



**PIVOT PRO
VEHICLE HITCH RACK**

USER MANUAL

PRODUCT DETAILS

The Pivot Pro rack is the premium solution to hauling heavy eBikes on the back of your car. Incorporating a patented pivoting mechanism about the hitch to easily load and unload without the need for extra ramps or lifts.

**If max hitch center height is exceeded, loading bike is more challenging, but not impossible.*

Note: It is up to the customer to ensure that they are complying with the tongue weight specifications for their vehicle.

Vehicle Hitch Receiver	Standard 2" Hitch Receiver
Operating Temp Range	0-40° Celsius (32-104° F)
Max Static Hitch Receiver Weight	288 lbs.
Max Recommended Hitch Center Height*	20 in
Rack Capacity (Double)	200 lbs.
Rack Weight (Double)	82 lbs.
Rack Capacity (Single)	100 lbs.
Rack Weight (Single)	53 lbs.
Maximum Tire Size	26x4.8" / 29x3"
Minimum Tire Size	16x1.75"



GET STARTED

WARNINGS

WARNING: Improper attachment or misuse of this rack may be hazardous and may result in damage to your bicycles, vehicle, or vehicles driving behind you as a result of colliding with or trying to avoid the fallen bicycles and rack. Read and understand the following warnings and instructions carefully.

IT IS STRONGLY RECOMMENDED TO PAD THE HANDLEBAR END CLOSEST TO THE VEHICLE TO PREVENT DAMAGE TO THE VEHICLE

Make sure the rack is in the level (about the hitch) position, the pivot release pin is engaged, the rack is **NOT** in the trunk access position, the stow safety pin is inserted, and the hitch tensioner pin is tight before every journey.

Ensure the wheel arms are snugly secured into the tires of the bikes and that the tires have at least 20psi.

Ensure that the wheel size adjustment is correctly adjusted to the tire size being carried and the adjustment bolt is tight. The pin at the end of the arm should be no less than 60degrees from vertical.

Check periodically to ensure that all fasteners are clean, secure and free from corrosion.

Certain chemicals can damage the rack and/or your bike. It's good practice to remove the rack before entering a car wash and to not use harsh chemicals or solvents to clean the rack.

Please be careful of all potential pinch points during assembly, or any movement of the rack position.

Remove all accessories which are not bolted on to the bikes before driving.

Check with the hitch receiver manufacturer to ensure that the tongue weight is not exceeded, and the hitch is correctly sized to accommodate the rack.

Do not use hitch extenders or adapters in conjunction with the rack.

Do not exceed the rated capacity for the rack.

Do not use any other hitch tensioner pin than one supplied by QuietKat specifically for this rack

Bikes and/or the rack can block the license plate and taillights. Adjust accordingly.

User must secure bicycle to carrier with additional security cable (not included). Read the enclosed owner's manual for proper installation and use of this carrier. Do not use this carrier on fifth wheels, RVs, or trailers.

QuietKat cannot be held liable for bike or rack theft, or damage to the vehicle, rack, or bicycles.

Though technically possible, it is not recommended to tilt eBikes into the trunk access position. This feature is intended for use with lighter bikes.

This rack was designed to work with most vehicles, though some vehicles will have to make accommodations to avoid damage to the vehicle, the rack, and/or the bikes.

FAQS

Q: Can I add a second add on tray to make 3 total bike trays?

A: No, the rack is designed for heavy eBikes and the rack, and most tongue weights are not rated for more that 2 eBikes

Q: Can I hold bikes other than QuietKat eBikes on the Pivot Pro?

