Santana 3 Manual

Please read this manual.

It contains important information regarding your safety, the correct use of the bike and how to avoid expensive repairs in the future .

Tel. 01702 684444 — E-mail: support@wooshbikes.co.uk

Thank you for buying a Woosh Santana 3 electric bike.

Please read this manual completely before putting your bike

together and riding it. As well as instructions on assembly and maintenance it also contains essential information that may affect your consumer rights.

The Woosh Ethos

Our aim is to supply decent quality electric bikes but at 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 £2000 - 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

Expectations: please read this before riding

Pedalling: E-bikes are designed to be primarily pedalled, with use of the throttle occasionally i.e. to rest for a short period. Using the throttle constantly will run the battery down far more 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.

Models: Some of our bikes are more suited for recreational use rather than commuting. If you need a bike for commuting, check with us to see which models would be suitable.

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 inflating to the correct pressure. We also advise trying to ride your bike as often as possible. Not riding your bike for several months is not good for the battery, especially over winter periods. This manual contains details of how to keep your battery in the best condition if you're not using the bike for an extended period.

I**dentical 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. If you weight over 17 stone and have a steep hill you will have to be prepared to put in some of the work to get up hills.

Distance and performance The distance you can cover on a single charge will vary significantly from person to person and bike to bike. It is affected by weight, how much effort is put in, hills, headwinds, city traffic etc. The motor may cut out on steep hills if the current limit is reached and the performance of the battery **will** be affected 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.

Warning:

Electric bikes are generally heavier than regular bikes and two people are required when lifting/moving the carton. Woosh Bikes Ltd will not be liable for personal injury caused through mishandling.

Your Woosh electric cycle will come mostly assembled, but to make shipping easier, some parts of the cycle may require a small amount of assembly to be completed before use. This manual assumes you are reasonably competent with and have your own toolkit (though a very basic one is also supplied).

Disclaimer:

You are responsible for the correct assembly and on-going maintenance of your cycle. 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. **All** steps in this booklet must be completed to ensure trouble-free and safe operation.

IMPORTANT MAINTENANCE:

You **must** check your bike regularly and ensure all fixings are correctly tightened and have not worked loose.

This includes but is not limited to checking and tightening spokes, saddle, wheel nuts, handlebars, cranks and pedals.

You should also regularly check brakes and brake pads

Please read the maintenance manual which has details of how to properly look after your bike.

Failure to carry out essential maintenance on a regular basis could cause a cycle malfunction and result in safety issues for which Woosh Bikes Ltd. will not be held responsible.

Important Safety Notice — please read

Your bike has had a full electrical check before despatch.

It has also had a general mechanical check but this is by no means a full PDI (pre delivery inspection) which is required to get the bike ready for the road and safe to ride.

You should therefore be prepared to do this yourself or if you are not sufficiently experienced ask a local bike shop to do this for you for a fee (usually around £35). The aim of the PDI is to ensure safety, and should include:

- Checking that the brakes are correctly installed, set correctly and work properly.
- All nuts, bolts, major fixings, spokes and cranks etc. are correctly tightened.
- Both wheels are trued and spokes checked.
- Pedals, saddle and handlebars are correctly fitted and properly secured.

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.

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

Unpacking:

Two people are required to unpack the bike.

Stand the carton upright as shown.

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

Keep the carton/bike in the upright position, and then lift the bike out of the carton and then engage the kick-stand to keep it upright. **DO NOT** destroy the carton as it will be required if the bike needs to be returned for any reason in the future.

Once you have the bike out of the box, remove all of the remaining packaging. This model comes almost completely assembled meaning that there is very little to do to complete the bike.

Detach the handlebars and slide the stem into the frame at the desired height and then tighten the Allen bolt (indicated below-left) with a 6mm Allen key to secure them in position - see below. Slide the cover down fully when you're done. Ensure that handlebars are correctly aligned with the front wheel.

You may have a cap covering the hole where the Allen bolt is, if this is the case, just pull it out, and then put it back once you have fully tightened and adjusted the handlebars.

Handlebars cont.

Once the stem has been secured, you can now fine tune the positioning of the handlebars. The handlebars can be adjusted in two ways. They bar itself can be rotated within the clamp, and the whole assembly can be rotated upwards/towards the rider.

