



ELECTRIC SCOOTER USER MANUAL

MODEL NO: A1



EN V1.2.1

HOW TO CONTACT US ON AMAZON?

Step 1: Log in to your Amazon account.



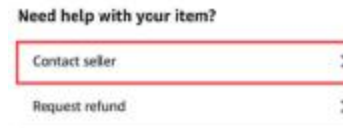
Step 2: Go to **Your Orders**. Select **Problem with order** in the list.



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!**

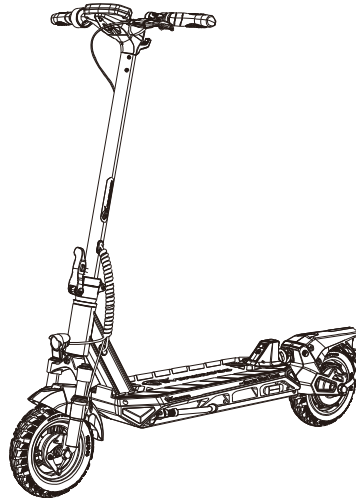
CONTENTS

Home Page	02
Package Contents	03
Product Overview	04-06
Assembly And Set-up	07
Charge Your Scooter	08
Folding And Carrying	09
Adjusting Your Scooter	10
Troubleshooting	11-13
Smart Phone APP	14
How To Ride	15-16
Safety Reminder	17-19
Daily Care And Maintenance	20-21
Specifications	22-23
FCC Warning Statement	24
Warranty	25
Contact	26

HOME PAGE >>>

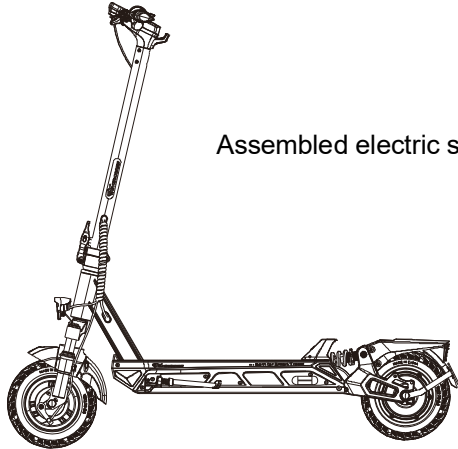
CONGRATULATIONS ON YOUR NEW PURCHASE!

The A1 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!



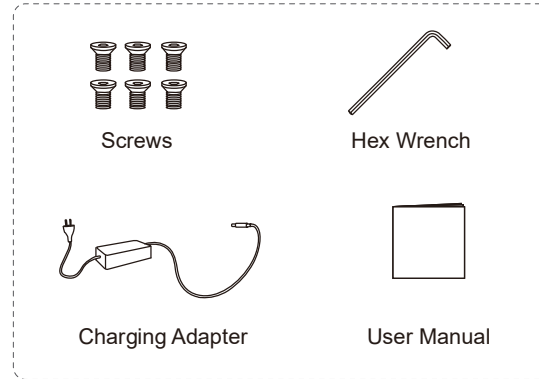
* All pictures in this manual are for reference only, please refer to the actual product.

