



Crusa Manual

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

Thank you for buying a Woosh Crusa electric bike.

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

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. The carton should be kept upright at all times.

Remove the shipping straps, cut the tape seals and then remove any/all loose packaging if any, and then lift the bike out of the carton, and immediately down to the floor. **DO NOT** destroy or dispose of the carton as it may be needed if the bike has to be returned for any reason in the future.



When unpacking and preparing your bike, be very careful not to stretch, pull or bend any of the cables. With the bike out of the box, detach the front wheel and then remove all of the remaining packaging. The bike comes mostly assembled, meaning that there are relatively few steps necessary to complete the basic assembly of the bike.



The handlebars need to be fitted first, this is so that they don't get in the way of installing the other parts and also to ensure that the frame does not get scratched. You will need to fine tune the position of the handlebars once the front wheel has been fitted.

Unpacking cont.

Open the small box that was in the carton, in it you will find the front lamp, pedals, battery keys, bungee cord, charger, stem-cover/cable-tidy and a weather-proof cap. See the photo below showing these parts.



Handlebars:

First, locate the stem-cap/cable-tidy and slide it up the stem as shown below-right, before sliding the stem into the frame at the desired height. Slide the cover down, then tighten the stem bolt—see below.



Secure the stem in position by tightening the stem bolt with a 6mm Allen key—as shown below-left.



You will likely need to fine tune the position and angle of the handlebars once the front wheel has been fitted. Skip the next section regarding the handlebars and move on to “fitting the front wheel”, and then come back to this (and the following page) when you’re ready.

Handlebars cont...

The cables should be slotted into position as shown below.

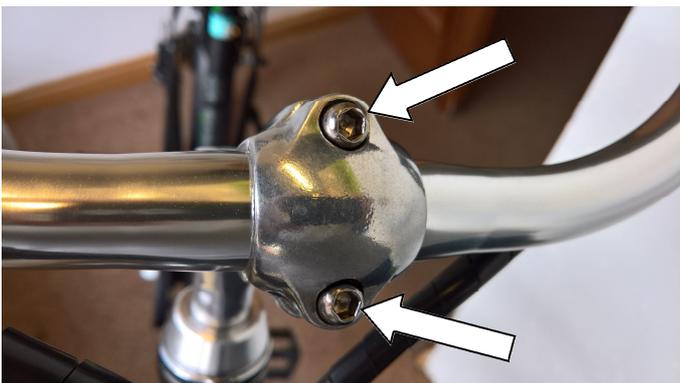


Fit the front wheel before continuing with adjustments to the handlebars.

The handlebars can be brought upwards and towards the rider, or lower and away from the rider. To do this you will need to loosen the bolt underneath with a 6mm Allen key and remove the piece shown below. When the handlebars are in the desired position, refit the part and fully tighten the bolt to secure them in place. Be careful not to pull/stretch the cables when making these adjustments



The next step is to rotate the handlebar itself in to a comfortable position. Loosen the two bolts shown below-left, then rotate the handlebars until they are at a comfortable angle, then tighten the two bolts to secure them in position. **You must ensure that all the bolts/fixings associated with the handlebars are sufficiently tight.**



Fit the weatherproof cap as per the picture above-right when you have finished adjusting the handlebars.

Warning:

It is critical that 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 shop and have them prepare it for you at your cost.

Fitting the mudguard, front wheel and lamp:

The mudguard and lamp are secured to the bike using the same fixing, and so need to be fitted at the same time. Before going any further, **ensure that the forks are facing the correct way**, and then remove the protective bolt from the fork dropouts. The forks when correctly oriented should look as per the photo below. The brake callipers should be on the left side.



A single bolt is used which is pushed through from the front of the bike, with the nut fitted at the rear of the forks. The bolt should pass through in order, the lamp bracket, the forks, then finally the mudguard bracket. Mount the mudguard at the highest possible position, and then tighten the nut/bolt to secure them. Next, secure the hangers either side lower down the forks.



Adjust the angle of the front lamp as required.

Fitting the front wheel:

To fit the wheel, the skewer needs to be fitted first. The skewer should be fitted so that the clamp is on the opposite side to the brake disc/rotor. First, detach the skewer from the wheel, and then remove the nut and one of the springs—see below, then insert the skewer into the wheel, re-fit the spring and then the nut, give the nut a few turns clock-wise to secure it, but do not tighten it all the way at this point.



