

Instructions for use
11.20

woomTM ORIGINAL 4 / 5 / 6



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These instructions contain information for the safe operation of the bike. Please read these instructions before using the bike for the first time and keep them safe.

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These instructions have been written to the best of our knowledge. However, woom GmbH assumes no responsibility for the completeness and correctness of the information.

1 Important information about this document

The woom ORIGINAL is sold partially assembled. Before riding the bike for the first time, some adjustments are necessary to ensure woom ORIGINAL is in a roadworthy condition. Observe the assembly instructions in Section 6 on page 38.

Cycling should be fun and healthy if it is done correctly and responsibly. These instructions for use will help you to ensure your child uses the woom ORIGINAL safely and properly. Read all these instructions for use and pay particular attention to all warnings and maintenance instructions before letting your child use the woom ORIGINAL for the first time.

If you lend the woom ORIGINAL to somebody or if another person is supervising your child, make sure that all users and supervisors have read the instructions for use.

1.1 Tips, hints and advice

As a parent or guardian of a child, you are responsible for his or her activities and safety. We would like to help you in teaching your child how to ride a bike properly right from the start and would therefore like to direct your attention to the following safety information:

Helmet and clothing

Get your child a suitable helmet that fits properly and make sure he or she wears it at all times when cycling. Make sure your child wears suitable, tight-fitting, light and preferably reflective clothing so that others can easily see him or her. Also make sure that your child uses non-slip shoes and suitable protective clothing when cycling.

Safe and responsible use

Make sure you explain to your child in an easy-to-understand way how the brakes work and be sure that he or she is familiar with the operation of the brakes before using the bike for the first time. Teach your child how to use the woom ORIGINAL in a safe and responsible way in the area where the bike will be used.

National regulations and private forest roads


Find out about the applicable national regulations. Other regulations than the national traffic regulations, etc. apply on forest roads and hiking trails.


Assess skills correctly


You know best your child's abilities and skills. Consider what can be expected of him or her when riding a bike so that your child is safe at all times.

1.2 Meaning of the symbols

The following symbols are used in these instructions:

 **HINT**
Non-observance can cause malfunctions or damage.

 **CAUTION/WARNING/DANGER**
Non-observance can lead to damage and serious injury (danger to life).

 **TIP**
Indicates useful tips for use.

2 Important information about the woom ORIGINAL



ATTENTION

Improper or incorrect use of the woom ORIGINAL may result in material failure, falls and serious injury. Please pay attention to the hints given under 2.1 and 2.2.

Maintain and service the woom ORIGINAL regularly and follow the maintenance schedule recommended in Section 10.



HINT

When replacing parts, only use suitable original spare parts that are marked as such and observe the manufacturer's instructions.

For more information on suitable spare parts please contact our customer service on woombikes.com. Drive wheel wear parts (chainring, cassette) may only be replaced with original parts.

2.1 What the woom ORIGINAL is built for

- ✓ The woom ORIGINAL has been developed specially for cycling in the city, over easy terrain and in nature.
- ✓ The woom ORIGINAL is a children's bike designed to support the weight of a child of the intended age (depending on the model) and suitable for a body height between 95 cm and 165 cm (equivalent to about 3 to 14 years).
- ✓ Proper use also includes compliance with the operating, maintenance and service hints and tips contained in these instructions for use and in the quick guide.

2.2 What the woom ORIGINAL is not built for

- ✓ The woom ORIGINAL is not intended for jumps over 10 cm, stunts or extreme sports.
- ✓ The frame and other components of the woom ORIGINAL are not designed for use by adults and could be damaged if used by them (for maximum load, see „1.2 Specifications“ on page 53).
- ✓ The woom ORIGINAL is not designed for use by more than one person, even if the permissible weight is not exceeded.
- ✓ Only the saddle may be used for sitting.
- ✓ The woom ORIGINAL may only be used in perfect condition. woom GmbH accepts no responsibility for injuries caused by defective or worn parts (e.g. brakes). The woom ORIGINAL is not suitable for mounting a child seat.

- ✓ The woom ORIGINAL is not suitable for use with a trailer.
- ✓ If your child wants to use the woom ORIGINAL on public roads, inform yourself about the applicable national regulations and upgrade the woom ORIGINAL with the appropriate accessories.

2.3 Disclaimer

The information, specifications and hints provided in these instructions were up to date at the time of printing. The figures used are symbolic representations and do not have to correspond to reality. The information, figures and descriptions in these instructions do not give rise to any claims for changes to products already supplied. We reserve the right to make technical changes. Changes, errors and misprints do not justify a claim for damages. The information in these instructions describes the properties of the product without assuring them. No liability is assumed for damages and injuries caused by:

- ✓ Failure to follow the assembly instructions
- ✓ Unauthorised modifications to the product
- ✓ Operating errors
- ✓ Neglected maintenance
- ✓ Misuse, i.e. use of the product not in accordance with its intended use.

3 Important safety instructions

- ✓ Risk of injury from sharp and hard metal objects
The woom ORIGINAL is made of metal. A fall can result in injuries.
- ✓ Risk of injury from damaged and protruding parts
After a fall, check the woom ORIGINAL and its components for damage.
- ✓ Risk of injury from falling
The saddle, handlebar and pedals must be adjusted accordingly and secured with the required tightness.

Avoid steep slopes or steps.

Avoid cycling on slippery roads due caused by rain or ice.
If this is unavoidable, ride slower and more carefully so that you can stop safely at all times.
- ✓ Risk of injury from rotating parts
Rotating parts such as wheels and brake discs present an increased risk of injury. When using and maintaining the woom ORIGINAL, be sure to maintain a safe distance from rotating parts.
- ✓ In darkness or poor visibility, switch on the light (not included).
- ✓ Reliable and safe use of the woom ORIGINAL can only be guaranteed if the assembly and installation are carried out according to the specifications of woom GmbH. Refer to these instructions, in particular the assembly instructions in Section 6.

4 woom ORIGINAL components

See figure on cover sheet for numbering

1	Seat post	14	Brake levers
2	Saddle	15	Fork
3	Seat post clamp	16	Hub
4	Frame	17	Crank
5	Headset clamp	18	Pedals
6	Stem	19	Bottom bracket (in frame)
7	Handlebars	20	Chain guard
8	Ergogrips	21	Chain
9	Twist shifter	22	Rear derailleur
10	Brake lever	23	Rims
11	Vario clamps	24	Tyres
12	Head tube	25	Spokes
13	Headset (in head tube)	26	Cassette

5 The functions of the most important components

5.1 Stability – the frame

The woom ORIGINAL frame is made of lightweight, high-quality aluminium tubes. As such it offers the necessary stability with minimum weight.

