



# APOLLO

DESIGNED IN  
MONTREAL, CANADA

# CITY

ELECTRIC SCOOTER **INSTRUCTION MANUAL**



# CONTENTS

Getting Started Guide.....	<b>2</b>
Battery Overview.....	<b>6</b>
Learning to Ride.....	<b>8</b>
Daily Protection and Maintenance.....	<b>10</b>
After-Sales Service & Warranty.....	<b>12</b>



## THANK YOU FOR JOINING THE MOVEMENT

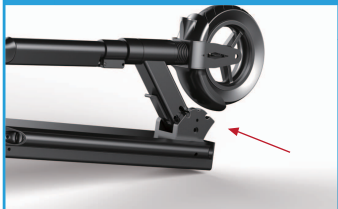
We started Apollo on a bet that Canadians would make the switch to sustainable electric vehicles at a time when everyone thought it was crazy. It takes innovative, forward-thinking people like you to make this change happen, and we wouldn't have gotten this far without your support.

So thank you for taking this step and leading the change! We're confident that from the moment you see your scooter, it will be love at first sight. We are always here to help, so if you have any questions whatsoever, don't hesitate to reach out.

Take care,  
Mac & Chris  
Co-founders



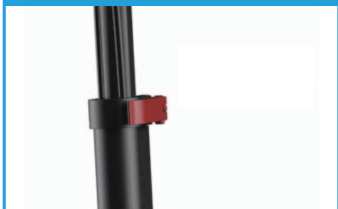
## 1 LIFT UP THE FOLDING LATCH



## 2 OPEN UP THE STEM AND LOCK IT INTO PLACE



## 3 UNFOLD HANDLE BAR



## UNFOLDING YOUR CITY SCOOTER:

- 1) First push down the blue latch, releasing the safety bar.
- 2) Then unfold the stem of the scooter until the safety bar clips into place. Give the stem an extra push to ensure the bar is properly locked into place.
- 3) Finally, unscrew the handlebar folders, open them up and re-screw back into place. Similarly, ensure the latch on the stem is tightened after adjusting the stem to the appropriate height.

Keep in mind, the scooter is still new and the joints can be a little stiff. If you're struggling, please do not force any pieces. Use a solution such as bicycle grease to help loosen up screws or any tight pieces.

## 1 POWER OFF



## 2 FOLD HANDLE BAR AND STEM



## 3 UNLATCH THE STEM AND FOLD IT TOWARDS THE BASE



## FOLDING YOUR CITY SCOOTER:

- 1) Always ensure that your scooter is turned off before folding. This is a safety precaution to prevent your scooter from accelerating when being folded or stored.
- 2) Unlatch the stem and slide it down until the handlebar reaches the folding latch, then tighten the latch. Don't forget to unscrew the handlebar folders to fold the handlebar.
- 3) Release the folding latch and slowly lower the stem towards the base of the scooter, until the safety bar clicks into place.



## POWER ON AND OFF

Simply push down the power button, shown above, for 3 seconds, and the LED screen will turn on. To turn your scooter off, reverse this process.

Your scooter will automatically turn off if not used for 90 seconds.

## SPEED CONTROL

When your scooter is switched on, you will find 3 speed gears (1, 2, 3) that can be changed by pressing the "Mode" button.

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**Grade 1:** 25KM/H

**Grade 2:** 35KM/H

**Grade 3:** 45KM/H

## LIGHTS

To turn the scooter lights on or off, press and hold the “M” button for 3 seconds.

## POWER INDICATION

The LED display indicates the approximate charge level of your battery. For a more detailed amount of charge remaining, refer to the voltage meter. When charged fully, the voltage meter will display 54V. When the battery is completely drained, the voltage meter will display 42V.

For proper preservation of your battery health, we do not recommend draining it below a 20% charge level.

## MILEAGE

When your scooter is powered on, your odometer will be showing the total distance travelled.

