ECOOTER

USER MANUAL

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Wuxi Ecooter Technology Co.,Ltd

www.ecomoter.com

www.ecooter.cn

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Catalogue

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1. About manual

1.1User notify

Welcome to join Ecooter family! Please follow us to use all the functions of this manual correctly and safely. In order to drive safely,please use our scooter according to your local regulations,requirements and make sure to read this manual carefully before driving, and check the knowledge as below,Fully understand all information of this manual, including all operation and notification and warning label.

For personal modify, use unofficial component, Ecooter has no responsibility. For any question and help, please call your local dealer!

1.2 Safety notify

In order to protect yourself and other people,please abide by the rules as below,

(1)If you take medicines which is possible to effect drive capacity, drink, feel uncomfortable,please do not ride the scooters on the road.

(2)Please abide by the traffic rules and road sings,always check the road traffic and scooter, to avoid the dangers.

(3)Please take necessary safety equipment,such as helmet, clothes,glove,boots.

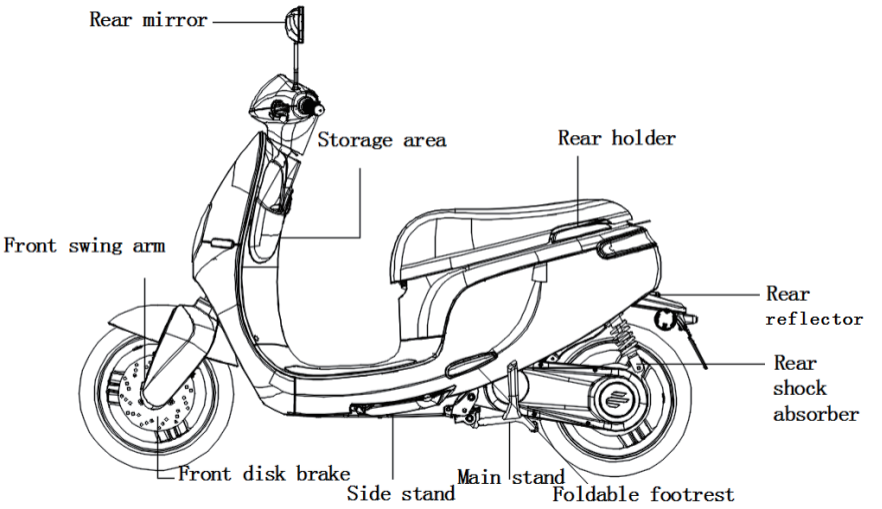
(4)Please make basic inspection before riding on the road,make sure the light,brake,treys can good work,correct trey pressure,without loose and noise,and make regular maintenance at service center.

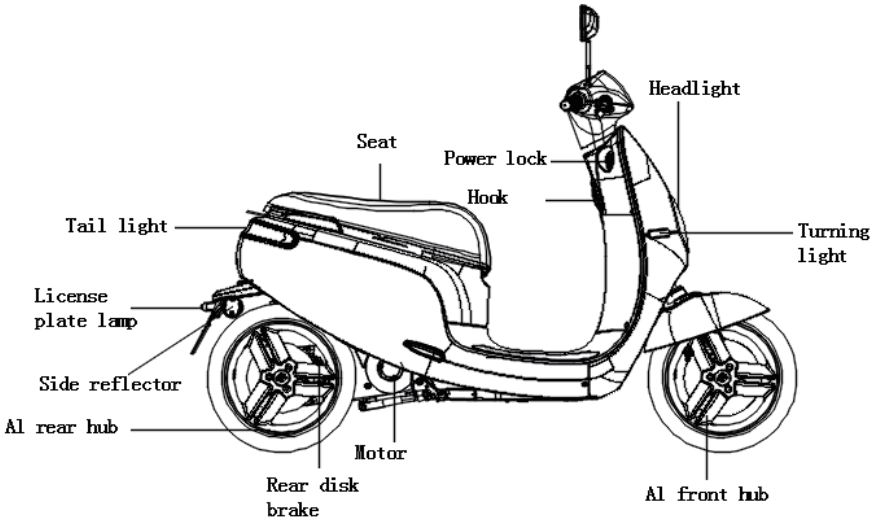
(5)In order to make you and others safety,please do not use high beams light on the good lighting condition.

