



BLUE CARGO BIKE - USER GUIDE

Woodlands have two electric bikes, a blue cargo bike and a grey foldable bike. **This guide refers to the blue cargo bike only.** The following pages of this guide contain information and photos showing how to use it.

FIRST make sure you have filled out the hire agreement form, this can be done online or by paper form (on request).



Blue Cargo Bike

Scan the QR code to see a video of the bike features.

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1. QUICK GUIDE TO USING THE BLUE CARGO BIKE:

(Please refer to the full details shown later in this guide)

- i) Unlock the bike shed using the key kept in the small outdoor key safe.
- ii) Unlock the kryptonite D-lock on the security chain in the shed.
- iii) Remove bike from the shed and, if the other electric bike is in the shed, secure the chain again with the D-lock.
- iv) Fit the battery to the bike.
- v) Unlock the bike's built-in security lock above the front wheel.
- vi) Lock the bike shed with the two padlocks and return the key to the outdoor key safe.
- vii) Familiarise yourself with the bike's features shown in the following pages.
- viii) When returning the bike, follow the return instructions (page 14)

2. OPENING UP THE BIKE SHED

***** NOTE ***** The key for the bike shed padlocks is **not** kept on the main keyring which holds the D-lock and bike operation keys.

The key for the bike shed is kept in the small external key safe located on the fence to the right of the bike shed – see photo below. You will be given the code to open this. Once the key is accessed, open the two padlocks at each front corner of the bike shed.

The bike operation keys are kept in the key safe in the shed, unlock this using the code. There may be 2 different sets of keys, one for each electric bike, make sure you pick the cargo bike keys!

After unlocking and removing a bike for use, please make sure the two padlocks are replaced and the key returned to the key safe.



3. CARGO BIKE KEYS

There are 4 keys on the keyring:

66 Ashley Street gate key. The first key you will need is the plain silver one. This will open the gate at 66 Ashley Street. The bolt at the top of the gate on the inside may be locked, just lean over the gate to undo it.

D-lock key - unlocking the security chain. The key with the **orange collar** will unlock the silver kryptonite D-lock attached to the chain in the bike shed, this secures the folding bike and the cargo bike. The D-lock also has an orange key cap tied to it to guide you to the correct lock. [Note – there is a similar kryptonite D-lock on the chain next to the ground chain anchor, this is only used to join the 2 chains together and can't be unlocked].

'Bike key' – used for the battery and unlocking the built-in bike security lock. This is the key with the black top, it will allow you to lock and unlock the battery from the bike (see information about attaching the battery further in this guide). The bike has a built in anti-theft lock above the front wheel (see information about this further in this guide). Use the key to open this lock, **when unlocked, the key will remain in the keyhole.**

Yellow Kryptonite D-lock key – The yellow key is for the yellow kryptonite lock. Always use this lock to secure the bike when you park it or leave it unattended. The D-lock is kept in the pannier. Please check the lock is there before using the bike.

