

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, 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, it will normally be read on the following Monday morning.

If you need support on a bike purchased in Cambridge please note that you should call our Southend office.

Email: support@wooshbikes.co.uk

Telephone: [01702 684444](tel:01702684444)

Support staff are available 10am to 5pm Monday to Friday On our Southend number. This may change in the future.

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Woosh Gale 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 Gale electric bike.

Most of our bikes are named after winds or mountains throughout the world — 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

IMPORTANT: before you unpack and ride your bike, please read the notes below about essential maintenance.

Check regularly that nuts, bolts, saddle, handlebars, pedals and spokes are tight

Why? Because the motor vibrations on an electric bike cause fixings and spokes to become loose far more quickly than on a standard bike. If the bike were fitted with heavy duty fixings like those on a motorbike, this would add substantially to the weight making it almost impossible to ride—this is still a bike after all—so light weight fixings are used. If you forget to check them you may damage your bike and possibly have an accident too.

So please read the following:

Your spokes will have been checked before despatch, but if you have a look, you may 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.

In future, check your spokes regularly. They should definitely be checked after you have ridden the first 300 miles or so, and after that roughly every two weeks if you ride daily, once every couple of months if you only ride occasionally. You will need a spoke key. We may have supplied one in with the charger but if not we can send you one for £4 incl postage.

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 gauge number 13. The nipple is the metal connector at the base of the spoke where it joins the wheel rim. Give it a short quarter turn or so. Don't overtighten the nipple as the spoke may then be too rigid and snap during riding.

You can also 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 in a straight line.

Get someone to help hold the bike if necessary.

Also check regularly that nuts, screws and fixings, including those holding the battery and carrier, are well tightened, in addition to the saddle, pedals and handlebars.

Check and pump up your tyres regularly too—the same time as a spoke check is good.

11—Spares

We keep in stock most parts necessary to maintain your electric bike—call to order.

Callers are welcome to bring bikes in for repair. These may not be done on the same day however and please note that we do not do service on Saturdays.

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.

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 has occurred 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 the 'Returning your Bike' section earlier in this manual..

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.

16>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 earlier in this manual .

Please read this section carefully.

Quality control

Every Woosh electric bike is taken from its carton and checked before being despatched for mechanical and electrical functions. We do not normally ride the bike before it is despatched, so 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 who have someone who can help with maintenance. Most repairs are simple and can be done with help from us over the phone or by email. Replacement parts are sent free of charge during the warranty period.

If you prefer to have your repair done by a bike shop, contact us before going ahead as the refund of labour costs is subject to terms and conditions.

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, of 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,), 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

8—The Woosh Electric Bike Warranty

All Woosh electric bikes come with a standard one year warranty. Details of this are fully covered earlier in this Manual.

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.

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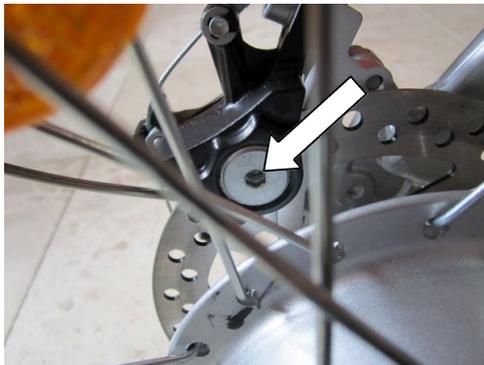
7—Adjusting the Brakes

The Woosh Gale comes equipped with standard 'V' brakes at the front of the bike, and disc brakes at the rear.

See the support section of our website at www.wooshbikes.co.uk for guides on how to adjust your brakes.

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.

Minor adjustments can usually be made without having to take your bike to a shop. Most people are familiar with standard 'V' brakes and can adjust pads and tighten cables etc. The rear brakes on this bike are disc brakes. If your wheel isn't spinning freely, then a relatively simple adjustment can usually resolve this. Using an allen key, adjust the rear side of the brakes as shown below. After any adjustment, ensure that the brakes are functioning correctly before riding the bike again.



Important Safety Notice

Woosh Bikes Ltd checks all bikes before sale for electrical and mechanical functions.

Although our procedures are strict and our checking is thorough omissions or oversights can nevertheless occur.

We strongly advise you to 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. We also suggest applying Threadlock immediately and every two to three months afterwards.
- 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 – Unpacking

Stand the carton upright, remove the shipping straps and cut any tape seals. Dispose of shipping straps.

Keep the carton/bike in the upright position, open the top and remove the saddle, from the carton, then with the help a of second person, lift the bike out of the carton and place onto the floor. Engage the stand to keep the bike upright.



Remove the remaining packaging and bubble-wrap from around the bike, taking care not to scratch the frame.

Cut the tie wraps securing the charger, pedal and spoke key (small round metallic object) on the rear of the carrier and place to one side.

We highly recommend you fold the carton flat and keep in a dry place in case the bike needs to be returned to us for repair or servicing.

IMPORTANT NOTE RE KEYS: separate your keys on receipt and keep the spare in a safe place. We do not have master key sets, so losing both keys will prove very expensive.

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.

6 – Battery Care

The Woosh Gale foldable 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. If the bike is used occasionally, charge the battery two to three times a week. If you cover large distances each day make sure that the battery is **fully charged before each trip**. The indicators on the bike only provide a very rough idea of the battery voltage status and how full the battery is. They should not be relied on. Avoid problems by keeping your battery constantly topped up.

Do not charge the battery in extremely cold conditions. The battery can be removed from the bike and charged indoors if required. Allow the battery to warm up to room temperature before charging.

If the battery is not in regular use, keep the battery charged and keep it in a cool dry location. To keep the battery in the best condition, top up the battery by charging it every month, even for just an hour or two. This will slow the ageing process of the battery. All rechargeable 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.

