

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. This may change in the future.

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Woosh Zephyr 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.

Thank you for buying a Woosh Zephyr electric bike.

Our bikes are mainly named after winds or mountains.

The Zephyr is a gentle wind that blows across the north American prairies — 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

11—Spares

We keep in stock the parts necessary to maintain your electric bike, if you need any spares such as extra batteries, motor or controller, just call to order and they will usually be shipped out same day. Most other consumable parts such as brake pads, tyres etc. can be purchased at your local bike shop.

12—General Usage and essential regular maintenance

The rider must be aged 14 or over.

Do not bump up/down kerbs. This will damage/buckle the wheels and this damage is not covered by our warranty.

Avoid rough terrain and uneven surfaces. The Zephyr electric bike is not suitable for off-road use.

The weight of the rider should not exceed 90kg.

Use care when attaching the charger. Excessive force when attaching or detaching the charger may damage the socket. As with all bikes, you must regularly check and tighten as necessary **ALL** fixings on the bike. If the fixings are not regularly checked, this could result in damage to the bike and also prove potentially dangerous to the rider.

**IMPORTANT: before preparing and riding your bike-
please read 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 unwieldy to ride — it is essentially a bike —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 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. 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 the spoke key that we have supplied (small round metallic gauge, normally strapped to the rear carrier with the 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 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.

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.

10. 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 your Terms and Conditions leaflet.

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

9—Returns (UK Mainland)

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

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

Quality control

Every Woosh electric bike is taken from its carton and checked before being despatched 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, 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,), 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 in our separate Terms and Conditions leaflet. If you have not received this, please call us.

Second hand buyers:

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

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

Cleaning and oiling:

Make sure your chain is kept oiled.

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

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

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

7—Adjusting the Brakes

The Woosh Zephyr comes equipped with disc brakes at both the front and 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.

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 advise applying Threadlock Immediately and every 2 to months in the future.
- 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

We recommend that two people unpack the bike. Keep the carton upright. Remove the shipping straps and cut the tape seals. Keep the carton/bike in the upright position, open the top and remove the saddle and the front wheel. Now lift out the bike and place it on a sturdy surface.



Remove the charger, pedals and all remaining packaging from the bike. Now rotate the handlebars up and into position and lock into place as shown on the next page.



Important note: the indicator on the bike gives only a very rough idea of the battery status. If you are taking medium to longer journeys, we recommend you charge it completely before each trip.

Caution and safety

Your Zephyr electric bike is not a motor bike. The electrics are designed to assist you with light use on short journeys and will not cope with extremes. Riding up slopes may require you to pedal lightly depending on your weight. Riding uphill WILL require pedalling for all but very light riders. Use the throttle on full power sparingly— not all the time. If you are too heavy you may find riding up a gentle slope slow and the motor may cut out before you reach the top of the slope. This is due to the protection mechanism of the controller. You should then be prepared to dismount and push the bike using the throttle lightly to help you or switch off and ride with no power.

6 – Battery Care

The Woosh Zephyr foldable electric bike comes with a modern integrated high performance 36 volt Lithium battery.

Some care is needed to get the best possible performance from the battery. Do not allow the battery to run completely down, or you will shorten its lifespan. Instead, we advise re-charging the battery completely (green light on charger) after every journey.

Do not charge the battery in extremely cold conditions or outside. Remember to allow the bike to warm up to room temperature before charging.

If the battery is not in regular use, you must charge it at least once a month for around 2 hours and keep it in a cool dry location. This will slow the ageing process. 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 to prepare it for regular use once again.

Do not attempt to access or repair the battery.
Do not immerse the bike (and therefore 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.

2- Preparing the bike for use

Rotate the handlebars up and into position and engage the latch. Tighten as required if the latch is not tight enough.

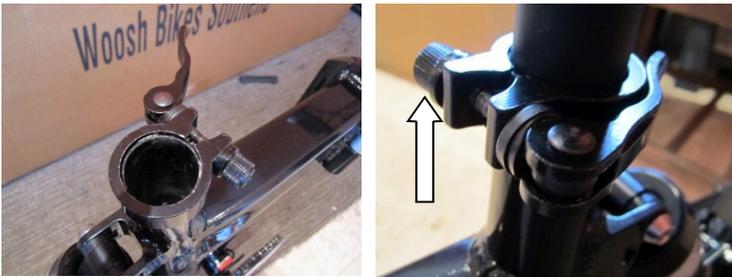


Slide the locking collar up the stem and rotate to into position as shown below.



