

# User Manual

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# Why read this user manual ?

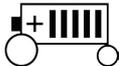
So you will understand your new Sobowo e-Scooter features, performance, safe use & maintenance, this manual will help you:



**ENJOY** - Get the most from every single ride



**RIDE SAFER** - Both for yourself and other road users



**MAINTAIN** - For years of trouble free riding and operation

# Introduction

## Sobowo e-Scooter

### **Welcome**

Thank you for purchasing your new e-Scooter from Sobowo. We are devoted to bringing you a premium product for your enjoyment, commuting and recreational uses. Sobowo e-Scooters are vehicles which offer, zero emissions using battery power, safe performance, unequalled stability, and industry leading after-sales service.

### **Using this Manual**

This manual contains details of your new Sobowo e-Scooter, including its features, information on its operation, and maintenance. Please read this manual carefully and familiarize yourself with the e-Scooter before use to ensure safe operation and to prevent potential accidents. Please be sure to retain this manual as ongoing reference for product knowledge and safe riding.

The manual includes many warnings and cautions concerning the safe operation and consequences of riding an e-Scooter. All information in the manual should be studied carefully and you should contact Sobowo or your dealer immediately if you have any questions. The warnings and cautions information should be read and understood carefully because they directly relate to hazardous or dangerous situations. Because it is impossible to anticipate every situation or condition which will occur while riding, this manual makes no representation about the safe use of the e-Scooter under all conditions. There are risks associated with the use of the e-Scooter which cannot be predicted or avoided, this risk is the sole responsibility of the rider.

All content in this manual is subject to change or withdrawal without notice. Sobowo makes every effort to ensure the accuracy of its documentation but assumes no responsibility or liability for any errors or inaccuracies that may appear herein.

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# Parts Description

## Sobowo e-Scooter



# Battery Charging

Sobowo e-Scooter

## Charging information Summary

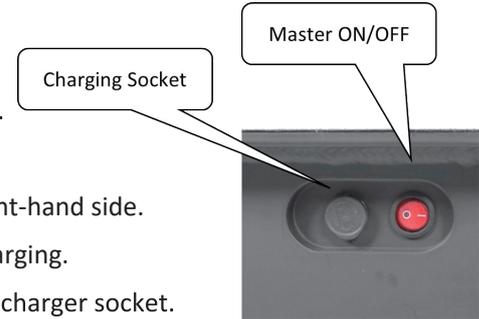
- NOTE: **FULLY CHARGE YOUR BATTERY BEFORE YOUR FIRST USE OF THE E-SCOOTER.**
- The battery should be recharged after each use.
- There is no memory effect with lithium batteries, so you can charge the battery after short periods of riding without concern or damage.
- The battery should only be recharged in the e-Scooter, never charge removed from the e-Scooter.
- The smart charger will automatically stop once the battery pack is fully charged and enter hibernation mode.
- Always charge in dry conditions, preferably indoors away from direct sunlight.
- Never use any other charger than the one supplied with your e-Scooter.
- Never discharge your battery below 10%, this can permanently damage your battery.
- Never leave your battery flat for any period, it will damage your battery.
- If storing for longer than 30 days, fully charge the battery first. When in storage the battery must be fully charged every 60 days.

# Additional charging information

## Sobowo e-Scooter

### Using your charger

- Switch off the power to the e-Scooter under the deck on the right-hand side.
- The battery should only be charged in the e-Scooter.
- Plug the charger lead into the charger socket, just below the deck on the right-hand side.
- Plug the AC power plug into a 100-240v household power socket to start charging.
- After charging unplug from the wall outlet first and then from the e-Scooter charger socket.



NOTE: Always charge your battery at temperatures between 10° and 30° Celsius, and please ensure the battery, charger and cables are not damaged before charging.

### Charging duration

- When the charger is connected, the red indication light on the charger will be glowing, this shows that power is connected, and the battery is charging.
- When the battery is charged for the first time, 8-10 hours should be spent for charging. When the green indication light on the charger is glowing, it means that the battery is fully charged. When full, the charger will switch to trickle charge mode to ensure that over-charging will not occur. A normal charge will take between 2 – 4 hours.
- This charger has protection for over-charging, but extended charging is not recommended.
- The charger must be disconnected within 24 hours of reaching full charge otherwise it may affect the long-term battery performance.