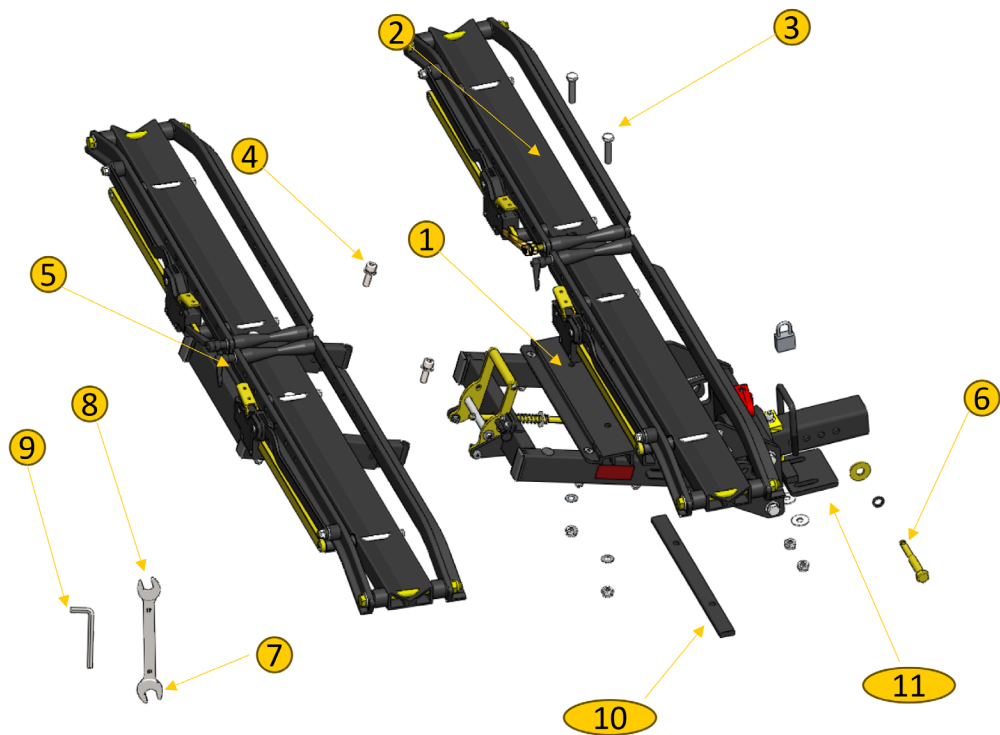
A: Yes, though the bike rack was designed for QuietKats. Please ensure both weight, wheelbase, and tire size compatibility before use.

Q: What if my hitch is higher than the hitch center height?

A: If your hitch is too high, the tray will not contact the ground. You will need to “wheelie” the front tire to hit the actual tray.

Q: Does the rack collapse for storage?

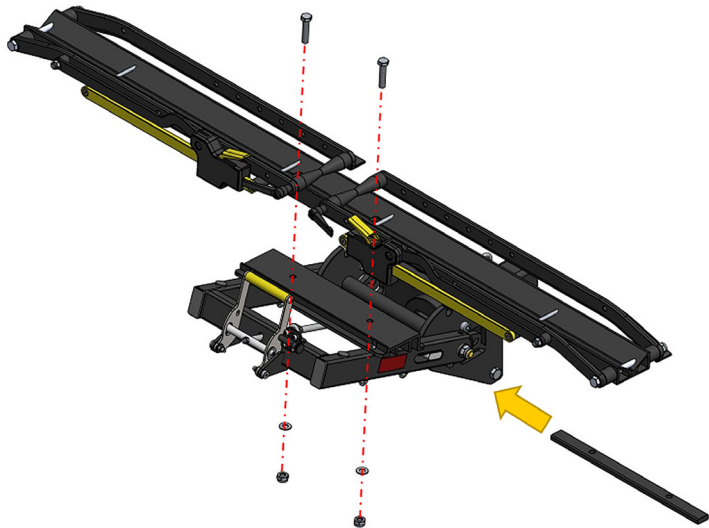
A: The rack can be separated into a single and an add on tray, but the tray does not collapse further



Item #	Description	QTY
1	Single Rack Body	1
2	Rack Tray Assembly	1
3	M10x45 Bolt, Washer and Locknut	2
4	M10x30 Bolt, Washer	2
5	Add-on Tray	1
6	Hitch Pin Assembly	1
7	19mm Wrench	1
8	17mm Wrench	1
9	8mm Hex Tool	1
10	Tray Insert	1
11	Anti Wobble Plate	1

STEP 1 | ASSEMBLY & INSTALLATION

Insert the 2 M10 bolts through the tray and metal insert and tighten the M10 locknuts with washer on the bottom side of the tray to 55Nm.



