Stroud Community Ebike User Manual







Sections

1. **Riding an ebike**
    a. **Rules & regulations**
    b. **Setting up**
    c. **The electric assist – buttons and how to use**
    d. **Tips**
    e. **Locking & Loading**
2. **Batteries**
    a. **Fitting and removing**
    b. **Charging**
    c. **Safety**
3. **Terms and Conditions**
    a. **Reservation fee / donation**
    b. **Pick-up and return**

1. Riding an e bike

a. Rules & Regulations:

Under 15 not allowed (by law UK).

Electric bicycles are restricted by law in the UK to 15mph/25kph.

The speed restriction applies to the electric assist, so once you hit 15mph/25kph the assistance will stop. You may feel the bike become heavier on the pedals (harder to push down on the pedals).

You are allowed to go faster than the 15mph speed limit, under your own steam, so you may find yourself doing more non assisted pedalling that you expected on the flat or downhill.

Road rules

All parts of the Highway code apply to cyclists – if you are not a car driver or not familiar with them, it might be worth having a read. In particular there are a few clauses related specifically to cyclists which can help you stay safe:

Rule 72

Road positioning. When riding on the roads, there are two basic road positions you should adopt, depending on the situation.

1) Ride in the centre of your lane, to make yourself as clearly visible as possible, in the following situations

- on quiet roads or streets – if a faster vehicle comes up behind you, move to the left to enable them to overtake, if you can do so safely
- in slower-moving traffic - when the traffic around you starts to flow more freely, move over to the left if you can do so safely so that faster vehicles behind you can overtake
- at the approach to junctions or road narrowings where it would be unsafe for drivers to overtake you

2) When riding on busy roads, with vehicles moving faster than you, allow them to overtake where it is safe to do so whilst keeping at least 0.5 metres away, and further where it is safer, from the kerb edge. Remember that traffic on most dual carriageways moves quickly. Take extra care crossing slip roads.

Rule 73

Junctions. Some junctions, particularly those with traffic lights, have special cycle facilities, including small cycle traffic lights at eye-level height, which may allow you to move or cross separately from or ahead of other traffic. Use these facilities where they make your journey safer and easier.

At junctions with no separate cyclist facilities, it is recommended that you proceed as if you were driving a motor vehicle (see Rules 170 to 190).

Position yourself in the centre of your chosen lane, where you feel able to do this safely, to make yourself as visible as possible and to avoid being overtaken where this would be dangerous. If you do not feel safe to proceed in this way, you may prefer to dismount and wheel your bike across the junction.

Rule 79

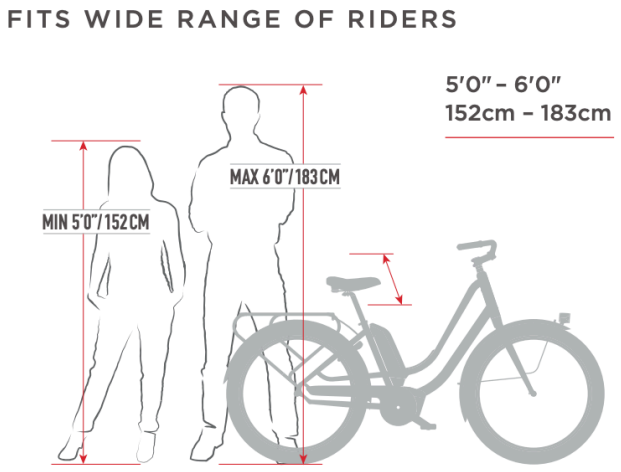
Roundabouts: If you are turning right, you can ride in the left or right-hand lanes and move left when approaching your exit. Position yourself in the centre of your lane if it is safe to do so (see Rule 72) and signal right to indicate that you are not leaving the roundabout.

