

TOMOFREE

User Manual

Tomofree MS11 Electric Scooter



Thank you for purchasing the Tomofree MS11 electric scooter.

We take pride in bringing you a quality product that will offer riding of enjoyment. Please read and understand this manual fully before assembling and riding your electric scooter.

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USING THIS MANUAL

This manual contains details of the product, its equipment, and information on operation, maintenance, and other helpful tips for owners. Read it carefully and familiarize yourself with the scooter before using it to ensure safe use and prevent accidents. This manual contains many warnings and cautions concerning the safe operation and consequences if proper setup, operation, and maintenance are not performed. All information in this manual should be carefully reviewed and if you have any questions you should contact Tomofree immediately.

The notes, warnings, and cautions contained within the manual and paragraphs are marked by the triangular Caution Symbol at the left side should be given special care. Users should also pay special attention to information marked in this manual beginning with NOTICE.

Keep this manual, along with any other documents that were included with your scooter, for future reference, however all content in this manual is subject to change or withdrawal without notice. Tomofree makes every effort to ensure the accuracy of its documentation and assumes no responsibility or liability if any errors or inaccuracies appear within.

Because it is impossible to anticipate every situation or condition that will occur while riding, this manual makes no representations about the safe use of scooters under all conditions. There are risks associated with the use of any scooter that cannot be predicted or avoided and are the sole responsibility of the rider.

GENERAL SAFETY

INSTRUCTIONS PERTAINING TO RISK OF FIRE or ELECTRIC SHOCK

IMPORTANT SAFETY INSTRUCTIONS

WARNING! When using this scooter, basic precautions should always be followed, including the following:

- a) Read all the instructions before using the product.
- b) To reduce the risk of injury, close supervision is necessary when the product is used near children.
- c) Do not put fingers or hands into the product.
- d) Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or any other signs of damage.

- e) This equipment is not intended to be used at ambient temperatures less than -4°F (-20°C) or above ambient temperatures of 113°F (45°C).
- f) The battery is intended to be charged when the ambient temperature is between 32°F (0°C) and 104°F (40°C). Never charge the battery when ambient temperatures are outside this range.”

WARNING! It is your responsibility to comply with all traffic related laws and to use proper equipment. This includes appropriate scooter maintenance.

- Observe all local bicycle traffic laws and regulations.
- When riding a scooter, always wear a properly fitted helmet.
- It is your responsibility to familiarize yourself with the local laws, rules, and regulations where you ride and to comply with all applicable laws, including equipping yourself and your scooter as the law requires.
- Unless otherwise stated, a rider' s weight and luggage should not exceed 400lbs/181kg.
- Before you ride your scooter, always check to make sure everything is working properly and correctly aligned.
- Be familiar with the controls of your bicycle, such as brakes, pedals and shifting etc..
- While riding, remember you are sharing the road or path with others. i.e. motorists, pedestrians and other riders.
- Ride in designated bike lanes when available and always ride in the direction of traffic.
- Acknowledge and stop at ALL stop signs and traffic lights.
- When coming to a complete stop, look both ways at street intersections before continuing onward.
- Use official hand signals for turning and stopping.
- Do not ride with headphones.
- Never hold onto another vehicle.
- Do not weave through traffic or make unexpected moves or turns.
- Rules that govern the right-of-way for motorists apply to cyclists. A bicyclist should always be prepared to yield.
- Do not ride while under the influence of alcohol or drugs.
- Avoid riding in bad weather when visibility is obscured, for examples dawn, dusk, or in the dark such

- conditions increase the risk of accident.
- Always be a defensive rider. Always assume that others do not see you and expect the unexpected -
- Always be aware of your surrounds. Be alert and responsive to:
 - 1) Motor vehicles of all types and in all directions.
 - 2) Unexpected movement of obstacles.
 - 3) Nearby pedestrians.
 - 4) Children or animals in the area.
 - 5) Imperfections of bike paths or paved roads including potholes, uneven surfaces, loose gravel construction and debris.
 - 6) Warning, hazard and yield signs.

Wet Weather

It is recommended to not ride in wet weather if avoidable. Ride in wet weather only if necessary. electric scooter is not meant for use in heavy rain, or streams. Never immerse or submerge this product in water or liquid as the electrical system may be damaged.

- In wet weather you need to take extra care when operating this scooter
- Decrease riding speed to help you control the scooter in slippery conditions.
- Brake earlier since it will take longer to slow down and come to a stop than when operated in dry conditions.
- Take care to be more visible to others on the road, Wear reflective clothing and use approved safety lights.
- Road hazards are more difficult to see when wet; proceed with caution.

