



Juiced
BIKES



CrossCurrent Air Electric Bicycle

Owner's Reference Guide (English)

Summer 2018

Juiced Bikes

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Hi!

Thank you for choosing to be part of the Juiced Bikes Team

We invite you to read through this guide to learn about your bike and what owning an ebike looks like

First and foremost, remember to be safe out there. Your bike is an accessory to your lifestyle and activities. Always follow the best practices and traffic rules

Even being an evolving technology , your ebike is a bike at heart, so it will require basic maintenance and care to always be performing properly.

Preventive maintenance is the name of the game, we invite you to grow with us taking advantage of the modular design we use for our technology

Instructions, videos and live support are being created to offer all the knowledge you need to know your Juiced Bike and get the best out of it.

Important Warranty Information

Your bike has had an amazing trip before arriving to your doorstep. Help us give you the best experience following this unboxing guide

Before assembling your Juiced Bike

Perform a visual inspection of your shipping box and your bike to see everything arrived without shipping issues. Take pictures if you suspect excessively rough handling.

Register your Juiced Bike visiting our website:

www.JuicedBikes.com/Registration

Watch our assembly videos and feel free to invite a handy friend or give us a call if theres something you have doubts with. Also you can send us an email to support@juicedbikes.com and we can send you more specific info as continuous feedback keeps us generating more guides

Before Riding your JuicedBike

Be sure all the items are properly torqued, tightened and connected. In particular the items you had to install.

If you have any doubts contact us

1-888-303-8889 option 3, or send us an email at Support@juicedBikes.com

And about your warranty...

We stand behind the warranty of our products and can assure you we learn every lesson along the way bringing it into our services.

Service and support exists because in the real world, there are a lot of variables that will interact with your bike. So we want you to be sure that we are here to help you and keep you having the best riding experience. Your help will always be appreciated as we value your time and attention immensely

Our goal is to be the friend you call when you have a doubt , or when you need to move as you know its always on your side.

So please be invited to read and reach out if any questions

Juiced Bikes

What is Pedal Assist?

Also known as Pedelec, pedal assist refers to the use of a combination of sensors that measure torque and cadence (force and speed) of your pedaling. This info is passed to the bike's controller, which generates the power needed to give you a great ride.

We recommend you to ride your bike with the power off at first, to get familiar with your CrossCurrent's braking and gear shifting. Then, you can start testing the assist levels incrementally to gain familiarity with the optimal settings for your riding style.

Charging the Battery

The Juiced Bikes CrossCurrent Air features a high-capacity Lithium Ion rechargeable battery. Charge the battery fully before your first use. The charger that came with your CrossCurrent Air recognizes the battery pack's initial charge and will automatically cease charging when the battery is fully charged; don't be shy about topping off your battery before a long trip!

- Be sure the bike is powered off.
- Be sure you're using a proper **48VDC** charging profile if using the Cycle Satiator
- The battery pack can be charged while connected on-board the bike and it can also be charged when removed off of the bike.(see Removing Battery pack on page 13)

Onboard charging:

- Stand on the left side (non-drive side) and locate the charge port cover on the bottom of the battery pack.
- Lift the rubber dust cap away to expose the DC charge port.
- Carefully, plug the charger into the charger port
- Connect the AC power cable into the charger and plug the cable into the power outlet.
- The charger will automatically start charging if the battery needs to be charged.
- When the charger is charging the battery, the indicator LED will turn RED. When the charger is complete, the charger will turn GREEN.

- Charging takes between 1 and 6 hours, depending on battery size and initial charge level. (see verifying battery charge level on page 10)
- When the pack is fully charged, the charger's light will change from amber to green and automatically stop charging.
- Disconnect the charger from the wall. Remove the charger plug from battery and close the rubber dust cap.
- Use your battery often so it exercises the cells and is kept healthy

Caution:

The charger can become warm during charging.

Do not place anything over the charger while it is charging.

Do not use the charger in wet areas.

Do not cover the body of the charger when charging.

Do not charge the battery with any charger which is not supplied or approved to charge your bike.

Do not drop the charger or subject to high vibration.