Note: the plastic adjuster-nut should be on the side of the wheel that has the rotor/disc, and the clamp/lever is on the opposite side. The springs should be oriented as per the picture above –left i.e. with the narrower end of the springs facing inwards towards the centre of the hub.

With the skewer in place, lift the front of the bike, put the wheel in position (with the rotor/disc on the left side), then carefully lower the bike, ensuring that the disc/rotor nestles correctly within the brake callipers as you go. **Do not force the wheel in to position**, if it doesn't drop easily into place, check that the rotor is in the correct position as you lower the frame over the wheel. With the wheel correctly positioned, finger-tighten the nut on the left side, then close the clamp to lock the wheel in place. The clamp should be reasonably difficult to close, and so it may well be necessary to open the clamp and adjust the nut a few times before the clamp offers suitable resistance. If the clamp offers little resistance, open the clamp and turn the nut clockwise some more. If the clamp can't be fully closed, open the clamp again and loosen the nut a little.



With the wheel now fitted, you will very likely need to fine tune the position of the handlebars, go back to the relevant section earlier in the manual and adjust the handlebars accordingly.

Seat-post/saddle:

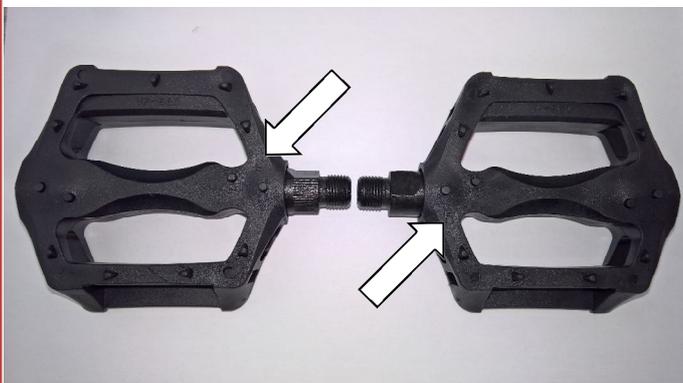
To adjust the height of the saddle, simply open the clamp and then position the seat-post at the desired height and then close the clamp to lock it into position. It may be necessary to tighten the thumb screw on the opposite side of the clamp to ensure that when the clamp is closed, the seat-post is properly secured. Adjust the thumb-screw as needed, there needs to be a reasonable amount of resistance in the clamp when it's being closed to ensure that the post is properly secured.



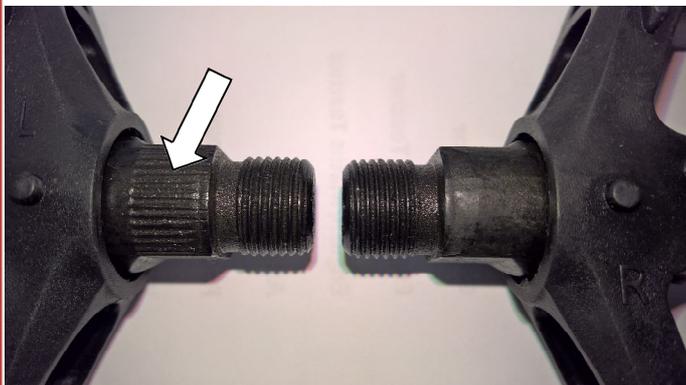
Pedals:

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. 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 whilst riding.

The pedals can be identified in several ways: L or R is clearly visible on the pedal itself—see below-left. L or R is also stamped onto the very end of the bolt, see below-right. **Note: the left pedal tightens counter-clockwise.**



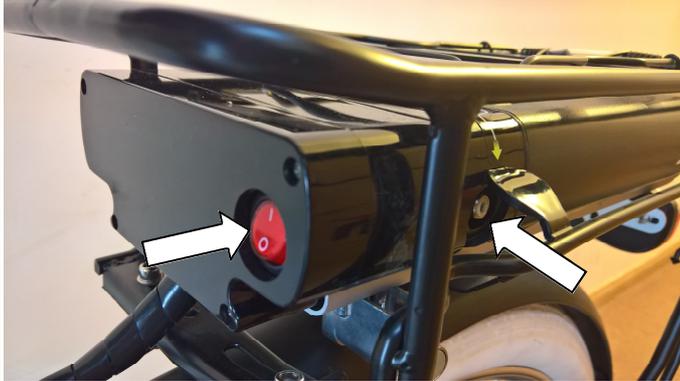
There are also grooves present on left pedal, that are not present on the right—see below.



