Main Parameters of the TK PRO Folding		
Maximum speed	16 Mph	
Maximum permissible load	350 LBS	

Main Battery Parameters		
Battery type	Lithium-ion	
Nominal voltage	48V	
Nominal Capacity	14.5Ah	

Main Parameters of the Motor		
Rear wheel drive with differential		
Power 500W nominal, 750W peak		
Voltage	48V	

Controller Parameters		
Undervoltage protection value	41V	
Overvoltage protection value	20A	

Battery Charger		
Input voltage	AC 100-120V~50/60Hz 2.0A	
Output voltage	54.6V DC	
Output current	2A	

# TK PRO FOLDING



OWNER MANUAL

# Welcome to the MOONCOOL Family!

# You are now the proud owner of a TK PRO Folding E-trike! Thank you for choosing MOONCOOL!

Your TK PRO Folding arrived 95% pre-assembled, and this manual is designed to guide you in completing the assembly. Please read this manual from beginning to end before starting assembly, and refer to it often as you work. If you experience difficulty, please ask a mechanically inclined friend for assistance or visit a local bike shop. You can also contact Mooncool Support by emailing support@mooncool.com.

### **Important Notes**

In addition to assembly instructions, you will find very important information regarding safety, performance, and maintenance. It is vital that you read and comprehend all tips and precautions prior to your first ride. For questions, please ask a friend or contact Mooncool Support. Your tricycle shipment includes all the essential tools for assembling and adjusting the TK PRO Folding. However, some tasks are easier with professional tools and skills. We recommend the assistance of a certified tricycle mechanic.

Before allowing anyone to ride your TK PRO Folding, please request that they read this manual before their first ride. This will help avoid accidents or injury. Your TK PRO Folding is a powerful riding machine, and it is important to insist that your friends and family members read this manual before riding.

**WARNING:** Wear a certified bicycle helmet when riding your TK PRO Folding. For night riding safety, also wear fluorescent or reflective clothing.

**WARNING:** Ride your TK PRO Folding entirely at your own risk. MOONCOOL cannot predict every riding circumstance, and makes no representation that tricycle riding is a safe activity. MOONCOOL is not responsible for personal injury or product damage.

**WARNING:** Bodily injury and property damage resulting from the use of your TK PRO Folding may not be covered by your existing insurance policies. It is your responsibility to purchase adequate insurance coverage.

**WARNING:** Improper assembly of your TK PRO Folding may result in significant damage to your TK PRO Folding and/or bodily injury. If you are uncertain of your skills, hire a qualified tricycle mechanic.

**WARNING:** The motor, controller, sensor, battery, and cables provided with your TK PRO Folding shall not be used for other purposes, including disassembly or modification. Doing so will violate your warranty and may damage certain components and/or cause bodily injury.

MOONCOOL tricycles are sold with a one-year warranty that covers all defective or damaged parts.

The MOONCOOL Service Department is located in Covina, CA.

MOONCOOL Service email address: support@mooncool.com

When sending a support request email, please include your order number, photos or videos to help us understand the problem, and a screenshot or photo of your invoice.

# Contents

1.	TK PRO Folding E-trike Parts 01-02			
2.	Assem	nbly Steps		
	2.1	Folding Frame Assembly	03	
	2.2 Handlebar Stem and Handlebar Assembly			
	2.3 Front Wheel Assembly			
	2.4 Front Basket and Headlight Assembly			
	2.5	Seat Assembly	07	
	2.6	Rear Fender Assembly	08	
3.	. Operation & Function 09-12			
<b>4</b> .	. Battery 13-1			
5.	Warning & Safety Recommendations16-17			
6.	Return Charges 18			
7.	Troubleshooting 19-20			
8.	TK PRO Folding Data 21			



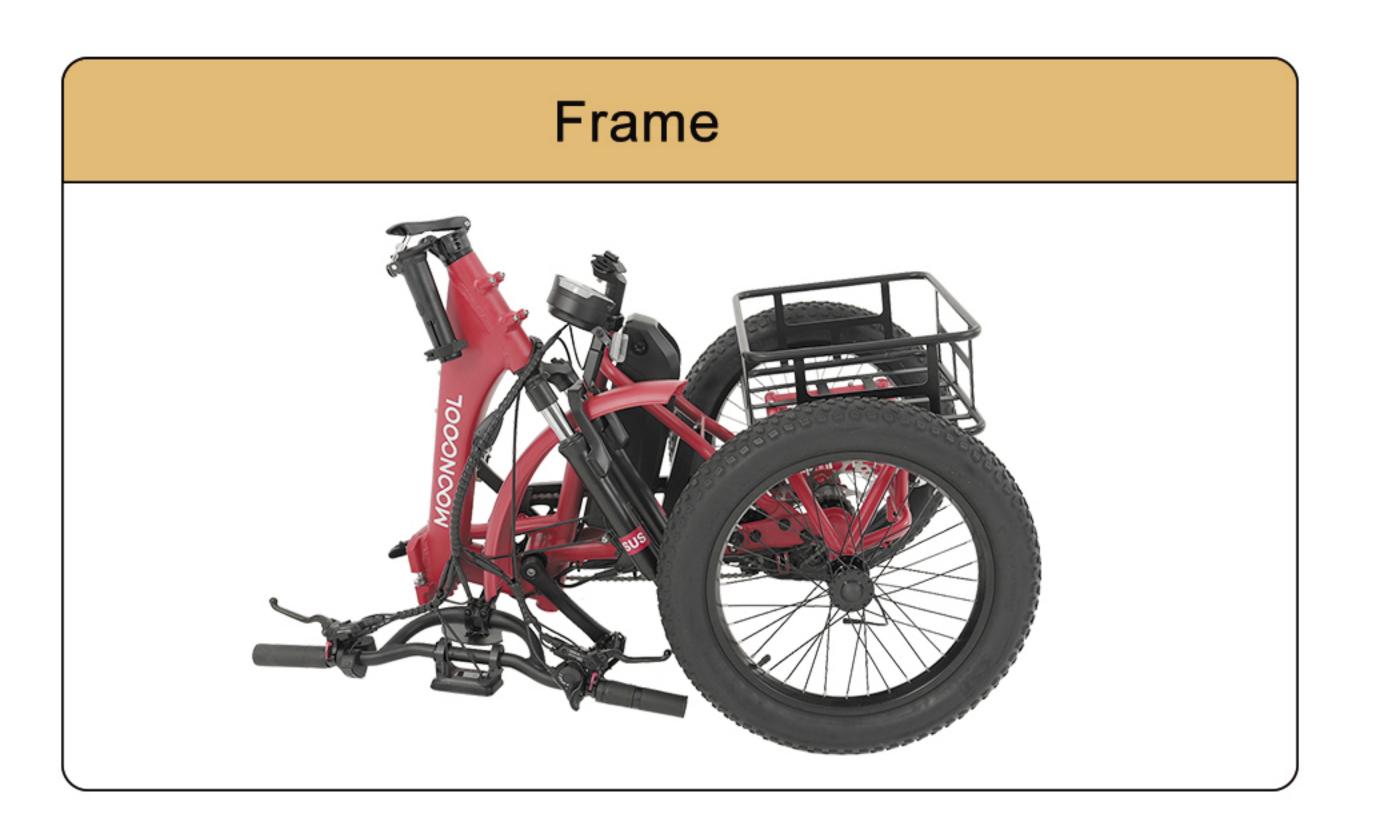
Allen Wrenches	Wrench	Screw	Screw & Nut	Bolt

TIPS: You can choose to use other tools with better functionality for the installation.

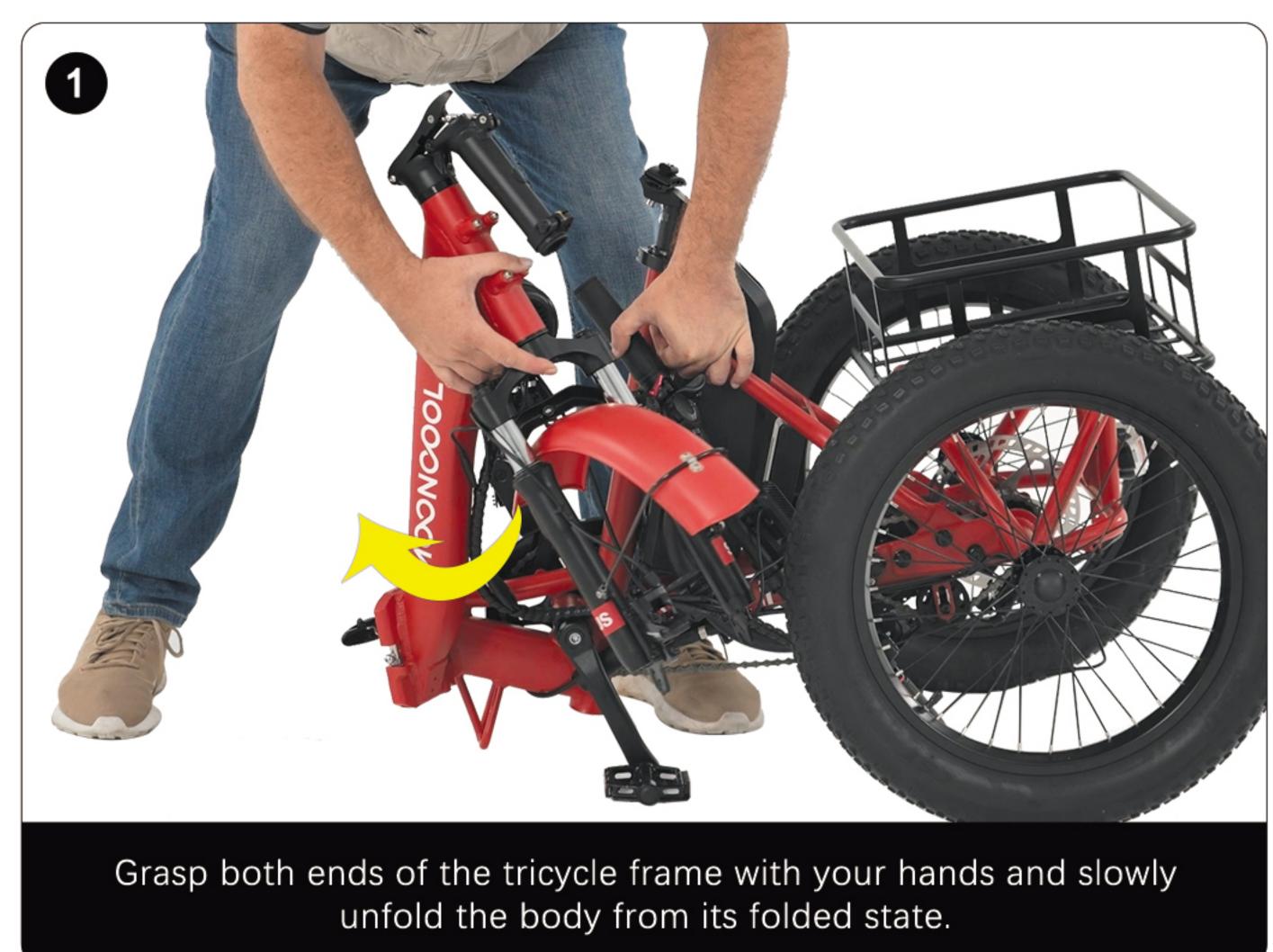


# Handlebar Stem and Handlebar Assembly 2.2

### Parts and Tools



# Assembly Steps





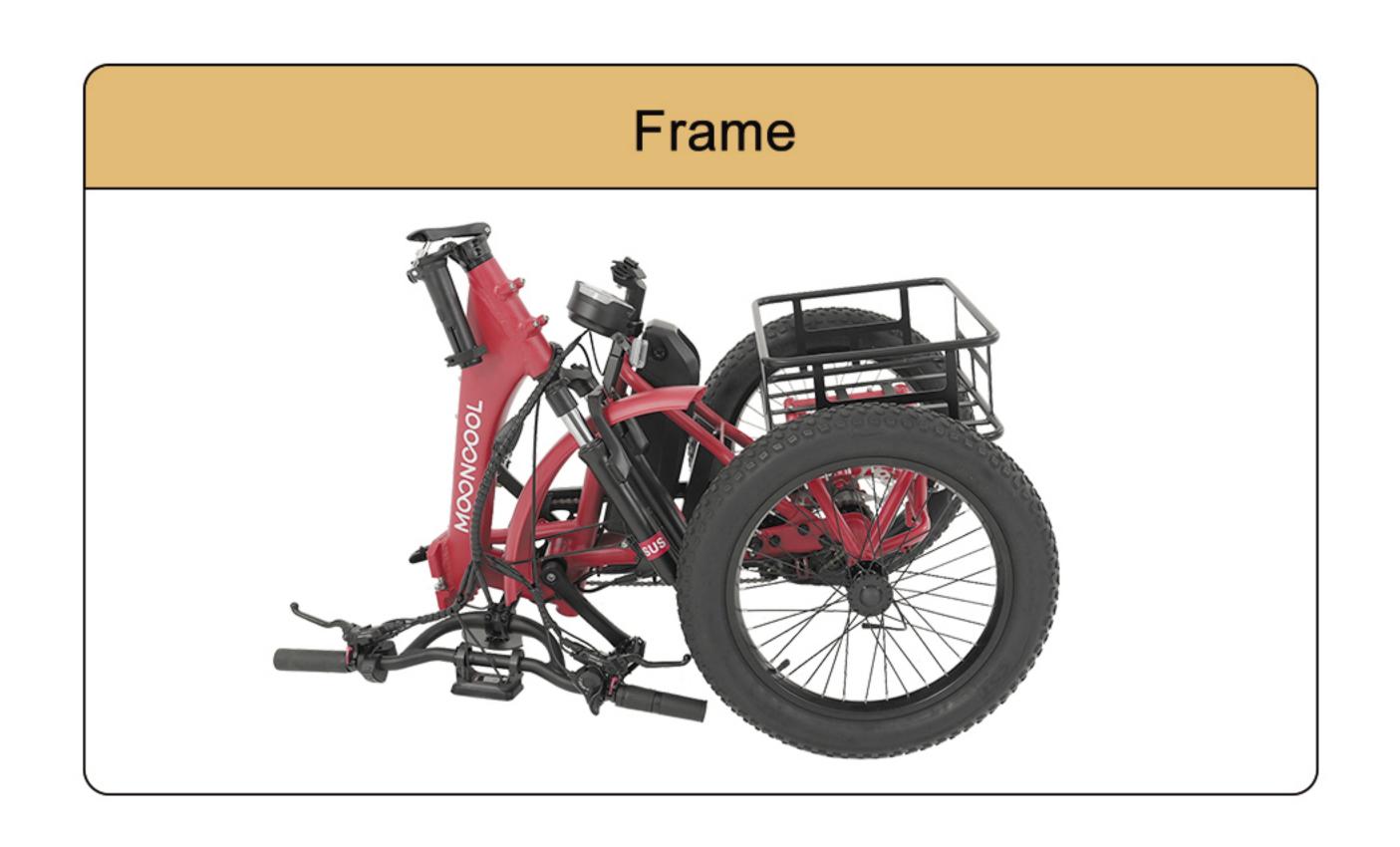


lock on the quick-release lever and turn the lever inward to

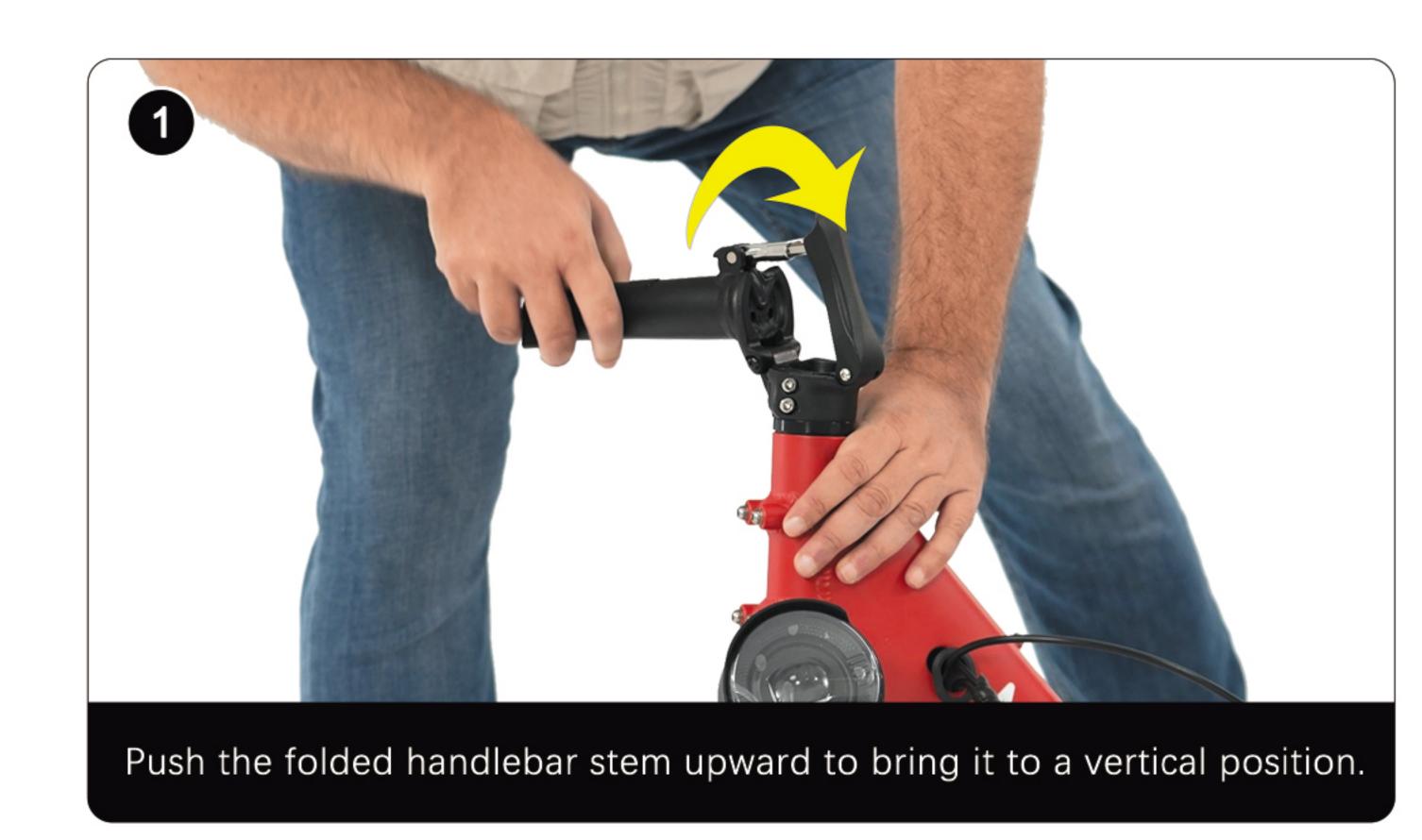
lock the frame securely.



