



# An introduction to Synch Electric Bikes



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### **Important!**

Please read this document carefully before using your Synch bike. Make sure you are fully familiar with the proper operation of all parts and with the characteristics, capabilities and limitations of your bike.

This guide contains cycling tips, but does not include all the techniques and skills needed to ride an electric bike safely. Give yourself time to get used to your bike and use it safely.

Make sure you are familiar with the legislation for electric bicycles. You are responsible for complying with applicable laws and regulations.

# Product specifications

## 250w 36v

Motor: Bafang 250w rear hub  
Air suspended fork  
20 x 4 inch rims  
TFT LCD Display UKS2  
Maximum speed: 15.5mph pedal assist  
Max load: 120 kg  
Hydraulic disc brakes  
Charger: 36v  
Rated voltage: 36v  
Net weight: 23 kg  
6061 Aluminum frame

## 250w 48v

Motor: Bafang 250w rear hub  
Air suspended fork  
20 x 4 inch rims  
TFT LCD Display UKS2  
Maximum speed: 15.5mph pedal assist  
Max load: 120 kg  
Hydraulic disc brakes  
Charger: 48v  
Rated voltage: 48v  
Net weight: 24 kg  
6061 Aluminum frame

## 750w 48v (Not UK road legal\*)

Motor: Bafang 750w rear hub  
Optional throttle  
Air suspended fork  
20 x 4 inch rims  
TFT LCD Display UKS2  
Maximum speed: 22mph pedal assist  
Max load: 120 kg  
Hydraulic disc brakes  
Charger: 48v  
Rated voltage: 48v  
Net weight: 25 kg  
6061 Aluminum frame

# Operation

## Start up

Press and hold the "display on/off" button for two seconds. The pedal assistance is now at level 1. Your ride can begin!

## Ride

There are five levels of pedal assistance. Use the plus and minus buttons to choose a level. The higher the level, the more power assistance is available. The battery will drain quicker in higher levels. On the display, the level is displayed at the bottom left corner.

If you drive in the dark, switch on the front lamp with the separate switch to the left of the gear triggers. To turn on the taillight, press and hold the plus button for a moment. You will see the lighting icon on the display. By applying the brakes while cycling you will cut the power from the motor. By pressing and holding the minus button, you switch on a walk-along mode. This allows you to walk next to your bike without having to push.

## Stop

The display switches off automatically if there is no operation or rotation of the wheels for two minutes. You can also switch it off yourself, by pressing and holding the "display on/off" button for a while.

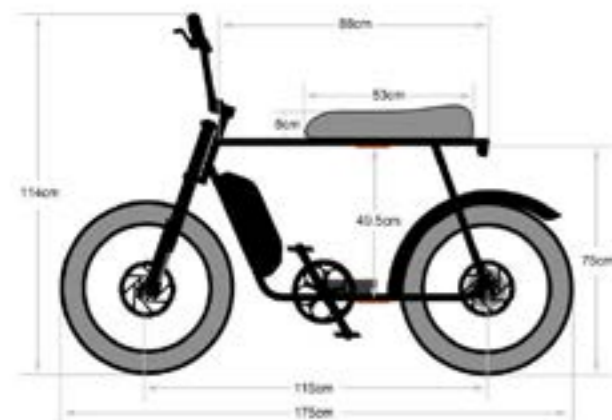
## Don't forget to turn off the battery!

## M-button

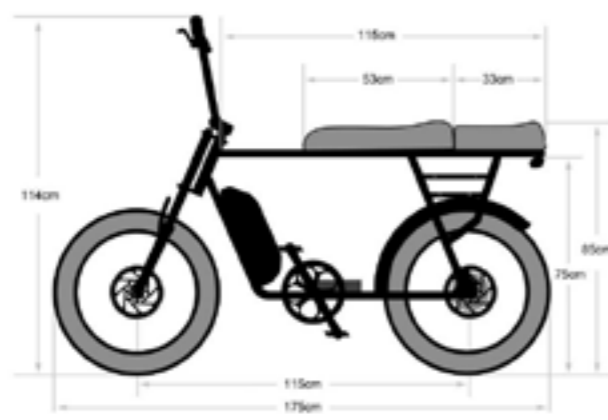
Briefly press the "M" button for information about the trip, such as average speed, distance travelled in kilometers, total distance, and so on. To charge your mobile phone? Press and hold the "M" button until a cord symbol appears on the display. You have now enabled the USB port. You can plug your phone into the bottom of the display so that it gets power from your battery. Press and hold the "M" button again to turn off the charging function. Press the "M" button twice in quick succession, then you will enter the settings. Please do not change anything in these settings! If you do, you will lose your warranty!