# About charging

## Sobowo e-Scooter

### Charger warnings

- Keep the charger in a safe place, away from children.
- Do not charge the battery with any other charger than the original charger.
- The charger works with 100-240v. Never open the charger, it's dangerous and can result in electrocution.
- Avoid the charger contacting liquids or metal objects, it will damage the charger.
- Always store your charger so that it cannot suffer damage from a fall or impact.
- When in use, the charger should never be covered to avoid overheating, damage, or fire.
- The charger is for indoor use only. Please keep it in dry and in a well-ventilated place.
- If you notice a strange smell from the charger, or the charger is too hot, please stop charging and contact Sobowo asap.
- The charger must be disconnected within 24 hours of reaching full charge.
- The rubber cap on the charging port must be closed while your Sobowo e-Scooter is being ridden to prevent the entry of foreign debris, mud etc.

### Important warnings when riding

- To increase safety and reduce power consumption, it is recommended to avoid sudden starts and stops.
- The e-Scooter's controller has temperature overload protection. If a temperature overload situation occurs, power to the e-Scooter will be cut automatically and restored when temperature returns to normal.
- The maximum rider weight is 100 kgs. Avoid riding overloaded, and don't ride too fast.
- Never ride with more than 1 person, it's dangerous and illegal.
- Never ride after drinking alcohol or taking medicines that cause impairment.
- Never ride on the roadway where there is vehicular traffic.
- Ride within your abilities and the conditions.

### How to ride safely

- Turn the Sobowo e-Scooter on and select the desired starting speed, speed range 1-5. 1 is the slowest setting with 5 being the fastest
- Put one foot on the deck and push off with your strongest leg, looking ahead for pavement conditions and obstacles.
- At the same time as pushing off, press the throttle slightly using your right thumb to introduce electric assistance.

# Riding continued

## Sobowo e-Scooter

- When rolling you can now balance on the e-Scooter with both feet either side-by-side or slightly apart, whatever you prefer. When riding on rough terrain its best to have one foot behind the other for better balance and feel.
- Press the throttle with your thumb to speed up to your desired speed. Do not ride too fast until you are fully familiarised with the Sobowo e-Scooter and its performance.
- Slowly squeeze the brakes to get the feel of how they work and their strength.
- The brakes on your Sobowo e-Scooter a high-performance hydraulic disk brakes and they will reduce your speed very quickly.

### Important tips when riding

- When pushing the e-Scooter manually, please turn off the power to avoid accidental acceleration and accidents.
- It is recommended to be parked indoors. Do not forget to switch off the power.
- In a public place, the e-Scooter must be parked in accordance with local traffic rules. Don't forget to switch off the power.

# Riding range

## Sobowo e-Scooter

Average distance from one charge is between 25-40 km. The distance will differ based on different riding conditions, rider weight and so on.

Conditions for testing shown below: wind speed: light to moderate; atmosphere pressure 1013mb; ambient temperature: 25°C; rider weight: 90kg; road surface: hard bitumen; battery: fully charged.

Surface \ Range	10km	20km	30km	40km	Riding conditions
Flat					Wind level: Light Normal temperature: 25°C Rider weight: 90kg
Flat					Wind level: Windy Normal temperature: 25°C Rider weight: 90kg
Uphill and downhill					degree of slope $\leq 2$ degrees Wind level: Windy Normal temperature: 25°C Rider weight: 90kg

 Max speed 25 kph for journey

 Economy speeds 15-20 kph for journey

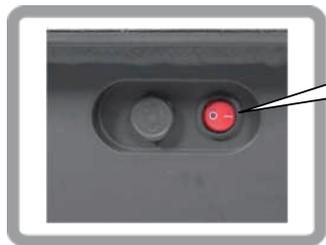
Power consumption of normal full charge:  $\leq 0.5$ kwh

Rider weight: 90kg e-Scooter weight:  $\leq 30$ kg

The distance travelled is related to the road surface, loads during start-up, braking anticipation, wind direction, temperature, tyre air pressure, battery condition and charging level, please note this during driving.

