

J

QUICK START

J am not a bike
but a brand-new day

{TNOUSTACHE
smiling machines



If you are holding this guide in your hands, it means that you are about to experience a new day at the helm of your new J.

J is a little gem of technology and features, so we have a few pieces of advice to offer to ensure that this experience is as magical as we envisioned it.

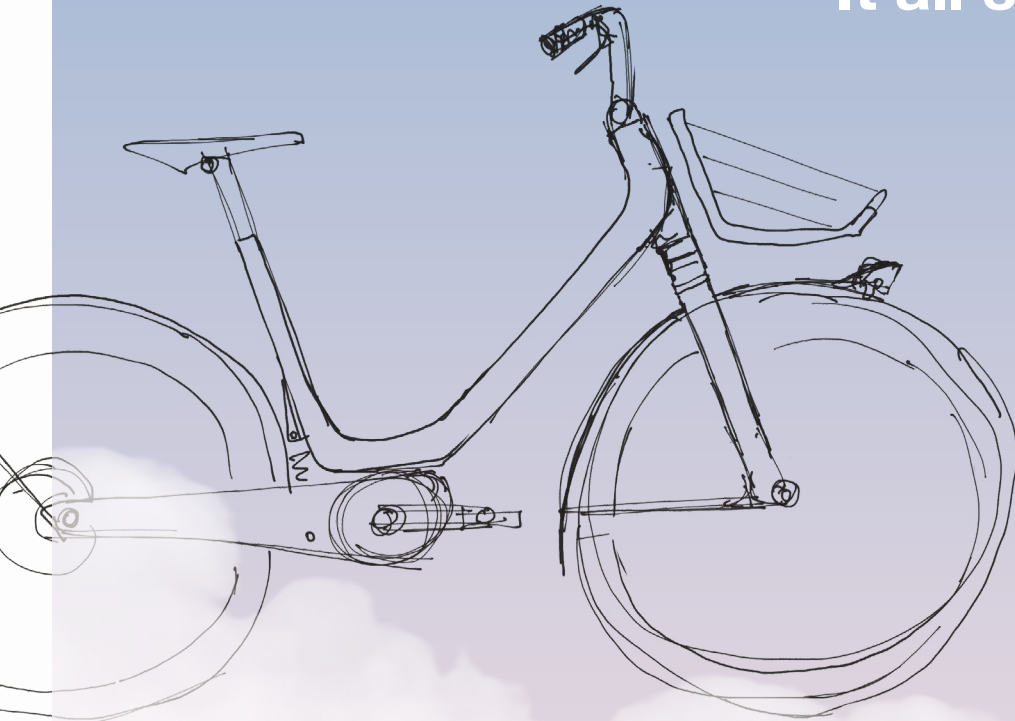
Of course, this guide does not replace the knowledgeable and personalized advice of our authorized Moustache dealers. Don't hesitate to reach out to them with any questions regarding your J.



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It all started with a dream...



J, original sketch *Emmanuel Annotot*, co-founder of Moustache

We dreamed of a bike that was more open and comfortable than ever before, a bike that would go farther than anything we had made before. A magical bike that would inspire people to take up cycling or rediscover the joy of riding a bike.

We dreamed of producing this bicycle entirely in France, as close to home as possible, with a short supply chain, by reviving skills that had been neglected in France for years.

We wanted J to embody the pioneering spirit of Moustache, to represent a new day for cycling pleasure, and a new approach to designing and manufacturing a bike.

But turning the dream into reality was not easy. It took three years of effort from our teams and partners. Three years of pushing our boundaries, three years that gave even more meaning to the Moustache adventure!

A Magical Combination

Minimalist luggage rack with integrated QL3 supports for compatible bags or suspended luggage rack with MIK HD platform compatible with a baby seat or panier

Moustache tubular fenders, sturdy, stable, and enveloping

Comfortable saddle and dropper seatpost with handlebar mounted lever for easy foot placement on the ground

Next-generation anti-theft protection with eBike Lock and eBike Alarm features (via Bosch ConnectModule) included as standard

Moustache ergonomic handlebar and adjustable stem providing a highly elevated and ultra-comfortable riding position

Powerful 100 lux integrated and adjustable front light

Adjustable dual suspension providing regal comfort without wasting energy

A frame consisting of only two parts, connected by an axle and two oversized bearings, simultaneously open, rigid, and suspended, without any welds, sleek, incorporating cables, Bosch ConnectModule tracker, motor, and battery

Belt drivetrain and continuous variable gear-shifting, user-friendly and maintenance-free (on "Enviolo" versions)

Moustache Magic Grip Control hydropneumatic rear shock magically smoothing out all obstacles

Bosch Performance Line drive unit with a Bosch 500 or 625Wh battery + optional Bosch PowerMore additional 250Wh battery



J

REGISTERING YOUR BIKE

Before you begin...

We invite you to register your new J in your personal Moustache account by scanning the unique Moustache Code on your bike or by using the following QR code:



Your account allows you to centralize all your Moustache bikes (even if it's your first one, of course!), access a wealth of useful technical information about your bike, and simplify the mandatory status change in case of resale or theft. This step will significantly increase the chances of recovering your bike if it's ever found.

Note: Bike marking does not protect you from theft.

For enhanced protection, remember to use an appropriate lock according to the bike's usage, and also activate the eBike Lock and eBike Alarm features (more information on page 21).

