bunch

THE FAMILY BIKE

USER MANUAL

Welcome to the Bunch

Congratulations, you are now the proud owner of a 2020 Edition Bunch Bike! Please take the time to read this user manual before using your Bunch cargo bike for the first time. This user manual provides information on the use and operation of both our electric-assist and non-electric 3-wheel cargo bike models. Inside you will find information on the operation of the electric system as well as information on braking, shifting, general maintenance, safety and warranty relevant to both electric and non-electric models.

My Serial No.

Your bike's serial number is located underneath the cargo box, on the end of the rear half of the frame

For more information and the latest news and product updates, please visit our website or follow us on social media.

www.facebook.com/bunchbikes www.instagram.com/bunchbikes www.twitter.com/bunchbikes

www.bunchbike.com

Table of Contents

Assembly

In most cases, Bunch Bikes ships cargo bikes fully assembled, or uses a local partner to do final assembly, prior to delivery to customer. Dealers have the option to receive and assemble unassembled bikes. If you have received a fully assembled cargo bike you may move on to the First Ride Tips section.

If you have received an unassembled bike from Bunch Bike, assembly by a professional bike mechanic is required.

If you are a dealer looking for assembly information or a mechanic looking for parts or any additional technical information, please contact Bunch Bikes at info@bunchbike.com.

Warning! Improper assembly may cause damage to the bicycle or components and can lead to serious injury, accident, or fatality.

First Ride Tips & Pre-Ride Checklist

Cycling on a three-wheel cargo bike takes some getting used to, as the steering motion is different from a regular bike. The handlebar is fixed to the box and the entire box rotates as you turn. Until you are comfortable with the handling of your new bike, always remain seated in an upright position, and take all turns very slowly and with caution. Additionally, DO NOT stand and pedal. Standing while pedaling can cause the bike to turn unexpectedly if you put too much weight on the handlebars

Brake Balance Test

Before setting out on your first ride, please perform this brake test to make sure your front brakes are properly balanced. In a low traffic area pedal the cargo bike forward at a slow speed. With both hands firmly on the handlebar, lightly apply the front brakes and bring the cargo bike to a stop. Look to see if applying the front brakes causes the front half of the cargo bike to twist in either direction. Repeat this test a couple of times, gradually increasing to a normal riding speed. If at any point during the test, applying the front brakes causes the front half of the cargo bike to twist or turn, stop riding and take the bike to qualified bike shop to have the brakes balanced.

Warning. Stopping and accelerating times and characteristics may drastically change depending on how much weight you are carrying and what pedal assist mode (if applicable) you are in. Always familiarize yourself with starting and stopping times before riding at full speed or in heavy traffic areas.

Ride the bike with weight in the cargo box first

Ride the cargo bike with weight in the cargo box first to help familiarize yourself with the handling. Bunch cargo bikes are designed to perform best when loaded. Do not ride with a passenger in the cargo box until you are comfortable with the handling of the cargo bike.

Turning with a 3-wheel cargo bike

Turns, need to be taken at a slower speed than a normal bicycle. When turning, the leg that is inside the turn should be fully extended with weight pressing down on the pedal. This leg position, plus taking the turn slowly, will help keep both front wheels on the ground through the turn. Note: this leg position is the opposite of what is typically done on a 2-wheel bicycle. On a 2-wheel bike you want the outside foot down to prevent the inside pedal from scraping the ground.

⚠ Warning! Take all turns slowly on your Bunch cargo bike. When turning onto an incline (i.e. a driveway) you need to either significantly slow down or hit the incline straight on, with both wheels hitting the incline at the same time. Hitting an inclined turn at full-speed could result in the bike tipping over, resulting in damage to the bike, serious injury, or death.

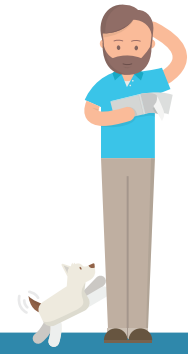
Adults in the Cargo Box

If you are riding with an adult in the cargo box, they need to sit on the bench that is closest to the rider. If the adult sits on the front bench instead, it causes the weight to be front-loaded and could result in the bike tipping forward if the rider were to dismount from the bike.

Pre-Ride Checklist

Important: Before every ride, and after every 25-45 miles (40-72 km), we advise following the pre-ride checklist.

- ✓ *Adjust saddle and handlebar height (p.17)*
- ✓ *Check tire pressure (p.21)*
- ✓ *Perform front brake balance check as described in section (p.4)*
- ✓ *Check the charge on your battery (p.8)*
- ✓ *Check that seat belts are properly fastened when riding with children (p.18)*



Battery and Charging

Range

Range is the total distance you can travel with your electric Bunch cargo bike on a single trip without recharging the battery. The average range of the electric cargo bike is typically 20-30 miles. However, the range is dependent on many factors and conditions, as listed below.

Influencing factors:

- *Total weight (weight of the cargo bike + rider + load in the box)*
- *Resistance (wind, tire pressure, speed, road conditions and differences in altitude)*
- *Your driving behavior (shifting gears up and down in a timely manner and driving speed)*
- *Outdoor temperature*
- *Age of the battery (battery capacity decreases as the battery ages)*

Battery Capacity

- Your Bunch cargo bike Li-ion battery has a battery capacity of 13.6Ah and a voltage of 48v, resulting in a total of 652.8 watt hours.

