

**IMPORTANT!** Read this manual carefully  
and keep it for future reference.

# SWIFTY E-SCOOTER USER MANUAL



**Swifty**<sup>®</sup>  
SCOOTERS

**Manufacturer:** Swifty Scooters Ltd.  
Unit 4, Rupert Park, London Road South,  
Poynton, SK12 1PQ, United Kingdom

[WWW.SWIFTYSCOOTERS.COM](http://WWW.SWIFTYSCOOTERS.COM)



Thank you for purchasing a Swifty e-scooter.

You must read through this manual in full before operating your e-scooter. It will explain how to operate your e-scooter safely and how to maintain it properly.

If you have any questions, please contact your local dealer, or you can email us at

[support@swiftyscooters.com](mailto:support@swiftyscooters.com) or call **+44 (0) 161 848 8695**.

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# SWIFTY E-SCOOTER OVERVIEW

## GENERAL OVERVIEW

The Swifty 'kick-assist' e-scooter is revered for its high quality lightweight frame and stable geometry. The 16-inch pneumatic wheels and unique design lets you glide over uneven terrain in comfort and style.

The 'kick-assist' design will dispel any 'range-anxiety' during your journey, you can ride using just the throttle, or you can choose to extend your battery range by using human power!

Powered by a 250W brushless hub motor and 36V lithium-ion battery, this e-scooter is fun and fast. It's an exhilarating way to travel with zero emissions!

The motor is limited to a maximum speed of 25 km/h (15.5 mph), with a battery range of 35 km (21 miles) per charge (based on test conditions).

**WARNING!** Never use this product when not authorised by local and national regulations.



Scan me for the Swifty e-scooter instructional video and PDF guides!

or go to [swiftyscooters.com/assembly-guides](https://swiftyscooters.com/assembly-guides)

# SAFETY

**IMPORTANT!** Please read the instructions and user manual in full before operating your new e-scooter. You can use your e-scooter only when you understand and follow all the safety regulations outlined herein. The rider is personally liable for any damages or loss caused by failure to properly observe the instructions and recommendations described in this user manual.

## RIDER RESTRICTIONS

This Swifty e-scooter is an adult scooter and should not be ridden by children aged under 16 years. We recommend the rider should be at least 120 cm tall.

## WEIGHT RESTRICTIONS

This Swifty e-scooter is tested to 150 kg load weight, which is the maximum weight of a single rider including any luggage. We strongly recommend that riders above this weight do not ride this e-scooter as it will invalidate the product warranty and any damage could result in serious injury.

Please note that any load attached to the handlebar will effect the stability of the e-scooter.

## SCOOTER ENVIRONMENT

Swifty e-scooters are designed for an urban environment and are tested on flat, dry and hard surfaces. This Swifty e-scooter is not

suitable for downhill mountain bike trails, or jumps or stunts, as this could damage the motor. This would invalidate your warranty and could result in serious injury.

**WARNING!** Extra care must be taken when scooting in adverse weather conditions. Slow down when scooting on wet or icy surfaces, and be aware of extended braking distances.

**WARNING!** Observe extra precautions when using the battery in wet conditions (see P. 7-9). Do not ride the e-scooter during a thunderstorm.

## **BRAKING AND EMERGENCY STOPPING**

Before riding, make sure the front and rear brakes are working and free from obstruction and debris. Test the brakes before beginning your journey. If braking does not occur, do not ride until the brakes are fixed. If you have to stop suddenly, release the throttle to cut the power, then bend your knees to lower your centre of gravity, brace your arms and apply both front and rear brakes.

**WARNING!** To stop, always release throttle before applying brakes.

## **RECOMMENDED CLOTHING**

Riders must always wear suitable footwear (no backless shoes or sandals). We strongly recommend riders always wear a cycle helmet. Gloves, hand/wrist protection and knee/elbow pads are also recommended.

If riding at night and in situations of reduced visibility, always use front

and rear lights, and front, rear and side reflectors. Any additional lights attached to a helmet or backback is recommended. The use of high-visibility and reflective clothing is recommended.

