



R19

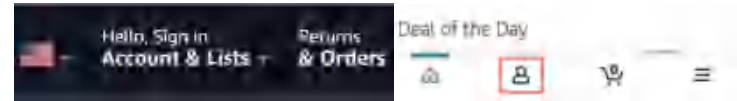
User Manual



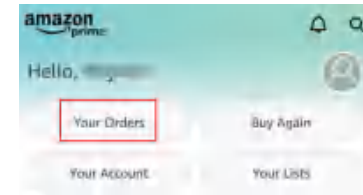
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HOW TO CONTACT US ON AMAZON?

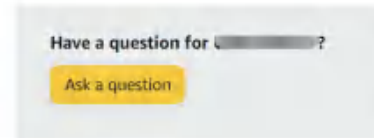
Step 1: **Log in to your Amazon account.**



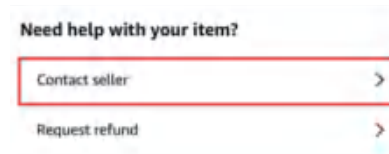
Step 2: Go to **Your Orders**. Select **Problem with order** in the list.



Step 3: Click the **"Ask a Question"** button. Choose your topic from list displayed.



Step 4: Select **Contact seller**.

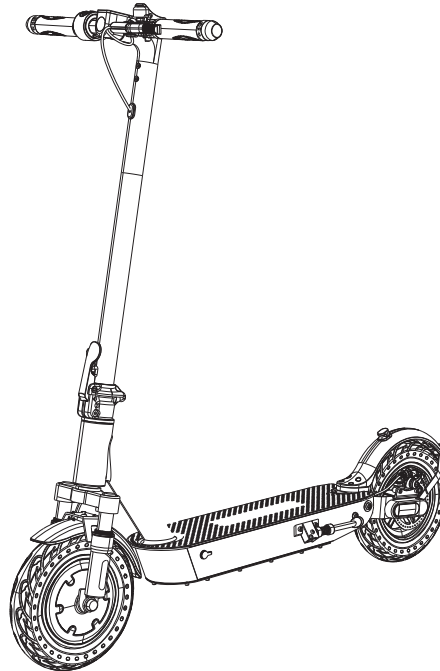


***If you purchased EVERCROSS products by other platforms or channels, please also find the corresponding seller contact support. Thanks for your support and patience!**

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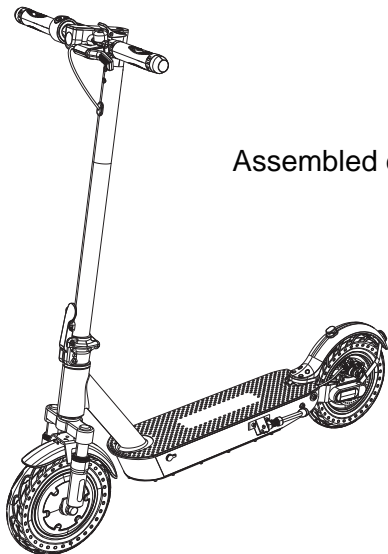
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Thanks for choosing the EVERCROSS Electric Scooter R19 (hereinafter referred to as R19)! The R19 is not only a short-distance transportation product that is easy to fold and carry, also a stylish sport entertainment equipment. Enjoy your ride and connect with riders worldwide!



* All pictures in this manual are for reference only, please refer to the actual product.