Battery On/Off

The battery's power switch is located underneath the battery on the right rear. Switch to '-'to turn the battery on and 'o' to turn it off. The battery should be turned off when not in use.

Battery Charge Indicator

The charge indicator on your battery is the most accurate way to check the charge of your battery and can be used with the battery on or off the bike. The indicator is located on the top rear of the battery. To check the battery's status, turn on the battery using the power switch, then press the battery symbol button next to the battery indicator. Your battery's status will be displayed using the four lights covering the range from full to empty. The battery is full when all four indicator lights are lit. As the battery is used, fewer lights will display until the battery is empty and only displays one red indicator light.

Integrated Rear Light

The rear of the battery case has an integrated rear tail light. The tail light is controlled from the handle bar switch and can be turned on by pressing and then releasing the power button, once the system is already on. This will also turn on the front light.

Please note that if the battery runs out of charge, the rear light will not work, reducing night time visibility.

Battery Removal

To remove the battery, unlock it from the controller mount in the rear cargo rack by inserting the key and turning it 180 degrees counter-clockwise until it reaches the open position. Grasp the battery by the handle located on the bottom rear and slide the battery out the rear cargo rack. To re-install the battery, slide the battery back into the rear cargo rack and then turn the key clockwise 180 degrees to the locked position.

Important: Always check that the battery is securely engaged in the rack. An improperly installed battery may result in inconsistent performance during riding, loss of power assist during riding, or possible loss of the battery.

Charging the Battery

Your battery can be charged on or off the bike. The charging port is located on the left rear of the battery pack, and is protected by a rubber cover. When charging, the light on your battery charger will light up red. When the battery is fully charged the light will switch to green. It can take 4-6 hours to fully charge the battery.

- Check the charger and battery for damage before beginning each charge
- Charge your battery in temperatures between 50 °F - 77 °F (10 °C - 25 °C)
- Charge in a safe area that is dry, indoors, out of direct sunlight, dirt, or deris, and in a clear area away from potential to trip on the charging cords.
- You may charge your bike to full after each use. There is no need to completely discharge the battery before charging again.
- Do not leave the battery attached to the charger for more than 12 hours at a time. The charger does automatically stop charging when full, but wear could occur if left attached to the charger for more than 12 hours.
- Do not leave a charging battery unattended
- Do not drop the charger.
- Do not use any charger to charge your battery other than one provided by Bunch
- The charger can get hot when operating. Do not cover the charger. If you notice a strange smell or overheating, stop use immediately and contact Bunch

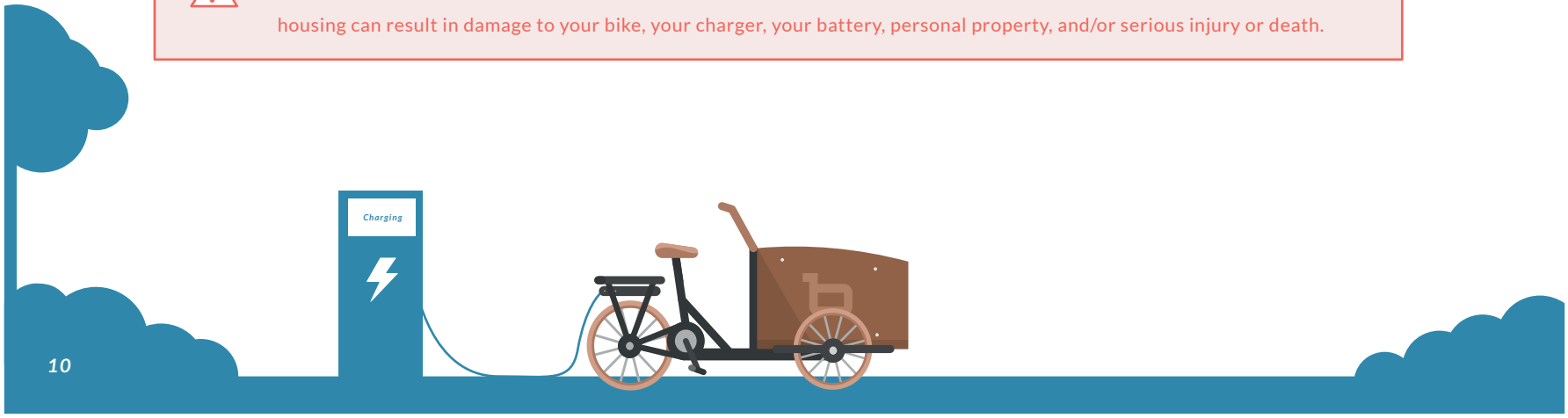
Long-Term Battery Storage

If storing your battery for longer than 2 weeks at a time, follow the instructions below.

Important. Failure to follow proper battery storage procedures can result in a non-functional battery and replacement will not be covered under warranty.

- Charge (or discharge) the battery to approximately 75% charged.
- Store the battery in a dry, climate controlled, indoor location between 50 °F - 77 °F (10 °C - 25 °C)
- Check the battery every month, and charge the battery back to 75% charged.
- When removed from the bike, ensure it is turned off.
- Do not drop or damage the battery or store in a location where it could be damaged.
- Do not touch the positive and negative terminal contacts when the battery is removed.

