southbound
e-bike anywhere

dik-dik, gen5

Owners manual

Congrats on your brand-new Southbound dik-dik!

Get ready to e-bike anywhere .

You're about to unbox a robust, versatile and hugely capable e-bike. We hope your dik-dik brings you many years of battery-powered peddling pleasure, from pathway to precinct to bush, beach and back.

This manual contains useful information about your dik-dik. Please read and fully understand its contents before assembling and riding your bike. Failure to do so may result in your warranty being voided.

Enjoy the ride!

Snap and share

We'd love to see all the places you've taken your new dik-dik. Tag us in your social media posts with **#southboundbikes** and you might just score yourself some free Southbound gear!

Contents.

01

Safety.

Riding any bike on or off-road is inherently risky. Remember to always put safety first and ride within your capabilities.

If your kids use your dik-dik, please supervise them. These bikes are powerful and heavier than analogue bicycles, so they will handle and brake differently.

Always wear a helmet when riding your dik-dik and ensure it fits well. We recommend using a quality helmet manufactured by a reputable brand. Using a low budget helmet to protect such a vital part of your body makes zero sense.

Before you power up and pedal off

Check your tyres, test the brakes and make sure that the battery is sufficiently charged. There shouldn't be any rattles or odd noises when you start to ride.

E-bikes are heavy — pushing them home is not fun. If you're unsure about anything, reach out to Southbound or book in your dik-dik at your local bike service shop for professional service and advice.

Power down

Never work on your bike with the power on. Changing tyre pressure, fixing a puncture, replacing an off chain or applying chain lube should only be done with the power off.

Check your tyres

Both front and rear wheels should be tightly fitted and tyres inflated to the appropriate pressure.
0.8 - 1.0 Bar for medium and hard surfaces.
0.4 - 0.6 Bar for soft surfaces.

E-bike, not e-boat

Never ride your dik-dik through fresh water deeper than the top of your wheel rim. This will risk water entering the electrical system, which can cause severe damage and could potentially cause injury to riders.

Avoid salt water at all costs

Never ride your dik-dik through salt water — it is highly corrosive and detrimental to all e-bike parts and frames, as well as the electrical system. So, when riding on the beach, do not let your bike come into contact with sea water. Your warranty does not cover any damage or corrosion caused by water damage so take care.

02

Building your bike.

Step 1

Remove your new Southbound from its box and take off all protective packaging. The battery key is attached to the bike — remove it and keep it safe. Get the tools, pedals, and front wheel quick-release axle from your tool bag for use in this build.

Step 2

Remove the plastic protectors from either side of the front wheel hub. Apply a light coating of grease to the quick-release axle and insert it. One conical spring should be in place on each side of the axle. Remove the plastic spacer from between the front brake pads and from between the front fork.

Step 3

Install the front wheel. Carefully guide the brake disc between the brake pads and tighten the quick-release lever. Spin the front wheel freely to ensure it rotates without wobbling and that it has been properly installed. You can now use the kickstand to stand the bike of the remainder of the assembly.

Step 4

Remove the four bolts that hold the handlebar stem face in place. Insert the handlebar, replace the face, and insert the four bolts. Once you're satisfied with the angle of the brake levers and electronic display — and the handlebar is centred — tighten the bolts evenly. Tighten the 2 bolts at the rear of the stem and ensure there is no movement when the handlebar is turned to either side.

Step 5

If your bike has a front mudguard, install it next. First, attach the steel arm to the front fork using the bolts and washers provided. Then, install the top of the mudguard to the fork arch, remembering to attach the light at the same time.

Step 6

Install the pedals next. Apply a small amount of grease to the pedal threads. The right pedal screws in clockwise whereas the left pedal screws in counter-clockwise. Tighten the pedals with a size 15 spanner.

Step 7

Unlock the battery lock and insert the battery. This is easily done by turning the front wheel away from the battery cavity to create working room. Insert the bottom end of the battery first. Once it has locked into place, lock and remove the battery key.

Step 8

Check the tyre pressure for the front and rear tyres, adjust your saddle height, charge the battery, and ensure all nuts and bolts are tight — and you're good to go. Remember to wear a helmet. Time to discover your next adventure!

03

Quick start guide.