(6)Please do not use mobile phone when riding on the road.

2.Component instruction

2.1Component description E1





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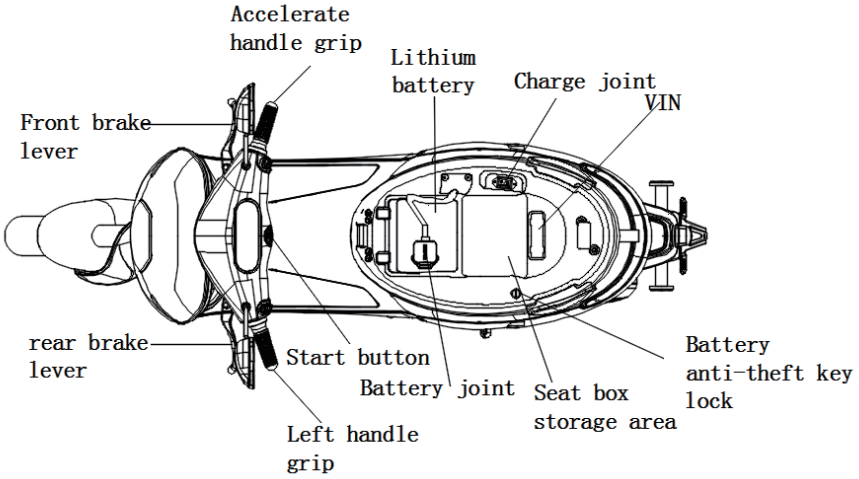
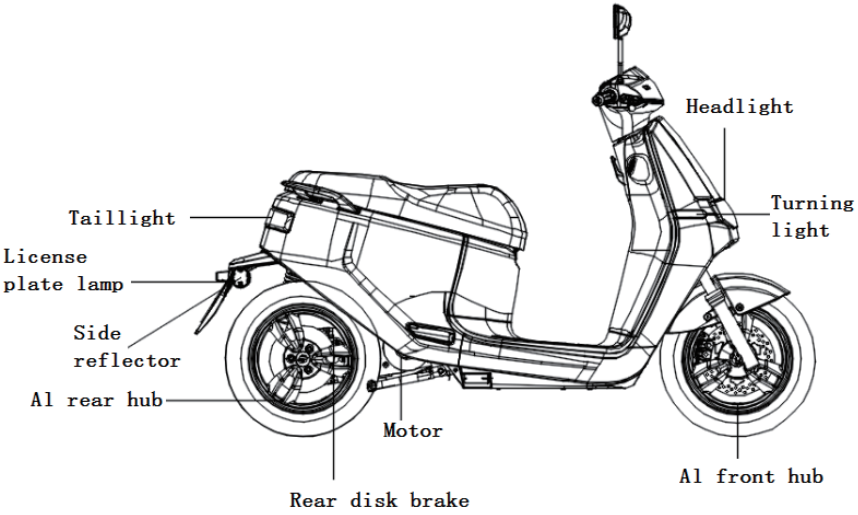
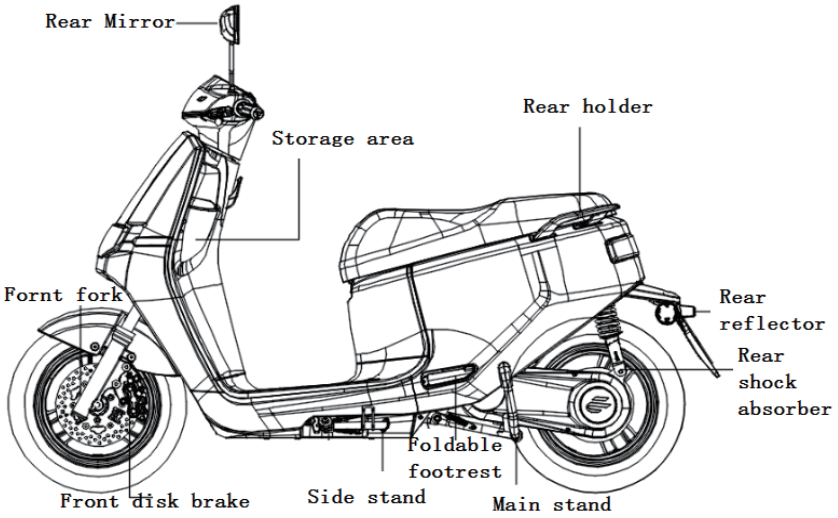
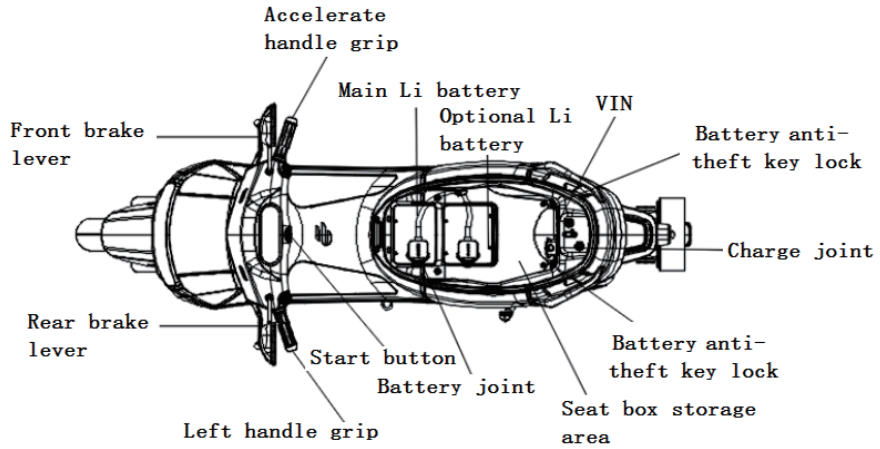




