



ELECTRIC SCOOTER USER MANUAL

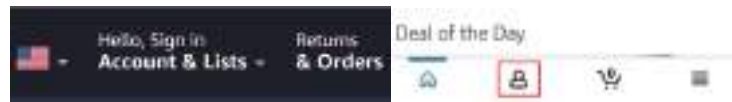
MODEL NO: H9



EN V1.2.1

HOW TO CONTACT US ON AMAZON?

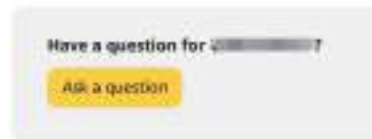
Step 1: **Log in to your Amazon account.**



Step 2: Go to **Your Orders**. Select **Problem with order** in the list.



Step 3: Click the "**Ask a Question**" button. Choose your topic from list displayed.



Step 4: Select **Contact seller**.



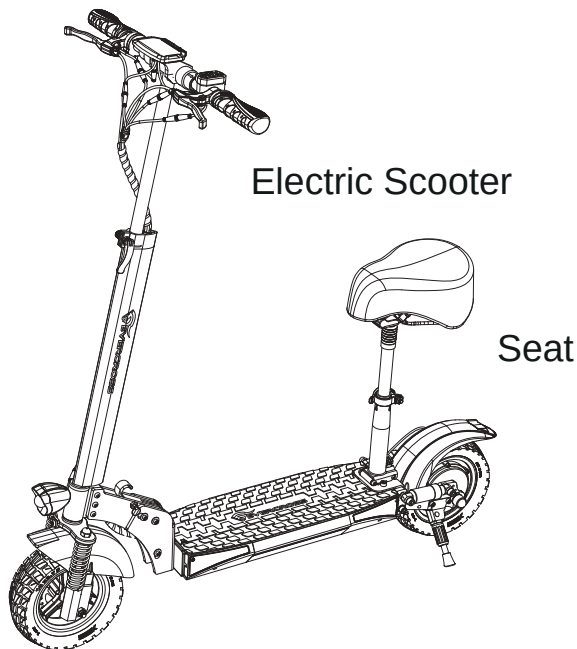
***If you purchased EVERCROSS products by other platforms or channels, please also find the corresponding seller contact support. Thanks for your support and patience!**

CONTENTS

Package Contents.....	02
Tool Kit Usage.....	03~06
Product Overview.....	07~14
Charge Your Scooter.....	15
How To Ride.....	16~17
Folding And Carrying.....	18
Smart Phone APP.....	19
Specifications & Warranty.....	20~21
Troubleshooting.....	22
Safety Instructions.....	23~26
Working Voltage And Wiring Method.....	27~29
Safety Reminder.....	30~31
Daily Care And Maintenance.....	32~34

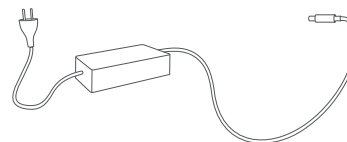
PACKAGE CONTENTS

Assembled electric scooter



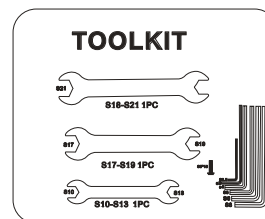
Accessories:

Charging adapter



Toolkit

User Manual



Carefully check package contents, if anything is missing or damaged, please contact our customer service for support.

TOOL KIT USAGE >>>

This document describes the use of each of the tools in the included tool kit

Hex head wrench S2.5	1. Adjust left and right handle covers. M3X10 Stainless Steel socket head cap screws.	
Hex head wrench S3	1. Adjustment Controller Screws. 2. Adjust left and right turn signal assembly screws. M4X25 socket head cap screws. 3. Adjust Display assembly screw. M5X20 socket head cap screw.	
Hex head wrench S4	1. Adjust folding handle bar attachment screws.	

Hex head wrench S4	2. Adjust kickstand attachment screw. M5X10 socket head cap screws. 3. Adjust rear fender attachment screws. M5X12 socket head cap screws. 4. Adjust bottom cover attachment screws. M5X10 Stainless Steel socket head cap screws. 5. Adjust side cover attachment screws. M5X12 flat head socket head screws. 6. Adjust stem clamp screws. M5X25 Stainless Steel socket head cap screws. 7. Adjust brake disc screws. M5X12 socket head cap screws.	
Hex head wrench S5	1. Adjust controller housing attachment screws. M6X16 socket head cap screws. 2. Adjust connector base attachment screws. M6X16 socket head cap screws.	

