de passe initial. Vous devez modifier cela après votre première connexion. Votre nom de connexion est lié à l'adresse e-mail que vous avez fournie dans le formulaire d'inscription. Si vous demandez une réinitialisation de mot de passe, un lien de réinitialisation sera envoyé à cette adresse e-mail.

Votre nom d'utilisateur est votre adresse e-mail. Par exemple : Info@yourbikshop.com

[EN] After installing the Brose Service Tool and approving your account, you will receive a login name and an initial password. You must change this after your first login. Your login name is linked to the email address you provided in the registration form. If you request a password reset, a reset link will be sent to this email address.

Your login name is your email address. For example: Info@yourbikshop.com



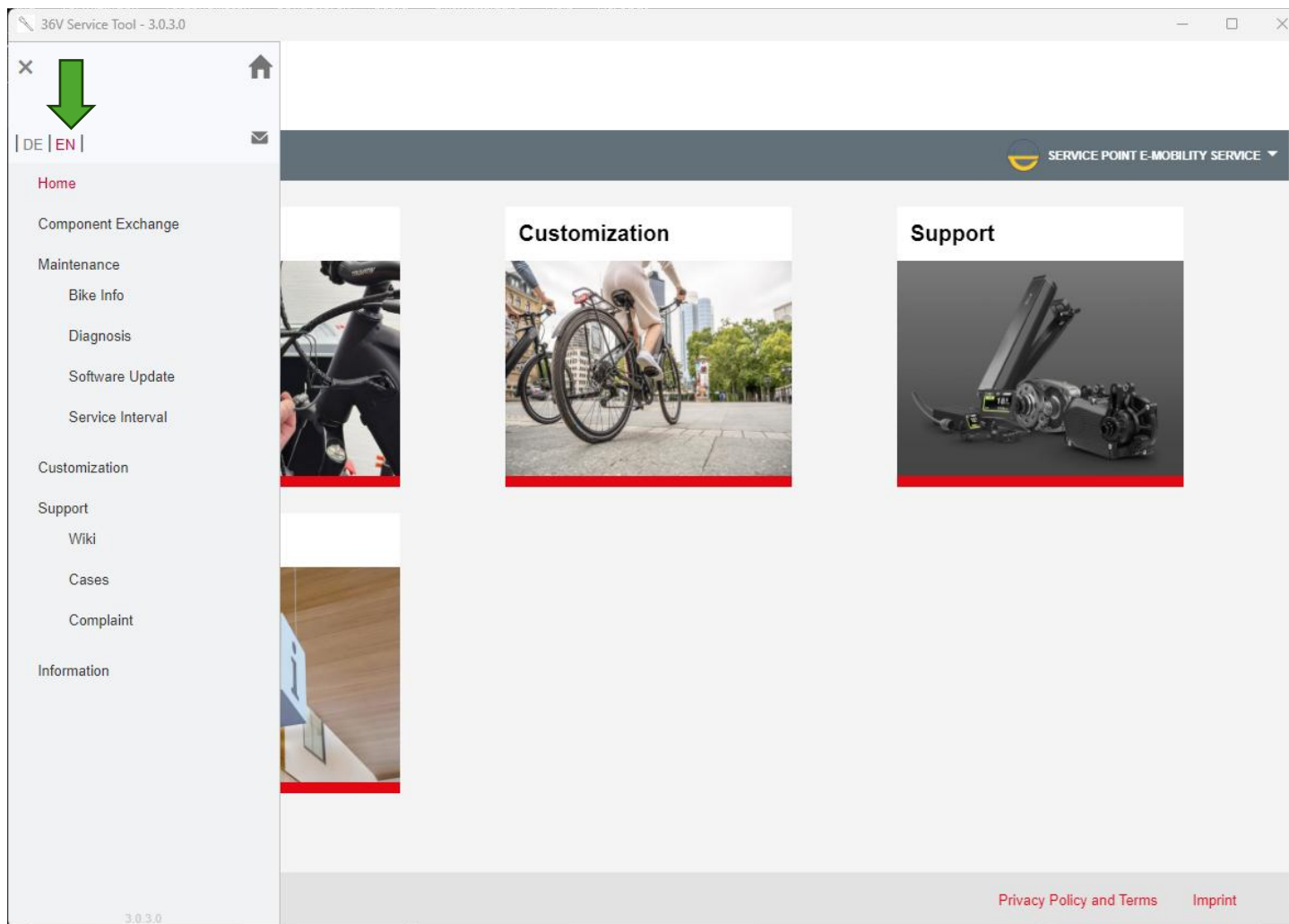


Brose Service Tool – Installation + Reclamation tutorial v2.0 [02-2026]

[NL] Service Tool is in de Duitse en de Engelse taal

[FR] L'outil de service est disponible en allemand et en anglais

[EN] Service Tool is in German and English language



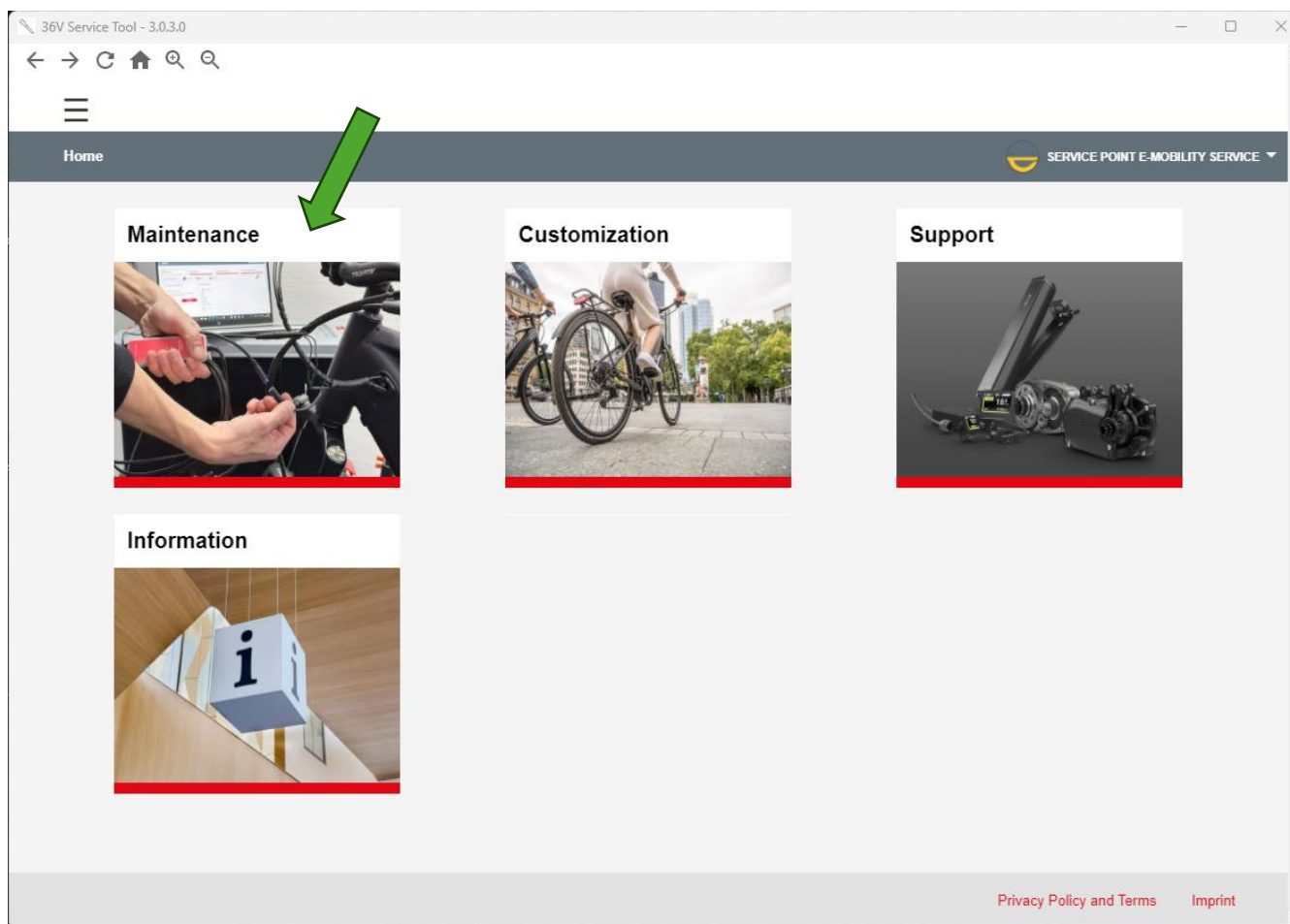
Diagnosis [optional]

