



REID E4  
OWNER'S PACK

## BUILD ME

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## MAINTAIN ME

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## APP INTEGRATION

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BUILD ME

1

2

1. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or metal capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
2. This manual can also be downloaded from the website: [www.tomoloo.com](http://www.tomoloo.com)
3. WARNING: For the purposes of recharging the battery, only use the detachable supply unit (model: FY-4202000) provided with this appliance.
4. When product is discarded:
  - (1) the battery must be removed from the appliance before it is scrapped;
  - (2) the appliance must be disconnected from the supply mains when removing the battery;
  - (3) the battery is to be disposed safely
5. This appliance contains batteries that are non-replaceable

## About The Manual

This manual applies to your Reid E4 Plus electric scooter. Please read the manual carefully to ensure that:

1. You quickly grasp the basic operating procedures and riding methods of your Reid E4 Plus electric scooter.
2. You familiarise yourself with safe driving rules for a safe and enjoyable scooter experience.
3. You understand the composition and safety of your Reid E4 Plus electric scooter.

If you have any questions or need more information, please visit [www.reidbikes.com](http://www.reidbikes.com)

### Please pay attention to the following signs and relating content:



Dangers!

Could cause serious property damage or personal injury



Warnings!

Improper operations can lead to the malfunction of the product



Information tips

Version Number: A01

Original Instruction

## What Comes In The Box



\*Please check carefully that the parts in the package are intact.