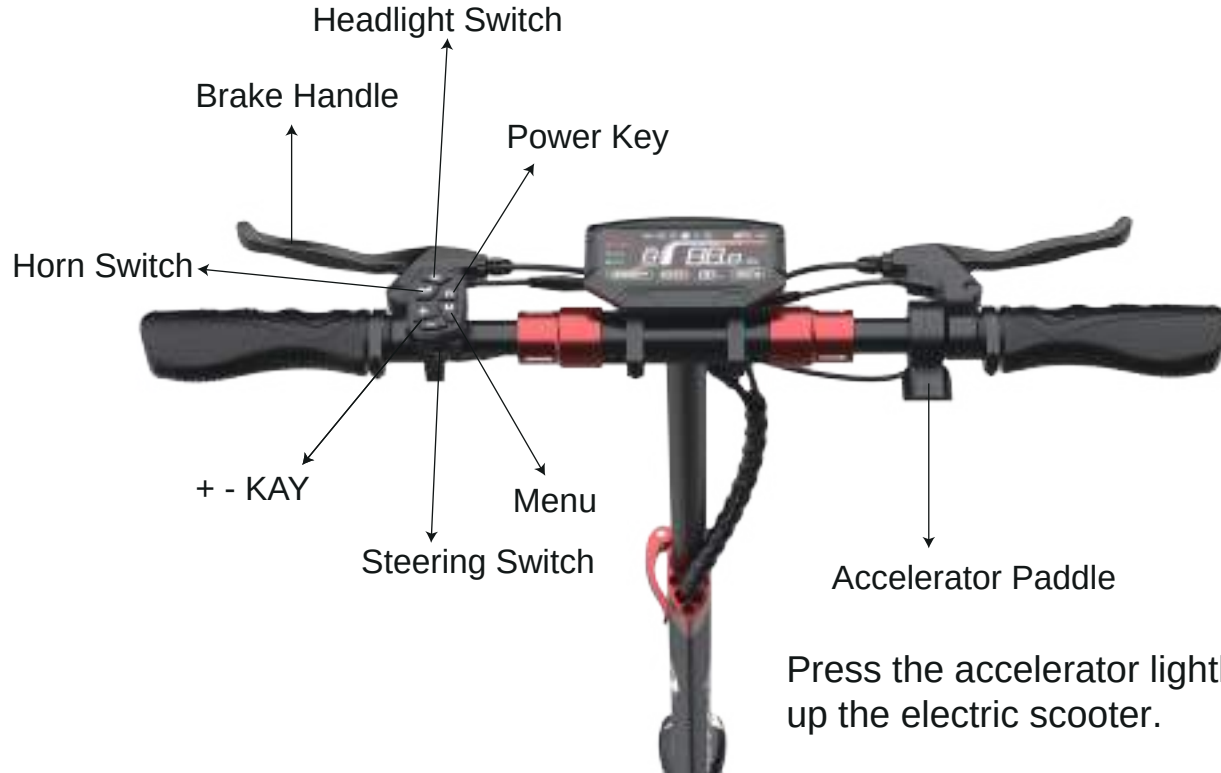
Hex head wrench S5	3. Adjust front and rear disc brake screws. M6X16 socket head cap screws. 4. Adjust seat base attachment screws. M6X16 socket head cap screws. 5. Adjust T-bar folding assembly attachment screw. M6X20 socket head cap screws. 6. Adjust headlight mounting screw. M6X16 socket head cap screw. 7. Adjust left and right hand brake levers. M6X20 socket head cap screws. 8. Adjust stem clamp screw. M6X30 Stainless socket head cap screw.	
Hex head wrench S6	1. Adjust shock absorber attachment screws. M8X35 & M8X45 socket head cap screws.	

Hex head wrench S8	1. Adjust front wheel axle screw. M10X160 socket head cap screw. 2. Adjust rear wheel fork assembly screws. M10X150 socket head cap screw.	
Open end combo wrench S17-S19 (17mm x 19mm)	1. Adjust front wheel axle nut.	
Open end combo wrench S18-S21 (18mm x 21mm)	1. Adjust motor nut.	

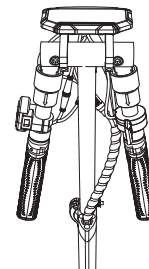
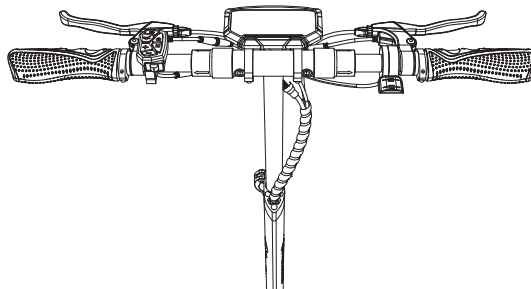
PRODUCT OVERVIEW >>>