PACKAGE CONTENTS >>>



Assembled electric scooter

Accessories

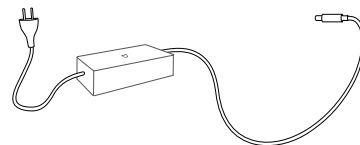
L-shape Allen Key



Screw x 4



Charging Adapter



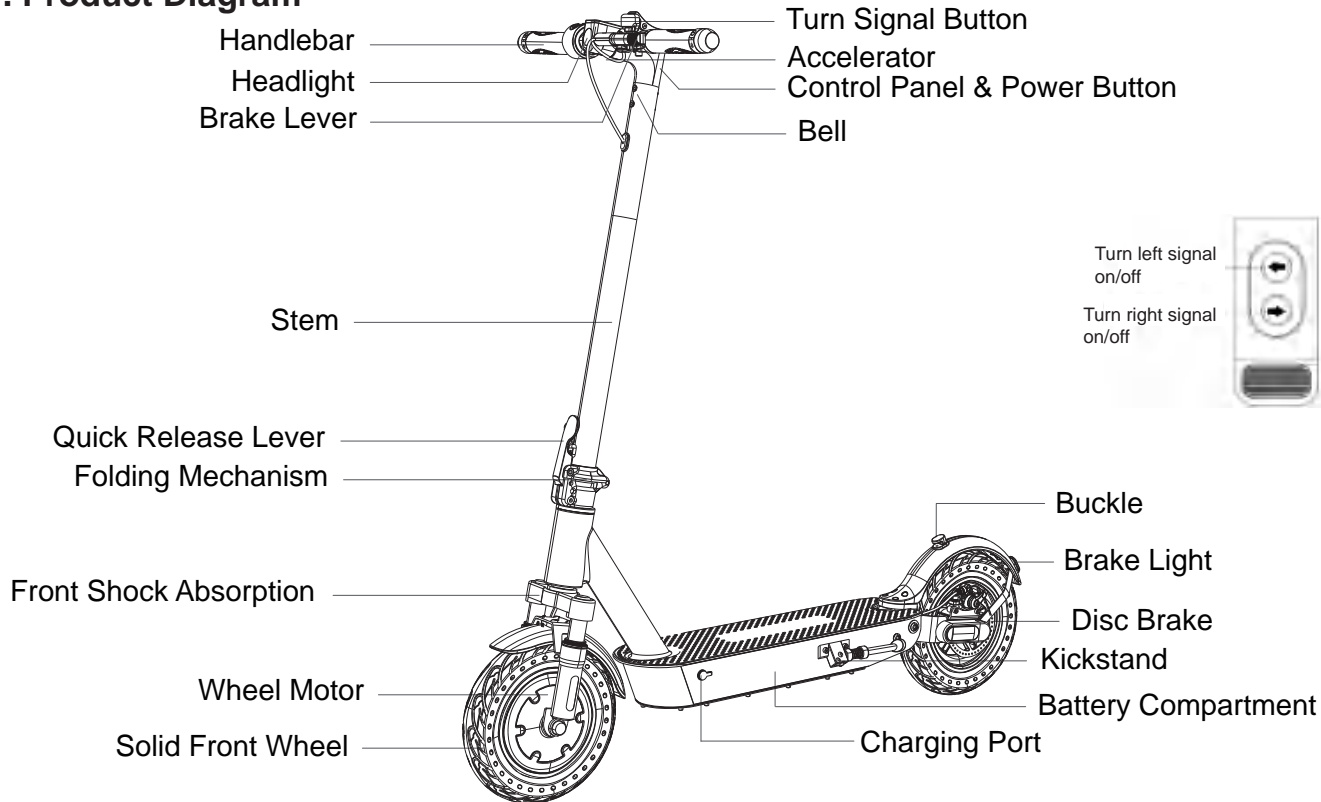
*When unpacking your R19 , please verify that the above items are included in the package. If any components are missing, please contact us. After verifying that all components are present and in good condition, you can assemble your new R19 .

*Please retain the box and packaging materials in case you need to ship your R19 in the future.

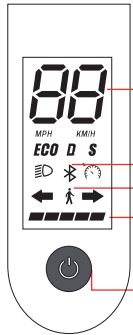
*Remember to power off your R19 and unplug the charge cable before assembling or mounting accessories.

PRODUCT OVERVIEW >>>

1. Product Diagram




2. Dashboard & Power Switch



Speedometer: Display the current speed of the scooter, as well as to display error codes.

Bluetooth: The icon indicates that the scooter has been successfully connected to the mobile device.

