MOONCOOL

OWNER MANUAL



Model:POP

POP is technically identical with K5303 except for model No

Welcome to the MOONCOOL Family!

You are now the proud owner of a POP Suspension Folding Ebike!
Thank you for choosing MOONCOOL!

Your POP 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 bicycle shipment includes all the essential tools for assembling and adjusting the POP Folding. However, some tasks are easier with professional tools and skills. We recommend the assistance of a certified bicycle mechanic.

Before allowing anyone to ride your POP Folding, please request that they read this manual before their first ride. This will help avoid accidents or injury. Your POP 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 POP Folding. For night riding safety, also wear fluorescent or reflective clothing.

WARNING: Ride your POP Folding entirely at your own risk. MOONCOOL cannot predict every riding circumstance, and makes no representation that bicycle 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 POP Folding may not be covered by your existing insurance policies. It is your responsibility to purchase adequate insurance coverage.

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

WARNING: The motor, controller, sensor, battery, and cables provided with your POP 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.

Instructions Pertaining To Risk Of Fire Or Electric Shock Important Safety Instructions

WARNING: When using this product, 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 -20℃ (-4℉)or above ambient temperatures of 40℃ (104℉);

f) The battery is intended to be charged when the ambient temperature is between 0℃ (32℉) and 40℃ (104℉). Never charge the battery when ambient temperatures are outside this range.

SAVE THESE INSTRUCTIONS

MOONCOOL bicycles 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

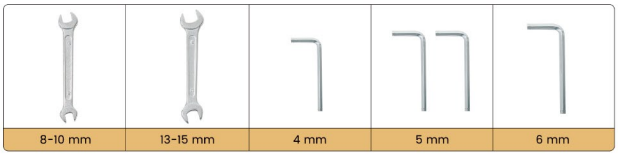
When sending a support request email, please include your order number, photos or videos to help us understand the problem, and a screenshot or photo of your invoice.

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Pictures are for reference only. The products you receive may differ in appearance.





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


Bell


Mesh Bag


Kettle Rack


Combination Tools


Rubber cap


Key


Kickstand


Charger


Stem


Pedal


Fender


Wheel


Saddle


Quick-Release Bolt


Shift lever guard


Front Light



Frame

Parts and Tools

Frame	5 mm
	

Assembly Steps



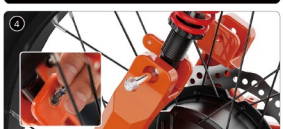
Remove the locking screws that secure the lower part of the shock absorbers on the left and right sides respectively.



Lift the rear rack and rotate the shock absorber to the installation hole position.



Adjust the position and align the fixing holes below the shock absorbers on both sides with the center of the mounting holes.



First, insert the long shaft nuts for the lock screws from the outside, then pre-install and fix part of the screws from the inside.



Use one wrench to hold the inner screw in place, and use another wrench to tighten the nut from the outside until the lock screw is fully tightened..



Shock absorber installation completed.

Parts and Tools

Frame	4 mm	Rubber Cap
		

Assembly Steps



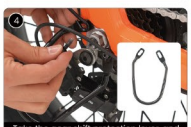
Remove the plastic baffle on the left motor shaft.



Use a wrench to remove the two fasteners on the right side of the fender separately.



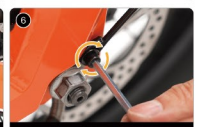
Use a wrench to remove the fastening screw on the left side of the fender.



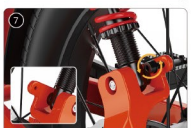
Take the gear shift protection lever, and align its holes with the two holes on the claw, prioritizing the pre-installation of the screw in the lower hole (do not tighten).



Place the mounting hole of the rear wheel fender support rod outside the empty space above the gear protection bar, tighten the screw clockwise, and finally tighten the screw below.



Align the left-side mounting hole of the fender support rod, and use a wrench to turn the screw clockwise to tighten it.



Remove the fixed screws on both sides above one by one.



