

tern 

GUIDE 2025

THE FUTURE OF MOBILITY



FULLY CHARGED

WHY IS TERN SO SPECIAL?



Tern electric bikes are transforming family and cargo cycling, offering a compact yet highly capable way to navigate life.

Designed with safety, durability, and everyday practicality in mind, Tern eBikes meet the highest standards and come equipped with a wide range of accessories to suit your lifestyle.

Discover how a Tern eBike could make your journeys simpler and more enjoyable.

[Watch this video to learn more!](#)



THE LONG AND SHORT OF IT

WHY IS TERN SO SPECIAL?

Safety First: Tern integrates Bosch motors and batteries—renowned for their reliability and performance—into their bikes. They also adhere to stringent safety standards like the German DIN 79010 for cargo bikes, ensuring peace of mind for every ride.

Cargo Bikes that Ride Like Bikes: Tern's cargo bikes maintain the ease of riding a traditional bicycle, offering smooth handling and stability. Whether you're transporting kids, groceries, or gear, Tern's design focuses on comfort and control.

Compact Design, Big Capacity: With a low centre of gravity and a frame length comparable to normal bikes, Tern's cargo eBikes feel balanced and easy to ride, even when fully loaded.

Innovation & Customisation: No other brand offers such a wide range of accessories tailored to fit your lifestyle. Tern's system is adaptable, with practical solutions for cargo, kids, and commuting.

Cost-Efficient: With the average cost of owning a car in the UK reaching £3,556 per year, Tern eBikes provide an affordable, eco-friendly alternative for urban travel.

Built to Last: Tern eBikes are constructed with longevity in mind, offering a robust ride that you can rely on for years, while being customisable for your ever-changing needs.



WHAT OUR CUSTOMERS HAVE TO SAY



"The Tern GSD is a great cargo bike for families. It makes travel with children fun and the city more accessible to little ones. Its standard bike size allows it to fit into most spaces, and its sturdy design makes handling heavy loads easy, even for smaller riders. I also like knowing that when my bike needs servicing I can trust my local Tern dealer, Fully Charged, to know all the specifics of the tern and get me back on the road."

- Ann Valerie



WHAT OUR CUSTOMERS HAVE TO SAY



"The Tern HSD is probably the best investment I've made in the last couple of years. It's stable, super comfortable, and the main way I get around London. I bought it from Fully Charged, where the team helped me try several bikes and even had the one I wanted on-site. Knowing I can rely on their service makes owning the bike even better."

- Anders Hemmingson

OUR FOUR SIMPLE STEPS TO GET YOU THE PERFECT BIKE



READ OUR BUYERS GUIDE

Have a flick through of this buyers guide to understand a bit more about Tern and their product range.



BOOK A CONSULTATION WITH ONE OF OUR TEAM

We have dedicated Tern specialists online and in-store at Fully Charged locations across the UK.



CONFIGURE YOUR PERFECT BIKE

Tailor the bike to suit your exact needs. Our team can help ensure you are optimally set up with the best accessories.



DELIVERY / COLLECTION & ENJOY

We can deliver your Tern, or welcome you to our shop to collect - turn on the power, pedal and start your journey!



NOW TO THE FUN BIT!

The key question you have to ask yourself is what will you be using the bike for?



Child transport - I want to transport 1 - 2 kids (and few bits and bobs) from A to B, as opposed to using public transport or taking the car.



Carrying Cargo - I want a bike that will take high loads of capacity for my business.



City - I'm looking to ride as an individual and use my Tern in an urban environment.



Touring - I want to ride long distances over varied terrains while carrying equipment.

WHICH TERN EBIKE IS BEST FOR ME?

Range Overview:

Tern offers a range of eBikes designed to meet different needs, from heavy-duty cargo bikes to versatile folding commuters. Here's a quick guide to help you choose the right model.





Tern Quick Haul Long (Do-it-all)

KEY FEATURES

- Affordability and simplicity
- Compact design
- Urban Focused
- Carries 90kg of cargo, or up to 2 passengers
- Bosch Cargo Line Motor

WHO IS THE QHL FOR?

