



juicybike

## **User Manual**

**Enjoy your new Juicybike and get the best from it.**

Please take time to read this guide to ensure top performance from  
your bike and battery



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## Delivery inspection



### Before riding:

- Put the battery in the battery case, then lock the battery and open the rear wheel lock. Reposition the saddle for riding.
- Adjust the height of the handlebars and saddle to suit the rider, setting the fork below the safety line when revealed.
- Check that all lights and meters are working.
- Check regularly to ensure that the electrical connectors between the bike and battery are clean. Dirt will greatly reduce the bike's efficiency and may cause the risk of electrical fire.
- Check the brakes: this can be done by putting the front brake on and pushing forwards. Do the same with the back brakes. The bike should not move and the brake levers should not touch the handlebars. The brakes should work without having to press down too hard on the handles
- Please note that the torque for the front axel is 18N.m and 30 N.m for the rear.
- Make sure that your clothing is suitable for riding. Long, loose or flowing garments may become caught in the wheels or chain.
- Wear an approved safety helmet.

## **Riding your e-bike:**

- After mounting the bicycle, turn on the main switch, the power display light will come on, indicating power is connected
- Release the kickstand, mount the bike, placing one foot ready to pedal, **check that it is safe to proceed**, then set off. You will feel the motor as you begin to pedal.
- As you cycle, the battery power will be used up, and the five power level indicator lights will go off in turn. If the battery becomes flat, turn of the main switch and use pedals only to ride, recharge fully at the end of every journey.
- Use both brakes together when stopping; don't use only one.
- Remember when riding in wet conditions your brakes will be less effective and a greater stopping distance is needed. In dry conditions your stopping distance should be less than 4 metres, this will increase to 15 metres on wet or snowy roads.
- Don't ride through deep puddles or streams. Ensure that water **never** reaches the motor and controller level.
- Don't ride on loose or uneven surfaces.
- Don't carry extra passengers or heavy loads, as this may damage the motor and battery.
- Don't ride under the influence of drugs or alcohol, or when feeling unwell.
- Don't ride at night without lights. If the lights are not working it may be safer to get off and walk with the bike.
- Don't allow the bike to be used by young people under 14 years. The minimum legal age for riding an electric bicycle in the UK is 14 years.
- Please follow the Highway Code for the safety of yourself and others.
- If you are new to cycling or an inexperienced rider, find a quiet place to practise and gain confidence before trying to ride on busier roads. Buy a copy of the Highway Code; most newsagents sell it.

**Cycle training courses for adults and young people are run nationally. For more information call the cycle training hotline on 0870 607 0415 or visit [www.ctc.org.uk](http://www.ctc.org.uk)**

## **Bike storage and maintenance:**

- Don't leave the bike in the rain for long periods, or in damp conditions: always store in a dry place.
- Don't leave the bike in direct sunlight for long periods, as this may cause some of the electrical components to overheat and result in operation failure.

## **Warning:**

- Don't tamper with, or disassemble complex electrical components.
- Don't touch the bottom of the battery case with keys or other metal objects in case they damage the electrical connectors between the bike and battery.

## **Maintenance:**

### **Weekly**

- Use a degreaser detergent, or a specialist chain-cleaning product to clean and oil your chain. A well-oiled chain can make a bicycle more than ninety eight per cent efficient at converting kinetic energy into moving your bike forward. We recommend Green oil's, Clean Chain degreaser and Chain Lube.

### **Monthly**

#### **Check tyres brakes and gears**

- Check the tyre pressure; make sure it is enough. Low tyre pressure will make the bike less efficient and damage the tyres.
- **Brake adjustment:**
  1. Check the right brake bar at full reach.
  2. Loosen the brake bolts, tighten or loosen the brake wire and set the brake pad distance at about 1.5mm, and refasten.
  3. If the gap for the two sides is not the same, adjust each pad adjuster until they are the same.
- **Chain adjustment:** the chain may become looser after a period of use but can be adjusted as follows,

1. Loosen the bolts in the rear shaft, if the chain is too loose; adjust the chain bolts on both sides in a clockwise direction, ensuring that the rear wheel is at the same level at the rack.
2. If the chain is too tight adjust the bolts in an anticlockwise direction, bringing the rear wheel forward a little.
3. Some of our chains may only be adjusted by removing links, which is best carried out at a bike repair shop.

