

# TDR



## **TDR TRISHAW S504 Electric Tricycle Bike**

### **User Manual**

[Revision 1.0 MAR 2020]

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READ THIS MANUAL CAREFULLY BEFORE USE – FAILURE TO DO SO MAY RESULT IN INJURY, PROPERTY DAMAGE AND MAY VOID WARRANTY.

KEEP THIS MANUAL FOR FUTURE REFERENCE.

PRODUCTS COVERED BY THIS MANUAL MAY VARY IN APPEARANCE, ASSEMBLY, INCLUSIONS, SPECIFICATIONS, DESCRIPTION AND PACKAGING.

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## Safety

- Riding can be a hazardous activity. Certain conditions may cause the equipment to fail without fault of the manufacturer. The product can and is intended to move, and it is therefore possible to lose control, fall-off and/or get into dangerous situations that no amount of care, instruction or expertise can eliminate. If such things occur, you can be seriously injured or die, even when using safety equipment and other precautions. **RIDE AT YOUR OWN RISK AND USE COMMON-SENSE. FAILURE TO USE COMMON- SENSE AND HEED ALL SAFETY WARNINGS AND RECOMMENDATIONS INCREASES RISK OF INJURY. USE THE PRODUCT ONLY WITH APPROPRIATE CAUTION AND SERIOUS ATTENTION TO SAFE OPERATION.**
- **Before riding on the road, take time riding in an enclosed area to familiarise yourself with the controls and behaviours of an electrically assisted bicycle. Try all settings so you are familiar with the results.**
- **Before every ride, check bicycle condition and ensure that no fasteners are loose, particularly axles, pedals, seat and handlebars. Ensure that the tyres are inflated to within specification (printed on the tyre sidewall), and that the brakes are operating correctly.**
- **Maximum load capacity = 150kg.**
- Understand and obey any local laws or regulations which may affect locations where the product may be used. Ride defensively.
- This product is manufactured for performance and durability but is not impervious to damage. Stunts or other aggressive riding can over-stress and damage the product, and the rider assumes all risks associated with how the product is looked after.
- Keep fingers and other body parts away from moving components.
- Always wear suitable protective equipment, such as an approved safety helmet (with chin strap securely buckled). A helmet may be legally required by local law or regulation in your area. Wear suitable footwear for bicycle riding and clothing that helps make you visible to others.

## Battery and Charging

- Never modify the electrical system. Alterations could cause a fire resulting in serious injury and could also damage the electrical system.
- Charge with the supplied or recommended charger only. Use of the wrong charger could cause a fire or explosion resulting in serious injury.
- Ensure the voltage and frequency of the charger is compatible with mains electrical supply.
- Use the battery charger in dry locations only.
- Regularly check the charger for damage to the electrical cord, plug, enclosure and other parts. If any damage or malfunction occurs, do NOT use the charger until repaired or replaced.
- Use caution when charging.
- Do not operate the charger or charge batteries near flammable materials.
- Do not clean or perform any maintenance on the product when it is being charged.

## **Introduction**

Congratulations on purchasing a TDR pedal assisted bicycle. We hope you enjoy years of satisfactory and safe riding.

### **Read the manual**

This manual is provided to help you to get the best performance, comfort, enjoyment and safety from your bicycle. The manual describes specific care and maintenance procedures that help protect your warranty and ensure trouble-free use. Please pay particular attention to the section on battery charging and maintenance.

### **Read the manual before assembling and riding your bicycle.**

Note that the manual is not intended to be an extensive reference source for servicing, maintenance and/or repairs. For additional assistance, contact an authorised TDRMOTO service centre.

In the interests of your safety and the safety of others, it is highly recommended to have your bicycle assembled and serviced / adjusted by a skilled bicycle mechanic.

Installation Video Guide is available at <https://www.youtube.com/watch?v=hXBu2u8hGNk>

**Parts Identification and Assembly**



| No. | Name                                                     | No. | Name                      |
|-----|----------------------------------------------------------|-----|---------------------------|
| 1   | Bicycle Assembly (Frame, Forks, Handlebar, Crank, Chain) | 7   | Charger set               |
| 2   | Foldable rear basket                                     | 8   | Spanners & Allen keys Set |
| 3   | Front Wheel with drive motor                             | 9   | Rearview mirror           |
| 4   | Rear wheels                                              | 10  | Seat post and saddle      |
| 5   | Front mudguard and chain cover                           | 11  | Pedal set                 |
| 6   | Rear mudguard                                            |     |                           |

## Tools Required for Assembly

The bicycle may come supplied with some tools. You may require some other tools which not included.

