

# APOLLO AIR

# INTRODUCTION

## Hello World

Thank you for purchasing the Apollo Air™. The electric scooter industry is still young and it takes forward-thinking customers like yourself to advance it. We hope you enjoy your new scooter as much as we loved developing it.

## How to get help?

We're here to help regardless of the problem you are facing. You can get in touch with us in the following ways:

### **WEBSITE:**

[apolloscooters.co](https://apolloscooters.co) (US)  
[apolloscooters.ca](https://apolloscooters.ca) (CAD)

### **HELP CENTER:**

[apolloscooters.zendesk.com](https://apolloscooters.zendesk.com)

### **EMAIL:**

[support@apolloscooters.co](mailto:support@apolloscooters.co)

## Warning

Incorrect assembly, maintenance, or use of your Apollo scooter can cause component or performance failure, loss of control, serious injury, or death. Even if you're an experienced scooter rider, you must read and understand the entire manual and any documentation provided for subcomponents or accessories before riding. If you are not sure you have the experience, skills, and tools to correctly perform all assembly steps in the manual and the assembly video at [apolloscooters.zendesk.com](https://apolloscooters.zendesk.com), consult our support team or a local electric scooter shop.

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# IMPORTANT INFO

## Important Information and Terms of Use

### **WARNING:**

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This manual contains important information relating to the proper use, adjustments and maintenance of your scooter. You are responsible for reading this document in its entirety and ensuring that the users of this electric scooter are fully informed on all safety instructions, precautions and warnings. Make sure that everyone who uses the scooter can do so safely and responsibly. Proper maintenance of the electric scooter will also ensure the safety of the user.

Failure to follow these instructions can lead to an improper use of the scooter, and the faster deterioration of certain components which may lead to a fall and/or an accident.

The scooter should only be used with the charger, battery and power cords supplied.

Refer to the HOW TO USE THE CHARGER and BATTERY sections for instructions on how to operate the charger and battery.

**CAUTION:** Keep the packaging of your Apollo Air. As stated by our return policy, the original packaging will be needed.

Disclaimer: You acknowledge that you are responsible for any loss, injury or damage caused by not following the above instructions and that negligence while driving the scooter will automatically lead to your warranty being void.

**WARNING!** Read this user manual in full and keep for future reference.

Maximum user weight: 100kg.

Maximum user height: 190cm.

Motorised scooters can only carry one rider. Never allow more than one person to step on the deck.

This electric scooter is designed to be used in urban and suburban settings, around town, on roads or paved surfaces.

The user is required to comply with the standards and regulations in place in the country

of use and to be fully aware of any legal restrictions and applicable standards, checking beforehand that the use of this scooter on public roads or in public spaces does not violate these regulations.

**WARNING!** It is the customer's due diligence to research their local rules and regulations. Apollo is in no way liable or responsible for any fines or legal action due to scooters being used in restricted areas.

- **STEP 1: Consult online resources**

E-scooter law changes often make the news, and most jurisdictions have an online legal code database. These tools are often the most comprehensive, but are occasionally misleading - different laws apply to different classes of scooters, such as sit-down scooters and rentals.

- **STEP 2: Consult a legal expert**

Online resources (including this one) do not count as qualified legal council. Talking to a lawyer or another expert may clarify the status of e-scooter laws in your area.

- **STEP 3: Consult rider experience**

The people with the most familiarity with e-scooter laws are people in your area who ride e-scooters! Reach out to a local club or riding group and see what they

say.

Riding this scooter requires agility skills, and therefore it must be used with care to avoid any falls or collisions that could injure the user or third parties. Do not use the electric scooter if you do not know how to operate it properly. Take time to familiarise yourself with the scooter to avoid accidents during your first outings. Also, make sure to signal your presence, by using the bell when you get closer to pedestrians or cyclists especially if they can't see or hear you.

Use with caution and at a safe distance from any persons around you. Make sure you have enough space to use the scooter safely. Avoid all steps, and be mindful of the width of the scooter when riding in narrow passages.

Always stay in control of your speed. Never use the electric scooter in rainy, snowy and icy conditions as this could be dangerous, you could fall or injure yourself. In the event of an accident, stop using the scooter and take it to an authorised repair shop and have it checked for any damage.

Be careful not to make sudden movements, which could cause you to lose your balance or fall. Do not hang any items on the handlebars. This may affect the stability of the scooter.

Do not use any accessories or additional parts that are not approved by the manufacturer. Any modification of the scooter's core components (such as unauthorized battery, motor or controller) will lead to the warranty being void automatically). If the wheels jam, stop using the scooter and contact the dealer.

**WARNING!** It takes longer to break in wet weather conditions, if the road is wet or if the wheels are wet.

**WARNING!** At night, in low visibility areas or conditions, ride cautiously and adapt your speed accordingly.

Use the scooter with caution when visibility is too low to ensure safe driving, for example in the dark or in fog, unless you equip the scooter with suitable lights.

Do not touch the brake or the wheel immediately after use as they could be very hot and you could burn yourself.

**WARNING!** As with any mechanical component, this device will degrade with time and heavy use. Different components have a different lifespan. If the lifespan of a component is over, it can rupture suddenly, potentially injuring the user. Cracks, scratches and discolouration on heavily used compo-

nents are tell-tale signs that the component has reached the end of its lifespan and should be replaced.

Riding on city roads, you may encounter obstacles such as pavements and gutters so ride carefully. Avoid jumping with the scooter at all times. When dealing with obstacles, be sure to adapt your speed and course to those of the pedestrians around you. You must step off the scooter if these obstacles become dangerous due to their shape or height or if there is a risk of slipping.

It is recommended:

- A.** to wear a helmet that conforms to personal protective equipment standards, which must be attached;
- B.** to wear either a high-visibility vest, or a reflective garment conforming to the regulations in place;
- C.** to ride with position lights on, both at night and during the day.

To carry the scooter, place one hand under the deck and the other hand on the front stem. Do not leave the scooter on a slope.

**WARNING.** You may lose your balance when the scooter comes to a halt. When not in use, park the scooter on a flat surface.

Regular use of the scooter may expose the user to vibrations which can trigger pain or numbness, particularly in the hands, forearms and legs. To prevent these risks, it is recommended to limit the frequency of use and to stop using the scooter at the first sign of such symptoms. It is advisable to ride wearing lace-up shoes with rubber soles; never step onto the deck with bare feet or with open-toe shoes, and make sure your laces are securely tied so they don't get caught in the wheels. It is important to stay focused when riding the scooter, so do not talk on the phone or listen to music with headphones or earpods.

**IMPORTANT:** You acknowledge that you are responsible for any loss, injury or damage caused by failure to follow the above instructions and that this will automatically void the warranty.

Apollo Scooters declines all responsibility if the user of the electric scooter does not comply with existing regulations.