NIGHT RIDING

Riders should exercise extra caution when riding at night. Riders are very difficult for motorists and pedestrians to see in the dark and in many cases, night riding can be more dangerous than day riding.

Individuals of an appropriate age who are aware of the increased risks should take extra care when riding at dawn, dusk or at night.

Please note that it is important to choose suitable apparel and special equipment when riding in unfavourable conditions to reduce the risk of injury.

Caution! Reflectors and their mounting brackets should be checked regularly to ensure they are clean, straight and securely mounted. Check to be sure you comply with all local laws about night riding.

Always ride slowly when riding at night.

Throttle on Demand

With throttle on demand, you can throttle the scooter from a complete stop. This feature is to help give you that extra push when you need it on a steep hill, when hitting multiple stop signs, etc. But we strongly recommend slowly increase the throttle when start.

Assembly and Fit

Correct assembly and fit are essential elements to ensure your bicycling safety, performance, and comfort. We have almost finished assembling the scooter, but we still recommend that you read the manual carefully before riding to familiarize yourself with the structure, performance, usage, etc. of the scooter

NOTICE: If you do not have the experience, skill, and tools to complete assembly and fit, please feel free to contact Tomofree for support

Mandatory Equipment and Use Locations

Before riding, ensure you have all required and recommended safety equipment and are following all laws pertaining to use an electric scooter in your region. For example, these laws may specify the need for mandatory equipment, use of hand signals, and where you can ride.

Changing Components or Attaching Accessories

The use of non-original components or spare parts can jeopardize the safety of your scooter, void your warranty.

The replacement of original components or installation of third-party



accessories or accessories not from Tomofree explicitly recommended is at your own risk. it may create an unsafe riding condition, damage property, or result in serious injury or death.

Safety Check Before Each Ride

Always check the condition of your scooter before you ride in addition to having regular maintenance performed. Check the scooter's electrical system, lighting, and braking system, etc. Ensure that the brakes and their system components are free from damage, properly secured and working correctly. When fully squeezed, both front and rear brake levers should not be touching the handlebar. Take your scooter to a certified, reputable bike mechanic to have the brakes repaired if you find a problem

General Operating Rules

Notice: Pay special attention to all the general operating rules below before operating your scooter.

- When riding, obey the same road laws as all other road vehicles as applicable by law in your area.
- For additional information regarding traffic/vehicles laws, contact the road traffic authority in your area.
- Ride predictably, in a straight line, and with the flow of traffic, never ride against traffic
- Use correct hand signals to indicate turning.
- Ride defensively to other road users you may be hard to see.
- Concentrate on the path ahead, avoid potholes, gravel, wet or oily roads, wet leaves, curbs, train tracks speed bumps, drain gates, thorns, broken glass, and other obstacles, hazards, and puncture flat risks.
- Expect the unexpected such as opening car doors or cars backing out of driveways
- Be careful at intersections and when preparing to pass other vehicles or cyclists.
- Familiarize yourself with all the features and operations of the scooter. Practice and become proficient at shifting gears, applying the brakes, and using the throttle in a controlled setting before riding in riskier conditions.

- When braking, apply the rear brake first, then the front brake, If brakes are not correctly applied, they may lead to you losing control and/or falling.
- Maintain a comfortable stopping distance from all other objects, riders, and vehicles. Safe braking distances are based on factors such as road surface and light conditions among other variables.

General Warnings

Like any sport, riding involves risk of damage, injury, and death. By choosing to ride a scooter, you assume the responsibility for that risk, so you need to know, and practice the rules of safe and responsible riding and the proper use and maintenance of this scooter. Proper use and maintenance of your scooter reduces risk of damage, injury, and death.

Riding and controlled substances do not mix. Never operate a scooter while under the influence of alcohol, drugs, or any substance or condition

If you have an impairment or disability such as a visual impairment, hearing impairment, physical impairment, cognitive/language impairment, a seizure disorder, or any other physical condition that could impact your ability to safely operate a vehicle, consult your physician before riding any scooter.

A Note for Parents and Guardians

As a parent or guardian, you are responsible for the activities and safety of your child. If you are carrying a passenger in a child safety seat, they should also be wearing a properly fitted and approved helmet.

CHARGER SAFETY INFORMATION

- The charger should only be used indoors in a cool, dry, ventilated area, on a flat, stable, hard surface.
- Avoid charger contact with liquids, dirt, debris, or metal objects. DO NOT cover the charger while in use. - Store and use the charger in a safe place away from children.
- Fully charging the battery before each use can help extend the life of the battery and reduces the chance of over-discharging.
- DO NOT charge the battery with any chargers other than the one with your scooter purchased directly from Tomofree.
- The charger works on 110/240V 50/60 Hz standard home AC power outlets and automatically detects and accounts for incoming voltage. DO NOT open the charger or modify voltage input.
- DO NOT yank or pull on the cables of the charger. When unplugging carefully remove both the AC and DC cables by pulling on the plastic plugs directly, and not on the cables.
- The charger is expected to get relatively warmer as it charged. If the charger gets too hot to touch, you notice a strange smell, or any other indicator of overheating, discontinue using the charger and contact Tomofree Support.