5.2 Front wheel attachment – the fork.

The fork connects the front wheel with the frame as well as additional components such as the stem and front brake.

5.3 Steering – the handlebar

The position and shape of the handlebar help ensure a correct sitting posture. In addition to the grips, the handlebar also accommodates other components (brake lever, shifter, bell, reflector, etc.).

5.4 Shock absorption and grip – the tyres

The tyres must carry the weight of the wheel, the person cycling and any luggage. The heavier the weight, the higher the air pressure should be. The permissible pressure range is indicated on the tyres. See also Section 9.1 on page 48.

5.5 Stopping in time – the brakes

The woom ORIGINAL has two rim brakes; one on the front wheel and one on the rear wheel. When braking, the brake pads press against the brake surfaces on the wheel rim to stop the wheel. See also Section 7.1 on page 46.

5.6 Drive – the 8-speed gear

The cranks connect the pedals with the bottom bracket. The chainring connected to the right crank transmits the driving force via the chain to the rear wheel. There are eight sprockets of different sizes mounted on the rear wheel (together referred to as cassette). The rear derailleur is also located there. The woom ORIGINAL rear derailleur guides or shifts the chain over the differently sized sprockets. This results in different transmissions of the applied force.

High transmission ratios are achieved when the chain lies on a small rear sprocket. Pedalling is more difficult, but the bike travels further with one turn.

Lower transmission ratios are achieved when the chain lies on a large rear sprocket. Pedalling is easier, but the bike travels a shorter distance with one turn.

6 Getting the woom ORIGINAL ready

Please note: The designations left and right in these instructions always refer to the left or right side of the bike as seen from above and in the direction of travel.

6.1 Unpacking

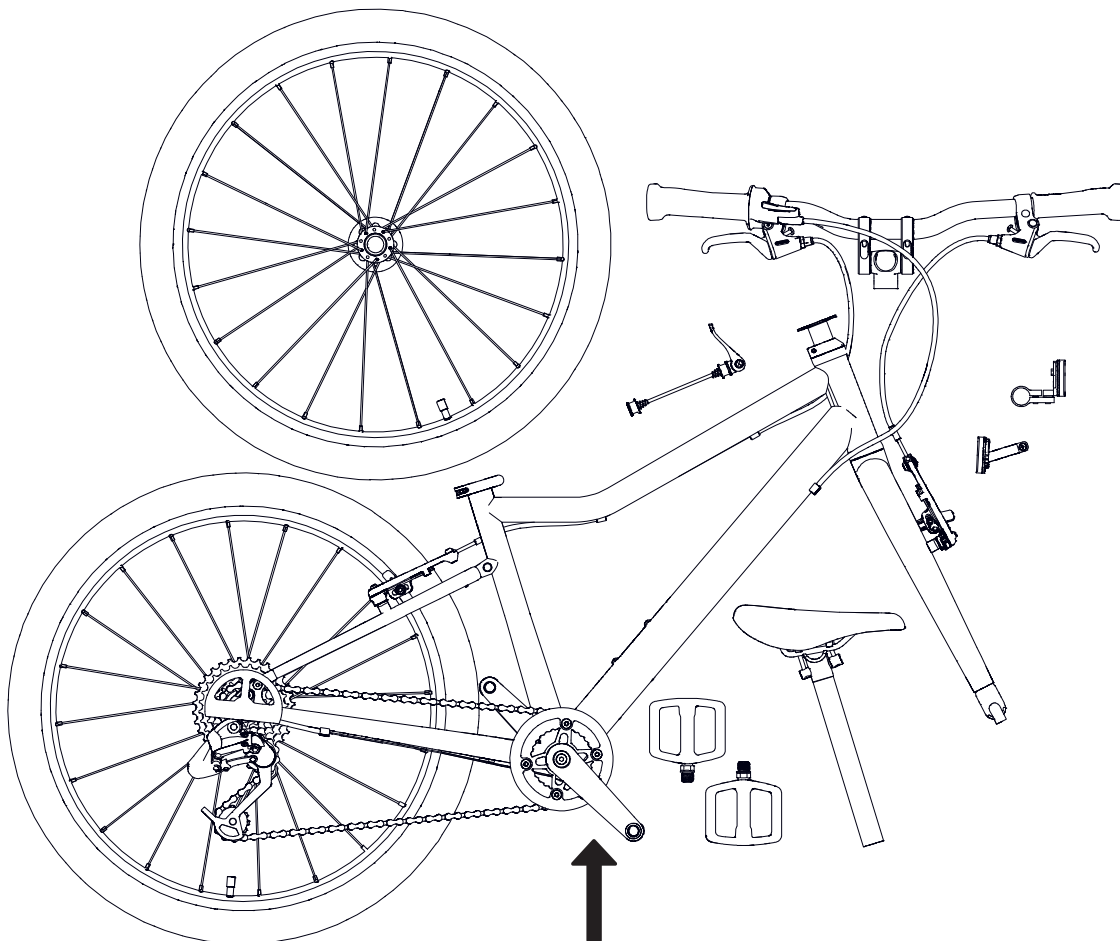
1. Remove packaging, carefully cut through cable ties.



CAUTION

When cutting the cable ties, make sure that you do not damage the bike parts, especially the tyres.

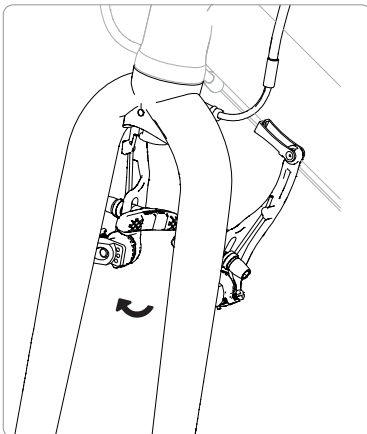
2. Remove the plastic protective disc from the rear derailleur.
3. You should write down the woom ORIGINAL frame number. This number uniquely identifies the bike and is important in the event of theft and insurance matters. The number can be found at the bottom of the frame (see arrow). You can also write down the frame number in your warranty card – see cover sheet.



