

A guide for riders

Welcome to Cowboy. Your new bike has arrived, and with it a new way to move freely and mindfully through your city. As you map your own path, we'll be there to power you forward, open to the road ahead.





Contents

This guide will get your new bike set up and ready to ride.

Get ready

- What's in the box
- The set-up
- Know your bike

Connect

- Pair the app

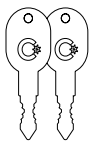
Ride

- Accessories
- Before every ride
- Before your first ride
- Bike maintenance

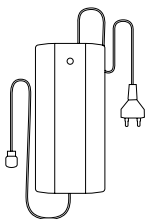
00

What's in the box

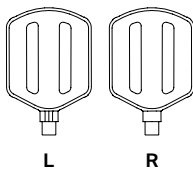
Battery keys x2



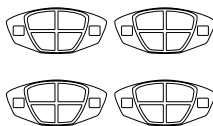
Battery charger



Pedals x2



Spoke reflectors x4



Allen key 3



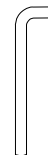
Butterfly Allen key 4



Allen key 5



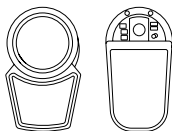
Allen key 6



Rear reflector



Front and rear lights

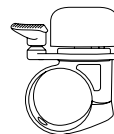


The extra lights and reflectors are there if you need them. Always make sure that you comply with local driving regulations.

USB cable



Bell



Belt spanner



The set-up

All the Cowboy essentials are in your hands. Follow the instructions, and in just a few steps you'll have your bike put together.