PACKAGE CONTENTS >>>



Assembled electric scooter

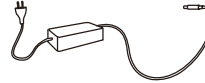
Accessories



Screws



Hex Wrench



Charging Adapter



User Manual

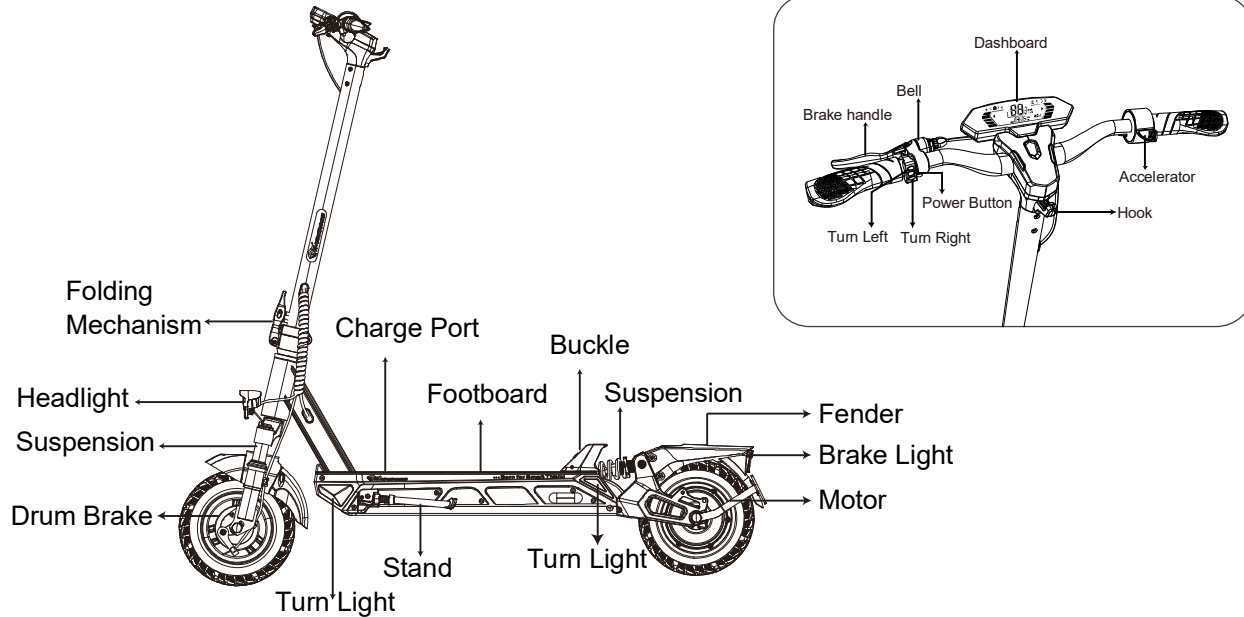
*When unpacking your A1, please verify that the above items are included in the package. If any components are missing, please contact us. After verifying that all components are present and in good condition, you can assemble your new A1.

*Please retain the box and packaging materials in case you need to ship your A1 in the future.

*Remember to power off your A1 and unplug the charge cable before assembling or mounting accessories.

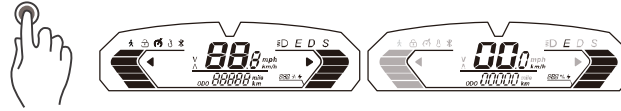
PRODUCT OVERVIEW


1. Product Diagram

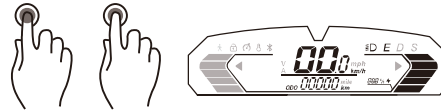


2. Button Usage

- Power ON/OFF: Long press the button for 3 seconds, all icons are lighting, showing speed & batter



- Headlight ON/OFF: Click the button for 2 times (Headlight ON: )



- Click the button for 1 time to change the speed gear from 1 to 4 levels, LED display P1 / P2 / P3 / P4. Max speed is increasing when LED display from P1 to P3. P4 is a pedestrian mode with a maximum speed of 6km/h.



- Click the button for 3 times to switch display of speedometer km/h / mph.



3. Features

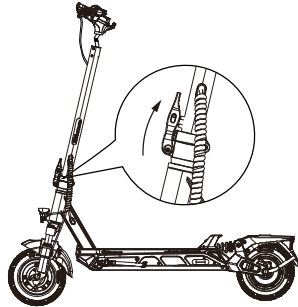
- Superior Aviation Aluminum Alloy.
- Real-time Temperature Monitoring, Short Circuit / Low Voltage / Overcurrent / Overcharging Protection.
- Digital Speedometer Display, Easy to Read Speed.
- Real-time 5 Bars Battery Display.
- 1~4 Speed Gear, Press Button to Switch.
- Malfunction Display.

4. Cruise Control

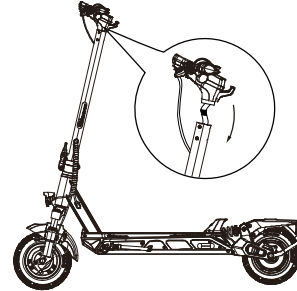
Open cruise-control in APP, while you keep the same speed, riding for 3~5 seconds, the E-scooter will be in cruise-control mode(running at constant speed on flat road) Please use cruise-control only on flat road, or you will fall down on other roads.

