

PRO SERIES

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PRO SERIES



ACE R350

Owner's Manual
Assembly & Maintenance

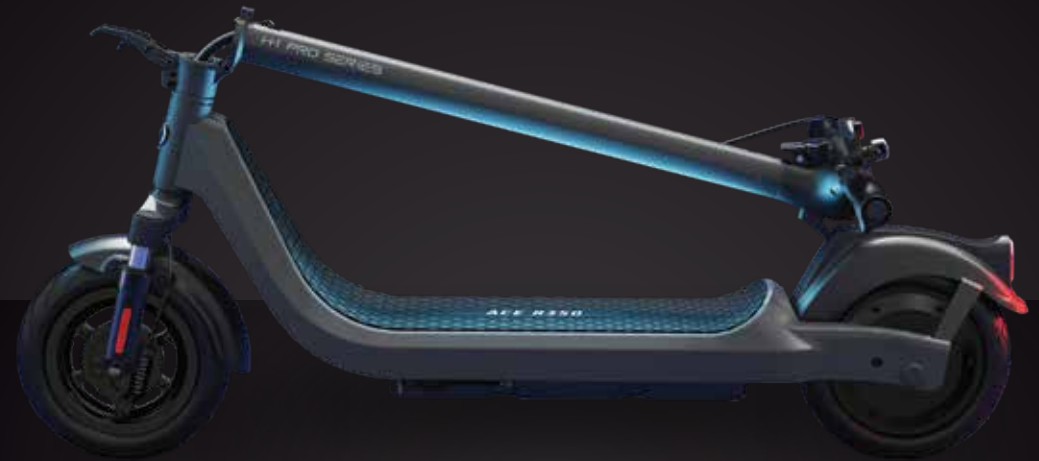
H-1 PRO SERIES

Thank you for choosing the H-1 Pro Series Ace R350. We're excited to get you started so you can hit the road and enjoy riding!

Please read through this owner's manual to understand how to properly operate the Ace.

This manual will also be your guide for general maintenance, safety precautions, assembly, and servicing of the unit.

Before riding your Ace, make sure all parts are properly torqued, tightened, and connected (particularly the parts that had to be manually installed). Remember to always use your best judgment while riding and obey all traffic laws.



***Join our H-1 Pro Series community
of riders wherever you are!***



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CONTENTS

05. BASICS

- 04 Specifications
- 05 Diagram of the Ace
- 07 General Symbols
- 07 Safety Advice

09. SAFETY PRECAUTIONS

13. ASSEMBLY & PARTS

- 15 Setting Up Your E-Scooter

17. SAFETY CHECKLIST

- 19 Safety Precautions

25. OPERATIONS

- 25 Before Riding
- 26 Pre-Ride Checklist
- 26 Speed Modes
- 27 Cruise Control
- 27 Kick to Start
- 27 Riding Your Ace E-Scooter
- 27 Operating Your Device
- 28 Speed & Weight Limitations
- 28 Operating Range
- 30 H-1 Pro Series App
- 31 LED Display
- 32 Error Codes

33. MAINTENANCE

- 34 Battery Specifications
- 34 Battery Maintenance
- 36 Charging Your Ace

38. FCC STATEMENT

39. WARRANTY

SPECIFICATIONS

Model:H1-ACE3

Net Weight:39.68 lbs (18 kg)

Max Supported Weight:164 lbs (120 kg)

Min Supported Weight:10 lbs (18 kg)

Max Speed:Up to 16 mph (26 km/h)

Max Range:Up to 20 miles (32 km)

Max Incline:15°

Battery Type:Lithium-ion

Charger Manufacturer:COMING DATA CO LTD

Charger Model:CP4215

Rated Power:350W

Max Power:450W

Battery Voltage:36.5Vdc

Battery Capacity:7.8Ah

Charge Time:Up to 6.5 hours

Power Requirement:100V-240V, 50 Hz/60 Hz

Folded Size:17.24 in. x 20.27 in. x 21.30 in.
(120 cm x 51.48 cm x 54.1 cm)

Unfolded Size:17.24 in. x 20.27 in. x 47.24 in.
(120 cm x 51.48 cm x 120 cm)

Tire Type:Self-Sealing Tubeless Tires

Tire Size:10" Front & Rear

Brake Type:Front Drum & Electronic Brake

FCC ID:2AANZACE

BT ID:DO61001

01 BASICS

DIAGRAM OF THE ACE



Thumb Throttle



Brake Lever/Bell (L)



Headlight



Folding Hinge



Front Drum Brake



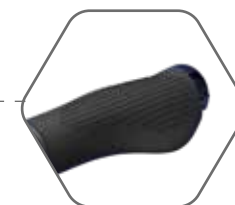
Front Shocks



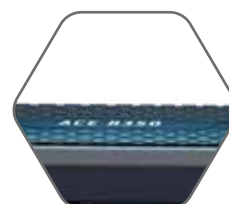
LED Display



Folding Hook



Handlebar



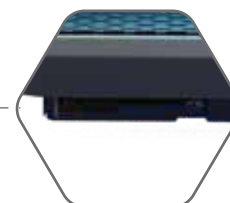
Foot Deck



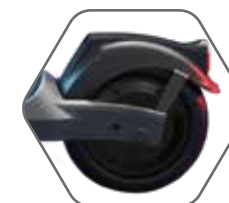
Rear Fender



Taillight



Kickstand



Motor

GENERAL SYMBOLS



DANGER

Warns about a situation that can cause death, serious physical injury and/or heavy material damage if safety instructions are ignored.



WARNING

Possible dangers to your life and health if respective calls to action are ignored.



