osprey

POWER ASSISTED BICYCLES

OWNERS MANUAL

Welcome to the World of e.bike cycling.

POWER ASSISTED BICYCLES

Firstly may we congratulate you on purchasing your new electric power assisted e.bike.

Please take time to read your manual. We have tried to write it in a way that is simple and easy to follow, whilst explaining how your bike works and how it is maintained.
At any point if you feel you need help we have a tehnical helpline for support.

Simply explained this is how your ebike basically works.

1. Switch the battery to ON, with the switch on the side of the battery, and switch the power on by pressing the top left button on your controller on the handlebars. (Fig.17)
2. As you begin to pedal a sensor will read the level of effort needed to turn the wheels of your bike.
3. After one complete turn of the pedal the electric motor kicks in making pedaling much easier.
4. There are 3 setting on your controller on the handlebar, allowing you to set the level of assistance you require. (Fig.18)
   For example: Riding up a hill you'll probably use 'High', mode.
5. You can change the level of assistance you need at any time and as often as you wish.
6. The motor works to assist pedalling, stop pedalling and the motor stops too.
7. Applying the brakes cuts the motor (Fig.15)
8. You can also choose to switch the assist OFF and ON on the controller at any point in your journey. This helps to save battery power when its not needed.

The more you use the assist, the more power it uses, each rider is different so figures can vary considerably with different rider weight and the terrain you ride. Generally with normal use, you should be able to obtain around 20 miles, before you need to re-charge your battery.

We Recommend that you get used to your new e.life bike and the level of assit you place on it, you'll soon be able to work out how long a journey you can make and safely return under assist. You can of course ride as you would a normal bike if the charge runs out.

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1. Your E.bike
2. Saddle & Seatpost
2. Box containing:
a. Battery Charger
b. Battery Lead
3. Box containing:
a. Tool kit and bag
b. This Manual
4. Set of Keys
(attached to Rear Carrier)

IMPORTANT!

PLEASE REMEMBER THAT IT IS IMPORTANT TO KEEP THE CARTON YOUR BIKE ARRIVED IN , COURIERS CANNOT COLLECT YOUR BIKE WITHOUT A CARTON SHOULD YOU HAVE NEED TO RETURN IT TO US.

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There are video tutorials online or on Ideal World's website designed to assist you if you need help.

Unpacking your new e.bike

Your bike comes 100% assembled in the Carton

1. Before you begin to unpack your e.bike we recommend you get another person to assist you as it s much easier with **2 persons to lift out of the box**.
2. Remove all the packing materials used to protect the bike and dispose of it later in a responsible manner.
3. Once you have unpacked the bike it is a good idea to check to make sure there has not been any damage in transit. (If you find anything missing or damaged, contact Ideal World customer services)
   idealworld.tv › gb/self-service

Fig.1

Unfolding your e.bike

Step 1. Frame

Fig.2

Fig.3

1. Unfold the frame lifting the locking pin, close the frame, releasing the pin into the location hole (Fig.1)
2. Swing the quick release bar around into the slot on the front frame section as shown. (Fig.2)
3. Close the quick release arm which tightens and locks the 2 frame sections together (Fig.3)
4. To fold your frame for transport of storage simply reverse steps 1-3.

PLEASE NOTE:
When you have unfolded your frame its a good idea to rest your bike on the bike stand which is attached to the left rear chainstay, this makes it much easier to complete the other steps.

Unfolding your e.bike

Step 2. Handlebars and Stem

Unfold by lifting the handlebars and Stem until it is sitting vertically. (Fig.5)

2.Raise the clamp arm up towards the stem to lock inplace.

Fig.4

Fig.5

Fig.6

Unfolding your e.bike

NOTE: Should you ever need to replace the pedals remember the right pedal tightens clockwise and the **left pedal anti-clockwise.**

Step 3. Pedals

1.To fold the pedals for storage or transportation, pull the pedal outwards and fold downwards. (Fig.11)

Fig.7

Fig.8

Photo shows pedal movement direction

Fitting the Saddle

(Fig.13)

NOTE: Be sure not raise the seatpost higher than the minimum insertion mark clearly on the seatpost.

The Saddle and Seatpost are already fitted together.