## Components

### Components

User manual x1

Screw M3 x4



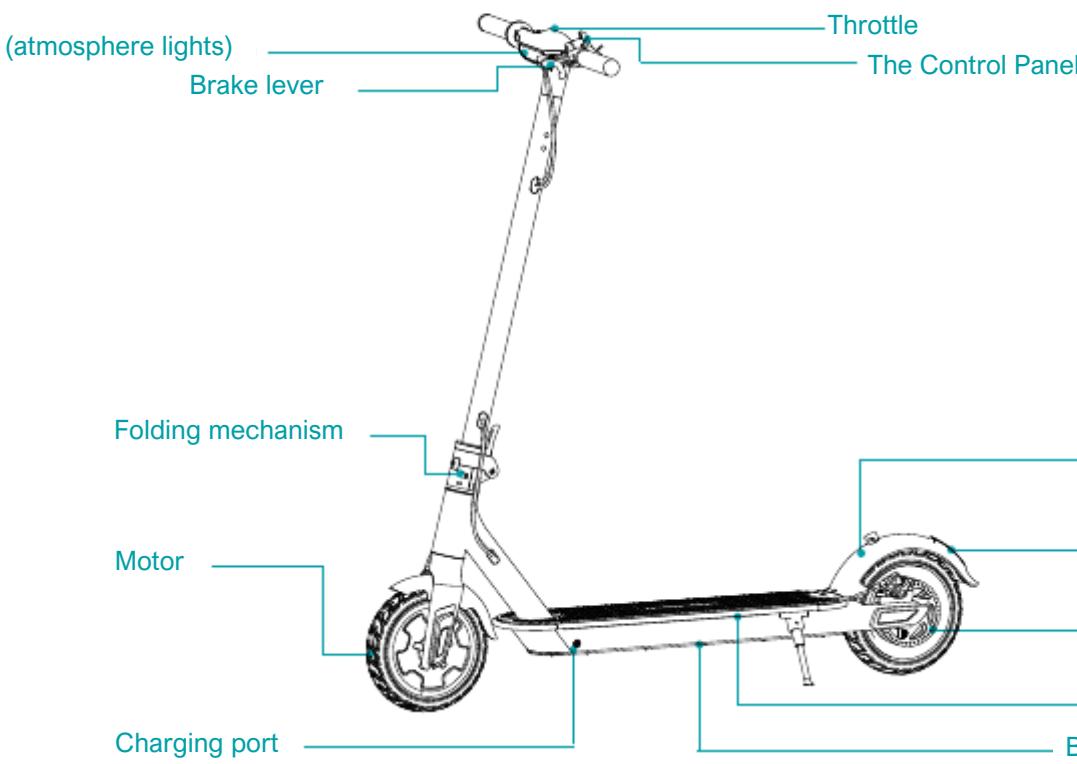
Grips x2



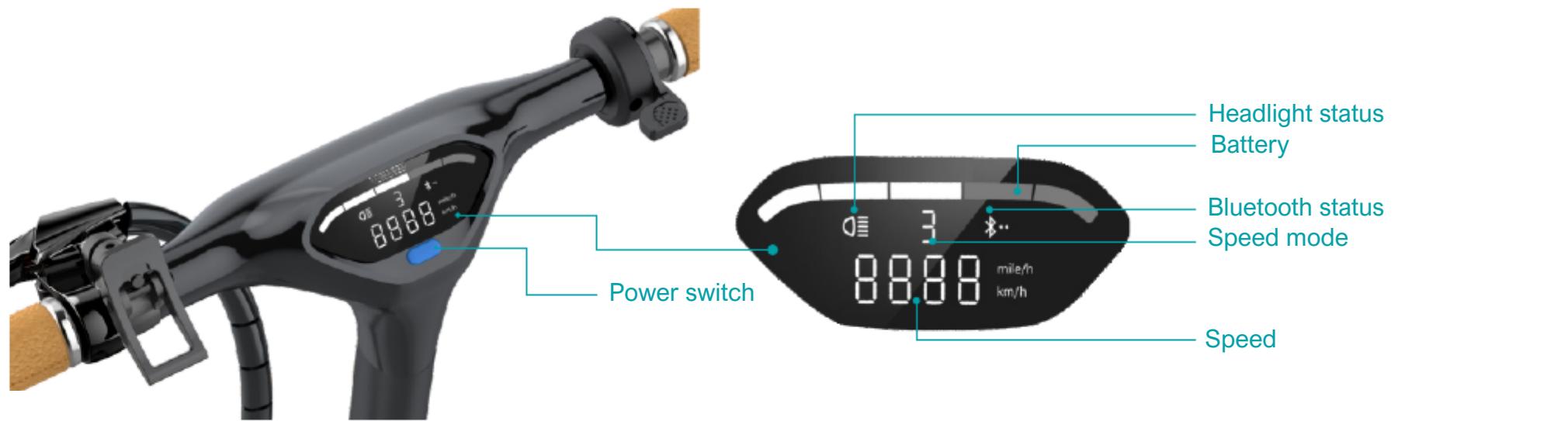
Hex wrench M5 x1, M3 x1, M4 x1



Charger adapter x1



## Control Panel

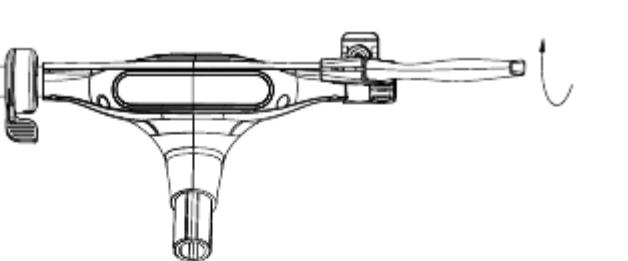


### Control Instructions:

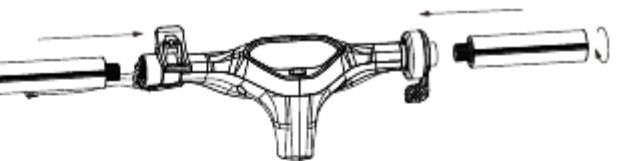
1. Long press the power switch button to turn on the eScooter, also turning on the front light, ambient deck lighting, tail light and rear brake light. The control panel shows the power and speed.
2. After turn on, the control panel display shows "1", indicating power mode 1. Press the button to cycle through the power modes, there are three power modes in total and once you have reached power mode 3, pressing the button will restart the power mode cycle at 1.
3. Press the button twice to turn on the front light. Press the button twice again to turn it off.
4. Press the button three times to display the total distance. Pressing the button three times again will display the speed.
5. When using the brake, the rear brake light will get brighter.
6. The battery bar at the top equates to the following: Five Bars = 100%, Four Bars = 75%, Three Bars = 50%, Two Bars = 25% and One Bar = Less than 10 %.
7. The Scooter will power down automatically after 15 minutes without riding and operation.

## Installation Guide

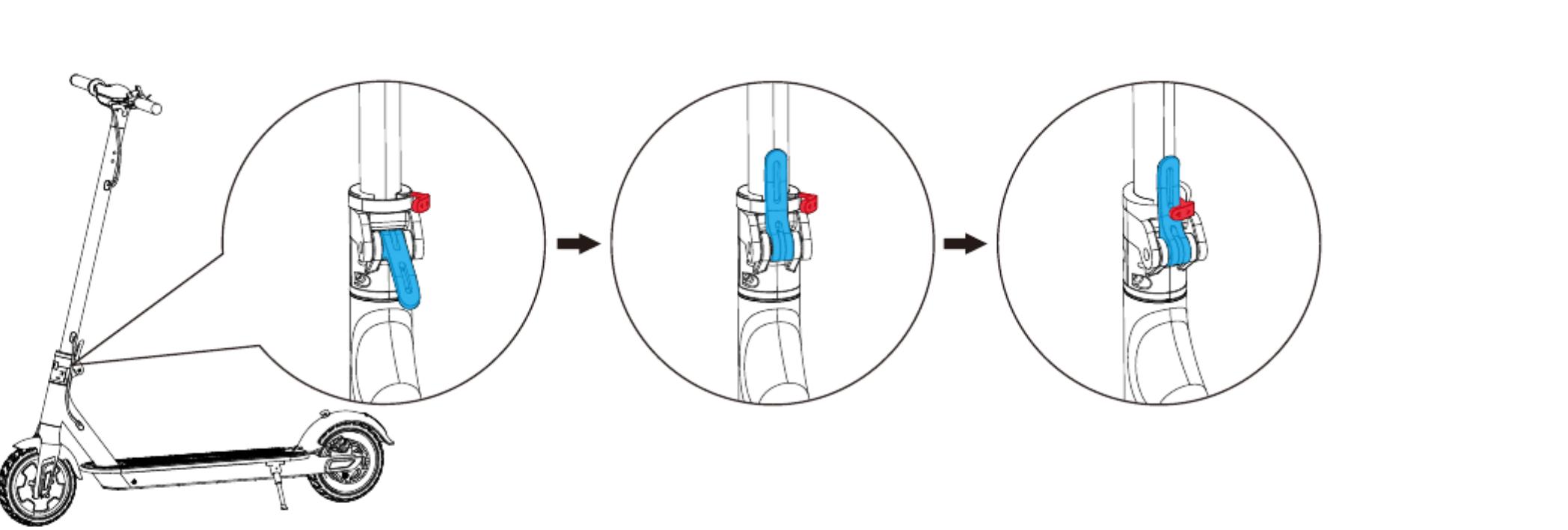
1. Install the brakes to the correct position with the Hex .wrench (M5 in the tool bag).



2. Install the handlebars, pay attention to the installation direction. Ensure the handlebars are tightened well.

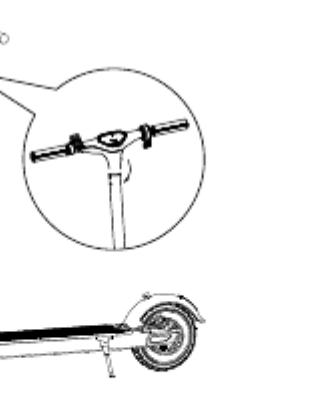


3. Hold the eScooter upright, to ensure that the lock will not be affected. Please keep the folding wrench (blue part of the image below) at the bottom and the folding lock (the red part of the image below) at the far right. Pull the folding wrench to the top end and turn the folding lock to the middle, then the eScooter is completely locked.