J



1/ ADJUSTING YOUR BIKE



When you purchase your J from an authorized Moustache dealer, they fine-tune your bike to perfection based on your height and weight. However, if you want to lend your bike to someone or if your weight (or height!) changes, here are some useful tips for making your own adjustments if you wish ;-D

You can find all the adjustments
in the user manual:



1.1

SADDLE POSITION

SADDLE HEIGHT:

- Sit on the bike, leaning against a wall to place both feet on the pedals.
- Place your heels on the pedals and turn the cranks to the lowest position as shown in the illustration.
- Your leg should be slightly bent, almost straight, in this position.

Now, it's up to you to fine-tune the saddle height based on your comfort. You may need to lower the saddle slightly more.

Be cautious not to raise the saddle too high, as this can lead to imbalance and muscular or joint discomfort.

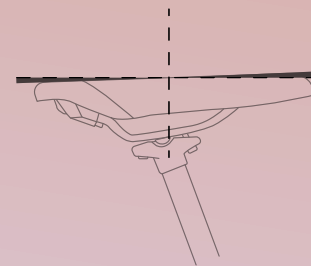


How to adjust the saddle height:

Grab a 5mm Allen key and loosen the seat collar (see zoomed-in photo). Set the desired saddle height. Next, tighten the collar (torque to 7 Nm—see user manual).

FURTHER INFORMATION:

The tilt of your saddle can also be adjusted according to your anatomy and preferences. For an optimal position that best complements the use of the suspension, the saddle should be tilted slightly backward (see illustration). If the adjustment does not feel right



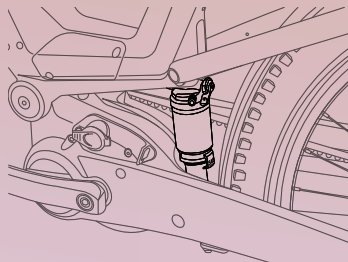
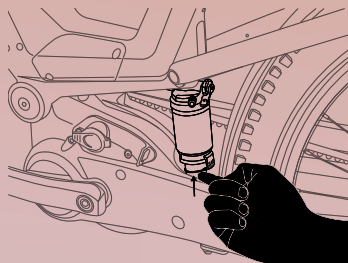
or comfortable, do not hesitate to contact your authorized Moustache dealer for assistance.



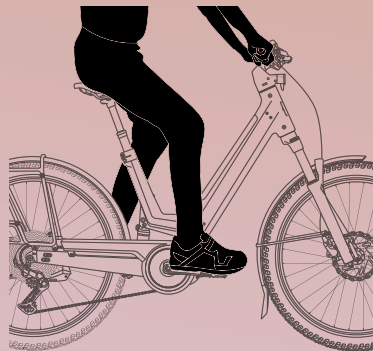
1.2

REAR SHOCK ADJUSTMENT (or SAG for the experts) ;-{D

SAG adjustment allows you to tailor the performance of your shock to your weight, making you feel like you're always riding on a cloud!



1. Slide the o-ring (red color) up against the shock's body, as shown in the picture.



2. Sit on the bike in a normal, stable position with both feet on the pedals and without applying the brakes. Then, dismount the bike smoothly.

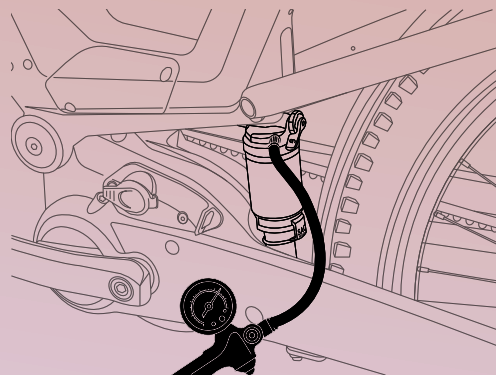


The plastic clip labeled "SAG Adjuster" should be aligned with the o-ring. If the o-ring ends up below, it means your shock needs more air. Conversely, if the o-ring ends up above, there is too much air in the shock.

1.2

To adjust your shock, **you will need a high-pressure pump**. The complete and detailed instructions for the adjustment procedure can be found in the user manual delivered with your bike or on our website.

Don't hesitate to contact your authorized dealer for assistance with this procedure.



How do I adjust my shock?

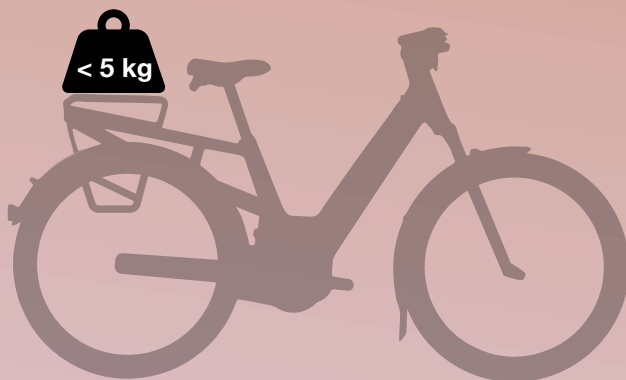
TOTAL WEIGHT OF THE RIDER + EQUIPMENT (IN KG)	SHOCK J. ON / ALL		SHOCK J. OFF	
	PRESSURE (IN PSI)	CLICKS (From closed position)	PRESSURE (IN PSI)	CLICKS (From closed position)
50-55	126	13	105	15
55-60	135	12	113	14
60-65	143	11	121	13
65-70	152	10	129	12
70-75	160	9	138	11
75-80	169	8	146	10
80-85	177	7	154	9
85-90	186	6	162	8
90-95	194	5	170	7
95-100	203	4	178	6
100-105	211	3	186	5
105-110	220	2	194	4
110-115	228	1	202	3

Basic settings for the Magic Grip Control shock.