b. Setting up

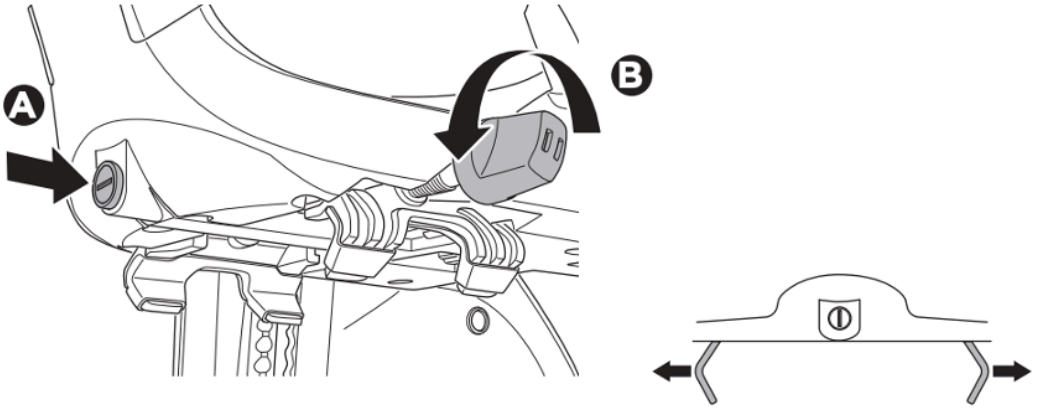
Saddle

- Adjust the **saddle** to the estimated correct height (approximately level with your hip when standing next to the bike).
- Sit on the bike, leaving one foot on the floor, put the other heel on the pedal in its lowest position, your leg should be straight with a very slight bend in the knee.

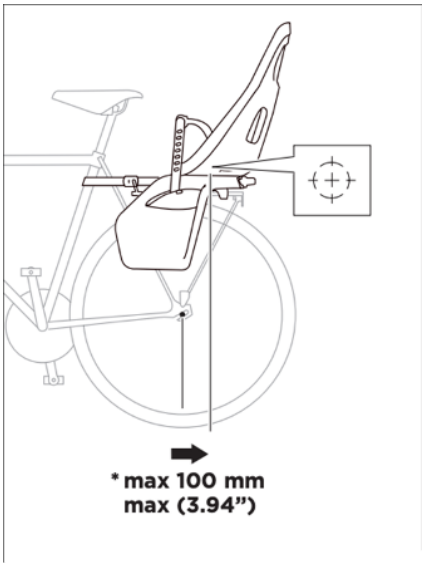
- For those new to cycling or especially e bikes, with a slightly heavier frame weight or greater loads, consider having the saddle a little lower than usual to allow for both feet to sit flat on the floor when seated on the saddle. (This is of particular importance in Stroud with lots of relatively camber/uneven places where you may be stopping and need a bit more leg reach to stabiise yourself.)



