



ELECTRIC SCOOTER USER MANUAL



Note: Please read through the user manual before using the scooter for the first time.

FOR USERS IMPORTANT

Thank you for choosing CAROMA electric scooter.

To ensure easy and safe use of the product, we've specially prepared this manual with which, you could understand CAROMA electric scooter better.

CAROMA with a unique shape, advanced and reliable technology and considerate after-sales services, CAROMA electric scooter is popular among users.

The scooter is composed of a structure that can withstand 100,000 times of vibration, shock absorber, efficient motor and its driving system, all of which constitute leading and unique advantage of the scooter.

We keep satisfying users' needs.

You're much appreciated to share with us your riding feelings and opinions freely so that we can improve the product further.

ABOUT THE BRAND

Green and healthy travel contributes to physical health. Small actions make a big difference.

The Company has established a complete R&D, manufacturing and sales system for CARMOA electric scooter. All models are self-developed by the Company and have won high praises from customers.

As a necessary product for traveling in the future, our products are environmentally friendly, comfortable, convenient and practical.

Dear users, in order to ensure safety of you and others, and excellent performance and stability of the electric scooter, please read the user manual carefully before using the product. Daily operation and maintenance instructions in this manual can help you get familiar with the operation of your scooter. Any improper operation may damage your scooter.

Thank you for purchasing "CARMOA" electric scooter. In consideration of our continuous improvement and update of the product, the physical object may be slightly different from the figure in this manual.

Please refer to the physical object. Please carefully read and observe the contents marked with in this manual.



OPERATOR'S MANUAL

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01. PRECAUTIONS FOR USERS

This manual contains important information about safety performance and service. Before using the product, please read the following warnings.

- 1.1 For riding safety, please carefully read this manual before riding and check whether the parts are intact. For any problems, please free to contact us timely by caromaservices@outlook.com
- 1.2 Please take personal protective measures before riding the scooter and wear special protective equipment while reading:
 - Wear the helmet while riding the scooter.
 - Wear clothes with fluorescent and reflective stripes when riding at night.
 - Wear tinted spectacles while riding under the sun.
 - Do not ride overspeed, because it's the main reason of traffic accident.
- 1.3 Please fully charge the scooter before riding.
- 1.4 Avoid any foreign matters around the charging port when charging the scooter. To prevent sparks, connect the charger to the scooter before connecting it to AC power supply.
- 1.5 If the scooter will be left idled for a long time, please timely turn off the general switch and charge the battery periodically (for every other 2 months generally). Store the scooter after fully charging the battery. To prevent serious power loss, please discharge and charge the battery at least once a month.
- 1.6 Do not ride the scooter when feeling comfortable due to illness and impact of drug or alcohol.
- 1.7 Please observe the local laws and regulations on electric scooters.
- 1.8 Do not ride the scooter in a humid environment. Otherwise, the electric scooter may slip off your feet and cause injury and may also damage electronic device and lead to warranty failure.
- 1.9 Do not disassemble parts at will; if necessary, please contact us for purchasing standard parts.
- 1.10 Avoid exposure to sunlight or rain for a long period. Do not store the electric scooter at a hot place or a place with corrosive gas to avoid damaging electroplated parts and painted surfaces.
- 1.11 For the safety of others and to avoid any damage, please do not lend the scooter to others who cannot ride it.
- 1.12 Frequent braking, driving against wind, or by carrying people or objects and insufficient tire pressure, etc. will consume power significantly and reduce endurance mileage.