## **E-SCOOTER USE AND RESPONSIBLE RIDING**

### **IMPORTANT (UK):**

It is illegal to ride this vehicle in public spaces (roads, cycle lanes, pavements) in the UK (2022). It must be ridden on private land with landowner's permission. This law is currently in review (2022), you can check your local legislation for updates by writing to your MP.

**WARNING!** It is the complete responsibility of the rider to ensure that you operate your e-scooter within all country and local laws. The rider assumes all liability and risk associated with the use of this e-scooter and holds Swifty Scooters Ltd. and its owners free from any liability caused by its use.

**WARNING!** Swifty e-scooters are not suitable for off-road use or jumps or stunts. Riders should not exceed the recommended load weight of 150 kg and should be aged 16 yrs or over. The misuse of your scooter will invalidate your warranty and could result in serious injury.

Take time to learn how to ride your e-scooter in a safe environment. It is statistically more likely to have an accident in the first few months of use.

Avoid high-traffic or overcrowded areas. Always take care of yourself and others. Always notify other road users of your presence using the bell, you may not have been seen approaching. Always respect others

and more vulnerable road users.

Beware of hazards in the road like potholes and slippery or wet surfaces.

Always walk your e-scooter across a pedestrian crossing. Always observe rules of the road as described in the Highway Code.

## **MAINTENANCE AND SERVICING**

To ensure safe and proper performance of your Swifty e-scooter, regular maintenance checks should be carried out. All Swifty scooters are designed using standardised bicycle-grade components in order to prolong the life of the scooter. Components that can wear after time and can be easily replaced include tyres, inner tubes, brake-pads, brake cables and wheel bearings. If you're not sure, you can contact us, your local Swifty dealer or any bike shop.

Clean your e-scooter regularly using warm soapy water and a soft brush or sponge. Do not use a pressure washer.

Always store your e-scooter indoors. Avoid leaving your e-scooter outside for long periods of time.

**WARNING!** As with all mechanical components, your scooter is subject to wear and high-stress fatigue. Different materials and components may react to stress fatigue in different ways. If the life of a component has exceeded, it may suddenly fail possibly causing injury to the rider. If you see any form of crack or change in the highly stressed areas, this indicates that the life of the component has been reached and it should be replaced.



# BATTERY

## BATTERY OVERVIEW

### **Battery:**

- 36V 7.5Ah 270Wh / 36V 8.7Ah 313Wh lithium-ion battery pack (see battery pack sticker)
- 175mm×120mm×76mm, weight 1.9 kg
- IP65 weatherproof rating

### **Battery charger:**

- 36V 1.35A, 100-240V

**WARNING!** Take care not to damage or drop the battery. Always lock the battery before riding. Always keep the yellow waterproofing plug inserted when not being charged in case of water damage. Avoid leaving the battery uncharged for long periods of time. If the e-scooter is outside during a thunder storm, remove the battery from the scooter to prevent potential damage.

**WARNING!** This e-scooter is not permitted on any passenger aircraft as the battery is classified as 'dangerous goods'. This e-scooter is only permitted to be shipped according to 'dangerous goods' shipping regulations UN3171 and must be declared.

## HOW TO OPERATE YOUR BATTERY

### **Security**

You can charge your battery whether it's on or off your scooter. You are supplied with 2 keys to secure the battery to your scooter. It is advisable to separate the keys and keep the spares in a safe place.

Spare keys can be ordered for an additional cost and it can take up to 4 weeks. Spares can also be cut at your local key cutters.

When unlocked, the battery can be removed by sliding it out sideways. To reattach the battery to the scooter, slide it on and use the key to lock it securely.

**Switch on** - Press the power button on the top of the battery for approx. 1 second. The battery level will stay for a few seconds then only one single power indicator light will remain.

**Check battery level** - Short press the power button again to show the battery level. Please DON'T do this while riding the scooter, check the throttle display instead.

**Check battery level (while riding)** - Battery level is shown on the throttle display (see p.14)

**Switch off** - Long press the power button on the top of the battery for approx. 4 seconds until the lights on the top are turned off. We recommend doing this after each ride to preserve battery life.

## POWER IT UP - HOW TO CHARGE THE BATTERY

- Your e-scooter battery will arrive partially charged. We recommend fully charging the battery before your first ride.
- You can charge your battery whether it's on or off the scooter. To take your battery off the scooter, you'll first need to unlock the battery with the keys provided.
- After the battery is unlocked, slide it off the mount sideways.

