### MOONCOOL

# MLE E-Bike



### Welcome to the MOONCOOL Family!

### You are now the proud owner of a MLE E-Bike! Thank you for choosing MOONCOOL!

Your MLE arrived 85% 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 MLE. 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 MLE, please request that they read this manual before their first ride. This will help avoid accidents or injury. Your MLE 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 MLE. For night riding safety, also wear fluorescent or reflective clothing.

**WARNING:** Ride your MLE 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 MLE may not be covered by your existing insurance policies. It is your responsibility to purchase adequate insurance coverage.

**WARNING:** Improper assembly of your MLE may result in significant damage to your MLE 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 MLE 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 Bicycles are sold with a one-year warranty that covers all defective or damaged parts.

The MOONCOOL Service Department is located in Covina, CA.

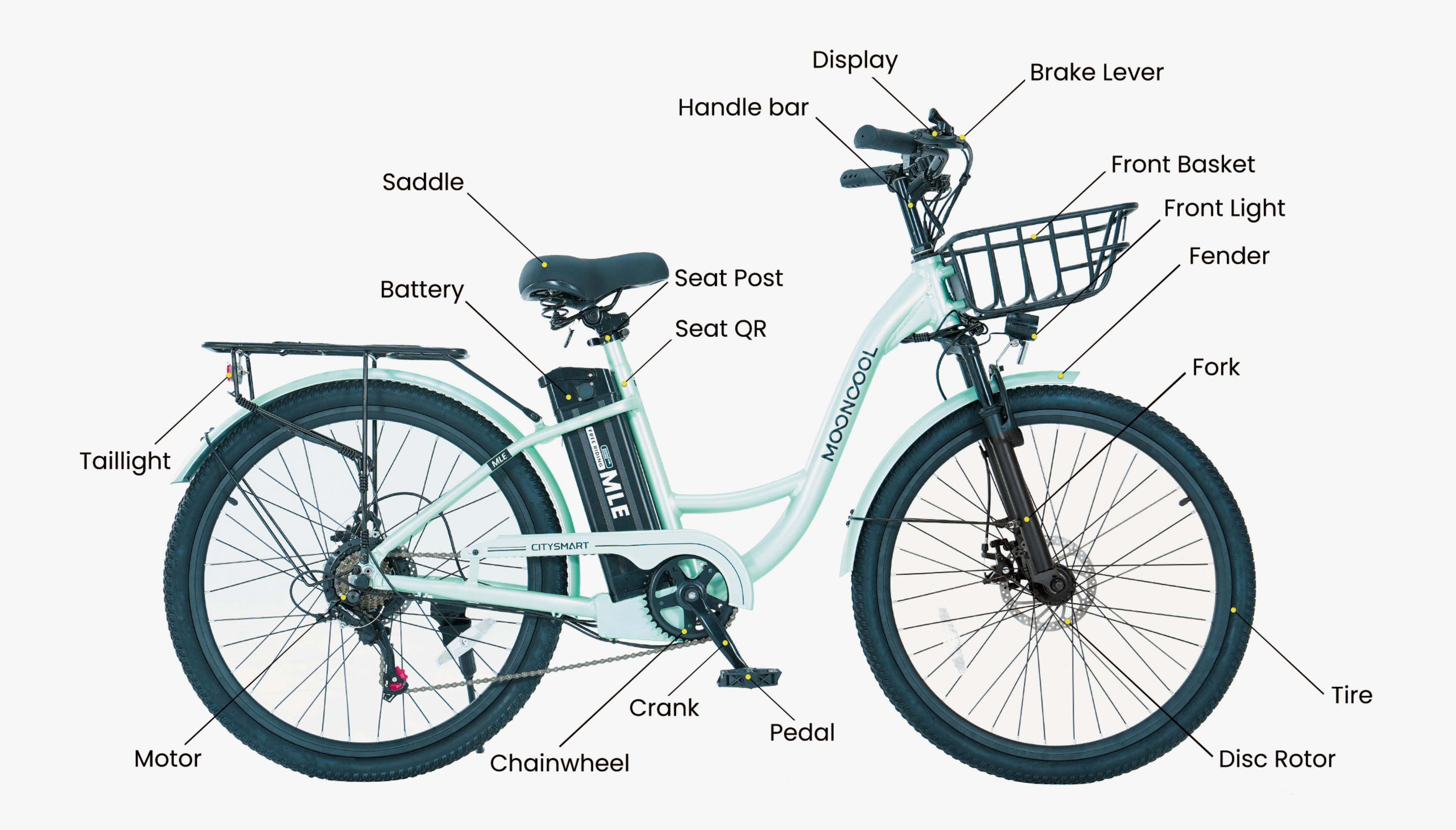
MOONCOOL Service email address: support@mooncool.com

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 and everything is subject to the actual product you received!



Wheel	Allen Wrenches	Cord Organizer	Wrench	Bolt
		**************************************		

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



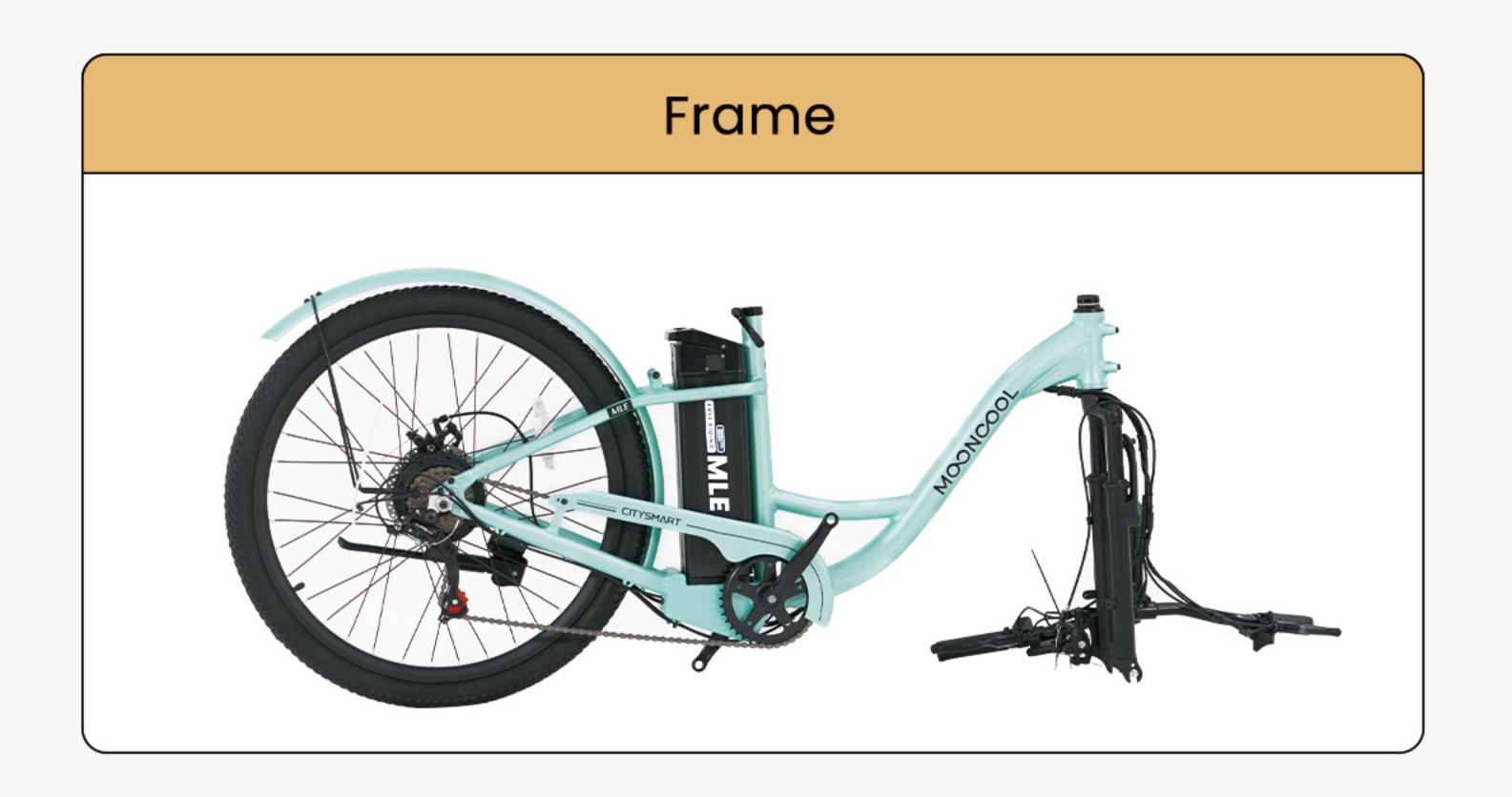
Charger

Fender

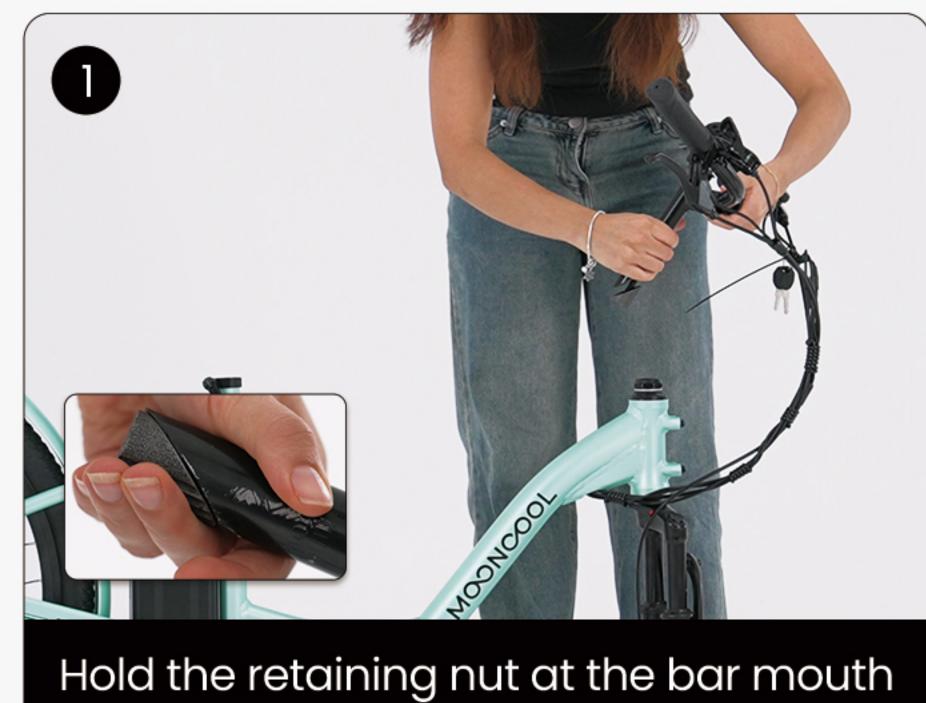
Seat

## Handlebar Assembly Assembly Steps

#### Parts and Tools



### **Assembly Steps**



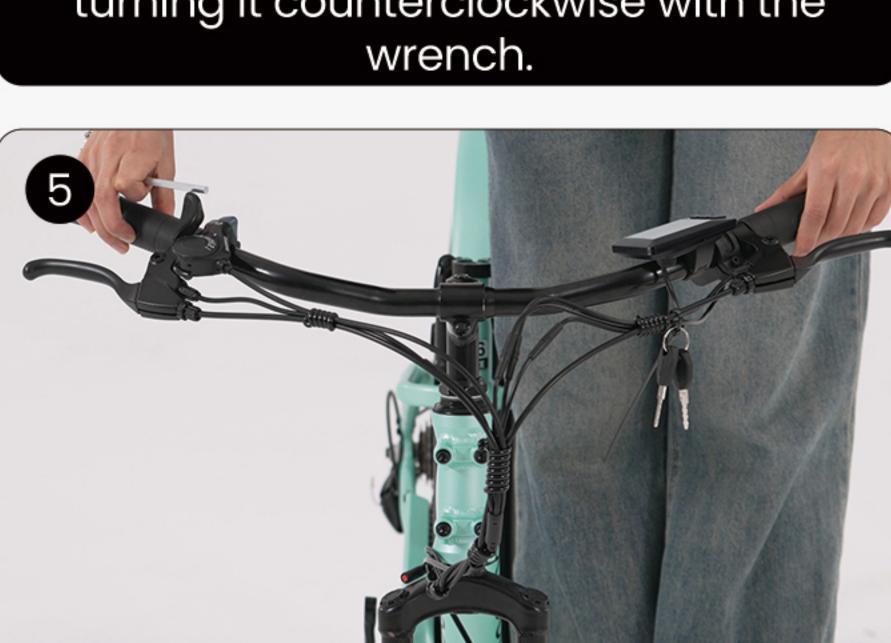
under the handlebar.

The riser will be inserted into the riser and

the height of the riser will be adjusted.



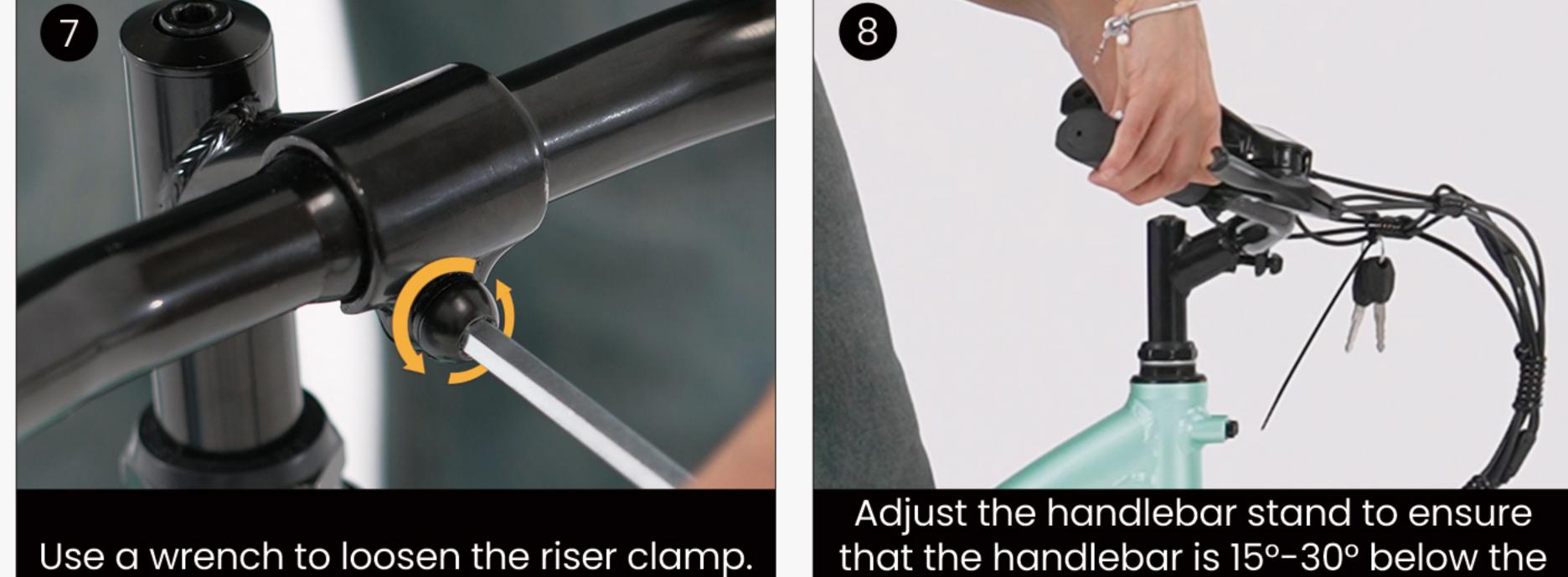
Loosen the retaining bolt on the lever by turning it counterclockwise with the wrench.



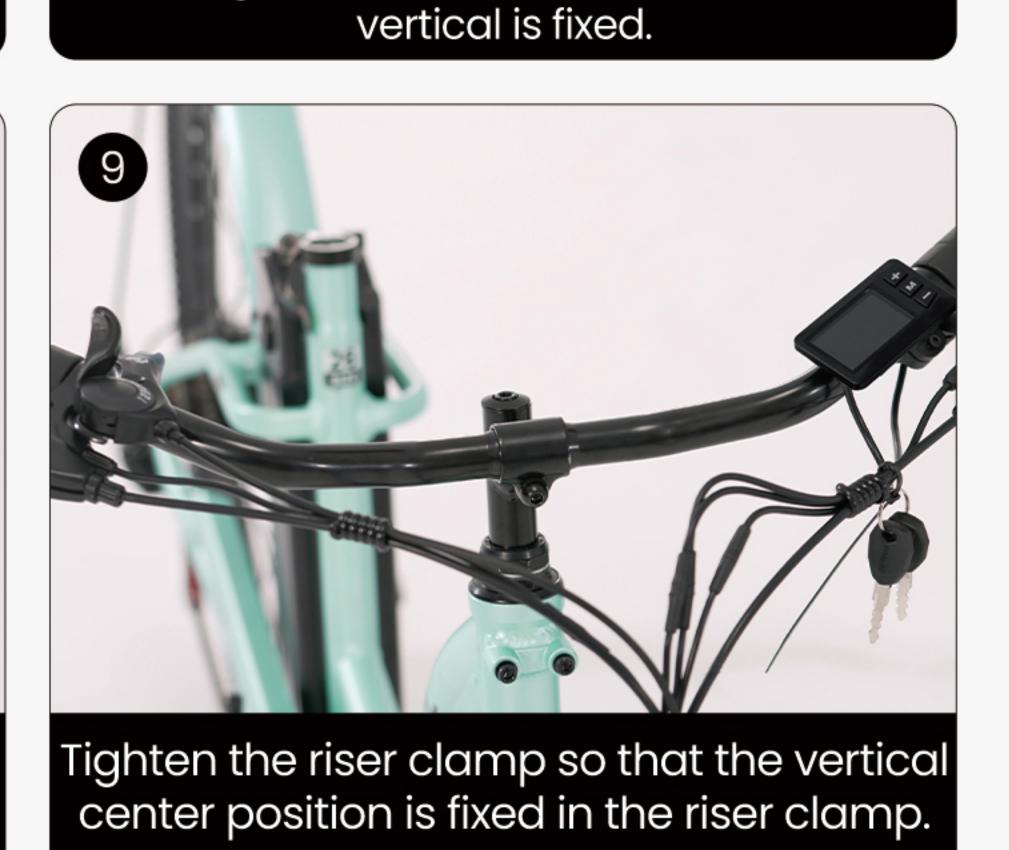
Adjust the position of the stand bar so that the stand, body, and wheels are at



the same level.



that the handlebar is 15°-30° below the handlebar level.