- Families with up to 2 passengers
- Gardeners
- Commuters
- Dog Owners
- Business Operators

[Learn More](#)



Tern GSD (Get Stuff Done)

KEY FEATURES

- High-capacity cargo & multi-purpose ability
- Increased comfort with suspension
- Bosch Cargo Line motor
- Stable, balanced ride
- Carries 100kg of cargo, or up to 2 passengers

WHO IS THE GSD FOR?

- Families with up to 2 passengers
- Gardeners
- Commuters
- Dog Owners
- Business Operators

[Learn More](#)





Tern HSD (Haul Small Daily)

KEY FEATURES

- Compact & versatile design
- Bosch Performance Line Motor
- Rides like a regular bike
- Carries 80kg of cargo, or 1 Passenger
- Comfort suspension and ergonomic handlebars

WHO IS THE HSD FOR?

- Families with 1 passenger
- Commuters
- Small Dog Owners
- Gardeners
- Business Operators

[Learn More](#)



Tern Quick Haul (Everyday Utility)

KEY FEATURES

- Affordable & compact cargo solution
- Bosch Active or Performance Line motor
- Urban friendly & maneuverable
- Rides like a regular bike
- Carries up to 60 kg of cargo or 1 passenger

WHO IS THE QUICK HAUL FOR?

- Families with 1 passenger
- Commuters
- Dog Owners
- Gardeners
- Business Operators

[Learn More](#)



Orox (All-Terrain Adventure)

KEY FEATURES

- All-Terrain Exploration
- Bosch Performance CX
- Great loading capacity
- Dual Battery available
- Carries 2 passengers or 100 kg

WHO IS THIS FOR?

- For families up to 2 passengers, adventure seekers, fishing, camping, touring

[Learn More](#)



Tern Vektron (Fold & Go)

KEY FEATURES

- Fully folding design
- Bosch Performance motor
- Robust & reliable build
- Carries up to 25kg of cargo, or 1 small passenger

WHO IS THIS FOR?

- Great for city commuters who want flexibility, portability, and ease. Supports up to 25kg of cargo

[Learn More](#)



Tern NBD (No Big Deal)

KEY FEATURES

- Low-step frame
- Bosch Performance or Active motor
- Compact, balanced ride
- Supports 27kg of cargo, or 1 small passenger

WHO IS THIS FOR?

- Designed for effortless city commutes, relaxed exploration and daily errands. Up to 27kg of cargo

[Learn More](#)



ECOSYSTEM OF ACCESSORIES

Make Your Tern Truly Yours

Personalise your Tern bike to suit your lifestyle - whether you're commuting, giving a lift to a little one (or two!), or popping out for groceries, Tern's range of accessories makes it easier to choose your bike over the car keys.

- 🚲 **Cargo Options:** Haul goods, supplies, or work-related loads effortlessly.
- 👨👩👧 **Child Seats & Family Accessories:** Make rides safe and fun for younger passengers.
- 🧺 **Storage Solutions:** Keep your essentials dry and within reach with smart storage options.
- ⚙️ **Customisation for Every Lifestyle:** From urban commuting to touring, accessories fit your specific needs.



THE BOSCH EBIKE SYSTEM

Before you purchase, it's important that you understand how an eBike works, and **the market-leading system** that Tern electric bikes are built with... **Bosch!**

As an electric assisted bike, **your Tern's power is assisted by a torque sensor**, built into the bottom bracket. The torque sensor senses how hard you're working and how hard you're having to work via other sensors and **a sophisticated control system adds assistance to the bike.**

Bosch products measure your pedalling at 1,000 per second, offering you the smoothest and most intuitive ride out of any eBike system!



THE BOSCH SMART SYSTEM

The smart system points the way to the digital future for eBikes. The eBike Flow app, the battery, the display, the control unit, the drive unit and the Bosch eBike ABS are fully connected in the smart system.

Regular over-the-air updates keep them up to date and add new features. You can control all functions of the smart system via the eBike Flow app. **Whether you're on your way to work or on the trail at the weekend: The technically and visually precisely tuned components allow you to customise your riding experience and take riding enjoyment to the next level.**

**LEARN
MORE
HERE**

**...AND
HERE**

The smart
system



MOTORS

All Tern motors use either the Bosch Active Line Plus, Performance Line, The Performance Line CX or the Cargo Line motor, which are the finest motors Bosch offer. They have higher torque with greater assistance, ensuring you can transport heavy loads effortlessly while maintaining a smooth and reliable ride.