1. Function Button



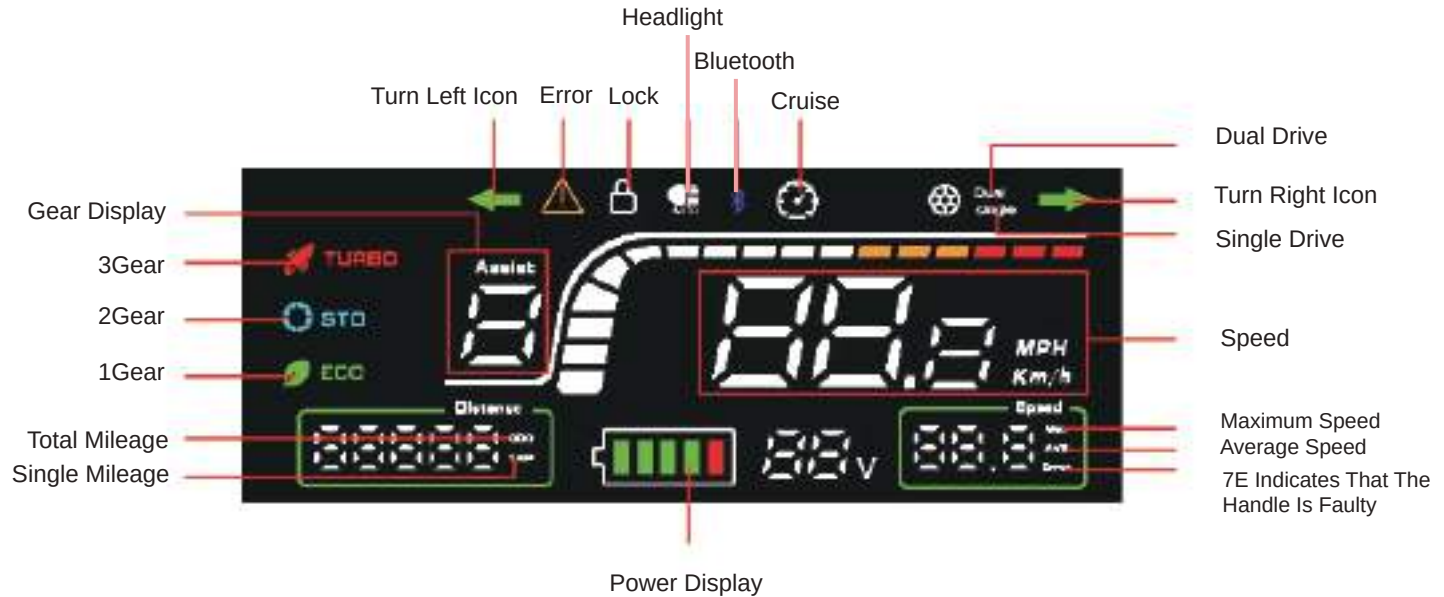
Press the accelerator lightly to speed up the electric scooter.



Warm reminder: To make folding more convenient, the ferrule and shaft are not fully tightened, it is normal if there is a gap. Please be assured that this will not affect driving safety.

If necessary, you can adjust it by yourself: adjusting the screw clockwise will loosen the handle, adjusting the screw counterclockwise will tighten the handle.

2. Intelligent Accelerator & Dashboard



Function:

1.Speed Icon
MPH, KM/H



2.Gear Icon



Speed Limit Mode
(Press M five times to change the mode)

1st gear: 6.2MPH
2nd gear: 9.3MPH
3rd gear: 15.5MPH

Remove Speed Limit Mode

1st gear: 9.3MPH
2nd gear: 19MPH
3rd gear: 28MPH

3. Cruise Icon



After the motor is running, keep the speed for 5 seconds and then the cruise indicator lights up. After releasing the speed control handle, the motor keeps running at the original speed. When you brake or accelerate again, the cruise mode will end.

Headlight Switch

Horn Switch

+Key

Steering Switch



Power Key

Menu

- Key

Function operation tutorial:

- 1: Press and hold the power button to turn on the machine, display animation; enter the riding mode of the main interface; press and hold the power button for 3 seconds to turn off the instrument.
2. Press the up button to increase the gear, press the button to decrease the gear; the gear is 1-3; the default gear is the gear before the last shutdown;
- 3: Short press the headlight button to switch the headlight on and off;
- 4: Press and hold the horn button, the horn will sound, release the horn button, the horn will go out;
- 5: Press and hold the MENU button for 3 seconds to enter the parameter setting, respectively P01-P16; short press the MENU button to switch between P01-P06, press the up and down keys to increase or decrease the parameter value; return to the riding mode after 5 seconds without the button.
6. To unbind the APP, press and hold the switch button for 10-12 seconds to turn it off and hold it for 10-12 seconds. After the buzzer beeps and turn it on, the APP binding can be unbound and the total mileage will be cleared at the same time.

Parameter settings:

Long press the MENU button for 3 seconds to enter the parameter setting; short press the MENU button to switch P01-P06, press the up and down keys to increase or decrease the parameter value; return to the riding mode after no button for 5-8 seconds.

