

Myycle

The Cargo User Manual



www.myycle.co.uk/manuals

Meet Mycle. Your New Best Mate.

Equipped with motor-powered assistance, the Mycle Cargo brings a boost to every journey. To get the most out of your bike – and ensure you're using it safely and correctly – make sure you read this manual before you get out on the road.

Technical Info

Net Bike Weight: 33kg (36kg for 120km model)

Length: 187cm

Seat Post Height: 40cm

Max Seat Height From Ground: 107cm

Frame: Aluminium

Fork: Aluminium

Tyres: 20"/CST 3" Puncture Resistant & Reflective

Rear Cassette: Shimano MF-TZ500-7

Shifters: Shimano 7 Speed

Motor: 48V 250W Brushless Motor

Maximum speed: 25km/h (15mph)

Power Assist Levels: 3

Capacity: 48V 15Ah

Rear Derailleur: Shimano Altus

Brakes: Tektro Hydraulic E350 Disc Brakes

Imported and distributed by Mycle Ltd.
Your Mycle Cargo has been designed in accordance with the requirements of European standards: EN 14764 and EN 15194, which comply with safety requirements, and Electromagnetic Compatibility 2014/30/EU.



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Please read the following warnings very carefully for the safety of you, your bike and your passengers/cargo.



WARNING Incorrect assembly, maintenance, or use of your ebike can cause component or performance failure, loss of control, serious injury, or death. Even if you're an experienced bike rider, you must read and understand the entire manual and any documentation provided for subcomponents or accessories before riding or carrying Cargo or passengers. If you are not sure you have the experience, skills, and tools to correctly perform all assembly steps in the manual, consult a local, certified, reputable bike mechanic.



WARNING Battery care. Damage to your ebike's electrical system caused in any manner, including water intrusion, improper storage and miss handling of connectors, can lead to battery failure, electrical system malfunction, exposed wires, or electrical fire and consequent property damage, injury, or death. Follow all recommendations to minimize chance of water damage or damage to the battery. This includes storing, handling and maintaining your battery properly.



WARNING Using a damaged battery or charger (including damage to connectors and cables) can create additional bike damage or a fire hazard. If you experience any of the following, cease use immediately and contact Mycle support. This includes:

- Your charger's flexible power cord or output cable or any of the electrical cables on your bike is frayed, has broken insulation, or any other signs of damage
- Your battery or charger is physically damaged, non-functional, or performing abnormally
- Your battery or charger experienced a significant impact from a fall or crash, with or without obvious signs of damage,
- Your charger becomes too hot to touch (it's designed to get warm with normal use), makes a funny smell, or shows other signs of overheating. Store any damaged battery or charger in a safe location and, as soon as possible, recycle or otherwise dispose of it according to local rules



WARNING E-Bikes are not suitable for people under the age of 16.



WARNING Never touch the brake rotor, especially when the wheel and/or bike is in motion, or serious injury could occur. Hand oils can cause squeaking and decrease brake performance; do not touch the brake rotor while inspecting, opening, or closing the quick-release lever



WARNING Loading cargo or passengers without holding onto the Mycle Cargo can cause the bike to tip, leading to damage or serious injury. The kickstand is designed to hold up an unoccupied, unloaded bike on a hard, flat, stable surface, not to support the weight of the rider, passengers, or cargo. Always hold onto your Mycle Cargo when loading or unloading cargo or passengers. Always remove children from the bike before you look away or walk away from the bike.

 **WARNING** Due to the extra wear of e-bike components and bolts, you will need to perform routine checks, maintenance and servicing more frequently than a regular bike. It is important to take your e-bike to a qualified technician if you are in doubt. Upon your routine pre-ride checks and maintenance, if any of your components do not work as they should and can't be fixed by yourself when identified, cease riding the bike immediately until it's been inspected by a reputable, qualified technician or Mycle Support. Failure to do so may result in damage to the part or bike, serious injury to yourself or others, pose a fire risk and even cause death.

- M-Check your bike to make sure it's safe to operate before every ride. Failure to check can result in an e-bike malfunction and cause serious injury or death.
- Your cables, spokes and chain will stretch after an initial break-in period of 50-100miles (80-160km), and bolted connections could loosen. Always have a certified bike mechanic perform a tune-up on your bike after your initial break-in period (depending on riding conditions such as total weight, riding characteristics, and terrain). Regular inspections and tune-ups are particularly important for ensuring that your bike remains safe and comfortable to ride. Servicing intervals are outlined in this manual. For E-bike M-Check guidance view at www.mycle.co.uk/pages/pre-ride-e-bike-m-check
- It is important to make sure your brake disc is free from dirt and oils. Clean with a bike brake specific cleaner. Failure to do so can result in brake failure.

 **WARNING:** Carrying a cargo load involves additional risks, which requires special attention and care. Braking, acceleration and balancing are all significantly affected by the cargo loaded on the e-bike. To safely operate your e-bike while carrying cargo, you must get used to the differences in braking, steering, balance, etc that come with the extra weight. With the extra weight, it's even more important than ever to use both front and rear brakes, and always engage the rear brake first to prevent excessive strain on the front wheel and fork and to prevent loss of control.

 **WARNING:** Never leave the bike unattended with children or cargo on the bike, otherwise the bike could tip over and cause serious injury and even death to passenger(s).

 **WARNING:** It is the rider's responsibility to ensure the passenger(s)' safety, including making sure accessories are fitted correctly and safely, your passengers are wearing a properly fitted and approved helmet, passenger(s) loaded on the Mycle Cargo will not interfere the rider's ability to ride safely. This includes but is not limited to:

- The use of certified and approved child seating and equipment is required whenever carrying children
- Rear wheel guards must be in place whenever carrying passengers to ensure feet, hands and loose straps are kept away from the wheels when the bike is in motion.
- Appropriate size or age for your child seat or rear rack, or who do not have the health, motor control, or impulse control to ride safely as passengers. It is your responsibility to assess the ability of potential passengers to ride safely. If you're not certain, consult a physician.
- Transporting a pet using any bike puts you and your pet at risk of injury or death, especially if the pet distracts you, affects your balance, interferes with moving bike parts, etc. It's impossible to anticipate every situation that can occur while riding with a pet. If you carry a pet on any bike, you assume any and all inherent risks



Always wear
a helmet



Watch the
weather



General Safety

Your Mycle Cargo has been built and tested in the UK by our trained Cytech bike technicians. However, before trying out your Cargo, make sure you carry out the routine checks listed in the MAINTENANCE section of this manual.