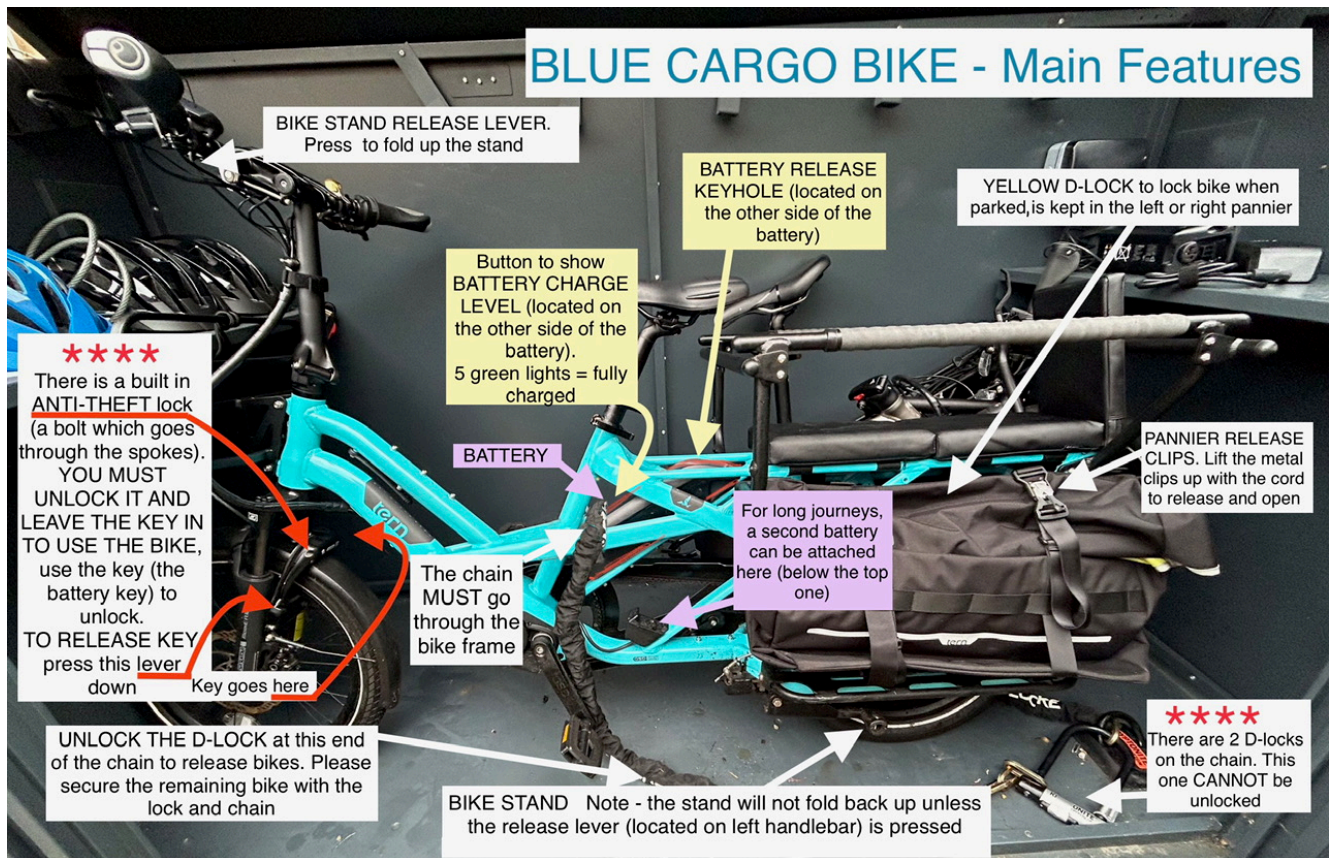


4. OVERVIEW OF MAIN BIKE FEATURES

The image below shows all the features of the cargo bike. It might seem as though there is a lot of information here but the bike is easy and intuitive to use.

All the features are explained individually and in more detail in the following pages of this guide.

Please familiarise yourself with the main features before taking the bike out for the first time.



5. UNLOCKING THE BIKE IN THE SHED

Use the key with the orange key collar to unlock the silver kryptonite D-lock



6. BATTERY – ATTACHING AND CHARGING



These photos explain all you need to know about the batteries. Check the charge level of the battery before you leave. Press the button on the side of the battery to illuminate the charge indicator lights. 5 green lights = fully charged.

Slide the battery into the top battery holder of the bike. You will need the black topped 'bike key' to release the battery.

When returning the bike, please remove the battery and connect it to the charger.