STEP 2 | ASSEMBLY & INSTALLATION

Insert single rack into the hitch receiver and line up one of the threaded holes with the hole in the side of the hitch receiver.

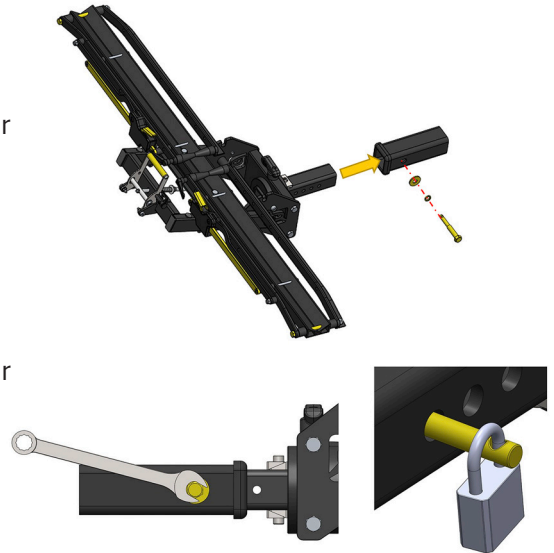
Note:

It is recommended to use the closest hole as possible to reduce forces. Based on your hitch/bumper configuration, you may need to select a closer or farther threaded hole on the rack.

Make sure there is proper clearance between the handlebar end and the vehicle. It may be necessary to pad the bar end to prevent vehicle damage.

Insert the hitch pin on the right side of the hitch receiver and tighten the hitch pin using a 19mm wrench to 40Nm.

Insert the lock through the hole in the end of the hitch pin to secure to the vehicle.



STEP 3 | ASSEMBLY & INSTALLATION

If you have ANY play at the hitch, use of the anti-wobble plate is mandatory.

Insert the U bolt through the anti-wobble plate with the U-bolt touching the male hitch (not the hitch receiver).

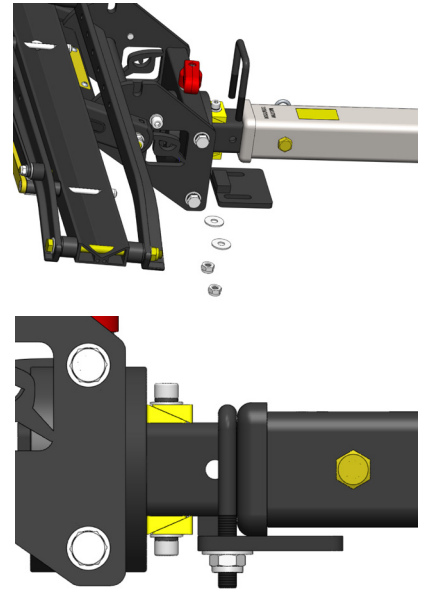
Ensure the anti-wobble plate is oriented correctly: The flat part is touching the flange on the hitch receiver, and the block side is touching the face of the male hitch.

Note:

Ensure that the anti-wobble plate is not contacting the golden wedge blocks

Torque both nuts to 20Nm

If there is STILL play at the hitch, your hitch receiver may not be compatible with this rack!