2. Slide the seatpost into the seatbube and close the tension lever on the quick release clamp to lock your seat in place. (Fig.12)

3. Adjust the saddle height to suit you by releasing the clamp and tightening when at the correct height.

4. If the clamp does not tight enough to hold the saddle in position simply release the tension lever and turn a quater of a turn on the wheel nut and close the tension lever. Repeat as necessarry.

Fig.9

Knurled adjustment nut a quater of a turn until required tightness is obtained.

Fig.10

Fig.11

Press this button to show battery charge level, the battery needs to be switched to 'ON' to do this..

Pre-Ride Checks

Complete these checks before every ride

1. Check to make sure all nuts/fastenings are tight
2. Check that your tyres are inflated sufficiently (see tyre wall)
3. Check that the brakes are working correctly
4. **Check your battery for charge.** (Fig.14)
   (Note: Your new e.bike is supplied with a partial charge)

Getting Started

1. Switch the battery 'ON' by turning the key clockwise (Fig.19)
2. Press the top left button on the Controller on your handlebars to switch on
3. 'MODE' is set on '1' level

THAT'S IT.....You're ready to go.

4. To start , simply begin to pedal. Once the crank is turning you will feel the motor kick-in and the elctric system begin to assist you.
5. You have 3 levels of assist, 1, 2 and 3, and its a good idea to try all 3 levels to give you a feel of the effect this has on your riding.
6. Remember, stopping pedalling or braking cuts the motor assist, so you can always feel safely in total control.

Fig.12

Applying the brakes activates the brake sensor which cuts the power to the motor.

Understanding your controller

Press to switch ON/OFF

Press to increase assist level 1-3.

Press to reduce assist level 1-3.

Fig.14

Your Controller is fitted to the left side of the Handlebar.

1. ON/OFF button - Switch on after you have switched battery switch to 'ON'
2. Lever buttons - 1, 2 and 3, easy selection levels of assistance
3. Battery Indicator lights - These are red and go down as you use the power.
4. As you ride up a hill the power indicator drops down showing increased resistance levels, but once back to level ground the indicator lights will return to a more accurate position of available power levels.
5. This bike has a 6km walking mode function, which allows you to push your bike effortlessly over steep ridges or hills. You can activate this function by holding down the minus button for 3 seconds.

Fig.15

Understanding your battery

Fig.16

Fig.17

1. Security & Removal

1. You are supplied with 2 keys to secure your battery to your bike. It is advisable to seperate the keys as they cannot be replaced if lost.

2. You can also unlock your battery enabling you to remove for security or to charge away from the bike.

3. To remove the battery, Push in the key and turn to anticlockwise position

5. Withdrawn the battery (Fig.17)

2. Battery operation

1. Switching ON/OFF is by pressing the button on the side of the battery .

2. Remember to switch OFF when not in use as this may drain the battery (Fig.19.20)

3. On the top of the battery is the power indicator lights, by pressing the button the lights indicate the charge level. (Fig.13.14)

4. Battery Charger

1. NOTE: Only charge your battery with the Charger supplied with your e.plus The charger is set to 220/240V. Never use 110v setting.

2. Avoid dropping the Charger as this may damage the sensitive electronics within the casing.

3. You can leave the battery charging, it will stop charging by itself when it has reached full charge, but it is not recommended to leave charging for any considerable time over what is required.

Charging your Battery

Your Lithium Battery arrives partially charged.

Your Battery can be charged on or off your bike.

1. Firstly, connect the charger to the battery using the lead provided.
2. Then plug your charger into the mains power socket
3. Switch on.
4. The LED light on the charger will illuminate RED to to indicates it is charging.
5. Once Fully charged the LED light on the charger changes to GREEN indicting the battery is fully charged.

Charging port

Fig.18

To fully charge your battery takes approx. 2-3 hours

Your Battery indicator lights.

When fully charge all 4 indicator lights on your battery will light GREEN and will go out as the power is drained.
Press the button next to the indicator lights to check power, remember - the battery must be switched on to do this.

Basic rules to follow when charging your battery

1. Do not cover charger with any material of substance that may restrict airflow to the charger. The charger needs to 'Breath' to keep cool.
2. Charging your battery each time you use it no matter how far the trip, will prolong the life of the battery.
3. DO NOT leave the battery discharged for long periods.
4. Never open the charger or change settings on charger.