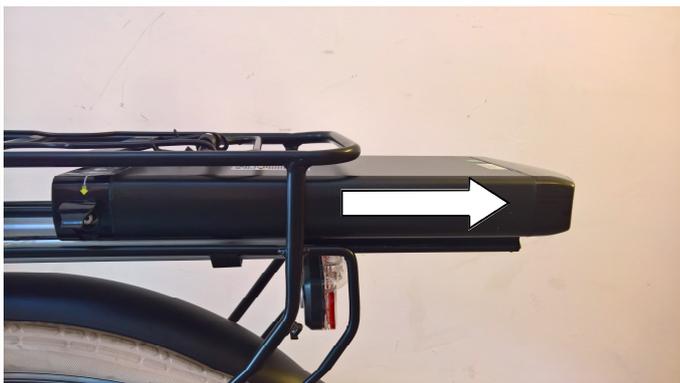
Reminder: The left pedal tightens counter-clockwise. Finger tighten the pedals by hand, then use a 15mm spanner to finish tightening them.

Charging/locking the battery:

The battery will be only partially charged when you receive the bike. **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 on left side of the battery, as shown below-left. Lift the cover to access the charging socket. The master On/Off switch is located on the front end of the battery just behind the seat-tube. **Ensure that the charger is switched OFF at the mains before attaching the charger to the battery.**



To remove the battery from the bike and charge it elsewhere, unlock the battery by turning the key counter-clockwise, and then slide the battery rearwards and off the bike. **Ensure that you lock the battery when putting it back on the bike.** The lock is located on the left side of the bike just under the battery. To get a rough indication of the battery status, press the button of the right-rear of the battery, the more LEDs illuminated, the greater the amount of power left in the battery.



On the charger is an LED which is RED whilst the battery is charging, but then goes GREEN when charging is complete and the battery is full. A full charge from flat can take 8 hours or more.



Green LED

Battery full (or charger not connected)

Red LED

Battery charging

Battery care:

The Crusa comes with a modern light-weight lithium battery.

Some care is needed to ensure your battery performs at its best and lasts as long as possible. All batteries age over time, meaning that the range will gradually decrease as the battery gets older, so to ensure you get the most from your battery, follow the instructions below.

Charge the battery once or twice per week as needed, it is better to keep the battery topped up than to allow it to run completely flat.

DO NOT charge the battery in extremely cold conditions. If the battery is not in regular use i.e. over the winter, you should charge the battery for around 10 minutes every two to three weeks. This will slow the aging process and will help the battery to last longer. When the bike is to be put back into service, fully charge the battery to prepare it regular use.

General battery care:

Do not attempt to open the outer casing of the battery.

Do not attempt to repair the battery.

Do not immerse the battery in water.

Keep the battery away from children.

Do not drop, pierce or otherwise damage the battery.

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 below minus 5 degrees Celsius.

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 experienced and/or 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 will not reimburse you for these costs.

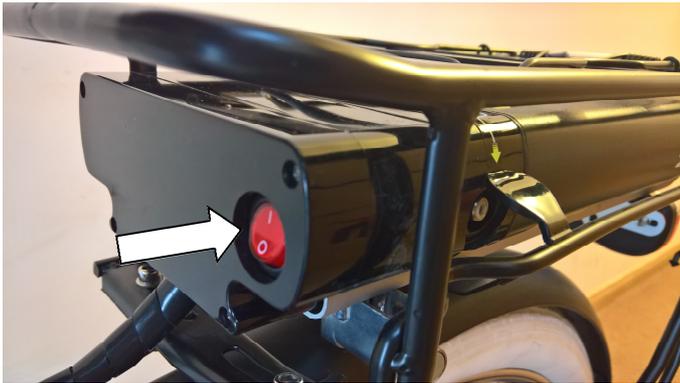
Before riding your bike, check the tyre pressures. The tyres should be inflated to approximately 50psi.