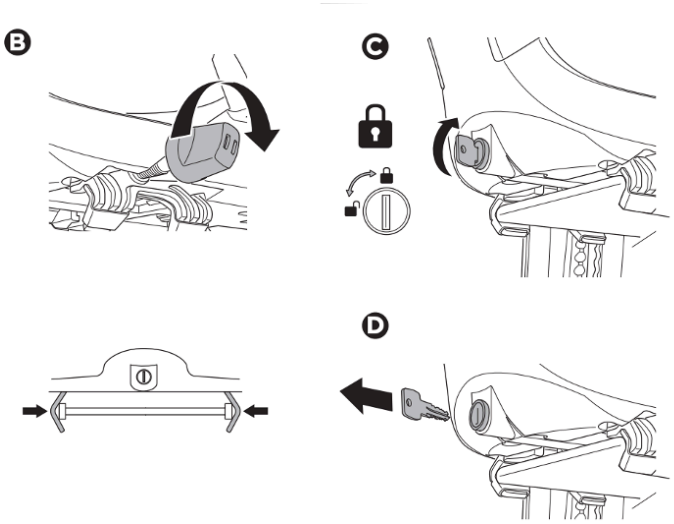
Child seat – fitting to bike



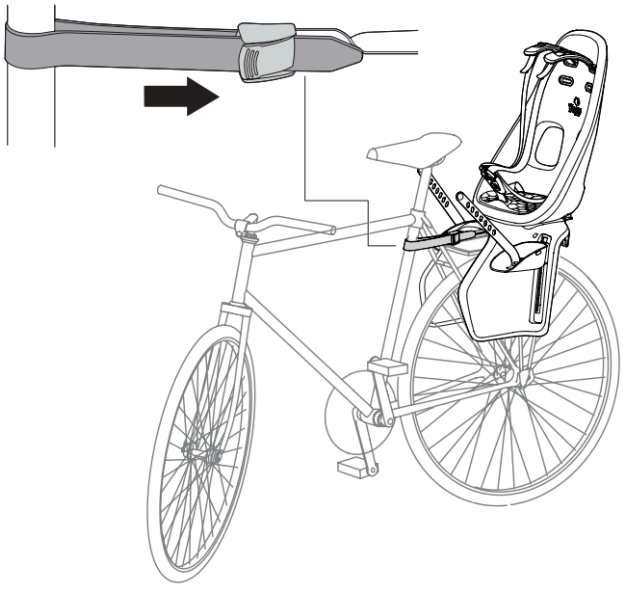
- Unlock the lock
- Unwind the clamps so that they are wider than the rack



- Place the seat loosely in position, sliding forward or backward depending on whether you also want paniers on the rack/ a second child or child seat. Ideally you want the heaviest weight closest to the centre of the bike (therefore as far forward on the rack as possible).

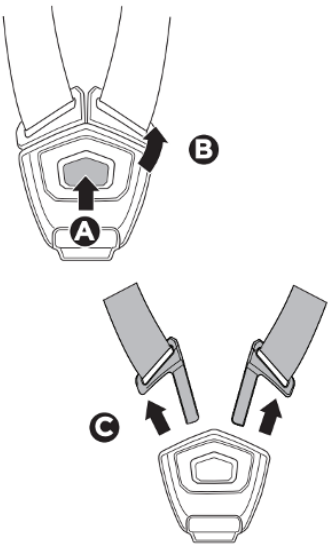


- Tighten the clamps as hard as you can
- Relock the lock

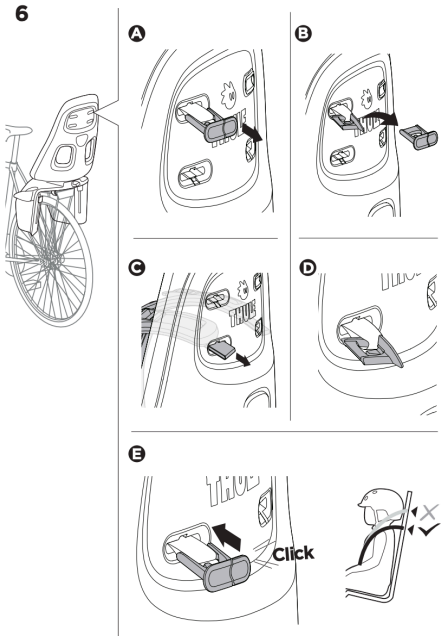


- Undo the safety strap, wrap around the seatpost or lateral bar on the rack and redo so there is little/no slack