Warning! Use only a charger provided by Bunch Bikes, and charge your battery in accordance with the procedures and safety information in this manual. Using an aftermarket charger, failure to follow proper charger procedures, or opening the battery housing can result in damage to your bike, your charger, your battery, personal property, and/or serious injury or death.



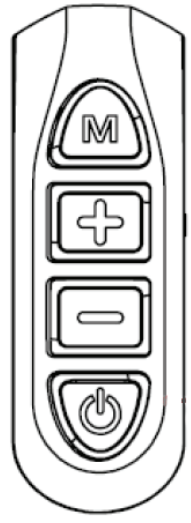
Display and Controls

Turning the display on and off

First, ensure that your battery is charged, locked in place, and turned on (p. 8-9). Then, turn on the display by pressing the red power button. Turn the display off by holding the red power button for 2 seconds. The display will automatically go to sleep when the bike is stationary and no button has been pressed for 10 minutes.

Pedal Assist Level Selection

There are 6 pedal assist levels (PAS) that can be selected using the '+' and '-' buttons on the control switch. PAS 1 provides the least amount of power assistance, and PAS 5 provides the most. PAS 0 turns the pedal assist off. The current PAS is shown on the left side of the display, as well as the descriptors ECO (PAS 1-2), STD (PAS 3-4), and Turbo (PAS 5).



Thumb Throttle

The thumb throttle can be used at any time in all PAS levels to manually control motor output. Max speed and power delivery will be lower when using the throttle in the lower PAS levels. Both max speed and power delivery increase when higher PAS levels are selected.

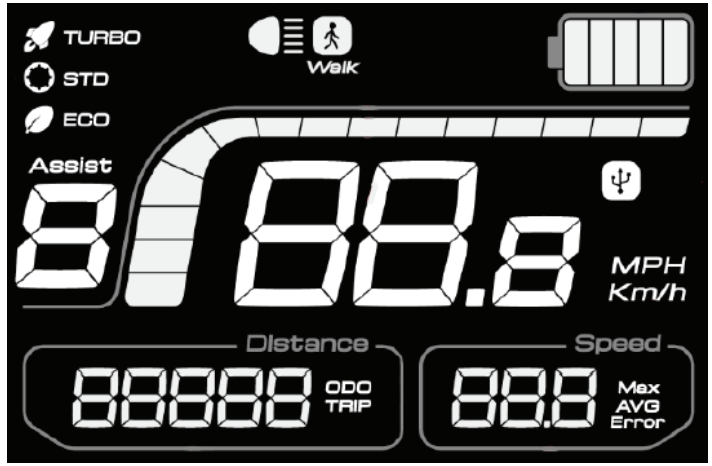
Walk-Assist Mode

A walk-assist mode is available to provide small power assistance while walking with the bike. While walking, hold "-" to enable "walk assist mode". The walk mode icon will show at the top of the display, and the motor will provide a small amount of assistance. Keep your other hand on the brake level when using walk assist. Braking will cut the power to the motor and help stop the bike in an unexpected situation.

Odometer & Trip

Odometer and trip distance is shown in the bottom left corner of the display screen. The display will alternate between the two while the bike is in use. Odometer (ODO) is the total distance ridden on the bike. Trip 1 displays the total distance ridden since the bike was last turned on.

Max Speed and Average Speed for the Trip are shown in the bottom right corner of the display. The display will alternate between the two while the bike is in use.



Battery Life Indicator

The battery life indicator can be found in the top right of the display. The battery image has 5 segmented bars. Each segment represents 20% battery capacity. When the battery is full, all 5 segments will be shaded. The battery should be recharged before it is drained to 1 bar. If it reaches 1 bar, the motor may produce noticeably less power. When the battery is severely drained, the last bar will begin to flash.

Front Headlight and Tail Light

Press and release the power button to turn on both the cargo bike's front headlight and integrated tail light. The display screen features a light indicator that will appear on the top of the display when the lights are turned on.

USB Charging

The USB port can be found at the back of the control switch, opposite the red power button. Press and release the 'M' button to turn USB charging on and off. When on, the USB icon will display on the right side of the display.

Settings Menu

To enter into the settings menu, hold the 'M' button for 3 seconds. The display will then prompt for an access code before changes can be made. The access code for your bike is 1919. Use the '+' and '-' buttons to change the selected number. To change the selection, press the 'M' button. Once the access code has been entered, the display will enter the settings menu.

Press 'M' to cycle through the setting interfaces (P01, P02, P03, P04 and System Version), press '+' or '-' to select the desired parameter. After 8 seconds of no input, the display will save and changes made and exit the settings menu.

P01: Wheel circumference setting. By default, this should be set to 1907mm which is the circumference of your cargo bike's rear wheel. This setting should not be changed, as any changes will cause inaccurate speed and mileage data to be displayed.

P02: Km/h & MPH. Select Km/h or MPH. Your speed and mileage will be displayed in the selected units. The selected units will be indicated on the display screen next to the speedometer.

P03: Speed Limiter. This is an optional setting from the manufacturer, and is non-functional on your bike.