### Parts and Tools

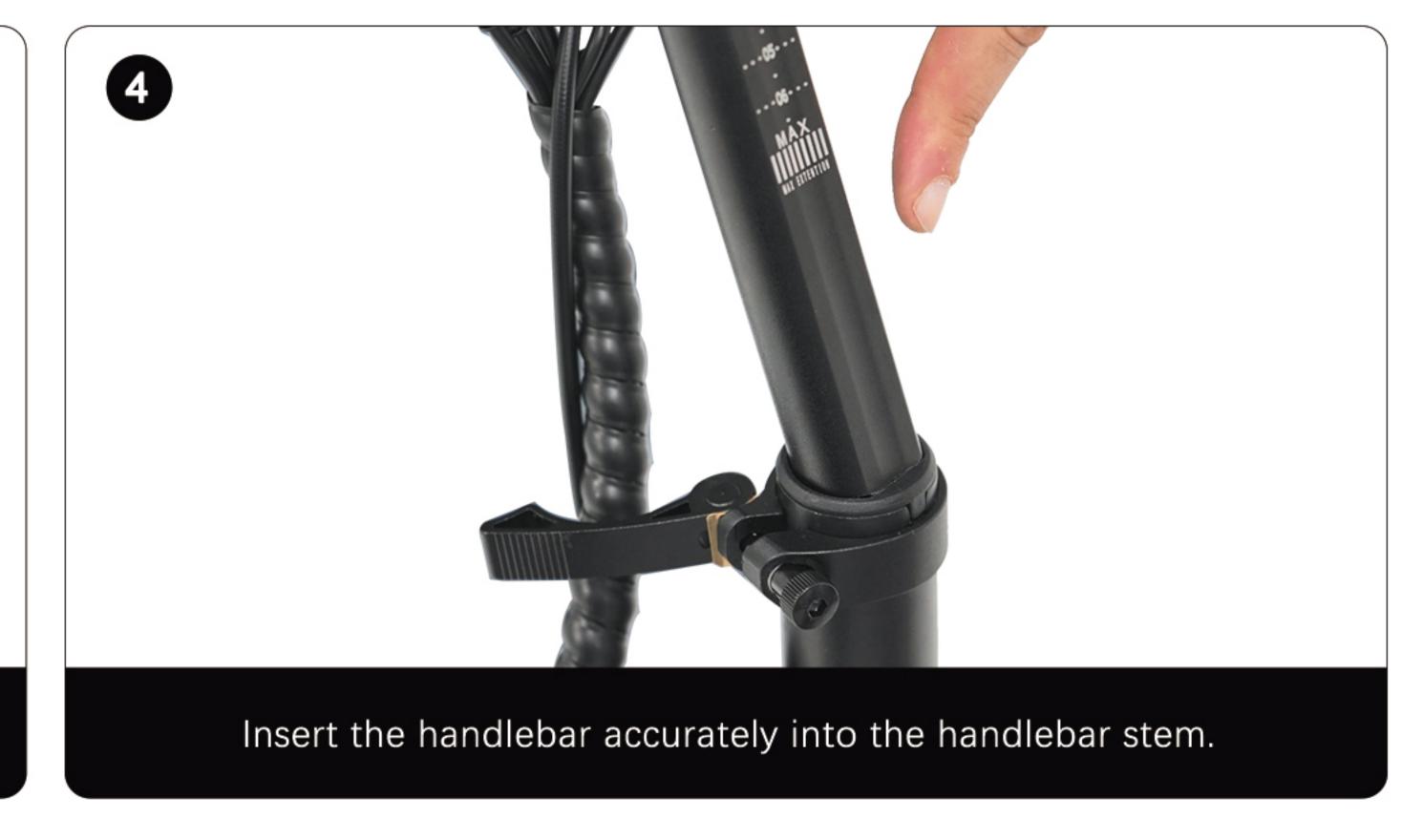


# Assembly Steps





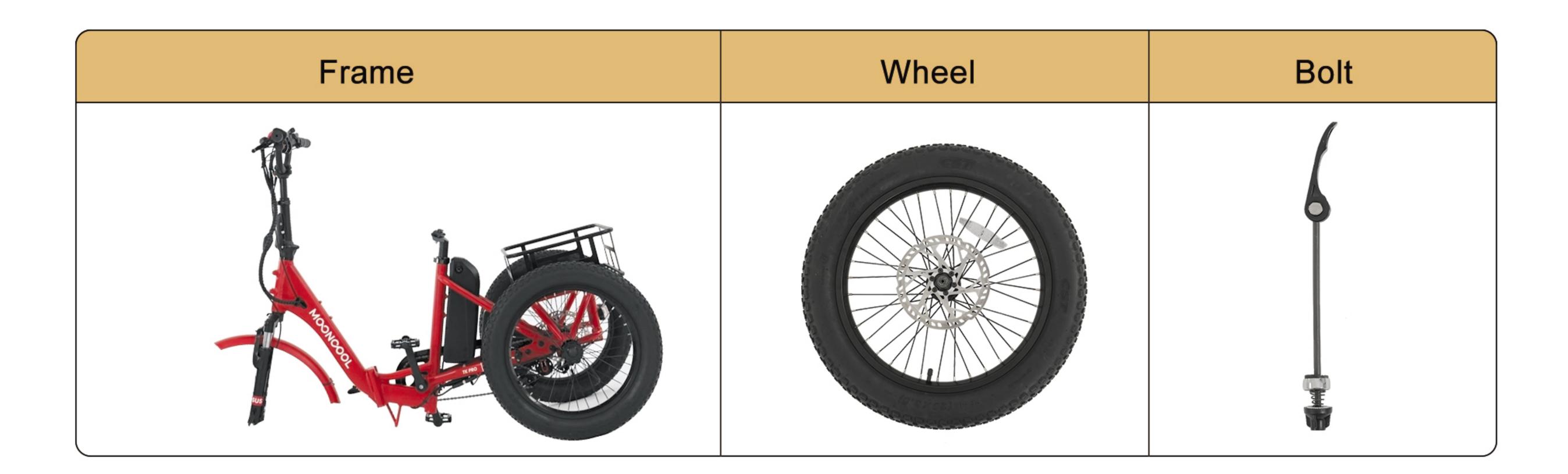




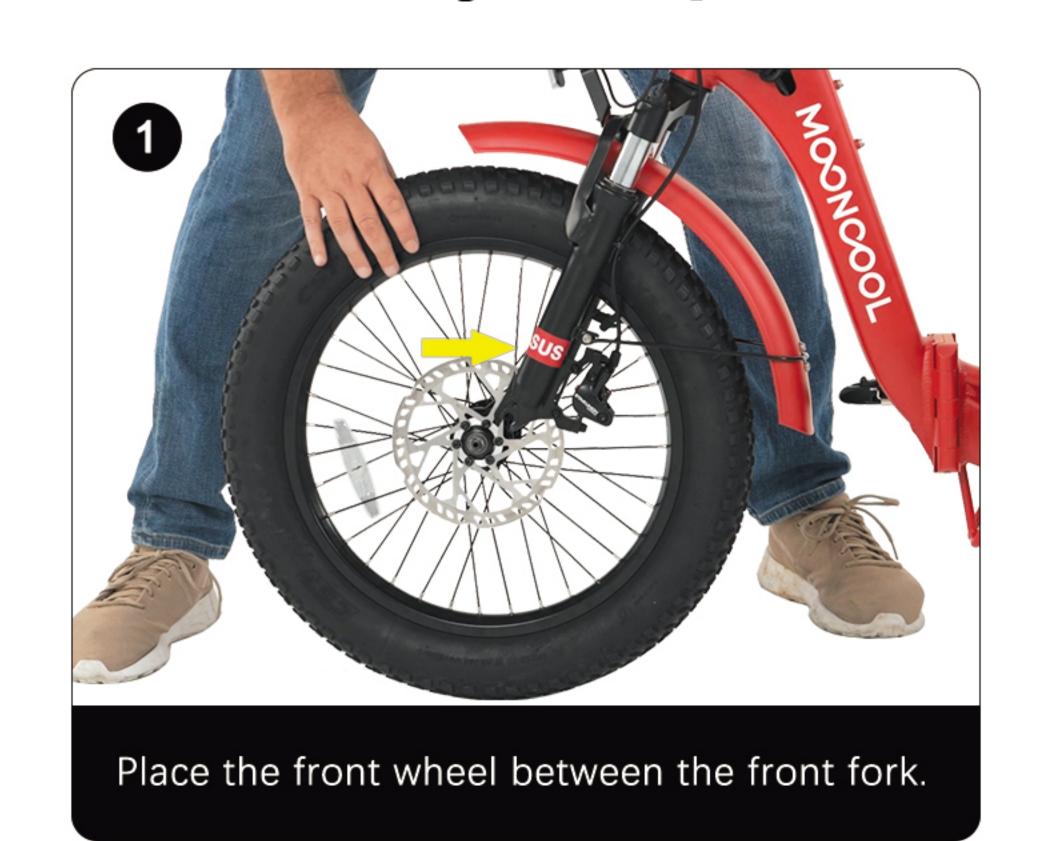


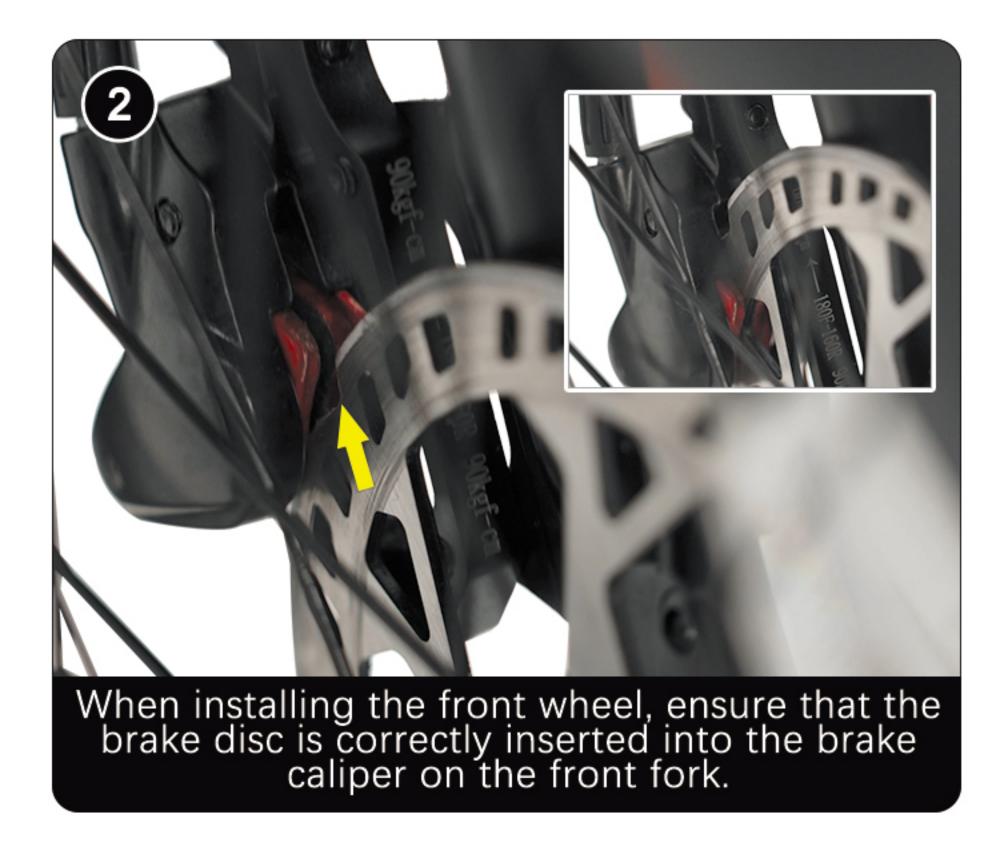


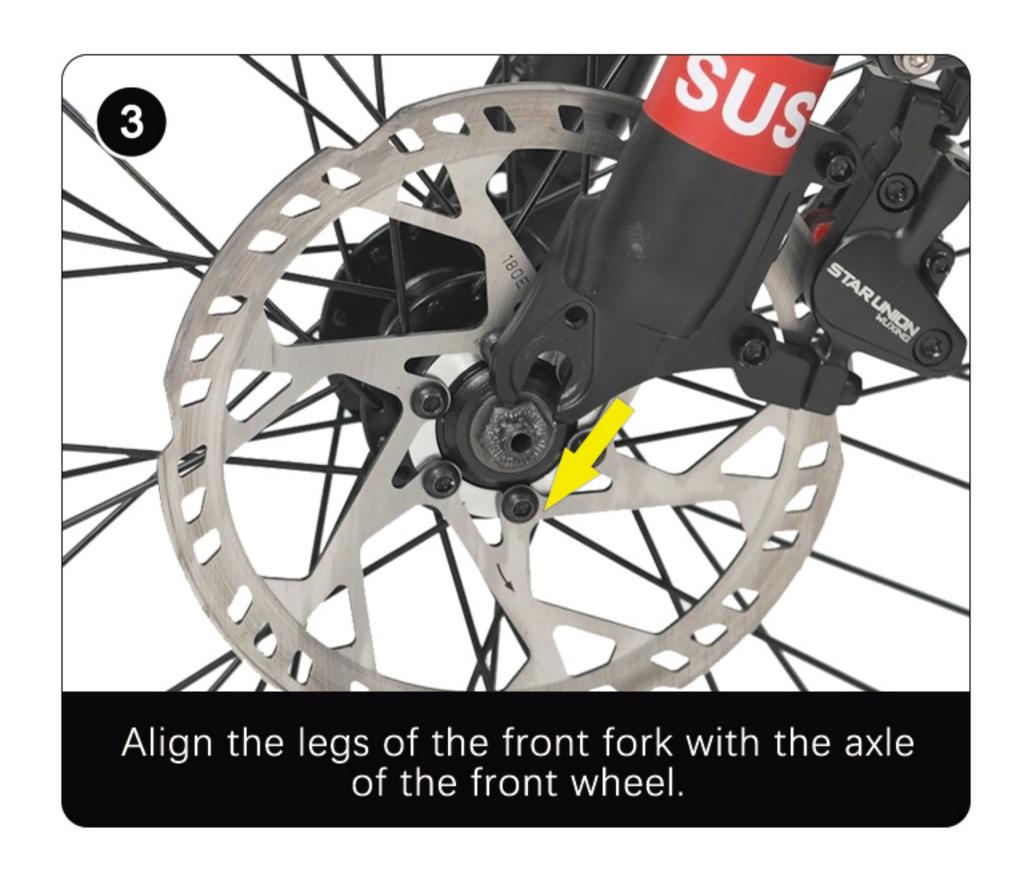
### Parts and Tools

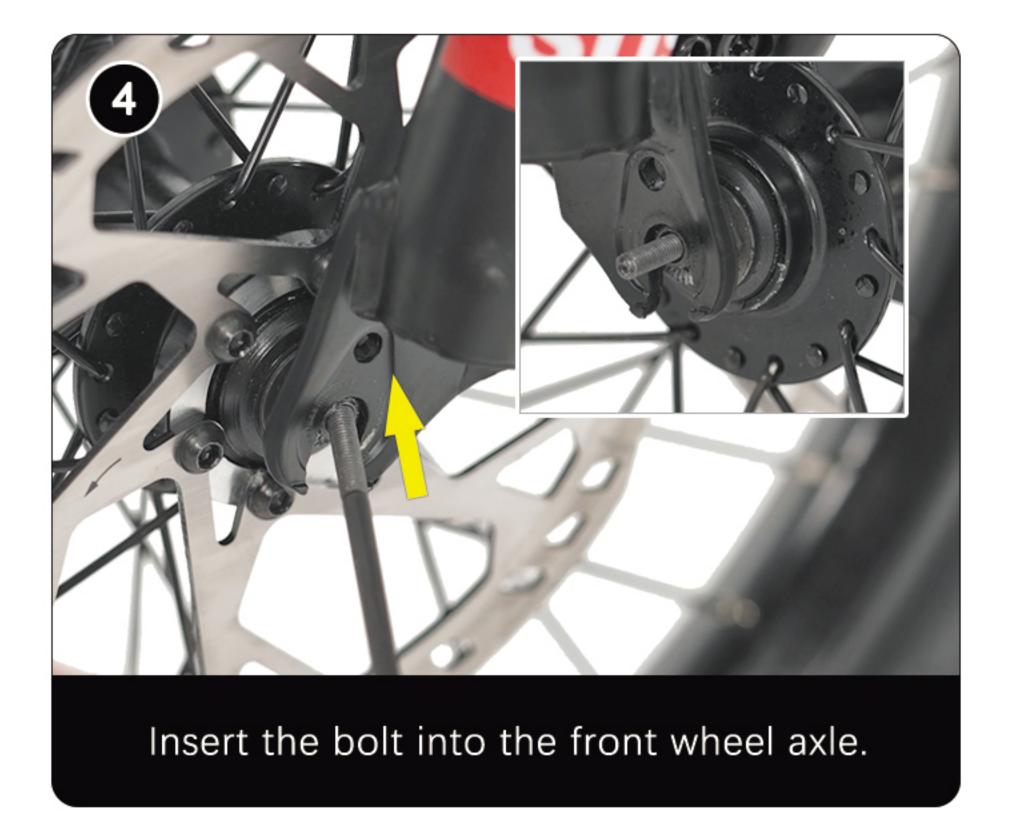


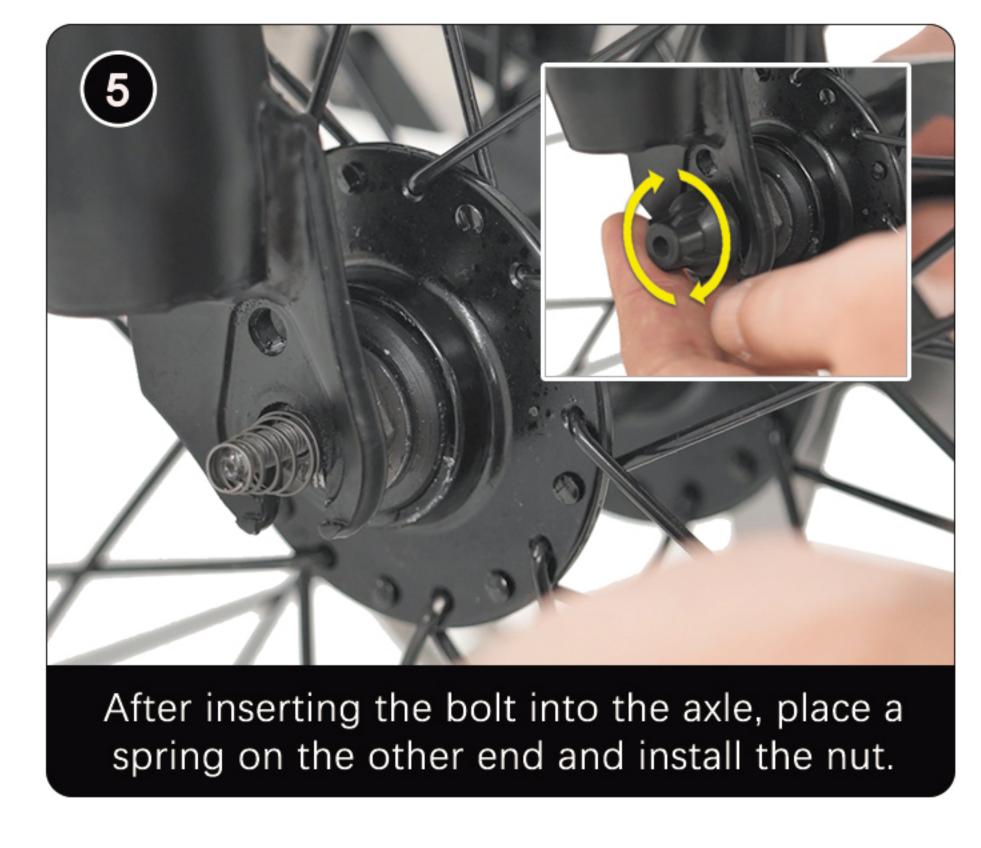
# Assembly Steps

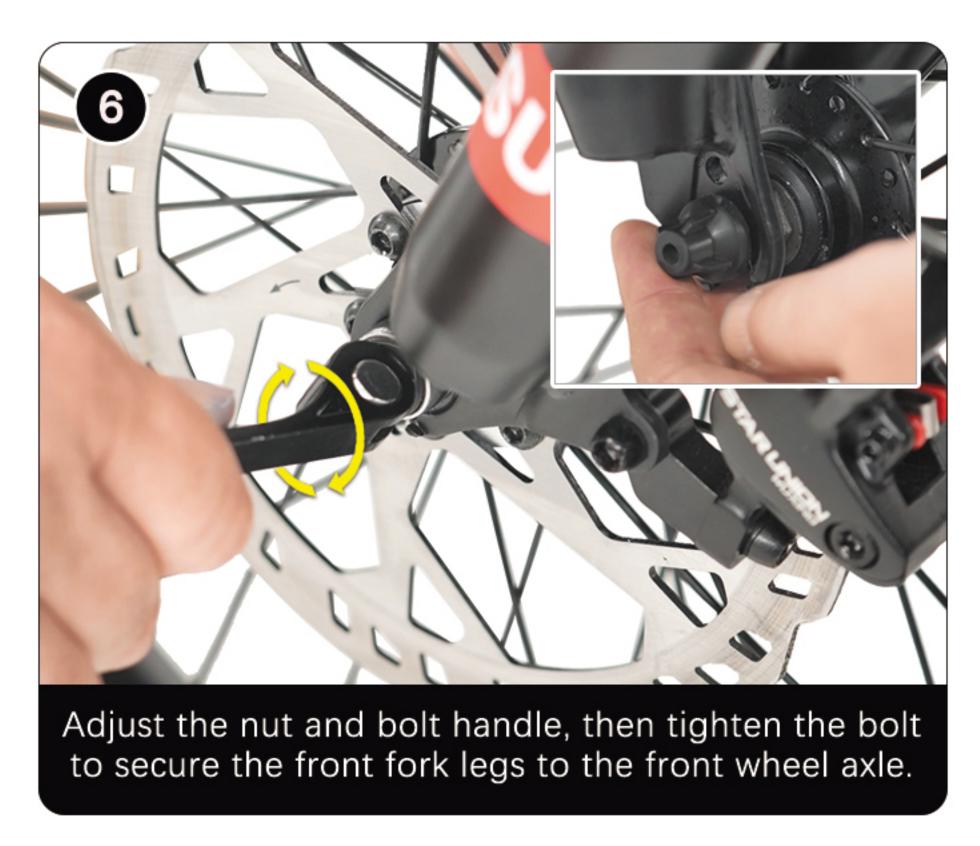


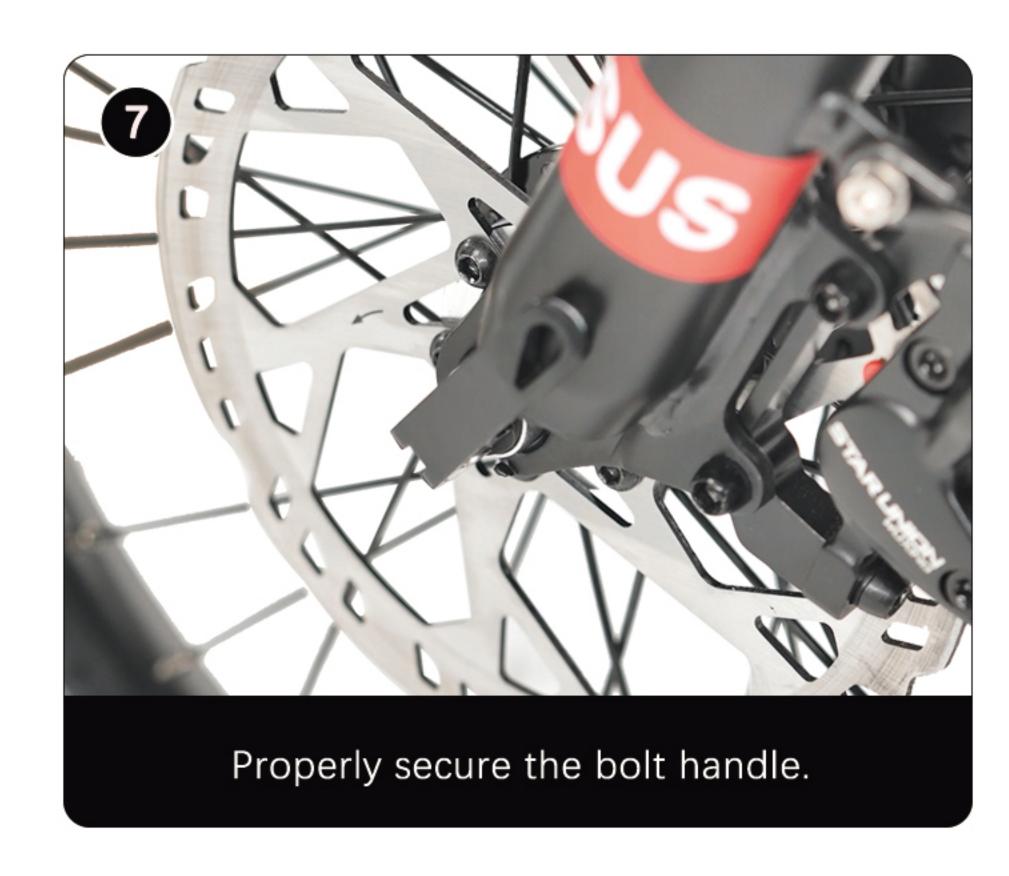


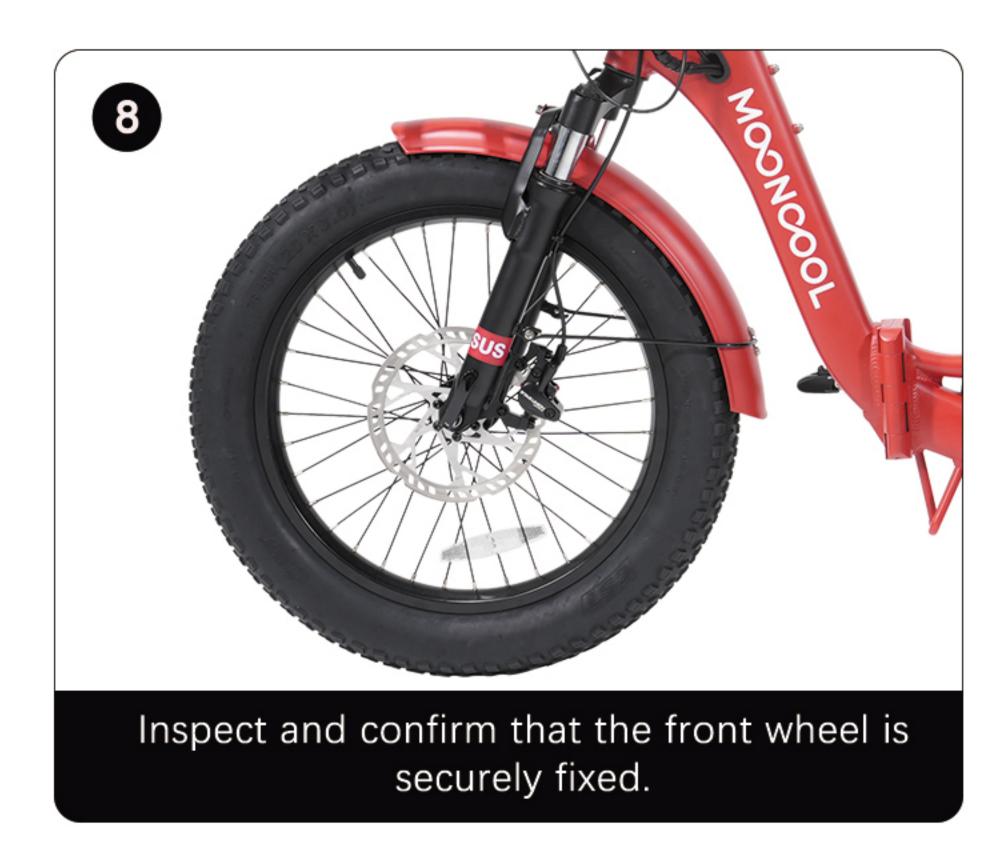




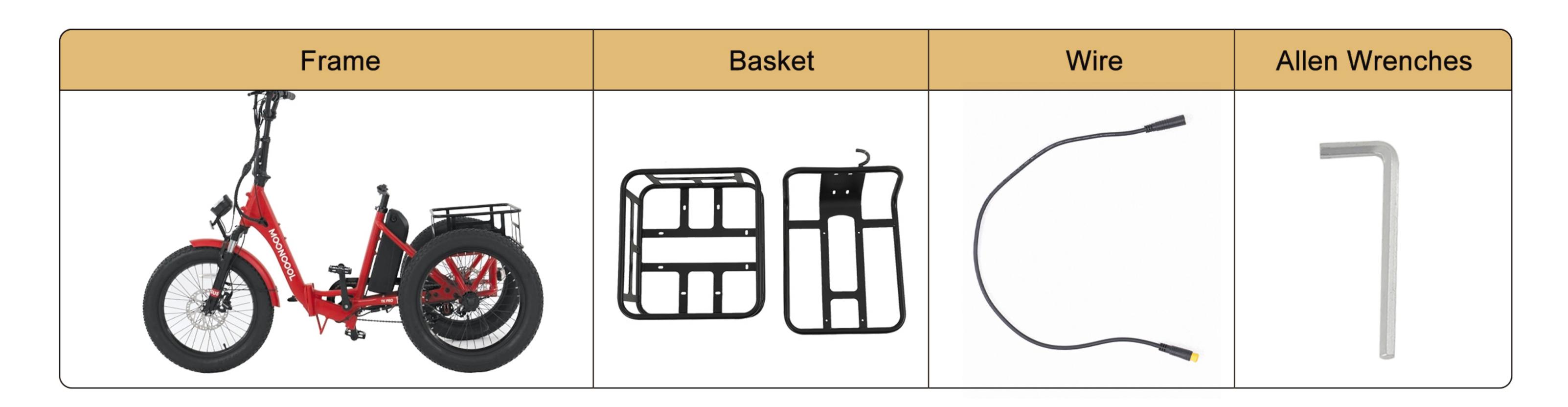




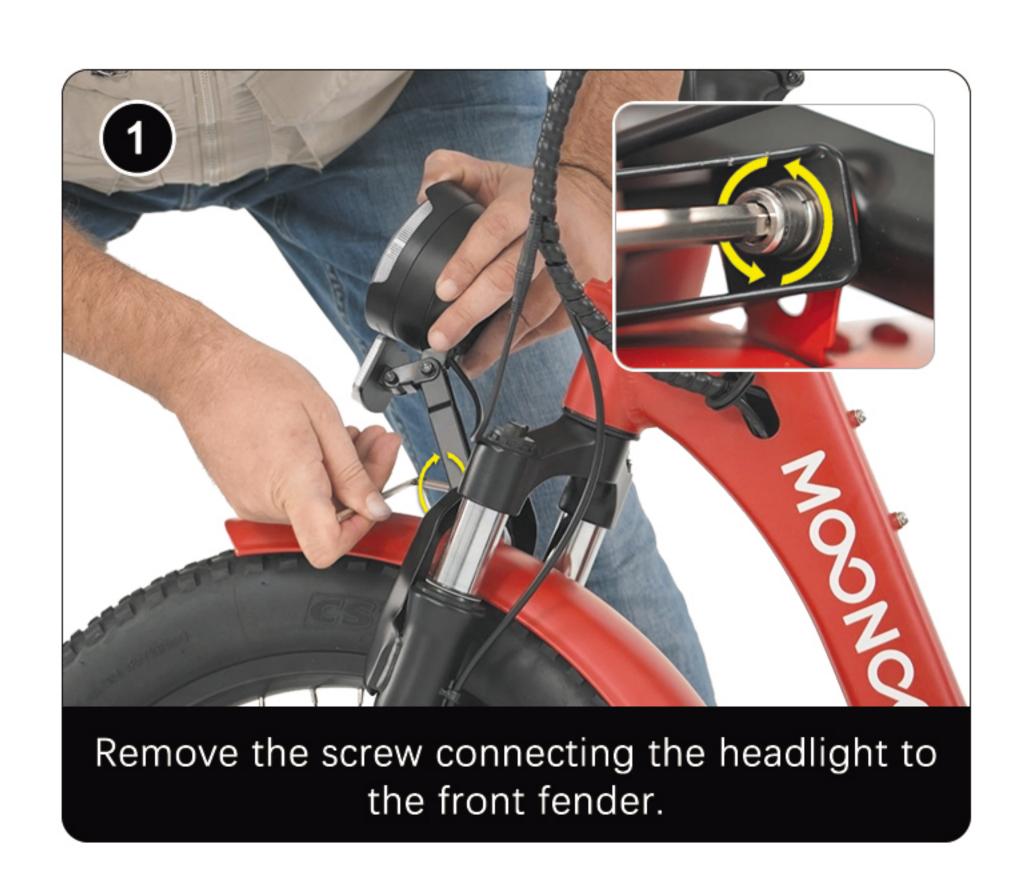


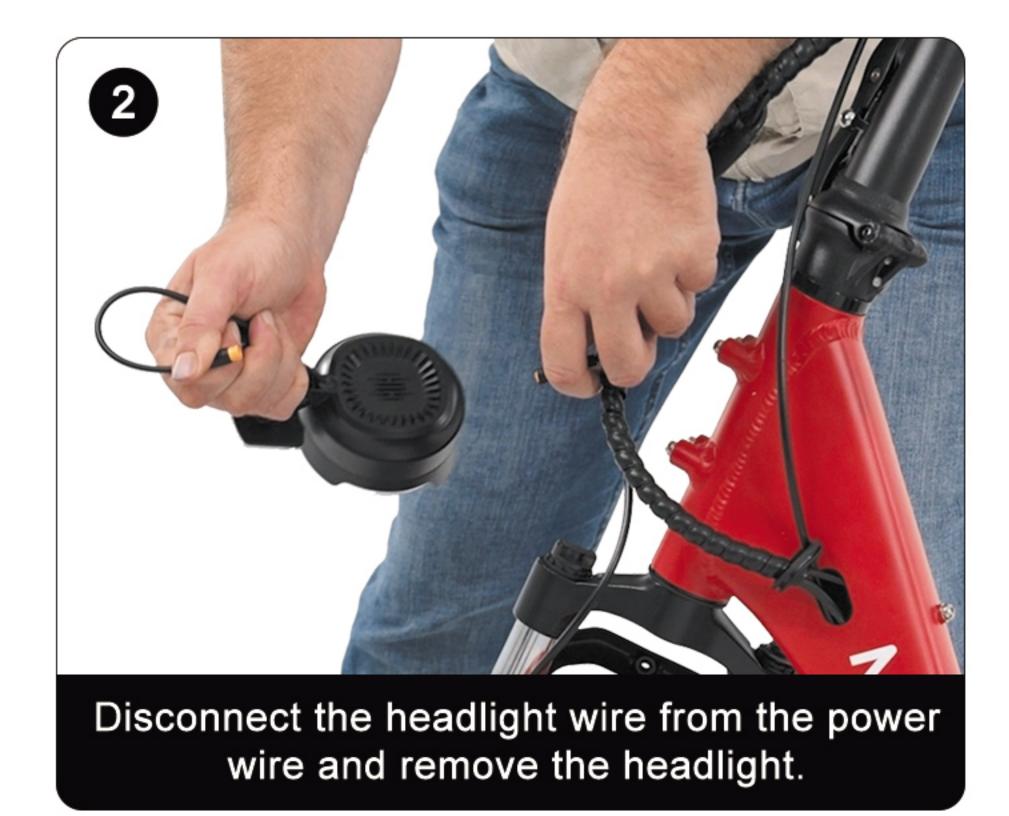


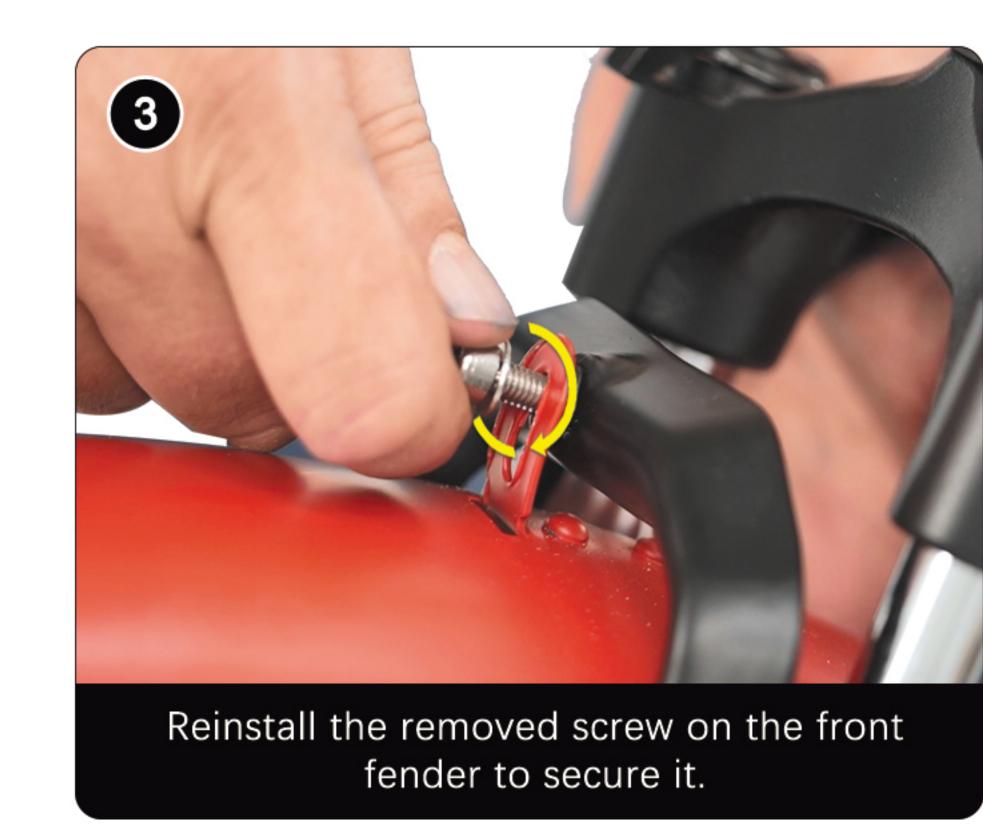
### Parts and Tools

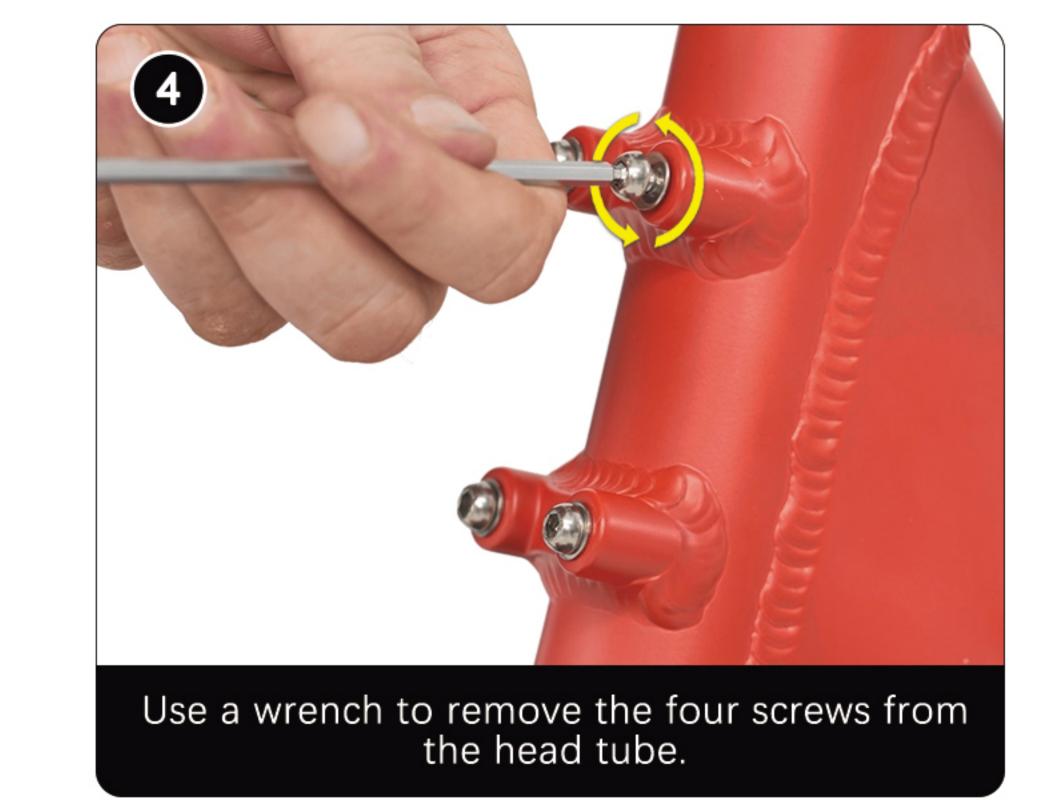


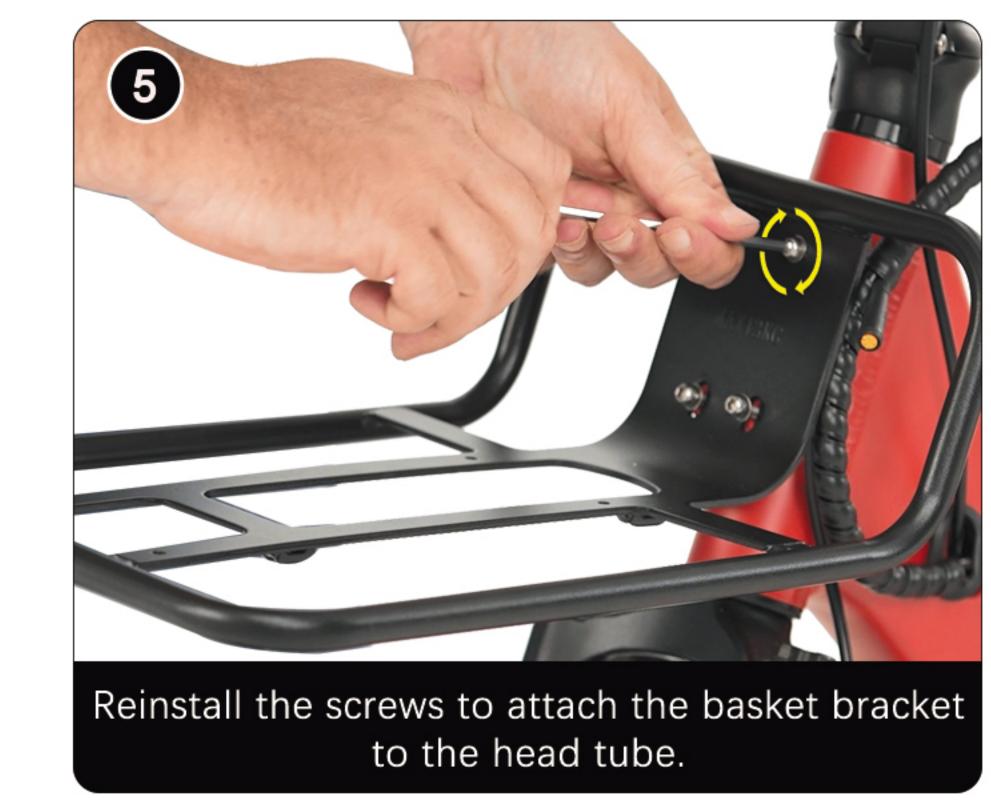
# Assembly Steps



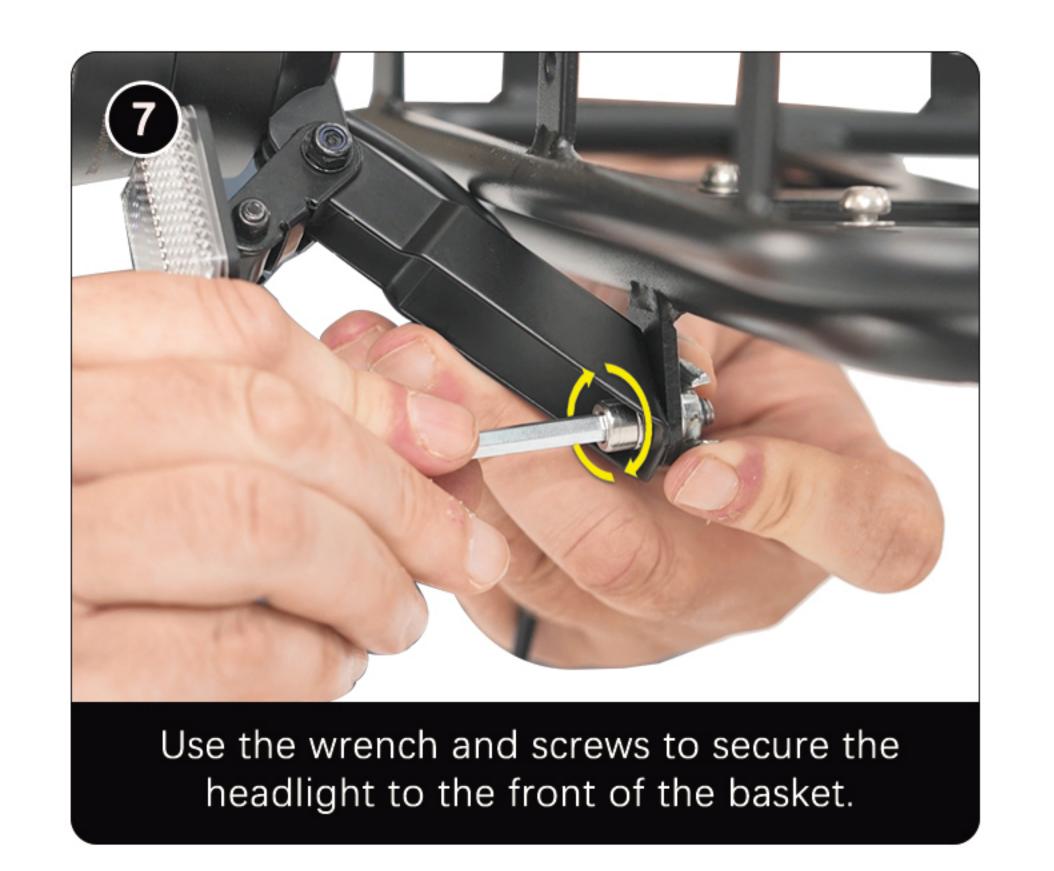








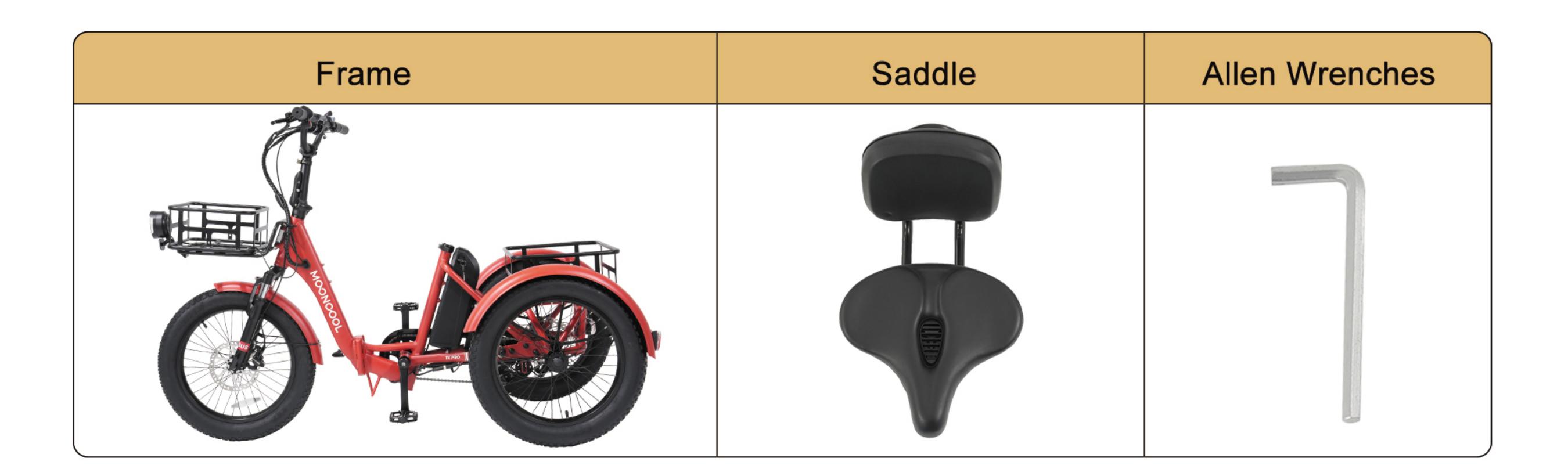




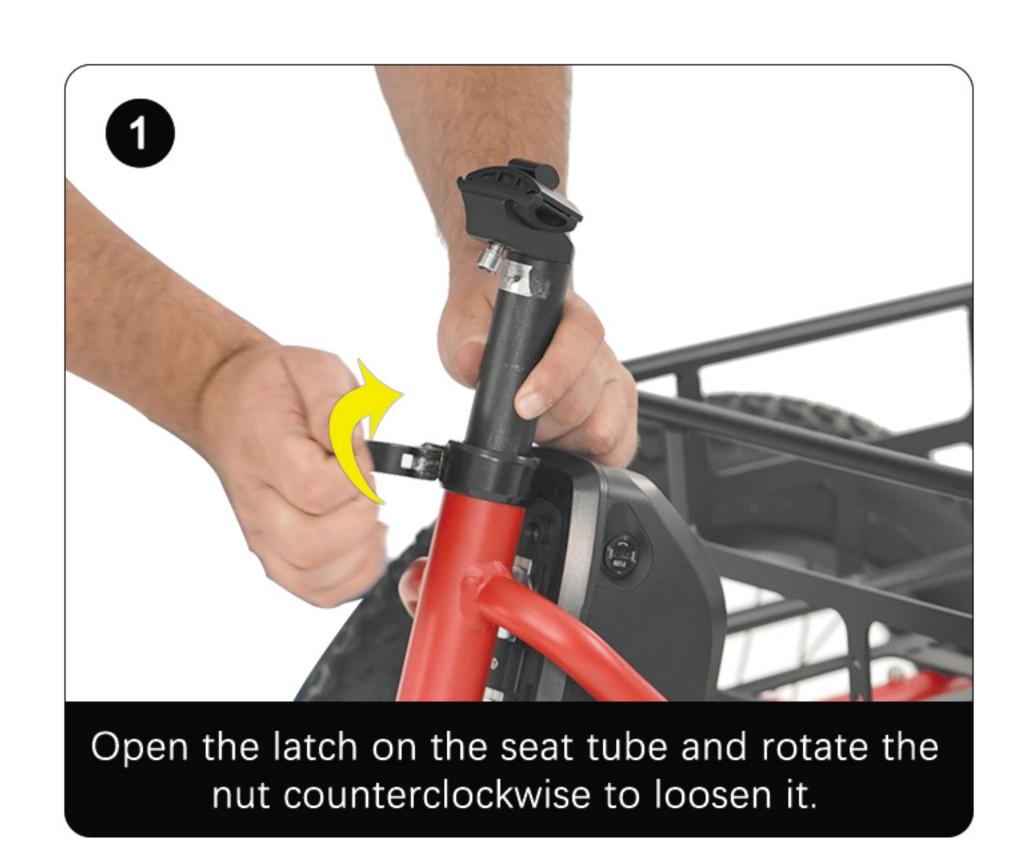


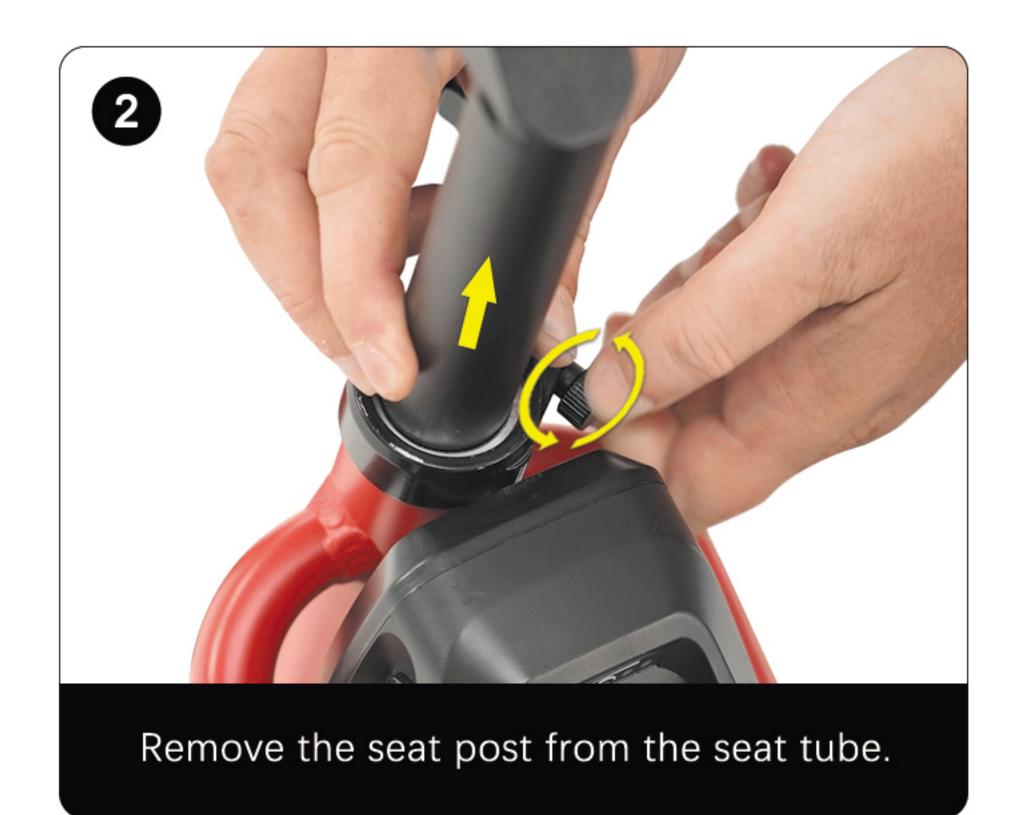


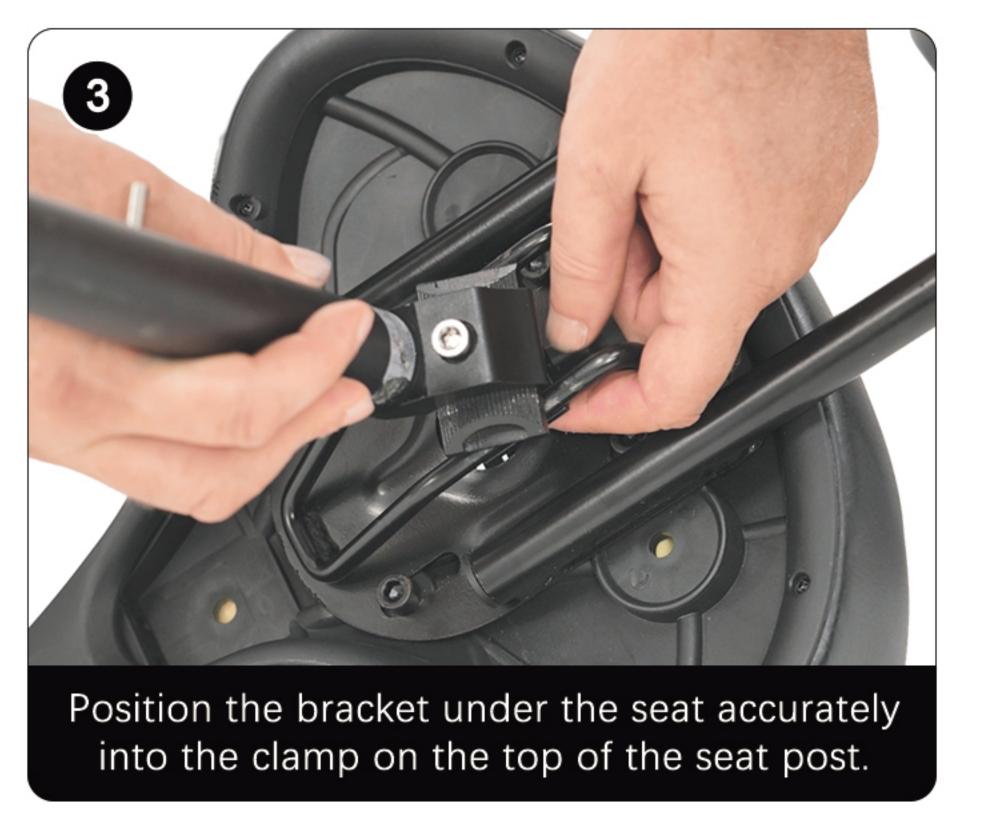
### Parts and Tools

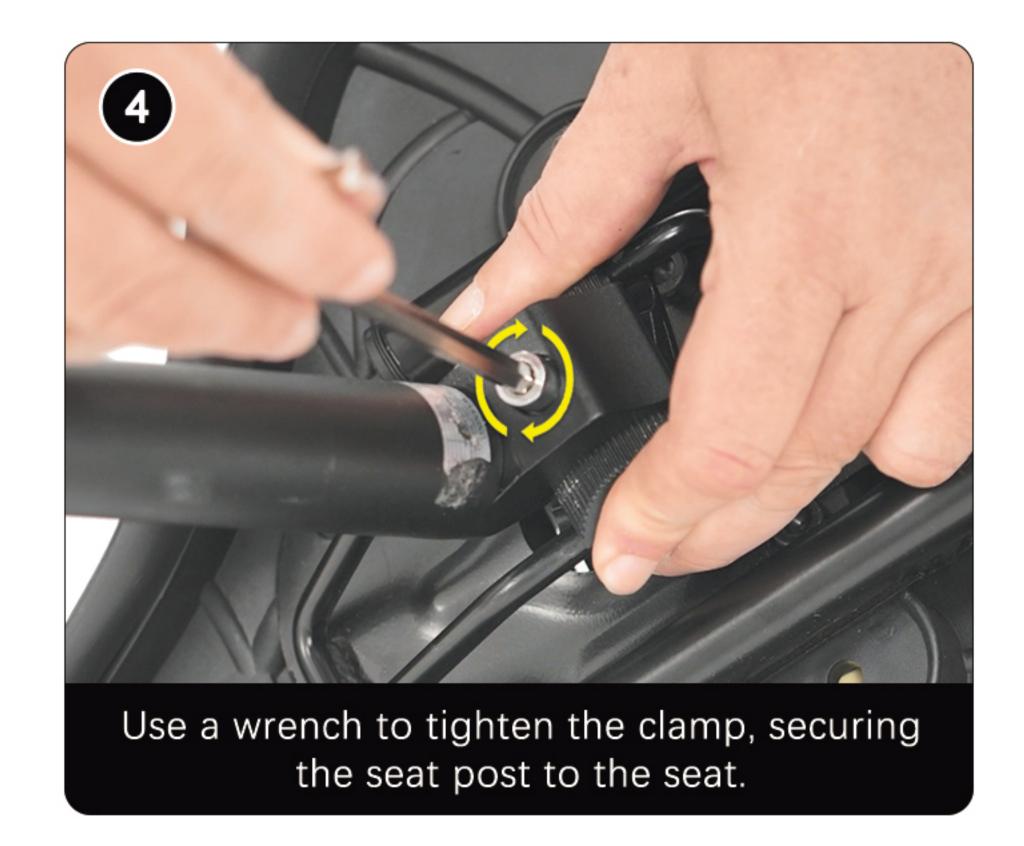


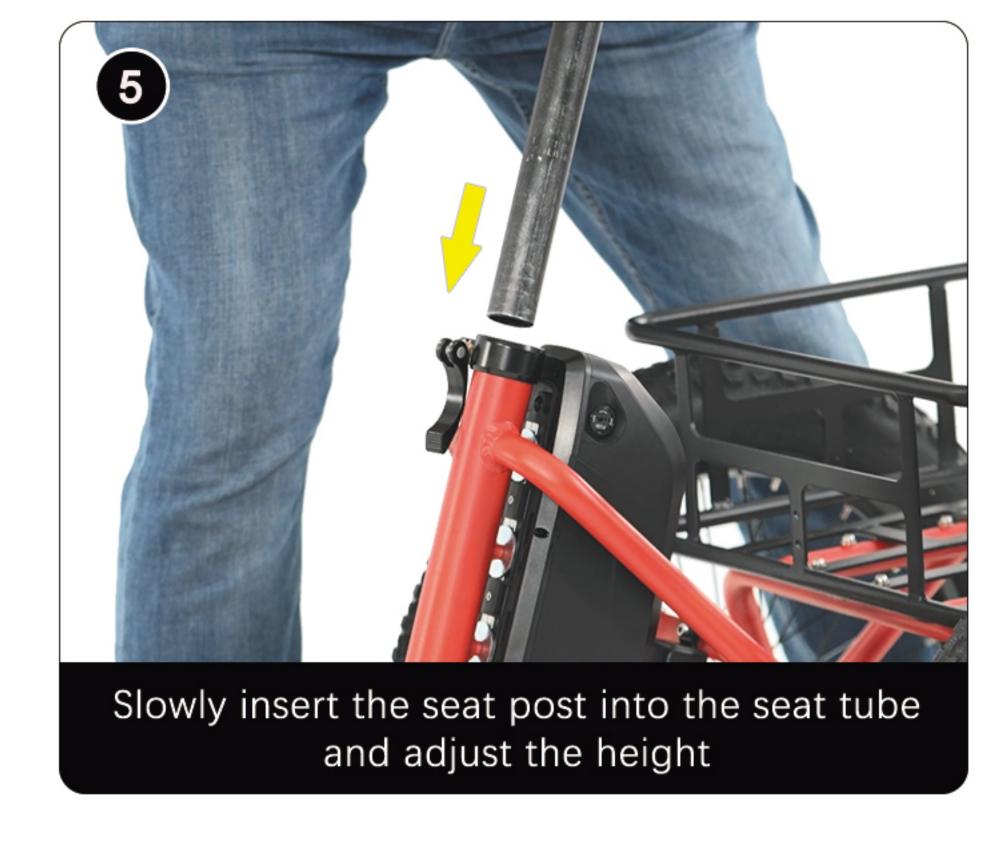
# Assembly Steps

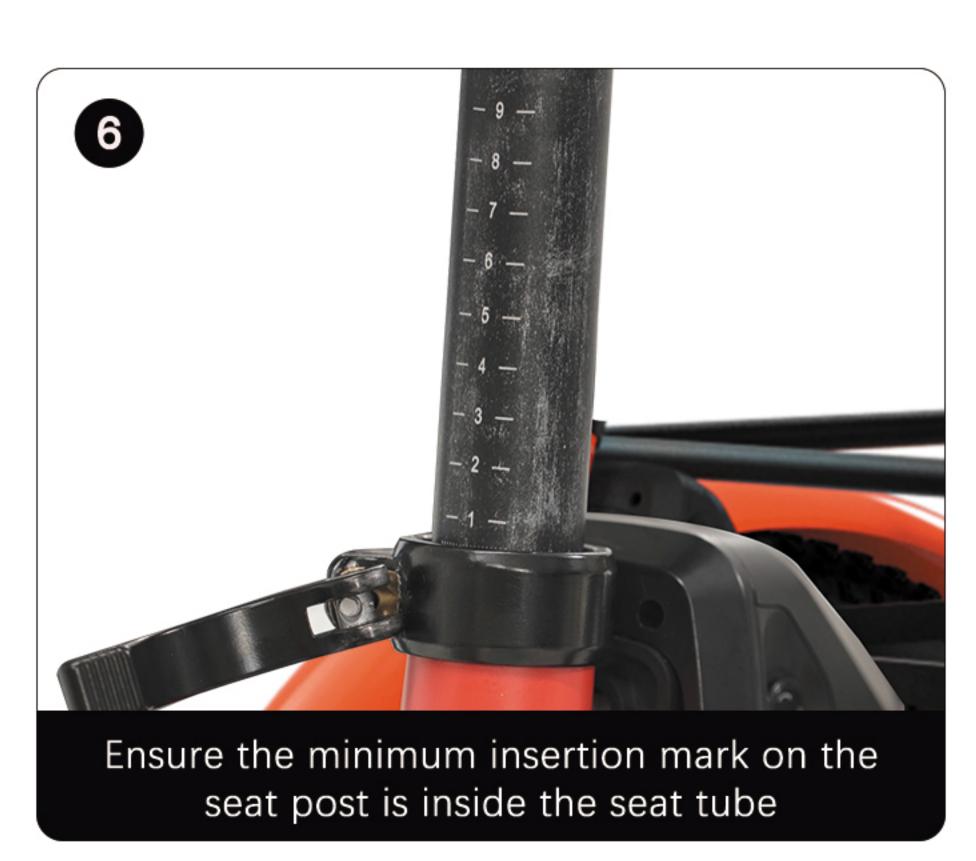


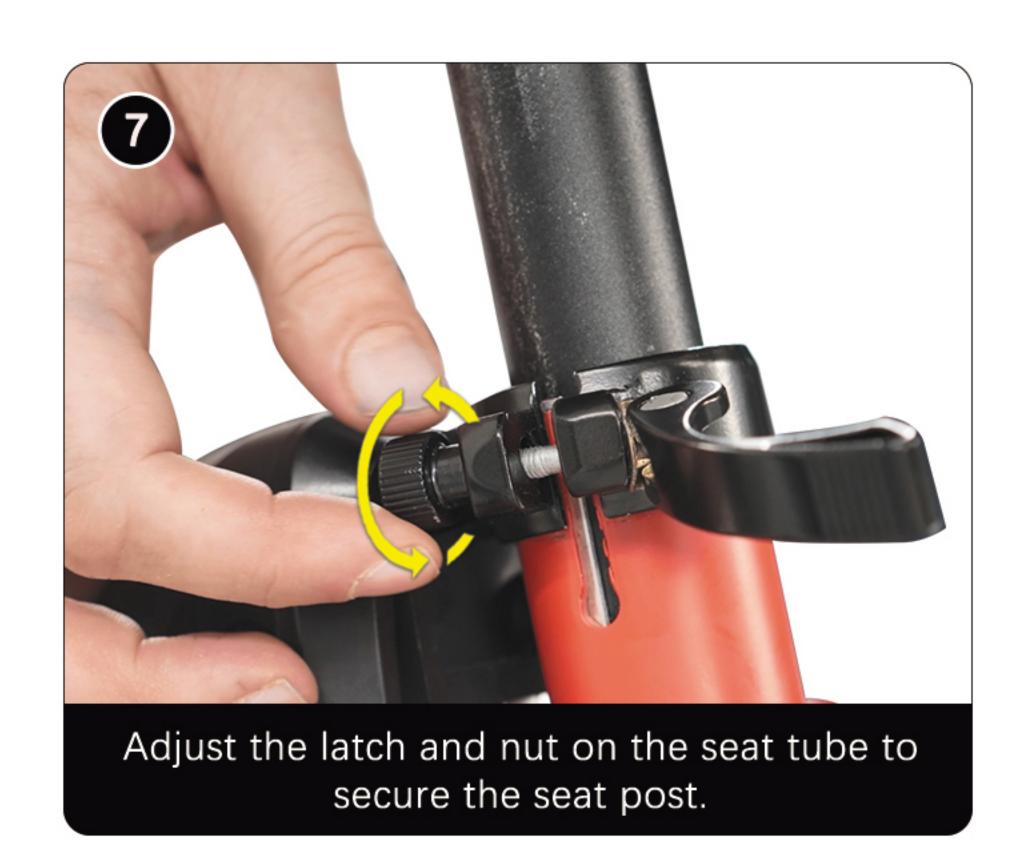




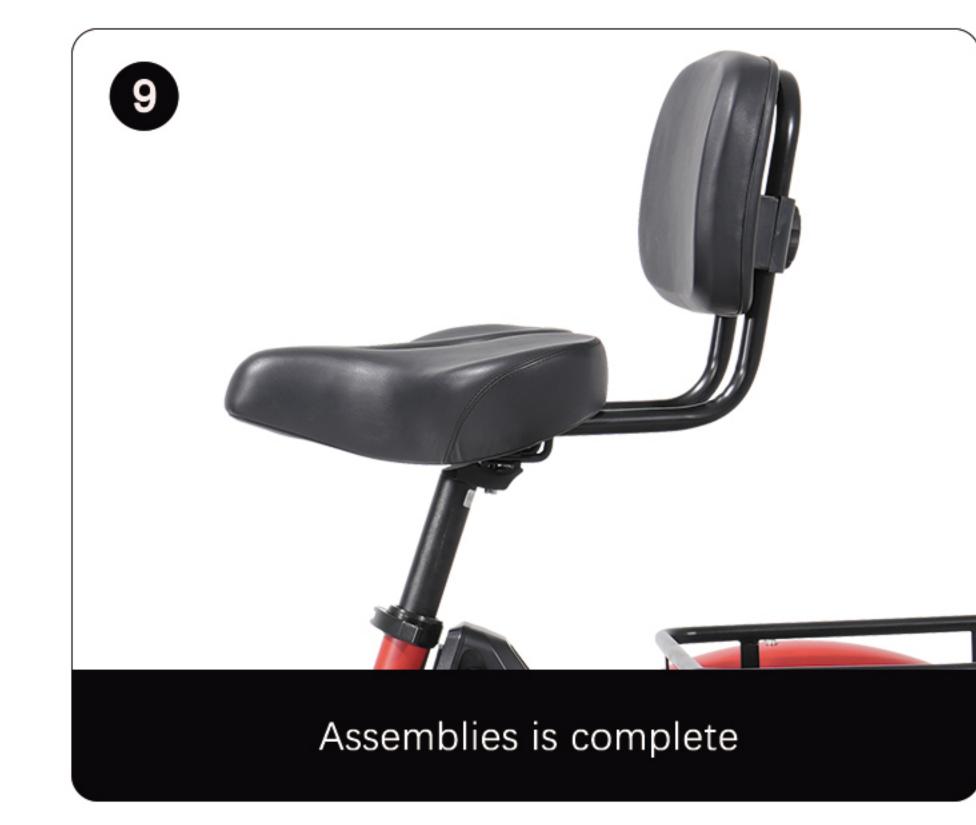




