

User manual



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Contact details

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Manufacturer

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Conformity

Van Raam Reha Bikes B.V. hereby declares that the radio equipment type **GoCab equipped with the Silent Electrical System** complies with Directive 2006/42/EC, 2014/53/EU, and 2011/65/EU. The complete text of the EU Declaration of Conformity can be consulted at the following web address: <https://www.gocabbike.com/en-gb/gocab-en/gocab>

Van Raam Reha Bikes B.V. hereby declares that the Silent charger Li-ion 36V 6A with Rosenberger connector complies with Directive 2014/30/EU, 2014/35/EU, and 2011/65/EU. The complete text of the EU Declaration of Conformity can be accessed at the following web address: <https://www.gocabbike.com/en-gb/gocab-en/gocab>

Van Raam Reha Bikes B.V. also declares that, as the manufacturer of the **GoCab bicycle (367-0000)**, as described in this user manual, it conforms to Directive 2006/42/EC.

Introduction

This user manual provides important and necessary information about the use of your bicycle. We kindly request you to thoroughly read this user manual before using the bicycle. Always follow the instructions as outlined in the user manual. Store the user manual carefully. The most up-to-date version of the user manual can be found on the website

<https://www.gocabbike.com/en-gb>



READ CAREFULLY

We recommend having your bicycle regularly checked by GoCab B.V. We advise scheduling a service appointment one year after the initial use of your bicycle. If you have opted for a mobility package, GoCab B.V. will include this in the planning for you. During the service, checks and maintenance will be performed on various components, including (parking) brakes, bearings, drive system, frame, electrical system, and controls.

If you feel any play or hear unusual noises while cycling, it is advisable to immediately contact the owner of the bicycle or GoCab B.V. Continuing to ride with issues can exacerbate problems and ultimately lead to damage. The replacement of safety-related components should be carried out by GoCab B.V. If you choose to replace components yourself, you are personally responsible for any damage or injury resulting from incorrectly installed components.

In this user manual, you will find instructions on how to maintain, adjust, and use the bicycle. If you encounter difficulties or are uncertain about the correct procedures, please contact GoCab B.V. for assistance.

Delivery

The delivery should include the following:

- Bicycle with any packaging
- User manual
- Maintenance booklet
- Instruction booklet
- Smart battery with a card containing a 5-digit code
- Charger
- (Spare) keys

Please check the delivery immediately upon receipt. In case of damage or an incomplete delivery, we request you to contact GoCab B.V. promptly.

Indication

The GoCab is designed to transport a maximum of eight children aged 2 to 8 years, with a maximum weight of 35 kg per child. It is required that the child can sit independently. As the bicycle operator, you are responsible for the safe use of the bicycle. The bike is commonly used by daycare centers, childminders, and after-school care facilities (BSOs).

Intended usage

The bicycle is designed for normal use on a flat, solid surface. Always observe the usual caution when cycling. Be mindful that you are participating in traffic with young children. Plan your route carefully, choose the quietest path, and avoid participating in fast-moving traffic as much as possible.

The manufacturer has developed this vehicle with the utmost care, following the latest standards and regulations. To keep the vehicle as safe as possible for the driver and passengers at all times, maintenance and regular servicing are crucial. More information on this can be found in the '**Maintenance and cleaning**' section. Additionally, the safety measures outlined in this user manual, under the '**Safety measures**' chapter, should be strictly followed. Always adhere to local rules for traffic participation as well.



The bicycle is suitable for transporting a maximum of eight children, operated by one driver. The children should be able to sit independently. The bicycle is intended for the transportation of children up to approximately eight years old and is not designed for carrying goods. The driver must be at least 16 years old, independently mobile, and should not have visual or other impairments that would hinder responsible participation in traffic. The combined weight of the driver, passengers, and luggage (as specified in the '**Technical specifications**' chapter) should not be exceeded.

It is strongly recommended that, as a driver, you undergo a driving instruction session for the GoCab before use, and repeat this annually. GoCab B.V. provides this driving instruction upon the delivery of a new GoCab. Upon request, it is possible to instruct multiple drivers. If there is sufficient interest, GoCab B.V. can also provide driving instructions at the factory in Varsseveld. During these sessions, extra attention is given to maximum safe use of the GoCab through practical situations on a test circuit. For more information, please contact GoCab B.V.



Participation in traffic involves risks.

GoCab B.V. cannot be held liable for any other use, including damage or injury resulting from it.

Safety measures

- As the bicycle operator, you are responsible for the safe use of the bicycle.
- If you notice play or hear unusual noises in a component outside the prescribed inspection intervals, additional checks are required. Please contact the owner of the bicycle or GoCab B.V. immediately.
- Exercise extreme caution during the first ride.
- Always use **both brake levers** while cycling for optimal braking performance.
- Be cautious to avoid loose clothing, scarves, shoelaces, wide trousers, etc., getting caught in moving parts such as the chain, spokes, or pedals.
- Do not leave loose luggage lying around in the seating area.
- While riding, children should keep their hands inside.
- Ensure that the children are evenly distributed on both sides of the seating area so that the weight is balanced. Refer to the '**Before use**' chapter for more information.
- Be cautious to prevent dangerous speeds during descents. Brake in a timely manner and do not cycle faster than 16 kilometers per hour.
- High speeds in turns and on uneven terrain, or taking a turn too sharply, can lead to the bicycle overturning.
- Use the bicycle only on a **solid and flat surface**.
- Obstacles higher than 5 centimeters should be avoided, or the speed should be reduced to below 5 kilometers per hour. Smaller obstructions should be traversed at an appropriate speed.
- The electrical system is equipped with a radio interface. Local usage restrictions, such as in airplanes or hospitals, must be observed.
- Keep both hands firmly on the handlebars and feet on the pedals while riding.
- Be aware that there is a small blind spot at the front, and optimal visibility may not always be guaranteed in this area. Exercise extra caution in unclear situations, such as when exiting an alley.
- Extra caution is required during pregnancy due to an increased risk of injury.
- Use the bicycle in ambient temperatures between -10°C and 40°C.
- Do not leave the bicycle in direct sunlight; the temperature of some components can exceed 41°C. Contact with the skin may lead to skin sensitivity.
- It is strongly recommended to always carry a first aid kit in the GoCab. Ensure there is always a means to seek help in case of emergencies, such as having a mobile phone.
- It is advisable to use helmets and vests during a bicycle ride for additional protection for the children. Ensure that the helmets fit the children correctly. It is also



recommended for the operator to wear an appropriate helmet and a safety vest for increased visibility and safety.