Use a wrench to turn clockwise to tighten

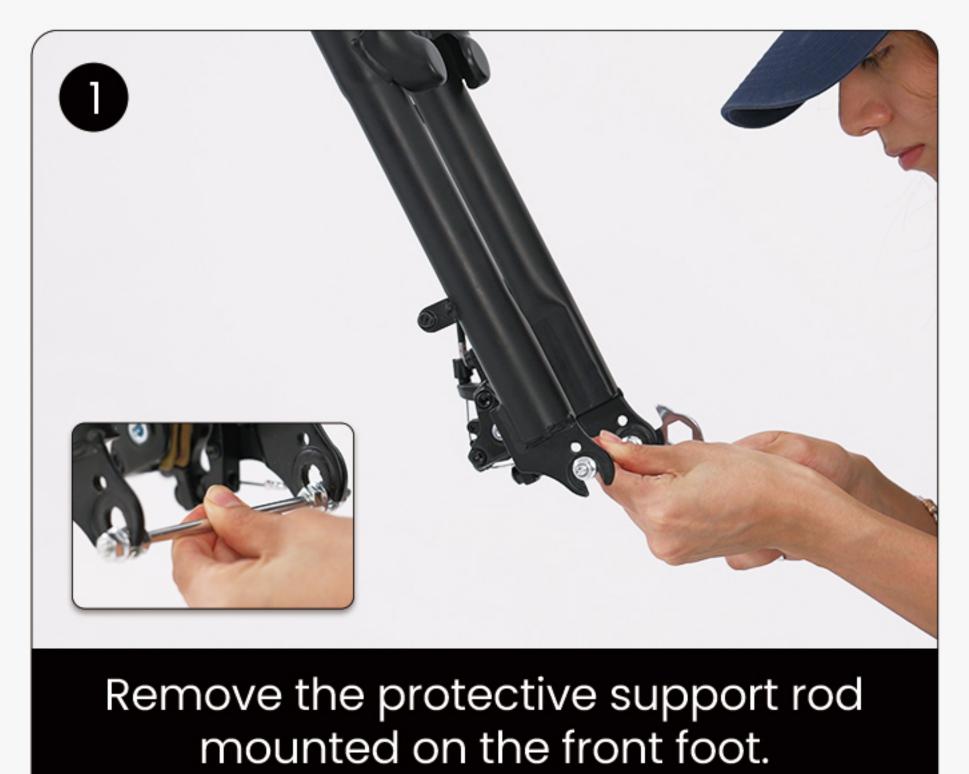
the fixing bolt on the vertical rod so that the

Make sure the lower rod port can be insert-

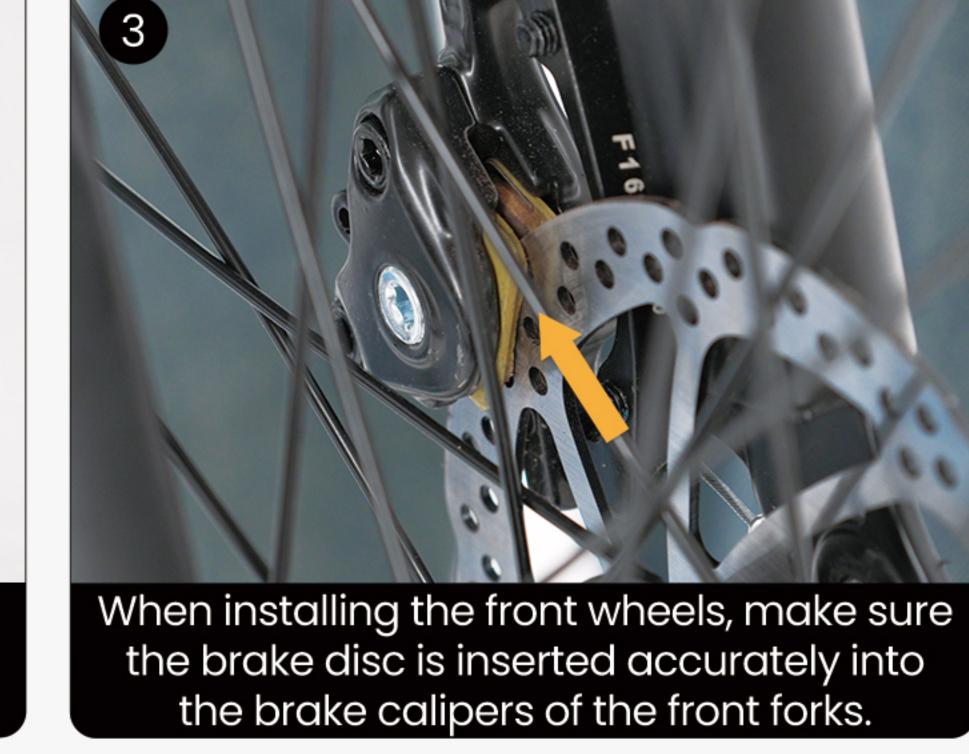
ed into the riser smoothly.