**FAILURE TO OBSERVE THE ABOVE WARNINGS INCREASES THE RISK OF SERIOUS INJURY.**

**THE USER IS RESPONSIBLE FOR USING THE ELECTRIC SCOOTER PROPERLY, WITH COMMON SENSE AND CAUTION.**

#### OWNERS RESPONSIBILITY:

As a purchaser and owner of an electric scooter, we ask that all customers do their due diligence before purchasing a scooter to understand the maintenance needs required for these machines. Electric scooters will always require tightening screws, cleaning to avoid rust and squeaky brakes, proper winter storage. Our A-Team is always here to help if you have any questions regarding maintenance - we always rather you ask than try it yourself. We also kindly ask to always keep your scooter box with you (you may need a repair or maintenance in the future and boxes are expensive to ship). We're always here to help!

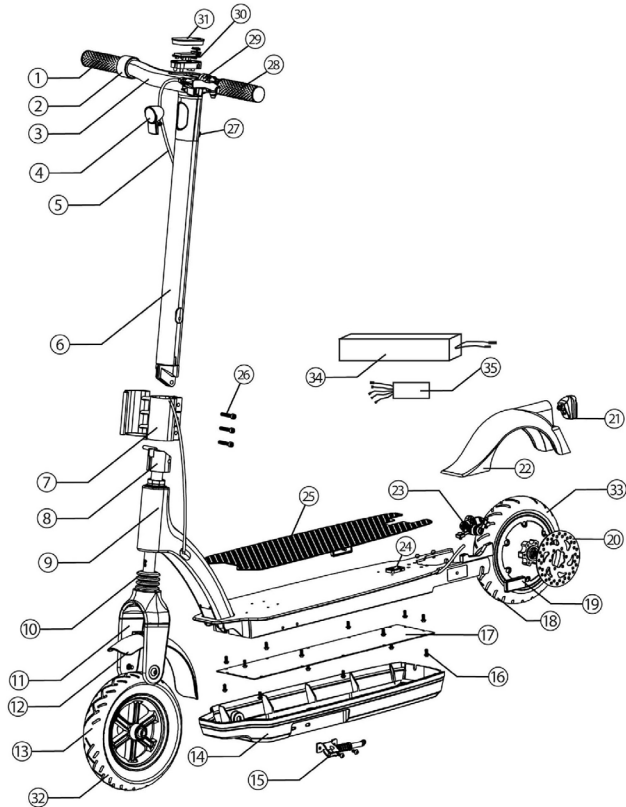


# SPECIFICATIONS

CONTENTS	APOLLO AIR	APOLLO AIR PRO
Net weight	16 kg	16 kg
Dimensions	116 x 53.5 x 114 cm	116 x 53.5 x 114 cm
Maximum load	100 kg	100 kg
Minimum load	20 kg	20 kg
User height	From 130 cm to 190 cm	From 130 cm to 190 cm
Maximum grade (%)	10%	10%
Maximum speed limit	25 km/h	30 km/h
Range	Up to 25-30 km depending on the user's weight, road conditions and surroundings	Up to 30-35 km depending on the user's weight, road conditions and surroundings
Battery type	Lithium-ion	Lithium-ion
Power requirement	AC100-240V / 50-60 HZ Input: AC 100-240V 50/60 Hz 2.0A Output: DC 42V 1.5A	AC100-240V / 50-60 HZ Input: AC 100-240V 50/60 Hz 2.0A Output: DC 42V 1.5A
Battery	36V / 7.8aH	36V / 10.4aH
Charging time	5h-7h	5h-7h
Wheels	Front: 10 inch rubber, inflatable inner tube, Bearings: 6001RS. Rear: 8.5 inch rubber hub motor, inflatable inner tube, Bearings: 6202RS. Make sure to respect the inflation pressure recommendations: front tire max 3.4 bar or 50 PSI, rear tire max 3.4 bar or 50 PSI. It is recommended to inflate to 2.7 bar or 40 PSI.	Front: 10 inch rubber, inflatable inner tube, Bearings: 6001RS. Rear: 10 inch rubber hub motor, inflatable inner tube, Bearings: 6202RS. Make sure to respect the inflation pressure recommendations: front tire max 3.4 bar or 50 PSI, rear tire max 3.4 bar or 50 PSI. It is recommended to inflate to 2.7 bar or 40 PSI.
Motor	250W Nominal, 630W Peak	350W Nominal, 800W Peak
Brakes	Rear disc brake	Front drum brake



# PARTS DIAGRAM



PART NUMBER	PART NAME	PART NUMBER	PART NAME
1	Handles	19	Side reflector
2	Throttle lever	20	Disc
3	Handlebar	21	Rear position light M4
4	Front position light C2	22	Rear fender
5	Brake cable	23	Caliper
6	Front stem	24	Locking ring
7	Collar clamp	25	Anti-slip surface
8	Folding hinge	26	Folding latch screw
9	Goose neck	27	Locking hook
10	Suspension	28	Brake lever
11	Fork	29	Bell
12	Front fender	30	LCD controller
13	Front wheel	31	Display screen
14	Lower deck	32	Front wheel
15	Kickstand	33	Motor (rear wheel)
16	Lower deck screws	34	Battery
17	Sealing plate	35	Main controller
18	Motor		

# GENERAL SAFETY

## **WARNING:**

Incorrect assembly, maintenance, or use of your Apollo scooter can cause component or performance failure, loss of control, serious injury, or death. Even if you're an experienced scooter rider, you must read and understand the entire manual and any documentation provided for subcomponents or accessories before riding. If you are not sure you have the experience, skills, and tools to correctly perform all assembly steps in the manual and the assembly video at [apolloscooters.zendesk.com](https://apolloscooters.zendesk.com), consult our support team or a local electric scooter shop.

## **Road safety & legislation**

It is very important that customers perform due diligence, research, and practice caution before riding electric scooters. Electric scooters are vehicles capable of reaching high speeds, and if not used properly, can lead to injury or death. By purchasing an Apollo scooter, you assume the responsibility for these risks. Should you have any questions or concerns, feel free to contact us at [support@apolloscooters.co](mailto:support@apolloscooters.co)

## **Education**

Please read the entire manual carefully. If uncertain about any section, contact us directly at [support@apolloscooters.co](mailto:support@apolloscooters.co) or visit our help centre ([apolloscooters.zendesk.com](https://apolloscooters.zendesk.com)) to find more information. We always recommend starting slow and getting used to the scooter before riding for longer distances.

## Age

Apollo Scooters are designed to be used and operated by adults and should not be used by anyone younger than 18 years of age. Should the rider have any disabilities or impairments (visual, hearing, language, seizure, etc), please consult your physician before any ride or purchase of an electric scooter.

## Legislation

It is the responsibility of the customer to familiarize themselves with local regulation surrounding electric scooters. Any fines due to illegal or unauthorized use are the responsibility of the customer. It is the responsibility of the rider to comply with all local regulations (such as wearing protective equipment).