Tips for safe cycling:

- Be aware that the GoCab is larger and wider than a regular bicycle.
- The GoCab is a tricycle. A tricycle behaves differently while cycling compared to a bicycle with two wheels!
- The bicycle will handle differently when cycling without passengers. Try this out cautiously first. Test the bike's behavior without children at an appropriate speed on uneven terrain. This helps you become better at responding to unexpected movements of the bike and handlebars during use.
- Familiarize yourself with the features of the electric motor. When using the electric system for the first time, carefully read the chapter '**Silent Electrical System on the GoCab**' before use. Always pay attention when activating the electric motor, and don't be surprised by the possibly sudden behavior of the electric motor.
- Practice using the starting aid and the reverse function. Be mindful that during bicycle use, the starting aid or reverse function is not unintentionally activated. For example, if the pedals are playfully turned backward at a stoplight, the reverse function will be activated, causing the bicycle to move backward.

Pre-ride check:

Ensure before each ride that the bicycle is in good condition. Contact GoCab B.V. and do not use the bike if you notice irregularities during the check.

- Check the proper operation of the brakes. The brakes should function, and you should feel pressure on the brake lever.
- Check the battery and its voltage. Ensure the battery is adequately charged.
- Verify the proper functioning of the lighting. Refer to the '**Before use**' chapter for correct adjustment of the lighting.
- Ensure there is sufficient air in the tires. Consult the **maintenance booklet**, always provided with a new GoCab, for the correct tire pressure.
- Check if the saddle and the handlebars are securely fastened. Refer to the '**Adjusting the bicycle**' chapter for the correct adjustment of the saddle and handlebars.
- The use of seat belts is strongly recommended. Ensure that all occupants correctly use the seat belt. If any of the seat belts are defective, leave that seat vacant and have the belt repaired by GoCab B.V. Refer to the '**Before use**' chapter for the correct operation of the seat belts.



- Check if the cover is securely fastened and zipped closed.
- Verify if the mirrors are properly adjusted.



If you feel any play or hear unusual noises, please contact GoCab.

Parking the bicycle:

- Never leave the bicycle unattended with children in it.
- Use the parking brake when parking the bicycle (and leaving it). Engage the parking brake **when children are getting in and out** of the bike.
- Familiarize yourself with the operation of the parking brake. Refer to the '**Before use**' chapter for information on brake operation.
- Always lock the bicycle when leaving it unattended.

Safety measures for the charger:

- Only charge the Van Raam/GoCab Li-Ion batteries with the provided charger. The use of a different charger cannot guarantee safety and battery life. Connect the charger only to a suitable electrical outlet (220-240 Volt AC 50-60 Hz). When the charger is not in use, disconnect it from both the electrical outlet and the battery.
- The charger should only be used by individuals who have read the information in this manual and are familiar with the proper use of the charger. Keep the charger away from children; they should not play with the charger.
- The charger is designed for use in a dust-free, dry, and well-ventilated environment. Do not expose the charger to water, heat sources, or direct sunlight. Keep the charger clean and dry.
- Does the battery feel warm before charging? If so, do not charge it! The battery must be at room temperature to be charged. Stop charging if the battery becomes abnormally warm (>40°C). **Note** that the charger itself may become warm during charging (>50 °C). Before picking it up, cautiously check if the charger can be handled, as this temperature can cause skin sensitivity or a startled reaction upon contact.
- Do not use the charger or battery if they are visibly damaged or modified. Do not attempt to repair the charger or battery! In case of a defect, contact GoCab B.V. Never attempt to open the charger or battery yourself.
- Always supervise the charger and battery during charging. Once the battery is fully charged, disconnect the plug from the electrical outlet and the battery.



Load

The maximum permissible load must not be exceeded. Refer to the information in the table under the '**Technical specifications**' chapter for details.

Damaged or worn parts

The replacement and repair of parts (frame, fork, lighting, brakes, drive system, and handlebars) must **always** be carried out by GoCab B.V. Otherwise, the warranty is void, and you are personally responsible for any resulting damage.



Always replace safety-related components with new parts!



If there is any doubt about the functioning or condition of components on the bicycle, such as visual damage, play, or unusual sounds, always consult an authorized GoCab dealer or GoCab B.V. directly.

As with all mechanical parts, the bicycle is subject to wear and high loads. If a component fails, it can lead to very dangerous situations and may result in damage or injury to the bike user. Any form of cracking, scratching, or change in colour in heavily stressed parts of a component is an indication that the part needs to be replaced.

Adjusting the bicycle

Before using the bicycle, adjust it to the dimensions of the rider. This is crucial, especially for the saddle and the handlebars.



If optimal adjustment is not possible with the provided instructions, you can contact GoCab B.V. for a suitable solution.

The brakes are initially set correctly and should only be adjusted by GoCab B.V. during regular maintenance.



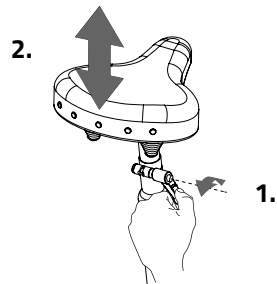
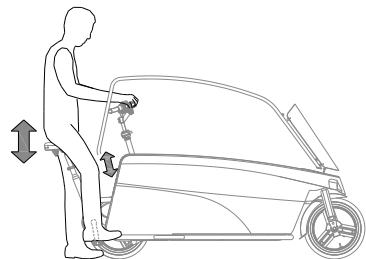
Ensure that fingers and other limbs do not get caught or pinched when adjusting the bicycle.

Saddle height

Adjust the saddle height correctly by sitting on the bike and placing one foot on the pedal in the bottom position. In this position, the leg should be straight but still relaxed.

There are 2 different saddle clamps, both of which are described here for adjusting the saddle:

1. Loosen the quick-release lever by a few turns.
2. Slide the saddle to the desired height.
3. Tighten the quick-release lever securely.



