

JOULVERT

Welcome to the Club

Congratulations! You are the brand new owner of a Joulvert Journey Pro!

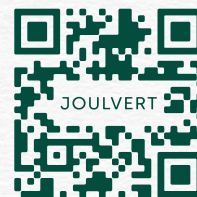
First of all, we would like to thank you for choosing a Joulvert electric bike. We believe this technology, with the benefits of electric propulsion, provides you with the perfect vehicle to increase your personal mobility.

Our geared, brushless, electric hub motor allows you to run errands or commute to work while saving money on gas and reducing your environmental impact on our world. It also gives you the opportunity to pedal if you want to get in some exercise along the way. All this and it's just plain fun to ride!

If you have any concerns, questions or suggestions about your Joulvert electric bike, please contact us at:
info@joulvert.com

Please Note:

This manual is not intended as a detailed service, repair or maintenance manual. Please seek assistance from a qualified technician for service, repairs or maintenance.





WARNING

Electric Bikes can be dangerous to use. The user or consumer assumes all risk of personal injuries, damage, or failure of the bicycle or system and all other losses or damages to themselves and others and to any property arising as a result of using the bicycle.

As with all mechanical components, the bicycle is subjected to wear and high stress. Different materials and components may react to wear or stress fatigue in different ways. If the designed life of a component has been exceeded, it may suddenly fail possibly causing injuries to the rider. Any form of crack, scratches or change of coloring in high stress areas indicate that the life of the component has been reached and it should be replaced.

For replacement parts, technical information and warranty assistance, please contact Joulvert at support@joulvert.com

PLEASE NOTE:

YOUR INSURANCE POLICIES MAY NOT PROVIDE COVERAGE FOR ACCIDENTS INVOLVING THE USE OF THIS BICYCLE. TO DETERMINE IF COVERAGE IS PROVIDED YOU SHOULD CONTACT YOUR INSURANCE COMPANY OR AGENT. DO NOT DISASSEMBLE, MODIFY OR REPLACE ELECTRICAL PARTS.