1 .P01:Set the speed unit, you can choose km/h and miles; the default is km/h ;



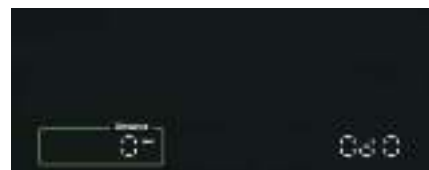
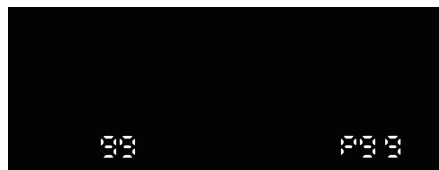
2.P05: Set the cruise switch: 1 is to open the constant speed cruise function, 0 is to close; the cruise start time is 6-8 seconds;

3. P06: Set zero start and non-zero start, 0 is zero start, 1 is non-zero start; the default is 0, zero start;



4. P99: To restore the factory settings, press and hold the "+" button for 3-5 seconds in this mode, wait for 99 to become --, that is, restore the factory settings successfully, and automatically return to the riding interface;

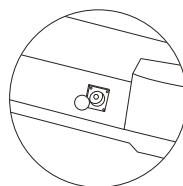
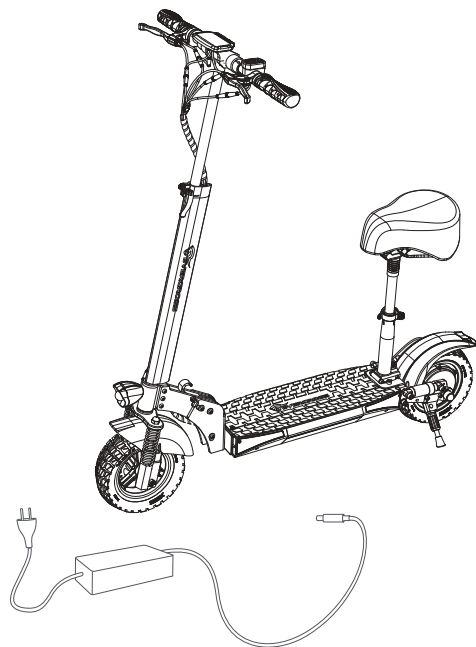
5. 0d0: The total mileage is cleared. In this mode, press and hold the "+" button for 3-5 seconds, the total mileage will be reset to 0, and it will automatically return to the riding interface.



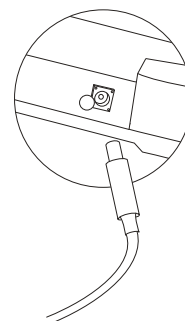
CHARGE YOUR SCOOTER

Charging condition description:

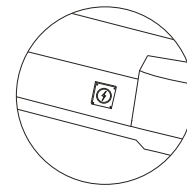
The scooter is fully charged when the LED on the charger changes from red to green



Lift up the rubber flap

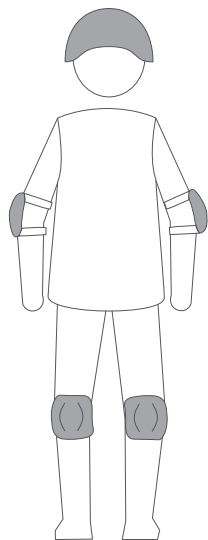


Plug the charging adapter into the charging port

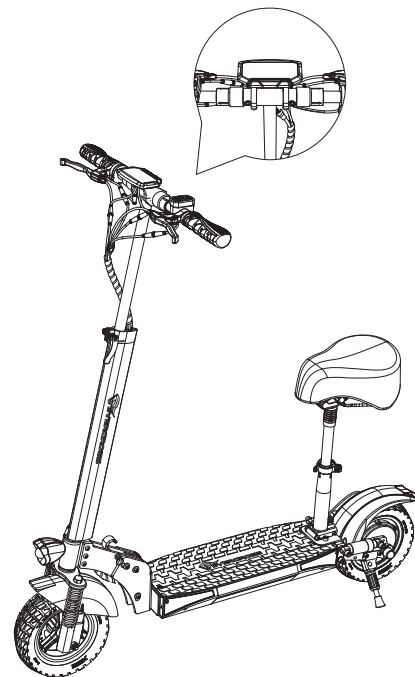


When charging is completed, put back the rubber flap

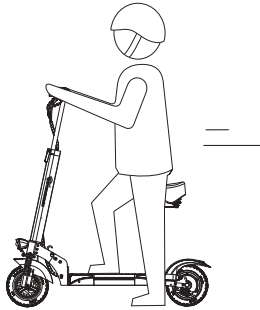
HOW TO RIDE >>>



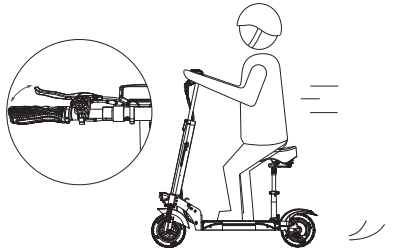
Warning: Wear a helmet, elbow pads and knee pads. Please read the instruction carefully before using. Do not touch the brake system. Refer to the instruction for more information