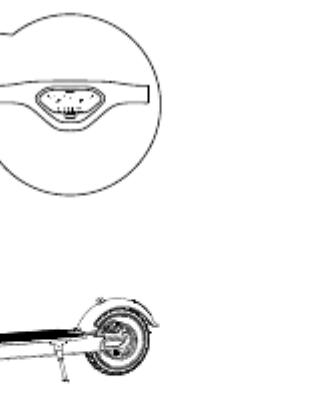


9

4. Install the handlebar to the steerer tube.



6. After the installation is completed, switch on and off to confirm if the scooter is operable.



10

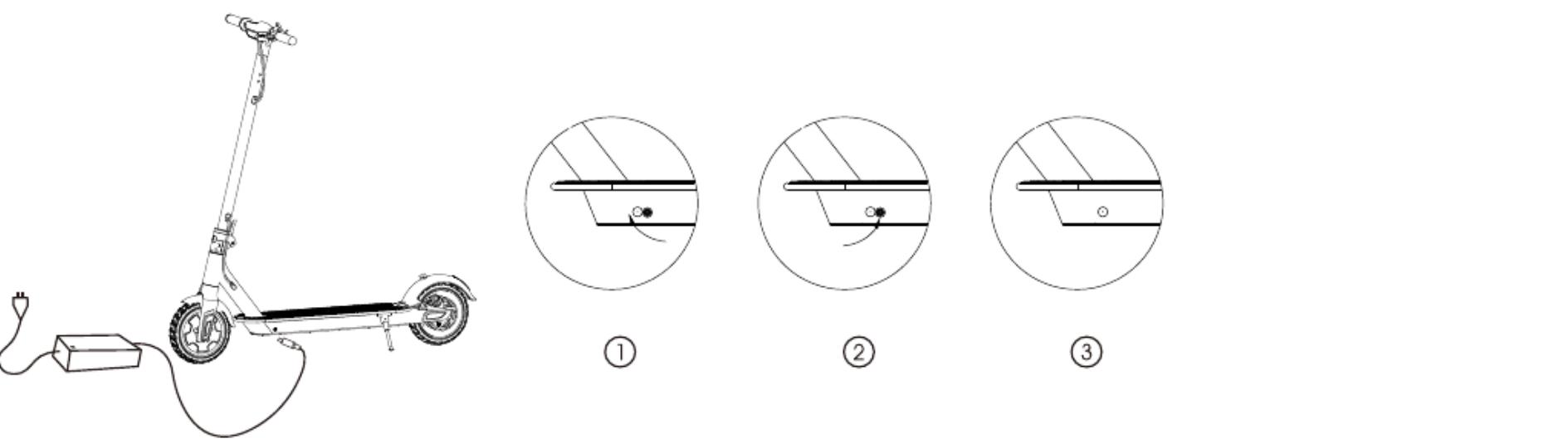
5 Use the hex wrench M3 in the tool bag to lock the screws M3 x4 on both sides of the steerer tube as the below picture refereed.





RIDE ME

## Charging Instructions



- Open the rubber cap.
- Insert the charging plug.
- After charging is completed, close the rubber cap to prevent water penetration.
- Charging takes 3-4 hours.

## Safety Instructions

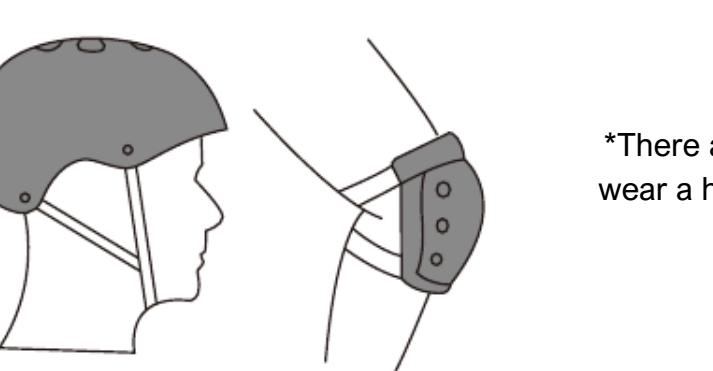
Your Reid eScooter is a sporting entertainment tool that is not a vehicle. If you drive it into a public area there are multiple safety risks not just to yourself but also to others. Strictly follow the instructions in this manual, to protect yours and others safety and to ensure compliance with national and provincial regulations and traffic regulations. It is important to understand that if you decide to take your Reid eScooter on a public road or other public place, you may be exposed to the risk of unauthorised driving / improper operation of your eScooter, even if you are in full compliance with our safe driving guide. You must strictly follow the safety requirements of this manual where there are no national standards and regulations for electric scooters. Reid shall not be liable for any liability, personal injury, accident, legal dispute and all other unfavourable events resulting from the use of violating the instructions indicated in this manual.

The faster the eScooter is driving, the longer the brakes need and on some smooth surfaces, using the left-hand brake can cause the wheels to slip and lose balance or even fall. Therefore it is important to be vigilant and maintain the proper speed during driving, whilst maintaining a reasonable safety distance to others. Please be vigilant and drive at low speeds before entering unfamiliar terrain.

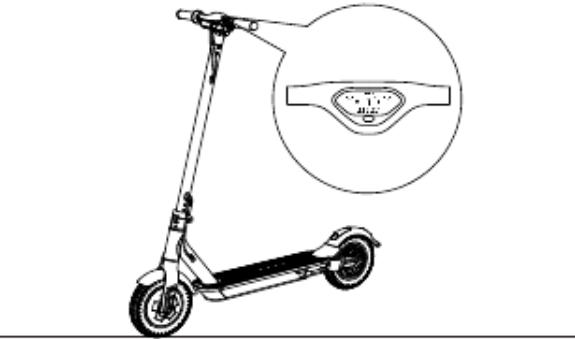
Do not lend your Reid eScooter to a person who has never ridden it before to avoid injury. If you do lend your eScooter to someone, be sure to be responsible for the safety of them, you should teach them how to ride and tell them of how to ride safely, wearing the right safety gear.

Please check your Reid eScooter every time before driving. If you find that parts are loose, the battery life is minimum, the tire is punctured or bare tread, or there is abnormal sound or malfunction, then please stop using it immediately and do not force it to drive.

## How To Ride



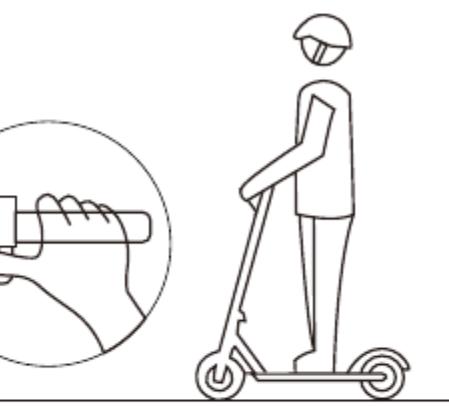
\*There are risks of falling and injury when riding, so please wear a helmet and protective gear as shown in the picture.



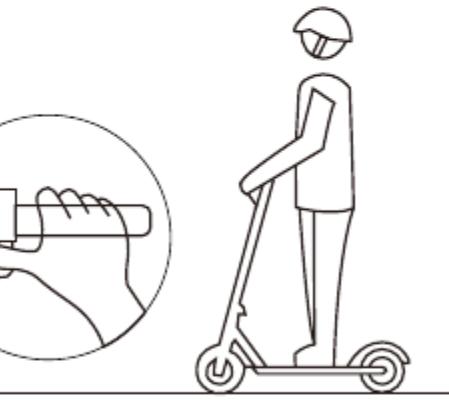
1. Turn on the power and check the power indicator.



