

# ZURK



OWNERS HANDBOOK  
ASSEMBLY AND MAINTENANCE

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## Welcome

You are now an official member of the ZURK electric bike team!

We're happy to welcome you into our ZURK rider community. Let the adventures begin! Please read this owner's handbook carefully before using your ZURK in order to become thoroughly familiar with the correct operation of your bike's controls, its features, capabilities, and limitations. This handbook includes safe riding tips, but does not contain all the techniques and skills necessary to ride an electric bicycle safely.

Please make sure you are familiar with the legal rules for electric bikes in your country before the first use.

Connect with us

This is just the beginning of our relationship with you! We look forward to hearing about your experience and seeing you online on our social networks:

Instagram.com - @zurkelectric

Facebook - @zurkelectric

Youtube.com - ZURK Electric Bikes

Tip: Use hashtags such as #ZURK and tag @zurkelectric to get noticed by our community.

### CONTACT ZURK

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## General Information

Please perform a safety check before each use, as described in the section "Before the First Ride, Safety Check" of this owner manual.

**We recommend taking your ZURK to a certified E-Bike specialist or bicycle dealer for assembly.**

**DANGER!** Do not ride with a bike that has not passed 100% safety verification before each ride as described in the section "Before the First Ride, Safety Check" of this owner manual.

Note that explanations of the operations to be performed and tips provided here can, for various reasons, including the experience and skills in the mechanics of the person to execute them, require the use of additional (specific) tools or rely on prerequisites not described in this guide.

**DANGER!!** This owner's manual includes assembly and maintenance work which may need to be done before a required inspection is due, which needs to be carried out by a



specialist dealer. Never perform work on your ZURK beyond instructions in this manual. Do NOT ride your E-Bike if it has been assembled incorrectly. Maintenance beyond what the Owner's Manual instructs is to be handled by an E-Bike specialist. Riding an incorrectly assembled bike can put your own safety at risk as well as others.

If you feel uncertain about proper configuration after assembling your ZURK according to the provided assembly instructions, please contact your specialized retailer or ZURK directly. We will help you willingly.

### **LEGAL REQUIREMENTS**

Please check your country or state's regulations on electric bikes before riding. There are variations on age limit, speed, motor wattage and road accessibility. Visit this website for more information: <https://zurk.co.nz/pages/e-bike-laws>