P04: System Voltage. By default, this is set to 48v, as your cargo bike's battery and controller are on a 48v system. This setting should not be changed.

Software Version: This displays the software version your system is operating on, and is for diagnostic purpose only.

Error Codes

If the power assist is not working properly, there will usually be an error code in the bottom right corner of the display. Use the chart below to see steps you can take to troubleshoot and correct the issue. If no error code is displayed, and your power assist is not working properly, then check all cable connections, charge the battery, and make sure the battery is inserted all the way. If an error persists after troubleshooting, contact Bunch or your Bunch dealer for further assistance.

Error Code	Definition	Troubleshooting Steps
2	Overcurrent Detected	Unplug and re-connect the motor cable connection at both ends: by the right chainstay and behind the seat tube, making sure to line up the arrows. If error persists contact Bunch.
3	Motor Stalling	May occur if there is too great a load on the motor, such as while trying to start a heavy load on a steep hill, or if the wheel is stuck. If error persists, contact Bunch .
4	Battery Under Voltage	Charge the battery. If error persists, contact Bunch.
5	Brakes Engaged or Sensor Malfunction	Error 5 always displays while the brakes are engaged. Check that both parking brakes are fully released and that the brake levers are not stuck. If error persists, contact Bunch.
6	Hall Sensor Error	Unplug and re-connect the motor cable connection at both ends: by the right chainstay and behind the seat tube, making sure to line up the arrows. If error persists contact Bunch.
7	Throttle Error	Turn the battery off and on to reset the display. If error persists, disconnect throttle wire under the handlebars. If error goes away, you may use the bike, but contact Bunch for a new throttle.
9	Over Voltage	Nothing you can do. Contact Bunch. :(
10, 15, 16 A, or F	Various Display Communication Errors	Unplug and re-connect the display cable connection at both ends: under the handlebars and behind the seat tube, making sure to line up the arrows. If error persists, contact Bunch.

Cycling with Pedal Assist

What is Pedal Assist?

Your Bunch cargo bike is equipped with electric pedal assist. This means that an electric motor enhances the power of your pedaling. Other than selecting the pedal assist level, this occurs automatically. In pedal assist mode if pedals are not rotating the motor will not work. When pedal assistance is enabled, the acceleration is higher so you will have an easier start.

Cycling with Pedal Assist

When the pedal assist is on, cycling with your cargo bike is very different from a non-electric bike. It is easier to pedal than you might be used to. Use a low pedal assist (PAS) level when starting to cycle from a standstill. Also, if you are cycling slowly, use a low PAS level. When you increase speed you can increase the level of PAS. The pedal assist will stop if you stop pedaling, or if you pull the brake levers. Once you start pedaling again, the pedal assist will automatically start again.

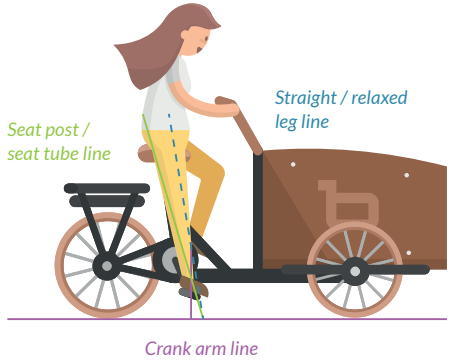
Turn off pedal assist or switch the system off completely when you step off your Bunch cargo bike. Never walk with the pedal assistance activated because the cargo bike can suddenly shoot forward if you rotate the pedals. If you need assistance from the motor when walking, use the walk-assist function (p.11). Switch the pedal assistance off when cycling on a bad or slippery road or when you want to cycle slowly.

Fit Adjustments

Seat Height Adjustments

Proper seat height is important to rider comfort and efficiency. Please follow these steps to check for correct seat height.

- Sit on the seat
- Place a heel on a pedal
- Rotate the crank until the pedal with your heel on it is in the down position and the crank arm is parallel to the seat tube. – If your leg is not completely straight, your seat height needs to be adjusted. If your hips must rock for the heel to reach the pedal, the saddle is too high. If your leg is bent at the knee with your heel on the pedal, the seat is too low.



DO NOT ride your bike with the seatpost above the minimum insertion mark. The minimum insertion mark can be found engraved towards the bottom of the seatpost. It is designed such that it should not be visible when the seatpost is properly inserted into the frame. If the mark is visible, not enough seatpost is inside the frame for the bike to be safely ridden.

Seat Angle Adjustment

Most people find their seat most comfortable when it is level and all Bunch Bikes should come with the seat in the level position. If you prefer a different position or if the seat angle slips it can be adjusted by loosening the two 13mm nuts on the seat clamp right underneath the seat. Loosen both nuts evenly and incrementally until the clamp is loose enough to allow the angle to be adjusted. Tighten both down in a similar pattern to loosening, taking care not to unevenly tighten them.

Handle Bar Height Adjustment

Handle bar height can be adjusted by loosening all four clamp bolts. Start by loosening the four 13mm nuts on all the bolts, then loosen the bolts with a 6mm allen/hex key. It should only be necessary to loosen the bolts 2-4 turns, it is not necessary to remove the bolts completely. Grasp the bar with both hands, one on each side, and move it up and down as necessary. Moving both sides at once assures an easy and smooth movement. Be careful not to pull the bar up too high. The bar must remain fully inserted through both clamps. Once the desired hight is achieved, tighten down the four bolts using a 6mm hex key. The bolts should be snug but do not over-tighten them to the point of crushing the bar. Once all the bolts have been tightened, lock them in place by tightening the 13mm nuts down onto the clamp surface.

