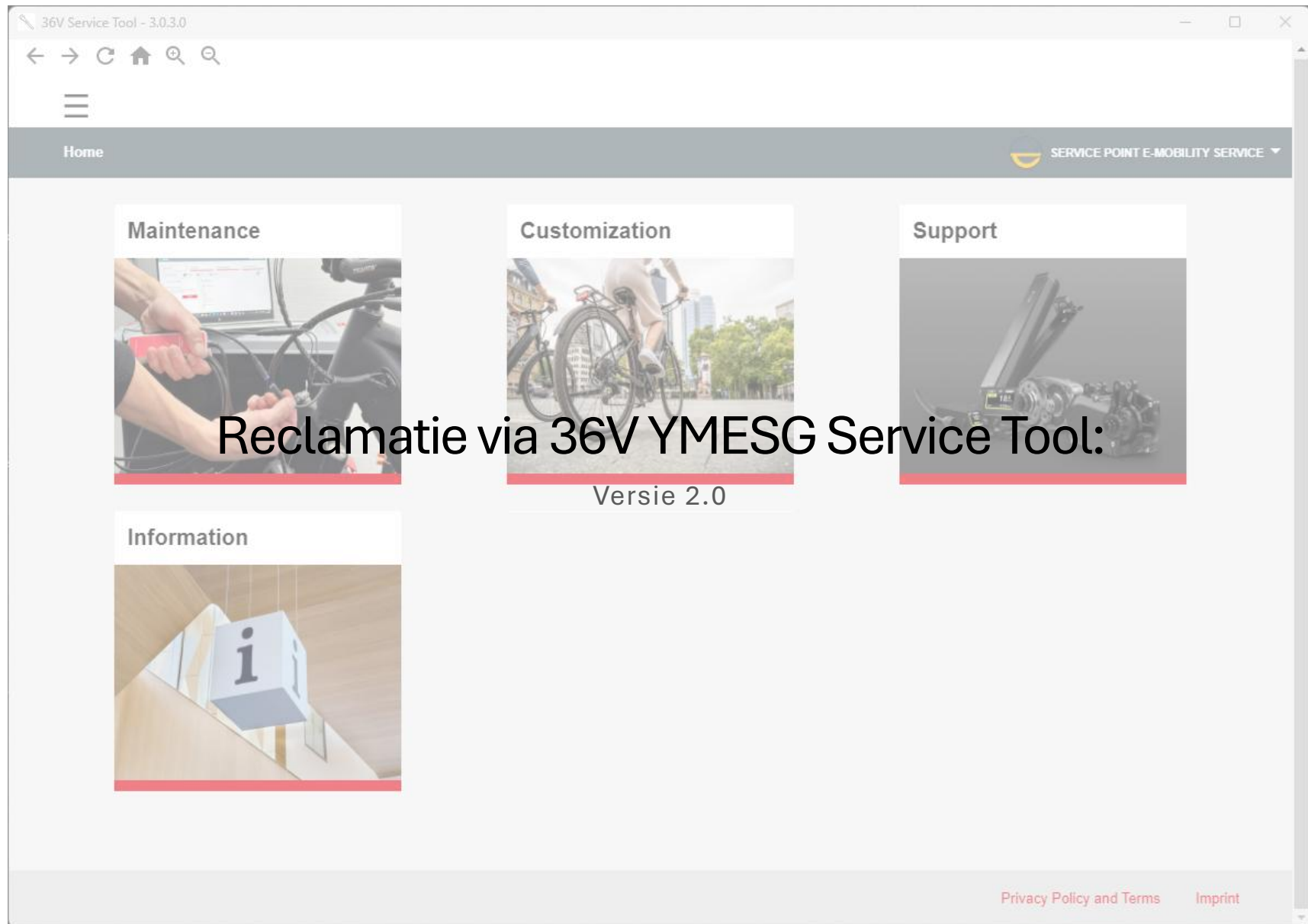




[NL] Registreer uw bedrijf bij Brose Berlijn als **Dealer**:

https://salesforce.qore-system.de/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** »:

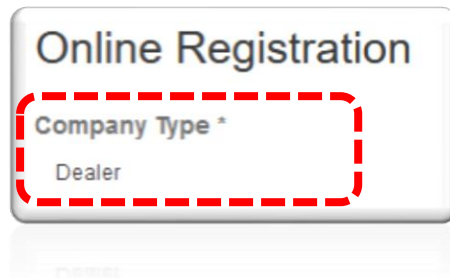
https://salesforce.qore-system.de/s/register?language=en_US

Remarque : *Veuillez 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://salesforce.qore-system.de/s/register?language=en_US

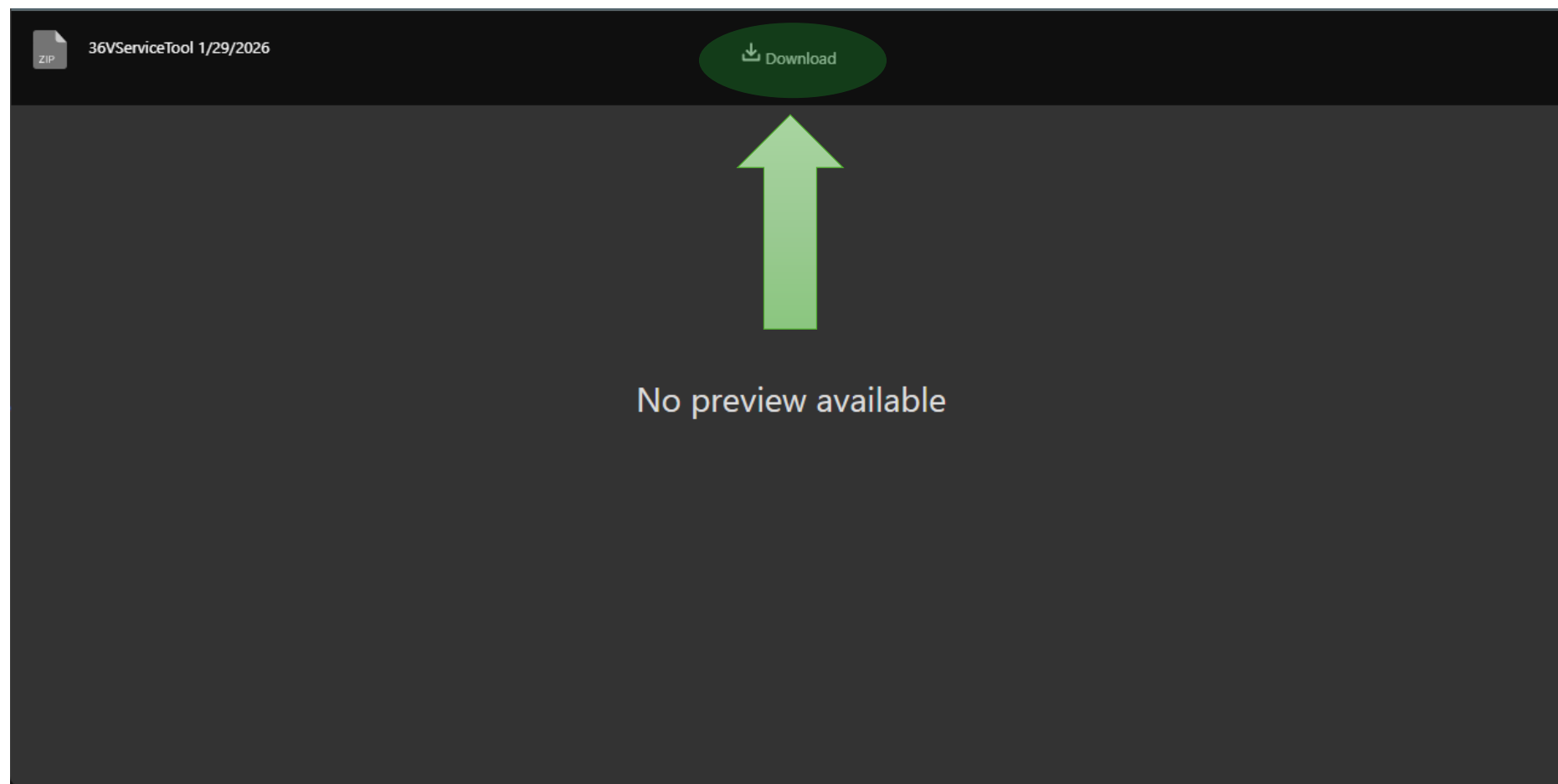
Note: *Please use a general company email address instead of a personal company account.*

A screenshot of a web browser showing the 'Online Registration' form for Brose. The browser address bar shows 'https://service.brose-ebike.com/s/register?language=en_US'. The form is titled 'Online Registration' and includes the following fields: 'Company Type *' (dropdown menu), 'Company Name *' (text input), 'Preferred Language *' (dropdown menu), 'Street *' (text input), 'Postal Code *' (text input), 'City *' (text input), 'Country *' (dropdown menu), 'State/ Province' (dropdown menu), 'Different Billing Address' (checkbox), 'Phone *' (text input), 'Fax' (text input), 'Company E-Mail *' (text input), 'Website' (text input), 'VAT Number *' (text input), 'Trade Register Number' (text input), 'Service Tool Administrator E-Mail *' (text input), and a 'Comment' text area. At the bottom, there are two checkboxes: 'I have read and understood the data privacy policy.' and 'I agree to the terms of use.' A 'Register' button is located at the bottom right of the form.

[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](#)



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.

1.

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

→ Unzip

2.