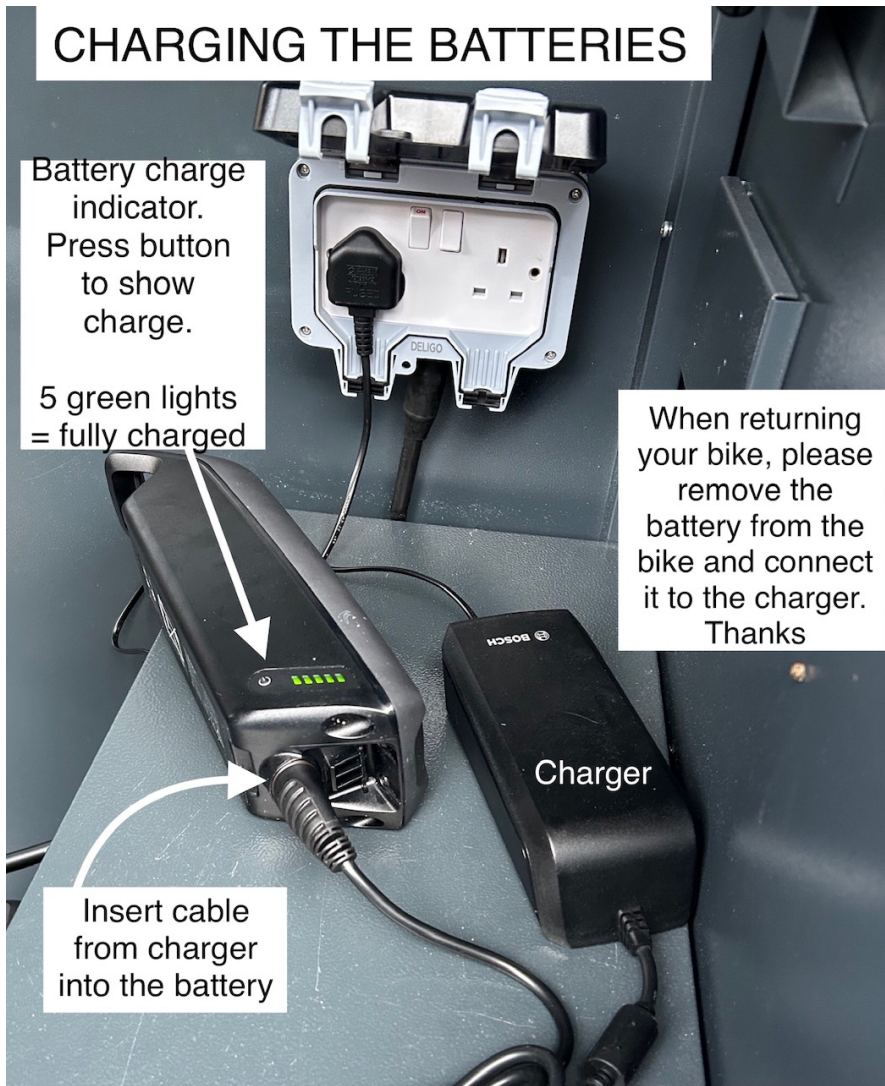
CHARGING THE BATTERIES

Battery charge indicator.
Press button to show charge.

5 green lights
= fully charged

When returning your bike, please remove the battery from the bike and connect it to the charger. Thanks