**Note:** Please refer to the separate diagram instructions when following these steps.

1. Plug your charger into a mains socket, the LED light on the charger will illuminate **GREEN**
2. Peel open the yellow waterproofing plug that covers the charging port, insert the charging lead. The LED light on the charger will then change to **RED** which indicates that it's charging.
3. Once fully charged the LED light on the charger will switch back to **GREEN**, indicating the battery is fully charged.
4. Always insert the yellow waterproofing plug after charging to protect from water damage.

## **BASIC RULES TO FOLLOW WHEN CHARGING**

- Do not cover the charger with any material or substance that may restrict airflow. The charger needs to 'breathe' to keep cool.
- Charging your battery each time you use it, will prolong the battery life (no matter how far the trip).
- A full charge takes 6 hours. You can leave the battery charging, it will stop charging by itself when it has reached full charge. However, it is not recommended to leave it plugged in for a long time once fully charged.
- Only charge your battery with the charger supplied with your e-scooter.
- Be careful not to drop or damage the charger as this can damage the electronics within the casing.
- Never open the charger or modify it, this would void your warranty.




# PRE-RIDE CHECKS & GETTING STARTED




## PLEASE COMPLETE THESE CHECKS BEFORE EVERY RIDE

1. Check steering system is correctly adjusted.
2. Check folding mechanisms are correctly tightened and intact (if applicable).
3. Check to make sure the wheel nuts and other fastenings are tightly closed.
4. Check that your tyres are inflated (we recommend 60-80 psi).
5. Before riding, make sure the front and rear brakes are working and free from obstruction. If braking does not occur, DO NOT ride until the brakes are fixed.
6. Check your battery is securely locked.
7. Check your battery level by short pressing the rubber button on the top of the battery for approx. 1 second (NOTE: Your new battery comes partially charged, we recommend fully charging it before your first ride).
8. Be prepared for night riding - lights/ reflectors/ high-visibility clothing must be used at night.
9. Always wear a helmet.

## TIME TO RIDE

**Note:** Please refer to the separate diagram instructions when following these steps.

1. If your battery is not already on, turn it on. The battery level will stay for a few seconds, then only one light will remain as the power indicator. You can check the throttle display for battery level while riding.
2. Long press the middle button  next to the throttle LCD display for 2 seconds - the display interface should light up.
3. To turn on your headlight, short press the middle button , the headlight icon  should appear on the top right of the display interface. You should also turn on your rear light manually to increase your visibility.
4. Press the bottom button **M** to switch among the 4 acceleration modes:

Blank	Kick scooter mode, motor will not start
	Slow acceleration, for inexperienced riders
	Medium acceleration, for a balanced riding experience
	Max acceleration, for maximum torque & scooting up hill

**Note:** Our e-scooters use a 'soft start system', this means you need to kick-start the scooter yourself before using the power. This prevents accidental starts and saves battery life.

5. To 'soft-start', follow these instructions:

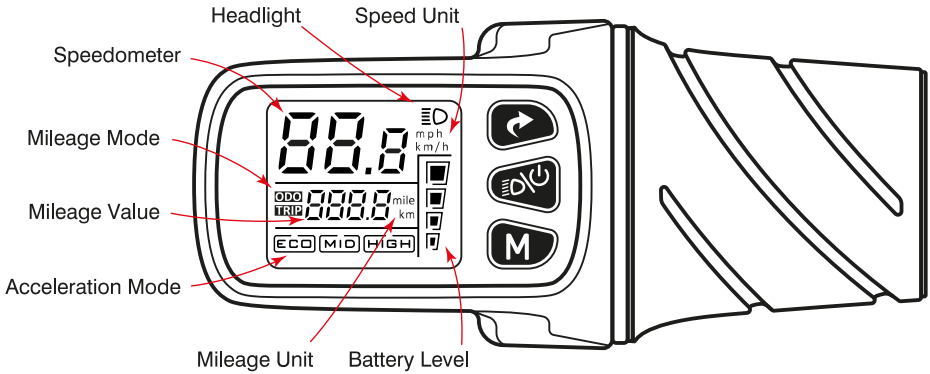
- Place both hands on the grips, and one foot on the footplate. Then push off with your other leg.
- Find your balance and place both feet firmly on the footplate, then twist the grip throttle gently to start the motor.
- Hold the throttle halfway to maintain the desired speed.
- Twist the throttle all the way to get the maximum speed of 25 km/h or 15.5 mph.
- You can switch to human-power and use this scooter as a kickscooter. The brushless motor allows you to freewheel at any time.
- You can also use the throttle and kick-scoot at the same time, for example when travelling up a very steep incline, to save battery charge, or if you want to keep active!

