

Woosh Support:

Be sure to check the FAQ section on our website before calling as the answers to the most common queries are there and you may find that the solution to your problem is already online. If you *do* need to get in touch, our contact details are below.

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

Support staff are not available at the weekends, though if you send an email, it will normally be responded to on the following Monday morning.

Email: support@wooshbikes.co.uk

Telephone: [01702 684444](tel:01702684444)

Support staff are available 10am to 5pm Monday to Friday.

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

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Sant-Ana CD 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.

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

Thank you for buying a Woosh 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 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

Cleaning and Maintenance:

Ensure the mechanical parts of the bike are kept suitably lubricated in the same way you would lubricate a regular bike.

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, taking care not to dislodge cables or connectors.

Riding Distance/Total Distance

To change the display between riding distance and total distance, press the Mode button. The current mode is indicated by “Trip” for “Current Trip Distance” and by “Odo” for “Total Distance”.

Control Module Battery

The “control module” itself has a battery. This battery should last for around 2 years. The battery is a standard type and is readily available. If you need a battery in the future, contact us and we can supply one or alternatively you can buy from outlets such as Maplins. Make sure you replace the battery with the correct type to avoid causing damage to your module. If you are not sure how to change the battery, contact us for assistance.



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 often. Not riding your bike for several weeks may cause the motor to seize up and could cause long term damage the battery.

Identical bikes: No two bikes are identical, even if they are the same model and purchased at the same time. One may be a little quicker or one motor may be quieter than another. This is normal. Please make allowances.

Hill climbing: If you are heavy, have steep hills or both, you may have difficulty getting uphill, and in extreme cases the bike may not get you up at all. The motor is limited by law to 250 watts and there is only so much it can propel up an incline. Call us for advice before you ride.

Distance and performance The distance you can cover on a single charge will vary significantly. It is affected by your weight, how much effort you put in, hills, headwinds, traffic etc. The bike may cut out on steep hills and the battery **will** cut out when exposed to extreme cold.

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 for 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.**

Warning:

The control module comes pre-configured specifically for your bike. You don't therefore need to alter the settings. 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 with immediate effect.

Turning Control Module On/Off

To turn on the control module press and hold the middle (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 "Mode & Up" button, press and hold the same two buttons 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

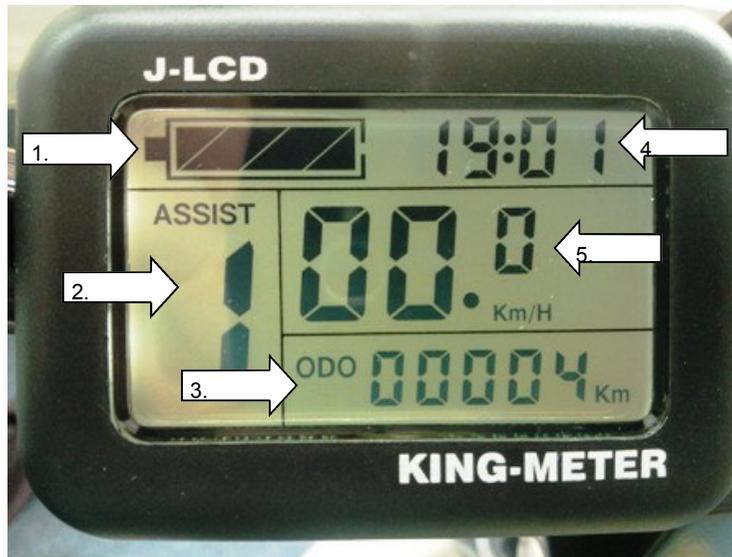
There are three different modes for the speed display, these are current speed, average speed and maximum speed. To switch between these modes, press and hold the "Up" button for approx. 1 second to cycle through the modes.

Walking Mode

The bike also supports a walking mode which is basically a very slow mode allowing you to walk next to the bike at approx. 6Km/h. This is activated by pressing and holding the "Down" button. As soon as the button is released, the bike will stop.

Control Module—Advanced

The control module has many advanced features and modes, these include back-lit display (for night riding), indicator options for max speed, average speed and current speed, a digital clock 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 button marker with a 'down-arrow'.



1. Battery Level Indicator
2. Assistance Level (Pedal Assist)
3. Odometer
4. Digital Clock
5. Speed Indicator

The Woosh Electric Bike 12 month Warranty

This warranty covers:

Manufacturing defects causing electrical failure within the first year

Manufacturing defects causing major mechanical failure (frame and handlebars) within the first year

Manufacturing defects causing minor mechanical failure (pedals, spokes etc.) within the first 28 days.

Damage and cosmetic damage (deep gouges, chips, dents and scratches) caused through poor transit to you.

This warranty does not cover:

Accidental damage caused through collision with an object or person or as a result of dropping the bike or the bike falling over.