Notes

If your battery is low, you should choose a lower level of assist if going on stops and hills. The sports mode will demand enough power for the battery to think is depleted at a point when you can still get range at a lower assist.

Turning the bicycle ON and OFF

The electric bicycle can be ridden like a normal bicycle with the power turned ON or OFF. However the Pedal Assist and Throttle will be active only if the power is turned ON.



- Locate the power button on the rear face of the LCD Display.
- Have both feet off the pedals as the torque sensor will calibrate when turning on.
- Press and hold the power button for a couple of seconds
- The LCD display panel will turn on, giving an indication of the battery's charge level and selected assist level.

- The CrossCurrent Air can now ride on battery power alone. Throttle and pedal Assist will be available at the same time.

- Pressing and holding the power button again will turn off the controller.
- Power should be turned off after each ride to avoid draining the battery.

Using the Brakes

The bike comes equipped with front and rear disc brakes; the very best available for e-bikes. The brake's main function is to slow down or to stop the bicycle.

- The brake on the front wheel is controlled by the lever on the left-hand side of the handlebar.
- The brake on the rear wheel is controlled by the lever on the right-hand side of the handlebar.
- The front brake provides the majority of the bicycle's stopping power.
- When slowing down on slippery surfaces, use the rear brake first before applying the front brake.
- A signal wire from each brake lever automatically cuts power to the motor when either brake is being used. This prevents undue wear to the electric motor.

Your new brakes go through a “Bedding In” period. Which means that after the first 40 to 50 Full stops, they will wear down to achieve the 100% grip efficiency, resulting in an adjustment needed

Shifting the gears

Your CrossCurrent Air comes equipped with a Shimano 9 speed gear set. The lower gears are useful for starting off from a stop or when riding slowly or climbing steep hills. Higher gears are most effective when riding at speed. The mid gears fits into the space between. As a normal bike, you will get used to using the gear settings that are most comfortable for your ride and trip.

- The shifter is located on the right side of the handlebar.

The gear shifting system and motor assist are entirely independent; neither affects the other's performance. Both work toward the goal of propelling the bike, of course, and their contributions are additive.

Using the Assist Control

The control system can be used to maintain a constant level of pedal assist.

How to use the Assist control feature:

- Turn your bike on.
- Using the + or - Buttons, you can select the Assist levels between ECO (Battery efficiency), 1, 2 and 3.
- The LCD will illuminate to indicate the Assist Level you are selecting
- Once you start pedaling, the controller will make the motor turn accordingly.
- The bike will now maintain a constant Pedal Assist until:
 1. *The brakes are applied, or*
 2. *The + or - buttons are pressed to adjust the Assist level, or*
 3. *You stop pedaling, or*
 4. *The battery runs down completely*

Note: If your battery level is low, we recommend selecting a lower assist level as the Battery Management system can deactivate the assist support to protect the battery from getting too low. Charge your battery fully before each ride.

How to read the battery level

The LCD display which will give you an indication of the battery's voltage. The battery's voltage can vary greatly depending on a variety of conditions.

The voltage will decrease temporarily when using the throttle and/or Assist. It may drop when going uphill regardless of the charge state. This is normal operation. The voltage will be lower if the battery has been in a cold environment.

To more accurately read the battery's charge state, let off the throttle. The display lights will stabilize after 1 second to give an indication of the battery's level.

Note: When you battery level is low and it reaches

2 Bars

The battery level is low and should be recharged soon. Select a lower assist level

1 Bar

Stop using the throttle, recharge the battery pack.

Understanding Battery Range

All electric bicycles have a riding range that can vary greatly depending on how it is ridden, terrain, tire pressure, temperature, payload and wind. After a few rides, you will get a sense of the electric bicycle's range capability.

Factors that will decrease your range:

- Rapid accelerations using the motor • Uphill riding
- Heavy payloads
- Headwinds
- Under-inflated tires
- Extreme hot or cold weather

How to increase your range:

- Start by pedaling instead of only using the motor
- Avoid rapidly accelerating using the throttle
- Pedaling to help the motor up steep hills . Use your gears
- Reduce your average assist level and pedal along with the motor
- Reduce payload weight
- Properly inflating your tires between 50-60 psi
- Coast to a stop and avoid rapid decelerations

Notice: Riding downhill or pedaling when not using the throttle will not recharge the battery pack. Do not over-inflate the tires.