ASSEMBLY AND SET-UP >>>>

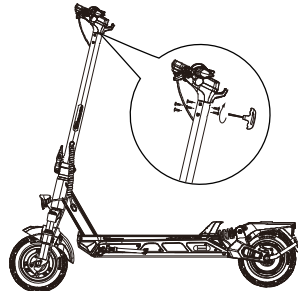
1. Unfold the handlebar stem and fasten it.



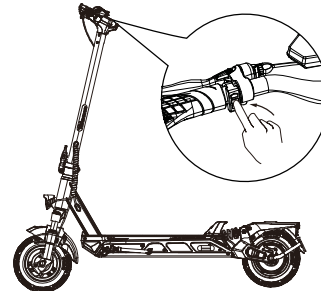
2. Firmly connect the wires inside the handle and the stem. Slide the handle onto the stem.



3. Tighten the screws onto three sides of the stem with the hexagon wrench.



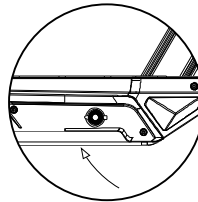
4. After the assembly, press the power button to check if it's working properly.



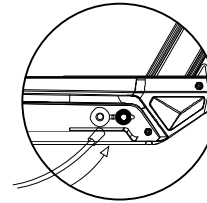
CHARGE YOUR SCOOTER >>>



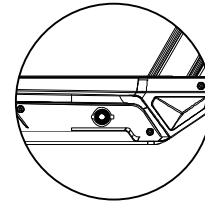
Charging step



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.

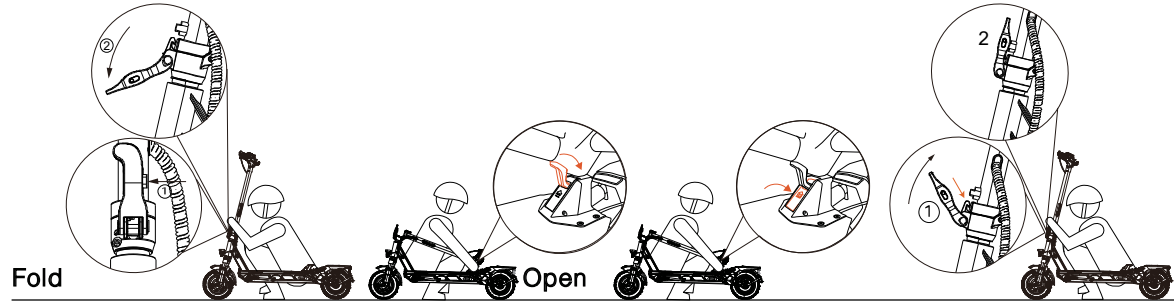
Do not charge or use your battery if it is damaged or see trace of water.

Close the charge port cover when not charging.

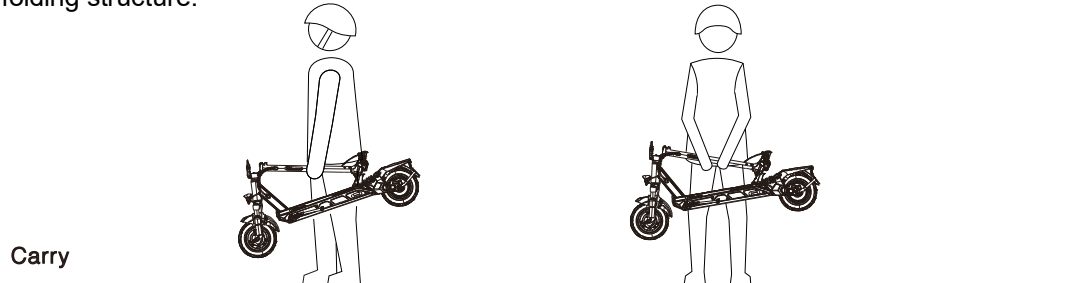
Please connect the DC charging port first, then connect to the socket power supply for charging, finally unplug the outlet when charging is complete.

Your A1 is fully charged when the LED on the charger changes from red (charging) to green.