1. Open the quick clamp [A].
2. Slide the saddle to the desired height.
3. Close the quick clamp.



Ensure that the clamp is positioned so that clothing cannot get caught.!



If the clamp closes too easily, the clamping force is too low. In this case, open the clamp and tighten nut [B] a bit more. If an extremely large force is needed to close the clamp, then the nut should be loosened.



Do **not extend** the seat post beyond the marking. Otherwise, the tube may not be inserted deep enough into the shaft, posing a risk of breakage, which could lead to severe injuries.

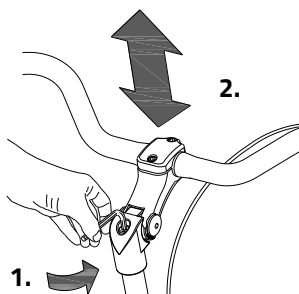


Handlebar height

The height of the handlebar affects riding comfort, determining the pressure on the hands and the posture of the back. You determine the most comfortable position in practice.

To adjust the handlebar:

1. Loosen the screw with an Allen key by a few turns.
2. Slide the stem to the desired height and then tighten the screw securely. (21-23 N/m)



Do **not extend** the stem beyond the marking. Otherwise, the tube may not be inserted deep enough into the shaft, posing a risk of breakage, which could lead to severe injuries.

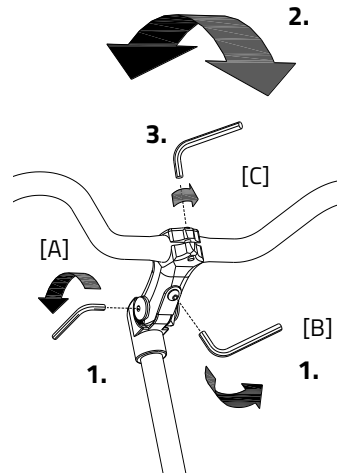


Handlebar adjustment

You can tilt the handlebar. This affects the distance from the handlebar to the upper body. Determine what is most comfortable in practice.

To tilt the handlebar:

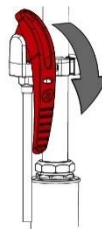
1. Loosen screws [A] (if present) and [B] with an Allen key by a few turns.
2. Set the handlebar in the desired position and then tighten the screws securely. (14-16 N/m)
3. Loosen screw [C] with an Allen key by a few turns, set the handlebar back to the correct (level) position, and then tighten the screw securely. (14-16 N/m)



Before use

Parking brake:

Always use the parking brake (red lever) when parking and leaving the bike. Also, engage the parking brake when children are getting in and out of the bike.



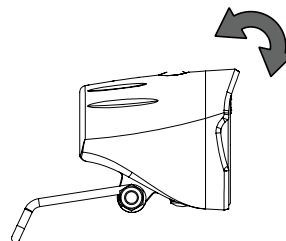
Try to park the bike on a horizontal surface whenever possible. If it is unavoidable to park the bike on a slope, always use the parking brake. The bike should never be parked on a slope greater than 6 degrees.

Centralized lighting system

The bike is equipped with a centralized lighting system where the lights are connected to the electrical system. The lighting automatically turns on when the electrical system is activated.

Adjust the angle of the headlight so that the center of the light beam is approximately ten meters in front of the bike.

You can manually turn the lights on and off by briefly pressing the on/off button on the display. When the electrical system is turned off, the lights will automatically turn off.



Make sure there is always a battery on the bike when cycling in the dark!

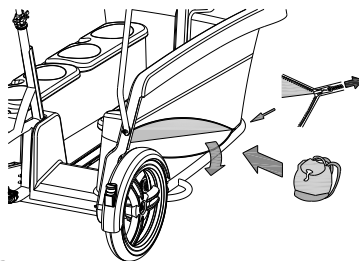
Once the battery is nearly empty, the motor will no longer provide assistance during cycling. However, the switchable lighting will still operate on residual power.

Luggage compartment

At the bottom right, behind the cover, there is a luggage compartment where, optionally, the spare battery can also be placed.



The luggage compartment has space for carrying a first aid kit.



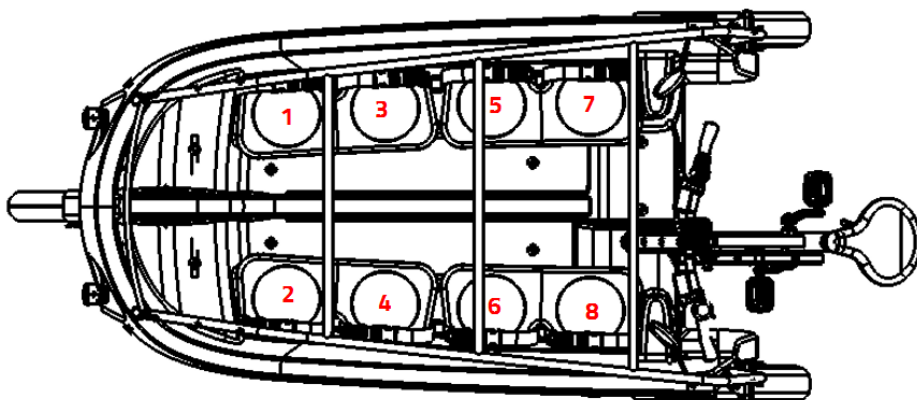
Do not leave loose luggage lying around in the seating area.

Bike lock

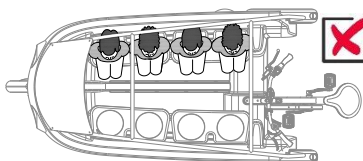
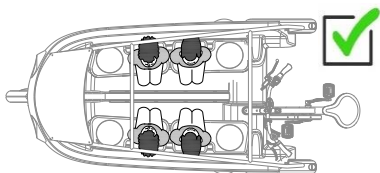
In the bottom right luggage compartment, the lock is also stored. The lock is ART certified. Always lock the bike when leaving it unattended.

Weight distribution

The image below suggests an order for optimal weight distribution. Distribute the weight of the children evenly on the left and right sides.



