

# **TOM★FREE**



## **Model BEE Manual**

V1.1



## Scan the Following QR Code to Activate Your Warranty



1. Open camera app
2. Scan the QR code
3. Fill in the form
4. Activate your warranty

\*Activate does not mean you claim warranty,you need to claim the time you need it

Recommended After-Sales Support: **Contact your direct Seller**

Official website: **[tomofree.com](https://tomofree.com)**

Email: **[support@tomofree.com](mailto:support@tomofree.com)**

If you purchase from website, contact website chat box, if you purchase from Amazon/ other Retail Store, contact the store you purchase from.

**Scan the Following QR Code  
to Claim Your Warranty Now**



1. Open camera app
2. Scan the QR code
3. Fill in the form
4. Claim your Warranty Support

\*\*\*This form is for **claiming for Warranty**

**Recommended After-Sales Support: Contact your direct Seller**

Official website: [tomofree.com](https://tomofree.com)

Email: [support@tomofree.com](mailto:support@tomofree.com)

If you purchase from website, contact website chat box, if you purchase from Amazon/ other Retail Store, contact the store you purchase from.

## Thank you for choosing Tomofree

Before you use your Tomofree it is important that you read this manual carefully. If there is anything you do not understand completely, please contact us.

Please observe traffic regulations, and do not lend your e-bike/scooter to anyone who is unfamiliar with it.

We recommend your e-bike/scooter only be used by a person aged 16 years or older, always supervise children until they are competent riders.

When using any e-bike/scooter, it is important that you stay within safe limits; if you feel as if you are travelling too quickly, you probably are.

Always test your brakes prior to using the bike, and remember the bike will not stop as quickly in the wet as it would in the dry!

Always be careful of using the front brake when turning or on slippery surfaces as locking of the front wheel can be dangerous and result in falling off.

Before you use the bike/scooter for the first time, please make absolutely certain that it has been correctly assembled. In particular, you must make sure that the pedals, saddle, handle bars and any self assembled items have been fitted correctly and tightened.

Avoid consuming alcohol before you ride your e-bike/scooter.

If you need to replace your battery, please dispose of it properly.

Above all, enjoy your Tomofree journey, happy cycling!

## Specification

Frame Material	High Carbon Steel
Color	Black&Yellow
Max Load	267lbs
Battery	Li-ion Battery
Voltage (V)	48V
Capacitance	20Ah
Range	25-29 Miles
Power (W)	1500W
Motor	Brushless Motor
Gradeability	30°
Brake System	Dual Mechanical Disc Brakes
E-scooter Size	52*11*51in
Folded Size	52*11*26in
Wheel Size & Tires	11" Off-Road Tubeless Tire
Charging Time	7-8 Hours
Suitable Heights	5'-6' 3"

\* The actual max speed will be influenced by factors such as load, temperature, wind speed, road surface and operating habits.

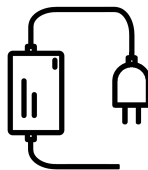
## Package



BEE Escooter



Toolkit Box



Charger



User Manual



Phone Holder



Keys  
(NFC Cards)

Scooter Bag

Please carefully check whether the items in the packing box are complete and intact. If there is any problem such as missing or damaged, please contact us.

# Overview



- 1 LCD Display
- 2 Light Button
- 3 Horn Button
- 4 Throttle
- 5 3 Level of Max Speed Switch
- 6 Brake Lever
- 7 Cables
- 8 Front Fork
- 9 Headlight
- 10 Folding Clamp
- 11 Front Fender
- 12 Front Wheel
- 13 Front Brake Disc
- 14 Rear Fender
- 15 Tail Light
- 16 Rear Wheel with Motor
- 17 Rear Brake Disc
- 18 Footrest
- 19 Charging Port
- 20 Battery



