
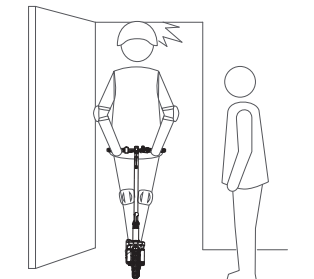



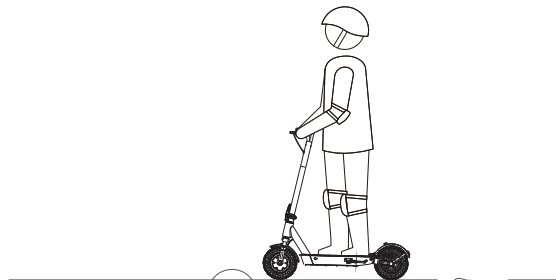
# SAFETY REMINDER >>>>




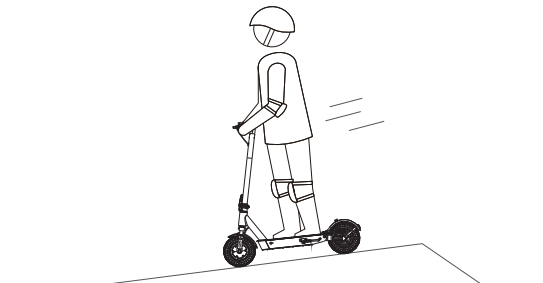
 Do not ride in the rain.





 Avoid hitting your head on door frames, elevators, and other overhead obstacles.

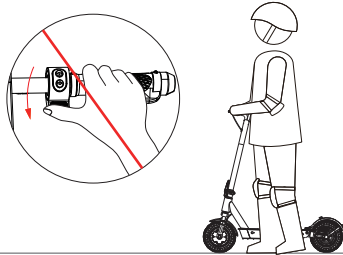



 Keep your speed between 5-10 km/h when you ride through speed bumps, elevator door stills, bumpy roads or other uneven surfaces. Slightly bend your knee to better adjust mentioned surfaces.

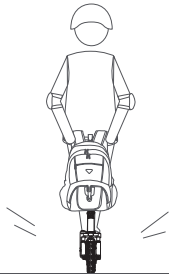



 Do not accelerate when going downhill, and brake in time to slow down. When encountering a steep incline, you need to step off the scooter and push, do not risk riding up.

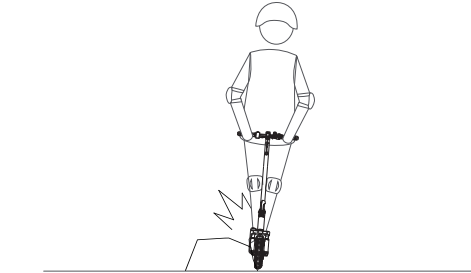
 To prevent inappropriate use of the scooter, the rear wheel of the scooter must be locked with a padlock when parked.




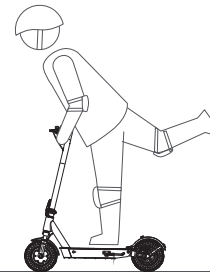
 Do not press the accelerator when you're walking alongside the scooter.




 Do not hang bags or other heavy stuff on the handlebar.

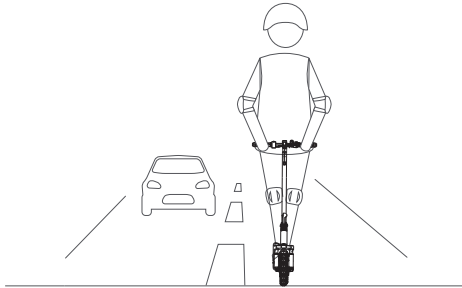


 Always steer clear of obstacles.

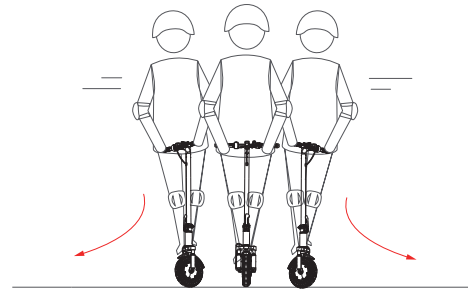


 Do not ride on one foot.