Example:

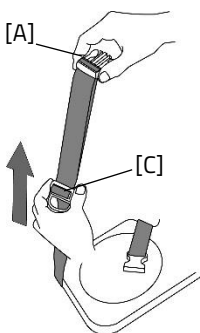
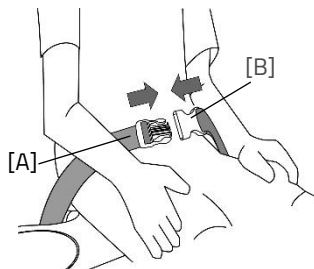
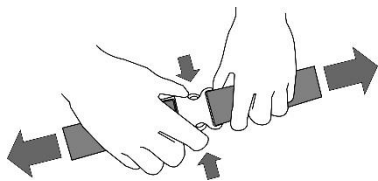


Belt adjustment

Our strong recommendation is to secure each child with the seatbelt. The seatbelts are equipped with colored belt stickers, making it easy to see which belts correspond.

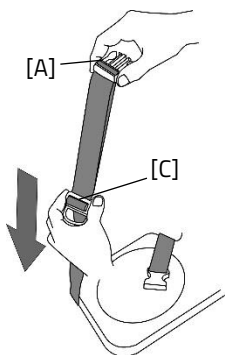
Unfastening the Belt

To unfasten the belt, press the tabs of the belt and pull belt part A out of belt part B.



Lengthening the belt

Hold the adjustable part [A] upright and slide the buckle and end ring [C] upright [towards A] to make the belt longer..



Shortening the belt

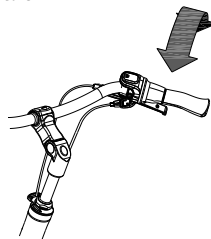
Hold the adjustable part [A] upright. Grab the loop and pull it down on the side of the buckle [C] bit by bit to make the belt shorter, see image 3.

Mirror

For extra safety, there is a mirror on the left side of your bike as standard.

Gears

The GoCab has eight gears. The gears are operated by turning the handle. **Do not pedal** while turning..



Before you actually start cycling, make sure you have taken and understood all safety measures.

Silent Electrical System on the GoCab

The Silent electrical system comprises 5 components: display, button unit, battery, motor and bottom bracket. How the first 3 parts are used is explained in this user manual.

Operation of the display

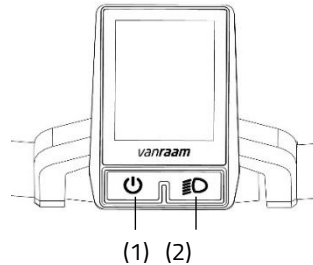
The display provides you with cycling information, which will be explained in more detail later. The display is mounted onto the handlebars by means of a bracket. The display cannot and does not have to be removed when leaving the bike.

(1) On/off

This button switches the electrical system on.

(2) Bicycle lights

The lights on the bicycle switch on automatically when the electrical system is switched on. By pressing this button briefly, the lights can be switched off (and on).



Operation of the button unit

The button unit is mounted next to the handlebar grip. You use the button unit to operate the electrical system.



The button unit can be mounted on the other side of the handlebars by your dealer.

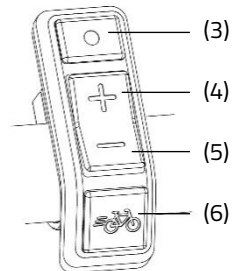
(3) Mode

By pressing this button briefly, you can switch between the different Screen modes.

(4) Plus - Increase pedal support power assistance

(5) Minus - Reduce pedal support power assistance

(6) starting aid

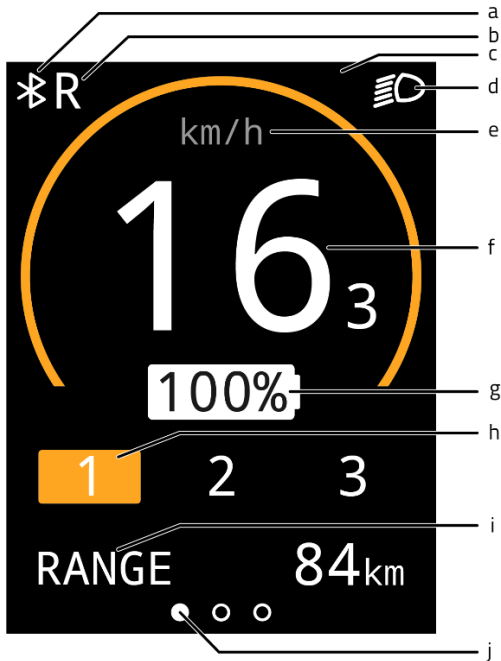


Information screen

After the electrical system is powered up, the information screen is displayed. This screen displays real-time cycling information.



The information screen will only work if you have switched on the electrical system.



- (a) Bluetooth connection
- (b) Reverse function of (thumb) throttle activated
- (c) Notification field
- (d) Bicycle lights
- (e) Speed indicator
- (f) Speed
- (g) Battery charge percentage
- (h) Assistance mode
- (i) Screen modes
- (j) Screen mode orientation bar

Screen modes

The screen mode (i) can be set by using the mode button (3) You can switch between the following 3 screen modes while cycling.

1. Radius of action [RANGE] (default display)

This is the number of kilometres that can still be cycled with the remaining battery capacity in the active assistance mode.



The range is assistance mode dependent and is an estimate, so the actual range may differ from the estimate. The range is dependent on several factors. Among others, the range is influenced by: battery capacity, amount of assistance, tyre pressure, ride speed, rider weight and load, and the environment.

2. Trip distance [TRIP]

This is the distance travelled since the trip odometer was last reset. By holding down the mode button for one second, the trip odometer can be reset to 0.



3. Total distance [TOTAL]

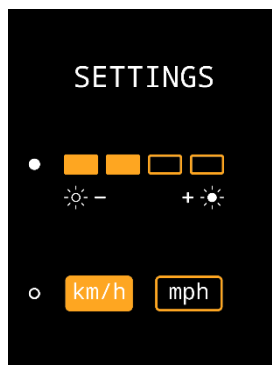
This is the total distance travelled by the bicycle when the electrical system has been switched on.



Settings screen








In the settings screen, the brightness of the display and the units of distance and speed can be changed.