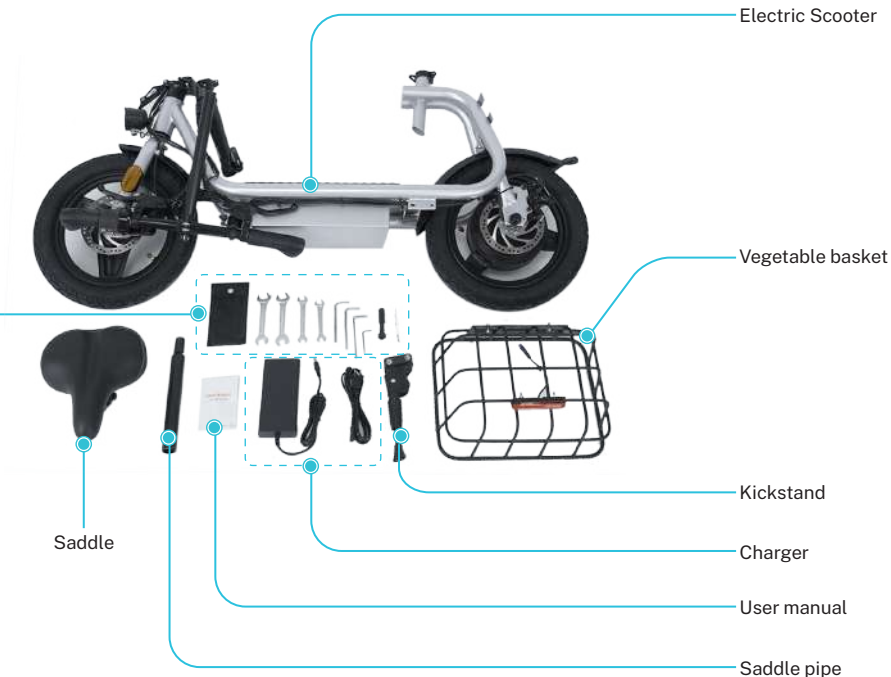
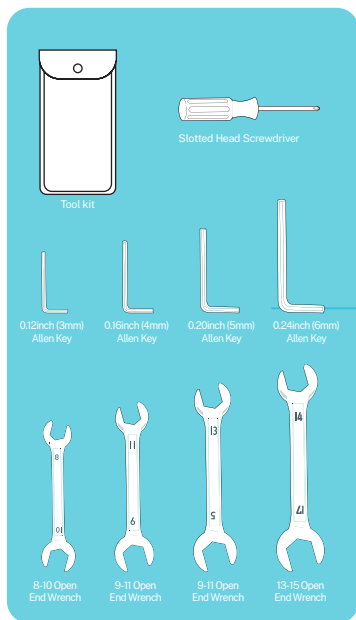
To obtain the best endurance mileage, please do follow the following instructions:

 - Adopt low speed mode.
 - Do not brake frequently on the premise of ensuring safety.
 - Avoid overload.
 - Before riding, please check tire pressure; the tires shall have enough pressure, generally 35PSI-65PSI (280KPA-450KPA).

- 1.13 Please keep the two keys properly. You would not be able to start the electric scooter or change the battery once the exclusive key is lost. Get some standby keys, if necessary (we do not provide them). Please entrust professional institutions in case of loss. User shall bear the entire responsibilities arising therefrom.
- 1.14 The electric scooter is a means of transportation with certain risk factors. Please observe the traffic rules. In case of emergencies such as too fast riding speed, please brake the rear wheel and front wheel in order. If the front wheel is suddenly braked, there is a danger of tipping over. Please ride with care.
- 1.15 Do not ride the scooter on highway.
- 1.16 It is improper to ride the scooter on motorway or at any other inappropriate place.
- 1.17 Before riding this scooter, please carefully check its state. User is responsible for any consequences caused by improper operation or use.
- 1.18 Your current insurance may not cover every situation that you may encounter while riding the electric scooter. Please contact your insurance company or insurance broker for consultation.
- 1.19 The user shall be solely responsible for the safety problems caused by improper use.
- 1.20 In order to prevent your electric scooter from being lost, please take good care of your electric scooter. Please equip a professional scooter lock if necessary, and lock the electric scooter when it is not in use.
- 1.21 There are still other factors that may cause danger when using this product, even if following the instructions in this manual. Please pay attention to safety during riding.
- 1.22 Please abide by local laws and regulations. If speed governing handle (which may also be called rotating handle or accelerator) is not allowed according to local laws, please do not assemble speed governing handles on CARMOA products or use them; otherwise, user shall bear all consequences arising therefrom and CARMOA will not bear any responsibilities.

02. PACKING LIST

Please carefully check the contents in package upon receiving the product. For any missing part or any damage, please timely contact us.



03. STRUCTURE DIAGRAM

Knowing scooter parts well could facilitate its assembly, maintenance and troubleshooting. Color, style and parts of the scooter may be different. The physical product shall prevail.



04. PARAMETERS

Please confirm the product model and find corresponding parameters.

