

Woosh Support:

Be sure to check the FAQ section on our website before calling as the answers to the most common queries are there and you may find that the solution to your problem is already online. If you *do* need to get in touch, our contact details are below.

It can sometimes be useful to see the issue you have, and so if possible, email a couple of photos illustrating the problem and we'll normally get back to you within an hour or two (on weekdays).

Support staff are not available at the weekends, though if you send an email, they will be looked at on the following Monday morning.

Email: support@wooshbikes.co.uk

Telephone: [01702 684444](tel:01702684444)

Support staff are available 10am to 5pm Monday to Friday

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Aspen User Manual

Please read this manual.

It contains important information about your safety and how to look after your bike properly to avoid paying service fees.

Tel. 01702 435566 - E-mail: support@wooshbikes.co.uk

Thank you for buying a Woosh Aspen electric bike.

Our bikes are named mainly after mountains or winds. Aspen is a large ski area in the southern states of America — just so you know!

Please read this manual completely before putting your bike together and riding it. As well as instructions on assembly and maintenance it also contains essential information that may affect your consumer rights.

The Woosh Ethos

Our aim is to supply decent quality electric bikes but at very affordable prices.

This inevitably means importing from China, selling direct rather than through dealers and working on much lower profit margins than many of our competitors. It also means working hard with our suppliers to constantly improve quality and ensure that each bike is checked before leaving us - not something all mail order electric bike companies do.

There is however only so much we can offer within our price range. We would for example like our bikes finished to German standards, with every nut and bolt fully tightened, immaculate paintwork and superb quality plastic on things like handlebars and battery cases. But this alas would also push the prices up to those of German bikes - starting at £1800 - which clearly we don't wish to do,

That said, we are always happy with sensible comments for future improvements, so please do email me with feedback, good or bad.

I look forward to hearing from you.

Hatti Lee

hatti@wooshbikes.co.uk

Faults

If your bike has a fault on arrival or develops a fault during use, firstly please call us. We can resolve 90% of problems reasonably quickly by telephone or email and usually by sending a small replacement part or giving sensible advice. Our email address is:

support@wooshbikes.co.uk

Mechanical wear and tear is not the same as a manufacturing defect, and things like punctures, chain and brake adjustments can be dealt with by a bike shop if required. Mechanical wear and tear is not covered by our warranty so you will need to pay the bike shop a fee for their services.

If a severe electrical fault occurs and which requires the bike to be returned (thankfully rare, in less than 2% of cases currently), we will arrange to collect the bike, repair it and return it to you. You may need to pay a fee—please refer to your Terms and Conditions leaflet.

We strongly recommend retaining your carton by folding flat and storing in a dry area if possible in the rare event that you might need to return the bike. Replacement cartons are £10 and sending one to you will cost £15—so please bear this in mind.

Insurance and break down cover:

Whether from us or any other supplier, electric bikes get stolen and break down. If you are going to be very highly dependant upon your bike because you are a commuter or have a health problem which would prevent you from riding the bike without power, we warmly recommend you take out roadside rescue. This is available from Cycleguard from £18 per year, and they also offer insurance.

Visit their website: www.cycleguard.co.uk
or call them on 0844 826 2297

Returns (UK Mainland)

If you do not like your electric bike or find it unsuitable **and have purchased it by mail order**, we will refund the purchase price subject to certain conditions. Full details of these are shown in our Terms and Conditions leaflet, a copy of which should be under the flap of the carton in which your bike is delivered.

If you have not received a copy of these, please call us and we will arrange to send you one. You should not ride the bike until you have read this as it contains important information. Please note that bikes purchased in store are not able to be returned if not liked or found to be unsuitable without our express agreement. If a bike is found to have a manufacturing defect and a refund is required it must be returned to the store within 28 days.

