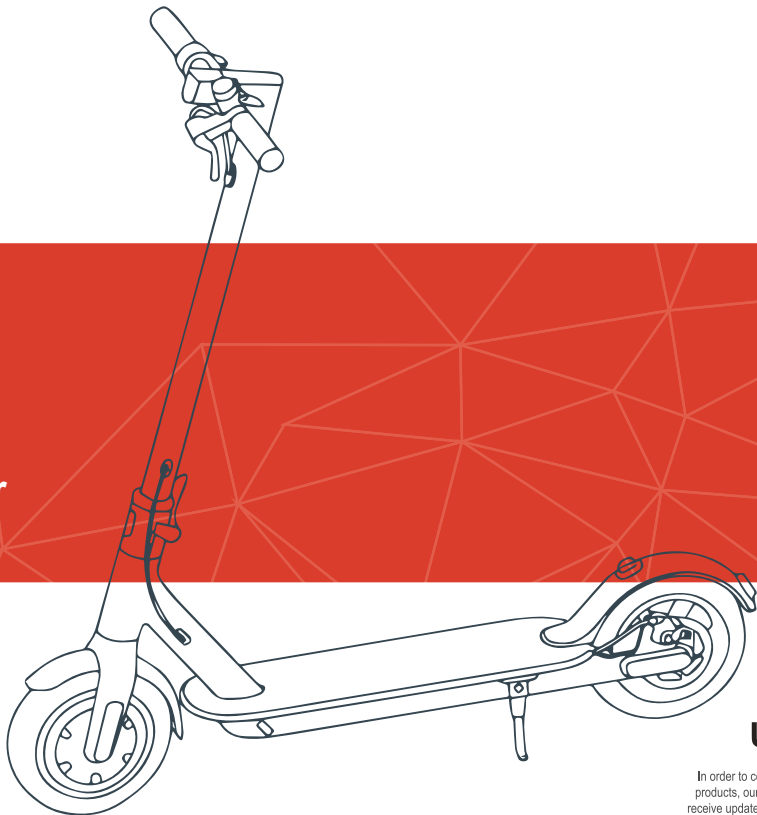


# H1

## Electric Scooter



## USER MANUAL

In order to continue serving our customers and providing the best products, our product information including our user manuals may receive updates from time to time. Please check our website for the latest user manuals and product materials. Rev.

## Safety Precautions

1. Always wear a helmet and knee and elbow pads when riding.
2. When initially riding the scooter, maintain a low speed and gradually increase speed as riding skills improve.
3. Do not ride the scooter in the rain, in the snow, or on roads that are wet, muddy, icy, or that are slippery for any reason.
4. Riders under the age of 18 years old should ride under adult supervision.
5. Adjust the handlebar to a suitable and comfortable position.
6. When going downhill, ensure you are riding slowly to prevent accidents.
7. Please adhere to all applicable local laws and regulations while using this scooter. Do not ride where prohibited by local laws.
8. Make sure all screws are in condition and appropriately fastened.
9. Charging Instructions - Use only the specified charger as instructed.
10. The range of the environment temperature when riding or charging: 0-40 °C
11. Store in a cool, dry and well-ventilated place when not in use.
12. Do not throw it away arbitrarily when it is broken.

Thank you for your purchase of the H1 Folding Electric Scooter!

To ensure your safety and the safety of others, please read and follow the guidelines in this user manual carefully and thoroughly before and during riding.

If you have any questions regarding the H1, please contact our service team by mail for further assistance.

team mailbox: [caromaservices@outlook.com](mailto:caromaservices@outlook.com)

Happy Riding!

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## 1. GENERAL INFORMATION

Before operating this scooter, please read all instructions. This manual will guide you through the functions, usage, and proper care of your H1 Folding Electric Scooter. If you have any questions or cannot find the information you need in the manual, please contact your place of purchase or our customer service team by mail.

Before contacting customer service, please have your purchase information ready as this may be needed during the mail. This information may be recorded below .