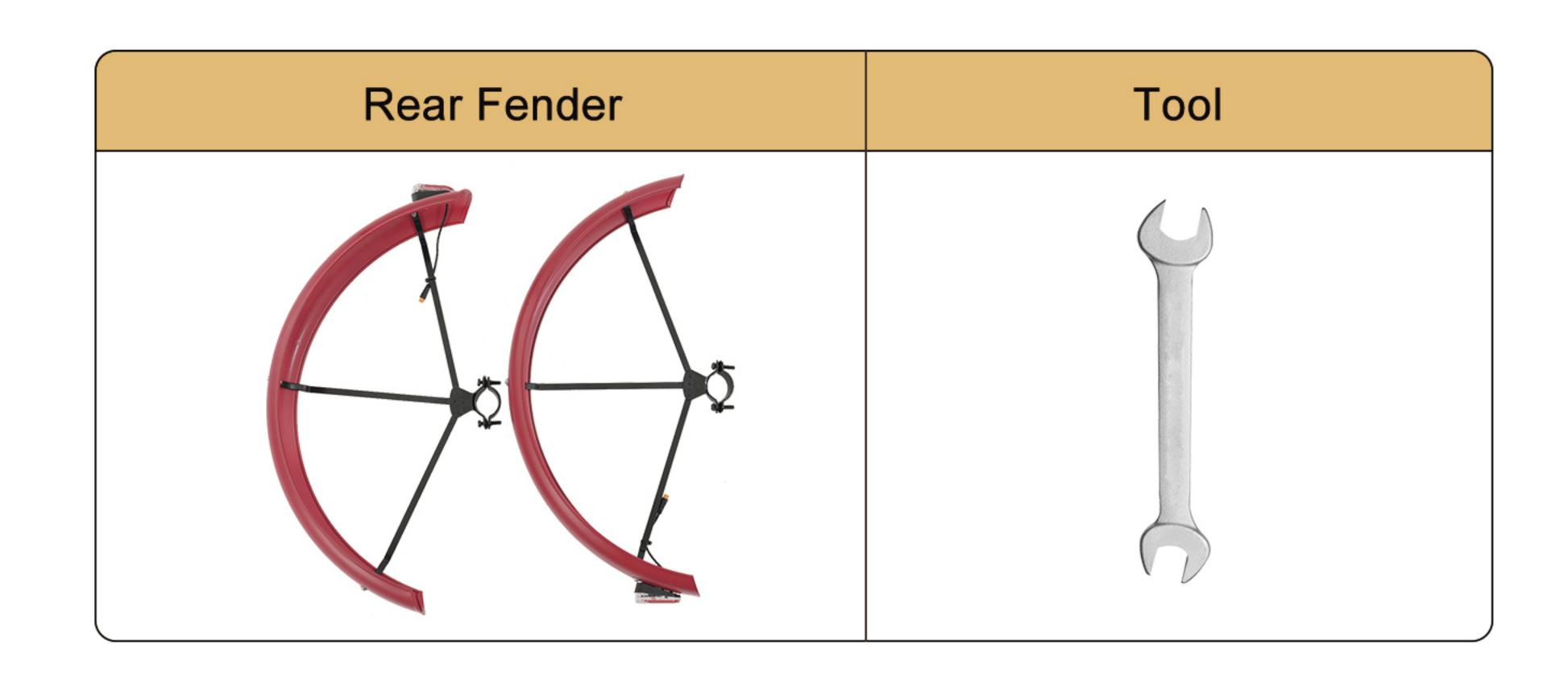




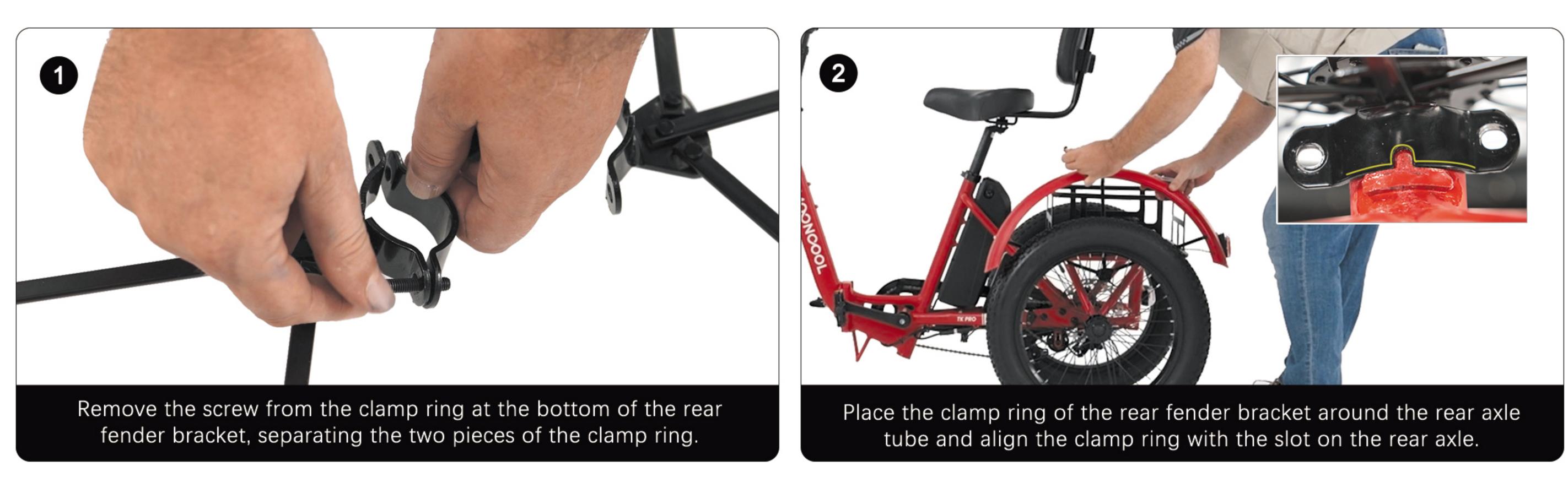


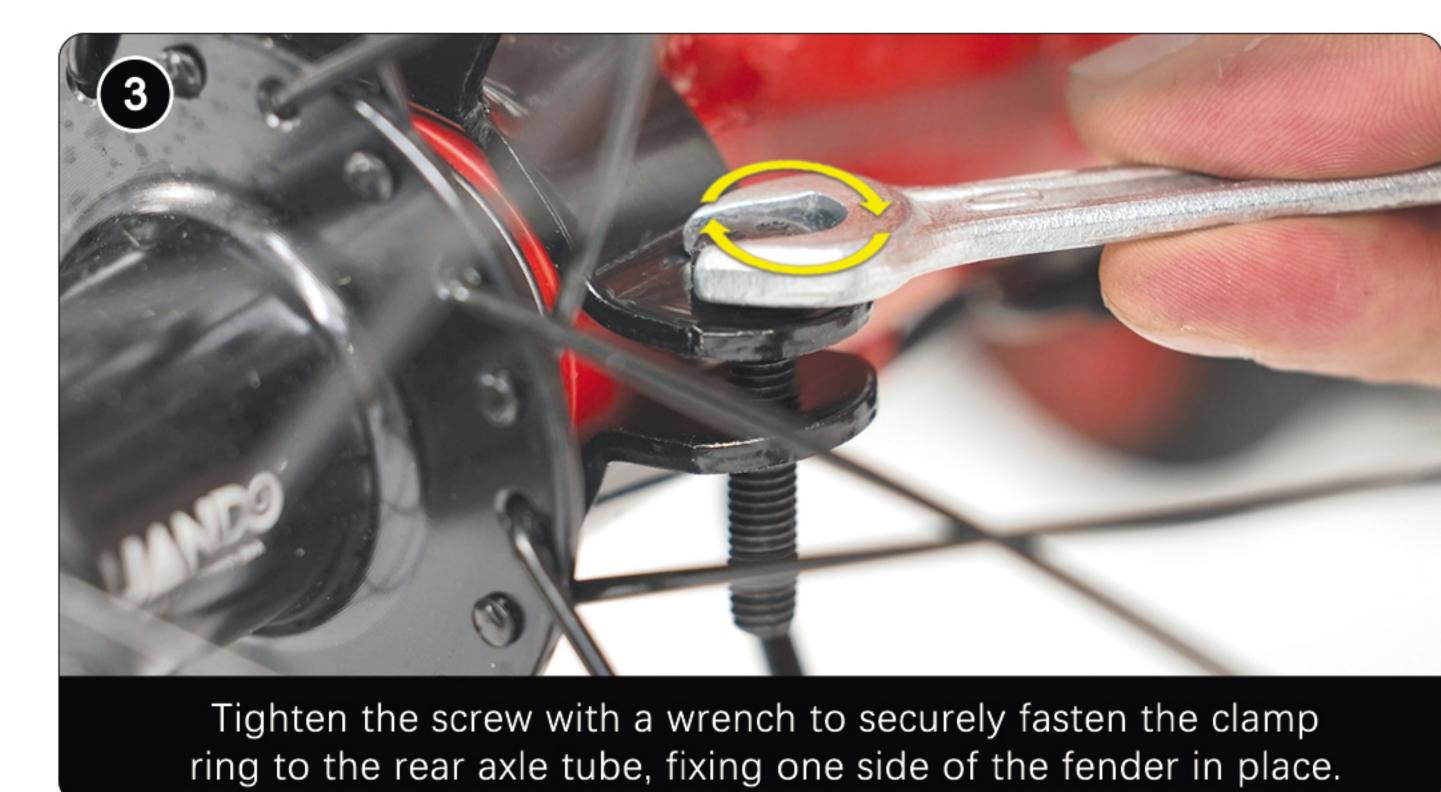


### Parts and Tools



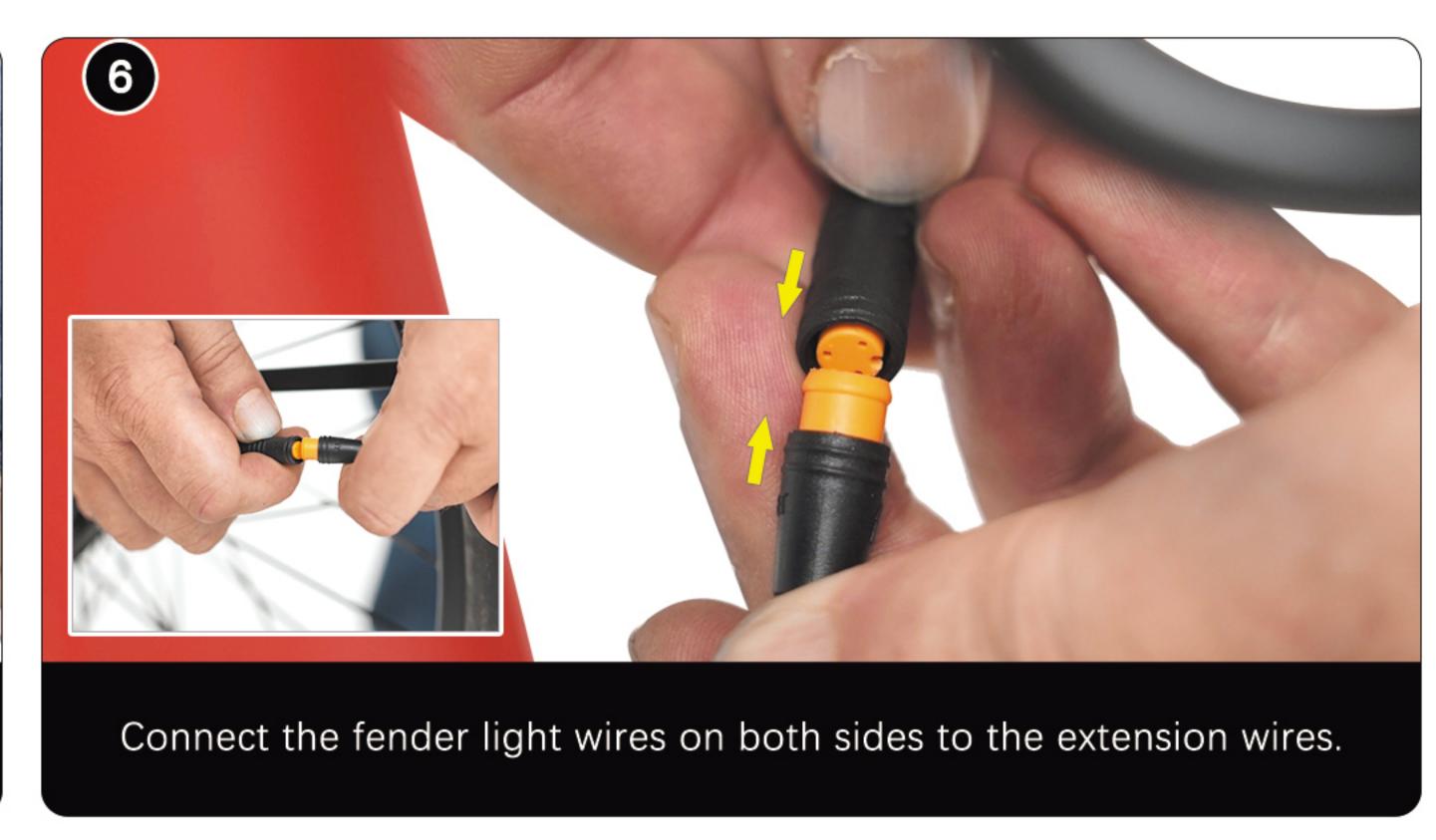
# Assembly Steps

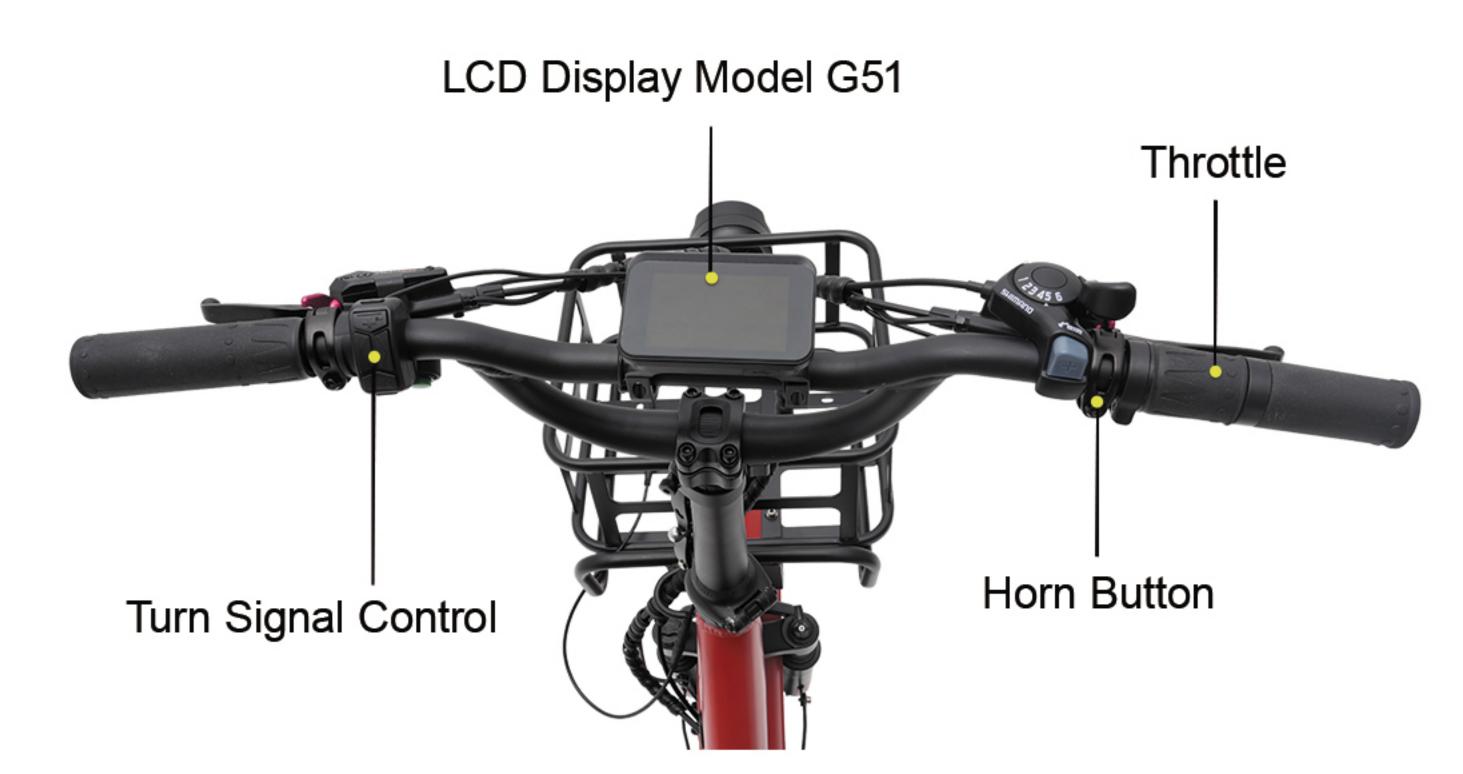


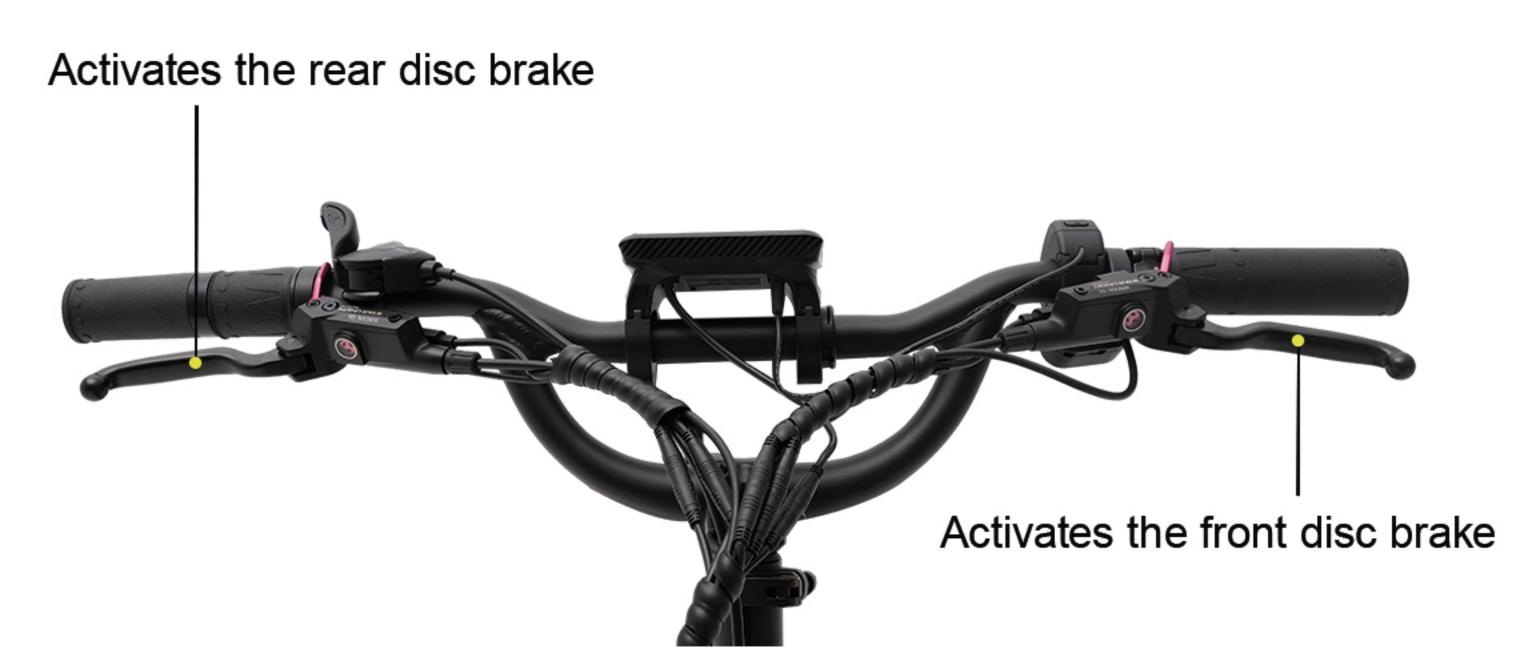












The hydraulic brakes are adjusted by a technician at the factory. If readjustment is needed after shipping, follow the instructions below or consult a bike shop.

### Realign the Caliper Body

- 1 Using a 5 mm Allen wrench, loosen the two centering adjustment screws. Adjust the caliper body until the gap between the disc rotor and the brake pads in the caliper body is even (1/32" per side).
- 2 Tighten the centering adjustment screws.

Alternative method: loosen the two centering adjustment screws until you can wiggle the caliper body. Have a helper firmly squeeze the corresponding brake lever and continue squeezing while you retighten the adjustment screws. The disc should now be centered between the brake pads.

### 2 Centering 1/32 inch adjustment screws clearance on each side of disc roto Brake pad Disc rotor — Adjust caliper Centering adjustment screws body so disc rotor is centered

### **WARNING!