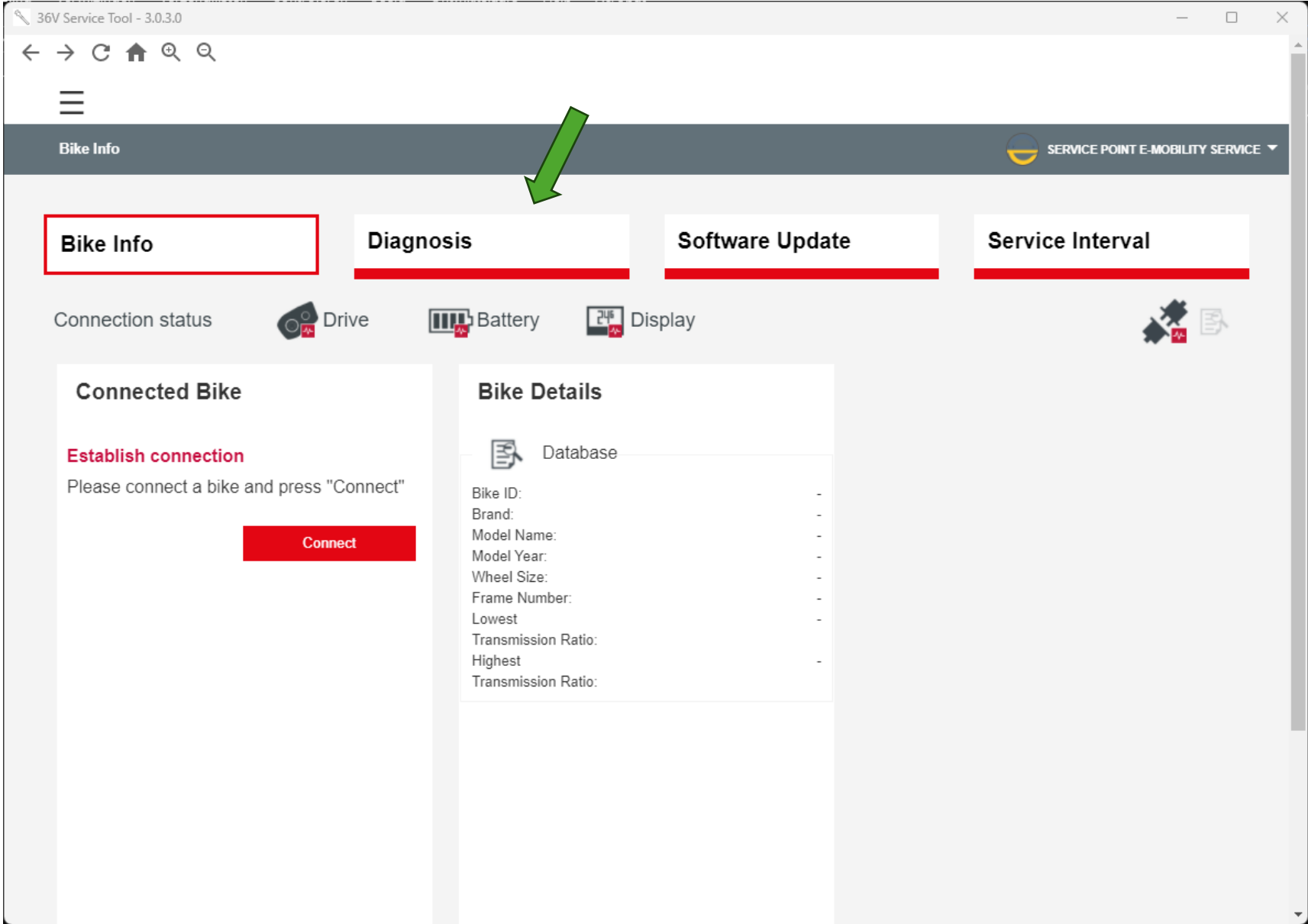
[Skip this step](#)

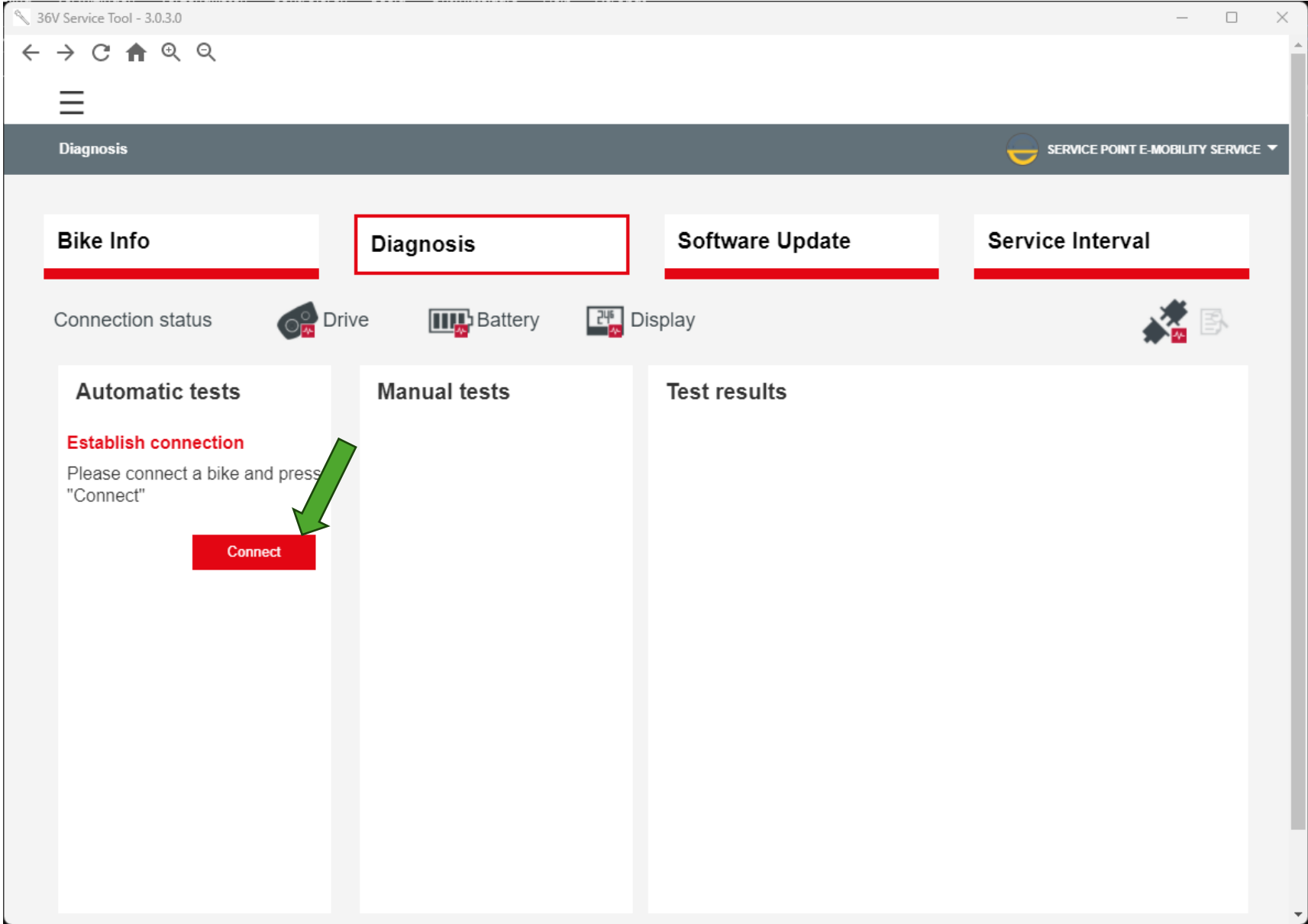
[NL] Indien mogelijk zou het raadzaam zijn om vooraf een diagnostiek rapport te maken, voordat u een claim indient

