Big Bear 2017v2 User Guide

Please read this manual.

It contains important information regarding your safety, the correct use of the bike and how to avoid expensive repair fees

in the future .

Support is available Mon to Fri from 10am to 5pm on 01702 684444 If there is no answer, leave a message and we will call you back.

Sales: 01702 435566 — Support: 01702 684444 — E-mail: support@wooshbikes.co.uk

The Big Bear from Woosh

The Big Bear is a strong sturdy bike which can be used for commuting to and from work. It has a 15Ah battery which means that distances of up to 50-60 miles can be achieved on a single charge in ideal conditions. If you rely heavily on the throttle and do not put much effort in yourself, then the battery will run down more quickly and the distance able to be travelled on a single charge will be reduced accordingly.

The Big Bear can be used on roads and cycle paths, it is not suitable for off-road use and should not be used in competition events. It should not be used for jumping, stunting or aerobatic activities and should not be ridden through deep puddles or fords. Incorrect use of your bike could result in injury and will void your warranty.

You must be a minimum of 14 years of age to ride an electric cycle in the UK

The maximum weight including rider and luggage is 140kg (22 stone).

Before you ride your bike, and for your ongoing safety, familiarise yourself with the “user manual” and the “maintenance manual”. There are many components on the Big Bear, and it is critical that they are checked regularly and maintained where necessary. Details of how to maintain the various aspects of your bike are included in the “maintenance manual”.

If you have any issues which are not covered by the manuals, it is likely that you would need to enlist the help of a professional. Most people don’t have a complete set of tools for maintaining a bike, so things like adjustments to the bottom bracket will need to be done by your local bike dealer. You should enlist the help of your local dealer whenever something needs adjusting that you are not able to do yourself. Your safety is paramount, so you must ensure that the bike is maintained in the correct manner, if in doubt, consult your nearest bike dealer.

Important Safety Notice — please read

Your bike has had a full electrical check before despatch.

It has also had a general mechanical check, but you need to ensure yourself that when you complete the assembly of your bike, that you also check the whole bike over before riding it.

You should be prepared to do this yourself, or if you are not sufficiently experienced, ask a local bike shop to do this for you. A typical fee for this would be around £40

A full inspection should include (but is not limited to):

- Checking that the brakes are set correctly and work properly.
- All nuts, bolts, major fixings, spokes and cranks etc. are correctly tightened.
- Both wheels are properly trued
- Headset/stem properly adjusted
- Cranks are tight
- Bottom bracket properly adjusted
- Pedals, saddle and handlebars are correctly fitted and properly secured.

See the maintenance manual for how to adjust and maintain the various components of the bike.

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

If you have any doubts about your own ability to perform the necessary checks, we strongly recommend you visit your local bike shop and pay their fee. If you are unable to take your bike to a local bike shop there will almost certainly be a mobile bike technician in your area who will come to your home or office and do this for you.

Visit www.cycletechuk.com for a full national listing.

The type of motor used on this model may become noisier over time, if this is the case, you will need to periodically send your wheel in to be serviced. The cost of servicing the wheel is £25 plus return postage. This servicing is not covered by the warranty.

If you need to remove the motor wheel for any reason, you must re-grease the cavity where the cable enters the wheel, this is to prevent moisture from getting into the motor. Doing this this will extend the life of the motor and will avoid potentially expensive servicing costs. See the rear of this manual for details on this procedure.

Unpacking:

Two people are required to unpack the bike.

Stand the carton upright as shown.

Remove the shipping straps, cut the tape seals and then remove all of the polystyrene packaging.

Keep the carton/bike in the upright position, and then lift the bike out of the carton and then lean it against a sturdy surface. **DO NOT** destroy the carton as it will be required if the bike needs to be returned for any reason in the future.

Once you have the bike out of the box, detach the wheel and remove all of the remaining packaging (if applicable). This model sometimes comes 95% assembled meaning that the front motor wheel and torque arms are already fitted, if this is the case you can skip those sections.

Slide the handlebars into the frame but don't fully tighten them yet, this step is just to ensure that the handlebars are out of the way and cannot scratch the frame whilst you are fitting the front wheel.