# Display information

Sobowo e-Scooter

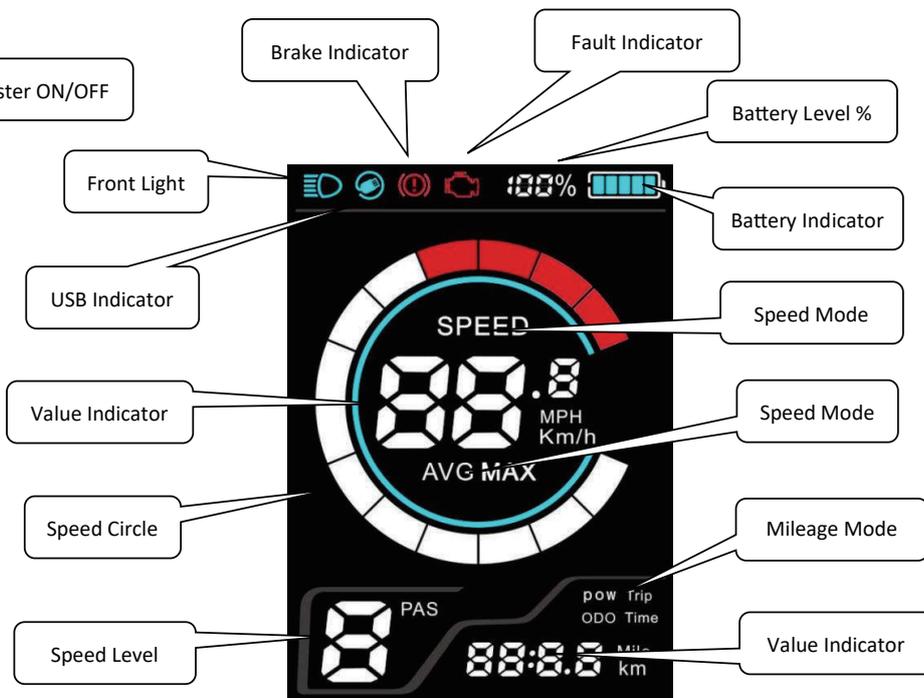


Master ON/OFF

Switch the ON/OFF master button to ON

Press and hold down the power button until LCD screen powers up.

Power Button



# Display operation

Sobowo e-Scooter



## Power On/Off

Press and hold the **Power Button** for about 2 seconds to turn on/off the display. If there is no operation for more than 5 minutes after starting (the time can be set by the user), the display will be automatically turned off.

## Speed Selection

To select the speed level, short press the **Plus Button** or **Minus Button** to change the speed level. The default speed is level 1 when the display is turned on, the fastest speed is level 5.

## Mileage Mode Switch

When power is on, short-press the **Power Button** to switch the mileage display mode. The following information is displayed cyclically: riding time (Time) → accumulated mileage (ODO) → power information (Pow) → trip mileage (Trip).

## Speed Mode Switch

When power is on, short-press the **Mode Button** to switch the speed display mode, and the following information is displayed cyclically: instant speed (RT SPEED) → average speed (AVG SPEED) → maximum speed (MAX SPEED).

# Display operation continued

## Sobowo e-Scooter

### Headlight / Backlight Switch

Press and hold the **Plus Button** (1 second), the brightness of the display decreases, and the front and rear lights are turned on. Press and hold the **Plus Button** again (1 second), the display backlight will return to its original brightness, and the front and rear lights will be turned off.

\* Display backlight brightness can be adjusted in 5 levels. Users can set it according to their needs.

### Walking Mode (6km walk assist)

Press and hold the **Minus Button** (1 second), the e-Scooter enters the walk-assist mode, the speed displays the real-time speed, and the gear position displays "P". Release the **Minus Button** to exit the walking mode.

\*The e-Scooter will disengage walking mode instantly when either brake lever is depressed.