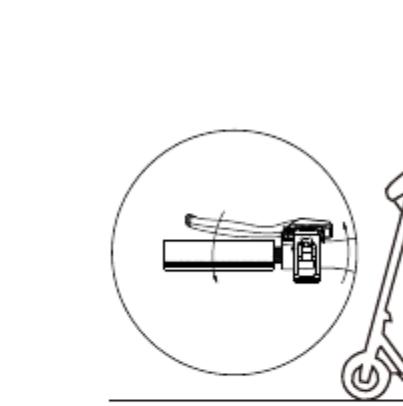
2. One foot stands on the deck, the other foot kicks backward.



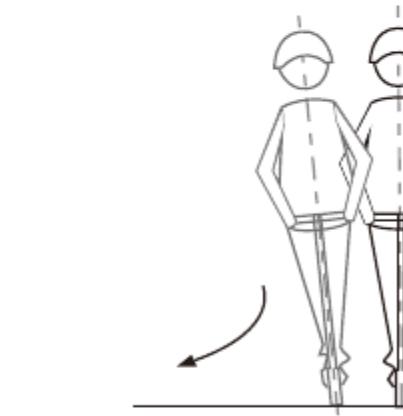
3. Once you have the electric scooter moving above 5km, put both feet on the deck and push the throttle to start the electric.



5. Keep to one speed for approximately 8 seconds to start the cruise control. When you release the throttle, this then means the speed will remain unchanged. To cancel the cruise control, push the throttle or operate the brakes.



4. Releasing the throttle will slow you down gradually, with an automatic energy recover system coming in. For hard braking pull the lever on the left side.



6. When turning, you need to lean your body slightly towards the direction you are turning and turn the handle slowly.

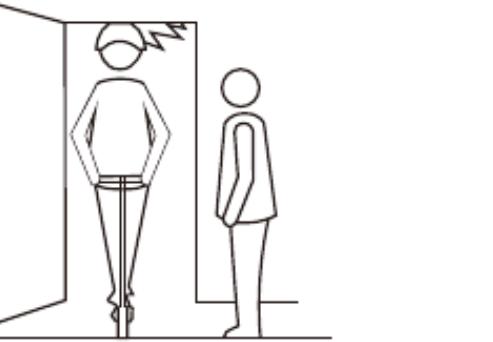
## Riding Safely



 Please avoid riding in the rain.



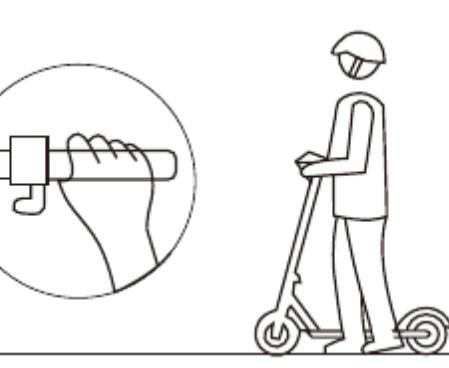
 Do not ride quickly over uneven surfaces. Keep a speed between 5km/h and 10km/h and bend your knees slightly to ensure maximum safety.



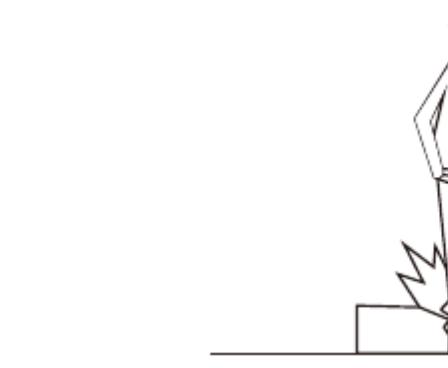
 Do not ride through doorways.



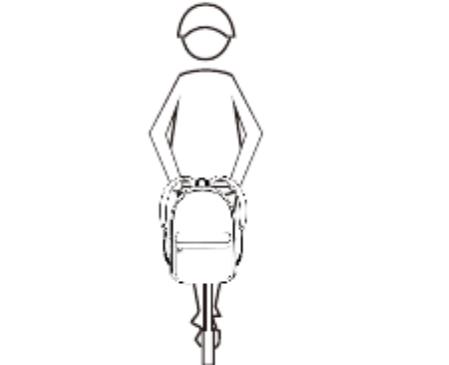
 Do not accelerate downhill.



 Do not press the throttle whilst walking with the eScooter.



 Avoid barriers when driving.



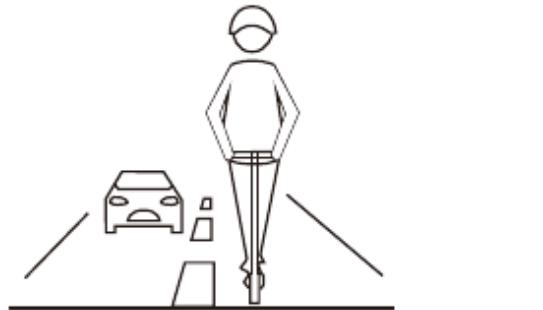
 Do not hang any heavy items on the handlebar.



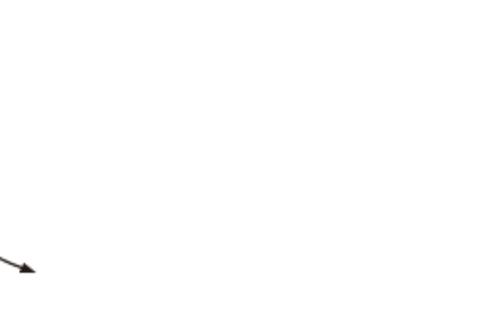
 Keep both feet on the deck whilst driving.

