

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 responded to before closing on Monday.

Email: support@wooshbikes.co.uk

Woosh support line : [01702 684444](tel:01702684444)

Support staff are available 10am to 5pm Monday to Friday. They are not available at weekends. As well as dealing with telephone support they also have to do workshop servicing and see to customers in store so cannot always take your call. Please do not call repeatedly. Either leave your name and telephone number once, or send an email. They will get back to you within 3 to 4 hours.

Please note that if you purchased your bike from our Cambridge branch and need support you should contact our Southend office on the number above.

© 2012 Woosh Bikes Limited



Sant—Ana Petite

Please read this manual.

It contains important information about your safety, how to look after your bike properly and avoid expensive repairs in the future.

**After sales support line:
(01702) 684444**

or email: support@wooshbikes.co.uk

Support hours: Mons to Fridays 10 — 5
(If unmanned, please leave a message.
Calls are returned within 3 to 4 hours).

Thank you for buying a Woosh Santana Petite electric bike. Our bikes are named after winds, mountains, lakes, volcanoes The Sant-Ana is a wind in south east 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.

What to expect of your electric bike:

An electric bike is mechanically the same as a standard bike but comes fitted with a motor, battery and wiring, all linked together and controlled by a small box of electronics called a controller. If the electrics are switched on the motor will help the bike to move along while you pedal, use the throttle or both, but by law, the electrical assistance must cut out after 15.5 mph. Please also read carefully the section on Expectations on the opposite page.

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. I

There is however only so much we can offer within our price range and the quality of some things such as paint and plastic finishings is not always as high as those of German bikes (although these start at £1800!)

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

Hatti Lee

Hatti@wooshbikes.co.uk

Your Sant-ana Petite electric bike has a total weight limit for rider and luggage of 14 stone.

It is designed for light commuting (up to 10 miles daily) and general leisure use over reasonable quality roads.

It is not designed for heavy commuting or use on poor quality tracks, loose gravel, rocky or marshy off road terrain.

DIS—shows distance of current trip
ODO—shows total mileage
RPM—shows RPM of the wheels
TIME—shows duration of current trip
VOL—shows current battery voltage

Display Module—Advanced Settings



1. Current Battery Level—when all segments are showing the battery is full.
2. Current Speed—shows the current speed in MPH
3. Power—this shows a graphical representation of the amount of power being provided at that particular moment, so when on hills or using the throttle, this will be higher, but when pedalling, it will be lower.
4. Current Assistance Level—there are five levels of assistance. **Level 5 is for hills only and should not be used on flat roads.** On this model, the five levels correspond to a target speed/assistance level e.g. level 1 will assist you up to 6mph, level 2 will provide assistance up to 10mph and so on.
5. Distance—this shows the total distance travelled

The UP and DOWN arrows on the left of the display are used to vary the assistance levels from 1 to 5.

The lower right part of the display can display several different things. To cycle through the various options, press the power button (lowest button on the left) as many times as needed to get to the setting you require. The options are as follows:

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 run the battery down very quickly.

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.

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 often. Not riding your bike for several weeks may cause the motor to seize up and could cause long term 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. After 28 days, if faulty the bike will not be refunded but repaired and then returned to you.

Sending your bike back: you can send your bike back using your own courier or services 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 £35

Collection by us of a bike unriden within 14 days: refund less £60

Return of a bike unsuitable and ridden within 14 days: refund less £145

Collection of a bike unsuitable and ridden within 14 days: refund less £160

Return of a bike faulty within 28 days ridden or not: full refund*

Costs: returning a bike with battery or just a battery for servicing

1st 28 days: free collection and return, free parts, free labour*

Months 2—12:

If you return at your cost, we return free, free parts, free labour*

If we collect, £25, we then return free, free parts, free labour*

Month 13 onwards

If you return at your cost, we return for £25, parts at cost, labour £35 p h

If we collect and return, £49, parts at cost, labour £35 p h.

Bikes with batteries or just batteries cost the same to collect and return. This is because batteries on their own require a special courier and this costs more.

*Repairs needed due to accidents or negligence will be charged for.