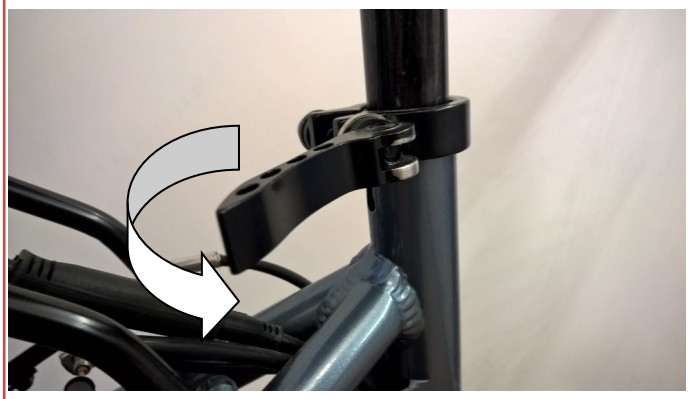
To bring the handlebars upwards and towards to the rider, loosen the bolt indicated in RED below and release the locking piece, then move the handlebars into the desired position. Tighten the bolt again to secure the handlebars in place. To rotate the handlebars, loosen the bolts indicated in BLUE below, rotate the bars until they are in a comfortable position and then tighten the bolts.

Warning:

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

Seat-post/saddle:

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



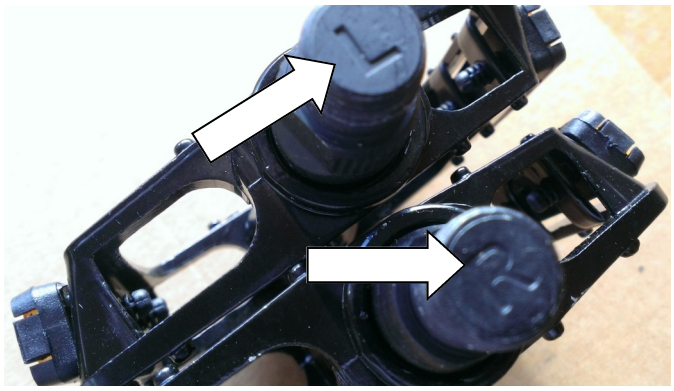
Pedals:

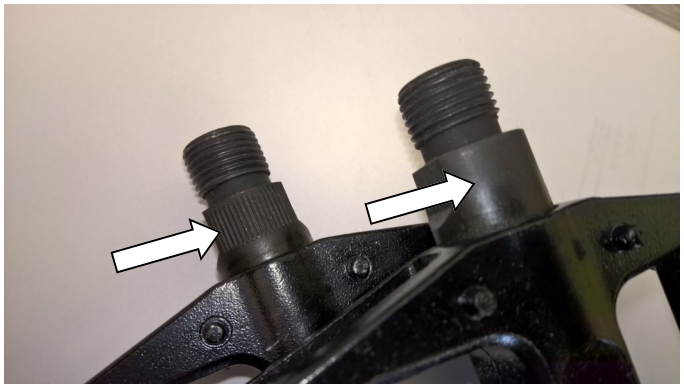
Important: The pedals fit a specific side of the bike. If you attempt to fit the pedals to the wrong side, you will damage the cranks and possibly damage the pedals as well. If you do manage to force the pedals on to the wrong side of the bike, it is likely that they will come loose suddenly and unexpectedly. Replacements will need to be paid for and will not be provided for free in this scenario.

The pedals are marked 'L' (left) and 'R' (right) which indicates the side of the bike the pedal is for. To determine which pedal is for which side, see the pictures below showing where this marking is found. **If your pedals do not have these markings, refer to the notes at the bottom of this page.**

Fit each pedal into position and finger-tighten, then use a 15mm spanner to fully secure the pedals in place.

Note: the left pedal tightens counter-clockwise.





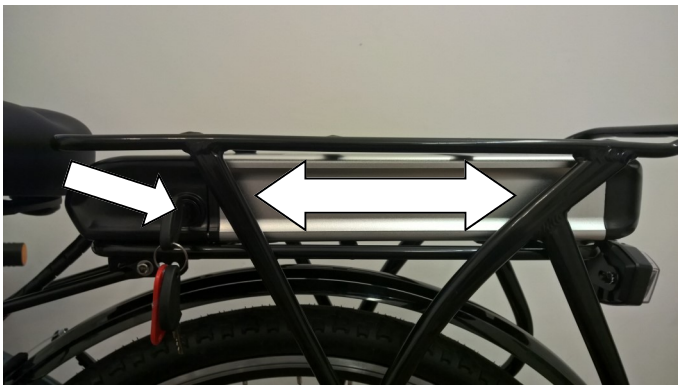
If your pedals do not have L and R clearly stamped on them, look at the area indicated in the photo above -right , this area will be ribbed/serrated on the left pedal. This same area on the right pedal will be smooth.