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

You must also ensure that your brakes are working correctly before you ride the bike. If you need to adjust your brakes, refer to the "maintenance manual" that came with the bike. If you prefer, you can have your local bike shop adjust them for you. The brakes are similar to those you would find on a regular non-electric bike and so any bike shop should be able to adjust them for you. You would obviously have to pay them for this service.

Riding the bike

Ensure that the master-switch on the battery is in the 'ON' position, see below-left. Then press (and hold) the middle button on the display for a second or so. Press (and hold) the same button to turn OFF.

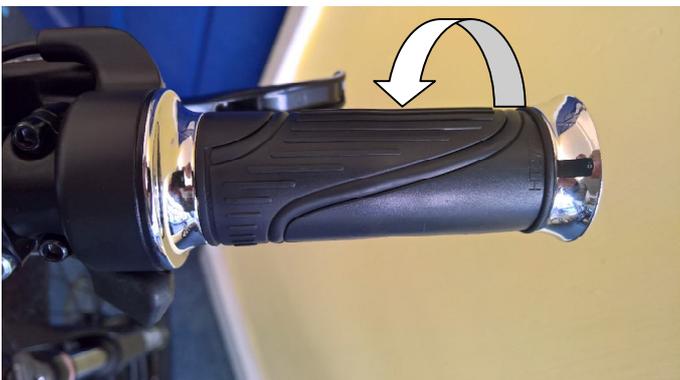


With the display now illuminated, the bike is now on and will provide assistance when ridden. Use the plus (+) and minus (-) buttons to increase or decrease the amount of assistance given. The assistance levels range from 0-5, 0 provides no assistance at all, then levels 1 through to 5 are used to determine the amount of assistance provided, with level 5 giving the most assistance, and level 1 giving the least. There are several other modes and features of the display that are covered in more detail towards the rear of this manual, but the information given at this stage is just enough to get quickly up and running.

The bike will only assist you up to 15mph/25kph. Though of course you can use your own strength/power to pedal beyond 15mph if you wish.

This bike features "start-assist", meaning that when the minus (-) button is held, the bike will start moving and will then hold steady at around 4mph. If you struggle with initially getting moving, this feature will help get you started more easily. Once in motion, pedal the bike as you normally would and release the button.

The twist-grip cannot be used to start the bike from stand-still, use the "start-assist" feature as described above if you need help to initially get moving. Once you have pedalled a short distance, the twist-grip will become available should you wish to use it. You must pedal at least a short distance (a few metres) before the twist-grip will function.



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, move one gear to the next, do not try and move up or down several gears at once.

Use a low gear for starting off and climbing hills, use a higher gear when cruising. Remember to shift to a lower gear when approaching junctions where you will likely have to stop.

IMPORTANT:

LOOK AFTER SPOKES, TYRES AND KEYS!!

The vibrations on an electric bike can cause the fixings and also the spokes to become loose more quickly than on a standard bike. You must maintain them (or have a local bike shop maintain them for you if it's something you cannot do yourself). If you do not regularly maintain your bike, you may damage the bike and also there are likely to be safety issues for which Woosh Bikes will not be held liable.

Please read the following:

Your spokes will have been checked before despatch, but if you have a look, you will find some less tight than others. This variation ensures the wheel is straight (or 'trued'). If all the spokes were equally tight, or all very tight, the wheel would not be straight. So it is normal that some spokes are tighter than others.

In future, check your spokes regularly, every two or three weeks if you ride daily, or once every couple of months if you only ride occasionally. We normally supply a spoke tool (small round numbered metallic device) which comes in the same box as the battery charger.

How to check? Lightly 'ping' each spoke like a harp string with your index finger. If it feels very loose insert the spoke key onto the nipple of the spoke in question, using the notch numbered 13. The nipple is the metal part at the base of the spoke where it joins the wheel rim. Give it a quarter turn or so. Don't over-tighten the nipple as the spoke may then be too rigid and could snap during riding. If you're not sure how to do this, then have your local bike shop make these adjustments for you.