Quality control

Every Woosh electric bike is taken from its carton and checked before being despatched. These checks include but are not limited to the following: checking the electric functions of the bike, checking/adjusting front/rear brakes, adjusting/tightening spokes, tightening cranks, check/adjust gears to ensure they change smoothly, checking lights, checking battery etc. We are not able to ride the bike before it is despatched and you will find after a short time that some things may need to be adjusted/ fine-tuned.

Please also note that although most aspects of the bike are checked before despatch, you must also thoroughly check the bike yourself before riding it to ensure your own safety.

DIY repairs

We sell to users willing and able to maintain their bike to a good standard or with a colleague or local bike shop able to do so. Many repairs are simple and can be done with help from us by telephone or email, with replacement parts sent free of charge during the warranty period.

If you prefer to get a small repair done by a bike shop please note that labour charges will not be refunded unless a part was clearly defective on arrival.

Expectations: please read this before riding

Pedalling: E-bikes are designed to be pedalled, with use of the throttle occasionally—to start off, or to help you to ride up a slope. Using the throttle constantly may damage it and will run the battery down very quickly, wearing it out within just a few months.

Speed: Our bikes are designed for sensible use in accordance with UK law. The motor will power you **up to** 15.5 mph and no faster, though you can still pedal harder to achieve greater speeds.

Models: Some of our bikes are more suited for recreational use rather than commuting. If you need a bike for commuting, you should consider our chain-driven (CD) versions.

Care: Electric bikes need more regular maintenance than standard bikes. Spokes and other mechanical fixings need tightening every 2 to 3 weeks and tyres need regular pumping. We also advise riding as often as you can. Not riding your bike for several months may cause the motor to seize up and could damage the battery.

Identical bikes: No two bikes are identical, even if they are the same model and purchased at the same time. One may be a little quicker or one motor may be quieter than another. This is normal. Please make allowances.

Hill climbing: If you are heavy, have steep hills or both, you may have difficulty getting uphill, and in extreme cases the bike may not get you up at all. The motor is limited by law to 250 watts and there is only so much it can propel up an incline. Call us for advice before you ride.

Distance and performance The distance you can cover on a single charge will vary significantly. It is affected by your weight, how much effort you put in, hills, headwinds, traffic etc. The bike may cut out on steep hills and the battery **will** cut out when exposed to extreme cold.

Paint quality: please see overleaf

Costs: we ask you to contribute towards costs when returning the bike or a part for repair and additional costs apply if you take your bike abroad (see later).

If you are not happy with any of the above, please do not ride your bike. Call us to arrange return and a refund.

Returning a bike — please read before riding.

If you have purchased at a store, or have tried a bike at a store and then had one sent to you, you are not a mail order customer. We will only refund you for the bike if it has a serious fault within the first 28 days. We will not refund you if you simply change your mind after a few days.

Mail order purchasers: A bike will be refunded if returned within 14 days if unsuitable or 28 days if faulty. The bike **MUST** be packed in an identical way to that in which it arrived to avoid damage during return transit. We will email or post you instructions on how to do this as it is not straight forward. After 28 days, if faulty the bike will not be refunded but repaired and returned back to you.

Sending your bike back: you can send your bike back by using your own courier or you can call us and we will collect it.

Costs: returning a bike for a refund

Return by you of a bike unriden within 14 days: refund less £30
Collection by us of a bike unriden within 14 days: refund less £45
Return of a bike unsuitable and ridden within 14 days: refund less £130
Collection of a bike unsuitable and ridden within 14 days: refund less £145
Return of a bike faulty within 28 days ridden or not: full refund*

Costs: returning a bike or part for servicing

Return of a bike or battery under warranty: no charge
Collection of a bike/ battery under warranty first 28 days: no charge
Collection of bike or battery under warranty months 2—11: £15 collection fee, labour parts and return free of charge
Return of a bike or battery outside warranty: parts at cost, labour £30 per hour
Collection by us of a bike for servicing outside warranty: £45 collection and return fee, parts at cost, labour £30 per hour
Collection by us of a battery for servicing outside warranty : £30 collection and return fee, parts at cost, labour £30 per hour.