You are now ready to fit the front wheel to the forks. This is done by simply lowering the forks onto the spindle. As you lower the frame, **ensure that the brake disc lines up correctly within the calliper's and that the axle is fully inserted**. You must also **ensure that the motor cable is pointing upwards.** Once in position, tighten the nuts either side to secure the wheel in position.

See next page for how to fit the "torque arms".

Plug the cable coming from the motor on the right side of the wheel into the receptacle on the bike—see below.

When attaching the motor cable, ensure that the arrow on each side of the connectors line up with each other, otherwise you may damage the connector.

You may find that the cables from the handlebar components are detached when you receive the bike. If this is the case, line up the arrows on the connectors and re-attach them to their corresponding coloured connector.

Now that the front wheel has been fitted, you can use the stand to keep the bike in the upright position.

Fitting the torque arm(s): (This model now ships with the front wheel, torque arms and guards already fitted)

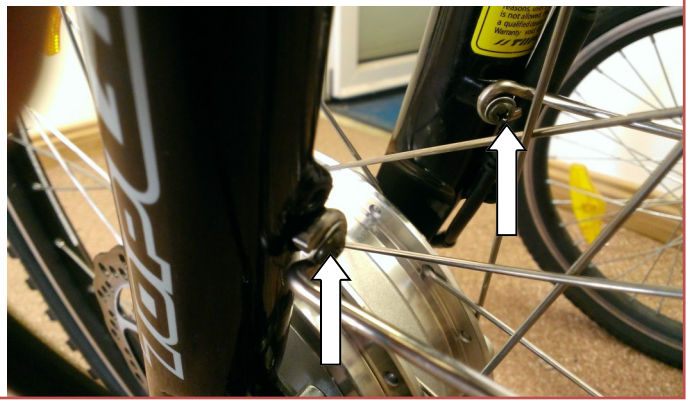
The torque arm is a secondary measure to secure the motor wheel to the bike. **It is essential that this device is fitted to ensure your safety.**

The torque arms should be fitted to the both sides of the bike as shown. Remove the wheel nut and slide the arm into position on the axle and then refit the nut to secure it in position.

Protect the frame using the rubber piece supplied and then loosen the jubilee clip and slide it through the hole on the torque arm and around the fork as shown. Tighten the jubilee clip ensuring that the rubber piece stays in place.

Front mudguard:

To fit the front mudguard, the upper mounting tag is fitted to the rear of the forks as shown. The upper mounting tag has an elongated hole which is used to adjust the height of the mudguard. Once the mudguard has been secured, you can then attach the hangars (silver arms) to the forks as shown. Once attached it may be necessary to adjust the height and/or flex the hangars to get a little extra clearance between the mudguard and the tyre.



Handlebars:

If you haven't already, slide the handlebar stem into the frame at the desired height, remove the weather-proof cap and then tighten the Allen bolt indicated below to secure the stem in position, whilst ensuring that the handlebars line up correctly with the front wheel.

Once the stem has been secured, you can now fine tune the positioning of the handlebars. The handlebars can be adjusted in two ways. They can be rotated within the clamp, and they can also be brought closer/higher to the rider, or further away/lower. You should adjust the **height** first. This is done by loosening the large bolt on the underside of the handlebars (shown below left). This bolt secures a stepped piece that locks the handlebars into position. You will need to loosen the bolt enough so that the handlebars can be rotated, then tighten this piece back into position when you have the handlebars at the desired height.

To adjust the **rotation** of the handlebars (to ensure that the angle of the brakes/display etc. is correct), loosen the front-most bolt on the underside of the handlebars as shown above right. Rotate the handlebars into the desired position and then re-tighten the bolt. Check the adjacent bolt is sufficiently tight and tighten if required.

Warning:

It is extremely important to ensure that the handlebars are properly secured. If they were to rotate or otherwise move unexpectedly during use, it could result in an accident and/or serious injury. If you have any doubts regarding the correct configuration of this part (or any other part of the bike), you should take your bike along to your nearest bike dealer and have them prepare it for you (at your cost).

