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## Tomofree MS11

# Tomofree MS11 Electric Scooter User Manual

## 1. INTRODUCTION

This manual provides essential information for the safe operation, maintenance, and troubleshooting of your Tomofree MS11 Electric Scooter. Please read it thoroughly before your first ride to ensure proper use and to maximize the lifespan of your scooter. Retain this manual for future reference.

## 2. SAFETY INFORMATION

Your safety is paramount. Operating an electric scooter carries inherent risks. Always adhere to the following safety guidelines:

- Always wear a helmet and appropriate protective gear (knee pads, elbow pads) when riding.
- Familiarize yourself with and obey all local laws and regulations regarding electric scooter use.
- Do not ride in adverse weather conditions such as heavy rain, snow, or icy roads.
- Ensure the scooter is fully charged and all components are securely fastened before each ride.
- Maintain a safe speed and distance from other vehicles and pedestrians.
- Avoid riding under the influence of alcohol or drugs.
- The maximum weight limit for this scooter is 400 lbs (181 kg). Do not exceed this limit.
- The battery is UL2272-certified, indicating compliance with electrical safety standards.

## 3. PACKAGE CONTENTS

Upon unpacking your Tomofree MS11 Electric Scooter, please verify that all the following items are included:

- Tomofree MS11 Electric Scooter
- Phone Mount
- Anti-theft Remote Controller
- Charger (3.0A fast charger)
- Keys
- Toolkit
- User Manual (this document)

## 4. PRODUCT OVERVIEW

The Tomofree MS11 is a high-performance electric scooter designed for adults, featuring robust construction and advanced components for a superior riding experience.



Figure 4.1: Tomofree MS11 Electric Scooter

### 4.1 Dual Motor System

Equipped with two 1200W brushless hub motors, totaling 2400W, the MS11 delivers powerful acceleration and a top speed of 40 MPH. It can handle inclines up to 30 degrees.

# 1200W

## Dual Motor



30°C

Climbing



40 MPH

(Max Speed)



86 N.m

(Max Torque)