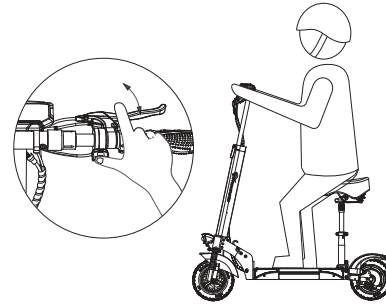
1. Turn on the scooter, and check the power indicator



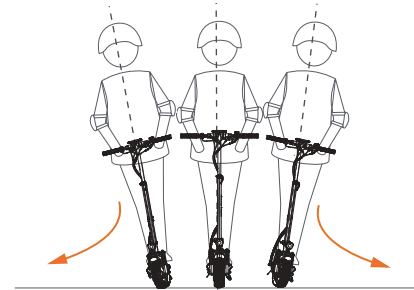
2. Step on the deck with one foot, and slowly kicks off the other on the ground. When the scooter starts to coast, put both feet on the deck and press the accelerator (the accelerator initiates once the coasting speed exceeds 5km/h)



4. Release the accelerator and the kinetic energy recovery system initiates automatically to brake slowly; And squeeze the brake lever for a sudden brake

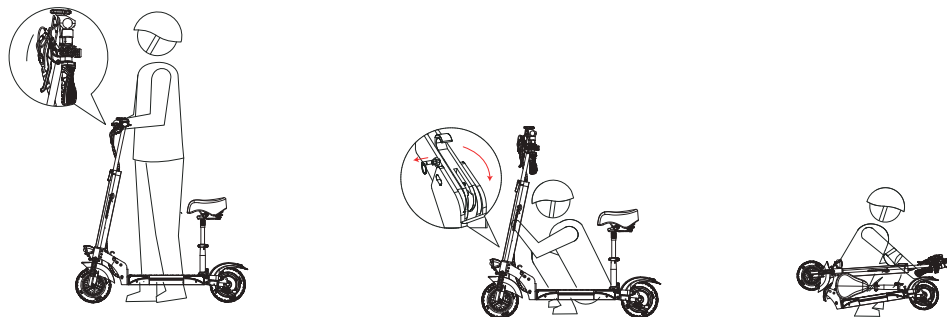


3. When the scooter is at a full stop, the accelerator automatically turns off. To restart the scooter, it is necessary to repeat step 2

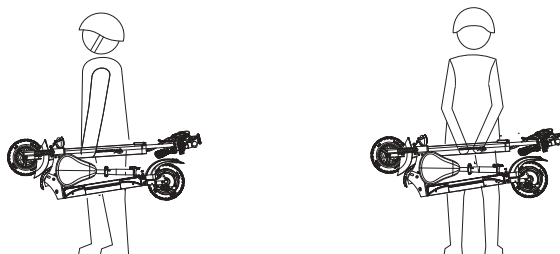


5. Tilt your body to the steering direction as you turn, and slowly turn the handlebar

FOLDING AND CARRYING >>>



The scooter needs to be turned off before folding. Hold the handlebar stem, controlled by the folder device.



Hold the handlebar stem with either one hand or both hands to carry.

SMART PHONE APP >>>

Your H9 is an App-enabled electric scooter that works with most mobile devices. You must download the app in order to change certain features of your electric scooter.

You could download the APP in the following two ways:

Method 1: Search for the APP from either the App Store or Google Play Store to download.



Method 2: Please scan the following QR code to download the app.

Warm Tips: Please note that your electric scooter must be powered on and your smart phone's Bluetooth must be enabled. And then, pairing with the selected electric scooter and use the PIN "888888".

More fun and useful APP functions are waiting for you to explore and discover!

SPECIFICATIONS & WARRANTY >>>

Product Name:	H9
Package Dimension:	50*11.8*18.1 IN (127*30*46CM)
Gross Weight:	66.49 lbs (30.16KG)
Motor Power:	Peak power: 800W; Rated power: 500W
Battery Capacity:	48V 14AH(Customized according to the model)
Standard Voltage	48V
Motor Type:	Strong Brushless Motor
Tire Type:	10" Solid Tires
Maximum Load:	330 lbs (150KG)
Recommended Load:	100-220 lbs (45KG-100KG)
Charging Time:	6-8H
Brake Type:	Front & Rear Disc Brake
Maximum Speed:	General Mode: 15.5MPH(25KM/H); Sport Mode: 28MPH(45KM/H) →→→under 75kg

Mileage Range:	18-28 Miles (30KM-45KM)
Battery	Lithium-ion battery
Working Temperature	-10 ~ 40℃ (14~104°F)
Charging Temperature	10 ~ 40 ℃ (50~104°F)
Relative Humidity of Storage	5% ~ 95%

NOTE: Data may vary due to different speed mode, weight load, battery, temperatureare, road conditions , etc, and are subject to change without notice.