## Assembly

The bicycle comes with some minor assembly required, and may include some necessary tools. Installation Video Guide is available at <https://www.youtube.com/watch?v=hXBu2u8hGNk>

### Frames connection

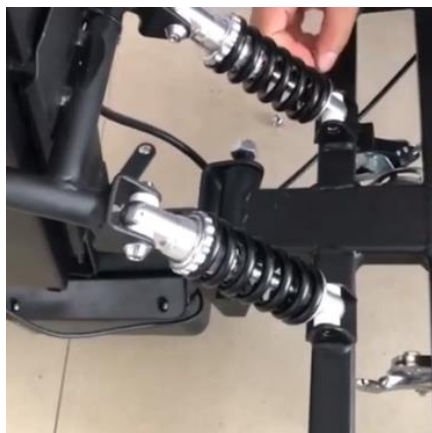
As attached, you should match the front frame and rear frame together, hole by hole, then use the long bolt to connect them.

Then, lock it with the nut.



### Rear suspension

Put the 2 springs in the correct way as attached. Then, lock it.





### Rear mudguard

Notice, the 2 rear mudguard are different. Please check the attached carefully.

First, dismantle the screws of mudguard support from rear frame. Then, choose the correct rear mudguard to assemble it.

Then, assemble the other side mudguard in the same way.



### Rear Wheel

Notice, the 2 rear wheel has a different hub. It means left or right. Please check the attached carefully.

First, we assemble the right wheel. The hub in the right wheel has a circle hole. Then take out all the screws and nuts from the rear axle. Finally, put the wheel on the axle, and lock it with the screws and nuts.

The hub in the left wheel has a semicircle hole. So, when we assemble the left wheel, please check it about this.

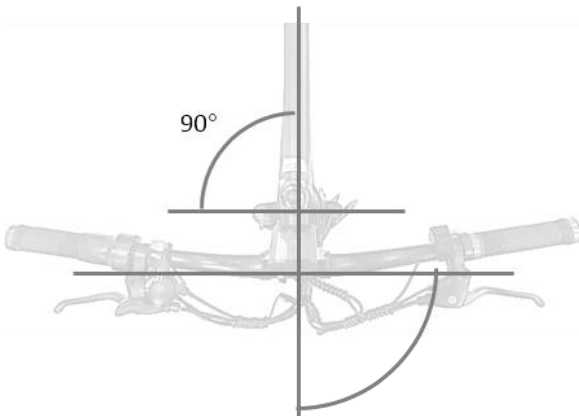


## Handlebars

Carefully place the bicycle assembly on a flat surface so that it rests on the front fork and rear wheel.

Place and slide the handlebar assembly centrally into position in the clamp, rotate the handlebar assembly, as required, so it is aligned "square" to the front fork. That is, the handlebar will be at 90° to the bicycle frame when the front wheel is straight.

Using an Allen key and torque wrench, tighten the screws to the torque.



### Front Wheel

Please check the wheel direction before installation and release two nuts at axle points.

If your bicycle has tabbed lock washers, ensure that the locking tabs are correctly mounted into the holes in the forks.

Fully tighten both nuts and ensure the wheel sits straight in the forks.





## V-Brake

Loosen the clamp that holds the brake cable with an Allen key if necessary.

Hold each arm in towards the rim of the wheel and pull the loose brake cable through the clamp.

Lock the nut into the position.

Once you have pulled the cable tight, use an Allen key to tighten the clamp. This will hold the cable in place.

Make sure that the bolt is tightly holding the brake cable before you ride!



## Front Mudguard & Headlight

Attach the mudguard and headlight's mount stay to the lower of the twin fork blade mounts, using both a small and large washer centre the guard and, tighten from the hex key end.

During tightening, recheck for centring and possibly raise or lower the guard.



**Seat Post**

Loosen the clamp and insert the seat post into the frame.

There is a minimum insertion marked on the seat post. This must be situated below the seat post clamp when riding to avoid accidents and damage.

Slide the seat post down until it is to the desired height for riding.

Tight the clamp and make sure the post is un-moveable.

**Chain & chain cover**

First, please make the chain tidy. Then, put the chain on the chain wheel and rear freewheel as attached.

Then, put the chain through the derailleur.

Then, use the chain connector to connect the chain. After this, the link will be a little tight, please twist the right and left link. In order to make it smoothly.

Finally, assemble the chain cover as attached.