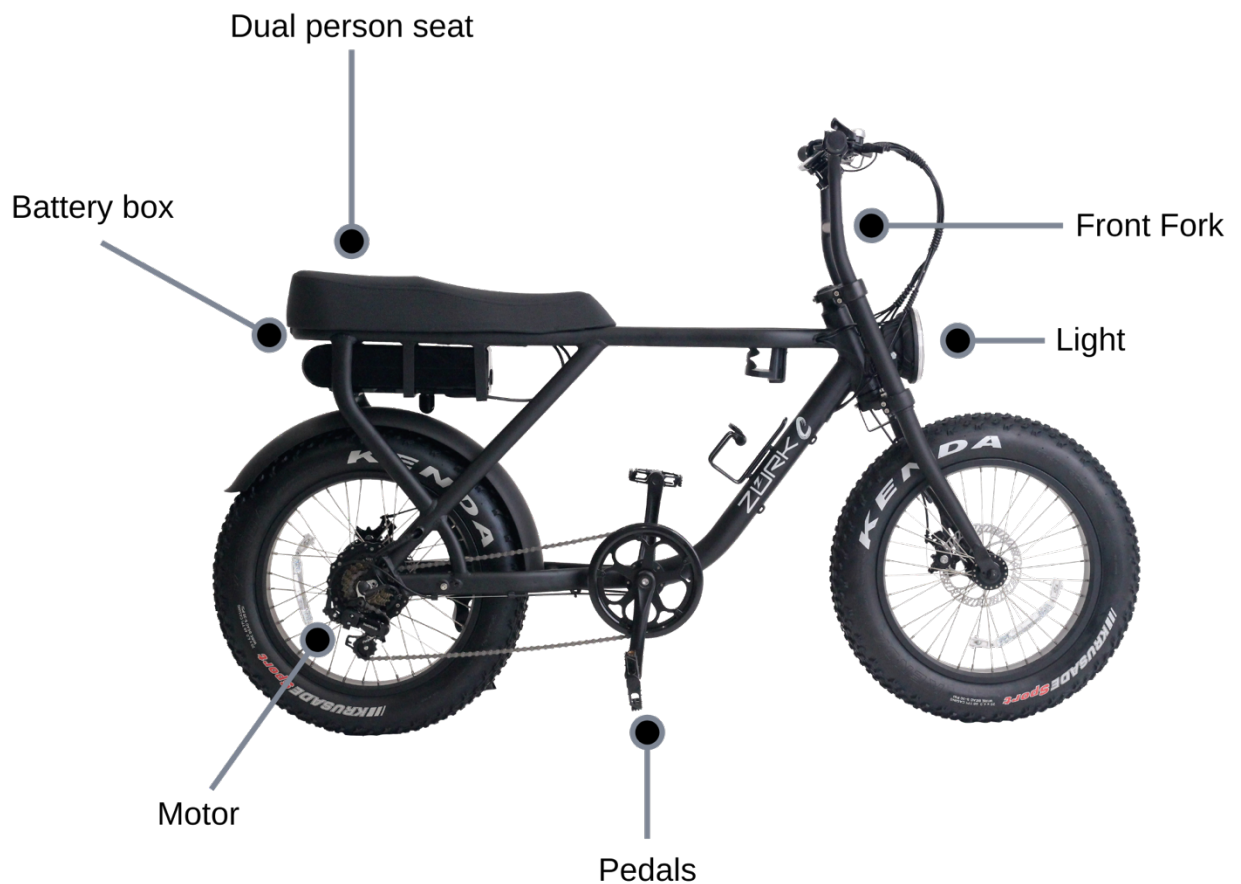
### **INTENDED USE**

- Your ZURK electric bike is designed for the use on roads and paved paths only. You should therefore never ride on stairs, jump or perform wheelies or similar activities.

No liability or warranty shall be accepted if the use of the ZURK deviates from this intended use, if safety instructions are not observed, in the event of overloading, or if faults are not properly rectified. Similarly, no liability and warranty shall be accepted in the case of assembly errors, willful intent, accidents, and/or if care and maintenance specifications are not followed. Any modification of the gear transmission ratios and alterations to the electrical system (tuning) voids all claims under warranty and guarantees.

- **MAXIMUM LOAD CAPACITY IS 300 LBS (136 KG).**
- Any or all modifications to electronics voids all claims to warranty.

## Diagram of a ZURK



## Included tools and hardware

In the packaging, you will find the following tools & hardware:

- Tools and bolts
- 1 x set of pedals
- 1 x handlebar
- 1 x set of reflectors
- 1 x battery charger

### GOOD TO KNOW:

- Do not sit on the bike with kickstand engaged.
- Right pedal has the letter "R" inscribed on it, the left pedal has the letter "L" inscribed on it. 5mm Allen key can also be used to adjust brakes.
- Tire tubes are 20"x4"-1/4" but 20"x4" also work (with Schrader valve)

# Assembly Instructions

## LET'S START

We recommend performing the assembly with two people.  
For further clarification please visit our YouTube channel for a video guide on unpacking.

## UNPACK

Open the packaging with caution. Unpack your ZURK over a large flat clean area, with a padded or soft surface like carpet to place bike parts without damaging them. Remove the frame from its packaging. Stabilize the bike upright on the kickstand.

**Do not sit on the bike with kickstand engaged.**

## Charge battery

1. Plug in the charger cable wall plug into a regular wall outlet.
2. Then plug the charging cable to the battery port located on the end of the battery protected by a plastic covering.
3. Ensure the battery is in the off position. Please the switch on the battery to "O"

We recommend charging the battery for 6-8 hours on the first charge. This will help condition the lithium-ion cells for optimal performance.