## **Warning Reminder**

Do not try to do any dangerous movements



- ☒ **Forbidden to drive on the road or in crowded residential areas.**



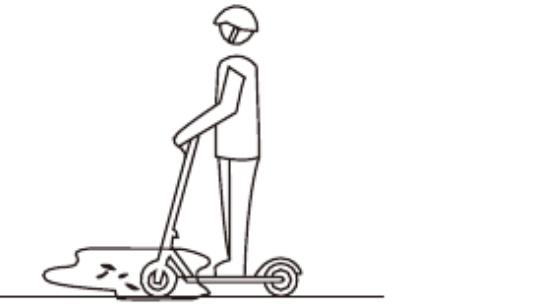
- ☒ **Forbidden to rotate the handle strongly while driving with high speed.**



- ☒ **Forbidden to drive without your hands holding the handlebar.**



- ☒ **Forbidden to go up or down stairs or to jump over barriers when driving.**



- ☒ **Forbidden to drive through water deeper than 2cm.**



- ☒ **Forbidden to drive the eScooter with more than one person and/or holding a child.**

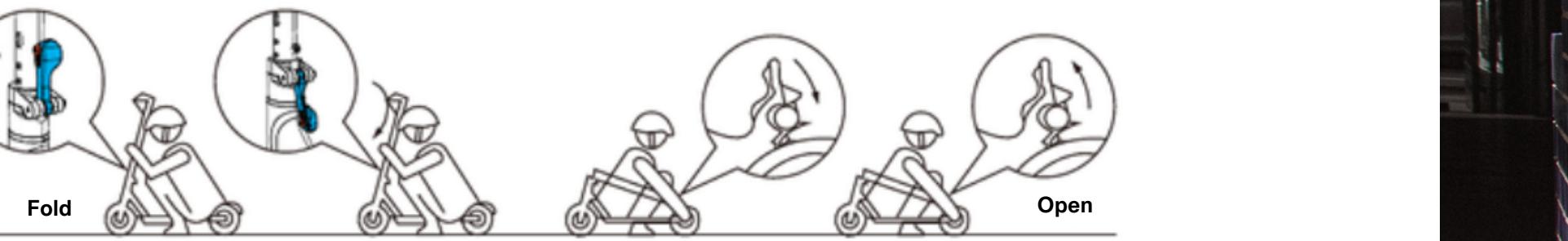


- ☒ **Forbidden to press the disc brake.**



- ☒ **Forbidden to step or tread on the back mudguard.**

## Folding and Transportation



Put the safety-lock (the red part of the image) up whilst holding the steer tube. Then, open up the folding spanner (the blue part of the image) and aim it at the bell and fender hook. Next, buckle the belt with the back-fender.



After the e-scooter has been folded successfully, use one hand or two to hold the folding-level to transit.





MAINTAIN ME

## Daily Maintenance

### Electric scooter cleaning and storage

If there is a mark on the body of your Reid eScooter, wipe it with a small amount of water with a soft cloth. If it is difficult to clean, you can use a toothbrush to brush it repeatedly then use a damp cloth to clean in. If the body has plastic scratches, you can use sandpaper or other abrasive materials for polishing.

#### Note:

1. Do not use alcohol, gasoline, kerosene or other corrosive, volatile solvents to clean, otherwise it will seriously damage the body and internal structure. It is forbidden to use a pressure fun spray and flush. Make sure that the charging cable is unplugged and the rubber cap has been tightened when cleaning, otherwise it may cause an electric shock or accident due to water intake.
2. Store your Reid eScooter in a dry and cool room as much as possible to avoid accelerating of ageing. Failure to do so will reduce the usage life of the battery over time.

### Electric scooter battery maintenance

1. Do not use other brand of batteries, otherwise there may be security risks.
2. Do not touch the battery contacts and do not open the battery compartment. Any tampering of this may cause a short circuit, potentially damaging the battery and causing personal injury.
3. Only use the original charger for charging, otherwise it may cause damage or a fire.
4. Inappropriate disposal of used batteries may result in serious environmental pollution. Disposal of waste battery packs must be in accordance with local regulations.

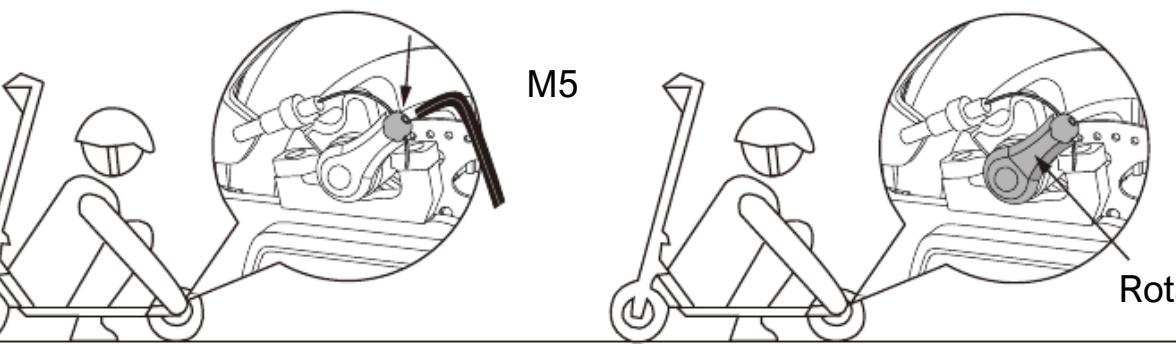
5. Do not place the battery in a high temperature environment higher than 50 °C or lower than -20 °C (for example do not expose the eScooter or its battery pack to the car in summer) otherwise it may cause a malfunction, or even a risk of fire. The ideal temperature for maximum mileage and performance is between 20°C and 25°C and riding below 0°C will severely decrease battery life and performance. In some instance, at -20°C the mileage may be only half or less than at optimal temperature.

#### Note:

It is forbidden for non-professionals to remove the battery pack. Failure to do so may result in serious electrical faults or safety short-circuits.

### Disc brakes debug

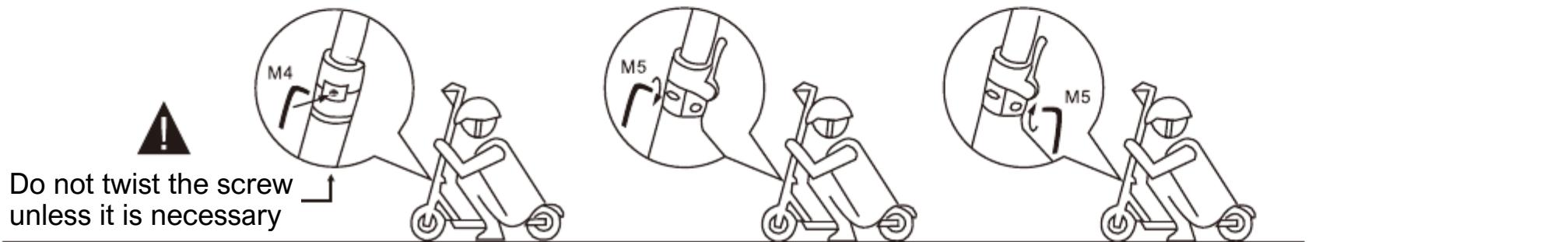
If you feel the brake is tight when you are riding, you can adjust the disc brake by loosening the screw on the Rotary knob, with a M5 hex wrench (as shown in the picture below). Turn the Rotary knob slightly to the right and tighten the screw with a M5 hex wrench. If you feel the brake is loose, you can turn the Rotary knob slightly to the left, after loosening the screw on the Rotary knob with a M5 hex wrench and then tighten the screw.