## **IMPORTANT**

Do NOT ride under the influence of any drugs, alcohol or substance that could limit or affect judgement, control or rider safety. The rider is fully liable and responsible for riding these scooters with a fully conscious and sober mind, to ensure a safe ride.

## Protective Gear

We strongly recommend wearing protective equipment any time the scooter is in use. The equipment includes, but is not limited to, helmets, knee and elbow pads, and protective armour.

# FIRST START-UP

## **WARNING:**

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## **IMPORTANT:**

Read carefully and keep for future reference. Keep the packaging, it contains important information.

## To do before using the scooter

Make sure to follow recommendations regarding tire inflation pressure: the recommended pressure is between 45-50 PSI (2.7 bar - 3.4 bar).

Check that the folding system is correctly locked.

Check that all screws and bolts are tightened, and that the handlebar and front wheel are perpendicular to each other.

Check all the connecting elements. The clamps on the handlebars and on the stem must be adjusted correctly and must not show any sign of damage.

When receiving the scooter, it is very important to do a full verification and check of all scooter components before the first ride. Please verify the following

components:

- **Nuts and Screws:** Self-tightening nuts and screws become less effective with use; check that they are working correctly on a regular basis.
  - **Sharp Edges:** At any sign of sharp edges, stop using the scooter and contact the after-sales service.
  - **Tires:** Upon receipt and after usage, please check the wear of the wheels regularly, and if there is a flat spot or if the wheel is worn, stop using the scooter and contact the Customer Support service.
  - **Wheel Bearings:** Regularly check for signs of wear on the wheel bearings: if the lubrication is inadequate or if the surface shows signs of irregular wear, stop using
- the scooter and contact the Customer Support service.
- **Brakes:** Check that the brake functions properly. Do not make any modification that does not feature in the manufacturer's user manual. Failure to follow these instructions can damage the item, cause accidents and void the warranty.
  - **Chassis/frame:** Check that the chassis/frame is not bent or damaged and that there are no cracks in the paint, which would indicate excessive friction.
  - **Scooter underside:** The underside of the scooter must be in good condition, with no signs of wear caused by rubbing on the ground. Any damage will reduce the

resistance of the scooter.

- Other aesthetics: Check for any cracks and damaged or loose components, in which case you must contact the dealer before use.

Anti-theft protection: Make sure you never leave your electric scooter unattended, and always protect it from theft with a suitable padlock. Use a bicycle lock to lock the scooter's folding mechanism area.

Keep your hands away from the hub motor and other moving parts. Before starting the scooter, the user must have both feet in the middle of the deck and both hands on the handlebars.

The charging port has a protective cap to protect the connector pins from water. Be sure to put the cap back on after each charge and before each use. If the cap is damaged, lost or open while riding causing water to enter the scooter and damage the battery, the customer will be liable for the damages to the battery.

When the scooter is not in use, it should be stored in a safe place or padlocked to prevent unauthorised use of the controls/ the device. A good place to put the padlock is on the folding system.



## Safety Requirements

### 1 LIGHTING

The scooter is equipped with lighting, consisting of a front position light located just under the handlebar and powered by the battery of the scooter, a rear position light fitted in the rear fender also powered by the battery of the scooter and two orange side reflectors on each side of the rear fork. The lighting system is a legal safety requirement for your electric scooter, check that all lights are working properly before you hit the road.

### 2 BELL

A bell has been fitted to your handlebar. It will allow you to be heard from 50m away. The bell is a safety device and as such is a legal requirement for your scooter legal requirement for your scooter depending on your local laws.

### 3 WEARING A HELMET

To ensure your safety on the scooter, wearing a helmet is highly recommended and often a legal requirement in many countries or states. Please check your local laws and regulation before your first scooter ride. It is proven to reduce the risk of head trauma in case of a fall.

### 4 WEARING SHOES

To ensure your safety on the scooter, wearing shoes is mandatory at all times. For more information, contact your dealer.

## Safety instructions

**WARNING!** This electric scooter is intended for users aged 16 and over (due to its maximum speed), up to a height of 190 cm and a maximum weight of 100 kg. This is not a toy, it is a means of transport; it is not intended for use in extreme sports such as jumps, stunts, tricks, etc. Warning! To prevent the risk of injury from falls, appropriate safety gear must be worn (helmet, gloves, knee pads, elbow pads, etc.)

**WARNING!** Be careful not to get your fingers trapped into the folding system. Be sure to follow the maintenance instructions and terms of use to ensure your own safety, the lifespan of the scooter and warranty conditions.

Refer to the using the charger and battery for charging and battery instructions.

THE MAXIMUM WEIGHT CAPACITY ON THE DECK IS 100 kg. In some cases, some users who are under the maximum weight capacity may not be able to get on the electric scooter because of their height or because they are unable to control it. People who do not have enough space on the deck to operate the scooter easily should not attempt to use it. Keep the electric scooter out of the reach of young children and remember that this device has been designed to be used only by people who are able to operate it and who feel comfortable and competent in doing so.

# ASSEMBLY

## **WARNING:**

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## **To do before using the scooter**

Remove the electric scooter and all the various parts from the box (keep the packaging, you will need it if you have to return the scooter). Check that all the parts are there and read the assembly instructions before starting to assemble the scooter.

### **PARTS INCLUDED:**

- scooter
- charger
- user manual
- 5 mm Allen key

Retain all packaging until the full assembly of your scooter is complete. This electric scooter should be assembled by an adult (please keep this box away from children under the age of 36 months as there are small components in this box and there could be a danger of suffocation). The scooter should be tested, verified for any defects before first usage by an adult. Ensure that the locking devices, stem clamp and screws are all tightened safely before first ride.

**1** Take the scooter out of its packaging by lifting it with one hand under the goose neck and one hand under the deck.

**Warning:** the scooter is heavy, so it's best if two adults lift the scooter out.

Lift up the front stem to a vertical position; lower the collar clamp then lock into place with the quick-release lever. Make sure the clamp is secure and tight (no movement at all should be coming from the clamp when secured).

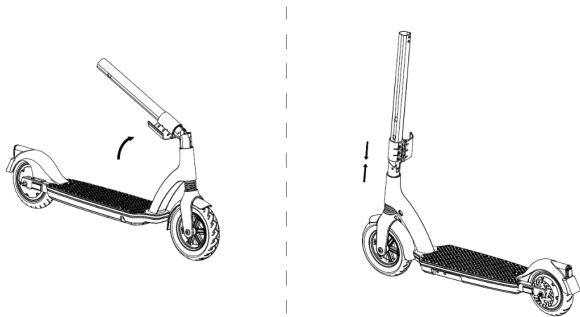
**2** Connect the male connection cable coming out of the handlebar into the female cable coming out of the front stem.