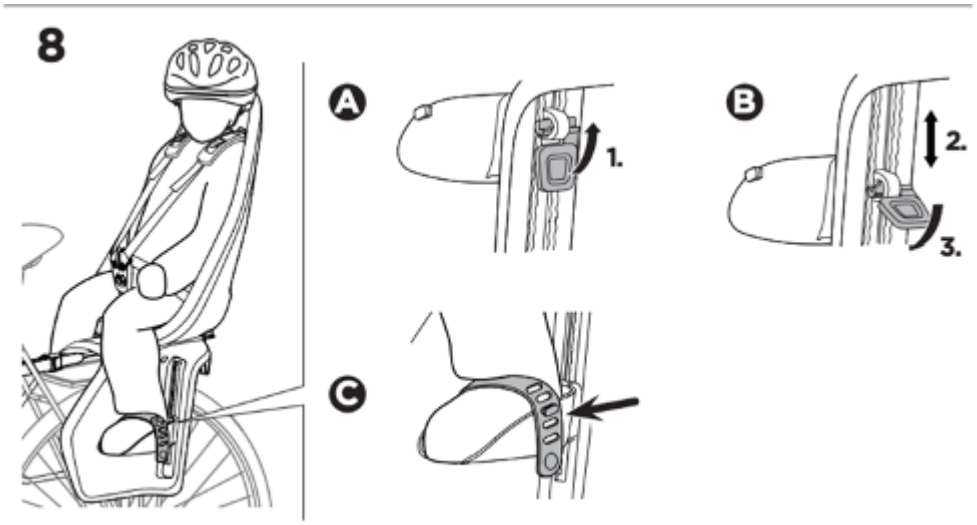
Child seat – fitting to child



- Release the safety harness clips by pushing in on the right hand part and then sliding it to the right



- Select the upper or lower strap position dependent on the height of your child, straps should sit at or below shoulder level
- Loosen the shoulder straps to make is easy to get child's arms through
- Tighten the shoulder straps



- Adjust the height of the foot rests by lifting the clasp at rear, sliding up or down and locking by pushing the clasp down
- Open the foot straps by pulling upwards from the ends
- Adjust to suit child's foot and push the toggle through the hole in the strap

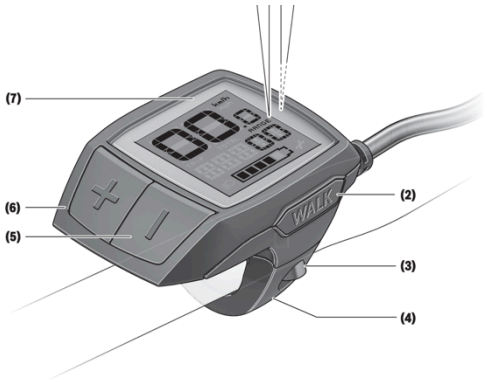
Panniers – fitting to bike

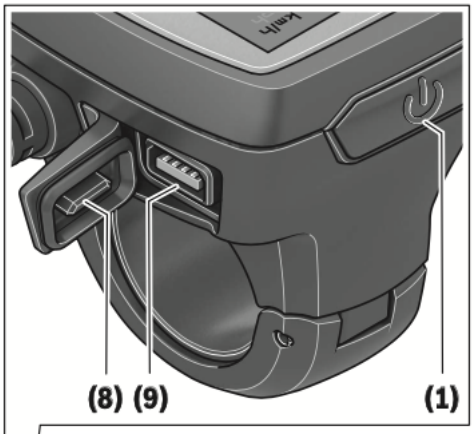
- Panniers can be removed using velcro release straps at the top, these should be wrapped securely around a lateral part of the rack to ensure the bags cannot slip off the back of the rack

- The plastic hooks should be hooked onto a vertical bar on the side of the rack facing the rear of the bike

- Recommendation to leave the paniers attached to bike frame and simply use secondary bags that slip inside -this prevents accidental spillages/dirt inside, as well as risk of incorrect fixing on for novice users.