12 Months

Warranty

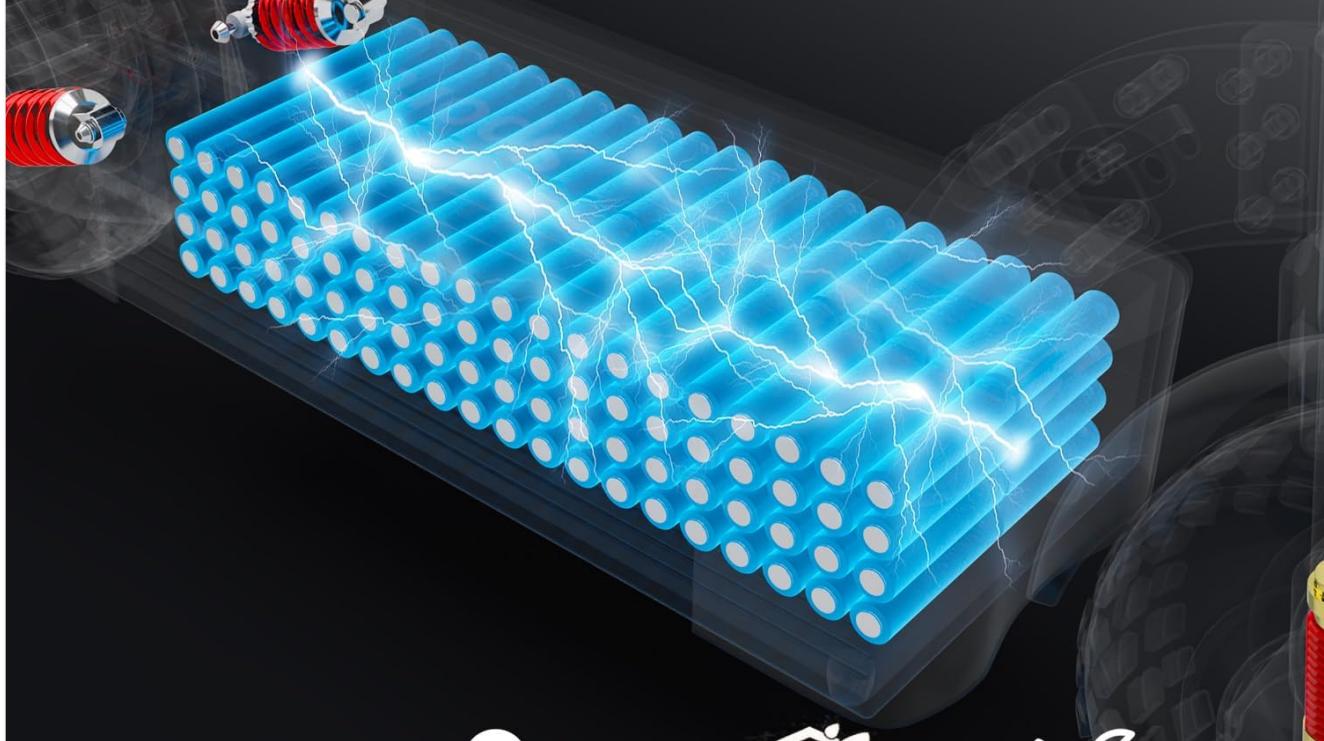
Figure 4.2: Dual Motor System Diagram

### 4.2 High-Capacity Battery

The scooter features a 48V 30Ah UL2272-certified removable battery, providing a range of up to 40 miles on a single charge. An integrated BMS (Battery Management System) optimizes efficiency and safety. Charging time is approximately 4-6 hours with the included 3.0A fast charger.

# 48V 30Ah Battery

Leave range limits behind.



4-6 h  
(Full Charge)



45 Miles  
(Max Range)



BMS  
(Protection)



12 Months  
(Warranty)

Figure 4.3: Battery System Diagram

## 4.3 Full Suspension System

For a comfortable ride on various terrains, the MS11 is equipped with a full suspension system, including front dual shock-absorbing forks, a rear spring shock absorber, and seat cushion suspension.

# Full Suspension

The MS11's full suspension system soaks up bumps so you can enjoy a comfortable ride, no matter the road.



**Spring Shock Absorber**



**Seat Shock Absorber**



**Shock Absorbing Fork**

Figure 4.4: Full Suspension System

## 4.4 Off-Road Tires

The 11-inch by 3.5-inch off-road pneumatic tires feature deep treads for exceptional grip, wear-resistance, and anti-slip performance, suitable for diverse riding conditions.

# 11" Off-Road Tires



Figure 4.5: 11-inch Off-Road Tire Construction

## 4.5 Braking System

Dual mechanical disc brakes provide reliable and responsive stopping power, ensuring safety across all terrains.

# Precision Stopping

Double mechanical disc brake Shorter  
6 Ft Braking Distance



Figure 4.6: Dual Mechanical Disc Brakes

## 4.6 Control Panel and Features

The scooter includes a bright LCD display for real-time speed, mileage, and battery level. A built-in phone mount allows for convenient navigation. The handlebars are adjustable for rider comfort.

# Control With Ease



Figure 4.7: Handlebar Controls and Display

## 5. SETUP

Follow these steps to prepare your Tomofree MS11 Electric Scooter for its first use:

- 1. Unpacking:** Carefully remove all components from the packaging. Inspect for any shipping damage.
- 2. Handlebar Assembly:** Unfold the handlebar stem and secure it in the upright position. Ensure the locking mechanism is fully engaged. Attach the handlebars if they are separate, ensuring all cables are properly routed and connections are secure.
- 3. Seat Installation (Optional):** If using the seat, attach it to the designated post and adjust its height for comfortable riding.
- 4. Initial Charge:** Before your first ride, fully charge the scooter's battery. Connect the charger to the charging port and then to a power outlet. The indicator light on the charger will change when charging is complete (typically 4-6 hours).
- 5. Tire Pressure Check:** Verify that the tires are inflated to the recommended pressure (refer to the tire sidewall for specifications).