**If you are unsure about brake or chain adjustment, take the bike to be serviced at your local cycle shop.**

### **Lithium-Polymer Battery care:**

When receiving the battery from new, fully charge it on a regular charge and it will be ready for use.

In regular use, keep the battery fully charged after every ride if possible. Letting the battery run empty on a regular basis will shorten its lifespan considerably.

Never charge the battery in freezing conditions. If the battery has been used in very cold conditions, allow it to warm up before charging.

If storing the battery for any length of time (over the winter say), try to keep it at around 40% charge, in a cool place inside, and if possible top up the charge a little every month or two. This will decrease the aging process of the battery (although every battery will slowly age whether used or not).

Lithium batteries deteriorate more quickly when stored at higher temperatures and when repeatedly fully discharged.

When returning to use, charge the battery fully to prepare it for everyday use. Keep your battery fully charged to prolong its life.

- Keep your battery out of the weather whilst not riding the bike, preferably in a cool place inside.
- Always use the charger supplied with the bike. Before charging, check that the rated input voltage matches the voltage level for your country. (For the UK it is 230V/50 AC)
- Don't open the charger shell in case of electrical injury.
- To recharge the battery: tip up the seat, unlock the battery, remove and connect to charger. Alternatively the battery can be recharged while still in place on the bike, if using this method, ensure that the main power key is in the correct position.

- Ensure that you allow adequate time for charging: 4-6 hours is needed for a full charge.
- To charge the battery: first connect the output plug of the charger properly with the charging socket of the battery and then connect the input plug of the charger with the mains supply. When the light is on charging is taking place.
- When the light changes from red to green the battery is fully charged. After charging disconnect the charger from the battery case.
- Always charge the battery indoors and away from damp areas or where water is used. When charging keep both the battery and charger away from flammable materials or products. The battery will heat up when charging.
- Our lithium batteries, if treated correctly, will have a long life. At the end of its life, the battery should be recycled and a replacement can be bought from [www.juicybike.co.uk](http://www.juicybike.co.uk)

## Warranty Information

The Juicybike warranty is clear and simple:

- Main parts have a warranty of one year. This covers mechanical and electrical parts: including frame, forks, seat, motor, controller, battery and charger.
- The warranty is subject to proper care for and reasonable use of the bikes
- Bulbs, brakepads, inner tubes, tyres, chain, cables, etc –are regarded as consumables - When replacements are required these can be purchased from your local cycle shop.

## Returns Policy (UK)

We hope you will be pleased with your purchase. Should you wish to return anything bought from us, we will be happy to refund or exchange a product provided it is in fully resaleable condition. Returns should be made within a reasonable time (usually 14 days) and in original, undamaged packaging. If we find that the product has not been returned to us in fully resaleable condition, we reserve the right to refuse a refund on the item, or deduct a reasonable amount of the original selling price from the refund

Any refund will cover the cost of the goods, but will exclude the non-refundable delivery charge. The cost and risk of returning goods is the responsibility of the customer. The customer should arrange their own shipping back to **Juicybike** and ensure that the parcel is adequately insured.

### Faulty Goods

a) Faulty goods notified to us WITHIN 14 days of delivery will be collected, repaired or replaced, and redelivered free of charge. Note: At our discretion we may decide to issue a full refund instead of providing a repair or replacement.

b) Faulty goods notified to us AFTER 14 days and within the warranty period are to be returned to **Juicybike** at the expense and risk of the customer. The customer should arrange their own shipping back to **Juicybike** and ensure that the parcel is adequately insured. Goods that are repaired or replaced under warranty will be re-delivered free of charge. Note: At our discretion we may decide to issue a refund instead of providing a repair or replacement.

## **Terms and Conditions**

Refunds are dependant on the condition of the goods received back. Damaged or incomplete goods will not be refunded in full. Goods damaged as a result of misuse will be subject to a repair and redelivery charge. The customer will be advised of all chargeable repairs before such work commences.

Repairs or replacements will be made free of charge within the warranty period, only where the fault is not caused by misuse of the product or through normal wear and tear. Goods damaged as a result of misuse will be subject to a repair and redelivery charges. The customer will be advised of all chargeable repairs before such work commences.