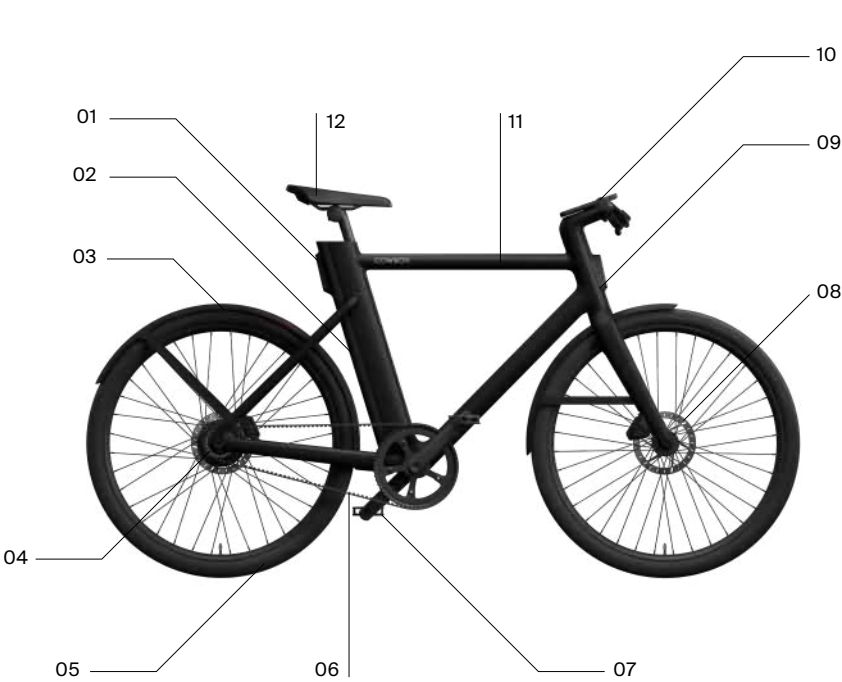
To assemble

- Handlebar
- Brakes
- Pedals
- Saddle
- Wireless charging

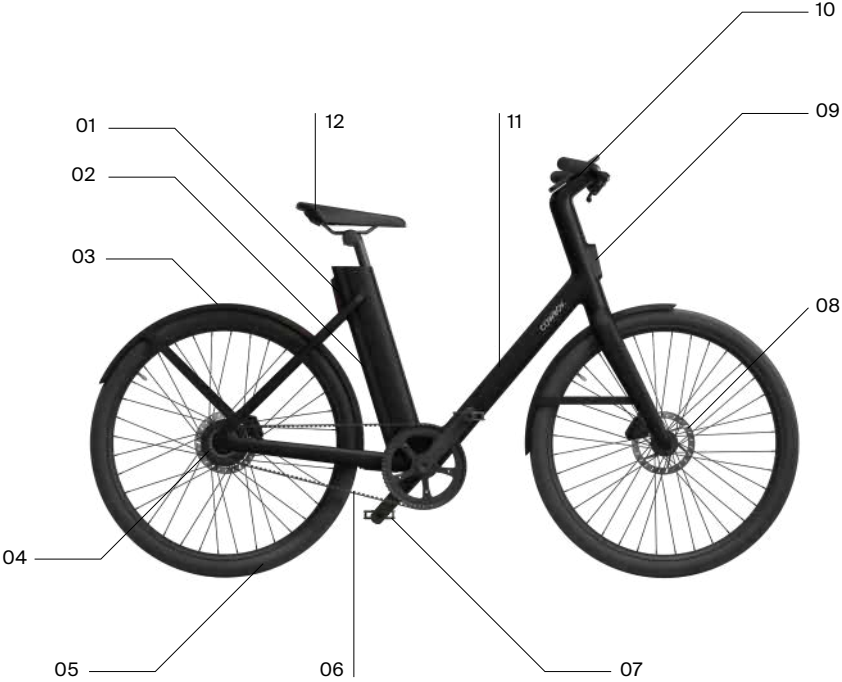
The essentials

- | | | |
|-----------------------------|--|----------------------|
| 01 Rear light | 06 Carbon belt drive | 11 Frame |
| 02 Removable battery | 07 Pedals | 12 Adjustable saddle |
| 03 Mudguards | 08 Hydraulic disc brakes | |
| 04 Rear hub motor | 09 Front light | |
| 05 Puncture-resistant tyres | 10 Cockpit with wireless phone charger | |

C4 Suitable size: 170cm to 195cm



C4 ST Suitable size: 165cm to 190cm

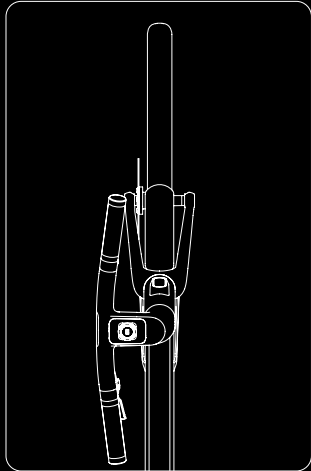


01

Handlebar

01 Check

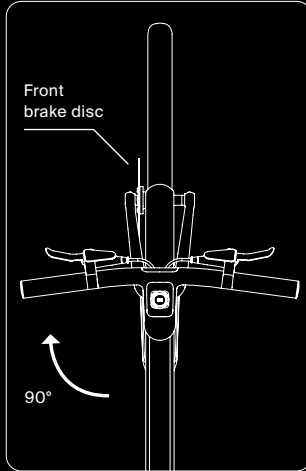
Your bike comes with the handlebar parallel to the wheels and frame.



02 Rotate

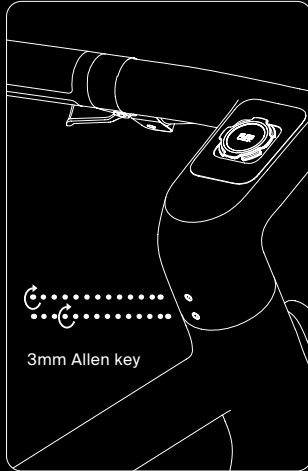
Turn the handlebar **90° clockwise** until it's at a right angle to the rest of the bike. It's important that the front brake disc marked in the diagram ends up on the **left side** of the wheel.

If you see the disc brake is sitting incorrectly on the right-hand side, turn the fork in the anti-clockwise direction to rectify. Note: In the UK, the brakes are opposite (rear brake on left-hand side, front brake on right-hand side).



03 Secure

Use the 3mm Allen key to tighten the two screws securely as shown. This will keep your handlebar in place. Be sure to use the short end of the Allen key for the most tightening force, then test it to make sure it's fully secure by blocking the front wheel between your legs and trying to move the handlebar from left to right.

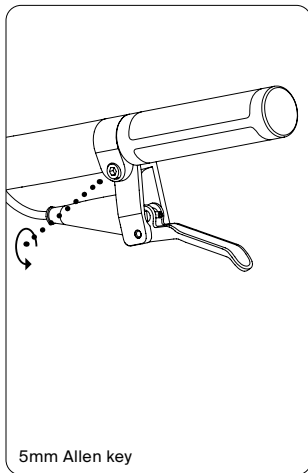


02

Brakes

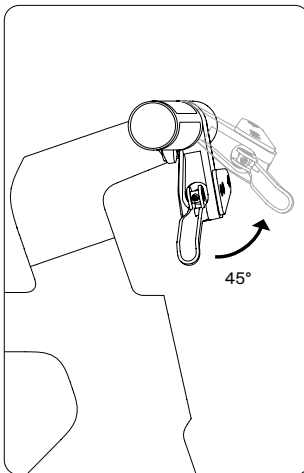
01 Loosen

Loosen the screw under each brake using the 5mm Allen key.



