

Troubleshooting

1. Mechanical problems: chains, spokes, buckled wheels, loose pedals, 'clicking' sounds from the bottom bracket, punctures, unsmooth gear changes. If you are not able to resolve these, your local bike shop will be able to assist you. These problems usually result from wear and tear so are not covered by our warranty and we will not pay for parts or the labour charge to fit them. If however any of these parts is faulty on arrival or within the first 14 days, we will normally pay for or contribute towards repair charges. Please however seek our prior approval.
2. Electrical problems: please contact us for assistance.

Technical help number: (01702) 435566
available from 10—5 Mondays to Fridays
or email andy@wooshbikes.co.uk

Please note that technical help is not available outside these hours, nor at weekends.

If you need to return your bike for repair, contact us first for advice on packing.

If you would like to bring your bike in for repair, please call us first.
Repairs may not be immediate and cannot be done at weekends.

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Woosh Zephyr Manual

Tel. 01702 435566 - E-mail: support@wooshbikes.co.uk

Thank you for purchasing a Woosh Zephyr electric bike.

Please read this manual thoroughly before riding your bike. Please also read the separate Terms and Conditions leaflet which also accompanies the bike, all of which will be relevant to a mail order purchase but only some of which will be relevant to a purchase made in store.

If you do not have a copy of this leaflet please call us and we shall arrange to send you one immediately.

You should not ride the bike without reading this leaflet first.

If the bike has appears to have suffered damage in transit—for example, a mudguard or chain guard is broken, a wheel is buckled or there are deep scratches, chips or dents in the paintwork, you must inform us within 24 hours of receipt.

Failure to do this will prevent us from claiming compensation from our insurers and thus from making good to you.

Our telephone number is (01702) 435566.

We are open Mondays to Saturdays 10—5.

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.

On no account ride the Zephyr through deep puddles, fords or snow. The battery socket on the Zephyr is much lower down than on our models and could easily get wet if you do so.

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. Also ensure that the charger is switched off at the mains before attaching or detaching the charger from the bike.

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 NOTICE ***

You must ensure that the spokes on your motor wheel are not allowed to work loose. The spokes are subjected to significantly more stress that they would be on a normal bike, and it is therefore essential that the spokes are regularly checked and tightened as necessary. You must also ensure that your tyres pressures are not low as this will also cause undue stress on the motor/wheel.

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.

The Woosh Zephyr electric bike has a high performance light-weight lithium battery, making it a sturdy yet very light and manoeuvrable bike while also offering exceptional value. To ensure that your bike provides you with the best experience possible, **make sure you read and understand this manual in its entirety before using the bike for the first time.**

Important Safety Notice

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

Our procedures are strict and our checking is thorough.

Omissions or oversights can nevertheless occur.

We strongly advise you to also 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.
- 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

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 then lift the bike from the carton, then engage the stand to keep the bike upright.



Remove the charger, pedals etc. 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.

10—Faulty Goods

Major Faults

Major faults include severe transport damage (deep scratches which cannot be re-sprayed, clearly visible dents or chips obviously affecting cosmetic appearance or functionality, non working electrics on arrival). In these cases please notify us immediately and if possible email us a photo or two as this will greatly assist us. We will then arrange to collect the bike, send you a replacement and claim on our insurance.

If the electrics fail within the first 14 days and this problem cannot be resolved by phone or email, we will collect the bike and repair or replace the bike at our charge. After the first 14 days, if your bike needs to be repaired, we can arrange collection for £17 (payable by you) and the return at our cost. This is valid for the warranty period.

The bike must be packed properly, preferably in its original carton or similar.

Minor Faults

Minor faults include loose fixings (nuts, bolts, screws, levers), loose spokes, loose cables and any other parts which are not integrated within the frame of the bike which may be damaged or loose. **These problems do not affect the bike's 'fitness for purpose'** and can normally be resolved with our help by telephone or email and by the sending of replacement parts if necessary (at our cost during the warranty period).

We also consider very small occasional hairline scratches not to be major faults and would not be willing to exchange the bike on this basis.

Faults that occur as a result of misuse will incur repair and redelivery costs to be borne by you. We will advise you of costs before proceeding.

9—Returns (UK Mainland)

If you open your bike, do not find it suitable and do not ride it outside, we will collect it and refund the purchase price less £25. This must be done within 14 days of purchase and the bike must be returned in its original carton and packed in exactly the same way as when it was shipped. Call us if you are unsure how to do this.

