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 a 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 435566

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

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woosh.
wooshbikes.co.uk

Woosh Mono Manual

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

Thank you for purchasing a Woosh Mono 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 are 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.

Special note about the Mono:

The Mono is a low cost electric bike and is intended for very light recreation (eg camping, rides in the park) or light functional use (shopping, light errands, visits to friends). It is not robust enough to be used as a commuting bike. If you have purchased it for this purpose, please do not ride it but get it returned for a refund.

The Mono is fast and has a very responsive throttle which cannot be de activated. Its start up speed may initially take some riders by surprise. We suggest you try to ride it a little indoors if at all possible to make sure you are happy with it. If not, please try not to ride it outside but get it returned for a refund.

WARNING: on no account leave the Mono switched on while pushing it along. If you do so and accidentally turn the throttle, the bike will shoot upwards.

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.

Warnings
Do not allow anyone under the age of 14 to ride the bike.

Do not ride the bike if you are over the weight limit for the model you have chosen.

Do not bump the bike up and down kerbs.

Slow down when riding over bumpy/rough surfaces.

Do not use the throttle on full constantly.

It is illegal to use the throttle in mainland Europe.

Always observe the highway code.

Wear appropriate safety pads/helmet.

Always ride more slowly and brake more gently in wet weather.

Do not ride through deep puddles or in snow.

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 when not in use. In the winter, you should ensure that the battery is not exposed to extreme cold as this will shorten the life of the battery. If necessary keep your battery indoors, and if the bike is not going to be used for long periods, fully recharge your battery every two to three weeks.

Important Safety Notice

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

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

We strongly advise you to carry out your own mechanical checks before riding to ensure the full safety of your bike.

These include:

- Checking that the brakes are set correctly and work properly
- All wheel nuts, major fixings, spokes and cranks are fully tightened. We also advise applying Threadlock within the first few days and every few months afterwards
- Wheels are aligned.
- Pedals, saddle and handlebars are fully tight and secured after installation.

If you are not experienced with bikes a local bike shop will do this for you for a small charge.

These checks should be repeated after the first month and regularly thereafter to ensure your safety.

Please note that failure to carry out these checks to your complete satisfaction could result in serious injury for which Woosh Bikes Ltd will not be held liable.

WARNING: on no account leave the Mono switched on while pushing it along. If you do so and accidentally turn the throttle, the bike will shoot upwards.

1 – Unpacking

Stand the carton upright as per Fig.1
Remove the shipping straps, ut the tape seals and dispose of the straps.
Keep the carton/bike in the upright position, open the top and remove any loose items. Then with the help a of second person, lift the bike out of the carton and place onto the floor.
Remove the battery charger, spoke key, manual from the
n if these are loose.

Fig.1

Remove the remaining packaging and bubble-wrap from around the bike, which should now resemble Fig.2 below.

Fig.2

10—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.

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 £5 and sending one to you will cost £10—so please bear this in mind.

2– Preparing the bike for use

Rotate the front part of the bike clock-wise as shown in Fig.3 until it locks into position as shown in Fig.4

Fig.3

Fig.4

You can now use the stand to keep the bike upright. Engage the latch to lock the bike in the unfolded position as shown in Figs. 5, 6 and 7.

Fig.5

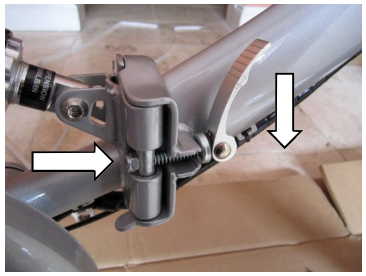

Fig.6

Fig.7

2– Preparing the bike for use cont.

Rotate the handle-bar receptacle upwards as shown in Fig.8 and secure it into position using the latch.