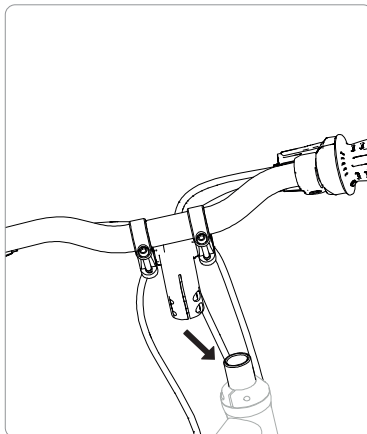
6.2 Assembling

See Section 11.1 on page 52 for tightening torques.

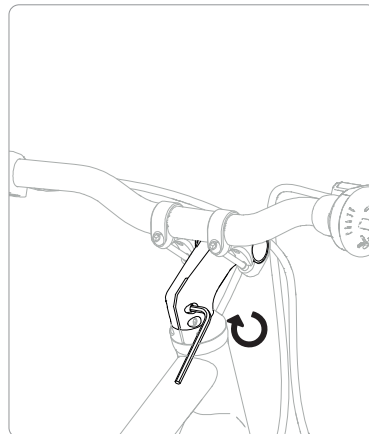
Mounting the handlebar



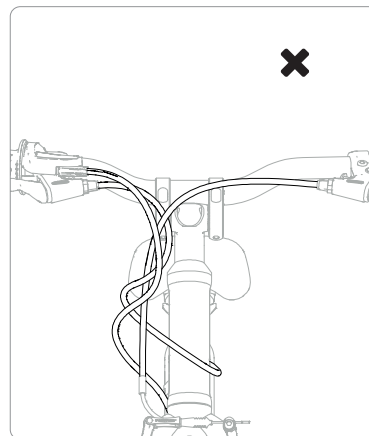
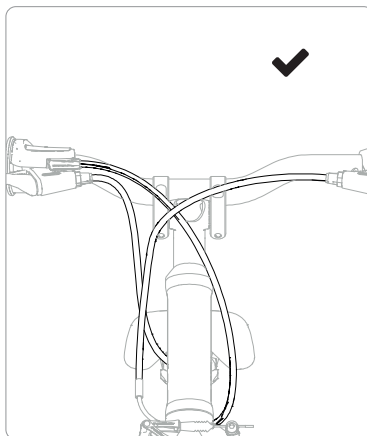
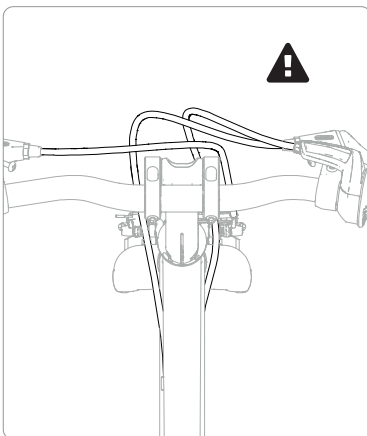
Align the fork so that the brake levers are at the front.



Place the handlebar and stem unit on the fork shaft.



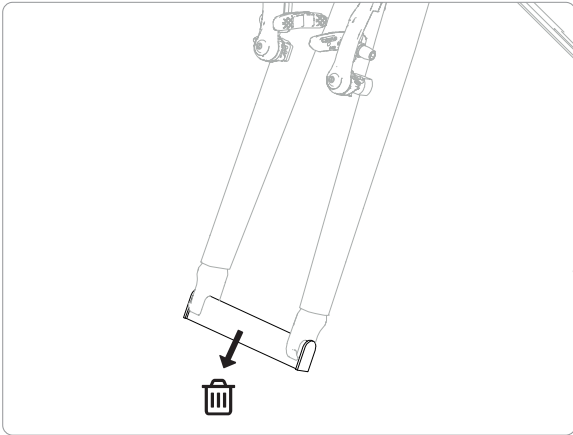
Align the handlebar at a 90° angle to the front wheel and tighten the stem screws.



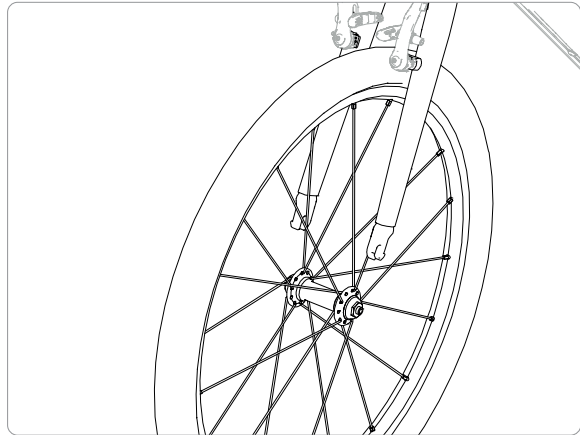
ATTENTION

The shift cable must run on the right and the brake cable of the rear brake on the left of the head tube.

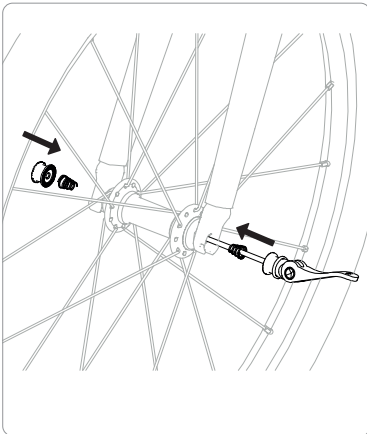
Mounting the front wheel



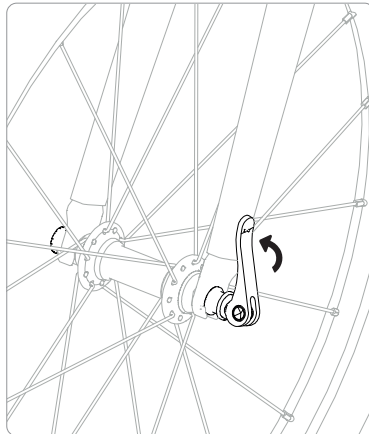
Remove the transport protection from the ends of the fork and the front wheel.