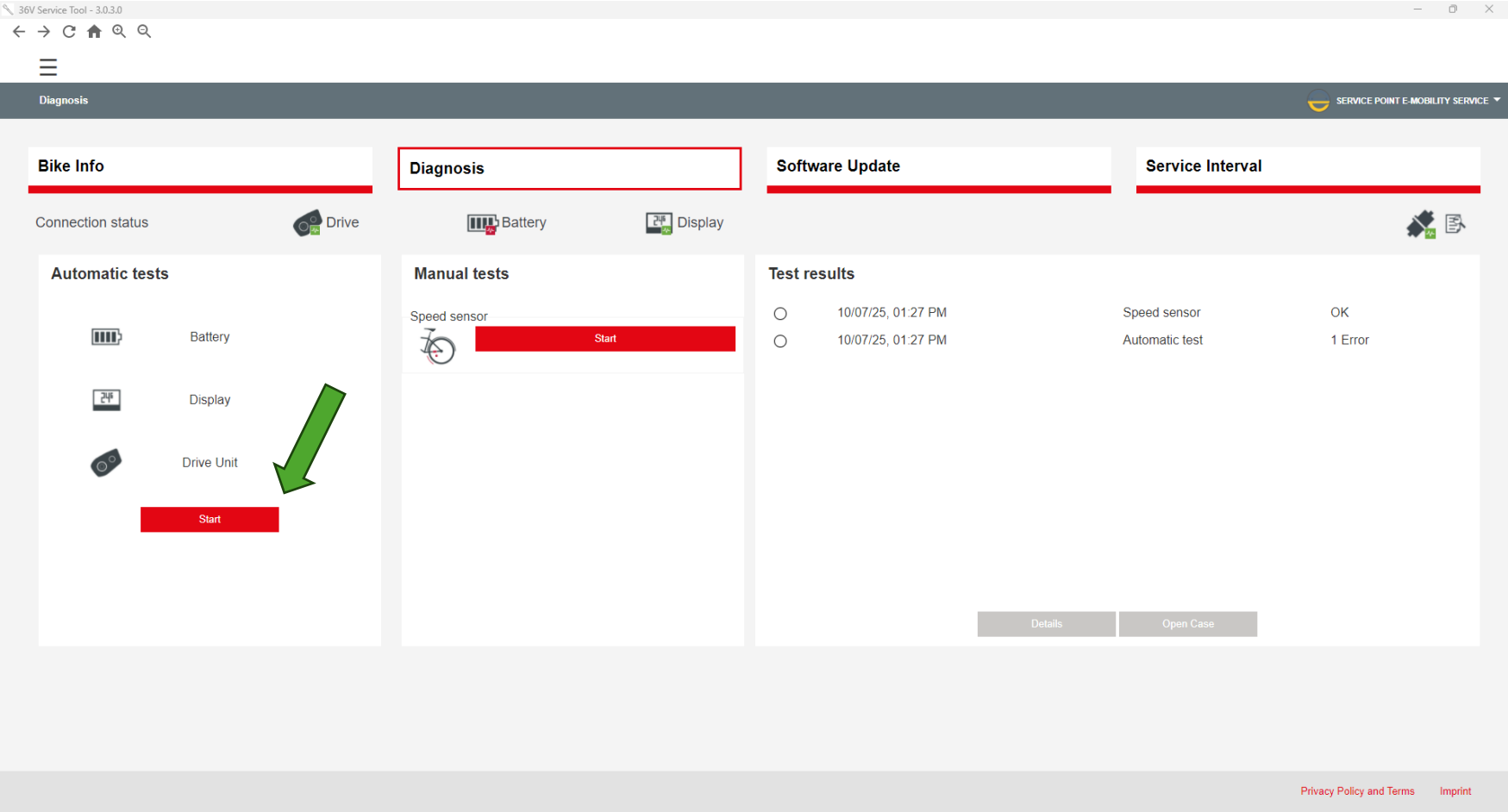
[FR] Si possible, il serait conseillé de préparer un rapport de diagnostic à l'avance avant de soumettre une réclamation.

[EN] If possible, it would be advisable to prepare a diagnostic report in advance before submitting a claim









The screenshot shows the Brose Service Tool interface for a 36V system. The 'Diagnosis' tab is active, showing the following components and their status:

- Automatic tests:**
 - Battery: (Error)
 - Display: (OK)
 - Drive Unit: (Error)
- Manual tests:**
 - Speed sensor: (Start button)
- Test results:**

Date/Time	Component	Status
10/07/25, 01:27 PM	Speed sensor	OK
10/07/25, 01:27 PM	Automatic test	1 Error

Buttons for 'Details' and 'Open Case' are located at the bottom of the test results section.

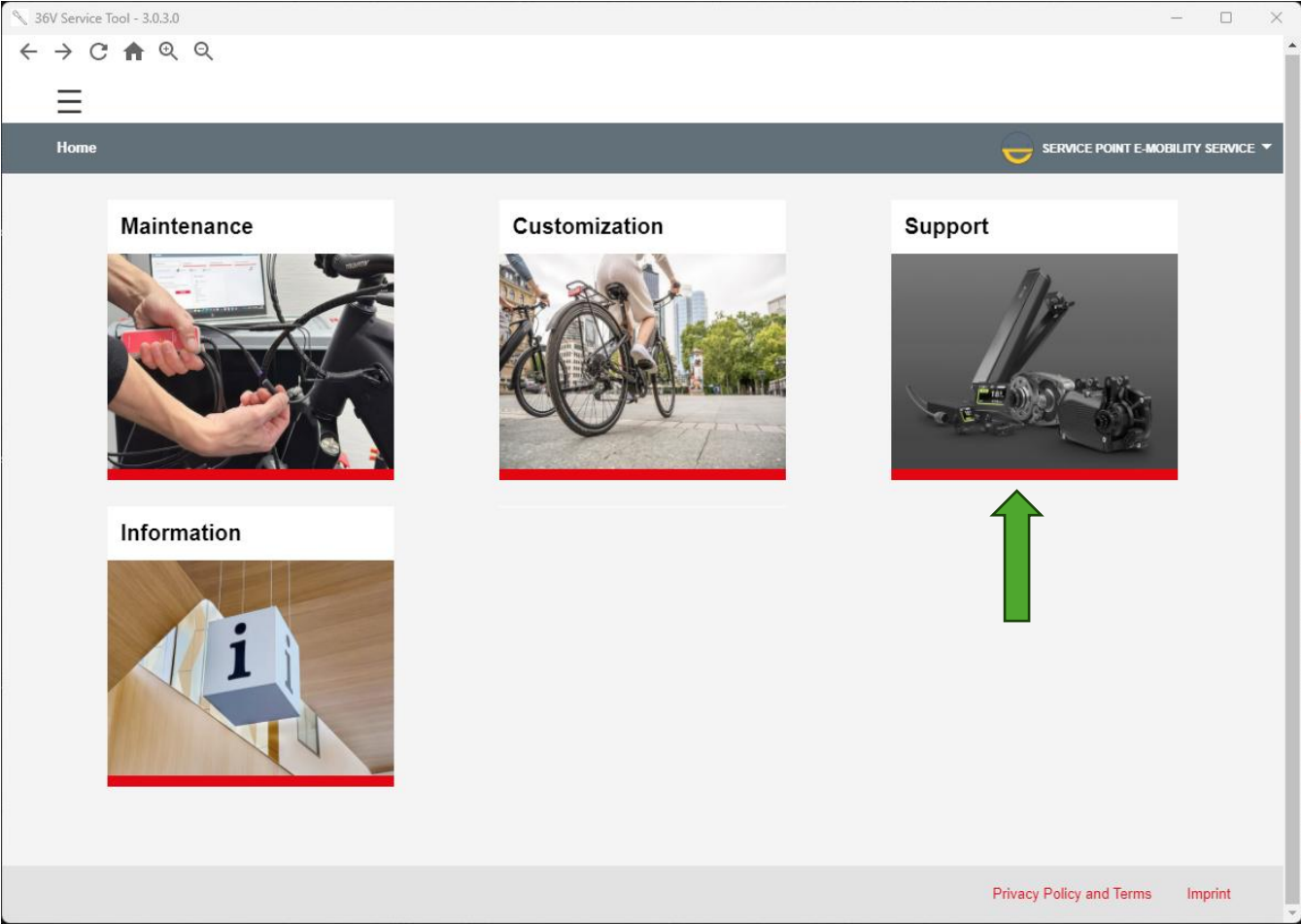
The screenshot displays the Brose Service Tool interface. At the top, the browser title is "36V Service Tool - 3.0.3.0". The navigation bar includes a menu icon (three horizontal lines) on the left, which is highlighted by a green arrow, and the "Diagnosis" label. On the right of the navigation bar is the "SERVICE POINT E-MOBILITY SERVICE" logo. Below the navigation bar, there are four main sections: "Bike Info", "Diagnosis" (highlighted with a red box), "Software Update", and "Service Interval".