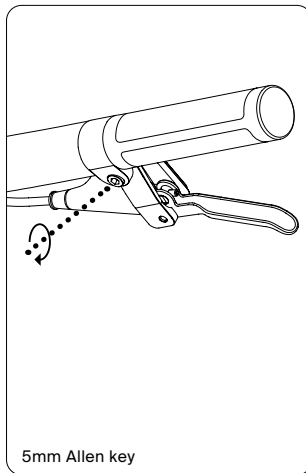
02 Turn up

Turn the brake handles and grips up until the brake handles are at a 45° angle. Hold them in place. Just as you can set your brake handle position, you can also rotate the grip position to be more comfortable, in particular the ergonomic grips of the C4 ST.



03 Tighten

Tighten the screw as shown using the 5mm Allen key. Make sure it's nice and tight.

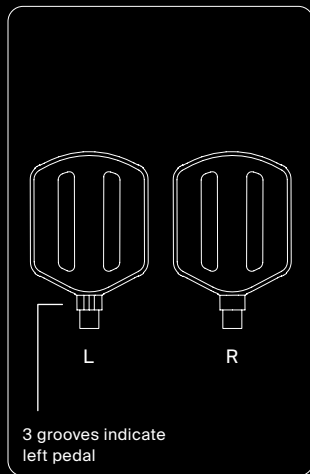


03

Pedals

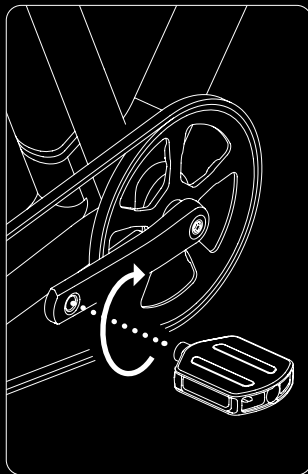
01 Know right from left

The right and left pedals are different. You can tell them apart by their position in the box and the three small grooves on the left pedal axle only. You will also find the stamped 'R' and 'L' on the end of the axle.



02 Screw in

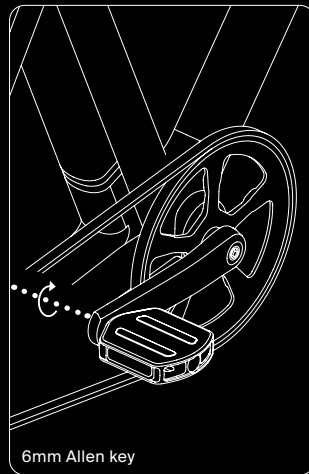
Take the right pedal and screw it in **clockwise** as far as you can by hand. It should screw in easily. If it doesn't, stop right away as you may be cross-threading the screw. Make sure the pedal is properly aligned before trying again.



03 Tighten up

Insert the shorter end of the 6mm Allen key into the screw head on the side of the pedal closest to the frame. Tighten as firmly as possible.

Repeat these steps for the left pedal, screwing **anti-clockwise** this time.

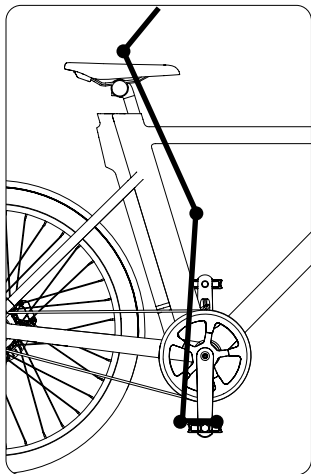


04

Saddle

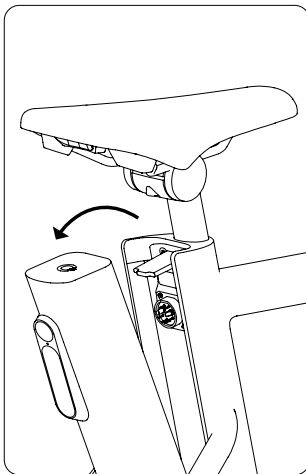
01 Find the right position

Let's work out your perfect saddle height. Sit on the bike and move the pedal around with your foot until it's closest to the ground in the 6'clock position. You'll know the saddle is the right height when your leg is just slightly bent as shown.



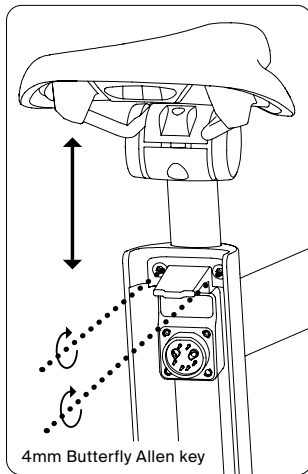
02 Take out the battery

To change the saddle height, you'll first need to take out the battery using one of the battery keys provided.



03 Adjust the height

Loosen the saddle by turning the 4mm Butterfly Allen key in the two holes as shown. Then raise or lower the saddle to where you want it, being careful not to raise it higher than the depth warning mark indicated on the saddle post. Use the Butterfly Allen key again to secure it in place.

