JUICY

ELECTRIC BIKE
USER MANUAL

THIS

RIDE

WAY
User Manual

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

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Quick Start

If your bike has been checked over by someone competent and you’re ready to ride, here’s how to switch it on:

1. **Switch on the battery**: turn the key clockwise, all the way to the right (position 3)
   Note: **Roller** and **Ticket** batteries switch on automatically.

2. **Switch on the display**: hold down the **M** button

3. If you have a throttle you can push in the button (safer when astride the bike) to operate the motor without pedalling.

If you have an LCD upgrade display take a look for a specialist manual at Juicybike.co.uk (in our Aftercare section.) You can find the latest version of this manual there too.
Speed settings

Pedalling can be made easier by changing the gears, as you ride...

Push button to make pedalling harder (on the flat)

Push lever to make pedalling easier (going uphill)

Some Juicy Bikes use “paddle shifters” – use your finger to increase and thumb to lower gearing whilst pedalling

Change the motor speed using the + and – buttons as you pedal...

Walk assistance
Our latest displays offer a low speed “cruise” setting, for use only when walking alongside your bike. To activate walk assist, hold down the – button. After a few seconds the bike will start.
Switching on lights

Standard Display

Upgrade LCD Display

Switch on the front light by pushing and holding the + button for 3 seconds

The **rear light** has its own battery and **switch**

Before riding you should read the section below: “Riding your e-bike”
Assembly

If your bike has arrived boxed, then follow these guidelines for assembly.

Delivery inspection

If you have taken delivery of a Juicy Bike via a courier please carefully inspect the packaging for any signs of damage or mishandling.

We insure all bikes against damage caused during transport via couriers, but this insurance ceases once you accept the carton. If in any doubt sign any delivery note as “not yet inspected” to preserve your right to claim for damage caused in transit from us to you.

Inside the carton you should find the main frame and rear wheel assembly, front wheel, seat and post, charger box containing your battery charger, pedals and lights. The battery should be locked into its frame compartment. The handlebars will be loose, strapped to the side of the bike.

All the main parts will have been carefully wrapped and protected when first put into the carton. You should keep the wrapping materials and the carton itself, just in case you need to return the bike to us.

Tools Needed:

A good set of Allen keys, an adjustable Spanner and a Philips screwdriver should be all you need to assemble your bike.
Ideally...

Allow yourself plenty of time to put your bike together carefully.

You should be confident that you have the skills required to safely prepare the bike for use and are able to carefully check that everything functions correctly and safely, before using the bike. It is not expensive to have your bike assembled at a local bike shop where you should find experienced and responsible bike mechanics, so if you have any doubts consider using a professional.

At a bike shop your bike would be assembled using a purpose built stand, at eye level. At home a bench or table with space all around is a good place to build, especially if you have a friend that can help hold the bike. Kneeling around a cluttered floor is not ideal!

Clear some space and make plenty of time to complete a careful assembly.

A cup of tea might also help...
Handle bars

For our larger wheeled bikes the handlebars are inserted into the front of the frame. Our Compact Folding Bike has them already attached.

Put the handlebar stem into the frame, lift the adjuster and rotate forwards to reveal the hidden bolt.

You may also need to tighten the bolt underneath the front of the adjuster clamp.

For **bikes with mono-shock suspension**: first the forks need to be pulled up into the frame (1) then the handlebar stem clamped tight (2)...
**Mudguard, lamp then front wheel...**

It’s best to fit the front mudguard and lamp **before** fitting the front wheel.

1. Pass the lamp cable through the bracket and attach to the two spade connectors.
2. One bolt attaches both the lamp and the top of the mudguard.
3. Firmly tighten the lamp using the screw at the side.

Tighten the two screws holding the stays of the mudguard.

**Front wheels may have an optional quick release (QR) mechanism.**

1. **Use the nut** to pre-tighten the mechanism **NOT** the lever.
2. **Then** push home the lever, as **tightly as possible.**
Your bike may be supplied with a theft deterrent (secure) QR, which requires a tool for removal.

Ensure the Secure QR mechanism is centred on the fork recess cup.
1. **Finger-tighten** the nut into the recess.
2. Fully-tighten, using a short hex key, **as tight as possible**.