### **Parts And Servicing:**

We provide one year's return to base warranty on all key electrical parts: motors, batteries and controllers subject to proper care for, and reasonable use of the bikes.

We stock **specialist spare parts** and batteries so you will always be able to maintain your bike and keep it in tip-top condition.

**Specialist parts** can be ordered at: [www.juicybike.co.uk/parts.asp](http://www.juicybike.co.uk/parts.asp)

Other parts can always be found in any local bike shop.

## E- bike: classic



### Overview

Our beautiful classic electric cycle offers ease and stability with its low step through frame. This bike comes with a vintage style wicker basket; it is ideal for local shopping, the journey to work, or a day out from the city. Clean, simple uncluttered styling combines a light alloy frame with a lithium battery to provide classic cycle looks with modern power and comfort. Our e-bike's pedal assist system is so safe and easy to use; just touch the pedals and feel the power.

### Details

Distance	35 miles on a single charge
Speed	15 MPH (UK legal maximum speed)
Motor	36V/250W high speed brush hub motor
Battery	36 volt/10 AH lithium in case with security lock
Recharge	4 – 6 hours
Weight	23 Kg including battery
Brakes	Disk brakes at the front, V brakes at the rear
Gears	Derailleur: Shimano 6 speed
Frame	Lightweight alloy frame
Wheels	26" with quick release on front for easy assembly
Front fork	Sprung, with swept handlebars for riding comfort
Saddle	Soft comfort saddle: tips up, for battery removal
Pedals	Secure grip sturdy metal pedals
Mud guards	Lightweight silver metal, front and rear
Chain guard	Painted cream metal
Basket	Traditional wicker
Rack	Painted black metal
Lights	Front and rear
Bell	With compass
Kickstand	Black metal
Colour	Cream

## E- bike: sport



### Overview

Our sport bike blends the best characteristics of road and mountain bikes to produce a bicycle that is sturdy, comfortable and fast, designed to smooth out hills and conquer cities. With an ultra-light alloy frame, lithium battery and rugged sport tyres, this versatile electric hybrid bike is ideal for town and country. Its iconic styling and responsive handling make this bike a joy to ride. Our e-bike's pedal assist system is so safe and easy to use; just touch the pedals and feel the power.

### Details

Distance	35 miles on a single charge
Speed	15 MPH (UK legal maximum speed)
Motor	36V/250W high speed brush hub motor
Battery	36 volt/10 AH lithium in case with security lock
Recharge	4 – 6 hours
Weight	23 Kg including battery
Brakes	Disk brakes at the front and rear
Gears	Derailleur: Shimano 6 speed
Frame	Lightweight alloy frame
Wheels	26" with quick release on front for easy assembly
Front fork	Sprung, with straight handlebars
Saddle	Sport saddle: tips up, for easy battery removal
Pedals	Secure grip, rugged sport pedals
Mud guards	Lightweight black sport, front and rear
Rack	Painted black metal
Lights	Front and rear
Bell	With compass
Kickstand	Black metal
Colour	Silver

## E- bike: folding 1



### Overview

Our neat folding electric cycle is the ideal electric bike for commuting, caravan and motor home use, or easy storage in a city flat. This bike's neat, hinged structure combines a light alloy frame with a compact lithium battery to provide a sharp contemporary look with modern power and comfort. Add our retro style vinyl carrier to the bicycle for shopping chic and practicality. Our e-bike's pedal assist system is so safe and easy to use; just touch the pedals and feel the power.

### Details

Distance	20 miles on a single charge
Speed	15 MPH (UK legal maximum speed)
Motor	24V/250W
Battery	24 volt/8 AH lithium in silver case with security lock
Recharge	4 – 6 hours
Weight	21 Kg including battery
Brakes	V brakes, front and rear
Gears	Derailleur: Shimano 6 speed
Frame	Lightweight alloy frame
Wheels	16" for easy storage
Front fork	Sprung for riding comfort
Saddle	Tip up comfort saddle for easy battery removal
Pedals	Secure grip sturdy metal pedals
Mud guards	Lightweight silver metal, front and rear
Basket	Brown cream retro vinyl
Rack	Silver metal
Lights	Front and rear
Bell	With compass
Kickstand	Silver metal
Colour	Cream