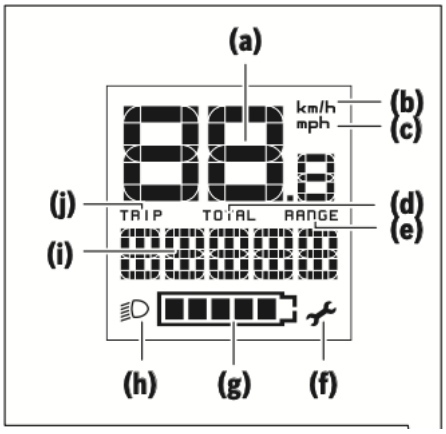
c. The electric assist – buttons and how to use





Switch on bike lights	+	
Switch off bike lights	+	

(1) On/off button for on-board computer
(2) Walk assistance button **WALK**[a)]
(3) Fastening screw for on-board computer
(4) Holder for on-board computer
(5) Decrease assistance level button **–**
(6) Increase assistance level button **+**
(7) Display
(8) Protective cap for the USB port
(9) USB diagnostic port (for servicing purposes only)
(10) Battery compartment cover



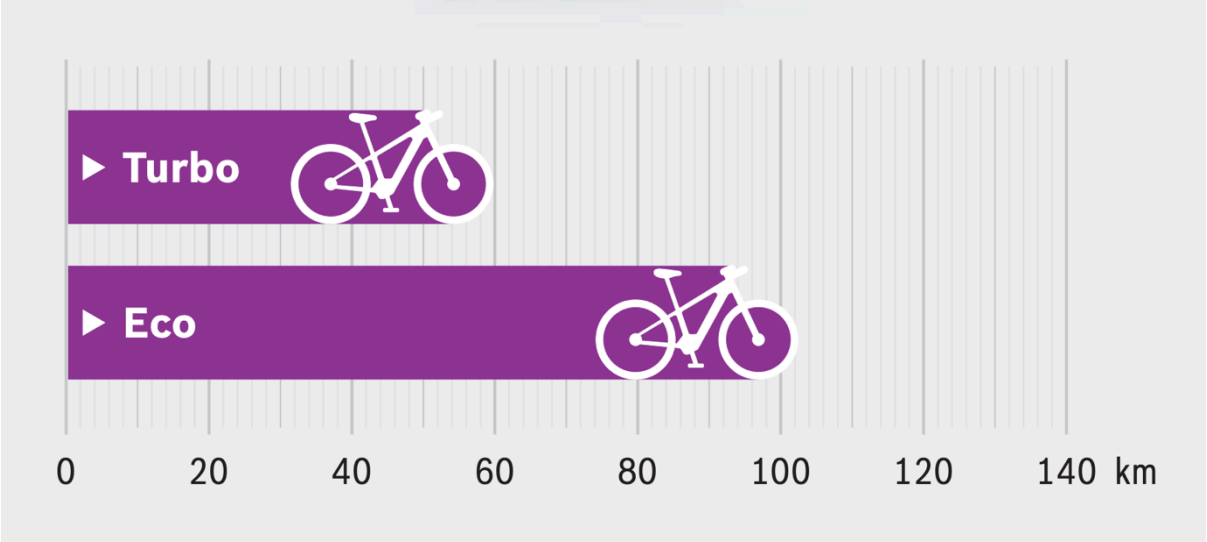
(d) Total distance indicator **TOTAL**
(e) Range indicator **RANGE**
(f) Service indicator
(g) Charge indicator of the eBike battery
(h) Illumination indicator
(i) Assistance level indicator/value indicator
(j) Trip distance indicator **TRIP**

d. Tips

- Start out with a low level of support Your eBike is fitted with various riding modes that provide different levels of support depending on the riding conditions. Start off with a lower level of support (e.g. Eco) until you're more used to riding your eBike
- Practise braking eBikes are usually heavier than conventional bikes because of the additional components. They also reach high speeds faster – with a lot less effort. Get to know how your eBike handles and how the brakes work.
- Don't forget to change gears - Adjust your gears to the riding situation. Low gears work best when you first set off, or ride uphill. On the flat and at high speeds, it's time to change up. The lower the gear, the more energy you save for the rest of your ride.