**Caution:** Make sure the male port and the female port are aligned properly. Insert the handlebar at the top of the front stem and tighten into place with the hex screw and countersunk screw provided.

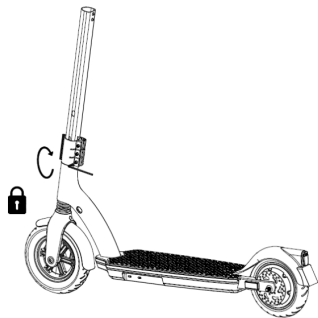
**Caution:** Make sure not to damage the cable when connecting the handlebar to the front stem.



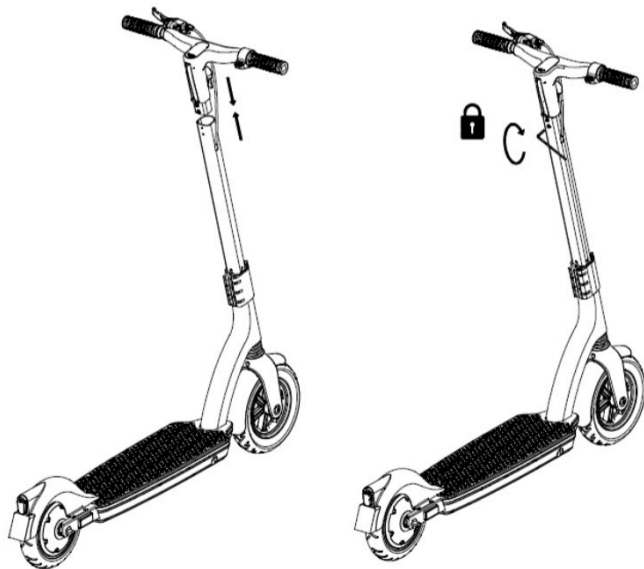
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If the quick release lever is not tight enough, loosen the lever and tighten the 3 hex screws with an Allen key



2



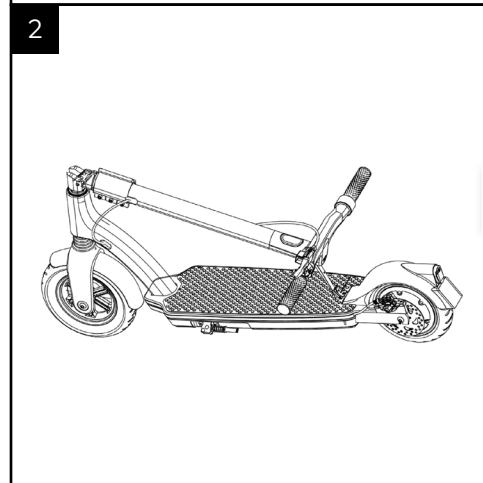
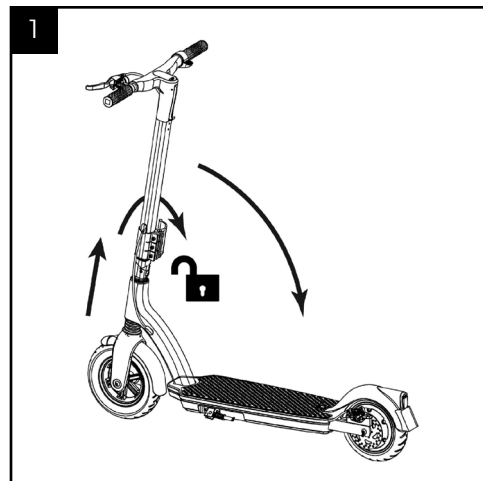
# FOLDING

## WARNING:

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## To fold the scooter:

- 1** Loosen the quick-release lever to unlock, then lift the clamp.  
If the clamp is blocked and cannot be lifted:
  1. Lightly push the front stem forward to release pressure on the folding mechanism.
  2. Loosen the screws of the locking lever.
  3. You can also lubricate the contact surface with a little WD-40 or similar.
- 2** Fold the front stem backwards until it is parallel to the deck. Then lock the locking hook located on the inside of the front stem into the locking ring located at the end of the deck, near the rear wheel.



## To unfold the scooter:

**1** Proceed in reverse: push the front stem down to unlock the hook from the locking ring. Then lift the front stem up to a vertical position.

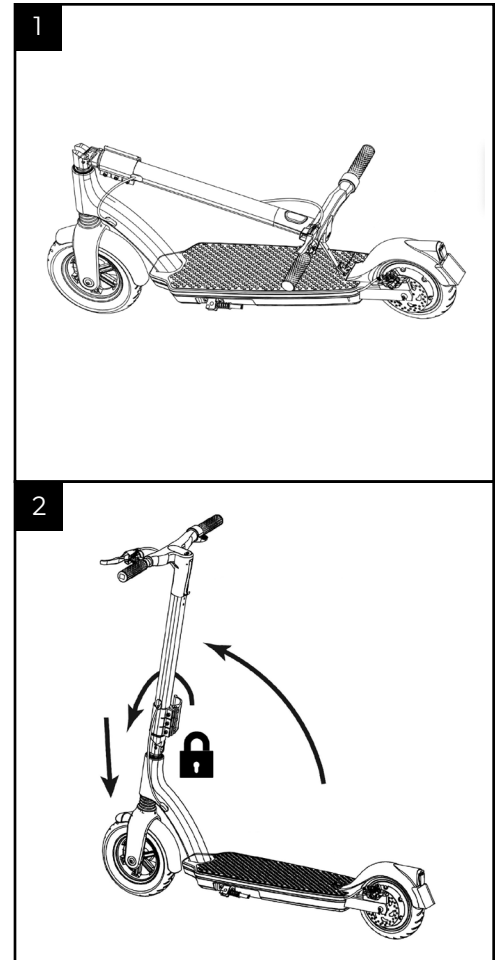
**2** Lower the collar all the way until it comes to a stop at the base of the goose neck. Then close the quick release lever. Make sure the lever is tight enough so the handlebar can't move around inside the front stem.

### **IF THE CLAMP IS BLOCKED AND CANNOT BE LOWERED:**

1. Lightly push the front stem forward to release pressure on the folding mechanism.
2. Loosen the screws of the locking lever.
3. You can also lubricate the contact surface with a little WD-40 or similar.

### **HOW TO FIX THE LOOSENING OF THE FOLDING MECHANISM:**

The folding mechanism is likely to become loose over time due to the force of having a user pulling the handlebar. When this happens, use the Allen key supplied to gently tighten the 3 screws as shown in the photo above (don't tighten too strongly or you risk damaging the mechanism). If the stem clamp after time isn't tightening or doesn't feel secure when tight, please contact Customer Support to ensure that the clamp is still safe for usage.