### USB Function

Long press the **Mode Button** (1 second), and the USB function is turned on, the user can then use the USB outlet to charge or run devices. Long press the **Mode Button** for more than 1 second, the USB function is turned off.

\*The charging output is DC 5V 500mA.

### Clear Data

Press **Plus Button** and **Minus Button** simultaneously for 1 second to clear the temporary data. The cleared data includes the maximum speed (MAX SPEED), average speed (AVG SPEED), single mileage (TRIP), and riding time (TIME).

\*The data will not be cleared when the display is turned off or the e-Scooter is turned off.

# Basic maintenance

## Sobowo e-Scooter

To ensure safe riding conditions you must properly maintain your e-Scooter. You should follow the basic guidelines below and see your certified local e-Scooter shop seasonally, to ensure your e-Scooter is safe for riding.

### Regular self-checks

- Inspect condition of both wheels, frame, and front forks, including checking the spokes.
- Tyre pressure and tyre condition/wear.
- Display operating correctly.
- Braking system operating correctly.
- If you do not use the e-Scooter for long periods of time, please charge the battery at least once a month, to avoid reducing its lifespan.
- Check all electrical cables for chafing or rubbing/wear.

### Maintenance and cleaning tips

- Do not wash with high pressure water to prevent water damaging the electrical system.
- Your Sobowo e-Scooter should be washed with warm water and mild car wash. Then wipe with a soft dry cloth.
- Polish your Sobowo e-Scooter with spray-on polish, avoiding the disk brakes, tyres, handle bar grips etc.
- Lubricate the e-Scooter with suitable lubricant after washing if necessary.
- Do not apply lubricant on the brakes, brake levers, rims, tires, battery, and LCD display.

# Troubleshooting

## Sobowo e-Scooter

	Symptoms	Possible causes	Most common solutions
1	The e-Scooter doesn't work	(1) Insufficient battery power (flat battery) (2) Faulty connections	(1) Charge the battery (2) Clean the connections
2	Irregular acceleration and/or reduced top speed	(1) Insufficient battery power (2) Loose throttle (3) Damaged throttle spring	(1) Charge the battery (2) Tighten and test (3) Contact an Authorized Service Center
3	When powered on, the motor doesn't respond	(1) Loose wiring (2) Loose throttle (3) Motor wiring plug is loose or damaged	(1) Repair and/or reconnect (2) Tighten and test (3) Contact an Authorized Service Center
4	Reduced range	(1) Low tire pressure (2) Low or faulty battery charge (3) Driving with too many hills, braking, departures, and/or excessive load (4) Battery discharged for long period of time, without regular charges, aged or damaged	(1) Adjust the tire pressure (2) Check the connections and/or fully charge the battery (3) Help with pushing (4) Replace the battery (5) Contact an Authorized Service Center
5	The battery won't charge	(1) Charger not well connected (2) Battery cases fuse blown (3) Battery wiring disconnected or with a bad contact	(1) Check the connections (2) Replace the fuse (3) Reconnect/repair the wiring
6	Driving wheel makes strange noises	(1) Possible worn bearings (2) Possible spoke damage	(1) Replace the bearing (2) Adjust/replace the spokes or rim

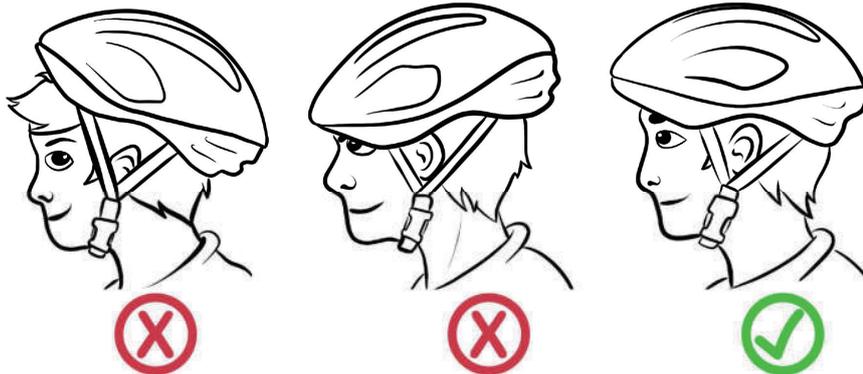
For your safety, please do regular maintenance and tightening checks. If you find any abnormality, please repair immediately.