Negligence: damage caused as a result of failure to carry out initial and regular safety checks, or failure to maintain the bike or its parts in accordance with the manual, the recommended rider weight being exceeded, or allowing weights heavier than 5Kgs being placed on the rear rack, or allowing people to ride on the rear rack, excessive or constant use of the throttle, riding under the influence of drink or drugs, riding in dusty/sandy environments, riding on very poorly maintained roads, off road, through deep puddles or fords, in snow, or with a trailer, riding carelessly or stunt riding.

Consumable parts after the first 28 days: these include tyres, inner tubes, batteries for lights if applicable, brake pads, bottom brackets, cranks, spokes and pedals.

Minor faults on arrival: loose fixings (nuts, bolts, screws, etc.), loose spokes, loose cables deemed resolvable with minimal intervention,

Minor cosmetic damage - hairline scratches or barely visible chips, marks or dents.

The warranty period applies to riding within the UK only, is strictly for 12 months and cannot be extended under any circumstances, even if you have ridden the bike very little.

This warranty expressly excludes consequential loss, injury or hardship as a result of electrical or mechanical breakdown, accident or collision or as the result of a faulty part. Our liability is limited strictly to repair or replacement of the bike or of the part.

This warranty is transferable to a second hand purchaser but our Ts and Cs will apply and their weight should not exceed the limits for the bike.

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 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 to you under warranty costs us £75. If your bike breaks down abroad and you wish us to retrieve it, or wish to get it repaired by a local electric bike shop or wish us to send a part to you urgently, we will cover the first £75 but cannot assume additional costs. 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

Faults

If your bike has a fault on arrival or develops a fault during use, firstly please call us. We can resolve 90% of problems reasonably quickly by telephone or email and usually by sending a small replacement part or giving sensible advice.

Our email address is:

support@wooshbikes.co.uk

Mechanical wear and tear is not the same as a manufacturing defect, and things like punctures, chain and brake adjustments can be dealt with by a bike shop if required. Mechanical wear and tear is not covered by our warranty so you will need to pay the bike shop a fee for their services.

If a severe electrical fault has occurred and which requires the bike to be returned (thankfully rare, in less than 2% of cases currently), we will arrange to collect the bike, repair it and return it to you. You may need to pay a fee to cover carriage —please refer to the earlier part of this manual.

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

Spares

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

Returns (UK Mainland)

If you do not like your electric bike or find it unsuitable **and have purchased it by mail order**, we will refund the purchase price subject to certain conditions. Full details of these are shown earlier in this manual.

You should not ride the bike until you have read this as it contains important information.

Please note that bikes purchased in store are not able to be returned if not liked or found to be unsuitable without our express agreement. If a bike is found to have a manufacturing defect and a refund is required it must be returned to the store within 28 days.

Quality control

Every Woosh electric bike is taken from its carton and checked before being despatched. These checks include but are not limited to the following: checking the electrical functions of the bike, checking/adjusting front/rear brakes, adjusting/tightening spokes, tightening cranks/bottom bracket, check/adjust gears to ensure they change smoothly. We are not able to ride the bike at length, if at all, before it is despatched and you will find after a short time that some things may need to be adjusted/ fine-tuned.

Please also note that although most aspects of the bike are checked before despatch, you must also thoroughly check the bike yourself before riding it to ensure your own safety.

DIY repairs

We sell to users willing and able to maintain their bike to a good standard or with a colleague or local bike shop able to do so. Many repairs are simple and can be done with help from us by telephone or email, with replacement parts sent 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.

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, carrier bolts, cranks are fully tightened.
- Spokes correctly adjusted.
- 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.

Unboxing and preparing your bike for use

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

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

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

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



Safety warnings:

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

Never allow a small child to ride on the rear carrier. Their legs or feet could get trapped in the wheel mechanism resulting in serious injury.

Wear appropriate safety pads/helmet.

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

Other warnings:

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

Do not bump the bike up and down kerbs.

Slow down when riding over bumpy/rough surfaces.

Do not use the throttle on full constantly.

It is illegal to use the throttle in mainland Europe.

Always observe the highway code.

Do not ride through deep puddles or in snow.

Maintenance warnings:

Always ensure that power is switched off when performing maintenance on the bike. If you are performing maintenance on any of the electrical components on the bike, remove the battery completely before you begin.

Pay special attention to the “**Maintenance**” section of this manual. It contains information that will help keep you safe and prolong the life of your bike. Failure to keep your bike maintained could result in safety issues for which Woosh Bikes will not be held liable. You may also void your warranty if you do not take proper care of your bike.

Your bike should be stored in a cool dry location. In the winter, you should ensure that the battery is not exposed to extreme cold as this will shorten its life. If the bike is not going to be used for long periods, you should give the battery a half-hour charge every few weeks.