Alternatively, take your electric scooter to the nearest service centre for adjustment.

## Handle shake debug

If you feel the steerer tube is loose and shakes when you are riding, please use the M5 hex wrench to reinforce the screw as the below picture shows.



Alternatively, take your electric scooter to the nearest service centre for adjustment.

## Warranty

Your eScooter has a 1-year warranty from the date of purchase.

If you're having an issue with your eScooter, we want to help resolve it. In the first instance, please contact the store where you purchased the product. If you experience any difficulty settling a warranty claim with your retailer, please contact us directly. Likewise, should anything feel loose or not right then please stop using your product immediately and get in contact with the retailer you purchased it from or us directly.

Register your eScooter with us so we can quickly and easily verify your purchase for your warranty. Should your eScooter ever be stolen, you can also get in touch with us to retrieve your serial number which is often wanted by the authorities.



REGISTER YOUR ESCOOTER

## Parameter Table

Parameters	Description	Specifications
Product Dimensions	LxWxH(CM)	1180mmx550x1180mm
	Folding Size LxWxH(CM)	1180mmx550mmx495mm
Weight	Total Scooter(LBS)	28.4
Ride Limits	Rider Weight Limit(LBS)	220
	Rider Age	14+
Main Parameter	Rider Height(CM)	120-200
	Max Speed(MPH)	15.5
	Max Mileage(MILES)	15.5
	Max Slope	14°
	Road	Cement, asphalt, flat roads, etc., shall not exceed 1cm steps, and shall not exceed 3cm.
	Working Temperature	-10-40°C
	Stock Temperture	-20-45°C

Parameters	Description	Specifications
Battery Pack	Battery manufacturer	Shenzhen Elite Electronic Co.,Ltd
	Battery model name	HY-ELITOP-S1003US-JD
	Rated voltage(VDC)	36
	Maximum Charge Voltage(VDC)	42
	Rated Capacity	7.5Ah
	Protection	Temperature, short circuit, undervoltage, overcurrent, overcharge, overdischarge
Motor	Rated Power(W)	350
	Max. Power(W)	500
Charger	Charge manufacturer	Shenzhen Fuyuandian Power Co.,Ltd
	Charge model name	FY-4202000
	Rated Power(W)	84
	Rated Voltage input(VAC)	100-240
	Rated Voltage output(VDC)	42
	Rated Current Output(A)	2
	Charging time(H)	4-6

MAINTAIN ME

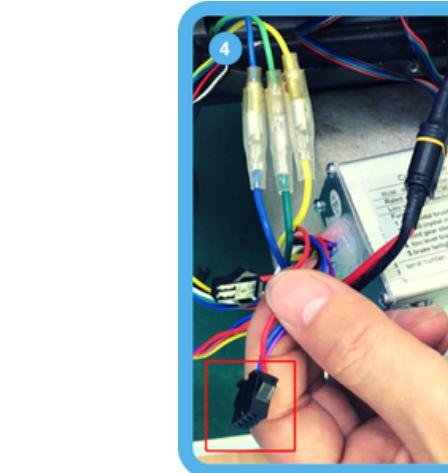
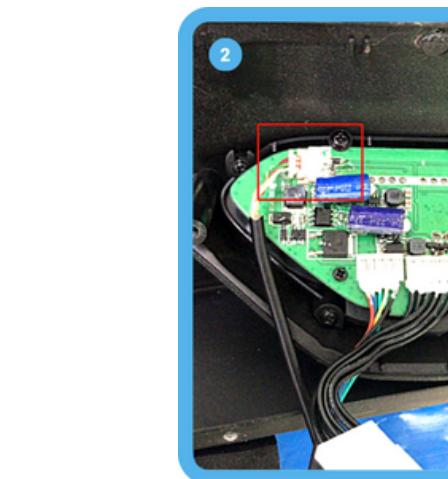
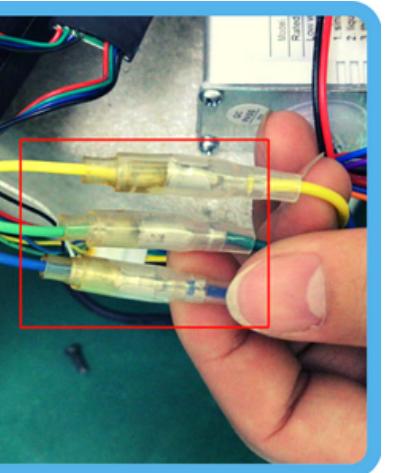
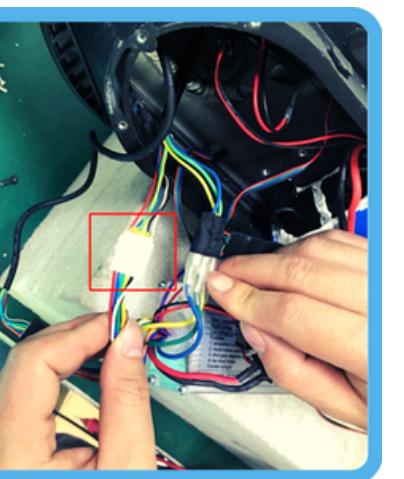
### Note:

Data and parameters vary by mode. Subject to change without notice.

## Error Codes

We hope you're happy and riding well, however, should an issue ever arise with your eScooter and you are shown an error code, you can refer to the below table for how to troubleshoot and fix this. To use this, go to the row with your error code for instructions and use the corresponding photos below the table to help guide you further. Should the problem not be fixed, please reach out to the retailer you purchased from or Reid at [www.reidbikes.com/contactus/](http://www.reidbikes.com/contactus/) and we'll do our best to help. For all warranty information on our eScooters, please visit our dedicated Warranty Page [www.reidbikes.com/warranty/](http://www.reidbikes.com/warranty/).