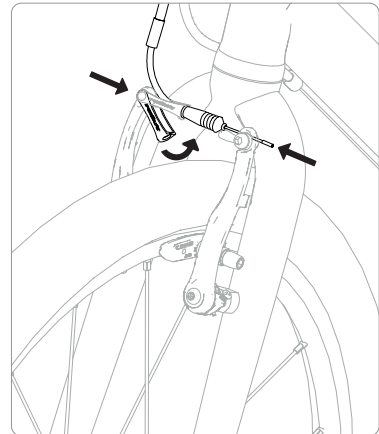
Insert the front wheel into the fork. Note the tyre running direction.



Insert the quick-release skewer through the hub and slightly tighten the nut.

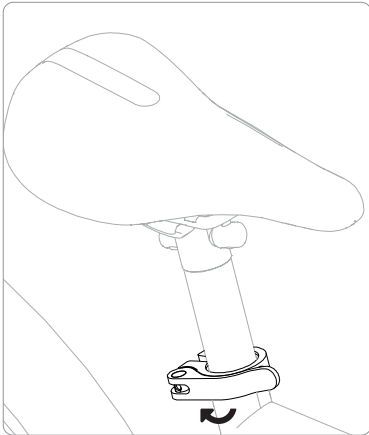


Close the quick-release lever to fasten the wheel. If this is too rigid, loosen the nut a little.

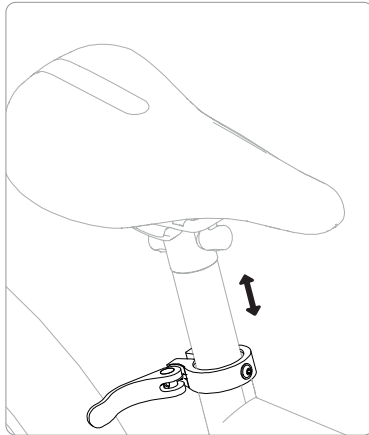


Press the brake levers together and mount the brake cable.

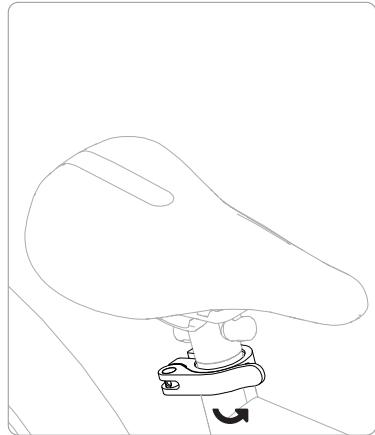
Mounting the saddle



Open the quick-release lever.



Position the seat post at the appropriate height (see hints on page 42 for adjusting seat height).

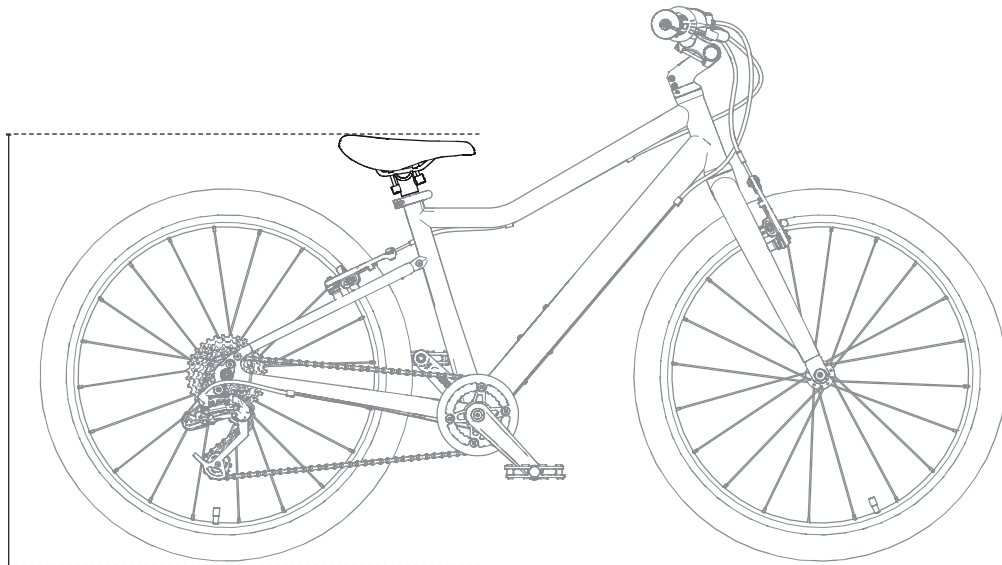


Close the quick-release lever.



ATTENTION

Observe minimum insertion depth! See min. mark on seat post. Do not set the saddle lower than the minimum saddle height!



Measuring the saddle height – see minimum saddle height in Section 11.2 on page 53

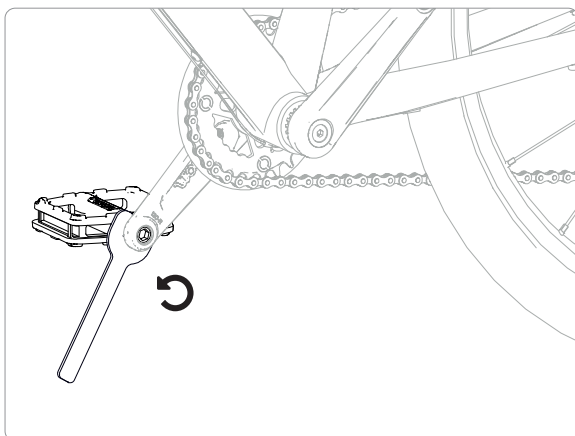
HINTS



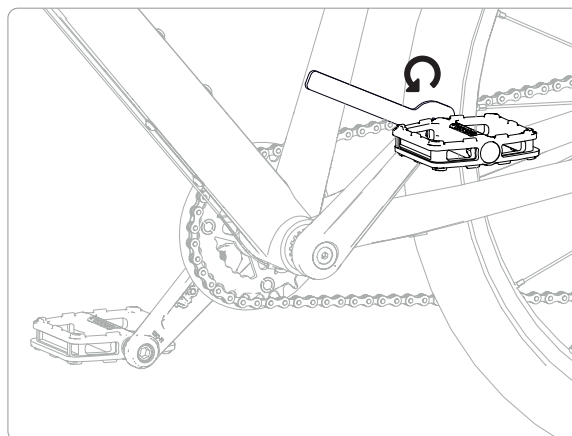
Correct seat height: with your child sitting on the saddle, have them place a heel (!) on the pedal (the one in the lowest position) and stretch out their leg until it is almost straight. Sitting on the saddle and with the saddle height adjusted, your child should be able to touch the ground with both feet and remain in a stable position. Set the saddle lower for beginners.