NOTICE

Recommendations and meaningful additional information.

SAFETY ADVICE

Please adhere to the following safety instructions while operating your Ace:

- Always wear a properly fitted helmet and protective gear while riding.
- See and be seen. Wear reflective clothing while riding at night.
- Learn the rules of the road before riding. Obey all traffic laws.
- Make sure handlebar grips are not damaged and are properly installed.
- Always check brakes before riding.
- Check for traffic. Always be aware of the traffic around you.
- Watch for and avoid road hazards.
- Reduce speed when riding on wet terrain.
- To prevent skidding or potential injuries, do not accelerate or brake suddenly while making turns.
- To avoid water damage, do not leave your E-Scooter in inclement weather.
- When activating pedal assist, increase speed slowly to avoid injury.



- Do not use and/or leave the charger outdoors in hot or wet weather conditions.
- Do not ride up or down extremely steep inclines.
- Do not touch the body of the motor immediately after riding, as the surface may be hot.
- Do not make any aftermarket modifications to your Ace that are not expressly approved by H-1 Pro Series.
- Do not ride the E-Scooter if you exceed the maximum weight limit of 264 lbs



WARNING

INSTRUCTIONS PERTAINING TO RISK OF FIRE OR ELECTRIC SHOCK - IMPORTANT SAFETY INSTRUCTIONS

WARNING When using this product, basic precautions should always be followed, including the following:

Read all the instructions before using the product.

To reduce the risk of injury, close supervision is necessary when the product is used near children.

Do not put fingers or hands into the product.

Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or any other signs of damage.

This equipment is not intended to be used at ambient temperatures less than 0°C (32°F) or above ambient temperatures of 40°C (104°F).

The battery is intended to be charged when the ambient temperature is between 0°C (32°F) and 40°C (104°F). Never charge the battery when ambient temperatures are outside this range.

Modifying or attempting to repair the E-Scooter system except as indicated in the instructions for use and care is prohibited.

Charging of the E-Scooter shall only be performed with the manufacturer's recommended charger.

SAVE THESE INSTRUCTIONS

02 SAFETY PRECAUTIONS

PLEASE READ THE OPERATION MANUAL THOROUGHLY.

Failure to follow the basic instructions and safety precautions listed in the operation manual can lead to damage to your Ace, property damage, serious bodily injury, and even death.

- To avoid collisions, falls, and loss of control, please learn how to ride the Ace safely.

You can learn how to ride the Ace by reading the operation manual and watching

- videos.

All users are responsible for any consequences caused by violating warning contents or

- proper operations. H-1 Pro Series cannot be held liable.

ATTENTION

1. Only use the supplied charger with this E-Scooter.

2. The operating temperature range of the charger is 32°F - 104°F (0°C - 40°C).

3. The operating temperature range of the Ace is 32°F - 104°F (0°C - 40°C).

4. Do not ride on icy or slippery surfaces.

5. Read the operation manual and warning labels before riding.

6. Store the Ace in a dry, ventilated environment.

7. When transporting the Ace, avoid violent crashes or impact.



LOW TEMPERATURE WARNING

Low temperatures will affect the lubrication of moving parts inside the Ace, increasing internal resistance. Additionally, the discharge capacity and capacity of the battery will be significantly decreased.

Use caution when riding the Ace in cold temperatures (Below 40°F/4°C). Doing so may increase the risk of mechanical failures of the E-Scooter, which may lead to damage to your device, property damage, serious bodily injury, and even death.

SAFETY INSTRUCTIONS

- Keep the E-Scooter away from heat sources, direct sunlight, humidity, water, and any other liquids.
- Do not operate the E-Scooter if it has been exposed to water, moisture, or any other liquids to prevent electric shock, explosion, and/or injury to yourself and damage to the E-Scooter.
- Do not use the E-Scooter if it has been dropped or damaged in any way.
- Repairs to electrical equipment should only be performed by the manufacturer. Improper repairs void the warranty and may place the user at serious risk.
- Do not puncture or harm the exterior surface of the E-Scooter in any way.
- Keep the device free from dust, lint, etc.
- Do not use this E-Scooter for anything other than its intended use or purpose. Doing so may damage the E-Scooter or lead to property damage, injury, or death.

This product is not a toy. Keep out of reach of children.

- Do not expose the batteries to excessive heat such as direct sunlight or an open flame.
- Do not allow hands, feet, hair, body parts, clothing, or similar articles to come in contact with moving parts, wheels, or the drivetrain while the Ace is running.

Do not allow hands, feet, hair, body parts, clothing, or similar articles to come in contact with moving parts, wheels, or the drivetrain while the Ace is running.

- Do not operate or allow others to operate the Ace until the user understands all instructions, warnings, and safety features described in this manual.
- Check with your doctor if you have a medical condition that could affect your ability to use the Ace.
- Persons with head, back, neck ailments, or prior surgeries to those areas of the body are not recommended to use the Ace.

Do not operate if you are pregnant or have a heart condition.

- Persons with any mental or physical conditions that may make them susceptible to injury or impair their physical or mental capabilities to recognize, understand, and
- perform all of the safety instructions and assume the hazards inherent in operation should not use the Ace.



WARNING

- When you ride in low-visibility conditions such as fog, dusk, or night, you might be difficult to see, which could lead to a collision. To increase your level of safety, be sure wear bright, reflective clothing when riding in poor lighting conditions.
- As with all mechanical components, the Ace is subjected to wear and high stresses. Different materials and components may react to wear or fatigue in different ways. If the design life of a component has been exceeded, it may suddenly fail, possibly causing injuries to the rider. Any form of crack, scratch, or change of coloring in highly stressed areas indicate that the life of the component has been reached and it should be replaced. Do not ride in an abusive manner.