# OPERATION

## **WARNING:**

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## **How to operate the Apollo Air**

- 1** Check that the silicone cap is in place covering the charging connector and that your scooter is not damaged in any way.
- 2** Unfold the scooter as per the instructions in the chapter "Unfolding your scooter" and press the "On/Off" switch.
- 3** Once the scooter is switched on, check that the kickstand is up, put one foot on the deck and push forward with your other foot on the ground, without using the accelerator.
- 4** You must reach a speed of between 3 and 5 km/h before you can start using the accelerator and switch to electric mode. To accelerate, use the throttle lever near your right hand. Once in motion, you can adjust the speed level using the "On / Off" button.
- 5** To brake, release the throttle lever and press the brake lever.
- 6** Once your ride is over, press the "On / Off" button for 3 seconds to turn off the scooter.

### **IMPORTANT:**

To avoid danger, sharp turns should always be avoided when travelling at high speed. Keep your body evenly balanced when making turns to avoid a fall due to your centre of gravity shifting abruptly or high speed.

## **How to stop**

To stop the scooter, press the brake and wait for the scooter to come to a complete stop to get off the deck safely.

The scooter will switch off automatically if left inactive for too long (about 1min).

### **IMPORTANT:**

Apollo Air is set to kick-and-go by default. To accelerate, kick the scooter until 3-5KM/H is reached, only then press the acceleration throttle and prepare for the scooter to accelerate.

## How to brake

The Apollo Air has a rear disc brake which provides efficient braking but you need to get the hang of it first. To slow down, simply release the accelerator. To brake, do not press too hard on the brake lever.

Braking too harshly can lead to a loss of balance on the scooter and a fall; press gently on the brake lever to slow down safely.

Do not tighten your brake cable on the rear disc caliper more than is necessary. The rear wheel must not jam during an emergency braking as this would cause a fall.

Never touch the brake disc after braking as you could burn yourself. Before each use, check that the brakes are in perfect working order. The left lever activates the rear brake.

The brake lever must not come into contact with the handlebar and cables should touch each other as little as possible to minimise friction. Damaged, frayed or rusty cables must be replaced immediately.

### **WARNING:**

In rain or wet weather, braking distances are increased. Take this into consideration in such conditions.

## Adjusting the disc brake

The pads exert pressure on the disc attached to the wheel hub. Pressure is controlled by a brake lever fitted with a cable.

Do not operate the brake lever when the wheel is not attached to the frame or fork. If the brake is too tight or too loose, you need to adjust the brake cable to align the caliper with the brake disc.

To align the brake caliper, loosen the screws on the brake caliper bracket. Brake using the brake lever (the brake caliper is now positioned correctly) and hold the brake lever in this position while tightening the screws on the brake caliper bracket.

Check that the inner pad (inside the wheel) is 0.2 - 0.4mm away from the rotor. If this is not enough, tighten the pad set screw until there is 0.2 - 0.4 mm between the pad and the rotor. To adjust the outer pad (on the outside of the wheel), you need to change the tension of the brake cable to get a gap of 0.2 - 0.4 mm at the caliper or at the brake lever end.

Be careful never to splash oil or any lubricating material such as WD-40 on the disc or pads.

If this were to happen, the pads and rotor would need to be wiped clean or replaced. Check the alignment of the pads by spinning the wheel, then you're ready to go. Disc: Your scooter is fitted with an 8.5 inch-diameter disc.

A nut and locknut system at the brake caliper allows you to adjust the cable tension and therefore the braking force which will decrease over time depending on the wear of the brake pads.

Brake pads are standard types, replace them when your pad no longer has friction.

The reference of the disc and caliper on your scooter is:

- Model: D12

The reference of the brake lever on your scooter is:

- Model: EBO2DQ 1

Remember that new brake discs and calipers, when new, can produce usage sounds during the first 50km (brake discs rubbing for example). This will automatically go away with usage, and to accelerate the process, drive for a few minutes, alternating harsh braking and gentle braking.

## How to use the charger

Follow the instructions on the battery charger label. Do not use this charger near explosive gases or corrosive substances. Do not shake the charger, do not subject it to shocks or drop it. Keep the charger away from rain and moisture, even for indoor use. The temperature range of this charger is between 0 and +40°C.

It is forbidden to dismantle the charger; if you encounter a problem, take the scooter to a qualified repairman. You should only use the charger supplied with your electric scooter to avoid any damage. Note that failure to comply with this constraint will void the warranty. When recharging, the battery and charger should be at least 10 cm away from any wall and in a dry, ventilated place. The area around the charger should be kept clear of any objects during use. Do not touch the charger for too long during charging (risk of superficial burns).

Keep the charger in a stable position. Do not cover the charger to avoid overheating during charging. Do not immerse the charger in any liquid. Avoid contact with water while charging the battery. Do not touch the charger with wet hands. Keep the area around the charger clean and dry. Do not use the charger

with damaged power cords or plugs. Make sure the charger plug is properly connected to the mains for charging. Do not short circuit the charger pins by using a metal object. Turn the power off before connecting or disconnecting the connections on the battery.

This charger is designed to charge Lithium batteries, do not charge any other type of battery. Do not use on a non-rechargeable battery.

**WARNING!** Only use the battery charger supplied. If the charger is damaged, stop using it immediately and replace it with a recommended charger.

The charger's external power cord cannot be replaced; if the cord is damaged, the product should be discarded. At the end of its life the charger must be disposed of safely. Electrical items must not be put in the rubbish bin. Please take them to your nearest recycling centre or contact the manufacturer.

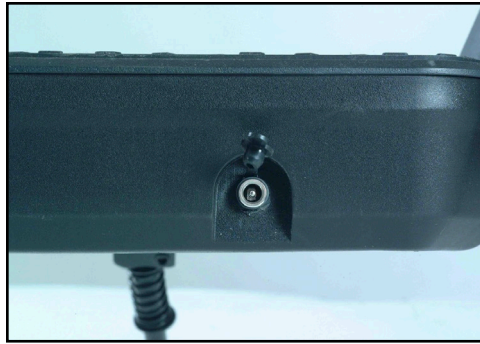
## Charging procedure

Before connecting the battery charger to the electric scooter, make sure that the scooter is stationary, that the motor is not running and that the charger connector (visible on the picture on the right) is dry.

**IMPORTANT!** Connect the charger to the scooter's charger connector. Plug the charger into a standard power socket. The red LED light comes on to indicate that the battery is charging, when the LED light turns green, charging is complete. You can then unplug the charger.

The protective cap is used to protect the connector pins from water. Be sure to put the cap back on after each charge and before each use.

**IMPORTANT!** Leaving the unit charging for too long may shorten the battery life. Do not leave your Apollo Air scooter plugged into the charger overnight. Make sure to charge your Apollo Air battery to 100% at the first charge and at each charge thereafter in order to prolong its lifespan.