## 6. OPERATING INSTRUCTIONS

Understand how to operate your scooter safely and efficiently.

### 6.1 Power On/Off

- To power on, press and hold the power button on the display for a few seconds.
- To power off, press and hold the power button again until the display turns off.

### 6.2 Riding Modes

The MS11 offers three speed modes: Eco, City, and Sport. Use the mode selection button on the handlebar to cycle through these options:

- **Eco Mode:** For maximum range and gentle acceleration.
- **City Mode:** Balanced performance for urban commuting.
- **Sport Mode:** Full power and top speed for experienced riders in appropriate environments.

### 6.3 Riding

- Place one foot on the deck and push off with the other foot to gain initial momentum.
- Gently press the throttle to engage the motor.
- Maintain a balanced posture and keep both hands on the handlebars.
- To brake, gently squeeze the brake levers on the handlebars. Apply both brakes simultaneously for optimal stopping power.

### 6.4 Folding Mechanism

The scooter features a 10-second folding design for easy storage and transport. Consult the visual instructions in the included quick-start guide for detailed steps on folding and unfolding.

## 7. MAINTENANCE

Regular maintenance ensures the longevity and safe operation of your scooter.

- **Cleaning:** Wipe the scooter with a damp cloth. Do not use high-pressure water or immerse the scooter in water.
- **Tires:** Regularly check tire pressure and inspect for wear or damage. Replace worn tires promptly.
- **Brakes:** Periodically check brake pads and cables for wear. Adjust brakes as needed to ensure proper function.
- **Battery Care:** Charge the battery regularly, even if the scooter is not in use for extended periods (at least once every 30 days). Avoid fully discharging the battery. Store the scooter in a cool, dry place.
- **Fasteners:** Periodically check all bolts and screws for tightness and secure them if loose.

## 8. TROUBLESHOOTING

If you encounter issues with your Tomofree MS11, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Scooter does not power on	Low battery; Loose connections; Faulty power button	Charge the battery; Check all cable connections; Contact support if issue persists

Problem	Possible Cause	Solution
Reduced range or speed	Low tire pressure; Overloaded; Battery degradation	Inflate tires to correct pressure; Reduce load; Contact support for battery check
Brakes feel weak	Worn brake pads; Loose brake cable	Inspect and replace brake pads; Adjust brake cable tension
Unusual noises during operation	Loose components; Debris in wheels/motors	Inspect and tighten all fasteners; Clean wheels and motor area; Contact support if noise continues

## 9. SPECIFICATIONS

Detailed technical specifications for the Tomofree MS11 Electric Scooter:

Feature	Specification
Brand	Tomofree
Model Name	MS11
Motor Power	2400W (Dual 1200W Brushless Hub Motors)
Top Speed	40 MPH
Battery	48V 30Ah (UL2272 Certified, Removable)
Max Range	40 Miles
Charging Time	4-6 Hours (with 3.0A fast charger)
Tires	11" x 3.5" Off-Road Pneumatic Tubeless Tires
Brake System	Dual Mechanical Disc Brakes
Suspension	Full Suspension (Front dual shock-absorbing forks, rear spring shock absorber, seat cushion suspension)
Frame Material	6061 Aluminum Alloy
Max Load Capacity	400 Pounds (181 kg)
Product Dimensions (Unfolded)	50.8" L x 21.1" W x 10.8" H
Item Weight	75 Pounds (34 kg)
Special Features	Adjustable Handlebars, Digital Display, LED Headlight, Pedal Side Lights, Tail Light, Phone Mount, Anti-theft Remote Controller

## 10. WARRANTY AND SUPPORT

Tomofree stands behind the quality of its products.

### 10.1 Warranty Information

The Tomofree MS11 Electric Scooter comes with a **1-year warranty** on core components. Select parts may have a 3-month warranty. Please refer to the detailed warranty policy included in your package or contact customer support for specific terms and conditions.