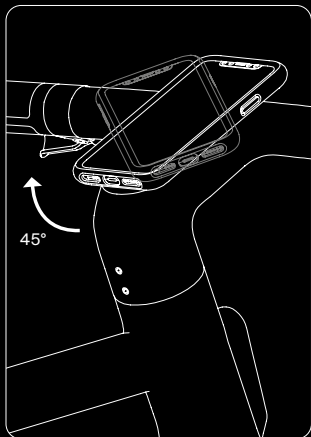


05

Wireless phone charging

01 Dock your phone

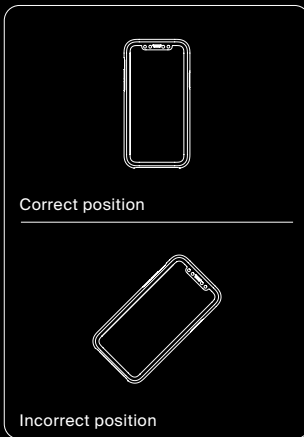
With the Cowboy app about to be front and centre, put the Quad Lock case on your phone. Position your phone at 45° and slot the phone over the mount, making sure the two are aligned. Rotate the phone so it's upright at 0° as shown. It should click right into place. Always check your phone has clicked securely before you ride.



02 Charge up

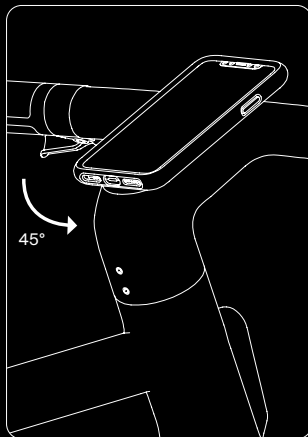
If your phone is compatible with wireless charging, it will charge automatically when docked with the bike turned on. For the best result, you should check you have fast charging enabled in your phone's settings.

Important note
Don't keep anything metal such as coins and credit cards between the phone and the charger. Don't attempt to mount anything heavier than a smartphone. If you have an electrical device such as a pacemaker, consult a physician before using wireless charging.



03 Undock your phone

To undock your phone, simply turn it back through 45° and you can take it off the mount. Be careful not to leave your phone unattended on the bike as anyone can detach and take it.





06

Know your bike

Safety lights

The integrated rear light flashes when you brake to let those behind you know you're slowing down.

A handy battery

Roam far and wide with up to 70km range. Your battery removes easily and can be 100% recharged in 3.5 hours.

Motor and belt drive

250W of power to assist you up to 25km/h. No oily chain to mess with and no gears to bother with, just one smooth ride.

Sensors

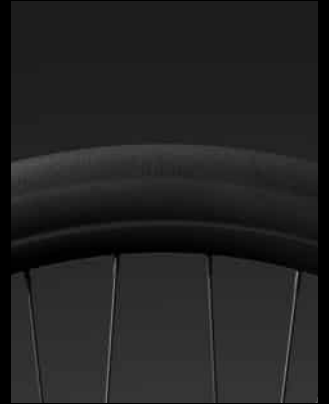
With sensors embedded in the bike, there's constant dialogue with the app and you for an informed, safe and worry-free ride.

Brakes

Hydraulic disc brakes offer total stopping power the **second** you make contact.

Tyres

47mm custom tyres with a flexible grip and a puncture protection layer.



Know your bike

Now that your bike's assembled, let's take a look at some of the quintessential Cowboy features. From stem to sprocket, every detail of the Cowboy 4 is crafted to offer an unparalleled riding experience.

01 Rear safety light

The integrated rear light flashes when you brake to let those behind you know you're slowing down.

02 Removable battery

The battery has up to 70km battery autonomy and weighs just 2.4 kg.

03 Rear hub motor

250W of power to assist you up to 25km/h. Ride like you always do, but faster.

04 Gates carbon belt

Hassle-free maintenance and no oily chain to deal with.

05 Sensors

Sensors in the bike frame detect a fall and alert your emergency contacts via the app.

08 LED display

Eight LEDs in the cockpit show you the bike battery level.

07 Front safety light

Iconic Cowboy lights mean you're always visible to others on the road.

06 Tyres

All-rounder tyres with a flexible grip and a puncture-resistant layer.



