



FWG
FREEGO WISPER
GROUP

User Manual

FreeGo

ELECTRIC BIKES

www.freegowisper.com

BEFORE USE: PLEASE ENSURE THAT YOUR FREEGO ELECTRIC BIKE IS REGISTERED ONLINE TO ACTIVATE THE WARRANTY

FreeGo Electric Bike User Manual

Thank you for purchasing a FreeGo Electric Bike.

With care and correct usage your electric bicycle will give many years of service.

BEFORE USE:

PLEASE ENSURE THAT YOUR FREEGO ELECTRIC BIKE IS REGISTERED ONLINE TO ACTIVATE THE WARRANTY

Go to: www.freegowisper.com - click Register My Bike

Please read this manual fully before use.

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Model:	
Colour:	
Frame No:	
Battery No:	
Battery size:	
Stockist supplied by:	
Purchase date:	

FreeGo electric bikes cannot be held responsible for any accident or damage to the bike which is caused due to the bike not being serviced correctly or to the bike being misused by the owner.

FreeGo Electric Bike Warranty

Please retain your receipt as this is your proof of purchase and entitlement to Warranty. Please register your FreeGo electric bike on our website which activates the warranty.

Go to: **www.freegowisper.com** - click Register My Bike

The frame of your new FreeGo Electric Bike is guaranteed for 4 years from date of purchase.

The batteries are guaranteed for 24 months from the date of registration against a total battery failure. The warranty does not cover normal battery capacity depletion of less than 40% over 24 months.

Other main cycle parts have a one year warranty.

Brake blocks/pads, tyres, lights and cables etc. are considered as consumables and replacements should be obtained from your local FreeGo dealer.

All items are guaranteed against mechanical break down. Accidental damage and wear and tear is not covered.

Useful Information

Congratulations on receiving your new FreeGo Electric Bike. Please read through this manual carefully before taking your bike out on the road.

The first step is to fully charge the battery before use, so, put it on charge now and while it is charging you can read through the rest of the manual.

This manual contains important information about how to safely use your bike. If you have any questions about the operation of your FREEGO bike then please contact your FREEGO dealer. It is extremely important that you follow the safety guidelines contained in this manual in order to ensure maximum safety.

It is the owner's responsibility to carefully read all of the contents of this manual and to comply with all laws pertaining to the operation of bicycles and/or electric bikes in your local jurisdiction.

- Please take extra care and caution when riding in snowy or rainy conditions.
- Your FREEGO electric bike should not be submerged in water due to the electronics; this will cause a short circuit and damage the electronic apparatus.

- You should safeguard your battery to ensure its continued high performance. The normal full cycle battery life is about 1000 cycles.
- With proper care, maintenance and attention your FreeGo Electric Bike will give you years of enjoyment.
- Frequent braking and starting, riding uphill, travelling against a strong wind, starting from a standstill and riding on rough or muddy roads will consume extra battery power and shorten the range.
- To get maximum life out of your battery please try to charge it at least once a month. If you are storing or don't use your FreeGo electric bike often then we recommend that you charge the battery once a month to maintain maximum performance.
- Your electric bike can be used in rain; however, it must not be submerged in water or puddles. The controller, batteries, motor and other electrical devices may be short circuited causing damage and a potentially dangerous situation.
- Do not use any charger or components other than that which is approved by your FreeGo dealer.
- The battery chargers contain sensitive electronics - improper use or sudden jolts can damage the charger and its internal electronics.
- Always turn off the motor and remove the key from ignition before and during charging to prevent serious damage to the controller and the battery.

Electric bikes must not be ridden by anyone under the age of 14.

Understanding Your Battery

In the past electric bike owners found themselves having to push their electric bikes up steep hills or having to pedal the final leg of their journey home without any help from the battery. This is because previous generations of electric bikes had limited battery power.

All FreeGo electric bikes have 36 volt batteries, All of our electric bikes have either a 10Ah, 16Ah or 20 Ah battery.

How to Charge the Battery

- Turn the key to OFF
- Insert the plug of the charger into the charging socket of the battery box
- Insert the charger into a wall outlet, a red light should now appear.
- Leave the battery charging for 5-6 hours
- When the light on the charger turns green your battery is charged
- The charger will become warm whilst charging so be sure not to place it next to any flammable materials.
- You can charge your battery either attached to the bike or on its own.

To remove the battery with the key in the off position push the key into the battery and turn in a anti clockwise direction, you will see a small lug at the top of the battery disappear within the casing, now flip the saddle up and slide the battery up and off the retaining rail. To replace the battery carry out the opposite procedure and ensure that the locking lug locates within the hole in the battery rail.