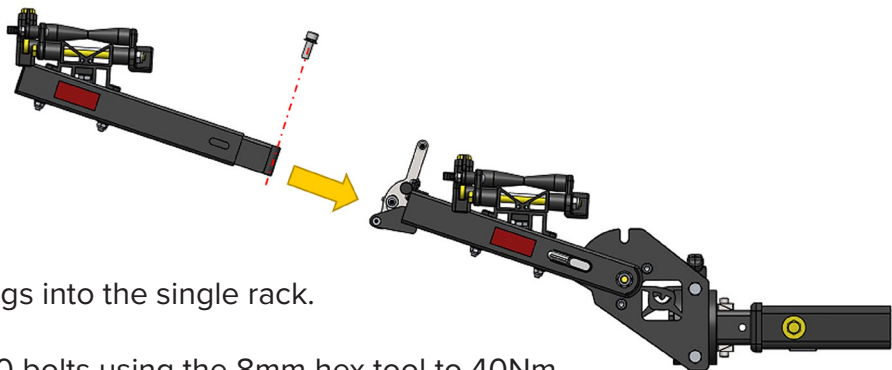


STEP 4 | ASSEMBLY & INSTALLATION

Purchase of the Add-On Tray is optional.

Remove end caps from the single rack so the Add-On can insert into the Single Rack body.

Loosen and remove the M10 bolts at the end of the Add-On Tray.



Insert the Add-On Tray legs into the single rack.

Insert and tighten the M10 bolts using the 8mm hex tool to 40Nm.

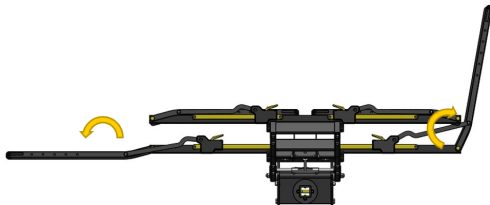
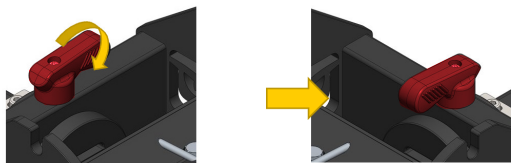
STEP 1 | *LOADING BIKE*

Twist Pivot Release Handle 90 degrees, and tilt rack to one side.

Return the Pivot Release Handle to original position.

Press down on the Ratchet Release Tab and lower Wheel Arm until it contacts the ground.

Note:
DO NOT STEP on the arm to lower to the ground.



STEP 2 | *LOADING BIKE*

Roll bike up the L shaped arm or wheelie front wheel onto the tray and push forward until front tire is captured by with front Wheel Arm.

Note:

Using the brakes will help with this process.



STEP 3 | *LOADING BIKE*

Once the front wheel is captured, it can be helpful to pull up on the rear wheel arm to temporarily secure the bike. lift up on the rear wheel side of tray and/or push forward on the bike as necessary to level the rack.

Note:
You may need to disengage the ratchet mechanism if the arm goes over center.



STEP 4 | *LOADING BIKE*

Repeat tilting to opposite side for loading of the 2nd bike.

Note:

The 2nd bike will face the opposite direction as the first bike.

Note:

You may have to stagger the bikes or lower the saddles slightly to avoid handlebar/saddle interference.

Padding between the bikes will reduce the chances for scratches or dings from the bikes contacting each other

Note:

If the pivot release handle is difficult to twist, gently lift up on the left and right side of one of the trays to ensure the weight is balanced over the hitch centerline.