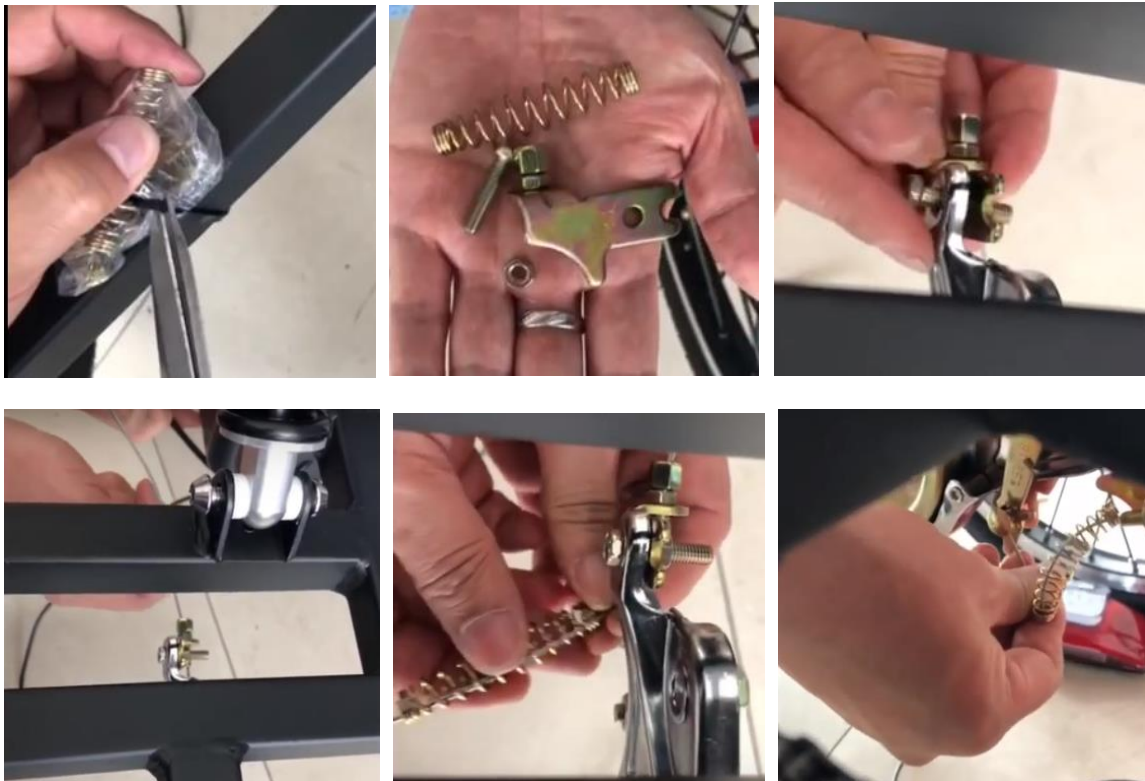
### Rear brake system

First, please take out the spares of rear brake, it's tied on the rear frame.

Then, put the biggest part on the right of brake panel, and use the long bolt and nut to fix them.

Then, put the brake cable through the screws and brake spring.

Finally, tighten all screws and nuts on the brake system.



**Rear basket**

The basket is packed in a small carton, and it's foldable. Please unfold the basket, and use the plug to make it fixation.

Then, assemble it on the rear frame with 4 sets screws. (The screws are mounted on the frame when you get it, please take out when before you assemble the basket.)

**Rear LED light**

Assemble the light on the light support, then, make the light cable tied on the frame.





## Operation

Before riding, ensure that all required fasteners are tightened to the correct torque and charge the battery prior to use.

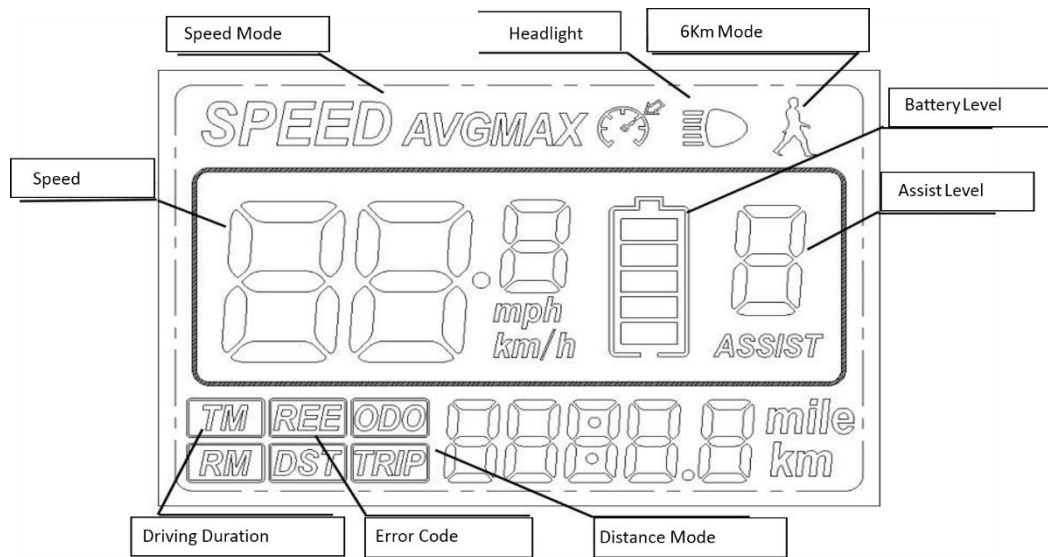
Always wear a helmet and appropriate safety equipment and always keep both hands on the handlebars and both feet on the pedals whilst riding. Read, understand and follow all safety recommendations before riding. Avoid riding in damp conditions, rain etc as this may affect operation or possibly damage the bicycle electronics.