In some cases, the motor may get too hot. This happens if you drive through loose sand or mud or ride up a steep hill in too high a gear. Switch off the display and battery in its entirety. Wait a few minutes to cool the motor before turning the battery and display back on.

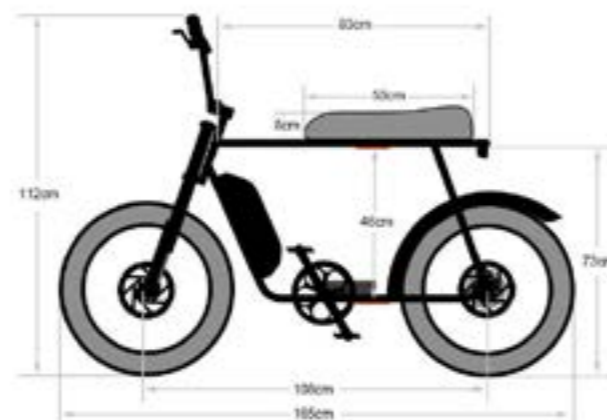
Super Monkey



Longtail Monkey



Mini Monkey



# The Battery

You can switch the battery on and off by using the round button on the side of the battery.

If you do not use your bike, turn off the battery!

Removing the battery is done by inserting your key into the battery lock and turning it open. Then you can move the battery straight up and it will come loose from the holder. On first use, it may be necessary to give the battery a light tap from below with your hand to disconnect it.

Your battery connects to the battery holder by holding it parallel but in a higher position above the holder and then sliding the battery down. If it is in the right position, lock the battery with the key. If you forget this, the battery might disconnect while riding, with possible damage as a result.

You can charge your battery while it stays on the bike by removing the small rubber cover cap and inserting the charging cord into the battery. Of course, you can also disconnect the battery and charge it somewhere else.

Never leave a charging battery unattended for prolonged periods.

If the light on your charger lights up red, it's time to charge the battery. If the light is green, stop charging your battery and unplug the charger.

## Battery maintenance and storage

You should make sure that the battery is never exposed to temperatures colder than -20 °C or warmer than 35 °C.

Charge the battery to about 40% and disconnect it if it is not going to be used for more than 30 days.

Store the battery in a draft-free and stable environment, preferably in your home and not in your shed.

Store the battery with a filling of about 40%, otherwise it will discharge and be damaged.

This damage is not covered by the limited warranty.

Never expose your battery to a humid environment.

Do not clean the battery with water. Water damage is not covered by the limited warranty.

Only charge with the original included charger.

Do not open the battery. Breaking the seal on top of the battery will void your limited warranty.

Do not expose your battery to high temperatures.

**Important!** Please read this information carefully. Your battery is a precious and important element.

Improper use or storage will significantly shorten the service life and your warranty may void.

# Cleaning the bike

## Materials you'll need:

Two buckets of water (one for washing and one for rinsing)

Bike cleaning formula

Sponge or soft bristle brush

Lint-free cloths or old towels

Bike degreaser for the chain and gears

Bike lubricant

Small brush or old toothbrush for hard-to-reach spots

## Here's a step-by-step guide:

Preparation: Before starting, remove the battery from the bike to prevent any chance of electric shock or damage.

Cover any electrical contacts with a plastic bag to protect them from moisture.

Pre-wash: Use a damp cloth to wipe down the frame and components of the bike, removing any loose dust and dirt.

