

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, and 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, they will be looked at on the following Monday morning.

Email: support@wooshbikes.co.uk

Telephone: [01702 435566](tel:01702435566)

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

© 2012 Woosh Bikes Limited



Sundowner User Manual

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

Thank you for purchasing a Woosh Sundowner 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.

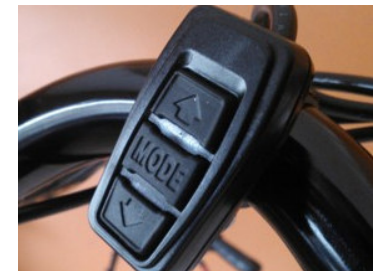
We are open Mondays to Saturdays 10—5.

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 to you 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.



13—Removing the Rear Wheel

The process of removing the rear wheel is beyond the scope of this manual. For instructions on how to remove your rear wheel, visit the support section of our website at www.wooshbikes.co.uk and click the “How To’s” section. In here you will find details of how to remove the wheel.

Warning:

The control module comes pre-configured specifically for your Sundowner 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 control module 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.

Introduction:

Congratulations on your purchase of a Woosh electric cycle.

The Woosh Sundowner electric bike has a high performance light-weight lithium battery, making it a sturdy yet 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.**

1. Charging the Battery
2. Battery Care
3. Controls and Indicators
4. Riding the Bike
5. Operating the Lights
6. Adjusting the Brakes
7. Essential Maintenance
8. Warranty
9. Warnings
10. Returns
11. Spares
12. Control Module—Advanced
13. Removing the Rear Wheel

***** IMPORTANT *****

Read the instructions for the Promax adjustable stem here: <http://wooshbikes.co.uk/promax-stem/>

Please also read the notes later in this manual regarding maintaining your tyres and spokes and looking after your keys.

1 – Charging the Battery

The battery may not leave us fully charged. **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 handle at the rear of the battery as shown below. **Ensure that the charger AND also the battery are switched off before attaching the charger to the bike.** To turn the battery on/off use the green switch on the underside of the battery as shown. You should keep the battery topped up to get the best out of it.



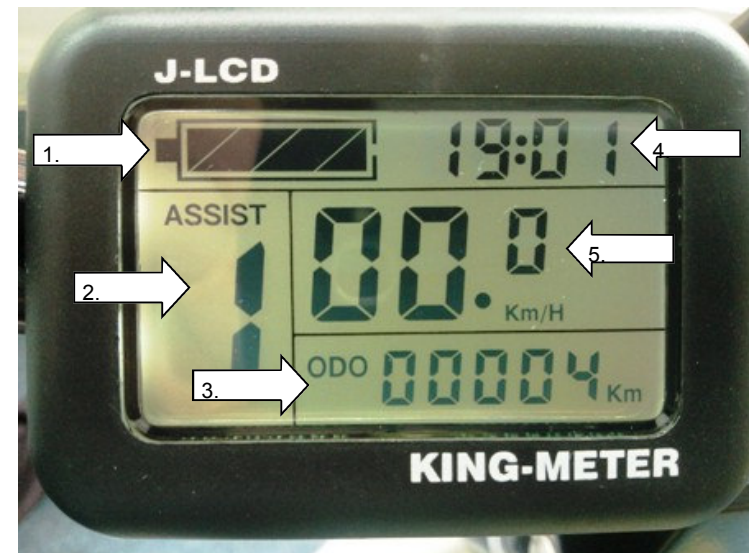
To charge the battery, simply connect the charger to the socket and plug the other end into a regular mains socket. On the charger is a small light which is red while charging. When charging is complete, this light will turn green.

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, slide the battery from the bike using the handle at the rear of the battery.

An initial full charge may vary from 30 minutes to as much as 10 hours.

12-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

11—Spares

We keep in stock most parts necessary to maintain your electric bike—call to order.

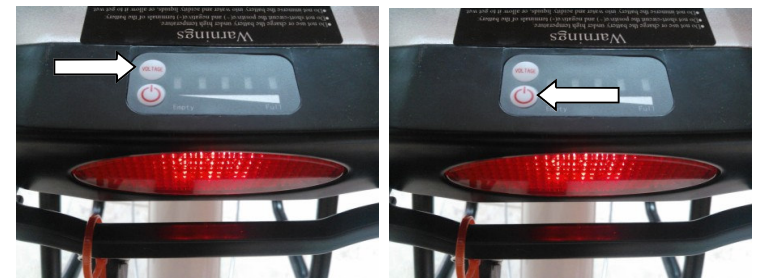
Callers are welcome to bring bikes in for repair. These may not be done on the same day however and please note that we do not do service on Saturdays.



To refit the battery, simply slide it back into place, and then turn the key clockwise to lock it into position. The key is only used for locking/unlocking the battery and does not turn it on/off.

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. Ensure that the green switch is in the 'ON' position and then press the small button shown below. The more lights illuminated, the more power remains.