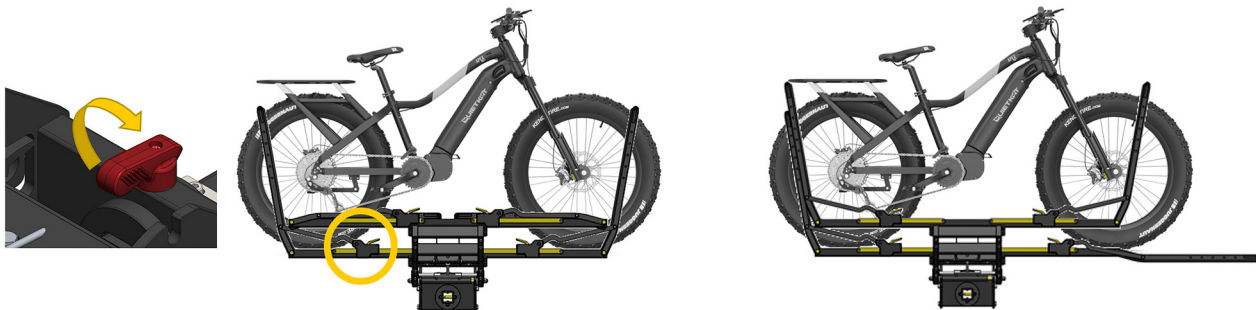


STEP 1 | UNLOADING BIKE

Loosen the rear arm so it touches, but does not compress the rear tire.

Lower the front wheel arm on the bike which is farthest away from the vehicle.

With one hand on the bike(s), twist the Pivot Release Handle 90 degrees.



STEP 2 | UNLOADING BIKE

Pull both brakes and push forward on the bike.

The weight of the bike should pivot the ramp down.

Continue to use the brakes to control the speed as the bike rolls forward off the rack.

Note:
DO NOT STEP on the arm to lower to the ground. You can use your foot to release the ratchet mechanism and the arm should fall cleanly to the ground.

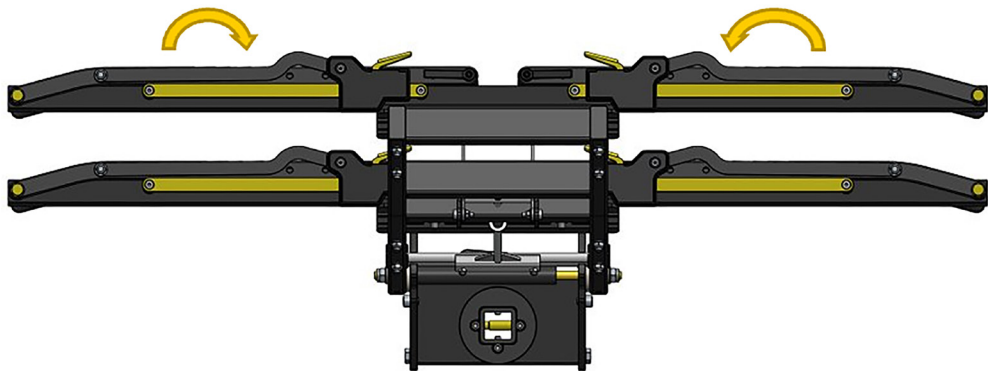


STEP 3 | UNLOADING BIKE

Pivot the rack back to center and repeat steps 1 and 2 to unload the 2nd bike.

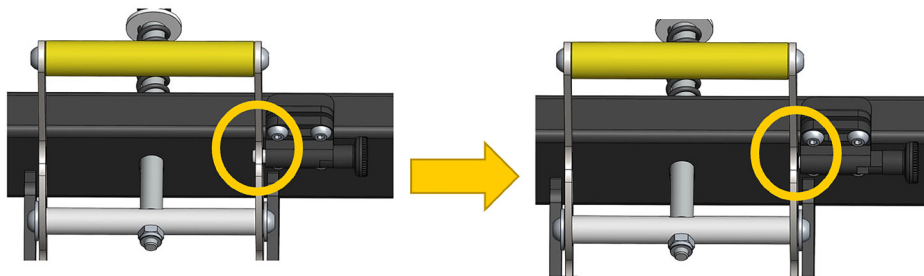
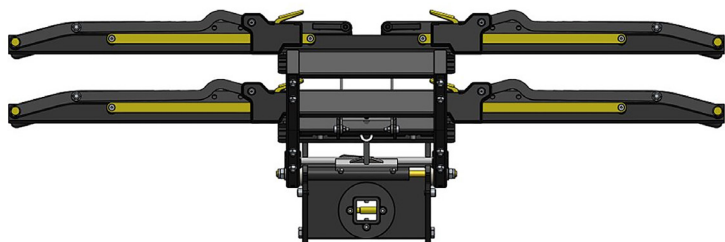
Twist the Pivot Release Handle back to the locked position.