| No. | Name                         | No. | Name                    |
|-----|------------------------------|-----|-------------------------|
| 1   | Front wheel with drive motor | 11  | Rear suspension spring  |
| 2   | Front suspension fork        | 12  | Rear foldable basket    |
| 3   | Front V brake                | 13  | Rear LED light          |
| 4   | Front LED light              | 14  | Rear mudguard reflector |
| 5   | Handle bar stem              | 15  | Rear wheel              |
| 6   | Handle                       | 16  | Rear band brake         |
| 7   | LCD display                  | 17  | Chain                   |
| 8   | Frame                        | 18  | Controller set          |
| 9   | Seat post and Saddle         | 19  | Chain guard             |
| 10  | Battery pack                 | 20  | Crank set and pedal     |



**Presentation of LCD Screen**



## Special Functions / Parameter setting

Changing the settings for some functions may cause the bicycle to operate abnormally or in a way that may appear to be a fault. Take extra care when using any special function to avoid making a setting that may adversely affect bicycle operation or how you want it to operate.

**Changing settings that may affect electrical components of the bicycle or render it unsafe may void warranty. Some of the parameter is not changeable due to controller model and limit.**

### Parameter setting

To enter the parameter setting mode, hold the TOP and DOWN buttons at the same time for 3s.

Parameter setting mode will quick if not operation during 10s.

In parameter setting mode, press TOP/DOWN buttons will change parameter value and short press ON button will save the value to the system.

P01-back light lightness

P02-kmh/MPH (Switch kmh/MPH)

P03-Working voltage (Default value is 36V)

P04-Auto shutdown time (screen automatically if no operation, 0 means never shut down, switch from 0 to 60, Default value is 10 minutes)

P05-Number of Assist levels (0=3 assist levels, 1=5 assist levels, 2=9 assist levels)

P06-Wheel size selection (Wheel Size, default is 26")

P07-Number of magnets for speed sensor, switch from 1 to 100

P08-Speed limit (set the speed limit from 0 to 100Km/h, 100 means no limit)

P09-Non-zero speed start: (0: Zero speed start, 1: Non-zero speed start)

P10-Driving mode selection:

- 0 : Assist mode (throttle does not work, only pedal assist);  
- **Default Setting for no throttle fitted**
- 1 : Electrical driving mode (only throttle works, pedal assist does not work);  
- **Setting for Throttle Fitted and No Pedal Assist**
- 2 : Both pedal assist and electrical driving mode (Not available if in zero speed start and electrical driving mode)  
- **Setting for Throttle Fitted and Pedal Assist Mode**

P11-assist sensitivity setting (switch from 1 to 24)

P12-assist starting power setting (switch from 0 to 5)

P13-Assist magnetic disc types (switch from 5->8->12, different numbers of magnets)

P14-Current limit for the controller (switch from 1 to 20A)

P15-low voltage protection for controller

P16-Reset ODO distance

P17-Reset all parameters

- Hold press 5 seconds until displays "SSSS", all parameters reset to default values(except for the ODO distance)

P18-Max RPM of the motor (switch from 120 to 1000 RPM)

P19-PAS Magnet calibration for the controller (switch from 0 to 1)

P20-Number of magnets for freewheel speed sensor (switch from 0 to 20)

## Guidelines for Using Pedal Assistance

To get the best performance and service life from the pedal assistance system, understand and apply the following techniques:

Note that some characteristics of how pedal assistance functions may differ from that described here as a result of some special function settings.

- Pedal assistance progressively reduces as bicycle speed increases, and stops completely when the current speed exceeds 25kmh. Pedal assistance re-engages when speed drops below 25kmh (provided you are pedalling).
- Pedal assistance automatically reduces or disengages whenever the brakes are activated (and / or when you stop pedalling).

## Using Brakes

All bicycle models are equipped with a front and rear wheel braking system. Brakes are used to slow the bicycle down. The braking systems may use different mechanics, however, the functionality is the same, and that is to change the energy of the moving bicycle into heat energy ("friction"):

- For rim type "caliper" or "noodle" brakes or "V-Brake", this means rubber blocks pinching the outer rim of the bicycle wheel (not the tyre).
- For band brakes, this means pushing sections (known as "shoes") of special friction material against the inside of cylinder fixed to the centre of the rear axle.



Typical Rim Brake (V-Brake)



Typical Band Brake

The brakes are operated by the rider through levers mounted to the handlebars. The left-hand lever operates the rear brake, the right-hand lever operates the front brake. The ability of the rider to adequately slow and/or stop the bicycle depends largely on the skill of the rider, the surface being ridden on and other factors such as rain, tyres, adjustment and condition of the brake parts etc

## Guidelines for Using Brakes

To get the best performance and service life from the brake system, understand and apply the following techniques:

- In wet conditions, which reduces friction, always provide additional distance for braking and adjust how quickly you apply the brakes.
- When applying the brakes, particularly the front brake, use a lower pressure to start with until you feel the brakes starting to "bite", then increase pressure as required. Do NOT over-apply the brakes and cause the wheel to stop rotating – this may result in loss of control.
- Maintain the brake friction components (pads, shoes, rubbers) in good condition and replace when they reach the wear limit.
- Maintain brake adjustment so that the brakes perform effectively, the levers are comfortably

- positioned, and there is not excessive play in adjustable components.
- If the brakes are not performing effectively, making abnormal noise or any part is not serviceable or cannot be adjusted correctly, have the brakes inspected and adjusted by a bicycle mechanic or suitably qualified person.
- If the brake cables become frayed or otherwise damaged, have them replaced by a bicycle mechanic or suitable qualified person.