Be sure not to get the cloth too wet to avoid getting water into any electrical components.

Soap mix: Fill one bucket with warm water and a few drops of cleaning formula.

Ensure it's not a harsh detergent as it could damage the paintwork on your bike.

Scrubbing: Dip your sponge or soft bristle brush in the soapy water and gently scrub your bike.

Start from the top and work your way down to prevent dirt from dripping onto clean areas.

Cleaning the Chain and Gears: Use a bike degreaser and a small brush or old toothbrush to thoroughly clean the chain, gears, and any other moving parts.

You can apply the degreaser, let it sit for a few minutes to break down the grime, and then scrub these parts.

Rinse: Use a second bucket with clean water and a clean sponge or cloth to rinse off the soap and degreaser from your bike. Avoid using a hose as a strong jet of water can force water into the electric components.

Dry: Dry the bike thoroughly with lint-free cloths or old towels. Pay particular attention to the chain and gears. Leaving water on these parts can cause rust.

Lubrication: Once the bike is dry, apply a suitable bike lubricant to the chain and other moving parts to keep them running smoothly. Avoid getting lubricant on the brake discs or pads as it could impair their function.

Re-attach the battery: Once your bike is dry, you can replace the battery and remove any plastic bags you used to protect the electrical components.

Remember to clean your electric bike regularly, especially if you ride often or in dirty or dusty conditions. Keeping your bike clean can prolong its life and help prevent costly repairs.

# Maintenance & Troubleshooting

Like any mechanical device, your bike requires regular maintenance to keep it functioning optimally. This chapter will guide you through the steps needed to maintain your e-bike, ensuring that it continues to offer reliable service.

## 1. Battery Maintenance

The battery is the heart of your e-bike. If not maintained properly, it can degrade over time, reducing the bike's range.

To maintain the battery:

Charge it regularly: It's recommended to charge the battery after every ride to keep it at its full capacity. Avoid fully depleting the battery before charging.  
Keep it cool: Extreme heat or cold can harm the battery life. Store your e-bike and its battery in a moderate temperature environment whenever possible.  
Store correctly: If you're not going to use your e-bike for a long period, make sure the battery is partially charged (between 40%-80%), and remove it from the bike.

## 2. Tire Maintenance

E-bikes are typically heavier than standard bicycles, which can lead to increased tire wear.

To maintain your tires:

Regularly check tire pressure: Under-inflated tires can increase rolling resistance and make your bike inefficient. Check your tire pressure every week and keep it within the suggested range of 15-25psi.  
Inspect for wear and tear: Regularly inspect your tires for cuts, abrasions, or worn treads. Replace them if necessary.

## 3. Brake Maintenance

Good braking performance is crucial for safe riding. As e-bikes are generally heavier than traditional bikes, maintaining the brakes is paramount.

To maintain your brakes:

Check brake pads: Inspect your brake pads for signs of excessive wear. If your brake pads are worn out, it's time to replace them.  
Adjust brake callipers: If your brakes feel soft or spongy, you may need to adjust your callipers.

## 4. Chain and Gear Maintenance

Even though the power comes from a motor, e-bikes still use a chain and gears.

To maintain these components:

Clean regularly: Use a brush and a suitable degreaser to clean the chain and gears, removing dirt and grime that can cause wear.  
Lubricate the chain: After cleaning, dry the chain thoroughly and apply a bike-specific lubricant. This will reduce friction and prevent premature wear.