Battery Information and Safety

About the Lithium battery

Your Lithium battery does not have a “memory effect” associated with older battery technologies. It is highly recommended you charge the battery after every ride even if the battery is only lightly used.

An on-board circuit prevents the battery from over-charging. The battery can achieve between 500 to 700 full charge cycles. As the battery receives more charge cycles, the capacity will become decreased. Charging a partially flat battery is not considered a full charge cycle.

Notice: The battery must be recharged at least once every month. A battery left unused for several months may result in permanent capacity loss.

The battery’s capacity will be temporarily reduced in cold environments. Avoid using the electric bicycle in very hot weather. Store the electric bicycle in a sheltered place.

Battery Safety Information

- Use only the charger supplied with the bicycle.
- Improper usage can cause explosion or fire.
- Do not short-circuit the battery’s terminals.
- Do not use if the temperature is over 60 C (140 F)
- Do not disassemble the battery pack.
- Do not submerge the battery in liquid or use in wet areas.
- Do not set flame to the battery.
- Do not expose battery to freezing temperatures for an extended period.

Removing the battery

The battery can be removed from the bike. This is useful for storing the bike or when the bike is being transported.



- Turn off the bicycle.
- Stand on the non-drive side of the bicycle.
- Locate the Keyhole on top of the battery.
- Insert the key into the bike.
- Turn the key counter clockwise and hold.
- Lift the battery lever.
- Pull the upper portion of the battery towards you.
- The battery will pivot sideways and can be lifted away from the bike.

Key parts of the electric bicycle

An electric bicycle is a lot like a normal bicycle. The major difference is the inclusion of a motor which provides a boost when desired. An onboard rechargeable lithium battery supplies the motor with electric power. The bicycle can be ridden using both pedal power and battery power at the same time.

Controller

The controller regulates how much power is sent from the battery to the motor.

Throttle

The throttle allows the rider to control the bike's speed. It sends a signal to the controller telling it how much power to send to the motor.

Battery

Electrical energy is stored in the battery pack. It is composed of many smaller battery cells similar to that of a modern mobile phone.

Charger

The charger plugs into the electrical outlet and is used to pump energy back into the battery pack when it becomes depleted. The more energy that is discharged from the battery pack, the longer it will take to recharge.

Display

The display reads the battery's voltage. This will give an approximation of the battery's charge state. The display may have other buttons to control other functions.

Motor

The motor is built into the hub of the rear wheel. When power is sent to the motor, it will begin to spin, propelling the bike forward.

Key parts of the electric bicycle (continued)

Gear Shifter

The gear shifter changes the ratio between the pedals and the rear wheel. It is used to find a more comfortable pedaling cadence under different riding conditions. The low gear is used for pedaling during starts, uphill or loaded riding. The higher gears are use when pedaling downhill or during faster riding.

Brakes

The brakes use friction to slow the bike down. The levers on the handlebars control the braking. The brakes have an electrical switch which cuts the power to the motor at the moment when the brakes are used. This prevents accidental accelerations while braking.

Fuse

The battery has a fuse which is used to prevent excessive amounts of power surging through the wires and damaging the electronics. When the fuse is tripped, it will need to be replaced.

Tire and Inner tube

The tire is made of rubber and provides traction for your bicycle. The Inner-tube, is a rubber tube inside the tire retains the tire's air.

PSI (Pounds per Square Inch)

The PSI is the pound's per square inch of air pressure inside the tire. It can be measured with a tire gauge. Pumping more air into the tire increases the PSI and makes the tire harder. Releasing air from the tire decreases the PSI and makes the tire softer. Both over and under inflating the tire can have negative effects.

Adjusting the bicycle for riding comfort

1. Adjusting the seat height

Pull the seat clamp lever outward to loosen the seat post. Adjust the seat the desired height. The maximum height should not extend beyond minimum extension mark marked on the seat post. Tighten the seat clamp and close the lever to lock in the seat's height.