## Batteries and Charging

Never modify the electrical system. Alterations may cause a fire, resulting in serious injury and could also damage the electrical system. • Charge with the supplied charger only. Use of the wrong charger may cause a fire or explosion, resulting in serious injury. • Ensure the voltage and frequency of the charger is compatible with mains electrical supply. • Use the battery charger in dry locations only. • The battery must be charged before first use. • For maximum battery performance and service life, charge the battery after each use, and charge at temperatures between 0 and 40°C (32 and 104°F). • Battery charging generally takes up to 4 - 8 hours from discharged to fully charged. Do NOT charge the battery continuously for more than 24 hours. • If the bicycle has not been used for over 4 weeks, charge the battery before use. • Always switch the bicycle OFF after each use.

The battery pack can be recharged repeatedly. However, rechargeable batteries eventually need to be replaced. A significantly reduced operating period after charging indicates that the battery is no longer serviceable and should be replaced. Discard old batteries in an environmentally responsible manner.

The battery charger has a charge status LED indicator:

- Red - Battery charging.
- Green - Battery fully charged or disconnected.

To charge the battery:

Remove the battery from the bicycle, then plug the charger connector into the charging port.

Connect the charger to a mains electrical supply and switch ON. The indicator LED on the charger illuminates red to show the battery is charging.

When the battery is charged (approximately 8 hours), the charger indicator LED illuminates green.

Disconnect the charger from the electrical supply, then put the battery back to the bicycle.

## Battery Storage

When storing the batteries for a long period of time:

Charge the batteries at least every 30 days to avoid capacity loss. Batteries slowly self-discharge when unused over a long period. If the battery cells are left at a critically low charge state, the lifespan and capacity will be permanently reduced.

Always disconnect the charger from the mains electrical supply and battery before storing the battery.

Avoid storing batteries in extreme temperatures, whether hot or cold. The recommended battery storage temperature is between 0 and 25°C (32 to 77°F). Avoid exposing batteries to temperatures at or above 40°C (104°F) for extended periods.

Batteries are best kept in a cool, dry place. Do not allow batteries to accumulate condensation, as this may cause shorting or corrosion.

## Tyre Pressures

The tyres must always be inflated to the correct pressure (as specified on the tyre sidewall) before every ride. Riding the bicycle with either too low or too high pressures will affect bicycle performance, may affect effective electrical assistance range, and may render the bicycle as dangerous. Use an accurate pressure gauge when checking pressures.

### Throttle Accelerator Installation

To install a throttle accelerator, please obey and check any local laws or regulation which may affect locations where this tricycle can be used. Professional installation recommended.

This bike driving mode is pedal assist mode, but twist accelerator is also included in the package if rider need this option.

To install the throttle:

- 1) Please find picture below showing where to plug the accelerator.



- 2) Plug in the connector.
- 3) Please refer to page 15 for parameter setting. P09 and P10 setting needed.

P09-Non-zero speed start:

short press  /  to switch from 0 to 1. 0: zero speed start, 1: non-zero speed start.



P10-Driving mode selection:

short press  /  to switch from 0->1->2.

- 0: Assist mode (throttle does not work, only assist);
- 1: Electrical driving mode (only throttle works, assist does not work);
- 2: Both assist and Electrical driving mode (Not available if in zero speed start and electrical driving mode);



- 4) Please set P09-Non-zero speed start to 0
- 5) Please set P10-Driving mode selection to 2 or 3
- 6) Remove the right handgrip and fit the throttle into your handle.



## Maintenance

Some maintenance activities described may be beyond the scope of some users. Do NOT attempt procedures that you are not comfortable with, or do not have the necessary tools, experience or knowledge for – take the unit to an authorised service centre or qualified technician for servicing. Items in the maintenance schedule below that are recommended to be performed by a qualified technician are highlighted yellow. Failure to follow the maintenance recommendations, using incorrect or non-compatible accessories or replacement parts, or general negligence may result in making the product warranty void. Improper adjustment or service may result in damage to the bicycle or make it hazardous.

Maintenance requirements may be affected by any number of factors from your riding style to geographic location. When new, parts of the bicycle may "break-in" over the course of the first approximate 100km of riding, possibly including the stretching of cables, spoke tension changes etc. It is recommended to have the bicycle inspected and serviced at an authorised service centre or by a qualified technician.

The bicycle components are subject to wear and stress. If a component is weakened through stress, age etc, it may fail without warning. It is important to regularly inspect the bicycle for any signs of component fatigue – look for cracks, fraying, discoloration etc, as this may indicate that a part is near the end of its useful life and should be replaced.