Installing the pedals

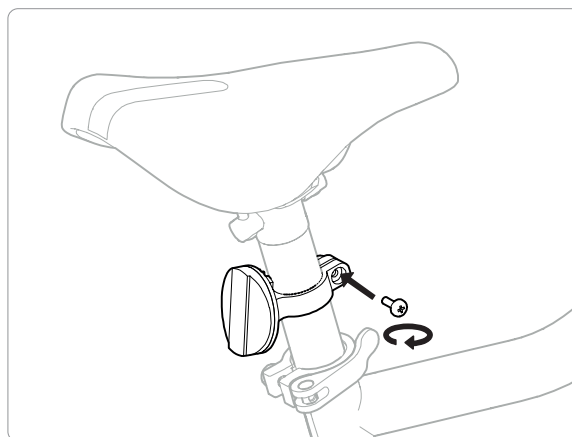
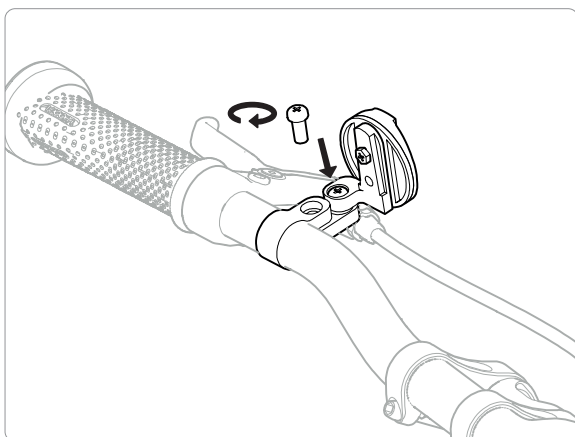


Screw the pedal marked "R" in the direction of the arrow into the right crank arm and tighten with a spanner.



Screw the pedal marked "L" in the direction of the arrow into the left crank arm and tighten with a spanner.

Installing the reflectors



Mount the white reflector to the handlebar and the red reflector to the seat post.

Checking



ATTENTION

Before each ride, check that the front and rear brakes work and that the tyres have sufficient pressure.

6.3 Adjusting handlebar and brake lever

See Section 11.1 on page 52 for tightening torques.

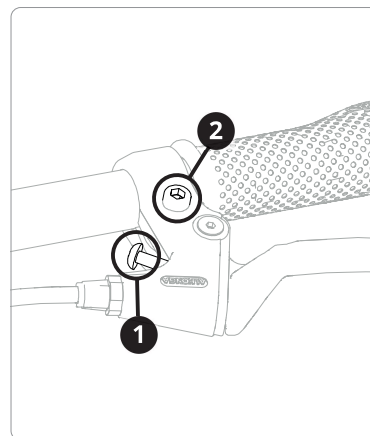
Once you've assembled all the parts, the woom ORIGINAL is ready to go. The following adjustments are only necessary if you find that the position of the brake lever or the inclination of the handlebar is not suitable for your child.

Adjusting the brake lever position and grip width

The distance from the brake lever to the handlebar grip is set to a default value depending on the woom ORIGINAL model.

To reduce the distance between the brake lever and the handlebar grip, turn the brake lever adjusting screw (1 – see figure) clockwise with a cross-head screwdriver. To increase the distance, turn the screw counter clockwise (observe the warning!).

To adjust the position of the brake lever on the handlebar, loosen the clamping screw (2 – see figure) by turning it counter clockwise and reposition the lever. Then tighten the clamping screw to the recommended torque. Ensure that the brake levers are positioned in such a way that your child can brake safely and easily.

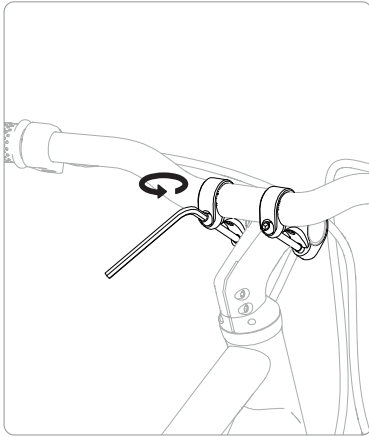


ATTENTION

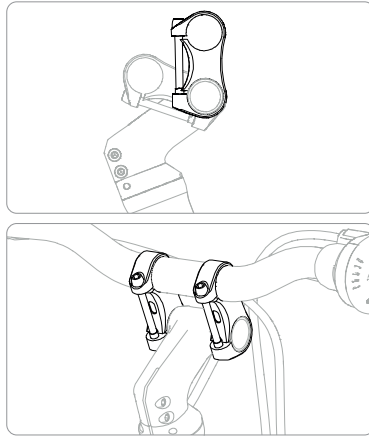
The brake lever must not touch the handlebar grip, even when applying maximum strength. Screw the adjusting screw counter clockwise but ensure that the brake lever does not touch the handlebar grip even when the brake is applied with maximum strength. Never unscrew the adjusting screw completely from the brake lever.

Handlebar adjustment

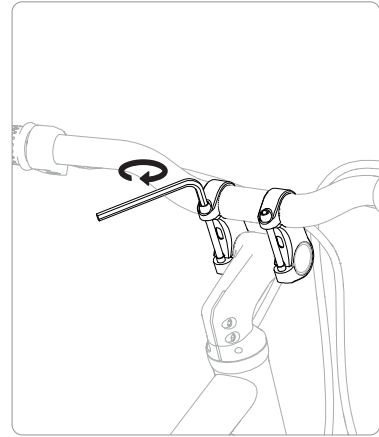
Positioning of the handlebar can be adjusted to the child's height using the Vario clamps. Your child should be seated on the saddle, leaning slightly forwards with slightly bent arms, and able to reach the grips easily. Loosen the screws of the Vario clamps. Move the handlebar to the desired position. Ensure that the grips and brake lever are at the correct angle again and then tighten the screws to the recommended torque.