- Great care should be taken with the Ace when folding or unfolding it. Moving and folding parts can cut skin or pinch if mishandled.

DO NOT RIDE YOUR ACE WITHOUT ALL RELEASES SECURELY LOCKED.

03 ASSEMBLY & PARTS

Visually examine your shipping box and E-Scooter to ensure that everything arrived without shipping issues. Take pictures if you suspect rough handling and contact: support@hover-1.com

If you require additional assistance, please reach out to support@hover-1.com for more information. We often update user guides based on the feedback we receive from our customers.

DANGER

Before performing any work on your Ace, be sure the power is OFF.

NOTICE

Be sure the package is upright when opening. Open from the top.

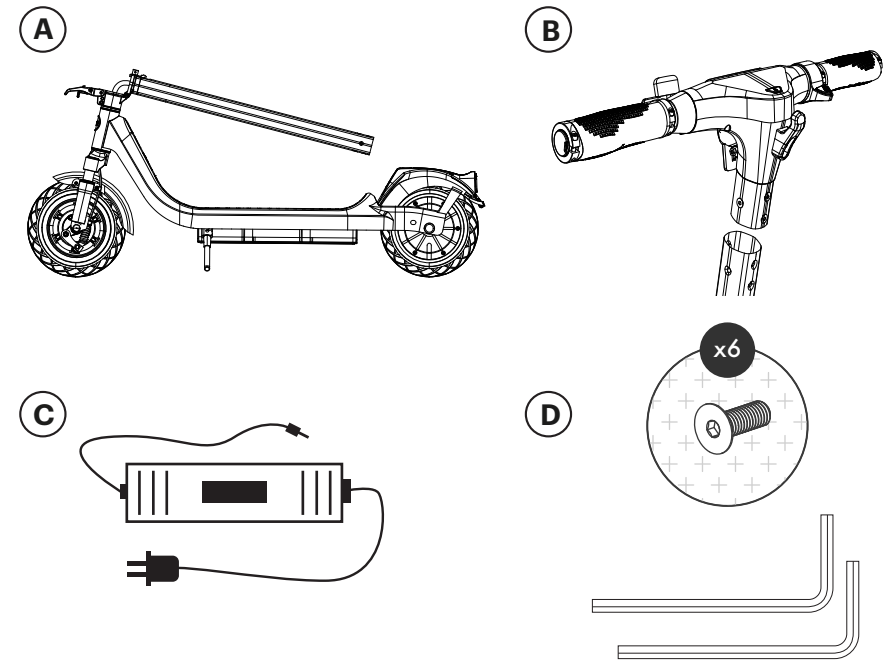
WARNING

- All riders of the E-Scooter should follow these safety instructions.
- Please read all assembly instructions in full before beginning to assemble your new E-Scooter.



Parts List

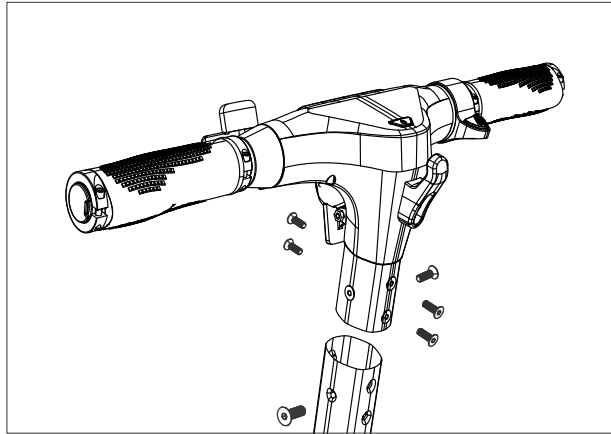
- A. Ace E-Scooter
- B. Handlebar Assembly
- C. Charger + Charging Cable
- D. Hex Keys (2) & M5 Screws (6)



SETTING UP YOUR E-SCOOTER

Attaching the Handlebar Assembly

Attach the handlebar assembly by placing it into the steering column. Align the front and back screw holes, and tighten the 6 screws into place using the hex keys provided.



Pinch Points

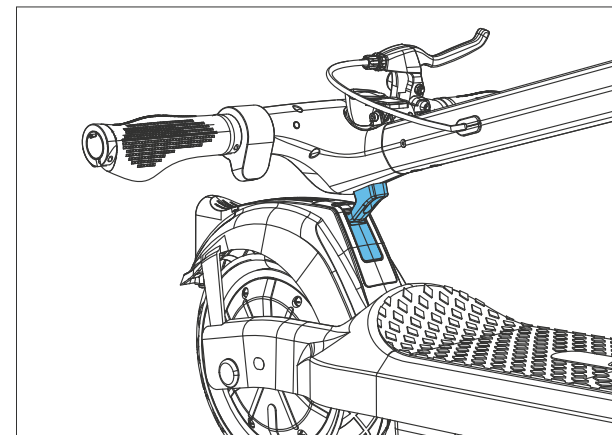
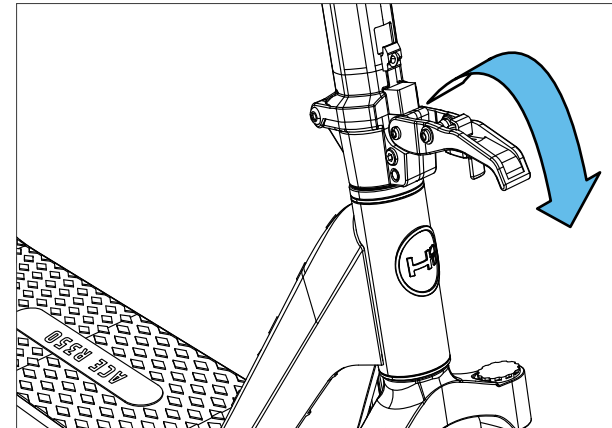
Some parts of your Ace can injure you if mishandled. Moving and folding parts can cut skin. Clamps and pivoting parts such as brake levers can pinch. When folding and unfolding your Ace, Please watch for pinch points where injury may be sustained. Do not leave your hand in these areas while folding or unfolding.