1.3

SHOCK STIFFNESS

When you load the suspended luggage rack, we recommend stiffening the shock to the closed position to compensate for the extra weight and maintain the bike's performance:



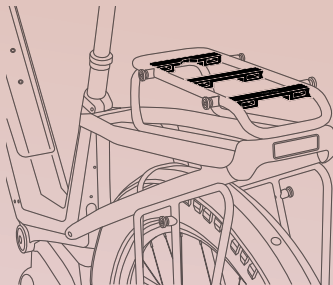
1.4

TRANSPORTING CHILDREN AND LUGGAGE



Suspended luggage rack

MOUNTING STANDARDS



MIK HD platform

COMPATIBLE ACCESSORIES

MIK accessories:

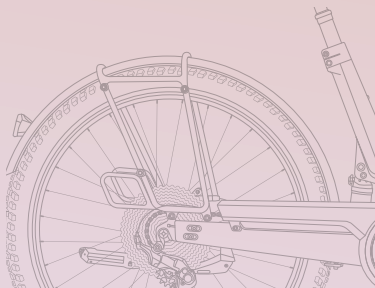
- Easy to use, they clip on and off
- Wide variety of compatible accessories

Specific MIK HD accessories for transporting children:

- Easy to use, they clip on and off
- Can support a weight of up to 27kg



Light luggage rack



QL3 mounts

QL3 mounts for attaching compatible side panniers

Removable QL3 side mounts for attaching "standard" hook panniers.

1.5

TIRE PRESSURE

It's important to have the right pressure depending on your bike's load and the terrain you're riding on.

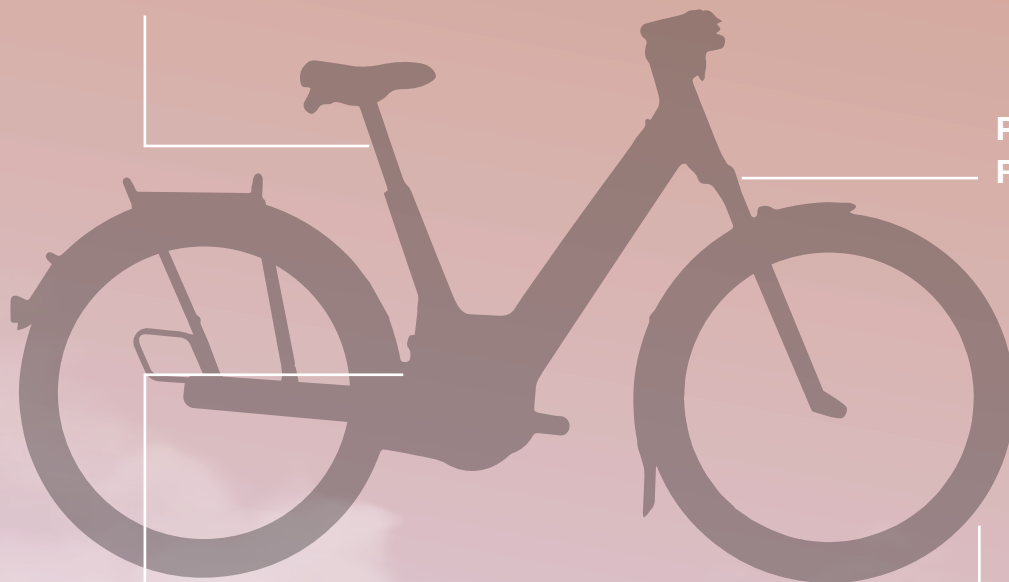
Here are the recommended tire pressures for your J:

	TOTAL WEIGHT OF RIDER + LOAD		
	< 65kg	65kg < ... < 85kg	> 85kg
J. on	~ 1,8 bar	~ 2 bar	~ 2,2 bar
J. all	~ 1,5 bar	~ 1,7 bar	~ 1,9 bar
J. off	~ 1,3 bar	~ 1,5 bar	~ 1,7 bar

1.6

MY SETTINGS

Saddle height: mm



Pressure: PSI
Rebound: Click

Pressure: PSI
Rebound: Click

Pressure: Bar



2/ STARTING YOUR DISPLAY

Peace of mind!!

Your J is equipped with the Bosch Smart System, which provides you with a range of practical and security features, and connects directly to your smartphone.