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

→ Open folder

3.

 usb2can_win64_v1.0.2.1_170220	10-7-2024 10:59	Bestandsmap	
---	-----------------	-------------	--

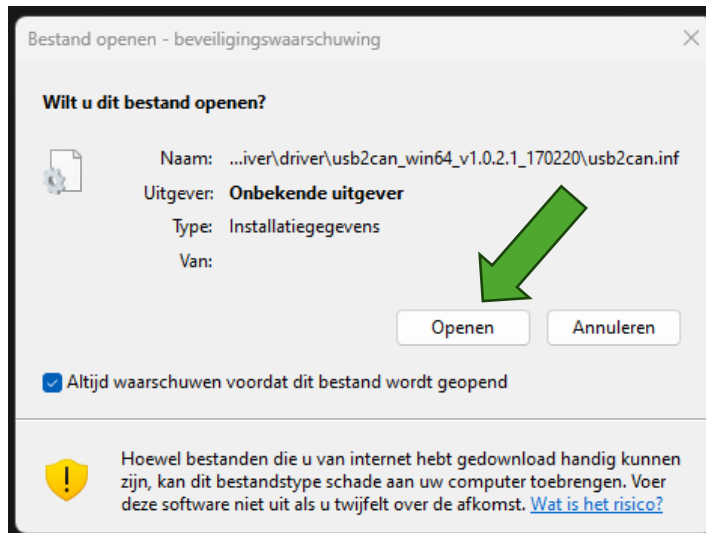
→ Open folder

4.

 usb2can.inf

→ Right mouse click → press Install

5.

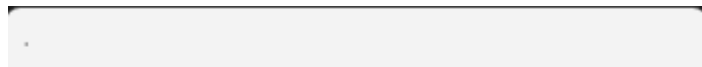


press “OPEN”

6.



Press “YES”



De bewerking is voltooid.



OK

7.

→ installation of the Driver is complete!

36V Service Tool:

[Skip Step](#)

[NL] Na installatie van de 36V 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 36V 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 36V 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.

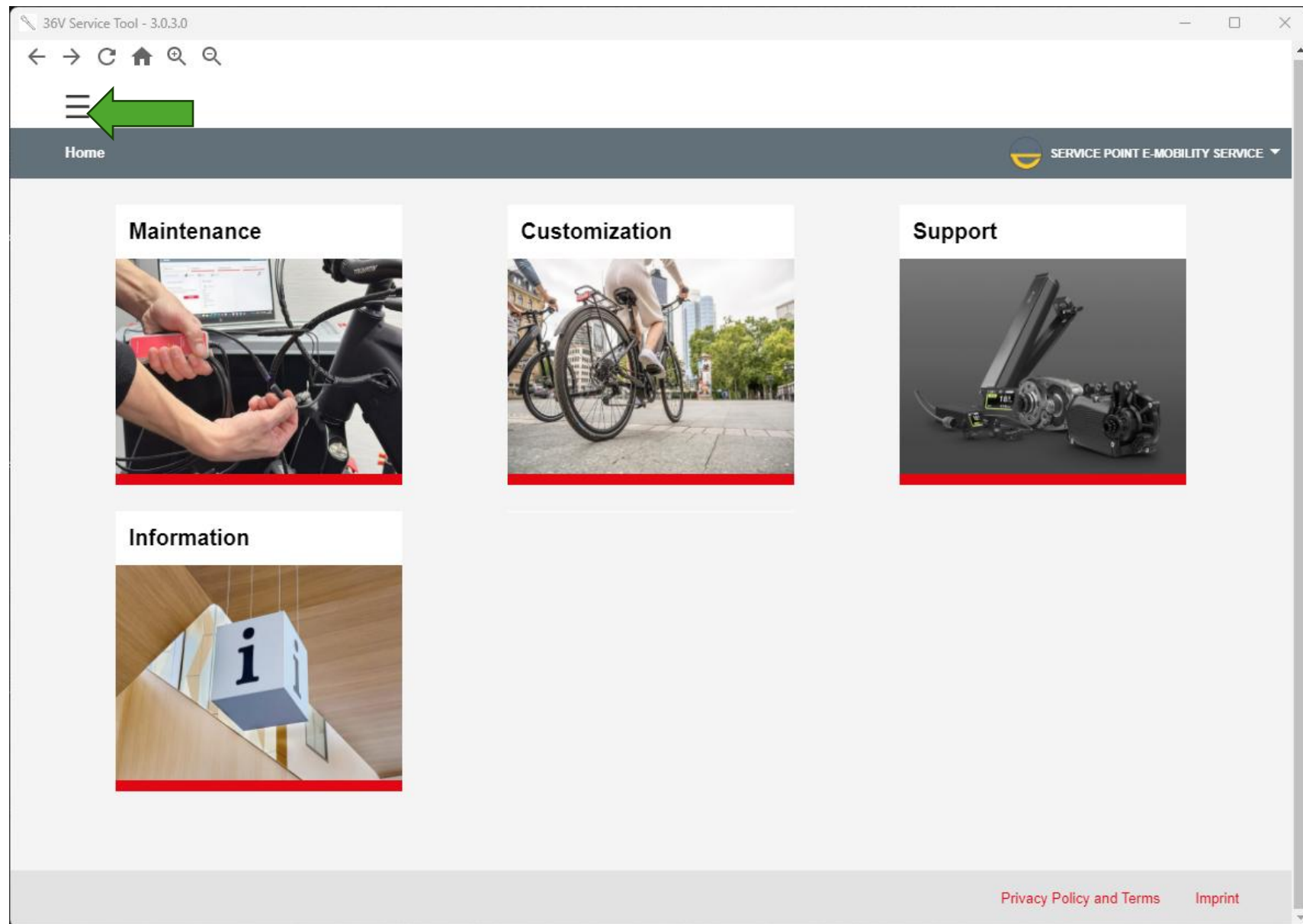
Your login name is your email address. For example: Info@yourbikshop.com

The screenshot shows a web browser window titled "36V Service Tool - 3.0.3.0". The browser's address bar and navigation icons are visible at the top. A dark grey header bar contains the word "LOGIN" on the right. The main content area features a login form with a header image of a technician working on a red bicycle. The form includes the following elements:

- Welcome to 36V Service Tool**
- Please login to your account**
- E-mail address or Username
- Password
- ☐ Remember me
- [Forgot your password?](#)
-

Four green arrows are overlaid on the form, pointing to the header image, the "E-mail address or Username" field, the "Password" field, and the "Log in" button.

At the bottom right of the page, there are links for [Privacy Policy and Terms](#) and [Imprint](#).

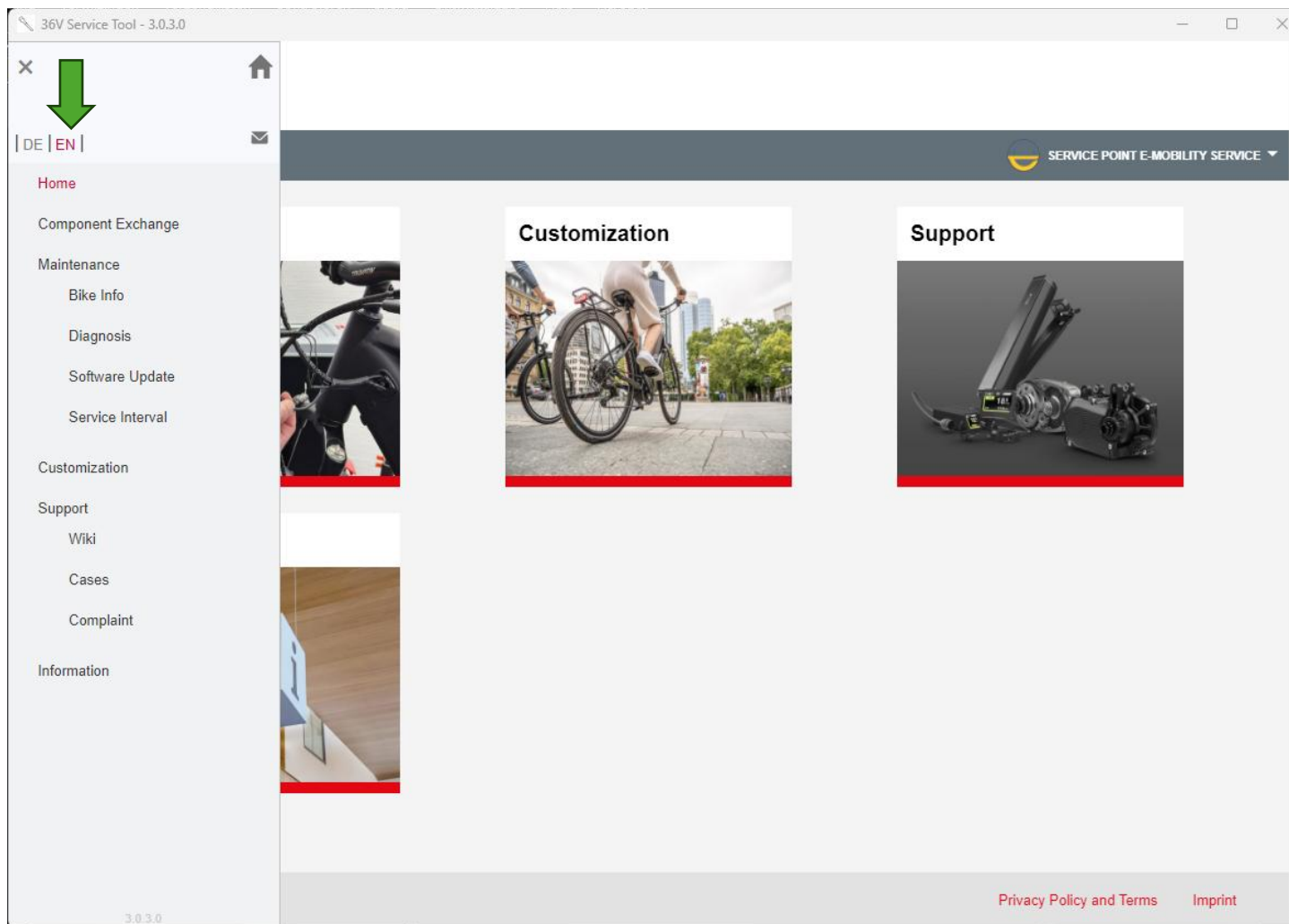


36V Service Tool – Installation + Reclamation tutorial v2.0 [06-2026]

