

ENVIORIDES

HIGH PERFORMANCE ETRANSPORT SPECIALISTS



FORWARD
ENVIORIDES

User-Manual Content

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Introduction

1.1) We hope you enjoy your new purchase, for your safety and legal responsibility, read this user manual fully before using the EnviroRides Electric Commuter Scooter. Failure to do so may risk the chances of accident, prosecution, injury, or even death.

If you have any questions regarding this product, please contact us either via our email, on-site messenger, phone, or our social media outlets.

1.2) Be aware, your actions could lead to personal injury, public injury, or fatality. EnviroRides holds no liability in any event when using this product.

Product Overview

2.1) 500W Electric Commuter Scooter by EnviroRides.



2.2) Please familiarise yourself with the controls graphic below.



2.3) To power up the Electric Commuter Scooter **press and hold the on / off button.**

2.4) Screen Display



- 1) Speed
- 2) MPH or KM/H
- 3) Headlight Indicator
- 4) Brake Indicator
- 5) Bluetooth Indicator
- 6) Cruise Control
- 7) Trip
- 8) Battery Indicator

2.5) To access the eScooter screen controls see below.

Screen Function	Number of times to press the on / off button
Change Speed Setting	1
Change Speed Reading	3
Switch Cruise Control On / Off	4
Speed Limit On / Off (15MPH)	6
Change Distance Reading	7
Distance Reset	8

2.6) To download the Electric Commuter Scooter Bluetooth App, scan below. Ensure Android Security Setting are disabled.

Link Code: 111111



Maintenance & Malfunction

3.1) To ensure your stem remains stiff and responsive by tightening the folding adjustment screw and the locking screws regularly.

See below.



- 1) Locking Screws
- 2) Adjustment Screw

3.2) eScooter malfunction symbols.

E1	Motor Failure
E2	MOS Tube Failure
E3	Brake Lever Failure
E5	Undervoltage Failure
E6	Instrument/Controller Communication Failure
E8	Controller Failure

Error Code E1)

- This error code will highlight if the motor has incurred a fault. If this error code is activated, please see possible faults below.
 - Loose Controller Unit and Motor Cable connection
 - Damaged Controller Unit
 - Damaged Motor Cable

Error Code E2)

- This error code will highlight if the Controller Unit has incurred a fault. If this error code is activated, please see possible faults below.
 - Damaged Controller Unit

Error Code E3)

- This error code will highlight if the Controller Unit senses a Brake Lever Fault. If this error code is activated, please see possible faults below.
 - Damaged Brake Levers
 - Damaged Brake Callipers
 - Damaged Electrical Brake Cables
 - Damaged Electrical Brake Cable Fittings

Error Code E5)

- This error code will highlight if the Controller Unit is under the required voltage. If this error code is activated, please see possible faults below.
 - Battery Under Voltage (Extreme Battery Depletion)
 - Damaged Battery Terminals
 - Damaged Battery Unit

Error Code E6)

- This error code will highlight if the Controller Unit senses a Screen or Controller Unit Fault. If this error code is activated, please see possible faults below.
 - Damaged Screen
 - Damaged Controller Unit
 - Damaged Charging Port

Error Code E8)

- This error code will highlight if the G2 Pro Controller Unit senses a fault. If this error code is activated, please see possible faults below.
 - Damaged Controller Unit

3.3) What to do if you have a malfunction?

If you encounter any of the errors listed above, **photograph** the error symbol, or notify us in the feedback section on the **EnviroRides Warranty Process Form** or the **EnviroRides Servicing & Repairs Process Form**.

Please refer to our Warranty Details to establish if your issue is covered under warranty.

The Technical Team may require your eScooter to be returned to the EnviroRides Depot for further assessment. Ensure you **keep the original packaging**, or you may be required to **purchase an appropriate replacement carton and packaging**.

Items returned without original or in unsuitable packaging will not be refunded and or may incur further costs.


Preparation To Ride

4.1) Please familiarise yourself with the Electric Commuter Scooter graphic below.

 **100KG** MAX LOAD

 **35** MILE RANGE

 **IP54** RATED

 **25°** RIDE INCLINE



Please note that all the specification for this eScooter are based on tests at optimal conditions and rider weight of 65kg. Speeds and distances may vary depending on rider's weight, battery level, terrain, weather, and temperature. Additional weight can see a reduction of up to 5-15% on listed specifications.