To access the settings screen, the mode button (3) and the plus button (4) should be pressed down simultaneously for one second. Using the mode button (3), you can switch between the settings. The plus and minus buttons (4,5) are used to adjust the setting. To exit the setting screen, press and hold the mode button (3) for one second.



Notifications

Several symbols can be displayed in the information screen. The symbols are explained below. More information on the notifications can be found in the chapter **"Possible Faults"**.

	The bicycle lights are activated
	A Bluetooth connection is active
	No communications with the battery
	Reverse function of (thumb) throttle is activated
	The temperature of the controller is too high
	Voltage is too high
	Fault

Pedal support power assistance

The Silent electrical system provides assistance while cycling.

Starting aid

With the starting aid, pedal assistance is activated up to a speed of 6 km/h, without having to pedal yourself. To do this, press and hold down the starting aid button (6). If the button is pressed again, the function is reactivated.

If you press the starting aid button while cycling, you will get a "boost". This boost will have the same maximum speed as the bike. The activated pedal assistance mode determines the degree of assistance of the starting aid and the "boost".

The starting aid button can be used for:

- Extra assistance when starting off (starting aid).
- Extra assistance when cycling uphill (boost).

Assistance settings

The pedal assistance level can be set using assistance settings 1, 2 and 3. The assistance settings can be changed while cycling.

1. Low level of assistance, maximum range.



2. Average support, average range.



3. Maximum support, low range.



Reverse pedalling

The reverse function is activated by pedalling backwards from a stationary position. After a few turns of the wheel, the motor is activated and the bicycle will reverse at the speed of 3 km/h for as long as it is pedalled backwards.



Do not let the electric motor's sudden behaviour take you by surprise. For example, if you wait at the traffic lights and pedal backwards just for fun, the reverse function will be activated and the bike will start riding backwards!

Presets

A preset is a set of settings which sets the level of assistance. By loading a different preset, the level of assistance for all assistance settings can be adjusted. Presets can be changed by the dealer or through the Van Raam app.

Van Raam E-Bike app

With the app, you can track various information and configure the assistance modes. (More information on this can be found in the chapter on the Van Raam E-Bike app)

Charging the battery

For optimal condition and capacity of the battery, we recommend charging the battery indoors at room temperature.



Only use the charger when the ambient temperature is between 0 and 35 degrees Celsius.

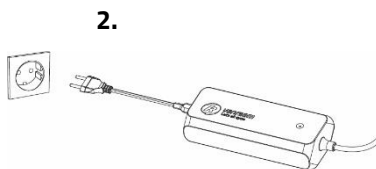
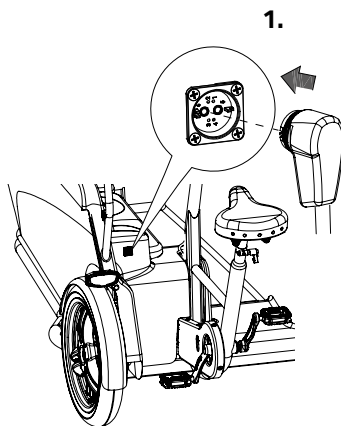
The bike has an external charging point located on the tub. To charge the battery:

1. **First**, connect the charger to the external charging point. The magnetic plug will ensure a secure connection.
2. **Then**, plug the charger into the power outlet. The red LED will turn on, indicating that the charger is now charging the battery.



Note! *If the battery is not properly connected, the green LED will be on (standby mode). In case of insufficient connection, unplug the charger from the power outlet and clean the charger connector with a dry cloth.*

3. The charging time depends on the battery status. The charging time is approximately 4.5 hours for a 24.8 Ah battery.
4. Once the battery is fully charged, the green LED will stay on continuously. Now, **first** unplug the charger from the power outlet.
5. **Then**, disconnect the charging connector from the battery connector.



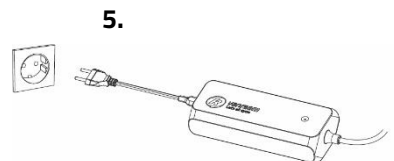
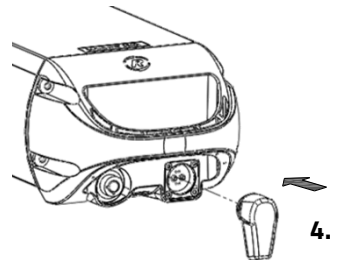
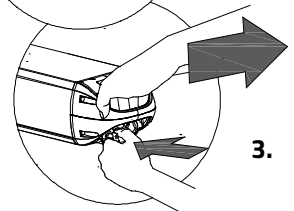
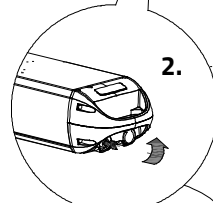
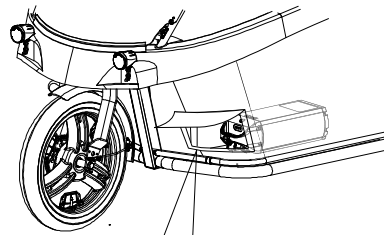
You can also remove the battery from the bike to charge it:

1. Open the compartment where the battery is located and disconnect the plug connected to the external charging point.
2. Unlock the battery by turning the key a quarter turn.
3. Press and hold the lock and, with your other hand, pull the battery out of the holder.
4. Take the battery indoors. **First**, connect the charger to the battery. The magnetic plug will securely connect to the charging point.
5. **Then**, plug the charger into the power outlet. The red LED will light up. The charger is now charging.



Note! *If the battery is not properly connected, the green LED is on (standby mode). In case of insufficient connection, unplug the charger from the power outlet and clean the charger connector with a dry cloth.*

6. The charging time depends on the battery status. The charging time is approximately 4.5 hours for a 24.8 Ah/36 V battery.
7. Once the battery is fully charged, the green LED will stay on continuously. **First**, unplug the charger from the power outlet.
8. **Then**, disconnect the charging connector from the battery.
9. Place the battery back into the holder on the bike and lock it.
10. Insert the plug back into the charging point on the battery, using a twisting motion until you feel a click.





Do not forget, when you want to use the external charging point, to reconnect the plug to the battery.