[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



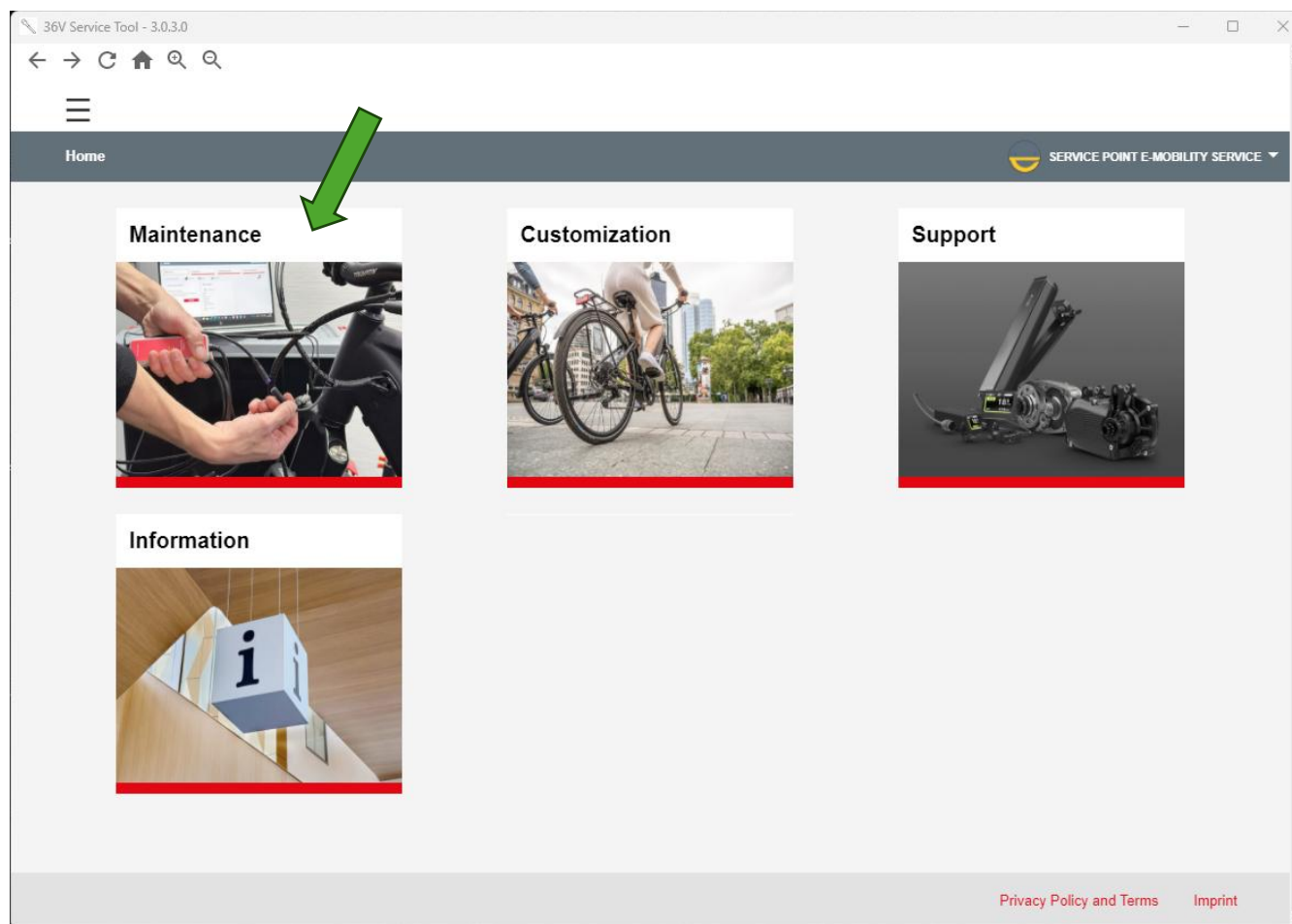
Diagnosis [optional]

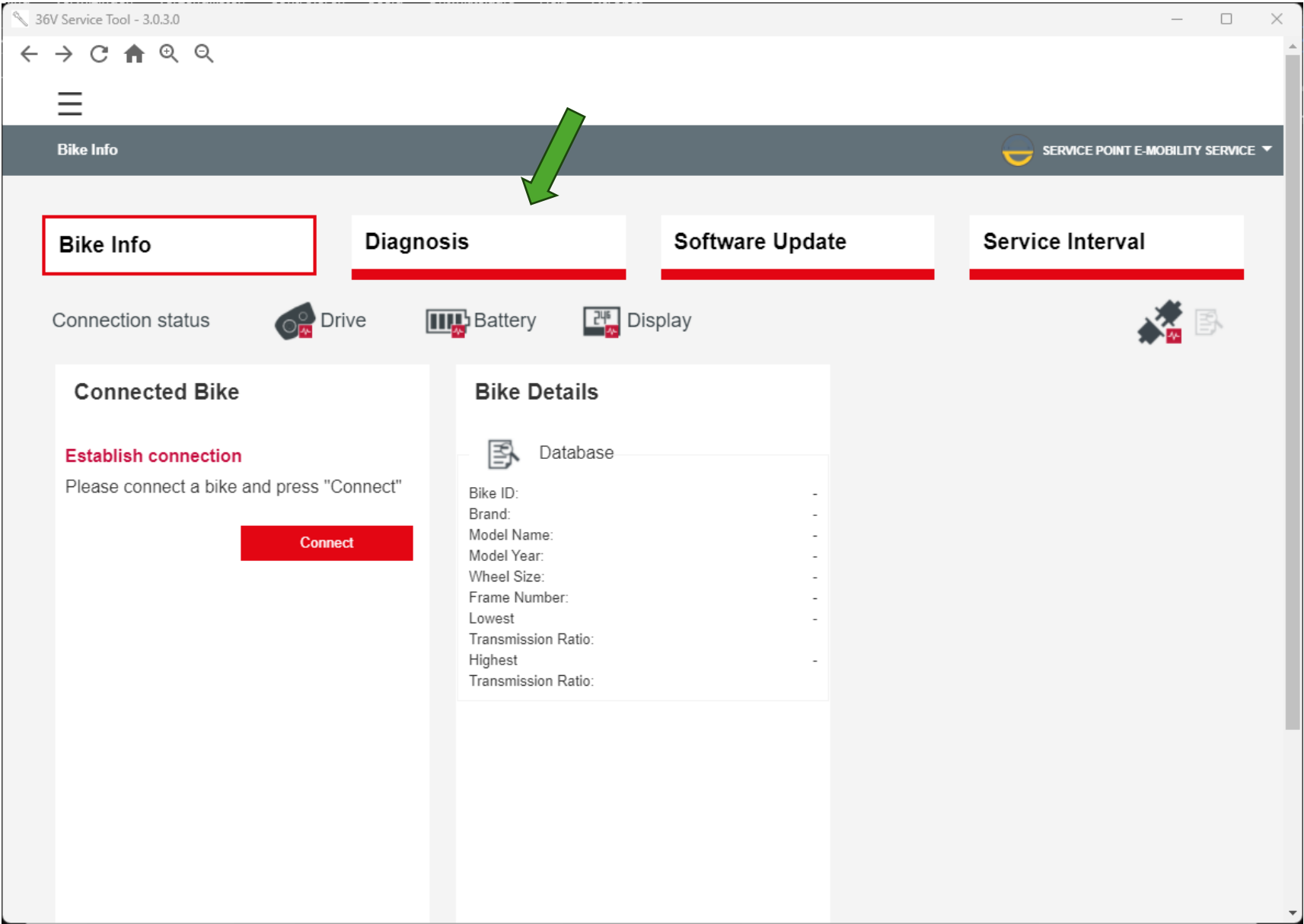
[Skip this step](#)