PERFORMANCE LINE

The Tern Quick Haul, Vektron & HSD use the Performance Line motor. This motor uses 300% pedal assistance and 75 Nm of torque, offering plenty of power for city use.



PERFORMANCE LINE CX

Tern Orox uses the top of the line Performance Line CX motor. This has 340% pedal assistance and 85 Nm of torque. Which if needed would make any hill quiver in its boots!



CARGO LINE

Enter the beast! The Cargo Line motor, designed for Tern's cargo bikes, has 400% pedal assistance and 85 Nm of torque, which can carry your kids or heavy loads with ease, even if it was climbing up The Alps!

BATTERIES

With Bosch you have either a 400Wh, 500Wh, 545Wh or 725Wh PowerPack battery, which is fitted on the frame of each bike, or you have a 400Wh, 500Wh, 625Wh or 750Wh PowerTube battery which is fitted discreetly in the downtube of each bike*. **The higher the Watt-Hours, the more range you get.**

Depending on the size of your battery and which charger you have, it typically takes between **3 - 5 hours for a full charge.**

Tern provide the option of DualBattery configuration on certain bikes, which means you can get 1000Wh, 1125Wh or even **up to 1250Wh of battery range on some products!**



DISPLAYS

In their simplest form, each display will offer the following information:

- **Speed** – Simply put, this shows you how quickly the bike is going.
- **Assistance Mode** – What level of assistance your eBike is in.
- **Battery Range** – How many miles you have left on a single charge..
- **Trip Distance** – How many miles the bike has done in one trip.
- **Odometer** – How many miles the bike has done in its lifetime.

With the Bosch Smart System you can access more features, including:

- **GPS Navigation**
- **Integrated Security Features** – tracking, alarms and keyed unlocking.



PURIION

The entry level option that is fixed to the handlebar.



KIOX 300

Offering more features, including limited GPS tracking and data functionality. Dismountable, too.



INTUVIA

Bosch Intuvia provides strictly the basics – assistance mode, range, speed, odometer and the time.



SMARTPHONE GRIP

Link your phone to your bike via the Bosch eBike Flow App. Utilise GPS navigation and a host of security features!

RANGE

Range is a tricky subject and influenced by a multitude of factors including rider weight, terrain, your motor, assistance mode, riding style etc. Like it's difficult to estimate the MPG of a car, the same is true with an eBike. Bosch has developed a handy tool called the [**Bosch eBike Range Calculator**](#)

The range you get on your Tern is dependent on the type of motor and the of your battery - measured in Watt-Hours.

The image shows a screenshot of the 'eBIKE RANGE ASSISTANT' web application. The interface is clean and modern, with a dark grey header and a white main content area. The title 'eBIKE RANGE ASSISTANT' is prominently displayed in white on the dark background, with a subtitle 'Calculate the range for your next eBike tour.' below it. The main content area is divided into several sections. On the left, there's a 'Riding mode' selector with buttons for 'Eco', 'Tour' (which is highlighted in blue), 'Sport', and 'Turbo'. Above these buttons, the current speed is shown as '20 km/h'. To the right of the riding mode selector, the 'Range' is displayed in large blue digits as '064.0 km', with a toggle switch for 'miles' and 'km'. Further right, there's an 'Effort' section with a slider ranging from 'Low' to 'High'. Below the range display, there's a large image of a person riding a red eBike on a paved path. To the right of the image, there's a 'Rider' section with a 'Total weight' input field and a slider. Below that, there's a 'Cadence' section with a text input field and a circular gauge showing '60 rpm'. The overall design is functional and user-friendly, with clear labels and intuitive controls.

eBIKE RANGE ASSISTANT
Calculate the range for your next eBike tour.*

Riding mode: **Tour** (Eco, Sport, Turbo)

Range: **064.0 km** (miles/km)

Effort: Low to High

Rider: **Total weight** (Add your body weight + bike weight + luggage weight + mobile phone, wallet, etc.)

Cadence: Enter roughly how many times you turn the crank per minute. **60 rpm**



TERN SPECIALTIES

There are certain key features that come equipped with Tern (either as options, or part of the specification) that you should know about. Here they are!

DualBattery Configuration - With the GSD & Orox, you can opt for a second battery and double the range!

Reinforced Racks - All Tern's have robust racks designed to transport either kids or cargo.