Loosen the Vario clamp screws a little.



Adjust the tilt of the handlebar.

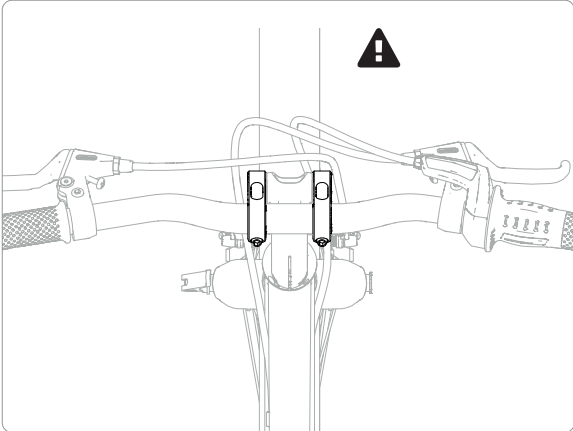


Tighten the Vario clamp the stem again.



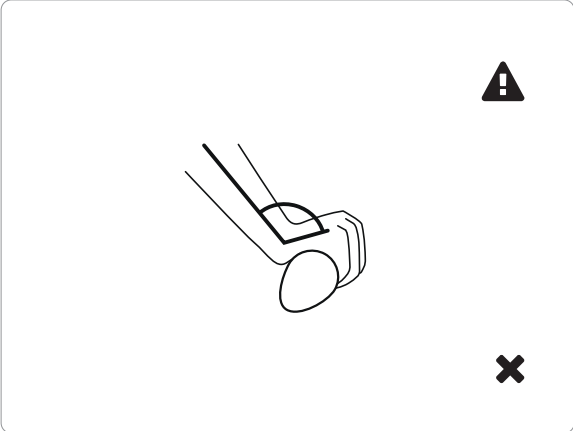
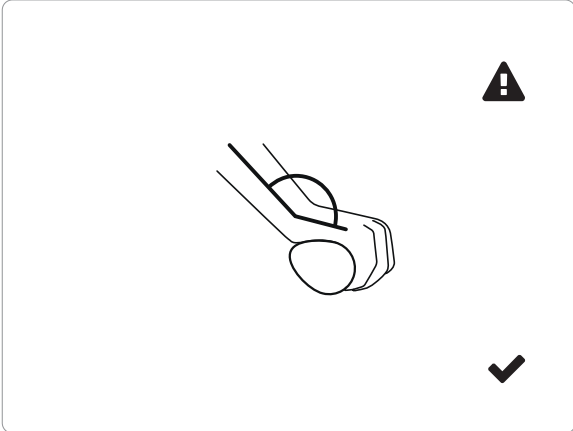
ATTENTION

Make sure that the handlebar is in the middle! The marking on the front helps to ensure this. Make sure that the clamps do not tilt and are parallel to each other. Make sure that the handlebar cannot be turned when the screws are tightened.



6.4 Correct adjustment of woom Ergogrips

The woom Ergogrips should support the ball of the thumb. Your child's wrists should be at a slight angle when the grips are held in the standard riding position. Loosen the clamping screw of the Ergogrips to adjust them. Turn them to the desired position then tighten the clamping screw to the recommended torque.



7 Cycling correctly

7.1 Braking correctly

- ✓ The left brake lever is used to operate the front brake.
- ✓ The right brake lever is used to operate the rear brake.

To get the most out of the brakes, please note the following:

- ✓ Your child should always brake with both brakes at the same time.
- ✓ Optimum use of the brakes depends on the road surface; in most cases it is best to brake 70% with the front brake and 30% with the rear brake.

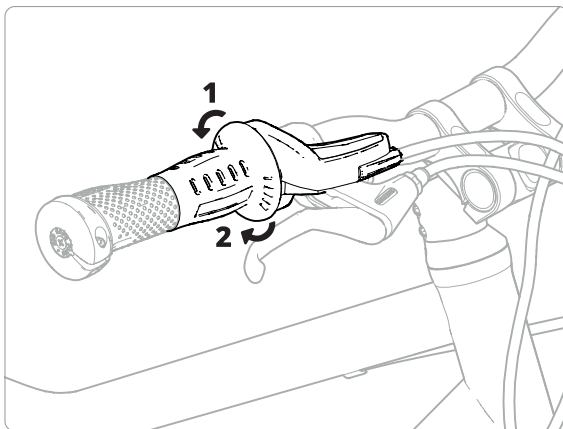


HINT

The braking distance can vary depending on the road surface and driving conditions. Make sure that your child allows for a sufficient braking distance, especially when the road is wet.

7.2 Shifting gears correctly

- ✓ By turning the twist shifter (1) backwards, you child shifts to the next lower gear (for slower speeds).
- ✓ By turning the twist shifter (2) forwards, you child shifts to the next higher gear (for faster speeds).



8 Cleaning

Clean the woom ORIGINAL regularly so that it remains intact and your child is always safe on the road.



HINT

Do not use a pressure cleaner as this may damage the bearings and attachments. Never clean the bike with acids, hot oil or liquids containing solvents.

8.1 Frame, handlebar, fork, wheels

Clean these components with warm water, a mild detergent and a soft cloth or sponge.

8.2 Chain, cassette, sprockets

Clean these components with an oily cloth and a brush or with a suitable cleaning agent for chains. The chain needs to be lubricated at regular intervals. Do not use too much oil and remove excess oil with a cloth.



ATTENTION

If you use oil spray, make sure that no oil gets on the brake pads!

8.3 Brakes

If the brakes are very dirty, you can clean them with warm water and detergent. Never use cleaning agents containing oil.

9 Maintenance



CAUTION

If the frame or other components of the woom ORIGINAL show deformations or cracks, the woom ORIGINAL must be sent to a repair shop.

9.1 Tyres

- ✓ Regularly check the tread pattern and condition of the tyres.
Replace worn or damaged tyres immediately!
- ✓ Check the air pressure before every ride!



TIP

A pressure loss of 1 bar per month is considered normal. If a tyre loses much more air, the tube is defective and must be repaired or replaced.

The tyres are fitted with car valves and can therefore be filled at any petrol station. Use a pressure gauge to set the correct tyre pressure. Checking the pressure with your thumb is not very reliable.

The permissible pressure range is indicated on the tyre sidewalls and must not be exceeded.