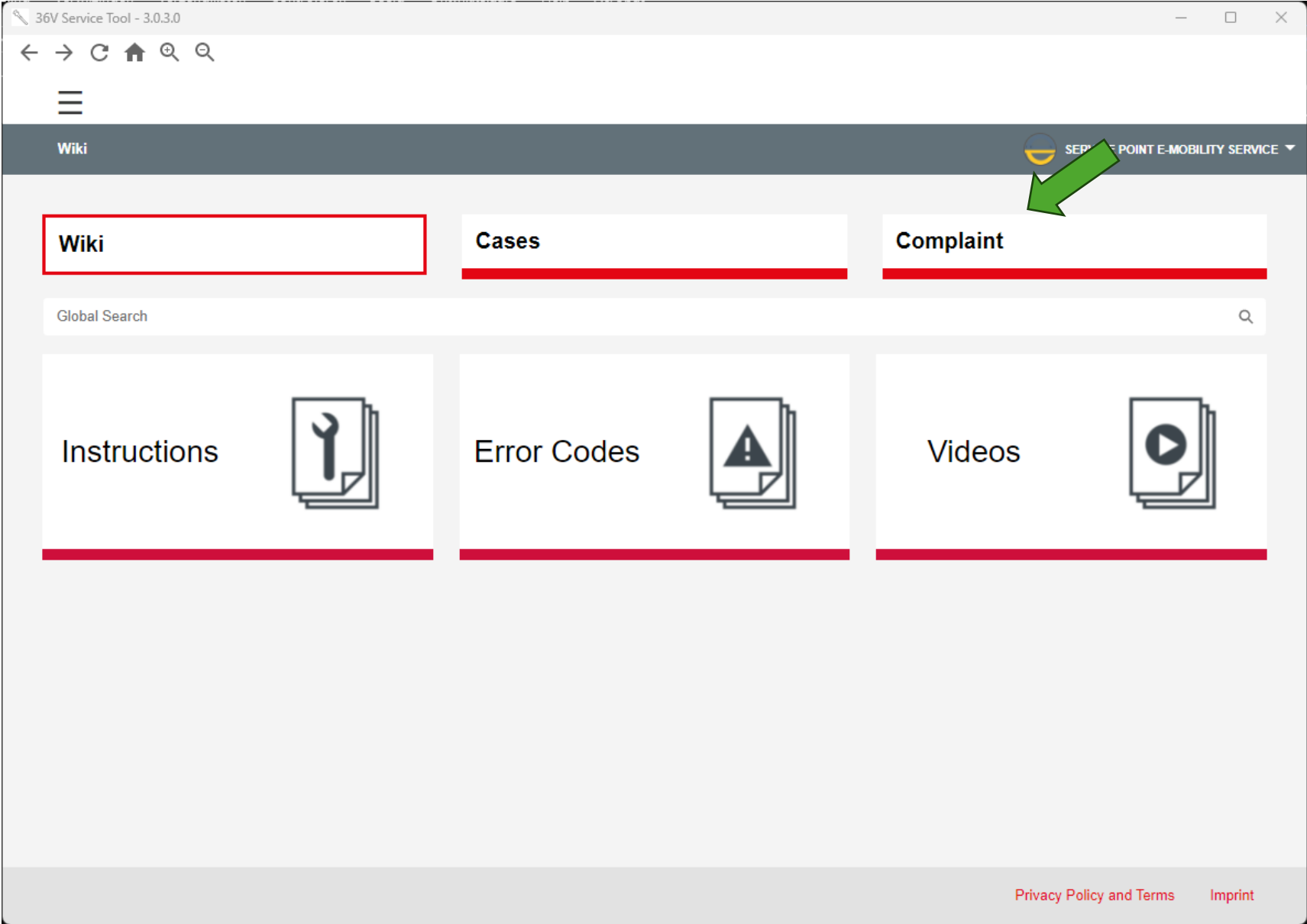
The "Diagnosis" section is divided into three main areas:

- Automatic tests:** Shows the status of various components: Battery (red circle with slash), Display (green checkmark), and Drive Unit (green checkmark). A red "Start" button is located at the bottom of this section.
- Manual tests:** Shows a "Speed sensor" test with a red "Start" button.
- Test results:** Displays a list of test results. The most recent result is from 02/17/26 at 02:42 PM, labeled "Automatic test" and shows "1 Error". Two older results from 10/07/25 at 01:27 PM show "Speed sensor" as "OK" and "Automatic test" as "1 Error".

At the bottom right of the "Test results" section, there are two red buttons: "Details" and "Open Case".

At the bottom of the page, there are links for "Privacy Policy and Terms" and "Imprint".