When you first try the bike, make sure the handlebars are pointing forward and the road ahead is clear. The assistance will be triggered when you move the pedals. Ensure your riding complies with the Highway Code and all traffic rules.

Electric bikes are not suitable for children under the age of 16, and it is illegal for them to ride on public highways. Riders under the age of 18 should be supervised by an adult.

We recommend starting your first ride at level 1 (minimal assist), then increasing assistance levels as you grow in confidence. When pushing the bike, always set pedal assist to level 0 to stop the bike accelerating if you accidentally knock the pedals.

Be extra careful when riding in difficult weather conditions, such as rain, cold, ice and snow, as well as at night, with heavy loads or with passengers.

These factors can effect the handling of the bike. Reduce your speed and allow for longer stopping distances, especially on slippery surfaces.

Never let your passengers interfere with you or the bike while in use. Never leave the bike unattended with passengers, as the bike could fall over. Always make sure accessories are fitted properly.

When transporting your bike on an external rack, we recommend you remove the battery and store it in a cool place. We recommend you wear protective clothing when cycling, such as a helmet and gloves.

Failure to follow these warnings could result in an accident, injury or damage to your Cargo. Mycle cannot take responsibility for any faults, injury or damage that occurs from improper use, incorrect maintenance or storage, or lack of safety checks.

Mycle Meet Your Mycle

Meet Your Mycle



Get started by understanding all the parts and components of your Mycle Cargo.



NO	Accessory name	NO	Accessory name	NO	Accessory name
1	Saddle	12	Derailleur	23	Integrated front fork
2	Seat post	13	Rim	24	Front fender
3	Seat post quick release	14	Kickstand	25	Headlight
4	Controller	15	Hub motor	26	Headset
5	Rear Rack	16	Chain	27	Handlebar stem
6	Multifunctional tail light	17	Crank set	28	Frame
7	Rear fender	18	Pedal	29	Battery
8	Guard plate	19	Brake rotor		
9	Freewheel	20	Tyre		
10	Rear disc brake	21	Front disc brake		
11	Running board fixings	22	Front wheel quick release		

Quick Set-up

Before you get out on the road, make sure your bike is correctly set up and aligned to your height. We've prepared your bike to be easy to assemble, but if you don't have the technical knowledge to safely put your Cargo together, we suggest visiting a reputable bike shop to help you.



Included

- 2x Battery Keys
- Mycle Cargo
- Front Wheel
- Power Cord & Charger
- Wheel axle fitting kit
- Pedals
- Basic assembly toolkit
- Front light

Optional Extras

- 2nd Battery
- Footplates

View our assembly video over on our Youtube channel Mycle eBikes, [@MycleEBikes](#)

Assembly Instructions

Step 1: Unpack your Bike

- Carefully lift your new Cargo bike from out of the box and rest it upright on the rear wheel and front fork protector plate. You will need someone who is capable of safely lifting a heavy item to help you.
- Remove the front wheel and small box - this will contain parts you will need to assemble to the bike including your Tool Kit and front wheel Axel Fitting Kit
- Remove any packaging material from the bike and keep it in your box. Store the box so you can reuse all packaging should you need to ship your bike back to us for any reason.

Step 2: Install the handlebars

- Rotate the front fork so the stem is facing forwards. The brake caliper and cables should be on the riders left side of the front fork. No cables should be wrapped around the back of the head tube.
- The handlebars are not fitted to the bike for ease of shipping. Unscrew the front stem plate (1) using the 4mm allen key provided.
- Place the handlebars centrally into the stem, with the brake levers facing the front. Make sure the cables at the front are not twisted.
- Replace the stem plate and tighten each of the screws alternately in a cross pattern. This ensures the handle bars are secured with even pressure.
- Before you fully tightening the stem, make sure the bars are correctly rotated for a comfortable and easy braking position - with your brakes facing the front and angled downwards slightly. When you are happy with the position, tighten the screws to secure the handlebars in place.



Step 3: Install the front wheel and components

- Before putting you Cargo bike on it's kickstand, make sure the kickstand is free from loose cables. If the cables get caught in the kickstand, it can result in irreversible damage to the electrical cable if it gets caught.
- Place the bike on it's central kickstand to hold the bike in place.
- The light fitting and mudguard are secured using the same bolt (2).
- Remove the front fork protective plate.
- Install the front fender/mudguard by simply securing it in place as per image right. The bolt to fit the top of the mudguard to the front fork is already in the bike.



- When fitting the front wheel, never touch the brake disc. Any natural oils on your fingers can transfer to the brake disc and effect braking efficiency.
- Take the quick release skewer and rotate the thumb nut until it comes off. Note the position of the cone springs (widest section on the outside) as you will need to replace these in the correct orientation.
- With one cone spring still in place, pass the skewer through the brake hub starting on the side without the brake disc (see picture below). The quick release lever should be on the riders right side of the bike.
- Reinstall the second cone spring on the other side of the fork, followed by the thumb nut.
- With the lever open, tighten the thumb nut just a couple of turns so you leave enough space for the fork drop outs to fit over the skewer.
- Lower the front fork onto the front wheel, so the brake pads sit either side of the disc and the front fork drop outs sit within the cone springs.
- The lever will have a curved follower which it must sit within to ensure a secure fit.



- Ensure the fork is fully and evenly inserted into the axle before you tighten the quick release.
- Hold the thumb nut steady and rotate the lever to tighten. When fully tight, you shouldn't be able to close the lever.
- Open the lever, quarter turn to loosen the lever, and try to close again. Repeat until you can close the lever halfway. Then firmly close. This should leave an imprint on your hand.
- Double check the closed lever doesn't touch any other component or the fork.
- Test the front wheel: Holding the bike off the ground spin the wheel to make sure there is no wobble or looseness. Then squeeze the front brake lever with your hand and wobble the bike back and forth to confirm there is no movement in the wheel.
- If there is any movement, repeat the steps to ensure the quick release is fitted correctly or seek help from a qualified professional.

Step 4: Install the pedals

- Your pedals are labeled with a L and R to represent the direction of threading. The pedal labeled L needs to be on your left hand side when you are sitting on the bike.
- It's really important to put the pedals on the correct side so they don't unscrew as you ride or damage the thread. Damage to your pedal thread is not covered under warranty.
- Simply position the pedal at 90 degrees to the thread in the crank arm and twist into place. When the pedal is hand tight, use the pedal spanner provided to fully tighten.
- If you are unsure about your assembly, please consult a professional. This is for your safety and to ensure initial set up is safe and accurate.
- If your pedal no longer has it's sticker, you can identify it because it has a second layer of threading on the nut section.