When the charging process starts, the charger LEDs turns red. Once the battery is charged, the LED turns green. Remove the charger cable from the battery and then unplug it from the socket. You can either charge the battery connected to the bike or disconnected to the bike.

## Removing the Battery

Ensure that the battery is unlocked when removing the battery.

When installing the battery ensure that the battery is pushed back onto the connective pins slowly and cautiously. Removing and installing the battery over and over will reduce the expected life of your battery, as this can potentially damage the pins that connect the bike to the battery.

Always make sure there is plenty of ventilation and a dry, fireproof environment for the charger and follow these operating instructions:

- Do not leave the battery connected to the active charger for more than 48 hours.
- Do not leave the charger connected to a socket for more than 48 hours.
- Charge the battery and use the bike at least once every 90 days

- Do not store the bike for more than 24 hours with an empty battery. This prevents a deep discharge with irreparable consequences from occurring.
- Do not use the charger if the charger, main cable or connector cable have any visible signs of damage.
- After being charged, if the battery remains connected to the charger, it will turn on and off again in short spurts of green light. This is not a defect. It simply indicates that individual battery cells are being slowly charged. Nevertheless, make sure that the battery is not connected to the charger for more than 48 hours

### **Install handlebars**

- a. Use either the Allen key provided or your own to install the front handle bars.
- b. Apply even pressure to both sides of the handle bar when installing onto frame. Loosely tighten the handlebar clamps with Allen key, and adjust it to desired angle.
- c. Ensure that the handle bars are installed to the marked line as seen in the pictures below.





**ACTION:** Adjust the display to desired angle, there is no need to tighten the display from the box.

### **Install pedals**

Install and tighten the pedals using a 15 mm open wrench.

Look for a small L/R on each pedal and make sure you install the left pedal on the left crank, the right pedal on the right crank. If you are having issues with this please seek help from a bike mechanic.

### **Inflate tires**

For transport purposes, tires are packed partially inflated.

Tires must be inflated using a pump with a Schrader valve tip with a recommended pressure of between 20-25 psi, 1.37-1.7 bar. Ensure tires are fully pumped up before using your ZURK.

Check the condition of the tires and rims for damage, cracks or deformation.

Tip: Tubes are 20"x4"-1/4 but 20"x4" will also work.



You're almost ready to ride. Before each ride, it is important to do a full system check, such as checking the tightness of all nuts and bolts. Make sure you follow every step in the next section "Before the first ride".

ASSEMBLY IS FINISHED!

## Before the first ride

### WHEELS

Check the tires' condition, alignment and air pressure. Check the tires and wheels for damage, cracks and deformation.

### BRAKES SYSTEM

Pull both brake levers. You should feel an obvious pressure point and the levers should not be able to touch the handle.

- Make sure the brake pads have obvious signs of wear left
- The brake pads are not touching the disk with no pressure applied
- Adjust the brake pad behind the calliper.
- 

Check that the configuration of the brake lever matches what you are used to. Otherwise your specialist dealer should adjust the configuration of the brake levers. More information on brakes in our maintenance and components section on this manual.

### CABLES

- Make sure the male and female plugs are properly connected.
- There should be no strain on any wiring near the fork when tuning the handlebars from left to right.
- Verify that the wiring on the frame is secure and free from any moving parts that may damage the wiring. For example, the motor wire should be secure.

**DISPLAY:** Check that your display turns on and functions properly.

**KICKSTAND:** Make sure that the kick stand is tightly secured, and not rubbing against the ground or tires. **DO NOT SIT ON A BIKE WITH THE KICKSTAND ENGAGED.**



## Operating the bike

### TURN ON THE BATTERY

To turn on the battery press the switch located next to the charging port to “I”. To turn the battery off you simple flick the switch to “O”.