2.2Component description E2





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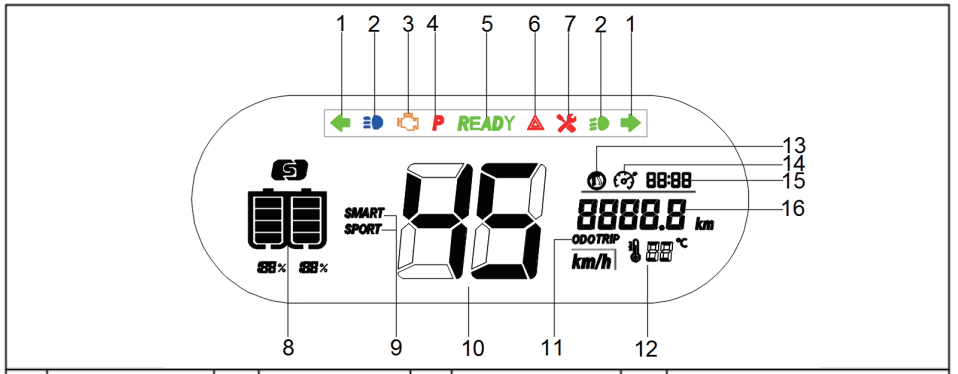
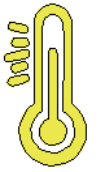
2.3Dashboard diagram and fault code

Dashboard diagram



Item	Name	Color	Remarks	Item	Name	Color	Remarks
1	turning light indication			9			Smart: low speed, Sport: high speed
2	headlight indication			10	Speed indication		
3	OBD indication			11	Mileage mode indication		ODO:total driving mileage, Trip:driving distance per time
4	Parking indication			12	Temperature indication		
5	Ready indication			13	Side support power off indication		
6	Double flash warning indication			14	Fixed speed cruise indication		
7	Scooter fault indication			15	Time indication		
8	Battery capacity indication			16	Mileage indicator		