*The heavy the load, the decrease the speed and mileage.

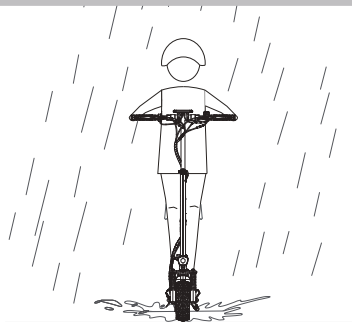
*The speed will decrease as the battery power decreases or the load increases.

TROUBLESHOOTING

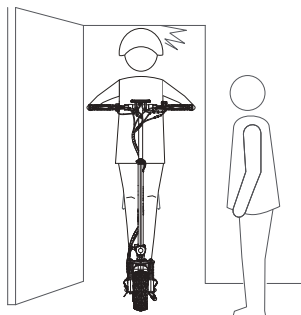
Attached table: error code definition table

Error Code	Definition
3E	Rear drive motor stalled or lack of phase.
4E	Low battery voltage protection, undervoltage protection.
5E	After the system is powered on, check that the brakes are working properly. If the brake signal is less than 0.75 volts for an extended period of time, the brake is faulty
6E	Detect whether the Hall commutation signal of the rear drive motor is faulty, and check whether the Hall signal connector is in bad contact. If the state still occurs after reconnecting the terminals, the Hall of the rear drive motor is damaged.
7E	The system is powered on to detect whether the handle is out of control, or the signal of the handle is less than 0.75 volts. Or the customer turns the handle before the system works, and the fault can be eliminated after reset.
8E	Rear drive controller failure.
10E	The communication between the meter and the controller is faulty, the controller cannot receive the signal from the meter, and the yellow cable is not connected
15E	The communication between the meter and the controller is faulty, the meter cannot receive the signal from the controller, and the green cable is not connected

SAFETY INSTRUCTIONS >>>



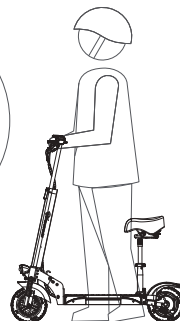
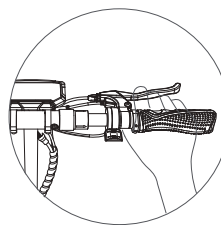
Do not ride in the rain



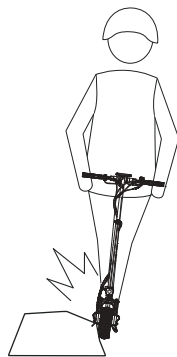
Look out for doors, elevators and other overhead obstacles



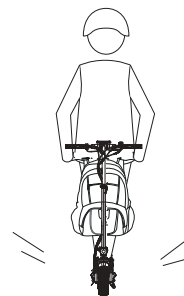
Do not accelerate when you go downhill



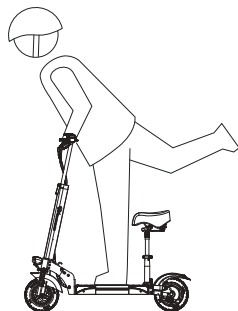
Do not press the accelerator when you're walking alongside the scooter



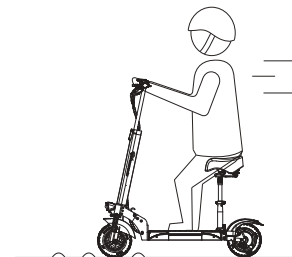
Always steer clear of obstacles



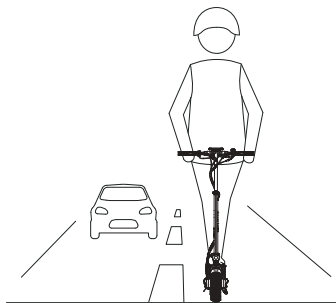
Do not hang bags or other heavy stuff on the handlebar



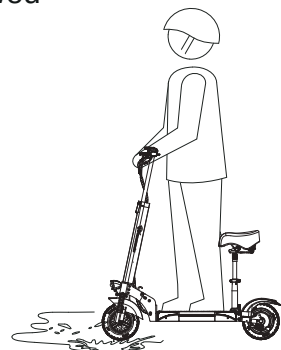
Keep both feet on the deck all time



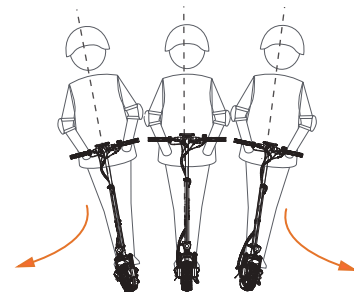
Keep your speed between 5–10 km/h when you ride through speed bumps, elevator door stills, bumpy roads or other uneven surfaces. Slightly bend your knee to better adjust mentioned surfaces