You can give your wheel a quick visual check by spinning it and making sure the brake pads are equal distances from the wheel when it spins and that it seems to spin straight and not wobble from side to side. Get someone to help hold the bike if necessary. If the wheel is not true, then the wheel rim will likely rub on the brake pads at various points as it rotates, use the spoke key to tighten or loosen the spokes at the point where it rubs to bring the wheel back in to line. You may want to have this done at your local bike shop if you are not experienced.

Also check your tyre pressures often (before each ride ideally), and inflate as required. The pressure range of the tyres is printed on the side wall of the tyre, though we recommend inflating them to around 45-50psi. For heavier riders, you may want to inflate them a little higher, but don't go beyond 60psi.

These maintenance steps aren't always needed quite as often on a standard bike but they are for an electric bike.

If you are not able to perform these checks yourself, you should have your local bike shop do them for you at your cost.

Lastly, separate your keys and keep them in a safe place. We do not keep spares, and cannot provide duplicate keys at a later date.

Adjusting the brakes:

The Crusa comes with disc brakes at the front and v-brakes at the rear. These are checked and set up before the bike is dispatched but you must check that the brakes are working properly before you ride the bike.

See the maintenance manual for help on how to you adjust your brakes, but if you aren't able to manage this yourself, you should take it to your local bike shop and have them adjust them for you. Obviously you would have to pay for this service.

Discs brakes do require a certain amount of bedding in, so be aware of this when you ride the bike for the first few miles.

Essential maintenance:

See the "Maintenance Manual" for the full details of how to look after your bike.

The Crusa is a low maintenance bike, however it is essential that you carry out regular maintenance to ensure that your bike is both safe, and to help it last as long as possible.

You must check your spokes as outlined earlier.

You must regularly check and tighten as necessary ALL nuts/bolts/fixings.

You must ensure that the handlebars are tight, if the handlebars are not checked and they work loose, they could move suddenly and unexpectedly.

You must check that the saddle clamp is sufficiently tight and also that the saddle itself is properly secured to the post. The bolt securing the seat to the post is on the underside of the saddle.

You must monitor the cranks, if they work loose or there is movement in the bottom bracket, do not continue to ride the bike until the issue has been resolved.

Failure to carry out essential maintenance on your bike on a regular basis could result in an injury, for which Woosh Bikes Ltd will not be held liable.

Please ensure this is done to ensure your safety.

Display—Advanced features

To turn the bike/display On or Off, press and hold the middle button.

In its default mode when the display is first switched on, it shows the current level of assistance at the top-right of the screen, the battery status along the top-left, and the current speed—as per the picture below.



To adjust the pedelec assistance level, use the (+) to increase the assistance and (-) to reduce the assistance. There are 5 levels of assistance (1 to 5) and also a '0' mode. Level '0' will provide no assistance but allows you to keep the display on and use the other features such as the trip computer etc.

The display is also capable of showing the following:

Trip—distance travelled on the current journey (will continue to record distance across multiple trips unless reset, see below).

ODO—total distance travelled since the bike was new.

Ridtime—the length of time since the bike/LCD has been switched on.

AVG—the average speed of the current trip.

MAX—the maximum speed achieved during the current journey.

To switch between these modes, tap the middle button to cycle through them. After a few seconds of showing the selected info, the display will revert back to the default screen showing the current speed and pedelec level.

The advanced features are made available by pressing and holding both the plus (+) and minus (-) keys together.



Option 1 - is used to reset the trip back to zero.

Option 2 - is used to select whether to display Miles or Kilometres.

Making changes to options 3, 4 or 5 could damage the electrical components on your bike, and will therefore void your warranty with immediate effect. Do NOT change any of the settings for options 3, 4 or 5.

To move through the items on the list, use (+) to move down the list and (-) to move up the list. Press the middle button to select the chosen option, then use (+) or (-) to change the setting. Press and hold the middle button to save changes and/or to return to normal operation.