Folding & Unfolding Your E-Scooter

To fold your Ace, pull the folding hinge release button up and push the folding hinge down. Push the steering column down to the rear fender. Align the folding hook with the slot in the rear fender and push the folding hook into it to lock the Ace in a folded position.

To unfold your Ace, push down on the rear fender slot to unlock the folding hook. Raise the steering column up until it is pointing straight up and clicks into place. Pull the folding hinge up and press it against the steering column to ensure it is securely locked.



04 SAFETY CHECKLIST

WARNING

Please be sure all the items you installed are properly torqued, tightened, and connected! If you have any questions, please contact us: support@hover-1.com

To be sure your E-Scooter is safe on the road, please use the following checklist before your first ride:

1. Handlebars

- ☐ Check that the handlebars are tight by applying the front brake and pushing the handlebars forward and back.

2. Tires

- ☐ Check the condition of the tires. Check the tire treads for cracks, punctures, and deformations.

NOTICE

Tire wear and tear depends on several factors, such as the weight of the rider and type of terrain.

3. Battery

- ☐ Check that the battery is inserted securely.
- ☐ Check that the battery is fully charged.

NOTICE

Follow battery charging and maintenance instructions.



4. Brakes system

- ☐ Pull both brake levers. You should feel an obvious pressure and the levers should not be able to touch the handlebar.

5. Lighting

- ☐ Check if the headlight and taillight are working properly.

NOTICE

Do not cover any lighting fixtures or reflectors.

7. Display

- ☐ Check if your display turns on and functions properly.

8. Kickstand

- ☐ Check if the kickstand is tightly secure, not rubbing against the ground or tires.

NOTICE

Do not sit on the E-Scooter if the kickstand is engaged.

SAFETY PRECAUTIONS

- The first rule of safe riding is to use common sense.
- Different localities and countries have different laws about riding electric transportation devices on public roads. You should check with local officials to ensure you are complying with local traffic law requirements.
- H-1 Pro Series is not liable for tickets or violations given to riders who do not follow local laws and regulations.
- For your safety, always wear a helmet that meets CPSC or CE safety standards. In the event of an accident, a helmet can protect you from serious injury and in some cases, even death.
- Obey all local traffic laws. Obey red and green lights, one-way streets, stop signs, pedestrian crosswalks, etc.
- Ride with traffic, not against it.
- Ride defensively; expect the unexpected.
- Give pedestrians the right-of-way.
- Do not ride too close to pedestrians. Alert them if you intend to pass them from behind.
- Slow down at all street intersections, and look to the left and right before crossing.
- Your Ace is not equipped with reflectors. It is not recommended that you ride in conditions of low visibility.
- If you are riding your E-Scooter in low-visibility conditions, ensure your headlight is turned on and that you are wearing bright, reflective clothing.
- When you ride in low-visibility conditions such as fog, dusk, or night, you might be difficult to see, which could lead to a collision. To increase your level of safety, be sure to wear bright, reflective clothing.

Do not ride above your skill level. Ensure you have had enough practice with all functions



- and features of your Ace.
- Do not ride too fast – with increased speed comes increased risk. If you are moving at a higher speed, small bumps can create strong impacts, leading to a higher risk of injury.
- Do not ride with pets.
- Before stepping on your Ace, make sure it is placed flat on level ground.
- Do not try to open or modify your Ace. Doing so voids the manufacturer warranty and may cause your Ace to fail, resulting in injury or death.
- Do not use the Ace in a manner that would put people or property in danger.
- If you are riding near other riders, be sure to maintain a safe distance between each other to prevent collisions.
- Be sure to keep your feet on the Ace at all times. Moving your feet off the Ace while driving is dangerous, and may cause the Ace to stop suddenly or veer sideways.
- Do not operate the Ace while under the influence of drugs or alcohol.
- Do not operate the Ace when you are restless or sleepy.
- Use your best judgment to keep yourself out of dangerous situations with your Ace.
- Do not ride your Ace off of curbs, ramps, or attempt to operate in a skate park, empty pool, or in any way similar to a skateboard. Misuse of your Ace voids the manufacturer warranty and may lead to injury or damage.
- Do not abuse your Ace. Doing so can damage your unit and cause failure to the operating system, which may lead to injury. Physical abuse, including dropping your Ace, voids the manufacturer warranty.
- Do not operate in or near puddles of water, mud, sand, stones, gravel, debris, or near rough and rugged terrain.

The Ace can be used on paved surfaces that are flat and even. If you encounter uneven

- pavement, lift your Ace over and past the obstruction.

Do not ride in inclement weather: snow, rain, hail, sleet, on icy roads, or in extreme heat or cold.

- Bend your knees when riding on bumpy pavement to absorb the shock and vibrations.
- This will help you keep your balance.

If you are unsure if you can safely ride on a specific terrain, step off and carry your Ace.

- Always be on the side of caution.

Proper use of your brake is vital to ensure safe, efficient stopping. To avoid misuse and potential injury, do not apply sudden or excessive force to your brakes. Apply your brakes gradually and give yourself enough room to come to a complete stop safely.