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What's in the Box

Toolkit



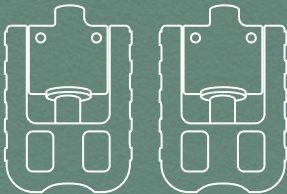
Key



Lithium-Ion Battery



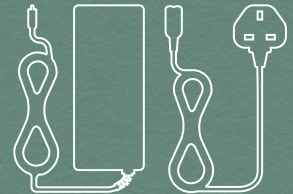
Pedals



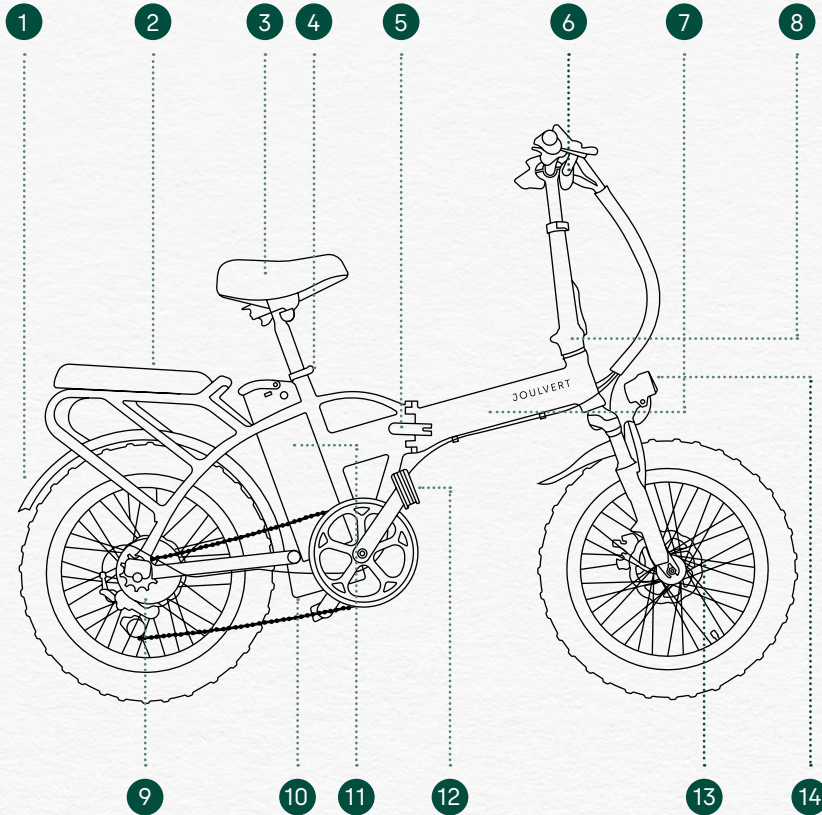
Passenger Pegs



Charger

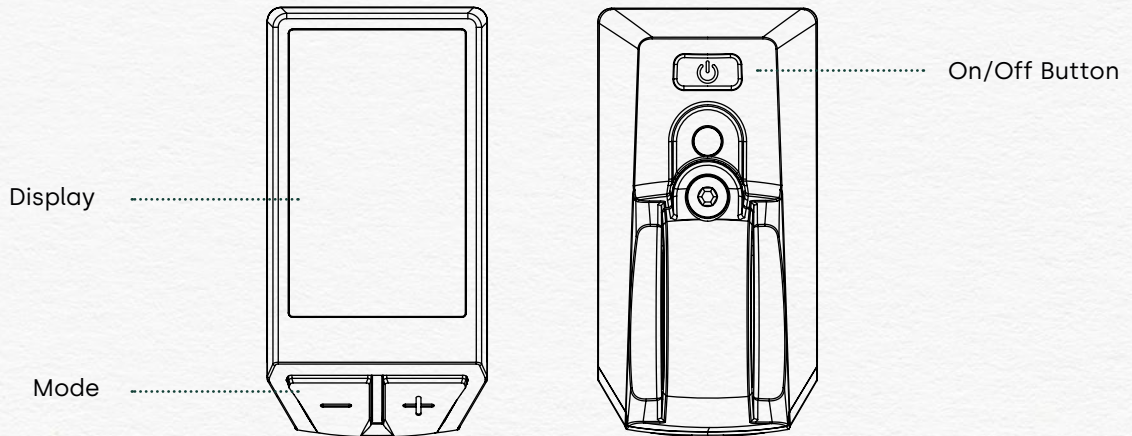


Bike Anatomy



1. Fenders
2. Integrated Rear Rack
3. Gel Saddle
4. Quick Release Seat Clamp
5. Frame Folding Clasp
6. LCD Display
7. Aerospace Alloy Frame
8. Folding Stem
9. Six Speed Gears
10. Rear Hub Motor
11. Lithium-Ion Battery
12. Folding Pedals
13. Disc Brakes
14. Integrated Front Headlight

Display



Scan for Display
Manual



Quick Start Steps



Check that there is air in both tires



Test your brakes



Make sure the folding mechanism secured



Handle bars are at the correct height and secure



Smile ;)