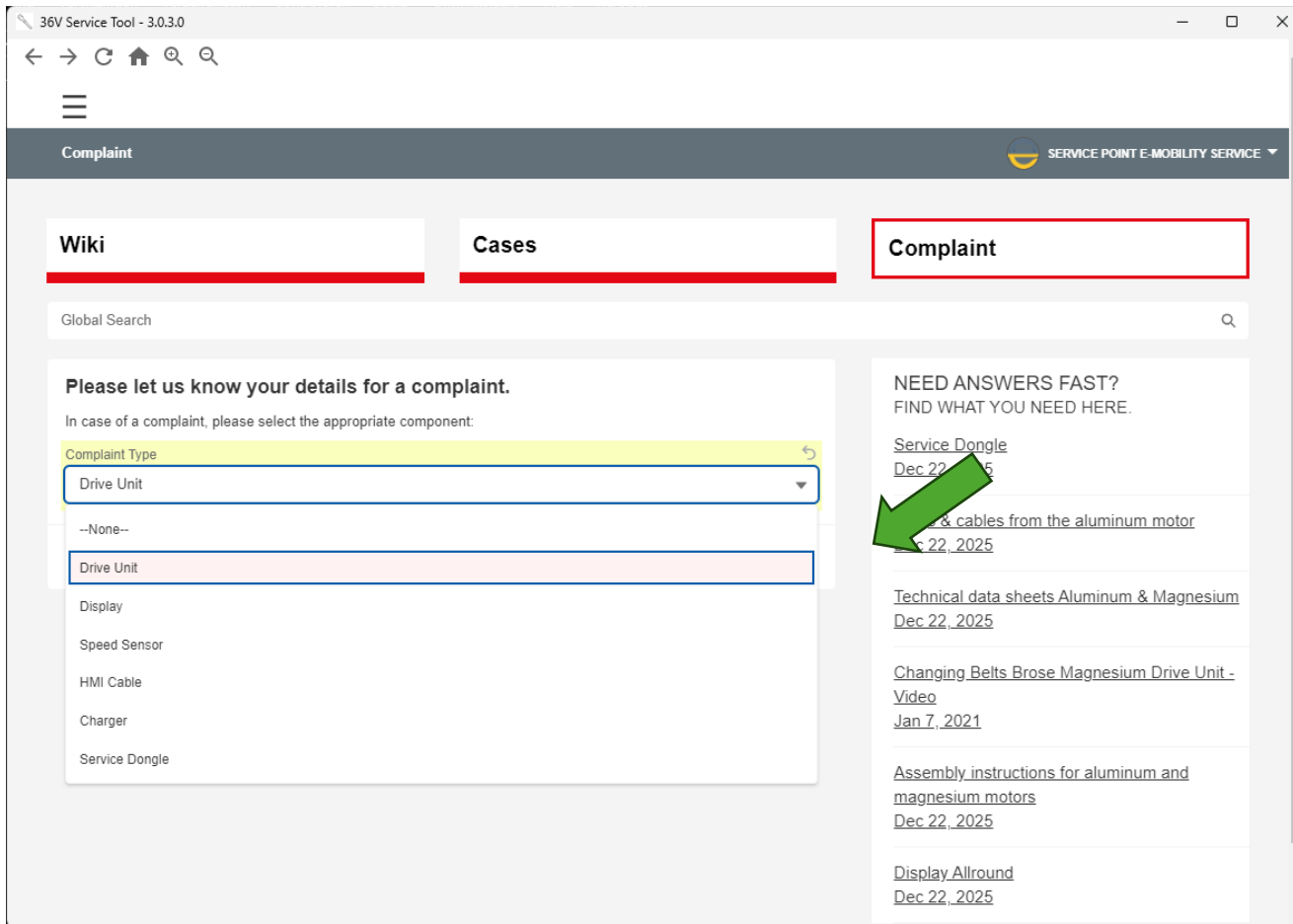


The screenshot shows a web browser window titled "36V Service Tool - 3.0.3.0". The browser address bar contains navigation icons (back, forward, refresh, home, search) and a search icon. The page header is dark grey with the text "Complaint" on the left and the "SERVICE POINT E-MOBILITY SERVICE" logo on the right. Below the header, there are three tabs: "Wiki", "Cases", and "Complaint", with the "Complaint" tab highlighted by a red border. A "Global Search" bar is located below the tabs. The main content area is divided into two columns. The left column contains a form titled "Please let us know your details for a complaint." with the instruction "In case of a complaint, please select the appropriate component:". The form has a "Complaint Type" dropdown menu with "Drive Unit" selected, highlighted by a yellow background. A red "Next" button is at the bottom right of the form. The right column contains a list of search results under the heading "NEED ANSWERS FAST? FIND WHAT YOU NEED HERE.". The results include: "Service Dongle" (Dec 22, 2025), "Plugs & cables from the aluminum motor" (Dec 22, 2025), "Technical data sheets Aluminum & Magnesium" (Dec 22, 2025), "Changing Belts Brose Magnesium Drive Unit - Video" (Jan 7, 2021), "Assembly instructions for aluminum and magnesium motors" (Dec 22, 2025), and "Display Allround" (Dec 22, 2025). A green arrow points from the search results to the "Complaint" tab.

[NL] Kies het product waar u de claim voor wilt indienen

[FR] Sélectionnez le produit pour lequel vous souhaitez soumettre la réclamation

[EN] Select the product for which you want to submit the claim



The screenshot shows a web browser window titled "36V Service Tool - 3.0.3.0". The browser address bar contains navigation icons (back, forward, refresh, home, search) and a search icon. The page header includes a "Complaint" tab and the "SERVICE POINT E-MOBILITY SERVICE" logo. Below the header are three tabs: "Wiki", "Cases", and "Complaint", with the "Complaint" tab highlighted by a red box. A "Global Search" bar is located below the tabs. The main content area is divided into two columns. The left column contains a form titled "Please let us know your details for a complaint." with the instruction "In case of a complaint, please select the appropriate component:". The form has a "Complaint Type" dropdown menu with "Drive Unit" selected, highlighted by a yellow box. A red "Next" button is positioned below the dropdown. A green arrow points from the "Next" button to the right column. The right column is a sidebar titled "NEED ANSWERS FAST? FIND WHAT YOU NEED HERE." containing several search results: "Service Dongle" (Dec 22, 2025), "Plugs & cables from the aluminum motor" (Dec 22, 2025), "Technical data sheets Aluminum & Magnesium" (Dec 22, 2025), "Changing Belts Brose Magnesium Drive Unit - Video" (Jan 7, 2021), "Assembly instructions for aluminum and magnesium motors" (Dec 22, 2025), and "Display Allround" (Dec 22, 2025).

36V Service Tool - 3.0.3.0

Wiki Cases **Complaint**

Global Search

Please provide necessary data for your complaint.

Complaint Data

* Serial Number (Example : C91143-200990909-1-9999)

C91143-200990909-1-9999

Seriennummer
(Beispiel: C91143-200990909-1-9999)

brose
Antriebstechnik

C91143-200
2 20990909 1 9999

Error Description ⓘ

Error 18 + 34 +35

Measures Description ⓘ

No support, Display is working, speed indication is visible, no support. Crank won't turn back

Reference Number ⓘ

Workshop-ticket: 1122334455

Here you have the opportunity to upload accompanying documents and pictures for complaints (.jpg, .pdf, .png)

Upload Files Or drop files

Documents

- invoice-R2025.0001249999.pdf
- Display image.png
- Drive Unit image.png
- Malfunction detail image.png

Previous **Next**

NEED ANSWERS FAST?
FIND WHAT YOU NEED HERE.

[Service Dangle](#)
Dec 22, 2025

[Plugs & cables from the aluminum motor](#)
Dec 22, 2025

[Technical data sheets Aluminum & Magnesium](#)
Dec 22, 2025

[Changing Belts Brose Magnesium Drive Unit - Video](#)
Jan 7, 2021

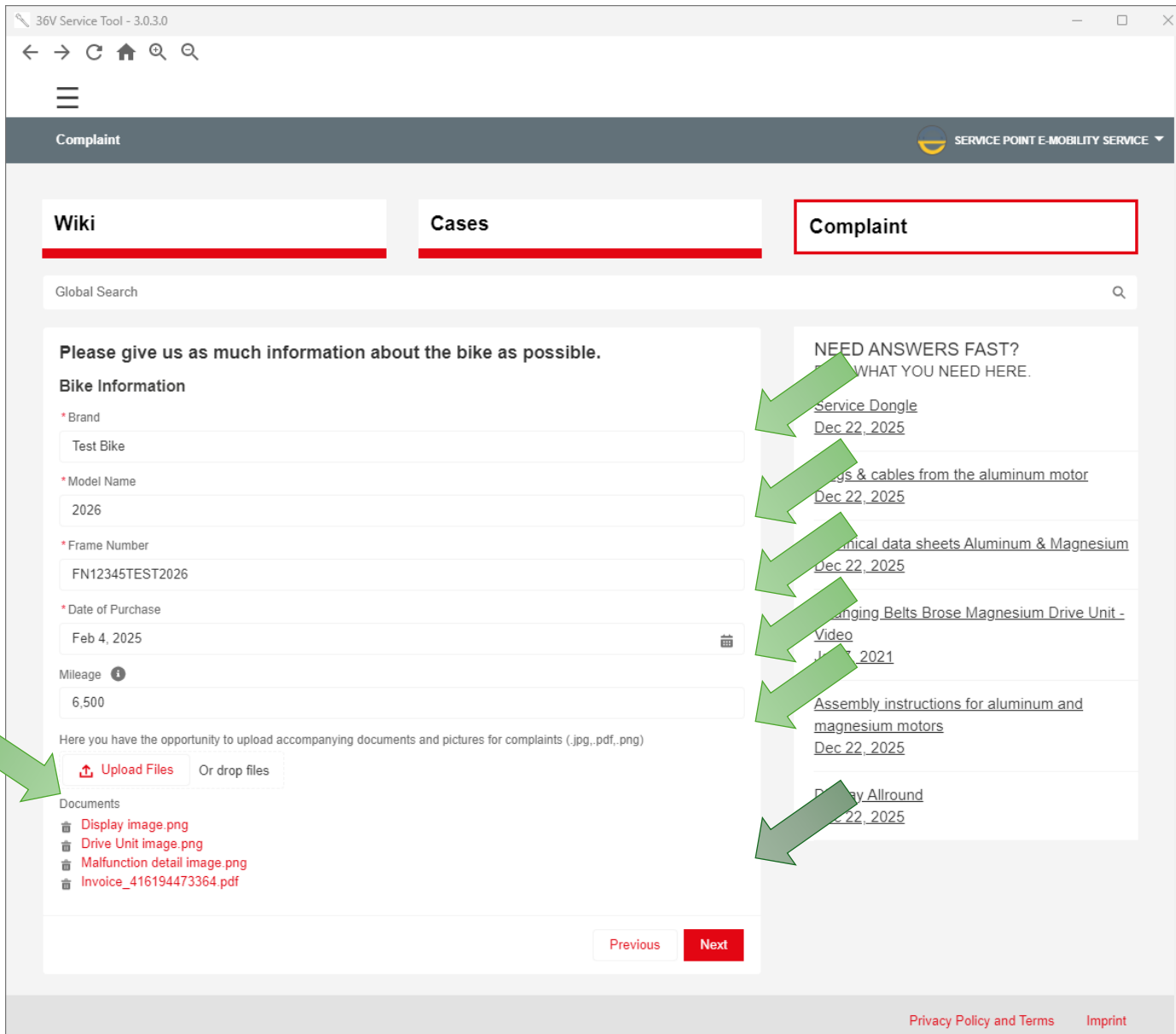
[Assembly instructions for aluminum and magnesium motors](#)
Dec 22, 2025