- Never leave battery completely depleted or drained for more than 24 hours.
- Always recharge the battery when possible even after a short journey.
- Always charge your battery in a dry and clean place, keep the charger dry and clean.

Precautions whilst Charging the Battery

- Do not use any other charger than the one provided with your electric bike
- Do not attempt to open or make any amendments/repairs to the battery
- Avoid any contact with water when handling the battery
- Do not touch the two poles of the battery with your hands when removing it for charging, please also avoid any other metals touching the battery as this may cause a short circuit
- Keep out of reach of children
- Do not place anything on top of the charger or battery whilst they are charging - it is normal for these to get warm during the charging process.
- If you do not use your bicycle for a long period of time then please ensure you charge the battery on a monthly basis.

All FreeGo batteries are guaranteed against a total failure for 24 months from the date of delivery. The battery guarantee does not cover the decreasing range that the bike will travel after ownership This is part of the battery deterioration and therefore is wear and tear.

Bicycle Usage

Your FreeGo electric bicycle can be used as a normal pedal bike by simply not switching on the battery.

OPERATIONAL INSTRUCTIONS

- Make sure that the red button under the throttle is not pushed in. This will ensure that the bike will not accelerate away before you are ready if accidentally touched.
- To use the throttle under electric power make sure your battery is switched on and the red button under the throttle is pushed in. The Control Unit on the handlebars will light to show the remaining power in the battery. If the unit shows 2 LEDs or less it is recommended that you charge the battery.
- Your FreeGo electric bike is fitted with a low, medium and high variable power sensor situated on the left side of the handlebars. When the key is turned and the battery indicator lights come on which is also situated on this same unit, the speed sensor defaults to the low setting. When the bike is pedalled to a speed of 4kph the bike is safe to be ridden with this setting.
- If extra power is required for hills or less physical energy then pressing the + button to medium or high, more power will be delivered.
- The range of the battery will be shortened on a medium or high power setting.
- If the - button is pressed so that none of the low, medium or high lights are on then the bike can be ridden as a normal bike with no assisted power.
- There is a twist throttle provided on the right handlebar grip. There is a red button by the throttle which, when pushed in, activates the throttle. Ensure that it is only pushed in when the throttle needs to be activated. To use the throttle start pedalling as normal and once you have reached the speed you wish to travel at then twist the throttle. After the throttle is used you can stop pedalling and the motor speed will be maintained. Obviously, if the bicycle is used under throttle only without pedal assistance then the range will be substantially reduced.
- It is important to always use the pedals to assist on hills as use of throttle only can put too much strain on the motor.

- When approaching a hill, it is very important to be in the correct gear, one that is suitable for the terrain, so that pedalling is comfortable and helping the bike in its forward motion. Before the hill and up the hill the bike needs to be travelling at about 10kph for the motor to be effective. At speeds lower than this the motor cannot generate enough power to assist effectively and will be under excessive strain; persisting to climb a hill with the motor under excessive strain will cause damage to the motor. Used correctly the bike will assist in all but the very steepest of hills.
- Under no circumstances should a hill be attempted using only the throttle. The motor is not capable of producing enough power and will result in serious motor/controller problems.
- FreeGo electric bikes have 7 speed Shimano gears (6 speed on a folding bike). To change gear, you simply press the + button to change up the gears and press the - button to change down the gears. Gear number 1 is low for hills and rough terrain and gear 7 is high for normal road use. (Remember you must pedal whilst changing gears).
- Lights are provided on your FreeGo Electric bike. The front light takes its power from the main battery and is switched on by pressing the switch situated on the Power Control Unit situated on the left hand side of the handlebars. Please ensure that it is not switched on by accident as this will lessen the range you can travel.
- The rear light is an LED unit and requires 2 AA batteries. You will require a small Philips screwdriver to take off the red lens for battery replacement.

IMPORTANT SAFETY FEATURE - The power for the rear light is kept separate from the main power supply so that in the event that the battery is exhausted you will still have a rear light for safety.

All other operations of your FreeGo Electric bike are as per a normal pedal cycle.

Regular Maintenance

Wheels

The wheels should be centred in the fork or dropouts, if you hear any irregular noise from the wheels then take to your nearest authorised dealer to have them looked at and possibly repaired. The wheels should rotate smoothly without wobbling from side to side, if this happens, please ensure they are fastened correctly. You can check the bearing play of the hubs by lifting the bicycle and spinning the wheel, it should continue to spin for several times after you have stopped spinning manually.

To check the play of the hubs try to move the rim from side to side between the forks, no substantial play should exist. If you detect play or if the wheel is difficult to turn, the bearing must be adjusted or replaced. Please contact your local bicycle dealer to have the hub bearings adjusted or new bearings fitted.