Modes:  for pedestrian mode (the maximum speed is 6 km/h, it is easier to push the scooter along as you walk).

Battery Level: The battery power is indicated by 5 bars, each representing approximately 20% of a full battery.

Power Button: Press the button to turn the scooter on, and hold the button for 3 seconds to turn the scooter off. When the scooter is on, press the button to turn the headlight on/off, and double press to switch between modes.

3. Parameter Adjustment Table

| Press | Default Mode | Function |
|-------------------|-------------------|--|
| Single press | / | Switch between standard gear and pedestrian mode (cycle) |
| Press twice | / | Turn on/off the headlights |
| Press three times | MPH | Switch between MPH/KMH |
| Press four times | Turn off | Turn on/off cruise control |
| Press five times | Zero start | Zero start/No-zero start |
| Press six times | 30km/h (18.6 mph) | 25/30 KM/H |

You can turn on/off the function and switch gears by adjusting the number of times of pressing the power button, and the setting is complete when you hear a beep!

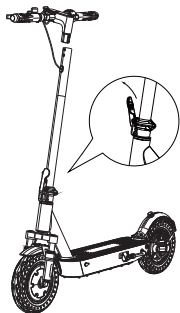
4. Troubleshooting

| Error Code | Failure Description | Solution |
|------------|-------------------------|--|
| “E1/F1” | Brake Failure | Check if the brake wire is connected properly or replace the brake lever. |
| “E2/F2” | Accelerator Failure | Check if the accelerator wire is connected properly or replace the accelerator. |
| “E3” | Communication Failure | Check if the communication wire between the dashboard and controller is connected properly or replace the dashboard and the controller |
| “E4” | Overcurrent Protection | Replace the controller |
| “E5” | Undervoltage Protection | Replace the battery |
| “E6” | Overvoltage Protection | Stop riding and idling to consume power. |
| “E7” | Hall Wire Damage | Check if the motor wire is connected properly or replace the motor. |
| “E9” | Bias Failure | Replace the controller |

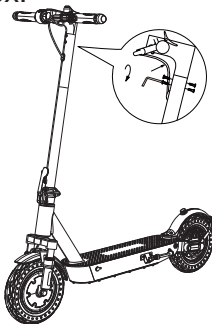
(‘E’ is startup error / ‘F’ is running error)

ASSEMBLY AND SET-UP >>>>

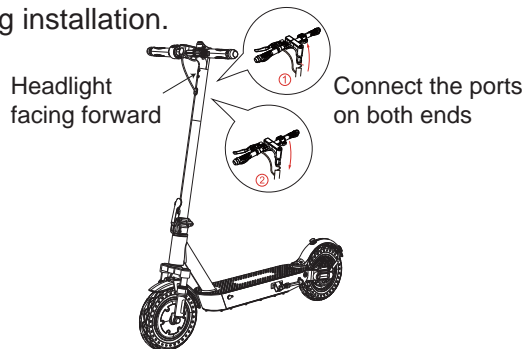
1. Unfold the scooter, erect the standpipe and fasten the lock, then prop up the foot support. Folding system, double insurance.



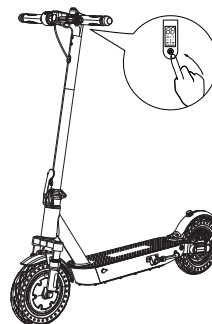
3. Use the hexagonal screws and hexagonal wrenches (two on each side) from the tool kit in the packing box.



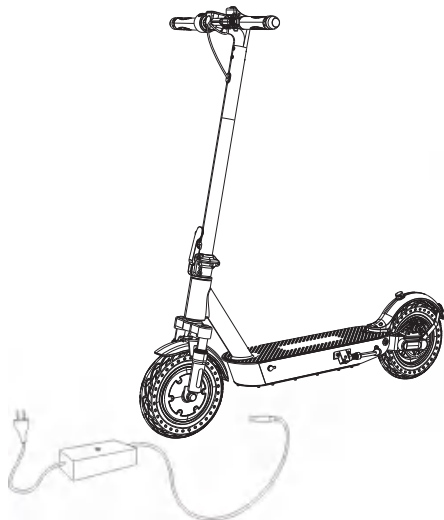
2. Insert the scooter's head into the standpipe, and pay attention to the orientation of the head of it during installation.