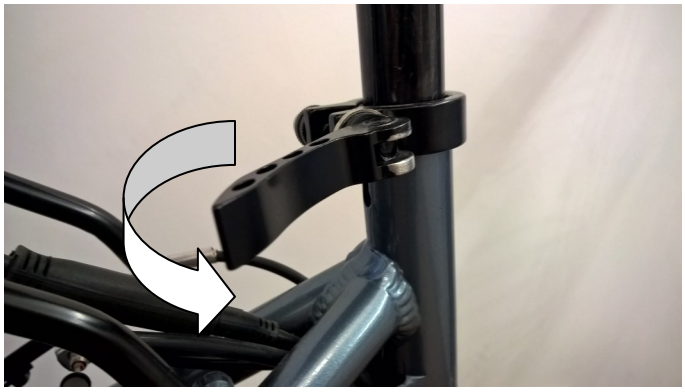
Handlebars cont.

In some cases the cables from the various handlebar components may not be plugged in, this is to avoid the cables being pulled/stretched while in transit. Locate the cables coming up towards the handlebars and then plug in the leads from the handlebars. The plugs/sockets are colour-coded, so you just need to

There is an arrow on each of the connectors, ensure that you line up the arrows and then push them firmly together.

Seat-post/saddle:

The seat-post simply slides into position and then the clamp is used to secure it. To adjust the height of the saddle, simply open the clamp and position the seat-post at the desired height and then close the clamp to lock it into position. It may be necessary to tighten the thumb screw a little to ensure that when the clamp is closed the seat-post is properly secured. Adjust the thumb-screw as needed. There are two different seat-post options on this model, but the clamp works in the same way regardless of which post you have, the standard sprung post or the NCX post. See the preparation/maintenance manual to determine the correct saddle height.



Pedals:

Important—the pedals fit a specific side of the bike. If you attempt to fit the pedals to the wrong side, you will damage the threads on the cranks and also possibly the pedals as well. Also if you force the pedals on to the wrong side of the bike, it is very likely that they will come loose suddenly and unexpectedly.

The pedals are marked ‘L’ (left) and ‘R’ (right) which indicates the side of the bike the pedal is for. To determine which pedal is for which side, see the pictures below showing where this marking is found.

Fit each pedal into position and finger-tighten, then use a 15mm spanner to secure the pedals in place, tighten to approx. 40Nm (see torque/tightness guide in the maintenance manual).

Please note that the thread for the left pedal is reversed and so it tightens anti-clockwise.

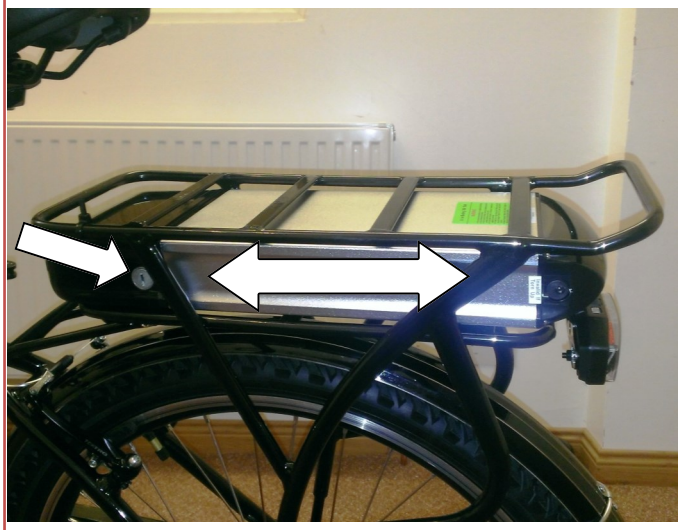
Charging/locking the battery:

When the bike is shipped, the battery is secured with cable-ties instead of being locked with the key. This is done to avoid damage to the battery locking mechanism in transit. Some delivery drivers take more care than others, so by securing the battery in this way, we can prevent this issue from occurring. Simply remove the cable-ties and lock the battery in place using the key once you've unpacked the bike.

The battery may not leave us fully charged. **You should fully charge the battery before using your bike.** 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 at the left rear of the battery as shown below. **Ensure that the charger is switched OFF before attaching the charger to the bike.** You should keep the battery topped up and not let it go completely flat to ensure it lasts as long as possible. The on/off switch for the battery is located on the opposite side to the charger socket.