FOLDING AND CARRYING >>>

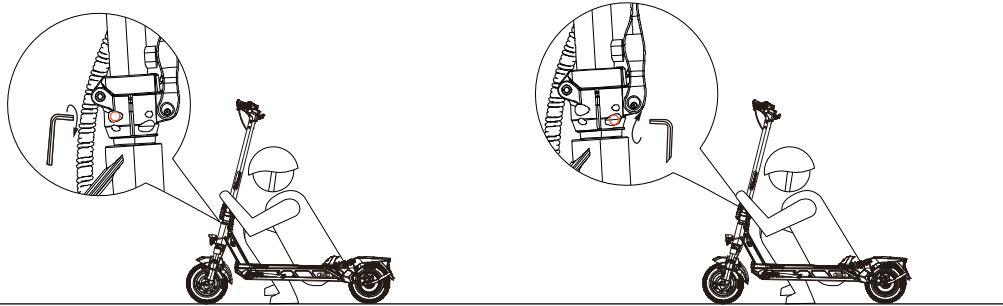


Make sure that the scooter's turned off. To fold, unlock the folding mechanism, and bend the handlebar stem to hook the buckle. To open, remove the hook from the buckle, erect the handlebar and lock the folding structure.



Hold the handlebar stem with either one hand or both hands to carry.

ADJUSTING YOUR SCOOTER >>>



If the handlebar and its stem sway during riding, use the hexagon wrench to tighten the screws on the folding mechanism.

TROUBLESHOOTING >>>

Error Code	Failure Description	Solutions
E0	Wrong in communication	<ol style="list-style-type: none"> 1. Check whether the display control board is well connected; 2. Replace the display. 3. Replace the control board.
E1	Encounter obstacles that E-scooter can't get over it	<ol style="list-style-type: none"> 1. Release the accelerator and stop braking. 2. Restart. 3. Replace the brake lever. 4. Replace the accelerator
E3	Hall is abnormal	<ol style="list-style-type: none"> 1. Check whether the Hall wire plug of the motor is loose. 2. Check whether the motor cable is damaged. 3. Replace the motor. 4. Replace the control board.
E4	Brake system malfunction	<ol style="list-style-type: none"> 1. Release the brake. 2. Restart. 3. Replace the brake lever.
E5	Throttle fault	<ol style="list-style-type: none"> 1. Release the accelerator. 2. Restart. 3. Replace the accelerator

BL	Low voltage alarm	<ol style="list-style-type: none"> 1. Stop riding and get scooter charged. 2. Restart. 3. Check if firmware has been wrongly upgraded. 4. Replace the control board.
BH	High voltage alarm	<ol style="list-style-type: none"> 1. Check whether scooter has been fully charged, riding the scooter at low speed, avoiding braking suddenly when scooter is fully charged. 2. Restart. 3. Check if firmware has been wrongly upgraded. 4. Replace the control board.
BP	Over voltage, emergency	<ol style="list-style-type: none"> 1. Check whether scooter has been fully charged, riding the scooter at low speed, avoiding braking suddenly when scooter is fully charged. 2. Restart. Check if firmware has been wrongly upgraded. 3. Replace the control board.
H1	Motor high temperature	<ol style="list-style-type: none"> 1. Stop riding or riding scooter at low speed, avoiding climbing. 2. Check whether the motor wire is damaged, and whether the temperature signal wire of the motor wire is short-circuited to the ground. 3. Replace the motor.

H2	Control board high temperature	<ol style="list-style-type: none"> 1. Stop riding or riding scooter at low speed, avoiding climbing. 2. Check the installation of control board radiator. 3. Replace the control board
H3	Control board super high temperature	<ol style="list-style-type: none"> 1. Stop riding or riding scooter at low speed, avoiding climbing. 2. Check the installation of control board radiator. 3. Replace the control board.
LR	Over current	<ol style="list-style-type: none"> 1. Release the accelerator. 2. Restart. 3. Replace the control board.
S1	Short circuit	<ol style="list-style-type: none"> 1. Get the motor disconnected and restart up scooter. If this alarm has not been cleared, get control board replaced; otherwise, all-clear, replace the motor.
S2	Lack of phase, mos tube drive failure	<ol style="list-style-type: none"> 1. Restart and turn scooter on as static, avoiding turning on scooter while advancing. 2. Replace the control board.
SN	Lack of series number	<ol style="list-style-type: none"> 1. Check whether the firmware version is correct. 2. Reset the serial number.