## 10.2 Customer Support

For any questions, technical assistance, or warranty claims, please contact Tomofree customer support. We have service centers located in Los Angeles, CA, and Orlando, FL, to provide prompt assistance.

For further assistance, please visit the [Tomofree Store on Amazon](#).

### Related Documents - MS11

 <p><b>TOMFREE</b> User Manual Tomofree MS11 Electric Scooter</p> <p>Thank you for purchasing the Tomofree MS11 electric scooter. We are pleased to bring you a quality product that will offer years of enjoyment. Please take the time to read the manual fully before assembling and using your vehicle.</p>	<p><a href="#">Tomofree MS11 Electric Scooter User Manual: Safety, Specifications, and Operation</a></p> <p>Comprehensive user manual for the Tomofree MS11 electric scooter, covering safety guidelines, product specifications, installation instructions, usage tips, and limited warranty information.</p>
 <p><b>TOMFREE</b> Model T1 Manual</p>	<p><a href="#">Tomofree Model T1 Foldable Electric Bike User Manual - Specifications, Installation, and Maintenance</a></p> <p>This comprehensive manual provides detailed information for the Tomofree Model T1 foldable electric bike, including specifications, package contents, overview, installation steps, dashboard and remote functions, battery care, maintenance guidelines, and warranty details.</p>
 <p><b>TOMFREE</b> Model BEE Manual</p>	<p><a href="#">Tomofree Model BEE Electric Scooter Manual   Specifications, Features, and Maintenance</a></p> <p>Comprehensive user manual for the Tomofree Model BEE electric scooter. Includes specifications, package contents, overview, installation, dashboard guide, battery care, maintenance, troubleshooting, and warranty information.</p>
 <p><b>TOMFREE</b> Model S1PRO Manual</p>	<p><a href="#">TOMOFREE S1PRO Electric Bike User Manual</a></p> <p>Comprehensive user manual for the TOMOFREE S1PRO electric bicycle, covering specifications, package contents, installation, operation, battery care, maintenance, troubleshooting, and warranty information.</p>
 <p><b>TOMFREE</b> DK200 User Manual</p> <p>We strongly recommend that you read this entire manual before using your electric bike.</p>	<p><a href="#">Tomofree DK200 Electric Bike User Manual</a></p> <p>Comprehensive user manual for the Tomofree DK200 electric bike, covering assembly, operation, maintenance, warranty, and safety instructions.</p>

<p>16 inch Electric Bicycle User Manual Model: T1 TOMFREE</p>	<p><a href="#"><u>TOMFREE T1 16-inch Electric Bicycle User Manual</u></a> Comprehensive user manual for the TOMFREE T1 16-inch electric bicycle, covering specifications, operation, battery care, maintenance, troubleshooting, and warranty information.</p>
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Documents - Tomofree – MS11



[Tomofree MS11 Electric Scooter User Manual: Safety, Specifications, and Operation](#)

Comprehensive user manual for the Tomofree MS11 electric scooter, covering safety guidelines, product specifications, installation instructions, usage tips, and limited warranty information.

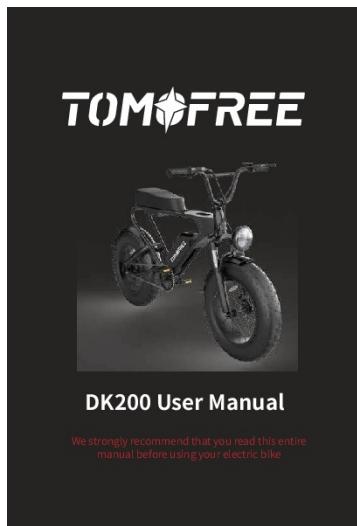
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[Tomofree DK200 Electric Bike User Manual](#)

Comprehensive user manual for the Tomofree DK200 electric bike, covering assembly, operation, maintenance, warranty, and safety instructions.

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