Power Assist

The Power Assist feature is what makes Mycle special. You can switch from fully manual to high speed assistance at the push of a button.

Power Assist is initiated by the pedals and operated through the On Board control pannel. Simply pedalling the bike will create an additional level of power to increase your riding speed or help you tackle hills.

Switch between the different levels, in combination with the gears, to maintain a steady pace over varying terrain.



High Power



Tackle Hills

Level 0 *fully manual*

Level 1 *for low speeds
& flat riding*

Level 2 *for low speeds
& gentle slopes*

Level 3 *for faster speeds
& slopes*

Level 4 *for faster speeds
& uphill*

Level 5 *for high speeds
& uphill*

Be aware that using the higher power assist levels for prolonged periods will use up the battery more quickly.

On Board Display

Everything you need to know about your bike appears on the On Board Display.



Get Started

Hold the Power button for two seconds to switch on and off.

Use The Lights

Hold down the Level Up button for two seconds to switch on the front and rear light.

Hold down the Level Up button for two seconds to switch off the front light.

The rear light is both a light and a brake light. The light will become brighter when the brakes are applied.

Operate Power Assist

Use Level Up and Level Down to switch between Power Assist modes.

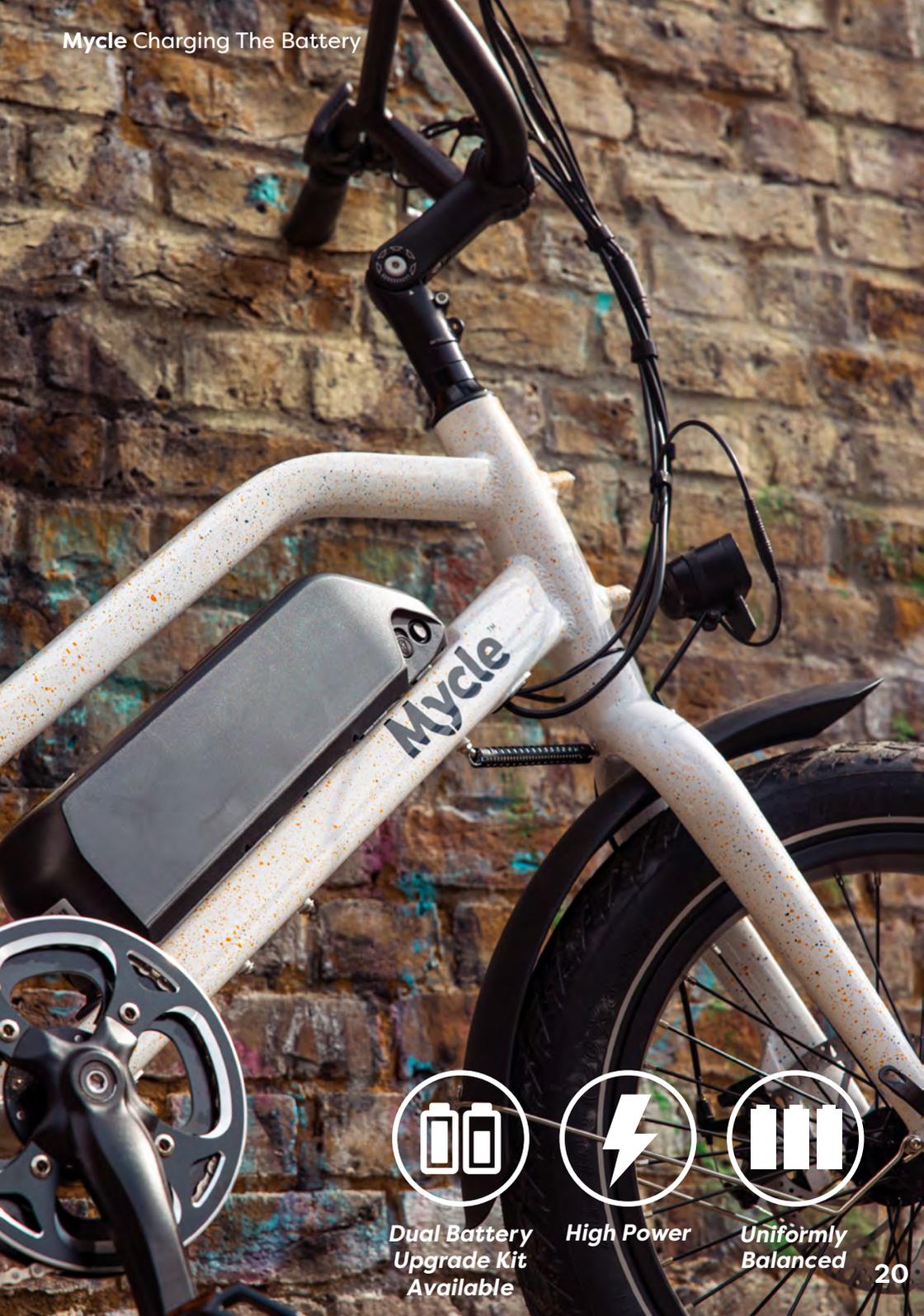


Twist Throttle

- 1 Press the red button, this is the on switch for the throttle
- 2 Twist the throttle to use. Use the throttled for a power assisted start without pedalling or cruising at walking pace (6 km/h)

Be aware that using the higher power assist levels for prolonged periods will use up the battery more quickly.

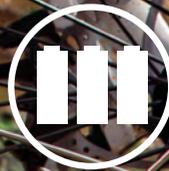
Mycle Charging The Battery



Dual Battery
Upgrade Kit
Available



High Power



Uniformly
Balanced

Your Mycle Cargo's innovative design means that a second battery can be added.

- Lockable Battery
- Easily removable with key
- On/Off switch
- Easily accessible charging port

Battery Removal

Insert and turn key to the unlock position, use the top handle to slide the battery upwards and lift away from the frame.

Important Battery Information

- The battery is delivered with a minimum charge. Before riding for the first time, you must fully charge it for at least 5 hours. After charging, we recommend the battery sits for 20-30 minutes before use.
- Do not force the battery into the battery mount; carefully align and slowly slide the battery down until it's in place.
- Make sure you charge the battery for at least 2 hours, at least once a month, maintaining a charge level of around 50%. When not in use, store the battery in a dry environment, ideally between 12-22°C. Always charge the battery before storing, or before periods of non-use.
- Never charge a battery for more than 12 hours at a time.
- Do not leave a charging battery unattended, this increases the risk that a charging problem will go undetected and lead to component damage or a fire hazard. Always charge your battery where you can monitor it.
- Using a damaged battery or charger, can create additional bike damaged and/or a fire hazard. If you have concerns please stop using your battery/charger and contact Mycle for further instruction.
- The battery can be charged connected to the bike or by itself.