4.2) Unfold your Electric Commuter Scooter by lifting the stem forward. Once unfolded, close the locking latch system. See Below.



To unfold you Electric Commuter Scooter, slide the unlock button up and pull the lever down. Proceed to push the stem into the stem footrest lock. See below.



4.3) DO NOT USE THE ELECTRIC SCOOTER WITHOUT CHECKING ALL FIXTURES AND FITTINGS.

4.4) Ensure you have a clear area before using the Electric Commuter Scooter. Check your surroundings when riding your eScooter to avoid accidents, collisions, or damage to the rider, others, or the eScooter.

4.5) Power up your Electric Commuter Scooter.

The Electric Commuter Scooter is set to speed one from dispatch to ensure your safety. Slowly press the accelerator whilst keeping one foot aside in case you need to stop. Slowly increase the acceleration as you become more capable and proficient.

4.6) Braking. Ensure you are familiar with your brakes before riding. As this is a new item the brakes may be tight for the first few trips, bed them in at slow speeds and do not brake sharply or erratically as this will cause warping of the brake discs and reduce braking capabilities. Never use the accelerator and brakes at the same time.

4.7) Maintain correct tyre pressure. Over or under inflated tyre pressure may increase risk of failure, collision, or damage. Do not ride with low or flat tyres, this will damage the alloy and tyres.

4.8) Always wear protective clothing when riding.

4.9) Use extra caution in wet or icy conditions, reduce speed to minimum and use dual braking (the use of both brakes in conjunction) to reduce chance of skidding.

4.10) Do not expose your eScooter to excess water or moisture. Do not ride in heavy rain, sleet, snow or through rivers and streams.

4.11) Only ride in permitted areas. Obey local laws and national legislation when using an eScooter.

4.12) **DO NOT CARRY PASSENGERS WHILST RIDING.** The eScooter is only designed for a single rider. We strongly advise that this eScooter is not ridden by two or more people, this includes children and babies.

4.13) The eScooter should not be used for medical or as a mobility aid. It is required that you are physically able to operate the eScooter without assistance.

4.14) You must stay vigilant while riding the eScooter. **DO NOT RIDE THE ESCOOTER IF YOU:**

- **HAVE TAKEN LEGAL OR ILLEGAL DRUGS.**
- **HAVE DRANK ALCOHOL.**
- **FEEL UNWELL**

4.15) Do not use a mobile device whilst riding.

4.16) Age Requirements: 18+. Any person under the age of 18 should not operate or ride the eScooter.

4.17) Do not store the battery or eScooter in the wrong environment. This includes environments where temperatures exceed 30 °C or below -10 °C.

Battery & Charger

5.1) Each Electric Commuter Scooter is equipped with a lithium-ion battery and charger. Do not dispose of any packaging until you have checked for each component in the event that the carton may have been opened incorrectly i.e., upside down.

5.2) The Electric Commuter Scooter can be charged at any battery level, but for optimum battery life and performance it is best to keep fully charged. If left uncharged for long periods, then this may impair performance and battery life. Damage caused to your battery through misuse will not be covered under warranty.

5.3) A fully charged eScooter may stand uncharged for 30-40 days (approx). An uncharged / low charged eScooter may stand for 20-30 days (approx). Please note how long you leave your eScooter uncharged to prevent irreparable damage to the unit.

5.4) If you anticipate not using your Electric Commuter Scooter for a lengthy period. We recommend disconnecting the battery from the eScooters controller unit and charging separately as this helps prolong battery life.

5.5) Connect the charger directly to your Electric Commuter Scooter charging port. Ensure the charging port is dry, clear of moisture and any debris before connection. Once connected plug the charger into a UK mains socket (AC100-240V).

5.6) The charger light will go red when charging and green when the battery is fully charged. Disconnect when green.

5.7) Chargers and charging ports are not covered under the EnviroRides warranty. Strictly follow the instructions above.

5.8) In the event that the battery unit is damaged, hot, or smokes then cease use immediately and keep it away from other objects.

5.9) Do not disassemble the battery. The battery unit contains harmful substance.

5.10) Battery is equipped with a water detection label, if tampered with or removed, this will void warranty.