Insert cable from charger into the battery



The charger must stay in the bike shed

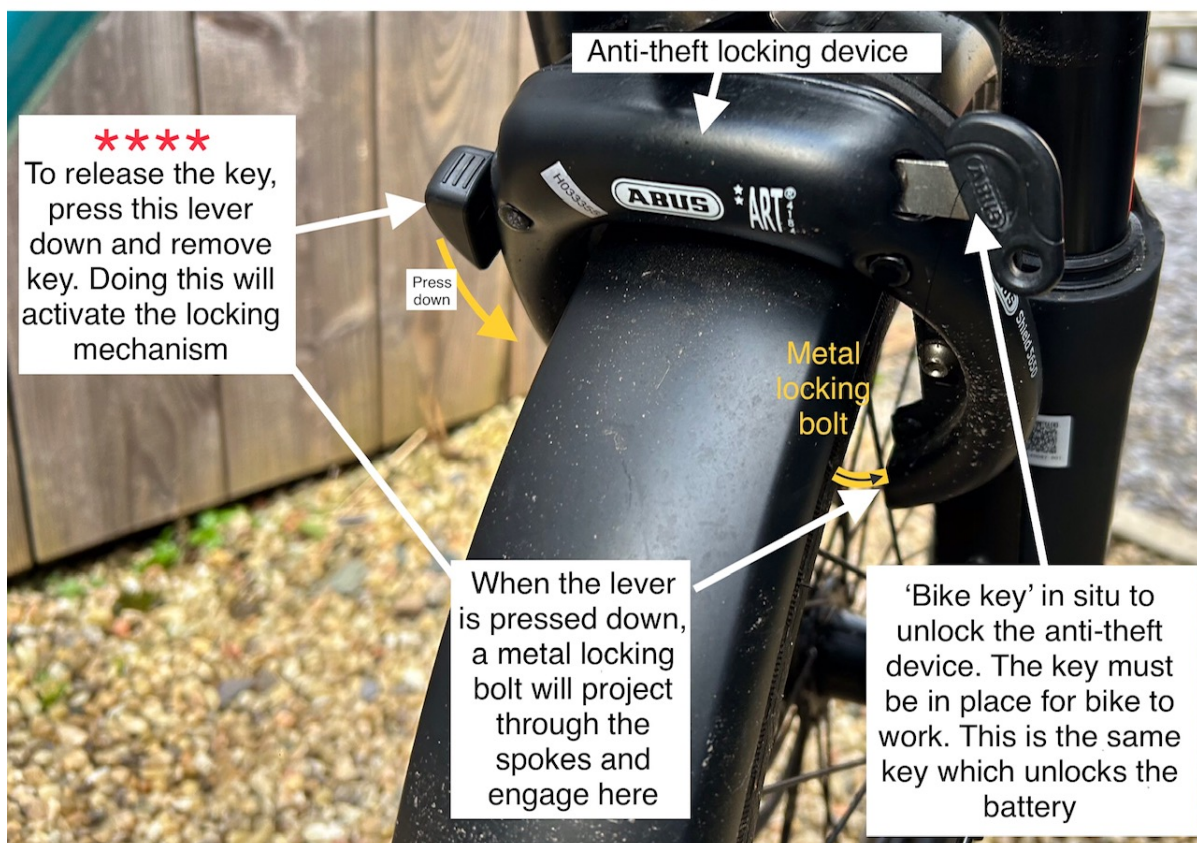
7. UNLOCKING AND LOCKING THE ANTI-THEFT LOCK ON THE BIKE - **SECURING THE BIKE WHEN PARKED**

There is a built-in anti-theft lock on the cargo bike. It is situated just above the front wheel. **It must be unlocked** to allow the bike to be used. Use the same key (the black 'bike key') to unlock this. Follow the instructions in the photo below.

When parking the bike, you will have to activate the built-in lock, doing this will release the key. Press down the **release lever** at the side of the lock, as shown in the image. The locking bolt will engage between the spokes. You can then remove the key.

BLUE CARGO BIKE - how to activate lock and release key

The 'bike key' has to be inserted into the anti-theft lock keyhole located above the front wheel to unlock the device and allow bike to operate. For safety and security, the key can't be removed directly - here is how to remove it:



SECURING THE BIKE

Please also lock the bike with the yellow kryptonite D-lock when parking or leaving it unattended. You will find it in one of the panniers.

This lock must go around a section of the tubular steel bike frame and be attached to a secure point e.g. metal railings. Note: Wooden fences and posts are not secure points.

Please do not secure the bike by the wheels.



8. ON THE ROAD – THE ELECTRONIC DISPLAY

Press the **power button** on the top of the display screen to show the different functions.

GETTING GOING

Keep your feet off the pedals until you have set the controller

The large + and – buttons on the left will operate the bike's power levels (this equates to the speed). Press the + button to scroll through the different levels/modes, they will display in this order: OFF, ECO, TOUR, SPORT and TURBO. **The electric motor will provide power as soon as you start pedalling, so always start in a lower power mode i.e. OFF.**



9. SAFETY TIPS FOR RIDING AN ELECTRIC BIKE

The instruction manual highlights some important safety tips. Please observe the following (excerpts taken from the manual):

Safe Riding

Keep your eyes on the road - Check for potholes and other dangers, like car doors opening and kids playing. Also, think about your own visibility and avoid entering vehicle blind spots.

Stay alert when riding - Don't wear earphones or headphones that affect your hearing or sunglasses if they hinder your vision. Don't ride if you have consumed alcohol or are on medication that affects your motor skills.

