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1. Preface

Welcome to the woom family!

Thank you very much for purchasing a woom bike. When used properly, this bike makes it possible for your child to enjoy their bicycle experience.

Our woom bikes are tested, high-quality products designed for children and teenagers to provide the best possible companion for bicycling.

2. Safety information

2.1. Basic safety information

Your woom bike is shipped in a partially assembled state. Before the first ride, some work is required to put your bike in usable condition. Follow the provided assembly instructions, as well as section 3 of this manual, „**Before your first ride**“.

Bicycling is meant to be fun and is good for your health, if it is done properly and responsibly. This manual will help you use your woom bike correctly and safely. Read the manual completely through, and particularly pay attention to all of the warnings and maintenance instructions before using the bike. If someone borrows the bike or guardians supervise your child, make sure that they are also familiar with the content of the manual.



Warning!



Maintenance!

2.2. Information for parents and guardians

As a parent or supervising legal guardian of a child, **you are responsible for the activities and safety of the child.** Here is some advice on riding safely.

Helmet and clothing.

Get your child a suitable helmet and ensure that it is always used at any time when riding a bicycle, and that the helmet is securely on the child's head. The child should wear appropriate, closely fitting, bright and preferably reflective clothing so other road users can see the clothing in a timely manner. Always use sturdy and non-slip footwear and appropriate protective clothing for bicycling.

Teach your child how to woom correctly.

Make sure you explain to your child the function of the brakes in a comprehensible way, and that the child has become familiar with the brakes before the first ride. Teach your child safe and responsible handling of the bike's brakes. This will help prepare them for riding in various environments.

Monitor your child.

You know the skill level of your child best. Pay attention to what can be expected from him/her when bicycling so that she/he is safe at all times. Pay attention to the surroundings of your child, including external distractions, and do not let the child ride in direct proximity to other small children.



The bicycle and its components include pointed and hard metal objects that may cause injuries. In the event of a fall or crash, check first if the child is okay. After any fall or crash on the bike, check the bicycle and components for damages before you allow your child to get back on the bike.

2.3. Safety in road traffic

Make yourself knowledgeable about the applicable national regulations and explain to your child the basic rules of the Road Traffic Act. In Austria, Road Traffic Act, especially section VI. (§§65-69), and 146th Regulation/Bicycle Regulation are Warning Maintenance 3 applicable. In Germany, the applicable regulations are covered by the Road Traffic Acts StVZO and StVO. For Switzerland, the articles 213 to 218 of the applicable regulations on technical requirements for road vehicles apply.

Avoid riding a bike during slippery and wet weather conditions. If unavoidable, you should ride more slowly and carefully, and be constantly ready to use the brake(s). Make sure a bike light is in use if you must ride in low-visibility conditions.

2.4. Proper use

For what and for whom is your woom bike suitable?

The woom bike is designed for common bicycling in a safe environment. The woom bike is a children's bicycle that is tailored to the child's weight of the intended specific age (depending on the model). In case of carrying luggage on the luggage carrier, the permissible weight limits (see underside of rack) must be observed.



Also, note that in case of intensive use of the bicycle, it will show wear faster. Take care and maintain your woom bike regularly according to the instructions in section 5, and follow the proposed inspection plan in section 7.

What should be avoided?

Jumps, stunts, downhill and other extreme sports are not intended for the woom bike. The frame as well as other components of the bicycle can fail during the use of the bicycle by an adult.

The intended use also includes the observance of the operating, maintenance and servicing conditions, which are described in this manual and in the installation instructions. woom bikes and distributors are not liable for using the bike beyond its intended use.

3. Before the first and every ride

Before the first ride it is mandatory to put the bike in ready-to-use condition. Follow the supplied **assembly instructions** and the torques needed for tightening the components in section 8.2. Here you can find a detailed support for assembling the woom bikes in English: <https://www.youtube.com/watch?v=orWfMSsvtME>.

Before the first and every ride, make sure that:

- ✓ Saddle, handlebars and pedals have been fixed with the required strength.
- ✓ The positioning of saddle and handlebar is appropriate for the height of your child, and he/she can start and stop safely.
- ✓ Brakes are working and the brake levers are easy and comfortable for your child to reach.
- ✓ Wheels are firmly located in the forks of the frame and turn easily.
- ✓ Screws and other components are fastened tightly and the quick-release levers are tightened.
- ✓ Tires, rims and frame are free of damage and foreign objects.
- ✓ Tires have adequate tread depth and there is sufficient air pressure in the tire.



Questions?