The optimum pressure for tyres with inner tubes is 1.8 to 1.9 bar for a body weight of 25 to 50 kg.

9.2 Chain

The chain must be cleaned and lubricated regularly. See Section 8.2 on page 47.

The chain becomes longer with increasing wear. If it wears too much, it can damage the sprockets. The chain and sprockets must therefore be checked regularly for wear (see Section 10 on page 51).

9.3 Handlebar, headset, fork

The headset is located in the head tube; it connects the fork to the frame and allows easy turning of the handlebar. When cycling, it is exposed to heavy loads and must therefore be seated correctly. The woom ORIGINAL must be handed to professionals if the headset or the handlebar:

- ✓ wiggles or exhibits backlash,
- ✓ can no longer be turned easily or is difficult to move.

9.4 Gearshift system

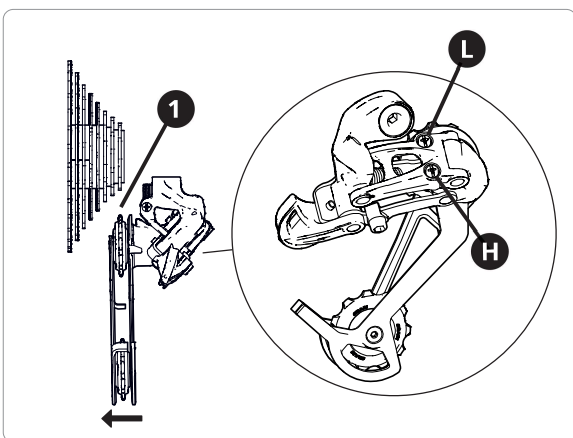
Over time, the gearshift system may change. Therefore, it may be necessary to readjust it after some time.

If an accident or other event causes problems with the gearshift system, it must be repaired or readjusted by a specialist.

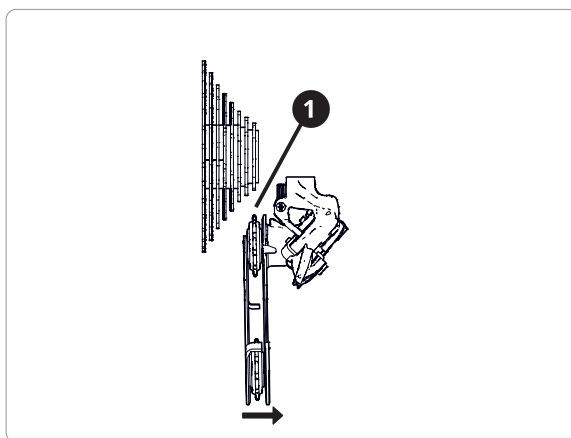
Adjust the rear derailleur

Lower limit: Shift to the smallest sprocket and adjust the rear derailleur (1) by turning the screw (H) so that it is in line under the smallest sprocket.

Upper limit: Shift to the largest sprocket and adjust the rear derailleur (1) by turning the screw (H) so that it is in line under the largest sprocket.



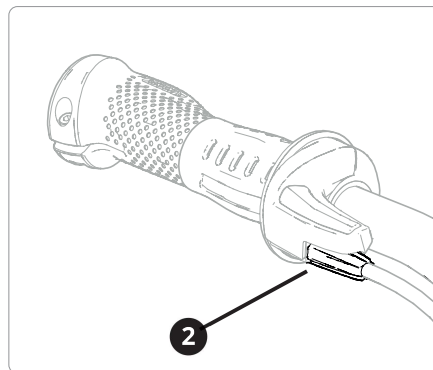
Turning the screw (H) clockwise and the screw (L) counter clockwise moves the rear derailleur (1) toward the wheel.



Turning the screw (H) counter clockwise and the screw (L) clockwise moves the rear derailleur (1) away from the wheel.

Shifting:

Shift through all the gears starting with the smallest sprocket. If the chain does not shift to the next-largest sprocket, increase the shift cable tension by turning the adjustment screw (2) on the shifter counter clockwise. If, during a single shift operation, the chain skips several sprockets, reduce the shift cable tension by turning the adjustment screw (2) on the shifter clockwise.

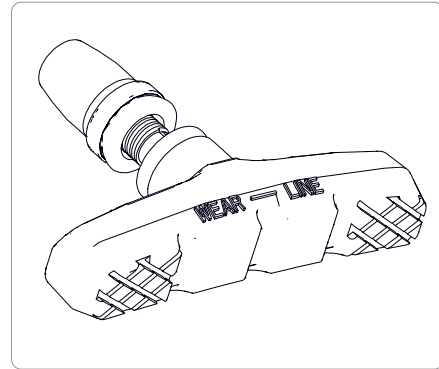


Please also read the information on the gearshift system on the following website: www.sram.com/service

9.5 Brakes

Brake surfaces and brake pads are wear parts, which means they need to be inspected regularly (see Section 10 on page 51). The brakes must always be checked or serviced by a specialist if:

- ✓ the brake pads are worn down to the indicator (see graphic)
- ✓ the brake lever touches the handlebar when braking.
- ✓ the brakes squeak or vibrate.



9.6 Cranks

The cranks can loosen. Therefore, check for tight fit of cranks regularly or have a specialist do it.

- ✓ Have damaged cranks repaired or replaced by a specialist if necessary.

9.7 Bottom bracket

Bottom brackets can wear out after a certain time.

- ✓ Have damaged bottom brackets repaired or replaced by a specialist if necessary.

9.8 Spokes and wheels

Spokes connect the hubs to the rims. They must be sufficiently tensioned and influence the concentricity of the wheel. Check the spokes regularly for damage and sufficiently high spoke tension or have them checked by a specialist.

- ✓ Have damaged spokes repaired or replaced by a specialist if necessary.
- ✓ If a wheel exhibits excessive lateral or radial runout, have it repaired or centred by a specialist.

10 Maintenance schedule

Regular inspections of the woom ORIGINAL by a specialist are important for the safety of your child. When you need to have the woom ORIGINAL serviced by a professional bike repair shop:

After 200 kilometres and at least once a year:

- ✓ Check the tyres and wheels for damage and proper condition.
- ✓ Have the gearshift system checked.
- ✓ Have the tightening torques on handlebar, headset, cranks, pedals, saddle, seat post and all fastening screws checked.