#### Parts and Tools







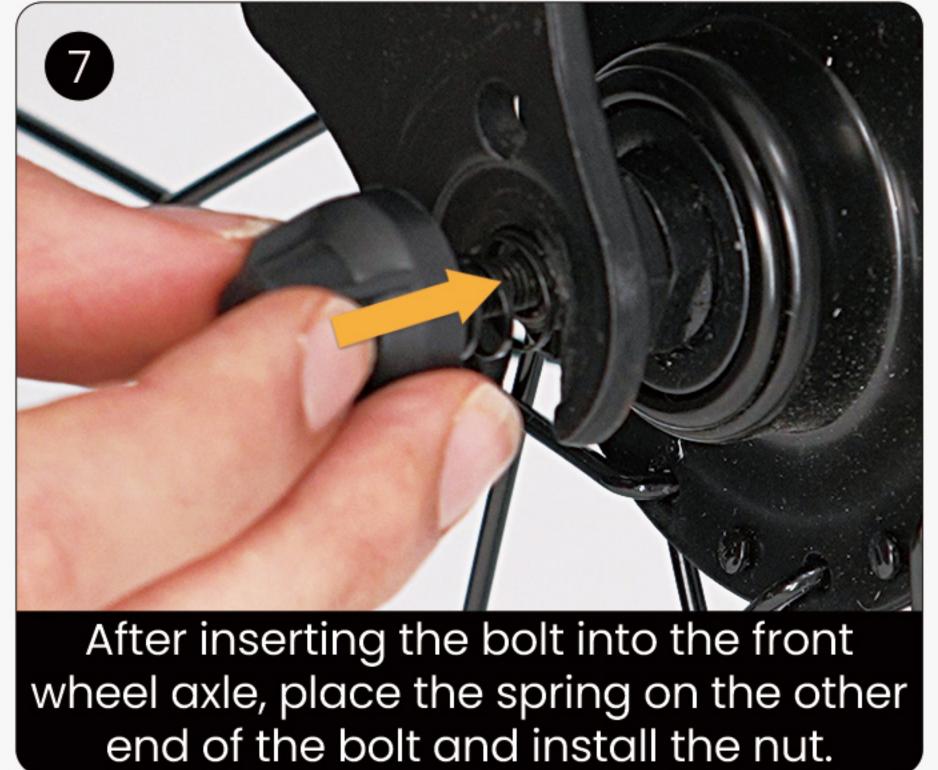




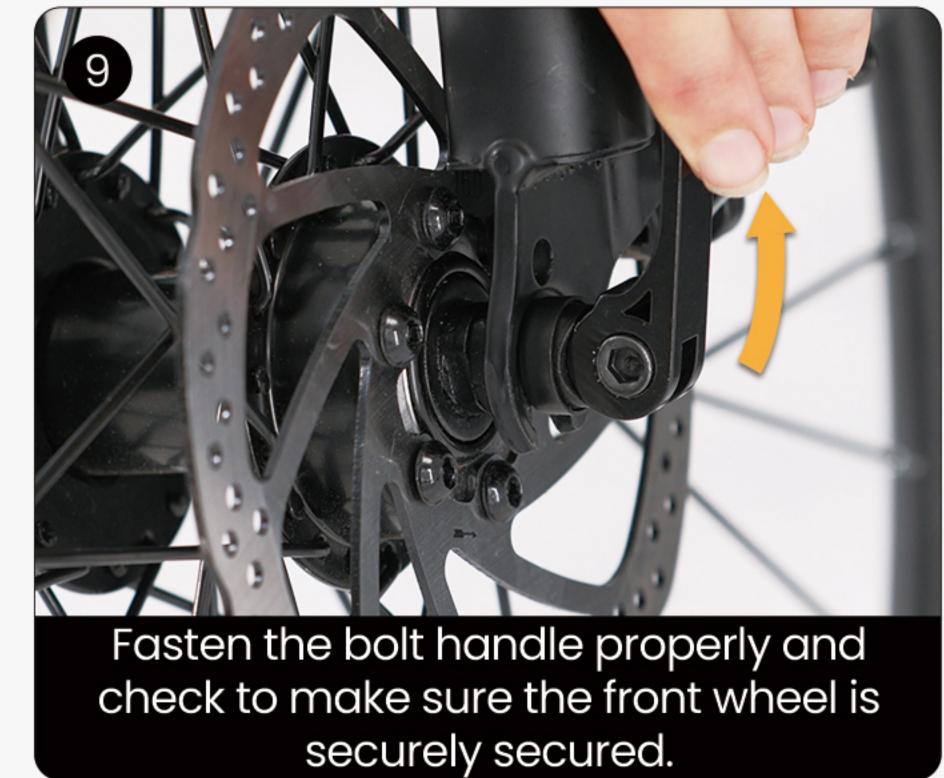


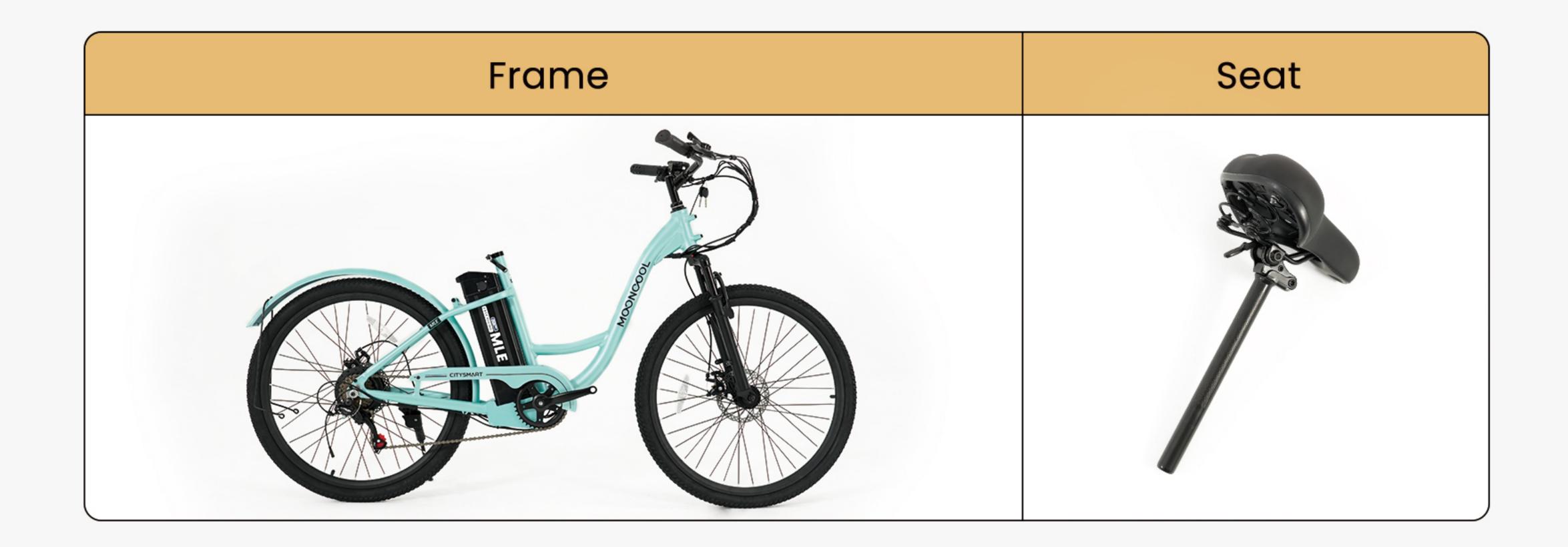




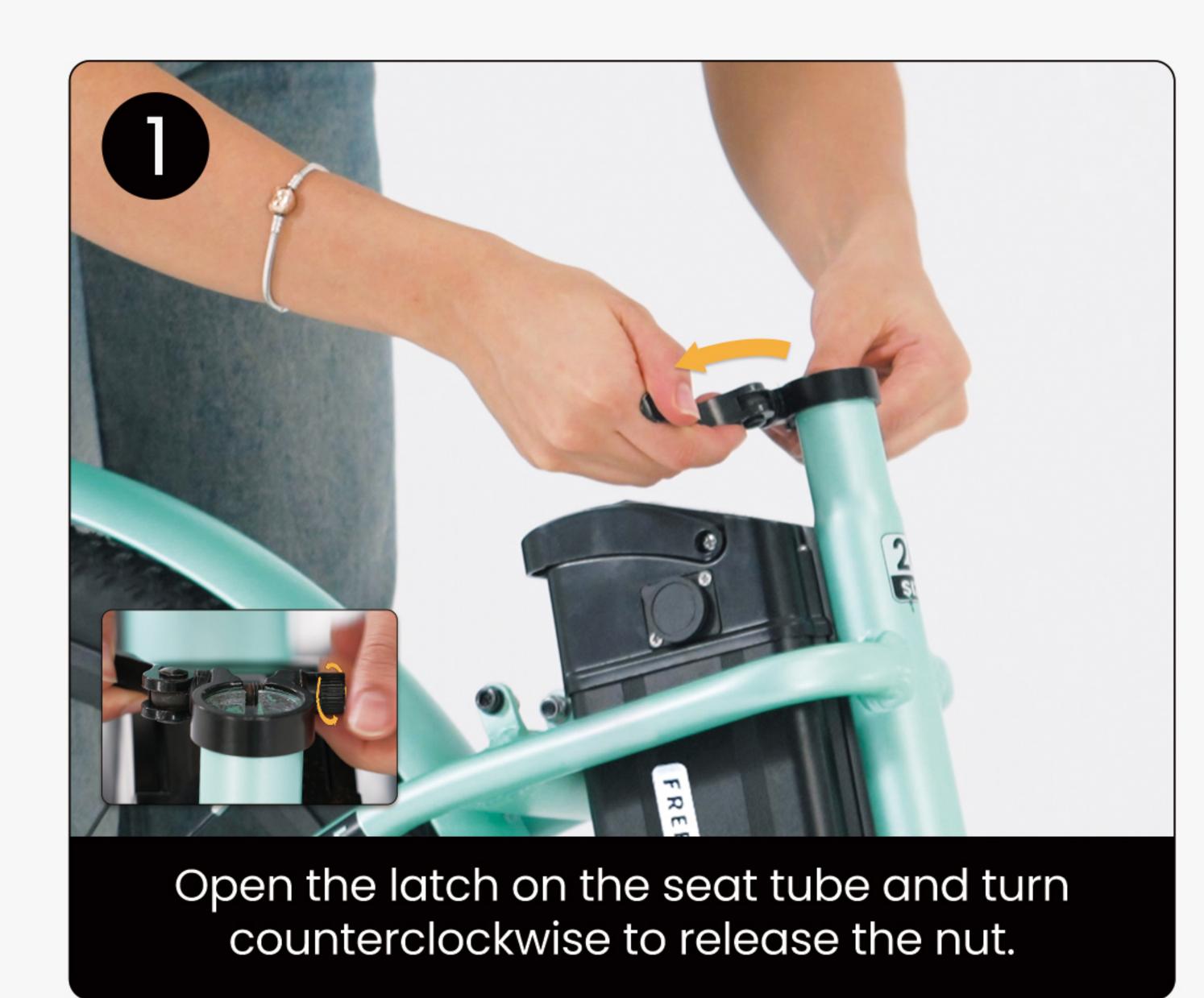


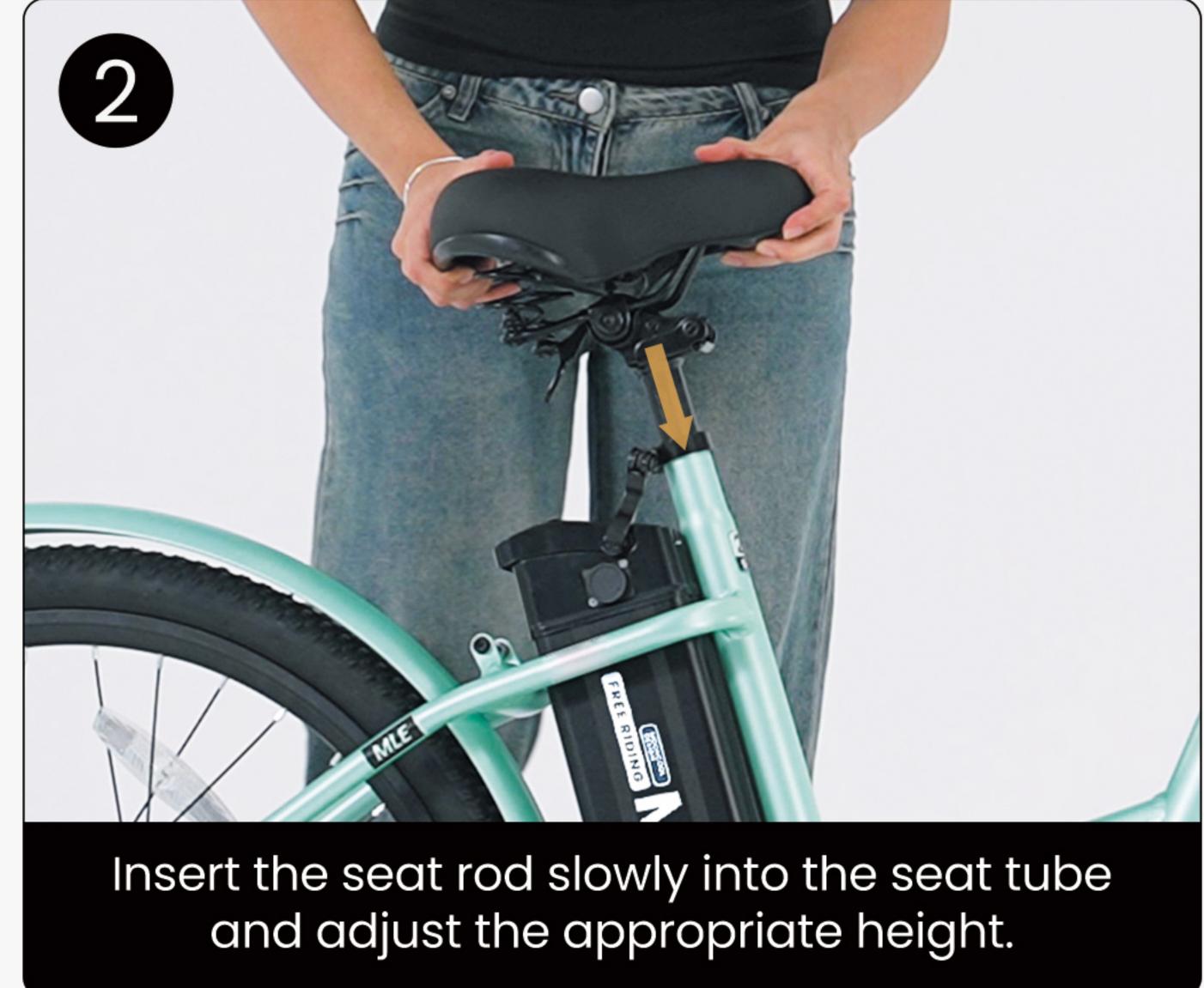




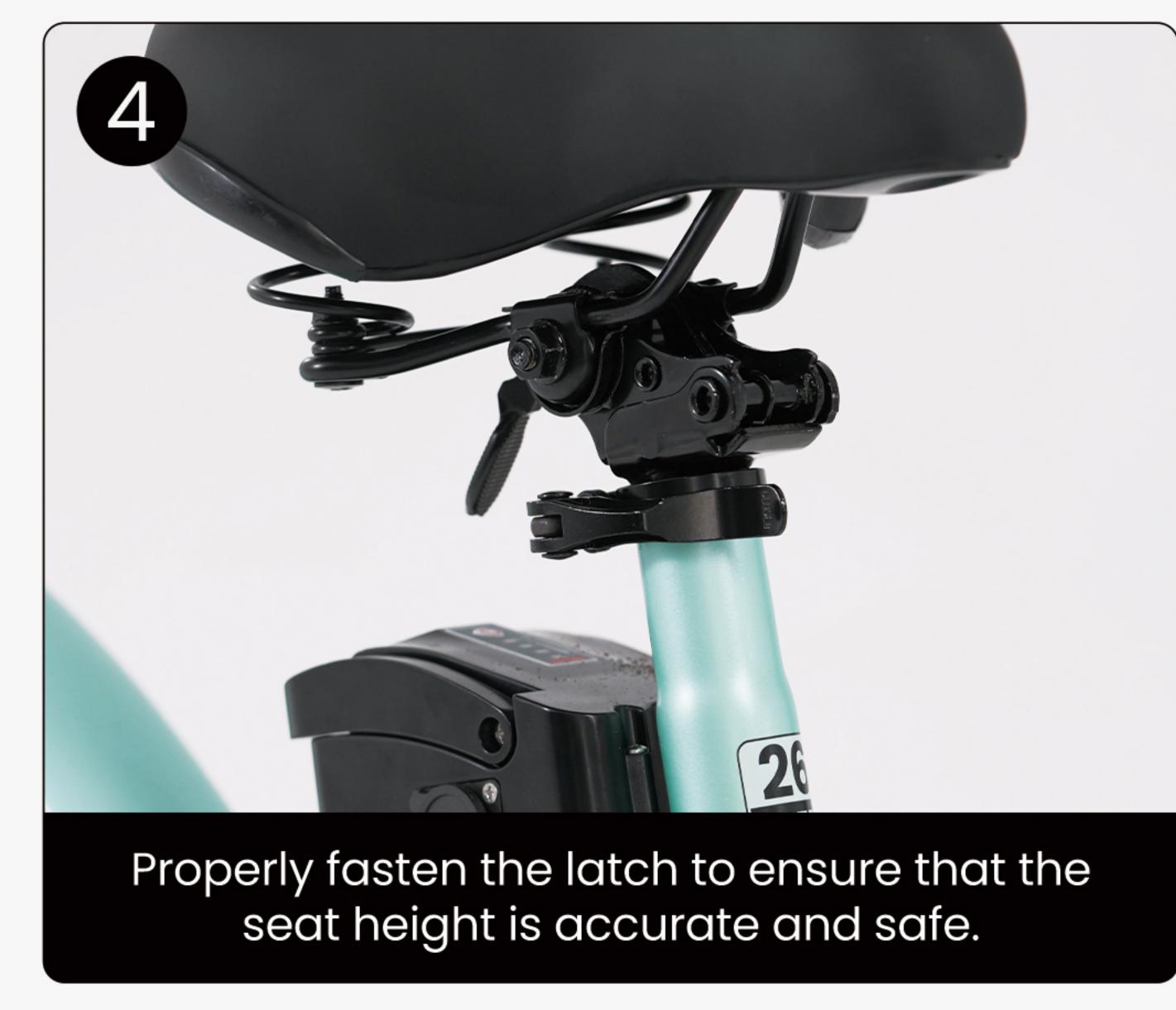


### **Assembly Steps**

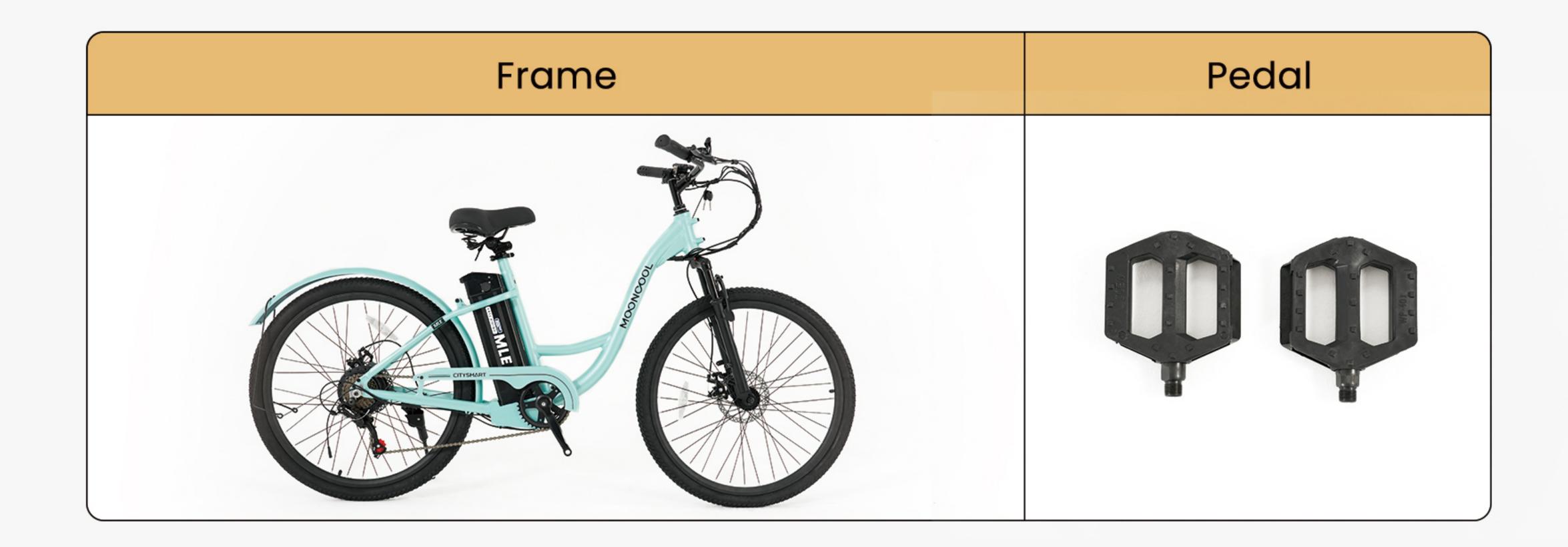


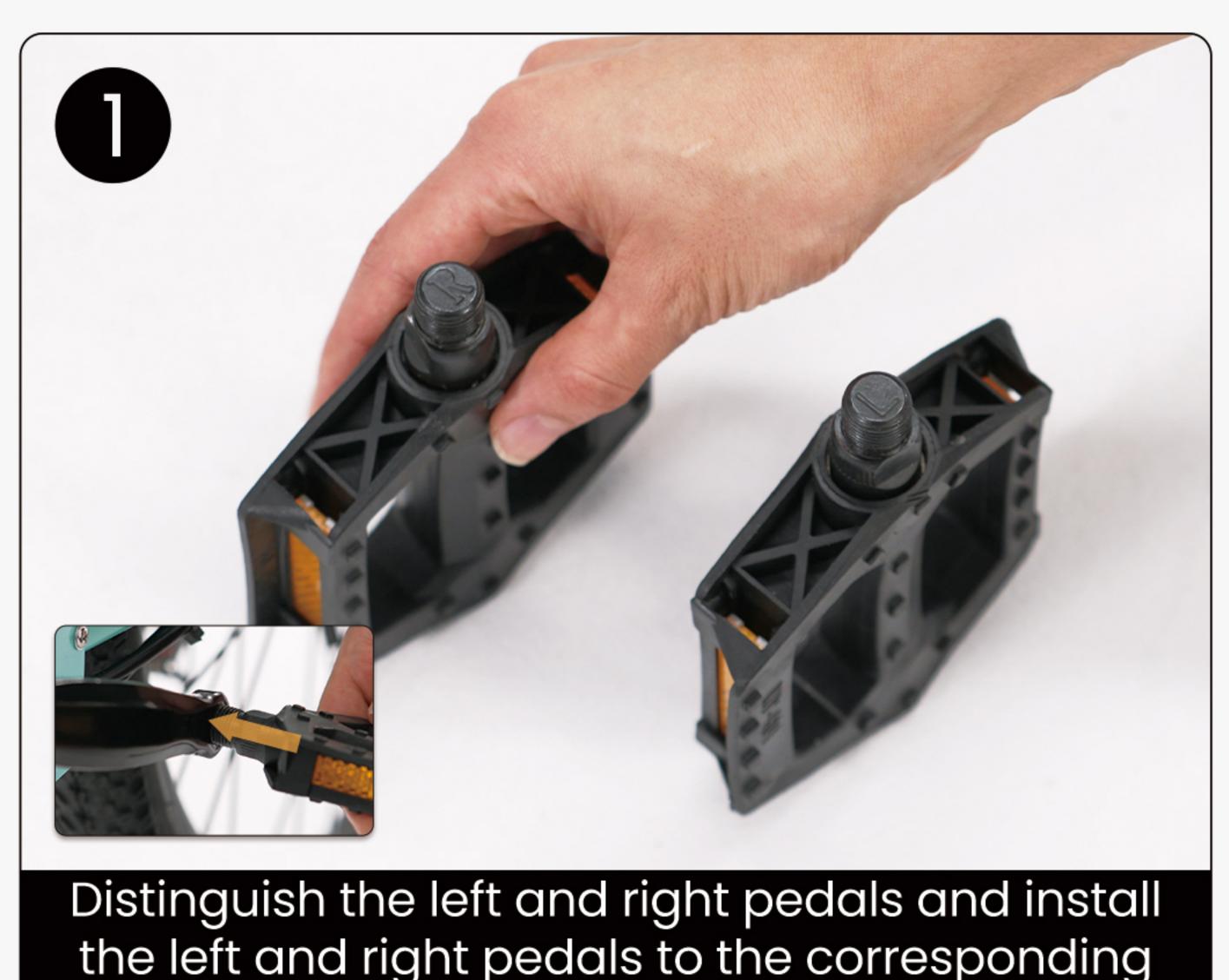




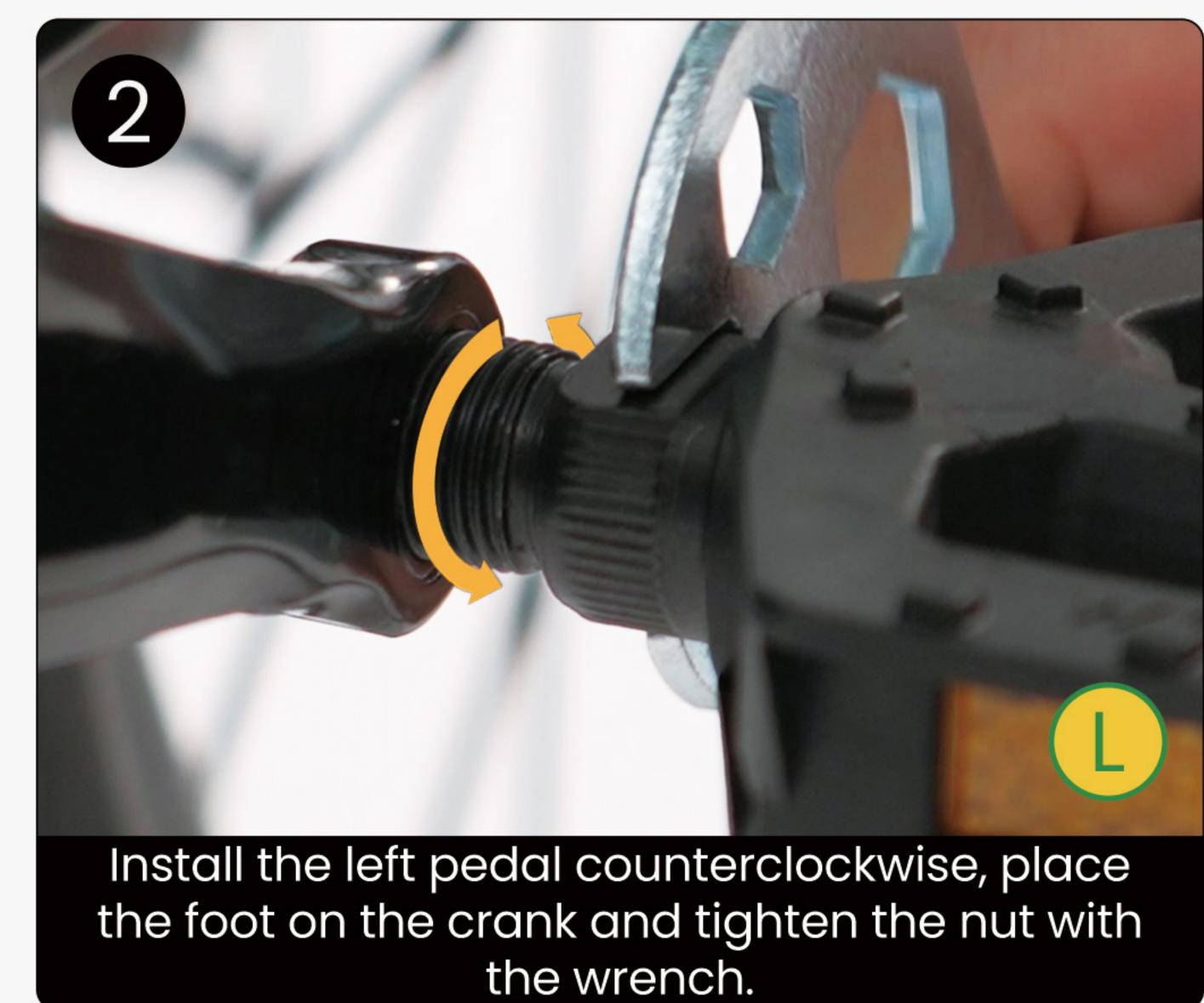