2. Adjusting the seat tilt and distance

Using a 5 mm Hex wrench, loosen the bolts under the seat. Adjust the seat tilt and seat distance forward or backward. Tighten the bolts securely to lock in your desired position.

3. Adjusting the handlebar tilt angle

Use a 4mm Hex wrench to loosen the screws near the center of the handlebars. Tilt the handlebars to the desired position. Re-tighten the screws securely to lock in the handlebars. Be sure all screws are tightened equally.

Important Safety Information

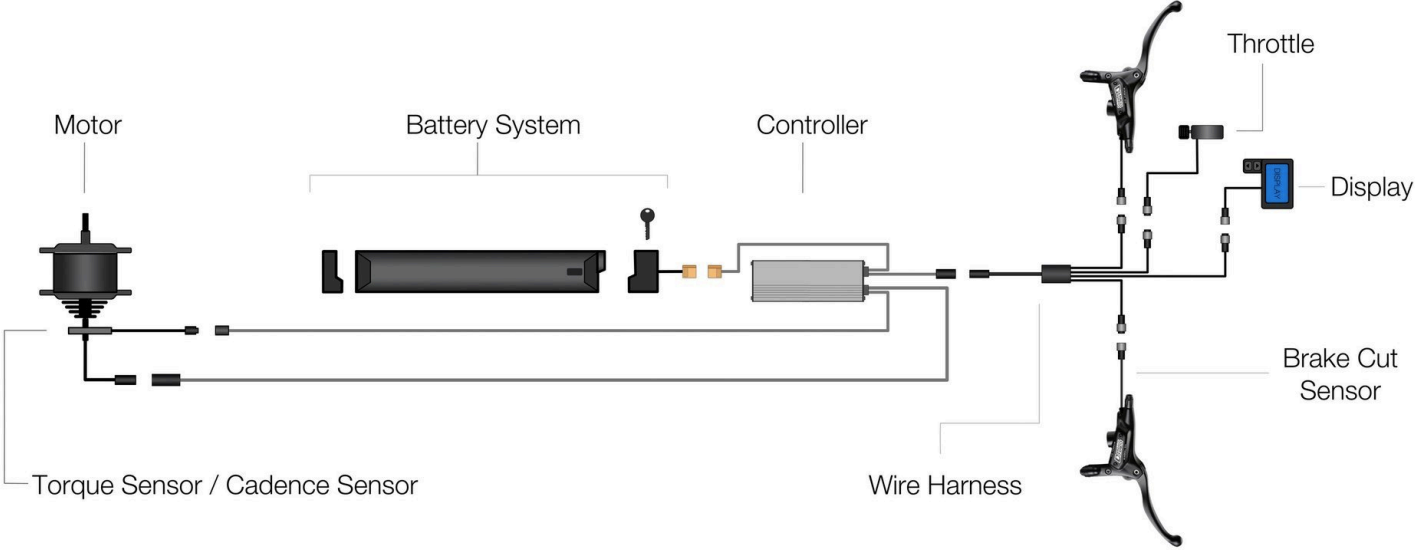
Basic Bicycle Safety

- Always wear a helmet.
- Use a light and wear reflective clothing when riding at night.
- Reduce speed when riding on a wet surface.
- Properly inflate tires.
- Apply the rear brake before using front brake in low traction conditions.
- Do not follow other vehicles too closely.
- Do a pre-trip inspection
- Brake disk rotors can get extremely hot for brief periods after braking.

Electric Bicycle Safety

- For maximum stability, avoid accelerating or braking while turning.
- Avoid riding in extremely wet conditions.
- Do not leave the electric bicycle in the rain.
- Discontinue the use of the electric bicycle if the battery pack is damaged due to crash or a drop.
- Do not disassemble the battery pack.
- Do not use the charger outdoors in wet conditions.
- Do not ride up or down extremely steep inclines.
- Do not ride off-roads or jump the electric bicycle.
- Always use the kickstand or center stand when not on the bicycle.
- Do not exceed the carrying capacity.
- Do not ride on the sand.
- The motor can get hot, do not touch the body of the motor for at least 2 hours after riding.
- Do not race or taunt other cyclist.