Fig.8

Fig.9

Insert the handlebars into the top of the receptacle and slide into position and then fix at the desired height using the latch as shown in Fig.9

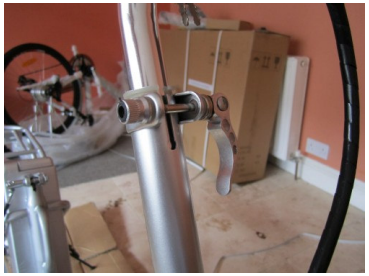

Fig.10

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. These checks include but are not limited to the following: checking the electric functions of the bike, checking/adjusting front/rear brakes, adjusting/tightening spokes, tightening cranks, check/adjust gears to ensure they change smoothly, checking lights, checking battery etc. We are not able to ride the bike 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 free of charge 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.

7—Adjusting the Brakes

The Woosh Mono comes equipped with standard ’V’ brakes at the front of the bike, and band brakes at the rear.
See the support section of our website at www.wooshbikes.co.uk for guides on how to adjust your brakes.
The rear brake type is known as a band-brake.
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.

2—Preparing the bike for use cont.

Rotate the saddle backwards until it locks into position, see Figs.11 and 12 and then slide the saddle into position on the bike as shown in Fig.13 Adjust the height as required and tighten the lever to lock the saddle in position.

Fig.11

Fig.12

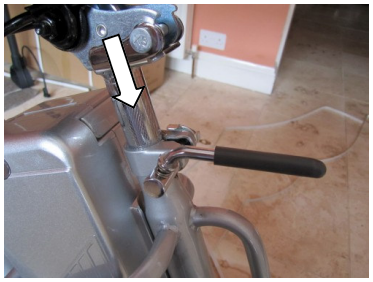

Fig.13

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) on the threaded part of the pedal which determines which side of the bike they are to be fitted. Finger tighten the pedals into position and then use the supplied 15mm spanner to tighten the pedals fully.

Fig.14

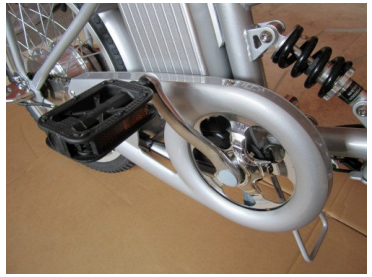
Fig.15

The bike is now almost ready for use. 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.

The battery leaves the factory partly charged, but you should top it up completely up before using the bike. Raise the handle at the top of the battery to gain access to the charger socket and attach the supplied charger as shown in Figs.16 and 17. When the light on the **charger** turns green, the battery is fully charged. **Ensure that the charger is switched off before attaching it to the bike.**

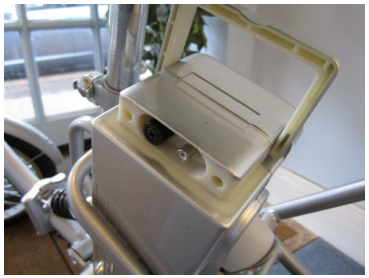
Fig.16

Fig.17

If you wish to remove the battery from the bike so that you can charge it in an alternate location, unlock the battery using the key as shown below. Release and rotate the saddle forward . Then raise the handle and lift the battery from the bike. To replace the battery, just reverse the steps.

*****IMPORTANT NOTE re spokes and tyres*****

Your bike will have had its spokes checked and tightened before despatch. If you check them on arrival, you will find some are slightly looser than others. This ensures that the wheel is trued and is quite normal.
In future, however, you should check your spokes regularly (once a week if the bike is used daily, once a month if used only occasionally) as the motor vibrations will cause them to loosen more than on a standard bike. If you leave them loose, you will damage the wheel and possibly cause an accident.
How to check: lightly 'ping' each spoke like a harp string. If it feels very loose, take the spoke key we have supplied (round metal gauge), and insert it on to 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 rim on the tyre. Give it a short quarter turn or so. Do NOT over-tighten the nipple as it may then be too rigid and snap completely during riding. If you lose your spoke key, another can be supplied for £4.
Also check and pump up your tyres regularly—again, weekly if the bike is used daily, monthly if used occasionally.