Battery Range

The range can vary depending on;

- The level of assistance
- The weight of the user
- The gradient of the road
- Tyre inflation
- Wind resistance
- Pedalling effort
- Starting and frequency of stops
- The outside temperature

Battery Life

Battery performance will decline after prolonged use. Depending on usage patterns, the energy capacity can reduce by 20% to 30% (charge and discharge) for lithium batteries. When discarding batteries, please make sure you do so responsibly through an authorised recycling centre.



Battery Safety Precaution

- Only use the battery with this bike.
- Only use the specific charger provided.
- Do not expose the battery to heat or charge it in direct sunlight.
- Do not disassemble or modify the battery.
- Always charge the battery in a well ventilated area.
- Do not connect the (+) and (-) battery connections with a metallic object.
- Do not expose the battery to liquids.
- Do not use a damaged battery.
- Do not continue to charge the battery beyond the recommended charge time.
- Do not use the battery if it emits an unusual smell, becomes unusually hot, or if something seems abnormal.
- Keep the battery out of the reach of children.



Charger Safety Precautions

- Only use the charger supplied with this bike.
- Avoid contact with water while charging the battery.
If a plug becomes wet, dry thoroughly before use.
- The battery charger is for indoor use. Do not expose the battery charger to rain.
- Do not short circuit the charger pins.
- Do not dismantle or modify the charger.
- Always place the charger in a well ventilated and dry environment.
- Warning: Explosive gases. Avoid flames and sparks.
Provide adequate ventilation during charging.
- Do not use the charger with a damaged power cord or plugs.
- Do not touch the charger with wet hands.
- Make sure that the charger plug is correctly connected to the mains for charging.
- Disconnect the power supply before connecting or disconnecting the connections on the battery.
- Do not touch the charger for too long during charging (risk of superficial burns).
- Do not position the charger in an unstable manner.
- Do not cover the charger to avoid overheating during charging.
- This charger is designed to charge the Lithium battery supplied with this bike only.
- Keep out of reach of children, this product is not a toy.
- Do not expose the product to a heat source.
- Do not immerse the product.
- The external flexible cable of this product cannot be replaced; if the cord is damaged, the item should be discarded.

Carrying Cargo

Carrying a cargo load involves additional risks, which requires special attention and care. Braking, acceleration, and balancing are all significantly affected by the cargo loaded on the e-bike. To safely operate your e-bike while carrying cargo, you must get used to the differences in braking, steering, balance, etc that come with the extra weight.

- Ensure that your loads are properly secured and check periodically that nothing loosened or is at risks of interfering with any moving components, or touching or dragging on the ground.
- Hills that are normally easy to climb and descend without cargo can require additional effort, as the extra weight affects steering, braking, balancing as well as the amount of power it takes to go uphill.
- To safely operate the Cargo, don't let the cargo or passengers on board distract or interfere with the rider whilst in use.

Carrying Children

- The use of certified and approved child seating and equipment is required whenever carrying children. The included rear wheel guards must be in place whenever carrying passengers to ensure feet and hands are kept away from the wheels when the bike is in motion.

The Mycle Cargo should never be operated by persons under the age of 18. Passengers should be over 4 years old unless they are seated in a properly fitted and approved child Safety Seat, the Thule Yepp 2 Maxi Rear Child Seat sold on www.mycle.co.uk.

- The rear rack is equipped with two installation windows for compatible child seats. The windows are located under the included board, which needs to be removed to install the child seats. For installation instructions, safety notices, general information and tips on safe operation of this accessory, visit www.mycle.co.uk or contact enquiries@mycle.co.uk

NOTICE

- Do not allow passengers to sit sideways or backwards on the Rear Rack.
- Do not allow passengers to stand or kneel on the Rear Rack.
- Never leave the bike unattended with children on the bike, otherwise the bike could tip over and cause serious injury to passenger(s).
- Never leave the bike unattended with cargo on the bike, otherwise the bike could tip over and cause serious damage to your cargo if not weighted level.
- Increased weight from passenger(s) will increase the time it takes to slow the bike when braking and wear through brake pads more quickly.
- Because passengers sit behind the rider, they cannot see bumps or upcoming turns, please ride carefully.
- When carrying passenger(s) 4 years old or below, you must have the safety-certified baby seat, rear wheel side covers, and an appropriate handle accessory, and so on, available from www.mycle.co.uk
- Ensure that the passengers are safely seated before beginning to ride.
- Ensure that you and your passenger(s) is/are wearing a properly fitted and approved helmet.
- It is the rider's responsibility to ensure the passenger(s)' safe.
- It is the rider's responsibility to ensure the passenger(s) loaded on the Mycle Cargo will not interfere the rider's ability to ride safely.

Maintenance



While your Mycle Cargo has been built and tested in the UK by our trained Cytech bike technicians, it's important that you make the following routine checks before you first ride the bike, then on an ongoing weekly basis. We also recommend getting your bike periodically checked by a professional.

Routine Checklist:

- ✓ Check the tightness of the crank, wheel, stem, pedals, hanger and seat clamp.
- ✓ Check the brakes are correctly adjusted and working.
- ✓ Check general levels of wear, particularly to brake pads, transmission, cables and tyres.
- ✓ Check that lights and all electrical components are working.
- ✓ Check that any children or luggage are not left unattended on the bike.
- ✓ Check that any aftermarket additions i.e child seats, are fitted as per the manufacturers instructions.

Cleaning

Rinse your bike with fresh water after each use, particularly if it has been exposed to sea air, in order to avoid corrosion. Clean with a sponge and warm water, or using a non-pressurised water jet.

Lubrication

Regular lubrication of moving parts is essential to avoid corrosion. Pay particular attention to the ball bearings located in the axis of the wheels, chain, derailleur and cables of control. We recommend you use a specialist oil for the chain and the derailleur, and grease for other components.

Warranty

Your Mycle Cargo comes with a 12 month warranty covering parts and labour (if returned to Mycle). Should you opt to have your bike worked on by a Mycle approved bike mechanic we will happily send you replacement parts subject to the terms of our warranty and with prior authorisation from us.