***Costs will be deducted from a refund for damage in return transit caused by poor or inadequate packaging and missing items such as keys.**

Paint quality:

An electric bike has around 120 more parts than a standard bike and these are added after the bike has been assembled and the frame sprayed. It is inevitable that however well trained, factory workers have a difficult job trying to avoid scratching the paint under these circumstances. You may see minor scratches and pin hole dents. If you are not happy we suggest you pack the bike up and return it for a refund as we will not be able to provide a perfect paint finish. Otherwise please call us and we shall arrange to send some touch up paint if available.

Safety warnings:

Do not allow anyone under the age of 14 to ride the bike.

Never allow a small child to ride on the rear carrier. Their legs or feet could get trapped in the wheel mechanism resulting in serious injury.

Wear appropriate safety pads/helmet.

Always ride more slowly and brake more gently in the wet.

Other warnings:

Do not ride the bike if you are over the weight limit for the model you have chosen.

Do not bump the bike up and down kerbs.

Slow down when riding over bumpy/rough surfaces.

Do not use the throttle on full constantly.

It is illegal to use the throttle in mainland Europe.

Always observe the highway code.

Do not ride through deep puddles or in snow.

Maintenance warnings:

Always ensure that power is switched off when performing maintenance on the bike. If you are performing maintenance on any of the electrical components on the bike, remove the battery completely before you begin.

Pay special attention to the “**Maintenance**” section of this manual. It contains information that will help keep you safe and prolong the life of your bike. Failure to keep your bike maintained could result in safety issues for which Woosh Bikes will not be held liable. You may also void your warranty if you do not take proper care of your bike.

Your bike should be stored in a cool dry location. In the winter, you should ensure that the battery is not exposed to extreme cold as this will shorten its life. If the bike is not going to be used for long periods, you should give the battery a half-hour charge every few weeks.

The Woosh Electric Bike Warranty

All Woosh electric bikes come with a standard one year warranty.

Details of this are fully covered in our separate Terms and Conditions leaflet. If you have not received this, please call us.

Second hand buyers:

Please note that if you sell your bike second hand, the balance of the warranty is transferable, but all aspects of our sales conditions (such as weight and height restrictions) and all warranty terms will apply to your new purchaser.

If you have purchased your bike second hand from one of our customers, please note that we cannot accept responsibility for the condition of the bike when it is sold to you. and no refund can be offered to you under any circumstances. We will do our best to support you as a second hand purchaser but this may be limited at our discretion.

Cleaning and oiling:

Make sure your chain is kept oiled.

We specify stainless steel fixings throughout our bikes but occasional fixings such as clamps or rings may be chrome and may rust. Applying rust treatment to these at an early stage will preserve the life of the bike.

Washing: we advise against 'heavy' washing or using a hose or power washer as water may enter connector points and damage the electrics. We advise simply using a damp cloth and wiping dry afterwards.

Always take care when cleaning mud or debris from the underneath of the bike not to dislodge cables or connectors.

The Woosh Electric Bike 12 month Warranty

This warranty covers:

Manufacturing defects causing electrical failure within the first year

Manufacturing defects causing major mechanical failure (frame and handlebars) within the first year

Manufacturing defects causing minor mechanical failure (pedals, spokes etc.) within the first 28 days.

Damage and cosmetic damage (deep gouges, chips, dents and scratches) caused through poor transit to you.

This warranty does not cover:

Accidental damage caused through collision with an object or person or as a result of dropping the bike or the bike falling over.

Negligence: damage caused as a result of failure to carry out initial and regular safety checks, or failure to maintain the bike or its parts in accordance with the manual, the recommended rider weight being exceeded, or allowing weights heavier than 5Kgs being placed on the rear rack, or allowing people to ride on the rear rack, excessive or constant use of the throttle, riding under the influence of drink or drugs, riding in dusty/sandy environments, riding on very poorly maintained roads, off road, through deep puddles or fords, in snow, or with a trailer, riding carelessly or stunt riding.