Align the fender support rod hole with the screw holes on both sides from the outside, and then tighten the screws from the outside one by one to secure the upper fender support rod..



Check and cover the rubber cap on the motor shaft.

Parts and Tools

Frame	Stem	6 mm
		

Assembly Steps



















Parts and Tools

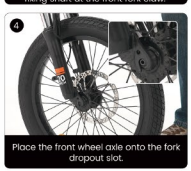
Frame	Wheel	Quick-Release Bolt	13-15 mm
			

Assembly Steps



















Parts and Tools

Frame	Front Light	Front Fender	4 mm
			

Assembly Steps







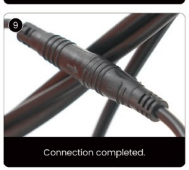












Parts and Tools

Frame	Kickstand	8-10 mm	5 mm
			

Assembly Steps













Parts and Tools

Frame	Pedals	13-15 mm
		

Assembly Steps



Locate the two pedals. Note that the left and right pedals are marked differently—typically with an "L" and "R" on the pedal body.



If the pedals are in the folded position, unfold them by pressing the release lever and swinging the pedal body outward until it locks into place.



Insert the right pedal spindle straight and horizontally into the right crank arm.



Turn the spindle clockwise by hand to start the threads.Use a wrench to tighten the pedal securely.



Insert the left pedal spindle straight and horizontally into the left crank arm.



Tighten the nut counterclockwise with a wrench to secure the pedal,completing the installation of the left pedal.

Parts and Tools

Frame	Saddle
	

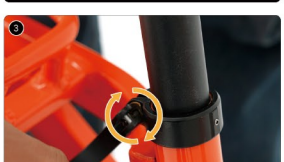
Assembly Steps



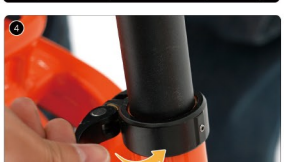
Open the seat tube quick-release clamp.



Insert the seat post into the seat tube. Adjust the height so that the minimum engraved line on the seat post is not visible above the clamp. Ensure the seat post is within the safe adjustment range.



Tighten the seat tube handle clockwise.



Press and close the handle to complete the installation.

Bike folding operation























Charging operation











Battery removal operation

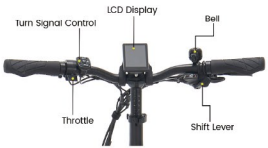














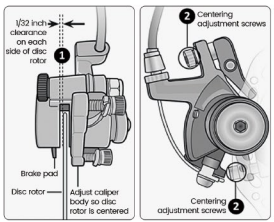
The hydraulic brakes are adjusted by a technician at the factory. If readjustment is needed after shipping, follow the instructions below or consult a bike shop.

Realign the Caliper Body

❶ 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).

❷ 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.



⚠ 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 bicycle to ensure it is in proper riding condition. Check of the bicycle 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.

Bicycle 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 bicycle will respond in a new terrain or weather change. The same bicycle 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.

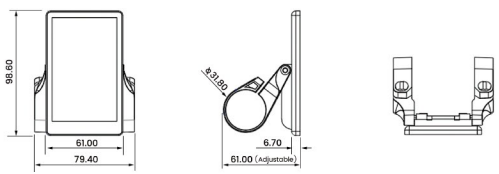
Note: See the above for information on brake adjustment.

1、Appearance and dimensions



Product housing is made of black Alloy Aluminum & Tempered glass. The material of the housing is allowed to be used normally at the temperature of - 40 ℃ to 80 ℃ , and good mechanical properties can be guaranteed.

Figure and dimension drawing (unit: mm)



Dimensions of the button shape (unit: mm)



2、Function and button definition

2.1、Function description

- Battery capacity
- Speed (including real-time speed display, maximum speed display and average speed display),
- Distance (including trip and ODO),
- PAS Level selection,
- Backlight turn on,
- Headlight turn on / off,
- 6KM/H walk assist
- Output Power display
- Error code,
- Multiple setting parameters

2.2、Display area



Normal Interface

2.3、Button Definition

In the following description

Button is replace by the text 【MODE】

Button is replace by the text 【UP】

Button is replace by the text 【DOWN】

Button is replace by the text 【LEFT】

Button is replace by the text 【RIGHT】

3、User reminder

Pay attention to safety during use. Do not plug and unplug the display when it is powered on.