### CHECKING THE BATTERY LEVEL BEFORE INSTALLING TO BIKE

To check to see if the battery is on press the power button located above the rear light that will display the level of charge remaining on the battery.

### POWERING ON THE DISPLAY

Hold down the power symbol on the left hand side of the handlebars for 3 seconds. The display will turn on and show your battery level, pedal assist mode, time, distance travelled and current speed.

### ENGAGE THE THROTTLE / PEDAL ASSIST

There are three ways to ride your ZURK bike.

- a. Pedal assist mode is used for when you feeling like pedalling but also wish to have assistance from the electric motor. To change between pedal assist modes simply press the + and - symbols on the left hand side of the handlebars.
- b. Throttle mode is used for when you don't want to pedal and want the freedom of the all-electric capabilities. The thumb throttle is found on the right hand side of the handlebar. The thumb throttle is always set to full speed and is not affected by the pedal assist mode.

### POWER-OFF

Just like turning the bike on press and hold the power symbol for 3 seconds. And once the display is off turn

### THE FIRST RIDE

Please note that the ZURK is designed primarily for riding on flat, paved roads. Riding on any other surfaces including sand, grass, gravel, dirt, rocks, or various uneven terrain may significantly decrease battery life and motor performance.

### Battery Range

Power output will vary depending on battery capacity. If your battery is at 20%, for example, it won't have as much power as a fully charged battery. If your ZURK has been shipped to you along with the battery, please fully charge the battery first. When a battery leaves the factory, it's not fully charged as required by air freight legislation. Battery is fully charged when the LED light on the charging cable converter is green. More information on range and performance in the Maintenance and Components section of this manual.

## **BRAKES**

Your ZURK will come with the brakes installed. It is important to understand that your brakes will loosen in the first few rides. The cables will stretch and the pads will take a bit of time to wear in. It is important to adjust these and check them accordingly.

## **Maintenance Schedule**

We recommend sourcing a local ebike specialist or professional cycle mechanic to perform basic maintenance needs. In order to prolong the life expectancy of your bike, here is an example of a maintenance schedule, in the case of regular use, that we recommend following:

### **Before & after each outing**

- a. Check the brakes
- b. Check the tire pressure and any damage
- c. Check the alignment of the wheels
- d. Check that the battery is locked on the frame
- e. Store your bike carefully in a clean and dry place
- f. Check that your kickstand is tightly secured
- g. Check for loose wires
- h. Charge your battery

### **Every month**

- i. Inspect the possible presence of play in the front fork rack tube
- j. Check the cables, tires, handles
- k. Check the wear of discs, brake pads, replace them if necessary
- l. Check the sail of the wheels, the tension of the spokes

### **Every six months (depending on frequency, and type of use)**

- m. Inspect the frame, fork and look for signs of cracks in the metal.
- n. Check the play of the bottom bracket.
- o. Check and grease the wheel hubs and all parts in friction.

For a more efficient control, it is advisable to go to your local bike mechanics, in order to make a thorough check. For your own safety, take your E-Bike for its first inspection with your bike mechanic after 200 to 400 km (125 to 250 miles) or at the latest after three months. Despite the bike being electric, any bike mechanic can service your ZURK.

## Washing and Caring for your bike

Sweat, dirt and salt from winter road maintenance or sea air can damage your bike. You should therefore regularly clean your ZURK and protect it against corrosion. Use clear water for cleaning and a little bit of soap if necessary to dissolve grease residues. Do not spray water directly onto your ZURK. Instead, use a lightly damp cloth to wipe down any dirt or debris. After drying your bike, treat surfaces with a care product. Finally, wipe all parts with a clean, soft cloth.

## General Warnings

Like any sport, cycling involves risk of injury and damage. By choosing to ride a bicycle, you assume the responsibility for that risk. You need to know and practice the rules and safety regulations of riding this bicycle. Proper use and maintenance of your bicycle reduces risk of injury.