[Display Allround](#)
Dec 22, 2025

[NL] Probeer alle vragen zo goed mogelijk in te vullen en graag een kopie van de factuur en beeldmateriaal.

[FR] Essayez de répondre à toutes les questions aussi précisément que possible et veuillez fournir une copie de la facture et des images.

[EN] Try to answer all questions as accurately as possible and please provide a copy of the invoice and images.



[NL] Probeer alle vragen zo goed mogelijk in te vullen en graag een **kopie van de factuur en beeldmateriaal**, indien u deze bij de vorige stap bent vergeten

[FR] Essayez de répondre à toutes les questions aussi précisément que possible et veuillez fournir une **copie de la facture et des images** si vous les avez oubliées à l'étape précédente.

[EN] Try to complete all questions as accurately as possible and please provide a **copy of the invoice and images** if you forgot them in the previous step

36V Service Tool - 3.0.3.0

Wiki Cases **Complaint**

Global Search

Please let us know your details for a complaint.

Partner Information

Account Name:
E-Mobility Service B.V.

Customer No.:

* Contact for Complaints

Testing Bob

* Email of Complaints Contact

bobthetester@e-mobilityservice.nl

* Area Code * Phone number

+31 850703187

Address

* Street

Silliciumweg 59

* City

Amersfoort

* Postal Code

3812SW

Country:
Niederlande

Different Billing Address

NEED ANSWERS FAST?
FIND WHAT YOU NEED HERE.

[Service Dongle](#)
Dec 22, 2025

[Files & cables from the aluminum motor](#)
Dec 22, 2025

[Technical data sheets Aluminum & Magnesium](#)
Dec 22, 2025

[Changing Belts Brose Magnesium Drive Unit -](#)
Nov 9, 2021

[Assembly instructions for aluminum and magnesium motors](#)
Dec 22, 2025

[Display Allround](#)
Dec 22, 2025

Previous **Next**

[Privacy Policy and Terms](#) [Imprint](#)

[NL] Vul hier uw zakelijk contact gegevens in, deze gegevens worden onthouden voor toekomstige claims

[FR] Entrez ici vos coordonnées professionnelles, ces informations seront mémorisées pour de futures réclamations.

[EN] Enter your business contact details here, these details will be remembered for future claims

The screenshot shows the '36V Service Tool - 3.0.3.0' interface. At the top, there are navigation icons and a 'Complaint' header. Below this, there are three tabs: 'Wiki', 'Cases', and 'Complaint', with the 'Complaint' tab selected and highlighted with a red border. A 'Global Search' bar is located below the tabs. The main content area is divided into two columns. The left column contains a form titled 'Please provide your bank details for processing the expense allowance.' with the following fields:

- Bank Account Information**
- * Account Owner: E-Mobility Service
- * IBAN: NL10RABO0367233339
- * BIC: RABONL2U
- * VAT Number: (empty field)

 Below these fields, there is a link: 'You can find our current service rates [here](#)' with an orange arrow pointing to it. At the bottom of the form, there is a checkbox: I agree to the [complaint conditions](#). At the bottom right of the form are 'Previous' and 'Next' buttons. The right column contains a section titled 'NEED ANSWERS FAST? FIND WHAT YOU NEED HERE.' with a list of links:

- [Service Dongle](#) (Dec 22, 2025)
- [Plugs & cables from the aluminum motor](#) (Dec 22, 2025)
- [Technical data sheets Aluminum & Magnesium](#) (Dec 22, 2025)
- [Changing Belts Brose Magnesium Drive Unit - Video](#) (Jan 7, 2021)
- [Assembly instructions for aluminum and magnesium motors](#) (Dec 22, 2025)
- [Display Allround](#) (Dec 22, 2025)

 At the bottom right of the page, there are links for 'Privacy Policy and Terms' and 'Imprint'.

[NL] Vul hier uw zakelijk bank gegevens in, zodat er na goedkeuring van de claim u een compensatie gestort krijgt. Zie “Current service rates” voor de actuele compensatie prijzen.

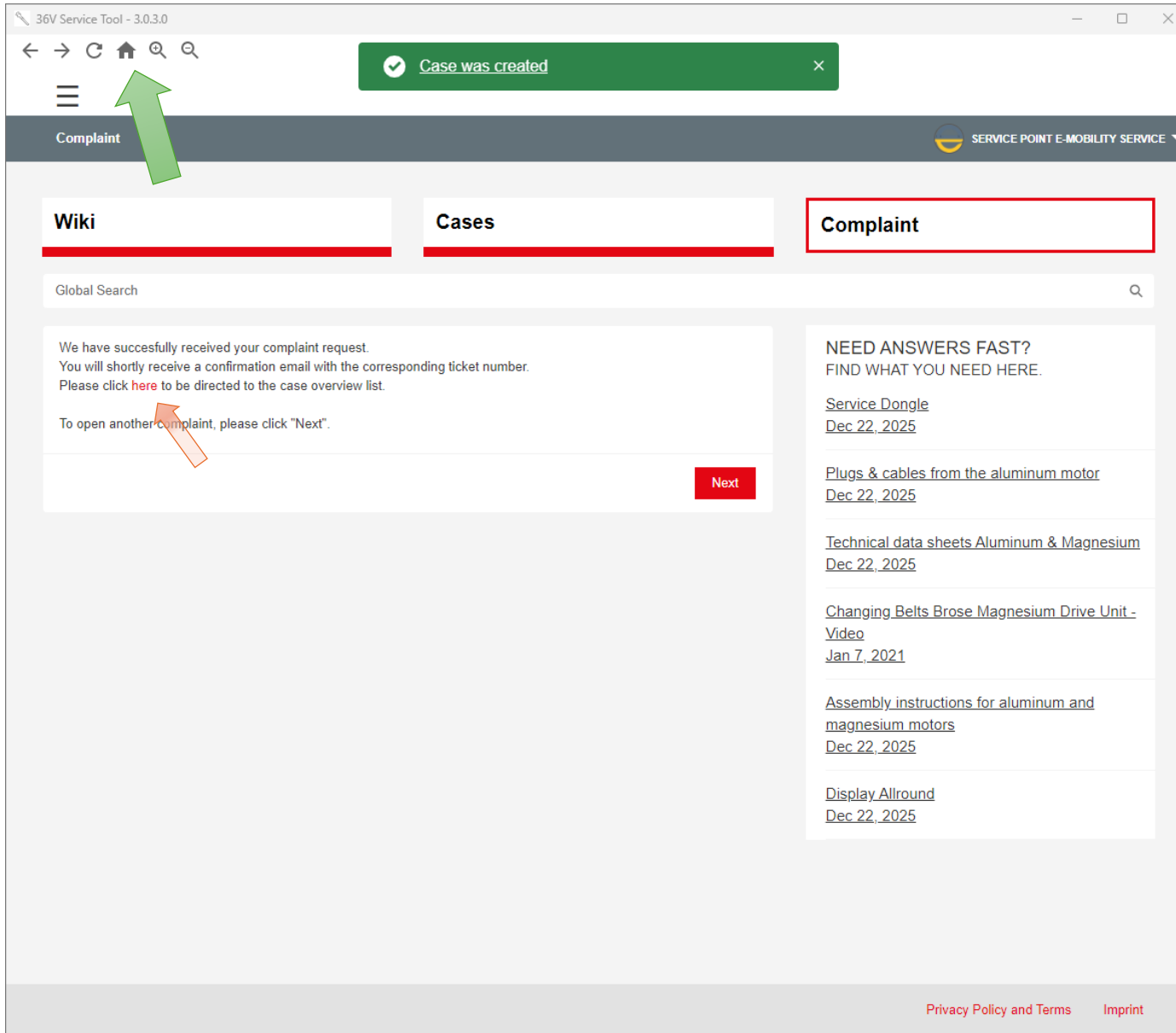
Er wordt geen compensatie uitgekeerd bij goodwill/coulance