ASSEMBLING YOUR
JOURNEY PRO
FOR THE FIRST TIME

Assembly Videos

How to Assemble



How to Start



How to Fold



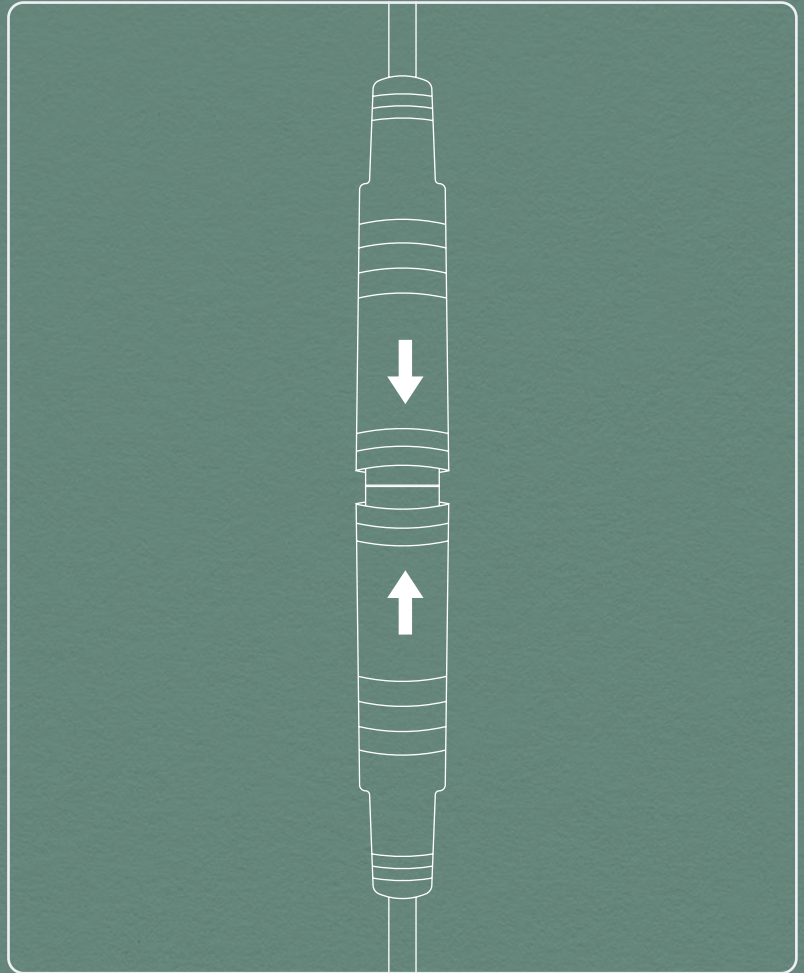
Taking Care



Connectors

01

The electrical components on the Journey Pro are connected to the controller through the main cable, each component has an individual connector that is color coded. When connecting the two sides, ensure the inner prongs are lined up accurately to avoid damage upon fitting. The connectors must be pressed firmly against each-other until the two sides are flush.



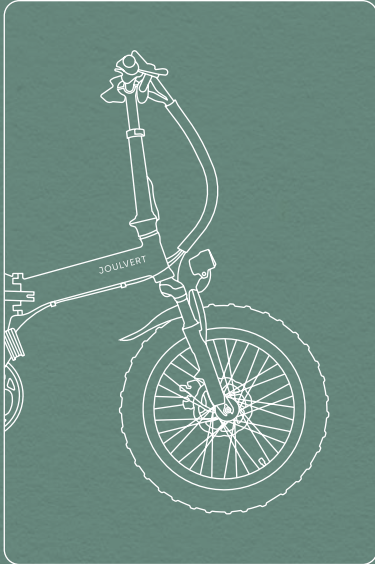


Front Wheel

01

To secure the front wheel, first unscrew the bolt located on both sides of the skewer using the supplied spanner.

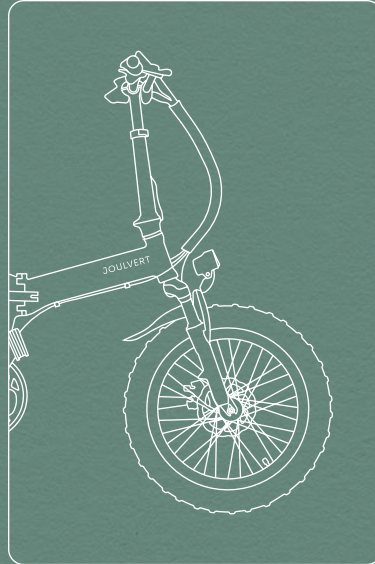
Slide the front wheel into the front fork making sure the brake rotor fits in between the brake calliper. Apply a small amount of downwards pressure on the bike frame to ensure the wheel is seated correctly.



02

Tighten the bolt either side of the wheel until it feels tight and secure using the supplied spanner.

Note: the wheel should be able to spin freely with no part of the brake rotor rubbing. Do not depress the front brake lever before installing the front wheel. This can cause the caliper piston to be pushed beyond its limit.



03

Using a tyre pump with a pressure gauge, inflate both tyres to the PSI indicated on the sidewall of the tyre.

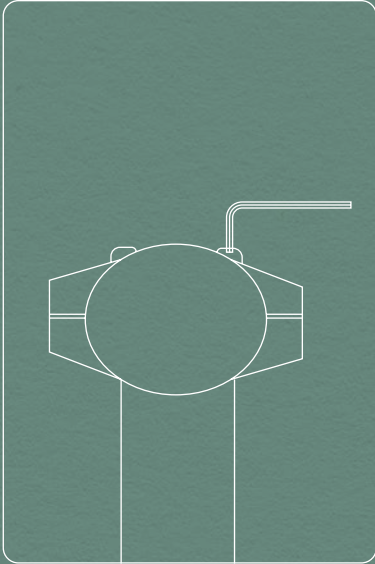
Note: Over-inflating or under-inflating your bikes tires can impact range and riding comfort.