6. To stop, always release the throttle to cut the power before applying the brakes. In case of an emergency stop - cut the power, bend your knees, brace your arms and use both brakes together, keeping both feet firmly on the footplate as you come to a stop. Make sure you switch off the battery by long-pressing the rubber button for approx. 4 seconds after you've finished your journey.

**CAUTION!** When making directional hand signals, slow down, release the throttle and have both feet firmly on the deck as you freewheel. We recommend practicing hand signalling in a safe environment. Always make sure it is safe to do so before making this advanced manoeuvre.

# UNDERSTANDING YOUR THROTTLE DISPLAY


Your throttle display has several functions and is relatively easy to operate, below is an overview of the display with a summary of each button.



## SPEEDOMETER & SPEED UNIT

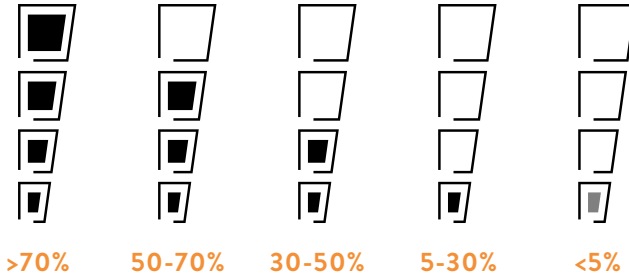
These show your current speed.

## POWER BUTTON & HEADLIGHT

- Long press the middle button  to switch the display on/off
- Short press the middle button to turn the rear headlight on/off
- The rear light will need to be switched on/off manually

## BATTERY LEVEL

The battery level is divided into 4 bars according to the remaining charge. When the battery level is low, the bottom bar will flash to let you know. The battery level guide is shown in the following figures:



## ODOMETER

Press the top button  to view the following modes:

**ODO mode** - odometer of your total mileage

**TRIP mode** - how far have you travelled in this trip

**Battery voltage** - system status

**Fault code** - 0000 means no system fault (system status)



# SPECIFICATIONS

- **Max Speed:** 15.5 mph / 25 km/h
- **Range:** 21 miles / 35 km (can double to 40+ miles range with kick-assisted power)\*
- **Motor:** 250W brushless hub motor
- **Removable Battery:** 36V 7.5Ah 270Wh / 36V 8.7Ah 313Wh (see battery sticker) lithium-ion battery, lockable with key
- **Battery Size and Weight:** 175 × 120 × 76 mm, weight 1.90 kg
- **Throttle:** Grip twist
- **Drive Type:** Front wheel
- **Brakes:** Front/Rear Tektro V-brake with hand lever - Rear aluminium pedal brake for SwiftyONE
- **Front Light:** Integrated and connected to main battery
- **Rear Light:** Separate, battery powered
- **Reflectors:** Front, rear and side (tyre wall)
- **Display:** Backlit LCD screen, speedometer, odometer, battery level
- **Age:** 16 yrs +
- **Designation:** Class 2 PLEV

## Safety Standards:

This e-scooter is tested in accordance with

BSEN 17128:2020 PLEV and

BSEN 14619:2019 Kick-Scooters

BSEN 15194:2017 EPAC Bicycles

\*The range stated is based on test conditions but is entirely dependent on factors out of our control such as terrain, weather conditions, rider weight, tyre pressure and rider fitness.