Enjoy the ride for longer

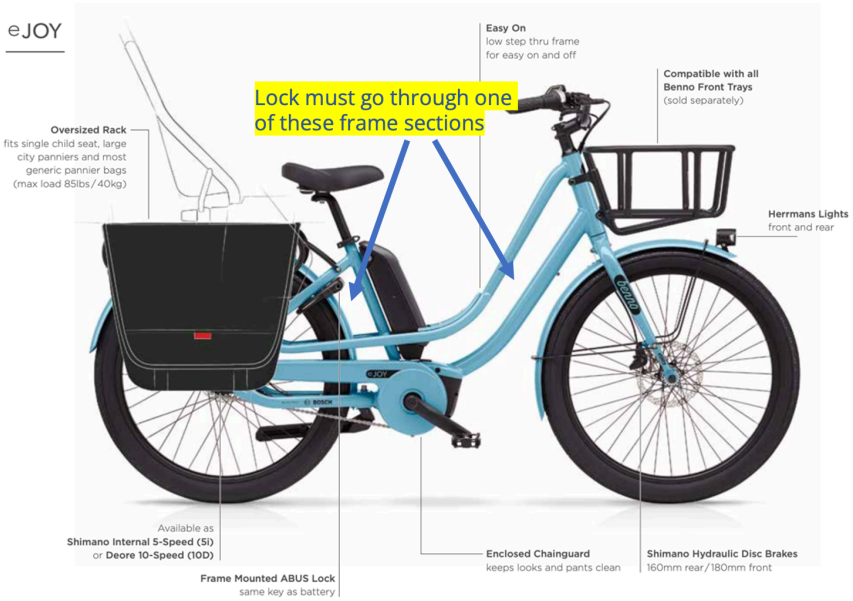
- Save energy with efficient gear changes. Low gears work best when setting off and tackling hills. On level ground or at high speeds, it's best to change up.
- Lighten the load. Keep the total weight as low as possible. Carrying less cargo makes your eBike more agile and preserves battery life.
- Work harder. The less power the drive unit has to deliver, the longer the battery lasts. Invest more of your own energy to reduce the burden on the battery.
- Keep it steady. The more often you brake, the more power it takes to get your eBike moving. Try to ride as smoothly as possible.
- Get your cadence right. The drive unit is most energy-efficient at cadences of over 60 revolutions per minute. Slow pedalling in a high gear reduces your range.



e . Locking & Loading

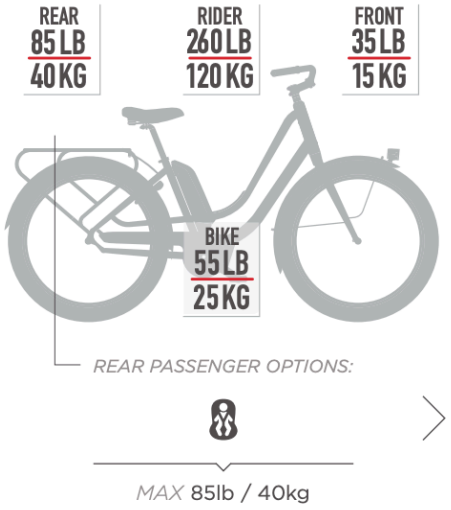
Bike must be locked to an immovable object or inside a secure building at all times using the provided lock, the lock should run **through the frame** of the bike, not just a wheel or rack/basket/child seat.

Ejoy



LOAD AND PASSENGERS

Max Gross Weight: 400lb/180kg (Rider + Cargo + Bike)



Be aware, when added together, the individual load ratings shown for the rider and cargo plus the actual weight of the bike will exceed max gross weight. Therefore, while you may maximize selected individual load ratings, the sum of all loads cannot exceed the max gross weight (rider + cargo + bike ≤ 400lb/180kg).