# Recommended torque values for threaded fasteners

## Sobowo e-Scooter

Item	Part	Torque Required in N.M.
1	Handlebar	18-20
2	Handlebar stem	18-20
3	Front wheel	16-25
4	Rear wheel	25-35

Always ride with an approved and certified helmet fitted in the correct position

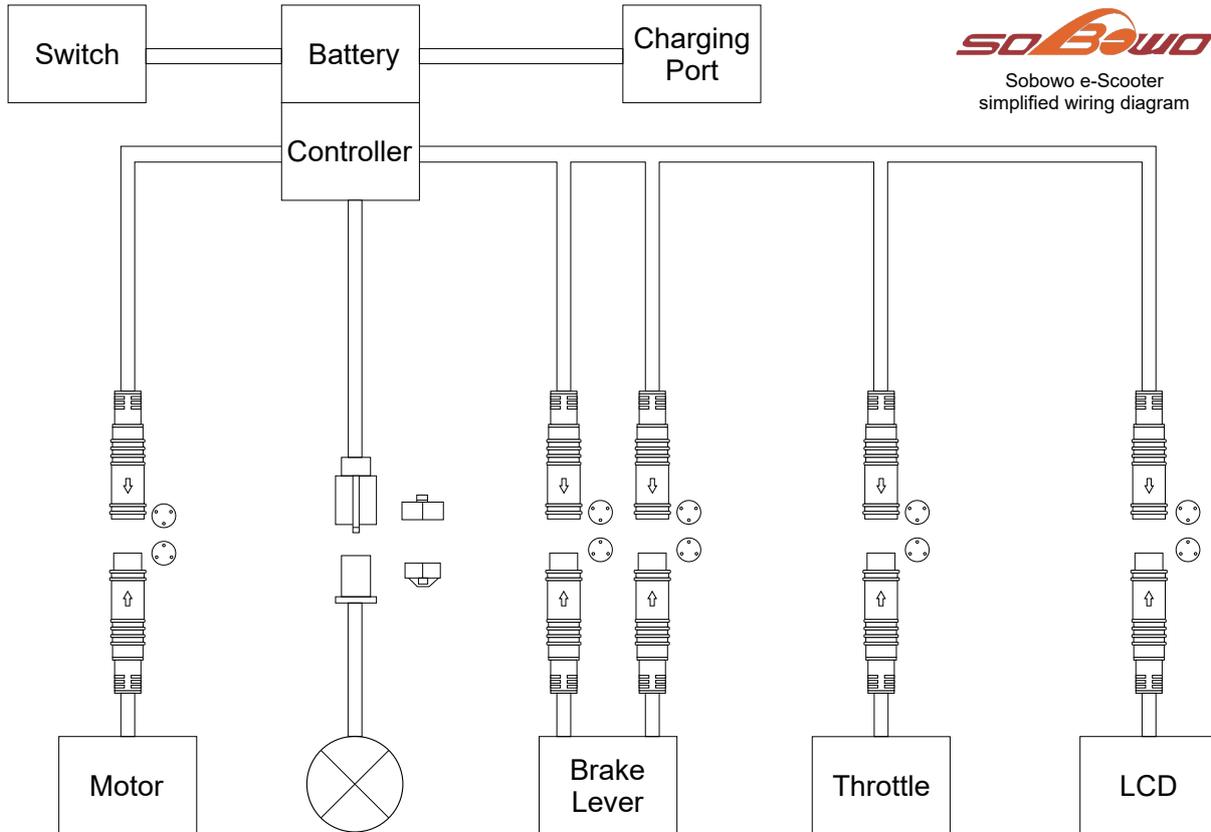


# Wiring diagram with LCD display

Sobowo e-Scooter



Sobowo e-Scooter  
simplified wiring diagram



# Saving battery power and extending your range

## Sobowo e-Scooter

Frequent hard starting and aggressive braking and hard starting again, riding against the wind, continuous riding on rough or muddy roads, riding in hilly areas, and heavy rider weights will decrease the battery power and shorten the riding distance.