### Parts and Tools

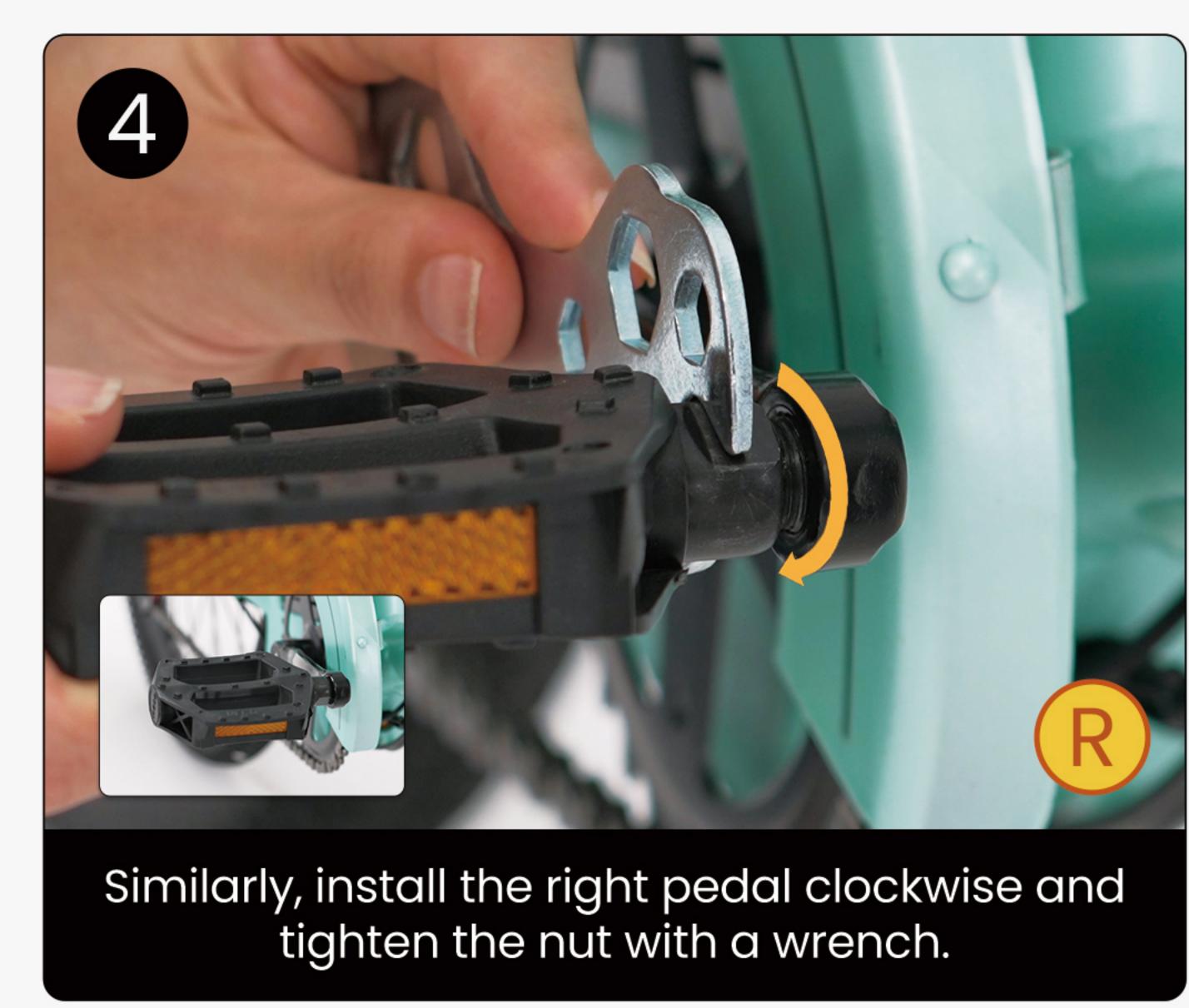


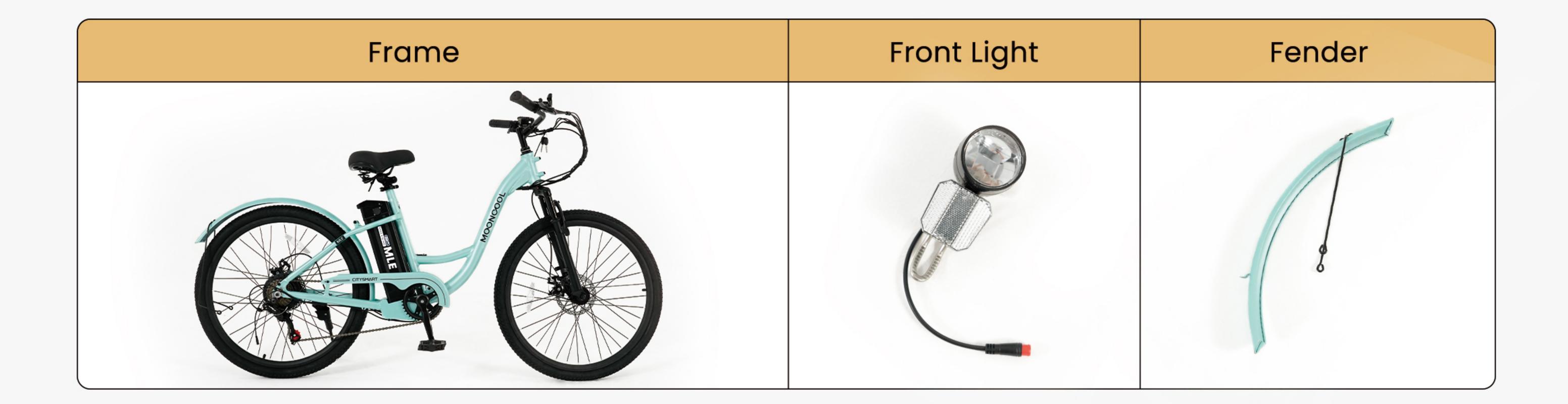




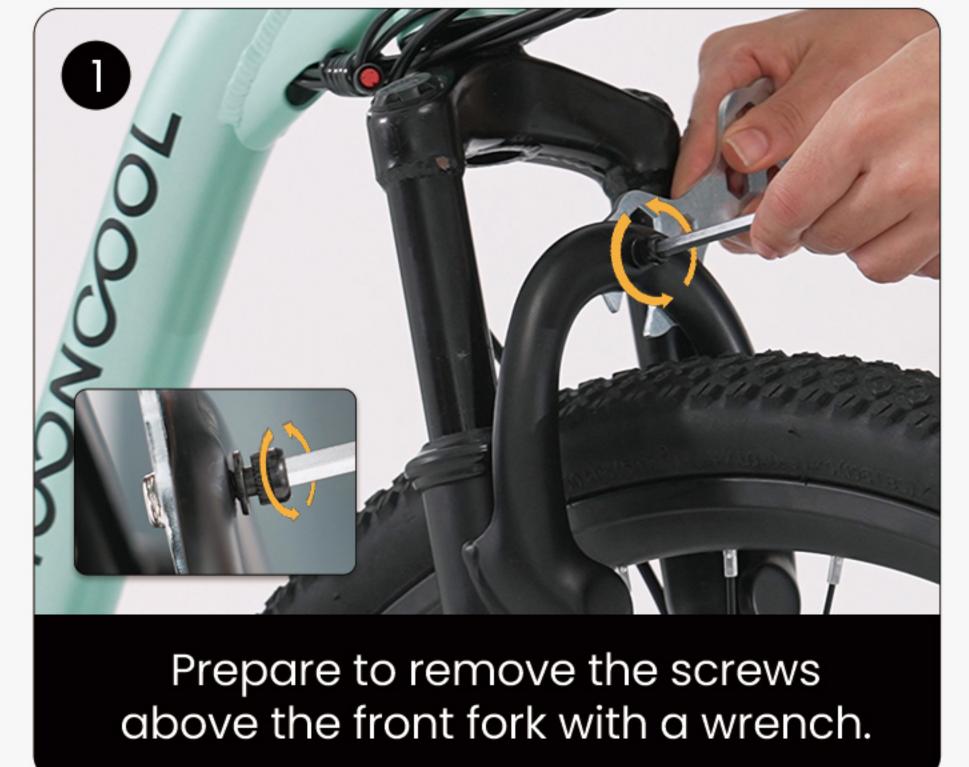




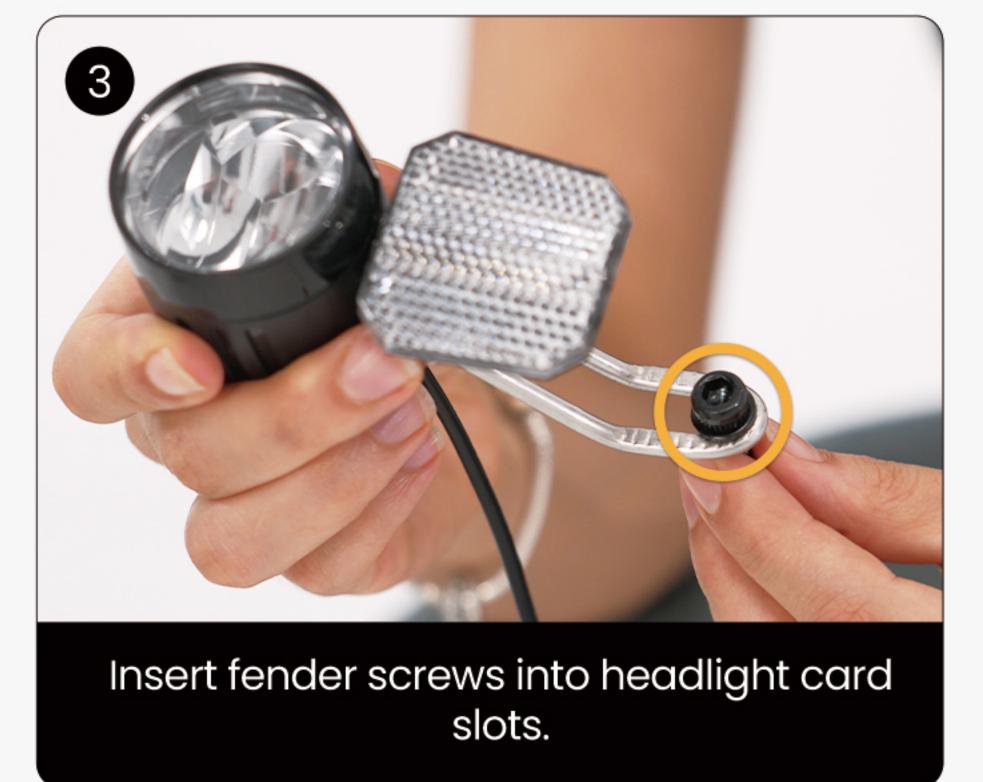




### **Assembly Steps**

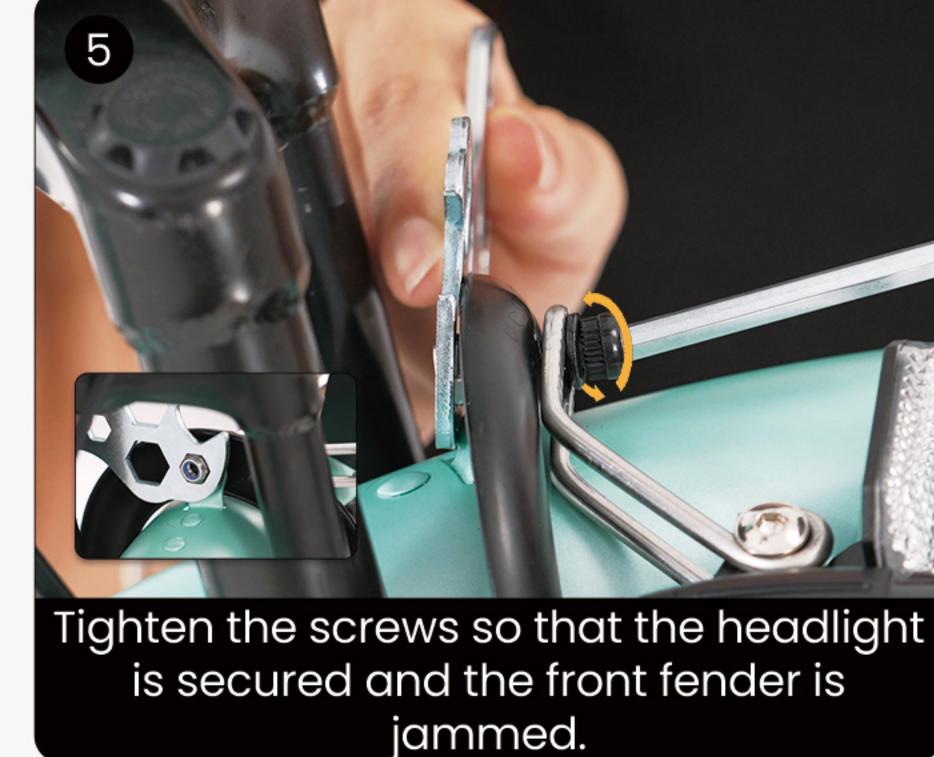


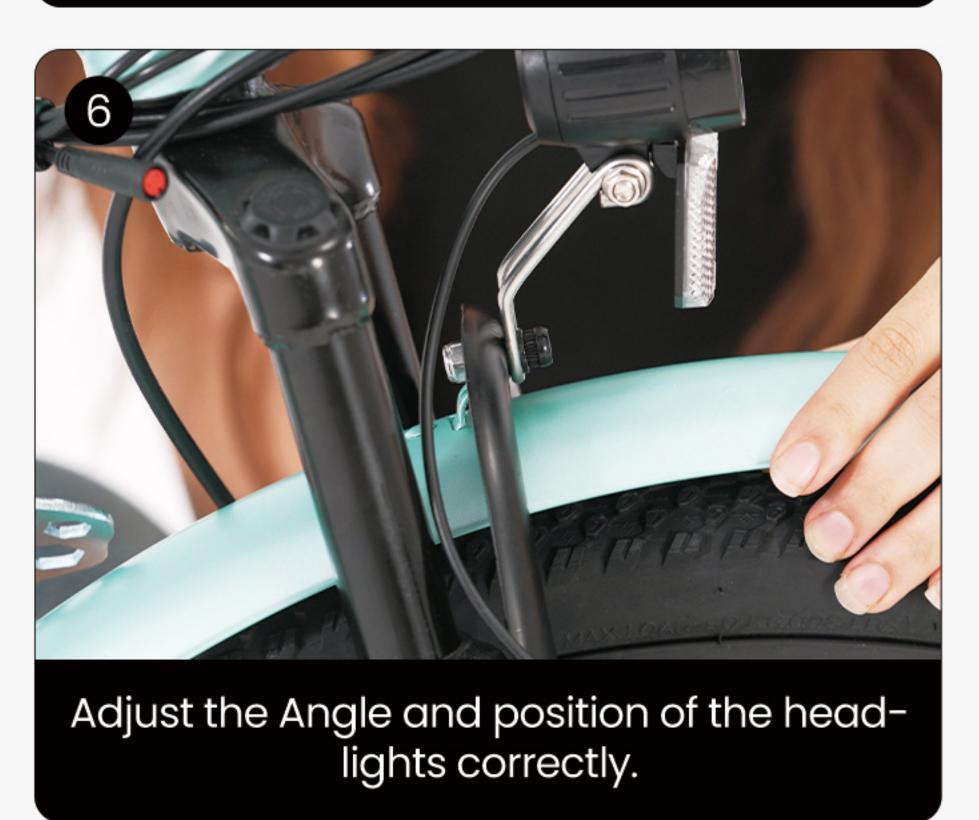


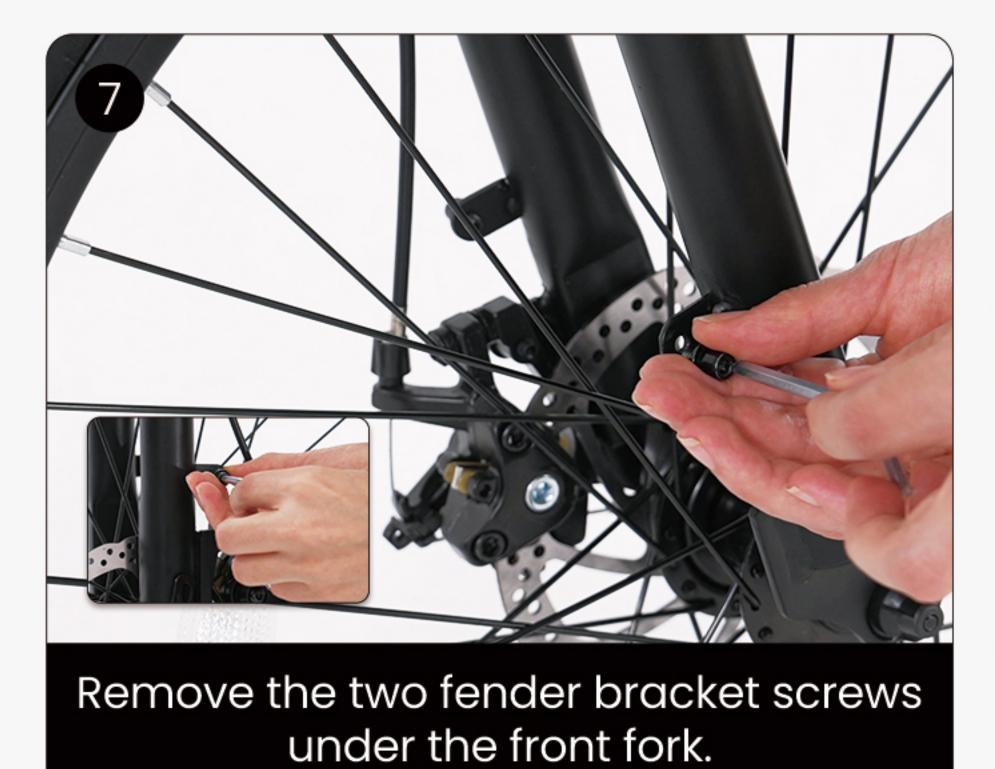




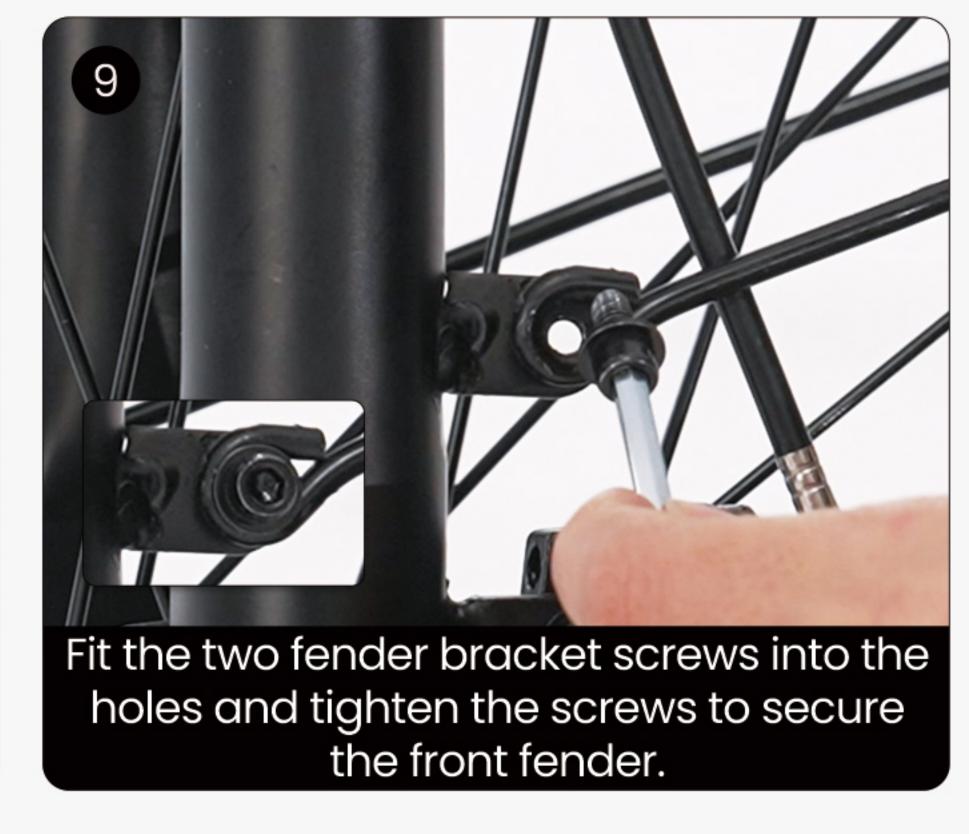
fender screws into the holes.