Avoid bumping the display as much as possible.

The instrument uses waterproof film, please do not tear it off to avoid affecting the waterproof performance of the instrument.

Please do not change the background parameter setting of the display at will, otherwise the normal riding cannot be guaranteed.

When the display cannot be used normally, it shall be sent for repair as soon as possible.

4、Operation introduction

4.1、Power on/off

After hold the【MODE】button, the display starts to work and provides the working power

supply of the controller. In the power on state, hold the【MODE】button to turn off the power supply of the e-bike. In the power off state, the display no longer uses the power supply of the battery,

and the leakage current of the display is less than 1uA.

If the e-bike is not used for more than 10 minutes, the display will power off automatically.

4.2、User interface

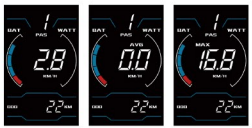


User interface

4.3、Speed / Single Trip / ODO

4.3.1、Speed

Short press the【MODE】button to switch the speed information, and speed (real-time speed), AVG (average speed) and max (maximum speed) are displayed respectively, as shown in the figure



Real-Time Speed AVG Speed MAX Speed

4.3.2、Single Trip/ODO

Long press【MODE】+【UP】button to switch the mileage information, and the indicate is: ODO (cumulative mileage) →TRIP (single trip), as shown in the figure:



ODO Trip Single Trip

4.4、Walk Assist Mode

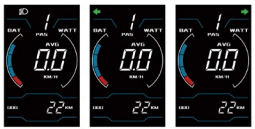
When the display is turn on, hold the【DOWN】button for 2 seconds, the e-bike will enter the state of walk assist mode.



Walk Assistant Interface

4.5、Headlight On/Off

Hold the【UP】button to display the interface as shown, and the icon appears, indicating that the lights have been turned on. Long press the【UP】button again to turn off the lights. Short press the【LEFT】button to turn on the left turn signal; press the【LEFT】button again to turn it off.Short press the【RIGHT】button to turn on the right turn signal; press the【RIGHT】button again to turn it off.



Headlight on Interface

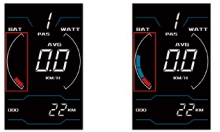
4.6、PAS Level Selection

Short press the【UP】or【DOWN】button to switch the PAS level, the motor output power will be changed accordingly by the PAS level of E-bike. The default range of PAS level is 0-5 levels. Level 1 is the lowest output level, and the level 5 is the highest output power level of the motor. Default 0 gear upon startup



1st gear display 5-speed display

4.7、Battery and Output Power indicator



Battery Power Indicator



Output Power Indicator

4.8、Trip clearance

On the Single Trip interface, with no speed detected,long press the【MODE】+【DOWN】buttons simultaneously.The single trip value on the meter will be reset to zero.



Trip clearance Interface

5、User Settings

5.1、Preparation before startup

Ensure that the connectors are firmly connected and turn on the power supply of the e-bike.

5.2、General setting

Press and hold the【MODE】button to power on display. In the power on state, press and hold the【UP】and【DOWN】buttons for 2 seconds at the same time, and the display enters the setting state.

5.2.1、Back Light Setting

The backlight setting use to set the backlight brightness. 1, 2 and 3 levels is indicating the backlight brightness levels. 1 is the darkest, 2 is the standard brightness, and 3 is the brightest. The default value of the is 1. Press【UP】or【DOWN】button to change the backlight brightness parameter, and long press【MODE】button to save and exit to the main interface.



Back light interface

5.2.2、Back Light Setting

Enter the setting state, ST' means imperial system selection, short press the【UP】/【DOWN】button to switch between metric units (Km) and imperial units (Mph). Short press【MODE】button to confirm the setting, and then enter the next setting interface.