The other button on the battery is used to switch on the rear light. This has three modes - Off, On, Flash, pressing the button cycles through these modes.



2 – Battery Care

The Sundowner electric bike comes with a modern light-weight high performance 36 volt 10A lithium 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 (ie 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 storing the battery for a while, give it a charge of around 2 hours once a month. 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 –20 or greater than +55 degrees Celsius.

Do not drop, pierce or otherwise damage the battery.

Faults

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

Our email address is:

support@wooshbikes.co.uk

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

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

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

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 who have someone who can help with maintenance. Most repairs are simple and can be done with help from us over the phone or by email. Replacement parts are sent free of charge during the warranty period. If you prefer to have your repair done by a bike shop, contact us before going ahead as we will not refund labour costs without prior agreement.

3—Controls and Indicators

The Sundowner 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 left side of the handlebars as shown below. When the throttle is pulled fully, the motor will provide the most assistance.



Towards the centre of 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 model will be covered in more depth later in the manual.

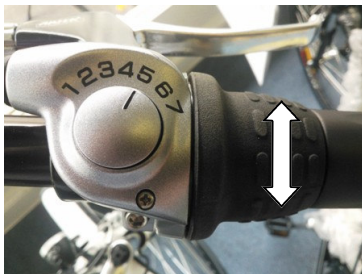
4-Riding the Bike

Assuming the bike has been correctly assembled, switch on the battery using the green switch, then 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 control your speed if desired. To vary the amount of assistance provided, use the up/down buttons to cycle through the 5 levels of available assistance.



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.

Your bike comes equipped with Nexus gears. To cycle through the gears, simply twist the gear selector on the right side of the handlebars to select the desired gear.



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.

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.

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.

IMPORTANT: LOOK AFTER SPOKES, TYRES AND KEYS!!

Why? Because the motor vibrations on an electric bike cause fixings and spokes to become loose far more quickly than on a standard bike. If you leave them, you will damage your wheel and possibly have an accident too.

So please read the following:

Your spokes will have been checked before despatch, but if you have a look, you will find some less tight than others. This variation ensures the wheel is straight (or 'trued'). If all the spokes were equally tight, or all very tight, the wheel would not be straight. In future, check your spokes regularly. They should definitely be checked after you have ridden the first 300 miles or so, and after that roughly every two weeks if you ride daily, once every couple of months if you only ride occasionally. You will need the spoke key that we have supplied (small round metallic gauge, normally strapped to the rear carrier with the charger).

How to check? Lightly 'ping' each spoke like a harp string with your index finger. If it feels very loose insert the spoke key onto the nipple of the spoke in question, using gauge number 13. The nipple is the metal connector at the base of the spoke where it joins the wheel rim. Give it a short quarter turn or so. Don't overtighten the nipple as the spoke may then be too rigid and snap during riding. You can also give your wheel a quick visual check by spinning it and making sure the brake pads are equal distances from the wheel when it spins and that it seems to spin in a straight line. . Get someone to help hold the bike if necessary.

Also check and pump up your tyres regularly—the same time as a spoke check is good.

These maintenance steps aren't always necessary on a standard bike but they are for an electric bike.

If you have any questions, no problem, just call us: 01702 435566 Alternatively, get your local bike shop to do these things for you. Most charge very reasonably.

IMPORTANT NOTE RE KEYS: separate your keys on receipt and keep the spare in a safe place. We do not have Master key sets, so losing both keys will prove very expensive.

5—Operating the Lights

The Sundowner electric bike comes with both front and rear lights. The lights are powered from the main battery so there is no need to change the batteries as you would with regular lights. To operate the front light, ensure that the battery is switched on, and then press the up and mode button together for a couple of seconds to turn on the backlight on the LCD screen. Then press the black button on the top of the light as shown.



The rear light (as mentioned earlier in the manual) is integrated into the rear of the battery, and is controlled using the button as shown below. The rear light has three modes—Off, On, Flashing. Pressing the button will cycle through the modes.



6—Adjusting the Brakes

The Sundowner comes equipped with 'V' brakes on the front of the bike and roller/drum 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 electric bike, take your electric bike along to your local bike shop where they should be able to assist you.

7-Essential Maintenance. PLEASE READ.

The Sundowner is a low maintenance bike. It is however essential to carry out some maintain bike regularly and thoroughly.

Your spokes should be checked regularly.

This is very important. Please read the notes in the spokes and tyres section.

Tyres must also be checked and pumped up very regularly. Again, please read the notes in the spokes and tyres section

Screws, nuts and bolts will work loose much more quickly than on a standard bike due to motor vibration.

We therefore advise that you spend 15 minutes every week checking all fixings, spokes and tyres, tightening and pumping up as required.

Spare keys cannot be provided. We therefore recommend that the two keys that are supplied with your bike be kept in separate locations.