- Clean the bicycle with a soft, damp cloth – do NOT use high-pressure water cleaners or hoses, pressurised air, solvents, abrasives etc. For the console, battery and motor, do NOT use any liquids.
- When transporting in a vehicle, it is recommended to have the battery out of the bicycle during transport.
- Store the bicycle where it will be protected from rain, sun etc to help prevent corrosion, fading etc.
- For safety, longest possible service life and reliability, maintain the bicycle properly. Use the maintenance schedule below for guidance. It is very important that you check certain systems and components before each and every ride. The proper condition and function of these systems is critical to your safety.

| Maintenance Schedule            |                         |                     |                   |                                        |
|---------------------------------|-------------------------|---------------------|-------------------|----------------------------------------|
| Component / Condition           | Check Before Every Ride | *Check Periodically | Clean / Lubricate | Adjust / Tighten / Replace as Required |
| Tyre Pressure                   | ■                       |                     |                   | ■                                      |
| Tyre Wear / Damage              | ■                       |                     |                   | ■                                      |
| Brake Adjustment                | ■                       |                     |                   | ■                                      |
| Handlebar Tightness             | ■                       | ■                   |                   | ■                                      |
| Controls and Displays           | ■                       |                     |                   |                                        |
| Seat Post Tightness             | ■                       |                     |                   | ■                                      |
| Fasteners / Mounting Hardware   |                         |                     |                   | ■                                      |
| Brake Pads                      |                         | ■                   |                   | ■                                      |
| Brake Cable Wear                |                         | ■                   |                   | ■                                      |
| Chain                           |                         | ■                   | ■                 | ■                                      |
| Reflectors                      |                         | ■                   |                   |                                        |
| Battery / Charger               |                         | ■                   |                   | ■                                      |
| Steering Head Bearings          |                         | ■                   | ■                 | ■                                      |
| Derailleur                      |                         | ■                   | ■                 | ■                                      |
| Wheel Spoke Tension             |                         | ■                   |                   | ■                                      |
| Wheel Trueness                  |                         | ■                   |                   | ■                                      |
| Wheel Bearings                  |                         | ■                   | ■                 | ■                                      |
| Bottom Bracket (Crank) Bearings |                         | ■                   | ■                 | ■                                      |

