

# 11. Maintenance

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## Cleaning

Before cleaning the scooter, you must turn off the power, unplug the charging cables and close the charging cover tightly.

Wipe the main chassis with a soft damp cloth, the hard-to-remove dirt can be scrubbed with a toothbrush. Afterwards, wipe all areas with a dry cloth.

### WARNING!

- Do not wash the scooter with a high-pressure water spray.
- Do not clean the scooter with corrosive cleaner, which will damage the external and internal structure of the scooter.

## Battery

Always charge before exhausting the battery to prolong the battery's lifespan.

When riding, storing or charging, do not exceed the specified temperature limit (refer to specifications). Failure to follow instructions for use, storage or charging may result in battery damage, failure to charge and void warranty. The fully charged scooter has an approximate standby time of 120-180 days. If it is not used for a long time, it should be charged every 30 days. Please pay attention to the standby time to prevent irreversible damage to the battery caused by not charging.

### WARNING!

- Do not use battery packs of other models or brands, as there may be a safety risk.
- Only use the original battery charger to avoid potential damage or fire.
- If the battery is damaged or soaked with water, do not charge or continue to use it.
- Do not remove the battery. Removing the battery is complicated, and improper operation may affect the operation of the scooter.

## Storage

If the scooter will not be used for an extended period, fully charge it, then turn it off and store it in a cool, dry place. Make sure the scooter is turned off when being transported and kept in its original packaging if possible.

### WARNING!

- Please do not leave the scooter under hot sun or severely humid place for extended periods of time.
- Please do not place the scooter near flammable materials.
- This product contains a built-in lithium battery and must be transported only when permitted by local laws and regulations.

# 11. Maintenance

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## Inflate the Tire

Check the tire pressure every month, and inflate the tires if the pressure is too low. The recommended tire pressure is 34-38 psi.

1. Remove the tire valve cap, and connect the pump and the valve securely together.

2. Inflate the tire.

3. Remove the pump and install the tire valve cap.

### **WARNING!**

Tire removal is very complicated. Please do not remove the tire by yourself. Improper operation may affect the operation of the scooter. Please contact professional support.

## Adjust the Mechanical Brake

Tool: 8 mm T-handle socket wrench (the tool needs to be prepared by the user).

Before adjustment, make sure the scooter is powered off and not charging. When the brake is too tight, use the tool to turn the nut on the screw rod counterclockwise, so as to slightly shorten the brake cable's exposed bottom part. When the brake is too loose, use the tool to turn the nut on the screw rod clockwise, so as to slightly lengthen the brake cable's exposed bottom part.

## 11. Maintenance

### Scooter Maintenance Schedule (Recommended):

Maintaining the scooter regularly can help keep the scooter neat and in good condition, avoid safety hazards, minimize breakdowns, slow down the deterioration of the scooter, and extend the scooter's service life.

Item	Service Object	Actions	Every month	Every 3 months	Every 500 km/ 6 months	Every 1000 km/ 1 year	Every 10000 km/ 3 years
Tires	Tire Pressure	Inflate the tire until its pressure reaches 34-38 psi.	√		√	√	√
	Tire Tread Wear	Check whether the tire is cracked, deformed, worn, etc.			√	√	√
Screws	Handlebar Assembly Screws	Tighten the screw that connects the handlebar assembly with the stem assembly (with the recommended torque of $3.5 \pm 0.2 \text{ N}\cdot\text{m}$ ).		√	√	√	√
		Tighten the accelerator screw (with the recommended torque of $0.95 \pm 0.1 \text{ N}\cdot\text{m}$ ).					
		Tighten the brake lever screw (with the recommended torque of $7 \pm 0.2 \text{ N}\cdot\text{m}$ ).				√	√