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4.2. Frame

woom-frames are made of high quality aluminum tubes that are optimized for keep balance easily. This is made possible by the frame structure allowing for an upright sitting position and the standard built-in **steering limiter** of the woom 1, 1 PLUS, 2 and 3.

In the event that your bike is stolen, and for insurance matters, you should make a note of the frame serial number. The **frame number clearly identifies your bicycle** (woom 2–6). You can find this number at the lower end of the seat tube (see picture).



Frame serial number:

4.3. Steering system – handlebar

The steering system consists of the handlebar, the handlebar stem and the headset.

The headset holds the fork in the frame, and allows for easy turning of the handlebars. It is exposed to heavy loads during the ride, and therefore needs to fit properly. It must not have any play and must be able to turn easily.

The ahead-stem used for the woom bike is the connecting piece between the headset and the handlebar.

1. Hex screw at the lower end of the stem: by loosening this screw you can adjust the handlebar at a right angle to the front wheel set. Make sure that the wheel is not installed the wrong way around– the brakes have to be located in front of the fork.
2. Hex screw on the front part of the stem: it allows the handlebar to turn on its own axis (woom 1–3).
3. Hex screws on the Vario clamps: they allow the handlebar to turn on its own axis (woom 4–6).





Make sure that the hex screws are not stripped or tightened too much. Tighten screw by screw carefully and slowly at first, then tighten them with the correct torque (see section 8.2).

4.4. Fork

The bicycle fork holds the front wheel and thus has an important function, which is important for the safety of your child. The lightweight fork made by aluminum ensures the required degree of shock absorption for your woom bike.



If you see any damage, bending or cracks on the frame or the fork, never let your child continue riding, and do not repair any of these components yourself.

4.5. Seat and sitting position

When the child is sitting on the seat, she/he should be able to touch the ground with both feet and stand in a stable position.

The picture shows the seating position of a more advanced cyclist. In this bicycling position, the seat is set so high that the leg is almost stretched when the heel touches the pedal in the lowest position.

In this seat position, the child should have already learned how to get on and off the seat.

There are two seat settings or adjustments:

Height: To set the height, use the quick-release lever (woom 3-6). Note the minimum insertion depth of the seat into the frame tube.

Horizontal change: By loosening the two screws, you can move the seat to the rear and to the front (woom 4, 5, 6). The seat should be as horizontal as possible.



4.6. Adjusting seat height (woom 1 – 2)



For the woom 1, 1 PLUS and 2 the height of the seat can be adjusted by opening the seatpost clamp with a hex key.

4.7. Using the quick-release lever (woom 3 – 6)

The quick release consists of two parts, the **adjusting nut (1)** and the **clamping lever (2)**.

Opening: Turn the clamping lever to the limit stop, so that you can see the inner side of the lever. To loosen the quick-release device even more, turn the adjustment nut counter-clockwise.



Closing: With open clamping lever in one hand, turn the adjusting nut in a clockwise direction while holding the clamping lever with the other hand. Now tighten the nut. Then turn the clamping lever using the palm of your hand in a manner that you can see the outer side of the lever.

4.8. Pedals

The two pedals are marked with an **L** or an **R** at the screw retained end. The pedal marked with R needs to be screwed into the right crank, and then tightened clockwise. The same needs to be done with the other pedal on the opposite side of the crank, which has to be tightened counter-clockwise.



4.9. Pedal cranks and bearings

Cranks connect the pedals to the bottom bracket, and enable the drive through the interaction of these components when you ride a bicycle.



Pedal cranks may become loose, therefore the correct positioning of the crank should be checked on a regular basis. Hold both crank arms with both hands and move the crank back and forth. If you find out that they wobble, this means there is some damage. Even bottom brackets may wear out after a certain period of time. If you hear a cracking noise in the bottom bracket, have the bottom bracket repaired by a specialist or have it replaced.

4.10. Derailleur

For the woom bikes 4, 5, 6 we use a high-quality SRAM Sx4 GripShift rotational handle as the gear shift. You can change gears with it. After some time of using it, an adjustment might be necessary.

Derailleur

The woom bikes 4, 5, 6 use a high-quality derailleur, the **SRAM X4 Derailleur**. Normally, the setting of the derailleur has already been done before delivery.



If there are any problems with the gears due to an accident or another occurrence, we'll ask you to take the bike either to a bike store, or to repair it yourself in case you are skilled enough to do some repairs using the **SRAM** product manual.