Optional Gearing Systems - you can choose between a derailleur cassette, Enviolo or the Rohloff E14 gearing system, bespoke to how you like it!

Universal Sizing - With telescopic seat-posts, it is easy to share the bike between 2 different height riders.

Adjustable Handlebars - Find your sweet spot and choose how upright or sporty you want to sit.

Luggage Configurations - different front rear rack options to allow for up to 15kg to be transported up front..

Robust Tyres - Designed with extra puncture protection and traction in all conditions, Tern do not cut corners with tyres!



Have anymore questions you'd like to ask? Feel free to book in for a virtual appointment or for a test-ride with one of our specialists [here](#)



FAQ'S

WILL MY TERN

ACTUALLY GIVE ME EXERCISE?

With an eBike, it's incredibly inviting to jump aboard and go for a ride, whether it's for leisure, exploration or commuting purposes. **Some have argued that it's actually better than having a traditional bike as you end up riding it far more!** Don't believe us? Then look at the below.

A recent study, taken over a large base of e-bike riders (10,000 adults) in seven European cities concluded that electric bike riders ended up slightly edging out pedal bike cyclists in terms of exercise each week.

*"In conclusion, this analysis supports the notion to accept, or even promote, **e-bikes as a healthy and sustainable transport option based on e-bikers travel behavior and self-reported mode substitution**. Planers should be aware that e-bikers travel longer distances than cyclists. Thus, e-bikes might be used for longer commuting trips than non-electric bicycles. To accommodate (or promote) this new demand and to avoid conflicts with other road users in urban areas, cycling infrastructure should be expanded and may need to be adapted to accommodate higher speeds and address safety needs. The health benefits in terms of physical activity of using e-bikes, particularly when replacing car trips, should be factored in when considering subsidizing e-biking."*

– Transportation Research



FAQ'S

ARE TERNS GOOD FOR REHABILITATION?

YES! **eBikes** are fantastic for **rehabilitation** and can assist those who are physically impaired, as well as having other health issues.

*"I have suffered some quite severe injuries to my lower limbs and if I was to buy a normal bike I knew I'd be in too much pain with my knees and hips, and ultimately wouldn't get the exercise I need to stay active. The **Homage** has been brilliant. My surgeon has told me that since I've been on an eBike he's seen **vast improvements to my hip and knee.**"*

– Fully Charged Customer

TERN



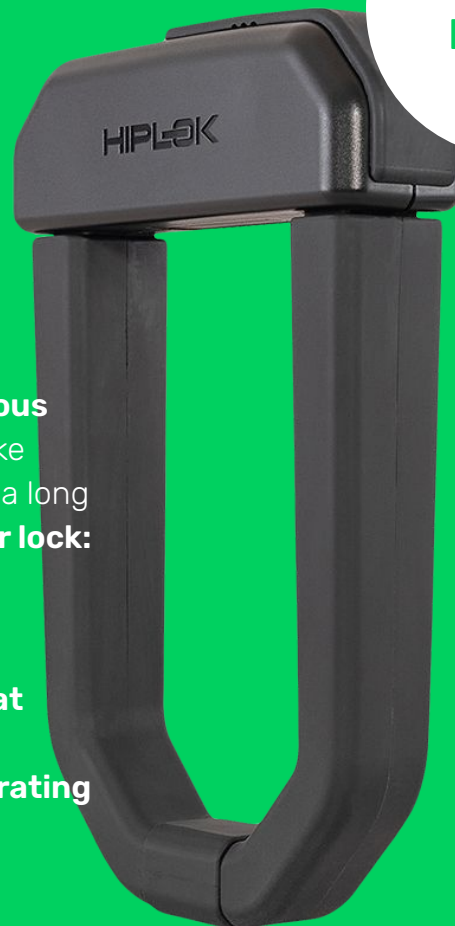
**LEARN
MORE**

**HOW SHOULD I KEEP MY TERN
LOCKED AND SAFE?**

HIPLOK D-1000

To date, **the elephant in the cycle storage shed has always been the infamous angle grinder.** Designing a lock that can withstand the weapon of choice for bike thieves across the world has been a conundrum within the security industry for a long time, however Hiplok has risen to the challenge with **a true anti-angle grinder lock: the D1000.**

Hiplok launched their hunt for a lock that gives bike thieves the two fingers via Kickstarter in September 2021. Since then, **Hiplok have created a bike lock that combines 20mm of graphene with a reinforced premium hardened steel shackle, resulting in a lock that has been awarded diamond level security rating by the team at Sold Secure.**





Hiplok EDX

Designed with eBikes and eCargo bikes in mind, the Hiplok E-DX is built from hardened steel and for maximum security on your most prized possessions.