To switch between this and trip distance, simply click on the power button once.

## BATTERY OVERVIEW

Your scooter is powered by a lithium ion battery, a high quality battery for ultimate performance. In order to get the most out of it, we strongly recommend charging it fully before your first use.

## FEATURES OF YOUR LITHIUM BATTERY:

### BALANCED CHARGING PROTECTION

Each battery is equipped with automatic balancing internal cell voltage protection, protecting your battery and the voltage current being used at all times.

### OVERCHARGING PROTECTION

The battery is equipped with an automatic disabling feature in which the battery will stop charging when it reaches 100%, even if the charger remains inside the scooter.

### TEMPERATURE PROTECTION

It is very important to keep your battery stored or charging in temperatures of 15 to 30°C to ensure it remains safe.

### OVER-CURRENT PROTECTION

Only chargers with up to 8V can be used to charge this scooter, anything higher will not charge the battery - this is done to protect the life-cycle of the battery.

### OVER-DISCHARGING PROTECTION

When overly discharging your battery, the output power will automatically stop if the voltage falls below 36V, to protect the battery health.

## SHORT-CIRCUIT PROTECTION

If a short circuit occurs, your battery will automatically stop output to protect itself.

## CHARGING

- 1) Plug the charger into an AC power outlet first, then connect the other end to your scooters' charging port.
- 2) As a safety recommendation, do not leave the scooter charging for more than 10 hours.
- 3) Ensure the room temperature is between 15 and 30°C for ultimate battery protection.



## BATTERY CAPACITY:

**48V**

**13.2aH**

## LEARNING TO RIDE



- 1) Use the necessary protective equipment while riding your scooter. Please note helmets are mandatory in some Canadian provinces. Always check local laws prior to riding your scooter.



- 2) It is strongly recommended to avoid riding on wet surfaces, unpaved roads, ice, or snow, as this may result in injury.



- 3) The use of any electric scooter or other Apollo product under the influence of alcohol or drugs, or other judgement-impairing substances is strictly prohibited and is illegal in select provinces.



- 4) Respect all local laws with your electric scooter (such as stopping at red lights, respecting cars and driving within the speed limit).



- 5) Sidewalks are strictly forbidden to ride on at all times.

## IMPORTANT

Please ensure you read and are aware of the local laws and regulation before riding your scooter. Apollo is not responsible for any misuse, negligence or fines resulting in your use of your scooter.

Apollo Imports Inc is not liable for any negligence, personal injury or damage to property or individuals due to improper use of this electric scooter. All riders will be personally liable and take fully responsibility of their actions during the use of their scooter. By purchasing and using this scooter, you agree to all of Apollo's terms and conditions.

Please ensure you read and are aware of your local laws and regulation before riding your scooter.

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## CLEANING

To clean stains on the surface of your scooter, use a soft cloth with water to remove the stain accordingly. Other solutions may be used such as toothpaste and stain solutions, but please ensure that these are safe and do not cause material decay.

**Note: Do not use alcohol, gasoline, kerosene or any corrosive chemical solutions to clean your scooter as they can damage the frame and/or internal parts of your scooter. Ensure your scooter is powered off to prevent any electric shocks during the cleaning process.**

When storing, ensure your scooter is in an environment with a temperature rating from 15 to 30°C to keep the battery healthy. To improve the longevity of the battery, ensure it holds a charge of 75% or more prior to storing it for extended periods of time. Turn the scooter on periodically (about once a month) to ensure the charge level has not dropped. If it drops below 30%, re-charge the battery to 75% again before continuing to store it to keep the battery at a 75% charge level for ultimate safety.

## BATTERY TIPS



1) Opening the battery cover and/or playing with any of the connectors leads to automatic cancellation of the warranty provided to you by Apollo Scooters.



2) Do not touch, dismantle or puncture the battery as this can cause serious health hazards and can lead to injury. Apollo is not liable for any damage or harm caused by improper actions with the battery.