- Any component replaced under these warranty terms will be covered for the remaining warranty period of the bike.
- Any components replaced under warranty must be returned to Mycle and will become property of Mycle.
- We may from time to time at our discretion make repairs to defective parts falling outside of the warranty period. Such work shall not be deemed an admission of liability.
- Do not turn the bike on without the battery installed, or else damage to the electrical system could occur.

Exclusions

Contractual warranty excludes damage or defects caused by: abnormal use, lack of maintenance, accidental damage, prolonged exposure to moisture or liquid or non-compliance with recommendations.

- The bike must not have been used for competitions, inadequately maintained, incorrectly serviced or incorrectly used external factors such as shocks, lightning storms, current surges, short circuit, etc.
- Damage caused by excess exposure to the elements (e.g. rust caused by not storing bike indoors).
- Modification of electrical components or any modifications (e.g. additions not included when bought).
- Paint, varnish, saddles and bike graphics.
- Parts that are expected to wear as part of their normal function such as tyres, brake pads, brake cables, handlebar grips, freewheels etc.
- Should a warranty claim become necessary, Mycle shall not be liable for the cost of transportation of the bike to or from a repair site selected to fulfil the repair, work, or labour on the bike as set out under these warranty terms, including costs associated with loss of use, inconvenience, lost time, commercial losses or other incidental or consequential damages.
- Commercial use of the bike.

Recommended Service Intervals

Regular inspection and maintenance are key to ensure bikes function as intended, and to reduce wear and tear on their systems. Recommended service intervals are meant to be used as guidelines. Real world wear and tear, and the need for service, will vary with conditions of use. We generally recommend inspections, service, and necessary replacements be performed at the time or mileage interval that comes first in the following table. You should still carry out a pre-ride check before every ride. You can find more details at www.mycle.co.uk/pre-ride-check. Please check the digital user manual regularly to ensure you are equipped with the most up to date information and contact us at enquiries@mycle.co.uk if you have any questions or concerns.

Weekly (100-200 miles / 160-320 km)		
Inspect	Service	Replace
<ul style="list-style-type: none"> • Check hardware for proper torque: See Recommended Torque Values chart. • Check drive train for proper alignment and function (including the chain, freewheel, chain ring, and derailleur). • Check wheel trueness and for quiet wheel operation (without spoke noise). • Check condition of frame for any damage. 	<ul style="list-style-type: none"> • Clean frame by wiping frame down with damp cloth. • Check brake disc is free from oils and clean with a specific bike brake cleaning solution. 	<ul style="list-style-type: none"> • Replace any components confirmed by our Technical Support or a certified, reputable bike mechanic to be damaged beyond repair or broken.

Monthly (250-750 miles / 400-1200 km)		
Inspect	Service	Replace
<ul style="list-style-type: none"> • Check brake pad alignment, brake cable tension. • Check bike is shifting properly, proper derailleur cable tension. • Check chain stretch. • Check brake and shifter cables for corrosion or fraying. • Check spoke tension. • Check accessory mounting (rack mounting bolts, fender hardware, and alignment). 	<ul style="list-style-type: none"> • Clean and lubricate drive train. • Check crank set and pedal torque. • Clean brake disc and shift cables. • Check the condition of your hydraulic fluid. Every 3 - 6 months this will require bleeding by a competent bike mechanic. • True and tension wheels if any loose spokes are discovered. 	<ul style="list-style-type: none"> • Replace brake and shift cables if necessary. • Replace brake pads if necessary.

Every 6 months (750-750 miles / 400-1200 km)		
Inspect	Service	Replace
<ul style="list-style-type: none"> • Inspect drive train (chain, chain ring, freewheel, and derailleur). • Inspect all cables and housings. 	<ul style="list-style-type: none"> • Standard tune-up by certified, reputable bike mechanic is recommended. • Grease bottom bracket. 	<ul style="list-style-type: none"> • Replace brake pads. • Replace tyres if necessary. • Replace cables and housings if necessary. • Replace the hydraulic brake fluid as advised by a professional bike mechanic.

Safety Checklist

Before every ride and after every 30-80km we recommend following this safety checklist.

Brakes

- ✓ Ensure front and rear brakes work properly.
- ✓ Check brake pads for wear and ensure they are not over worn.
- ✓ Ensure brake pads are correctly positioned in relation to the brake rotors.
- ✓ Ensure brake levers are lubricated and tightly secured to the handlebar.
- ✓ Test that the brake levers are firm and that the brake, motor cutoff functions, and the brake light are functioning properly.
- ✓ Check the brake disc is free from oils. Any sign the brake disc is contaminated requires the disc to be cleaned immediately with a bike brake specific cleaner.

Wheels and Tyres

- ✓ Ensure tyres are inflated within the recommended limits posted on the tyre sidewalls and hold air.
- ✓ Ensure tyres have good tread, have no bulges or excessive wear, and are free from any other damage.
- ✓ Ensure rims run true and have no obvious wobbles, dents, or kinks.
- ✓ Ensure all wheel spokes are tight and not broken.
- ✓ Check axle nuts and front wheel quick release to ensure they are tight. Ensure the locking lever on the quick release skewer is correctly tensioned, fully closed, and secured.

Steering

- ✓ Ensure the handlebar and stem are correctly adjusted, tightened, and allow proper steering. Ensure the handlebar is set correctly in relation to the forks and the direction of travel.

Chain

- ✓ Ensure the chain is clean, oiled, and runs smoothly.
- ✓ Extra care is required in wet, salty/otherwise corrosive, or dusty conditions.

Bearings

✓ Ensure all bearings are lubricated, run freely, and display no excess movement, grinding, or rattling. Check headset, wheel bearings, pedal bearings, and bottom bracket bearings.

Cranks and pedals

- ✓ Ensure pedals are securely tightened to the cranks.
- ✓ Ensure the cranks are securely tightened and are not bent. Check that the derailleur is adjusted and functioning properly.
- ✓ Ensure shifter and brake levers are attached to the handlebar securely.
- ✓ Ensure all shifter and brake cables are properly lubricated.

Derailleur and mechanical cables

- ✓ Check that the derailleur is adjusted and functioning properly.
- ✓ Ensure shifter and brake levers are attached to the handlebar securely.
- ✓ Ensure all shifter and brake cables are properly lubricated.

Frame, fork and seat

- ✓ Check that the frame and fork are not bent or broken. If either frame or fork are bent or broken, they should be replaced.
- ✓ Check that the seat is adjusted properly, and seat post quick release lever is securely tightened.