Consumable parts after the first 28 days: these include tyres, inner tubes, batteries for lights if applicable, brake pads, bottom brackets, cranks, spokes and pedals.

Minor faults on arrival: loose fixings (nuts, bolts, screws, etc.), loose spokes, loose cables deemed resolvable with minimal intervention,

Minor cosmetic damage - hairline scratches or barely visible chips, marks or dents.

The warranty period applies to riding within the UK only, is strictly for 12 months and cannot be extended under any circumstances, even if you have ridden the bike very little.

This warranty expressly excludes consequential loss, injury or hardship as a result of electrical or mechanical breakdown, accident or collision or as the result of a faulty part. Our liability is limited strictly to repair or replacement of the bike or of the part.

This warranty is transferable to a second hand purchaser but our Ts and Cs will apply and their weight should not exceed the limits for the bike.

Transit damage

If your bike appears to have suffered damage during transit to you—for example a chain or mudguard are broken, a wheel is damaged or there are very deep dents or scratches to the paintwork, please call us within one working day of receiving the bike. Failure to do so may prevent us from claiming compensation from our insurers and thus from making good to you.

Wheel useage:

We occasionally short-road-test a bike (300—400 metres) before packing. If your tyres show useage it is because of this. Please be assured that we never sell second hand bikes as new.

Using your Woosh electric bike abroad

Please note that whilst you are allowed to use your throttle in the UK, its use is illegal in Europe. We highly recommend that you use the red switch to deactivate it when riding abroad.

Breakdowns abroad: for obvious reasons, we are only able to cover the costs of servicing within the UK. Recovery of a bike within the UK, repairing it and returning it back costs us £45, some of which is borne by customers sometimes and some by us sometimes. See the previous page for details. If your bike breaks down abroad within the first 28 days of purchase and you wish us to retrieve it, repair it and return it, we will cover the first £45 of our costs but no more. If you wish us to send parts to a local electric bike shop or to you we will cover the first £45 of labour charges and the cost of sending the parts but no more. If your bike has been purchased more than 28 days previously we will cover the first £15 and no more. Fewer than 2% of our bikes are actually returned for servicing under warranty so a breakdown is unlikely but you should be aware of this.

Insurance and break down cover:

Whether from us or any other supplier, electric bikes get stolen and break down. If you are going to be very highly dependant upon your bike because you are a commuter or have a health problem which would prevent you from riding the bike without power, we warmly recommend you take out roadside rescue. This is available from Cycleguard from £18 per year, and they also offer insurance. Visit their website: www.cycleguard.co.uk or call them on 0844 826 2297

Maintenance

It is essential that you perform regular maintenance on your electric bike to both ensure correct operation and also for your own safety. If you cover a lot of miles, then you should check your bike on a weekly basis for at least 15 minutes.

Amongst other things, **you must look after the motor wheel**—this means that you must not allow the spokes to work loose and you must monitor your tyre pressures. A spoke tool will have been offered at the time of sale if you didn't already have one or may be supplied automatically (small round metallic object, normally strapped to the rear carrier).

Tyres should be kept inflated to around 50psi.

Check your spokes by just lightly 'pinging' them (like a harp string). They should not be too taut but have just a little 'give'. If any of them feels loose, use a spoke key to tighten it. Push the spoke key onto the spoke-nipple at position 13 and give it a quarter turn. This would normally be enough, but in some cases you may need to turn more. Be careful not over-tighten the spoke however as this could pull the wheel out of shape. If a spoke key has not been supplied, we can send one to you for £4 including postage.

Aside from the above, you should also check your brakes and basically all aspects of the bike and where necessary, adjust or tighten as required. Woosh Bikes will not be held responsible for incidents that arise from poorly maintained bikes.

