Welcome to the Bunch

Congratulations, you have just become the proud owner of a Bunch Bikes family cargo 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 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.

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


www.bunchbike.com
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Assembly

Bunch Bikes ships all cargo bikes fully assembled when selling direct to customer. Dealers have the option to receive and assemble an unassembled bike. If you have received a fully assembled cargo bike you may move on to the First Ride Tips section.

⚠️ 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 you steer from left to right and vice versa with the box. Always remain seated in an upright position, even when turning corners.

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 be ridden with a load and handle better 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, in general, should be taken at a slower speed. 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.

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 losing balance, especially with an empty cargo box.

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

Please look over this pre-ride checklist before enjoying your first ride on your new Bunch cargo bike. It will also serve as a good routine check before every ride.

✓ Adjust saddle and handlebar height (p.9)
✓ Check tire pressure (p.22)
✓ 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.19)
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 15-25 miles. However, the range is dependent on many factors that can significantly shorten the range. Many of these factors can be overcome to positively affect the range.

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 behaviour (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.
**Battery On/Off**

The battery’s power switch is located on the right rear of the battery. Switch to ‘-’ to turn the battery on and ‘o’ to turn it off.

**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 left rear of the battery. To check the battery’s status, turn on the battery using the power switch, then press the “voltage” button next to the battery indicator. Your battery’s status will be displayed using the five lights covering the range from full to empty. The battery is full when all five 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.

**USB Connection**

The batteries are equipped with a USB port that can be used to charge your phone, speaker, or other USB device. The USB port is located to the left of the charge indicator on the battery. It is protected by a rubber cover which opens from the right side. Keep the cover closed when the USB port is not in use.

**Integrated Rear Light**

The rear of the battery case has an integrated rear tail light. To turn on your light first turn on the battery (p. 8) then press the “Rear Light” button next the battery charge indicator. Press the “Rear Light” button a second time to switch to flashing mode and a third time to turn the light off.

⚠️ Please note that when you use the bike without a battery or if the battery is dead, the rear light does not work.
**Battery Removal**

To remove the battery, unlock it from the controller mount in the rear cargo rack by inserting the key and turning it 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 until it clicks.

**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.

- Batteries slowly empty, even if the bike is not used. Therefore, remove the battery from your Bunch cargo bike and store it when the cargo bike is not in use.
- Storing and charging the battery should always be done in a safe place, away from flammable materials.
- Do not expose the battery to high temperatures (> 122 °F), such as heating and fire.
- Do not take the battery apart. Consult the service department at Bunch Bikes if you have a problem. Place the battery in a shady, cool and dry place for long-term storage.
Charging the Battery

Your battery can be charged on or off the bike. The charging port is located on the right rear of the battery pack, next to the on/off switch 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 6-8 hours to fully charge the battery.

- Charging the battery should always be done in a safe place and not near anything flammable.
- Never connect the positive terminal of the battery to the negative terminal.
- Make sure the battery is fully charged at least once every 3 months. When the battery is not used for a long period of time (3-6 months) it could become irreparably damaged. When charging, remove the battery from the charger once it is fully charged. Leaving the battery plugged in for long periods of time could weaken the total charge capacity of the battery.
- Charge the battery immediately when the battery is completely empty. Cells that are empty for a long time may be damaged irreparably.
- Only charge your battery using the charger supplied with your cargo bike.
- Do not use the battery to power anything other than your cargo bike.
- Make sure the charger, battery, and electronics are not exposed to too much heat, water, or other liquids.
- Cover the bike when being stored outdoors, in order to protect the electric equipment.
- Use your charger only in a dry and well-ventilated place. The charger is not resistant to moisture.
- Do not drop the charger.
Display and Controls

Turning the display on and off

If you have ensured that your battery is charged, installed, and locked in place, then you are ready to turn on your electric Bunch cargo bike. First, turn on the battery (p. 9), then turn on the display by holding the power button. Once the display is on you can turn it off by holding the power button down for 3 seconds. The display panel will automatically go to sleep when the speed is 0mph for 5 minutes.

Mode selection

There are two riding modes that can be selected, power and normal. Normal is the default setting. To switch between the two, see page 13.

Pedal Assist Level Selection

There are 6 pedal assist levels that can be selected using the up and down buttons on the controller (+ and -). The default level is 1. Switching to level 6 provides the most power assistance. The current pedal assist level (PAS) is displayed in the top right quadrant of the display screen.