## 11. Maintenance

Item	Service Object	Actions	Every month	Every 3 months	Every 500 km/ 6 months	Every 1000 km/ 1 year	Every 10000 km/ 3 years
Functions	Brake Adjustment	Tool: 8 mm T-handle socket wrench (the tool needs to be prepared by the user). Before adjustment, make sure the scooter is powered off and not charging. When the brake is too tight, use the tool to turn the nut on the screw rod counterclockwise, so as to slightly shorten the brake cable's exposed bottom part. When the brake is too loose, use the tool to turn the nut on the screw rod clockwise, so as to slightly lengthen the brake cable's exposed bottom part.			√	√	√
	Charging	Charge the scooter at a suitable temperature. The indicator on the battery charger is red when the scooter is charging, and turns green when the scooter is fully charged. The control panel will show the charging status simultaneously during charging.			√	√	√
	Steering	Turn the handlebar 60° to the left and right to make sure the turning angle is correct and the steering is free from resistance and stagnation.				√	√
Important Components	Battery Assembly	Fully charge the scooter before leaving it unused for a long time, and turn it on to charge every 60 days.					√

## 12. Specifications

Product	Name	NAVEE Electric Scooter
	Model	K3A-N20BU
Dimensions	Vehicle: L × W × H <sup>[1]</sup>	44.4 × 19.3 × 47.2 in (1128 × 490 × 1200 mm)
	After Folding: L × W × H	44.4 × 19.3 × 20.9 in (1128 × 490 × 531 mm)
Net Weight	Vehicle Net Weight	30.9 lbs (14 kg)
Rider	Load Range	55.1–220.5 lbs (25–100 kg)
	Age	16–50 years
	Body Length	3'11" -6'6" (120–200 cm)
Assembled Electric Scooter	Max. Speed	15.5 mph (25 km/h)
	General Range <sup>[2]</sup>	Approx. 12.4 miles (20 km)
	Max. Climbing Angle	Approx. 15%
	Suitable Surfaces	Cement or asphalt road, with benches of less than 1 cm or crevices narrower than 3 cm
	Operating Temperature	14–122 ° F (-10 to 55 °C)
	Storage Temperature	32–113 ° F (0 to 45 °C)
	IP Rating	IPX4
Battery Pack	Model	<b>JF-ESB10-09</b>
	Nominal Voltage	36 V
	Max. Charge Voltage	<b>42V<sup>+</sup> 2A</b>
	Rated Energy	<b>208.8Wh</b>
	Intelligent Battery Management System	Over-heating, short circuit, over-current, over-discharge, and over-charge protection
	Normal Charging Temperature Range	32 - 104 ° F (0 to 40 °C)
	Rated Capacity	<b>5.8Ah</b>
Wheel Motor	Rated Power	250 W (0.25 kW)
Battery Charger	Output Power	630 W (0.63 kW)
	Input Voltage	100–240 V ~
	Max. Output Voltage	42.5 V <sup>+</sup>
	Rated Output	42.0 V <sup>+</sup> 1.5 A
	Model <sup>[3]</sup>	FY0634201500
Tire	Front & Back Tires	10 Inch Pneumatic Tyre
Bluetooth	Frequency Band	<b>2402~2480MHz</b>
	Max. RF Power	<b>-1.26dBm</b>

1. Vehicle height: From the ground to the top of the scooter.

2. General range: Measured when there is no wind and at 77 ° F (25 ° C), the scooter is fully charged to ride at a constant speed of 9.3 mph (15 km/h) on a flat surface with a load of 165.3 lbs (75 kg).

3. To recharge the battery, only use the battery charger provided in the package. Please see battery charger parameters in Specifications.