5.11) Only use the original charger(s) or replacement(s) purchased directly from EnviroRides with the correct charging specifications.

Accessories

6.1) All our EnviroRides eScooters are supplied with the following accessories.

- Toolkit
- Phone holder
- User Manual
- Charger(s)

These items are not covered under the EnviroRides warranty. If you wish to return an unwanted purchase, please ensure all contents including packaging are returned to receive a refund. Any items not returned will incur a fee.

Socials & Content



Warranty Details

8.1) Your Electric Commuter Scooter comes with an EnviroRides Limited 6 Month Warranty.

EnviroRides guarantees all its eScooters against defects in materials, parts, and workmanship for 6 months from the date of delivery / collection. EnviroRides does not provide warranty against wear and tear, or damage caused accidentally or by misuse. EnviroRides warranty is only supported with the original buyers' receipt or proof of purchase and evidence of fault. This may require the component or item to be sent to the EnviroRides Technical Team for inspection. If you submit a valid warranty claim we will either repair, replace or refund. All refunds must fall within our EnviroRides returns and refunds policy.

Please ensure you provide your eScooters VIN Number on all warranty claims.

8.2) **Who is covered?**

Only the original purchaser. Warranty is non-transferable.

8.3) **What is covered?**

EnviroRides provide a 6-month warranty (subject to model) which strictly covers defective components to the frame, motor, controller units, and battery. Please see below.

- Motor (6 Months)
- Frame (6 Months)
- Controller Unit or Units (6 Months)
- Battery (6 Months)

8.4) **What is not covered?** (excluding EnviroRides Ex-Demo Range)

Second-hand product or purchase from 3rd party sellers, modified, altered, or poorly maintained product i.e., an eScooter left for a prolonged period of outdoor exposure.

Normal wear and tear i.e. punctures, brake discs, brake pads, brake levers, brake cables, horn, lights, auxiliary extras, water damage, failure or loss caused by accident, misuse, neglect, theft, excessive load, transport damage, cosmetic issues such as fading or scratches and any other wear and tear not arising from defects in material or workmanship. Instances where failure is due to wear and tear or poor of maintenance, we offer cost only servicing and repairs. Please contact us at **services@enviroides.co.uk** for any repair queries along with your order number.

NB. Poor maintenance or neglect may lead to consequential damage to other components within the eScooter and this could negate the warranty i.e., loose screws that allow moisture ingress.

We recommend contacting EnviroRides before attempting any repairs due to the technical features of eScooters. If you are unsure about a maintenance issue or repair contact EnviroRides Technical support.

Damage sustained to parts normally covered under warranty by negligent or unqualified workmanship may negate the warranty.

Turn the power off before repair or maintenance. Install the parts correctly and do not overtighten as this may cause risk of damage and failure.

We recommend servicing or repair is only performed by a qualified EnviroRides Technician.

8.5) How to return?

Go to our **EnviroRides Warranty Process Page** and include your order number the reason for return and any supporting photographs, video, and documentation.

The EnviroRides Technical Team will assess the information provided to determine if we can accept the return. Any damage to the eScooter of which we're not informed may void the return and refund.

8.6) Returns Policy

If after purchase, you wish for a refund you have up to **30 days** to notify us and then a further **7 days** to return the eScooter. The goods must **not** have exceeded **5km** on the odometer (all odometers are logged before dispatch).

Please note: the 30 days return period is to allow you to examine the goods as you would in a shop. To obtain a refund, the goods must be returned in "as new" condition with all components included and **MUST** be in their original packaging. "As new" condition is defined as unriden (less than 5km logged on the eScooters odometer) and without any wear and tear or noticeable use i.e. dirt, scratches or parts missing. Unwanted returns will incur a return fee.

All returns must be tracked and dispatched to the address below.

EnviroRides Depot
46 County Square,
Ashford,
Kent,
TN23 1YE

Legal Information

9.1) At the time of this publication (03/11/2022), privately owned eScooters are not permitted on public footpaths, cycle lanes or highways in the UK.

9.2) eScooter data and parameters that vary in different models are subject to change without prior notice.

9.3) EnviroRides and those associated with EnviroRides accept **NO** responsibility for any claim, liability, loss, injury, or death accidental or otherwise by or through possible violation of the legal statement above. The rider himself/herself/themselves shall undertake all responsibility for any possible or inevitable risk during riding.