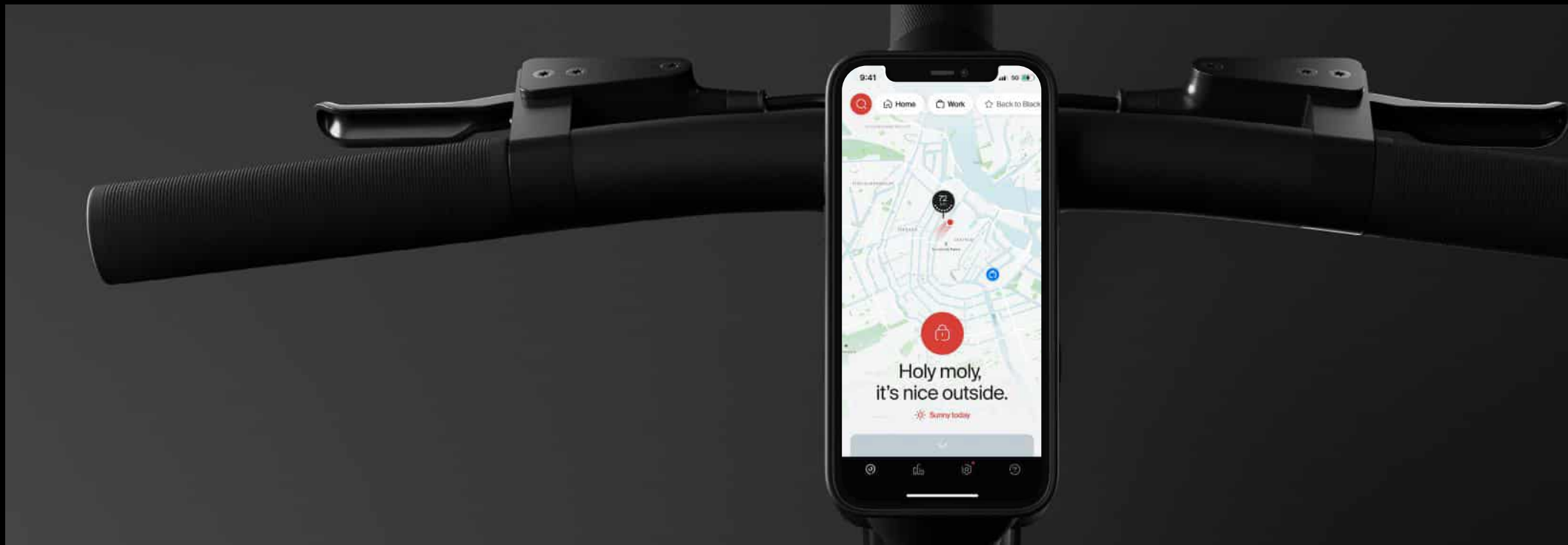
Did you know?

Your Cowboy 4 has over 90 custom-designed parts. Every detail adds to the iconic Cowboy look and sets a new performance standard. Once you connect the app, you'll begin to know your new bike and all it can do.



The connected ride

From mapping the best routes to keeping you informed of the essentials powering your bike, the app is your key to a smarter, more mindful ride.



07

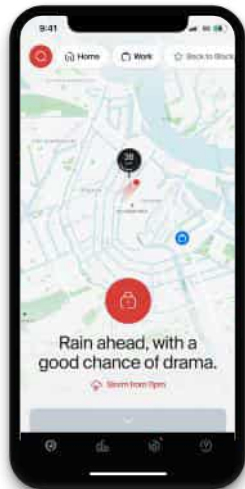
The app

Pair the app

- 01 Download the iPhone or Android Cowboy app
- 02 Create your Cowboy account
- 03 Pair your bike in the app
- 04 Turn on your bike and ride

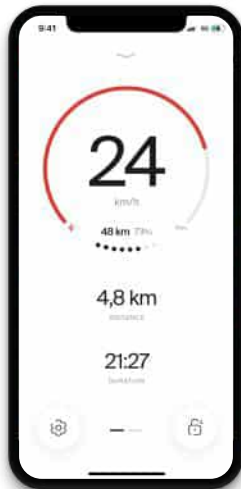
Your road companion

The Cowboy app is your daily companion on the road. It's always looking ahead, keeping a check on things like weather conditions while having a little fun along the way.



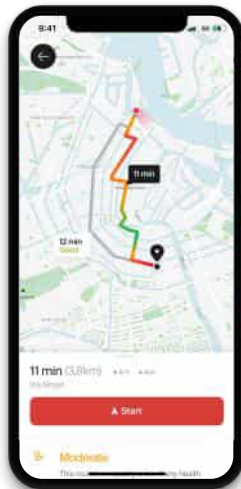
Your ride dashboard

Monitor your speed and check your stats at a glance or choose to go deep into your trips history.



Route planning

Beat traffic by mapping the quickest route or find a healthier way with real-time air quality mapping in your area.



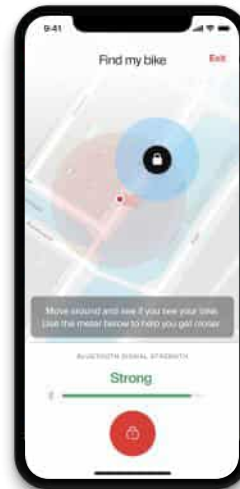
Trip highlights

With sensors embedded in your bike, you can track all your activities — moving time, speed, calories burned, and more. Even earn badges as you unlock new milestones.