## 13. FAQ

When the product fails, please refer to the following methods when trying for a solution:

Problem Type	Reason	Solution
The display screen is black.	This scooter is exposed to direct sunlight or heat for a long time.	Put the scooter in a cool place for a period of time until cooled enough for use.
The value is inconsistent with the actual value.	Incorrect or missing parameter setting.	Hold down the power button to turn off and then press again to restart the scooter.
The digital display is dim.	Poor battery contact or no battery power.	Turn off the power, and then turn it on again. If the fault still exists after the battery is charged, please contact the manufacturer or dealer.
The stem becomes unstable	The screw at the joint of the stem and the folding seat is loose.	Lower the column, loosen the three screws in order to raise the column, next tighten the screws at the back of the pole, and then lower the pole and finally tighten the three previously loosened screws to correct the problem.
If the product cannot operate normally, please check whether the following checks have been completed.	a. Check that the power is on. b. Check the battery level on the display. c. Check whether the left brake lever and mechanical brake are properly in place. d. Check that all sockets and connections are properly connected. If all steps have been completed and the product still does not work properly, please contact the manufacturer or dealer.	
The controller is damaged.	Do not replace the controller without authorization. Please contact the manufacturer or dealer, do not disassemble the product without authorization.	

## 14. Troubleshooting

Error	Error Message	Solution
E1	Rx Communication Failure	Check whether the tail light is on, if not, replace the controller or instrument. If it is on, please check whether the wire connection between controller and instrument.
E2	Braking Error	Check the wire connection or replace the brake level.
E3	Accelerator Error	Check the wire connection or replace the accelerator.
E4	Wheel Motor Error	Check whether the wheel motor and the controller cord are well connected or replace the motor.
E5	Controller Error	Check the controller wire connection or replace the controller.
E6	Overheating Warning	Wait until the motor temperature normalizes before resuming use.

## 15. Certification

### FCC Supplier's Declaration of Conformity

This supplier's declaration of conformity is hereby for

Product: NAVEE Electric Scooter

Model Number(s): K3A-N20BU

Brand/Trade: NAVEE

We declare that the above mentioned device has been tested and found in compliance with CFR 47 Part Regulation.

Responsible Party—U.S.Contact Information

Company: Brightway Innovation Intelligent Technology (Suzhou) Co., Ltd.

Address: Building A2, Shangjinwan Headquarters Economic Park, No.2288, Wuzhong Avenue, Wuzhong Economic Development Zone, Suzhou Jiangsu P.R. China

Country: China

## 15. Certification

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### FCC Compliance Statement for USA

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.
2. This device must accept any interference received, including interference that may cause undesired operation.

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 harmful 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.

### FCC Note

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### FCC Radiation Exposure Statement

The device has been evaluated to meet general RF exposure requirement.  
The device can be used in portable exposure condition without restriction.

### Environmental Instructions

The scooter contains a rechargeable lithium-ion battery pack, and improper disposal of these batteries will cause harm to the environment. Follow the steps below to remove the batteries before disposing of the scooter and discard the batteries properly:

1. Before removing the batteries, it is better to use them up and make sure the scooter is disconnected from the power supply. Then unscrew the bottom cover of the scooter to remove it.
2. Unplug the battery connector, and then remove the batteries. Do not damage the battery case to avoid any risk of injuries. Do not use the battery if it is damaged, has a strange odor, emits smoke, or gets overheated. Keep a leaking battery away from other objects.
3. Discard the removed batteries at a professional recycling facility.



## 16. Warranty and service

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If the product is within the warranty period from the date of your purchase, we will repair, replace or return it free of charge as the case may be if it is confirmed by the manufacturer or dealer that it is faulty or damaged due to quality defects under normal use. Unless otherwise specified by relevant laws, the product or component used for replacement may not be new, but nevertheless performs well and is equivalent, at least, to the original product or component in function. The warranty period is calculated from the first date of purchase of the product, subject to the invoice date. If there is no valid invoice, the warranty period shall be calculated from the date of delivery plus thirty (30) days. If the invoice date is later than the actual delivery date of the product, the warranty period shall be calculated from the actual delivery date. The repaired or replaced products shall continue to enjoy the warranty for the rest of the warranty period, but not less than thirty (30) days. For warranty application, please contact the manufacturer or distributor of the product and follow the instructions. When applying for warranty, an accurate, complete and clear valid sales invoice should be provided.