**Date of Purchase:**

**Place of Purchase:**

**It is important that you follow all safety warnings that appear throughout this manual and exercise good judgment when using your H1 scooter. Consult this manual before you attempt to use your H1.**

### 1.1 Important Information

Within this manual, "the H1", "your H1", "your scooter" and "the scooter" refer to the H1 Folding Electric Scooter. The H1 is a personal scooter that uses electrical power. By riding the H1, the user acknowledges and accepts responsibility for all risks associated with the use of the H1 which may include, but are not limited to, muscle injuries, broken bones, lacerations, serious injury, and possible death.

To better insure your safety, **ALWAYS USE APPROPRIATE PROTECTIVE GEAR**, read and follow all instructions and warnings in the User Manual.



**Appropriate protective gear should include shoes, kneepads, elbow pads and an ASTM F1492 approved helmet.**

## 1.2 Safety Warnings

When reading this manual, note these icons:




**Notes with this icon MUST be read, understood, and obeyed to prevent injury or damage, etc.**



**Notes with this icon include relevant information.**



- **Do not place the battery in fire or direct contact with heat or sunlight.**
- **Avoid using or storing the scooter and/or battery in extremely hot or extremely cold environments. Using or storing the battery in extreme temperatures may cause it to become hot or to break and/or reduce battery performance or life expectancy.**
- **Do not subject the battery to strong impact or shock.**
- **Risk of shock. Do not allow water and/or liquids to enter the scooter's electric parts. If cleaning is needed, dampen non-abrasive cloth with water or mild cleaner and wipe off the scooter.**
- **Never submerge the scooter or any of the scooter's components.**
- **Do not disassemble or modify the battery. Attempting to repair or modify your battery voids all warranties. Only authorized repair centers may open and service the battery.**
- **If the device is to be used by children, the caregiver should explain the contents of the user manual to the children. The caregiver should provide adequate supervision to ensure that the device is being used as explained in the user manual.**
- **Immediately discontinue use of the battery if, while using, charging, or storing the battery, the battery emits an unusual smell, feels hot, changes color, changes shape, or appears abnormal in any other way.**
- **In the event that the battery leaks and the fluid gets into one's eye, do not rub the eye. Rinse well with water and immediately seek medical care.**

-  • Use only the charger provided with your scooter. If you have lost or misplaced your charger, contact customer support to obtain a replacement.
- Do not continue charging the battery if it does not recharge within the specified charging time. Disconnect the scooter from the charging cable and contact customer service.
- Keep your charging environment clean and dry at all times.
- If the charging port is damp or has any liquid on it, DO NOT charge your scooter.
- Avoid charging in extremely hot or extremely cold environments. Charging the battery in extreme temperatures may cause it to bx: 885.57 mm10t or to break and/or reduce battery performance or life expectancy.
- Do not discharge the battery using any device except for the H1 Folding Electric Scooter.
- Devices are not intended for use at elevations greater than 2000 m above sea level.
- Prolonged exposure to UV rays, rain, and the elements may damage the enclosure materials. Store indoors when not in use.

 **WARNING- RISK OF FIRE - No user serviceable parts**

**AVERTISSEMENT - Risque d'incendie - Aucune des pièces ne peut être réparée par l'utilisateur**

### 1.3 Disposal at End-of-Life

This product must not be disposed of by incineration, landfilling, or mixing with household trash. Improper disposal of the battery contained within this product may result in the battery heating up, rupturing, or igniting which may cause serious injury. The substances contained inside the battery present chemical risks to the environment. The recommended disposal for any H1 Folding Electric Scooter at its end-of-life is to dispose of the entire unit at or through an e-waste recycling center, program, or facility. Local regulations and laws pertaining to the recycling and disposal of lithium-ion batteries and/or products containing them will vary according to country, state, and local governments. You must check laws and regulations

corresponding to where you live in order to dispose of the battery and/or unit properly. It is the user's responsibility to dispose of their waste equipment properly in accordance with local regulations and laws.

For additional information about where you should drop off your batteries and electrical or electronic waste, please contact your local or regional waste management office, your household waste disposal service, or your point-of-sale.

## 1.4 FCC Information

### **DECLARATION OF CONFORMITY:**

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.

### **FCC RELATED INFORMATION:**

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.

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

## 2. THE DEVICE & ACCESSORIES

Please read the user manual in its entirety before using the H1 so that you may fully understand its parts and functions and be able to operate it safely.