Warning: Failure to obey seatpost minimum insertion markings or inserting the handle bar completely through both clamps may result in irreparable damage to the bicycle and components, void your warranty, and cause severe injury, accident, or fatality.

Seat Belts and Child Steps

Seat Belts & Benches

For taller children: Insert the plastic slide on the end of the strap (Slide A) through the oval hole in the cargo box, then use the other plastic slide (Slide B) to fully tighten onto the shoulders. Clip the No-Slip Shoulder Clips to clip each strap behind the shoulder blades. This will stop the belts from slipping off the shoulders.

For smaller chidlren: Insert only Slide B through the oval hole in the cargo box, so that Slide A is hanging on the inside of the cargo box. To adjust, feed additional strap length through the oval hole, and pull Slide A down to tighten. Then, as described above, clip the No-Slip Shoulder Clips to each strap behind the shoulders.

To remove the benches, first pull the seat belt slides through the oval hole on the cargo box, so that the straps are no longer attached. Then, undo the latch, slide out the top bench panel and then the front bench panel. Bench storage can be locked by inserting a padlock (not included) into the latch.

Child Steps

Above each of the front wheels there is a child step attached to the side of the cargo box that children can use to climb into the box. The weight limit for the steps is 80 pounds.

Technical Information

Removing and re-installing wheels

Front wheels: The process for removing and installing the front wheels is the same for both non-electric and electric bikes. First make sure the front parking brake is disengaged and engage the rear parking brake (p.22). Remove the disc brake caliper using a 5mm allen wrench. Remove the wheel by loosening the axle nuts with a 15mm wrench. Use of a closed end wrench is recommend to prevent stripping. Lift the cargo bike off the wheel, high enough to remove the wheel from the frame, and set the bike down gently on the frame. Reinstall the wheel by reversing the removal process.

Rear Wheel: For both electric and non-electric bikes it is ideal to have something to support the rear of the bicycle with after removing the rear wheel. This is necessary to keep the rear of the bicycle from resting on the rear derailleur once the wheel has been removed, preventing possible damage to the derailleur or derailleur hanger. We recommend using a light duty jack stand. If one is not available, then any stable object 7 inches to 1 foot tall that can support the weight of the rear section of the bike can be used.

For electric models: Turn off the electric system. Shift into the highest gear. Disengage the rear wheel parking brake and engage the front wheel parking brakes. Disengage the rear wheel lock, if applicable. Disconnect the hub motor from the electrical system at the junction on the chainstay, nearest to the motor. If necessary, carefully cut any zip ties attaching the motor wire to the frame. Break loose but do not completely loosen the axle nuts with a 19mm wrench or socket. Place your support under the frame just in front of the crankset, so that the rear wheel is no longer touching the ground. Loosen the axle nuts the rest of the way. It may be necessary to completely remove the drive side axle nut and slotted axle washer to ease in removal of the wheel. Drop the wheel out of the frame, pick the frame up as necessary to remove the wheel from under it, and set the frame back down on your support. Reverse the process to reinstall. Note that the electric models are equipped with a slotted axle, slotted axle washers, and non-slotted axle spacers. When reinstalling, the axle washers and power cord must point forward, and the axle spacer must be on the inside of the frame. Be sure the wheel is fully inserted and that slotted axle washers are properly engaged with the frame. To plug your motor back into the system, line up the arrows on the male and female end and press them firmly back together. Replace any zip ties you removed to hold the wire properly in place.

Non-Electric models: Shift into the highest gear. Disengage the rear wheel parking brake and engage the front wheel parking brakes. Disengage the rear wheel lock, if applicable. Break loose but do not completely loosen the axle nuts with a 15mm wrench or socket. Place your support under the frame just in front of the crankset so that the rear wheel is no longer touching the ground. Loosen the axle nuts the rest of the way. It may be necessary to completely remove the drive side axle nut to ease in removal of the wheel. Drop the wheel out of the frame, pick the frame up as necessary to remove the wheel from under it, and set the frame back down on your support. Reverse the process to reinstall.

Warning: Before riding your cargo bike after re-installing the wheels be sure all axle nuts are firmly tightened, all wheels sit straight in the frame, and all brakes work properly.

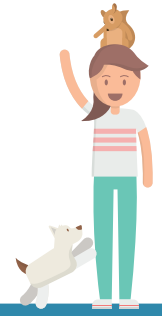
Tires, Tubes, Changing a Flat

Proper inflation: Bike tubes, even when not damaged, may need to be brought up to proper pressure every week or two. Check the pressure in your tires frequently. The best way to inflate your tires and check pressure is with a bike pump equipped with a gauge. Your Bunch bike cargo trike uses Schrader valve tubes. All tires have a label on the side wall indicating the proper pressure range. Always follow the recommendations printed on your tire. If you are using our stock Schwalbe Big Apple tires, then that range is 35-55psi for the front tires and 35-70psi for the rear tire. Running a lower psi provides a more comfortable ride but may increase the risk of pinch flats. Running a higher psi is more efficient but less comfortable. We recommend running 45psi for both front and rear in our stock tires.