Stand out from the crowd - Riding in low light or poor visibility, such as at night, dawn, dusk, in rain or in fog is much more dangerous than in daytime lighting conditions. Wear bright colours and reflective gear.

Stay clean – shine bright - Reflectors should be clean, unbroken and mounted correctly. Don't cover reflectors with loose clothing or bags. Also, they only reflect light in some directions, so you need lights to make sure you are seen with all around visibility. Make sure your lights are working properly.

Using brakes - Braking distances increase in wet weather or under heavy load, so brake more gently and earlier under those circumstances.

To prevent skidding when slowing or stopping your bike, pull brakes gradually. Skidding does not slow you down faster and means you can't steer well so it should be avoided.

Lean back - If you slam on your front brake, you may fly over the handlebar or your rear wheel may slide out behind you. If the rear wheel rises, lean back and ease off your front brake.

Ride cautiously and defensively when visibility is reduced. Your movement may be obscured so ride predictably.

Use a bell, horn or your voice to indicate your intention to pass and do so in advance so as not to startle the rider you are passing. Travel in a straight line unless you are avoiding hazards or passing and always indicate your intention to turn or pass.

Tips for Riding a Pedelec (electric bike system which Woodlands' bikes use, where pedalling activates the motor)

Starting off - When the controller (the electronic display) is on, the power assist will be applied immediately when you step on the pedal. **It is, therefore, recommended to mount your bike with the controller off. After you are seated, make sure no weight is on the pedals to prevent accidental movement, then, turn on the controller. Start off at the lowest level of assistance – it is recommended to start with the controller set to OFF until you get used to using a power-assisted bike.**

Certain motor systems ask you not to put any weight on the Pedals before powering on so it can reset itself correctly.

Selecting the correct level of assistance - Do not only ride in high gear with power assist. Change gears as you would on a conventional bicycle to maintain an efficient cadence for your riding style. This will maximize the efficiency of the assistance to your power input.

Riding with power assistance - How much you pedal determines how much assistance the motor provides. All pedelecs have an internal control algorithm to stop assisting as soon as you stop pedalling.

** When cornering on a pedelec, stop pedalling sooner than you are used to, otherwise, you may have too much speed through the turn.

** As you are likely to be travelling at an average above speed, look further up the road and be ready to brake whenever a possible situation appears before you.

** Due to the near silent nature of an electric motor, pedestrians and other cyclists may not hear you approaching. Ride defensively, wear bright clothing, signal your intentions, and use your bell when necessary.

10. PARKING THE BIKE – USING THE STAND

The bike stand is located by the back wheel.

After unfolding the stand, it can **only** be folded back up if the thumb lever on the **left handlebar** is pressed. Press this lever, and at the same time, move the bike forward a little until the stand retracts. You can also push the stand backwards with your foot.



11. RETURNING THE BIKE - CHECKLIST

When returning the bike to the shed it is important to do the following:

a)

When putting the bike in the shed, fold the back cushion down to prevent it getting caught under the shelf rim. Undo the Velcro strap to do this.



- b) Secure the bike with the security chain and D-lock. **The chain must go through the frame of the bike** (and through the frame of the other electric bike too, if it is in the bike shed).
- c) Remove the battery.
- d) Connect the battery to the charger and switch on.
- e) Return the bike keys to the **safe in the bike shed**.
- f) After closing the bike shed roof, ensure both external padlocks of the shed are secured.
- g) Return the bike shed padlock key to the small key safe on the fence to the right of the bike shed

WE HOPE YOU HAVE ENJOYED TAKING ONE OF OUR BIKES FOR A SPIN!

If you have had any problems or want to provide feedback, please email

Eo - eo@woodlandscommunity.org.uk

12. WOODLANDS' BIKES AND ACCESSORY COSTS

The following table shows the costs of our bikes:

Woodlands' bikes and accessory costs	Cost £
1 x Tern GSD Gen2 (blue cargo bike) - including 1 x 400 battery £750	4,752
1 x Tern Vektron S10 Active 400 (silver folding bike) - including 1 x 400 battery £750	3,110
Accessories - including 1 x 500 battery £800	1,610
Total	9,472
Insurance per month (LAKA insurance)	50.84