# BATTERY

## **WARNING:**

Incorrect assembly, maintenance, or use of your Apollo scooter can cause component or performance failure, loss of control, serious injury, or death. Even if you're an experienced scooter rider, you must read and understand the entire manual and any documentation provided for subcomponents or accessories before riding. If you are not sure you have the experience, skills, and tools to correctly perform all assembly steps in the manual and the assembly video at [apolloscooters.zendesk.com](https://apolloscooters.zendesk.com), consult our support team or a local electric scooter shop.

This electric scooter is fitted with a Li-ion battery. Do not expose to extreme temperatures: the ambient temperature for this battery should range from -10 to +40 °C. The battery is placed in a compartment under the deck of the scooter. The battery may heat up during use; this is normal and there is no need to worry.

## **Warnings and cautions**

If you smell smoke that may be coming from the battery, stop any use immediately and quickly isolate the scooter, contact the appropriate authorities in an emergency situation. Monitor the unit and contact customer service. Protect the batteries from the risk of frost. Store the unit and its battery between 5°C and 25°C.

Do not make any technical modifications, in particular do not touch the safety devices. After a fall or an accident, the battery must be checked. Inside damage can start a fire - even at a later time. Charge the battery only in a well-ventilated space. Do not expose the battery to heat or charge it in direct sunlight. Do not dismantle or alter in any way the battery



pack lodged under the deck of the scooter. Do not connect the (+) and (-) connections of the battery socket with a metallic object. Do not expose the battery to liquids. Do not use a damaged battery. Stop charging the battery if it isn't fully charged after the normal charging time, see "Battery specifications" below. Do not use the battery if it emits an unusual smell, or gets unusually hot. Keep the battery out of the reach of children or animals.

Ensure that your scooter battery, before storing it away for long periods of time, is stored with a charge level of 75%-85% for optimal battery protection during this period. For more details on storage, please visit the Apollo Help Center online.

## **WARNING!**

The battery must be removed from the scooter if the scooter is being discarded.

## **Battery specifications**

ITEM	APOLLO AIR	APOLLO AIR PRO
Battery type	Lithium-Ion	Lithium-Ion
Charging time	6h	7h
Voltage	36V	36V
Capacity	7.8aH	10.4aH
Charging voltage	42V 	42V 
In use temperature range	-10°~40°	-10°~40°
Charging temperature range	5°~25°	5°~25°
Storage time between 5°-25°	3 months	3 months
Storage humidity range	70% Max	70% Max



## Battery life

Once the battery is charged, it is advisable to let it rest for 30 minutes before use.

The lifespan of your scooter's battery depends on several factors:

- The frequency with which you help the scooter along with your foot (Remember that it is an electric scooter)
- The user's weight
- The terrain
- Wind
- How you start up the scooter and how many stops you make
- The outside temperature

## Storage

Store in a dry place with the battery charged. If you are not using the scooter, be sure to recharge it at least once every 3 months. Store the scooter between 5°C and 25°C and at a charge level of 75%-85%.

## Cleaning instructions

Keep the scooter dry, use a dry cloth to clean it; do not use chemical solvents or even water, as this could damage both mechanical and electrical components.

Check that the wheels are clean, that nothing is stuck to them or they are covered with mud. Use caution around exposed part and components.

Contact Apollo Scooters customer service if you have any queries about cleaning or maintenance. Do not let children clean the scooter without supervision.

## Battery lifespan

To prolong the battery's lifespan and protect it from damage, please follow the following use and care instructions: When the battery icon on the display has no bars and flashes, it means that the voltage is low and that the Apollo Air scooter must be recharged. Do not leave the scooter in a discharged state for too long; recharge it, if possible, 30 minutes after use.

If the electric scooter is not used regularly, or in case it isn't going to be used for a long time, it is advisable to charge the battery, then disconnect it and recharge it every 3 months. By following these instructions, you increase the lifespan of the battery. Otherwise, the battery will deteriorate beyond repair.

**WARNING!** If the scooter isn't being used for a long time, the battery's lifespan may be reduced if it isn't recharged on a regular basis as mentioned above.

# How to remove the battery

Before you do this: The device must be disconnected from the mains power supply to remove the battery.

**1** Put the scooter on its side in order to unscrew the 6 screws connecting the deck to the frame as well as the 2 screws fixing the kickstand.

**Caution:** The battery charging cable is attached to the lower deck, so carefully remove the lower deck.

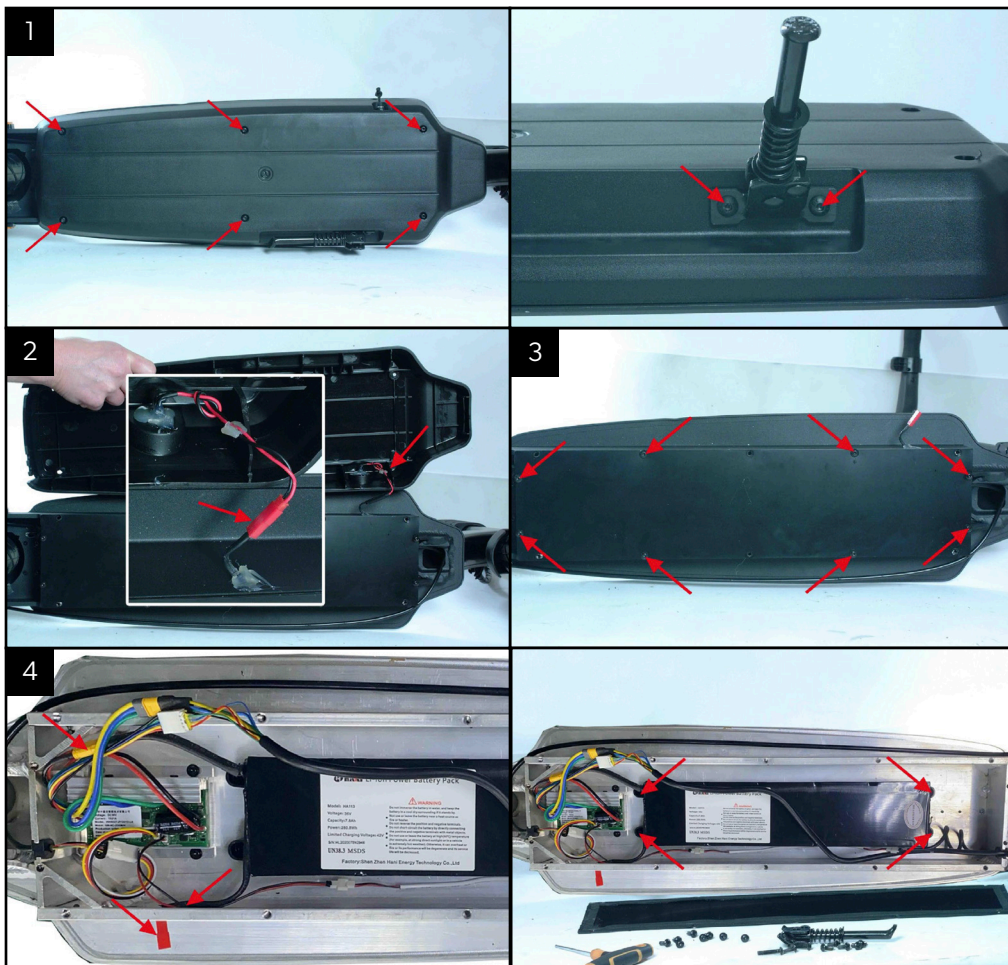
**2** With the lower deck removed, disconnect the battery charging cable.