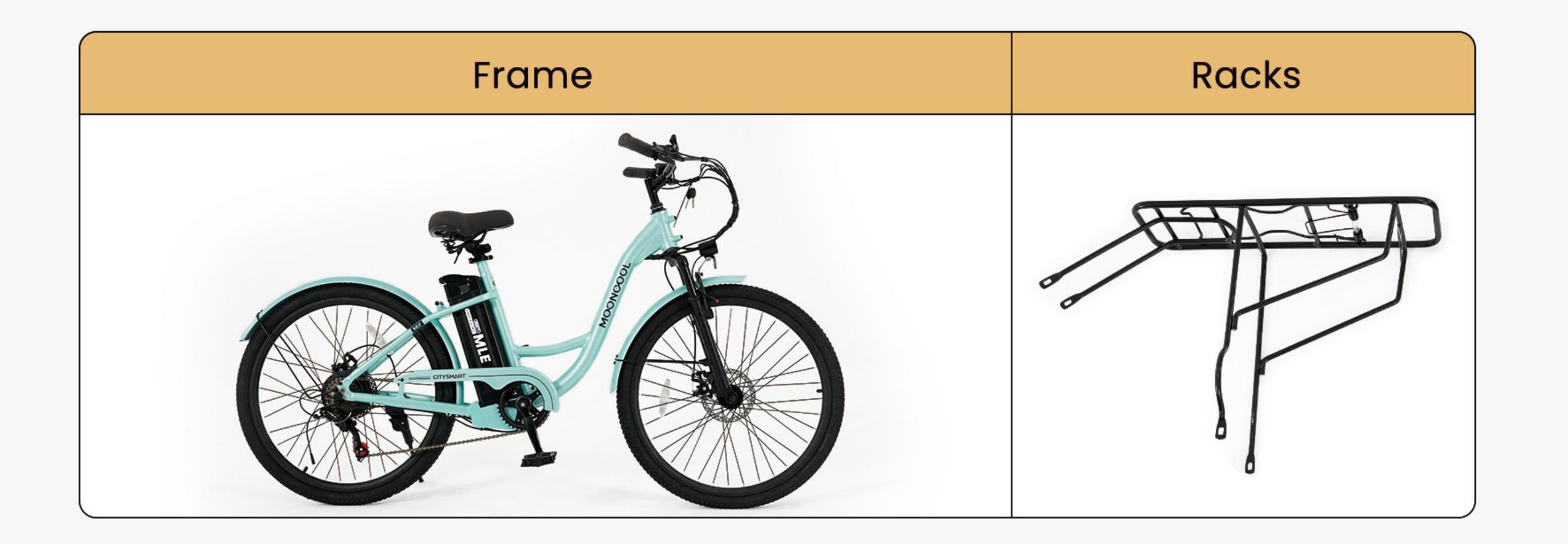


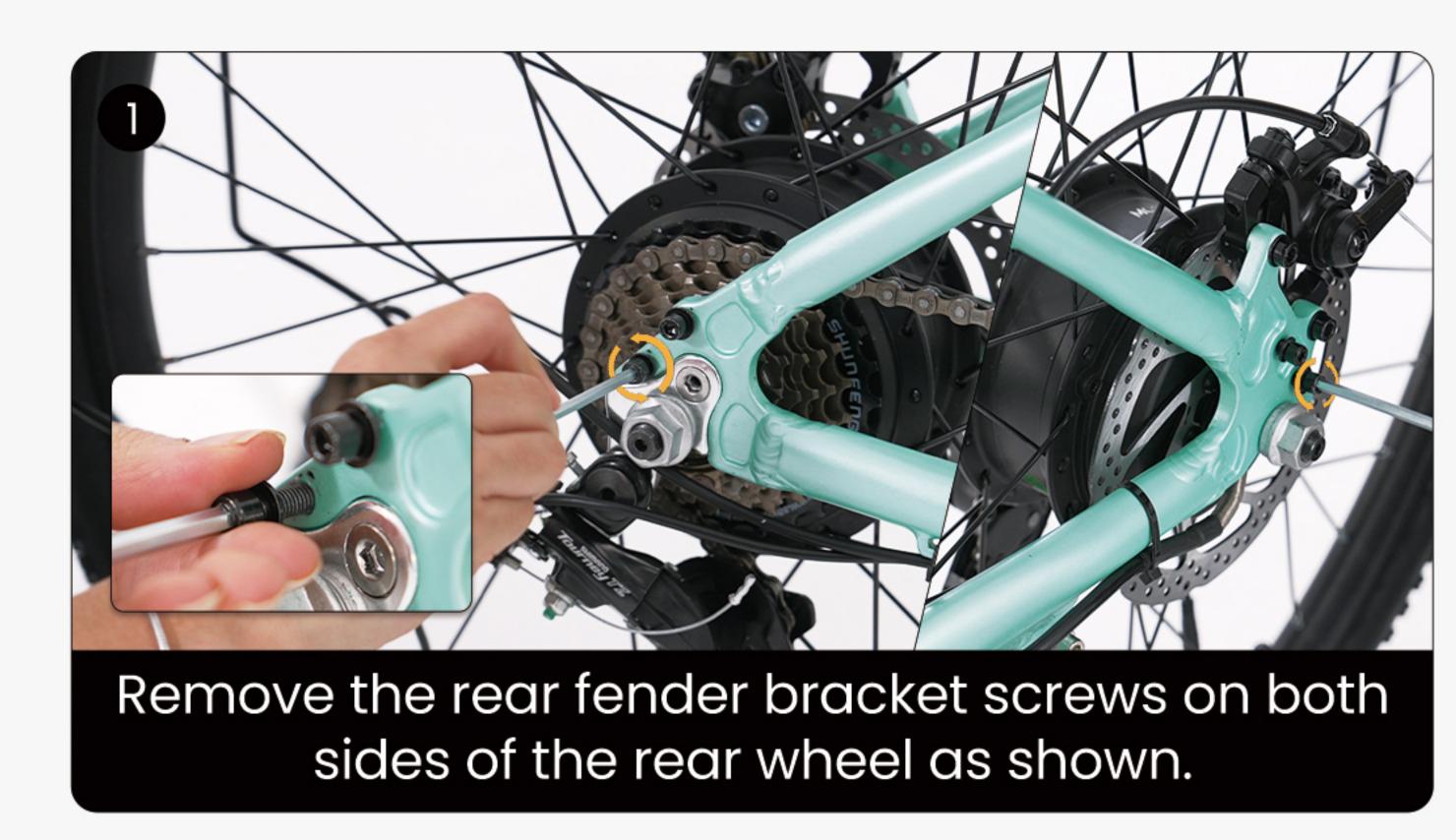






#### Parts and Tools





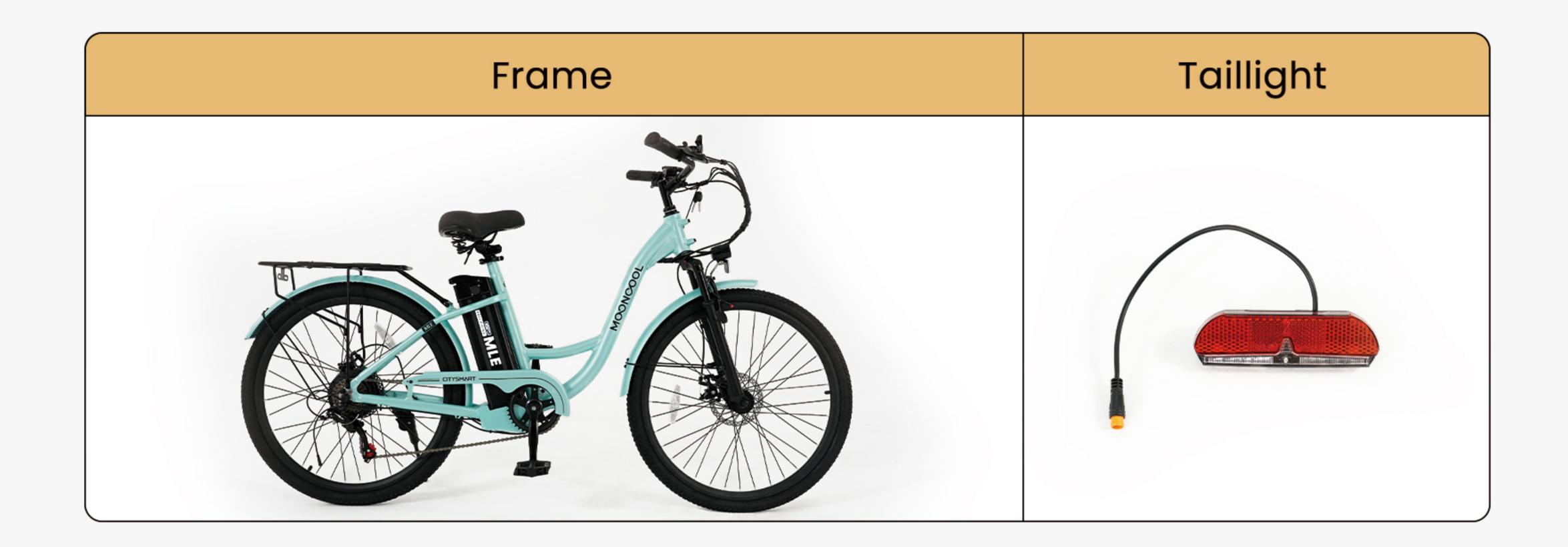




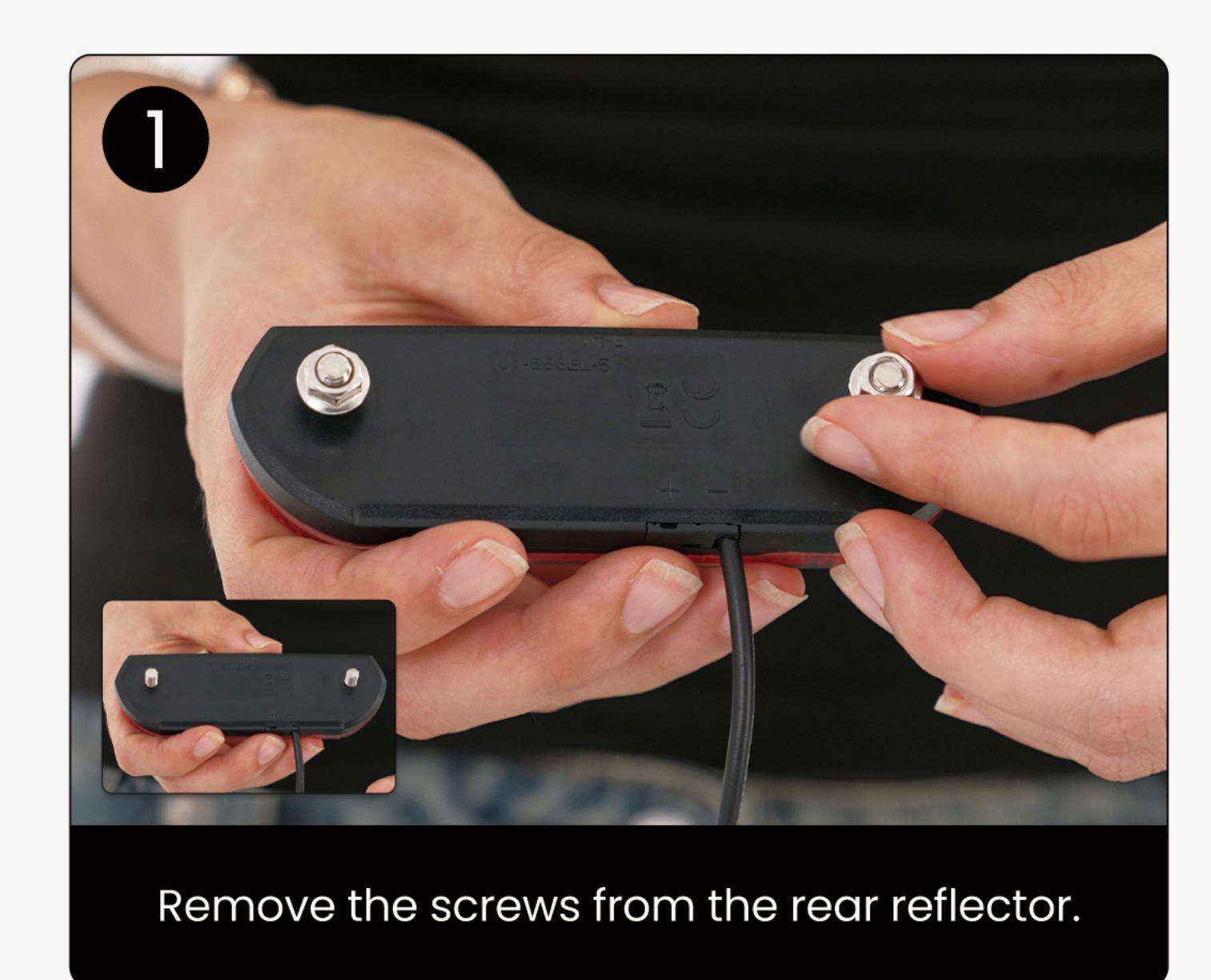


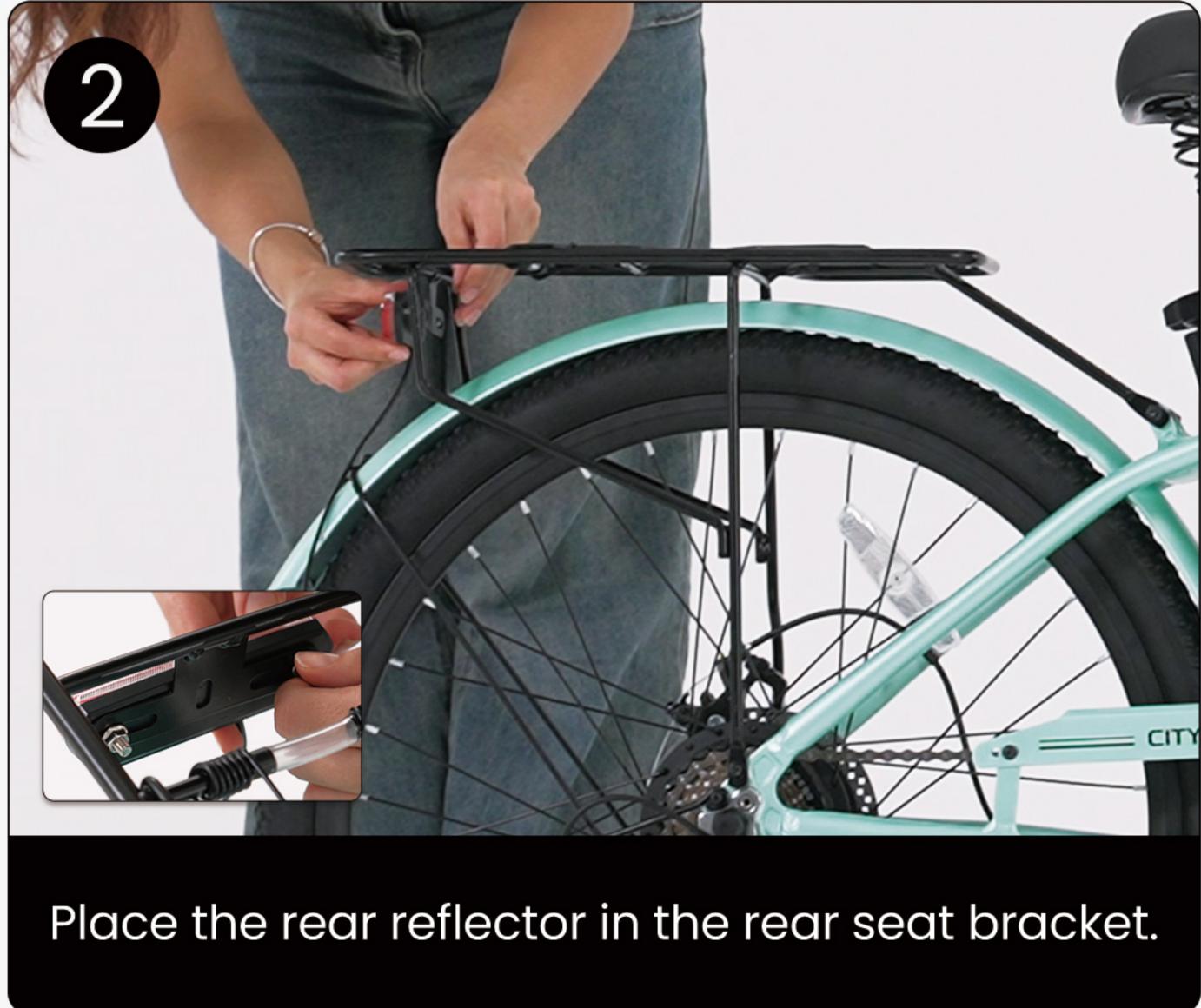




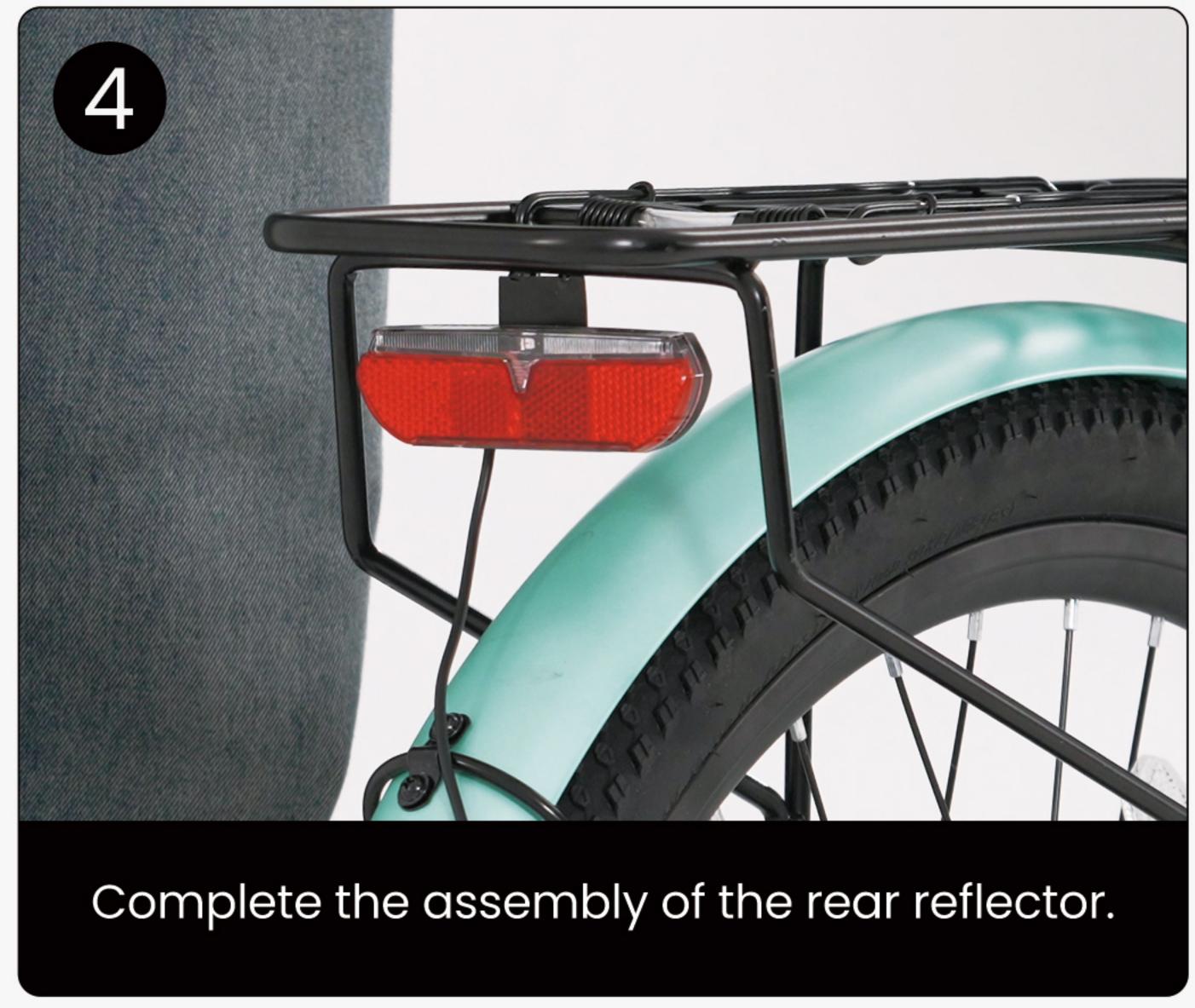


### **Assembly Steps**

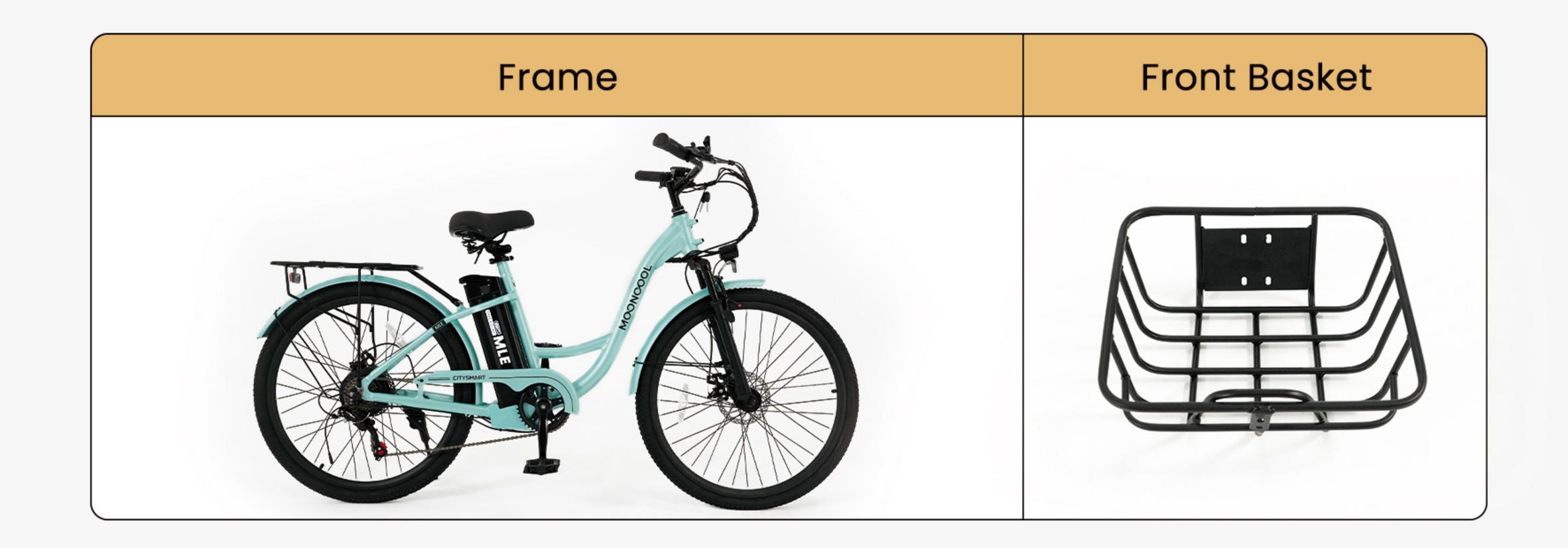


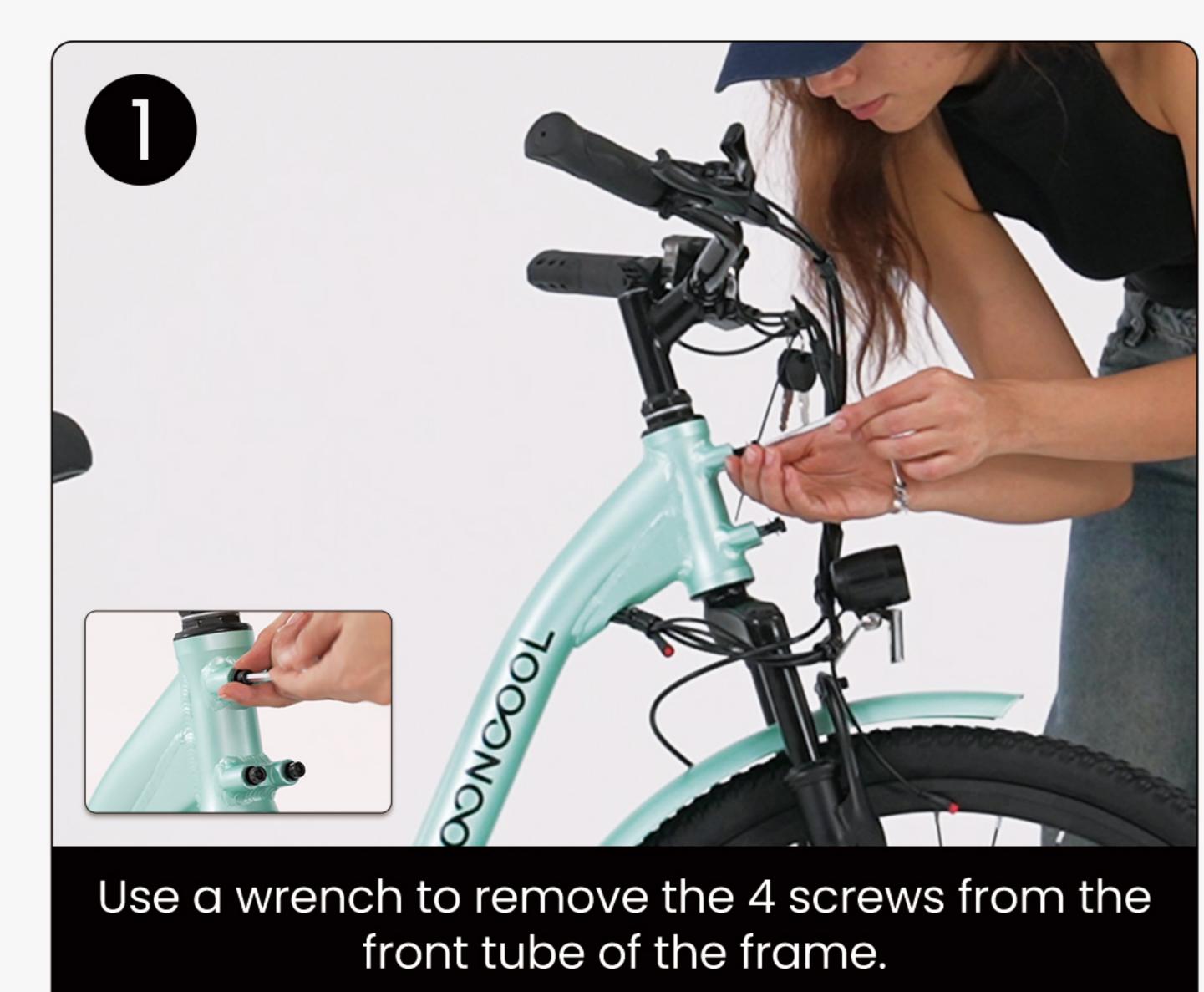






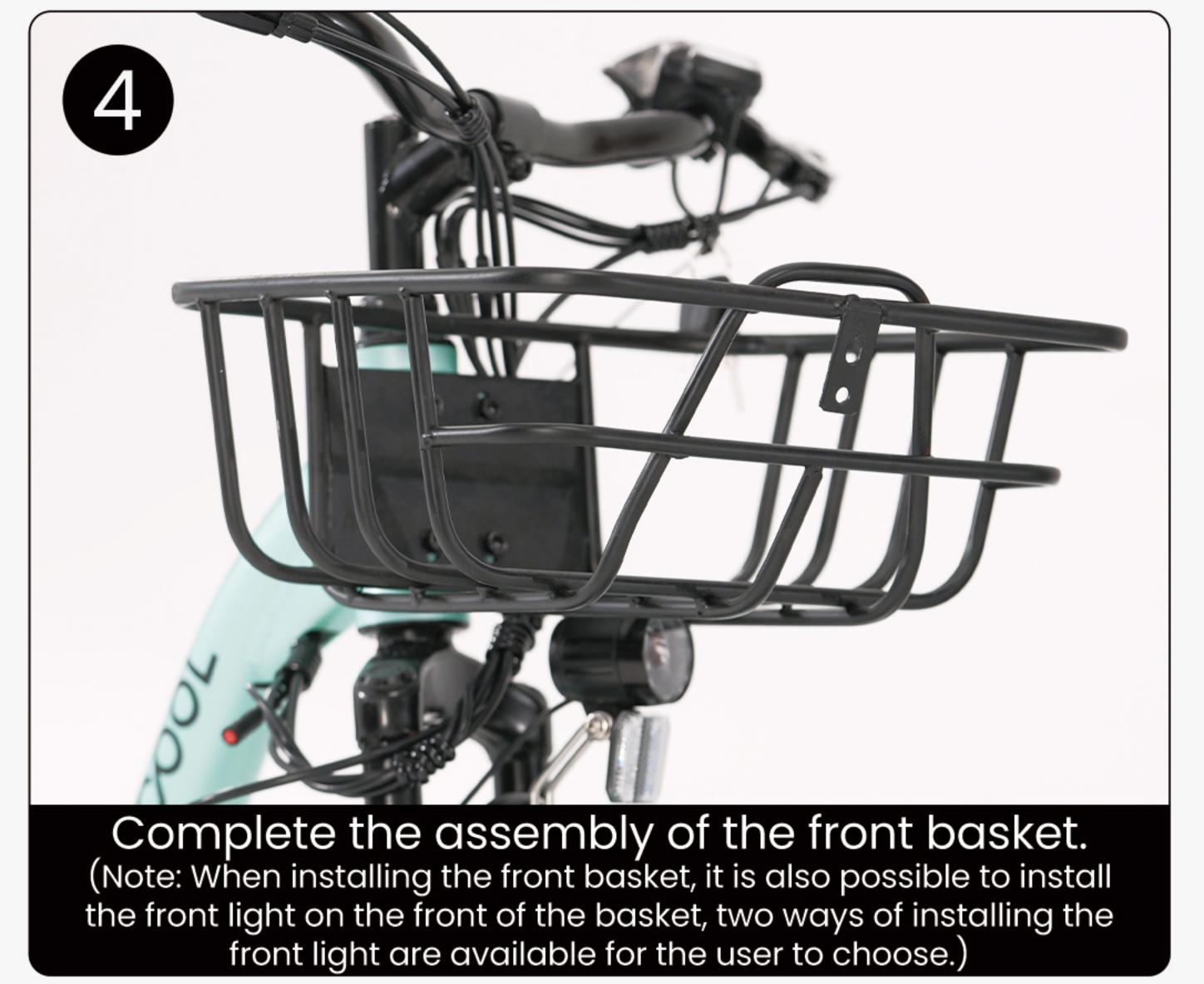
### Parts and Tools

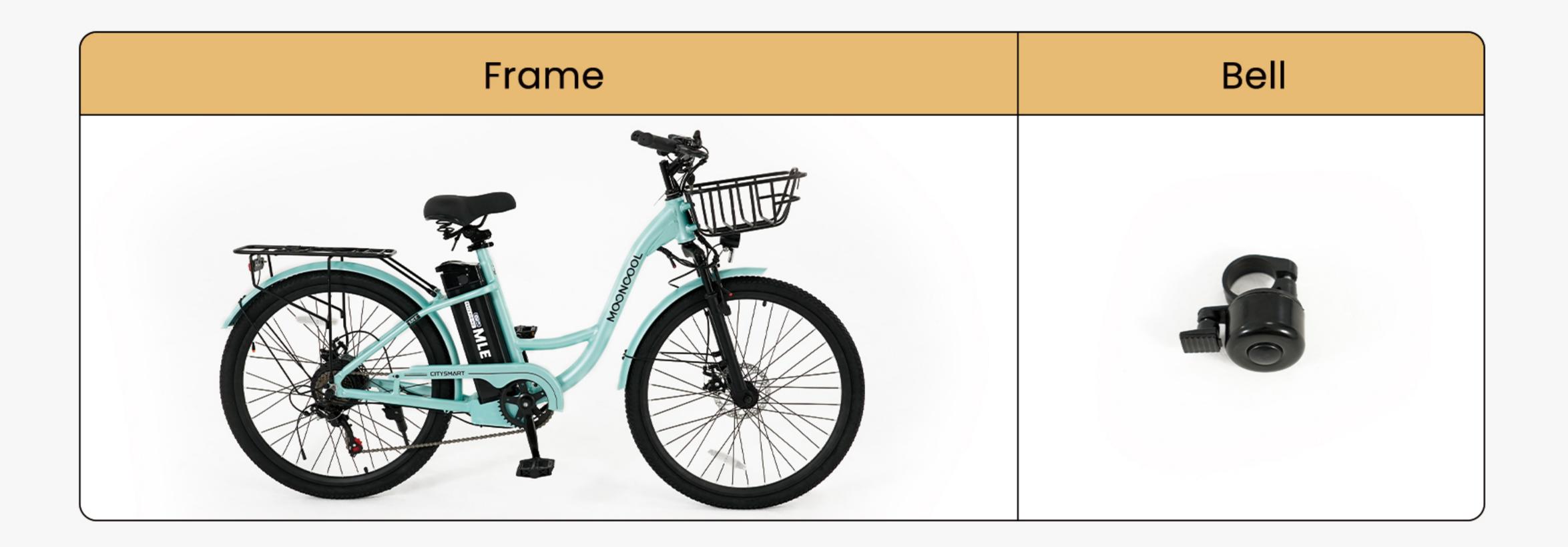








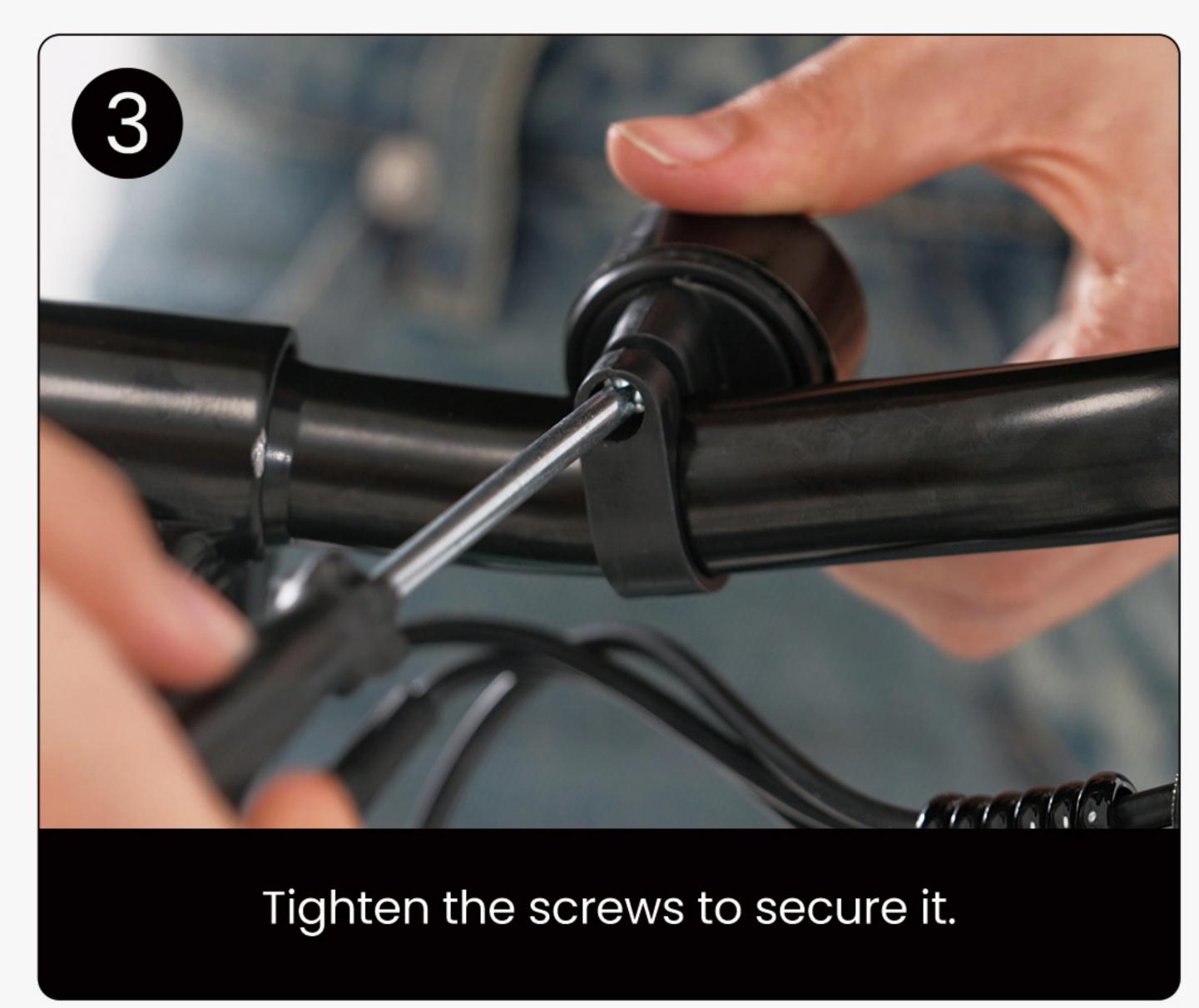




### **Assembly Steps**

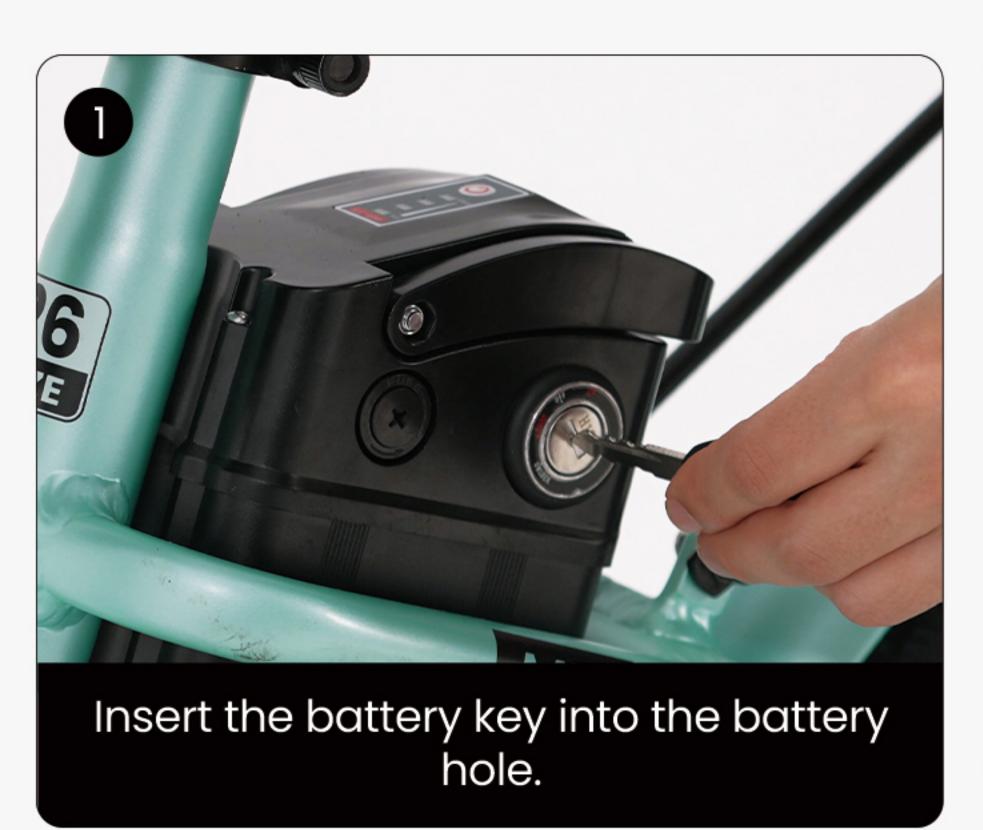








### Battery Disassembly/Installation



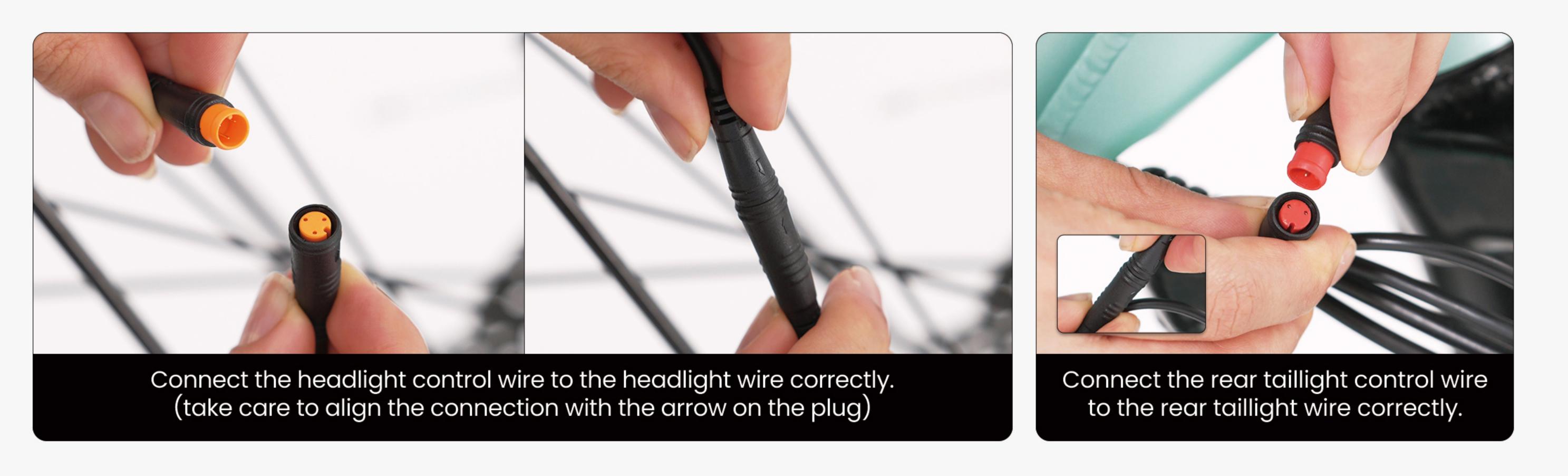








### Connect All Wire

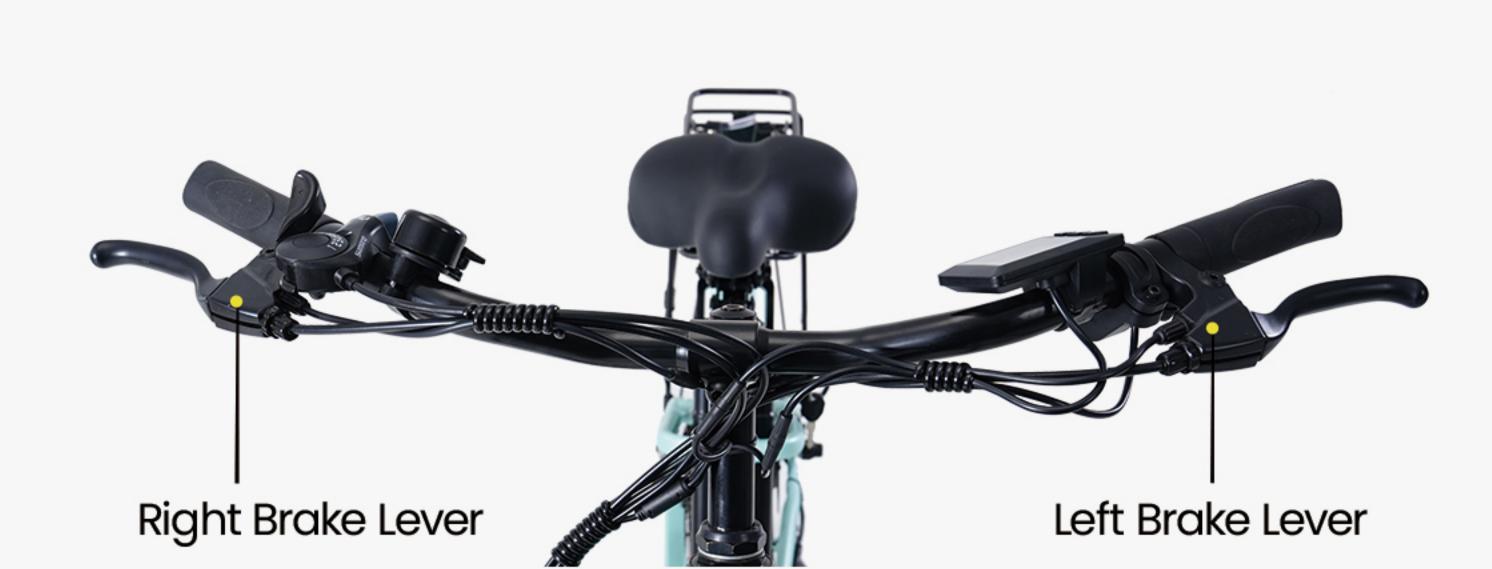




