

GIANT CONTACT SWITCH E+

USER MANUAL



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1. INTRODUCTION

Congratulations on the purchase of your new GIANT CONTACT SWITCH E+. The all-new CONTACT SWITCH E+ is a power driven, remotely controlled dropper seatpost. Thanks to the latest GIANT RideControl Ergo 5 remote switch and Smart Gateway 2.0, a cleaner cockpit and full integration, added with customization features are now for you to experience.

Operating power is sourced from the bike main battery, eliminating the need for constant battery check. To make it further future proof, the motor inside supports firmware update, and accepts a wide range of voltage input.

Durability is key, CONTACT SWITCH E+ has been through numerous lab tests and vigorous field tests. Waterproof rated at IPX7. All these to ensure your ride never compromised, rain or shine.

100mm, 140mm, 170mm and 200mm travel options to suit most riders' fitting demands.

⚠CAUTION

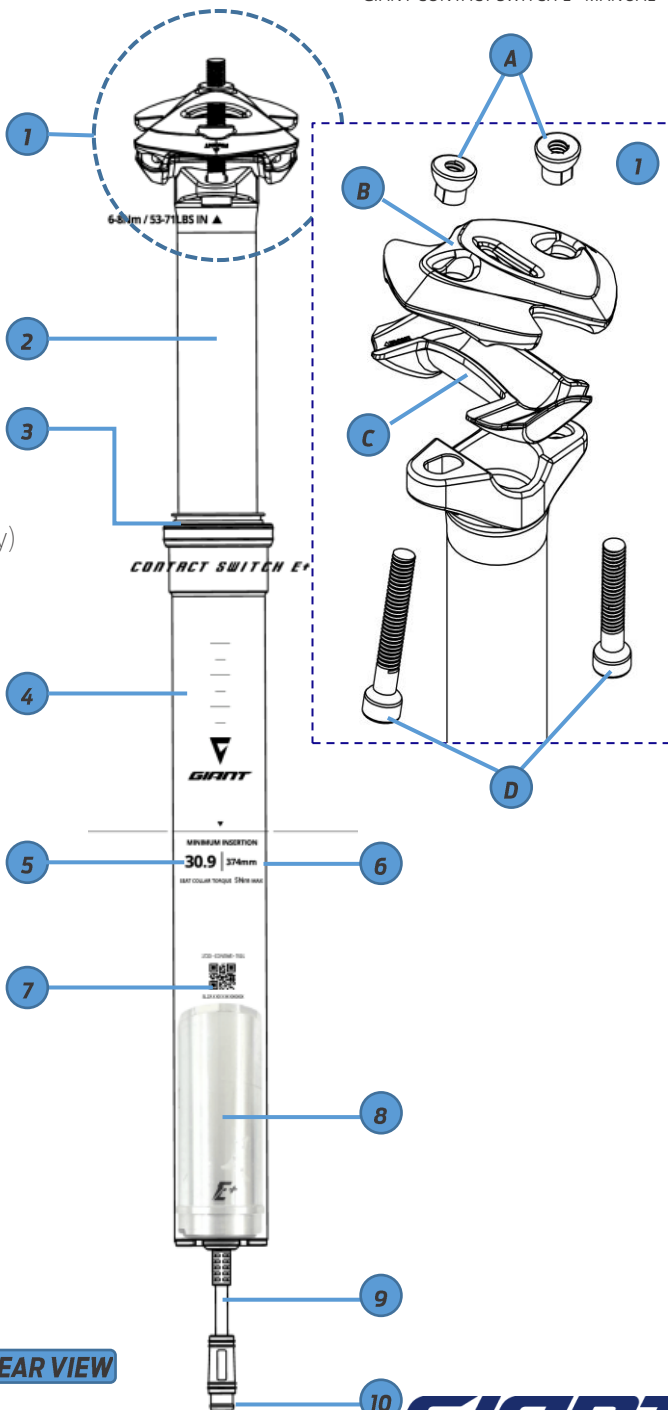
Please read the instructions thoroughly before installing and using this seatpost. Failure to follow the instructions may result in serious injury or death.