***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.

Cleaning, lubricating, waterproofing:

It is very important to keep your bike clean and dry, dirt and grit if left unchecked will shorten the life of the various components. **Do NOT use a high pressure washer to clean your bike.**

Make sure your chain is kept lubricated. Dry it with a rag if ridden in the rain and lubricate it straight away. In normal use, you should lubricate the chain/pulleys every month or two or when the chain feels dry.

Waterproofing: our bikes are designed to be ridden in rain. Extreme downpours and power washing should be avoided if possible as water can occasionally get somewhere it shouldn't and cause issues.

Handlebar display units (KingMeters and 790 units) should always be positioned at an angle allowing water to run straight off rather than sitting flat and allowing water to collect.

Adjust if necessary upon receipt of the bike.

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.

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.

***Please note that pedals, cranks and bottom brackets are warranted for light to average recreational use only. If you are a commuter, pedal heavily or stand on your pedals while riding you will need to consider an upgrade. A suitable set of cranks and pedals will cost around £60 and can be supplied at a local bike shop or from an online retailer.**

Transit damage

If you have suffered damage during transit—for example a chain or mudguard are broken, 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.

Tyre use:

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

Using your Woosh electric bike abroad or off shore

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

Breakdowns abroad or off shore: 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 can get stolen and break down. If you are going to be very highly dependant upon your bike we recommend you take out road-side rescue. Cycleguard can provide this cover from £18 per year, and they also offer insurance. See www.cycleguard.co.uk or call them on 0844 826 2297.

WARNINGS**Safety:**

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. Do not walk along with the bike with the electrics switched on. You may turn the throttle by accident and the bike will propel itself up into the air. Always observe UK law and the Highway Code with regard to safe cycling. This includes ensuring that your bike is fitted with a bell, lights and reflectors and that these are fully working at all times.

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. 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 20min charge every few weeks.

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 to cover carriage—please refer to the earlier part of 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.

Spares

We keep in stock most of the parts necessary to maintain your electric bike. To order any spares, just give us a call on [01702 435566](tel:01702435566).

Important Safety Notice — please read

Your bike has had a full electrical and basic mechanical check before despatch, but you need to perform a full check of the bike before riding it to ensure your safety. If you are not sufficiently experienced, have your local bike shop to do this for you. Items that are checked before dispatch include:

- **Checking that the brakes are set correctly and work properly.**
- **All nuts/bolts, major fixings, cranks etc. are fully tightened and/or adjusted as required.**
- **Both wheels are trued/spokes adjusted.**
- **Saddle/seat-post and handlebars are fully tight and secured after installation.**

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 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 do them, 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.

Please also ensure you read the safety warnings page towards the end of this manual.

Unboxing and preparing your bike for use

Two people are needed when lifting/moving the carton and also for removing the bike from the carton.

Your Woosh electric bike comes mostly assembled, but to allow the bike to be flat-packed, some parts of the bike require a small amount of assembly to be completed. This manual assumes you are reasonably competent with basic tools and are able to cope with the maintenance of a bike generally. If this is not the case, then you should seek assistance from either a local bike specialist or an otherwise suitably experienced person.

You are responsible for the correct assembly and on-going maintenance of your bike. Woosh Bikes Ltd. accepts no responsibility for any incidents that may arise as a result of bikes which have been poorly assembled/maintained by the end user. This booklet must be read in its entirety and all included steps must be completed to ensure trouble-free and safe operation of your bike.

Keep the carton upright, remove the shipping straps and cut the tape seals. Lift the bike out of the carton with the aid of a second person and rest the bike on its stand. **It is essential to retain the carton** as it will be required if the bike needs to be returned for any reason in the future. If you do not keep your carton, but find that you need to return the bike in the future, a carton can be shipped to you at a cost of £15.



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.

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 electrical functions of the bike, checking/adjusting front/rear brakes, wheel truing, cranks/bottom bracket, check/adjust gears. We are not able to ride the bike at length, if at all, 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 out 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.

IMPORTANT:
LOOK AFTER SPOKES, TYRES AND KEYS!!