Bicycle Electronic Modules



Juiced Bikes Safety Statement

In e-biking, as in cycling, the user's safety is paramount. It's important to understand that e-bikes tend to be ridden at greater speeds than traditional cycles and are therefore more dangerous. Be sure to understand and follow all local laws & regulations and to have maintenance/repairs done by an authorized Juiced dealer. Don't use/ride any Juiced Bikes product in ways unintended by the manufacturer and don't exceed the weight limit of any product.



Don't use/ride our product in traffic or any other environment that may present danger until you have built up some familiarity with the product and all installed accessories. Baskets, lights, passenger seats- EVERYTHING!

Use only parts/accessories approved by Juiced Bikes, and have all installation performed by a Juiced-authorized mechanic. Installation of unauthorized parts/accessories may void the product's warranty. In addition, Improper installation of any parts/accessories as well as improper performance of maintenance may void the product's warranty.



NEVER DISASSEMBLE OR MODIFY ANY ELECTRONIC COMPONENT OF THE BICYCLE. DOING SO IS EXTREMELY DANGEROUS AND MAY RESULT IN DEATH, SERIOUS INJURY, OR DAMAGE TO PROPERTY.

Always wear a helmet, whether the law requires one or not!

Juiced Bikes Warranty

At Juiced Bikes, we take great pride in the quality and durability of our products. We're confident that you will be impressed as well, and we stand behind all of our products.

Every bike/e-bike we sell is covered by a limited warranty against **manufacturing defects** subject to the terms below:

Covered Products:

1. This warranty applies only to products, parts, & components (hereafter PRODUCTS) that have been manufactured, assembled, or sold in new condition by Juiced Bikes/Juiced Riders, Inc (hereafter, JUICED).
2. This warranty applies only to replacement/repair of PRODUCTS in case of a **manufacturing** flaw in materials or workmanship, in accordance with the Scope of Warranty Service, and subject to any and all exclusions, limitations, and procedures explained below.
3. This warranty is **not transferable in any way** and may not be exercised by anyone other than the original retail buyer (hereafter BUYER) of the PRODUCTS, only if the BUYER has retained constant ownership of the PRODUCTS since their original purchase of the PRODUCTS and only to PRODUCTS purchased in **new condition** either:
 - A. directly from JUICED, or
 - B. from an authorized dealer of JUICED who in turn purchased or received the bike directly from JUICED (e.g., this warranty does not apply to used or second-hand bikes, nor does it apply to pre-owned PRODUCTS).

Warranty Period:

1. Battery packs are covered under warranty for a period of 1 year on manufacturing defects only. We DO NOT cover wear and tear or USAGE in your battery.
2. Other electronic components are covered under warranty for a period of 1 year from the date of purchase
3. Bicycle frames are covered by a 1 year warranty against manufacturing defects.
4. For all PRODUCTS, this warranty expires 1 years from the date the PRODUCTS were delivered to the BUYER, unless excluded from warranty or otherwise voided from coverage under warranty.
5. New Bike Guarantee -We offer full replacement of defective parts with free shipping within the first 30 days of your bike order. After 30 days the customer is responsible for all return shipment costs to Juiced. Juiced Bikes will pay for shipping to the customer only.

Warranty Exclusions:

*The intent of this warranty is to ensure that the BUYER of any **new** PRODUCTS sold by JUICED or any JUICED product sold by an authorized JUICED dealer will receive a quality product, free of manufacturing flaws. This warranty should not be considered to be an insurance policy against any damage occurring after the products are received, nor as explicit or implicit acceptance by JUICED of responsibility for the consequences resulting from the failure of any PRODUCTS, irrespective of whether the failure itself is covered by this warranty.*

In addition, the following situations are excluded from this warranty or lead to exclusion from this warranty:

1. Warranty claims not made in accordance with Warranty Claims Process (explained below)
2. PRODUCTS with technical alterations that have been made without the approval of the manufacturer
3. PRODUCTS with alterations to or additions to which use incompatible or non-original parts
4. **Damage to or failure of PRODUCTS resulting from weather or ordinary wear and tear.**
5. Theft, robbery, vandalism, intentional damage, damage resulting from bumps and scrapes after possession of the PRODUCTS has been transferred to the BUYER.
6. PRODUCTS that haven't been manufactured or sold by JUICED
7. Incidental/consequential damage or injury
8. PRODUCTS that have been used or transported inappropriately or improperly (e.g., by loading a JUICED bike above the maximum weight recommendation)
9. PRODUCTS with damage resulting from improper maintenance (e.g., storing battery fully discharged over the winter)
10. Any electrical component that has been opened, altered, partially disassembled, or completely disassembled except by JUICED or an authorized JUICED dealer.
11. Any PRODUCTS that have been disassembled in a manner not authorized by JUICED or that have had repairs attempted by anyone not authorized by JUICED.
12. PRODUCTS that have been damaged due to improper adjustment or worn components
13. PRODUCTS with damage resulting from an accident
14. PRODUCTS that have been lent, leased, or rented commercially
15. Bicycles not registered with JUICED by the BUYER **within 60 days of delivery/sale**
16. Warranty shall not apply to PRODUCTS and/or situations in accordance with the terms of a specific sale (e.g., scratches and dents to scratch & dent discounted merchandise)
17. Cleaning of any PRODUCTS

18. PRODUCTS that were not purchased by BUYER in new condition
19. Juiced Bikes will not pay for any third party service or prt replacement unless greed upon prior to the fix.
20. Juiced Bikes will not pay for return shipping on any damaged or defective product or component.
21. Juiced Bikes will not cover any damage that may occur during shipping if the owner sets up their own shipping option or if the bike is shipped using a freight forwarder or similar service.
22. International orders, our warranty is only good in the U.S.

Scope of Warranty Service

In case of a warranty claim within the warranty period for a non-excluded situation JUICED agrees to: Repair or replace the failed warranted PRODUCTS with equivalent parts/accessories/components at the discretion of JUICED, by JUICED, an authorized JUICED dealer, or by a third-party with the approval of JUICED. **Replacement parts may not be identical to those being replaced.**

Any additional non-warranty work done concurrently with a warranty repair/replacement will be subject to ordinary parts/labor fees. This includes anything not included by the warranty as well as anything excluded from the warranty.

No service, repair, or parts replacement provided under warranty will extend the original warranty period.

Warranty Claims Process

1. Register your bike within 60 days of purchase. Other products do not require registration.
2. If you suspect that any part/component is defective, **do not attempt to repair or replace it yourself or to have it repaired or replaced before contacting JUICED**— doing so may invalidate your warranty and may cause additional damage, not necessarily limited to the PRODUCTS in question, and may also create the risk of injury.
3. Contact JUICED via email to submit your warranty claim: support@juicedbikes.com. Juiced Bikes will not replace any part without seeing photos or video of the damaged part.
4. We will contact you to make plans for inspection and any warranty repairs.
5. All claims to this warranty must be made through Juiced Bikes. Proof of purchase may be required with any warranty request. Before making a warranty claim, we suggest that you contact our Technical Support team at support@juicedbikes.com as there might be a simple fix for your problem. Valid warranty claims will be processed through Juiced Bikes within one year of initial purchase.

Severability

The invalidity or unenforceability of any provisions of this Agreement shall not affect the validity or enforceability of any other provision of this Agreement, which shall remain in full force and effect. Any provision of this agreement deemed to be invalid or unenforceable shall be interpreted, unless prohibited by law, in accordance with the provision's intent and in consideration of applicable laws and corresponding industry standards.

Shipping Damage Claims

IMMEDIATELY inspect your product(s) for damage. Freight damage claims are extremely time sensitive. We will not accept freight damage claims later than 14 days from receipt of the product. Note any damage to your product(s) on the Bill of Landing before you and the driver sign-off on the shipment. Take pictures of any damage that is found and date the images when possible. Keep all packaging and paperwork until the inspection process is complete. Whenever possible, report damage claims within 10 days of delivery to a Juiced Bikes customer support representative. Please contact our Customer Support team for return/replacement instructions at support@juicedbikes.com | (888) 303-8889 ext 2