### What's in the Box

- 1x H1 Folding Electric Scooter
- 1x Charger (The type of plug varies by country.)
- 1x Fitting for wheels swap
- 2x Screws
- 1x Hex Wrench
- 1x User Manual



Charger



Solid Tires have not this swap.

Fitting for wheels swap



Screws



Hex Wrench

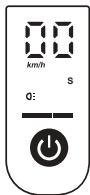
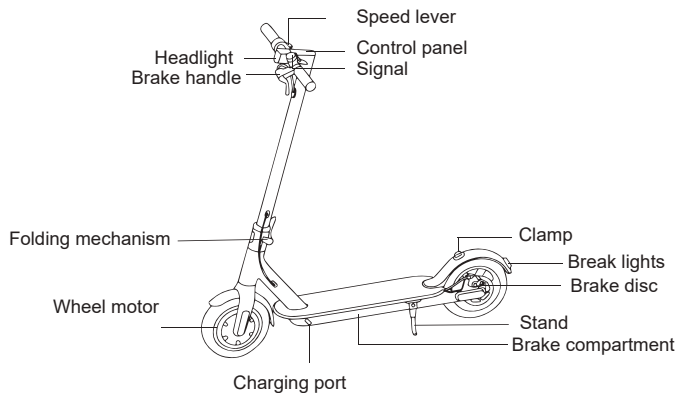


User Manual



H1 Folding Electric Scooter

### 3. FUNCTIONS



Mode Indicators

The control panel consists of a power button and a display screen. The display shows the speed, driving mode, battery level, and LED lights on.

Through the button, you can control the opening or closing of the scooter and the driving mode.

Short press to turn on, presstwicke quickly to switch the driving mode, press once to turn on and off the LED lights when turned on, and long press to turn off. (The top speed in ECO mode is 15km/h, the top speed in D mode is 20km/h, and the top speed in S mode is 25km/h)

## FAULT CODES AND SOLUTIONS

<b>E1</b>	<b>Communication Failure</b>	Check the connection of the communication cable between the motherboard and the display. If the error code E1 persists, the cable needs to be replaced.
<b>E2</b>	<b>Motor HALL Line Failure</b>	Check if the HALL line connecting the motherboard and the motor is properly connected. If the connection is fine but error code E2 still appears, the motor needs to be replaced.
<b>E3</b>	<b>Overheat Protection</b>	When climbing continuously and the temperature exceeds 80 degrees, error code E3 will appear. Simply stop for a while to cool down and recover.
<b>E4</b>	<b>Controller Fault</b>	When error code E4 appears on startup, it indicates a controller short circuit and requires replacing the controller.
<b>E5</b>	<b>Low Voltage Protection</b>	When error code E5 appears, it indicates a low voltage protection alert, meaning the voltage has dropped below 30V. Check the battery level on the display, which should be at the last bar. Charging will resolve the issue.
<b>E6</b>	<b>Stall Protection</b>	Error code E6 usually appears when the throttle is forcefully pressed while the wheel is jammed. Check if the wheel is blocked.
<b>E7</b>	<b>Throttle malfunction</b>	Check if the white 3P wire between the display and the throttle is properly connected. If the connection is fine but error code E7 still appears, the throttle needs to be replaced.
<b>E8</b>	<b>Controller Overcurrent Protection</b>	Error code E8 indicates overcurrent protection due to high temperature or a motor wire short circuit. Restart the scooter to see if the error persists. If the error remains, check if the motor is jammed by pushing the scooter. If it's jammed, the motor or controller may be damaged. If it moves, the issue might be high temperature; wait a few minutes and try again.

## 4. ASSEMBLING THE DEVICE



1. fix the steering rod and open the parking bridge.



2. Set handle bars vertical.



3. Using hex wrench in the packing box to tighten the screws on handle bar.

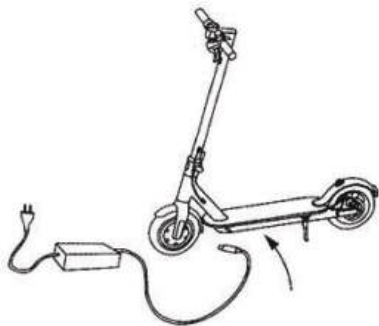


4. Testing the power switch after finish assembling.

### Power Button

Press power button to turn on the vehicle. Press and hold a button for 2 seconds to turn on the device. When switched on : press power button to turn on/off a flashlight; press a power button twice to normal mode and power saving mode.