Walking Mode

A walking mode is available to provide assistance while walking the bike. This can be helpful, especially if the cargo box is loaded. While walking, hold "+" to enable "walk assist mode", the motor will provide a small amount of assistance. Keep your other hand on the brake when using walk assist. Braking will cut the power to the motor and help stop the bike in an unexpected situation.
Odometer & Trip

Odometer, trip distance, and ride time is shown in the bottom left corner of the display screen. Cycle through the settings by pressing the ‘set’ button and quickly releasing it. Odometer (ODO) is the total distance ridden on the bike. Trip 1 displays the total distance ridden since the last time Trip 1 was cleared (see p.13). Trip 2 is a non-functioning setting for this bike. Trip Time is the amount of time your bike has been ridden, in the format (hours):(minutes).

Battery Life Indicator

The battery capacity indicator can be found in the lower right hand quadrant 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. To indicate low power, only the empty battery frame will remain and it will start flashing. This indicates the capacity is very low and the battery needs to be charged immediately or you will lose power assist.

Backlight / Front Headlight

Press and release the power button to turn on both the display’s backlight and the cargo bike’s front headlight. The backlight indicator can be found in the center of the display screen just above the speedometer.
**Settings Interface**

To enter into the settings interface hold the ‘set’ button for 2 seconds. The display will switch into the settings interface (as pictured to the right) and flash. Click ‘set’ to cycle through the setting interfaces (0, 1, 2, 3, 4, and 5), press ‘up’ or ‘down’ to select the desired parameter, and hold ‘set’ for 1 second to exit the settings interface.

Set 0: Reset trip 1 distance. Click ‘down’ to reset the trip distance, ‘TRIP1’ icon will flash and be cleared.

**Set 1: Wheel circumference setting.** By default, this is set to 1907mm which is the circumference of your cargo bike’s rear wheel. This setting should not be changed, as any changes may cause inaccurate speed and mileage data to be displayed.

**Set 2: 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.

**Set 3: Speed Limiter.** By default, this is set to 15mph, which is our recommended maximum speed for this cargo bike.

**Set 4: 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.

**Set 5: Custom Program.** This is a custom program set by the motor manufacturer. It should not be changed from its default value of 1:1, otherwise inaccurate speed and mileage data will be displayed.
**Error Codes**

If the power assistance is not working properly, we recommend that you first check the various cable connections and verify that the battery is sufficiently charged. As with any electronic system, a malfunction is possible. If this is the case, please record the error code (if any) and contact Bunch Bikes directly for assistance or visit your Bunch Bikes dealer.

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Definition</th>
<th>Error Code</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Normal</td>
<td>9</td>
<td>Over Voltage</td>
</tr>
<tr>
<td>2</td>
<td>Current Error or MOS damaged</td>
<td>A</td>
<td>Communication Controller receiving Error</td>
</tr>
<tr>
<td>3</td>
<td>Motor Stalling</td>
<td>F</td>
<td>Communication Display receiving Error</td>
</tr>
<tr>
<td>4</td>
<td>Under Voltage</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Brake Error (Start Detection)</td>
<td></td>
<td>Note: Error code 5 will display after 2 minutes if the parking brakes are still engaged. Release the parking brake to remove the code.</td>
</tr>
<tr>
<td>6</td>
<td>Hall Error</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Throttle Error (Start Detection)</td>
<td></td>
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Cycling with Pedal Assistance

What is Pedal Assistance?

Your Bunch cargo bike is equipped with electric pedal assistance. This means that an electric motor enhances your efforts, thus increasing your performance while you deliver less power. 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 Assistance

When the pedal assistance is on, cycling with your cargo bike is very different to a non-electric bike. It is easier to pedal than you might be used to. Use a low pedal assistance level when starting to cycle from a standstill. Also, if you are cycling slowly, use a low pedal assistance level. When you increase speed you can increase the level of pedal assistance. The pedal assistance will stop if you stop pedaling, or if you pull the brake levers. Once you start pedaling again, the pedal assistance will automatically start again.
To avoid dangerous situations and to cycle more efficiently, use the highest levels of pedal assistance only when needed. The pedal assistance is limited to a speed of 15 MPH. This means that when you reach the speed of 15 MPH, the pedal assistance will gradually decrease to zero. Your speed will remain close to 15 MPH but you will no longer be receiving any assistance. The pedal assist will automatically re-engage if your speed falls back below 15 MPH.

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 can be very 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. If you must ride with your saddle at a height that leaves the minimum insertion mark visible contact Bunch Bikes or your local bike shop immediately for a longer post.
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 opening all 4 quick release clamps on the back panel of the cargo box. Grasp the bar with both hands, one on each side at the bottom of the grips just above the cargo box, 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 all 4 clamps. Close all 4 quick release clamps and check that the handle bar is secure before riding.