1. Adjusting saddle height while moving can cause loss of control.
2. Never ride with a CONTACT SWITCH E+ seatpost that is modified. Any modifications will void the warranty.
3. Loose, over-tightened, damaged, or worn parts may cause unexpected malfunction. Periodically check the seatpost for wear or damage. If there are any indications of wear, cracks, or dents shown on the seatpost or any of its parts, stop using the seatpost immediately and find an authorized GIANT dealer for inspection, repair or replacement.
4. Please check that all bolts on the CONTACT SWITCH E+ seatpost have been properly fastened within the recommended torque settings before you ride.
5. Over-tightening the seatpost clamp will affect the height-adjustment functionality of the seatpost, please find the recommended clamping torque etched on the seatpost clamp or in the bicycle user manual.

Item	Specification
Power Input	12V~54.6V
Waterproof Rating	IPX7
Communication Interface	CAN-Bus
Storage Temperature	-30°C ~ 80°C
Operating Temperature	-20°C ~ 60°C

2. PARTS LIST

- ❶ Saddle clamp assembly
- ❷ Upper tube
- ❸ Wiper
- ❹ Lower tube
- ❺ Post diameter (mm)
- ❻ Overall length
- ❼ Production serial number
- ❽ Motor (mounted internally)
- ❾ Connection wire
- ❿ Connection plug



❶

- Ⓐ Saddle clamp nut (M6)
- Ⓑ Saddle clamp - Upper
(7mm / 7x 9mm/ 7x10mm rail)
- Ⓒ Saddle clamp - Lower
(7mm / 7x 9mm/ 7x10mm rail)
- Ⓓ Saddle clamp bolt (M6 Hex),
Torque: 6 - 8 Nm

REAR VIEW

GIANT

3. DIMENSIONS

TRAVEL: 100MM

1	Travel	100mm
2	Total Length*	374mm
3	Max Extension	224mm
4	Min Insertion	150mm
5	Diameter	30.9mm
6	Wire length	64.5mm
	Weight	584 ±10g

TRAVEL: 140MM

1	Travel	140mm
2	Total Length*	457mm
3	Max Extension	307mm
4	Min Insertion	150mm
5	Diameter	30.9mm
6	Wire length	64.5mm
	Weight	657 ±10g

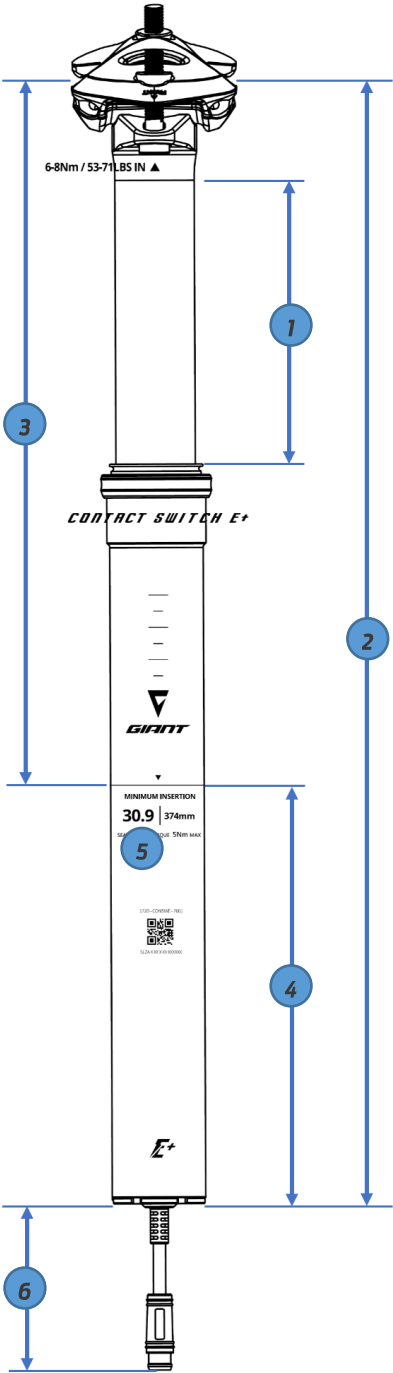
TRAVEL: 170MM

1	Travel	170mm
2	Total Length*	514mm
3	Max Extension	344mm
4	Min Insertion	170mm
5	Diameter	30.9mm
6	Wire length	64.5mm
	Weight	720 ±10g

TRAVEL: 200MM

1	Travel	200mm
2	Total Length*	574mm
3	Max Extension	384mm
4	Min Insertion	190mm
5	Diameter	30.9mm
6	Wire length	64.5mm
	Weight	777 ±10g

* A variation of ±5mm overall length may be expected. This is normal and is due to manufacturing tolerance.