Unit setting interface

5.2.3、Automatic shutdown time

The automatic shutdown time can be set in the range of 1-60min. Press【UP】or DOWN to adjust the automatic shutdown time, press and hold the【MODE】key to save and exit to the main interface, and short press the【MODE】key to enter the next setting item.



Automatic shutdown setting interface

5.2.4、Sensor setting

In Sensor Settings, you can select Speed mode or Torque mode. The default mode is Torque mode.Press【UP】or【DOWN】to select.Torque mode is indicated by T, Speed mode is indicated by C.



Sensor mode interface

6、Error code

When the e-bike electronic control system fails, the display will automatically display ERROR code. For the definition of the detailed error code, see Appendix 1 1.



Error code Interface

Error code	Description
0x21	Current abnormal
0x22	Throttle abnormal
0x23	Motor phase failure
0x24	Motor hall abnormal
0x25	Under-voltage abnormal
0x30	Communication abnormal
0x31	Power on/off button adhesion
0x34	6km function button adhesion

⚠ WARNING:

Never ride your POP 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【MODE】button to power-down your POP Folding.

C. 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 POP 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

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.

⚠ WARNING:

For maximum battery life, store the ebike 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 POP 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@mooncool.com.**

Precautions and Guidelines for the Battery

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

WARNING: If the battery stops providing power to the POP Folding, assume it is discharged and attach the charger you received with the POP Folding. Charge your battery to about 90%, which takes 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 POP 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 POP 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@mooncool.com.

Factors that Affect the Ebike 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/accumulator, or lamp, 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.



OPERATING INSTRUCTIONS

(Temperature limit, including charging, operation and storage)

1).Charge Temperature Range(ambient)：0-40℃

2).Operating Temperature Range(ambient)：-20-40℃

3).Temperature range for battery storage：-20-40℃

4).Against modifying or attempting to repair the eBike system

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 battery is charging
Green	After the battery is fully charged, the charger

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 POP 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 using.
- 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 Ebike

⚠ WARNING:

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 POP 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 ebike 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 POP Folding and the battery are clean and secure.
- Test the front and rear brakes. Roll your ebike 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 ebike 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 Ebike

Mount the bicycle 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 ebikes. 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 ebike in the rain for long periods, or in damp conditions: Always store in a dry place.
- Don't leave the ebike 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 ebike and battery.

Keep your POP 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 POP 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.

Return Charges

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 bicycle. Lights, brake pads, inner tubes, tires, chain, cables, seat etc. are regarded as consumables.

Conditions of warranty

1. Your bicycle 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 bicycle, ride with more than one person, or use the bicycle 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 bicycle 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 bicycle.

NOTICE: Bicycle 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 **support@mooncool.com** 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 POP 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.

Troubleshooting

Basic Troubleshooting

Symptoms	Possible Causes	Most Common Solutions
The ebike does not	1. Insufficient battery charge or loose wire connections. 2. Battery not fully seated in the tray. 3. Failure to follow powerup instructions. 4. Brakes are applied or brake lever is not returning to its original position. 5. The battery's discharge fuse has failed.	1. Charge the battery. 2. Clean and repair the connectors. 3. Install battery correctly. 4. Turn on the e-bike in proper sequence. 5. Disengage brakes. 6. Replace discharge fuse.
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 respond when the bike is powered on.	1. Loose wiring. 2. Loose or damaged throttle. 3. Loose or damaged motor plug wire. 4. Damaged motor.	1. Repair and/or reconnect. 2. Tighten or replace. 3. Secure or replace. 4. Repair or replace.
Reduced range.	1. Low tire pressure. 2. Low or faulty battery. 3. Driving with too many hills, headwind, braking, and/or excessive load. 4. Battery discharged for a long period of time without regular charges, aged, damaged, or unbalanced. 5. Brakes rubbing.	1. Adjust tire pressure. 2. Check the connections or charge the battery. 3. Assist with pedals or adjust the route. 4. Balance the battery; contact mechanic if reduced range persists. 5. Adjust the brakes.
The battery can not be charged.	1. Charger not well connected. 2. Charger damaged. 3. Battery damaged. 4. Wiring damaged. 5. Blown charge fuse.	1. Adjust the connections. 2. Replace. 3. Replace. 4. Repair or replace. 5. Replace charge fuse.
The wheels or motor make strange noises.	1. Loose or damaged wheel spokes or rim. 2. Loose or damaged motor wiring.	1. Tighten, repair, or replace. 2. Reconnect or replace the motor.