**3** You can now access to the water-resistant compartment (the black cover): unscrew the 8 screws. You can now see the battery, disconnect the cable connected to the controller then unscrew the 4 locking screws to carefully remove the battery.

**4** The battery should be disposed of safely.



This symbol means that this product contains a built-in rechargeable battery, which must not be disposed of with household waste. Please take to a recycling centre or collection point or contact the manufacturer.



## Maintenance

Check that the power supply and the charging cable of the Apollo Air scooter have been disconnected. Stabilise the scooter to prevent it from falling.

**Wheels and brake system maintenance:** Carefully check the front and rear wheels and the hub before riding the scooter. The tires must not be damaged or punctured. If there is a problem, contact the Customer Support Team to get replacement tires.

**Maintenance of the screws:** Check the screws on each part of the scooter carefully before use. The screws must not be loose or too damaged. Make sure that the screws in the folding system are tightened properly.

In addition to the checks carried out before each use, you must maintain your scooter regularly and carefully to ensure optimal performance and total safety. Follow the manufacturer's instructions for the maintenance and repair of all the components. Regularly check and tighten all connected parts, screws and nuts. They can loosen over time which could cause a fall. Only use replacement parts approved by the manufacturer and installed by qualified technicians.

## End of life



The symbol shown here and on the scooter means that this scooter is classified as an electrical or electronic equipment and should not be disposed of with other household or commercial waste at the end of its life.

**Disposal instructions for private users:** When you stop using the scooter, dispose of it according to local recycling procedures. For more information, contact your local authorities or the retailer you bought the scooter from.

**Disposal instructions for professional users:** Professional users should contact their suppliers, check the terms and conditions of the purchase contract, and ensure that this scooter is not mixed with other commercial waste when discarding. Check with local authorities or the manufacturer for advice on recycling. Please discard used batteries at collection points provided for this purpose.

# DISPLAY

## WARNING:

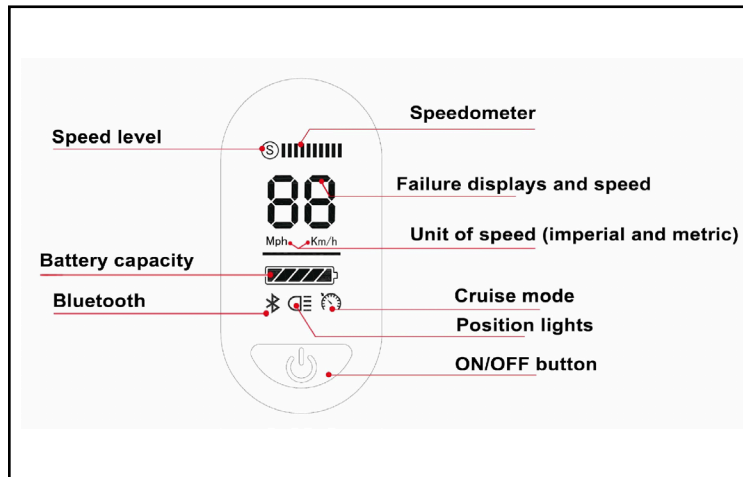
Incorrect assembly, maintenance, or use of your Apollo scooter can cause component or performance failure, loss of control, serious injury, or death. Even if you're an experienced scooter rider, you must read and understand the entire manual and any documentation provided for subcomponents or accessories before riding. If you are not sure you have the experience, skills, and tools to correctly perform all assembly steps in the manual and the assembly video at [apolloscooters.zendesk.com](https://apolloscooters.zendesk.com), consult our support team or a local electric scooter shop.

The display screen, located on the handlebar, shows you the speed, the battery charge, whether the front and rear lights are on as well as any failure displays.

The scooter is controlled by an ON/OFF button with multiple functions.

Long press (3 seconds):  
Power on / Power off.

- Short press:  
Change the speed level
  - no colour level 1 - max speed = 6 km/h
  - green S level 2 - max speed = 18 km/h
  - red S level 3 - max speed = 25 km/h (30 km/h max for the Pro)
- 2 successive short presses:  
Switch the front and rear lights on/off.
- 3 successive short presses:  
Activate / deactivate "Cruise" mode.



**WARNING:** when there is only one battery bar remaining, it is advisable to stop using the scooter if possible and to recharge it in order to prolong the lifespan of the battery, a deep discharge will decrease the number of cycles of the battery.

## Failure displays:

If a malfunction occurs while using your Apollo Air, then one of the following failure display codes will appear on the screen:

FAILURE DISPLAY CODE	WHAT IT MEANS	WHAT TO DO ABOUT IT
E1	Brake module failure	Check the connection between the brake lever and the LCD controller. Replace the brake lever or the LCD controller. Quick solution: replace the whole handlebar.
E2	Acceleration module failure	Check the connection between the throttle lever and the LCD controller. Replace the throttle or replace the LCD controller. Quick solution: replace the whole handlebars.
E3	Communication failure	Check the connection between the main controller and the LCD controller, especially the connection between the handlebar and the front stem. Replace the main cable between the main controller and the LCD controller.
E4	Over current	Replace the main controller
E5	Undervoltage	Replace the battery or the main controller
E6	Overvoltage	Replace the main controller
E7	Motor hall sensor failure	Replace the motor or the controller
E8	Motor failure	Check the connections between the motor and the main controller. Replace the motor or the controller

Visit [www.apolloscooters.co](http://www.apolloscooters.co) for a troubleshooting guide and instructions on how to replace parts or contact us directly at [support@apolloscooters.co](mailto:support@apolloscooters.co) for after-sales support.

# WARRANTY & SUPPORT

## Warranty Structure

Apollo Scooters are covered under two types of warranty coverage:

- **12-month** limited warranty coverage against manufacturing defects
- **24-month** Apollo protection plan for wear and tear

Together, the limited warranty and our protection plan ensure owning a scooter is a smooth and easy process. In the odd event that issues do occur, we designed these policies to be generous and support our customers in getting the necessary help as quickly as possible. Please read on for further details.