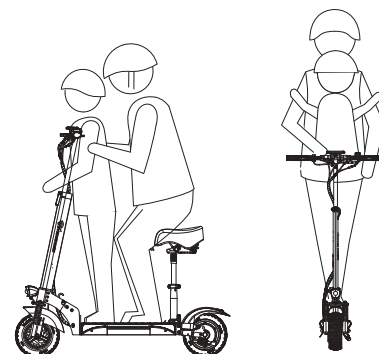
Do not ride in traffic lanes or residential areas where vehicles and Pedestrians are both allowed



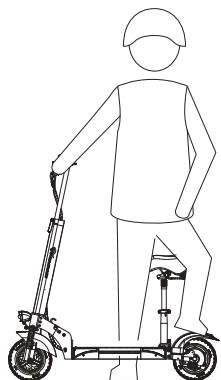
Do not ride through puddles or any other (water) obstacle. In such a case please lower your speed and bypass the obstacle.



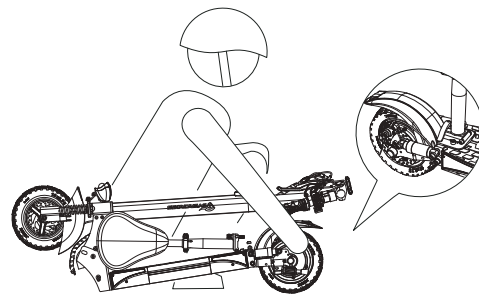
Do not turn the handlebar violently during high-speed riding



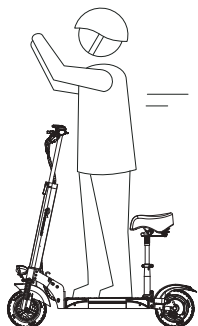
Do not ride with anyone else, including children



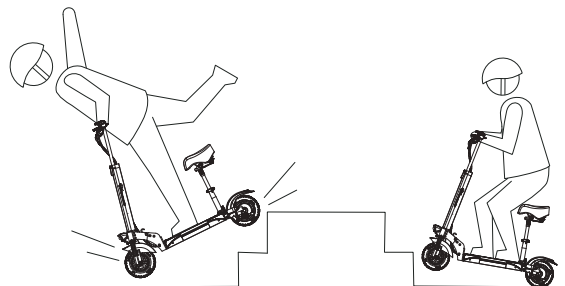
Do not keep your feet on the rear mudguard



Do not touch the disc brake



Do not keep your hands away from handlebar



Do not try riding up or down stairs, and jumping over obstacles

WORKING VOLTAGE AND WIRING METHOD

1. Working voltage: 48v compatible, other voltages can be customized.
2. Wiring method

Controller plug:

Six pin male 	Wiring sequence	Standard color	Function
	NC	Blue	-
	P+	Red	Positive power supply
	TXD	Yellow	Serial port receiving
	RXD	Green	Serial sending
	GND	Black	Negative pole of power supply
	DMS	White	Electric door lock

Button plug:

Seven pin female 	Wiring sequence	Standard color	Function
	LH	Blue	Left turn signal
	DMS	Red	Electric door lock
	ON/OFF	Yellow	Switch signal
	Button	Green	Key signal
	GND	Black	Negative pole of power supply
	RH	White	Right turn signal
	HORN	Purple	Speaker positive

Turn the plug:

Three pin female 	Wiring sequence	Standard color	Function
	4.3V	Red	Throttle positive
	GND	Black	Throttle negative
	HC	White	Throttle signal

Headlight plug :

Five pin male 	Wiring sequence	Standard color	Function
	LIGHT	Red	Headlight positive
	LL	Black	Positive electrode of left turn signal lamp
	RL	Green	Positive pole of right turn signal lamp
	HORN	Blue	Speaker positive
	NC	Yellow	-

Electrical Parameters

Parameter Description	MIN	Typical	MAX	deviation	Unit
Supply voltage VCC	38	48	55		V
Working current	50	100	150		mA
Headlight output voltage		VCC			
Headlight output current			400		mA
Speaker output voltage		VCC			
Speaker output current			50		mA
PCB substrate	FR-4				
Power main chip	SL3036				
MCU main chip	CX32L003				

SAFETY REMINDER! >>>

1. The scooter is intended for riders older than 15 years. Do not ride the scooter if you suffer from reduced physical, sensorial or mental capabilities. Riders with a lack of experience or knowledge should drive carefully.
2. This electric scooter is a leisure device. But once they're in a public area, they'll be seen as vehicles, subjecting to any risks faced by vehicles. For your safety, please follow instructions in the manual and traffic laws and regulations set forth by government and regulatory agencies.
3. At the same time, you should understand that risks cannot be entirely avoided as others may violate traffic regulations and drive incautiously, The faster the scooter is, the longer it takes to stop. On a smooth surface, the scooter may slip, lose balance, and even result in a fall. Thus it is crucial that you use caution, keep proper speed and distance, especially so when you're unfamiliar with the place.