- Do not attempt to ride over bumps or objects greater than ½ inch, even when prepared and bending your knees.

Pay attention. Look where you are riding and be conscious of the road conditions, people, property, and objects around you.

- Do not operate the Ace in crowded areas.
- Operate your Ace with extreme caution when indoors, especially around people, property, and narrow spaces.
- Do not operate the Ace while talking, texting, or looking at your phone.
- Do not ride your Ace where it is not permitted.

Do not ride your Ace near motor vehicles or on public roads.

- Do not travel up or down steep hills.
- The Ace is intended for use by a single individual, DO NOT attempt to operate the Ace with two or more people.



- Do not carry anything while riding the Ace.

- Individuals with lack of balance should not attempt to operate the Ace.

The Ace is recommended for riders aged 16 and older. Young children and the elderly should not operate the Ace.

- At higher speeds, always take longer stopping distances into consideration.
- Do not attempt to jump on or off your Ace.

Do not attempt any stunts or tricks with your Ace.

- Do not ride the Ace in dark or poorly lit areas.
- Do not ride the Ace near or over potholes, cracks, or uneven pavement or surfaces.
- Do not operate your Ace off-road.
- Do not turn sharply, especially at high speeds.
- Do not exceed the maximum weight limit of 264 lbs (120 kg).

- Avoid driving the Ace in unsafe places, including areas with flammable gas, steam, liquid, dust, or fiber that could cause fire and explosion accidents.

- Do not operate near swimming pools or other bodies of water.
- Maintain a safe braking distance during wet conditions.

- There may be additional risk to injury if you use your E-Scooter incorrectly. This includes, but is not limited to:

- Jumping your E-Scooter
- Riding over debris or obstacles



- - Performing stunts
 - Riding in off-road terrain
 - Riding fast
 - Racing other riders
 - Riding in an unusual manner

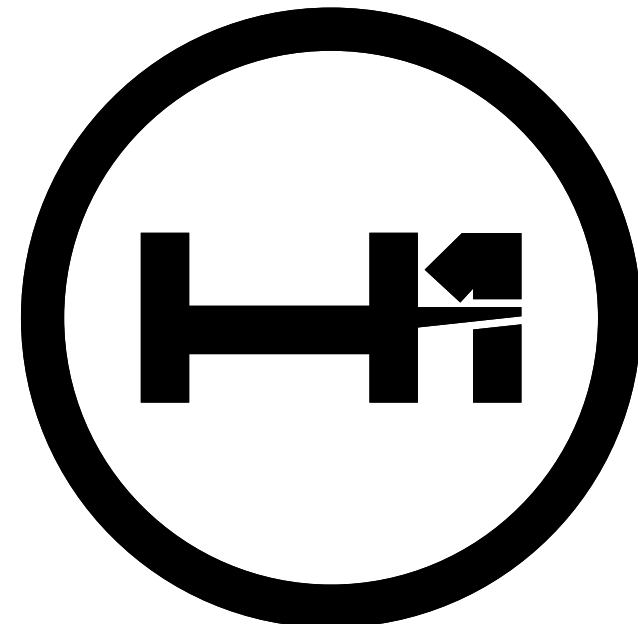
The aforementioned examples add stress to each part of your E-Scooter and can lead to long term damage of the device. Damage to your E-Scooter can lead to an accident or increase your risk of injury. To decrease your risk of injury, use your E-Scooter correctly.

- To reduce the risk of injury, adult supervision is required. Never use in roadways, near
- motor vehicles, on or near steep inclines or steps, swimming pools, or other bodies of water. Always wear shoes, and never allow more than one rider at a time.

If a system error occurs or an improper operation is performed while riding your Ace, the device will alert the user in a variety of ways. The following are common occurrences that

- will produce safety alerts. These notices should not be ignored and appropriate action should be taken to correct any improper operation, failure, or errors:

- - Prohibited riding surfaces (Uneven, too steep, unsafe, etc.)
 - Battery voltage is too low.
 - The Ace is still charging.
 - The Ace is overheating, or the motor temperature is too high.
 - When the battery is about to run out of power, the battery icon will flash.
 - If any tires are blocked, the device will stop after 10 seconds.
 - When the battery level has depleted below protection mode, the motor will power off after 15 seconds.
 - If a high discharge current is produced during use (such as riding up a steep slope for a long period of time), the motor will shut off after 15 seconds.



05 OPERATIONS

BEFORE RIDING

Before each operation, the operator shall perform the pre-operation checks specified below:

- All guards and pads originally supplied by the manufacturer are in proper place and in serviceable condition.
- The area that the unit is to be operated in is safe and suitable for safe operation.
- The braking system is functioning properly.
- All safety labels are in place and understood by the operator and any passenger.
- Any and all axle guards, chain guards, or other covers or guards supplied by the manufacturer are in place and in serviceable condition.
- The tires are in good condition, inflated properly, and have sufficient tread remaining.

WARNING

Any Ace that does not work properly can cause you to lose control and fall. Do not ride a Ace with a part that is damaged. Replace the damaged part before riding.

It is important that you fully understand all the functions of your Ace E-Scooter. If these functions are not used correctly, you will not have full control of your Ace.

Practice using the Ace at slower speeds in a flat, open area before taking it out into public areas.



PRE-RIDE CHECKLIST

- Ensure that your Ace is in proper working order each and every time you ride. If a part of the Ace does not function correctly, please contact our Customer Support Center.

Ensure the battery is fully charged before riding your E-Scooter.

- If the Ace is not used for an extended period of time, you may need to recharge the battery every 2 months to maintain the battery life.