Get set

Set your seat to the correct riding height. The general rule of thumb is that when your leg is at full extension, there should still be a slight bend in your knee with your pedal at 5 'o clock, not dead bottom.

Get powered up

Switch on your dik-dik by pushing and holding the power button on your display screen. Your bike will engage pedal assist in either level zero or 1 by default. Start cycling on level 1 and increase pedal assistance power levels thereafter.

Get going

Start pedalling with your legs or use your throttle button briefly to gain some momentum. Power will not be supplied to the motor if you stop pedalling or if you hit the brakes.

Get torquing

Your bike is fitted with a torque sensor. This means the bike will measure how much effort you are putting in and complement this effort according to the level of pedal assist selected. For instance, on level 1 (eco) you'll get far less assistance than on level 5 (boost) - which means that you will do more of the hard work with your legs to go a certain speed. For all levels, you need to put at least some pressure on the pedals to get assistance from the bike's motor.

Get into gear

Your dik-dik's dual-speed motor automatically changes gears at approximately 1 km/h, so you don't have to worry about manually shifting gears or losing traction and momentum.

Your dik-dik is still a bicycle. The motor and battery are there to assist you, and shouldn't be used as a 'motorbike' by only pressing the throttle button and not using your legs to peddle.

Switch off your dik-dik when you are finished riding and stow it in a safe place away from direct sunlight or excessive humidity.

04

Using the display screen.

The three buttons on the left will allow you to toggle the display between your current PAS level, battery level, current speed and the power the motor is currently using.

1. The **top button** will increase the level of pedal assistance. There are 5 levels.

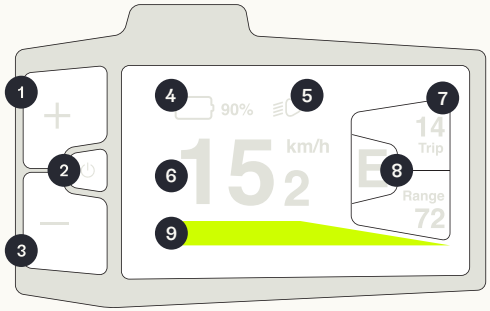
   1 **- E** – Eco – green | ***2*** **- T** – Touring – turquoise
   3 **- S** – Sport – blue | ***4*** **- S+** - Sport + - orange
   5 **- B** – Boost – purple

   If your e-bike is fitted with a light, press and hold the top button for a couple of seconds to **switch the light on and off**.

2. The **middle button** is the power switch. Press and hold this button for 2 seconds to turn the bike on and off. It can also be used to view your cycling data.

3. The **bottom button** will decrease the level of PAS. If you want to cycle with the PAS functionality off, select level 0.

   Your dik-dik has a thumb throttle. However, pressing and holding the bottom button on the display will activate **"walk assist"**, which is the same as using the thumb throttle.



4. Battery level
5. Headlight
6. Current speed
7. Multifunction indication
8. Power assist mode
9. Current watts used

05

Cleaning and maintenance.

Keeping your dik-dik clean and well maintained is essential to years of trouble-free riding.

Keep it clean

Clean your bike when its dirty using a damp cloth, mild detergent and a scrubbing brush for the drive chain.

Avoid using excessive water around the battery area, display screen, electrical connections and harnesses. **High pressure sprayers are a big no-no.**

Keep it running smoothly

If your bike has a chain, apply chain lubricant after every wash. You can buy purpose-specific solvents for cleaning old chain lubricant off your derailleur, cassette and chain online or from your local bike outlet. Rubber belts should be kept lubricated by using a good quality silicone spray directly on the belt.

Keep it in good nick

Your dik-dik will require regular maintenance over time, which may include replacing brake pads, worn sprockets, chains or cassettes, and adjusting the cables as they stretch. Maintenance can be done by any reputable bike outlet or service centre.

Keep to accredited agents only

Any required maintenance to your dik-dik's electrical system (display screen, battery, motor, throttle, control unit, various sensors or any wiring) should only be performed by an accredited Southbound agent.

Southbound may not honour your warranty for work done to the electrical system outside of the network of accredited agents.

06

Battery care tips.

1

Check your battery status

The battery charger light will shine red if the battery is still charging and change to green when it has fully charged.

2

Charge before you ride

Ensure your battery is fully charged before starting your ride.