Charging/locking the battery:

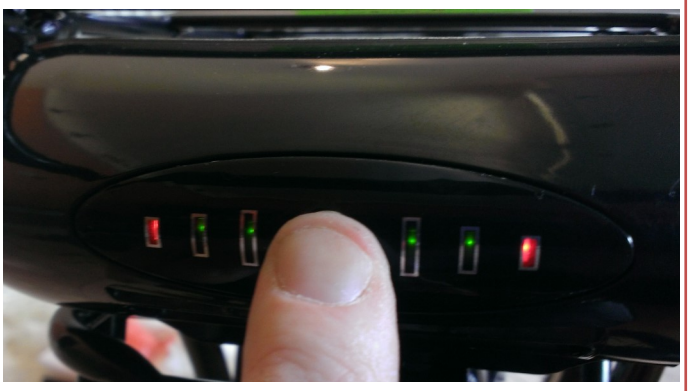
The battery may not leave us fully charged. **You should fully charge the battery before using your bike.** The battery can be charged on the bike or it can be removed and charged separately. The socket used to charge the battery is located on the left side towards the rear of the battery as shown below-left. **Ensure that the charger is switched OFF before attaching the charger to the bike.**

To charge the battery, simply lift the weatherproof cover and connect the charger to the socket and then plug the other end into a regular mains socket. On the charger is a small light which is red while charging. When charging is complete, this light will turn green.

To remove the battery from your bike, use the supplied key to unlock the battery by turning it anti-clockwise. Once unlocked, simply slide the battery rearwards and off the bike. A full charge can take up to around 8 hours or more. **Don't forget to lock the battery when putting it back on the bike.**



At the rear of the battery is a meter which gives you a rough idea of the remaining battery capacity. To activate this meter, simply press the button in the centre. The more lights that come on, the greater the remaining capacity. There is a similar meter on the control module on the handlebars. This module is covered in more depth later in the manual. As the battery depletes, the green lights will go out one by one, ideally you should charge the battery when just one LED goes out as the battery will already be quite low. The voltage remains fairly constant until the battery gets low and then drops off quite quickly.



The picture above-right shows how a full battery would be indicated i.e. all of the GREEN LED's and also the two outer RED LED's are illuminated. The outer LED's are always RED and do NOT turn GREEN. Basically if all the LED's are lit the battery is full or thereabouts.

Important:

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

Before riding your bike, check the tyre pressures. The tyres on this model should normally be inflated to approximately 45-50psi. For heavier riders it may be necessary to inflate the tyres a little more.

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

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

Battery care:

The Santana 3 comes with a modern light-weight lithium polymer battery.

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

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

Do NOT charge the battery in extremely cold conditions.

If the battery is not in regular use i.e. over the winter, you should charge the battery for around 10-15 minutes every three weeks or so. This will slow the aging process and will help the battery last as long as possible. When the bike is to be put back into service, fully charge the battery to prepare it regular use.

General battery care:

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

Do not attempt to repair the battery.

Do not immerse the battery in water.

Keep the battery away from children.

Do not drop, pierce or otherwise damage the battery.

Ensure the battery is not exposed to temperatures above 55 degrees Celsius or extreme humidity.

Do not use the bike in an environment where temperatures are less than minus 5 or greater than 55 degrees Celsius.

Riding the bike

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

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

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

The Santana 3 comes with a twist-grip/throttle, this is located on the right side of the handlebars as shown below. When the twist-grip is pulled fully, the motor will provide the most assistance. The twist-grip is enabled/disabled by the red button as indicated below. The red button does not affect pedal-assistance which is always available. **The bike needs to be pedalled a short distance before the throttle can be used.**

You should ideally ensure that the twist-grip is disabled when mounting/dismounting the bike (or make sure the display is switched off), this is to avoid the situation where you might twist the throttle a little unintentionally and have the bike lurch forward unexpectedly as a result.