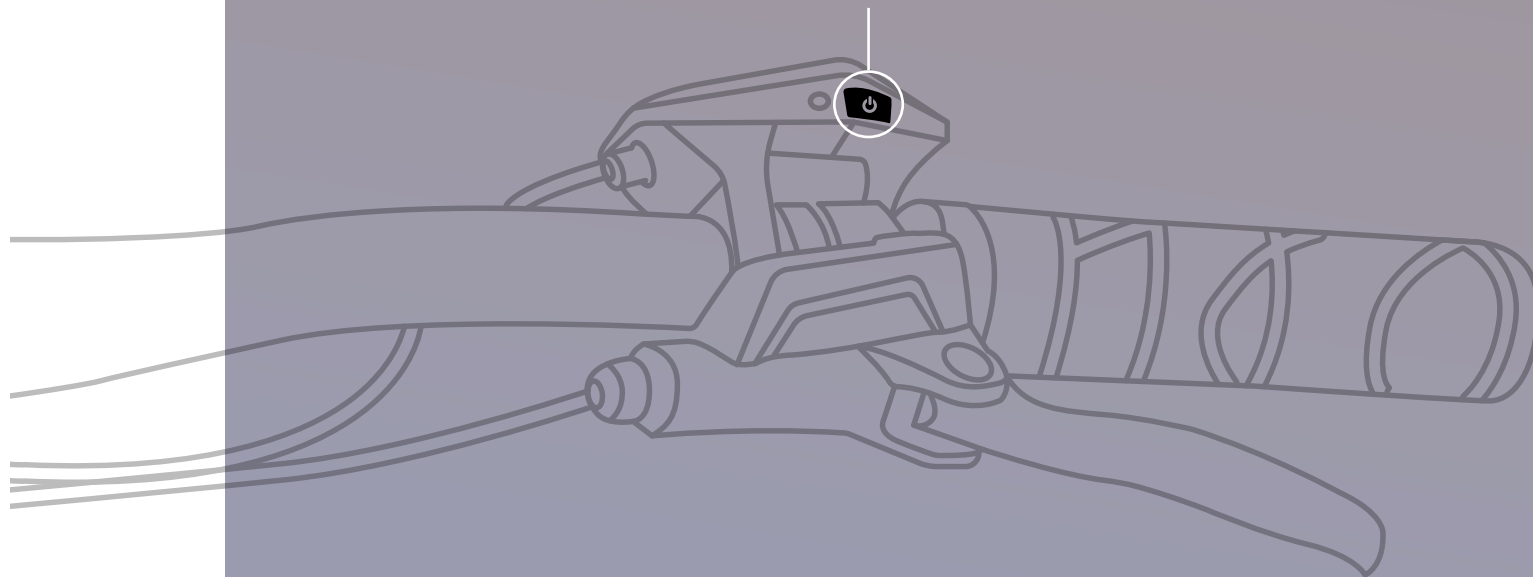


Discover the basic functions of your Kiox 500 on-board computer here, and find the complete details in the Bosch manual.

2.1

STARTING THE BIKE

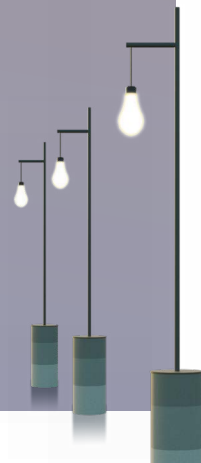
Switch your bike on and off by pressing the “POWER” button.



2.2

LIGHTING

Press and hold the (+) button on your controller for 2 seconds to turn the bike lights on or off.

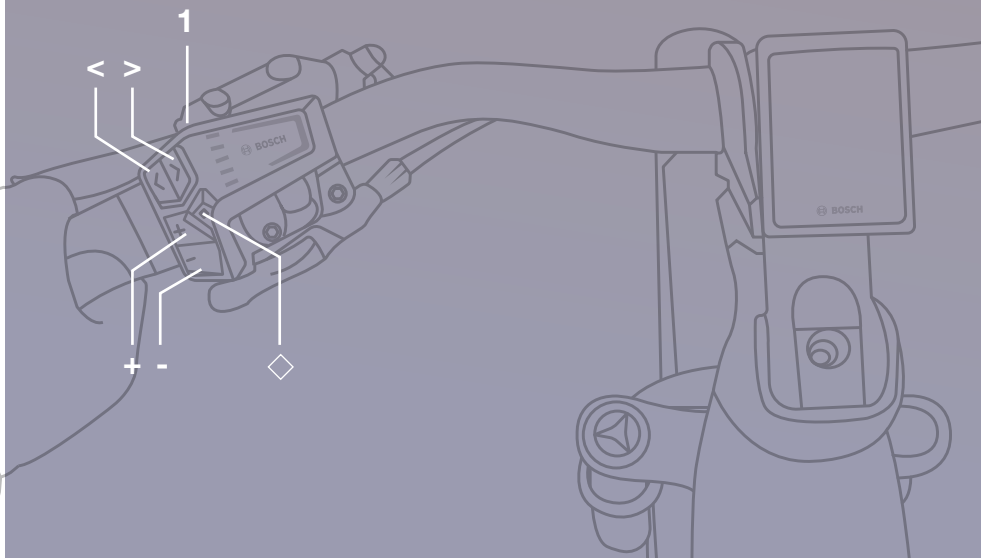


2.3

LED REMOTE CONTROL

Switch your bike on and off by pressing the “POWER” button.

- Start the bike with the (1) button (rear side of the controller)
- Increase the assistance level or scroll up with the (+) button
- Decrease the assistance level or scroll down with (-)
- Scroll right with (>) (to navigate between displays or menus)
- Scroll left with (<)
- Validate (short press) or access advanced settings (long press) with (◇)



The controller can be used with multiple display screens:



- Your smartphone placed on the SmartphoneGrip with the eBike Flow app.



- The Kiox 500

2.4

KIOX 500 DISPLAY

Press and hold the (+) button on your controller for 2 seconds to turn the bike lights on or off.

Battery
charge status

Bike
lighting

Assistance
level



Speed

Other information available
by operating the navigation
buttons on the LED REMOTE
(<), (>) and (◇):

- Estimated remaining range (in km)
- Battery charge status
- Maximum speed and average speed
- Distance traveled and total bike mileage
- Current trip duration
- Energy consumed during the journey
- Power and cadence, current and average



2.5

FOR EVEN MORE PROTECTION

For optimized protection, your J comes stock with the eBike Lock and eBike Alarm features thanks to the integrated Bosch ConnectModule in the frame.

The eBike Lock prevents the motor of your bike from starting in the event of a theft attempt, and can be unlocked using your smartphone or display.

The eBike Alarm is a GPS tracker that provides real-time location tracking for your bike and emits an audible signal in case of theft. This feature automatically activates when you turn off your bike (subscription required).

To access all of these features, it is necessary to pair your bike with your smartphone using the Bosch eBike Flow app.