4. Conduct turn on and off detection after installation



CHARGE YOUR SCOOTER >>>>



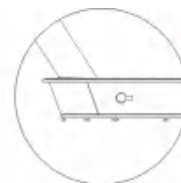
Charging step



Open the charge port cover.



Insert the charge plug.



Close the charge port cover when finished.

WARNING

Do not charge if the charge port or charge cable is wet.

Do not charge or use your battery if it is damaged or see trace of water.

Close the charge port cover when not charging.

Please connect the DC charging port first, then connect to the socket power supply for charging, finally unplug the outlet when charging is complete.

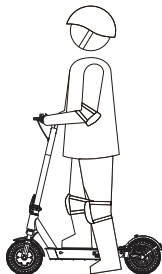
Your EV10K PRO is fully charged when the LED on the charger changes from red (charging) to green.

HOW TO RIDE >>>

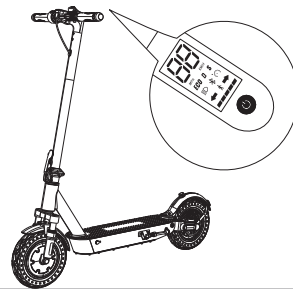
Warning: Wear a helmet, elbow pads and knee pads.
Please read the instruction carefully before using.



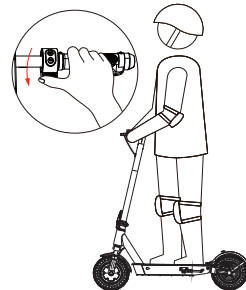
2. Step on the deck with one foot, and slowly kicks off the other on the ground. When the scooter starts to coast, put both feet on the deck and press the accelerator.



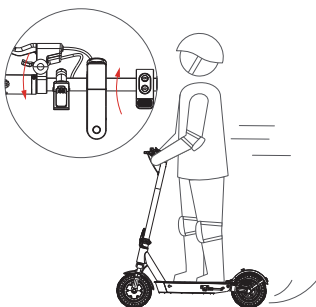
1. Turn on the scooter, and check the power indicator.
Please Note: Do not touch the accelerator when you are not ready to ride!



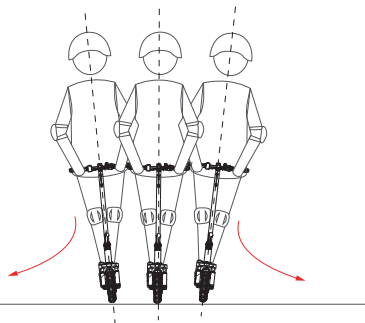
3. When the scooter is at a full stop, the accelerator automatically turns off. To restart the scooter, it is necessary to repeat step 2.



4. Release the accelerator and the speed will slowly drop to a stop; If you need to decelerate quickly, slowly squeeze the brake lever while releasing the accelerator.



5. Tilt your body to the steering direction as you turn, and slowly turn the handlebar.



 **WARNING**

When sudden braking, you may risk serious injury due to loss of traction and falls. Please maintain a proper speed and look out for potential hazards.

SMART PHONE APP >>>

Your EV10K PRO is an App-enabled electric scooter that works with most mobile devices. You must download the app in order to change certain features of your electric scooter.

You could download the APP in the following two ways:

Method 1: Search for the APP from either the App Store or Google Play Store to download.



Method 2: Please scan the following QR code to download the app.



Warm Tips: Please note that your electric scooter must be powered on and your smart phone's Bluetooth must be enabled. And then, pairing with the selected electric scooter and use the PIN "888888".

More fun and useful APP functions are waiting for you to explore and discover!