If you need replacement tires or tubes you can contact Bunch Bikes directly or contact your local bike shop. Your Bunch cargo bike uses 20in x 2.15 front tires and tubes, and a 24in x 2.0 rear tire and tube.

To change a flat, follow the instructions in the previous section to remove your wheel, then change the flat as you would for any other bicycle.

⚠ **Warning:** Never inflate a tire beyond the maximum pressure marked on the tire's sidewall or the wheel rim. Exceeding the recommended maximum pressure may blow the tire off the rim or damage the wheel rim, which could cause damage to the bike and injury to the rider and any bystanders.



Operating the Brakes

Familiarize yourself with the operation of your brakes before riding the bike. Bunch cargo bikes use one lever to actuate the two front disc brakes. This helps ensure good stopping performance even when the bike is loaded. It also means that the front brakes are stronger than some riders may be used to. It is recommended to periodically perform the front brake balance test (p. 4).

Parking brake feature: both electric and non-electric bikes are equipped with front and rear parking brakes to keep the bike stationary while parked.

To engage the parking brake, pull back firmly on the brake lever until the brake is fully engaged. While holding the brake lever, rotate the small switch on the top of the brake lever body towards the brake lever until it clicks into position. Loosen your grip on the brake lever. This should lock the lever, keeping the brake engaged. To disengage, squeeze the brake lever to take pressure off the lock system, and rotate the switch away from the lever to the open position. The brake lever should now be able to return to the open position.

⚠ **Warning:** Always engage both parking brakes before loading or unloading the bike, especially when on an incline. Failure to do so can result in serious injury or death.

Operating the Shifters

Your Bunch cargo bike is equipped with an 8-speed Shimano shifting system. This system uses just one shifter and rear derailleur. Other than the lack of front shifting this system should be similar to any you may have encountered on a typical bicycle. The shifter has a thumb actuated lever, an index-finger actuated lever, and a dial indicating which gear you are in: 1-8. The index-finger lever will shift the bicycle into a higher gear for faster riding. The thumb lever will shift the bicycle into a lower gear for climbing hills or low speeds.

Only shift while pedaling. You must be pedaling for the shifting system to work. Shift while pedaling at a normal cadence and avoid shifting while pedaling under heavy pedaling load, such as while pedaling out of the saddle or going up a steep hill. DO NOT shift while pedaling backward, this could jam the chain and cause serious damage to the bicycle.

Warning: Never shift the derailleur into the largest or the smallest sprocket if the derailleur is not shifting smoothly. The derailleur may be out of adjustment and the chain could jam, causing loss of control or serious damage to the shifting system.

Basic Diagnostics

This table is for the mechanical systems found on both non-electric and electric model bikes. If you are experiencing issues with your power assist system, display unit, or other electric systems please see page 14. This table is intended only to help you diagnose possible issues, understand the severity of those problems, and offer possible solutions to simple issues.

Issue	Diagnosis	Solution
Drive Train Squeaks	Check to see if the chain is dry	Lubricate chain with a bicycle chain specific dry lube
	The chain is oiled/you already oiled the chain the squeaking persists	Apply a small amount of lubricate to the base of each pulley wheel on the derailleur
Shifting is clunky or inconsistent	Check to see if the derailleur hanger is bent (does the derailleur look to be in a parallel line with the gears)	Stop riding the bike immediately and have it serviced by a qualified professional
	The derailleur hanger is straight but it doesn't quite shift cleanly into a lower gear. It will shift if you press the lever a little past the click.	Turn the barrel adjuster located at the cable entrance on the rear derailleur counter clockwise ¼ turn. If the problem persist try an addition ¼ up to 2 full turns. If the problem persist bring the bike to a service professional.
	The derailleur hanger is straight but the gears make a clicking noise at all times. Shifting into a lower gear is fine but it hesitates to go into a higher gear	Turn the barrel adjuster located at the cable entrance on the rear derailleur clockwise ¼ turn. If the problem persist try an addition ¼ up to 2 full turns. If the problem persist bring the bike to a service professional.
	Shifting hesitates in both directions, it can't shift into every gear, or jumps wildly	These are signs of a drive train in need of service by a professional and could be caused by several things or a combination of several things.
Derailleur shifts(drops chain) off the cassette cluster to the inside or outside	Drops chain. Check derailleur hanger	Stop riding the bike immediately and have it serviced by a qualified professional

Issue	Diagnosis	Solution
Brakes Squeal	Check to see if braking surfaces are wet.	If they are wet continue to ride the bike and see if the squealing stops as the pads dry. If they are not wet and the bike still stops properly you may continue to ride but the bike will need service to get rid of the noise.
Brakes Drag or make rubbing noises	Lift the frame, spin the wheel, and watch to see how severe the drag is.	Seek professional maintenance, stop riding the bike immediately if the drag is severe.
	As they are spinning check to see if the wheels are true (do they wobble side to side)	Bring the bike to a professional service shop to have the wheels trued.
Brake no longer stops the bike properly		Stop riding the bike immediately and have it serviced by a qualified professional
Bike pulls to the left or right while braking	Perform front brake balance test (p. 4)	Stop riding the bike immediately and have it serviced by a qualified professional if the brakes are out of balance.
Box feels loose, has up and down play	Lift the box section by the handle bar and see if you feel an up and down play in the main pivot bearing between the box section and main frame.	Stop riding the bike immediately and bring the bike to a professional service shop to have the main pivot tightened.