To charge the battery, simply lift the weatherproof cover and connect the charger to the socket and then plug the other end into a regular mains socket. On the charger is a small light which is red while charging. 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 your home or office. To remove the battery from your electric bike, use the supplied key to unlock the battery by turning it anti-clockwise. Once unlocked remove the key and then slide the battery from the bike using the grip at the rear underside of the battery.



Remember to separate your keys, Woosh Bikes is not able to supply replacements if you lose them.

A full charge from flat can take up to 10 hours.

On the rear of the battery is a meter which gives you a rough idea of the remaining battery capacity. To activate this meter, simply press the button in the middle as shown below. The more lights that come on, the greater the remaining capacity. For a more accurate idea of the battery status, you should look at the battery indicator on the display module on the handlebars—this module is covered in more depth later in the manual. **The outermost lights are always red, this is not an indication of an issue with your bat-**

Important:

Although our bikes are checked prior to despatch, you must fully inspect your bike again yourself before riding it, and satisfy yourself that it is correctly assembled and safe to ride. If you are not absolutely sure about any aspects of your bike, you should take it to your nearest bike shop to have it checked before riding it. Obviously the bike shop will you charge for this service. Woosh Bikes not reimburse you for these costs.

Before riding your bike, perform the checks and set up your bike as outlined in the maintenance manual.

Check that all fixings and major components are tightened sufficiently. Check that all nuts, bolts, rear carrier fixings, handlebars and seat-post/saddle are also sufficiently tightened.

You must also ensure that your brakes are working correctly before you set off. If you are unsure how to adjust your brakes yourself, there are guides on our website to help you with this. If you prefer, you can have your local bike shop adjust them for you. The brakes are the same as you would have on a regular bike and so any bike shop should be able to adjust them for you. You would obviously have to pay them for this service.

See the preparation/maintenance manual for details on how to adjust/maintain your bike and its components.

Riding the bike

To begin using the bike, press (and hold) the top ‘Mode’ button to switch on the display. The bike is now effectively on, and if you ride it in this state, the motor will provide assistance when pedalling and you will also be able to use the thumb-throttle if you wish—see below. To vary the amount of assistance provided from the motor when pedalling, use the plus(+), minus(-) buttons to choose from the 5 assistance levels.

There are several other features available on the King-Meter and these are covered later in the manual. The information provided so far is just enough to get you up and running as quickly as possible.

The motor will only assist you up to 15mph. Though of course you are free to pedal as fast as you like, beyond 15mph if you wish, but the motor will not help you beyond the 15mph limit. This limit is in accordance with current UK law.

The Big Bear comes with a thumb-throttle which is located on the right side of the handlebars as shown below. When the thumb-throttle is extended fully, the motor will provide the most assistance.

Riding the bike cont.

Your bike features 7 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 first gear (the easiest to pedal). To move up through the gears press the black (+) button as shown.

To move back down the gears, simply push/extend the thumb selector again, one gear at a time.

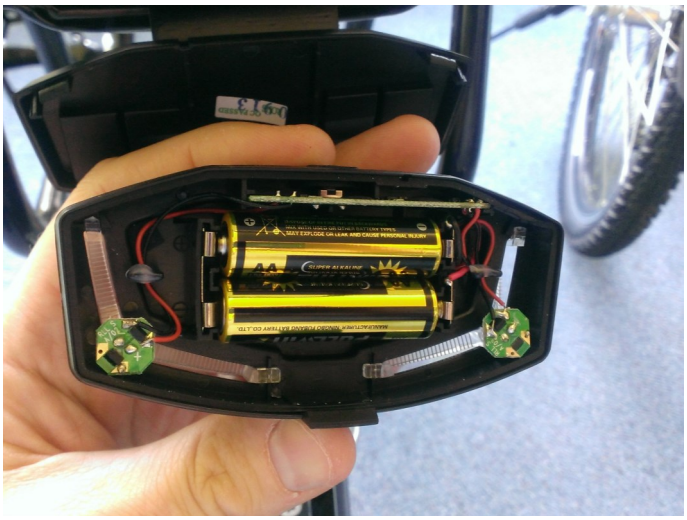
Most of the time, you will likely use the bike in it's highest gear once you are in motion, but to get the best performance out of your bike on hills, you should change down to a suitable gear **before** you start your ascent.

Operating the lights:

The rear light is already fitted, to operate the rear light, simply press the button on the top of the light as shown below.