Charge the battery only with the charger originally supplied with the scooter from Tomofree, or a charger purchased directly from Tomofree. Never use an aftermarket charger, which can result in damage, serious injury, or death.



Failure to follow proper charging procedures can result in damage to your scooter, the charger, or personal property, and/or cause serious injury or death.

SPECIFICATIONS

Model Name	Tomofree MS11 Electric scooter
Max. Load Capacity	400lbs. / 181 kg
MAX. Speed	40 MPH
Range Average Per Charge	Up to 40 Miles
Motor	1200W Brushless Hub Motor *2
Battery	48V 20Ah Li-ion Battery
Display	LCD display
Frame	6061 aluminum alloy
Tires	11" off-road tires
Throttle	Full twist throttle
Brakes	Mechanical disc brakes
Suspension	Front & rear suspension
Lighting system	LED headlight & pedal side light & tail light
Handlebar	Foldable handlebar
Saddle	Removable saddle, 23.5-27 inch
Horn	Electric horn
Charger	Standard 2.0 A charger, 110-240V
Charging Time	4-6 hours
Water Resistance	IPX4
Speed class	3 speed
Weight	75lbs

PRODUCT OVERVIEW



INSTALLATION AND USAGE INSTRUCTION

NOTICE: The following steps are only a general guide to assist in the assembly of your electric scooter and are not a complete or comprehensive manual of all aspects of assembly, maintenance, and repair.

Step 1: Unpack the scooter.

Open the package box. With the help of another person capable of safely lifting a heavy object, remove the scooter from the box. Carefully remove the packaging material protecting the scooter frame and components, as well as remove the small tool box. Please recycle packaging materials especially cardboard and foam whenever possible.

Step 2: Pull out this retaining pin, expand the scooter handlebar tube.



Step 3: Unfold the handlebar and rotate the turn buckle to hold it.



Step 4: Unfold the saddle and secure the folding buckle

Step 5: Loosen the buckle and adjust the handlebar to a suitable height



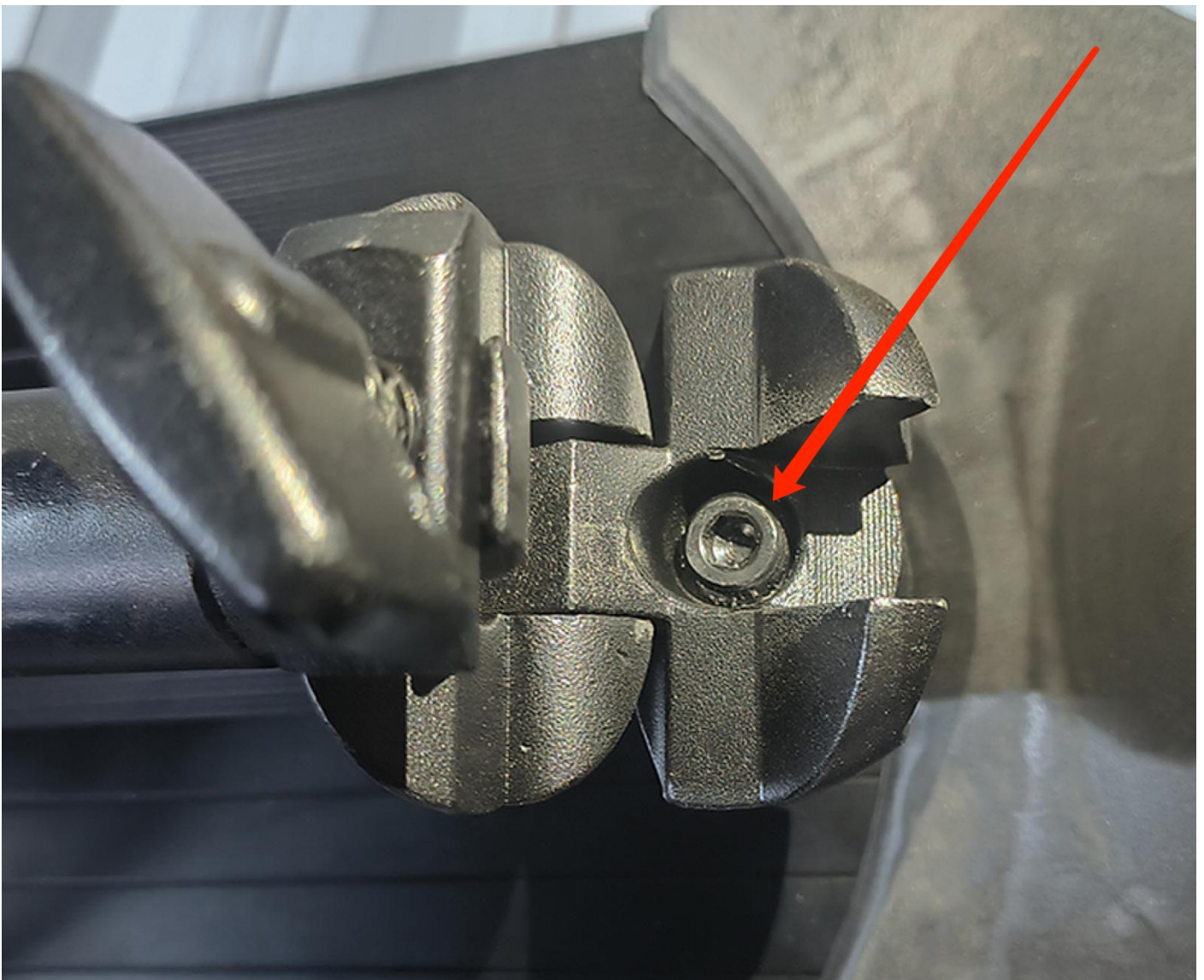
Step 6: Insert the key, turn clockwise to turn on the scooter, test whether the lights, horns, brakes, etc. are normal