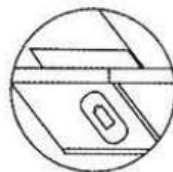
## 5. CHARGING SCOOTER



Open the cover

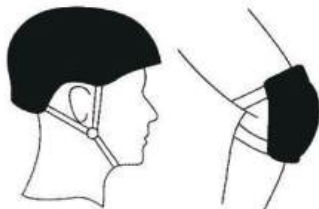


connect the charger



close the cover

## 6. LEARNING DRIVING



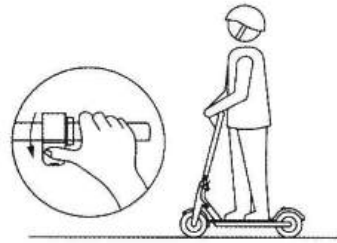
Please wear helmet and knee pads when practice.



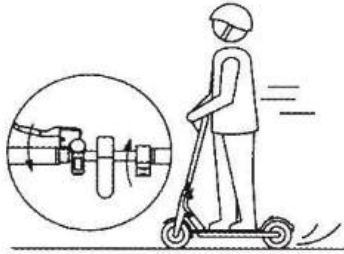
1 .Power on and The display will turn off.



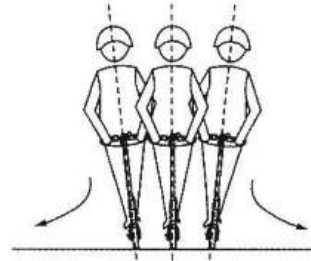
2. Stand on pedal with one leg, hit the ground with the other leg.



3. Step on the other leg when the scooter is moving, then press the accelerate button. (only accelerate when the scooter speed is beyond 5km/h)



4. loose the accelerate button when slow down. Energy recovery systems will open itself to slow down. Press the left disc brake tightly if want to brake urgently.



5. lean your body left slightly to turn left, lean your body right slightly to turn right. And turn the handlebar slowly.

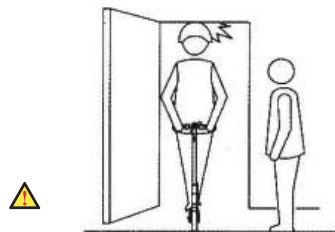
## 7. SAFETY INSTRUCTIONS



It is not recommended driving on the rain.



It is recommend to slightly bend knees to better adjust to a rough road. If you are travelling on a rough road, stick to low speed (5-10km/h).



Entering into any room, elevator etc. Be careful not be injured by a door frame.



Please not add speed when descending a hill.



- ⚠ While walking with a scooter, do not press a speed knob.



- ⚠ When driving it is recommended to go around various obstacles on a road.

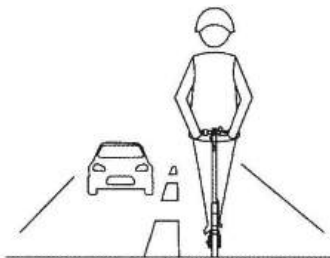


- ⚠ Please do not hang backpacks and other heavy objects on handle bars ground.



- ⚠ When driving is forbidden to place one foot on the running board or on the.

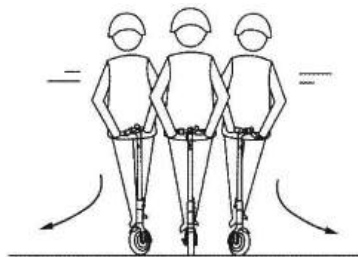
## PREVENTING DANGEROUS DRIVING



- ❌ It is forbidden to leave a scooter on a scooter wheel at high roadway for motor vehicles or ride in at a high speed.



- ❌ It is forbidden to drive through puddles, to which exceeds depth of 2cm.