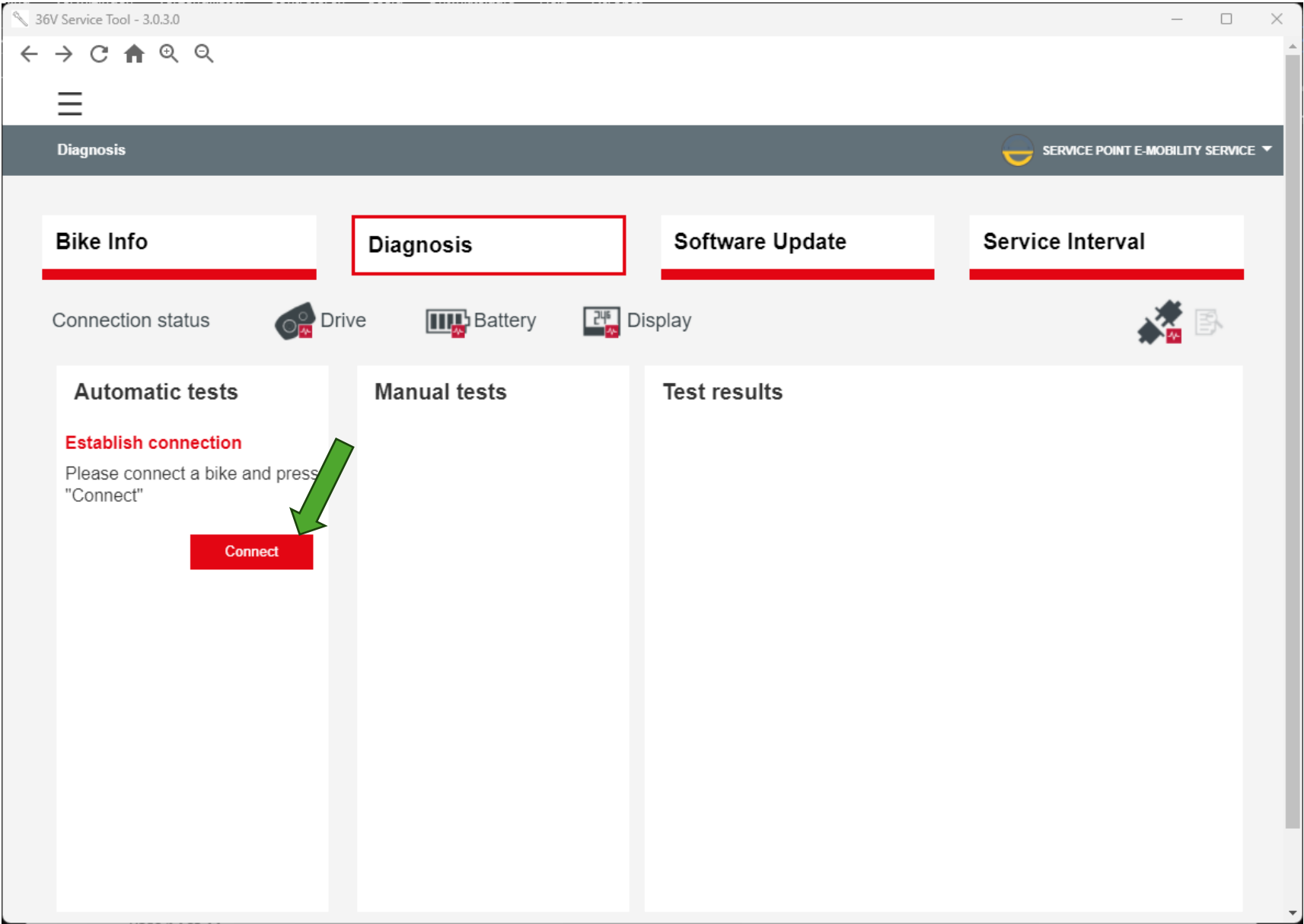
[NL] Indien mogelijk zou het raadzaam zijn om vooraf een diagnostiek rapport te maken, voordat u een claim indient

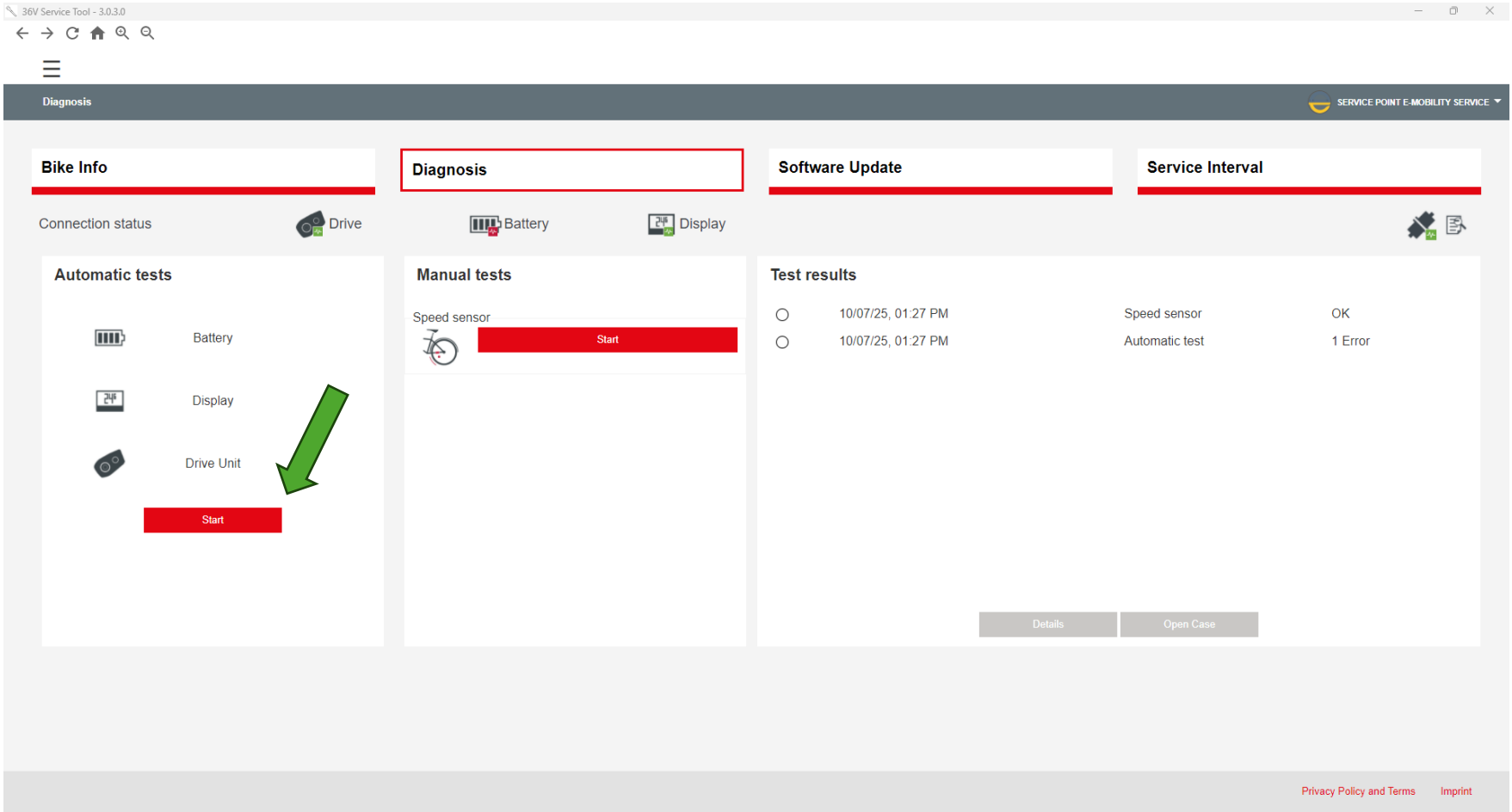
[FR] Si possible, il serait conseillé de préparer un rapport de diagnostic à l'avance avant de soumettre une réclamation.