**Note:** After the wiring harness is connected, the harness can be tied to the frame with a harness tightening strap to avoid malfunction due to loose wiring harness while riding.

### Operation & Function





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.

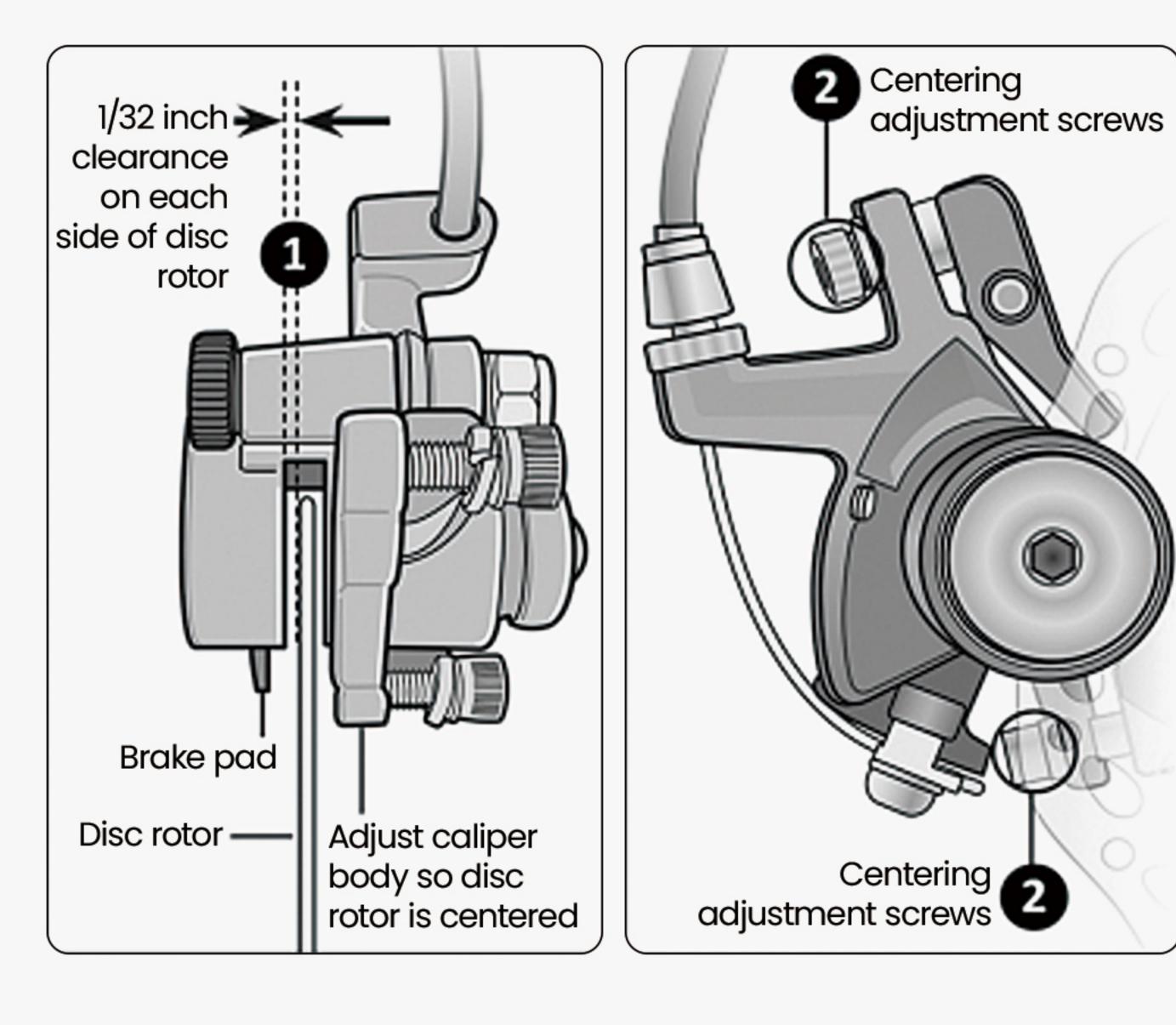
#### Realign the Caliper Body

- 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.



**Note:** If the shifting is not sensitive, you need to adjust the shifting cable to the proper level



#### **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**

#### **A** 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 bicycle 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 2:**If the brakes are not sensitive, you need to adjust the tension of the brake line to the right level.

**Note 1:**See the above for information on brake adjustment.



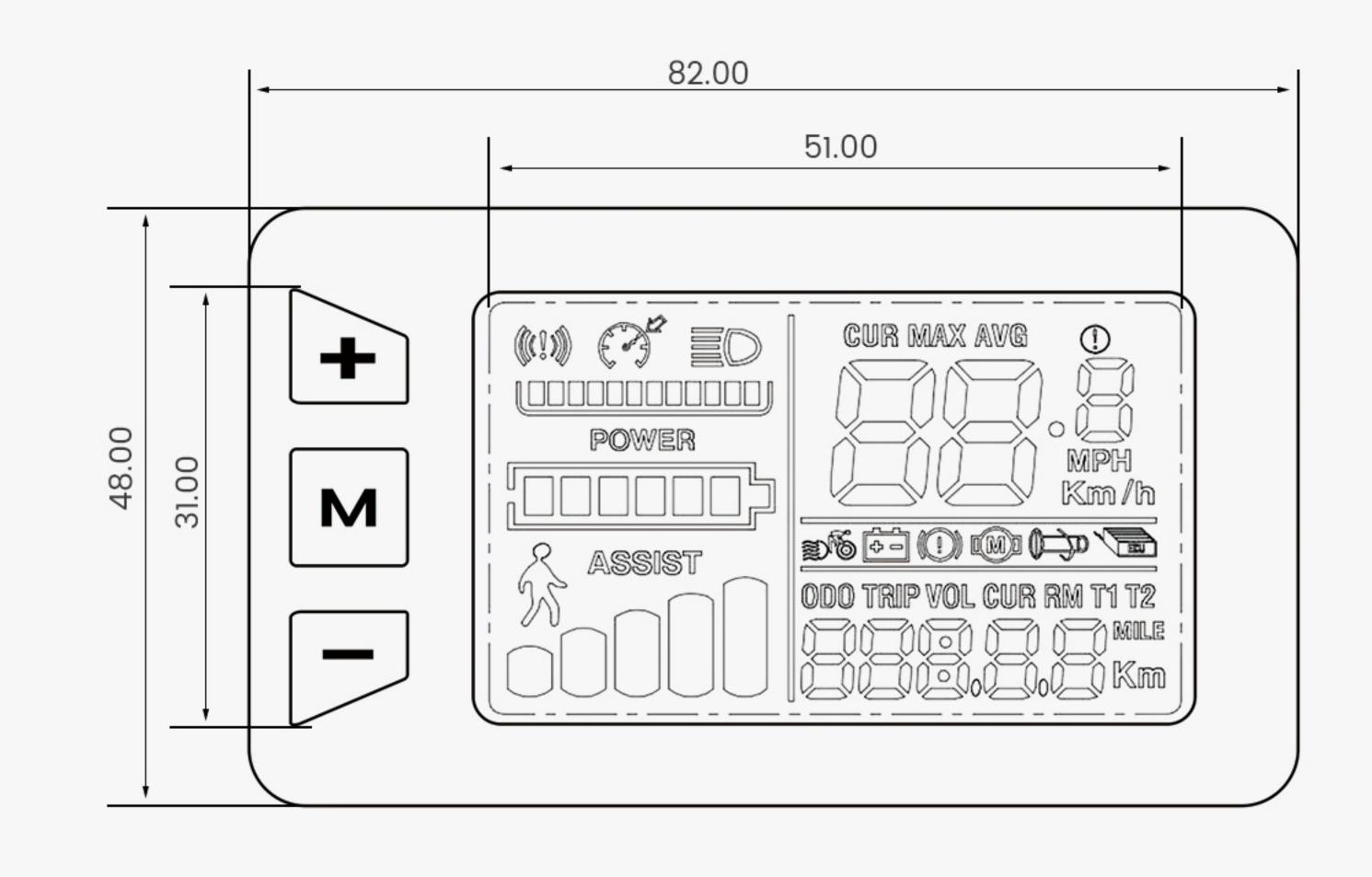