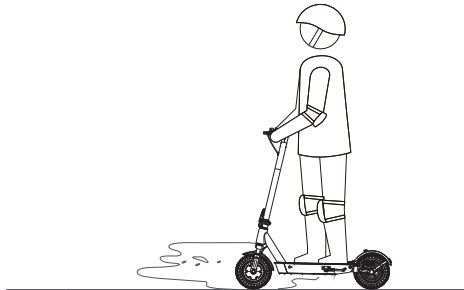
## Do not try dangerous actions.



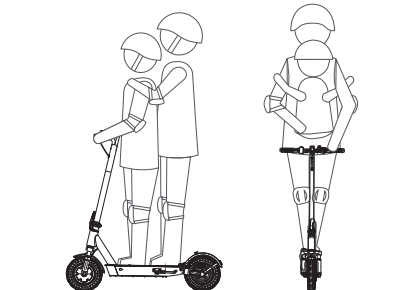
- ⊗ Do not ride in traffic lanes or residential areas where vehicles and pedestrians are both allowed.



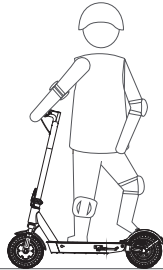
- ⊗ Do not abruptly change the steering direction at high speed.



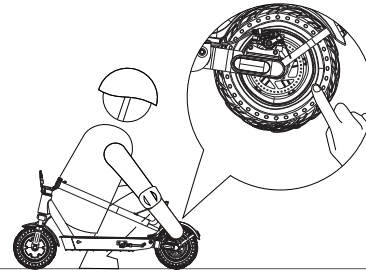
- ⊗ Do not ride through puddles or any other (water) obstacles. In such a case please lower your speed and bypass the obstacle.



- ⊗ Do not ride with anyone else, including children.



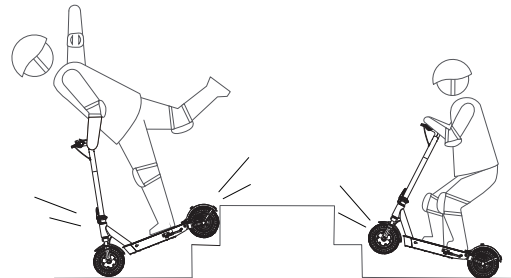
⊗ Do not keep your feet on the rear mudguard.



⊗ Do not touch the disc brake.



⊗ Do not let go of the handlebar while riding.



⊗ Do not try riding up or down stairs, nor try jumping over obstacles.

# SAFETY INSTRUCTIONS >>>

1. This electric scooter is a leisure device. But once they're in a public area, they'll be seen as vehicles, subjecting to any risks faced by vehicles. For your safety, please follow instructions in the manual and traffic laws and regulations set forth by government and regulatory agencies. We will not be liable for any property damage, personal injury, accident or legal dispute caused by the rider's inexperience or failure to use the product.
2. Following the tips and warnings in this manual can reduce risks, but cannot eliminate all risks. Please remember that you may be at risk of injury due to loss of control, collisions, and falls. The scooter is only suitable for flat hard pavement. The higher the speed the longer the stopping distance. On a smooth surface, the scooter may slip, lose balance, and even result in a fall.
3. Wear a helmet, elbow pads and knee pads in case of a fall to avoid injury. Poor driving can lead to falls or serious accidents. Store the electric scooter indoors when not in use. Read the instruction manual and drive the electric scooter carefully. You should only operate the electric scooter after you have understood and applied all the safety rules. The scooter operator will be responsible for any damage or injury caused by failure to follow the instructions in the owner's manual.
4. Respect pedestrians' Right of Way. Try not to startle them while driving, especially children. When you ride from behind pedestrians, ring your bell to give them a heads-up and slow your scooter down to pass from their left (applicable to countries where vehicles drive on the right). When you ride across pedestrians, keep to the right at a low speed. When you drive across pedestrians, keep the lowest speed or getting off the vehicle.

5. Check the scooter before every use. When you note loosen parts, low battery alerts, flat tires, excessive wear, strange sounds, malfunctions and other abnormal conditions, stop riding immediately and call for professional support.

6. Please pay attention to the road surface when riding, avoid obstacles (including but not limited to wet and slippery ground, loose sand, gravel ground and ice surface). When riding for the first time, please do not choose areas where children, pedestrians, pets, vehicles, bicycles or other obstacles and potential dangers may appear.