Performance Indicators	Items	Parameters
Basic parameters	Dimensions	124*23*60 CM
	Wheel dimension	14"
	Frame material	Iron
	Load capacity	90KG
	Scooter weight	25.6KG
Performance Parameters	Max. speed	32KM/H
	Max. gradient	9-10°
	Front derailleur	Single speed
	Rear derailleur	NA
	Working temperature	-10°C ~55°C
Battery parameters	Rated voltage	48V
	Battery capacity	7.8AH
	Service life	500 charge and discharge cycles

Performance Indicators	Items	Parameters
Motor parameters	Rated power of motor	500W
	Motor type	Brushless hub motor
Charger parameters	Input voltage	90-264V AC
	Input current	≤2.8A
	Output voltage	54.6V
	Output current	2A
Other parameters	Charging time	4-6H
	Instrument	LCD instrument
	Brake	Front and rear wheels: Disc brake
	Anti-vibration mounting	No shock absorbers
	Car light	Front and rear lamps and brake taillight
	Package weight	30.6KG
	Battery lock	Yes (2 keys)

05. CHARACTERISTICS

- 4.1 Three-dimensional body structure is designed according to ergonomics, mechanics of materials and aesthetics, contributing to the best riding effect.
- 4.2 Light and stylish appearance and excellent part material safeguard riding and facilitate riding operation.
- 4.3 For riding safety, the electric safety system will cut off power automatically when braking.
- 4.4 The scooter is designed according to EU laws (rated speed: 25KM/H), safeguarding riding.
- 4.5 The scooter complies with the local laws and regulations and can be thus used safely.
- 4.6 The scooter is equipped with a mechanical bell. While riding the scooter, the sound of bell and motor does not exceed the A-weighted emission sound pressure level requirement of 70dB(A) at workplace.

06. INSTALLATION

After receiving the product, please carefully check it according to the list of accessories. Pay attention to safety during installation and assemble the scooter according to the following steps.

For your safety, please wear protective gloves before installation.

Improper assembly may cause risks of loss of control, bumping or falling. Please apply proper force when assembling the scooter. Too tight or too loose tightening may cause damage or failure of the electric scooter. Special Note: Do not assemble or repair the scooter without powering it off.

Any use of unauthorized parts, wrong installation may result in damage to electric scooter or even personal injury. Do not attempt to ride an electric scooter that is not properly installed.

Do not disassemble or modify the scooter at will. Otherwise, it may cause permanent damage to the scooter and personal injury.

6.1 Install kickstand

- Untighten the screw on kickstand with hex wrench.



- Install the kickstand at the edge of pedal and fasten it with hex wrench.



- Ensure the kickstand is fixed firmly.

6.2 Install handlebar vertical pipe

- Put the vertical pipe vertically and lock the rubber ring and fixed structure in the middle of vertical pipe.



- Install the scooter in straight vertical pipe and lock the fixed structure.



- Ensure the handlebar structure is fixed and scooter does not shake.

6.3 Install saddle seat

- Insert saddle seat pipe at the back of saddle and fasten it with 14# wrench.



- Insert the well-assembled saddle into bar receiver, lock it with fixed structure, and adjust its position and height based on your riding habits.



6.4 Install luggage basket

- Remove the 4 mounting screws for the luggage basket above the rear fender.



- Adjust the luggage basket and secure it in place with the screws that were just removed.



- Connect the tail light wires.



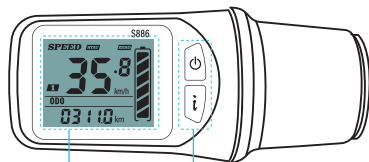
6.5 Adjust the angle of brake rod, instrument, gear lever, accelerator and bell on the handlebar, and tighten them with tools.

Congratulations! You have assembled the whole electric scooter already.

07. INSTRUCTIONS FOR USE

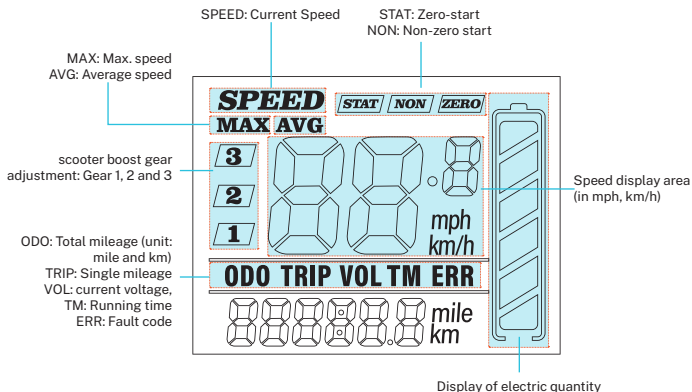
7.1 Instrument

7.1.1 Introduction to Instrument Interface.




LCD display

Function buttons



7.1.2 Introduction to instrument functions

Operation process

- Press and hold  button for 2 s to start it up. The default value is Gear "1".
- To increase the electric and pedal assistance level, press "i" button. Gear "2" is the second level.
- Gear "3" is the maximum speed, indicating the maximum electric and pedal assistance level.