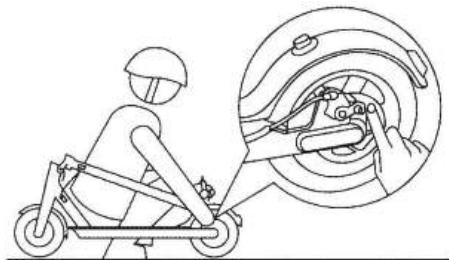
- ❌ It is forbidden to sharply turn a residential area with a large flow of passers-by.



- ❌ Never rider a scooter more than or one person, hold a child in your arms.



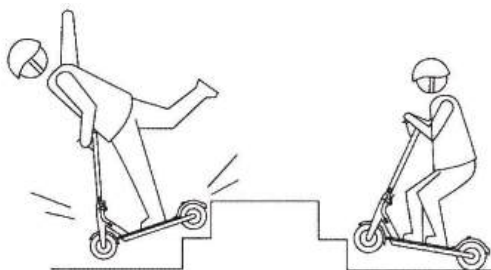
⊗ Do not tread the back of the fender.



⊗ Do not touch the disc brake.



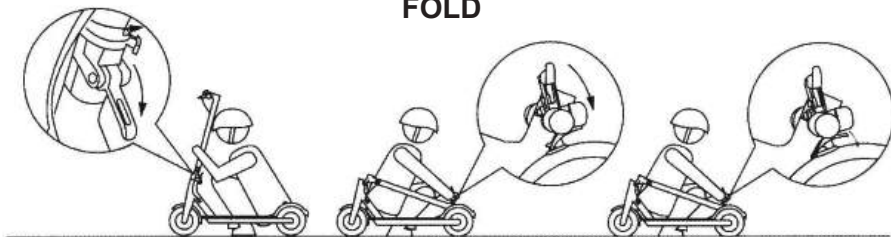
⊗ Do not driving leaving your hands.



⊗ Do not riding electric scooter up,down steps or jump over obstacles.

## 8. FOLD AND TRANSPORTATION

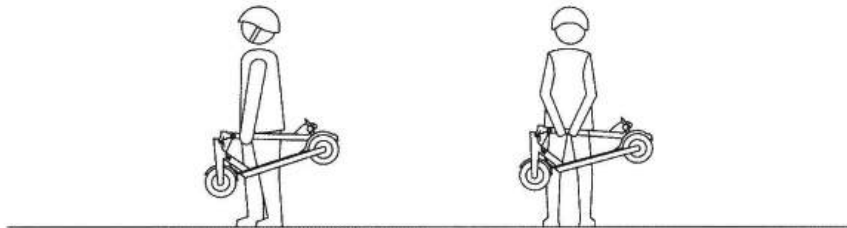
### FOLD



Make sure scooter be off , hold the front pole , loosen a lock lever and lower asteering rack .Adding a steering rack in a horizontal position and secure it byinserting a hook through a special ring , which is located on the rear wheelmudguard. To Assemble the scooter ,disconnect a steering rack lock from a hookof a mudguard ,and then lift it into a vertical position and lock a lever.

### Transportation

You can transfer folded scooter with one hand



## 9. CARE AND STORAGE

### Clean and store Electric Scooter

If you find any stains on electric scooter housing, use a soft,damp cloth to wipe the vehicle;You can use toothpaste and a toothbrush to clean the scooter from stains, and then wipe it clean with a damp cloth. If you find scratched on parts , made of plastic, use sandpaper or other grinding materials for their polishing .

**Warning :** Do not use alcohol, petrol,kerosene or other corrosive solutions , volatile chemical solvents to clean the vehicle. Otherwise,it will cause serious damage to the scooter body and can disrupt a structure of internal elements. Do not wash electric scooter under a strong pressure of the water, make sure the scooter in the off status. In addition, after charging of the vehicle, it is necessary to insert a plug back to a charging connector,otherwise you may get an electric shock, or may have serious water damage cause from water falling into this hole ,may have serious water damage.

If you do not use the scooter,store it in a dry ,cool place and do not leave the unit for a long time on the street.Leaving the device under the sun/in extremely high temperature/over-low temperature can cause rapid aging of an outer body and wheels of Electric Scooter or reduce battery life.