[LEARN MORE](#)

Hiplok Homie

150cm long maximum security hardened steel chain lock designed to secure multiple bikes at home, garage or office.

[LEARN MORE](#)

Hiplok Ankr

ANKR's unique design means that it provides maximum security when mated with a lock (try Hiplok maximum security chain lock).

[LEARN MORE](#)

Abus Bordo Granit X-Plus 6500 Folding Lock

A lock that can be put on the frame, this is built with 5mm steel bars with a protective coating that protects the bike frames from being damaged.

[LEARN MORE](#)

ABUS U-Lock GRANIT™ Extreme 59

Provides protection against unauthorised access even where there may be a high risk of theft, your bicycle or motorbike will be protected with a double-locking, 16mm square parabolic shackle.

[LEARN MORE](#)

OTHER QUESTIONS **TO CONSIDER**

HOW CAN I TRANSPORT MY TERN?

All Tern eBikes can be transported on an overground train. If you are transporting a cargo bike, please make sure that you contact the specific train company before moving.

If you want to transport your Tern by car, you can do so by using the [Thule Stow Rack here](#). For some riders who are interested, we can supply and fit all Thule parts and are happy to do it in our private parking spaces located at our Service Centre in London Bridge – or at our partner stores.

DON'T I NEED A LICENSE TO RIDE A TERN?

Tern are considered as EAPC (electrically assisted pedal cycles). This follows the same law as a traditional bicycle. You therefore don't need a license, and you can ride it on the road, bridleways or forest paths.

You do not require tax, insurance or registration. However, if you were to buy an HS (high-speed) Tern, you would need to register this as an L1E moped in the UK and [follow the steps to ensure road legality](#).



INSURANCE

Do you need eBike insurance? Well, actually, eBike insurance is not compulsory, but we do strongly advise you take out a policy so you're covered.

We have partnered with award winning bike insurance company

Laka's collective cover is made for cyclists, for life on and off your bike!

-> **eBike insurance plans**

-> **£0 excess**

-> **Leave at any point with no extra charges.**

You can **claim 30 days free insurance cover** when buying an eBike through Fully Charged just by using our unique discount code. To find out more, [check out our insurance page here.](#)





CAN I SERVICE THE BIKE MYSELF?

We have maintenance tips and tricks on our 'How To' section of our website and [Youtube channel](#) which we are building further! However, we would strongly advise you not to service your bike at home – but bring it to a specialist.... like us!

DOES MY DEALER HAVE TO MAINTAIN MY BIKE?

No, it is not a requirement for your Dealer to maintain and service your Tern. Owing to the fact Tern work off the Bosch eBike system, you can typically get your bike serviced from any local Bosch Dealer. You can find your local dealer by looking at the locator finder [here](#).

However, we would highly recommend that unless it is unmanageable for you to get back to your local Dealer, that you should get your bike serviced from them. **As the UK's leading Tern specialist, we pride ourselves on our aftercare support**, and stock a wide range of accessories and spare parts for our network of riders. Our 10,000 sq/ft property in London Bridge is exclusive to our customers, where we are fortunate to have a growing team of specialist eBike mechanics on hand, and a dedicated Technical Support team, to continue keeping you on the road.

[**Check out our eBike Service Centre here.**](#)

WHY FULLY CHARGED X TERN?

We've partnered with Tern for eight years and are proud to be the UK's largest dealer of their electric bikes.

This year, Tern was named 'Brand of the Year' at the BikeBiz Awards, while we were recognised as 'Micromobility Retailer of the Year.'

We carry virtual Tern consultations and in-store test rides with our eBike specialists, helping you configure the right bike for your requirements.

We also carry a wide range of Tern eBikes & Accessories in stock, so you don't have to wait!