Pivot the rack back to horizontal for storage and transport.



STEP 1 | *STOWING*

Remove the stow safety pin
and fold all Wheel Arms flat to the trays.

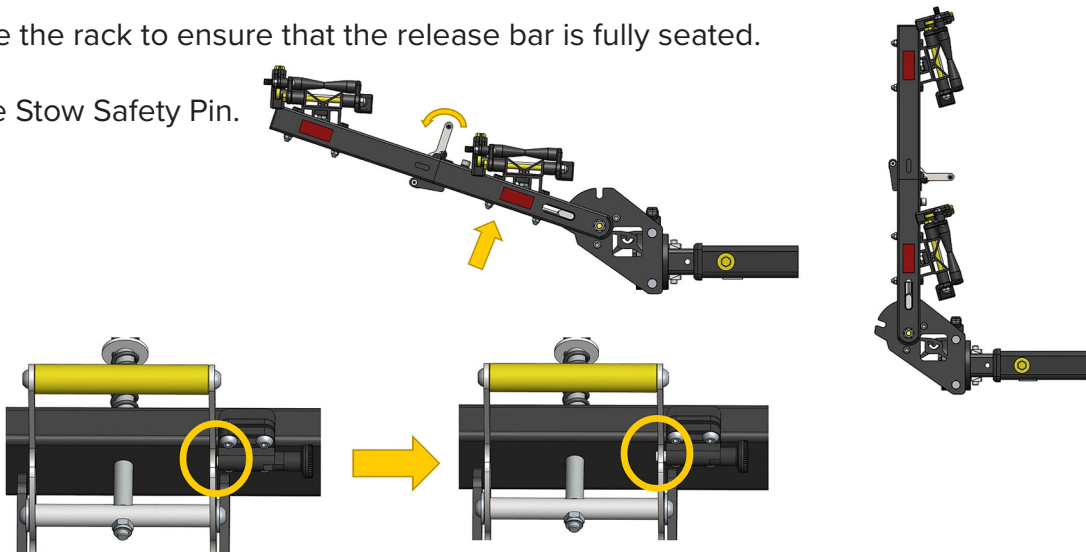


STEP 2 | STOWING

Pull the Stow Release Handle towards the rear of the vehicle and push upwards on the rack until the stow release bar audibly engages in the vertical position.

Note: Wiggle the rack to ensure that the release bar is fully seated.

Re-insert the Stow Safety Pin.



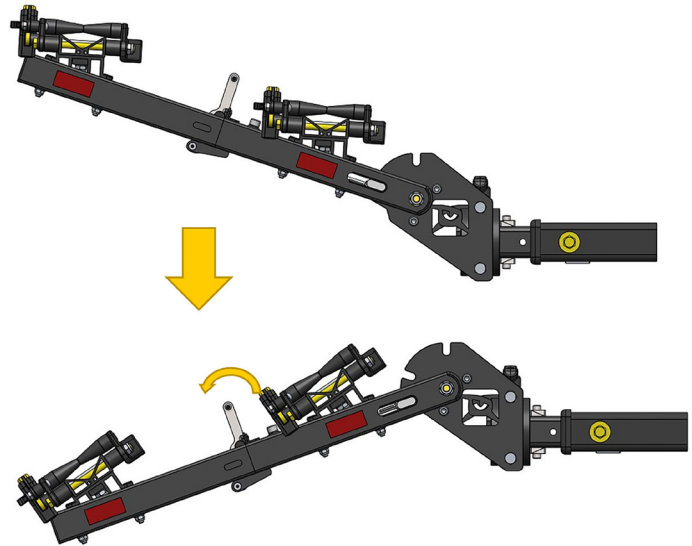
STEP 1 | *TRUNK ACCESS*

Release the Stow Safety Pin.