## Installation

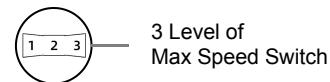
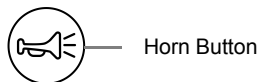
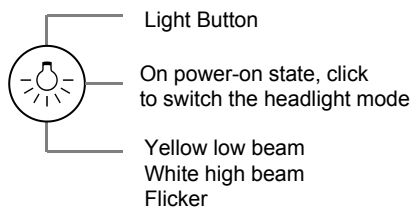
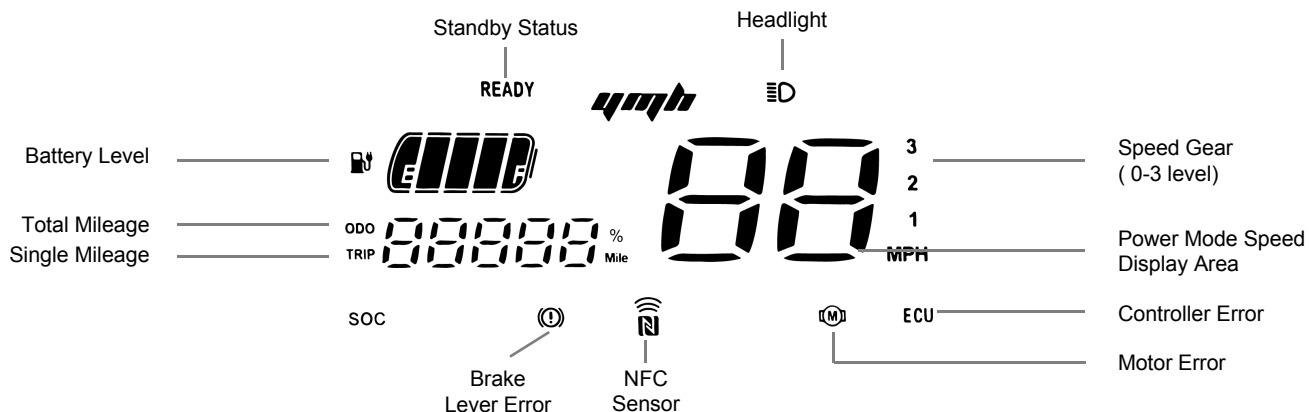


YouTube Instructions on assembly,  
replacement of accessories, etc.

Official Channel: <https://www.youtube.com/@tomofree>

Thanks for choosing TOMOFREE, please feel free to contact us if there are any questions.

## Dashboard & Switch



# Battery

## Instructions Before Use of Lithium Battery

- Before use, confirm that the battery model is the original battery; do not use other-brand batteries.
- Check the appearance of the lithium battery to ensure it is in good condition, with no obvious issues such as damage, liquid leakage, hot spots, or smoke.
- To ensure the safety of transportation, the battery power in the battery plant is approximately 30%. Due to power consumption during transportation and storage, the battery power may be low or depleted during the first use. This is a normal occurrence, so please do not worry.
- Please charge the battery for 24 hours after the first use, especially after purchase or long-term storage.

## Using Environment

- The optimal usage environment is 10°C/50°F - 45°C/113°F.
- In low temperatures, the available capacity of the lithium battery will experience varying degrees of attenuation. The specific reference values are as follows:

The available capacity at -10°C/14°F is approximately 60%. At 0°C/32°F, it is 85%. At 25°C/77°F, it is 100%.

If the battery exhibits odor, heat, deformation, or any other abnormal conditions, please immediately cease usage, distance yourself from the battery, and contact the after-sales department.

## WARNING

The battery is not a component that can be repaired by users. If any abnormal phenomena occur, please contact the after-sales department for maintenance. Unauthorized dismantling of the battery will void the three-pack policy and may result in battery heating, smoking, fire, or explosion.

## Charging Environment

- Use the battery to support the original factory charger manufacturing line charge; do not use other brands or models of chargers.
- Charge the battery at 0-40°C to ensure that there are no flammable substances around and to maintain good ventilation.
- Charging time description: The battery should not be charged for more than 12 hours. Excessive charging will affect battery life and pose safety risks.
- The battery quantity of the charger rises quickly in the early stage and slows down in the later stage. This is the procedure set for charging safety and is normal.
- Outdoor charging is strictly prohibited in bad weather.
- During the charging process, if the surface temperature of the battery box is found to be very high (higher than 55°C), it indicates that the battery pack is in trouble. Cut off the power supply immediately and send it to the designated repair station for maintenance. It is normal for the surface of the charger box to be slightly heated (no more than 60°C) during the charging process.

## Storage Environment

- After the battery is placed in the ebike, it will slowly consume the battery power due to the ebike's operation. The ebike can be kept for up to two months. The meter shows that the battery power drops normally.
- When the battery is not used for a long period (more than one month), please be sure to remove it from the ebike and charge the battery to a half-full and full state (after discharging the battery, use the charger for 1.5-2 hours). Then, store it in a cool and dry room (the ideal temperature is 5°C/41°F - 25°C/77°F ) and charge it for 1 hour every three months.
- Batteries and chargers should be stored in a clean, dry, ventilated place, away from contact with corrosive substances, fire, and heat sources (must be at least 2 meters away). Keep them away from flammable substances, and disconnect the charger from the battery.
- The most suitable storage capacity for the battery is 50%. If the battery is below 10% or above 90%, long-term storage will lead to irreversible capacity degradation of the battery.
- Avoid placing the battery in a risky location where a drop could cause uncontrollable damage to the battery, leading to leakage, heat, smoke, fire, or explosion.