Code	Meaning	How to Troubleshoot	Photo Reference
E01	Wiring Issue	Check if this connection is loose	1
E02	Accelerator issue	Check if this connection is loose	2
E03	Wiring and accelerator issue	Check if these connections are loose	1 & 2
E04	Low Battery	Charge eScooter	N/A
E05	Wiring Issue and low battery	Check if this connection is loose and charge eScooter	1
E06	Accelerator issue and low battery	Check if this connection is loose and charge eScooter	1
E08	Motor Issue	Check if these connections are loose	3
E09	Wiring and Motor Issue	Check if these connections are loose	1 & 3
E10	Controller Issue	Disconnect these two connections. If the problem stops, it's not a problem with the controller. Please contact Rei for further information at . If the probem is still there, it is a problem with the controller itself.	4
E12	Low Battery	Check if these connections are loose and charge eScooter	3



## **WARNING**

1. To reduce the risk of injury, user must read the instructions manual.
2. Prolonged exposure to UV rays, rain and the elements may damage the enclosed materials.
3. Store indoors when not in use.
4. Risk of fire, no user serviceable parts
5. Use only with specified charger in instructions

## **FCC Statement**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

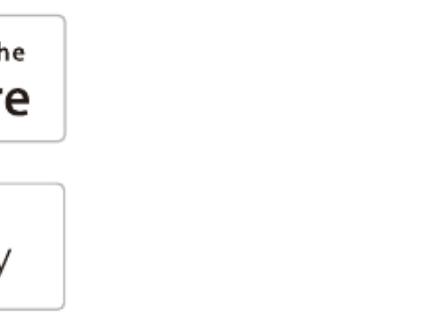
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by the party responsible for compliance could void the users authority to operate the equipment.

# APP INTEGRATION

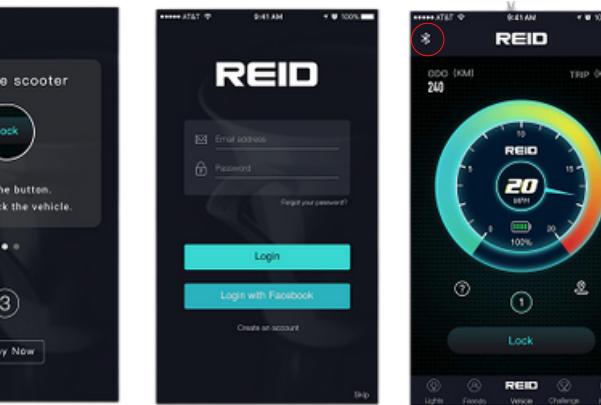
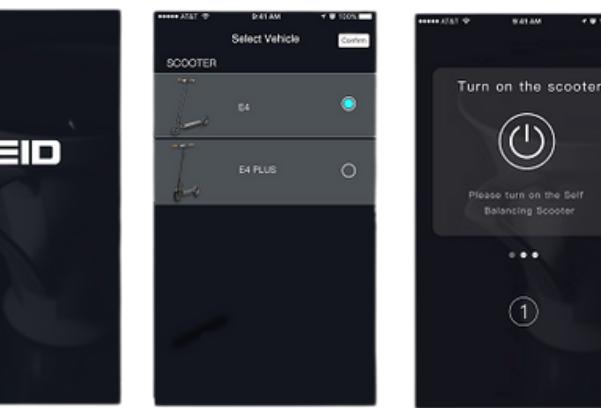
## APP Download Guide:

The Reid eMobility app is available to download in the App Store and Google Play. You can also scan the QR code below to download and install the app.  
Bluetooth password: 000000



## Pairing your eScooter

To pair your phone to your eScooter, please download the app and follow these instructions: Make sure your Bluetooth is turned on, open the app, select the model of your scooter, create and account with us and then click the Bluetooth button in the top left hand corner of the main screen. Choose your device and enter the password: 000000, you are now connected.





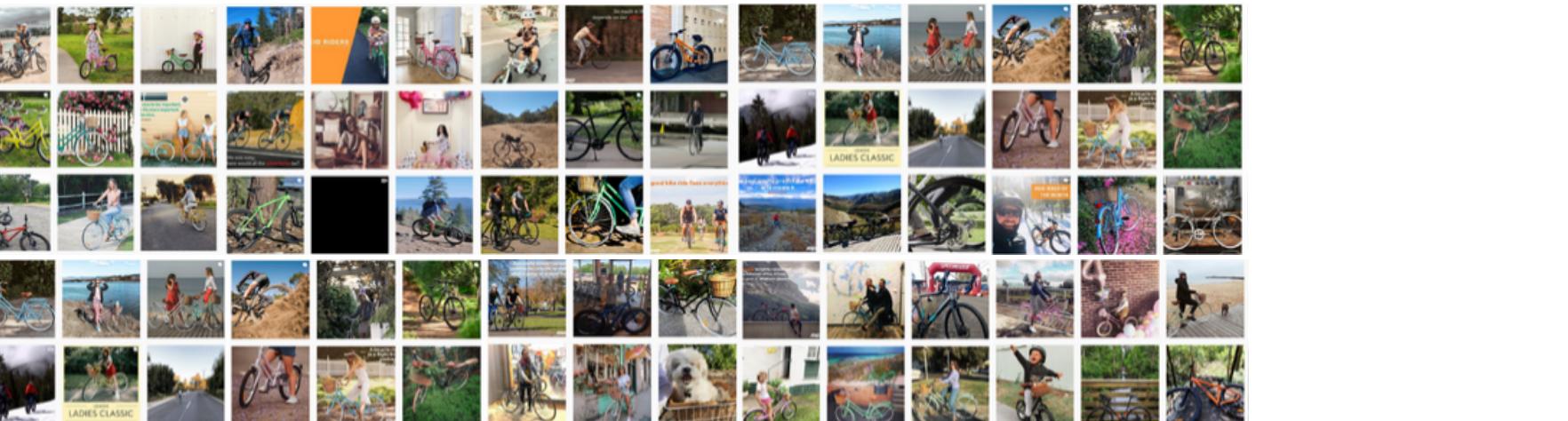
JOIN THE COMMUNITY

## Instagram

Follow us on Instagram @reidbikes to experience the best of life on two wheels and more. We post everyday with new products, epic adventures and the latest eScooter news! We love sharing from our community of Reid Riders so use #reidbikes and #freidom for your chance to be featured.