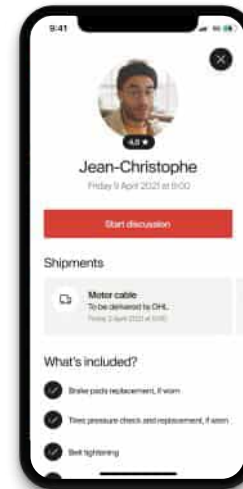
Find my bike

With GPS tracking, see the location of your bike anytime and track its live position in the app.



A network of support

Connect with our support team directly through the app, whenever you need a fix or have any questions along your ride.





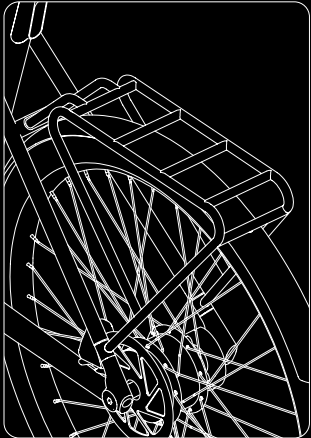
08

Accessories

You have your bike and you've made it your own. If you ordered any of the Cowboy bespoke accessories, follow these tips.

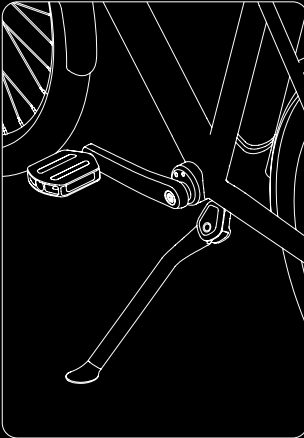
Rear rack

Do not use the rear rack as a passenger seat or child carrier. A proper child seat should be mounted instead. Be mindful when you are steering and braking that a loaded rack affects the bike's weight distribution and stability. You may need to compensate with the way you cycle. Make sure you stay visible and do not mount accessories that block the rear light. The rack is not designed to tow a trailer and this should not be attempted.



Kickstand

Simply use your foot to extend the kickstand when you want your bike to stand upright. Be careful of slippage when standing the bike up on a wet surface.



9

You're ready to ride. But first...

Before every ride

1. Make sure that the **battery** is fully clicked into the frame.
2. **Tyres** deflate during shipping and storage. Inflate them to a pressure of 2.5 bars for heavier payload and less for a lighter payload. We don't recommend a tyre pressure below 1.5 bars or at the max pressure of 4 bars as this will make your ride less comfortable.
3. Squeeze the **brakes** to check they are working perfectly.
4. Check the **belt tension** by pressing firmly down in the middle of the belt with your index finger. The deflection of the belt should be between 0.5cm and 1cm. Note that lubrication is not necessary. Refer to Gates™ carbon drive manual for more info: gatescarbondrive.com/resources/manuals-and-tech
5. Wear the correct **protective gear**. Always wear a helmet and be visible on the roads.

6. Remember that you will need to brake sooner and more smoothly in **wet conditions** as stopping distances increase.
7. Adjust your **total payload** to stay within the 140kg limits of your bike (including accessories, rider and the cargo).

Before your first ride

Charge up

Charge your bike battery fully before your first ride.

When docking your phone in the cockpit, always use the Quad Lock mount provided and check the phone is securely clicked in place. Note that wireless charging will not work if you have a metal phone case. Your bike can interrupt wireless charging if it senses your phone is overheating.

Take it slow

Get used to your new bike in a safe area with minimal traffic.

When mounting your bike, make sure not to step on the pedals before you sit on the saddle and get a firm grip on the handlebar and brake levers. It is recommended to start with one pedal in the lowest position.

To maximise braking power and avoid squeaking noises you will need to bed in the brakes. To do so, perform this braking sequence at the start of your first ride:

1. Accelerate to a moderate speed by pedalling.
2. Brake to reduce your speed, but you do not need to come to a full stop.
3. Repeat 30 to 40 times.

Follow local regulations

If you want to use your bike on public roads, make sure that you comply with local driving regulations, for example those governing lights and reflectors. These vary from country to country.

The regulations on bikes with pedal assistance can change in your country. Make sure you always stay up to date by reading the daily press and government publications.

Ride safely

The bike is equipped with hydraulic disc brakes. Note that the left-hand lever actuates the front brake while the right-hand lever actuates the rear brake. In the UK, it is on the opposite side (rear brake on left-hand side and front brake on the right-hand side).

The brakes on your bike are responsive and you should avoid braking too suddenly. Remember to apply the brakes carefully until you reach a full stop in a safe area.

After heavy use, the brake discs may be hot. Please beware.

Stopping distances for your bike may be longer than they are for conventional bikes you may have had experience with. Under wet conditions, stopping distances may increase further as braking effect is reduced. Extra caution is required.