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.

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

Cut the cable ties and detach the wheel, pedals and handlebars from the bike. Immediately slide the handlebars into the frame to avoid the frame getting scratched while the rest of the bike is assembled. You can adjust the handlebars properly later, but for now, you just need them secured out of the way. It may be necessary to tighten the three bolts shown below to stop the handlebars moving around.



Front Wheel:

Before fitting the front wheel, it is necessary to remove the light, which has been fitted the wrong way around for transportation purposes. Remove the light and put it to one side along with the nut/bolt. Now locate the skewer which is attached to the wheel. The skewer is shown in the second of the two pictures below. In some cases, this may already be fitted to the wheel, in which case you can ignore the next section which explains how to fit the skewer and proceed directly to fitting the wheel to the bike.



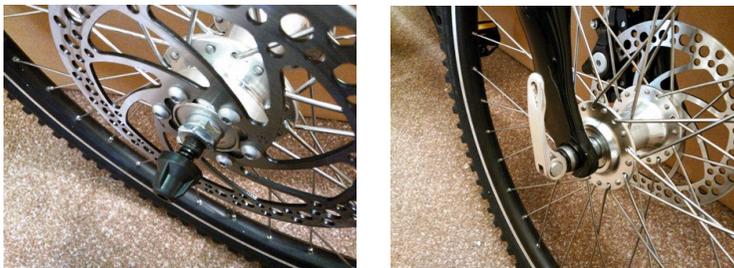
Undo the black cap on the skewer but **be careful not to lose either of the springs**.

Having removed the black cap, you now need to remove one of the springs from the skewer, this simply slides off. Now slide the skewer through the wheel as shown. The “quick-release” lever should be on the opposite side of the wheel to the brake disc.



Re-fit the spring and black cap on the other side of the wheel as shown. The smaller end of the spring should be closest to the bike. Give the clamp and the black cap a few turns—just enough to ensure that the clamp/cap aren't going to fall off.

You can now fit the wheel to the bike by simply dropping the front forks onto the wheel, ensuring that the brake-disc slides into the correct position within the brake assembly. Tighten the cap and clamp on either side of the wheel and then close the clamp to secure the wheel in place.



Adjusting the Brakes

The Woosh Sant-Ana CD comes equipped with disc brakes on the front and 'V' brakes at the rear. For instructions on how to adjust your brakes, see the support section of our website at www.wooshbikes.co.uk

If you are unsure about any of the adjustments that you may need to make to your bike, take your bike along to your local bike shop where they should be able to assist you.

Essential Maintenance.

The Sant Ana CD is a low maintenance bike. It is however essential to carry out some maintenance regularly and thoroughly.

If you do not know how to carry out this maintenance yourself, you should have your local shop regularly check your bike.

Your spokes should be checked regularly.

Do this every 3 or 4 weeks by lightly 'pinging' each one like a harp string. If one feels a little loose, take the spoke key supplied in the charger carton (small metallic round item) and insert it onto the spoke using slot 13. You need to put it onto the spoke 'nipple', the small raised connector which joins the spoke to the rim of the wheel.

Then give the key a quarter turn—no more.

Do not overtighten. If you do so, you will distort your wheel.

Check and tighten all fixings regularly.

Check brakes and brake pads regularly.

Check that your saddle, handlebars and pedals are well tightened regularly.

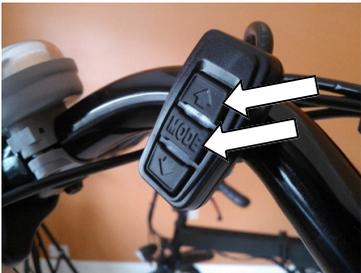
Operating the Lights:

To operate the front light and cycle through the available modes, press the black button on the top of the light, the options available are Off, On, Flashing.

To operate the rear light, press the button as shown.



The display module also features a back-light which can be turned on/off as needed. To switch this on press and hold the "Mode and Up" buttons. Use the same buttons to turn it off.



You can now use the stand to keep the bike upright.

Mudguard and Front Light:

With the wheel in position, you can now fit the mudguard and front light. The mudguard bracket should be on the rear face of the frame and the light should be mounted on the front side as shown. If the mudguard rubs on the tyre, then it may be necessary to fit the mudguard bracket on the front instead (the same side as the light) to allow enough clearance.



With the light/mudguard now in position, loosen the screw on the side of the light and adjust the light and reflector to the desired angle, then retighten the screw to secure in place.



Handlebars:

You can now fine-tune and adjust your handlebars. Ensure that the handlebars line up correctly with the front wheel and adjust to the desired height and then tighten the allen bolt shown below. Slide the cover into position when done.



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



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

Caution & Expectations

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

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

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

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

With this particular type of electric bike, you should change the gears one at a time, waiting until the gear is properly engaged before changing to another gear.