IMPORTANT: KEYS

If you have received more than one key on delivery, keep spares in a safe place. We do not have master keys. If you lose all keys, it will be very expensive to deal with.

6 – Battery Care

The Woosh Mono foldable electric bike comes with a modern light-weight high performance 36 volt Lithium battery.

Some care is needed to get the best possible performance from the battery. Do not allow the battery to run completely down. This will shorten the lifespan of the unit.
We strongly recommend topping up the battery to full (indicated by a green light on the charger) after each journey.

Do not charge the battery in extremely cold conditions. The battery can be removed from the bike and charged indoors if required. 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 charged to two thirds and keep it in a cool dry location. To keep the battery in the best condition while stored, top up the battery by charging it for around 2 hours every month. This will slow the ageing process of the battery. All rechargeable batteries age, but the above steps will help the battery to last for as long as possible.

When the bike is to be put back into service, charge the battery fully 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.

3—Controls and Indicators

The Mono foldable electric bike has an integrated front light which is powered directly from the main battery, and also a horn which is also powered from the battery. These can be activated using the controls on the left side of the handlebars as shown in Fig.18
On the right side of the handlebars is an indicator. This will give a very approximate idea of how much battery power you have left but cannot be relied upon**. For this reason we advise recharging your battery to full (green light on charger) after each journey.**

Fig.18

Fig.19

The throttle control is located on the right side of the handlebars as shown in Fig.20

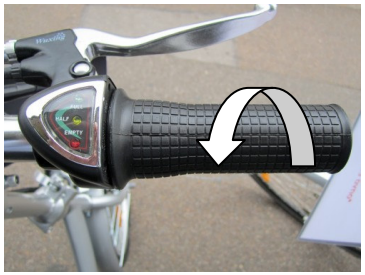

Fig.20

4—Riding the Bike

Before riding the bike, turn on the battery using the supplied key as shown in Fig.21 The battery is located behind/below the saddle.

Fig.21

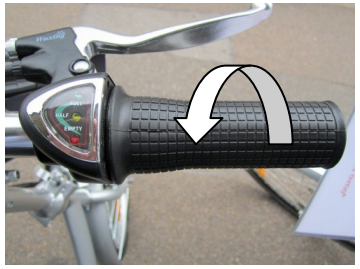

Fig.22

Each time 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 in Fig.22 below. The more the throttle is pulled the greater the assistance from the motor.

The Mono also provides pedal-assist which basically does what it says— when pedalling, it is made easier because the motor assists you. If you find that this feature is not to your liking and you would prefer to only use the throttle control to activate the motor, then the **pedal-assist can be disabled**. See the support section at www.wooshbikes.co.uk or contact us on 01702 435566.

The Mono features a ‘V’-type suspension arrangement which aims at making riding far more comfortable. If this is the first time you have ridden a bike with this type of suspension, it may feel unusual. It is however perfectly normal, easy to get used to and will greatly enhance the comfort of your ride.

5—Folding the Bike

To fold the bike for storage purposes, undo the latch securing the main part of the frame as shown in Fig.23 Before the bike will fold, you will also need to lift/pull the latch upwards to disengage the locking mechanism as shown.

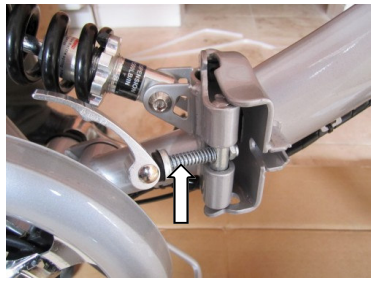

Fig.23

Fig.24

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. To fold the handlebars, release the latch shown in Fig.24 and rotate the handlebars so that the folded bike resembles Fig.25 below.

Fig.25