**

It is your responsibility to obey all state and local laws and regulations pertaining to bicycle and/or e-bike use. Also, follow all safety warnings in this manual. Before every ride, inspect your tricycle to ensure it is in proper riding condition. Check of the tricycle condition before riding.

### **Brake Operation**

### **WARNING!**

- Never apply only the front brake. It could cause an accident and may even throw you over the handlebar. Always apply the rear brake at the same time and never squeeze the front brake harder than the rear brake.
- Never touch a brake disc rotor unless wearing gloves.

Tricycle brakes have a separate hand lever to actuate each brake. The front brake lever is on the left side of the handlebar, and the rear brake lever is on the right side. Carefully follow the previous warning and never apply only the front brake.

You may operate one brake at a time, or all together, however, be careful to pay close attention to front brakes locking up. To avoid this:

- Apply both brakes simultaneously, while shifting your body weight back slightly to compensate for braking force.
- As terrain changes, the rider must practice and learn how the tricycle will respond in a new terrain or weather change. The same tricycle will react differently if it is wet, or if there is gravel on the road etc.
- Always test the brakes and be sure you feel comfortable with the reaction. If the riding conditions are too steep (off road for example) and you are unsure, dismount the tricycle and walk past the questionable terrain before riding again.
- Remember that as you apply the brakes your weight will want to shift forward, and the wheels will want to stop.

**Note:** See the above for information on brake adjustment.

### Specifications

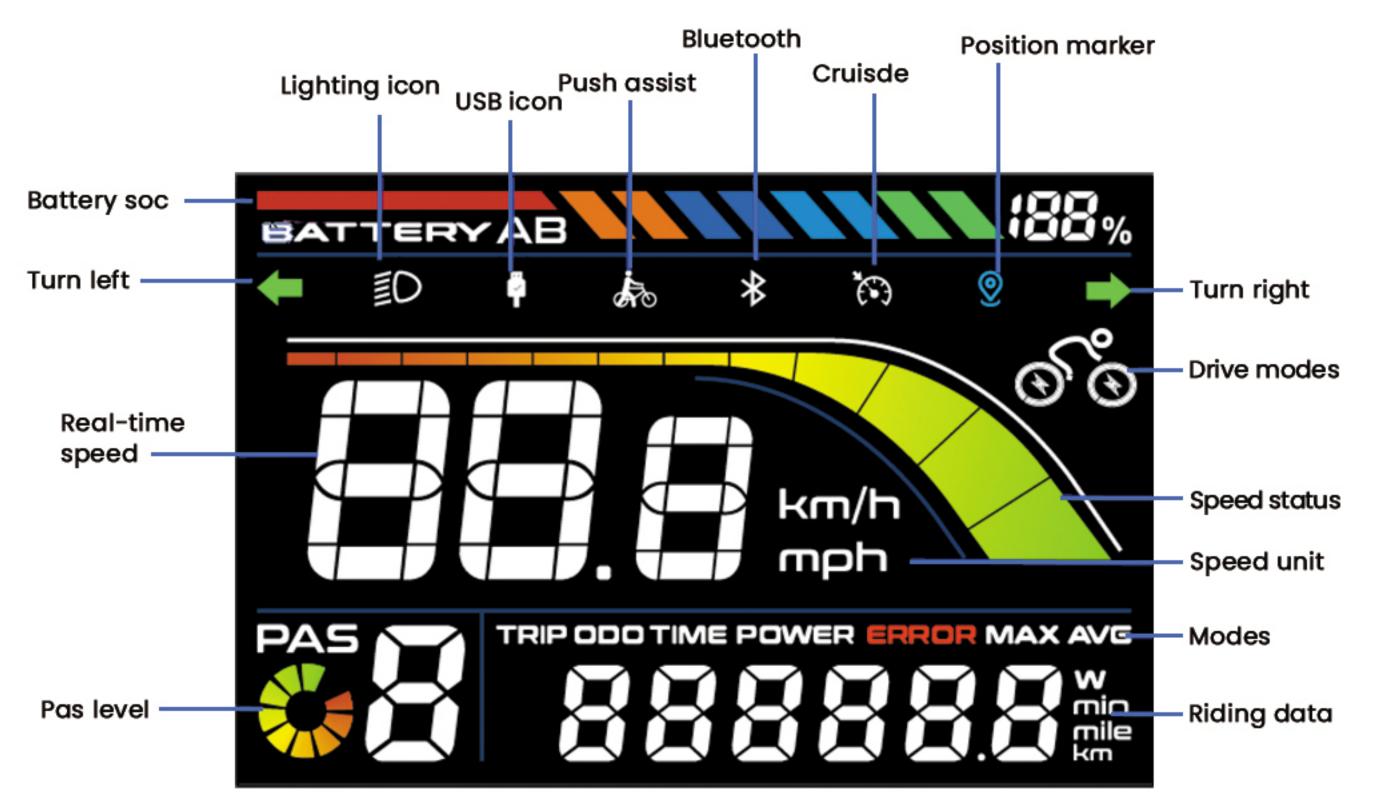
- 36V/48V/52V Power Supply
- Rated working current: 25mA
- The maximum working current: 30mA
- The working current to supply the controller: 50mA
- Operating temperature: -20℃~ 60℃
- Storage temperature: -30℃~ 70℃

### Appearance

Display appearance and dimensional drawing



### **♦**Function layout



#### KD826 Function layouts

### **Button definition**

KD826 is equipped with K6 remote, which has 6 buttons, 🔘 , "i", "+", "-", left turn, right turn button.

### General operations

### Switching the E-bike System On/Off

Hold the "U" 2S to switch on the E-bike system and provide the power supply to the controller.

When display is on, hold the " 😈 " 2S to turn off the ebike system. When bike is switched off, the display leakage current is less than 1  $\mu$ A.

■When the E-bike is not in use for approx. 5 minutes, the E-bike system switches off automatically

### Display Interface

After switching on the E-bike system, the display shows current Speed and TRIP by default.rent is less than 1  $\mu$ A.

Press remote "i" button to switch between indication functions below:

Trip Distance (Km)→ ODO (km) → TIME(mins) → Power(w) →

MAX Speed (Km/h)→ AVG Speed (km/h). Finally, it cycles back to TRIP again.



### Switching Push-assist Mode On/Off

To activate the push-assistance function, press and hold the "-" button. After 2 seconds,

E-bike is activated to go at a uniform speed of 6 Km/h while the screen displays

The push-assistance function is switched off as soon as you release the "-" button. The E-bike system stops the power output immediately.



■ Push-assistance function may only be used when pushing the E-bike. Be aware of danger of injury when bike wheels do not have ground contact while using the push-assistance function.

### Switching Lighting On/Off

Hold the "+" button, display backlight dims and display sends command to controller to turn on the headlight. Again, hold the "+" button to recover the LCD backlight brightness and display sends command to controller to turn off the headlight.