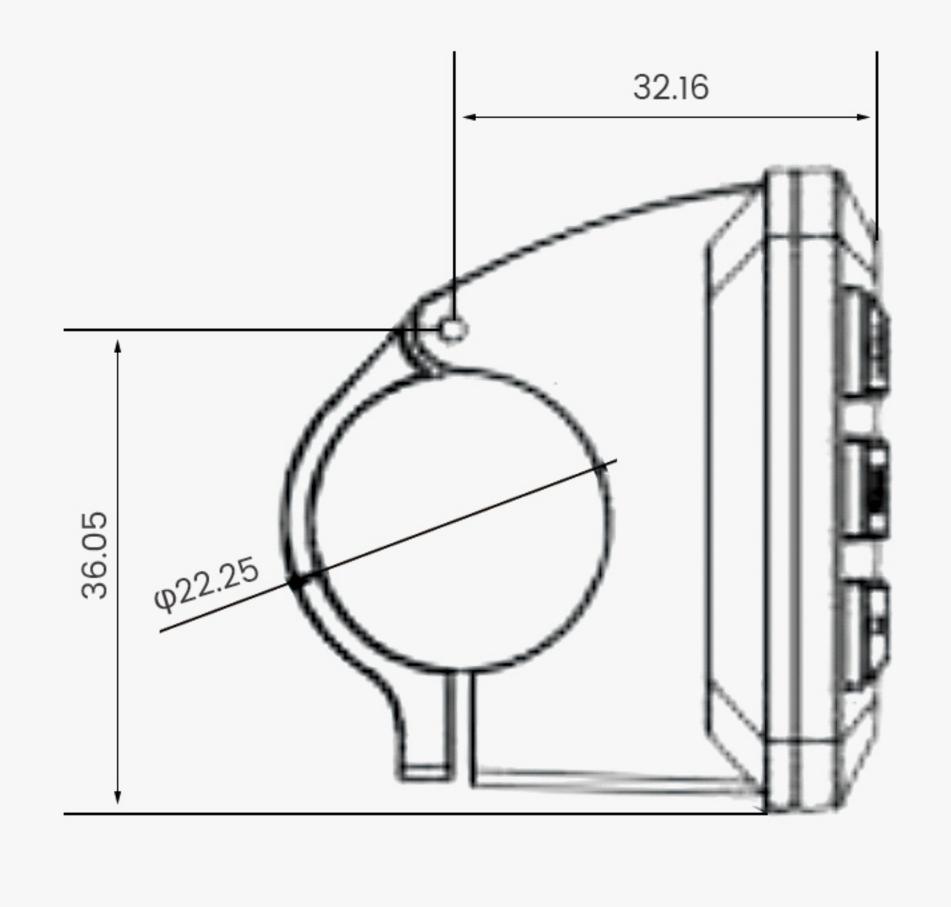
When you turn on the display, the PAS level is automatically set at 0, meaning Pedal Assist (PAS) and power to the throttle.

The display is turned on by pressing the "M" button for 2 seconds. For PAS selection, press the + button. A bar indicating the PAS level will appear. Press it again for the next PAS level and another bar appears. With any PAS selection, the throttle is available. The throttle speed is not affected by which PAS level you select.

### Appearance size and material

The product shell is made of ABS, and the LCD transparent window is made of imported high hardness acrylic, with a hardness value equivalent to tempered glass.