Troubleshooting Guide

Problem	Possible Causes	Remedy
Slipping chain	● Excessively worn/chipped chain wheel or free-wheel sprocket teeth ● Chain worn/stretched ● Stiff link in chain ● Non compatible chain/chain wheel freewheel	● Replace chain wheel, sprockets and chain ● Replace chain ● Lubricate or replace link ● Seek advice at a bicycle shop
Chain iumning off freewheel sprocket or chain wheel	● Chain wheel out of true ● Chain wheel loose ● Chain wheel teeth bent or broken	● Re-true if possible, or replace ● Tighten mounting bolts ● Repair or replace chain wheel/set
Constant clicking noises when pedal-ing	● Stiff chain link ● Loose pedal axle/bearing ● Loose bottom bracket axle/bearings ● Bent bottom bracket or pedal axle ● Loose crankset	● Lubricate chain/adjust chain link ● Adjust bearings/axle nut ● Adjust bottom bracket ● Replace bottom bracket axle or pedals ● Tighten crank bolts
Grinding noise when pedaling	● Pedal bearings too tight ● Bottom bracket bearings too tight	● Adjust bearings ● Adjust bearings
Freewheel does not rotate	● Freewheel internal pawl pins are jammed	● Lubricate. If problem persists, replace freewheel
Brakes not working effectively	● Brake pads worn down ● Brake pads greasy, wet or dirty ● Brake cables are binding/stretched/damaged ● Brake levers are binding ● Brakes out of adjustment	● Replace brake pads ● Clean pads ● Clean/adjust/replace cables ● Adjust brake levers ● Center brakes
When applying the brakes they squeal/ squeak	● Brake pads toe-in incor-rect ● Brake pads/rim dirty or ● Brake arms loose ● Brake pads worn down	● Replace pads ● Correct pads toe-in ● Clean pads and rim ● Tighten mounting bolts
Knocking or shud-dering when apply-ing brakes	● Bulge in the rim or rim out of true ● Brake mounting bolts loose ● Brakes out of adjustment ● Fork loose in head tube	● True wheel or take to a bike shop for repair ● Tighten bolts ● Center brakes and/or adjust brake pads toe-in ● Tighten headset
Wobbling wheel	● Headset binding ● Hub bearings collapsed ● Quick-release mecha-nism loose ● Axle broken ● Wheel out of true ● Hub comes loose	● Replace axle ● True wheel ● Adjust hub bearings ● Adjust headset ● Replace bearings ● Adjust quick-release mechanism
Steering not accu-rate	● Wheels not aligned in frame ● Headset loose or binding ● Front forks or frame bent	● Align wheels correctly ● Adjust/tighten headset ● Take ebike to a bike shop for possible frame re-alignment
Frequent punctures	● Tire not checked after previous puncture ● Tire pressure too low ● Spoke protruding into rim ● Inner tube old or faulty ● Tire tread/casing worn ● Tire unsuited to rim	● Replace inner tube ● Replace tire ● Replace with correct tire ● Remove sharp object embedded in tire ● Correct tire pressure ● File down spoke

Main Parameters of the POP Folding	
Maximum speed	20 Mph
Maximum permissible load	330 LBS

Main Battery Parameters	
Battery type	Lithium-ion
Nominal voltage	48V
Nominal Capacity	13.6Ah

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

Controller Parameters	
Undervoltage protection value	40±1V
Overvoltage protection value	22A

Battery Charger	
Input voltage	AC 110-240V~50/60Hz 2.0A
Output voltage	54.6V DC
Output current	2A

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