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









36V Service Tool - 3.0.3.0

← → ↺ 🏠 🔍 🔍

☰

Diagnosis

SERVICE POINT E-MOBILITY SERVICE

Bike Info

Connection status

Drive

Automatic tests

Battery

❌

Display

✅

Drive Unit

⚙️

Start

Diagnosis

Battery

Display

Manual tests

Speed sensor

Start

Software Update

Service Interval

Test results

10/07/25, 01:27 PM

Speed sensor

OK

10/07/25, 01:27 PM

Automatic test

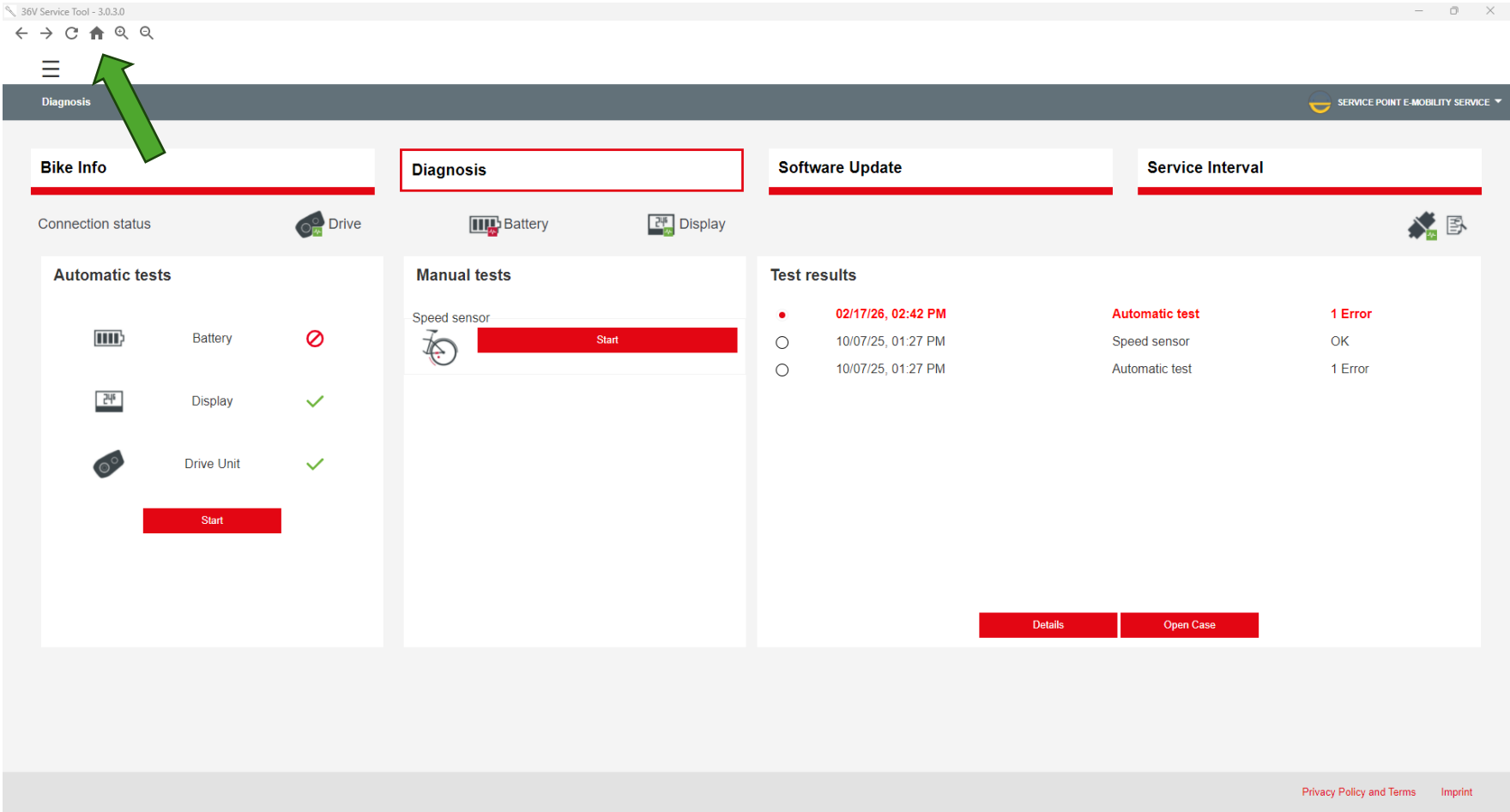
1 Error

Details

Open Case

Privacy Policy and Terms

Imprint



Claim registration:

[NL] Zorg dat u de volgende zaken op orde heeft voordat u een klacht indient:

- Kopie van de verkoopfactuur – zonder de factuur kunnen we geen ophaalafpraak maken!
- Foto- en/of videomateriaal van de klacht, indien noodzakelijk

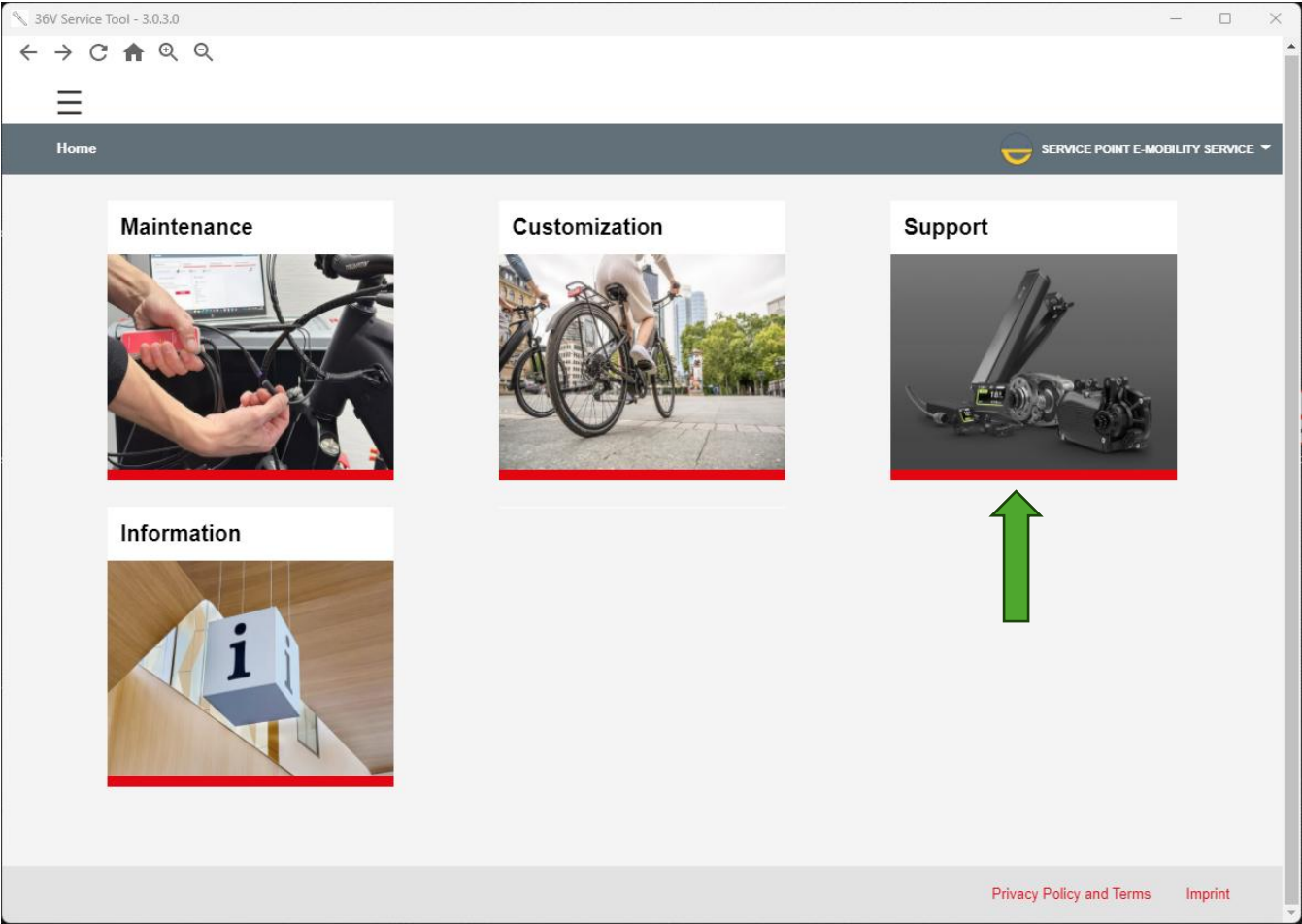
[FR] Avant de déposer une réclamation, veuillez-vous assurer d'avoir les éléments suivants :

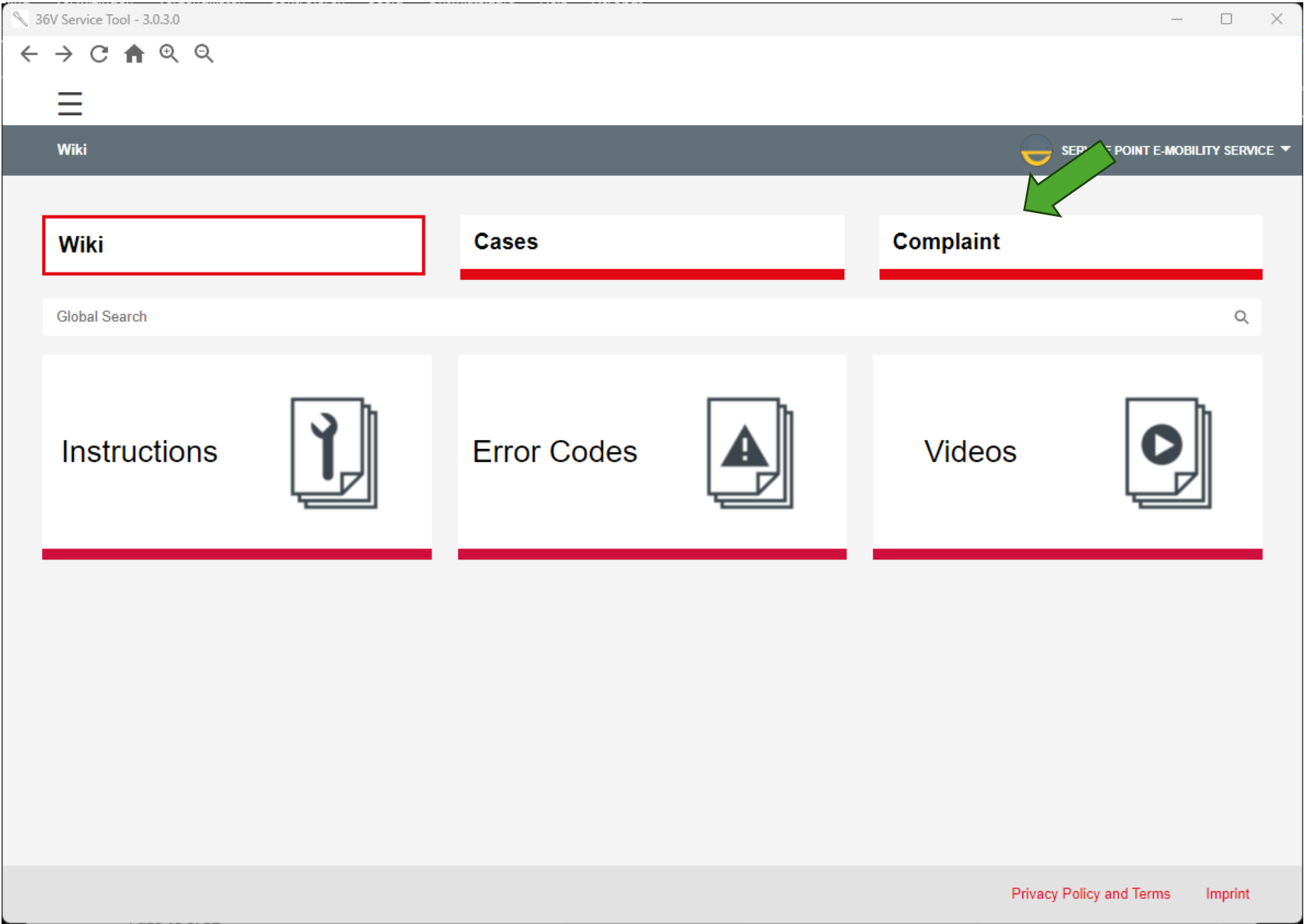
- Une copie de la facture – sans elle, nous ne pouvons pas programmer d'enlèvement !
- Photos et/ou vidéos relatives à la plainte, le cas échéant