CLEVER WAYS TO BUY

- Learn more about [our Cycle to Work scheme providers](#), and how you can save up to 47% (!) of the cost of your Tern.
- Find out about [our tailored finance packages](#), including 0% APR over 12 months courtesy of V12.
- Newsletter subscribers can access exclusive incentives, offers and credit options to purchase products. [Sign up here](#).
- [Read this article](#) to find out what the annual cost of operating an eBike.



IN-STORE TEST RIDES across the UK!

- **Test ride any Tern** at any one of our Fully Charged stores across the UK
- **6 days a week**
- **Our eBike experts** will guide you and answer any questions you may have

[BOOK YOUR TEST RIDE HERE](#)



Get in touch with a Tern specialist to find out what suits you



Fully Charged London Bridge
Contact
0207 111 0977



Ben

Founder

- Family Cargo guru
- Dad of two
- 12 years cargo bike experience
- Favourite Tern eBike = GSD S00
- Table tennis guru



George

eBike Sales Manager

- Knows eBikes inside out!
- 6 years eBike experience
- Favourite eBike = GSD S10
- Loves running, cycling, cricket, sailing, footy, rugby, & pretty much all sports



Daimen

eBike Sales Executive

- Kiwi with eBike know-how
- 8 years eBike experience
- Favourite Tern eBike = HSD S00
- Owns too many bicycles



Bori

eBike Specialist

- True eBike knowledge
- 4 years experience at Fully Charged
- Favourite Tern eBike = Vektron
- Champion for women on wheels
- Tennis & homemade cake specialist!

BOOK YOUR TERN TEST RIDE HERE



Or get in touch with one of our stores across the UK!



Silverstone 0207 111 0977
Guildford 01483808765
Cornwall 07939 806322
New Forest 07450233500



Tristan

Fully Charged Silverstone

- A dad, husband, swimmer, runner, cyclist and runner
- An eBike rider and evangelising eBike shop owner.
- Loves ice cream
- Hates hills!



Chris

Fully Charged Guildford

- Father of two, identical twins!
- 5+ years in the eBike industry
- Tern cargo bike rider.
- Believes life is better on two wheels than four!



Chris

Fully Charged Cornwall

- Father of 5!
- 7+ years experience in retailing and servicing eBikes.
- Long John cargo bike rider.
- Believes life is better on two wheels than four!



Steve

Fully Charged New Forest

- Father of 2, and founder of The Bike Kitchen.
- Trekking, hybrid and eMTB specialist!
- Former pro mountain bike rider and World Cup race team boss!
- Bosch eBike service specialist.

BOOK YOUR TERN TEST RIDE HERE





 **LONDON BRIDGE**
891 Holyrood St, London SE1 2EL

Our Flagship store.



Opening times

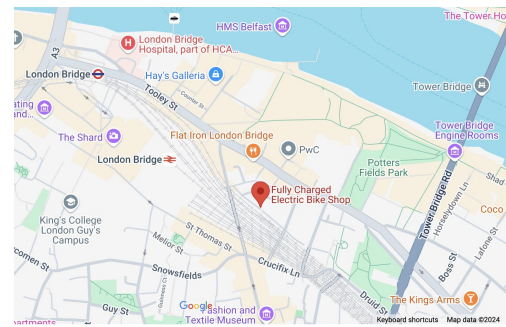
Monday - Friday: 10am - 5:30pm

Saturday: 10am - 5pm



Contact

0207 111 0977





 **SILVERSTONE**
2225 Silverstone Park, Towcester, NN12 8GX

Tristan, our Silverstone Director, is standing by to answer any Tern enquiry.



Opening times

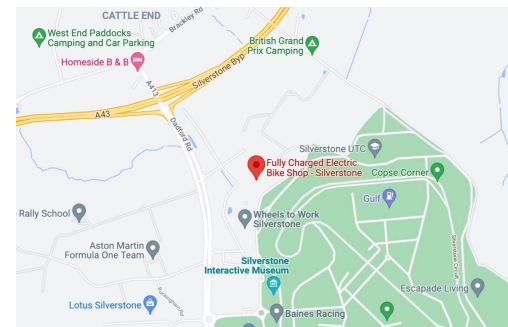
Monday – Friday: 10am – 5pm
Saturday: 10am – 4pm



Contact

07377 153599

WATCH OUR VIDEO





CORNWALL

Barras Place, Liskeard, PL14 6AY

Chris, our Cornwall Partner and Father of 6 (!), is available at our new store in Liskeard, as well as for home test-rides across Cornwall, Devon and South Somerset.