Watchouts

The weight distribution on this bike differs from conventional bikes you may have had experience with. Bear this in mind when loading, parking or lifting the bike.

Do not hang bags or heavy objects on the handlebar as this can have an adverse effect on your ability to accurately and safely steer the bicycle. Note that your bike has been designed for a maximum load of 140kg (bike, accessories, rider and cargo included).

Avoid wearing loose clothes such as skirts and wide-legged trousers and make sure you secure any loose straps. These can get caught in the wheels and cause accidents. You may wish to use trouser grips.

Any questions? Speak to us.

If you wish to attach a bicycle trailer, reach out to our Customer Success team via the app or online to get a specific adaptor.

If you wish to use third party accessories with your bike (such as a child or a luggage carrier), check compatibility with the accessory's manufacturer first.

10

Battery care

Range

Your battery will give you power for up to 70km (43.5mi). However, note that this is a maximum value and exact range always depends on the riding conditions. A range of 70km is typically only achievable with a new battery, minimal wind, a consistent speed on a good asphalt road, a load of 75kg and an outside temperature of 20°C.

The following factors can impact autonomy:

- **Temperature.** A colder environment makes the battery drain faster.
- **Riding behaviour.** Frequent acceleration and deceleration requires more power than maintaining a single speed.
- **Payload.** A heavy payload will drain the battery more quickly.
- **Time between each trip.** The bike is always on standby and continuously consumes a small amount of power. If you don't use your bike for a few days in a row, the remaining battery capacity will be slightly lower and your range will be impacted.
- **Battery age.** Your range is expected to decrease over time as your battery ages.

Protect your source of power

Your battery self-learns in order to improve the accuracy of its estimations any time you discharge the battery when the last LED is blinking (7% power remaining) and you charge it fully afterward. It's normal for the battery percentage displayed to be inaccurate for your first few rides.

Charge the battery indoors between 10°C and 25°C on a non-flammable surface using the charger from the accessories box.

Do not expose the battery or charger to full sun, moisture, or water during charging. Keep the battery away from fire and heat. We recommend charging the battery during the day and in dry rooms fitted with smoke detectors. Do not ride in the rain without the battery inserted to keep the battery connectors clean and dry.

Make sure that the battery is in sound condition with no corrosion, cracking or other damage before using it or charging it. Do not open, disassemble or crush the battery. Do not use a battery or charger that is defective.

Keep the battery and charger out of reach of children.

Long live your battery

Battery life in general is described as the number of cycles it takes to arrive at 70% of the original battery capacity in ideal conditions. For Cowboy this would be 500 cycles. Note that lithium ion batteries such as yours have no memory effect. Therefore we recommend charging your battery after every ride.

To maximise the lifetime of your battery:

- Avoid leaving it fully discharged for prolonged periods.
- If you plan on not using your bike for longer periods of time, remove the battery from the bike, store it in a dry environment at room temperature (between 10°C and 25°C) and keep it partially charged, ideally between 20% and 80%.
- The battery pack should be stored at room temperature. Avoid exposing the battery pack to direct sunlight on warm summer days.
- Make sure that the battery gets a full discharge-to-charge cycle at least once every two months.

Caution:

Inserting anything other than a genuine Cowboy battery presents a serious safety hazard. New batteries can be ordered with us directly. Dispose of used batteries at your local recycling centre. The battery pack must not be stored below -20°C or above +60°C and we recommend it be stored at room temperature. Never place the battery pack near sources of

direct heat such as heaters or ovens. Be careful not to drop the battery pack and do not attempt to open it. If you have any doubt, contact customer service for more information.



Maintain your bike

Servicing & parts

We recommend servicing the bike once a year or every 1000km, whichever comes first.

As with all mechanical products, this bike is subject to wear and fatigue. Different materials and components may react to wear and fatigue in different ways. If the design life of a component has been exceeded, it may suddenly fail, possibly causing injuries to the rider. Any form of crack or change in colouring in highly stressed areas indicates that the end of life of the component has been reached and that it should be replaced.

Do not try to open or reach any part of the electrical system of the bike. There is a risk of injury and permanent damage to the bike.

Always use approved Cowboy spare parts should you need any. Contact us via the chat online or in the app, or email us at hello@cowboy.com.

Cleaning

Always take out the battery before performing any maintenance or cleaning.

Use a moist piece of cloth for the frame and we suggest water when cleaning the saddle. Bike cleaning products can be used to wipe down the frame. Do not steam clean, high pressure clean, or clean your bike and your battery with a water hose.