After 300 to 500 kilometres:

- ✓ Check for tight fit of all fittings.
- ✓ Have the brake pads, bike chain, cassette, chainring and rims checked for wear.

Every 1,000 kilometres, a specialist should disassemble, check, clean, lubricate and, if necessary, replace the following components:

- ✓ Hubs
- ✓ Pedals
- ✓ Headset
- ✓ Brakes
- ✓ Gears



HINT

With intensive use of the woom ORIGINAL wear occurs faster.











11 Technical data











11.1 Tightening torques

Component	Recommended torque
Brake lever on handlebar (M5)	4 Nm
Pedals	20 Nm
Twist shifter of handlebar	1.5 Nm

Component	Minimum torque
Vario clamps	7.5 Nm
Stem on fork (M5)	4 Nm
Ergogrips	2 Nm
Brake pad	6 Nm

11.2 Specifications

 Frame	<ul style="list-style-type: none">• Frame material: light, high-quality AA 6061 aluminium with butted tubes• woom 4:20", woom 5:24", woom 6:26" wheel size• Agile and easy handling: low entry, very low sitting position and forgiving steering geometry to provide good control and more riding fun
 Fork	<ul style="list-style-type: none">• Light unicrown fork made out of aluminium• 1" shaft• Generous trail angle for easy handling
 Headset	<ul style="list-style-type: none">• Fully-integrated 1" headset• Sealed industrial bearings• Integrated ahead clamp
 Stem	<ul style="list-style-type: none">• Lightweight stem made out of forged aluminium• Adjustable height and reach mean the Vario stem offers an optimal riding position as the child grows• Handlebars attached via two clamps and fixed with two 5 mm hex screws
 Handlebars	<ul style="list-style-type: none">• Wide, ergonomically adapted and lightweight aluminium handlebars for more control• Sandblasted and black anodised• Width: woom 4:580 mm, woom 5:600 mm, woom 6:640 mm
 Grips	<ul style="list-style-type: none">• Child-friendly thanks to small diameter (woom Ergogrips)• Ergonomically formed gripping surface, non-toxic• Handlebar ends with extra large diameter for greater protection• Screw-in handles for solid grip
 Drive	<ul style="list-style-type: none">• Lightweight, forged aluminium cranks with narrow tread (Q-factor)• Crank length: woom 4:110 mm, woom 5:130 mm, woom 6:150 mm• Narrow-wide chainring with 28 teeth• Cassette: woom 4:11-28T, woom 5: 11-32T, woom 6: 11-34T• Platform plastic pedals• Sealed cartridge
 Brake	<ul style="list-style-type: none">• Two independently operated V-brakes with braking power adapted for children• Ergonomically adapted brake lever with reach adjustability• High-quality Jagwire Bowden cables for reduced friction and smooth performance
 Gears	<ul style="list-style-type: none">• 8 speeds• SRAM X4 twist shifter• SRAM X4 rear derailleur
 Wheels	<ul style="list-style-type: none">• Ultralight Soopa-Doopa-Hoops aluminium rims• Aluminium hubs with sealed bearings• Easy installation and removal thanks to quick-release skewers• 20 stainless steel spokes, double-crossed spoking

 Tyres	<ul style="list-style-type: none">• Schwalbe Little Joe folding tyres – woom edition in the sizes: woom 4:20 x 1.40", woom 5:24 x 1.85", woom 6:26 x 2.00"• Lightweight tyres for good shock absorption, low rolling resistance and maximum grip• Car-type valves for easy filling at any service station• Reflective stripes on the sides of the tyres for optimal visibility even in low-light conditions
 Saddle	<ul style="list-style-type: none">• Ergonomically designed to fit children's pelvis• Non-toxic• Side protection to lean against walls
 Seat post	<ul style="list-style-type: none">• Anodised aluminium seat post with insertion marks that indicate the minimum insertion depth
 Saddle clamp	<ul style="list-style-type: none">• Long aluminium quick-release lever, easy to operate requiring only little strength• No risk of turning and/or twisting
 Enclosed tools	<ul style="list-style-type: none">• 15 mm spanner• 4 mm hex key
 Minimum saddle height	<ul style="list-style-type: none">• woom 4:560 mm• woom 5:670 mm• woom 6:750 mm
 Shipping dimensions	<ul style="list-style-type: none">• woom 4: 105 x 57 x 23• woom 5: 121 x 64 x 23• woom 6: 132 x 70 x 23
 Weight	<ul style="list-style-type: none">• woom 4:7.3 kg (without pedals)• woom 5:8.2 kg (without pedals)• woom 6:9.1 kg (without pedals)
 Colours	<ul style="list-style-type: none">• Original red, Soaking Sky blue, Cucumber Cool green, Forget Me Not purple, Meet the Mango yellow
 Weight limits	<ul style="list-style-type: none">• Cyclist, luggage and bike: woom 4:70 kg, woom 5:80 kg, woom 6:90 kg

12 Environmental protection

12.1 Disposing of transport packaging

The packaging materials have been selected with environmental and disposal considerations in mind and are therefore almost completely recyclable.

Recycling packaging material saves raw materials and reduces the amount of waste.

12.2 Disposing of an old bike

Old appliances often contain valuable materials. They also contain certain substances, mixtures and components required for proper functioning and safety. They can be harmful to human health and the environment if disposed of incorrectly or as household waste. So please do not dispose of your child's old bike as household waste.

Instead, use the municipal collection point or take the old bike back to the dealer.

13 Warranty

All woom frames and components are guaranteed for 24 months from the day of purchase. This guarantee does not cover normal wear and tear on components and damage resulting from crashes and incorrect use. Please keep hold of your receipt. You will need it when making a guarantee claim. The guarantee is valid worldwide. Legal warranty rights remain unaffected by the guarantee. Please send us a photo of the defect. We will help find a quick and simple solution.

If you have bought your woom bike from one of our retailers, please contact them directly. The retailer will then take care of the rest.

Welcome to the woom family!

Thank you for choosing a woom bike. We value the trust you have placed in us and are delighted that you are joining the woom family. If you ever have a problem with your woom bike, you can contact your woom retailer or us directly at any time. Just give us a call or send an e-mail. We will do all we can to help you as quickly as possible, until you are fully satisfied that your issue has been resolved. Have fun on your new woom bike!



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