[FR] Saisissez ici les coordonnées bancaires de votre entreprise pour recevoir une indemnisation une fois la demande approuvée. Voir « Current service rates » pour connaître les frais actuels.

Aucune compensation n’est versée pour la bonne volonté/la clémence

[EN] Enter your business bank details here so that you will receive compensation after the claim has been approved. See “Current service rates” for the current compensation prices.

No compensation for goodwill



[NL] De claim is nu succesvol aangemaakt en u kunt direct naar het claim overzicht gaan door op “here” te drukken of via de het hoofdscherm naar uw claim overzicht.

Om u het beste overzicht te geven, doorlopen wij de stappen via het hoofd menu

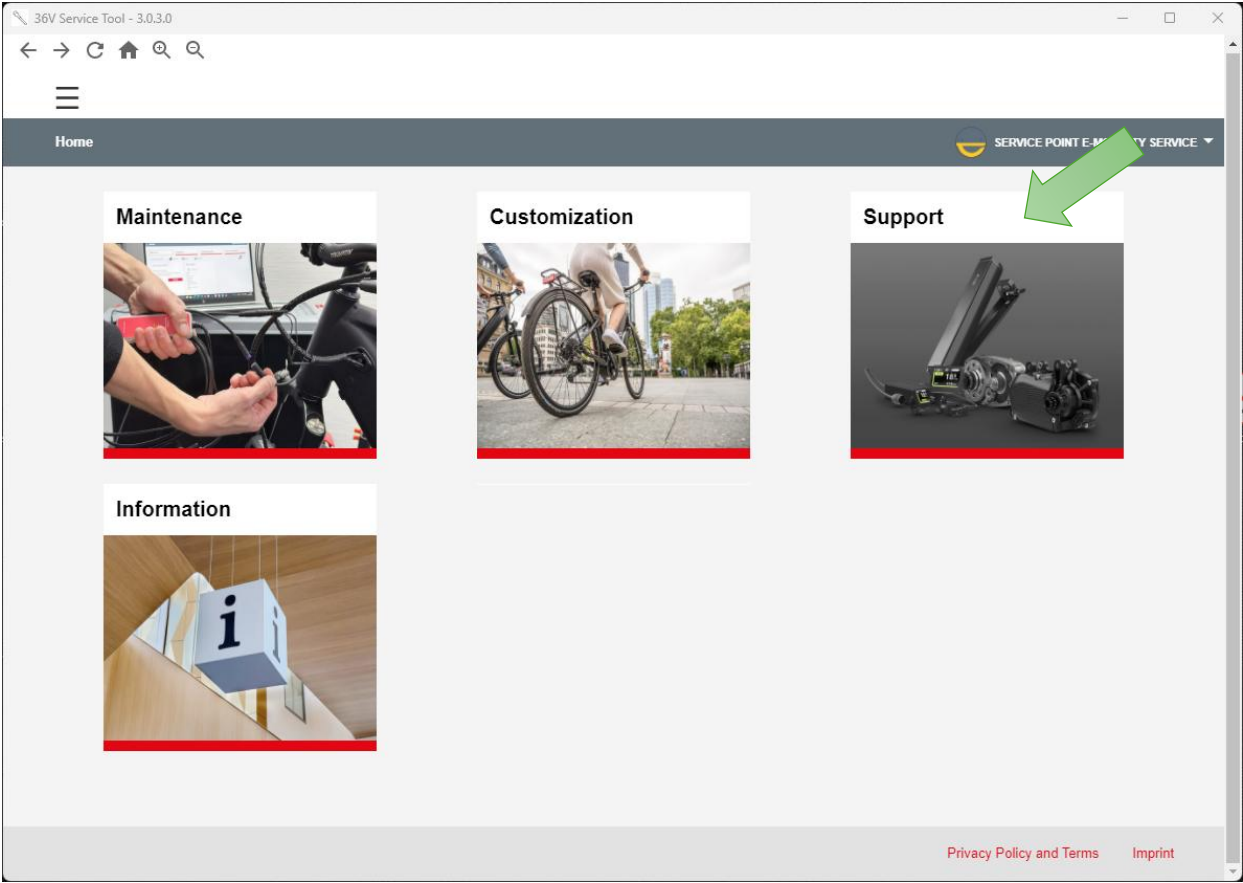
[FR] Le sinistre a maintenant été créé avec succès et vous pouvez accéder directement à l'aperçu des sinistres en appuyant sur « ici » ou accéder à l'aperçu de vos sinistres via l'écran principal.

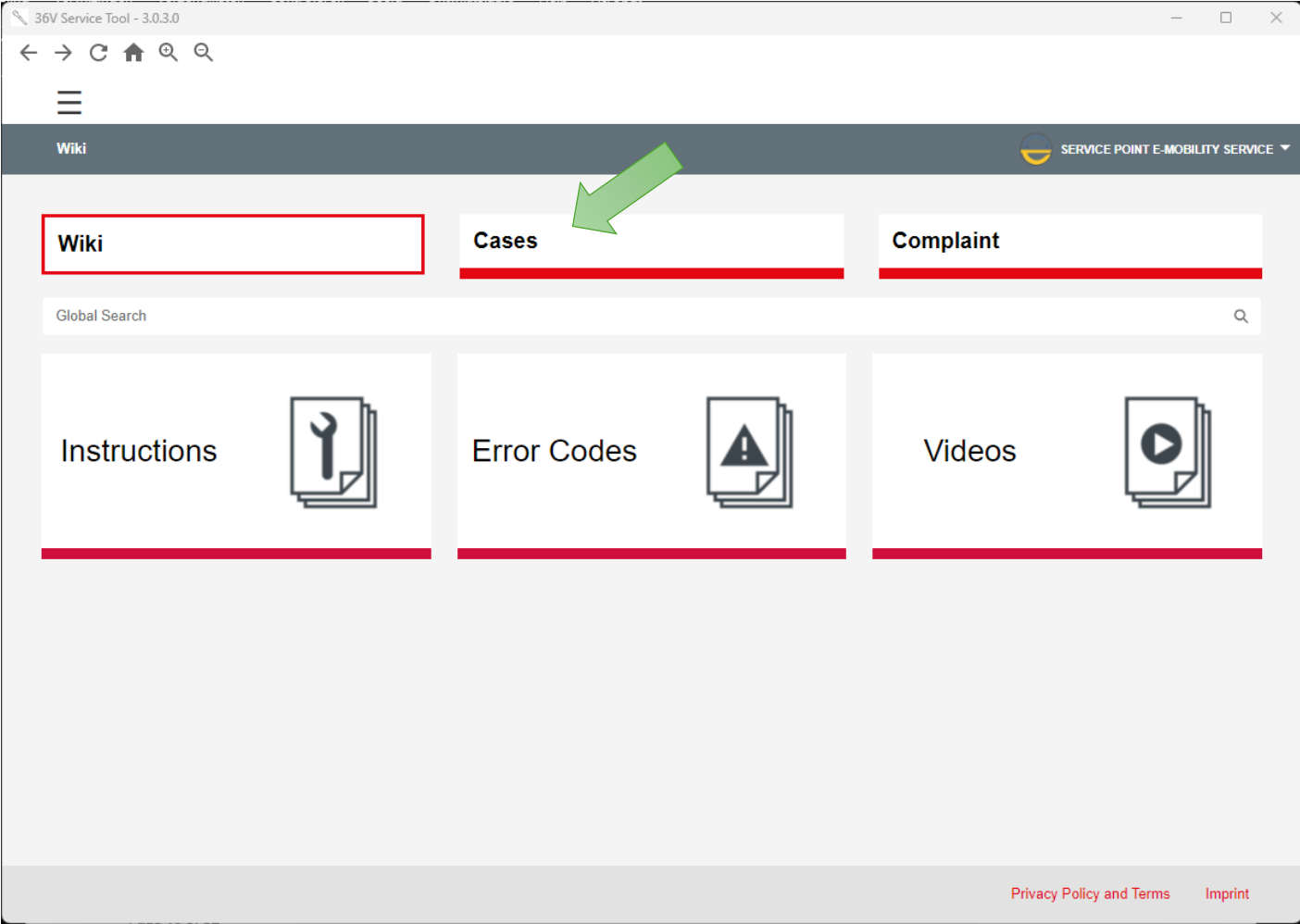
Pour vous donner le meilleur aperçu, nous passons en revue les étapes via le menu principal