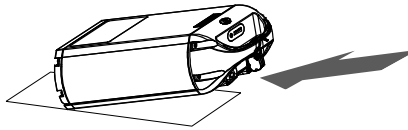
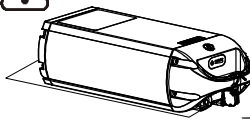
Charger:

LED indication	Status
Green	Standby/ Full battery
Red	Charging
Red blinking	Protection: Reverse polarity; Short circuit; Over-temperature; Overcurrent; Overvoltage

It is better for the battery to charge it intermittently rather than waiting until it is completely empty. Never store the bike with an empty battery!



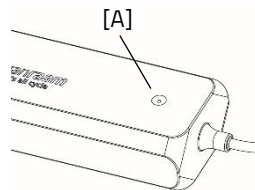
Slide the battery **straight** into the slot, **not at an angle**.



Charger indicator light

The status of the charger is indicated by the coloured indicator light.

- If the indicator light is green, the charger is in standby mode or the battery is full.
- If the indicator light is red then the charger is charging the battery.
- ⊘ If the indicator light flashes red then the charger is in safety mode.



Caution! Unplug the charger from the power outlet.



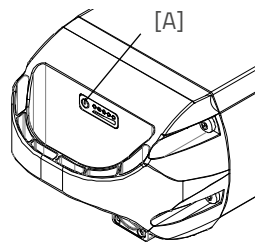
Only use the charger when the ambient temperature is between 0 and 35 C.



It is better for the battery to be charged periodically instead of waiting until it is completely empty.

Battery indicator lights

On the battery pack there is an LED indicator to check the battery charge status. The battery charge status can be read by briefly pressing the on/off button [A]. While the battery is being charged, the indicator shows the charging progress:



The battery is fully charged. When the battery is used, the number of green lights will decrease.



When two green lights are on, the battery is 50% charged.



If only the red LED is still on, the battery is almost empty and the battery should be charged or replaced with a charged battery.



When the red LED starts flashing, the battery is empty and the motor will no longer provide assistance while cycling. The adjustable lights will still work.



Never put the bike away with an empty battery.

Deep sleep battery mode

When the battery is almost empty and has not been used for a week, the battery will go into a "deep sleep mode". In this mode, the battery uses as little energy as possible, which extends the battery life.

When "deep sleep mode" is activated, the battery cannot be used. By pressing the on/off button [A] on the battery, the battery will be released from 'deep sleep mode' and can be used again. It is advisable to charge the battery before using it.

Charging and maintenance of the battery pack

Important safety warning:

- To ensure the battery's optimal condition and capacity, we recommend charging it indoors at room temperature.
- Never put the bicycle away with an empty battery. We recommend charging the battery as soon as possible when it is empty. The best storage charging level for the battery is when the charge display shows three to five LED lights.
- In winter, check the battery charge every other month, recharge it if less than three LEDs light up.
- Preferably store and use the battery between 5 and 20 C, avoid higher and lower temperatures.
- Do not charge the battery in direct sunlight and make sure that the battery is not charged at a temperature lower than 5 C.
- Only use the charger in dry indoor areas, the charger is not allowed to get wet.
- Only use the supplied Van Raam battery and charger.
- The housing of the battery and the charger must not be opened. In case of any problems, please consult your dealer.
- A Van Raam battery is not allowed nor is it possible to recondition the battery due to safety reasons and incorrect functioning of the electrical system.
- Do not drop the battery as this can cause external and internal damage.
- If the bicycle malfunctions, the battery must be disconnected from the bicycle.



Keep in mind that the bike provides less assistance at lower temperatures (0°C and below) and that the battery will drain more quickly. It also takes longer to charge at low temperatures.



Every battery drains over time. This process is called 'self-discharge'. A battery that is empty and not charged can undergo a deep discharge caused by self-discharge and become faulty as a result. The warranty is voided in the case of a deep discharge.



Keep in mind that every battery wears out over time. The wear and tear process of the battery is inevitable and depends on several factors such as use, the number of times to fully discharged and charged and the ambient temperature. Even if the battery is not used, its capacity will decrease. A worn-out battery can be used, but keep in mind that the range will be reduced.

Possible faults

- The system cannot be switched on:
 1. Check that the battery is attached properly.
 2. Check the status of the battery. If it is empty, charge the battery.
 3. If the above does not provide a solution, please contact your dealer.
- If a red LED flashes on the charger, unplug the charger from the power outlet and stop using the charger and battery. In this case, contact your dealer.

Faults table

Fault symbol/ code	Description	Consequence/ course of action
All assistance modes are flashing	Temperature controller too high	System does provide assistance, motor power is reduced.
Thermometer (symbol) + all assistance modes are flashing.	Temperature controller too high	System does not provide assistance, let the controller cool down.
Battery with cross (symbol) + all assistance modes are flashing	No communications with the battery	System does provide assistance. Contact your dealer.
Lightning bolt (symbol) + assistance settings are turned off	Voltage too high	System does not provide assistance, voltage drops automatically when cycling speed is slower than maximum assistance speed.
Exclamation mark (symbol) Exclamation mark (symbol)	Voltage too low	System does not provide assistance, check the connection between controller and battery.

		Check how full the battery is.
	Controller communication error	System does not provide assistance. Contact your dealer.
Active assistance mode is flashing	Electrical current too high	System does not provide assistance. Contact your dealer.
Active assistance mode is flashing	Motor sensor fault	System does provide assistance. Contact your dealer.
All assistance settings are turned off.	The battery is almost empty.	Charge the battery

Charging and maintenance of the battery pack

Important safety warning:

Charger safety precautions

- Only charge Van Raam Li-Ion batteries with the supplied charger. Only connect the charger to a suitable wall socket (220-240 Volt AC 50-60 Hz). When the charger is not in use, disconnect it from the power outlet and the power plug from the battery.
- The charger may only be used by persons who have read the information in this manual and are familiar with the correct use of the charger. Keep the charger out of reach of children; they should not play with the charger.
- The charger is designed for use in a dust-free, dry and ventilated environment. Do not expose the battery to water, heat sources and direct sunlight. Keep the charger clean and dry.
- Do not charge batteries that feel hot. The battery may only be charged in places where the temperature is no higher than room temperature. Stop charging if the battery gets hotter than ($> 40^{\circ} \text{C}$).