Motor drive

- ✓ Ensure hub motor is spinning smoothly and motor bearings are in good working order.
- ✓ Ensure all power cables running to hub motor are secured and undamaged.
- ✓ Make sure the hub motor axle bolts are secured and the torque arm and torque washers are in place. Ensure battery is charged before use.
- ✓ Ensure there is no damage to battery.
- ✓ Lock battery to frame and ensure that it is secured.

✓ Charge and store bike and battery in a dry location, between 10-25 °C (50-77 °F). Let bike dry completely before using again.

Battery

✓ Ensure battery is charged before use.

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Electrical cables

✓ Look over connectors to make sure they are fully seated and free from debris or moisture. Check cables and cable housing for obvious signs of damage.

✓ Ensure headlight, taillight, and brake light are functioning, adjusted properly, and unobstructed.

Accessories

✓ Ensure all reflectors are properly fitted and not obscured.

✓ Ensure all other fittings on bike are properly secured and functioning.

✓ Inspect helmet and other safety gear for signs of damage.

✓ Ensure the rider is wearing a helmet and other required riding safety gear.

✓ Ensure the mounting hardware is properly secured if fitted with a front rack, rear rack, basket, etc.

✓ Ensure the taillight and taillight power wire are properly secured if fitted with rear rack.

✓ Ensure fender mounting hardware is properly secured.

✓ Ensure there are no cracks or holes in fenders.

Your cables, spokes, and chain will stretch after an initial break-in period of 50-100 mi (80-160 km), and bolted connections can loosen. Always have a certified, reputable bike mechanic perform a tune-up on your bike after your initial break-in period (depending on riding conditions such as total weight, riding characteristics, and terrain). Regular inspections and tune-ups are particularly important for ensuring that your bike remains safe and fun to ride.

Tyre Inflation & Replacement

The Cargo has 20' x 3' tyres, These tyres are designed for durability and safety for regular cycling activities and should be checked before each use for proper inflation and condition. Proper inflation, care, and timely replacement will help to ensure that your bike's operational characteristics will be maintained, and unsafe conditions avoided. Always stay within the manufacturer's recommended air pressure range as listed on the tyre sidewall.

Always maintain the air pressure rating indicated on pneumatic tyres.

Checking brakes & motor cutoff switches

Test that your brake levers, brakes, and motor cutoff switches are functioning correctly before every ride. If anything seems wrong, take your bike to a local, certified, and reputable bike mechanic, or contact Mycle Product Support.

Test the brake levers.

- a.** Fully squeeze each lever, and ensure neither the front nor rear brake lever touch the handlebar grips.
- b.** Ensure both brake levers are properly lubricated. If they are, they'll be reasonably easy to squeeze without feeling as though there's grit in the mechanism, and when you release them, they will immediately go back to their original position.
- c.** Make sure each lever is properly oriented and firmly secured to the handlebar.

Test each brake.

- a.** Squeeze the left brake lever to lock the front brake, and then try to push the bike forward using the handlebar. The front wheel should not spin.
- b.** Squeeze the right brake lever to lock the rear brake. Again, push against the handlebar to try moving the bike forward. The rear wheel should not spin.

Test the motor cutoff switches. The front and rear brake levers contain motor cutoff switches, which cut off power from the motor whenever the brakes are applied.

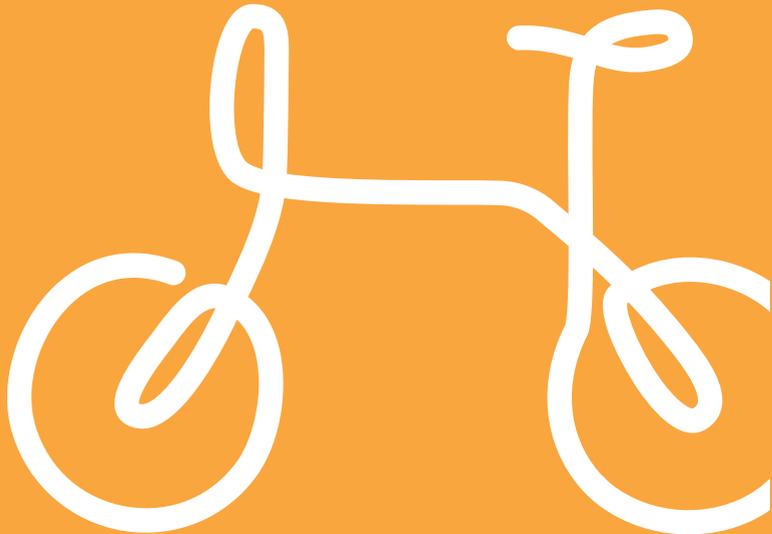
- a.** In a clear, open area, turn on the bike. With appropriate safety gear and clothing, sit on the bike.
- b.** Squeeze the left brake lever to engage the front brake.
- c.** Lightly apply the throttle. The bike should not move since the brake is applied.

Troubleshooting

Symptoms	Possible Causes	Most Common Solutions
The bike does not work	<p>Insufficient battery power Faulty connections</p> <p>Battery not fully seated in tray Improper turn on sequence Brakes are applied</p> <p>Blown 40a discharge fuse to protect against short circuit</p>	<p>Charge the battery Clean and repair connectors Install battery correctly Turn on bike with proper sequence Disengage brakes Replace 40A discharge fuse</p>
Irregular acceleration and/or reduced top speed	<p>Insufficient battery power Loose or damaged twist power assist</p> <p>Misaligned or damaged magnet ring for pedal assist</p>	<p>Charge or replace battery Replace twist power assist Align or replace magnet ring</p>
The motor does not respond when the bike is powered on	<p>Loose wiring Loose or damaged twist power assist</p> <p>Loose or damaged motor plug wire Damaged motor</p>	<p>Repair and or reconnect Tighten or replace Secure or replace Repair or replace</p>
Reduced range	<p>Low tyre pressure Low or faulty battery Riding up steep hills, headwind, and/or heavy payload Battery discharged for long period of time without regular charges, aged, damaged, or unbalanced Brakes rubbing</p>	<p>Adjust tyre pressure Check connections or charge battery Assist with pedals or adjust your cycleroute Balance the battery; contact Tech Support if range decline persists Adjust the brakes</p>
The battery will not charge	<p>Charger not well connected Charger damaged Battery damaged Wiring damaged Blown charge fuse</p>	<p>Adjust the connections Replace Replace Repair or replace Replace charge fuse</p>
Wheel or motor makes strange noises	<p>Loose or damaged wheel spokes or rim Loose or damaged motor wiring</p>	<p>Tighten, repair, or replace Reconnect or replace motor.</p>

How To's

To keep your e-bike in top condition, we've put together the following how to guides. If you are unsure, you should always seek advice from a reputable, qualified technician to make sure the tuning or fix is properly executed.