Opening times

Monday, Thursday, Friday: 10am – 5pm
Tuesday: 11am – 7pm
Wednesday: Closed
Saturday: 10am – 4pm
Sunday: Closed



Contact

01579 558879



WATCH OUR VIDEO



 GUILDFORD
Unit 1, 75-78 Woodbridge Road, Guildford

Chris Harlow is at hand to speak to you about all things Tern at our Guildford store!



Opening times

Weekdays (Tuesday closed): 10am – 5pm
Saturday: 10am – 4pm



Contact

01483 808765



WATCH OUR VIDEO





NEW FOREST

Rossley Cl, Highcliffe, Christchurch

Steve uses his cargo bike to carry his wingfoil board to get to hard to reach surf locations! He is our new store this year, so if you're in the area come and say hi!



Opening times

NEW STORE!

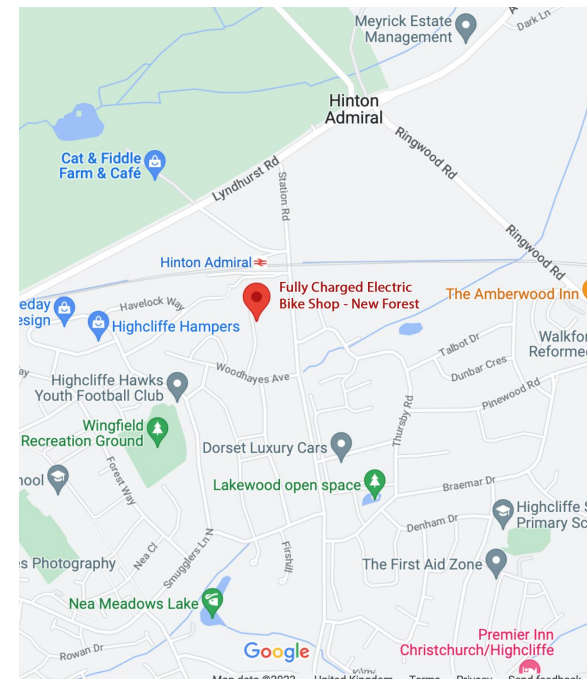
Currently booking by appointment only.