Check your local state or country regulations for electric bike laws. For example, check the minimum age for using an electric bike as this differs in various regions.

Riders must have the physical condition, reaction time and mental capability to ride and manage traffic, road conditions, and sudden situations. Also, respect the laws governing E-bike use with accordance to each region. If you have an impairment or disability (i.e. visual impairment, hearing impairment, physical impairment, cognitive/ language impairment, seizure disorder, etc.), consult your physician before riding any bicycle.

- When riding, obey the same road laws as all other road vehicles, including giving way to pedestrians and stopping at red lights and stop signs.
- For additional information, contact the road traffic authority, police department or Department of Motor Vehicles in your state or country.
- **Use correct hand signals to indicate turning or stopping.**
- **Concentrate on the path ahead. Avoid potholes, gravel, wet or oily roads, curbs, train tracks, speed bumps, drain gates, and other obstacles.**
- **Walk your bike across all train tracks**
- **Expect the unexpected, such as opening car doors or cars backing out of driveways.**
- **Be aware at intersections and when preparing to pass other vehicles or other cyclists.**
- **Familiarize yourself with all the bike features. Practice using the brakes and power system.**
- **If you are wearing loose pants, secure the bottom using leg clips or elastic bands to prevent them from being caught in the chain or gears.**
- **Wear proper riding clothes and avoid wearing open toe shoes.**
- **Don't carry passengers or cargo that will interfere with your ability to control the bicycle.**
- **Don't use items that may restrict your hearing.**
- **Maintain a comfortable stopping distance from all other objects, riders, and vehicles.** Safe braking distances are based on forces, such as weather and light conditions among other variables.



## **Wet weather**

It is recommended to not ride in wet weather. The ZURK is not meant for use in puddles, heavy rain, and streams. Never immerse this product in water as the electrical system may be damaged. Take extra care while riding in wet conditions. Feet or hands can slip in wet conditions and lead to death or serious injury from a fall. Brake earlier as it will take longer to slow than when operated in dry conditions. Decrease riding speed. Wear reflective clothing and use approved safety lights. Road hazards are more difficult to see when wet, proceed with caution.

## **Riding at night**

Be safe! It is recommended to not ride at night. Ensure your ZURK is equipped with a full set of correctly positioned and clean reflectors. Use a properly functioning lighting set comprised of a white front lamp and red rear lamp. Wear reflective and light coloured clothing. Slow down and use familiar roads with street lighting, if possible.

## **Safety / Notes**

The following safety notes provide additional information on the safe operation of your ZURK and should be closely reviewed. Failure to review these notes can lead to serious injury or death.

- All users must read and understand this manual before first use. Additional manuals for components used on your bicycle may also be provided and should be read before use in addition to this manual.
- Always wear an approved bicycle helmet whenever using this product and ensure that all helmet manufacturer instructions are used for fit and care of your helmet. Failure to wear a helmet when riding may result in serious injury or death.
- Ensure correct tightening and setup is performed on your bicycle before purchase and is checked regularly.
- It is your responsibility to familiarize yourself with the laws and requirements of operation of this product in the area(s) where you ride.
- Ensure handle bar grips are not damaged and properly installed. Loose or damaged grips can cause you to lose control and fall.
- Off-road riding requires close attention and specific skills and presents variable conditions and hazards which accompany the conditions. Wear appropriate safety gear and do not ride alone in remote areas.
- Bicycles and bicycle parts have strength and integrity limitations and extreme riding should not be performed or you risk damaging the components or becoming seriously injured or killed.
- After any incident you must consider your bike unsafe to ride until you consult with a certified bicycle service provider for a comprehensive inspection
- Failure to properly charge, store or use your battery will void the warranty and may cause a hazardous situation.
- Extreme care should be taken when using the pedal assist sensor and propulsion on this product. Ensure you understand and are prepared for the power assistance to engage as soon as pedaling is underway.