### Maintenance of Electric Scooter battery

1. Do not use batteries from other brands in order to avoid a dangerous situation.
2. Do not open or disassemble the battery to prevent electric shock.Avoid contact with metal objects to prevent an occurrence of a short circuit. Otherwise,the battery may have malfunction or can injure the user.

3. It is recommended to use an AC adapter,that comes in original configuration of the device,to prevent an occurrence of an accident or fire of the vehicle.
4. Improper disposal of used batteries and accumulators is the cause of severe environmental pollution.Please,dispose of batteries in accordance with local laws.Please do not dispose of batteries together with food waste.Protecting the environment together!
5. After each use of the device,charge the battery to prolong its service life.

Do not store the scooter battery in rooms with temperatures,that exceed 50°C or -20°C (for example, do not leave the battery of Electric Scooter and other batteries in cars in summer time on the hot sun), do not leave the battery near fire. As a result of these actions may deteriorate the battery, overheating and can even cause inflammation.

If within 30 days the scooter is not used, charge the battery and keep the device in a cool, dry place. Every 60 days you need to charge the battery, otherwise there is the likelihood of its failure, which is not subject to warranty services.

Avoid a full discharge of the device, it will extend battery life. When using the device at normal room temperature, the battery will be able to ride much greater distance and its performance will be better; but if you use the scooter at temperatures below 0°C, vehicle performance and permeability decrease.

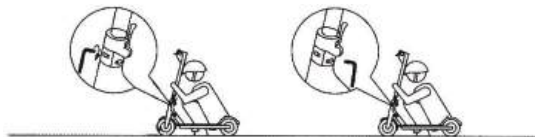
At -20°C a traveled distance is less, than the scooter in the normal conditions of half or even less. If a temperature rises, a traveled distance by the vehicle will also increase. You can check remaining distance in the Application.

**Note:** A fully charge scooter runs about 120-180 days of standby time. The battery has a smart chip, that stores information about its charging-discharging. If you are not charging the battery for a long time, it can cause serious damage, for which it is impossible to charge the device again. This kind of damage is not included in free warranty service. (Caution: Do not disassemble the device by unauthorized people, as there is a risk of electric shock or serious injury as result of a short circuit.



### **ADJUSTING A BRAKE DISC**

If a brake is very tight:using M5 hex wrench and scroll counter-clockwise screws of brake disc tensioner pulley,slightly shorten a length of a tail brake cable,thentighten a tensioner pulley,If you think that brake is very free,loosen a tensionpulley,pull a brake cable to slightly increase a length of its tail.Tighten a tensionpulley.



### **ADJUSTING A HANDLE BARS**

Staggering of steering rack: using a M5 hex wrench,tighten two screws near thefolding mechanism.



### **USING A CONNECTING PIPE TO PUMP WHEELS**

If a rear wheel of Electric Scooter deflated,connect a connecting pipe to a wheel nipple to pump it .First,remove the the a cap of pin,then tighten a fitting,and then you start to pump a wheel.

## 10. PARAMETERS

<b>Operating parameters</b>	Name	H1
<b>Dimensions</b>	Length x Width x Height[1] (cm)	108 x 43 x 106
	Folded:Length x Width x Height(cm)	108 x 43 x 50
<b>weight</b>	Gross weight	12.5kgs
<b>Conditions</b>	Max load	120kgs
	Age	16-50
	Height(cm)	120-200
<b>Main Parameters</b>	Max speed(km/h)	25
	Possibility in average condition [2] (km)	20~30
	Maximum slope(%)	14
	Suitable area	Solid road surface,smooth claysurface to overtime,obstacleshigh less than 1cm,a depth ofpools no more than 2cm
	Operating temperature range(°C)	-10-40
	Temperature of storage(°C)	-20-45
	Waterproof level	IP54
<b>Battery Parameters</b>	Rated voltages(VDC)	36V
	Max voltage of charging(VDC)	42V

	Rated power(Wh)	189.8	
	Smart battery management system	Stress,insufficient voltage,short circuit, Auto Sleep, Wake Up, Overheating protection,Control of Battery using	
<b>Motor Parameters</b>	Rated power(W)	250 / 300 / 350	
	Max power(W)	400 / 500 / 600	
<b>power adaptor parameters</b>	Rated power(W)	71	
	Rated input voltage(VAC)	100-240V	
	Rated output voltage(VDC)	42V	
	Rated current(A)	1.7	
	Charging time(h)	Est . 3.5	Est. 5

 **Attention!**

Actual driving range factors:height, weight, Road conditions,use times and other factors affect the actual endurance.