Handlebars

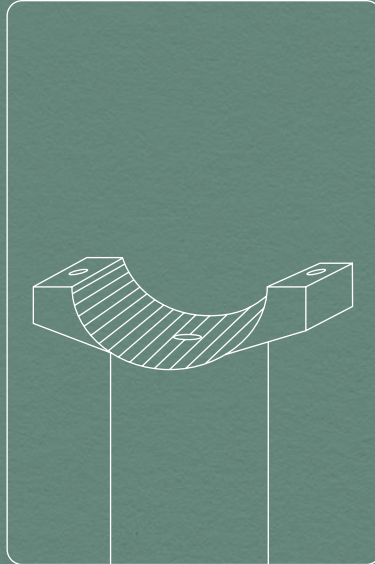
01

To install the handlebars, start by unscrewing the 2 bolts of the stem plate anti-clockwise using the 4mm Allen key provided.



02

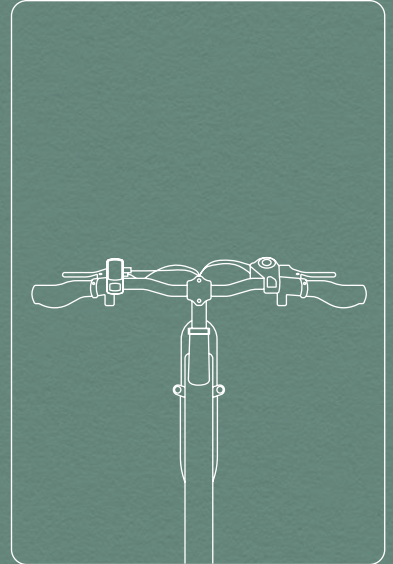
Place the handlebars into the groove and replace the stem plate using the bolts to secure it. Only tighten the bolts $\frac{3}{4}$ of the way. Ensure the brakes are on the correct side of the bike and the cables are not tangled.



03

Adjust handlebars so they sit centrally to the stem. Rotate the handlebars to an angle where pulling the brake levers is comfortable.

Tighten the stem plate bolts incrementally. This ensures even pressure across all bolts.



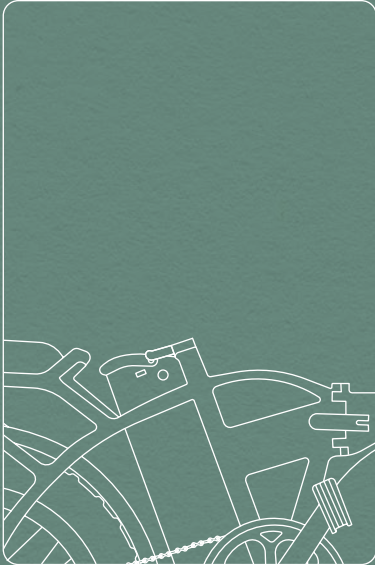




Seat

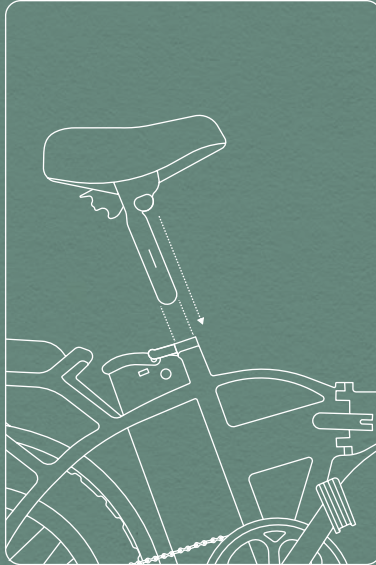
01

To install the seat, loosen the quick release on the bike frame.



02

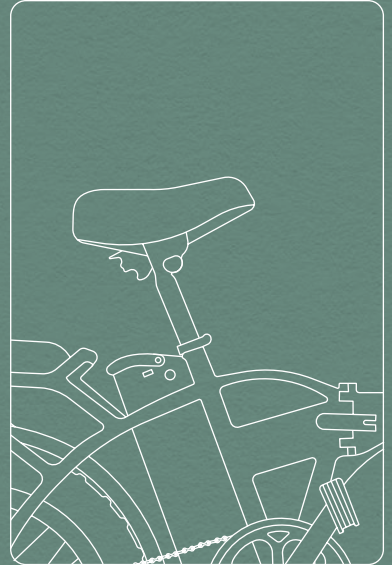
Insert the seat post into the bike and adjust to your desired height.