	Error warning:it will be on when an operation error occurs
	Low beam:Light follow low beam
	Self-check/failure warning :it will be on when the system exception or reach the maintenance mileage to remind the owner to do a maintenance.
	OBD Indication
	System temperature protection:It will be on when the power system or battery temperature is abnormally high, at this moment,the electric scooter will lower power output or the current will cut off automatically.
	Turning light:flashing with indicatoror the system is briefly abnormal
	High beam:light follow high beam

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Fault code

Fault code	Code meaning	Reason	Solution
E001	Controller stoped working temperarily	Locked roter	Check if rear wheel blocked
E002	Controller stoped working temperarily	Undervoltage or overvoltage	Battery capacity runing down or battery overvoltage, check charger if damaged. If issue continues, please contact service station
E003	Controller stoped working temperarily	Overcurrent	If issue continues, please contact service station
E004	Controller stoped working temperarily	Controller over temperature	Move vehicle to cool place, and avoid heavy driving
E005	Controller fault	Power tube fault, driving power fault	please contact service station
E006	Controller verification failed	Illegal controller and controller fault	Check if it is not original controller from manufacturer
E007	Motor fault	HALL fault、Default phase	please contact service station
E008	Battery over protection	Battery charging saturation	Please check if charger damaged; Check charger part no.and vehicle if conformed.If issue continues, please contact service station
E009	Charging overcurrent protection	Charging overcurrent protection	Please check if it is used for specific model If issue continues, please contact service station
E010	Charging fobbiden at low temperature	Lower than 0℃ for continuous 30s、lower than -20℃ for continuous3s	Please put battery inside house, wait till battery temperature higher than 3℃ and it can recover itself
E011	Battery over discharge alarm	Battery capacity run down, BMS will be over protected	Charging battery using charger
E012	Discharging over current alarm	Battery current come to protection value, BMS will be over protected for overcurrent	Please check if it is used for specific model If issue continues, please contact service station
E013	Battery over temperature alarm	Battery temperature comes to protection value, BMS will be protected for overheat	Please remove battery and put to a cool place，until battery cell temperature lower than 60℃ and it can recover to use

Fault code	Code meaning	Reason	Solution
E014	Charging and discharge forbidden at low temperature	Battery cell lower than -20℃ for continuous 5s	Please remove battery and recover to use when battery higher than -15℃
E015	Accelerate handle grip fault	Accelerate handle grip fault	Please contact service station.
E016	Controller communication fault	Controller returns no data	Please contact service station
E017	Battery communication fault	Battery returns no data or fault data	Please check if battery plug tight If issue continues, please contact service station
E018	Controller communication fault	APP box fault、Main cable fault	Please contact service station
E019	Controller communication fault	SIM card verification failure	Please contact service station
E020	Controller communication fault	Communication module fault	Please contact service station
E021	Controller communication fault	GPS fault	Please contact service station
E022	Controller communication fault	GPS antenna short circuit	Please contact service station
E023	Controller communication fault	GPS antenna open circuit	Please contact service station
E024	Controller communication fault	Not written in vehicle SN	Not written in APP series number(flash) Please contact service station
E026	Lamp controll communication fault	Cable fault or parts damaged	Please contact service station
E027	Remote control	Vehicle is in stolen locked status	Please contact service station
E028	Brake fault		
E029	Tyre pressure fault		