4.11. Bicycle chain

The bike chain is subject to heavy strain, and therefore has to have a certain tension. The tension is ideal if the chain cannot be pulled downwards in a way that is shown on the first photo. If there is a creaking in the bottom bracket due to far too much tension, tension can be adjusted by moving the rear wheel horizontally.





The chain must be regularly cleaned and greased. Clean the chain first by using an oily piece of cloth, and then oil the clean chain with a suitable lubricant.

4.12. Brakes and brake lever

With the woom bike, the front brake is controlled by the left brake, the rear brake by the right brake.

1. Adjustment screw brake cable
2. Mounting screw
3. Adjusting screw handle width



Some time after starting to use the brake and its regular use, you will notice some stretching of the brake cable. The **adjustment screw** serves the purpose of minimal adjustment.

Setting the range of the brake handle

With the help of the adjusting screw that goes into the brake lever, the handle range can be adjusted. If required, the distance between the brake lever and the grip tap can be adjusted by using a Philips screwdriver.



Your woom bike is delivered with a suitable default spacing for the appropriate model. In the case of self-initiated changes make sure that there is enough space between the brake levers and the handlebar. The brake lever must not touch the handlebar grip, not even when used heavily. The brake lever should be adjusted in a way that your child can use the brake safely, without getting tired.

Set the correct angle of the brake lever by using the fixing screw. Turn the lever until the hand forms a straight line with the forearm.

Brakes



Check the brake pads regularly for their quality. Brake pads need to be replaced by new ones before reaching the wear mark. Both brake pads must be replaced at the same time.



Brake pads must not get in contact with oil or fat. Well working brake pads touch the outside of the rim, not the tires.

4.13. Wheels

The wheel has to sit firmly and centered in the frame or fork, and needs to rotate easily. Use the quick-release (woom 4, 5 and 6) or a 5 mm hex key (woom 1, 1 PLUS, 2 and 3) for fittings, to achieve the appropriate stability.



Rims wear embossed markings for wear of rims. After a certain period of use, these will be visible. As soon as the markings show wear and tear, don't allow your child to ride the bike with this rim or wheel and have it replaced.



Rims are wear parts that are exposed to large loads. Deformed, cracked, or broken wheels must be replaced immediately.

Spokes connect hubs with rims. They need to show a certain tension and have an influence on the straightness of a wheel. Check the tension of the spokes regularly.



Check the profile, the air pressure and the condition of the tires regularly. Replace worn-out tires immediately.



On the side of the tire, you will find the minimum or maximum allowed air pressure for the tire. In addition, the dimension of the tire is marked. 50-403 means, for example, 50 mm tire width and 403 mm rim diameter.

woom exclusively uses **car valves (Shrader valves)**. If you should decide to use different kinds of valves during an inner tube exchange, familiarize yourself with the right way to handle those.

5. Care and maintenance

Note maintenance information marked with the maintenance symbol in section 4, as well as the suggested inspection plan in section 7.

For cleaning the bike, we recommend warm water and a sponge. If you use protection and care products suitable for bicycles, pay attention to using them correctly, according to the manufacturer's instructions.



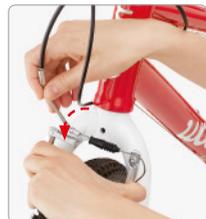
Never clean the bike using acids, grease, hot oil, brake cleaner, or solvent-containing liquids. When riding in the rain, clean and lubricate the gearshift, chain and brakes (except the brake surfaces!)

6. Quick fixes

6.1. Tire change

Front wheel:

- ✓ First, unfasten the brake of the front wheel. (This step doesn't apply to woom 1.)
- ✓ Pull off the cable connector of the hub Dynamo (if it exists).
- ✓ Then loosen the hex screws or



the quick-release skewer located on both sides of the fork and take the front wheel off the fork.

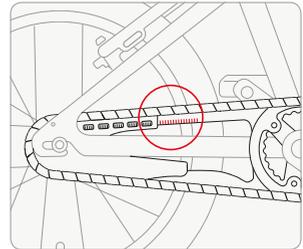
- ✓ Installation is done in reverse steps.

Back wheel:

- ✓ Set the chain of the bike on the smallest sprocket.
- ✓ Loosen the brake cable from its guidance to be able to take the wheel off more easily.
- ✓ Remove the Hebie chainguard (only woom 2/3).
- ✓ Loosen the hex screws or the quick-release skewer on the shaft and take the wheel out of the dropout.