If you are unsure about any of the adjustments that you may need to make to your electric bike, take your bike along to your local bike shop where they should be able to assist you.

There are also some helpful guides on the support section of our website which help with the most common issues.

Keys: replacement keys cannot be provided post-sale. You should separate your keys when you first get your bike and keep them safe.

5—Operating the Lights

The Aspen electric bike comes with both front and rear lights. The lights are powered from the main battery so there is no need to change the batteries as you would with regular lights. The lights are operated from the “Control Module” by pressing the blue button labelled “Light” as shown below.



6—Adjusting the Brakes

The Aspen comes equipped with ‘V’ brakes, for instructions on how to adjust your brakes, see the support section of our website at www.wooshbikes.co.uk

If you are unsure about any of the adjustments that you may need to make to your electric bike, take your electric bike along to your local bike shop where they should be able to assist you.

The Woosh Aspen electric bike has a high performance light-weight lithium battery, making it a sturdy yet very light and manoeuvrable bike, while also offering exceptional value.

To ensure that your bike provides you with the best experience possible, make sure you read and understand this manual in its entirety before using the bike for the first time.

Important Safety Notice

Woosh Bikes Ltd checks all bikes before sale for electrical and mechanical functions. Our procedures are strict and our checking is thorough. Omissions or oversights can nevertheless occur. We strongly advise you to also carry out your own mechanical checks before riding to ensure the full safety of your bike. These include:

- Checking that the brakes are set correctly and work properly
- All wheel nuts, major fixings, spokes and cranks are fully tightened.
- Wheels are aligned.
- Pedals, saddle and handlebars are fully tight and secured after installation.

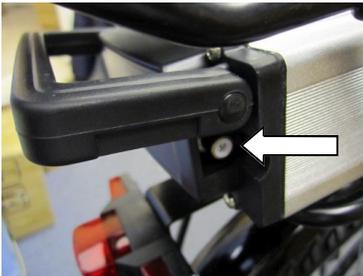
If you are not experienced with bikes a local bike shop will do this for you for a small charge.

These checks should be repeated after the first month and regularly thereafter to ensure your safety.

Please note that failure to carry out these checks to your complete satisfaction could result in serious injury for which Woosh Bikes Ltd will not be held liable.

1 – Charging the Battery

The battery may not leave us fully charged. **You MUST fully charge the battery before initial use.** The battery can be charged on the bike, or it can be removed and charged separately. The socket used to charge the battery is located under the handle at the rear of the battery as shown below. **Ensure that the charger is switched off at the mains before attaching it to the bike.**



To charge the bike, simply connect the charger to the socket and plug the other end into a regular mains socket. On the charger is a small light which is red while charging, and when charging is complete, this light will turn green.

The battery can be removed from the bike and charged in a convenient location such as in the house or in the office when the bike is not in use. To remove the battery from your electric bike, use the supplied key to unlock the battery by turning it anti-clockwise, you will need to push the key inwards to turn it to the unlocked position. Once unlocked, remove the key and then slide the battery from the bike using the handle as shown below.

A full charge when you first receive the bike may take as long as 10 hours. Please do not ride the bike without it being fully charged. Future charges will take less time—typically between 2 and 6 hours.

4—Riding the Bike cont.

Your bike features 6 speed Shimano index shifting gears which are changed using the thumb selector on the right side of the handlebars. When the thumb stick is fully extended, the bike is in the first gear (the easiest to pedal). To move up through the gears press the button as shown. To move down the gears, simply push the thumb selector.