Front View

Side View

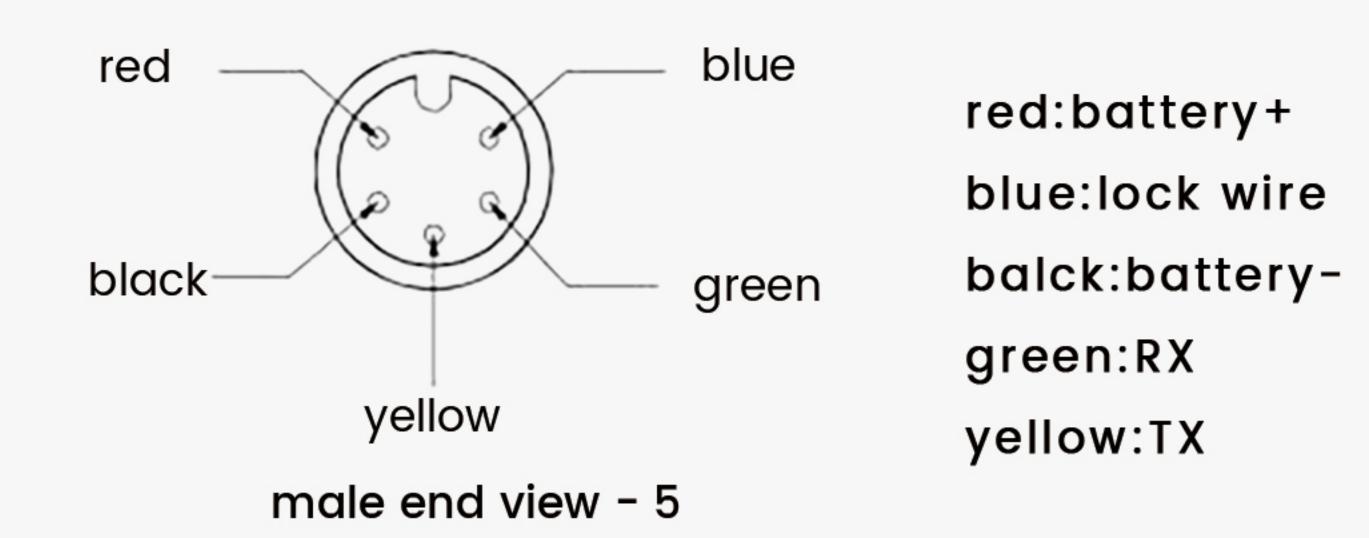
### Operation & Function

#### Working voltage and wiring method

#### Working voltage

DC24V, 36V, 48V (instrument selection setting), other voltages can be customized

#### 2 Connection



#### **Function Description**

#### 1. Display Function

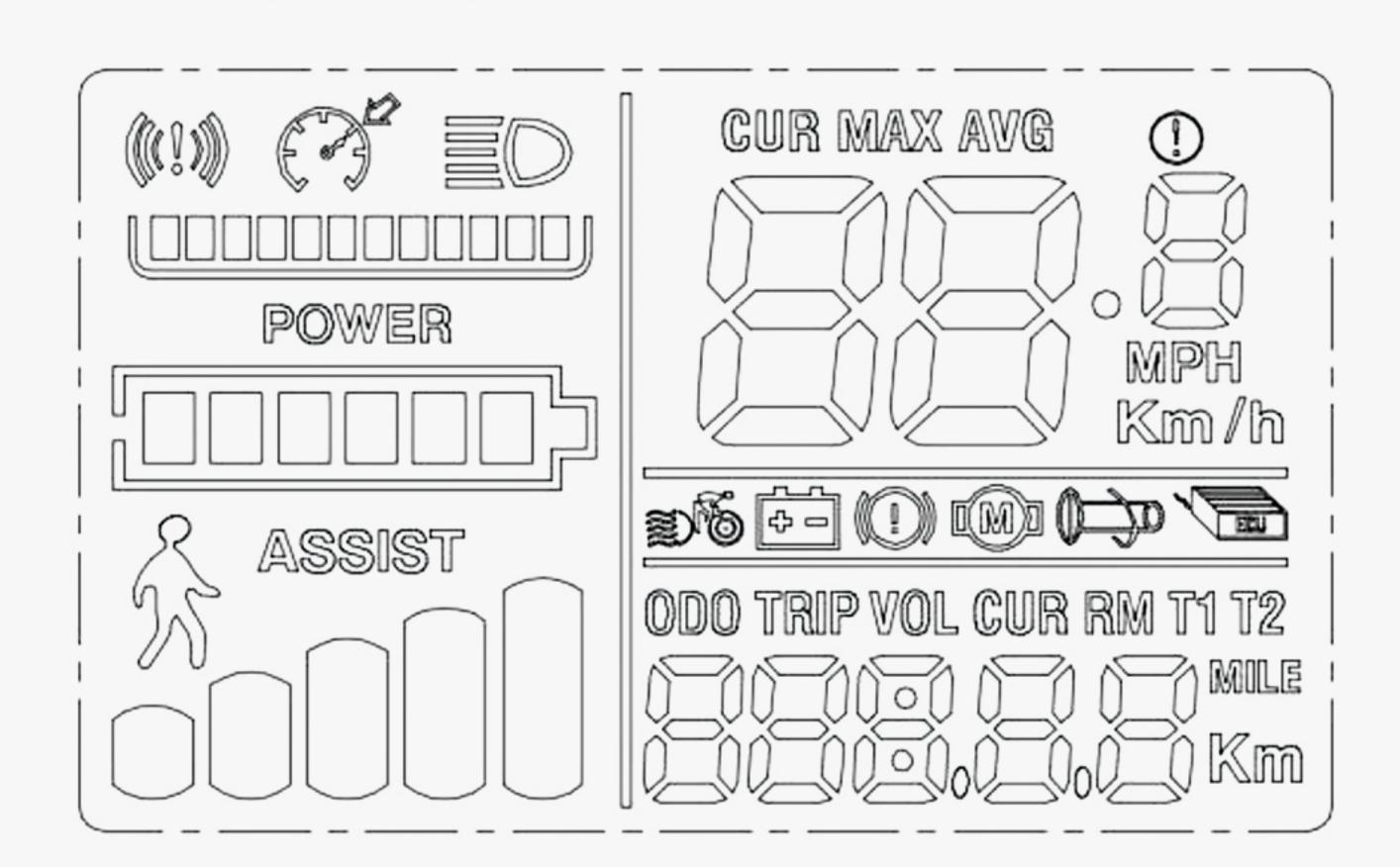
Speed display, power assist gear display, battery indicator, fault prompt, total mileage, single mileage, headlight display, single driving time display

#### 2. Control and setting functions

Power switch control, headlight switch control, 6Km/h jog control, wheel diameter setting, maximum speed setting, idle automatic sleep time setting, backlight brightness setting, voltage level

#### 3. Communication protocol: UART

#### All contents of the display screen (fully displayed within 1 second of startup)



3.1. Headlight

3.2. Battery level display

#### 3.3. Multi functional display area

Total mileage ODO, single mileage TRIP, fault code error, power WATT, maintenance; DST TO GO (not yet used)

3.4. Vehicle mode



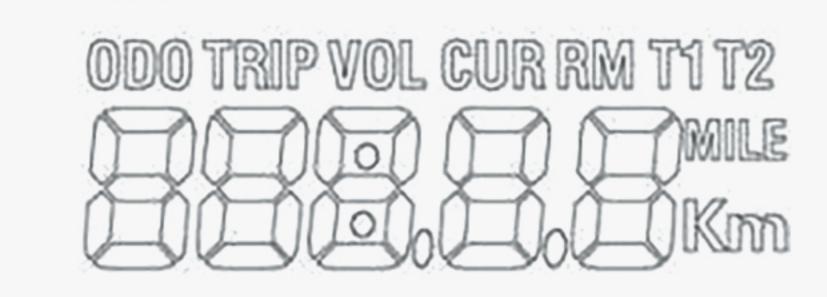
Speed display area

Maximum speed MAX, average speed AVG

The instrument will calculate the actual speed based on the wheel diameter and signal data.

3.5. Vehicle status display area

Unit MPH, KM/H



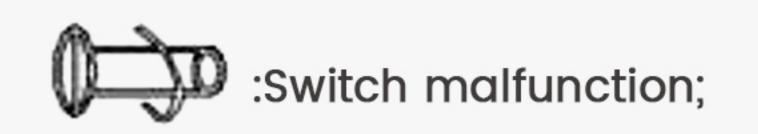
#### Meaning of vehicle status symbols and codes:







:Communication failure;





:Controller malfunction.

#### 3.6. Fault code

Status (Decimal)	Meaning of Status	Notes
33	Abnormal current	
34	Abnormal handle operation	
35	Motor phase loss	
36	Motor Hall abnormality	
37	Abnormal braking	
30	Communication abnormality	

#### 3.7. Set up

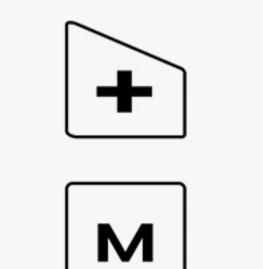
P01: Backlight brightness, with level 1 being the darkest and level 3 being the brightest. Default: 3

P02: Mileage unit, 0: KM; 1: MILE。 Default: 1

P04: Sleep time: 0, no sleep; The other numbers are sleep time, ranging from 1 to 60; Unit minute: Default: 10 minutes

P16: ODO reset setting. Long press the up key for 5 seconds to reset the ODO

#### **Button Introduction:**





1. In the shutdown state, long press the " M " key to turn on the device; After powering on, press the " M " power button to switch the interface between ODO, TRIP, and CUR

2. In the power on state, long press the " M " key to turn off the device, short press the " + " key to activate the power mode+1, and short press the " — " key to activate the power mode -1;

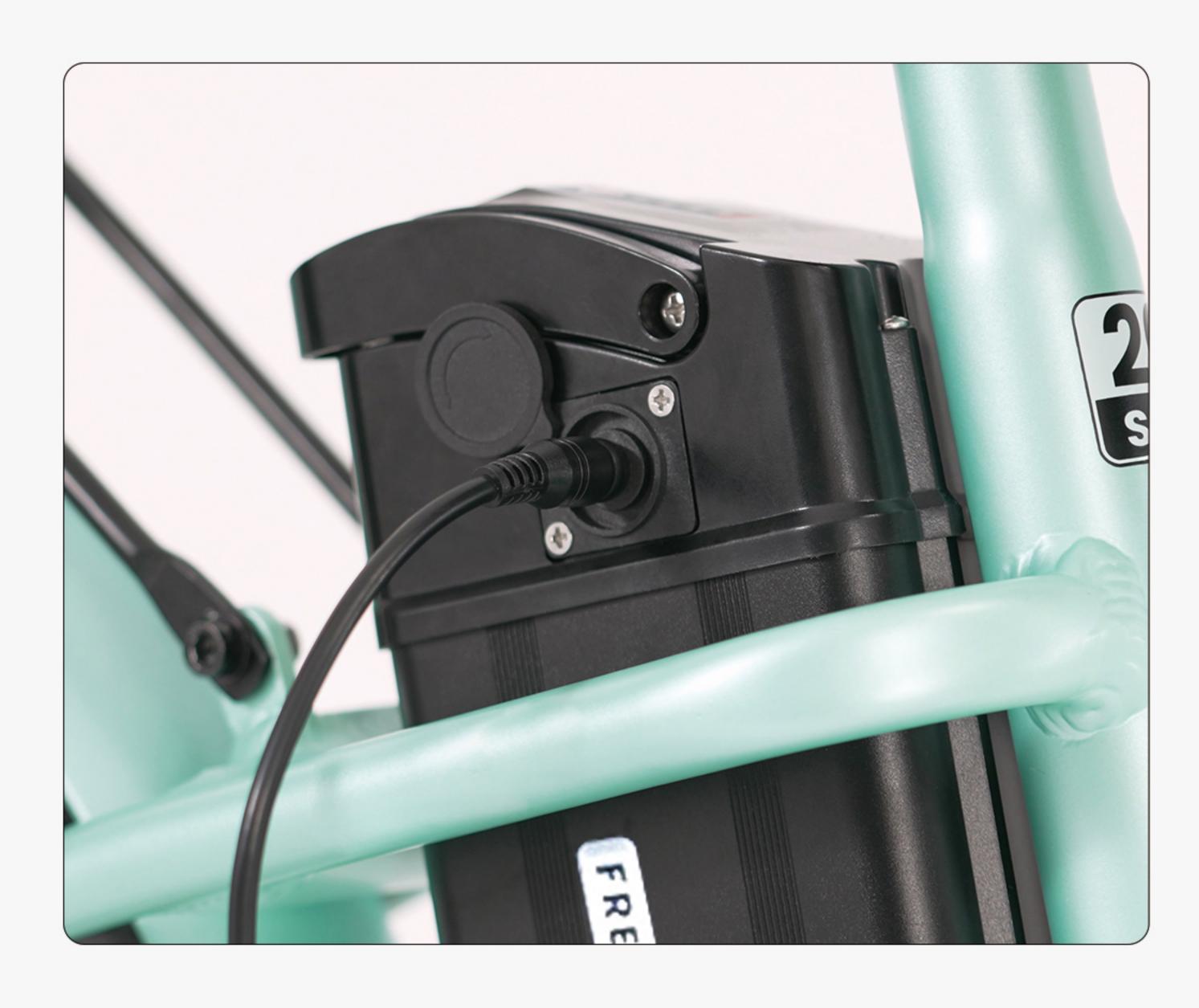
3. Long press the " + " and " - " keys to enter the mode settings.

Parameter value modification: In a certain parameter state, short press the " M " key to switch parameters, short press the " + " key to increase the value, short press the " 🗾 " key to decrease the value. After modification, short press the " **M** " key to switch to the next parameter and save the previous parameter value; After modifying the parameters, press and hold the " + " and " keys again to exit the settings interface. If not pressed, wait for 8 seconds for automatic exit and save the parameters.



Note: Due to product upgrades, the displayed content may differ from the instructions, but this will not affect normal operation.

Battery





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 MLE. See instructions below. Raise the bicycle seat if necessary.

**WARNING:** Charge your battery in a place where the temperature is from 50°F - 77°F / 10°C - 25°C.

### /!\WARNING:

Never ride your MLE 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 MLE.

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

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

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

### Important safety notes concerning the battery

### /!\WARNING:

**Battery** 

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 MLE 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.

#### 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 MLE e-bike, please observe the following precautions:

WARNING: If the battery stops providing power to the MLE e-bike, assume it is discharged and attach the charger you received with the MLE e-bike. 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 MLE e-bike 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 MLE e-bike 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 Bike 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 Term Storage

When storing the battery for more than 3 months, ensure the battery is in a dry location where the humidity does not exceed 75% and the temperature is between 40F / 4.5C and 78F / 25C.

The initial charge for storage is 70% - 75% and the charge should be checked every two months and brought back to proper storage charge.

#### 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.



### Warning & Safety Recommendations

### 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.

This charger is specially made for the lithium battery.

- 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.

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

Charging cycle and LED indication for lithium battery		
LED	Mode	
Green	Green the battery is not connected	
Red	the battery 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 MLE. 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.

#### **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 MLE and the battery are clean and secure.
- Test the front and rear brakes. Roll your bike 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 bike 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-bike

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 e-bikes. 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.

### Safely Riding your E-Bike



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 MLE 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.

#### Bike storage and maintenance

- Don't leave the MLE e-bike in the rain for long periods, or in damp conditions: Always store in a dry place.
- Don't leave the MLE e-bike 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 MLE e-bike and battery.

#### Keep your MLE e-bike 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 MLE 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 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 MLE Cargo'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 e-bike 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.	<ul><li>1. Insufficient battery power.</li><li>2. Loose or damaged throttle.</li></ul>	<ul><li>1. Charge the battery or purchase a new battery.</li><li>2. Replace the throttle.</li></ul>
The motor does not respond 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>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>

Problem	Possible	Causes	Reme	dy
Gear shifts not working properly	<ul> <li>Derailleur cables sticking/stretched/damaged</li> <li>Front or rear derailleur not adjusted properly</li> <li>Indexed shifting not adjusted properly</li> </ul>		<ul><li>Lubricate/tighten/repl</li><li>Adjust derailleurs</li><li>Adjust indexing</li></ul>	ace cables
Slipping chain	eng chain  Excessively worn/chipped chain wheel or freewheel sprocket teeth  Chain worn/stretched  Stiff link in chain  Non compatible chain/chain wheel freewheel			sprockets and chain  nk ele shop
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> <li>Rear or front derailleur side-to-side travel out of adjustment</li> <li>Cross chaining and shifting under load</li> </ul>		<ul> <li>Re-true if possible, or it</li> <li>Tighten mounting bolt</li> <li>Repair or replace chait</li> <li>Adjust derailleur trave</li> </ul>	s n wheel/set
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</li> <li>Adjust bearings/axle r</li> <li>Adjust bottom bracket</li> <li>Replace bottom brack</li> <li>Tighten crank bolts</li> </ul>	t
Grinding noise when pedaling	<ul> <li>Pedal bearings too tight</li> <li>Bottom bracket bearings too tight</li> <li>Chain fouling derailleurs</li> <li>Derailleur jockey wheels dirty/binding</li> </ul>		<ul> <li>Adjust bearings</li> <li>Adjust bearings</li> <li>Adjust chain line</li> <li>Clean and lubricate join</li> </ul>	ckey wheels
Freewheel does not rotate	• Freewheel internal pawl p	ins are jammed	Lubricate. If problem p	ersists, replace freewheel
Brakes not working effectively	<ul> <li>Brake pads worn down</li> <li>Brake pads greasy, wet or</li> <li>Brake cables are binding/</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</li> <li>Adjust brake levers</li> <li>Center brakes</li> </ul>	cables
When applying the brakes thev squeal/squeak	<ul><li>Brake pads toe-in incorrect</li><li>Brake pads/rim dirty or</li></ul>	<ul><li>Brake arms loose</li><li>Brake pads worn down</li></ul>	<ul><li>Replace pads</li><li>Correct pads toe-in</li></ul>	<ul><li>Clean pads and rim</li><li>Tighten mounting bolts</li></ul>
Knocking or shud- derina when apply- ing brakes	<ul> <li>Bulge in the rim or rim out</li> <li>Brake mounting bolts loos</li> <li>Brakes out of adjustment</li> <li>Fork loose in head tube</li> </ul>		<ul> <li>True wheel or take to d</li> <li>Tighten bolts</li> <li>Center brakes and/or</li> <li>Tighten headset</li> </ul>	a bike shop for repair adjust brake pads toe-in
Wobbling wheel	<ul> <li>Headset binding</li> <li>Hub bearings collapsed</li> <li>Quick-release mechanism loose</li> </ul>	<ul><li>Axle broken</li><li>Wheel out of true</li><li>Hub comes loose</li></ul>	<ul> <li>Replace axle</li> <li>True wheel</li> <li>Adjust hub bearings</li> </ul>	<ul> <li>Adjust headset</li> <li>Replace bearings</li> <li>Adjust quick-release mechanism</li> </ul>
Steering not accu- rate			<ul> <li>Align wheels correctly</li> <li>Adjust/tighten headse</li> <li>Take bike to a bike shoalignment</li> </ul>	t
Frequent punctures	<ul> <li>Tire not checked after previous puncture</li> <li>Tire pressure too low</li> <li>Spoke protruding into rim</li> </ul>	<ul><li>Inner tube old or faulty</li><li>Tire tread/casing worn</li></ul>	<ul> <li>Replace inner tube</li> <li>Replace tire</li> <li>Replace with correct tire</li> </ul>	<ul> <li>Remove sharp object embedded in tire</li> <li>Correct tire pressure</li> <li>File down spoke</li> </ul>

Main Parameters of the MLE		
Maximum speed	20mph	
Maximum permissible load	350 LBS	

Main Battery Parameters		
Battery type	Lithium-ion	
Nominal voltage	36V	
Nominal Capacity	10.4Ah	

Main Parameters of the Motor		
Front wheel hub motor		
Power	350W	
Voltage	36V	

Controller Parameters		
Undervoltage protection value	31V ± 0.5	
Overvoltage protection value	18A	

Battery Charger		
Input voltage	AC 100-240V 50/60Hz 2.0A	
Output voltage	42V DC	
Output current	2A	

IMPORTANT NOTE: Mooncool recommends the addition of a tire sealant to each tire, such as FlatOut or a similar brand.