- You should check the operation of the brake inhibitor switches before each ride. The brake system is equipped with an inhibitor which shuts down the power to the electric motor whenever the brakes are engaged.
- User must understand the operation of the twist thumb throttle and pedal assist sensors before using, and take ample care in their usage at speeds appropriate for each region and user experience level. Use the lowest assist level until you are comfortable with the bike and feel confident in controlling the power.
- Because e-bikes are heavier and faster than normal bicycles, they require extra caution and care while riding.
- **Do not remove front, rear or pedal reflectors.**
- **Be familiar with your local e-bike laws.**
- **Any after-market changes to your ZURK bike not expressly approved by ZURK could void the warranty and create an unsafe riding experience.**

## Maintenance and Components

### TIRES/WHEELS

The ZURK has 20"x 4 " (51cm x10.16 cm) rubber tires with inner tubes and a tube liner. The tires are designed for durability and safety for regular cycling activities. However, tires must be checked before each use for proper inflation and condition.

Proper inflation, good maintenance and quick replacement will help ensure that the operational characteristics of your bike will be maintained and dangerous conditions avoided.

ZURK recommends 20-25 PSI (1.37 and 1.7 bar) for street riding for the front and rear tires on the ZURK. The minimal tightening torque of the wheels is 25 ft/lb (33.89 N m).

It is essential that the proper air pressure is maintained in the tires all the time. Do not under-inflate or over-inflate your tires. Low pressure can cause loss of control and tires that are too inflated can burst. Failure to maintain the air pressure rating indicated on the tires may at any time result in tire and / or wheel failure.

Inflate your tires from a regulated air source with an available manometer. Inflating your tires with an unregulated air source could over-inflate them, resulting in an exploded tire. When tire wear becomes obvious or a hole in the tire is found, you must replace the tires and / or tubes before using the bike, otherwise injury to operators and or damage to your bike could occur.

### CHAIN TENSION

There should be approximately one half inch of movement in the chain up and down at a point half way between the front and rear sprockets. To change the tension loosen one of the axle-nuts and move the wheel forward or backward slightly and tighten it up again.



## HELMETS / REFLECTORS

A properly fitting ANSI or SNELL, (or CE if you are located in Europe), approved bicycle safety helmet should be worn at all times when riding your bicycle, or recommended per your local laws. Always wear a properly fitted helmet which covers the forehead when riding a bicycle. Many states require specific safety devices. It is your responsibility to familiarize yourself with the laws of the state where you ride and to comply with all applicable laws, including properly equipping yourself and your bike as the law requires.

To avoid serious injury, make sure all air pressure has been removed from the inner tube before removing the tire from the rim.

In addition to proper inflation, correct wheel alignment helps to decrease tire wear. If you find a tire is worn unevenly, have your dealer check the wheel alignment.

Reflectors are important safety devices which are designed as an integral part of your bicycle. Federal regulations require every bicycle to be equipped with front, rear, wheel, and pedal reflectors. These reflectors are designed to pick up and reflect street-lights and car lights in a way that helps you to be seen and recognized as a moving bicyclist.

Check reflectors and their mounting brackets regularly to make sure they are clean, straight, unbroken and securely mounted.

We recommend using our recommended brand of spare parts, or the original manufacturer parts for replacement of used components.

## BRAKES

For optimum braking performance, ZURK bikes are equipped with Tektro mechanical or hydraulic disc brakes.

The wear of the pads on a mechanical disc brake can be regulated by unscrewing the cable tension knob. There is a complementary adjustment of the inner pad which can be tightened closer or removed from the disc by screwing it in or out with a 5 mm Allen key.

To ensure maximum service life of the brake components, avoid contamination of the pads and the disc by greasy substances. Regularly check the condition of your cables, ducts or harness and the wear of your pads. Some discs are only compatible with "resin" pads. Do not use a metal pad with discs marked "Resin".

For better ergonomics and safety, we advise you to adjust the brake levers in a position that places it as a natural extension of the user's arms. If you have any questions or concerns, please contact us or your local bike shop.