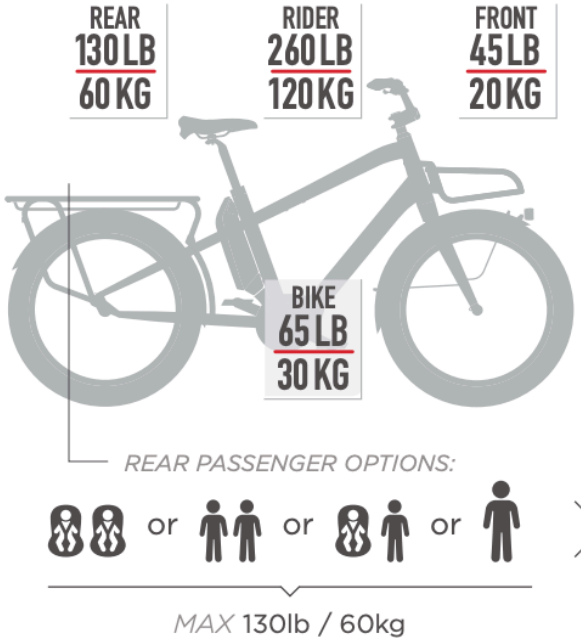
Correct passenger accessories must be installed properly in order to carry passengers. (See pages 10-11 "eJoy Setups")

Boost



LOAD AND PASSENGERS

Max Gross Weight: 440lb/200kg (Rider + Cargo + Bike)



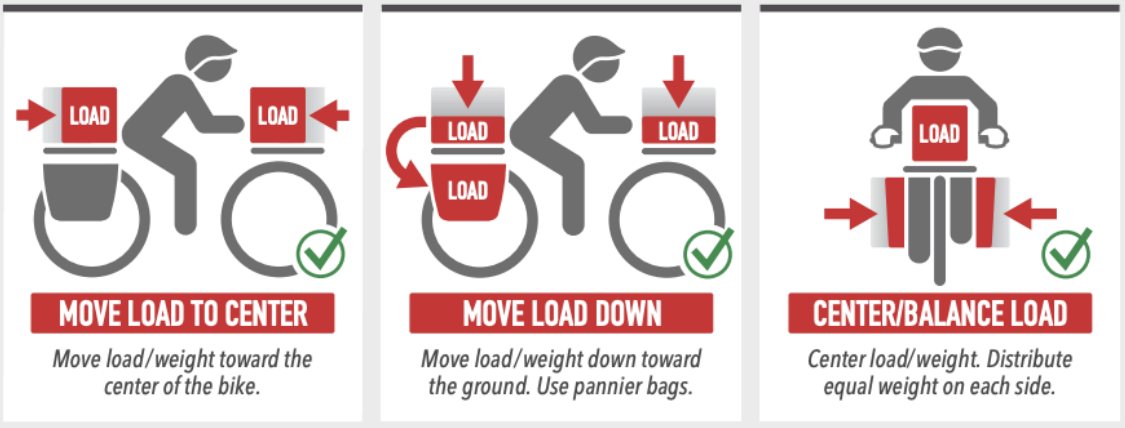
Be aware, when added together, the individual load ratings shown for the rider and cargo plus the actual weight of the bike will exceed max gross weight. Therefore, while you may maximize selected individual load ratings, the sum of all loads cannot exceed the max gross weight (rider + cargo + bike ≤ 440lb/200kg).

Correct passenger accessories must be installed properly in order to carry passengers. (See pages 10-13 "Boost Setups")

READ BEFORE RIDING WITH PASSENGERS



READ BEFORE RIDING WITH LOAD



2. Batteries

a. Fitting and removing



1. Unlock with the key provided.



2. Hold the PowerPack tightly at all times.



3. Grip the front upper end of the PowerPack and pull it gently towards you.



4. Slide the PowerPack upwards and remove it from the mount.
5. To reinsert the battery, reverse the previous steps. Check that the battery is inserted correctly and held firmly in place.

b. Charging

Bosch batteries with lithium-ion cells can be charged quickly irrespective of your state of charge at any time. Interruptions of the charging process do not harm the battery. Complete discharge is not required.