The following are covered under the **12-month** warranty:

- Apollo Air + Air Pro
- Apollo Light
- Apollo City
- Apollo Explore
- Apollo Ghost
- Apollo Pro (all variants)
- Apollo Ultra
- Apollo Phantom

The following are covered under the **24-month** Apollo protection plan:

- Apollo Air + Air Pro
- Apollo Light
- Apollo City
- Apollo Explore
- Apollo Ghost
- Apollo Pro (all variants)
- Apollo Ultra
- Apollo Phantom

# 12 Month Limited Warranty

## Warranty Scope & Eligibility

All Apollo Scooters (“scooters”), are covered with a limited warranty against **manufacturing defects** for a period of one year (12 months), starting on the day the scooter is received by the customer. This limited warranty coverage is only applicable in the following conditions:

- Only the original purchaser (name listed on the shipping address) is entitled to the limited warranty coverage which commences on the day the scooter is received by the customer. The warranty period is terminated on the first day of the second year of ownership, or when the scooter is resold or transferred to another individual (**warranty is by no means transferable under any circumstances**).
- The limited warranty is **only applicable** to the list of covered components, which includes the following:
  - Lithium ion battery
  - Frame

- Scooter stem
- Controller
- Handlebar
- LED lights
- Motor and motor hub
- Throttle
- LCD display and wiring

- The warranty is applicable for the following components **only if defects are reported within the first 30 days or 10KM of use** (whichever comes first):
  - Rims
  - Brake callipers
  - Brake discs
  - Kickstands
  - Forks

If the defect is not reported within this period, the components will not be covered by warranty. Instead, customers will be able to purchase spare parts at wholesale price and will be required to cover any associated shipping expenses.

Any defect report must include an image or video, proving the existence of the defect. When a defective component is reported and

the Apollo engineering team validates the existence of the defect, Apollo will, in its sole discretion, either:

- Repair the defective component at an Apollo service centre (labour included)
- Replace the defective component with a new component (free shipping and part included)

IT REMAINS THE **SOLE DISCRETION OF THE APOLLO ENGINEERING TEAM** TO DETERMINE WHETHER THE CORE COMPONENT OR SCOOTER ARE DEFECTIVE AND IF THEY ARE COVERED BY THE LIMITED WARRANTY.

## Limited Warranty does not cover the following:

- Normal wear and tear of any covered component
- The cost or shipping of another scooter box (owners responsibility to keep the original box or purchase a new box if needed due to replacement or repair)
- Damage or defects caused by negligence, improper assembly, modifications, accidents, misuse, improper tools, acts of god, failure to follow user manual/

set up guides, water damage, improper cleaning solutions, improper maintenance (storage during winter for example), extreme/stunt driving, commercial use, unauthorized accessories, upgrades not sold by Apollo

- Accessories or upgrades
- Screws, loss of screws, stripped screws due to over forcing
- Battery failures due to water damage, improper charging, power surges, after market chargers or lack of proper winter storage (75% battery capacity in room temperature)
- Unauthorized service centre repairs or parts will not be covered if damage, failure or loss occurs
- Any refunds or incurred costs such as Uber rides, public transportation, loss of time, consequential, special, punitive or incidental loss, damage to personal property
- Any product rusting, blemishes, loss of colour due to sun exposure over time of usage
- Any orders that have received a charge-back and that are currently under investigation (until the resolution is solved, warranty will be voided)

## Claims Process

APOLLO WILL NOT PROCEED WITH ASSISTANCE UNDER THE LIMITED WARRANTY WITHOUT RECEIVING A VIDEO OR IMAGE SHOWING THE CLAIMED DEFECT FIRST.

In order to effectively help you get the repair or replacement part needed, you must do the following:

1. Submit a repair request by pressing the "submit a request" button on our help centre at: [apolloscooters.zendesk.com](https://apolloscooters.zendesk.com) Our support team will review your request and get back to you within one business day.
2. If the engineering team determines the component is in fact defective and needs replacement, they will send you the replacement part and written/video instructions on how to repair or replace the component.

If you do not feel comfortable or do not have the time to do the repair yourself, you may use one of our repair centres (labour will be free of charge). **However, the customer will be responsible for the shipping cost, taxes and obtaining a scooter box if not still in possession of it.** Customers may also deliver the scooter to the repair centre themselves if desired. Contact us to identify the location

centre nearest to you.

To be clear, if your scooter faces a manufacturing defect after 30 days or 10km (whichever comes first), Apollo will **not** replace the scooter with a new unit. Rest assured that Apollo will cover the parts and provide instructions to get this back to safe/riding condition, but replacing the entire unit will not be an option.

THE SOLUTIONS ABOVE ARE APOLLO'S SOLE AND EXCLUSIVE REMEDIES FOR ANY MANUFACTURE CLAIM ON LIMITED WARRANTY. APOLLO IS NOT LIABLE FOR ANY DAMAGES OR LOSSES DURING THIS PROCESS, DIRECTLY OR INDIRECTLY.

## Damage During Shipping

Apollo offers the option to purchase additional shipping insurance to cover the value of your scooter in transit. Without that shipping insurance, any loss or damage during shipping is at the responsibility of the customer. Apollo can assist with opening a claim against the courier for up to \$100. If shipping insurance is purchased and the scooter arrives damaged, Apollo will be able to replace your unit (upon verification from the customer support and engineering teams).

If your scooter does arrive damaged, please



contact Apollo and provide any images, documentation and proof **within 10 days** of receipt by submitting this form.

It is the customer's responsibility to inspect the scooter for any damage upon receipt and to reach out to Apollo immediately.

# Apollo Protection Plan

## Protection Plan Scope & Terms

All Apollo Scooters ("scooters") are covered by the Apollo Protection Plan against wear & tear issues for a period of two years (24 months), starting on the day the scooter is received by the customer. This protection plan coverage is only applicable in the following circumstances:

- Apollo Protection Plan only covers the following components:
  - Brake pads
  - Inner tubes and tires
  - Fenders
- The components are free of charge, however the customer is responsible for the shipping charge (\$20US or \$25CAD)
- Customers are limited to 2 inner tubes or tires per month and 2 brake pad sets every 500KM
- The shipping fee is waived if a flat tire, tire defect or faulty brake pads are detected and reported in the first 30 days of receipt or first 10km of usage (whichever occurs first)
- Only the original purchaser (name listed on the shipping address) is entitled to

the limited warranty coverage which commences on the day the scooter is received by the customer. The protection plan period is terminated when the product exceeds the 24 month period, is resold or transferred to another individual (**protection plan is by no means transferable under any circumstances**)

## Owner's Responsibility

As a purchaser and owner of an electric scooter, we ask that all customers do their due diligence before purchasing a scooter to understand the maintenance needs required for these machines. Electric scooters will always require tightening screws, cleaning to avoid rust and squeaky brakes and proper winter storage. Our A-Team is always here to help if you have any questions regarding maintenance - we always rather you ask than try it yourself. We also kindly ask to always keep your scooter box with you (you may need a repair or maintenance in the future and boxes are expensive to ship). We're always here to help!