The above warranty does not apply to failure, malfunction or damage caused by: (a) misuse, abuse or improper transportation, maintenance or storage, such as but not limited to use, storage or maintenance under improper temperature, humidity or other improper environmental conditions; (b) force majeure or accidents, network or power interruption and other reasons beyond our reasonable control; (c) repair or removal without authorization from the manufacturer; (d) the way in which damage has been caused by any third party products or services shall be specified (purposes other than those for which the product has been designated or intended: (f) using the product in violation of the product instructions: (g) using the product for commercial purposes; or (h) the accumulated mileage recorded by the scooter body has exceeded 2000 km. Normal wear and tear or aging, scratches, abrasions and problems caused by the use of coatings, solvents or other chemicals during general use of the product do not fall within the scope of the warranty. If the original identification label of the product is changed or damaged, this warranty will be invalid. The integrity and completeness of the products and of the attached materials are not within the scope of the warranty.. You should inspect the products on the spot when receiving them and object immediately to any ascertained discrepancy/ies.

The above warranty statement applies to our products. This warranty grants the specific legal rights and other rights you may have according to the law. Nothing in this document affects your rights in a fashion that is not susceptible of exclusion or restriction in accordance with law.

### Warranty information for the product:

This product is the same as any mechanical parts. The scooter can bear high stress and wear. Various materials and components (scooter's machinery, axle) may react differently to wear or fatigue. If the component have reached the expected service life, they may break suddenly, causing the risk of injury. If any problem is found, please repair and replace the parts in time. If there are cracks, scratches and discoloration in the area under high load, it indicates that the component has exceeded its service life. Please contact the manufacturer or dealer to replace the component as soon as possible.

Navee provides warranty service according to local regulations, but different parts have different warranty periods. For details, please consult the official Navee or local dealer.

# 16. Warranty and service

## Warranty card

When purchasing the product, we recommend that you clearly fill in the following information and affix the sales seal to protect your legitimate rights and interests:

User's information	Full name		E-mail	
	Mailing address			
	Contact number		Postal Code	
Product information	Name of the product		Sales date	
	Product model		Invoice number	
Vendor information	Name		Contact number	
	Address		Postal Code	
<p>Note:</p> <p>(1) This form shall be confirmed by the seller's seal.</p> <p>(2) For products applicable to relevant "three guarantees" regulations, this warranty card is equivalent to "three guarantees certificate".</p> <p>(3) The maintenance record is subject to the voucher issued by the authorized service organization. Please keep it in a safe place after applying for service.</p>				

For more information & after-sales support, contact us via [service@navee.tech](mailto:service@navee.tech)/[www.naveetech.com](http://www.naveetech.com)

## Safety Warning



**Danger!**  
Read user manual before use.



**WARNING**  
Read carefully and keep for future reference.



For indoor use only  
(for the charger).



**WARNING**  
Hot Surface! Do not touch the surface near this symbol.



**WARNING**  
Crush Hazard



**WARNING**  
Sharp Edges. Do not touch the sharp edges or corner.



**WARNING**  
Mind Your Hand



**WARNING**  
Pinch Point



**WARNING**  
No step!



**WARNING**  
Do Not Disassemble

Innovation, Science and Economic Development Canada (ISED) Caution:

This device complies with Innovation, Science and Economic Development Canada (ISED) licence-exempt RSS standard(s). 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.

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. The device has been evaluated to meet general RF exposure requirement.

Cet appareil est conforme à la ou aux normes RSS exemptées de licence pour Innovation, Science et développement économique Canada. Le fonctionnement est soumis aux deux conditions suivantes: (1) ce dispositif ne peut pas causer d'interférence nocive, et (2) ce dispositif doit accepter toute interférence reçue, y compris les interférences pouvant causer un fonctionnement indésirable.

Ce matériel est conforme aux limites d'exposition aux rayonnements établies pour un environnement non contrôlé. L'appareil a été évalué pour répondre aux exigences générales d'exposition aux RF.