Gently lift up on the rack to release the pressure on the stow release bar.

Pull the Stow Release Handle towards you and slowly lower the bikes until you hit a stop.

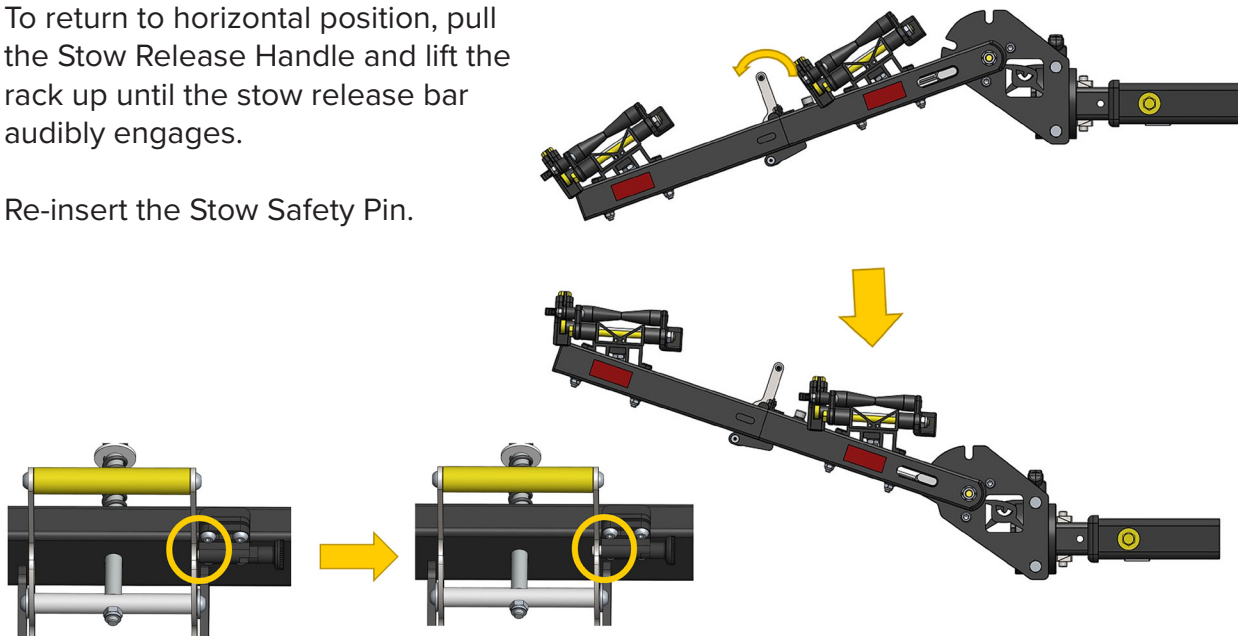
Note: It is not recommended to access the trunk with bikes over 60lbs loaded on the rack.



STEP 2 | TRUNK ACCESS

To return to horizontal position, pull the Stow Release Handle and lift the rack up until the stow release bar audibly engages.

Re-insert the Stow Safety Pin.



STEP 2 | TROUBLE SHOOTING

Issue	Potential Solution
Pivot mechanism not locking. If bikes removed and weight of rack lifted the lock engages.	Check the torques on the bolts on both side of the circular pivot locking mechanism
Pivot release handle too hard to turn	Try centering the weight on the tray. The lock mechanism is likely loaded on one side preventing the lock from disengaging
Pivoting mechanism becoming stiff due to use or cold temperatures	Graphite lubricant can be added to the main pivoting joint, Keep in mind the rated operating temperature range is 32-104F
Wheel arms not disengaging from tire	Press inward to release the tension on the ratchet mechanism. This should allow the wheel arm to disengage

QUIETKAT



[QUIETKAT.COM](https://www.quietkat.com)

970.328.2399 | P.O. Box 5830, Eagle, Colorado 81631