You may continue to use the eScooter if you accept the terms in this legal statement otherwise you must return the eScooter. Once the eScooter has been used in any capacity you the rider are deemed to have accepted these terms. If you wish to return, please make sure the eScooter falls within our returns and refunds policy. In the event of resale, you the original purchaser are to notify the new buyer of this legal statement and responsibility passes to them.

If you have any further questions or enquiries, feel free to contact us.

EnviroRides accepts no liability for accident, injury, or loss of life through the use of eScooters either on private or public property or land.

If you're not happy with the terms and conditions, please contact us to arrange a return. Unwanted returns will incur a fee.

9.4) Product Risk Assessment



EnviroRides Electric Scooter and Electric Bike Risk Assessment

Risk Rating Graph

Likelihood x Severity = Risk Rating	1 (L)	2 (L-M)	3 (M-H)	4 (H+)
	Negligible Injury (No loss of time)	Minor Injury (Loss time <7 days)	Major Injury (Lost time >7 days and <3 months)	Severe or fatal injury (>3 months loss of time)
1 (Rare)	1	2	3	4
2 (Unlikely)	2	4	6	8
3 (Likely)	3	6	9	12
4 (Certain)	4	8	12	16

Riding Risk Number	Hazard. Definition of hazard. Something with the potential to harm or cause injury.	Harm Rating. Definition of harm. Bodily injuries i.e. cuts, bruises, burns, broken bones, and possible fatality.	Risk Rating.	Actions to reduce risk.	Detailed further action recommended to reduce risk.	Revised risk rating after following guidance. <small>Indicate the rating following implementation of recommendations.</small>
Riding						
1	Lack of protective/visual equipment i.e. High Visual Clothing. Helmets. Goggles/Protective Glasses. Gloves.	Personal injury i.e. soft tissue damage such as cuts and scrapes. Bone Fractures. Muscle Strains & Sprains. Potential Fatality.	M-H	Ensure appropriate safety equipment such as an EN1078 approved helmet is always worn during equipment use. Hi-Vis clothing such as jackets or bibs are always worn during use. Goggles or glasses are recommended during use. Always use the vehicles lights at all times. When fitted, activate the strobe lighting to improve visibility.	Rider should ensure they have a checklist of recommended safety/visual clothing before every use. Always contact your manufacturer, retailer, or supplier for best practise, advice, service, performance, and safety guidance.	L-M
2	Use of the equipment in poor visibility.	Personal injury i.e. soft tissue damage such as cuts and scrapes. Bone Fractures. Muscle Strains & Sprains. Potential Fatality.	M-H	Ensure appropriate safety equipment such as an EN1078 approved helmet is always worn during equipment use. Hi-Vis clothing such as jackets or bibs are always worn during use. Goggles or glasses are recommended during use. Incorporate dual braking technique at all times. Always use the vehicles lights at all times. When fitted, activate the strobe lighting to improve visibility.	Rider should exercise caution and reduce speed. The use of Hi-Vi's clothing such as jackets or bibs should be worn during use. Ensure the use of the warning/hazard lights when appropriate. When fitted, activate the strobe lighting to improve visibility. Always contact your manufacturer, retailer, or supplier for best practise, advice, service, performance, and safety guidance.	L-M