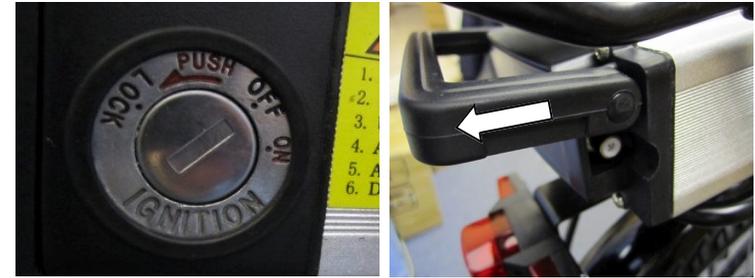
Caution:

Your electric bike is not a motor bike. The electrics are designed to assist you but will not cope with extremes. Riding up gentle slopes may require you to pedal lightly depending on your weight. Riding up hills will need you to pedal hard and constantly although this will be far easier than on a standard bike. Use the throttle on full power sparingly— not all the time. If you use the throttle at full power up hills without pedalling, or you have the throttle on full and ride fast over bumps you could damage both throttle and motor. If you are overweight you may find up-hill riding slow and the motor may stop before you reach the top. You should then be prepared to dismount and push the bike using the throttle lightly to help you, or switch off and ride with no power.

4—Riding the Bike

First, switch on the battery using the supplied key(s), sit on the bike and then turn on the Control Module. If this is your first time riding the bike, it is probably a good idea to pedal at least a small distance so you are balanced before engaging the throttle. The assistance level will automatically be set to medium, so gradually pull back on the throttle to engage the motor. You can continue to pedal if you wish, this will allow you to travel a greater distance on a single charge, but you don't have to pedal if you prefer not to.

The amount of assistance provided by the motor can be varied by pressing the 'mode' button and selecting from the low, medium and high options on the control module. It is fairly self explanatory in that the 'low' setting gives the least assistance and the 'high' setting gives the most assistance



To refit the battery, simply slide it back into place, and then insert the key and turn it to the "OFF" position or if you want to use the bike immediately, turn it to the "ON" position.



The rails that the battery slides on need to be greased from time to time to prevent the battery from sticking and becoming difficult to remove. Apply lithium grease to the underside of the battery at the positions shown and then slide the battery in and out a few times to grease the channel.



2 – Battery Care

The Aspen electric bike comes with a modern light weight high performance 36 volt Lithium battery.

Some care is needed to get the best possible performance from the battery. You should keep the battery fully charged as much as possible, so each time you return from a trip, put the battery on charge and wait for the charging light to go green before riding again. Do not allow the battery to regularly run completely down. This will shorten the lifespan of the unit.

Important note: the indicator on the bike gives only a very rough idea of the battery status. If you are taking medium to longer journeys, we recommend you charge it before each trip. Do not charge the battery in extremely cold conditions. The battery can be easily removed from the bike and charged indoors if its more convenient. Remember to allow the battery to warm up to room temperature before charging.

If the battery is not in regular use, try to keep the battery half to two thirds charged by giving it a charge once a month for around 2 hours while storing in a cool dry location. This will slow the ageing process of the battery. All batteries age, but the above steps will help the battery to last for as long as possible.

When the bike is to be put back into service, charge the battery fully to prepare it for regular use once again.

Do not attempt to open the outer casing of the battery.
Do not attempt to repair the battery.
Keep the battery away from children.
Do not immerse the battery in water.
Ensure the battery is not exposed to temperatures above 55 degrees Celsius or extreme humidity.
Do not use the bike in an environment where temperatures are less than -20 or greater than +55 degrees Celsius.

3—Controls and Indicators

The Aspen electric bike comes with a throttle control to allow you to vary the amount of assistance from the motor. The throttle is located on the right side of the handlebars as shown below. When the throttle is pulled fully, the motor will provide the most assistance. To enable the throttle, press the red button as indicated



On the left side of the handlebars is the control module. This is used to turn the motor on/off and also to increase/decrease the amount of assistance given from the electric motor. This module also indicates the current status of the battery and is used to switch the lights on/off.



The “On/Off” button turns on the control module, the “Mode” button is used to vary the level of assistance, and the “Light” button is used to turn the lights on/off.