To change the batteries in this unit, simply reach under the bottom edge and then pull the lower edge of the light rearwards.

If your light doesn't work initially, it is likely that the insulating material fitted at the factory to stop the battery going flat is still in place. Simply access the battery compartment and remove the small plastic insulator that sits between the battery and terminal. This light uses 2x AA battery.



To change the batteries on the front light, press down gently on the tab at the bottom to release the lens. Then lift it clear of the housing. Behind the lens there are 2x AA batteries. To operate the light, press the button located on the top of the light, to turn it on, press it again to flash, and once more to turn it off .

Control Module—Advanced

The display has many advanced features and modes, these include back-lit display (for night riding), indicator options for max speed, average speed and current speed and a battery power indicator. It also features a walking mode which is used when you want to wheel/push the bike, this is basically a very low speed mode which is activated by pressing and holding the minus (-) button, this can also be used as a start-aid.

Warning:

The display comes pre-configured specifically for your bike. Incorrect settings could cause damage to the bike components and also result in a bike that is not UK road legal. Any modifications made to the controller configuration will void your warranty.

Turning Control Module On/Off

To turn on the control module press and hold the top (Mode) button. Press and hold the same button to turn off the module and disable all electric features of the bike.

Turning Backlight On/Off

To turn on the display backlight, press and hold the “Up” button. Press and hold the same button to turn it off.

Varying Pedal Assist Level

To alter the level of assistance provided simply press the Up/Down arrows to cycle through the 5 levels of assistance. Level 1 offers the least assistance while level 5 offers the greatest assistance.

Speed Display Mode

There are three different modes for the speed display, these are current speed, average speed and maximum speed. To switch between these modes, press and hold the “Up and Mode” buttons for approx. 1 second to cycle through the modes.

Walking Mode/Start– Aid

The bike also supports a walking mode which is basically a very slow mode allowing you to walk next to the bike at approx. 6m/h. This is activated by pressing and holding the “Down” button. As soon as the button is released, the bike will stop. This can be used to start off, if you find it difficult from a stand-still.

Display Mode

To switch between Odo (overall distance travelled) and Trip mode (current trip distance travelled), press the “Mode” button. To reset the trip computer press and hold both the top and bottom buttons.

Woosh Bikes	DECLARATION OF CONFORMITY	CE

Product name	**Commercial name(s)**	
Electrically power assisted cycle	Woosh Sirocco	Woosh Sundowner
	Woosh Sirocco CDL	Woosh Big Bear LS
	Woosh Big Bear	Woosh Gale
	Woosh Krieger	Woosh Zephyr CDN
	Woosh Zephyr B	Woosh Gallego
	Woosh Petite	
	Woosh Sant Ana	
	Woosh Sant Ana CD/CDL	

Manufacturer, address

Made in China for Woosh Bikes Ltd

42-46 Queens Road, Southend-on-Sea, Essex, SS1 1NL, UK

The product (system) identified above is in conformity with the listed European Directive(s).

The following table identifies the applied standards and the conformity assessment procedure.

EMC DIRECTIVE **2004/108/EC** OJ DEC. 2004 L 390/24 Applicable ☒ Non Applicable ☐	**TWO or THREE-WHEEL MOTOR VEHICLES DIRECTIVE** **2002/24/EC** OJ May 2002 L 124/1 Applicable ☐ Non Applicable ☒	**MACHINE DIRECTIVE** **2006/42 EC** OJ MAY 2006 L 157/24 Applicable ☒ Non Applicable ☐
- Applied Standards • EN 15194 • EN61000-4-2 • EN 55022	- Applied Standards • EN 15194	- Applied Standards • EN 15194

Date	Signature	Authorised representative
01/01/2013	H. A. Lee	Director—Woosh Bikes Ltd

Woosh Support:

Be sure to check the support 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, so if possible, email a couple of photos illustrating the problem and we'll normally get back to you within a an hour or two (on weekdays).

Support staff are not available at the weekends, though if you send an email, it will normally be responded to at the start of the working week.

Support articles and FAQ's: www.wooshbikes.co.uk/?support

Email: support@wooshbikes.co.uk

Telephone: 01702 684444 (If there is no answer, leave a brief message and contact no. and someone will call you back).

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