The motor vibrations on an electric bike cause the light weight fixings used, and also spokes to become loose more quickly than on a standard bike. If heavy duty fixings such as those on a motor bike were used, this would add considerably to the weight of what is essentially a bike. If you leave them, you will damage your wheel 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 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.

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 supply a spoke key (small round metallic device) in with 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, the nipple is the metal connector 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 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 and pump up your tyres regularly—the same time as a spoke check is good.

Alternatively, get your local bike shop to do these things for you.

Lastly, separate all your keys and keep them in a safe place. We do not hold spares here.

Cut the cable ties and detach the pedals, handlebars and charger, and then remove the remaining packaging materials, taking care not to scratch the paintwork.

Handlebars: Take care not to pull or stretch the handlebar cabling during installation. To fit the handle-bars, simply line up the stem with the hole in the frame and then slide the stem into the bike at the desired height and tighten the allen bolt as shown to secure the handlebars in position. Then push/slide the black cover on the stem downwards.

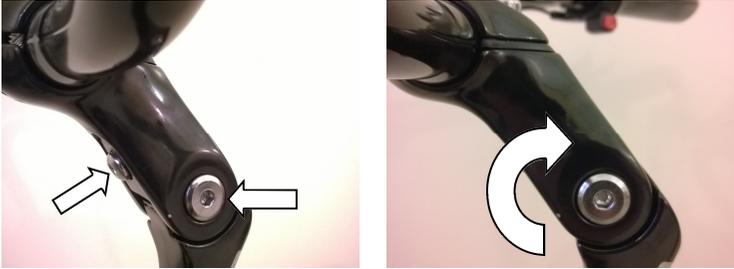


Ensure that the remaining bolts on the handlebars are all tight and secure.

Adjusting the angle of the handlebars is covered in the next section.

Please note: the bottom of the stem (just above the wedge) may be quite scratched. This is normal, it will have been inserted and removed at the factory during production, and these scratches will not show once the stem is installed.

To adjust the angle of your handlebars, you need to loosen the allen bolts on the either side of the handlebar clamp, and you will also need to undo the bolt on the underside of the handlebar clamp to release the locking piece as shown.



You can now rotate the handlebars upwards/towards the rider. Make sure that the various cables aren't pulled too tightly as this may restrict the turning of the handlebars and/or damage/stretch the cables. When you have adjusted the handlebars to the desired position, tighten the locking piece and then retighten the allen bolts either side to secure the handlebars in place.

You can also rotate the handlebars within the clamp, to rotate them to the desired position, simply loosen the allen bolts indicated below, set the position, then re-tighten the bolts. Ensure that all of the bolts/fixings for the handlebars are sufficiently tight before riding the bike.



Operating the Lights

The Santana Petite electric bike comes with both front and rear lights. To switch on the front light, press the button on the top, this will cycle through the modes which are Off/On/Flashing and then Off again.



The rear light is integrated into the battery on this model. The location of the switch is different depending on whether you have chosen a 10Ah or 15Ah battery. See the photos below showing the location on each of the battery options. As the light is integrated into the battery, there are no separate batteries that ever need changing.



The 10Ah battery has the light switch on the rear/top-side of the unit. The 15Ah battery has the light switch on the underside of the unit at the left/rear.

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 grey/black (+) button as shown. To move back down the gears, simply push the thumb selector again. You should change one gear at a time rather than try to go from 7th to 1st in one go.



Caution & Expectations

Your electric bike is not a motor bike. The electric features are designed to *assist* you. This means that riding the bike is easier than it otherwise would be, but it is not designed to completely negate the need for effort from the rider. It will also not cope with extremes.

Riding up slopes will require you to pedal—you will likely not be able to rely on the throttle alone. On steeper hills, you **will** need to pedal but it will still be far easier than it would be on a standard bike.

Your bike is not designed to be used off-road.