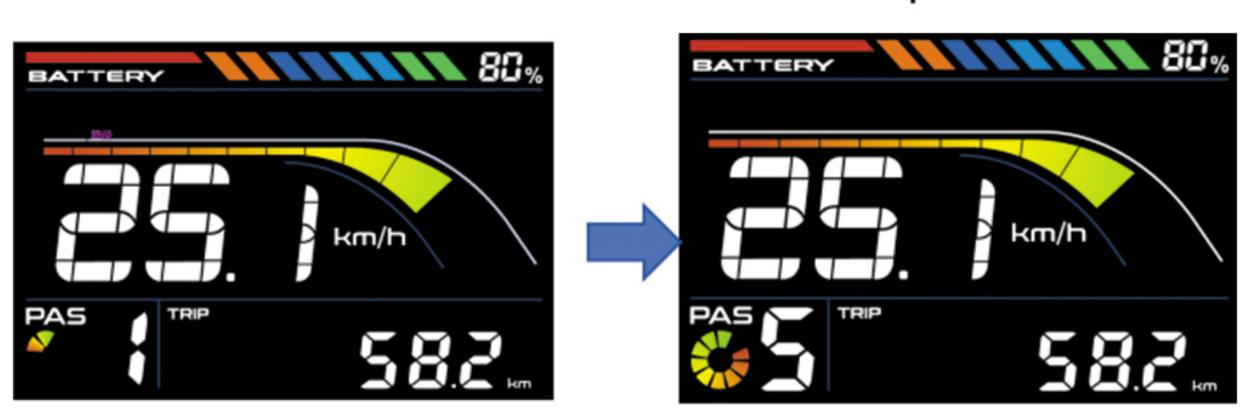


Lighting on Interface

# Operation & Function 3.

#### **♦** Assist Level Selection

Press "+" or "-" button to switch between the E-bike system assist levels and change the motor output power. The default assist level mode is 0-5( level "0" to level "5"). The output power is zero on Level "0". Level "1" is the minimum output power. Level "5" is the maximum output power. When you reach "5", press the "+" button again, the interface still shows "5", and blinks at "5" to indicate the power maximum. When you are in level "0", press the "-" button again, the interface still shows "0" and blinks at "0" to indicate the power minimum.



Assist level interface

### Battery Power Indicator

The battery power is divided into 5 cells, the following power status are under voltage (one bar flashes), 5% 20%, 40%, 60%, 80%, 100%.

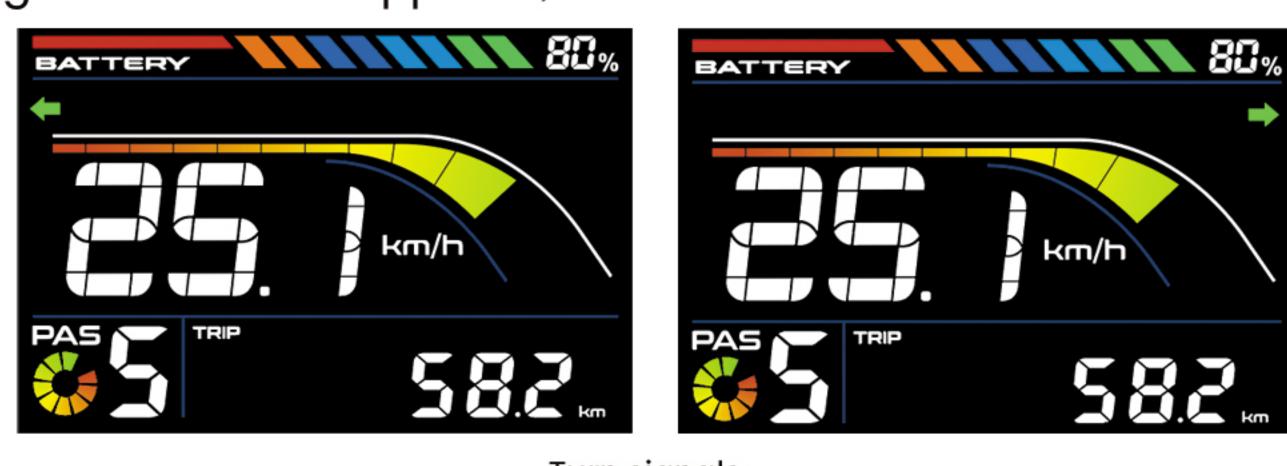


Battery power indicator interface

### Turn signals

Press "<" button, for turning left signal, press < again, left turn icon disappears;

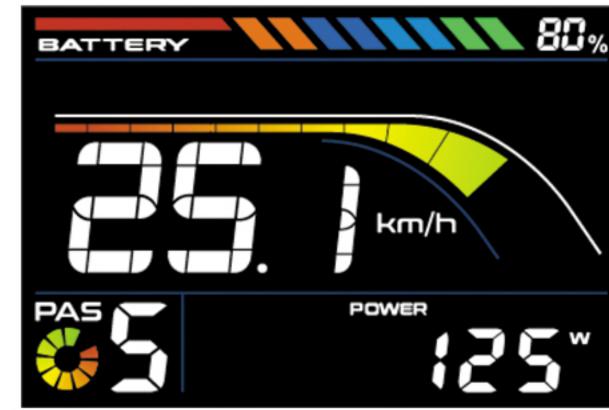
Press ">" button, for turning right signal, press > again, right turn icon disappears;



Turn signals

#### Motor Power Indicator

The power of the motor can be read via interface below by digital display.



Motor power interface

#### USB connection Indicator

When display connects with USB device, the USB icon shows on the display. See below



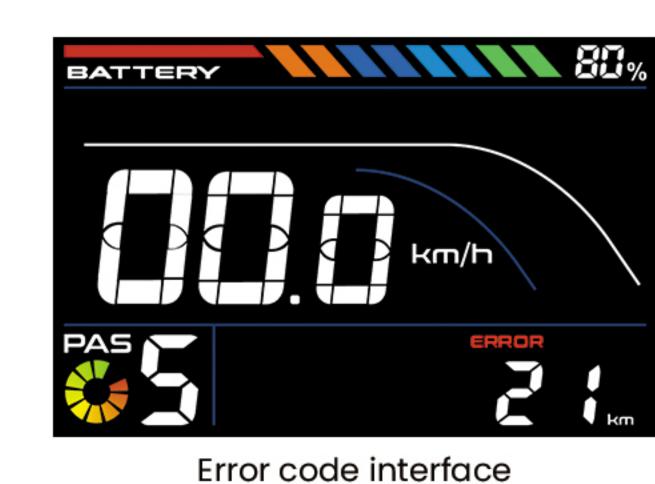
USB connection icon

#### Error code indication

The components of the E-bike system are continuously and automatically monitored.

When an error is detected, the respective error code is indicated in text indication area.

Refer to detailed definition of the error codes in Attached list 1.



■ Have the display inspected and repaired when an error code appears. Or else, you will not be able to ride the bike normally. Please always refer to an authorized bicycle dealer.

### General Settings

Hold " button to switch on the display. In the case of a parked e-bike with its display activated, hold both '+' and '-' simultaneously for 2 seconds to enter General Settings.

■ All the Settings are operated in the case of a parked E-bike.

### **♦** Trip Distance Clearance

TC represents trip distance clearance setting.

To clear trip distance, press "+" button or "-" button to select the Yes or No. Yes represents clearing a single ride distance. No represents not clearing a single ride distance.

To store a changed setting, press the "i" button.



Trip distance clearance interface

### Light Sensitivity

**AL** represents light sensitivity, press "+" or "-" button, sensitivity 0-5 can be switched, the default level is 3; 0 represents to turn off the light sensor function. Press i to confirm and enter the next setting interface.



Light sensitivity interface

### Backlight settings

**bL** represents backlight settings. Level "1" is the lowest brightness. Level "2" is the medium brightness. Level "3" is the highest brightness. The default value is "3".

To change the backlight brightness, press the +/- button to increase or decrease until the desired brightness level is displayed.

Press i button to store a changed setting.



Backlight settings interface

### ◆ Toggle the unit KM/Mile

**U** represents unit settings, "1" is mile and "2" is kilometer. The default is "2" kilometer.

To toggle the unit, press the +/- button to increase or decrease until the desired unit is displayed.

Press the i button to store a changed setting, and hold the i button to exit General settings.



Miles and KM toggling interface

### Restore default settings

DEF stands for restoring default parameters, switch Y/N by "UP" or "DOWN" button, Y means default parameters need to be restored, N means default parameters don't need to be restored, if Y is selected, press "i" button for more than 2 seconds to confirm, the display will automatically start restoring default settings and show dEF-00, after restoring defaults is completed, it will automatically exit and return to normal display interface.



Restore default settings interface

#### Warnings

- 1. Use the display with caution. Don't attempt to release or link the connector when battery is on power.
- 2. Try to avoid hitting the display.
- 3. Don't modify system parameters to avoid parameter disorder.
- 4. Have the display repaired when error code appears.

### Attached list 1: Error code definition

Error code	Definition
21	Current Abnormality
22	Throttle Abnormality
23	Motor Phase Abnormality
24	Motor Hall Signal Abnormality
25	Brake Abnormality
30	Communication Abnormality

4. Battery 4





Fully charge your battery before your first ride. The charger light will change from red to green when the battery is fully charged. Then switch off and remove the charger.

You can choose to charge the battery either on or off the TK PRO Folding. See instructions below. Raise the tricycle seat if necessary. **WARNING:** Charge your battery in a place where the temperature is from 50°F - 77°F / 10°C - 25°C.

### **MARNING:**

Never ride your TK PRO Folding without wearing a recently certified helmet for head protection. Follow the helmet manufacturer's instructions for use, proper fit, and care.

### **Ending your Rides**

A. Slowly come to a stop and keep one brake activated.

B. Press the M button to power-down your TK PRO Folding.

**C.** Use the switch under the battery box to turn off battery. If removing the battery, use the provided key.

### Warning

**A.** Ensure the battery is properly placed and locked before each ride.

**B.** Never turn on or off the battery or the display while riding your TK1 Folding.

**C.** When checking the battery, it's a good time to also check all the quick-releases such as the seat post.

# Battery

### Important safety notes concerning the battery

### **MARNING:**

For maximum battery life, store the trike in a garage or shelter.

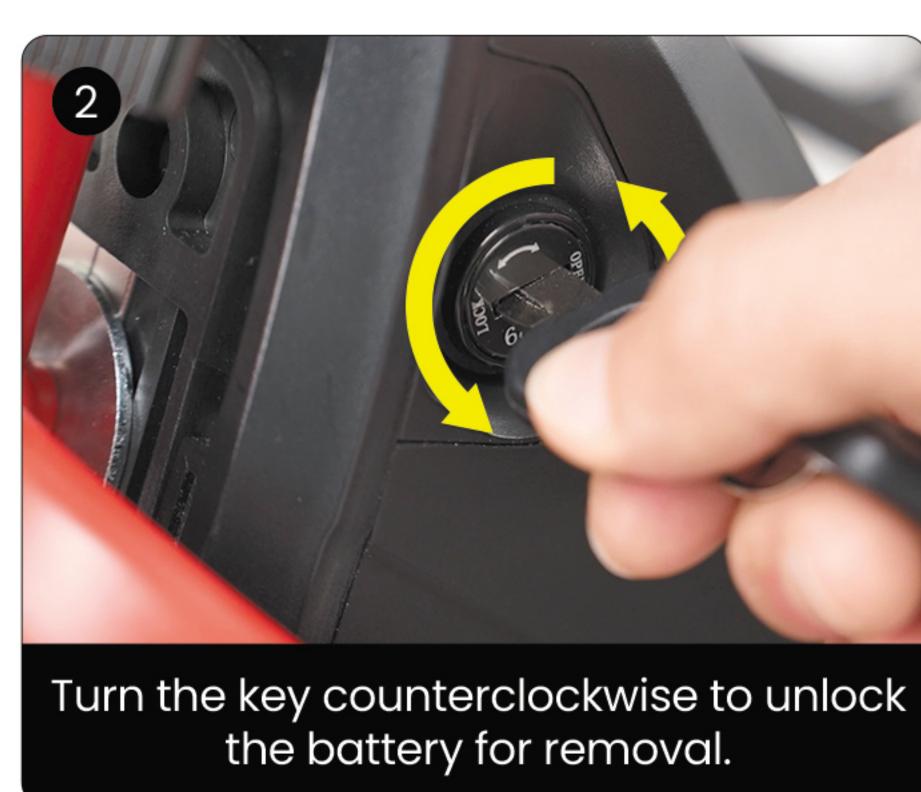
- Do not dismantle or disperse the battery cells.
- Keep the battery away from children.
- Never connect the cathode and anode of the charger. Be sure to not place any conductor from the cathode to the anode, as this will create a short circuit.
- Never get the battery wet other than in a light rain.
- Never place the battery near a heat source or where the temperature exceeds 60°C / 140°F.
- Never get the battery near tools that can puncture or cut.
- If a battery lead occurs and contacts your eyes, do not rub.
  Flush eyes immediately with lots of water.

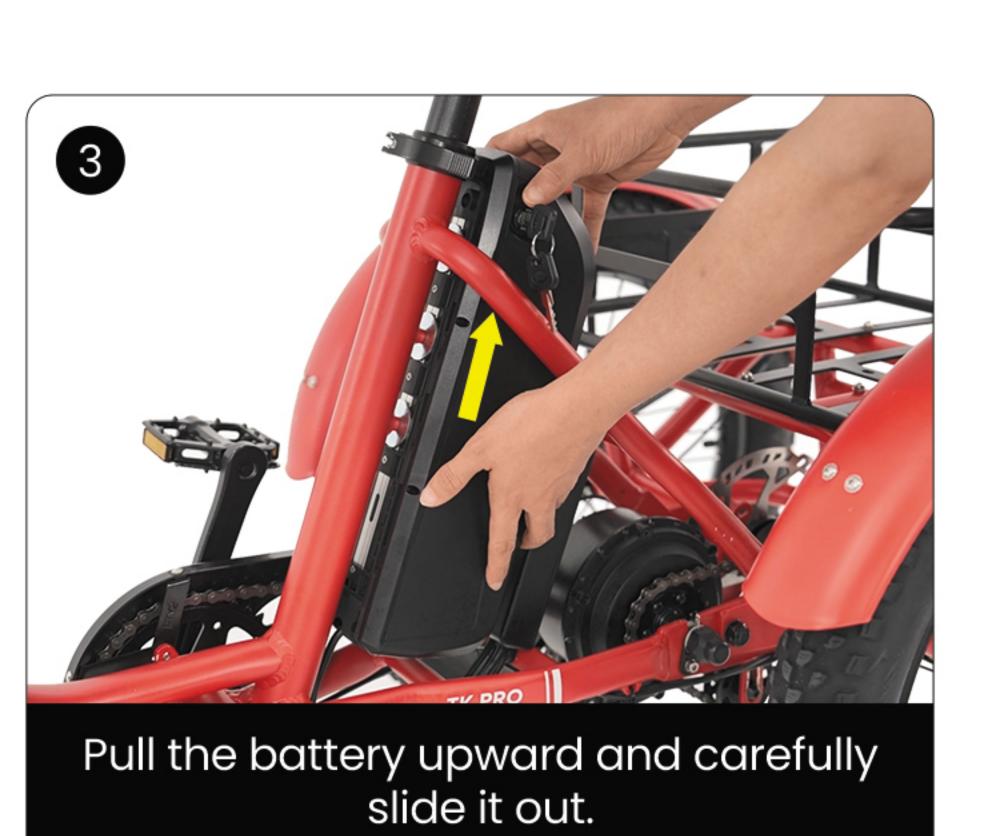
**WARNING:** Remove the battery from your TK PRO Folding or from the charger if you notice an unusual odor or heating, discoloration, deformity, or other unusual appearance. Get away from the battery and do not use it.

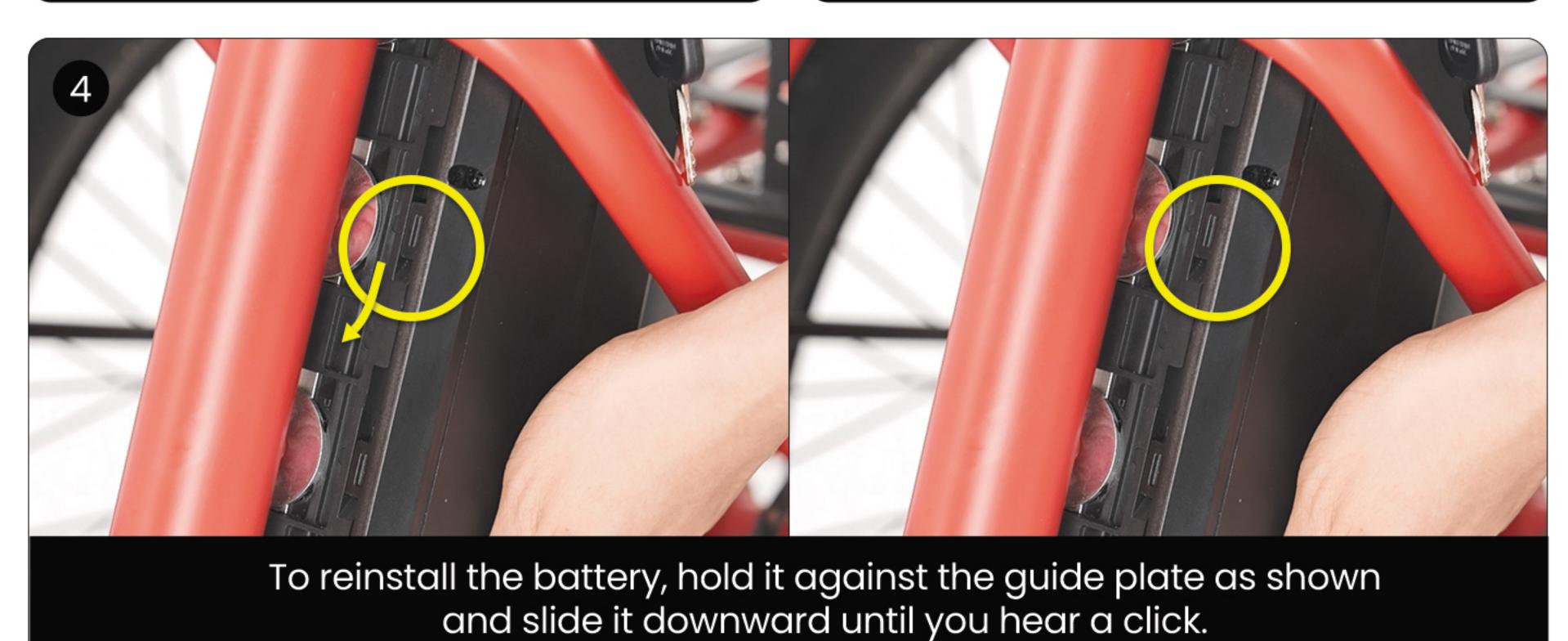
Contact support@moooncool.com.

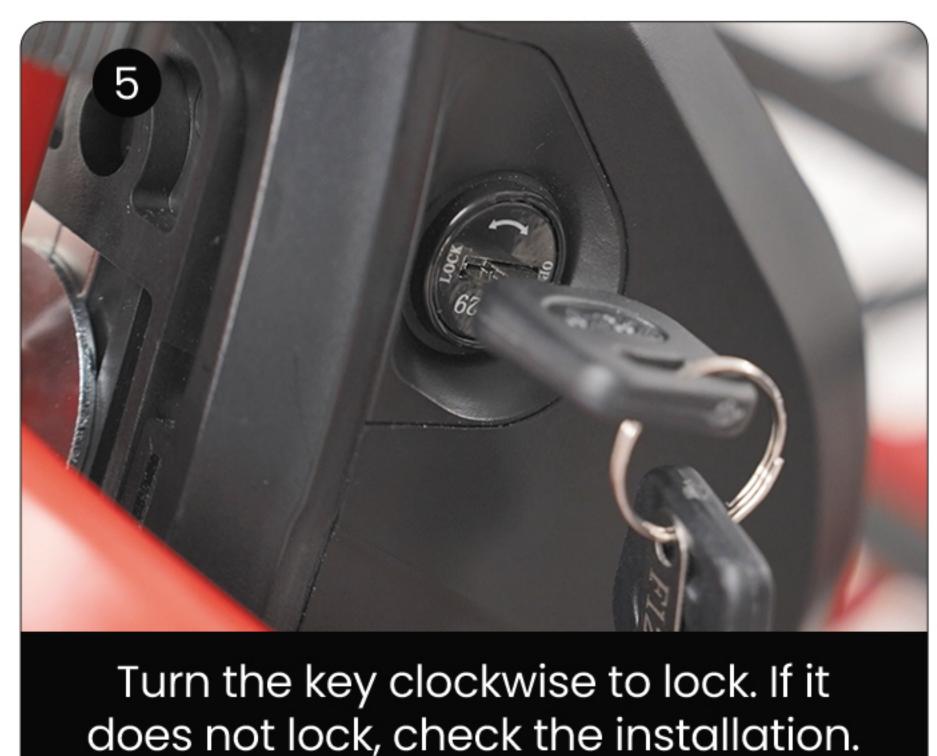
# Battery Disassembly/Installation











### **Protection**

For your safety and a long battery lifespan, please follow the regulations listed below:

### 1. Requirements on charging and discharging

**A.** Use only the charger shipped with your Mooncool. Connect the charger to your battery and then plug the charger to an electrical outlet. The light on the charger is red while charging and green when charging is complete. Disconnect the charger when green light appears, or when there is any problem observed.