Then, let us guide you through the activation of these features:

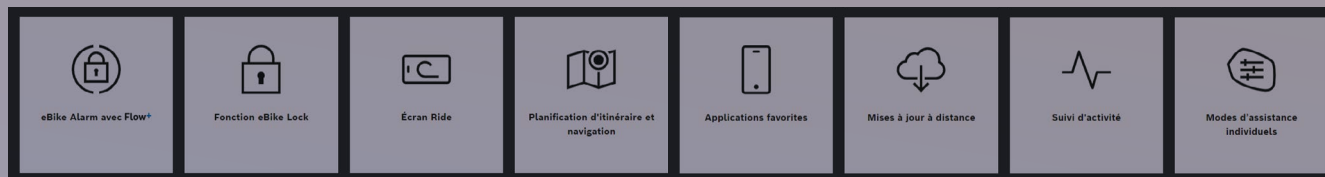


2.6

eBIKE FLOW APP

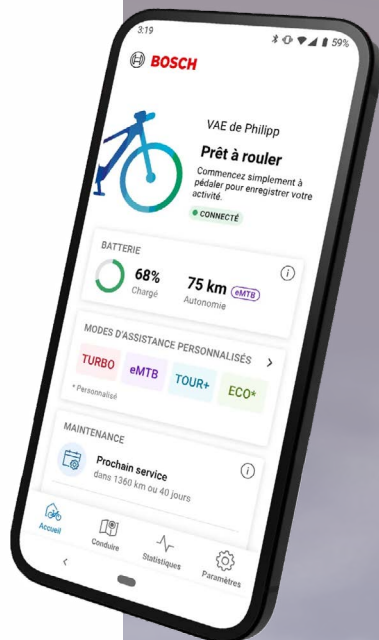
An arsenal of next-generation anti-theft protection

For optimized protection, the J comes stock with the integrated Bosch ConnectModule in the frame, offering numerous features, especially through the eBike Flow app:



- **eBike Alarm:** (requires a Flow+ subscription): audible alarm and bike location tracking in case of theft.
- **eBike Lock:** your smartphone or display becomes the key that activates and deactivates pedal assistance.
- **Ride screen:** your smartphone serves as the display while riding.
- **Route planning and navigation:** display of the route on your screen.
- **Synchronization of data:** with your favorite apps (Komoot, Strava, or others).
- **Remote system updates:** download them directly through the eBike Flow app.
- **Activity tracking:** record your workout and fitness metrics.
- **Customization of assistance modes:** Assistance, dynamics, maximum torque, and maximum speed—you decide what you need.

2.6



STEP 1

Download the app from the **App Store** or **Google Play Store** and install it.



STEP 2

Launch the app and register your Flow account using your SingleKey ID.



STEP 3

Connect your eBike with the eBike Flow app. Now you're ready to use your eBike with the smart system.



Flow+

STEP 4

Get Flow+ for access to the eBike Alarm premium service – for additional theft protection.

2.7

ASSISTANCE MODES

Adjusting the assistance mode allows you to increase or decrease the power delivered by your motor, thereby saving battery life. You can change the mode at any time during your journey or while stopped. You can also customize your assistance modes using the eBike Flow app.

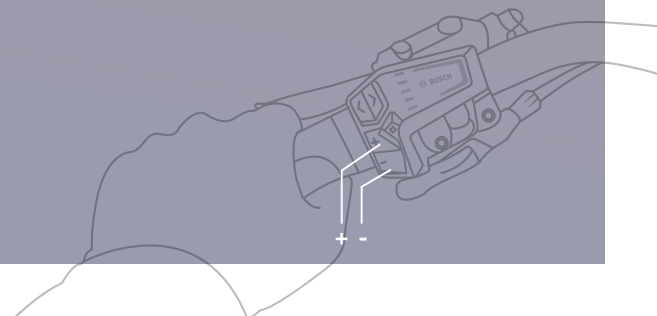
J. ON & ALL

- **Turbo** : Direct and powerful assistance at maximum power even at high pedaling speeds to conquer steep slopes.
- **Auto** : No manual change of assistance mode required on slopes or in headwinds.
- **Tour** : Uniform assistance for leisurely rides. This allows for a long battery life.
- **Eco** : Reduced assistance, allowing for an increase in maximum autonomy.
- **Off** : No assistance, all screen features are available.

J. OFF

- **Turbo** : Direct and powerful assistance at maximum power even at high pedaling speeds to conquer steep slopes.
- **eMTB** : Dynamic assistance for a natural pedal feel and optimal control for e-mountain biking.
- **Tour+** : Continuous assistance for energy-efficient riding and a natural pedal feel during sporty rides.
- **Eco** : Reduced assistance, allowing for an increase in maximum autonomy.
- **Off** : No assistance, all screen features are available.

You can switch between modes using the (+) and (-) buttons on the LED Remote.



2.8

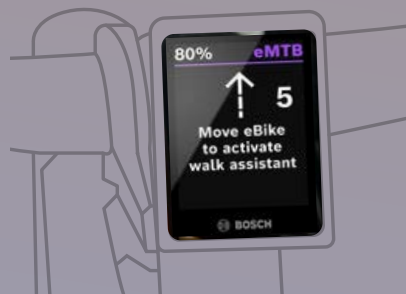
WALK ASSIST

The motor provides slight assistance when you push the bike without having to pedal, which is particularly useful for pushing your J up a hill, for example.

Follow these steps to activate the assistance:



Press and hold the (-) button for 2 seconds.



Push the bike to activate walk assist.



When your screen displays the information shown above, you can activate the motor assistance by holding down the (-) button.