How to use your gears

It might seem obvious, but using your gears effectively can make a massive difference to how your e-bikes perform up hill and the pedaling effort required. Follow our top tips on using your gears:

On the right-hand side of the handle bar you will find a gear shifter trigger and gear selection display integrated with the brake lever.

The trigger with the large thumb panel will shift the gears up to an easier gear (sprocket) these will be best for climbing hills and getting yourself going.

The trigger with the small thumb panel is for changing down the gear (sprocket) making the resistance harder ideal for downhill and flat ground allowing you to reach higher speed.



Tuning your gears:

“I'm struggling to change gear!”

You will need to tune your gears as the cable naturally stretches through use. A common indication of this happening is the gears struggle to move into the selected gear or the gears slipping.

On the rear derailleur you have 2 screws that sit next to one another sitting slight proud of the body. These screws adjust the limit of how far the derailleur can move at either end of the gear selection.

Ensure your bike is secured in a bike stand or the bike is secured with the back wheel is off the ground.

1- On the rear derailleur you have 2 screws that sit next to one another sitting slight proud of the body. These screws adjust limit of how far the derailleur can move at either end of the gear selection.





2- Using the gear shifter press the trigger that sits in line with the handle bar. Click through all the gears till it stops clicking.



3- Using the limit screws 'H' screw using a Philip's screwdriver turn counter or clockwise to align the derailleur to sit directly above the small sprocket (indicated).



4- Using the trigger on the top side of the shifter click through until it stops.

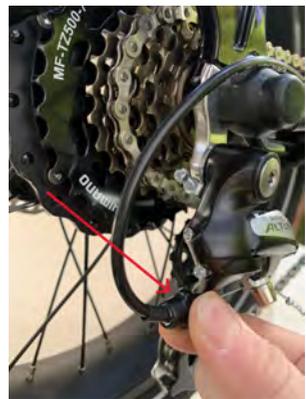


5- Using a Philip's screwdriver this time on the 'L' screw, turn counter or clockwise till the derailleur sits directly above the largest sprocket.



6- Return to the smallest sprocket following step 2.

7- While turning the pedals shift up one gear using step 4. If the gear moves smoothly to the next gear continue to the next. Until you have cycled through all the gears smoothly.



8- If you find a gear that the derailleur is struggling to shift up into. Using the barrel adjuster located at the point the gear cable joins the derailleur. Turn this counterclockwise one click at a time till the chain changes into the selected gear.

9- Using the shifter continue shifting and checking each gear till you rear the largest sprocket on the cassette.

How to change your brake pads

You should always check your brakes are in full working order before each ride.

The rate of wear will differ on an e-bike compared to a manual bike due to the additional weight and a higher average speed, and especially on an e-cargo due to the larger load weight. Other factors affecting pad wear are rider weight, terrain and the distance you cover.

When your bike is brand new the cable can stretch. This can make the brakes feel less responsive. If you are unsure in any way, please seek professional help and guidance.

As your brake pads wear and the cable stretches you can adjust your caliper and lever to give a more consistent bite point. The bite point is the point of which the pads grip the disc generating the friction to control your speed and to stop. The correct bite point should occur after a small amount of squeezing on the lever. Furthermore, the lever should not travel to the handle bar to find the bite point. If your pads are always rubbing on the disc this will give you a very early bite point when squeezing the lever. When your pads are low and/ or the cable has stretched you will have a late bite point.

You should be able to achieve full braking power without the lever touching the handler bar. For further information please see 'How to adjust your brakes'.

Checking and replacing your brake pads.

Both your front and rear brake operate and are checked in the same way.

Tools you will need:

5mm hex key.
Pliers.
19mm spanner or socket (rear wheel).
New pads if needed
Very small flat head screwdriver or pick.
Disc brake cleaner.

1. On the main caliper body you will find a rectangular opening where the disc spins through the pads. Within this opening you will find your brake pads. To do a quick pad level check you will first need to remove your wheel. You can achieve this by firstly making the bike safe to work on by either using a bike stand or by turn the bike upside down so the bike rest on its handlebar and saddle. Use an old towel or piece of cardboard to place under the saddle and handlebar to protect it from the floor.

2. Remove the wheel from the brake you wish to work on by using the corresponding sized spanner or socket or releasing the quick release lever.

3. Once the wheel is removed you are able to look down this opening. There you will see the main caliper body and pads.

4. Once you have located the pads you should see the eyelet in the centre of the opening. Through this eyelet you will see the split pin.



Brakes



5. Using the pliers straighten out the bent end of the split pin and pull through. This will release the pads and return spring. The pads will be lost to be sure they do not fall out.



6. To remove the pads simply squeeze the pads together into the center of the opening with your fingers or pliers and pull out.



7. A healthy pad will look similar to this.

The braking surface of the pad clearly sits proud of the backplate of the pad.



8. When inspecting your brake pads look for any damage to the pad surface and any discoloration. The pad should have clear dark or light grey metallic appearance. If there is any discoloration on the pad you should only use a bicycle disc brake cleaner (ensure you follow the instruction on the can) and a clean rag to clean the pad.

Before fitting the pads back into the caliper be sure to clean any dirt that sits in and around the piston. Use the disc brake cleaner to remove any residue on the piston body.



9. You are now ready to replace or refit your brake pads. Use a flat headed screwdriver to push the pistons back into the caliper body. Place the pads back into the caliper body with the return spring clipped over the braking surface of the pad. Line up the eyelet hole with those on the caliper body. Refit the split pin and bend the longer edge out to secure it.



10. Fit your wheel back in being careful to line up the disc to sit in-between the pads. Now tighten the wheel nuts or quick release back up.

How to change the display unit

Knowing how the caballing on your display unit is really helpful if you ever need to change your display or check your display connection. Find out how below:



1- Disconnect batter Battery.



2-Then using a 3mm hex key undo the bolt underneath the display unit.



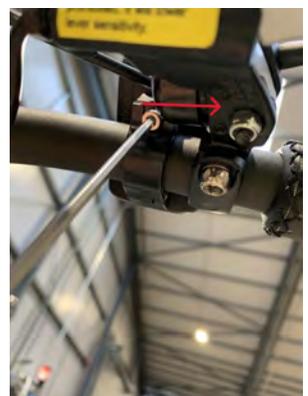
3-Follow the cable out of the display unit to the connection bellow, unplug it.