Most of the time, you will likely use the bike in it's highest gear, but to get the best performance out of your bike on hills, you should change down to the 3rd or 4th gear **before** you start your ascent.



You may need to rotate the handlebars within the stem after adjusting the height, to do this simply loosen the two bolts as shown and then rotate the bar until it is in the desired position and then re-tighten the bolts ensuring that the bar sits centrally within the bracket.

Ensure that the cables are routed properly around the frame when the handlebars are fitted, if the cables are not routed properly, the gears and brakes will likely not work properly. The cables to the handlebars should go around the frame as per the photo below.



Pedals:

The pedals fit on a specific side of the bike. Do NOT attempt to fit the pedals on the wrong side of the bike.

The pedals are marked 'R' (right) and 'L' (left) to indicate which side of the bike the pedal should be fitted to. Fit each pedal into position and hand tighten, then use the 15mm spanner to fully secure the pedals in place.



Note:

The thread on the left pedal is reversed meaning the pedal should be tightened anti-clock-wise as opposed to the usual clock-wise.

Saddle:

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



To get the most comfortable position it may be necessary to adjust the angle of the seat, this is done by loosening the bolt shown below and then simply rotating the seat-post forward/backward a little and then retightening the bolt. You can also slide the seat along the rails forward or backwards a little if needed while this bolt is loosened.



Riding the Bike

Ensure the tyres are inflated to approx. 45psi and ensure the brakes are working before riding the bike.

To begin using the bike, press (and hold) the 'Mode' button to switch on the 'Control Module'. 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 throttle. To vary the amount of assistance provided from the motor, use the up/down buttons to cycle through the 5 levels



There are several other features available on this 'control module' and these will be covered later in the manual. The information provided so far is just enough to get you up and running as quickly as possible.

Important note about the maximum speed.

You cannot reach the maximum speed on throttle alone. You can increase the maximum speed on throttle by setting the assistance level to high but to achieve the maximum speed, you need to use pedal assist mode. Your maximum speed will be then limited by your highest cadence or by the motor.

The motor assistance will cut out in one of the two conditions:

1. You reach the maximum legal speed of 15mph (26kph).
2. The current through the controller reaches 14A.

Controls and Indicators

The Sant Ana CD electric bike comes with a throttle control to allow you to vary the amount of assistance from the motor. The throttle is located on the right side of the handlebars as shown below. When the throttle is pulled fully, the motor will provide the most assistance. The throttle feature is enabled/disabled by the red button as indicated below.



Mounted on the handlebars is the control module. This is used to turn the motor on/off and also to increase/decrease the amount of assistance given from the motor. This module also indicates the current status of the battery.



To turn the control module on/off, press and hold the MODE button (the middle button) as indicated above. The functions of the control module will be covered in more depth later in the manual.

Charging the Battery:

The battery may not be fully charged when you receive the bike. **You should fully charge the battery before initial use.** The battery can be charged on the bike or it can be removed and charged separately. The socket used to charge the battery is located under the left rear of the battery as shown below. You will need to slide the rear light to the right a little to allow access to the charging socket. Slide the light back into position when charging is complete. Before attaching the charger to the bike, **Ensure that the charger is switched OFF.** You should keep the battery topped up to get the best out of it and avoid running it completely flat.



To charge the battery, simply connect the charger to the socket and plug the other end into a regular mains socket.

On the charger is a small light which is red while charging. When charging is complete, this light will turn green.

The battery can be removed from the bike and charged in a convenient location such as home or office when the bike is not in use. To remove the battery from your electric bike, use the supplied key to unlock the battery by turning it anti-clockwise. Once unlocked, remove the key and then slide the battery from the bike using the handle-grip at the rear of the battery.



To refit the battery, simply slide it back into place, and then turn the key clockwise to lock it into position.

On the rear of the battery is an indicator which can be used to give a rough guide as to how much power remains in the battery. Press the small button shown below. The more lights illuminated, the more power remains.



Battery Care

The Sant Ana CD electric bike comes with a modern light-weight high performance 36 volt 15AH lithium polymer battery.

Some care is needed to get the best possible performance from the battery. Assuming the bike is in regular use, charge the battery once or twice a week as needed. Do not allow the battery to regularly run completely down as this will shorten the lifespan of the unit.

Do not charge the battery in extremely cold conditions i.e. below 6 degrees. The battery can be easily removed from the bike and charged indoors if its more convenient. Remember to allow the battery to warm up to room temperature before charging.

If the battery is not in regular use, try to keep the battery half to two thirds charged and keep it in a cool dry location. If you are not using your bike for a while, give the battery a half-hour charge every two weeks. This will slow the ageing process of the battery. All 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.

General care:

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 -5 or greater than +45 degrees Celsius.

Do not drop, pierce or otherwise damage the battery.