03

Secure the seat by closing the quick release tightly. The correct seat height is achieved when your leg is slightly bent when the pedal is at its lowest point.

Note: the seat must be inserted a minimum of 10cm.

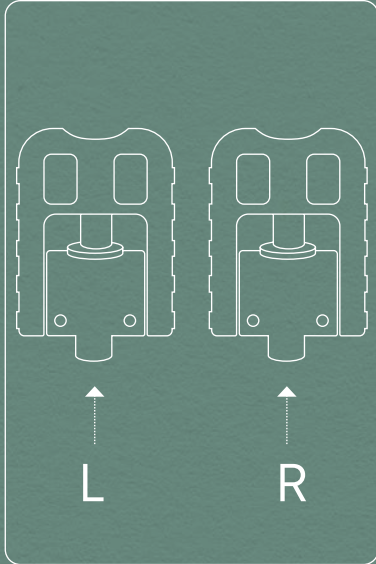


Pedals

01

In order to install the pedals, identify the Left and Right pedal by its marking.

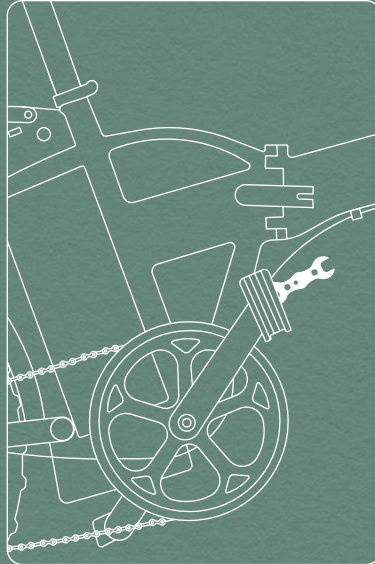
The Right Pedal is for the drive side (the side with the chain) and the Left is for the non-drive side.



02

Using the 15mm spanner included, secure the Left pedal onto the crank by tightening Anticlockwise. Secure the Right pedal by tightening Clockwise.

Note: There shouldn't be much resistance when threading the pedals. If you encounter high resistance, undo the pedal and try again.



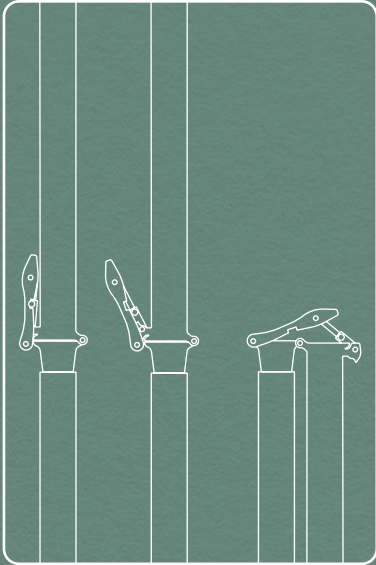




Folding Guide

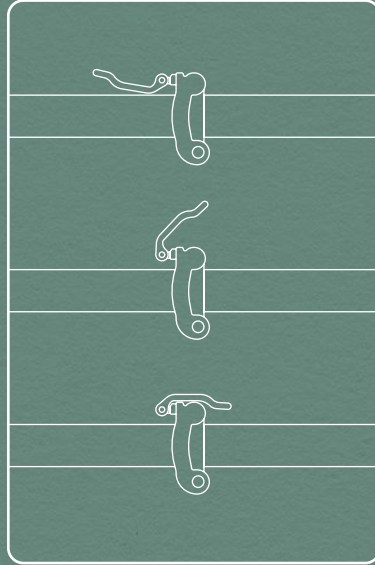
01

The handlebar stem can now be folded down, the pin must first be pushed upwards before pulling the folding clasp outwards.



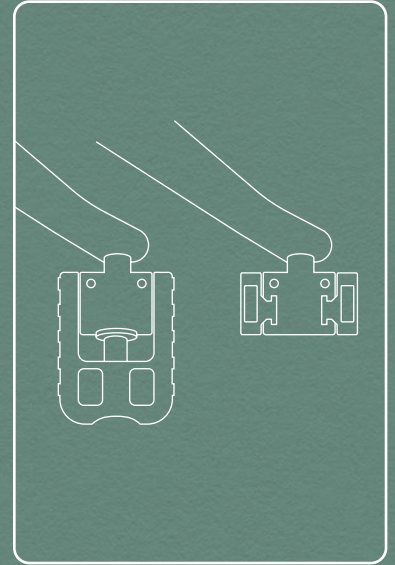
02

Release the folding clasp at the centre of the bike's frame, once the clasp has been released you will be able to release the central pin by pulling the clasp upwards above the bike frame.