The assistance automatically deactivates when you stop pushing the bike and do not press the (-) button. You can deactivate it directly by pressing the (+) button.

J

3/ GETTING AROUND WITH J

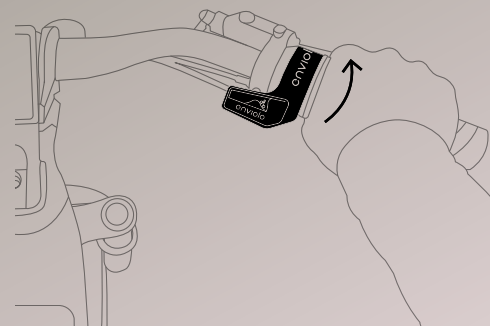


3.1

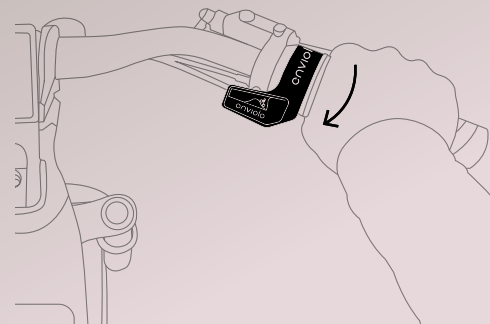
SHIFTING GEAR (Enviolo)

If your J is equipped with a rear hub integrated drivetrain (Enviolo) and a belt, shifting gears is done gradually and smoothly, with or without pedaling, as follows:

To make pedaling easier (when starting or going uphill), turn the right handle in the direction indicated by the arrow until you reach a comfortable pedaling cadence.



Conversely, when riding on flat terrain or downhill, adjust the pedaling comfort by turning the handle in the opposite direction.



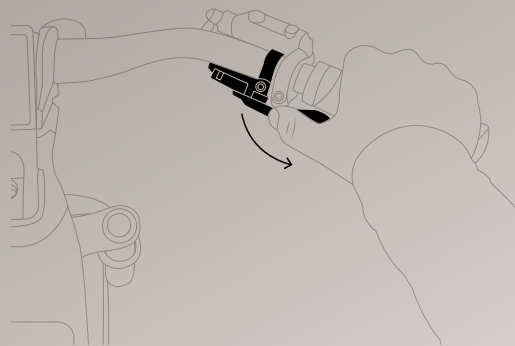
The motor is more efficient when the gear ratio is appropriate (you should not feel like you're pedaling "hard").

3.1

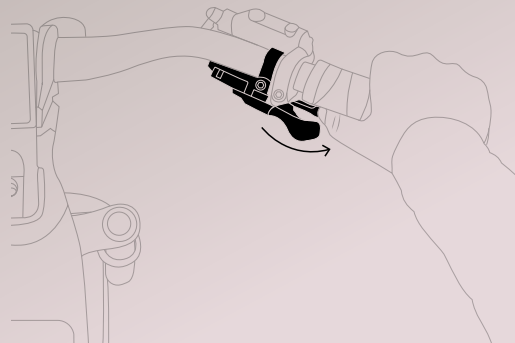
SHIFTING GEAR (Cues)

If your J is equipped with a derailleur drivetrain (Shimano Cues) and a chain, shifting gears must be done while pedaling, as follows:

To make pedaling easier (when starting or going uphill), use the gear lever shown above with your thumb to increase pedaling cadence.



Conversely, when you are picking up speed, riding on flat terrain, or going downhill, adjust the pedaling comfort by using the rear lever with your thumb or index finger as shown above



The motor is more efficient when the gear is suitable (you should not feel like you're pedaling "hard").

3.2

DROPPER SEATPOST

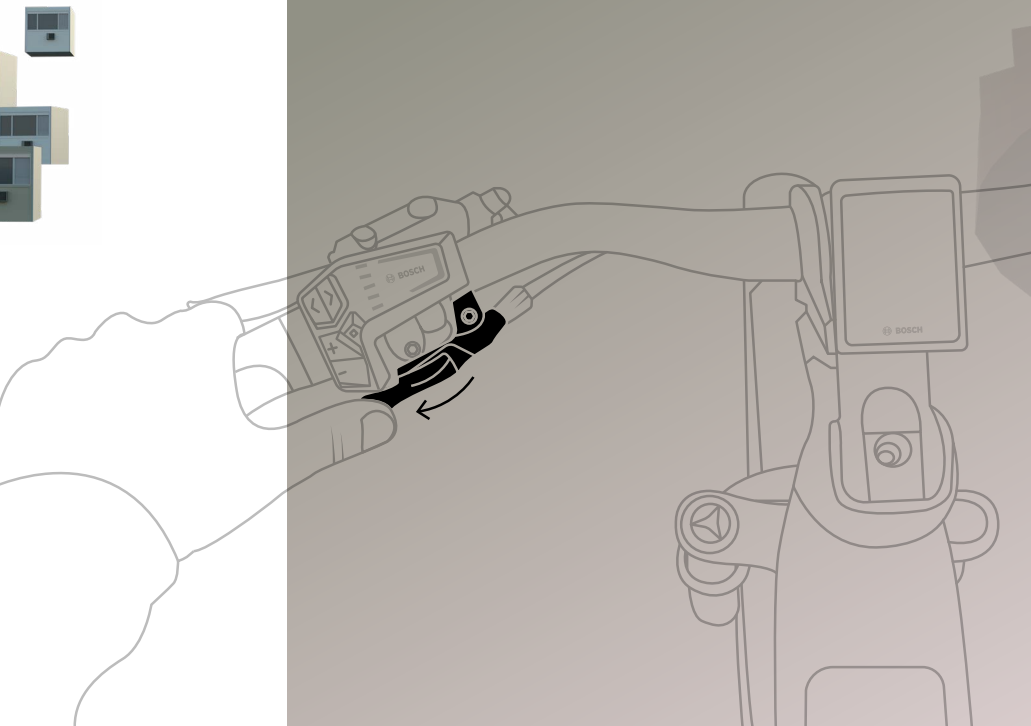
The dropper seatpost allows you to adjust saddle height while riding. This is particularly useful for putting both feet flat on the ground when you stop.