*\*Every 5 to 10 rides depending on ride length and conditions.*

## Troubleshooting

| Malfunction                                                | Possible Cause                                                                                                                                                                                                                        | Possible Solution                                                                                                                                                                                                                                                        |
|------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Pedal assistance not working</i>                        | <ol style="list-style-type: none"> <li>Under-charged battery.</li> <li>Battery no longer serviceable.</li> <li>Battery charger faulty.</li> <li>Motor electrics or switches damaged / faulty.</li> </ol>                              | <ol style="list-style-type: none"> <li>Charge battery. Follow battery care procedures.</li> <li>Have battery checked. Replace if faulty.</li> <li>Have charger checked. Replace if faulty.</li> <li>Seek diagnosis and repair from authorized service centre.</li> </ol> |
| <i>Reduced range and/or speed</i>                          | <ol style="list-style-type: none"> <li>Under-charged battery.</li> <li>Battery no longer serviceable.</li> <li>Low tyre pressure.</li> <li>Brakes dragging.</li> <li>Terrain, headwind, etc.</li> </ol>                               | <ol style="list-style-type: none"> <li>Charge battery. Follow battery care procedures.</li> <li>Have battery checked. Replace if faulty.</li> <li>Inflate to recommended pressure.</li> <li>Adjust.</li> <li>Normal.</li> </ol>                                          |
| <i>Gear change (where applicable) rough / not changing</i> | <ol style="list-style-type: none"> <li>Derailleur cables sticking / stretched / damaged.</li> <li>Derailleurs / shifter not correctly set.</li> </ol>                                                                                 | <ol style="list-style-type: none"> <li>Lubricate / adjust / replace cables.</li> <li>Adjust.</li> </ol>                                                                                                                                                                  |
| <i>Chain slip / jumping off sprockets</i>                  | <ol style="list-style-type: none"> <li>Worn sprockets.</li> <li>Stretched chain.</li> <li>Front sprocket loose / out of true.</li> <li>Sprocket teeth bent / broken.</li> <li>Derailleur / shifter not correctly adjusted.</li> </ol> | <ol style="list-style-type: none"> <li>Replace.</li> <li>Replace.</li> <li>Re-true / tighten.</li> <li>Replace.</li> <li>Adjust.</li> </ol>                                                                                                                              |
| <i>Clicking noises when pedaling</i>                       | <ol style="list-style-type: none"> <li>Stiff chain link.</li> <li>Loose pedals / bearings.</li> <li>Loose bottom bracket / bearings.</li> <li>Bent bottom bracket or pedal bolt.</li> <li>Loose pedal arm bolts.</li> </ol>           | <ol style="list-style-type: none"> <li>Lubricate chain.</li> <li>Tighten / adjust bearings.</li> <li>Tighten / adjust bearings.</li> <li>Replace.</li> <li>Tighten.</li> </ol>                                                                                           |
| <i>Grinding noise when pedaling</i>                        | <ol style="list-style-type: none"> <li>Pedal bearings too tight.</li> <li>Bottom bracket bearings too tight.</li> <li>Rear wheel not straight.</li> <li>Chain too tight.</li> <li>Derailleur dirty.</li> </ol>                        | <ol style="list-style-type: none"> <li>Adjust.</li> <li>Adjust.</li> <li>Align so chain straight.</li> <li>Adjust.</li> <li>Clean and lubricate.</li> </ol>                                                                                                              |
| <i>Brakes not effective</i>                                | <ol style="list-style-type: none"> <li>Pads worn.</li> <li>Pads / discs dirty.</li> <li>Brake cables binding / stretched / damaged.</li> <li>Brakes levers binding.</li> <li>Brakes require adjustment.</li> </ol>                    | <ol style="list-style-type: none"> <li>Replace.</li> <li>Clean and degrease.</li> <li>Lubricate / adjust / replace cables.</li> <li>Clean pivots.</li> <li>Adjust.</li> </ol>                                                                                            |
| <i>Brakes squeal</i>                                       | <ol style="list-style-type: none"> <li>Pads / discs dirty.</li> <li>Brakes not centred.</li> <li>Caliper fasteners loose.</li> </ol>                                                                                                  | <ol style="list-style-type: none"> <li>Clean and degrease.</li> <li>Centre brakes and adjust.</li> <li>Tighten.</li> </ol>                                                                                                                                               |
| <i>Brakes chatter / vibrate</i>                            | <ol style="list-style-type: none"> <li>Brake mounting bolts loose.</li> <li>Brakes out of adjustment.</li> <li>Steering head bearings loose.</li> </ol>                                                                               | <ol style="list-style-type: none"> <li>Tighten.</li> <li>Centre brakes and adjust.</li> <li>Adjust bearings.</li> </ol>                                                                                                                                                  |
| <i>Wheel vibration / wobble</i>                            | <ol style="list-style-type: none"> <li>Axle bent or broken.</li> <li>Wheel out of true.</li> <li>Wheel hub bearings loose / not serviceable.</li> <li>Quick-release (if equipped) mechanism loose.</li> </ol>                         | <ol style="list-style-type: none"> <li>Replace.</li> <li>True wheel.</li> <li>Adjust / replace.</li> <li>Adjust.</li> </ol>                                                                                                                                              |
| <i>Steering not accurate</i>                               | <ol style="list-style-type: none"> <li>Wheels not aligned to frame.</li> <li>Steering head loose / binding.</li> </ol>                                                                                                                | <ol style="list-style-type: none"> <li>Align wheels.</li> <li>Adjust.</li> </ol>                                                                                                                                                                                         |

|                                                                               |                                                                                                                  |                                                                                                      |
|-------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
|                                                                               | 3. Front forks or frame bent.                                                                                    | 3. Straighten.                                                                                       |
| <i>Motor "clicks" / has reduced power and/or shuts off</i>                    | 1. Under-charged battery.<br>2. Motor internal fault.                                                            | 1. Charge battery. Follow battery care procedures.<br>2. Replace.                                    |
| <i>No power when pedal assistance switched ON</i>                             | 1. Blown fuse.<br>2. Loose connectors / wiring damage.<br>3. Faulty switch.<br>4. Faulty controller.             | 1. Replace.<br>2. Check connectors / wiring. Replace as required.<br>3. Replace.<br>4. Replace.      |
| <i>Pedal assistance OK, but no display</i>                                    | 1. Loose connectors / wiring damage.<br>2. Faulty controller.                                                    | 1. Check connectors / wiring. Replace as required.<br>2. Replace.                                    |
| <i>Display OK, but no pedal assistance</i>                                    | 1. Loose motor connectors / wiring damage.<br>2. Poor contact at battery terminals.<br>3. Faulty braking sensor. | 1. Check connectors / wiring. Replace as required.<br>2. Inspect and clean terminals.<br>3. Replace. |
| <i>Pedal assistance operating intermittently or not as expected</i>           | 1. Loose connectors / wiring damage.<br>2. Faulty controller.<br>3. Faulty crank sensor.                         | 1. Check connectors / wiring. Replace as required.<br>2. Replace.                                    |
| <i>Charger shows "full charge" in an unusually short amount of time</i>       | 1. Faulty charger.<br>2. Faulty batteries.                                                                       | 1. Replace.<br>2. Replace.                                                                           |
| <i>Charger indicator not illuminating when charger is plugged into outlet</i> | 1. Outlet has no power.<br>2. Faulty charger.                                                                    | 1. Check charger plugged in and electrical supply ON.<br>2. Replace.                                 |
| <i>Charger indicator flashes red and never changes to green</i>               | 1. Damaged wire from charger to battery.<br>2. Faulty batteries.                                                 | 1. Replace charger.<br>2. Replace.                                                                   |