**Break-in period:** Disc brakes have a 30-40 miles break-in period to achieve optimal pad seating and performance. Exercise caution for the first 30-40 miles each time you replace the brake pads. If you notice a squeal-like sound at the beginning, it's normal. The brakes are naturally adjusting. Depending on the frequency of use, you may need to replace the brake pads.

**The Tektro warranty:** ZURK brakes are from the Tektro brand. For any manufacturing problem or question related to Tektro brakes, you can contact the local Tektro representative. The contact details of the distributors and places of services.



## Replacing the pads

When pads are worn, make sure to adjust both clearances between the rotor and pad so that they are equal to 0.3 mm. If only one side is adjusted it will cause braking failure.

1. Pads and pad holders are held in place by a 3 mm pad retainer bolt on the caliper. To remove the pads and pad holder, unscrew the retainer bolt, then gently push out the pads and holder. This may be easier to achieve by using the Allen wrench.
2. Once free of the caliper, the pads may be easily removed from the pad holder.

## BATTERY

The battery is the most important component on your ZURK. Following a few simple rules, you can optimize its life. Here are a few tips :

- Do not store a discharged battery. It could go into deep discharge which will reduce its life.
- Make it a habit to recharge at the end of each ride, so your bike will always be ready to go again.
- Even if it can withstand storage temperatures of 14°F to 104°F (-10°C to 40°C), you can optimize its shelf life by storing it at room temperature 68°F (20°C).
- Observe operating conditions between 23°F to 104°F (-5°C to 40°C).
- Do not leave your battery exposed to high temperatures or direct sunlight for long periods of time (for example, on the back of a car in direct sunlight).
- Please ensure that the contacts are always clean and do not insert metal objects.
- Do not dispose the battery in your trash. There are proper disposal methods for lithium-ion batteries. Please check your local waste management regulations.

## RANGE

The maximum range of a full charge depends on many variables such as: age of battery, type of terrain and incline, rider weight, speed, outside temperature, driving style, amount of pedaling, or tire inflation.

### Conditions that affect your battery's range:

- Temperature: Extreme cold and heat can affect the batteries capacity.
- Total Number of Charge Cycles: As the battery ages, total capacity can decrease.
- The battery has a total of 1000 full cycles when it's new.
- Wind: Riding into a strong headwind can decrease range.
- Road Conditions: Excessively rough or hilly terrain requires the consumption of more power.
- Load: Carrying extra weight on the bike or in a backpack will use more energy.
- Operator Weight
- Repeated Acceleration from a standing start.
- Proper Gear Usage: Taking full advantage of the available gear will significantly increase range.
- Poor Maintenance: Under inflated tires, mis-adjusted brakes, a dry or dirty chain, can decrease range.



### **Range in cold weather:**

- In case of extreme cold, the range of your electric bike is reduced. It is a normal physical process, and in no case a damage or defect of the battery. If you use your battery when temperatures rise, its energy will increase again.
- We advise you to store the battery and charge it at room temperature during cold days and to use your E-Bike immediately after installing the battery. The power consumption warms the battery and you benefit from a good battery life, even when it is cold outside.
- In winter however, plan for shorter trips or pedal with a lower level of assistance.

### **Tips for Maximizing Range:**

- Charge the battery at room temperature (20°C, 3°-74°F)
- Lithium-ion batteries have no chemical memory, and it is not necessary to discharge the battery completely for best performance. Charging a partially full battery will have no negative effects.
- Maintain proper tire pressures and lube the chain regularly.
- Operating temperatures between 4°C and 30°C (40°F and 85°F) will significantly increase range.
- Get your bike a regular tune up (every 6 months) at your local bike dealer.

Each new ZURK comes with a manufacturer's warranty for the original retail purchaser. Please revert to your dealer or distributor for warranty information, or visit our website: <https://www.ZURK.co.nz>