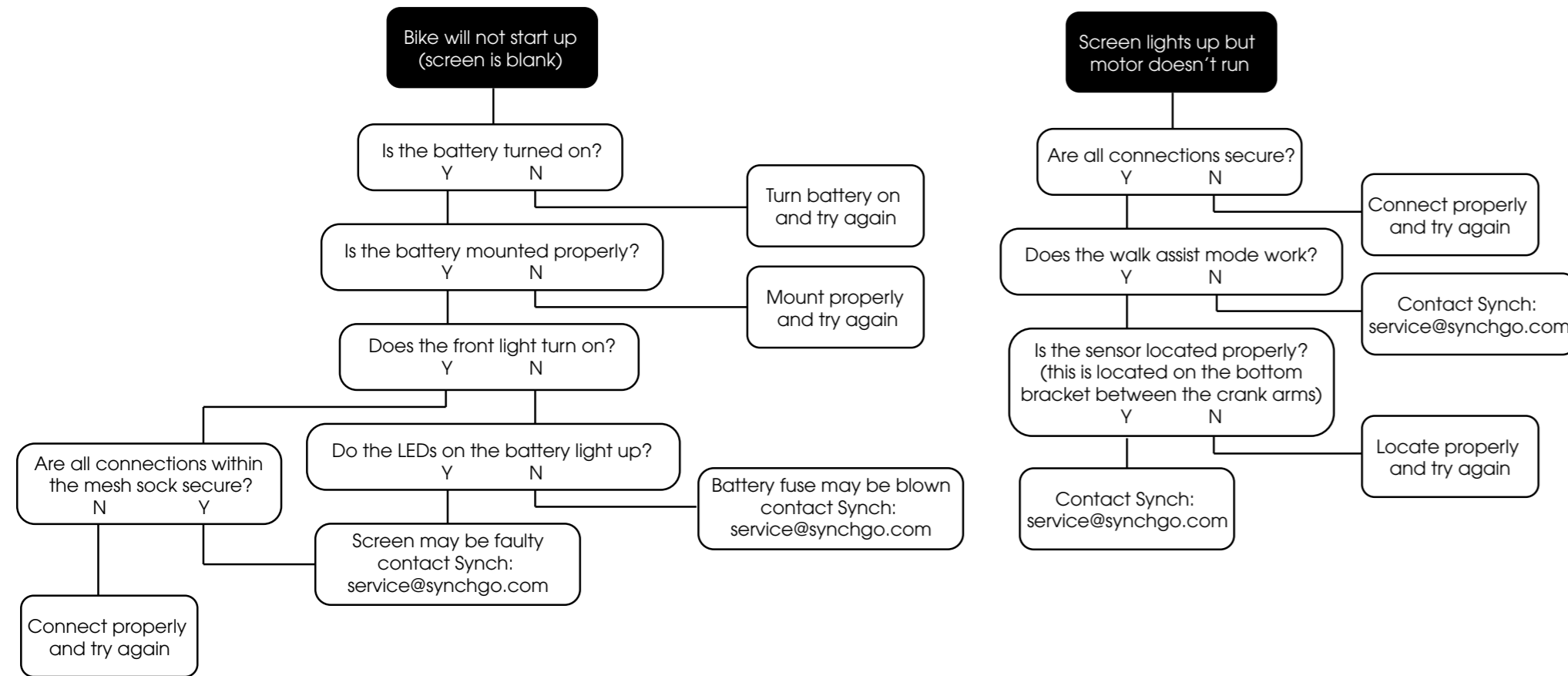
## 5. Regular Inspection

Inspect your e-bike for loose screws, nuts, and bolts. Check the frame for cracks or damage, especially after a fall or collision. If you find any problems, have them repaired immediately.

Finally, it's worth noting that even with regular maintenance, components of your e-bike will wear out and need replacement. Keeping a regular maintenance schedule and being attentive to your e-bike's needs will extend its life and keep it performing at its best. If there's something you're unsure about or if the bike needs a major repair, it's always wise to take it to a professional.

Remember, regular maintenance not only improves the longevity of your e-bike but also ensures a safe and enjoyable ride.

# Electrical system troubleshooting



# UK E-Bike legislation

In the UK, only eBikes that comply with EAPC Regulations can be used on UK public roads without tax, insurance or registration. You can find out more about EAPC Regulations here: <https://www.gov.uk/electric-bike-rules>.

## Bikes fitted with the 250w motor option

This eBike has a motor with a continuous rated power output not exceeding 250w and speed assistance limited to 15.5mph. It meets EAPC Regulation requirements and can be ridden on public roads. Legally it is treated the same as any standard non electric bicycle. The only regulational difference is that the rider of the bike must be at least 14 years old.