7. This scooter is suitable for users aged 16-50. People who are not suitable to ride this scooter:

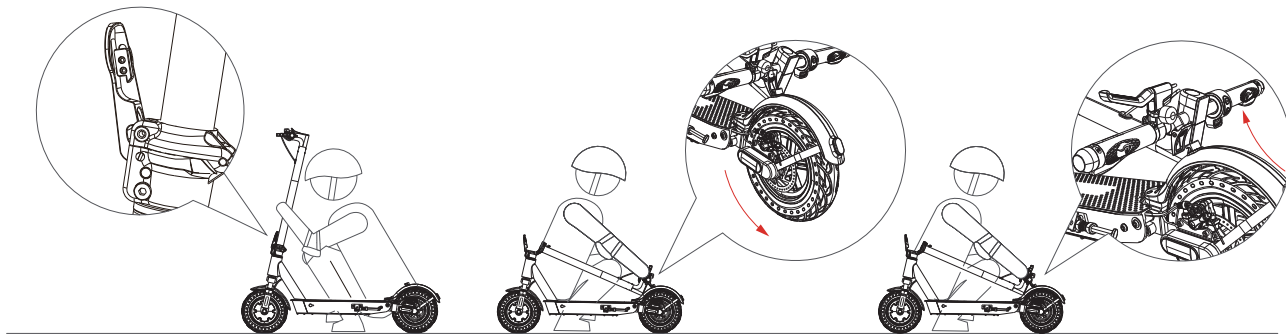
- i. People under the influence of alcohol or drugs.
- ii. People who are unable to engage in strenuous physical activity due to illness.
- iii. People who cannot maintain balance.
- iv. Persons whose weight exceeds the maximum capacity.
- v. Pregnant women.

8. Riding with high speed or a speed that is not appropriate or adequate for the situation (bad weather conditions, bad surface conditions, or the like) may lead into a potential loss of stability or loss of control. To reduce any risk, you must follow all instructions in this user manual.

9. Always place the scooter on its stand on a flat and stable surface. Once the scooter is on its stand, check its stability to avoid any risk of falling. Do not park the scooter in a busy area, but rather along a wall. If possible, always choose to park your scooter on flat ground.

# FOLDING YOUR SCOOTER >>>

\*The scooter needs to be turned off before folding.



## Folding

Hold the handlebar stem, turn it counterclockwise to open the safety hook and open the quick release lever. Align the bell and the buckle and hook them.

## Unfolding

When opening, disengage the bell lever from the buckle on the mudguard. Fold the handlebar stem up, close the quick release lever and turn the handlebar stem clockwise.

# DAILY CARE AND MAINTENANCE

## **Cleaning**

If you see stains on the scooter's body, wipe them off with a damp cloth. If the stains won't scrub off, put on some toothpaste, and brush them with a toothbrush, then wipe them off with a damp cloth. If you see scratches on plastic parts, use sandpaper or other abrasive materials to polish them.

Notes: Do not clean the scooter with alcohol, gasoline, kerosene or other corrosive and volatile chemical solvents to prevent dire damage; Do not wash the scooter with a high-pressure water spray; During cleaning, make sure that the scooter's turned off, the charging cable is unplugged, and the rubber flap is closed as water leakage may result in electric shock or other major problems.

## **Storage and maintenance**

Any water getting into the battery may cause damage to the internal circuit, risk of fire or even explode. If there is any suspicion of water getting into the battery, immediately stop using the battery and return it to the After-Sales service for inspection.

Improper disposal of used batteries can seriously pollute the environment. Observe local regulations when disposing of this battery pack. Do not discard this battery pack at will, to protect the natural environment.

When the scooter's not in use, keep it indoors where it is dry and cool. Do not put it outdoors for long time. Excessive sunlight, overheating and overcooling accelerate tire aging and compromise the scooter and the battery pack's lifespan.



If the scooter is expected to be left idle for more than 30 days, please fully charge the battery and place it in a dry and cool place. Keep in mind to recharge it every 60 days to protect the battery from potential damage which is beyond limited warranty.

Scooter shall be only be used with original batteries and charging of the Scooter shall only be done by the original charging adapter supplied with the Scooter (or any battery model or charging adapter model approved by the manufacturer as compatible).

Always charge before exhausting the battery to prolong the battery's lifespan. The battery pack performs better at normal temperature, and poor when it is below 0°C. For instance, when it is below -20°C, the riding range is only half or less at normal state. When the temperature rises, the riding range restores.

**NOTE:** The damage caused by prolonged no charge is irreversible and is beyond limited warranty. Once the damage is done, the battery can not be recharged (non-professionals are forbidden to dismantle the battery pack, as it may cause electric shock, short circuit or even major safety accidents).