Please note!

## 1.How to download the APP

Scan the QR code to download the APP



After the app is successfully downloaded, the APP icon will be displayed.



## 2.How to use the APP

1. Please turn on the scooter, click the downloaded APP on your phone, and log in to your account (first time login, you need to register an account first).
2. Please click the "Add Device" icon, or click the "+" icon and then click "Add Device"
3. If the scooter is ready to connect, the scooter details will be displayed. Then click the "Add" icon to connect the scooter.



The homepage is displayed as shown in the figure. For specific operations, click the relevant icon.



## 11. PRESENCE OF TOXIC AND HARMFUL SUBSTANCES

Name	Toxic and harmful substances elements					
	Pb	Hg	Cd	Cr6+	PBB	PBDE
<b>Power adaptor</b>	X	O	O	O	O	O
<b>Battery</b>	X	O	O	O		O
<b>Connecting pipe</b>	X	O	O	O		O
<b>Charging port</b>	X	O	O	O		O
<b>Indicators</b>	X	O	O	X	X	X
<b>Circuit board</b>	X	O	O	X	X	X
<b>Motor</b>	X	O	O	X	O	O
<b>Housing</b>	X	O	O	O	O	O

Date provided in accordance with provisions of SJ/T 11364.  
O:toxic and harmful substances in all components of the device are contained in an amount below the limit value, according to standard GB/T 26572-2011.  
X:presence of toxic and hazardous substances at least one of components of the device in an amount, that exceeds the threshold, according to GB/T 26572-2011

## 12. WARRANTY

Warranty service is carried out in accordance with the law on «consumerrights» and the «Law on the quality of products.» The warranty service includes:

Recommendation: use the packaging for safe transport of the device. We recommend keeping the original packaging within 15 days after receipt of goods.

### 1. Warranty terms

Name	Information on warranty maintainance	Term
<b>Main Unit</b>	Frame , Motor,Hubs, Front fork	<b>1 year</b>
<b>Main Accessories</b>	Battery,Controller, Motherboard(LED Display)folding system.	<b>3 months</b>
<b>Accessories</b>	Charger,Headlight, Taillight,Brake level.Disc brake,Brakes	<b>1 month</b>
<b>Exterior parts,that easily wear out</b>	Anti-collision strip,instrument,Grips,Wheels,inner tubes, Bell,Fender,ecorative cover,foot pad, charging port,rubber stopper	<b>No Warranty</b>

#### CAUTION

1. Hex wrench,connecting pipe and other consumable component parts have no warranty.
2. incorrect building of the scooter by the customer, abnormal riding, water inflow caused by driving on rainy days. through large puddles, on excessively wet roads, or damage caused by unauthorized refitting and repairing. Will invalidate your warranty.

## 2. Non -warranty regulations

1. Authorized maintenance, misuse, collision, negligence, abuse, intake, accident.Improper use of non-product accessories,or tear up the modified label,anti-counterfeit mark.
- 2.The warranty period has expired;
- 3.Damage, caused by force majeure,
- 4.Failures, which do not correspond to the «List of faults» of EcoRider servicecenter;
- 5.A failure of the device or its components from the «Fault list» , which arose inconnection with the human factor, and which interfere with normal operation.
- 6.Failures, that have arisen in connection with the human factors (including, butnot limited to, excessive wetting device, puncture, drop, scratch and damage anouter casing,which have arisen as a result of normal use of goods)
- 7.If this product is used for commercial purposes,all warranty conditions are notmaintained.

## 3. List of faults

Name of fault	
Name of fault	Incorrect motor operation
	Problems with operation of the controller
	Problems with charger
	Problems with battery
	In use,the occurrence of cracks,deformation, etc

### 13. FCC Warning

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.

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

**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.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

A horizontal red banner with a white geometric pattern of interconnected lines forming various polygons. The text is centered on this banner.

# H1

**Electric Scooter**