4. SPECIAL NOTE ON TRAVEL CHANGE

Existing CONTACT SWITCH E+ users may wish to use a different travel dropper post to suit their riding style. Please be aware that not every CONTACT SWITCH E+ is always 100% exchangeable with the version currently equipped & may cause some interference issues. Please study this chapter & the accompanying compatibility chart before proceeding.

⚠WARNING

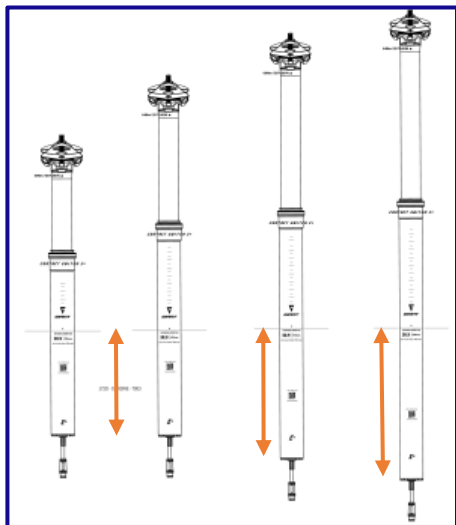
Failure to comply this special note may result in frame damage which is not covered in warranty.

To use a longer travel dropper than you currently have

To maintain the same saddle height, more post insertion is then required.

Contrary to conventional, non-e-droppers, CONTACT SWITCH E+ requires a notable amount of minimum insertion to achieve structural soundness; therefore, insertion induced clearance issue should be taken into consideration.

Said clearance issue may occur at the area where the bottom of the post contacts the frame internal structure.



NOTE ON POST INSERTION



To use a shorter travel dropper

To maintain the same saddle height, less post insertion is required. This is less of a concern.

T100 & T140

Both require the same 150mm of min. insertion.

To change travel options between these two is structurally acceptable.

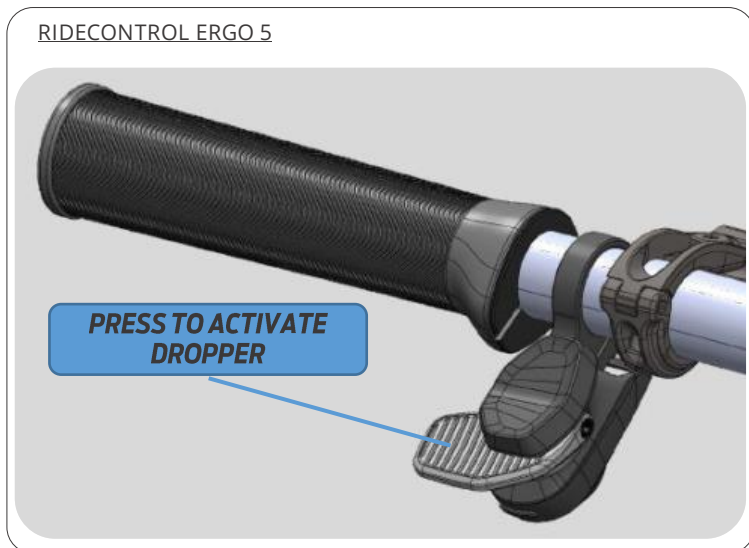
T170 & T200

These two travel options further require more min. insertion; therefore, changing the travel option is more likely to cause interference issue. In general, do not change travel option to a longer one compared to what originally came with the bike.

Current Target	T100	T140	T170	T200
T100	OK	OK	OK	OK
T140	OK	OK	OK	OK
T170	NO	NO	OK	OK
T200	NO	NO	NO	OK



5. REMOTE SWITCH AND HOW TO CONTROL



CONTACT SWITCH E+ is wirelessly controlled by RideControl ERGO 5 remote switch.