03

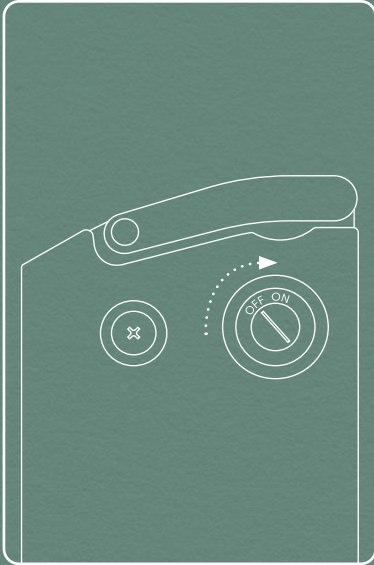
Finally the pedals can be folded inwards before folding the bike at the central hinge and placing it on to the standing frame below the bottom bracket.



How To Turn On Your Bike

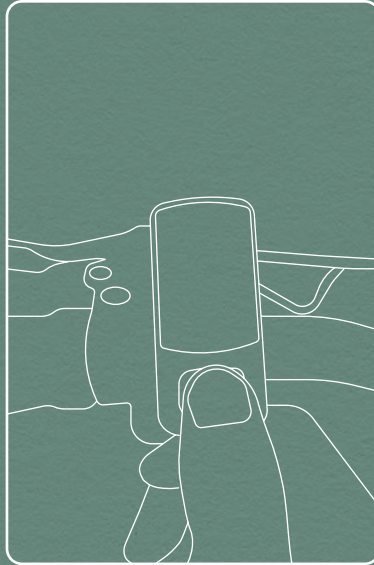
01

Insert key into the key slot on the battery and turn it to the battery 'ON' position



02

Hold the button on the LCD display to turn on the bike. To cycle through the power assist levels press the main button. The front headlight can be turned on/off by hitting the main display button twice in quick succession. Hitting the button three times in quick succession will cycle between KM and miles.





Joulvart

JOULVART

Praxair

Getting to Know your Journey Pro

Handlebars



Throttle



Front Light



Display



Rear Light



Gears



Safety Checklist Before Riding



Check your Frame is Locked

Before riding, you must ensure all the folding latches on your Journey Pro are firmly closed. Closed latches ensures the structural rigidity of the frame so always check before heading out on a ride.



Seat at the Correct Height

Ensure your seat is at an appropriate height so that you can put your foot to the ground when stopping, your knee should be at a slight bend when at the bottom of the crank cycle.



Handlebars at the Correct Height

The optimum handlebar position should have your shoulders and back in a neutral position, to reduce the strain on your neck and lower back. This means approximately a 90 degree-or-less angle between your arms and upper back when looking forward.



Battery Charged for 3 Hours

Before you ride your bike for the first time, you should charge the battery until fully charged, once the light goes green on the charging unit, you should charge for an additional 30 minutes for the first charge since the battery has been dormant during shipping.



Battery in Locked Position

Make sure the tires are correctly inflated Once the battery is charged and fitted on the bike, ensure the key has been turned beyond the locking position, you will see the pin has been locked through the battery rail. The battery can then be turned on and the bike is ready to ride.

Safety Check

Wear a Helmet

Always wear an approved helmet while riding your Journey Pro and follow the helmet manufacturer's instructions for fit, use and care of your helmet. It is your responsibility to familiarize yourself with the laws of where you ride your Joulvert and to comply with all applicable laws.

Your First Ride

When you buckle on your helmet and go for your first ride, be sure to pick an area away from cars, other cyclists, obstacles, or other hazards in order to become familiar with the controls, features and performance of your new Journey Pro.

Secure the Nuts and Bolts

Check the condition of your Journey Pro before every ride. Make sure no nuts, bolts or accessories are loose, with particular attention to the front axle and handlebar stem.

Additional Passengers

Make sure to use the Joulvert branded rear-seat with backrest. At all times the combined weight of yourself and your passenger must not exceed the maximum weight capacity of 280 lbs.