Warning: This table is not intended to serve as an exhaustive list of possible issues or as a repair manual. Bunch Bikes recommends that all repairs be performed by a qualified professional mechanic.

Maintenance

Recommended Service Intervals

Interval	Maintenance to Perform
After First Month or First 200 Miles	All new bicycles experience a short break-in period and will require a professional tune-up. Have the following items checked by a professional mechanic: brakes, shifter, and spoke tension.
Bi-Weekly (On-going)	Check tire pressure - Inflate any low tires to recommended pressure (p. 22) Check chain lubrication - Clean and lubricate a dry or dirty chain Check spokes on all wheels - Tighten any loose ones Check that all cargo box and accessory bolts are tight
Every 6 months or 1000 Miles	Tune up shifting and brakes, check spoke tension and wheel true Check fender bolts, rear rack bolts, and chain guard bolts Check for wear, rust, and chain stretch Check tightness of pivot nut connecting front and rear halves of the bike
Every 12 months or 2000 Miles	In addition to all items in the 6 months maintenance schedule: Replace chain and all cables and housing Check and service wheel bearings on all three wheels Inspect the bottom bracket bearings for wear and replace if necessary Clean and lubricate the seat post

Cleaning

You can clean your Bunch cargo bike by brushing it with a soft brush to remove the dirt and then washing it with warm water. Regular cleaning of your cargo bike promotes longevity. If you have an electric model beware of excessive use of water around the electronics and battery. When cleaning your cargo bike it is advisable to remove the battery. Never use a high-pressure cleaner! Many parts of the bike require oil or grease. Do not wash these substances away. If any oiled or greased parts are washed clean be sure and replace the necessary lubricant.

> ⚠ **Warning:** Do not clean your Bunch cargo bike with a strong water jet or high-pressure hose, as this can damage the electronics of the cargo bike and/or any rotating mechanical parts. This will void your warranty.

Maintenance of the Cargo Box

Use a rain cover, rain tent, or cargo bike cover if the bike is to be left outside for any period of time. This will protect the box against various weather conditions. Damage to the paint makes the wood more vulnerable to moisture. If damage to the paint occurs, treat it with a clear coating of varnish suitable for outdoor use. This will prevent moisture from penetrating into the wood.

Treatment

We recommend treating certain parts of your Bunch cargo bike soon after cleaning. Rotating parts require grease or oil. It is advisable to periodically lubricate the chain, sprockets and shafts. To prevent corrosion, we recommend that you regularly mend any damage to the paintwork on both the frame and any wooden surfaces.

Safety

Cycling, like any activity, does expose the rider to some unavoidable risks. Consider these risks and always be sure to follow these safety practices and any local laws. Remember that laws and regulations change from state to state and city to city, and it is your responsibility to know and obey your local laws. This includes properly equipping yourself and your bike as the law requires. If you are unsure about your local laws, then a good place to start is contacting your local bike shop.

Helmets

All riders and passengers should always wear a helmet. Helmets can significantly reduce your chance of head injury in the event of a crash. Riding a Bunch cargo bike does not protect you or your children from the risks inherent in riding with traffic. Make sure your helmet is U.S. Consumer Product Safety Commission certified and always make sure you follow the manufacturer's instructions for proper fit and size. Always properly attach your helmet. Never use a damaged helmet. If your helmet becomes damaged, replace it immediately.

Warning: Failure to wear a helmet when riding may result in serious injury or death.

Children in the Cargo Bike

Children must be seated on the bench and properly buckled at all times when riding in the cargo bike. Always check that your children's seat belts are properly buckled, prior to each ride (see p. 18). Failure to do so can result in serious injury to your child as a result of sudden acceleration or braking of the bike, or in the case of a road collision.

Do not allow children to play inside or on the cargo bike unsupervised. Do not allow children to play with the equipment mounted on the handlebars. Doing so can result in serious injury or death.

Make sure that your children keep their hands and all objects inside the cargo bike at all times. Do not allow them to hang their arms out of the cargo box. Doing so can result in serious injury or death.

> ⚠ **Warning:** Do not leave children unsupervised for any length of time while they are inside the cargo bike. Doing so can result in serious injury or death.