Please wear all appropriate safety gear before operating your device.

- Make sure to wear comfortable clothes and flat, closed-toe shoes when operating your device.

SPEED MODES

To activate different speed modes, ensure the Ace is powered on and not in motion. Press the power button once. The speed mode indicator should light up on your display to indicate which speed mode is activated.

S:Sport mode: 0-16 MPH (0-26 KM/H)

D:Drive mode: 0-12 MPH (0-19 KM/H)

E:Eco mode: 0-8 MPH (0-13 KM/H)

P:Walk mode: 0-2 MPH (0-3 KM/H)

CRUISE CONTROL

Cruise control comes preset as active with the Ace. To engage cruise control, press the throttle down and maintain a constant speed for 6 seconds; cruise control will automatically activate. You will hear 2 beeps, and the cruise control indicator will flash on the display to indicate that it is activated. Press the throttle down once or squeeze the brake handle to cancel cruise control. You can quickly press the power button 4 times to disable or re-enable cruise control.

KICK TO START

For safety reasons, the E-Scooter will not accelerate unless it is already moving at least 1.8 mph (3 km/h). You must first kick off the ground and then press the throttle in order to ride the E-Scooter. You can disable kick to start by quickly pressing the power button 5 times.

RIDING YOUR ACE E-SCOOTER

FAILURE TO FOLLOW ANY OF THE FOLLOWING SAFETY PRECAUTIONS CAN LEAD TO DAMAGE TO YOUR DEVICE, VOID YOUR MANUFACTURER WARRANTY, LEAD TO PROPERTY DAMAGE, CAUSE SERIOUS BODILY INJURY OR DEATH.

OPERATING YOUR DEVICE

Make sure the device is fully charged before the first use. Before turning on your Ace, ride it like a normal kick scooter to get comfortable with the device before using it with the motor.

When you are comfortable riding the E-Scooter, power it on. For the motor to activate, you must first start riding the E-Scooter manually and then push the throttle down with your thumb.

To slow down, disengage the throttle and squeeze the brake handle to engage the disk brake. The brake is pressure-sensitive, so a tighter squeeze will provide more stopping power.

Use the handlebars to turn in the desired direction.

The Ace can be operated manually if you do not wish to use the motor.

Quickly press the power button two times to turn the headlight on/off. Quickly press the power button three times to switch units between KM/H and MPH. Quickly press the



power button six times to switch between the odometer and the trip mileage.

At higher speeds, you may need to shift your weight to maintain your balance while making turns.

Prepare to brace yourself if you encounter bumps or uneven surfaces, then dismount and carry your Ace to a safe operating surface.



WARNING

Do not turn sharply or at high speeds. Do not turn or ride quickly along slopes, as it may cause injury. Proper use of your brake is vital to ensure safe, efficient stopping. To avoid misuse and potential injury, do not apply sudden or excessive force to your brake. Apply the brake gradually and give yourself enough room to come to a complete stop safely.

SPEED & WEIGHT LIMITATIONS

Speed and weight limits are set for your own safety. Please do not exceed the limits listed in the "SPECIFICATIONS" section of this manual (Page 4).



WARNING

Riding the Ace while exceeding the weight limit may increase the possibility of injury or product damage.

OPERATING RANGE

- The Ace R350 can travel up to 20 miles on a fully charged battery under ideal riding conditions. The following are some of the major factors that will affect the operating range of your device:
- Terrain: Operating range is highest when riding on a smooth, flat surface. Riding uphill and/or on rough terrain will reduce operating range significantly.

- Weight: A lighter user will have higher operating range than a heavier user.
- Ambient temperature: Please ride and store the E-Scooter in recommended temperatures. This will preserve the operating range, battery life, and overall performance of your device.

Speed and Riding Style: Maintaining a moderate and consistent speed while riding

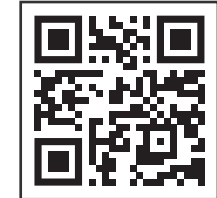
- produces maximum operating range. Traveling at high speeds for extended periods of time, frequent starts and stops, and idling will decrease operating range.



H-1 PRO SERIES APP

Connect the Device

- Open Apple's App Store or the Google Play Store and search "H-1 Pro Series."

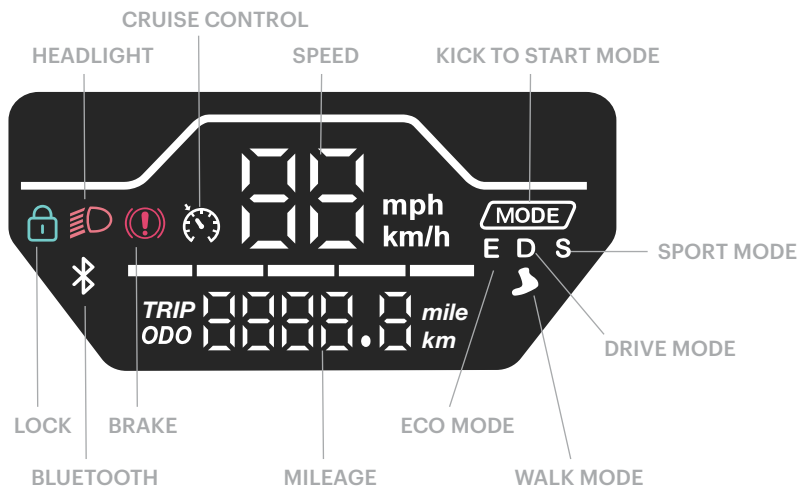


- Open the app and select "Sign Up" or "Log In".
- Complete any updates that are prompted. Enable Bluetooth on your smartphone.
- Make sure your E-Scooter is turned on. Press the "Add Device" button.
- Select your device when it appears on your screen. The app will begin pairing.
- When pairing is complete, press the "Done" button at the bottom of the screen.
- You will be directed to the device screen. To switch to another device that you already have paired, press the H-1 PRO SERIES logo at the top of the screen and select the other device.
- When you log into the app, you will be directed to the device screen of the product you last selected within the app.