To lower the seat (when stopped)

Sit on the saddle (applying your weight) and use the left lever on the handlebar to lower the seat.

To raise the seat (riding position)

Stand up on the pedals and use the left lever on the handlebar to raise the seat.

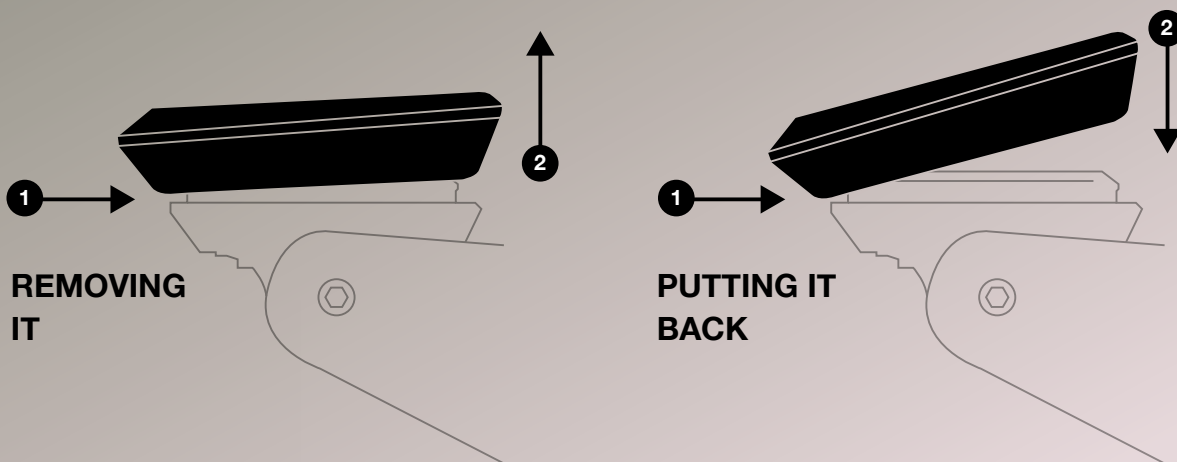


3.3

SECURING YOUR BIKE

Your Kiox display is valuable, and we recommend removing it every time you leave your J!

Since the last update of the Flow App, the display can now be used as an unlocking key when the eBike Lock is activated (similar to the phone). You can choose either one in the app. Furthermore, if the eBike Lock feature is activated, you can use it as an unlocking key by selecting it in the Flow app settings.



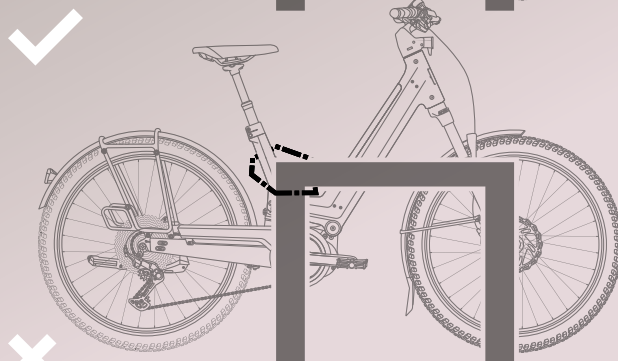
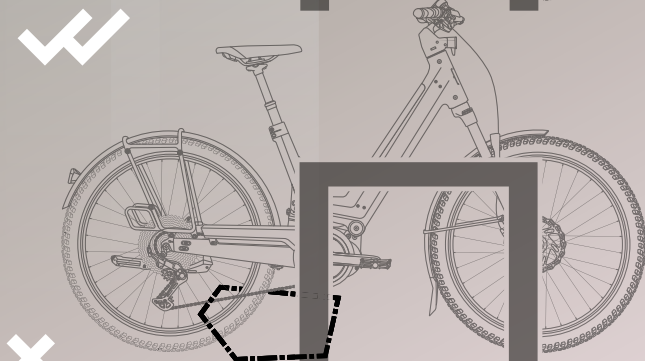
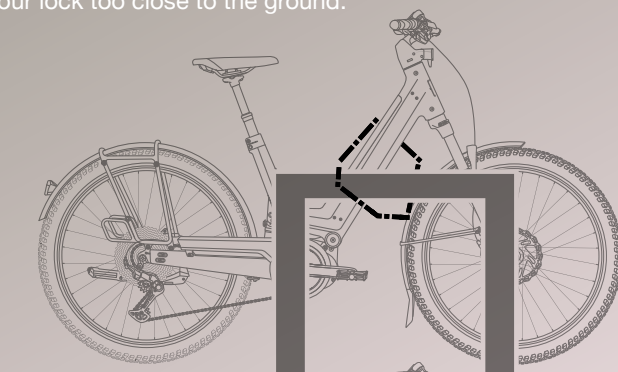
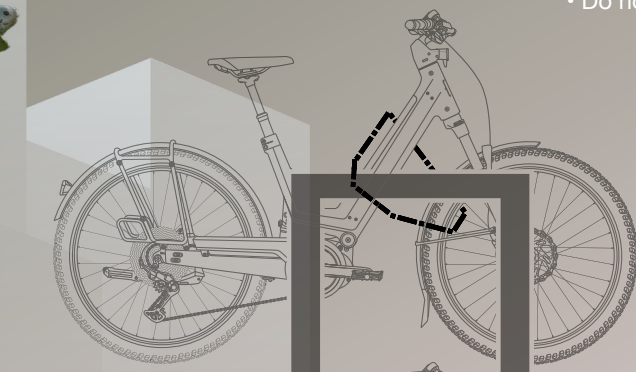
Don't force it. If the display does not detach from its mount easily, it means you are not making the right movement.