# Maintenance and Repair

## Maintenance and Cleaning Instructions

- Do not flush with water to avoid potential accidents caused by the wetting of internal electronic parts and wiring.
- Please use a neutral cleaner; gently wipe the dirt on the surface of paint or plastic parts with a cloth, and then wipe it clean with a dry cloth.
- Use lubricating oil to clean the metal parts of the ebike body for maintenance.
- Avoid oiling the brake parts to prevent brake failure and danger.

## Regular Inspection

- Check whether the fasteners are securely tightened and whether the joints in each part are normal.
- Examine the tread pattern of the outer tire for wear and cracks, verify the appropriate air pressure in the front and rear tires, and ensure the driving system is smooth.
- Ensure the brake system is working normally.

## Storage Method

- When the product is not used for an extended period, avoid storing it in outdoor environments, bright light, or environments below zero for a long time. Keep the distance from heat sources (heating equipment, etc.) at least 2 meters.
- Store in a dry, clean, well-ventilated indoor environment with a temperature between 10°C/50°F and 45°C/113°F and a relative humidity no higher than 90%.
- If you do not use the ebike for a long time, pay attention to regular belt charging (generally about every two months) to maintain battery performance.
- This product should not come into contact with corrosive liquids to avoid any mechanical impact and pressure.

## Trouble Shooting

Issue	Reason	Solution Way
Turn on the power No power	<ul style="list-style-type: none"> <li>■ No power supply for ebikes</li> </ul>	<ul style="list-style-type: none"> <li>■ Whether the power supply is loose or not, and whether the power switch is on or not</li> <li>■ Battery under voltage, charge the battery</li> </ul>
Turn on the power and twist the handle Motor does not start	<ul style="list-style-type: none"> <li>■ In the braking state</li> <li>■ Start switch fault</li> </ul>	<ul style="list-style-type: none"> <li>■ Whether the brake handle is in the braking state</li> <li>■ Contact the after-sales</li> </ul>
Insufficient range	<ul style="list-style-type: none"> <li>■ The battery is undercharged</li> <li>■ Tire pressure is low</li> <li>■ Frequent braking</li> <li>■ Battery aging or normal attenuation</li> <li>■ Low ambient temperature, battery capacity attenuation</li> </ul>	<ul style="list-style-type: none"> <li>■ Check the charger for any damage</li> <li>■ Check the tire pressure before each use</li> <li>■ Develop good driving habits</li> <li>■ Change the battery</li> <li>■ It is normal</li> </ul>
The battery won't charge	<ul style="list-style-type: none"> <li>■ The charger is not plugged in properly</li> <li>■ Battery temperature site</li> <li>■ Battery temperature is too high ■ Battery under voltage</li> </ul>	<ul style="list-style-type: none"> <li>■ Check whether the power plug is loose</li> <li>■ Wait for the battery to resume charging temperature</li> <li>■ Wait for the battery to resume charging temperature</li> <li>■ Contact customer service</li> </ul>

## Warranty of PARTS is as follows

Product Object Name	Warranty Time	Warranty Scope
Battery	12 Months	The battery shall be guaranteed for a year from the date of receiving the item. The total capacity of the battery shall not be lower than 50% of the original capacity within a year. If the battery is lower than 50%, it can be replaced or maintained free of charge within a year.
Motor	12 Months	Need Faulty/Damaged Part Video/Image to open Warranty Claim case, thus entering into the Factory Judgment Process as a Quality Problem
Controller		
Frame		
Front Fork		
Handlebar		
Charger		
Display	3 Months	
Throttle		
Tires	1 Month	Wearing parts can only be replaced in 30-Day of delivery of the product.
Headlights		
Others		

# Warranty Disclaimer

Please note that the following occasions are not covered by the warranty services, and you will be responsible for the cost of maintenance and related services:

1. Recorded mileage is more than 2000 km.
2. Any damage caused by not complying with the instructions or requirements for installing or using the e-bike.
3. Loss or alteration of the e-bike serial number.
4. Damage resulting from accidental factors or improper use, such as mechanical damage, breakage, impact causing serious product oxidation, etc.
5. Damage caused by overload, riding over obstacles (including, but not limited to, bottom steps, drops, etc.), and extreme movements.
6. Damage caused by fire, liquid soaking, freezing, earthquakes, and other non-normal storage conditions or negligence.
7. Loss of wear and tear accessories, including packaging materials and various types of technical materials.
8. Failure or damage caused by other non-productive design technology manufacturing, quality, and other problems.
9. Non-product quality problems, such as dissatisfaction with the color, shape, or appearance after purchase.
10. Lack of order information.