SMART PHONE APP >>>>

Your A1 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.

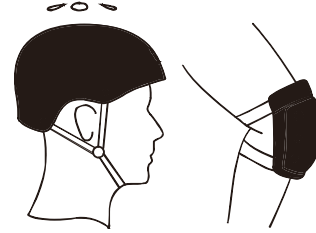
Warm Tips: Please note that your electric scooter must be powered on and your smart phone's Bluetooth must be enabled. And then, pairing with the selected electric scooter and use the PIN "888888".

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

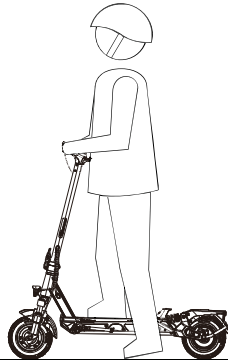
HOW TO RIDE >>>

- Step 1: Check E-scooter Status
Check the environment whether it's safe to ride without hurting yourself or others.
Check the battery level and remain mileage in APP.

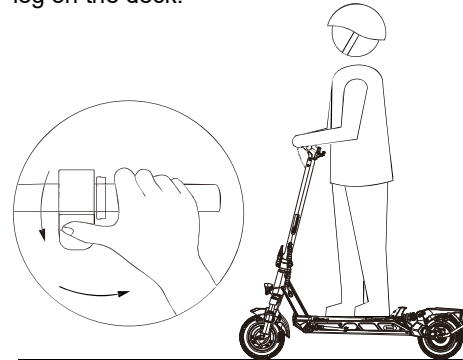
- Step 2: Wear protective equipment.



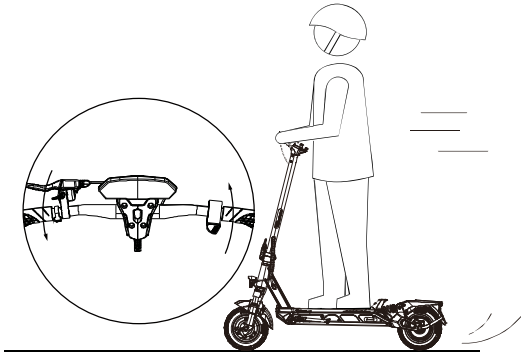
- Step 3: Try to slide with one leg.



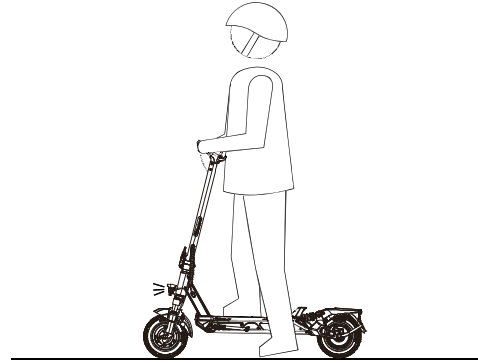
- Step 4: Touch the throttle slightly and try to put two legs on the deck.



- Step 5: During riding, try to release the throttle and pull the brake lever.



- Step 6: Try to use the headlight.

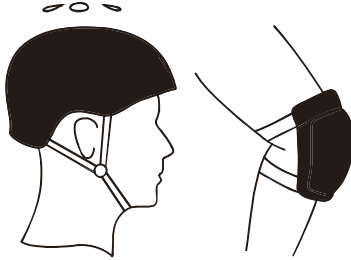


 **WARNING**

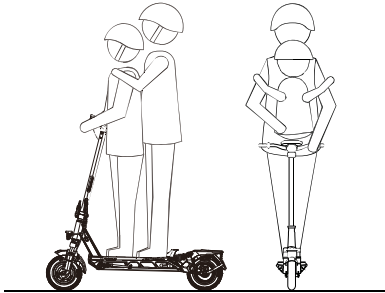
When sudden braking, you may risk serious injury due to loss of traction and falls. Please maintain a proper speed and look out for potential hazards.