When riding with a passenger you should avoid rapid acceleration and high speeds.

Correctly Inflate Tires

Make sure the tires are correctly inflated with the recommended air pressure that is located on the side of the tire.

Weight Capacity

The Journey Pro maximum weight capacity is 280 lbs. Exceeding the maximum weight capacity can result in damage to the bike which can lead to serious injury.

Perform a Brake Test

Perform a brake test evaluation to check the left and right brake suitably lock the front and rear tire under full compression.

Practice

Try manoeuvring and braking on a flat, hazard and traffic-free street with and without a passenger before taking your Journey Pro into full operational use. Carrying a rear-seated passenger or heavy load involves risks, foremost of which can be reduced braking power and increased stopping distance.

Accessories Overview

Rear Seat + Backrest



U - Lock



Front Battery Bag



Rear Saddle Bags



Battery and Safety Care

Avoid subjecting the battery to high temperatures, such as direct sunlight, for prolonged periods of time. Recharge the battery before it becomes completely discharged. Completely discharging will reduce the number of recharging cycles available during the battery's life and ultimately limit the battery capacity. Never store the battery in a discharged state. After continued use, your battery's charge-holding capacity will decrease. If you find that your battery does not hold a sufficient charge, you should contact your local dealer to order a replacement.

If the battery will not be used for an extended period, charge it fully and recharge it every 1-2 months. Store it in a cool, dry place. Your battery is engineered with precision for high capacity and a long, useful life. Do not use it to power other electrical devices. Improper use of the battery will damage the battery and shorten its operating life and may cause fire or an explosion. If you experience unusual sounds or odors coming from the charger or the battery, unplug charger

immediately and contact the Joulvert support team.

1. Recharge battery after every use.
2. Do not disassemble or alter the battery or battery charger.
3. Do not place the battery near fire or corrosive substances.
4. Do not allow any liquids on or inside the battery/charger.
5. Do not expose the battery/charger to extreme weather conditions.
6. Do not operate the battery/charger if damaged.
7. Recharge the battery only with a charger specified by the manufacturer.
8. Do not use the battery/charger for any use other than its intended purpose.
9. Only use the battery/charger on Joulvert approved products.

Maintenance

How should I clean and store my Journey Pro?

To increase the operational life of your Journey Pro, you should periodically clean the bike frame and components with a damp cloth and some soap. You should avoid spraying the bike with a water hose as it can damage the electrical system. Store your bike in a dry shelter away from direct sunlight and wet weather. Applying chain lube (such as Tri-Flow or ProLink) to the drivechain post-cleaning of the bike is highly advised, and repeating this process on a monthly basis is recommended to increase operational life of the bike.

What bike maintenance should I do myself on an ongoing basis?

You should be responsible for ensuring the bike is safe to ride; routinely check the wheels for loose spokes, tightening if necessary. Checking all the parts are secured properly is essential, this includes but is not limited to crank arms, pedals, stem bolts, axle nuts handlebars. Before riding always check the braking system by inspecting both levers and calipers. Regularly replace damaged or worn out parts, including brake cables and brake pads.

How can I increase the operating life of my bike?

Depending upon riding cadence, you should do a full maintenance service at a professional bike shop annually or semi-annually. The professional technician will ensure the bike is maintained to a safe standard, replacing all worn or broken parts that inhibit function or safety.

Troubleshooting

What should I do if my Journey Pro isn't working?

Check the Quick Disconnect fittings to make sure they did not come loose or unplugged.

There are 5 total colored fittings to check:

1. Throttle - Yellow
2. Left Brake Lever - Red
3. Right Brake Lever - Red
4. Motor - Black 10 Pin
5. LCD Monitor - Green
6. Switch - Red

Simply unzip the black cable wrap until the Quick Disconnect fitting is exposed. If necessary, unplug and test the bike post the disconnection of each of the Quick Disconnect fittings to isolate the issue. Make sure that the battery is inserted fully into the bicycle. If it is not, the bicycle will receive no power.

For any additional troubleshooting help, refer to the Customer Help page at www.jouvert.com/pages/contact-us/ or contact your local bike technician.

Display Error Codes

- 21 - Current Error
- 22 - Throttle Error (Start Detection)
- 23 - Motor No Phase Position
- 24 - Hall Error
- 25 - Brake Error (Start Detection)
- 30 - Communication Display Receiving Error