7.1.3 Speed introduction

Mode	Indicator off	Low /Gear 1	mid /Gear 2	high/Gear 3
Default mode (speed limit)	0 mph	9 mph	15 mph	20 mph

7.1.4 Introduction to instrument settings

P01: Backlight brightness, Level 1 is darkest and Level 3 is brightest

P02: Mileage unit, 0: km;1: mile

P03: Voltage grade: 24V, 36V, 48V and default 36V

P04: sleep time: 0, no sleep; Other numbers are sleep time, range: 1-60; in minutes

P05: Boost gear: 0: Gear 3 mode

P06: Wheel diameter: Unit, inch; accuracy: 0.1

P07: Number of speed measuring magnets: Scope: 1-255

P08: Speed limit: Range 0-100km/h, 100 means no speed limit

1. Communication status (controller control): The input data here indicates the maximum operating speed of the scooter: For example, if entering 25, it means the maximum operating speed of the scooter will not exceed 25km/h; the drive speed is maintained at that set value

Note: P09-P15 menus are only valid in communication state

P09: Zero-start, non-zero-start settings, 0: Zero-start; 1: Non-zero-start settings

P10: Settings of drive mode 0: Booster drive (the output power is determined by the boost gear, and the rotary handle is invalid at this time)

- 1: Electric drive (via knob drive; power assist gear is not invalid in such case)
- 2: Coexistence of power drive and electric drive (both power drive and handle drive are valid)

P11: Settings of assisting sensitivity 1-24

P12: Settings of assisting start strength 0-5

P13: Settings of power magnetic steel disc type (three types of 5, 8 and 12 magnetic steel)

P14: Settings of controller current limit default 12A and range: 1-20A

P15: Undervoltage value of controller

P16: ODO clear settings Press and hold the plus key for 5 seconds to clear ODO










P17: 0: Cruise not enabled, 1: Enable cruise; Auto cruise is optional (valid for Protocol 2 only)






P18: Display speed scaling range: 50%~150%

P19: Gear 0 enable bit, 0: Include Gear 0, 1: Not include Gear 0



P20: 0: Protocol 2 1: 5S protocol 2: Standby 3: Standby

7.1.5 Introduction to buttons

- Press and hold  button under shutdown status to start it up; after starting up, press  button, the interface will switch between ODO, TRIP, VOL, TM and ERR.
- Press and hold  button under startup state, press  button and adjust the boost gear;
- Press and hold  +  buttons to enter mode settings. In the interface of settings, press  button to switch parameters, press and hold  buttons to switch functions of adding and subtracting functions of  button.

- Modify values of parameters: Press  button under one parameter state to switch parameters, press  button to add or subtract values. After modification, press  button to switch to the next parameters and save last parameter value; exit the interface of settings by pressing and holding  +  buttons after modifying parameters, or wait for 8 s to exit and save parameters automatically.
- The crank can be used for adjusting the rotating speed of motor. Motor speed will be increased by moving from top to bottom. It will return to zero after release.

7.2 Lamp

- Press and hold  button for 2 s, and the front lamp will be on by default. With the front lamp on, press and hold “  ” button for 2 s and the front lamp will be off by default.

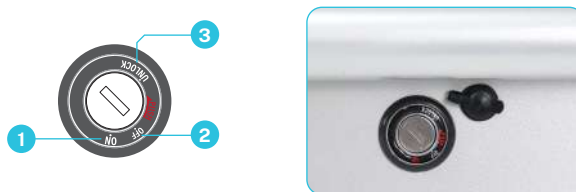
7.3 Battery

7.3.1 Instructions for battery charging

- 7.3.1.1 After connecting the input and output ends of charger, the red indicator will be ON. The battery is fully charged if the indicator turns green
- 7.3.1.2 Standard charging time: Charge according to the time of special charger. The ambient temperature is about 25 °C . The charging time may vary depending on battery capacity, charger specifications, and ambient temperature.


7.3.2 Key positions of battery






Know the key port and battery power supply position before riding. As shown in the picture below, the key port aligns to the key position 1 and is consistent with the ON icon. At key position 1, the battery is at the "ON" position, the battery is locked to the frame, and the key cannot be removed.