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.

Do not drop, pierce or otherwise damage the battery.

If you wish to remove the battery from the bike so that you can charge it in an alternate location, turn the key to the 'unlock' position and then using the handle, lift the battery from the bike. You will also need to unclamp and remove the saddle to complete this procedure. To replace the battery, just reverse the steps.

2- Preparing the bike for use

You need to slide the handlebar stem into the receptacle before trying to rotate it into position on the bike (basically while the receptacle is upside down),. See below. Don't engage the handlebar clamp at this point, just slide it into position and then rotate the whole assembly upwards as shown.



Now that the handlebar stem has been rotated fully upwards, engage the clamp to lock the receptacle into position. Adjust the thumbscrew if necessary to ensure the clamp is tight enough.



Now simply align the handlebars with the front wheel and engage the clamp to lock into position at the desired height as shown above.

2—Preparing the bike for use cont.

Now slide the saddle into position on the bike as shown, adjust the height as required and engage the clamp to lock the saddle into position. Adjust the thumbscrew if necessary to ensure the clamp tightens sufficiently.



Now install either both pedals or if one is has been installed already, the remaining one.

The left pedal is marked with the letter L, the right pedal with the letter R around the thread—it is important to install them correctly.

Install the washer that comes with the pedals.

The left pedal has left-hand thread, you turn it counter-clockwise to tighten. The right pedal has normal right-hand thread, so you tighten it in the normal way.

Now pump up the tyres. These should be inflated to around 40psi and should be checked regularly and pumped up as and when needed.

Our bikes are checked for major electrical and mechanical functions before despatch but you must ensure that the bike is safe to ride. You should take at least an hour to do so.

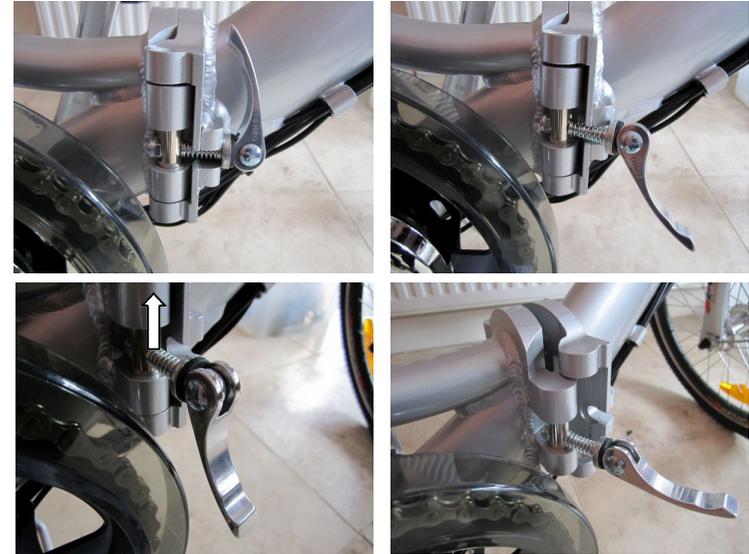
Check that all nuts and bolts, saddle, pedals and handlebars are fully secure

Check the brakes to ensure correct operation and adjust if necessary. Refer to the later section in this manual if necessary.

Finally, charge your battery fully before riding for the first time. See the next page.

5—Folding the Bike

To fold the bike for storage purposes, undo the latch securing the main part of the frame as shown below. Before the bike will fold, you will also need to lift/pull the latch upwards to disengage the locking mechanism as shown.



You should now be able to fold the front section of the bike anti-clockwise and it should come to rest alongside the rear of the bike. To fold the handlebars, release the latch and rotate the handlebars downwards so that the folded bike looks like the images below.



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. You must be pedalling while changing gears. Do not try to change the gears when you are stationary as you may damage your bike.



The battery leaves the factory partially charged and should be fully deep charged before use. This normally takes an hour or two but may take up to 8 hours. The charging socket is located on the right side of the battery. To access the charger socket, slide the cover marked PUSH aside, and attach the round plug to the charging socket as shown. Then plug the 3 pin mains plug into your mains socket and switch it on. The light on the charger will be red while charging and will turn green once the battery is fully charged. Ensure that the charger is switched off at the mains before attaching to the bike. The bike should be switched off during charging.



On the top of the battery is an indicator which provides a very rough idea of the battery status. Simply press the button to check the status of the battery.



3—Controls and Indicators

The Gale foldable electric bike has an integrated front light which is powered directly from the main battery. This is activated by pressing the blue button on the “control module” on the left side of the handlebars as shown.

The control module also features a battery indicator. **Note that this indicates the voltage and a very rough idea of how full the battery is.** The voltage will dip when you go up a hill, for example, and the lights will go out accordingly, lighting up again when full voltage resumes.



The throttle control is located on the right side of the handlebars as shown below.



4—Riding the Bike

Before riding the bike, turn the battery key to the ‘on’ position using the supplied key. The battery is located behind/below the saddle.



Each time you start to ride the bike, it is sensible to pedal a short distance before engaging the throttle control to ensure you are properly balanced.

To enable the throttle control press the red button as indicated above. To use the throttle, simply pull/rotate the handle gently towards you as indicated. The more the throttle is pulled/rotated, the greater the assistance from the motor and the faster you will go. To disable the throttle control and just use pedal-assist, press the red button again.

The pedal-assist feature basically does what it says— when pedalling, it is made easier by the motor assisting you. You can adjust the amount of assistance provided by pressing the ‘mode’ button on the control panel and cycling through the three available modes.

The throttle should be used as a boost, when starting up, for short bursts of speed and as an additional help when climbing a slope or hill.