Our Compact bike front wheel is fitted with a standard nut and locating washer...

Make sure the small washer locates into the forks.

Tighten using a 15mm spanner

Finally:
Check the wheel runs true, centred within the forks.
Seat Post
Is easy to fit...

But do make sure it is not able to twist or droop whilst riding by tightening the adjuster. There is a mark showing the maximum height up to which the post may be set. **Do not exceed this max height.**

Charging the battery
Fully charge your battery, before going for on your first ride.

The charger light will change from red to green when the battery is fully charged.

Then switch off and remove the charger.

Removing the battery
The battery can be charged in or out of the bike.
Turn the key fully anti-clockwise to unlock the battery from the bike.
**Take care** putting the battery back into the bike:
Make sure the slide rail is positioned into the battery groove...

Turn the key clockwise to lock the battery into the slider.

In-frame batteries...

Turn the key and lift the handle

A charging port can be found at the base of the battery

No key is needed to return the battery into the bike – but do check it is securely “clicked” home into the frame.
Fitting the rack

1. Loosen the top and side bolts

2. Attach the stays to the frame

3. Tighten the bolts again
Regular Adjustments

Disk Brake adjustment

Your brakes will need regular attention to ensure they operate correctly. As the pads get used you will need to adjust them to stay close to the metal rotor. A bike shop is the best place to have your brakes checked and adjusted, but if you need to do this yourself here’s how.

Every few months (depending on use)...
Looking through the spokes you will see the inner pad adjuster...

Use a hex key to move the inner pad closer to the disk rotor.

The outer pad can be quickly adjusted closer by unwinding the cable adjuster (anti-clockwise) at either the brake lever or at the calliper.

Gear Adjustment:
A noisy gear, or poor gear selection, is often because the chain is not lined up precisely with the cogs. Looking from the back of the bike, line up the chain using the adjuster.

First select and line up the chain with gear 1 and then check again using the highest gear.

Clockwise moves the chain to the right, anticlockwise left.
Finally... check everything.

This checklist will help make sure your bike is properly assembled and safe to ride:

**Handlebars**
- Ensure handlebars are straight and secure and all bolts are tight. To check, grip the front wheel between your legs and try to turn the handlebars.

**Wheels**
- Ensure the front and rear mudguard stays are tight.
- Check that the quick release mechanism is properly gripping the front wheel.

**Seat and post**
- Ensure that the seat is straight and secure and does not exceed max height.

**Pedals and chain**
- Ensure the pedals are wound in fully and fully tightened.
- Ensure that the gears engage cleanly and their adjustment is correct.

**Brakes**
- Test front and rear brakes whilst rolling the bike forwards – both wheels should stop completely.
- Test there is more than a finger’s space between the grip and the brake lever when fully depressed.

**Rack**
- Ensure that the rack is secure and that all bolts are tight.

**Kickstand**
- Ensure the kickstand doesn’t wobble. Tighten its bolt on the frame if necessary.

**Tyres**
- Pump tyres to very firm (impossible to deform with your thumb). Actual PSI should be 60 for our large bikes and 50 for the Compact.

**Electrics**
- Test both lights.
- Fully charge the battery before use.
Before riding:

✔ Adjust the height of the handlebars and saddle to suit the rider, whose toes should be able to just touch the ground.

✔ Check all lights and displays are working.

✔ Check regularly to ensure that the electrical connectors between the bike and battery are clean.

✔ 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.

✔ If your bike has a quick release on the front wheel check it is fully tightened and the wheel is running true. Quick release mechanisms can more easily work loose than conventional axles and so should be checked before every ride.

✔ Make sure 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.
- Placing one foot ready to pedal, check that it is safe to proceed, and then set off. You will feel the motor just after you begin to pedal.
- As you cycle, the battery power will be used up, and the power level indicator lights will go off in turn. If the battery becomes flat, turn off the main switch and use pedals only to ride, recharge fully after journeys have accumulated over 10 miles.
- Use both brakes together when stopping.
- 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 can increase to 15 metres on wet or snowy roads.
- Never ride through deep puddles or streams. Ensure that water never reaches the motor and controller level.
- Avoid loose or uneven surfaces, up and down kerbs and watch out for unexpected pot holes.
- Don’t carry extra passengers or heavy loads, as this will damage the motor and battery.
- Never ride under the influence of drugs or alcohol, or when feeling unwell.
- Always ride with lights at night.
- 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 good newsagents have 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
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.