Key position/icon	Direction
1	Power on, and lock the battery on the frame.
2	Power off, and lock the battery on the frame.
3	Power off, unlock battery from the frame and take it out.

7.4 Startup

- 7.4.1 When the battery is locked on the frame, turn on the battery switch. Then, press and hold  button of the instrument panel for 2 s to power on. At this time, the electric bike is at the power-on state.

7.4.2 Power assist drive mode: Press and hold  +  button to enter into mode settings. Press  button on the interface of settings to switch P10 parameters, press and hold  button to switch functions of adding and subtracting of  button, set the number to 0 that means power drive.

7.4.3 Electric drive mode: Press and hold  +  buttons to enter mode settings. Press  on the interface of settings to switch P10 parameters, press and hold  button to switch functions of adding and subtracting of  button and set the number to 1 that means electric drive.

7.4.4 Coexistence of power assist and electric drive: Press and hold  +  buttons to enter mode settings. Press  button on the interface of settings to switch P10 parameters, press and hold  button to switch functions of adding and subtracting of "  " buttons, and set the number to 2 that means co-existence of the power drive and the electric drive.

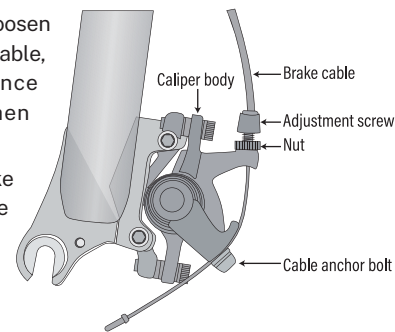
7.5 Adjustment and use of brake

7.5.1 Adjustment of Brake

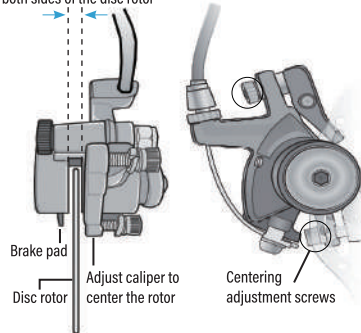
Before aligning the mechanical disc brake, make sure that the brake cable is properly inserted into the lock lever. If the disc rotor is bent or damaged, replace the rotor first.

If the brake is not flexible, loosen the fixing bolt of the brake cable, shorten the braking distance of the brake cable, and then tighten the bolt.

Alternatively, when the brake is too sensitive, increase the distance of brake cable.



Leave the same clearance on both sides of the disc rotor



If the rotor is always rubbing against the brake pad or has excessive clearance, loosen the two centering adjustment screws, but do not remove them. Turn the wheel slowly and check the space between the rotor and the brake pad; adjust the position of the brake pad and rotor to avoid friction between the rotor and pad. After adjustment, tighten the screws.

7.5.2 Use of Brake

The brake is used for speed control instead of stopping the scooter alone. The maximum braking force of the wheel is available before the wheel "lock" (still) and subsequent slip. Once tires skid, most of braking power and any control over scooter will be lost. You must practice braking and stopping gently without blocking wheel. This technique is called progressive brake modulation.

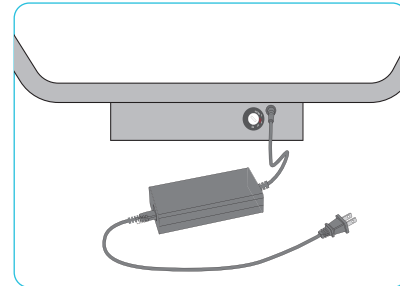
- Push the lock lever towards the handlebar to gradually increase the braking force.
- If the wheels get stuck, reduce the braking force so wheels can continue to spin without being stuck.

7.6 Charging: Safe operation guide

Please follow the instructions for use. Otherwise, user shall bear all the consequences arising therefrom.

Please use the original special charger instead of any other chargers.

Pay attention to the type of battery that can be charged by charger and volage. Mixed use is forbidden. The charging time shall not exceed 12 hours and the charging current shall not exceed 3A.



7.6.1 Insert the charger probe into the charger port on the electric bike battery, as shown in the figure.

7.6.2 Insert the tip of the wire into the battery charger.

7.6.3 Insert the AC power plug into the AC power socket.

7.6.4 The red indicator will be on and in red until the battery is fully charged. After the battery is fully charged, the indicator will turn green.