**Some experts believe that the incorrect or prolonged use of almost any product may cause serious injury or death. To help reduce your risk of serious injury or death, refer to the information below.**

- |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>▪ Consult all documentation, packaging and product labelling before use. Note that some products feature documentation available online. It is recommended to print and retain the documentation.</li> <li>▪ Before each use, check the product for loose/broken/damaged/missing parts, wear or leaks (if applicable). Never use a product with loose/broken/damaged/missing parts, wear or leaks.</li> <li>▪ Products must be inspected and serviced (if applicable) by a qualified technician every 6 months. This is based on average residential use by persons of average size and strength, and on a property of average metropolitan size. Use beyond these recommendations may require more frequent inspections/servicing.</li> <li>▪ Ensure that all users of the product have completed a suitable industry recognized training course before being allowed access to the product.</li> </ul> | <ul style="list-style-type: none"> <li>▪ The product has been supplied by a general merchandise retailer that may not be familiar with your specific application or description of application. Be sure to attain third-party approval from a qualified specialist for your application before use, regardless of any assurances from the retailer or its representatives.</li> <li>▪ This product is not intended for use where fail-safe operation is required. As with any product (for example, automobile, computer, toaster), there is the possibility of technical issues that may require the repair or replacement of parts, or the product itself. If the possibility of such failure and the associated time it may take to rectify could in any way inconvenience the user, business or employee, or financially affect the user, business or employee, then the product is not suitable for your requirements. This product is not intended for use where incorrect operation or a failure of any kind, including but not limited to, a condition requiring product return, replacement, parts replacement or service by a technician may cause financial loss, loss of employee time or an inconvenience requiring compensation.</li> <li>▪ If this product has been purchased in error when considering the information presented here, contact the retailer directly for details of their returns policy, if required.</li> </ul> |
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If you have any questions regarding any issues with your electric bicycle, please contact our Customer Support team on: 03 9931 1626 or [info@tdrmoto.com.au](mailto:info@tdrmoto.com.au)

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## 12 Month Limited Warranty

We warrant against possible manufacturing defects providing the following conditions are satisfied:

- Product is completely and correctly assembled
- Product is used under normal condition for its intended purpose
- Product receives all necessary maintenance and adjustments
- Product is used for general transportation or recreational use only

### What is covered by this Limited Warranty;

1 Year Frame only

1 Year Warranty on Motor only

1 Year Warranty on Battery only

### What is not covered by this Limited Warranty:

- When the bicycle is used negligently or results in damage due to traffic accident.
- Top Speed is not covered under warranty, if your electric bike does not reach estimated top speeds, this is not covered under warranty.
- If your electric bike does not reach the factory estimated distance advertised, and can vary depending on how you use the electric bike and the total weight carried, this is not covered under warranty.
- All batteries will and do lose capacity over time, capacity loss is not covered under warranty. (If the battery unit is used incorrectly or seal tampered with, this will void your battery warranty). Others that is not covered under warranty for battery are; If you have not charged your battery regularly, left your battery sitting unused for over more than 3 months, If you damaged your charger or battery by incorrect use.
- When your battery starts to lose capacity, and runs for less distance, this is not covered under warranty.
- Damage due to normal wear and tear and maintenance. Parts that are not covered under warranty under normal wear and tear include; tires, tubes, brakes, brake pads, derailleur and gear adjustments, tightening on all nuts, spokes, bottom bracket, chain and general adjustments (Please have your bike service regularly by a bicycle mechanic)
- Rust and corrosion on bike is not covered under warranty.
- Damage due to external causes will not be covered under warranty.
- Any minor scratches, marks or imperfections will not be covered.

### Warranty will be void if the product is ever:

- Used in any competitive sport
- Modified in any way, includes but not limited to: modifications to the bicycle, components , electrical components
- Misused, abused or neglected
- Rented, for commercial use, sold or given away

TDRMOTO will not be liable for incidental or consequential loss or damage due directly or indirectly from use of this product.

### Warranty and Repair Claim

To claim your warranty, please provide proof of purchase and contact us via email or phone listed below.

The cost of sending and returning of your TDRMOTO electric bike is at the customers expense.

Warranty repair timeframe may take up to 60 days depend on replacement part availability. If there is a delay due to the nature of the repair, or a delay beyond our control, we will inform you and do whatever possible to limit the turnaround time of your product.

### Other Repairs

All TDRMOTO electric bike repairs which is not covered by warranty can also be repaired at authorised service centre at the customers cost. We will carry most of the spare parts on our current and past models. Should you wish to purchase any parts, please contact us.

### Contact Information

Website: [www.tdrmoto.com.au](http://www.tdrmoto.com.au) Email: [info@tdrmoto.com.au](mailto:info@tdrmoto.com.au)

Address: 14 Hammer Court Hoppers Crossing VIC 3029 Phone Number: 03 9931 1626

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.