If the bike is returned incomplete or damaged, or shows signs of having been ridden outside, we will deduct at least £75 from your refund. This is because we will then have to offer the bike for sale as second hand.

Quality control

Every Woosh electric bike is taken from its carton and checked before being despatched. This check includes the testing of all electrical functions such as pedal assist, throttle, lights etc. The gears, brakes and spokes are also checked to ensure correct operation and adjusted if necessary. You may find after initial riding that some things will need further adjustment / fine-tuning, and things like brakes may need time to 'bed down'. This is perfectly normal.

Please also note that it is impossible to check every single fixing during our pre-despatch check. You must therefore check all aspects of the bike and satisfy yourself that you are happy riding it for the first time and regularly afterwards.

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, and we do encourage DIY repairs. Most are simple and can be done with help from us over the telephone or by email. Replacement parts are sent free of charge during the warranty period.

You can also have repairs done by a bike shop. During the warranty period we may agree to refund labour costs and the cost of parts if the latter were faulty at the time of manufacture BUT you must seek our prior approval first.

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 seat post 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 sufficiently tight.



IMPORTANT:

YOU MUST NOT REMOVE THE BOLT THAT IS FITTED PART-WAY DOWN THE SEAT POST. THIS BOLT IS A CRITICAL SAFETY FEATURE AND MUST NOT BE REMOVED UNDER ANY CIRCUMSTANCES.

8—The Woosh Electric Bike Warranty

All Woosh electric bikes come with a standard one year warranty. This covers manufacturing defects in parts such as the forks, frame, seat, battery, charger, motor and controller but not parts considered to be consumables (tyres, brake pads, inner tubes, cables, chain., batteries for lights if applicable, pedals and bottom brackets). These parts are not any different from those you would find on a regular bike and can usually be purchased from most bike shops.

The warranty is only valid where proper care of the bike has been taken (ie maintenance has been regular and in accordance with this manual) and where the bike has been used in a suitable manner. Any modifications made to the bike will invalidate the warranty unless our express permission has been granted. This warranty excludes wear and tear and damage due to accident or negligence.

Please note that the warranty to us from our manufacturers is strictly 12 months and this term is passed on to you. Under no circumstances can this warranty be extended, even if the bike has been used very infrequently.

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.

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 bike along to your local bike shop where they should be able to assist you.

Most of the components on our bikes (aside from the electronic parts) are the same as those found on regular bikes, and so most bike shops should be happy to adjust these parts (brakes, gears, chain, bottom bracket etc.) for you.

Cleaning and oiling:

Make sure your chain is kept oiled.

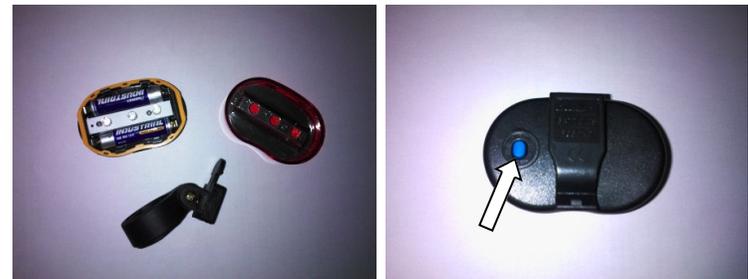
We specify stainless steel fixings throughout our bikes but occasional fixings such as clamps or rings may be chrome and may rust. Applying rust treatment to these at an early stage will preserve the life of the bike.

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.

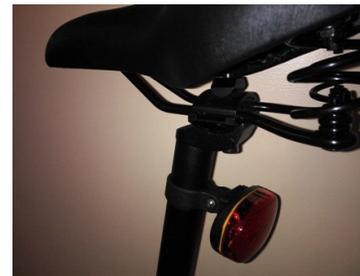
Always take care when cleaning mud or debris from the underneath of the bike not to dislodge cables or connectors.

2—Preparing the bike for use cont.

Now that the saddle is in place, the next step is to fit the rear light. This comes with your bike and is in a small white box. You first need to pop off the front of the light and fit the batteries as shown below, then clip the cover back into place. Before doing anything else, press the blue button on the rear of the light to ensure it is working. Pressing the button cycles through the various illumination modes and also turns the light on/off.