## Bikes fitted with the 750w motor option

This eBike has a motor with a continuous rated power output exceeding 250w and speed assistance exceeding 15.5mph.

This eBike cannot be used on UK public roads without first obtaining MVSA (single use approval), insurance, tax, displaying a number plate and undergoing an MOT.

If you purchase this eBike, it can only be used private land with the land owners approval unless you obtain MVSA, insurance, tax, display a number plate and an MOT. For the avoidance of doubt, you will be responsible for obtaining such approval, insurance, tax, registration and MOT.

If you are purchasing an eBike from outside of the UK, you are responsible for checking and complying with the applicable laws and regulations relating to eBike use in your jurisdiction and where you intend to use the eBike.

# Warranty

Synch warrants to the original owner of each of its Super Monkey E-Bikes, when purchased directly from Synch, or an authorised retailer, that the product is complete and that the functional parts will be free of defects for the periods and under the terms indicated below.

Warranty: 1. A twelve (12) month or 500 life cycles, whichever comes first, for the Super Monkey battery from the date of purchase by the original owner. Like any rechargeable battery, your Super Monkey rechargeable battery pack will experience a decrease in capacity over time as it is subjected to charge and discharge cycles. Synch warrants that your battery pack will maintain 70% or higher capacity for at least 500 charge cycles or one year, whichever comes first. The battery warranty does not include damage from power surges, use of an improper charger, water damage, improper maintenance, or such other misuse or normal wear.

2. A twelve (12) month warranty for your Super Monkey motor. The motor warranty does not include damage from improper use, water damage, improper maintenance, or such other misuse or normal wear.

3. A twenty-four (24) month, from date of delivery to the original owner for all other parts, excluding wear and tear on tires, tubes, rims, spokes, brake pads, cables, chain, wheels, grips, and saddle and excludes damage from power surges, water damage, improper maintenance, or such other misuse or normal wear.

- Terms and Conditions of Warranty:
1. The Warranty is made to the original owner only and is nontransferable. It is only effective with a valid proof of purchase consisting of the original purchase document or receipt indicating the date of purchase, the dealer's name (if applicable) and the designation of the model. Synch reserves the right to reject the coverage of this Warranty if the accompanying documentation of the Super Monkey components is not accurate or complete.
  2. The Warranty becomes effective from the date of original purchase and expires at the end of the applicable warranty period.
  3. This Warranty is void if the care instructions (whether provided with the sale or posted on the Synch website), and any amendments thereto, are not followed.
  4. This Warranty does not apply to rental or commercial use of the Product.
  5. This Warranty exclusively covers systems and components provided by Synch.
  6. The use of spare parts from unknown sources, for example, replacement parts from third parties is strictly prohibited.
  7. Photo and/or video will be required for warranty inspection by a Synch Customer care agent.
  8. If you purchased a bike and had it then shipped to another country or outlying island territories (ex: DOM-TOM, Netherlands Antilles), parts will only be sent to the country and mainland European territory in which the bike was originally sent.
  9. This Warranty only covers defective materials and manufacturing defects.

In the case of a warranty claim, Synch undertakes to either repair faulty system components and/or to replace such components, at the discretion of Synch. Upon identifying a fault with a Super Monkey bike, the owner must contact the Company or a local authorised Super Monkey dealer to initiate the warranty process.

Any component to be repaired under this Warranty must be transported to the dealer at the owner's own expense and risk, and, after the completion of such repair, must be picked up at the dealer.

Costs for repair work performed in advance by persons who have not been authorised by Synch will not be reimbursed. In such a case, any warranty claim will cease and any remaining warranty period will be voided.

Repair work and/or replacement of components during the warranty period does not lead to an extension and/or a new start of the warranty period.

Repair work and direct replacement during the warranty period may be performed with functionally equivalent replacement components.

This Warranty excludes any claims as to the reimbursement of property damages, downtimes, travel expenses, lost profit, or any other claims.

Synch maximum liability in connection with this Warranty is limited to the purchase price of the Product.