4-Plug in your new display unit to the cable you have just unplugged your old one from. When plugging in the new cable be sure to follow the pin configuration.



5- Place the new display unit on handle bar.



6-Then using a 3mm hex key attach the bolt underneath the display unit.

7- Refit battery and power on the display unit.

How to attach your pedal

Having trouble attaching your pedal? The thread on the left pedal is a reverse thread so the pedal doesn't come loose as you pedal. The right pedal is a standard thread and you tighten by turning to the right.

Pedals will look different to that in the images, but the concept is the same.

Each pedal will have an L or R to indicate what side they need to be threaded on the bike. If your sticker has fallen off, this can be found on the end of the axle.



Once you can see and are sure the pedal has entered the crank straight you can now use a 15mm spanner to tighten the pedal till you can no longer see the thread.



There should not be any resistance as you tighten. If you are experiencing resistance stop and undo the pedal, inspect the thread for damage and start again.



How to attach your Footplates

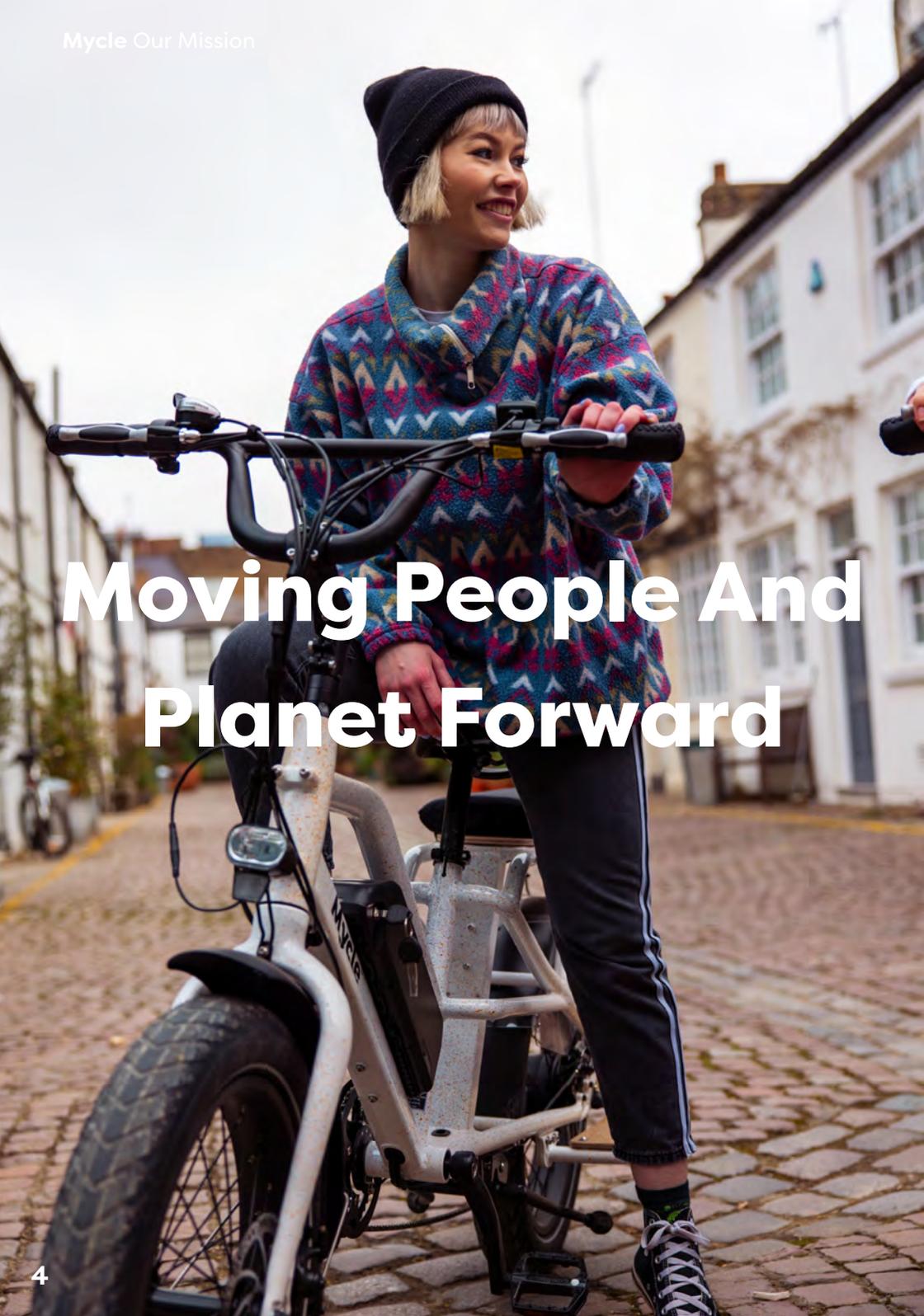
If you have purchased the additional passenger footplates, please use the fitting guide below.



Left & Right Foot Plates

This will require three bolts either side, 2 M6 for the rear and 4 M5's for the front.

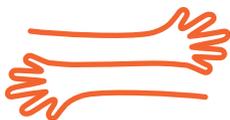
- 1 Put the M6 bolt into the rear whole place from the rear wheel side and bolt it into the foot stand.
- 2 Then use the 2.5mm bolts and nuts to secure the 2 front parts on each side. All these parts should be in the box with your charger for you.



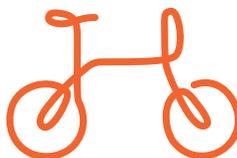
Moving People And Planet Forward

Our Mission

The biggest change starts small, and we believe that a better planet isn't a million miles away. Change is just on your doorstep – get out on your Mycle and go find it!



**Connected
Communities**



**Cleaner
Transport**

We're on a mission to challenge the health issues facing the world today by making sustainable travel alternatives fun and accessible for everyone. We are champions of people and planet – and care about both in equal measure. By using our bikes to get around, not only will you cut emissions and improve air quality, you'll also improve your quality of life by riding happy and connecting with your local community.



**Local
Living**



**Power
To You**

We believe a better world is possible, so we're on a mission to encourage more planet-friendly habits by making cleaner, sustainable travel alternatives accessible for all.

Mycle

The Cargo User Manual

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Your Mycle Cargo has been designed in accordance with the requirements of European standards: EN 14764 and EN 15194, which comply with safety requirements.