Now remove the screw from the clamp and attach the clamp to the seat post, replace/tighten the screw to secure the clamp in position. Once the clamp is in position, simply slide the light into position. If you have fitted the clamp correctly the light should slide downwards to clip into place.



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 bolts on either side of the bike as indicated. **It is extremely important that the crank nuts are checked and if necessary tightened before the bike is ridden.**



The bike is now almost ready for use, you should now pump up the tires to around 40-45psi and check the brakes to ensure they are working correctly and adjust if necessary.

The battery leaves the factory only partially charged. You should fully charge the battery before use. **The charger must be switched OFF at the mains when attaching/detaching the charger to/from the bike.** Attach the supplied charger as shown and then switch it on. The light on the charger will turn green when it is fully charged.



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

The Zephyr electric bike is designed primarily to be used with the pedal-assist feature. The throttle should only really be used to either help get you moving from a standing start, or for short periods if you need to rest while on your journey. It is not designed to be used with the throttle for extended periods. You should be prepared to put more effort in when riding up slopes/hills. The more effort you put in yourself, the better the range of the bike will be.

If you are a heavier user, you may find that the motor may cut out when going up some hills, this is a protection feature which prevents the various components from overloading, this situation can be avoided by adjusting the effort put in by the rider accordingly. If the bike does cut out, you will need to switch it off for a few minutes and possibly ride the bike without assistance (or push the bike) until you reach the top of the hill.

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 should charge it at least once a month for a minimum of 30 minutes 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 in water.

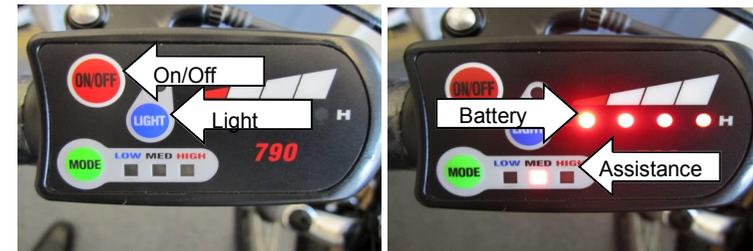
Ensure the battery is not exposed to temperatures above 55 degrees Celsius or extreme humidity.

Do not use the bike in an environment where temperatures are less than -20 or greater than +55 degrees Celsius.

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 approx. indication of the battery status. It is best to top up the battery after each journey. The indicator also shows the level of assistance being provided by the motor and the green mode button is used to change the assistance level.



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.



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, you should pedal a short distance before engaging the throttle to ensure you are balanced.

The Zephyr is designed primarily to be used with the pedal-assist feature, with use of the throttle only when necessary i.e. to get started or have a short rest, it is not designed to be used exclusively with the throttle for extended periods.

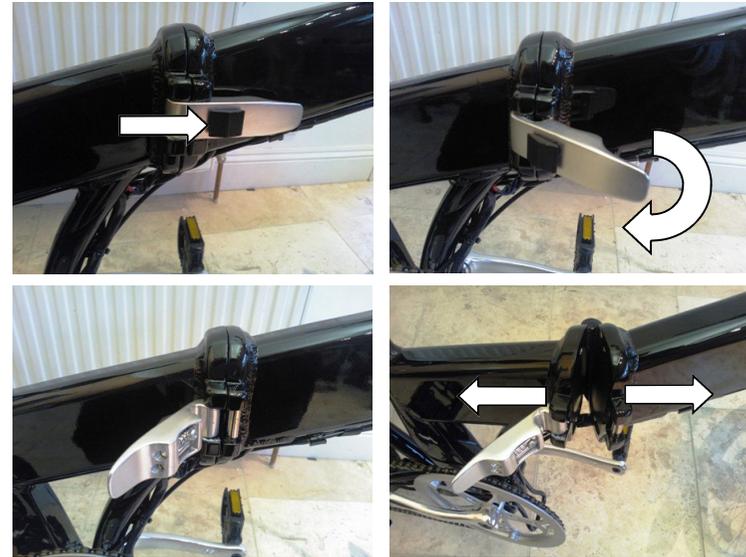
The throttle control is activated by rotating the handle towards you as indicated. The more the throttle is pulled the greater the assistance from the motor.

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 some of the LEDs will likely go off. They will normally come on again when the bike is on the flat (unless the battery is low).

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

5—Folding the Bike

To fold the bike for storage purposes, slide 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 the rear of the bike. The handlebars can also be folded if needed by reversing the procedure detailed earlier.