Brake pads

Brake pads are an important part of your bike and ensure that you can always ride safely. It is recommended to check them every 1000 km or as soon as you feel decreased braking power or hear a creaking noise. Your brake pads have a wear indicator built in. When the surface is worn away so the small blue circle is visible, it's time for a replacement set. The brake pads used on Cowboy bikes are the SunRace UWD5 / Tektro F10XS. Other compatible brake pads include:

- Tektro F10BS brake pads
- Shimano K03S resin brake pads

Tyres

Your tyres will naturally wear over time and need replacing. They have a yellow Kevlar compound layer inside as a wear indicator. When the tyre is worn down such that the inner layer becomes visible, it's time for a fresh tyre.

If you need to replace the inner tubes, you can choose any tube with a Presta valve (aka F/V) that is compatible with the following tyre dimensions (as there are several ways to define tyre sizes):

- 42-584 / 47-584
- 27,5"x1,65"/27,5"x1,75"- 650-42/650-48

If you can't find tubes that fit those tyre dimensions, you may use smaller tubes such as:

- 559-47 or 26"x1,75".

If you need to remove the wheels for any reason, re-assemble the front wheel through the axle with 10Nm of torque and the rear wheel nuts with 35Nm. Speak with us in the app or online for tutorials and guidance.

Belt drive

The drive belt system on this bike does not require lubrication. Applying lubricant can cause the system to malfunction.

Regularly inspect the belt and sprockets carefully for signs of deterioration. Make sure the belt is always kept free of any debris and clean it with water and a small amount of soap if need be. Dirt and dust hasten wear, which may cause the belt to break unexpectedly.

When the belt is worn it will need replacing. You can contact us via the chat in the app or online to source a fresh belt.

Motor

For any motor-related issues, please contact us directly rather than trying to fix them yourself.

The motor is an auxiliary motor limited to 250W of power and provides assistance up to 25 km/h, in compliance with EU regulations. Note that motor assistance will not function below -10°C or above +60°C. The motor assistance system's A-weighted emission sound pressure level at the rider's ears is less than 70 dB(A).

Built for any season

The bike is designed for high performance in all seasons but there are certain things you can do to take care when battling the elements.

- Invest in rain-proof clothing. High-visibility gear is always good to be seen by others on the darkened road.
- Riding in the slush and snow will kick a lot of salty, dirty water onto your bike. Over time this can lead to damage from corrosion. Be sure to wipe it down with a damp cloth after each ride.
- If your route is off the beaten track, you may want to install the lights provided in the accessories box to brighten your path.
- Extreme seasons go harder on the tyres, so routinely check for wear and tear.
- Remember, less grip on icy roads means it takes longer for the bike to come to a stop. Be mindful to apply the brakes sooner and more smoothly than you would normally.
- For optimal performance and battery life, avoid exposing the bike to direct sunlight on warm summer days.

You're all set to ride in any weather. The seasons come and go but we're always by your side.



12

Warranty

Warranty

1. If you are a consumer, you have a legal warranty of two years starting from the delivery of the product, according to the conditions set out in the relevant legislation.

2. The warranty covers all original components against defects in workmanship and materials (e.g. in case the products do not correspond with the product description in the user manual or do not correspond with the advertisement of the product).

3. The warranty applies to original owners and is transferable to further owners. Claims under this warranty must be made directly to Cowboy.

4. During the warranty period, Cowboy will replace or repair the goods showing a defect. If the replacement or repair is excessive or impossible, or if it is impossible to deliver within a reasonable time, you have the right to ask for a price reduction or to demand dissolution of the contract of sale.

5. During the first six months of your guarantee, you do not have to prove the defect was already present when you bought the product.

6. The warranty does not cover:

- An incorrect assembly or installation of the product by the user.
- An improper or negligent use, operation or transformation of the product.
- A maintenance contrary to the maintenance instructions of the product (eg lack of maintenance of the brakes).
- Normal wear and tear.
- Defects inherent to the normal useful life or service life of the product, such as a flat battery that can be replaced by the consumer.
- Damages or defects due to accidents.
- Equipment fixed on the phone mount.

Intended use

You run the risk of an accident if you modify or tune your bike yourself. Modifications made to your bike can void the warranty and may render the bike no longer approved for use on public roads. You should not perform any maintenance work on your bike without experienced knowledge. If you have any doubts or questions, contact us via the app or the chat on the website.

Always use Cowboy genuine spare parts should you need any. There is a risk of explosion if the battery is replaced with anything other than a genuine Cowboy battery. New batteries can be ordered with us directly. Dispose of used batteries at your local recycling centre.

The product: bicycle with electric pedal assistance.

Model: Cowboy 4 and Cowboy 4 ST are in compliance with directives 2006/42/EU, 2011/65/EU, 2014/53/EU, 2014/30/EU.

To see the full EC declaration of conformity, visit cowboy.com/pages/downloads



Community

Join the streets of Cowboy for a street level perspective in the living city.

Share your ride #cowboybike

Follow us @cowboy_bikes



Tune in. Ride on.