Riding the bike cont.

Your bike features 7 speed Shimano index shifting gears which are changed using the thumb selector on the right side of the handlebars. When the thumb stick is fully extended, the bike is in first gear (the easiest to pedal). To move up through the gears press the black (+) button as shown. Change one gear at a time and ensure the gear is properly engaged before selecting another gear.

To move back down the gears, simply push the thumb selector again.

You should use the gears in the same way you would on a regular bike i.e. a low gear is needed when pulling away and/or climbing hills, and the higher gears for cruising.

IMPORTANT:

LOOK AFTER SPOKES, TYRES AND KEYS!!

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

Please read the following:

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

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

How to check? Lightly 'ping' each spoke like a harp string with your index finger. If it feels very loose place 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 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. If the wheel is not true, then the wheel rim will likely rub on the brake pads at various points as it rotates, use the spoke key to tighten or loosen the spokes at the point where it rubs to bring the wheel back in to line. You may want to have this done at your local bike shop if you are not experienced.

Also check and inflate your tyres to the correct PSI regularly, the pressure range of the tyres is printed on the side wall of the tyre. For heavier riders, you would generally inflate the tyre towards the upper range, for lighter riders, less so. Around 45-50psi

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

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

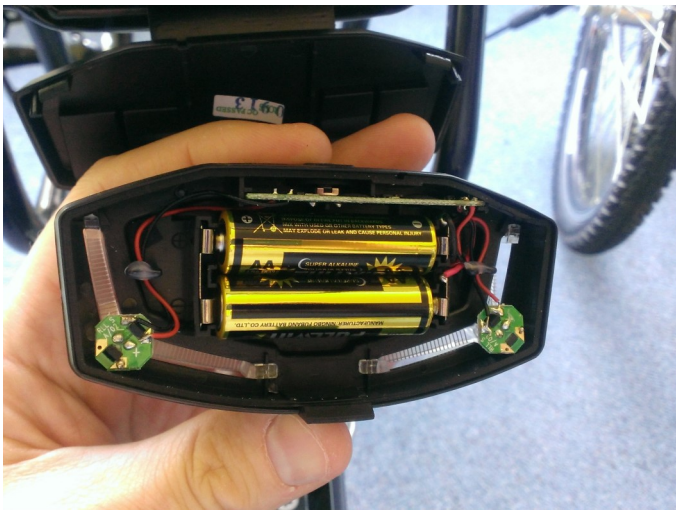
Lastly, separate your keys and keep them in a safe place. We can't supply spares.

Fitting/Operating the lights:

The front and rear lights are already fitted, to operate the rear light, simply press the button on the top of the light as shown below.

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

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



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.

To change the batteries, remove the light from the bike by pressing on the clip on the rear of the unit and sliding the light forwards. Loosen the screw on the underside to access the battery compartment. This light uses AAA batteries.

Control Module—Advanced

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

Warning:

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

Turning Control Module On/Off

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

Turning Backlight On/Off

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

Varying Pedal Assist Level

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

Speed Display Mode

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

Walking Mode/Start– Aid

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

Display Mode

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

Adjusting the brakes:

The Santana 3 comes with disc brakes at the front and v-brakes at the rear. These are checked and set up before the bike is dispatched but you must check that the brakes are working properly before you ride the bike.

The maintenance manual has details of how to adjust your brakes.

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

Essential maintenance:

The Santana 3 is a low maintenance bike, however it is essential that you carry out some maintenance regularly to ensure that your bike is both safe and going to last for years to come.

You must check your spokes as outlined earlier.

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

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

You must check that the saddle clamp is sufficiently tight and also that the saddle itself is properly secured to the post. The bolt for this is located under the seat.

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

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

Please ensure this is done to ensure your own safety.

Refer to the maintenance manual which came with your bike for the maintenance schedule and procedures.

Woosh Support:

It can sometimes be useful to *see* the issue you have, so if possible, email a description of the problem along with a couple of photos and/or a video, and we'll normally get back to you within a an hour or two (on weekdays).

If you need to call us, use the support number below. You may have to leave a message with your contact details and then we will call you back as soon as we can.

Support staff are not available at the weekends, though if you send an email or leave a message, we will get back to you on the following Monday.

Email: support@wooshbikes.co.uk