				When fitted, activate warning/hazard lighting to improve visibility. Travel at slower speed and exercise extra caution.		
3	Use of the equipment in poor weather conditions. i.e. wet, windy, freezing, snow and ice.	Personal injury i.e. soft tissue damage such as cuts and scrapes. Bone Fractures. Muscle Strains & Sprains. Potential Fatality.	M-H	Ensure appropriate safety equipment such as an EN1078 approved helmet is always worn during equipment use. Hi-Vis clothing such as jackets or bibs are always worn during use. Goggles or glasses are recommended during use. Always use the vehicles lights at all times. When fitted, activate the strobe lighting to improve visibility. Travel at slower speed and exercise extra caution. Incorporate dual braking technique at all times.	Rider should exercise caution and reduce speed. The use of Hi-Vis clothing such as jackets or bibs should be worn during use. Ensure the use of the warning/hazard lights when appropriate. When fitted, activate the strobe lighting to improve visibility. Always contact your manufacturer, retailer, or supplier for best practise, advice, service, performance, and safety guidance.	L-M
4	Use of the equipment on uneven or rough terrain.	Personal injury i.e. soft tissue damage such as cuts and scrapes. Bone Fractures. Muscle Strains & Sprains. Potential Fatality.	M-H	Ensure appropriate safety equipment such as an EN1078 approved helmet is always worn during equipment use. Hi-Vis clothing such as jackets or bibs are always worn during use. Goggles or glasses are recommended during use. Always use the vehicles lights at all times. When fitted, activate the strobe lighting to improve visibility. Travel at slower speed and exercise extra caution. Incorporate dual braking technique at all times.	Rider must exercise caution, reduce speed to manoeuvre safely.	L-M
5	Self-balancing.	Personal injury i.e. soft tissue damage such as cuts and scrapes. Bone Fractures. Muscle Strains & Sprains.	L-M	Ensure appropriate safety equipment such as an EN1078 approved helmet is always worn during equipment use. Rider should always fully familiarise themselves with the equipment prior to travel.	Rider should ensure they are familiar and capable of self-balance on 2-wheel equipment prior to travel. Only ever increase speed gradually with rider competence. Always contact your manufacturer, retailer, or supplier for best practise, advice, service, performance, and safety guidance.	L
6	Use of the equipment at increase speed.	Personal injury i.e. soft tissue damage such as cuts and scrapes. Bone Fractures. Muscle Strains & Sprains. Potential Fatality.	M-H	Ensure appropriate safety equipment such as an EN1078 approved helmet is always worn during equipment use. The use of heavy-duty protective clothing.	Riders should never travel more than 12.5mph (20kph). Rider should always exercise caution and reduce speed when in congested areas and where visibility is impeded. Always contact your manufacturer, retailer, or supplier for best practise, advice, service, performance, and safety guidance.	L

7	Lack of equipment knowledge and instructions.	Personal injury i.e. soft tissue damage such as cuts and scrapes. Bone Fractures. Muscle Strains & Sprains. Potential Fatality.	M-H	The rider must read and fully understand the equipment user manual. If any queries, questions, on equipment familiarity, contact the manufacturer/retailer/supplier.	The rider must familiarise and understand all equipment features, controls, and best practises. Always contact your manufacturer, retailer, or supplier for best practise, advice, service, performance, and safety guidance.	L
8	Poor maintenance and service of the equipment.	Personal injury i.e. soft tissue damage such as cuts and scrapes. Bone Fractures. Muscle Strains & Sprains. Potential Fatality.	H+	Check daily for wear and tear. Tyres, brakes, lighting, steering components, frame, and bearings. The rider must read and fully understand the equipment user manual and any additional hazards or warnings prior to riding. If any queries, questions, on equipment familiarity, contact the manufacturer/retailer/supplier.	The user must familiarise and understand all equipment features, controls, and best practises to ensure safe operation. As contained in the equipment user manual. Always contact your manufacturer, retailer, or supplier for best practise, advice, service, performance, and safety guidance.	L
9	Modifying/customising/altering any of the equipment.	Personal injury i.e. soft tissue damage such as cuts and scrapes. Bone Fractures. Muscle Strains & Sprains. Potential Fatality.	H+	Never modify/customise or alter the equipment.	Do not carry out any modifications or alternations. Always contact your manufacturer, retailer, or supplier for best practise, advice, service, performance, and safety guidance.	L

Battery & Charging

Battery & Charging 1	Using the incorrect battery for your equipment.	Personal injury (soft tissue damage such as burns). Electrocution. Hazardous Smoke Inhalation. Death.	H+	Ensure the battery is not changed, replaced, or exchanged unless it is from the same manufacturer/retailer/supplier to ensure compatibility. The battery must meet all appropriate legal safety standards.	Do not replace the battery with any other brand. Only replace the battery from the original supplier. The user must familiarise and understand all equipment features, controls, and best practises to ensure safe operation. As contained in the equipment user manual. Always contact your manufacturer, retailer, or supplier for best practise, advice, service, performance, and safety guidance.	L
2	Modifying/tampering with the battery.	Personal injury (soft tissue damage such as burns). Electrocution. Hazardous Smoke Inhalation. Death.	H+	Under no circumstances ever attempt to modify or alter the performance of a battery.	Ensure the battery is never modified/tampered under any circumstances. Always contact your manufacturer, retailer, or supplier for best practise, advice, service, performance, and safety guidance.	L
3	Removal of the battery.	Personal injury (soft tissue damage such as burns). Electrocution. Death.	L-M	Turn the equipment off before attempting to remove the battery. If installed, ensure the battery power button is switched off.	If installed, remove any fuses before disconnecting the battery. If installed, ensure the battery power button is switched off.	L