**WARNING:** As with any mechanical component, a scooter is subject to high stresses and wear. The various materials and components may react differently to wear or fatigue. If the expected service life for a component has been exceeded, it may break suddenly, therefore risking causing injuries to the user. Cracks, scratches, and discoloration in the areas subject to high stresses indicate that the component has exceeded its service life and please contact a specialized repaired or customer service.

# SPECIFICATIONS >>>

Product	Name	Electric Scooter
	Model	R19
Dimensions	Scooter: L x W x H(cm)	110*51*118 cm
	After Folding: L x W x H(cm)	110*51*54 cm
Weight	Net Weight (kg)	16 kg (35.3 LBS)
	Gross Weight (kg)	19.3 kg (42.5 LBS)
Riding	Load Weight (kg)	150 kg (330 LBS)
	Applicable Age	16+
Assembled Electric Scooter	Speed (km/h)	12KM/H; 20KM/H; 30KM/H (7.5mph; 12.4mph; 18.6mph)
	General Range (km)	Load 75kg---30-35KM
	Max. Climbing Angle (%)	10-15°
	Ip Rating	IP54
	Charging Time (h)	6h
Battery Pack	Rated Voltage (VDC)	36 V
	Max. Input Voltage (VDC)	42 V
	Rated Capacity (Ah)	11.4 Ah

Battery Pack	Intelligent Battery Management System	Unusual temperature/short circuit/under voltage/overcurrent/dual overcharge/dual overdischarge protections
Wheel Motor	Motor Power (W)	500 W
Charging Adapter	Input Voltage (V)	100–240 ~
	Output Voltage (V)	42 V
	Output Current (A)	2 A
Tire	Tires	10-inch Honeycomb Solid Tires
Applicable Terrain	Flat cement or asphalt roads	
Braking Method	Disc brake + Electronic brake	

[1] Vehicle height: from the ground to the top of the scooter.

[2] General range: measured when there is no wind and at 25°C, the scooter's fully charged to ride at a constant speed of 15 km/h on a flat surface with a load of 75 kg.

The above data may vary depending on riding conditions, rider weight, climate, and/or proper maintenance.

# PRODUCT WARRANTY

This product comes with a 30 day limited replacement warranty for Manufacturer's defects.

The following conditions comprise the requirements and scope of our warranty conditions:

- 1) The warranty does not cover over-charging, or damages due to improperly maintaining lithium-ion battery installed in unit. The warranty does not cover tires and other parts, which are considered consumables, parts that break easily such as glass or plastic or defects based on normal wear and tear.
- 2) The warranty will be performed in such a way that we shall decide whether to repair the defective parts or to replace them with working parts free of charge. EVERCROSS reserves the right to exchange the product for a replacement product of equal value if the product sent in cannot be repaired within a reasonable time or at a reasonable cost.
- 3) The warranty claim does not apply if repairs or other work is carried out by unauthorized persons or if our products are equipped with additional parts or accessories that are not approved for our product.
- 4) Warranties that have been activated do not cause the warranty period to be extended, nor do they trigger a new warranty period. The warranty period for any replacement parts installed ends with the warranty period for the entire product.
- 5) Any other further claims are excluded, especially those for replacement due to damage caused to the outside of the product, provided there is no obligatory legal liability.

EVERCROSS can refuse any service claim made that is not covered by the warranty. Please contact [support@evercross.eu](mailto:support@evercross.eu) for pricing and availability of repairs, outside of warranty.

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

RF exposure statement:

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

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

L'appareil ne doit pas produire de brouillage;

L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Déclaration d'exposition RF:

L'appareil a été évalué pour répondre aux exigences générales d'exposition aux RF. L'appareil peut être utilisé sans restriction dans des conditions d'exposition portables.

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

Note :

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 instruction, 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.

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

The devices has been evaluated to meet general RF exposure requirement , the device can be used in Portable exposure condition without restriction

# CONTACT >>>

Please contact us directly if you experience any riding, maintenance, safety, errors/faults issues with your EVERCROSS product.

## E-mail Service: [support@evercross.eu](mailto:support@evercross.eu)



official\_evercross



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Evercross Official



EVERCROSS



<https://evercross.eu/>

<https://evercross-us.com/>

<https://evercross.co.uk/>



For warranty information, Please visit us at:  
<https://www.evercross.eu/>