Check that the rubber cap is properly inserted back into the charging port before you ride. This will prevent any moisture and water from entering the electrical system and potentially damaging it.

3

Battery storage

If you do not plan to use your dik-dik for three weeks or longer, it is preferable to store your bike with the battery partially charged.

4

Limit your ride time

Limit your ride time so that your battery does not drop below 20% capacity.

Battery performance

Your bike's battery carries a tremendous amount of power, but it isn't infinite. Battery consumption will vary according to the following main factors:

Terrain

Muddy or sandy terrain will use a lot more power than hard, smooth surfaces.

Topography

The steeper the climb, the more power will be used.

Distance

Longer rides use more power than shorter rides.

Rider weight

Weight has an impact on power. Lighter riders will have more power at their disposal.

Level of pedal assistance (PAS)

Level 5 PAS will use a lot more power than riding in PAS 1 or 2.

Depending on these factors, the range of the battery will last between

30-85

Kilometres

After a few rides, you should have a good idea as to how far you can go and return with at least some remaining battery power.

e-bike anywhere

07

Spec sheet.

dik-dik.

Turn your daily commute into an everyday adventure on the dik-dik. The belt-propelled drivetrain and 750-watt, 2-speed Bafang motor makes for easy riding across fairways and suburban streets.

COLOUR OPTIONS

BATTERY
48 volt, 14 Ah LG lithium battery

MAX PAS SPEED
38 km/h

BIKE WEIGHT
34 kg

RIDER DIMENSIONS
160 – 200 cm

ENDURANCE
Up to 85 km (rider and terrain dependent)

MOTOR
48 volt, 750 watt, 80 Nm, Bafang H720 with integrated dual speed system

Visit **southboundbikes.com** to buy compatible accessories.

08

Limited warranty.

Please read the warranty information carefully.

How it works

The Southbound limited warranty covers manufacturing faults in materials or workmanship on all new e-bikes in possession of the original owner, from the date of purchase.

For valid warranty claims that occur within the **first 14 days from date of purchase**, Southbound will cover the reasonable cost of labour involved in rectifying the fault.

After the 14 day free labour repair period, the owner will be responsible for the labour costs associated with warranty replacements.

18 months
Electrical components

30 months
Bike frame

Any parts to be replaced to rectify a valid warranty claim will be shipped to the customer or bike dealer by Southbound.

This warranty will not cover:

Wear and tear from ordinary use.

Water damage from riding or washing your e-bike.

Damage to the frame, components or electrical system resulting from improper use.

Damage as a result of failing to maintain your bike as suggested in this manual.

Damage resulting from operating the bike outside of the maximum recommended parameters as per the detailed spec sheet in this manual.

Damage to your bike or any of its components resulting from modifications or the fitment of accessories not obtained from or approved by Southbound.

This warranty is limited because the sole remedy provided is limited to the replacement part or component, and if applicable, the labour cost as described in our 14 days free labour period.

This warranty will be voided should the bike or any of its components be reprogrammed or altered to improve performance. Unauthorised repairs or repairs attempted by an unauthorised technician may also result in the warranty being voided.

Southbound will in no way be liable for any consequential, incidental or other costs or damages including but not limited to damages for personal injury, property damage or economic losses, whether based on contract, warranty, negligence, product liability or any other theory.

The following are examples of 'wear and tear from ordinary use' and are not covered by the warranty:

- Punctures, flat or worn tyres
- Broken spokes
- Worn brake pads
- Worn belts and chains
- Worn wheels, sprockets, bottom brackets, derailleur hangers, jockey wheels and any other drivetrain components (for belts and chains)
- Sliding bearings and other bearings
- Lights and lighting systems
- Broken kickstands
- Worn handlebar grips
- Replacement hydraulic oils and lubricants
- Gear shift and brake cables
- Paint and parts finishes, e.g. scratches and dents
- Rust to the frame, rims and drivetrain resulting from improper use and maintenance
- Battery management systems (BMS) that have fused or shorted resulting from power surges or load shedding. We strongly recommend using a surge arrestor to protect the BMS
- Cracked frames or carriers damaged resulting from improper use, e.g. seat post shims not inserted properly or exceeding carrying capacity of racks

Warranty claims

All warranty claims must please be emailed to **info@southboundbikes.com** with a brief description and video/photos depicting the fault.