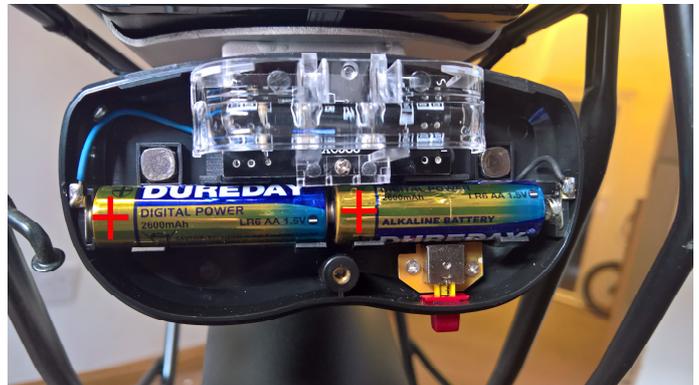
The **brightness of the backlight** can be adjusted by pressing and holding the plus (+) key, there are two settings, normal and dimmer.

Operating the lights:

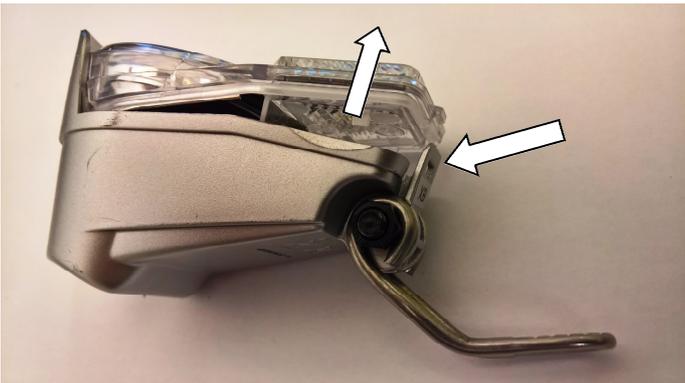
The rear light is switched On or Off by using the button at the lower right side of lamp—see below.



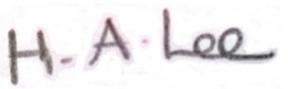
To change the batteries, use a small Phillips screwdriver to undo the screw indicated below, then lift off the lens/reflector. The rear lamp requires 2x AA type batteries. The positive terminals of the batteries should be on the left.



The front lamp is operated using the button on the top, simply press to switch on, and then again to turn it off. To change the batteries, pull down slightly on the clip on the bottom to release the reflector/lens, and then lift it clear. The front lamp also uses 2x AA type batteries.



When refitting the front cover/lens, hook the top part of the lens under the clip first, then press the bottom in until it snaps into position.

Woosh Bikes	DECLARATION OF CONFORMITY		CE
Product name	Commercial name(s)		
Electrically power as- sisted cycle	Woosh Sirocco Woosh Sirocco CD/L Woosh Big Bear Woosh Krieger Woosh Zephyr B Woosh Petite Woosh Sant Ana/2 Woosh Sant Ana CD/CDL	Woosh Sundowner Woosh Big Bear LS Woosh Gale Woosh Zephyr 2017 Ed. Woosh Gallego Woosh Bermuda Woosh Bali Woosh Crusa	
	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	TWO or THREE-WHEEL MOTOR VEHICLES DIRECTIVE 2002/24/EC	MACHINE DIRECTIVE 2006/42 EC OJ MAY 2006 L 157/24	
Applicable <input checked="" type="checkbox"/> Non Applicable <input type="checkbox"/>	OJ May 2002 L 124/1 Applicable <input type="checkbox"/> Non Applicable <input checked="" type="checkbox"/>	Applicable <input checked="" type="checkbox"/> Non Applicable <input type="checkbox"/>	
<u>- Applied Standards</u> <ul style="list-style-type: none"> • EN 15194 • EN61000-4-2 • EN 55022 	<u>- Applied Standards</u> <ul style="list-style-type: none"> • EN 15194 	<u>- Applied Standards</u> <ul style="list-style-type: none"> • EN 15194 	
Date 01/01/2013	Signature 	Authorised representative Director—Woosh Bikes Ltd	

Woosh Support:

If you need to get in touch, our contact details are below.

It can sometimes be useful to see the issue you have, so if possible, send us a brief email with a couple of photos illustrating the problem and we'll get back to you as soon as we can (usually the same day).

Support staff are not available at the weekends, so any emails sent over the weekend will normally be responded to on the following Monday.

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

Email: support@wooshbikes.co.uk

Telephone: [01702 684444](tel:01702684444) (If there is no answer, leave a brief message and contact no. and we will call you back.