SAFETY REMINDER >>>

- Wear protective equipment.



- Do not load over 120kg.



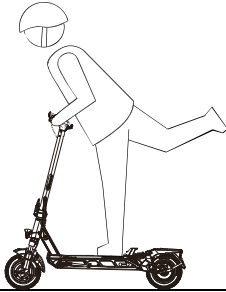
- Avoid riding in the rain when possible.



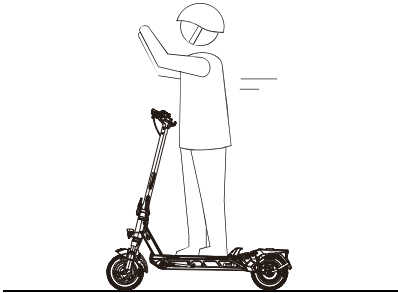
- Ride slowly in special cases.



- Do not place one foot on the deck or on the ground when riding.



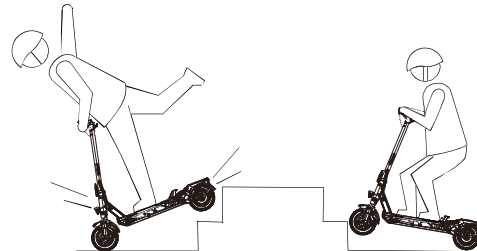
- Do not leave your hands during riding.



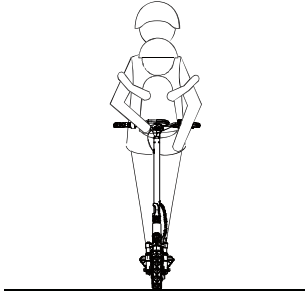
- Do not tread the back of the fender.



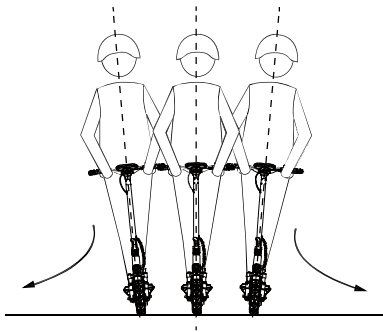
- Do not ride upstairs or downstairs, or over obstacles.



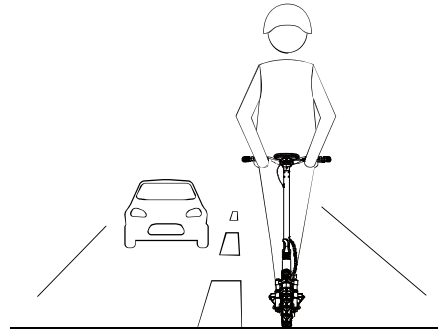
- Do not hold a child during riding.



- Do not ride with sharp turn.



- Do not ride on highway or motor vehicle road.



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	A1
Package Dimension	132*27*66.5cm
Product Dimension(Unfold)	50.78*25.59*50 inch (129*65*127cm)
Product Dimension(Folded)	50.78*25.59*25.19 inch (129*65*64cm)
Net Weight	26.85KG (59.2lbs)
Gross Weight	32.47KG (71.6lbs)
Maximum Load	120KG (265lbs)
Recommended Load	45KG-100KG (100-220lbs)
Applicable Age	16+
Motor Power	Peak power: 800W; Rated power: 500W
Battery Capacity	48V 14AH
Charging Time	7-8H
Mileage Range	Around 24-31 Miles (40KM-50KM)

Maximum Speed	General Mode: 15.5MPH(25KM/H); Sport Mode: 28MPH(45KM/H, under 75kg)
Brake Type	Front Drum Brake + EABS
Charger	Input: 100-240V; Output: 54.6V/2A
Shock Absorber	Front and Rear Suspension
Display	LED
Running Condition	-10℃/+45℃; 0-75% Humidity
Storage Condition	-20℃/+50℃; 0-75% Humidity

[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.

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 for pricing and availability of repairs, outside of warranty.

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



official_evercross



official_evercross



Evercross Official



EVERCROSS



<https://evercross.eu/>

FCC Caution.

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, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

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 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.

* RF warning for Portable device:

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



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