3) Do not use any unauthorized battery chargers. Adhere to charging with the provided charger or another charger purchased from Apollo Scooters to ensure no risk of damage.



4) We truly care about the environment and ask that, in the case of disposal of a battery, that you do so with caution and care for the environment. Please recycle or ask Apollo for resources close to you that can recycle this properly.



5) Set at 75% charge level and in a room temperature of around 15 - 30°C to have the optimal safety conditions for your battery. Failure to do so can lead to battery failure and danger (high temperatures can lead to fire hazards).

When storing your scooter for periods longer than one week, ensure the battery is at least 75% charged and the room temperature ranges from 15 to 30°C. **Apollo is not responsible for scooter damage that results from improper storage.**

## SUMMARY

For after-sales and warranty service, contact us at [support@apolloscooters.co](mailto:support@apolloscooters.co) or call at 833 640 0090.

- Apollo Scooters covers all spare parts at cost under the warranty agreement, and will always be at your service to help you resolve all issues faced with our customer service.
- The warranty period is 24 months (2 years) from the date of purchase. Apollo Scooters will bear the full cost of repairs due to manufacturing defects in the first 12 months. In the period of 13-24 months, Apollo Scooters will provide all repairs at cost, requiring customers to cover the true cost of the repair.
- All wear and tear of scooters (tires, scratches, damages caused by the rider) are not covered by warranty, but are provided at cost under your warranty period.
- Warranty cases are up to Apollo Scooters discretion.
- Warranty does not cover water damage to scooter batteries.
- Any production defects need to be communicated when the product is received, within the first 14 days of receipt of the scooter.

## MANUFACTURING DEFECTS

- Any items that are damaged or malfunctioning due to the production issues of the scooter are covered under warranty. This includes labour and the spare parts.
- Production issues or manufacturer defects need to have physical proof sent to [support@apolloscooters.co](mailto:support@apolloscooters.co)
- Batteries that malfunction due to water leakage are not covered under warranty.
- Examples of Manufacturer Defects: Motor malfunctioning, broken bearings, bent disk brakes during delivery.

## WEAR & TEAR

- All spare parts will be offered at cost under normal wear & tear of the use of Apollo's electric scooters.
- Labour and maintenance are offered for free under the warranty period during wear and tear.
- Examples: Used tires need replacing, brake pads worn out.

## UPGRADES

- Upgrade parts are not offered at cost or are not covered under warranty.
- Labour and installation is offered at cost during the warranty period.

## IMPORTANT NOTES FOR WARRANTY

Failure or damage caused by the following will not be covered by warranty:

1

Failure to comply and follow the user manuals instructions.

2

Damage caused due to mis-use, accidents or collisions.

3

Damage caused by riding on abnormal roads, paths or unfit terrain.

4

Mis-storage or charging breaches not mentioned in the manual.

5

Negligence, mis-use or any use not deemed as “responsible riding”.

## AFTER-SALES SERVICE

For any problem listed in the following table, Apollo Scooters will provide after-sales service within the scope of the warranty:

Part	Quality Issue	Warranty Period	Remarks
Motor	Broken wheel hub, faulty motor, tears in rubber lining	12 months	Free Repair
Accelerator	Not performing in normal conditions (except for damage caused by impact)	3 months	Free Repair
Controller	Fault during normal use	12 months	Free Repair
Charger	Fault during normal use	3 months	Free Repair
Lithium Battery	No output during normal use	12 months	Free Repair
Framework	Deformation or fracture during normal use	6 months	Free Repair

As previously mentioned, Apollo will offer repairs for any manufacturing defect within the first 12 months free of charge. In the period of 13-24 months, Apollo will provide repairs at true cost, requiring the customer to cover the cost of parts only.

Please note that the acceptance of all warranty cases is up to Apollo Scooters' discretion. By purchasing an Apollo product, you agree to Apollo's terms and conditions.



**APOLLO**