Caution! The charger can become warm during charging $> 50^{\circ} \text{C}$. First, carefully feel whether you can pick up the charger, this temperature can cause hypersensitivity or a startled reaction when it comes into contact with the skin.

- Do not use the charger if it is visibly damaged or modified. Do not repair the charger yourself! Please contact Van Raam. You are strictly prohibited from opening the charger yourself!
- Always keep an eye on the charger and battery while charging. When the battery is full, disconnect the power plug from power outlet and remove the power plug from the battery.



Silent Electrical System options

There are various options for the electrical system depending on the bicycle model.

Spare battery

The bicycle can be equipped with a second battery. The second battery can be used when the first one is depleted. The batteries need to be swapped.

Switchable battery pack

If you have two batteries, the bicycle can be configured with the switchable battery pack option. Once the connected battery is depleted, you can switch the system to the second battery using a switch located between the seats.

The switch has three positions:



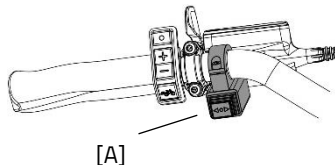
I: Battery on the left is connected to the system.

O: No battery is connected to the system.

II: Battery on the right is connected to the system.

Indicator set

The bike can be equipped with an indicator set. To operate the indicator set, press the switch [A] on the handlebar to the left or right.



The indicator set is powered by the battery of the Silent electrical system.



Note that the indicators can only be activated when the bike's lights are turned on.

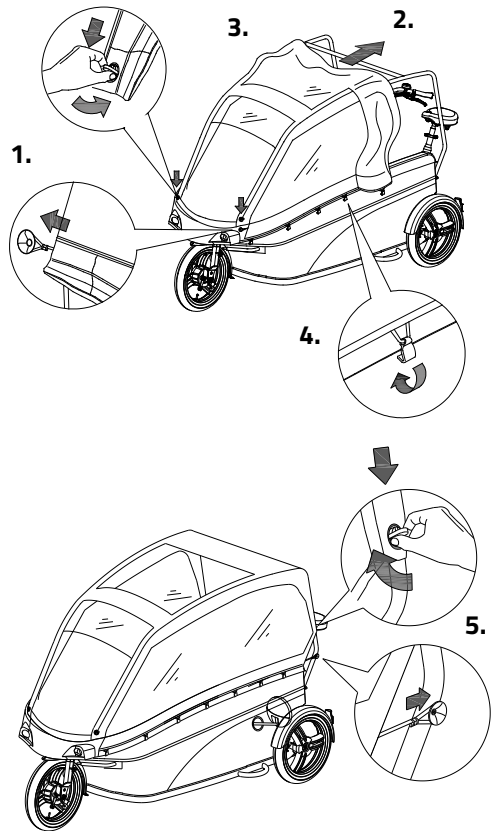
Accessories

Depending on your order, you can use the accessories described below. Additional accessories are available from GoCab B.V.

Cover

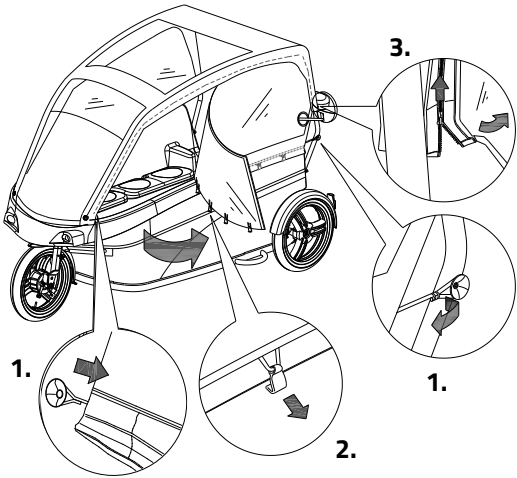
To attach the cover:

1. Attach the cover to the front of the GoCab by sliding the eyelets of the cover over the turnbuckle and then turning the turnbuckle a quarter turn. In addition, the end with the elastic should be attached to the button on the frame.
2. Pull the cover all the way to the rear.
3. Secure the cover to the inside with Velcro to the frame.
4. Attach the securing hooks of the cover to the side edges of the GoCab.
5. Attach the cover to the rear of the GoCab by sliding the eyelets of the sail over the turnbuckle and then turning the turnbuckle a quarter turn.
6. In addition, the end of the elastic of the securing hooks should be attached to the button on the frame.
7. Detaching the cover is done in reverse order.

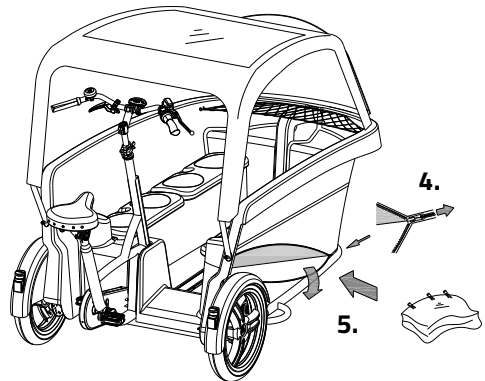


Detachable sides: zipper on the wrong side in the photo.

1. Unfasten the loops of the elastic.
2. Detach the securing hooks on the side of the cover.
3. Completely unzip the side of the cover.



4. Fold the detachable sides.
5. Unzip the storage compartment on the side of the GoCab and store the detachable parts inside.



Technical specifications

Length (cm)	256
Width (cm)	110
Height (cm)	141
Step-in height (cm)	49
Front wheel	20 "
Rear wheels	20 "
Weight (kg)	Approx. 152 (model dependent)
Max. rider weight (kg)	120
Max. passenger weight (kg)	280
Max. luggage weight (kg)	20
Brakes, front (parking brake)	Mechanical disc brake
Brakes, rear	Dual independent hydraulic disc brakes
Tire pressure	4-6 bar
Battery voltage	36 V
Battery capacity	24,8 Ah
Motor power	250 Watts

Bluetooth Low Energy	
Frequency	2400-2480 MHz
Transmission power	< 10 mW
GSM	
900 MHz	2 Watt
1800 MHz	1 Watt
Positioning	
GPS	1575.42 MHz
Glonass	1591 – 1615 MHz

Maintenance and cleaning

It is necessary to have the bike inspected at least semi-annually by GoCab B.V. to continue to be eligible for warranty claims. Use the '**Service, maintenance, and modifications form**' for this purpose, which can be found in the provided **maintenance booklet**. The first service appointment should be scheduled after approximately 1 year. Additionally, depending on the components, periodic checks and maintenance will be required at varying frequencies, as instructed in this chapter.