**B.** Avoid fully discharging or over-charging your battery. Use a timer to help remember to stop the charger.

#### 2. Requirements on storage

**A.** Store your battery where temperature is from 50°F-77°F or 10°C -25°C and humidity is moderate. Do not store other items near to your battery.

**B.** For long-term storage, charge your battery to about 70%. Recharge to 70% every month.

### 3. Maintenance

**A.** For testing battery voltage, properly install it and turn on your display. Use the M button to move the display to volt.

**B.** In the unlikely event that you need to access the battery internals, wear gloves or trim your fingernails.

**C.** Avoid bending or striking your battery cell. Take care to not drop it or create a short circuit.

**D.** If you do any soldering/welding in working on your battery, the temperature of your tool tip must not exceed 350°C / 662°F. Make no more than 5 welds of less than 3 seconds each, and allow cooling time after each weld.

### Precautions and Guidelines for the Battery

For the longevity of your battery and the performance of your TK PRO Folding, please observe the following precautions:

**WARNING:** If the battery stops providing power to the TK1 Folding, assume it is discharged and attach the charger you received with the TK PRO Folding. Charge your battery to about 90%, which takes 6-7 hours normally. Fully discharging your battery can cause severe battery damage.

**WARNING:** Improper removal, installation, maintenance or storage can damage your battery. Any use of your battery other than to power your TK PRO Folding can result in fire, injury, or death.

**WARNING:** Never short-circuit the battery which may result in an explosion, fire, and serious harm to your health.

**WARNING:** Remove the battery from your TK PRO Folding or from the charger if you notice an unusual odor or heating, discoloration, deformity, or other unusual appearance. Do not use it, and contact support@moooncool.com.

### Factors that Affect the Trike Range

- Life and state of charge of the battery.
- External temperatures.
- Tire pressure.
- The rider's weight.
- Riding style and choice of assistance level.
- Road/path conditions.
- Weather conditions.
- Frequent stops and starts during your rides.
- Condition of bearings and all other moving parts.

### Getting the Best Possible Range

- Fully charge the battery.
- Check tire pressure.(recommended depending on body weight, load and route profile)
- Reduce the load.
- Do not ride too fast.
- Maintain a constant speed.

### Long Time Storage

If stored for a long time(Don't use it over three months), the battery should be stored in a dry and cool place. The battery should be stored at a temperature of 23+ and a humidity of 45%-75%. Long-term unused batteries should be charged every 1 month.

### Disposal of waste batteries

According to the battery law, we are obliged to inform you. Regarding the sale of batteries or the delivery of equipment containing batteries/rechargeable batteries/lamps, we are obliged to inform you of the following.

Do not dispose of your old device in the household waste!

You are legally obligated to return used batteries/rechargeable batteries/lamps as the end user. In the case of a removable battery/accumulato or illuminant, you must return them separately to the appropriate return system. You can return used devices/batteries/lamps to the collection points of the public waste disposal authorities.



# Charger

### Charger function

Trouble shooting. Should there be any difficulties with charging please check if:

- the power cable is connected properly.
- the charger plug or the battery socket is damaged.
- the battery shows any damage on the surface.
- the power socket works and whether the correct voltage is provided. (if necessary, plug in another gadget and check)
- Please use only the original charger which was supplied with the bike.

This charger is specially made for the lithium battery.

The LED light indicates the battery status as shown on the table below:

Charging cycle and LED indication for lithium battery		
LED	Mode	
Green	the battery is not connected	
Red	the batter is charging	
Green	the battery is charged, the charger switches off	

**WARNING:** Read and observe these safety tips regarding use of the charger.

• Keep the charger away from children!

- Use the charger only for the original battery supplied with your TK PRO Folding. Risk of fire, explosion, or other damage is present when using it with any other battery. Contact support@mooncool.com if you are unsure about use.
- Please make sure that the charger is always kept dry and does not get wet at any time.
- Should there be an incidence of contact with water or any other liquid, make sure to unplug the charger immediately from the power socket and have it inspected by a specialty dealer.
- Always place the charger on a stable and flat surface when usina.
- Please make sure that the charger is always unplugged and removed from the power socket when not in use.
- Before using the charger, always make sure that the plug and the cables are not damaged.
- Never connect a damaged cable or plug to the power socket.
- Never try to disassemble the charger. Wrong re-assembling could cause an electric shock and serious injury.
- Always unplug the charger before cleaning it.
- The charger should only be cleaned with a dry cloth. Never use a wet cloth, oil or any other liquid.
- Do not use an extension cord with this charger. Plug the original cord directly into an electrical socket. There is risk of fire or electrical shock or charger damage when using an extension cord.

# Safely Riding your E-Trike

# **MARNING:**

Before every ride, take time to do a safety check. Be thoroughly familiar with the controls and their condition.

Check everything to ensure the proper assembly of your TK PRO Folding and that it is safe to ride.

#### Handlebars

Check your handlebars are straight and secure. To check, grip the front wheel between your legs and try to turn the handlebars.

#### Wheels

Make sure all fenders are securely attached.

Check that the quick-release on the front wheel axle is tight and securely clamped into place.

### Seat and post

The seat and post should be straight, fastened tightly and not exceed the max height indicator.

#### Pedals and chain

Pedals should be fully tightened on both sides.

Your chain should be clean and lubricated.

### **Brakes**

Test the front and rear brakes. Roll your trike forward, and test the brakes one at a time. The wheels should stop completely.

There should be more than the thickness of one finger between the handgrip and the brake lever when it is fully depressed.

### Rack

Check that the baskets are secure and bolts are fully tightened.

#### Kickstand

The kickstand shouldn't wobble. Tighten if necessary.

#### **Tires**

Check the inflation on all tires, and adjust it to the PSI indicated on the sidewall.

#### Electronics

Check to be certain your battery is adequately charged for the distance you want to ride. Ensure that the front and rear lights are working.

### Before riding

Adjust the height of the handlebars and saddle to suit the rider, whose toes should be able to just touch the ground.

- Check all lights and displays are working.
- Check that all electrical connections between the TK PRO Folding and the battery are clean and secure.
- Test the front and rear brakes. Roll your trike forward, and test the brakes one at a time. The wheels should stop completely.
- There should be more than the thickness of one finger between the handgrip and the brake lever when it is fully depressed.
- Test the front and rear brakes. Roll your trike forward, and test the brakes one at a time. The wheels should stop completely.
- Make sure your clothing is suitable for riding. Long, loose or flowing garments may become caught in the wheels or chain.
- Wear an approved safety helmet.

### Riding your e-trike

Mount the tricycle and press the M button on the display for 2-3 seconds. The display will turn on, indicating that the power is connected.

- Check your surroundings to be certain it is safe to move forward. Set the PAS level to 1 bar. A moment after you begin to pedal, you will feel the motor assistance. If desired, you can begin moving by using the throttle.
- While riding, the battery power will gradually be consumed. The battery bars on the display will disappear one by one. Avoid

full discharge. If needed, turn off the display and use only unassisted pedaling. Recharge ASAP to about 95% of full power.

- Use both brakes together when stopping.
- When riding in wet conditions your brakes will be less effective and a greater stopping distance is needed. In dry conditions your stopping distance should be less than 4 meters; this can increase to 15 meters on wet or snowy roads.
- Never ride through deep puddles or streams. Ensure that water never reaches the motor and controller level.
- Avoid loose gravel, uneven surfaces, sharp dips, potholes and other difficult terrain.
- Don't carry extra passengers or heavy loads, as this will damage the motor and battery.
- Never ride under the influence of drugs or alcohol, or when feeling unwell.
- Always ride with lights at night.
- Learn and follow all state, provincial, or local rules of the road
   –including the legal age for riding e-trikes. Contact your local
   government agency for more information.
- If you are new to cycling or an inexperienced rider, find a quiet place to practice and gain confidence before trying to ride on busier roads.

The item underneath this text box is explained above and can be deleted.

### Bike storage and maintenance

- Don't leave the trike in the rain for long periods, or in damp conditions: Always store in a dry place.
- Don't leave the trike in direct sunlight for long periods, as this may cause some of the electrical components to overheat and result in operation failure.

### Warning

- Don't tamper with, or disassemble complex electrical components.
- Don't touch the bottom of the battery case with keys or other metal objects in case they damage the electrical connectors between the trike and battery.

### Keep your TK PRO Folding clean

Clean the chain with a degreasing detergent or a commercially available chain cleaner. Then lubricate the chain with oil or a specialty dry lubricant. Regular chain maintenance can make your TK PRO Folding 98% efficient at converting the kinetic energy of pedaling into the forward motion of riding. Your chain is stainless steel and needs very little lubrication. Excess lubricant attracts grit which increases wear.

### Check tires, brakes and gears monthly

Check tire pressure at least weekly. Low pressure decreases your range and can cause tire damage. Adjust pressure to the PSI indicated on the tire's sidewall.

### Brake adjustment

Brake levers should operate the brakes easily with only a small amount of travel at the handlebars. If there is not enough room for two fingers between the lever and the handlebars then adjustment is essential. See how to adjust above.

### Chain adjustment

The chain may become looser after a long period of use and can only be adjusted by removing links, which is best carried out at a bike repair shop.

If you are unsure about brake, gears or chain adjustment, take the bike to be serviced at your local cycle shop.

### Warranty

This warranty is extended only to the initial consumer purchaser and is based on normal use. Main parts have a warranty of one year. This covers mechanical and electrical parts: including frame, display, PAS, motor, controller, battery and charger.

The warranty is subject to proper care for and reasonable use of your tricycle. Lights, brake pads, inner tubes, tires, chain, cables, seat etc. are regarded as consumables.

### **Conditions of warranty**

- 1. Your tricycle has been designed for general transportation and recreational use, but has not been designed to withstand abuse associated with stunting and jumping. This warranty ceases when you rent, sell, or give away the tricycle, ride with more than one person, or use the tricycle for stunting or jumping.
- 2. This warranty does not cover ordinary wear and tear or anything you break accidentally or deliberately.
- 3. This warranty does not cover normal wear and tear, improper assembly or maintenance, or installation of parts or accessories not originally intended or compatible with the bicycle as sold. The warranty does not apply to damage or failure due to accident, abuse, misuse, neglect, or theft. Claims involving these issues will not be honored.
- 4. It is the responsibility of the individual consumer purchaser to assure that all parts included in the factory-sealed carton are properly installed, all functional parts are initially adjusted properly, and subsequent normal maintenance services and adjustments necessary to keep the tricycle in good operating condition are properly made.
- 5. This warranty does not apply to damage due to improper installation of parts, installation of any kind of power plant or internal combustion engine, modification or alteration of the brakes, drive train, or frame in any way, or failure to properly maintain or adjust the tricycle.

NOTICE: Tricycle specifications subject to change without notice.

If you are unhappy with your purchase, as long as you contact us within 30 days of the receipt of the item, we will process your return/exchange request. Any request after 30 days will not be honored.

Please make sure to contact us by email:

support@mooncool.com is your initial contact for assistance.

# Return & Exchange

Items returned without authorization will not be accepted.

Items must be returned within 30 days after you receive them.

All items must be in the same condition that you received them, unworn or unused, with tags, and in their original packaging. You'll also need the receipt or proof of purchase.

When returning or exchanging items, customers must use a shipping method providing tracking information. Non-returnable items:

On-sale items are non-refundable.

Damaged or lost items resulting from consumer negligence are non-refundable.

### **General Return Process**

Initiate a return: Please email us at <a href="mailto:support@mooncool.com">support@mooncool.com</a> with photos and/or videos of the items and let us know your order number. Our customer service staff will determine the eligibility for your return request within 3 business days.

Ship the item back: If your return is accepted, we'll send you the return address, as well as instructions on how and where to send your package. (Note: Items returned without authorization will not be accepted).

We recommend that you send your return/exchange in a shipping method providing tracking information as well as a signature because we will not be responsible for lost return/exchange.

Refund or exchange: when we receive your return/exchange, we will inspect the item in 3-5 working days and then provide a replacement for an exchange or issue a refund.

#### Return Charge

If the return is due to a Mooncool error such as a quality issue or an order-filling mistake, a full refund is provided. If the return is due to a customer error such as ordering the wrong item or size or simply changing your mind, the customer pays for the return shipping.

In all cases, Mooncool customers are never charged a restocking fee for returns.

### Refunds

Once your return is received and inspected, we will notify you of the approval or rejection of your refund. If you are approved, the refund will be provided to the original method of payment within 2–3 working days.

If you haven't received the refund within 2-3 working days, please check your bank account again. Then contact your bank or credit card company. It may take some time before a refund is officially posted. If you've done all of this and you still have not received your refund, please contact us at

#### support@mooncool.com

Please Note: we do not refund our original shipping cost.

When contacting Mooncool support, please provide the following:

- Frame Serial Number
- Order Number
- Motor, Battery, and Controller number.

Attach videos and/or photos to help show us the problem.

Your TK PRO Folding's serial number is unique like a fingerprint. Please record it in a safe place before your first ride. It is useful in case of loss, theft, or damage.

You can find the serial number engraved on the head tube near the headlight or on the bottom of the bearing bracket tube near the pedals.

**GETTING ANSWERS** to a question is easy, just send an email to support@mooncool.com anytime. Remember, there is a significant difference in time zones between you and Mooncool, so expect a small delay. We will respond ASAP.

### **Basic Troubleshooting**

Symptoms	Possible Causes	Most Common Solutions
The trike does not work.	<ol> <li>Insufficient battery charge or loose wire connections.</li> <li>Battery not fully seated in the tray.</li> <li>Failure to follow powerup instructions.</li> <li>Brakes are applied or brake lever is not returning to its original position.</li> <li>The battery's discharge fuse has failed.</li> </ol>	<ol> <li>Charge the battery.</li> <li>Clean and repair the connectors.</li> <li>Install battery correctly.</li> <li>Turn on the e-bike in proper sequence.</li> <li>Disengage brakes.</li> <li>Replace discharge fuse.</li> </ol>
Irregular acceleration and/or reduced top speed.	1. Insufficient battery power.  2. Loose or damaged throttle.	1. Charge the battery or purchase a new battery.  2. Replace the throttle.
The motor does not re- spond when the bike is powered on.	<ol> <li>Loose wiring.</li> <li>Loose or damaged throttle.</li> <li>Loose or damaged motor plug wire.</li> <li>Damaged motor.</li> </ol>	<ol> <li>Repair and/or reconnect.</li> <li>Tighten or replace.</li> <li>Secure or replace.</li> <li>Repair or replace.</li> </ol>
Reduced range.	<ol> <li>Low tire pressure.</li> <li>Low or faulty battery.</li> <li>Driving with too many hills, headwind, braking, and/or excessive load.</li> <li>Battery discharged for a long period of time without regular charges, aged, damaged, or unbalanced.</li> <li>Brakes rubbing.</li> </ol>	<ol> <li>Adjust tire pressure.</li> <li>Check the connections or charge the battery.</li> <li>Assist with pedals or adjust the route.</li> <li>Balance the battery; contact mechanic if reduced range persists.</li> <li>Adjust the brakes.</li> </ol>
The battery can not be charged.	<ol> <li>Charger not well connected.</li> <li>Charger damaged.</li> <li>Battery damaged.</li> <li>Wiring damaged.</li> <li>Blown charge fuse.</li> </ol>	<ol> <li>Adjust the connections.</li> <li>Replace.</li> <li>Replace.</li> <li>Repair or replace.</li> <li>Replace charge fuse.</li> </ol>
The wheels or motor make strange noises.	Loose or damaged wheel spokes or rim.     Loose or damaged motor wiring.	<ol> <li>Tighten, repair, or replace.</li> <li>Reconnect or replace the motor.</li> </ol>

### Troubleshooting Guide

Problem	Possible Causes	Remedy
Slipping chain	<ul> <li>Excessively worn/chipped chain wheel or freever sprocket teeth</li> <li>Chain worn/stretched</li> <li>Stiff link in chain</li> <li>Non compatible chain/chain wheel freewheel</li> </ul>	<ul> <li>Replace chain wheel, sprockets and chain</li> <li>Replace chain</li> <li>Lubricate or replace link</li> <li>Seek advice at a bicycle shop</li> </ul>
Chain iumning off freewheel sprocket or chain wheel	<ul> <li>Chain wheel out of true</li> <li>Chain wheel loose</li> <li>Chain wheel teeth bent or broken</li> </ul>	<ul> <li>Re-true if possible, or replace</li> <li>Tighten mounting bolts</li> <li>Repair or replace chain wheel/set</li> </ul>
Constant clicking noises when pedal-ing	<ul> <li>Stiff chain link</li> <li>Loose pedal axle/bearing</li> <li>Loose bottom bracket axle/bearings</li> <li>Bent bottom bracket or pedal axle</li> <li>Loose crankset</li> </ul>	<ul> <li>Lubricate chain/adjust chain link</li> <li>Adjust bearings/axle nut</li> <li>Adjust bottom bracket</li> <li>Replace bottom bracket axle or pedals</li> <li>Tighten crank bolts</li> </ul>
Grinding noise when pedaling	<ul><li>Pedal bearings too tight</li><li>Bottom bracket bearings too tight</li></ul>	<ul><li>Adjust bearings</li><li>Adjust bearings</li></ul>
Freewheel does not rotate	Freewheel internal pawl pins are jammed	Lubricate. If problem persists, replace freewheel
Brakes not working effectively	<ul> <li>Brake pads worn down</li> <li>Brake pads greasy, wet or dirty</li> <li>Brake cables are binding/stretched/damaged</li> <li>Brake levers are binding</li> <li>Brakes out of adjustment</li> </ul>	<ul> <li>Replace brake pads</li> <li>Clean pads</li> <li>Clean/adjust/replace cables</li> <li>Adjust brake levers</li> <li>Center brakes</li> </ul>
When applying the brakes thev squeal/squeak	<ul> <li>Brake pads toe-in incorrect</li> <li>Brake arms loo</li> <li>Brake pads/rim dirty or wet</li> <li>Brake pads work</li> </ul>	
Knocking or shud- derina when apply- ing brakes	<ul> <li>Bulge in the rim or rim out of true</li> <li>Brake mounting bolts loose</li> <li>Brakes out of adjustment</li> <li>Fork loose in head tube</li> </ul>	<ul> <li>True wheel or take to a bike shop for repair</li> <li>Tighten bolts</li> <li>Center brakes and/or adjust brake pads toe-in</li> <li>Tighten headset</li> </ul>
Wobbling wheel	<ul> <li>Headset binding</li> <li>Hub bearings collapsed</li> <li>Quick-release mechanism</li> <li>Hub comes looken</li> </ul>	
Steering not accu- rate	<ul> <li>Wheels not aligned in frame</li> <li>Headset loose or binding</li> <li>Front forks or frame bent</li> </ul>	<ul> <li>Align wheels correctly</li> <li>Adjust/tighten headset</li> <li>Take trike to a bike shop for possible frame realignment</li> </ul>
Frequent punctures	<ul> <li>Tire not checked after previous puncture</li> <li>Tire pressure too low</li> <li>Spoke protruding into rim</li> <li>Inner tube old of the line in the</li></ul>	g worn Replace tire Correct tire pressure