By default, this silver paddle with vertical stripes is for controlling the dropper seatpost. If other button/paddle is assigned, the following principle remains the same.

To drop the saddle lower

Simply press and hold the paddle and apply downward force with your body weight to set the saddle lower. Once a satisfied height is reached, release the paddle and the saddle stays in place.

To raise the saddle higher

Unweigh the saddle while pressing & holding the silver paddle (or other designated button). Once a satisfied height is reached (usually the highest spot), release the paddle and the seat stays in place.

This action happens in a fraction of second. If you are new to this dropper seatpost, be sure to practice a few rounds in a safe place before you hit the trail.

6. INSTALLATION



⚠ CAUTION

Although CONTACT SWITCH E+ is designed to withstand attempts of hot-plugging, it is advised to shutdown the e-bike before any of below installation procedures.

1. Position the bike upright at a stable state. Make sure the connection wire is accessible. (A)
2. Install the saddle. Tighten both clamp bolts for the moment (B).
3. Apply a thin layer of friction paste into the frame seat tube (C), and/or onto the post. Hold the connection plugs from both the motor end and the bottom of the seatpost. Align arrow marks and plug them together snugly with a distinctive "click".(D)
4. Confirm the orientation is aligned with the bike. Meaning front side is facing toward front wheel.
5. Curl up the connection wire neatly as shown (E), then slowly insert the dropper into seat tube until a rough target height is reached. Tighten the seatpost clamp for the moment. (F)

⚠ CAUTION

Reminder: Hold the brake to make the bike upright and steady during the test.

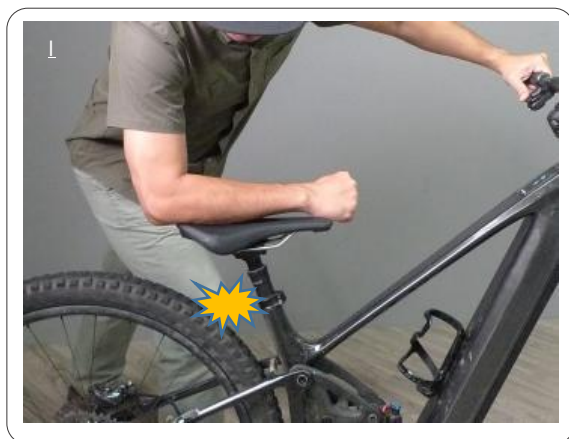
6. Turn on the bike and test the dropper operation for a few times. While using one hand to control the remote, use your available elbow along with the upper body weight to lower the seat (G), then return it to the top position.

7. Adjust the saddle to the preferred height without breaching min. insertion requirement. Tighten the seatpost clamp according to the informed torque value*. Do not overtighten as this can upset the function of the seatpost. (H)

*choose whichever is lower between the value etched on the post and the frame manufacturer's

8. Tighten the saddle clamp bolts according to recommended torque value.

9. Deflate the shock completely and set the saddle height to the lowest position. Check if any chance the rear tire may contact the tail of the saddle. If so, re-adjust saddle until no interference can be observed. (I)



⚠ WARNING

Do not ride if the saddle height adjusting functionality does not function smoothly.

Do not ride if min. insertion is not achievable. Lack of post insertion can result in sudden failure and cause injury or even death.

7. REMOVAL



⚠ CAUTION

CONTACT SWITCH E+ is installed with a connection wire at the bottom. Upon removing the post from the frame, always avoid abrupt action which may damage the wire.

Although CONTACT SWITCH E+ is designed to withstand attempts of hot-plugging, it is advised to shutdown the e-bike before any of below removal procedures.