Disconnect the Device

- Press the gear icon in the top right corner of the device screen.
- Press the "Remove Device" button at the bottom of the screen.
- Lastly, select "Disconnect" to unpair the device from the app.

LED DISPLAY



ERROR CODES

The electronics system has the ability to self-diagnose and report a limited set of errors. Errors will appear on the screen as error codes.

The chart below explains the meaning of each error code:

ADVANCED MATRIX DISPLAY - ERROR CODE CHART

Error Code	Error	Solution
E1	Brake Error	Brake assembly failure, or communication error with the controller.
E2	Accelerator Error	Accelerator assembly failure, or communication error with the controller.
E3	Communication Error	Communication error between the instrument panel and the controller. Damaged wire or loose connector, or faulty instrument panel or controller.
E6	Over Voltage Protection	Battery voltage is too high. Battery has a fault.
E7	Hall Error	Loose/disconnected motor connector, damaged motor wire, or faulty motor.
E9	Controller Error	Controller error. Restart the scooter.

06 MAINTENANCE

- To avoid damage to the Ace's internal circuitry, do not expose it to liquid, moisture, or humidity.
- Do not use abrasive cleaning solvents to clean the Ace.
- Do not expose the Ace to extremely high or low temperatures, as this will shorten the life of the device, destroy the battery, and/or distort certain plastic parts.
- Do not dispose of the Ace in fire as it may explode or combust.
- Do not let the Ace come into contact with sharp objects, as this will cause scratches and damage.
- Do not let the Ace fall from high places, as doing so may damage the internal circuitry.

Do not attempt to disassemble the Ace.

- Use only the charger provided by H-1 Pro Series.
- Use only the manufacturer's authorized replacement parts.

WARNING

- Avoid using water or other liquids for cleaning. If water or other liquids enter the Ace, it will cause permanent damage to the internal components.
- Users who disassemble the Ace without permission from H-1 Pro Series will void the warranty.



BATTERY SPECIFICATIONS

Battery Type: Rechargeable lithium-ion battery

Charge Time: Up to 6.5 hours

Battery Voltage: 36.5Vdc

Battery Capacity: 7.8Ah

Working Temperature: 32°F - 104°F (0°C - 40°C)

Charging Temperature: 32°F - 104°F (0°C - 40°C)

Storage Time: 1 year

Storage Temperature: 32°F - 104°F (0°C - 40°C)

Storage Humidity: 5% - 95%

BATTERY MAINTENANCE

- The lithium-ion battery is built into the Ace. Do not disassemble the Ace to remove the battery or attempt to separate it from the Ace.
- When charging the Ace, only use the enclosed 1-pin charging cable provided by H-1 Pro Series. Use of any other charger or cable may lead to damage to the Ace, overheating, and risk of fire. Use of any other charger or cable voids the manufacturer warranty.

Do not connect or attach the Ace or the battery to a power supply plug or directly to a

- car's cigarette lighter.

Do not place the Ace near a fire or leave it out in direct sunlight. Heating the Ace can

- break or ignite the battery inside the device.

Do not continue charging the battery if it does not recharge within the specified charging

- time. Doing so may cause the battery to become hot, rupture, or ignite.

To preserve natural resources, please recycle or dispose of batteries properly. This

- product contains lithium-ion batteries. Local, state, or federal laws may prohibit disposal of lithium-ion batteries in ordinary trash. Consult your local waste authority for information regarding available recycling and/or disposal options.



WARNING

Failure to follow the safety precautions listed below could lead to serious bodily injury or death.

- Do not attempt to modify, change, or replace your battery.
- Do not use your device if the battery begins to emit odor, overheats, or begins to leak.

Do not touch any leaking materials or breathe fumes emitted.

- Do not allow children or animals to touch the battery.
- The battery contains dangerous substances. Do not open the battery or insert anything into the battery.

Do not attempt to charge the device if the battery has discharge or emits any

- substances. In that case, immediately distance yourself from the battery in case of fire or explosion.



WARNING

SEEK IMMEDIATE MEDICAL ASSISTANCE IF YOU ARE EXPOSED TO ANY SUBSTANCE THAT IS EMITTED FROM THE BATTERY.



CHARGING YOUR ACE

- Ensure that the charging port is clean and dry.
- Make sure that there is no dust, debris or dirt inside the port.
- Plug the charger into a grounded wall outlet.
- Connect the cable with the power supply.
- Align and connect the 1-pin charging cable into the charging port of the Ace (DO NOT FORCE OR BEND THE CHARGING CABLE AS IT MAY CAUSE THE PRONGS TO BEND OR BREAK).
- The charging indicator light on the charger itself should change to RED, indicating that your device is now being charged.
- When the red indicator light on your charger changes to green, then your device is fully charged.
- After fully charging your Ace, unplug the charger from your device and from the power outlet.



DANGER

Only use the included charging cable and charger to charge your Ace. Using any unauthorized charger may damage your Ace.