### **Here are some tips for extending battery life.**

- Try not to brake and start frequently, look ahead when riding, and judge the road conditions in advance.
- Avoid hard starting and accelerate slowly for maximum range.
- When the battery is not in use, it should be recharged once a month.
- Check the battery regularly. If the battery is abnormal, have it inspected, tested, and repaired. Keeping the battery operating correctly will extend the life of the battery pack.
- The average charging time is about 4-6 hours. Try to avoid overcharging or using fast charging.
- Long-term direct exposure to direct sunlight is strictly prohibited, excessive heat will damage your battery.
- Avoid cold temperatures below 2°C, cold or below freezing will damage your battery.
- Never use your battery for anything except its intended purpose.
- Never use a battery charger which was not supplied with your Sobowo e-Scooter.
- Never charge the battery outside the scooter.

# Useful tips

## Sobowo e-Scooter

- This user manual is only used for reference purposes and cannot be used as an inspection reference.
- The images shown in this manual may differ from the actual model.
- Due to technical improvements, we reserve the right to change the specifications without notice.
- The e-Scooter has a maximum speed limit. For safety reasons, it is strictly forbidden to adjust or try to reprogram the e-Scooter.
- Make sure to perform a safety check before each ride, throttle, brakes etc.
- Only people who have read and understood these operating instructions for this product are allowed to ride.

# General warning

## Sobowo e-Scooter

Like riding a bicycle, riding this e-Scooter also has the risk of injury and damage. If you choose to use this e-Scooter, you will have to bear such risks, so you need to understand the rules of safe riding and maintenance. Proper use and maintenance of your e-Scooter can reduce the risk of injury.

The e-Scooter is designed for people 16 years of age or older (teenagers). Riders must have normal physical coordination, reaction, and mental abilities, and be able to cope with road conditions and emergencies, you must also comply with age restrictions on cycling laws in your state or territory.

If you have visual impairment, hearing impairment, physical impairment, cognitive/language impairment, epileptic seizures, or other impairments or disabilities, please consult a doctor before riding.

# A note for parents and guardians

Sobowo e-Scooter

## **Note on wearing protective gear**

Always ensure the rider is wearing proper protective equipment, such as an approved safety helmet. A helmet may be legally required by local law or regulation in your area. Always wear shoes and keep shoelaces tied and out of the way of the wheels. Never ride barefooted or in sandals. Knee pads and elbow pads are recommended.

## **AN IMPORTANT MESSAGE TO PARENTS**

This manual contains important information. For your teenager's safety, it is your responsibility to review this information with your child and make sure that your child understands all warnings, cautions, instructions, and safety topics. All teenagers should always ride with adult guidance. The Sobowo company recommends that you periodically review and reinforce the information in this manual with younger riders, and that you are required to inspect and maintain your child's e-Scooter to ensure their ongoing safety.

# Safety notes before first use

## Sobowo e-Scooter

This e-Scooter is intended for riders older than 16 years. Do not ride the e-Scooter if you suffer from reduced physical, sensorial, or mental capabilities. Riders with a lack of experience or knowledge should ride carefully. Children should not play with the e-Scooter, nor should cleaning or maintenance be attempted by children. The use of this e-Scooter can result in stress and fatigue passing riding vibrations throughout the rider's body, If this causes you distress or discomfort then, stop riding.

This electric e-Scooter is a leisure device. However, when entering any public area, it is considered a vehicle subject to possible traffic laws and regulations. For your own safety, please follow the instructions in the manual as well as local traffic laws and regulations.

At the same time, you should understand that risks cannot be entirely avoided as others may violate traffic regulations and drive erratically, you may be exposed to road accidents just as when you're walking or biking. The higher your speed, the longer the stopping distance. On a smooth surface, the e-Scooter may slip, lose balance, and even result in a fall. Be cautious when riding, don't speed and keep a safe distance from other road users, especially when riding in unfamiliar areas.