4. Riding with high speed or a speed that is not appropriate or adequate for the situation (bad weather conditions, bad surface conditions, or the like) may lead into a potential loss of stability or loss of control. To reduce any risk, you must follow all instructions in this user manual. Be careful when folding and unfolding the product, it may fall and cause injury.

5. Check the scooter before every use. When you note loosen parts, low battery alerts, flat tires, excessive wear, strange sounds, malfunctions and other abnormal conditions, stop riding immediately and call for professional support.

6. When riding a scooter, you need to hold the handle with both hands to avoid shaking and falling down.

7. Always place the scooter on its stand on a flat and stable surface. The scooter must be placed with the stand against the slope to prevent it from tipping over. Never place the scooter with the front facing down the slope, as the stand may close and tip the machine.

DAILY CARE AND MAINTENANCE >>>

Cleaning and storage

If you see stains on the scooter's body, wipe them off with a damp cloth. If the stains won't scrub off, put on some toothpaste, and brush them with a toothbrush, then wipe them off with a damp cloth. If you see scratches on plastic parts, use sandpaper or other abrasive materials to polish them.

Notes:

Do not clean the scooter with alcohol, gasoline, kerosene or other corrosive and volatile chemical solvents to prevent dire damage.

Do not wash the scooter with a high-pressure water spray.

During cleaning, make sure that the scooter's turned off, the charging cable is unplugged, and the rubber flap is closed as water leakage may result in electric shock or other major problems.

When the scooter's not in use, keep it indoors where it is dry and cool. Do not put it outdoors for long time. Excessive sunlight, overheating and overcooling accelerate tire aging and compromise the scooter and the battery pack's lifespan.

Maintenance:

Always charge before exhausting the battery to prolong the battery's lifespan. The battery pack performs better at normal temperature, and poor when it is below 0°C. For instance, when it is below -20°C, the riding range is only half or less at normal state. When the temperature rises, the riding range restores.

Scooter shall be only be used with original batteries and charging of the Scooter shall only be done by the original charging adapter supplied with the Scooter (or any battery model or charging adapter model approved by the manufacturer as compatible).

Do not place the battery in an environment where the ambient temperature is higher than 50°C or lower than -20°C (e.g., do not leave the scooter or the battery pack in a car under direct sunlight for an extended time).

If the scooter is expected to be left idle for more than 30 days, please fully charge the battery and place it in a dry and cool place. Keep in mind to recharge it every 30 days to protect the battery from potential damage which is beyond limited warranty.



Batteries/rechargeable Batteries

In accordance with the battery regulation you are legally obliged as an end user to return all used batteries. Disposal in the regular household waste is forbidden by law.

On the most batteries you will find the symbol which remember you about this regulation. Beside this symbol there is usually information about the contained heavy metal. Such heavy metals require an environment friendly disposal. As an end user you are legally obliged to submit used batteries at the appropriate collection point of your city or commercially.

If you have doubts contact your local authorities for information about a correct and environment friendly disposal option.



Recycling Loop

Packaging material can be conveyed back to the raw material cycle. Dispose of packaging material in accordance with legal provisions. Information can be retrieved from the return or collections systems of your community.

FCC WARNING STATEMENT >>>

FCC Warning Statement

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

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.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

The device has been evaluated to meet general RF exposure requirement.

***For the Canada market, please refer to IC-ID related regulations.**

WARRANTY >>>

This product comes with a 30 day limited replacement warranty for manufacturer's defects. This includes defects to the motor, gyroscopic sensor battery, etc.

The following conditions comprise the requirements and scope of our warranty conditions:

1) The warranty does not cover over-charging, or damages due to improperly maintaining lithium-ion battery installed in unit. The warranty does not cover tires and other parts, which are considered consumables, parts that break easily such as glass or plastic or defects based on normal wear and tear.

2) The warranty will be performed in such a way that we shall decide whether to repair the defective parts or to replace them with working parts free of charge. EVERCROSS reserves the right to exchange the product for a replacement product of equal value if the product sent in cannot be repaired within a reasonable time or at a reasonable cost.

3) The warranty claim does not apply if repairs or other work is carried out by unauthorized persons or if our products are equipped with additional parts or accessories that are not approved for our product.

4) 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 any replacement parts installed ends with the warranty period for the entire product.

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

EVERCROSS can refuse any service claim made that is not covered by the warranty. Please contact support@evercross.eu for pricing and availability of repairs, outside of warranty.

CONTACT



Please contact us directly if you experience any riding, maintenance, safety, errors/faults issues with your EVERCROSS product.

E-mail Service: support@evercross.eu



official_evercross



official_evercross



Evercross Official



EVERCROSS



<https://www.evercross.eu/>



For warranty information, Please visit us at:
<https://www.evercross.eu/>