08. PRECAUTIONS

The scooter is a kind of personal transportation tool with a limited speed, which is strictly inspected during manufacturing process. Please follow the safety tips in this manual. Otherwise, risks may happen. User may be injured or even dead due to fall, loss of control, collision, failure to follow the instructions, etc. at any time or place. To reduce risk and avoid personal injury, please read this manual carefully and observe the following precautions:

8.1 Precautions for riding

Damage may be caused and affect the scooter's performance during riding or parking. Therefore, pay attention to the followings before riding:

- 8.1.1 Check whether all parts of the scooter are installed appropriately and are damaged, and check whether all screws are tightened.
- 8.1.2 Check whether the brakes are in good condition. Confirm the brake before using the scooter, whatever the scenario.
- 8.1.3 Check whether the tires are in good condition and whether the front and rear tire pressure is normal. According to the standard, the air pressure of the front and rear tires should reach 35PSI-65PSI (280KPA-450KPA).
- 8.1.4 Check whether the lock lever is fixed. If it is loose, please tighten it.
- 8.1.5 Please check whether the battery is fully charged before riding each time.
- 8.1.6 After starting the scooter, slowly accelerate to avoid excessive starting current and electric energy waste due to instantaneous acceleration. It is suggested to start the scooter with the assistance of pedal.
- 8.1.7 On the basis of ensuring safety, try to ride at an economic speed. Try to avoid frequent braking to save electric energy.
- 8.1.8 Find a suitable open and flat indoor or outdoor place (at least 4m*20m) to practice riding.
- 8.1.9 Please do master the riding conditions nearby so as not to be disturbed by cars, pedestrians, pets, scooters or other obstacles.
- 8.1.10 Please find a skilled assistant who is familiar with riding an electric scooter and understands all the precautions and riding methods in this manual.
- 8.1.11 Do not test this scooter on a slippery ground.
- 8.1.12 Please wear a helmet or other protective equipment to avoid injury.
- 8.1.13 Please increase the braking distance on rainy days, because dampness will slow down the braking response. After riding, clean and dry the scooter and store it in a safe place.
- 8.1.14 Do not use this product under extreme weather conditions (such as heavy rain, snow or freezing weather).

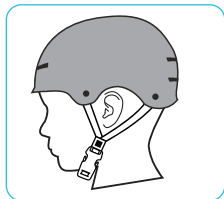
8.1.15 Always lock the battery with the attached battery key and remove the key before riding the scooter.

8.1.16 The routine inspection before and after riding each time will help you maintain optimum electric scooter performance and find potential problems before they cause safety problems.

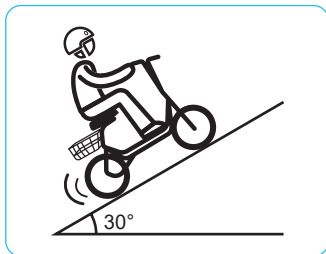
8.2 Precautions for riding

To ensure your riding safety and riding experience, please do observe the following requirements when using the product:

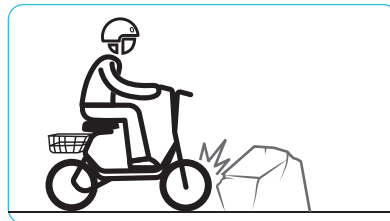
8.2.1 Please wear the helmet and the protective equipment while riding.



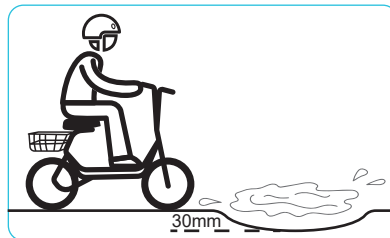
8.2.2 Do not climb slopes over 30°, and do not accelerate or decelerate sharply on slopes.



8.2.3 Be careful of obstacles and slippery roads. Do not ride on grass or cobblestones.



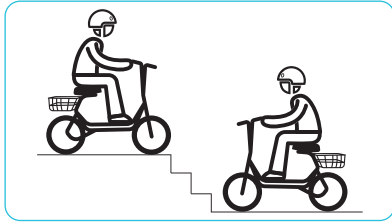
8.2.4 Do not ride in water deeper than 30mm.



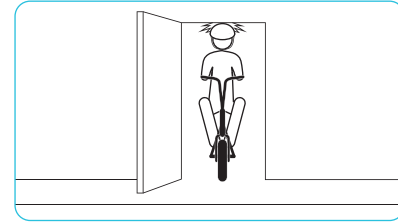
8.2.5 Do not immerse the scooter in water.