Contact

07450233500

newforest@fullycharged.com



**EMAIL OR CALL FOR A
TEST RIDE**

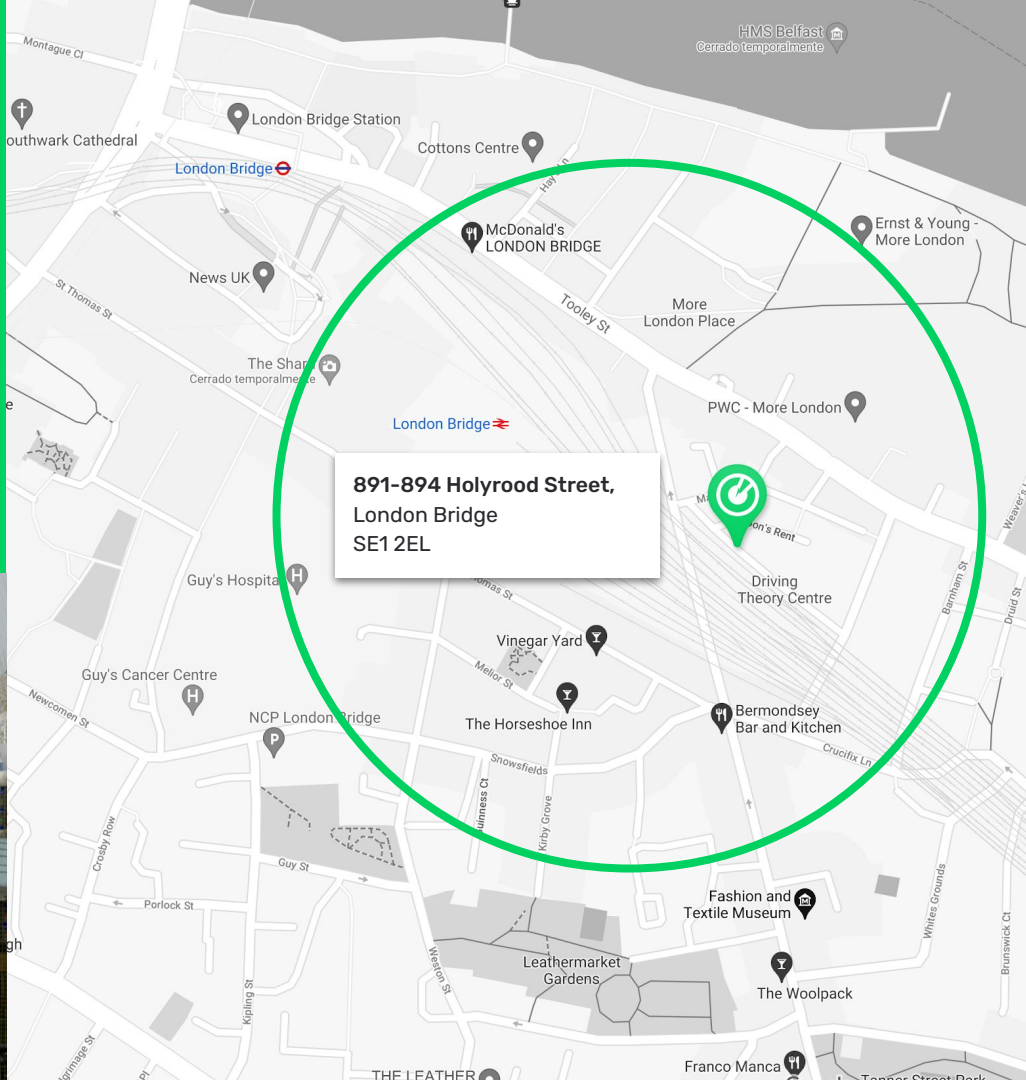
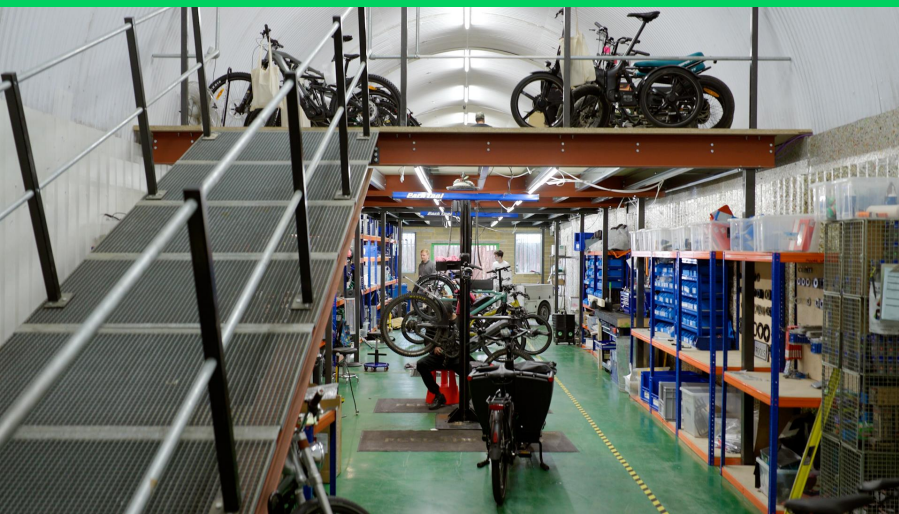




FULLY CHARGED SERVICE CENTRE

Your point of call

The UK's largest eBike service centre in
central London



LONDON BRIDGE SERVICE CENTRE

Fully Charged have been offering eBike specific servicing from the world's leading manufacturers since 2014.

Based at the foot of the iconic Shard and only a
2 minute walk away from London Bridge station.

Opening Hours:

Monday - Wednesday: 9 am - 5 pm

Thursday: 9.30 am - 5 pm

Friday: 9am - 5 pm

Saturday: 10 am - 4 pm

 **Contact - 0207 111 0977**



OR HAVE A VIRTUAL CONSULTATION!

Simply speak to a Tern
specialist online

[BOOK YOUR CONSULTATION HERE](#)



Have you read our other electric bike guides?

Please visit our [Fully Charged Insights page here](#) to see what other guides might be right for you to read ahead of making your purchase

CONTACT

Call: 0207 111 0977

Email: info@fullycharged.com

Visit: www.fullycharged.com