# Additional safety notes

## Sobowo e-Scooter

- Ensure handlebar grips are not damaged and installed properly. Loose or damaged grips can cause you to lose control and fall.
- Failure to wear a helmet when riding may result in serious injury or death.
- Do not use this e-Scooter with standard bicycle trailers, stands, or vehicle bicycle racks. Please contact Sobowo to check if your equipment will work with the e-Scooter.
- Off-road riding requires special attention and specific skills. Variable conditions and hazards accompany off-road riding and extra care must be taken. Wear appropriate safety gear and do not ride alone in remote areas.
- Take extra care while riding in wet conditions. Feet or hands can slip in wet conditions and lead to death or serious injury from a fall.
- Riding in wet conditions is not recommended at speeds above 15 kph
- Do not remove front or rear reflectors, or the orange reflectors on the wheels, they are required by law.

# Additional safety notes

## Sobowo e-Scooter

- Engaging in extreme riding is extremely dangerous and should be avoided. Although many articles/advertisements and catalogues depict riders in extreme terrain this is not recommended or permitted, and you can be seriously injured or killed if you perform extreme riding.
- Scooters and e-Scooter parts have strength and integrity limitations. Extreme riding should not be performed, otherwise you can be seriously injured.
- Failure to comply with these instructions or engage in improper operation, or not providing correct maintenance of your e-Scooter or accessories can result in serious injury or death.
- After any incident you must consider your e-Scooter unsafe to ride until you consult with a certified e-Scooter service provider for a complete safety inspection.
- Failure to properly charge, store, or use your battery as instructed will void the warranty and may cause a hazardous situation.

# Additional safety notes

## Sobowo e-Scooter

- You should check the operation of the brake inhibitor switches before each ride.
- The brake system is equipped with an inhibitor which disconnects power to the electric motor whenever the brakes are engaged. Check proper operation slowly while in a controlled environment by riding slowly with the motor running and applying the brake levers, the electric motor should immediately stop.
- Riders must understand the operation of the thumb throttle before use and take care with their riding, respecting speeds appropriate for the area they are riding in and their user experience level. Most accidents could be prevented by riding slower.
- Any changes to the e-Scooter not expressly approved by Sobowo will void warranty and could adversely affect your safety while riding.
- Because e-Scooters are heavier and faster than normal scooters, they require extra caution and care while riding.
- To avoid damage never submerge the electrical components in water or subject your e-Scooter to saltwater environments.

# Warranty

## Sobowo e-Scooter

Sobowo e-Scooters carry a warranty against manufacturing defects and faults for normal use (listed below), and a 6 month warranty for commercial use.

- Frame = 2 years
- Motor = 18 months
- Electrics = 1 year
  
- Warranty is limited to the original owner only, and covers the original component parts of each new Sobowo e-Scooter for defects in material and workmanship only.
- The warranty does not cover incorrect assembly or damages caused by misuse.
- This warranty applies only to Sobowo e-Scooters and parts purchased new from an authorised Sobowo Products dealer, and where the assembly has been completed in compliance with our supplied instructions.
- Unless otherwise provided, the sole remedy for a Sobowo Product warranty claim is limited to the replacement of the defective parts with those of equal or greater value at the sole discretion of the Sobowo manufacturer.
- In no event shall Sobowo be responsible for any direct, incidental or consequential damages, including, without limitation, damages for personal injury, property damage, or economic losses, whether based on contract, warranty, negligence, product liability, or any other reasons whatsoever.

NOTE: Every Sobowo e-Scooter has a unique serial number stamped into the main frame near the forks. These numbers can provide information that may be useful for insurance claims and in case of loss or theft. Record this serial number.

Full warranty statement, including exclusions at <https://www.sobowostore.com/warranty.html>

Register your warranty online <https://www.sobowostore.com/warranty.html>

# Certification

Sobowo e-Scooter



- This product(s) have been manufactured to applicable standards on a voluntary basis with compliance to ISO 9001, CE and ECM standards.
- The product(s) satisfies the requirements for the attachment of these certification marks.
- The Manufacturer is responsible to maintain compliant internal production procedures and controls to ensure the product(s) follow Certification standards at the time of product manufacture.

Notes:

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