					Always contact your manufacturer, retailer, or supplier for best practise, advice, service, performance, and safety guidance.	
4	Damage to the battery i.e. puncturing, dropping or water damage. Damage to cells.	Personal injury (soft tissue damage such as burns). Electrocution. Hazardous Smoke Inhalation. Death.	H+	Turn the equipment off before attempting to remove the battery. If installed, remove any fuses before disconnecting the battery. Turn battery power button off. Move battery to a dry ventilated safe space. To dispose of your battery responsibly contact your local recycling centre.	To dispose of your battery responsibly contact your local recycling centre. Always contact your manufacturer, retailer, or supplier for best practise, advice, service, performance, and safety guidance.	M-H

WARNING: BATTERIES CAN APPEAR SIMILAR AND CAN BE PURCHASED ONLINE, THEY WILL NOT BE COMPATIBLE AND CAN BE EXTREMELY HAZARDOUS, ALWAYS REFER TO YOUR USER MANUAL FROM THE MANUFACTURER, RETAILER OR SUPPLIER.

5	Use of incorrect charger(s) for your battery or equipment.	Personal injury (soft tissue damage such as burns). Electrocution. Hazardous Smoke Inhalation. Death.	H+	It is recommended never to use any charger(s) other than the original supplied by the manufacturer or retailer. Replacement charger(s) should only be supplied or purchased from the original manufacturer or retailer. Replacement charger(s) must be exactly compatible with identical specifications as the original and meet the approved legal safety standards.	Do not replace the charger(s) with any other brand. Only replace the charger(s) with the original charger(s) and from the original retailer. Always contact your manufacturer, retailer, or supplier for best practise, advice, service, performance, and safety guidance.	L-M
6	Overcharging. Charging unattended	Personal injury (soft tissue damage such as burns). Electrocution. Hazardous Smoke Inhalation. Death.	H+	Never leave equipment on charge unattended. See user manual for charging times and unplug when charging is complete.	Equipment must be charged in accordance with the user manual. Never leave equipment on charge unattended. Always contact your manufacturer, retailer, or supplier for best practise, advice, service, performance, and safety guidance.	L-M
7	Charging your equipment near to a heat source.	Personal injury (soft tissue damage such as burns). Electrocution. Hazardous Smoke Inhalation. Death.	M-H	Never place the equipment near to a heat source when charging. Never place the equipment near to a heat source. Never leave equipment on charge unattended.	Equipment must be 2-3 meters away from a heat source. The user must familiarise and understand all equipment features, controls, and best practises to ensure safe operation. As contained in the equipment user manual. Always contact your manufacturer, retailer, or supplier for best practise, advice, service, performance, and safety guidance.	L-M
8	Modify, alter or tampering with the charger(s). Damaged charger(s).	Personal injury (soft tissue damage such as burns). Electrocution. Hazardous Smoke Inhalation. Death.	H+	Never use a modified charger(s). Never use a damaged charger(s). Never use a charger(s) from a damaged supply i.e. damaged socket.	Ensure the charger(s) is not modified/tampered with under any circumstances. Always contact your manufacturer, retailer, or supplier for best practise, advice, service, performance, and safety guidance.	L-M

			Never use a charger(s) connected to an extension lead. Only ever replace charger(s) that are exactly compatible with identical specifications as the original and meet the approved legal safety standards.	
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WARNING: CHARGERS CAN APPEAR SIMILAR AND CAN BE PURCHASED ONLINE, THEY WILL NOT BE COMPATIBLE AND CAN BE EXTREMELY HAZARDOUS, ALWAYS REFER TO YOUR USER MANUAL FROM THE MANUFACTURER, RETAILER OR SUPPLIER.

Be aware that by using this item you accept any and all risks associated with its use and cannot hold EnviroRides Ltd, or any other organisation associated with EnviroRides Ltd responsible.