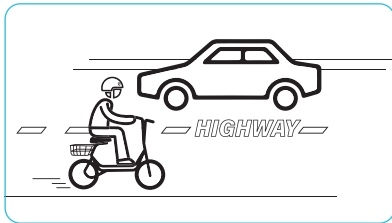
8.2.6 Do not ride to go up and down.



8.2.9 Please pay attention to the obstacles above your head while riding.



8.2.7 Do not ride the scooter on highway.



8.2.10 Do not wear headphones and use cell phones while riding.



8.2.8 The scooter is a means of transportation for an individual and cannot be used by multiple persons at the same time.



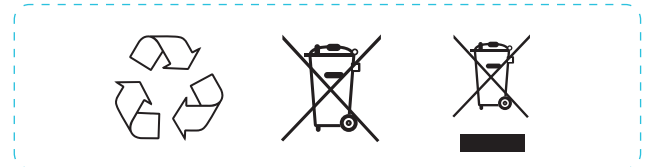
8.3 Precautions for charging

- 8.3.1 During charging, keep the scooter beyond children's reach.
- 8.3.2 Store the scooter battery at -20 to 45°C. Do not place the scooter above 45°C. When the ambient temperature is lower than -20°C, the battery will be self-locked and cannot be charged or used.
- 8.3.3 Keep the battery dry. Do not put it in acid/alkali liquid and keep it away from rain, fire or high temperature. Keep metal contacts clean if necessary. Clean them with a soft, dry cloth.
- 8.3.4 It is strictly forbidden to reversely connect the anode and cathode of battery, connect them or damage, disassemble or short-circuit the battery.
- 8.3.5 Do not disassemble battery without permission or operate or use battery unreasonably.
- 8.3.6 Please use original battery. Do not change it with other brands or products.
- 8.3.7 Use the original charger. Please do not use other charger brands or other batteries for this charger.
- 8.3.8 Do not cover the charger during charging.
- 8.3.9 Do not use the battery when not being fully charged.
- 8.3.10 Before charging the electric scooter, make sure that the charging port is dry and free of malfunctions and foreign objects. Use the correct socket (100V-240V/50HZ-60HZ) only for charging. When charging the scooter, keep it beyond the reach of children and pets. Make sure there are no flammable objects nearby.

- 8.3.11 Do not use the scooter while charging or connecting to a charger in any case.
- 8.3.12 Be sure to lock the battery with the attached battery key and pull out the battery key before using the scooter. Please keep the key properly. Once it is lost, user is responsible for all consequences arising therefrom.
- 8.3.13 If completely immersing the battery or charger in water by accident, please power off the product immediately, disconnect the motor from the battery and stop charging, then contact us for technical support in time; do not restart the product before testing under our guidance.

8.4 Precautions for battery disposal

- 8.4.1 Recycle or discard the battery in an environment-friendly way.
- 8.4.2 Do not throw the battery into fire. Otherwise, it may explode or leak.
- 8.4.3 Do not discard the battery in ordinary household garbage.



09. MAINTENANCE

Maintain the scooter regularly. Adjust scooter at a local scooter shop twice a year. Critical components shall be inspected, repaired and adjusted frequently by well-experienced operator.

9.1 Periodic maintenance and self-inspection

- 9.1.1 Check whether the front and rear wheel screws are tightened.
- 9.1.2 Check whether the tread of cover tire is worn or cracked, whether the front and rear tire pressure is suitable and whether the driving system is unblocked.
- 9.1.3 Check whether the joints are normal: Whether the braking wire fastener can be used in lubricating state.
- 9.1.4 Regularly check whether the brake functions well. Increase the braking distance on rainy/snowy days or during downhill riding.
- 9.1.5 Lubrication is an important part for maintaining an electric scooter. The front axle, center axle, flywheel and pivot point of the front fork shock absorber shall be scrubbed semiannually. Apply grease or engine oil based as required.
- 9.1.6 Adjustment of the brake system: Loosen the screws on the brake wire fixed seat, then tighten or loosen the brake wire, so that the average distance between the two sides of the pads and the disc is 0.3mm-0.5mm. Finally, tighten the screws.

9.2 Instructions for maintenance and cleaning

- 9.2.1 To avoid accident due to wetting of internal electronic parts and wires, do not wash the scooter with water.
- 9.2.2 Do not fill oil into front/rear brake, rim or tire.