1. Position the bike upright at a stable state. Shut down the bike. (A)
2. Loosen the seatpost clamp. Slowly pull the dropper post out of the frame. (B)
3. Locate the connection plug at the bottom of the post. Unplug the wires apart. (C)
4. Stuff a piece of rag into the seat tube to temperately secure the plug for the ease of later re-installation. (D)
5. The saddle can now be removed as per ordinary procedures.
6. If further cleaning is required, pay attention not to introduce any water, detergent, or dirt into the plugs. If such is a concern, tape the plug as a temporally waterproof approach. (E)



8. PRODUCT CARE AND TROUBLESHOOTING

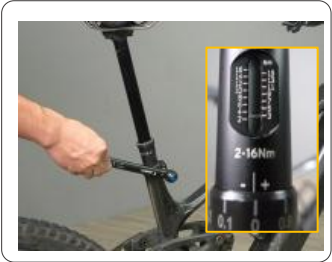
After the first couple of rides, a small amount of grease may seep out from the wiper area, this is normal. Simply wipe it off.

To ensure prolonged performance, please do clean the exterior either prior to, or after each ride. Use mild soapy water to clean off any attracted dirt or dust. Rinsing with a standard garden hose will not affect the longevity of the product; however, high-pressure jet washing should be avoided to prevent water ingress.

If the dropper post refuses to operate smoothly, or the installed position has changed (in most case, lower than before) over time, a quick re-installation may address this.

Symptoms like *slow return* or *binding* may be caused from clamping force being unnecessarily high. To rectify, simply apply a thin layer of fresh friction paste onto the clamp area, then lower the torque by 0.5Nm a time, but no lower than 3Nm. This can be a quick onsite fix. If this helps, but slippage occurs (post is getting lower over time), then gradually increase the tightening torque by 0.5Nm. However, never breach the max. torque setting, either from the seatpost or from the frame manufacture.

Should any difficulties arise or upon facing any difficulties, please consult your local authorized Giant dealer for advice.



Action	Pre/Post each ride	Wiggling	Sinks down	Jammed
Clean, inspect	✓			
Consult an authorized GIANT dealer to troubleshoot		✓	✓	✓

9. GIANT LIMITED WARRANTY

Giant guarantees the GIANT CONTACT SWITCH E+ for a period of **two (2) years** from the date of purchase for the original owner only.

REQUIRED ASSEMBLY WHEN PURCHASED

This warranty applies only to this product when purchased new from an Authorized Giant or Liv Dealer and assembled by that dealer at the time of purchase.

LIMITED REMEDY

Unless otherwise provided, the sole remedy under the above warranty, or any implied warranty, is limited to the replacement of defective parts with those of equal or greater value at the sole discretion of Giant. This warranty extends from the date of purchase, applies only to the original owner, and is not transferable. In no event shall Giant be responsible for any direct, incidental or consequential damages, including, without limitation, damages for personal injury, property damage, or economic losses, whether based on contract, warranty, negligence, product liability, or any other theory.

EXCLUSIONS

The above warranty, or any implied warranty, does not cover:

- Normal wear and tear on parts in situations where there are no assembly or material defects.
- Products serviced by other than an authorized Giant dealer.
- Modifications of the product from its original condition.
- Use of this product for abnormal, competition and/or commercial activities or for purposes other than those for which this product was designed.
- Damage caused by failing to follow the instructions in this manual..
- Paint, finish and decal damage resulting from taking part in competitions, jumping, downhill and/or training for such activities or events or as a result of exposing the product to, or operating the product in, severe conditions or climates.
- Labor charges for part replacement or changeover.

Except as is provided by this warranty and subject to all additional warranties, Giant and its employees and agents shall not be liable for any loss or damage whatsoever (including incidental and consequential loss or damage caused by negligence or default) arising from or concerning any Giant product.

Giant makes no other warranties, express or implied. All implied warranties, including the warranties of merchantability and fitness for a particular purpose are limited in duration to that of the express warranties stated above.

Any claim against this warranty must be made through an Authorized Giant Dealer or distributor. The purchase receipt or other proof of the date of purchase is required before a warranty claim may be processed. Claims made outside the country of purchase may be subject to fees and additional restrictions. Warranty duration and details may differ by country. This warranty gives you specific legal rights, and you may also have other rights which may vary from place to place. THIS WARRANTY DOES NOT AFFECT YOUR STATUTORY RIGHTS.

SERVICE CENTERS

To find a Giant retailer near you, please visit: www.giant-bicycles.com