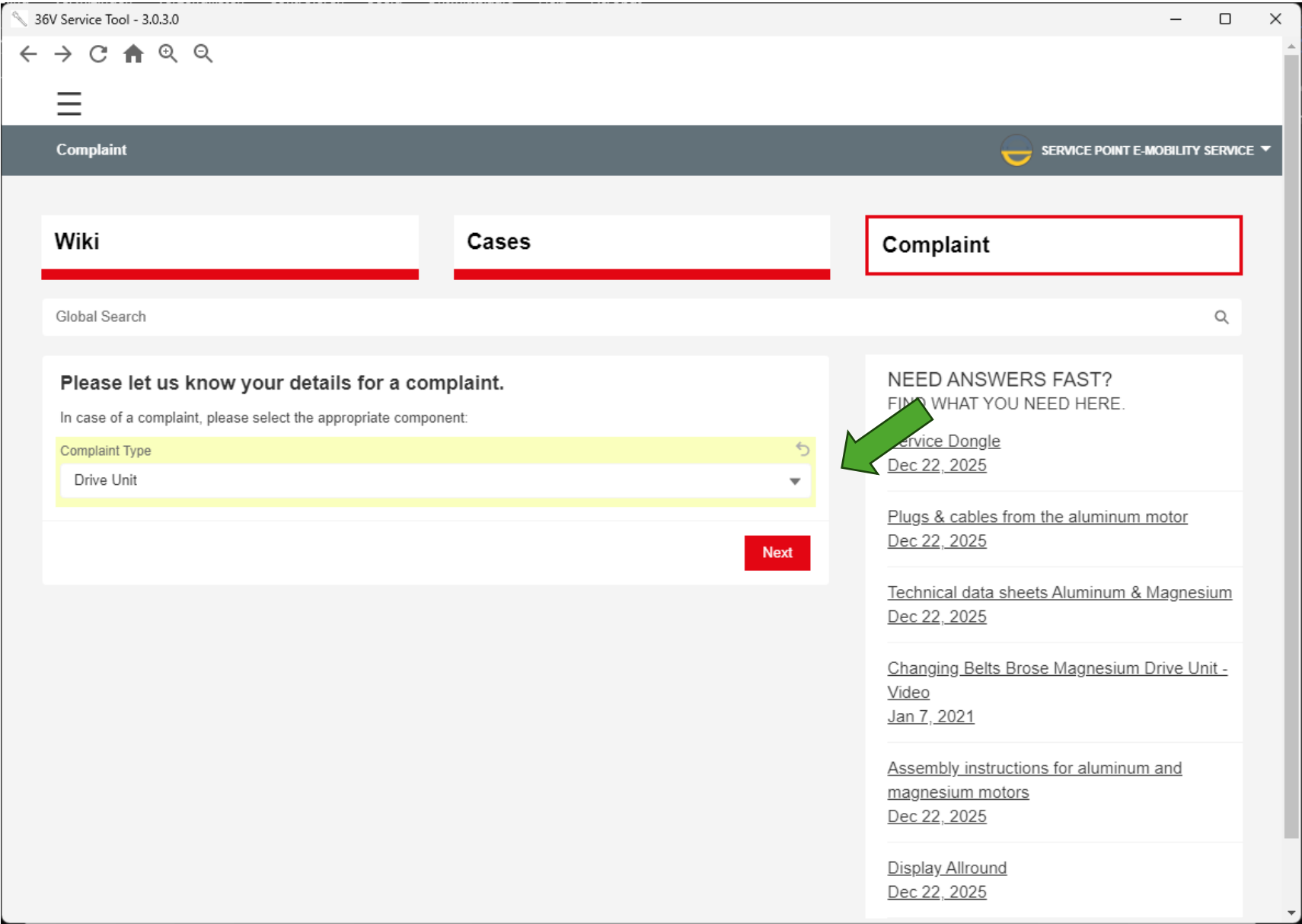
[EN] Please arrange the following items before registering a claim:

- Copy of sales invoice – without the invoice, we aren't able to arrange a pick-up!
- Photo and/or video material of the complaint, if necessary

[illegible]







[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 the '36V Service Tool - 3.0.3.0' web application. The top navigation bar includes a 'Complaint' tab, which is highlighted with a red box. Below the navigation bar, there are three tabs: 'Wiki', 'Cases', and 'Complaint', each with a red underline. 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 a sub-header 'In case of a complaint, please select the appropriate component:'. The form has a 'Complaint Type' dropdown menu with 'Drive Unit' selected. A green arrow points to the 'Drive Unit' option in the dropdown. The right column contains a list of links under the heading 'NEED ANSWERS FAST? FIND WHAT YOU NEED HERE.' The links include 'Service Dongle', 'Technical data sheets Aluminum & Magnesium', 'Changing Belts Brose Magnesium Drive Unit - Video', and 'Assembly instructions for aluminum and magnesium motors'. A green arrow points to the 'Service Dongle' link.

36V Service Tool - 3.0.3.0

Complaint

Wiki Cases Complaint

Global Search

Please let us know your details for a complaint.
In case of a complaint, please select the appropriate component:

Complaint Type

Drive Unit

--None--

Drive Unit

Display

Speed Sensor

HMI Cable

Charger

Service Dongle

**NEED ANSWERS FAST?
FIND WHAT YOU NEED HERE.**

[Service Dongle](#)
Dec 22, 2025

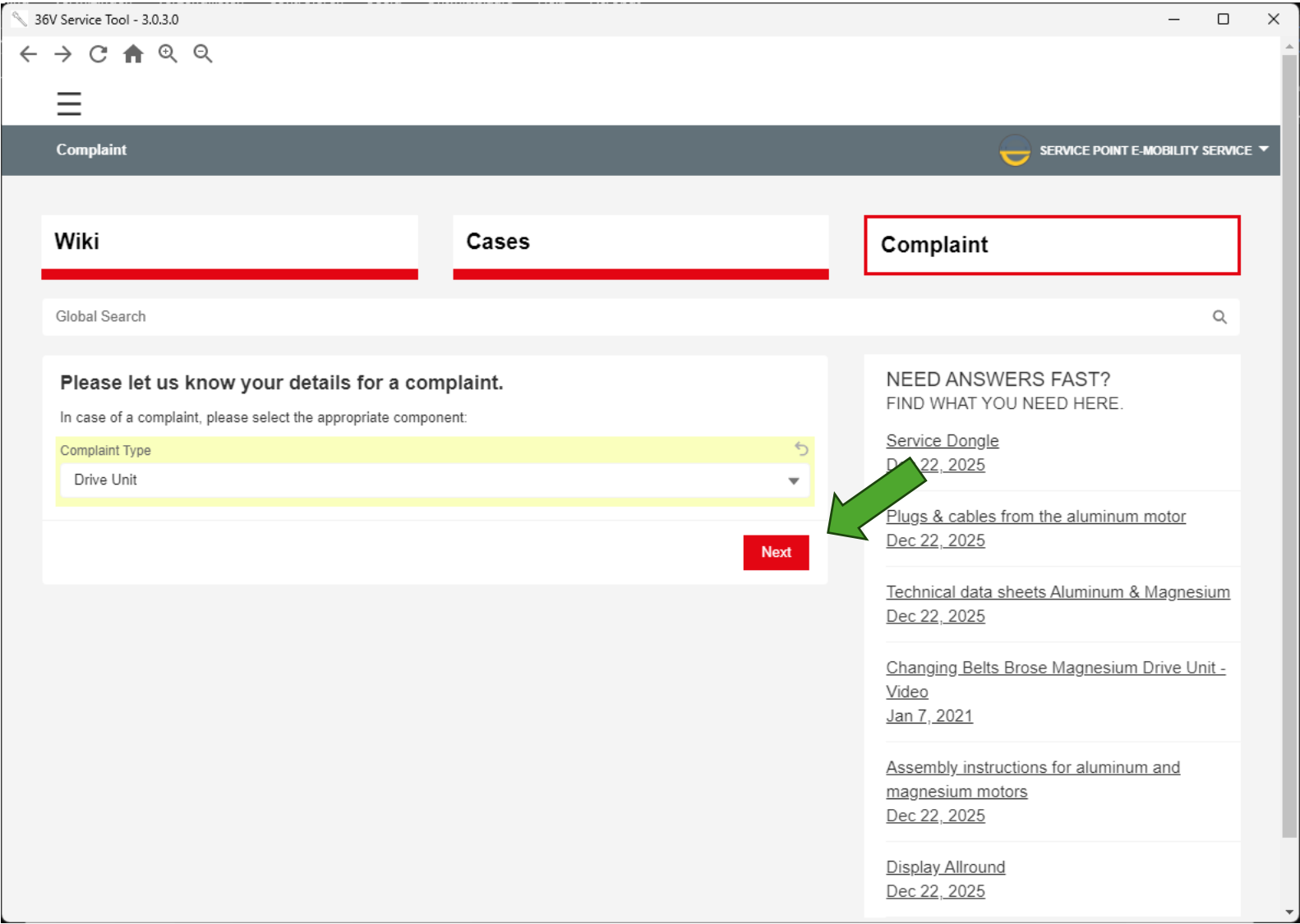
[Cables & cables from the aluminum motor](#)
Dec 22, 2025

[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



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 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

[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.