You can either charge your battery directly on your eBike or remove it from the mount and charge it separately. To charge the battery while still attached to your eBike, insert the charger plug into the charging socket.

- Plug charger into the wall
- The indicator LED will light up red
- Plug into the battery or charging port on bike
- Wait for light to turn green (indicates fully charged)
- The lights on the side of the battery will flash to indicate each stage of charging (1/5)

If it's possible to remove your eBike battery, simply unlock it and release it from the mount. When reinserting, you will hear and feel it snap back into the mount.

- Tips for optimal charging
- Be sure to charge your battery with the original Bosch charger.
- Only charge your battery in a dry area that's fitted with a working smoke detector.
- After charging, disconnect the battery and charger from the power supply.
- Avoid draining the battery down to zero, and after a trip, let it cool before charging.

c. Safety

With a combination of various technological safety mechanisms, additional tests and a high degree of automation in production, Bosch sets standards in battery safety.

The high-quality lithium-ion batteries have a battery management system (BMS). This continuously monitors the battery, detects potential fault sources and effectively protects cells against overload.

Cleaning: To protect the electronic components, the batteries must never be cleaned with a direct jet of water or high pressure hose.

4. User Terms and Conditions

Our e-bikes are shared assets, and we need to make sure they are looked after well for everyone in our community. To help us do that, we do have some terms and conditions.

a. Reservation fee / donation

You will not be able to pick up an e-bike until you have paid a reservation fee / donation. This is a set amount (£10 / day, £50 / week and £80 / fortnight) which we hope you will allow us to retain as a donation to keep the project going.

However, you will be able to request your reservation fee back after safe return of the e-bike plus accessories should you need to. All money generated through the reservation fee / donation will be held by Transition Stroud and put towards the cost of running the e-bike Hubs., and will enable more people to benefit from using the e-bike, as you have.

b. Pick-up and return

Before picking up an e-bike from us, you must agree to the following so we can safeguard this resource for everyone. We will ask you to agree to these terms and conditions on pick-up and will not be able to loan you an e-bike unless you can agree to them.

Terms and conditions of e-bike loan

Users must

- Provide photo ID and proof of address that matches their stated contact details on the pick-up day.
- Agree to abide by Highway Code's Rules and Regulations for e-bikes and take responsibility for any accidents caused whilst riding.
- Agree to look after the e-bike, battery and other accessories as advised in the Stroud Community E-bike Manual.
- Agree to always use the lock supplied to secure the e-bike to an immovable item or inside a securely locked building when not with it, including overnight.

Unfortunately our insurance will not cover the loss of the e-bikes unless these precautions are taken.

- Agree to return the e-bike and all its accessories on the date and time agreed at booking, and to pay £20 per day overdue for any late returns of any item.
- Understand that they may be charged for any damage or loss suffered to either the e-bike and its accessories while they are in their care.
- Understand that the e-bike and its keys contain tracking software that allows both to be traced in the event of their loss. We will not be linking tracking data to your personal use of the e-bike.

Check-out and return

The e-bikes can be provided with all safety and cargo accessories needed, including cycle helmets, child seats, panniers, locks and high visibility vests. A volunteer will check out each item provided to you with the e-bike and check again that all accessories are present and in good condition on return. You will also be provided with a point of contact in case of accidents or emergencies.

And finally . . . feedback!

After returning the e-bike and its accessories we will send you an email to ask for your feedback. As this is a pilot scheme it is incredibly important to get feedback from our community and help us to improve the offer, as well as report back to our funders. We are unlikely to get the continued funding we will need to keep this service affordable if we are unable to demonstrate the impact and use of this project, so please take a few moments after you have returned the e-bike to answer our simple online survey.

If you want to send us information or questions about anything not on the feedback form, please email us on admin@transitionstroud.org at any time.