When you lock the brake, there should be at least 2cm distance between the brake lever and the handle

Step 7: Adjust the speed gear to "1", then slowly turn the throttle, the scooter will move forward slowly, after adapting to the speed, you can slowly accelerate until you fully adapt and control the scooter

How to remove the saddle: Fold the saddle, unscrew the screw and you can pull the saddle out of the pedals



The DISPLAY: The display will show the current speed, battery power, total mileage, single mileage, battery voltage. **Press the "M" button to toggle the display content**

BAT: battery voltage
ODO: total mileage
TRIP: single mileage



Parking, Storage, and Transport

Please follow these basic parking, storage, and transport tips to ensure your scooter is well cared for on and off the road.

- When pushing or carrying the scooter manually, turn off the power to avoid accidental acceleration from the motor.
- Turn the power and any lights off to conserve battery.
- Park indoors when possible, if you must park outdoors in rain or wet conditions, leave your scooter outside for only a few hours and then park it in a dry location as soon as possible to

allow all of the systems to dry out. As with a regular scooter, an escooter used in wet conditions needs more frequent maintenance to prevent rust, corrosion, etc. and to ensure all systems are working safely.

- locking up your scooter is recommended to ensure your scooter is secure and the chance of theft is reduced, and park indoors, we do recommend you take appropriate precautions to keep your scooter safe from theft.
- When you need to transport the scooter, we recommend putting it in the trunk and fixing it. Unsuitable transportation or fixation may cause the scooter to fall off or be damaged

LIMITED WARRANTY

We offer 1-year warranty for most products (some models may have longer warranty period, see product pages; some parts of the models may be shortened because, see chart below), which is registered automatically to the initial purchasers who order from our official online shop tomofree.com and authorized stores.

If a defect arises during the Warranty Period, Tomofree will, at options:

- Send the new parts to replace the defective parts. Most of the parts are fairly easy to replace with our guide instructions.
- Exchange the affected product with functionally new product or equivalent to new in performance.

How to Submit a Warranty Application?

Please note that before any warranty, please send an email to support@tomofree.com, including proof of purchase, product photos and description of the problem, we will verify and confirm. And after obtaining our verification and confirmation, send them back, otherwise Tomofree has the right to deny this warranty Legitimacy. We will inspect the product as soon as possible after receiving it, and repair it for you

Parts Warranty Regulations

Part Name	Service Term	Scope of the warranty	Handling method
<u>Motor</u>	12 months	Quality issues & Performance failure	Free replacement
<u>Battery</u>	12 months	1-Month Quality issues	Free replacement * Endurance
<u>Controller</u>	12 months	Performance failure	Free replacement
<u>Frame</u>	12 months	Quality issues	Repair
<u>Charger</u>	6 months	Performance failure	Free replacement
<u>Display</u>	3 months	Performance failure	Free replacement
<u>Tires</u>	3 months	Quality issues	Free replacement
<u>Suspension</u>	3 months	Quality issues	Free replacement

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