Throttle

Your throttle is on the right hand side of your handlebars. It is a variable speed throttle. To increase the speed, turn the throttle towards you (counter clockwise) while seated on the bike. There is an automatic power SHUT OFF sensor on the brake levers; every time the brake lever is pressed the power will automatically shut off.

Rims

The rims should be smooth and without cracks, breaks or bulges.

Spokes

Check the tension of the spokes regularly, the same tension should apply to all spokes, if there is some minor loosening of the spokes you may need to tighten the nipples but we do recommend you take it to a local dealer. If there is a loose spoke or the rim has side play of more than 4mm, we recommend you immediately take your bike to a local bike dealer to be repaired. Riding with loose spokes will cause the wheel to fail.

Tyres

Inflate your tyres to the pressure embossed on the sidewall before use. Every time you ride make sure the tyres are inflated according to the psi as stated on the sidewall of your tyre (normally 50psi). Improper tyre pressure will make riding more difficult, cause excessive wear and premature failure of the tyre. The tyre should be properly seated in the rim and the fitting of the tyre bead should be checked. If the tube is pinched between the rim and the tyre it will fail when inflated. Make sure the tyre is not cracked or worn unevenly. Check the tyres for bulges. Check and make sure that the valve stem is straight in the rim. Irregular tyres should be replaced immediately.

Handlebar and Control Unit

The handlebar has been created with a Control Unit which is easy to use while riding. To straighten the handlebars turn the stem binder bolt to loosen it and straighten the handlebars so that they are level with the front wheel. Once straight tighten. Loose or damaged grips on your handlebars are dangerous. If your grip comes off you could lose control of your bike.

Brakes

Riding with brakes that are worn or damaged, or with worn cables or wheels that are in poor condition may result in losing control of your bike. Wet weather may hinder your brake performance so please take extra care in these conditions. Before each ride check to make sure your brake cables are free of obstacles and are working properly before operating the bike.

Power On/Off

The power on and off is controlled by turning the key located at the side of the battery. This key also locks the battery to the bike. The Control Unit, located on the handlebars also indicates the charge level of the battery. (See page 6)

Batteries/Fuse

The battery is a 36v lithium battery and must not be tampered with in any way.

Do not attempt to open any of these lithium batteries, doing so may cause chemical, electrical or fire hazards.

Lubrication

To maintain a smooth operation of the chain and the Shimano Gear cogs put a small amount of lubricating oil on them every 6 months or sooner if they look dry.

Useful Cycling Tips

- Before riding, make sure that the battery is not fully discharged.
- Check that the air pressure in the tyres is normal (50psi).
- Check that the front and back brakes are working.
- Check that the front and back wheels are securely fastened.
- Check that the seat and handlebars are also securely fastened.
- The brakes will cut the motor out when riding so there is never any resistance when braking.
- Pedalling will lengthen the life of the battery and motor.

- Turn off the battery and remove the key when parked.
- Only turn the battery on once you are on the bicycle and ready to go, making sure that the red button that controls the accelerator is not pushed in, if it is you may accidentally touch the accelerator while pushing or moving the bike and initiate the battery and the bike will jump forward possibly causing you to injure yourself or damage the bike.

Service and Spares

Your bike needs servicing at regular intervals in order to keep it safe and for it to operate to its maximum potential. The 1st service (which is free of charge) is recommended at 6 weeks, the 2nd and subsequent services at 6 monthly intervals.

Remember to check all nuts and screws before and after the first ride. This will need to be repeated after a week or so of riding and periodically to maintain safe use of your FreeGo bicycle.

Cables may also stretch a little during the first few uses. Brakes and gears may need to be adjusted after the first few days to ensure correct operation. Refer to your local cycle shop if you are not familiar with this operation.

Your FreeGo bicycle uses standard cycle parts wherever possible. Items such as tyres, tubes, lights, brake pads/blocks and cables may be obtained from your local cycle shop or retailer.

Specialist parts such as the motor, battery, sensors and frame components are only available from FreeGo Electric Bikes or their authorised distributors. Optional items such as gel seats, straight or extended handlebars etc. are all available to fit, and most standard cycle accessories should fit the FreeGo bikes. FreeGo Electric Bikes is happy to provide accessories to meet your needs.

FreeGo Electric Bike Service History

Date: _____

Dealers Stamp:

PDI Inspection

The 1st service is due in around 6 weeks after this date (free of charge), for normal use 12 monthly servicing intervals, for heavy usage we recommend servicing every 6 months.

Next Service Due Date: _____

Date: _____

Dealers Stamp:

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Date: _____

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