Understanding the Gears

Fig.19

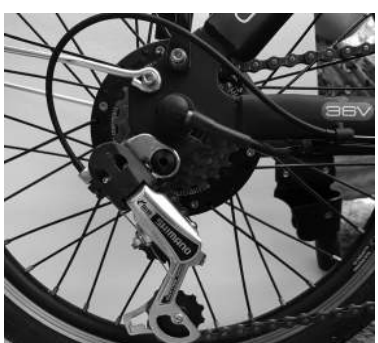

Fig.20

The Gears work exactly as a normal bike and are independ of the electric motor.

The Thumbshift is fitted on the right side of the handlebars, which consists of a large thumbshift lever, a Grey Push button and gear indicator numbered 1-6.
No/. **1** is called the **HIGH** gear and No/. **6** the **LOW** gear.

Once riding the 6 speed conventional gearing can be used to thumb shifting up to 1 and simple release button to drop back down to 6. (Fig.25)
6 Being the easiest and 1 being the hardest.

The gears are pre-set in the factory so should need no adjustment.

Over a period of use the cables will stretch and may need adjustment which is probably best done at your 3 month service.
Your local bike shop or specialist e.bike shop will offer this service.
(see page 15)

Fig.21

It is ok to oil the front and rear axles and chain . The Motor should not be lubricated.

Maintenance of your e.bike

1. General

1. Wipe your bike over with a dry cloth, or neutral detergent.
2. Use lubrication oil for metal parts. i.e. chain, axles.
3. Wipe down Plastics, paint coated parts with a dishcloth.
4. Increase the frequency of lubricating oil at wet or hummid areas (Recommend 30SAE lubricating oil)

2. Weekly Inspection

It is recommended that after this period you should inspect your bike as things will slacken off and need re-tightening.

3. Every 6 months

We recommend that every six months you complete a full service on your bike to keep it in excellent working order.

When stored and not in use remove the battery and store in a cool, dry place, charging periodically as the battery will discharge over time of none use. Failure to do this will result in the battery falling into a dormant state rendering the battery unrepairable.

PLEASE NOTE:
If you do not feel that you can complete the maintenance of your bike, please take it to your local bicycle workshop where they will beable to asist you.

POWER ASSISTED BICYCLES

If unsure on any of these points, or you fail to correct the problem, please call the helpline who will be able to advise you.

Simple Troubleshooting

Problem	Check	Action
Low Speed	battery power	Charge Battery
	Tyre pressure	Inflate tyre
	If tyre flat	Repair tyre
	Load	Do not overload
The Motor is not working Power indicator light does not come on	Every plug	Ensure every plug is connected Check the sensor is still in place on the on the bottom bracket Contact Helpline
Power indicator on battery is on,but the bike doesn't work.	Loose wiring or connection.	Checkwiring and connections, check Sensor as above Contact Helpline.
Reduce battery performance.	Is the battery fully charged?	If NOT, charge fully.
Charger not giving full charge.	Check the light on charge remains RED during charging period?	If NOT, replace charger
Low Battery power	charger works correctly?	Replace Battery.
Brakes loose	Cable tension Worn blocks	Take to cycle shop for service.

Please Contact us :
E-Bikes Direct Unit 6, Midicy Oast,
Bodiam Business Park, Bodiam, East
Sussex, TN32 5UP
Tel: 01580 830959

customerservice@e-bikesdirect.co.uk

IMPORTANT NOTICE

Concept and description of electric assistance

E-bikes are bicycles with a battery-powered “assist” that comes via pedaling. When you push the pedals on a pedal-assist e-bike, a small motor engages and gives you a boost, so you can zip up hills and cruise over tough terrain without gassing yourself.

The e-bike is mainly suitable for rides on paved roads and paths. It is recommended not to use the e-bike for extreme mountain tours with multiple climbs, as the system is not designed for these climbs due to the torque of the motor.