[EN] The claim has now been successfully created and you can go directly to the claim overview by pressing “here” or go to your claim overview via the main screen.

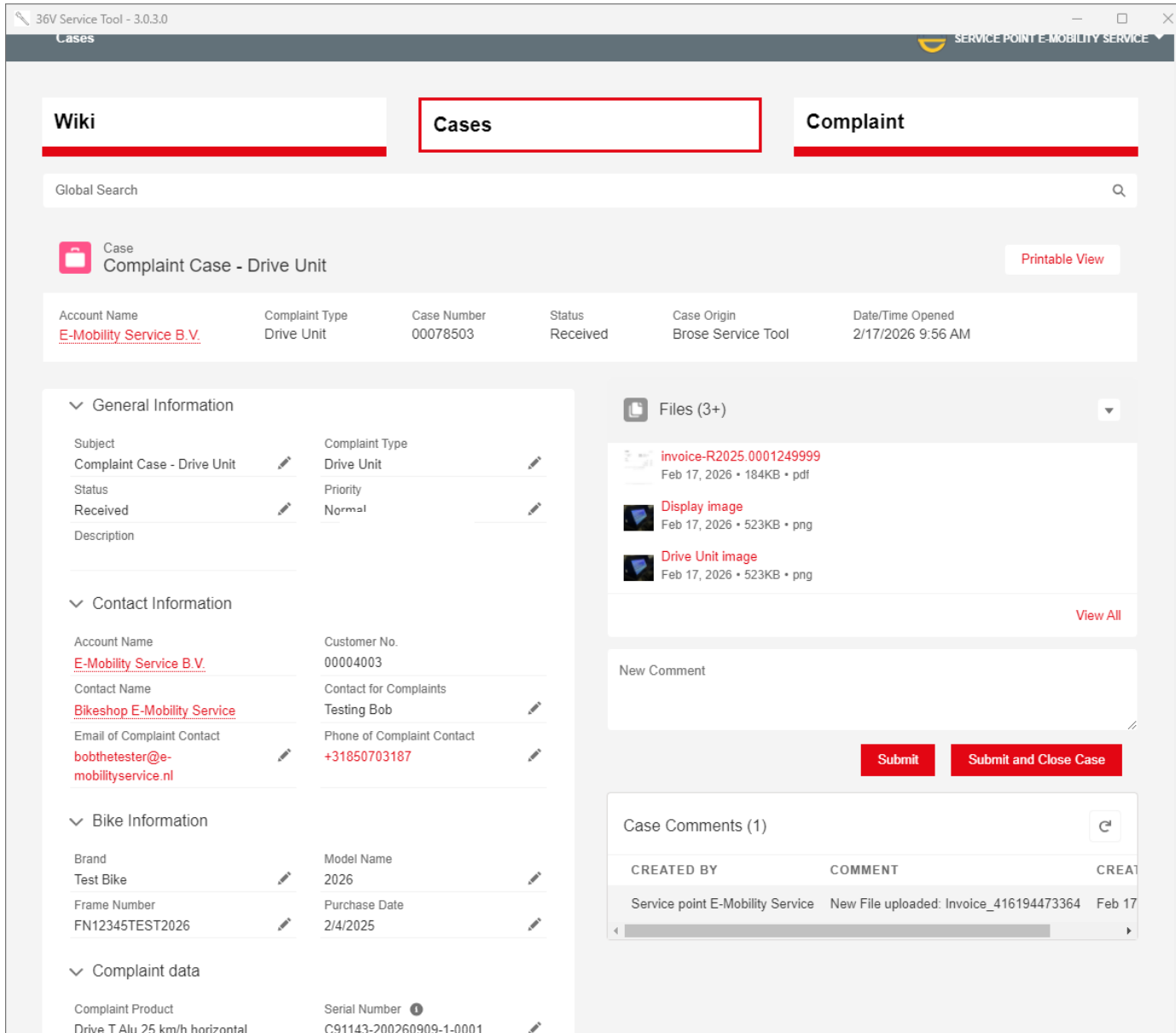
To give you the best overview, we go through the steps via the main menu

Claim overview:





The screenshot shows the '36V Service Tool - 3.0.3.0' interface. At the top, there is a navigation bar with 'Cases' on the left and 'SERVICE POINT E-MOBILITY SERVICE' on the right. Below this, there are three tabs: 'Wiki', 'Cases' (highlighted with a red box), and 'Complaint'. A 'Global Search' bar is located below the tabs. A red 'CONTACT SUPPORT' button is positioned to the right of the search bar. The main content area displays a list of cases under the heading 'Cases All Cases | Alle Tickets'. The list shows 5+ items, sorted by 'Date/Time Opened' and filtered by 'All cases - Case Record Type, Subject'. A table lists the cases, with the first row containing the case ID '00078503', the type 'Complaint', and the subject 'Complaint Case - Drive Unit'. A green arrow points to the 'Complaint' text in the first row. The table headers are 'Cas...', 'St...', and 'Subject'. The table content shows '1', '00078503', 'Complaint', and 'Complaint Case - Drive Unit'. The table is filtered by 'Date/Time Opened' (2/17/2026 9:56 AM), 'Station' (Receiv...), and 'Case Origin' (Brose Service T...). At the bottom of the page, there are links for 'Privacy Policy and Terms' and 'Imprint'.



[NL] U ontvangt direct een mail dat de ticket is ontvangen. Zodra uw tickets word behandeld en er vragen of vervolg stappen worden gemaakt, zult u per mail in deze omgeving meer informatie krijgen dan wel zien.

U kunt ter alle tijden nog meer informatie uploaden via de knop “Upload Files”

[FR] Vous recevrez immédiatement un e-mail vous informant que le billet a été reçu. Dès que vos tickets seront traités et que des questions ou des mesures de suivi seront prises, vous recevrez ou verrez plus d'informations par e-mail dans cette zone.

Vous pouvez télécharger plus d'informations à tout moment via le bouton « Upload Files »

[EN] You will immediately receive an email that the ticket has been received. As soon as your tickets are processed and questions or follow-up steps are taken, you will receive or see more information by email in this area.

You can upload more information at any time via the “Upload Files” button