Installation is as follows:

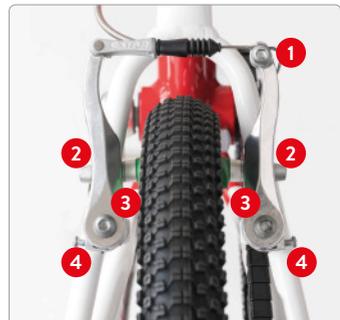
- ✓ Set the chain on the smallest sprocket and put the wheel in the dropout.
- ✓ Make sure that the wheel sits in the socket, and fasten the wheel with the Hex screws or with the quick-release skewer.
- ✓ In case of a woom 2 or 3, the following number of teeth has to be visible on the Hebie chainguard: woom 2: 2 teeth, woom 3: 15 teeth (see image).



6.2. Brake is rubbing

The brakes are set and tested prior to shipping. If the brake shoes still rub on the rim loops, this can be easily fixed. In order to adjust the brakes, there are four different options as follows (see image). Due to the presetting of the brake, we recommend to carry out fine adjustments using the spring adjustment screw only (4):

1. Cable retainer screw: serves for the attachment of the cable. By loosening the screw the brake cable can be shortened or lengthened.
2. Screw for adjusting the brake pads: With this screw, the brake pads and the 3 positioning to the rim can be moved and set.



3. Screws for anchoring with the fork: to secure the brake arms to the fork.
4. Spring adjustment screw: to center the brake pads with the rim.

When adjusting the brake, we recommend turning the wheel after each modification and checking the braking effect and performance.

In addition to the four bolts on the brake itself, there is still the possibility of changing the tension of the brake cable with the help of the adjustment screw for brake cable (also see 4.12). If you would like to know more to set the brake, have a look at the following:

<https://www.youtube.com/watch?v=kQT7OLkB5VI>

6.3. Other common problems

The chain is rubbing	First, try to lubricate the chain; should the problem continue, adjust the derailleur correctly, or take it to a specialist.
The wheel is “wobbling”	A light „wobbling“ is common for new bicycles, this is often the sidewall, and after a few km of riding, it disappears automatically. If the wobbling is too much and the brakes are touched, you should take the bicycle in for repair.
Unusual sounds while riding	Make sure the chain is sufficiently lubricated, and is not stretched too tightly. Again, tighten the screw at the bottom bracket bearing and at the handlebar stem.

7. Inspection plan

Regular thorough inspections of the woom bikes by a skilled expert are extremely important for the safety of your child. For this reason, we urgently recommend the following inspection schedule:

- ✓ **After riding 200 km** and at least once in a year, have the tires and wheels checked for being undamaged and being in proper condition. Adjust the tension of the brake cable, because it can expand after riding the new bike. Have the gearshift adjusted, as well as the tightening torques on handlebars, steering system, cranks, pedals, seat, seatpost and all mounting screws.

- ✓ **After 300 to 500 km** have the brake pads, bicycle chain, pinion, sprocket and rims checked for wear, and also check the tightness of all fittings.
- ✓ **Every 1000 km** an expert should disassemble, inspect, clean, lubricate, and if necessary, replace the following components: hubs, pedals, steering system, brakes and gear shift.

8. Technical data

8.1. Weights and geometry data

You can find the net weight and the geometry data for all bikes on our website woombikes.com by clicking on the desired bike and then scrolling down.

8.2. Tightening torque

Whenever possible, meet the following recommended maximum tightening torque values when adjusting the bike components:

Screw	Torque
Pedal	20 Nm
Axle screws	10 Nm
Stem on handlebar	9–10 Nm
Stem on fork	9–10 Nm
Seatpost on frame	10 Nm
Clamp of brake cable	8 Nm
Clamp of brake pad	10 Nm
Pedal crank	30 Nm



Caution! If these specifications are exceeded, some bike components might get damaged!

9. Environment and disposal

While cleaning and taking care of your woom bike be vigilant about the environment. Whenever possible, use biodegradable cleaning products. Be aware of not allowing cleaning products to get into the sewer system. Dispose of old chain lubricants properly in the appropriate waste disposal location. Tires and tubes are no residual or municipal waste and must be disposed of at a recycling center. If you have no more use for your woom bike, or if you want to dispose of it, we'll take it back and offer free shipping.

10. Liability and warranty, guarantee

We grant a **24 months warranty** on the entire bike including the frame and all mounting parts. We do not cover natural wear or crash/fall damage but can offer replacement parts at cost for such instances. Send us the photo of the damage and we'll help you quickly and hassle-free. If a part should break, due to a fall or similar actions, you'll get the replacement part from us at cost price when possible.

If you have bought your woom bike at a retailer please contact them for warranty assistance.

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