FOLLOW US ON INSTAGRAM



## Facebook

We have dedicated Facebook pages for many of the countries we're found in. These pages will give you more Reid information specific to your country, so follow us to keep with the all the latest happenings.



FOLLOW US ON FACEBOOK

A screenshot of a Facebook profile page for 'Reid Bikes'. The profile picture is a circular logo with a stylized 'R' and the word 'REID'. The page name is 'Reid Bikes' and the handle is '@ReidBikes'. Below the profile picture, there are tabs for Home, About, Posts, Reviews, Photos, Videos, and Community. A large banner at the top features the 'REID' logo with the tagline 'ENABLING AND SUSTAINING FREEDOM THROUGH CYCLING'. On the right side of the page, there are buttons for Like, Follow, Share, and a 'Shop Now' button. Below the main content area, there is a 'Suggested Groups' section with a link to 'Electric Scooter Users UK'.

## TikTok

Follow us on TikTok @reidbikes for awesome eScooter videos and more! We post regularly with new eScooter content, awesome adventure videos and the latest TikTok trends.



FOLLOW US ON TIKTOK



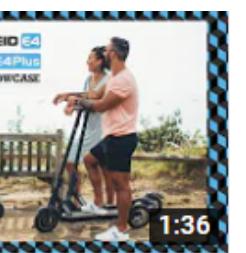
## YouTube

Subscribe to our YouTube channel for in-depth maintenance and repair guides, as well as the most inspiring ride videos from around the world to help you plan your next adventure.

We have created a dedicated video series for our eScooters including everything you need to repair and maintain them. So should you need any help, then make sure to check them out and ask any questions further questions you may have as we monitor these and reply regularly.



SUBSCRIBE TO OUR YOUTUBE CHANNEL



Reid E4 and E4 Plus Electric Scooter Showcase



Reid E4 Plus Video Series



Reid Race | E4 Plus eScooter vs Lamborghini vs Parkour...

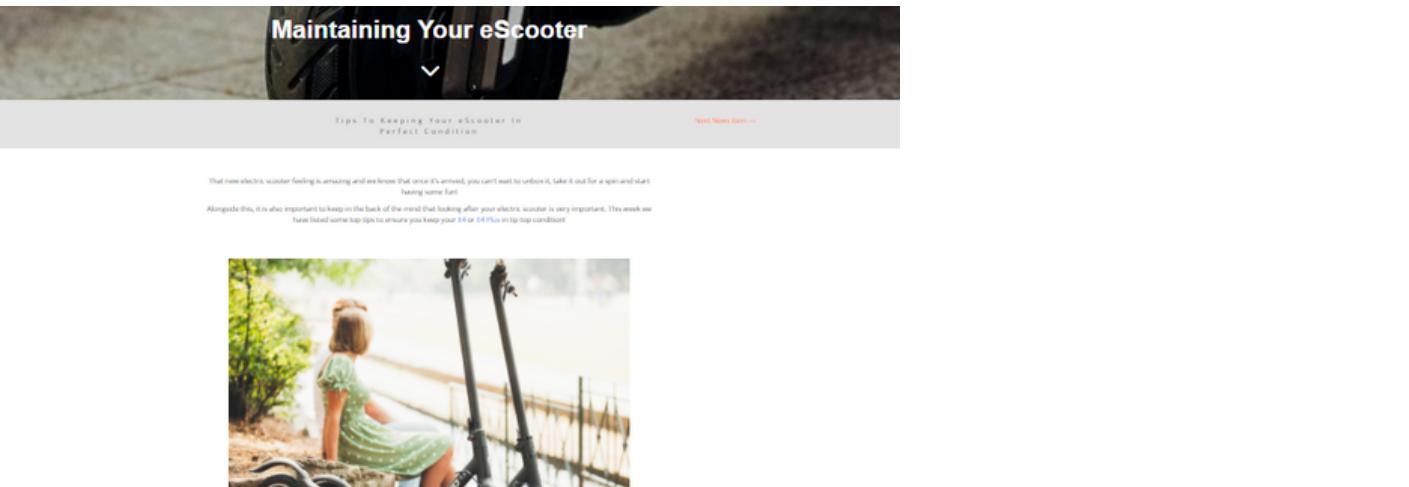
## Blog

From tips and tricks, advice on maintaining your eScooter and product guides to improve your experience, our blog is all you need to get the most from your Reid.

We regularly add new content so scan the QR code below to get started.



**LEARN MORE ON OUR BLOG**



## Reid Rider Of The Month

We love seeing our community enjoying their Reid's and exploring the world on their Reid! So much so, that we wanted to share these stories through a feature on our blog.

From city scootering to new adventures, these stories can teach and inspire you to make the most of your Reid.

If you would like to become our Reid Rider of the month, start sharing your Reid snaps on Instagram using #reidbikes and we might be in your DM's soon.



# ENVIRONMENTAL PLEDGE

## Recycle

Almost everything I'm packed in is recyclable, except a few plastic pieces needed to protect me on my journey to you. However none of this matters unless you take the necessary actions to recycle these, which helps to sustain the environments we love to ride in! Please recycle all you can from our carton.



## Reuse

If you can't recycle then you can always reuse! 95% of the packaging we use is recyclable - but if you don't have recycling facilities near you, then you can always repurpose. Our bike carton makes a nice bed for a cat or spaceship for a child!



## #BUYONEPLANTONE

We believe it is important to be constantly improving our sustainability practices so that the environments we love to ride in stay as healthy as possible.

Which is why we have decided to take an active role in tackling climate change, and have made a pledge to plant of a tree for every Reid branded product we sell.

We believe that all businesses have a responsibility to offset the carbon they use. Even though our products already help people live a more eco-friendly lifestyle, we feel an obligation to do more and help make the world a greener place!



**SCAN TO LEARN MORE**

## Eden Projects

Reid have partnered with the amazing Eden Reforestation Projects who plant a tree on our behalf for every Reid branded product we sell.

Eden Projects is a 501(c)(3) charitable organisation with the objective to plant 500 million trees each year by 2025.

Now widely recognised as one of the most effective reforestation projects on the planet, Eden also provides fair wage employment to impoverished people in developing countries.

This “employ to plant” methodology delivers multiplied socioeconomic and environmental benefits and we’re honoured to be a part of this powerful global initiative.



**edenprojects.org**  
PLANT TREES | SAVE LIVES

# GET IN CONTACT

[www.reidbikes.com/contactus/](http://www.reidbikes.com/contactus/)  
@reidbikes



**Notes**

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