Riding on the Road

Riding on the road contains its own set of dangers and risks. It is inherently hazardous and exposes you to risk of serious injury or death. Always follow your local laws concerning bikes on the road and always follow traffic law. In addition, consider these items before setting out on any ride to help keep you and your passengers safe:

- **Route:** What is the safest route? Choose low traffic neighborhood streets, roads with designated bike lanes or routes, or bike paths. Think about where you're going to cross any busy roads along your route and incorporate the safest option for crossing into your route.
- Ride defensively. Always assume that others do not see you!
- Make eye contact with drivers at intersections, and confirm they see you. A friendly wave can help as well.
- Be respectful of other road or path users including motorists, pedestrians, and other cyclists. Remember, especially if you are commuting, that these may be the same people you encounter on your ride every day.
- Look ahead and be ready to avoid: Vehicles slowing or turning, entering the road or your lane ahead of you, or coming up behind you. Parked car doors opening. Pedestrians stepping out. Children or pets playing near the road. Potholes, railroad tracks, construction, debris, or any other obstacles that may cause you to swerve or lose control.
- Stop at stop signs and traffic lights. Slow down and look both ways at street intersections. Remember that a bicycle always loses in a collision with a motor vehicle, so be prepared to yield even if you have the right of way.
- Never carry anything which obstructs your vision or your complete control of the bicycle. Be careful to not to exceed the basket weight limit of 220 pounds and never ride with more weight than you can handle.
- Use approved hand signals for turning and stopping. Because of your riding position on the cargo bike it may be hard for drivers to read your body language and understand your intentions to turn. This makes the use of hand signals especially important.

Riding at Night

Riding at night drastically increases the risks of riding on the road. Driver visibility is extremely reduced at dawn, dusk, or night time. During this time it is especially important that you stay aware of your surroundings and do what you can to increase your visibility to others and your own ability to see obstacles.

- Bunch cargo bikes are equipped with a front light, front reflectors, rear light (on electric models), and rear reflectors

  Do not remove any of these vital pieces of safety equipment and always check before riding at night to make sure your lights are functioning properly.
- Wear light colored or reflective clothing and accessories. Such as reflective vest, arm and leg bands, and flashing lights.
- Know your local laws regarding bike visibility, including lights and reflectors.

Warning: The risk of an accident, particularly being struck by a motor vehicle, is much higher at night. Riding at dawn, dusk, or night without an adequate bicycle lighting system and without reflectors is dangerous and may result in serious injury or death. DO NOT remove the front and rear reflectors or front and rear lights.

Riding in Wet Conditions

When road surfaces are wet, stopping times for both your Bunch cargo bike and any other vehicle on the road can be drastically increased and tire traction can decrease. These effects can increase your risk of accident and resulting injury while riding.

Warning: Wet weather impairs traction, braking, and visibility for the cyclist and for vehicles sharing the road.

Intended Use

All Bunch cargo bikes are intended for paved road use only. We understand that road conditions can vary and all Bunch cargo bikes are designed to hold up to the abuse of commuting on city streets. They are not, however, intended for off road use, gravel road use, dirt road use, commercial use, racing, or any uneven terrain. If you must take your bike across a section of off road area or up/down any curb feature, then dismount and walk the bicycle, especially if the bike is loaded.

The total weight limit of the cargo bike, including rider, children, and cargo is 350 pounds. The cargo box area has a weight limit of 220lbs.

Warning: Unintended use of any Bunch cargo bike or excessive loading of any Bunch cargo bike may result in damage to the frame, premature fatigue of the frame, or failure of the frame and will void the warranty. Use in any conditions outside the specified conditions may result in injury to the rider and/or passengers.

Warranty

Our bike frames are covered under a lifetime repair or replace warranty. This includes defects caused by corrosion or fatigue but excludes corrosion caused by scratch penetration of coating.

We cover the following under a 1 year warranty: 1) The battery and motor system. 2) The wooden panels of the cargo box – includes delamination of wood but excludes any deterioration of wood caused by penetration of the protective surface by wear and tear or deep scratching. 3) The following “non-wear and tear” items: Saddle, Seatpost, Brake Calipers, Brake Levers, Gear Shifter, Rear Rack, Pivot Shaft and Bearings.

The following items are considered “wear and tear” items and are not covered under any warranty: Tires, Inner Tubes, Valves, Wheels, Spokes, Brake Pads, Handlebar Grips, Bell, Chain, Gear Cables, Brake Cables, Fenders, Reflectors, Rain Cover, Loose Nuts or Bolts.

The warranty starts the day of delivery, is non-transferable, and expires in the case of improper use or inadequate maintenance. Improper use is defined as riding directly up and down curbs, side impact against curbs, riding on two wheels (on a 3-wheel bike), loading of the cargo box above the maximum load of 220 pounds, exceeding the maximum load on the bike of 350 pounds, damage arising from exceeding the design speed of the cycle or extended off road use (i.e. racing), damage as a result of an impact caused in an accident or malicious damage, using the bike in any commercial application such as renting or marketing, or if the standard components on the bike have been upgraded, modified, or removed. Bunch Bikes reserves the right to decide the cause of any warranty claim items, and our judgement is binding.

Tektro and Shimano Manufacturer Warranty

All Tektro components are covered by Tektro's two year warranty against manufacturing defects in materials and/or workmanship from the date of original retail purchase. In the United States warranty is offered through Tektro-USA. Tektro components currently included on Bunch cargo bikes are disc brake calipers, levers, hoses, rotors, and disc brake adapters.

All Shimano components are covered by Shimano's one year limited warranty. Shimano components currently included on Bunch cargo bikes are: rear derailleur, freewheel, and rear shifter.

Warranty claims for Tektro and Shimano can be handled by your respective local dealer or can be submitted to Bunch Bikes. Your local bike shop will be the fastest way to process a Tektro or Shimano warranty claim.

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