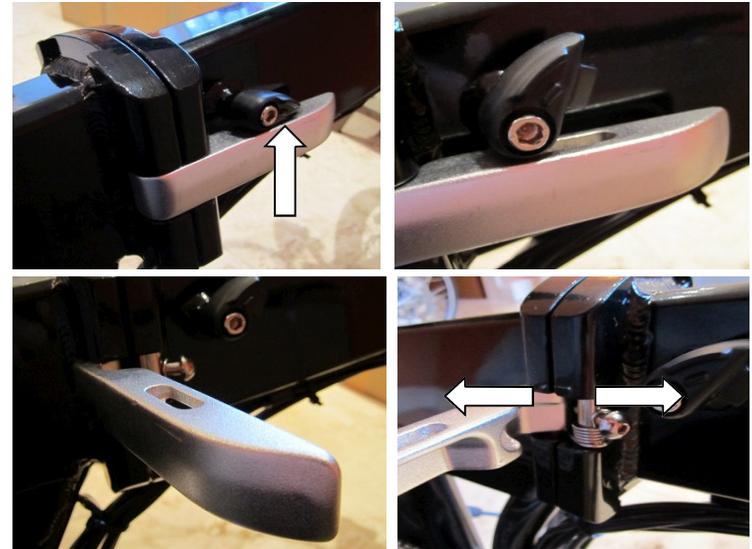
2—Preparing the bike for use cont.

To fit the saddle, release the clamp as shown and then slide the saddle into position at the desired height and then close the clamp to lock the saddle in place. It may be necessary to tighten the thumb-screw side of the clamp to get a tight enough fit when the clamp is closed. To do this, release the clamp and tighten the thumb-screw a little and try again, repeat as necessary to ensure the clamp is tight enough.



5—Folding the Bike

To fold the bike for storage purposes, lift the small black locking latch as shown and then pull the silver clamp away from the bike. Before folding the bike, position the pedals horizontally and stow the kick-stand.



You should now be able to fold the front section of the bike anti-clockwise and it should come to rest parallel/alongside to the rear of the bike. The handlebars can also be folded if needed.



4—Riding the Bike

Before riding the bike, turn on the battery using the control module as shown and enable the throttle control by pressing the RED button as shown.



The first few times you ride the bike, it is sensible to pedal a short distance before engaging the throttle control to ensure you are balanced.

The throttle control is activated by rotating the handle towards you as indicated on the previous page. The more the throttle is pulled the greater the assistance from the motor.

The Zephyr also provides pedal-assist which basically does what it says — when pedalling, it is made easier because the motor assists you.

Please note: the display module shows the voltage level of the battery—not how full the battery is. If you go up a hill for example, the voltage will dip and the lights will go off. They will light up again when full voltage resumes.

To be sure that your bike is fully charged, charge it before each trip and make sure that the charger is green, meaning that the battery is fully charged, before riding away.

2—Preparing the bike for use cont.

To fit the front wheel, it's easiest to do this with the bike upside down. Lower the wheel into position ensuring that the braking surface sits between the pads and that the wheel is fully seated within the forks. Tighten the thumb-screw as necessary before closing the clamp to ensure a tight enough fit.

If you are unable to slide the brake disc between the pads, it may be necessary to loosen the cable slightly to allow the disc to nestle correctly between the pads, re-tighten the cable. Once the wheel is fitted, ensure that the brakes are working properly and adjust the tension of the cable if required.



2—Preparing the bike for use cont.

The pedals must be fitted to the correct side of the bike, they are marked with L (left) or R (right) as shown below. Finger tighten the pedals into position and then use the supplied 15mm spanner to tighten the pedals fully. You should now tighten the crank nuts on either side of the bike as indicated. **It is extremely important that the crank nuts are tightened before the bike is ridden.**



You should now pump up the tyres to around 40-45psi and check the brakes to ensure they are working correctly and adjust if necessary.

Lastly, check that everything else mechanically is to your satisfaction, including the tightness of all fixings, saddle, handlebars and pedals.

The battery leaves the factory only partially charged. It needs an initial deep charge of up to 12 hours before initial use.

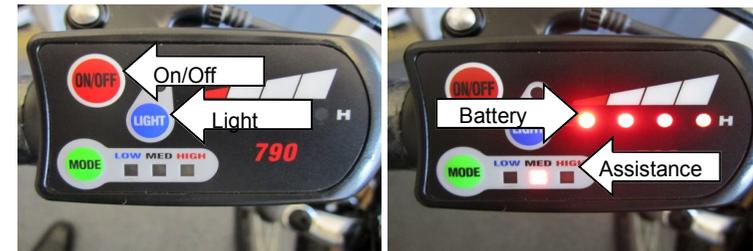
The charger must NOT be switched on when plugging it into the bike. Attach the supplied charger as shown and then switch it on. The light on the charger is initially RED, but will turn GREEN when the battery is fully charged.



3—Controls and Indicators

The control module is located on the left side of the handlebars, this needs to be switched on using the RED button before any of the bikes electrical features will function.

Your bike has an integrated front light which is powered directly from the main battery. This can be turned on/off by pressing the BLUE button on the control module as shown below. This module also gives an indication of battery status. This is approximate only and should not be relied upon. We advise recharging the battery completely (green light on the charger) after each journey. The indicator also shows the level of assistance being provided by the motor and the green mode button can be used to change this.



The throttle control is located on the right side of the handlebars. The further the throttle is rotated/pulled, the more assistance is provided by the motor. To enable the throttle to function, you will need to press the RED switch indicated in the picture below/left.