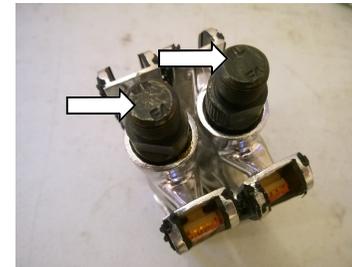
Saddle:

To adjust the height of the saddle, simply open the clamp beneath the saddle, move the saddle to the desired height and then close the clamp to lock the saddle into position. It may be necessary to tighten the thumb screw a little to ensure that when the clamp is closed that the saddle is properly secured.



Pedals:

The pedals fit on a **specific** side of the bike. Do **NOT** attempt to fit the pedals on the wrong side of the bike. The pedals are marked 'WR' (right) and 'WL' (left) to indicate which side of the bike the pedal should be fitted to. Fit each pedal into position and hand tighten, then use the 15mm spanner to fully secure the pedals in place.



If you attempt to fit the pedals on the wrong side, you will ruin the cranks and you will have to pay for replacements.

We check all bikes for major mechanical and electrical functions before despatch but you must fully check your bike yourself before riding to ensure that your bike is completely safe. If you are not able to do this yourself, you should seek the assistance of a professional who can check/prepare your bike for you. You will obviously have to pay for this service.

The tyres should be inflated to around 45 psi.

You should fully charge your battery before use, the battery will have left the factory with only a partial charge. Please refer to the next section on how to charge and maintain your battery.

Riding the Bike

Ensure that the battery is switched on, and then **press and hold** the button indicated below until the display illuminates.



This bike features both a throttle control and pedal-assist. You can use either of these features or a combination of the two.

Throttle:

Gradually twist the throttle to engage the motor. Exclusive use of the throttle alone will drain the battery more quickly and is not recommended.

Pedal Assist:

Pedal-assist basically means that when you pedal, the motor will kick in and help you on your journey, meaning less effort for the rider, especially on hills. The range of the bike is greater when using pedal-assist.

Use the UP/DOWN buttons to adjust the target speed/assistance level. **Level 5 should only be used when ascending hills where the extra power is required.**

See the end of this manual for the more advanced features of the display.

Controls and Indicators

The Sant Ana electric bike comes with a twist-grip throttle control and also has pedal-assist modes. 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/disable the throttle feature, press the red button as indicated on the underside of the hand-grip as shown below.



On the **left** side of the handlebars is the control/display module. This is used to turn the bike on/off and also to increase/decrease the amount of assistance given from the electric motor.

To turn the bike on/off, press and hold the power button (as shown in the picture on the next page) until the display illuminates. You need to hold the power button down for several seconds to switch it on.

To get started right away, see the instructions for this module on the next page.

Charging the Battery

You should 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 AND also the battery are switched off before attaching the charger to the bike.** To turn the battery on/off use the switch on the underside of the battery as shown. You should keep the battery topped up to get the best out of it, and avoid letting it go completely flat.



To charge the battery, 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. 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 your home or office. To remove the battery from your electric bike, use the supplied key to unlock the battery by turning the key anti-clockwise. Once unlocked, slide the battery from the bike using the handle at the rear of the battery.

An initial full charge can take around 8—10 hours.

Continued on next page:



To refit the battery, simply slide it back into place, and then turn the key clockwise to lock it into position. Do NOT lose your keys as replacements cannot be provided.

On the rear of the battery is an indicator which can be used to give a rough guide as to how much power remains in the battery. Ensure that the green switch is in the 'ON' position and then press the small button shown below. The more lights illuminated, the more power remains.

The other button on the battery is used to switch on the rear light. This has three modes - Off, On, Flash, pressing the button cycles through these modes.



Essential Battery Care

The Sant Ana electric bike comes with a modern light weight high performance 36 volt lithium battery.

If the bike is used very occasionally and for short trips, charge the battery two or three times a week. For longer trips, you should **charge the battery before each trip.** **Do not allow the battery to run completely down.**

Important note: the battery indicator on the bike is only very approximate and will fluctuate as you go up hills.

Do not charge the battery in extreme cold conditions. The battery can be 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 and store in a cool dry location. To keep the battery in the best condition while stored, give it a 2 hour charge once a month or so. This will slow the ageing process of the battery.

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.
 Do not drop, pierce or otherwise damage the battery.