Warning: Failure to obey seatpost minimum insertion markings or ensure the handle bar is inserted completely through all 4 quick release clamps may result in irreparable damage to the bicycle and components, void your warranty, and cause severe injury, accident, or fatality.
Rain Cover, Seat Belts & Accessories

Rain Cover

To use the rain cover, insert the two hoops into the receivers on each corner of the cargo box with the hoops going across the cargo box left-to-right. Slip the rain cover over the top of the hoops. It should be a snug fit. Open the zipper partially on one side of the rain cover if you have difficulty slipping it over the hoops. You can secure the cover by using the included elastic ties. Insert a tie through each of the six grommets on the bottom of the rain cover and looping each side of the elastic tie around the hooks on the outside of the cargo box.

Seat Belts

The seat belts should fit tightly on your child’s shoulders. If the belt is fully tightened, and is still too loose on your child’s shoulders, remove the 6mm bolt and re-insert it through the next lowest grommet on the seat belt. After the belts are fit snugly on the shoulders, wrap one of the included Velcro cinch straps tightly around both seat belt straps at the level of your child’s shoulder blades. Then, slide the Velcro cinch strap up towards the base of your child’s neck, or as far as you are able to. This prevents the seat belt from slipping down off your child’s shoulders.

Front Headlight

Electric models: Electric models come with a front headlight that is powered by the onboard battery (p. 12).

Non-Electric models: The front headlight is attached to the frame, in front of the cargo box. Press the button once to turn on, and again to turn off. The light runs on 3 AAA batteries. Batteries should be replaced once the light output has significantly decreased, before it has gone completely dim.
To remove, 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.

**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.23). Remove one wheel at a time 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. Be sure and insert the wheel at a 90 angle perpendicular to the frame, taking care to insert the disc into the disc brake caliper straight without bending the disc.

**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 9 inches to 1 foot tall that can support the weight of the rear section of the bike can be used.
**For electric models:** 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 v-brake caliper quick release. 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 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 down, and the axle spacers 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 the 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:** Non-Electric models: Shift into the highest gear. Disengage the rear wheel parking brake and engage the front wheel parking brakes. Disengage the rear v-brake caliper quick release. 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 tighten, 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 tires, then that range is 40-65psi. We recommend 60psi for most riders and applications.

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 1.75 front tires and tubes, and a 24in x 1.75 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.

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**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.

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.

Electric models: To engage the parking brake, pull back on the lever until the brake is engaged. While holding the brake lever, pull the small black lever near the lever body toward the brake lever until it stops. This should lock the lever, keeping the brake engaged. To disengage, simply pull the brake lever. You should hear a click and see the small locking lever disengage. The brake lever should now be able to return to the open position.

Non-Electric models: To engage the parking brake, pull back on the lever until the brake is engaged. While holding the brake lever, depress the sprung silver button on the lever body. While holding the button down, loosen your grip on the brake lever. This should lock the lever, keeping the brake engaged. To disengage, simply pull the brake lever. You should hear a click and see the small locking button disengage. The brake lever should now be able to return to the open position.
Operating the Shifters

Your Bunch cargo bike is equipped with a 6-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 two thumb actuated buttons and a dial indicating which gear you are in: 1-6. The lower button is labeled with a ‘+’ and will shift the bicycle into a higher gear for faster riding. The top lever is labeled with a ‘-’ and will shift the bicycle into a lower gear for climbing hills or low speeds. The display will show you which gear you are currently riding in: 1 for low gears 6 for high.

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). 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.