3.3

SECURING YOUR BIKE

Don't forget to secure your bike with a good lock:

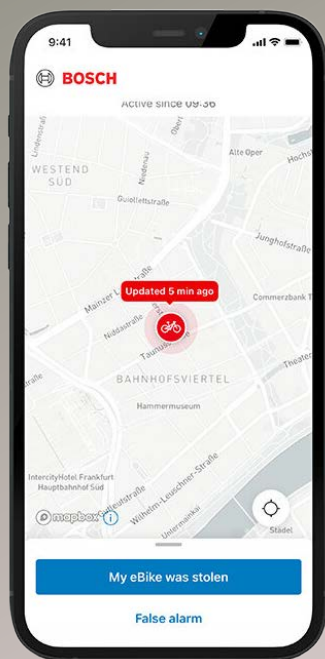
- Thread it through the front wheel, around the central tube, and through a piece of street furniture when possible to maximize security.
- If you cannot place it as described above, at least pass it around the central tube.
- Do not place your lock too close to the ground.



3.3

SECURING YOUR BIKE

As a reminder, you can access optimized protection by pairing your bike with your smartphone using the Bosch eBike Flow app thanks to the Bosch ConnectModule integrated into the frame:



- Activate the eBike Lock & eBike Alarm services to be able to remotely block the electric assistance and trigger an alarm when your bike is moved without your authorization.
- Activate the integrated GPS tracker in your bike to be able to track its position remotely and in real-time.

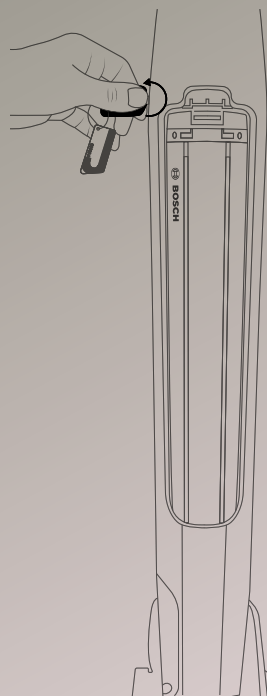


3.4 BATTERY

You can remove your battery to secure it, recharge it, or simply store it away from cold, heat, or humidity.



1. Remove the battery cover



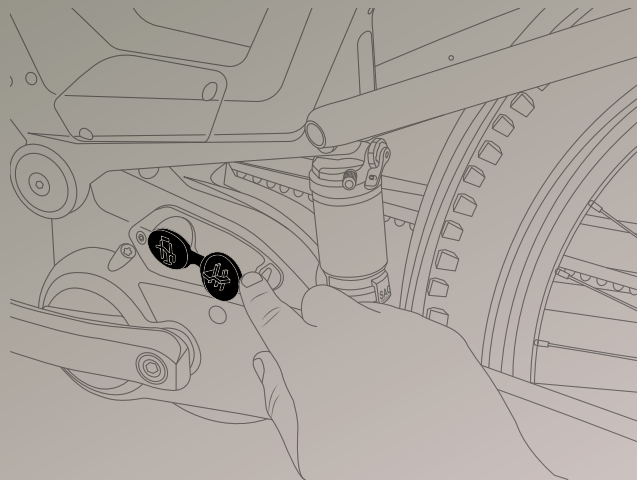
2. Turn the key clockwise to release the battery from the compartment



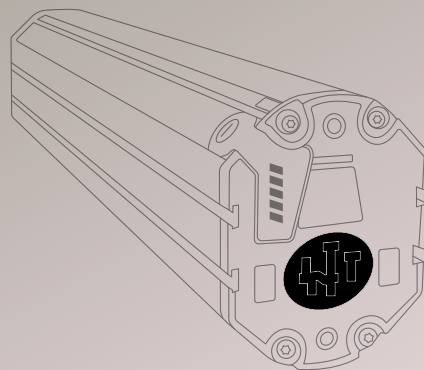
3. Remove the battery by pressing the upper notch and pulling it toward you

3.4

You can charge the battery directly on the bike or off the bike.



ON THE BIKE



OFF THE BIKE

Charging time: 2.1h for 50%, 4.9h for 100%

To maximize the battery's lifespan, park your bike in the shade on hot summer days, store the battery at room temperature with a charge level between 30% and 60% during idle periods.



3.5

RIDER EQUIPMENT

A HELMET :

Recommended for every ride!

Make sure it complies with the EN 1078 standard.

Helmets are mandatory in France for children under 12 years of age.

GLOVES :

Regardless of your cycling activity, whether it's mountain biking, riding on various terrains, or in the city, gloves provide you with additional protection, ensure a good grip on the handlebars, and can keep you warm in colder conditions!

APPROPRIATE CLOTHING FOR OUTDOOR CONDITIONS :

In case of rain, make sure you equip yourself with rainproof clothing suitable for cycling. These should not restrict your field of vision or your movements, and should make you visible in traffic. In low-light conditions, wear clothing that makes you visible.



Discover a new day
by diving into the J universe

{NOUSTACHE
smiling machines