36V Service Tool - 3.0.3.0

Complaint

Wiki Cases **Complaint**

Global Search

Please give us as much information about the bike as possible.

Bike Information

* Brand
Test Bike

* Model Name
2026

* Frame Number
FN12345TEST2026

* Date of Purchase
Feb 4, 2025

Mileage ⓘ
6,500

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

Upload Files Or drop files

Documents

- Display image.png
- Drive Unit image.png
- Malfunction detail image.png
- Invoice_416194473364.pdf

Previous Next

NEED ANSWERS FAST?
WHAT YOU NEED HERE.

- [Service Dongle](#)
Dec 22, 2025
- [Cables & 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

Privacy Policy and Terms Imprint

[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
+31

* Phone number
850703187

Address

* Street
Siliciumweg 59

* City
Amersfoort

* Postal Code
3812SW

Country:
Niederlande

☐ Different Billing Address

NEED ANSWERS FAST?
FIND WHAT YOU NEED HERE.

[Service Dongle](#)
Dec 22, 2025

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

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

[Changing Belts Brose Magnesium Drive Unit -](#)
Nov 17, 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

36V Service Tool - 3.0.3.0

Complaint

Wiki Cases **Complaint**

Global Search

Please provide your bank details for processing the expense allowance.

Bank Account Information

* Account Owner
E-Mobility Service

* IBAN
NL10RABO0367233339

* BIC
RABONL2U

* VAT Number

You can find our current service rates [here](#)

☒ I agree to the [complaint conditions](#).

[Previous](#) [Next](#)

NEED ANSWERS FAST?
FIND WHAT YOU NEED HERE.

[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

[Privacy Policy and Terms](#) [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.

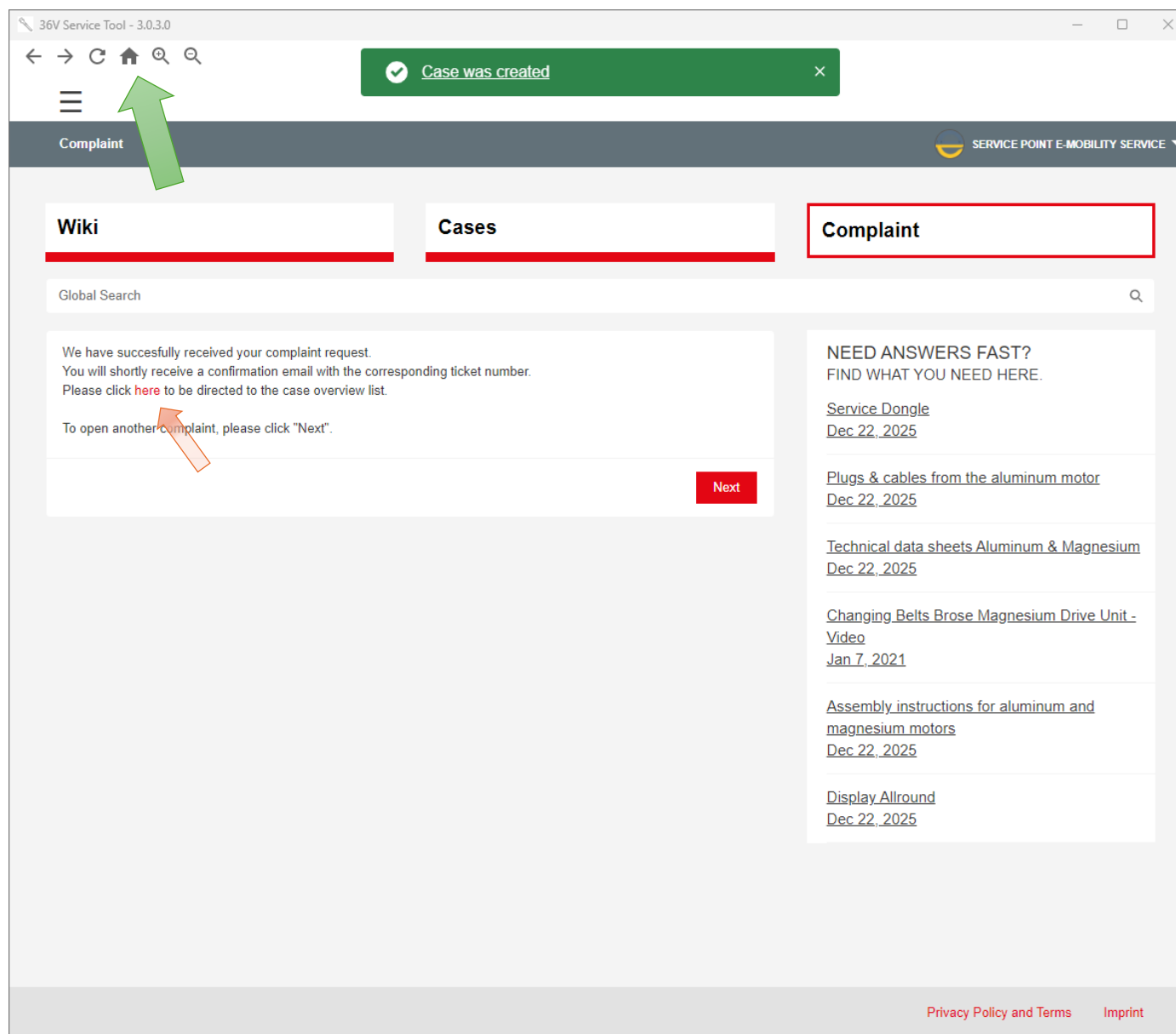
Er wordt geen compensatie uitgekeerd bij goodwill/coulance

[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

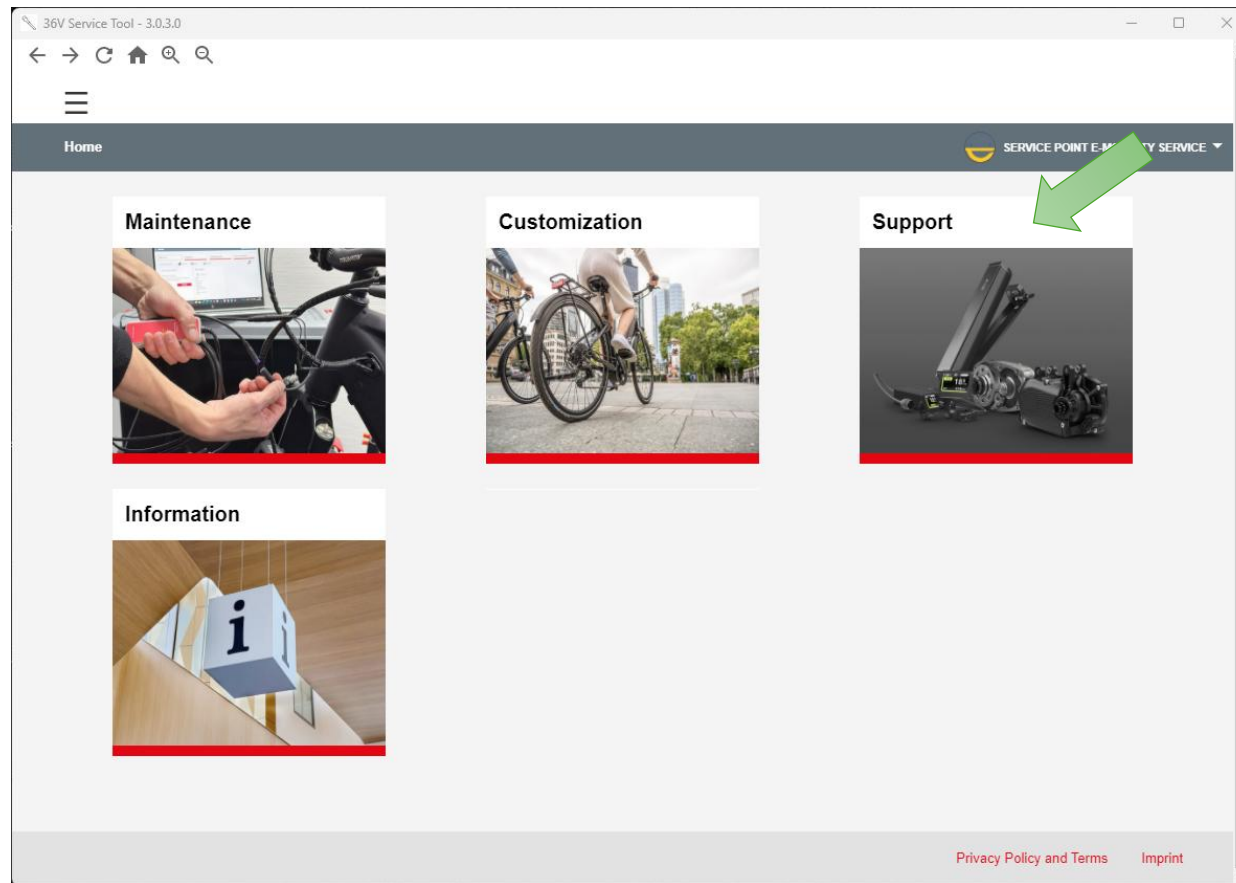
[FR] Le sinistre a maintenant été créé avec succès et vous pouvez accéder directement à l'aperçu des sinistres en appuyant sur « ici » ou accéder à l'aperçu de vos sinistres via l'écran principal.