9.3 Battery maintenance

- 9.3.1 After riding for a certain distance every day, charge the battery timely; otherwise, it may reduce the service life.
 - Charge the battery when the battery level is 30%- 50%.
 - Make sure the battery is not fully discharged (deep discharge).
- 9.3.2 If the scooter will be left idled for a long time (store the battery for more than two months), please charge it regularly to maintain your battery. Otherwise, the service life of battery will be reduced or battery may be damaged. Please perform the following operations:
 - Fully charge the battery and remove it then.
 - Make sure there is no clear damage to the battery
 - Please fully charge the battery before storing it for a long time.
 - Store the battery at a dry, low-humidity place.
 - Keep the temperature at 5°C~20°C.
 - Protect the battery from extreme temperature fluctuations.
 - Do not expose the battery to direct sunlight or heat.
 - Charge the stored battery for every 2 months.
- 9.3.3 It is normal if the battery capacity decreases slowly during using. The battery power cannot be restored when reaching the final life cycle.

10. TROUBLESHOOTING AND SOLUTIONS

Trouble code	Meaning of fault	Checking method	Solution
E02	Brake	<p>1. Check whether the brake handle is reset after power failure.</p> <p>2. Under normal conditions, the waterproof head of the power-off brake handle can be pulled out in turn for inspection.</p>	Brake reset
E06	Battery undervoltage	Measure the battery voltage. If the working voltage of 48V system or the static voltage is lower than 40V, the 006 fault will appear and the instrument will automatically shut down.	The battery can be charged
E07	Motor fault	<p>1. Check whether motor is disconnected</p> <p>2. Motor can be connected normally</p>	<p>1. After shutting down, reconnect the motor and turn on the meter</p> <p>2. Most of them are motor Hall damage; replace the motor</p>
E08	Failure of handlebar	Check whether the handlebar is disconnected, and check whether the waterproof line is disconnected from handlebar line.	Replace waterproof wire or handlebar
E09	Controller fault	/	Replace the controller
E10	Failure of communication reception	Check if the integration line for open circuit (green line) is open circuited.	Replace instrument or waterproof wire or controller
E11	Failure of communication transmission	Check integration line for open circuit (yellow line)	Replace instrument or waterproof wire or controller.

11. SPECIFICATIONS OF PARTS

Tire: Model: SPA000252

Internal and external tire: 14×2.215IN A/V nozzle

12. AFTER-SALES SERVICES

Category	Components	Warranty period
Power system	Battery	12 months
Electrical system	Motor	12 months
	Controller	12 months
	Instrument	6 months
	Power-off brake handle	6 months
	Key switch	6 months
	Headlamp	6 months
	Sensor	6 months
Variable speed system	Left and right thumb shifters	6 months
	Fluted disc	6 months

Category	Components	Warranty period
Appendix 1	Charger	12 months
Part 1	Battery bag	12 months
Part 2	Battery holder	12 months
Part 3	Crank	6 months
Part 4	Seat cushion	6 months
Wear parts	Brake lining	1 months
	Chain	1 months
	Internal and external tire/ cushion	1 months
Presented parts	Toolkit	0 months
	Mudguard	0 months

Notice:

Consumables and gift items are not included in the after-sales service. Warranty provisions cease to apply to any of following conditions, which are not quality problems.

12.1.1 Faults caused by operation not in accordance with the user manual.

12.1.2 Normal wear, accident, abuse, neglect, improper assembly, or improper maintenance of parts, and improper use of accessories by any user.

- 12.1.3 Parts that are subject to natural wear under normal use, or the circumstances inapplicable to the above warranty policy.
- 12.1.4 Failure of correct change and maintenance or faults and damage of other parts due to wear of consumables.
- 12.1.5 The warranty card does not match the scooter model or the scooter model is changed.
- 12.1.6 Damage caused by overloading, riding over obstacles (including but not limited to going down steps and falling), extreme sports, etc.
- 12.1.7 Damage caused by force majeure (such as fire, earthquake, lightning strike and flood).
- 12.1.8 Within the range of warranty policy, but beyond the warranty date.
- 12.1.9 Generally, a fully charged battery will endure 90 days in standby mode. Charge the battery after using every time. Depletion of battery power may damage battery permanently and the electronic device inside the battery will record the charge and discharge of the battery. Damage caused by over-discharge or under-discharge is not covered by warranty service.
- 12.1.10 Damage caused by collision during the use of the product and its parts.

For any questions, please feel free to contact us. We will send you a reply and solve the problem within 24 hours.

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CAROMA

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