07 FCC STATEMENT

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

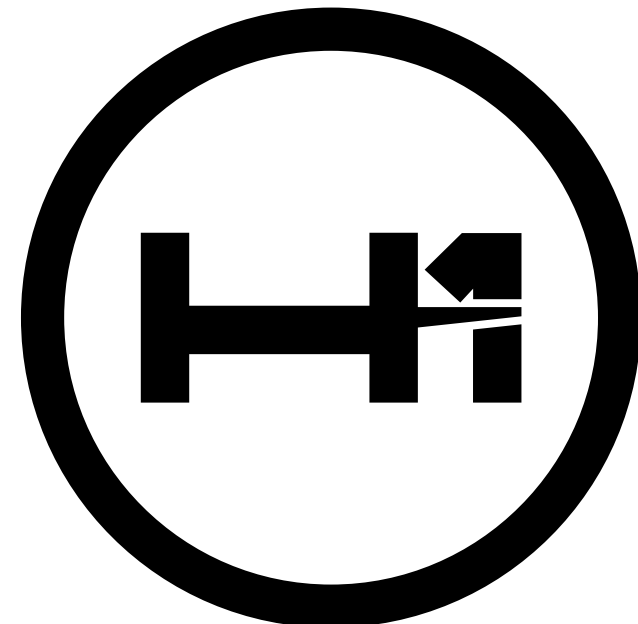
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.



08 WARRANTY

This warranty is non-transferable and is limited to the original purchaser only. It is not transferable to any subsequent purchaser. The manufacturer warranty only applies to products purchased through an authorized H-1 Pro Series retailer. Any items purchased from private sellers, online auction sites (Including eBay, liquidators, or items sold "as-is" or "final sale"), or from clearance or going-out-of-business sales are not covered by the warranty. The warranty period begins on the date of receipt. Please retain a copy of your receipt as this will be required to prove the date of purchase should a warranty claim be activated.

Warranty in effect

1. H-1 Pro Series reserves the right to exchange the returned product for a replacement product of equal or greater value if it is deemed that the product cannot be repaired within a reasonable time or at a reasonable cost. **The warranty will be fulfilled on a case-by-case basis at H-1 Pro Series's discretion.** Products and/or parts that have been replaced or exchanged become the property of H-1 Pro Series.
2. Warranties that have been activated do not cause the warranty period to be extended, nor do they trigger a new warranty period. The warranty period for replacement parts installed ends with the warranty period for the entire product.
3. The manufacturer's responsibility shall be limited to the repair or replacement of the product at its sole discretion.

The warranty excludes

1. Physical abuse, improper installation, modification, or repairs done by an unauthorized third party.
2. The manufacturer will not take any responsibility if the unit's failure has resulted from accidents, abuse, misuse, or unauthorized repair, modification, or disassembly.



3. Overcharging or damages due to improperly maintaining the lithium-ion battery installed in the unit.
4. Tires, charge ports, or other parts which are considered consumables such as glass or plastic or defects based on normal wear and tear.
5. **Marginal differences compared to the target appearance and workmanship provided, as these have negligible effects on the product's fitness for use.**
6. **Damage to the product caused by chemical or electrochemical effects, water, moisture, debris, or abnormal conditions.**
7. Acts of God.

The warranty will be considered void if:

1. You use any charger other than a genuine H-1 Pro Series charger or the charger **designed for your specific model as this could pose a risk of a serious fire hazard.**
2. **Repairs or modifications are performed without the written consent of H-1 Pro Series or if a H-1 Pro Series product is equipped with additional parts or accessories not approved for the product by H-1 Pro Series.**
3. The E-Scooter is exposed to water, moisture, mud, dirt, or debris.
4. Units have missing or unreadable serial numbers.

H-1 Pro Series is not liable for accidental, indirect, or other consequential damage of any kind, which leads to usage restrictions, data loss, and loss of earnings or interruption of business. If you have purchased an extended warranty, please contact the seller for assistance.

Any further claims are excluded, including those for replacement due to damage caused to the outside of the product, provided there is no obligatory legal liability.

Submitting a warranty claim

1. To take advantage of your warranty services, please submit a ticket to the H-1 Pro Series Customer Support by visiting www.hover-1.com

2. H-1 Pro Series will attempt to diagnose and resolve your issue. H-1 Pro Series may require photos and/or videos to properly diagnose the issue and verify warranty eligibility. A copy of your receipt or online order confirmation with the purchase date, seller, and item name visible is required. H-1 Pro Series reserves the right to verify purchases with the retailer and/or asset protection databases. Warranty claims will be denied if the receipt is invalid, cannot be verified, or if the item has been returned or exchanged. If it is determined that a valid warranty claim exists, H-1 Pro Series may send replacement parts or issue an RMA number (Return Material Authorization) to return the damaged product as H-1 Pro Series deems appropriate.

3. If an RMA is issued, the package must be shipped within 14 days of the RMA issuance. If a package is received outside of this time frame, the package will be refused and returned to the sender.

4. In the event that H-1 Pro Series technicians find that the product lacks a manufacturer defect, and the malfunction is due to abuse, water damage, debris, moisture exposure, or improper maintenance, the customer will be charged for return shipping and no repairs will be performed.

H-1 Pro Series will only accept parcels that have been assigned an active RMA number.

YOU EXPRESSLY UNDERSTAND AND AGREE THAT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, H-1 PRO SERIES' TOTAL LIABILITY IN CONNECTION WITH THE APPLICABLE H-1 PRO SERIES' PRODUCTS OR THIS WARRANTY POLICY WILL NOT EXCEED THE AMOUNT ORIGINALLY PAID FOR THE PRODUCT. PARTS AVAILABILITY IS NOT GUARANTEED.



REGISTER YOUR ACE AT HOVER-1.COM

AFFIX SERIAL NUMBER LABEL HERE:

CHARGER TYPE: ES9