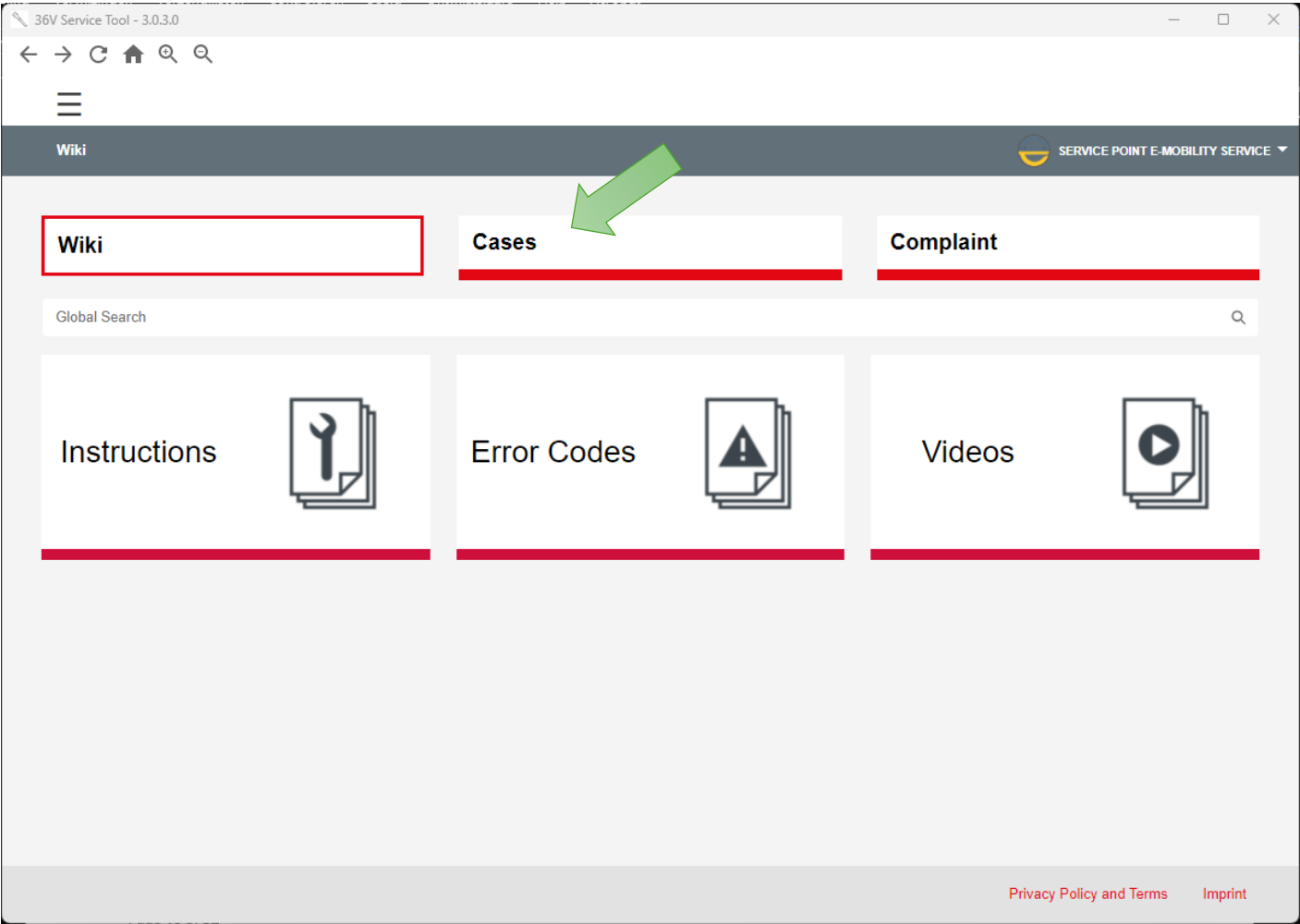
Pour vous donner le meilleur aperçu, nous passons en revue les étapes via le menu principal

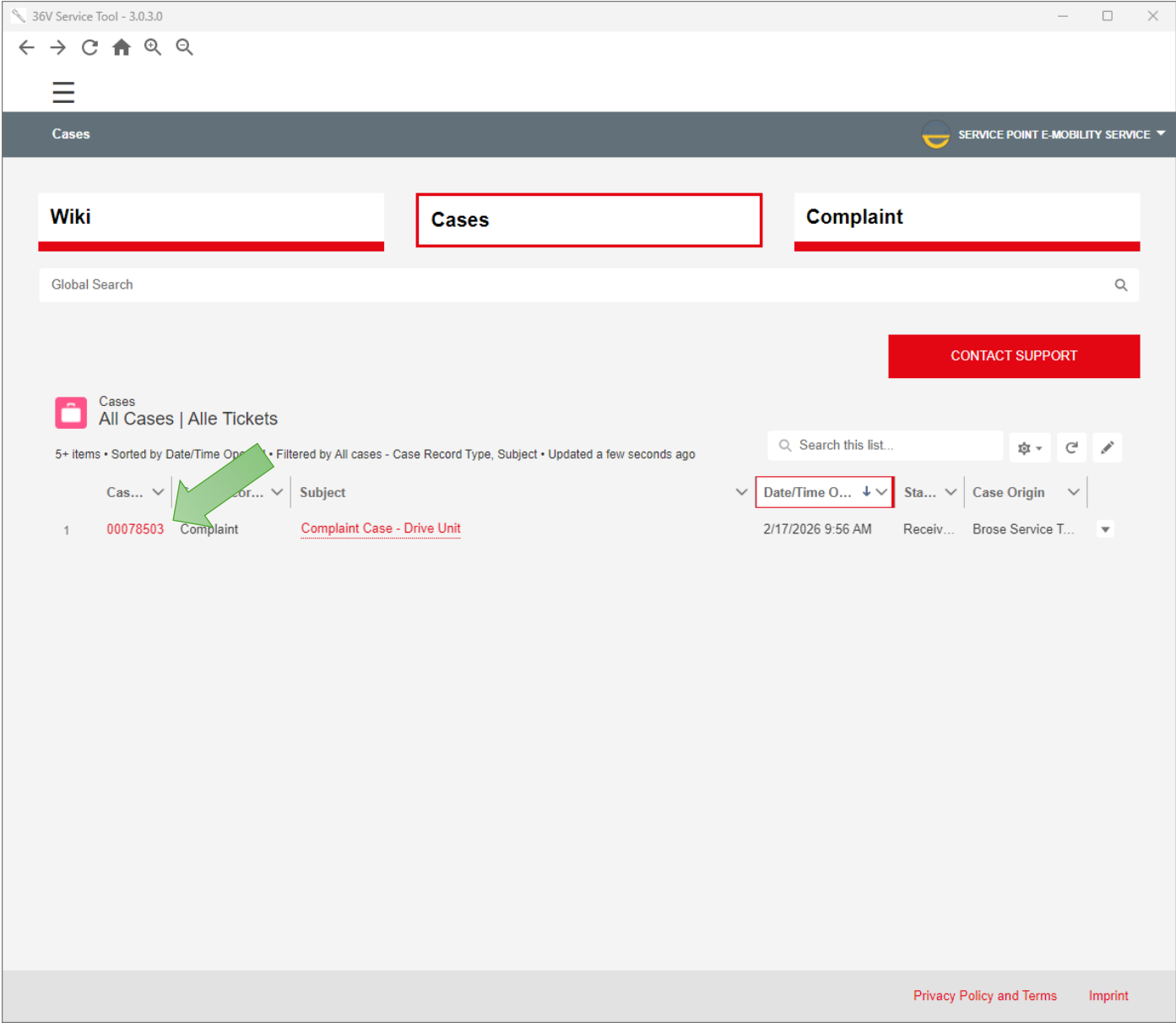
[EN] The claim has now been successfully created and you can go directly to the claim overview by pressing “here” or go to your claim overview via the main screen.

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

Claim overview:







36V Service Tool - 3.0.3.0

Cases

SERVICE POINT E-MOBILITY SERVICE

Wiki

Cases

Complaint

Global Search

Case

Complaint Case - Drive Unit

Printable View

Account Name

Complaint Type

Case Number

Status

Case Origin

Date/Time Opened

E-Mobility Service B.V.

Drive Unit

00078503

Received

Brose Service Tool

2/17/2026 9:56 AM

General Information

Subject

Complaint Case - Drive Unit

Complaint Type

Drive Unit

Status

Received

Priority

Normal

Description

Contact Information

Account Name

E-Mobility Service B.V.

Contact Name

Bikeshop E-Mobility Service

Email of Complaint Contact

bobthetester@e-mobilityservice.nl

Customer No.

00004003

Contact for Complaints

Testing Bob

Phone of Complaint Contact

+31850703187

Bike Information

Brand

Test Bike

Frame Number

FN12345TEST2026

Model Name

2026

Purchase Date

2/4/2025

Complaint data

Complaint Product

Drive T Alu 25 km/h horizontal

Serial Number

C91143-200260909-1-0001

Files (3+)

invoice-R2025.0001249999

Feb 17, 2026 • 184KB • pdf

Display image

Feb 17, 2026 • 523KB • png

Drive Unit image

Feb 17, 2026 • 523KB • png

View All

New Comment

Submit

Submit and Close Case

Case Comments (1)

CREATED BY

COMMENT

CREATED

Service point E-Mobility Service

New File uploaded: Invoice_416194473364

Feb 17

[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