# SIMPLE TROUBLESHOOTING

PROBLEM	CHECK/ SOLUTION
The throttle display doesn't light up.	<ul style="list-style-type: none"><li>- Has the battery been switched on?</li><li>- Does the battery have charge?</li><li>- Is the cable connection tight and secure?</li></ul>
The power indicator on the throttle lights up, but the motor doesn't start.	<ul style="list-style-type: none"><li>- Check that all the cables are connected.</li></ul>
My charger isn't charging the battery.	<ul style="list-style-type: none"><li>- Check the fuse in the charger plug.</li><li>- Check the leads are connected properly.</li></ul>




If you have any problems, please contact your local dealer, or contact us directly:

**SwiftHQ Tel:** +44 (0)161 848 8695


**Email:** [support@swiftscooters.com](mailto:support@swiftscooters.com)

# ADVANCED SETTINGS

## 1. ENTER THE SETTINGS MENU

- Press and hold the buttons  and **M** at the same time for approx. 2 seconds to enter the settings menu.
- Press the button  for the next setting (It displays as P01 to P026 in the top left corner).
- Press  or **M** to adjust the values.

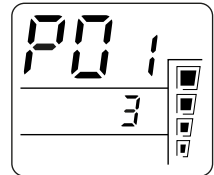
## 2. EXIT THE SETTINGS MENU

Press and hold  and **M** again to go back to the home screen.

### P01 - Backlight brightness

**Factory default:** 3

**Value range:** 0-9



### P02 - Speed unit

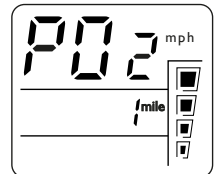
Here you can change the units used for the speedometer and odometer.

**Factory default:** 1

**Value range:** 0, 1

0: Metric units (km, km/h)

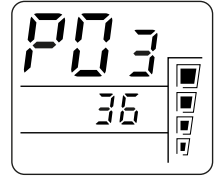
1: Imperial units (mile, mph)



## P03 - POWER VOLTAGE

**Factory default:** 36

**WARNING!** Do not adjust this setting unless you are instructed to do so, otherwise your warranty will be voided.

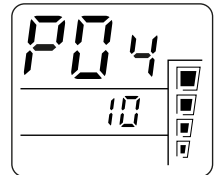


## P04 - AUTO SCREEN OFF TIME (MINS)

**Factory default:** 10

**Value range:** 0-255

When the value is 0, auto screen off is disabled.



## P08 - WHEEL DIAMETER (INCHES)

**Factory default:** 16

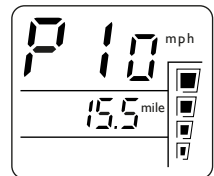
**WARNING!** Do not adjust this setting unless you are instructed to do so, otherwise your warranty will be voided.



## P10 - SPEED LIMIT

**Factory default:** 15.5 mph or 25 km/h

**WARNING!** Do not adjust this setting unless you are instructed to do so, otherwise your warranty will be voided.



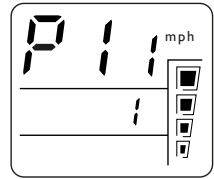
## P11 - SOFT-START SETTING

**Factory default:** 1

**Value range:** 0, 1

0: Instant start

1: Soft start (strongly recommended)



# WARRANTY

The hub motor, battery and controller are covered for 1 year under warranty. If your hub motor, battery or controller fails due to a fault in manufacturing or materials, we will repair or replace them free of charge. This warranty is expressly limited to the repair or replacement of defective items and said repair and replacement is the sole remedy of the warranty.

The frame and forks of your scooter are covered for 2 years under warranty to the original owner with proof of purchase. If your scooter frame or forks fail due to a fault in manufacturing or materials we will repair or replace them free of charge. This warranty is expressly limited to the repair or replacement of defective items and said repair and replacement is the sole remedy of the warranty.

## FOR YOUR REFERENCE

Model Name:

Frame Number (stamped behind the head tube):

Motor Serial Number (edge of hub motor):

Battery Serial Number (printed on back of casing):

## PRODUCT AFTER CARE

At the end of this product's life, all parts should be recycled.

## BATTERY AFTER CARE

At the end of this battery's life, it **MUST** be recycled.

### **WARNING!**

If the battery suffers any damage there is a risk it may ignite.

You can contact us for further advice regarding any safety regulation or updates on latest policy information.

