

ENVIORIDES

High Performance eTransport Specialists



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 G2 Pro Max Electric 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) G2 Pro Max 3200W Electric Scooter by EnviroRides.



2.2) Please familiarise yourself with the controls graphic below.



2.3) To power up the G2 Pro Max Electric Scooter **press and hold the on / off button** on the **Smart User Controls Panel**.

Parameter & Malfunction

3.1) Press and hold the **mode button** to access the eScooters parameter settings. (DNA: Do Not Adjust*)

- P01: MPH or KM/PH
- P02: 60V (Battery Voltage) DNA*
- P03: 10 (Wheel Diameter) DNA*
- P04: 30 (Speed Setting) DNA*
- P05: 1 or 0 (Cruise Control)
- P06: 1 or 0 (Kick Start)
- P07: 30 (Speed Setting) DNA*
- P08: 0 (Screen Sleep Time)
- P09: 1,2 or 3 (Screen Brightness)
- P99: Parameter Reset (Hold M for 5 seconds)

3.2) eScooter malfunction codes.

E3	Controller Start Error
E4	Low Voltage Protection
E6	Motor Fault
E7	Throttle On Prior to Start
E8	Controller Error
E10	Main Cable Issue
E15	Controller & Main Cable Error

Error Code E3)

- This error code will highlight when the G2 Pro Max Controller Unit has incurred a fault. If this error code is activated, please see possible faults below.
 - Loose Controller Unit and Battery Connection
 - Damaged Controller Unit
 - Damaged Motor Unit
 - Under Voltage Start

Error Code E4)

- This error code will highlight when the G2 Pro Max 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 when the G2 Pro Max Motor Unit has incurred a fault. If this error code is activated, please see possible faults below.
 - Damaged Motor Cable
 - Damaged Motor Unit(s)

Error Code E7)

- This error code will highlight when the G2 Pro Max senses a throttle issue when switched on. If this error code is activated, please see possible faults below.
 - Starting the eScooter with the accelerator on
 - Damaged Throttle Unit

Error Code E8)

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

Error Code E10)

- This error code will highlight when the G2 Pro Max Main Cable or Screen senses a fault. If this error code is activated, please see possible faults below.
 - Damaged Screen
 - Damaged Main Cable
 - Damaged Fitting

Error Code E15)

- This error code will highlight when the G2 Pro Max Screen senses a fault. If this error code is activated, please see possible faults below.
 - Damaged Screen
 - Damaged Main Cable
 - Damaged Fitting
 - Damaged Controller Unit(s)

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 G2 Pro Max Electric Scooter graphic below.



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 G2 Pro Max Electric Scooter by pulling the stem forward. See below.



Once unfolded, use the **Stem Clamp** to hold the stem in place. Ensure this is fully tightened. 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 G2 Pro Max Electric 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 G2 Pro Max Electric Scooter.

The G2 Pro Max Electric Scooter is set to speed one and to soft start 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 G2 Pro Max Electric Scooter is equipped with a lithium 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 G2 Pro Max Electric 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 G2 Pro Max Electric Scooter for a lengthy period. We recommend disconnecting the battery from the eScooter controller units and charging separately as this helps prolong battery life.

5.5) The G2 Pro Max Electric Scooter charger has an overload protection function which means that the charger will not overcharge the battery once fully charged. Although we advise disconnecting the charger once fully charged.

5.6) Connect the charger directly to your G2 Pro Max Electric 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).

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

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

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

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

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

Accessories

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

- Toolkit
- Phone holder
- User Manual

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

7.1) Your G2 Pro Max Electric Scooter comes with an EnviroRides Limited 2 Year Warranty.

EnviroRides guarantees all its eScooters against defects in materials, parts and workmanship for 2 years 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.

7.2) Who is covered?

Only the original purchaser. Warranty is non-transferable.

7.3) What is covered?

EnviroRides provide a 2-year warranty (subject to model) which strictly covers defective components to the frame, motor, controller units, and battery. Please see below.

- Motor(s) (2 Year)
- Frame (2 Year)
- Controller Unit or Units (2 Year)
- Battery (1 Year)

7.4) **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@envirorides.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.

7.5) How to return?

Email us at help@envirorides.co.uk 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.

7.5) 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.

Legal Information

8.1) 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.

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

8.3) 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.