Recommendation for cleaning

- E-bikes use metal shells to cover the electric components, so we strongly advise against the use of excessive water to wash the shells and parts around them. Use a soft cloth with a neutral solution to wipe the dirt off the shells. Afterward, wipe everything dry with a clean soft cloth.
- Do not use high-pressure water or air hoses for cleaning, this can force water into electrical components, which may cause malfunctioning.
- Do not wash plastic components with excessive water. When the internal electrical parts are affected by water the insulator may corrode, leading to power-drain or other problems.
- Do not use soap solutions to wash the metal components. Non-neutral solutions may cause discoloration, distortion, scratching, etc.

Temperature range for the use of the ebike

When not riding, keep the bike including the battery in a location where is will be protected from snow, rain and sun, Snow and rain can cause the bike to corrode. Ultraviolet rays from the sun can cause unnecessary fading of paint or crack any rubber or plastic on the bike.

Warnings for the use of the ebike

- **WARNING!** As with all mechanical components, EPAC is subjected to wear and high stresses. Different materials and components may react to wear or stress fatigue in different ways. If the design life of a component has been exceeded, it may suddenly fail, possibly causing injuries to the rider. Any form of crack, scratches or change of coloring in highly stressed areas indicate that the life of the component has been reached and it should be replaced.
- **WARNING!** Please do not touch the hot surfaces after heavy use, such as the disc brake rotor or V-brake rim side edge.
- **WARNING!** Always remove the battery during maintenance.
- **WARNING!** Please check that brakes are working correctly before every ride and replace worn parts in time.
- **WARNING!** Please use only genuine replacement parts for safety-critical components
- **WARNING!** The maximum inflation pressure please follow the recommended number which is located on the tire's sidewall.
- **WARNING!** Rims have a wear indicator, it's designed to make it simple to determine when a rim is nearing the end of its life and remove any risk about when you should replace it. A groove is added to the entire circumference of the rim at the center of the braking surface. Over time this groove becomes more shallow and when it disappears, it's time to replace the rim. Do not attempt to ride the bike until the rim is replaced as the braking performance could be affected.
- **WARNING!** Do not jump with your bike, jumping with a bike puts incredible stress on most components, such as the spokes and pedals.
- **WARNING!** Please keep in mind that braking distance increases with imperfect road condition such as gravel or wet surfaces.
- **WARNING!** Always wear shoes that will stay on your feet and will grip the pedals securely.
- **WARNING!** Modifications to any part of your bike, such as the fork or frame, may make that part or the entire bike unsafe. A poorly installed or modified component can increase the stress on all other parts, greatly increasing their chance of failure. Modifications can also adversely affect the handling of your bike, resulting in loss of control, falls and serious injury. Please do not add, remove, or modify parts of your bike in any way before consulting with a trained bike technician, if any modifications made without a trained bike technician it's users responsibility.

Warranty

Subject to the following, We warrants that the goods will correspond with their specification at the time of purchase and will be free from defects in material and workmanship.
We offers a 2 year warranty on the frame from any problems relating to manufacturer workmanship or arising from material defects including breakages or cracking caused whilst riding (other than rider misuse).
We offers 12 months warranty on the battery and motor for any problems relating to manufacturers workmanship or arising from material defects. The warranty does not cover misuse or failure to follow the manufacturer's operational instructions correctly.
All other components are guaranteed for 1 year for problems related to manufacturer workmanship or arising from material defects with the exception of consumable components for example brake blocks, pads, grips, tyres and tubes.
We offers this warranty to the original purchaser of the product. This warranty is not transferable to a third party.

PLEASE NOTE:
Any figures quoted regarding battery performance or distances which can be obtained per single charge are based on standrard test conditions. Diverse terrain and rider weight will of course produce varying results from those stated.

Replacement Batteries & Chargers

Replacement batteries and chargers are available to fit your bike and can be purchased seperately from Ideal World.

Nation service Centre

For electric bike service , please contact us for more information.

Monday - Saturday 9am - 5pm.
Please Contact us :
E-Bikes Direct Unit 6, Midicy Oast, Bodiam Business Park, Bodiam, East Sussex, TN32 5UP
Tel: 01580 830959

customerservice@e-bikesdirect.co.uk

Should you ever need to remove or replace your pedals it is important to know that left-hand pedal screws in ANTI-CLOCKWISE and the right-hand pedal screws in CLOCKWISE.
Pedals are normally stamped on the ends of the axle of the pedal as in the photo, L and R.

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