In the case of malfunctions or defects, the bike should be brought **immediately** to GoCab B.V. for repairs.

Replacement of safety-related components (especially frame, brakes, lighting, handlebar, fork, and drive) must be carried out by GoCab B.V. If you choose to replace components yourself, you are personally liable for any damage or injury resulting from incorrectly installed components. Use only **original** GoCab spare parts, which you can purchase from GoCab B.V. Upon request, GoCab B.V. will provide the necessary information for repairs and maintenance.

Maintenance and inspection frequency

The frequency for maintenance and component checks varies. The following frequencies are based on regular use (daily use up to 100 kilometers per week) on flat, solid roads, and bike paths (i.e., not off-road). You, as the rider or owner, can perform the weekly and 3-monthly checks yourself. Alternatively, you can have these checks done at a GoCab dealer, Van Raam dealer, or at GoCab B.V. If there is any doubt about components or points of the check, contact GoCab B.V.

Weekly checks:

- **All pre-ride inspection points – see 'Pre-ride check' under the 'Safety measures' section'**
- Visual inspection of the entire bike (including the seating area and cover) for cracks and/or damage;
- Are all reflectors present and clean;
- Is the saddle and seat post securely fastened and not exceeding the maximum marking;
- Is the stem and handlebar securely fastened and not exceeding the maximum marking.



3-monthly check:

- **All points from the weekly inspection;**
- Are the cranks still securely fastened to the bottom bracket;
- Are the pedals still securely fastened;
- Operation of the gears.

Annually:

Take the bicycle to GoCab B.V. for a service at least once a year. This includes checking and servicing the (parking) brakes, bearings, drivetrain, frame, electrical system, and controls.

Cleaning

The frame, the seating area, and the cover can be wiped down with a damp cloth. For dirtier spots, you can use a mild cleaning agent. The wheels can be cleaned with a damp brush with plastic bristles (no steel brush!). The saddle and the handles can be cleaned with mild soap and water.



Do not use a high-pressure or steam cleaner! This can lead to water collecting in areas of the frame or cause fats and lubricants to be washed away.

Tire pressure and visual inspection

It is crucial to ensure that the condition of the tires is good, as this contributes to better grip, reduced wear and tear, shorter braking distance, lower rolling resistance, and a decreased risk of punctures. The tires should not be soft enough to be easily pressed with your thumb. Considering the potential high total weight of the GoCab when fully loaded with 8 children and the driver, maintaining high tire pressure is essential. This also optimizes the GoCab's range. It is recommended to use a pump with a pressure gauge to check the tire pressure. Generally, the tire pressure for a bicycle will be between 4 and 6 bar. Check the side of the tire for the maximum and/or recommended tire pressure. Optionally, a bike pump and special fluid for better tire pressure maintenance can be obtained as accessories from GoCab B.V.

Also, check the tread depth of the tires, which should be at least one millimetre. Additionally, the canvas should not be visible, and there should be no cracks in the tire. Worn-out tires or any defective components must be replaced immediately.



Remember that maintaining proper tire pressure is crucial for the optimal and safe functioning of the bicycle.

Damage

In case of damage to the plastic seating area or the cover, we recommend having it repaired promptly by GoCab B.V.

Storage

Ideally, store the bicycle indoors. If this is not possible, place it under a shelter at the very least. An optional cover is available from GoCab B.V.

Disposal

If you wish to dispose of your bicycle, contact GoCab B.V. Alternatively, you can get in touch with the local waste disposal company, which will remove the bike according to the regulations of your residence.

Battery recycling

If your battery is defective or no longer in use, it should be recycled. You can take it to a STIBAT collection point for this purpose. This non-profit organization manages all aspects of battery recycling for the Netherlands. You can find the locations of STIBAT collection points on their website www.stibat.nl.

Transfer/sale to a new owner

If you transfer your bicycle to a new owner, it is important to provide all necessary technical documentation, the maintenance booklet, and spare keys so that the new owner can safely use the bicycle.

We appreciate being informed if you transfer the GoCab to a new owner.

Warranty

The warranty covers all defects in the product that have been proven to be caused by a material or manufacturing flaw. GoCab B.V. provides a five-year warranty on the frame and fork. For all accessories and other components (excluding wear parts), we adhere to the legally required warranty period of two years. Warranty is only valid with normal use and maintenance of the bicycle, as described in this manual..

Note! Both the warranty and product liability, in general, become void if the instructions in this manual are not followed, if maintenance work is carried out incorrectly, or if technical modifications or additions are made to the bicycle with non-original GoCab parts without the permission of GoCab B.V. Furthermore, if modifications are made by third parties, the original CE declaration on the bike will become invalid. The absence of a CE declaration can lead to issues when insuring the bike and in the case of potential damage or liability.

Here you have space to make notes or keep track of maintenance/modifications to your bike. Indicate the date and by whom the maintenance/modification was carried out.



Regulations, guidelines, and applicable Standards

All products from GoCab B.V. have been tested and certified in essential aspects according to Dutch guidelines and applicable EC regulations. This is sufficient for the approval/application of the GoCab on public roads. GoCab B.V. adheres to the most current standards and cannot be held responsible for any changes thereafter. Additionally, GoCab B.V. cannot be held liable for any national or local approval requirements, guidelines, or regulations in the country of application for the GoCab. For more information or further clarification on this matter, GoCab B.V. is always reachable.

Disclaimer

GoCab B.V. strives to ensure that all information in this manual is accurate. However, the information published in this document does not bind GoCab B.V., and GoCab B.V. cannot be held liable for its content, use, or application.

GoCab B.V. does not accept liability for inaccuracies and incorrect information from third parties referenced in this document. This document accompanies the GoCab bicycle and takes precedence over the maintenance booklet and instruction booklet, all of which are provided to the recipient upon delivery.

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