

FAQ:

How does a pedal assist e-bike work?

A pedal-assist e-bike provides electric support when you are pedaling. Once you start pedaling, a sensor detects your movement, and the motor engages to give you a boost. You are still required to pedal, but the motor simply makes it easier.

The e-bike system must be powered on using the display screen. Once the screen is powered on, you can select your assist level (1 through 5). As you ride, use the (+) and (-) buttons on the display screen to adjust your level of assist.

When you first get on the e-bike, it is recommended to start in a low gear and a low assist level so you can get comfortable with how the e-bike responds.

Staff are happy to provide a review and hands-on guidance on how to operate the e-bikes during pick-up.

How far can I go on a single charge?

The battery range depends on various factors like how much pedal assist is being used, wind and the weight of the rider. Each e-bike description provides a general range.

How long does a battery take to fully charge?

Plan for approximately 6-8 hours to fully charge the battery.

What's the difference between a mid-drive and a hub-drive motor?

An e-bike's motor placement dictates how power is applied: mid-drive motors integrate directly with your bike's drivetrain and pedals, while hub-drive motors sit independently inside the front or rear wheel hub to push the bike forward.

Do the e-bikes have a throttle?

Yes, these e-bikes are equipped with a throttle that can be used for a short burst of power when needed, such as starting from a stop or assisting on a steep hill. The throttle only works when the display is powered on.

For safety, if you are walking or moving the bike without riding it, make sure the display is powered off to avoid accidentally engaging the throttle.

Will the e-bikes fit on my bike rack?

No, other than the Photon Mini, which is foldable, the e-bikes are generally larger and heavier than standard bicycles and have wider tires. Because of their size, most standard bike racks are not suitable for transport.

A truck bed or trailer is a better option for moving the e-bikes. Alternatively, you can contact Lunenburg County Wheels for assistance with pick-up and drop-off. Be sure to mention that you are using their service for the e-bike loan program, and we will subsidize the ride fare! Contact Lunenburg County Wheels at: [902-523-4455](tel:902-523-4455)

Where are the e-bikes from?

Our e-bikes are from Zen Electric Bikes in Dartmouth, NS. Check out their website to learn more: <https://zenebikes.ca/>

Where can I purchase an e-bike locally?

- Steele Recreation (Bridgewater)
- Sweet Ride Cycling (Mahone Bay)
- Lunenburg Bike Shop (Lunenburg)
- Zen Electric Bikes (Dartmouth)

Who do I contact if I am having issues with the e-bike?

Please contact our Active Living Coordinator at (902) 212- 1027 or moira.frier@modl.ca
You can also report your issues with LCLC Guest Services at (902) 530-4100.