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<thead>
<tr>
<th>Issue</th>
<th>Diagnosis</th>
<th>Solution</th>
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</thead>
<tbody>
<tr>
<td>Drive Train Squeaks</td>
<td>Check to see if the chain is dry</td>
<td>Lubricate chain with a bicycle chain specific dry lube</td>
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<tr>
<td></td>
<td>The chain is oiled/you already oiled the chain the</td>
<td>Apply a small amount of lubricate to the base of each pulley</td>
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<td></td>
<td>squeaking persists</td>
<td>wheel on the derailleur</td>
</tr>
<tr>
<td>Shifting is clunky or inconsistent</td>
<td>Check to see if the derailleur hanger is bent</td>
<td>Stop riding the bike immediately and have it serviced by a</td>
</tr>
<tr>
<td></td>
<td>(does the derailleur look to be in a parallel line</td>
<td>qualified professional</td>
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<td></td>
<td>with the gears)</td>
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<td></td>
<td>The derailleur hanger is straight but it doesn’t</td>
<td>Turn the barrel adjuster located at the cable entrance on the</td>
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<td></td>
<td>quite shift cleanly into a lower gear. It will</td>
<td>rear derailleur counter clockwise ¼ turn. If the problem</td>
</tr>
<tr>
<td></td>
<td>shift if you press the lever a little past the</td>
<td>persist try an addition ¼ up to 2 full turns. If the problem</td>
</tr>
<tr>
<td></td>
<td>click.</td>
<td>persist bring the bike to a service professional.</td>
</tr>
<tr>
<td></td>
<td>The derailleur hanger is straight but the gears</td>
<td></td>
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<tr>
<td></td>
<td>make a clicking noise at all times. Shifting into</td>
<td>Turn the barrel adjuster located at the cable entrance on the</td>
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<tr>
<td></td>
<td>a lower gear is fine but it hesitates to go into a</td>
<td>rear derailleur clockwise ¼ turn. If the problem persist try</td>
</tr>
<tr>
<td></td>
<td>higher gear</td>
<td>an addition ¼ up to 2 full turns. If the problem persist bring</td>
</tr>
<tr>
<td></td>
<td></td>
<td>the bike to a service professional.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>These are signs of a drive train in need of service by a</td>
</tr>
<tr>
<td></td>
<td></td>
<td>professional and could be cause by several things or a</td>
</tr>
<tr>
<td></td>
<td></td>
<td>combination of several things.</td>
</tr>
<tr>
<td>Derailleur shifts(drops chain) off the</td>
<td>Drops chain. Check derailleur hanger</td>
<td>Stop riding the bike immediately and have it serviced by a</td>
</tr>
<tr>
<td>cassette cluster to the inside or outside</td>
<td></td>
<td>qualified professional</td>
</tr>
<tr>
<td>Issue</td>
<td>Diagnosis</td>
<td>Solution</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>---------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Brakes Squeal</td>
<td>Check to see if braking surfaces are wet.</td>
<td>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.</td>
</tr>
<tr>
<td>Brakes Drag or make rubbing noises</td>
<td>Lift the frame, spin the wheel, and watch to see how severe the drag is.</td>
<td>Seek professional maintenance, stop riding the bike immediately if the drag is severe.</td>
</tr>
<tr>
<td></td>
<td>As they are spinning check to see if the wheels are true (do they wobble side to side)</td>
<td>Bring the bike to a professional service shop to have the wheels trued.</td>
</tr>
<tr>
<td>Bike pulls to the left or right while braking</td>
<td>Perform front brake balance test (p. 4)</td>
<td>Stop riding the bike immediately and have it serviced by a qualified professional if the brakes are out of balance.</td>
</tr>
<tr>
<td>Box feels loose, handling feels off</td>
<td>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.</td>
<td>Stop riding the bike immediately and bring the bike to a professional service shop to have the main pivot tightened.</td>
</tr>
</tbody>
</table>

**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.
Recommended Service Intervals

New bikes often experience a break-in period. Cable systems and spokes may stretch or seat when a new bike is first used. Bunch Bikes recommends contacting your local bike shop for a post break-in tune up after 30 days or after a couple of weeks of hard use.

After the initial break-in period, plan on having your bike examined and serviced at least once a year. If you’re riding in wet weather, near the coast, or for long hours, then you should consider bringing the bike in for a tune up more often. Always bring your bike in for service if any of the systems are not functioning correctly, especially if you are experiencing issues identified in the Basic Diagnostics section as requiring immediate service.

Basic Maintenance

In between service intervals, here are some basic maintenance processes you should perform at home:

- Check the air in your tires and inflate as necessary at least once a week (p. 22).
- Clean and lubricate the chain once a month or as necessary. Clean the chain with a rag and a degreaser. Remove all excess oil, road grime and grit. Lubricate the chain with a bike chain specific lubricant, be sure and wipe off any excess to reduce grime.
- Clean the bike once a month or after riding in wet conditions (p.28).
- Check that all bolts are still tight. Do not over torque bolts. If in doubt about how tight a bolt should be have a shop check it.
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 or apply them again immediately after washing.

**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.

Replacement wood panels are available from Bunch Bikes if you desire or require new panels. Your original panels are covered under warranty for 2 years by Bunch Bikes (p. 34)
Safety

Cycling, like any activity, does expose the rider to some unavoidable risks. Consider these risk 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.

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. After extended use or use in high moisture conditions, application of a frame protector product to the inside of all steel frame components is advised.
**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. 19). 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), rear reflectors, and wheel reflectors on every wheel. 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, wheel 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, extended 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 330 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 powder coating.

We cover the following under a 2 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 330 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.
SRAM and Shimano Components

All SRAM components are covered by SRAM’s two year limited warranty. SRAM components currently included on Bunch cargo bikes are: disc brake calipers and rotors.

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 SRAM and Shimano can be handled by your local bike shop or can be submitted to Bunch Bikes. Your local bike shop will be the fastest way to process a SRAM or Shimano warranty claim.

Contacts

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