Keep your bike clean

Use a degreaser detergent, or a specialist chain-cleaning product to clean and oil your chain. A properly cared-for chain can make a bicycle more than ninety eight per cent efficient at converting kinetic energy into moving your bike forward. Juicy Bike chains are stainless steel and need very little oil. Too much oil can pick up grit and so increase wear. We recommend Green oil’s, Clean Chain degreaser and a little Chain Lube.

Check tyres, brakes and gears monthly

- Check the tyre pressure: make sure it is enough at least 40 PSI. Inch and preferably 50 (Compact) or 60 PSI. Low tyre pressure will make the bike less efficient and will easily damage the tyres.

Brake adjustment

- Brake levers should operate the brakes easily with only a small amount of travel at the handlebars. If there is not enough room for two fingers between the lever and the handlebars then adjustment is essential. See how to adjust above.

Chain adjustment

- The chain may become looser after a long period of use and can only be adjusted by removing links, which is best carried out at a bike repair shop.

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

You should fully charge your new battery before your first ride.

In regular use, keep the battery fully charged after every few short rides. If possible try to keep the battery between 50 and 95% charged, charging after 10 miles or so.

Make sure you charge at least once every month.

Try to charge just before a journey, rather than keep your battery at 100%.

Letting the battery run empty on most rides will shorten its lifespan considerably – it would be better to plan regular journeys to use about 50% of your battery.

**Never** charge the battery in **freezing** conditions. If the battery has been used in very cold conditions, let it warm to room temperature before charging.

If storing the battery for any length of time without use (over the winter say), try to keep it at around 60–80% charge, in a cool place inside, and top up the charge a little every month. 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 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 240V/50 AC)

Don’t open the charger case for any reason.

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 the bike, just make sure the bike is switched off.

A full charge can take between 4 to 6 hours before the red charging light turns green. The charger will get quite warm whilst charging.

When the light changes from red to green the battery is fully charged. After charging, disconnect the charger from the battery.
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.

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).

The battery is deemed to have reached the end of its life when achieving only 40% of its original capacity.

# Warranty Information

Our Juicy Bike 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, brake pads, 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 resalable 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 resalable 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 shipping back to Juicy Bike and ensure that any 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 Juicy Bike at the expense and risk of the customer. The customer should arrange their own shipping back to Juicy Bike and ensure that any parcel sent to us 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 dependent 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.

**Parts and Servicing:**

We provide one year’s return to base warranty on all key electrical parts: motors, batteries and specialist components, 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/ebike-aftercare/juicy-bike-parts](http://www.juicybike.co.uk/ebike-aftercare/juicy-bike-parts)

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

For help and technical support please call 01335 388 035 or email us at [uksales@juicybike.com](mailto:uksales@juicybike.com)
Juicy Bike are proud to be active members of the British Electric Bike Association and the Bicycle Association of Great Britain, and as such actively campaign for the more widespread use of electric bikes and for cycling in general.

BEBA regularly attend meetings with the Dept. of Transport in the UK and help advise on policy and make recommendations for the future design and safe use of electric bicycles. BEBA also publish guidelines about what purchasers of electric bikes should expect from suppliers and Juicy Bike are proud to adopt that Code of Conduct as a leading UK supplier.

You can find the BAGB website at http://www.bicycleassociation.org.uk/

All Juicy Bikes conform to the guidelines and standards set out by UK and European Law and in particular conform to the EVS-EN 15194:2009 standards for Electric Bikes, fulfilling the requirements of Electromagnetic Compatibility 2004/108/EC and where appropriate are provided with EU wide Certificate of Conformity documents allowing approved use on UK and EU roads and public highways.

We take our responsibility for providing safe transport very seriously, and use great care in the way our products are designed, manufactured and sold.

If you feel our products or service have not met the standards you expect, or feel we could do better in any aspect, please contact us. We value customers input and take heed of all feedback. You can contact us by post:

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