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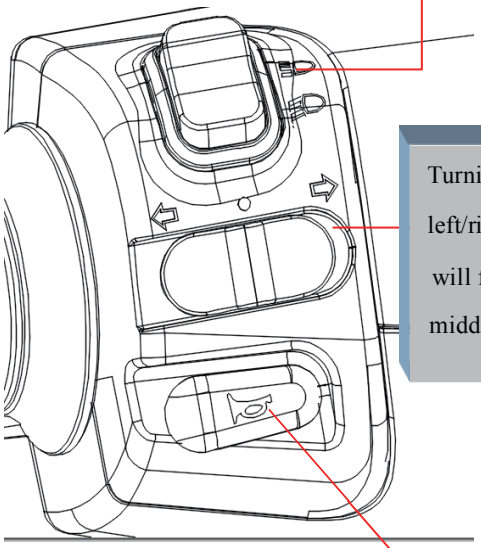
3.User instruction

3.1Operation guide

3.1.1Left switch assembly

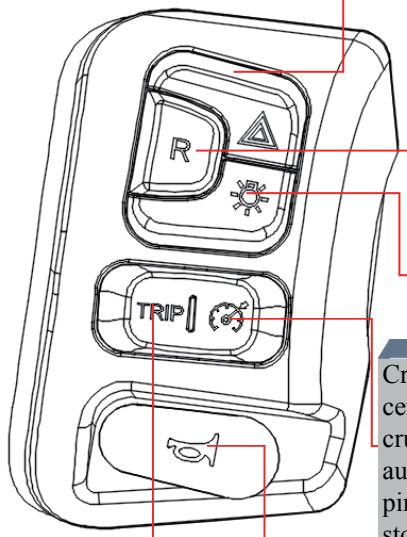


High beam / low beam shifting button: When the head light is on, press this button, the head light will shift between low beam and high beam.

Turning light button: Turn the switch to the left/right side, the left/right direction light will flash and beep, turn the switch to the middle to turn off the left/right direction light.

Horn button： Press to make sound.

3.1.2 Right switch assembly



Double flashing warning button: When the left and right turning lights are not activated, press this button once, the left and right turning lights will flash together.Press this button again to turn it off.

Reverse button:Press this button to go backward auto. Reverse speed<5Km/h.

Headlight button:Press to switch ON or OFF

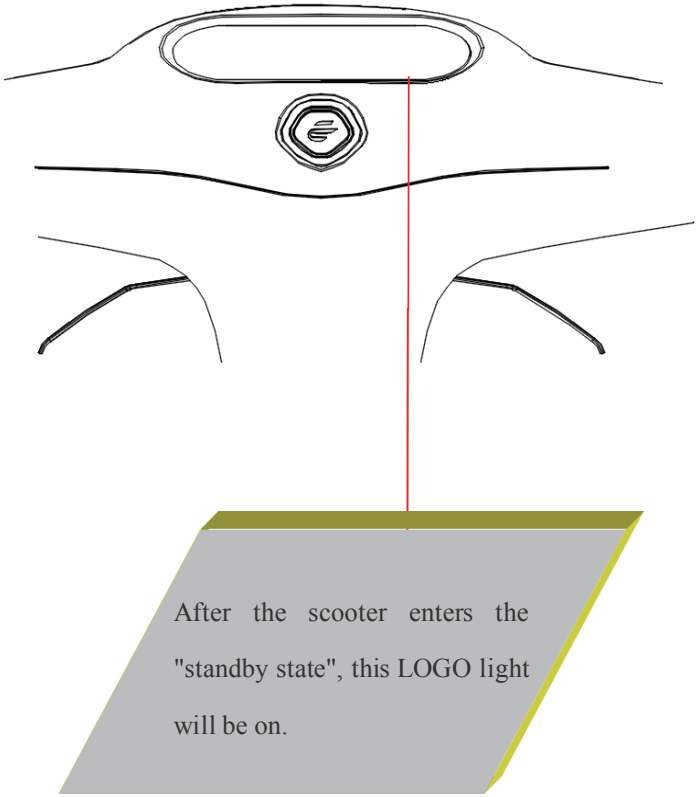
Cruise control button:When the scooter reaches to a certain speed, press this button, the scooter enters the cruise state (when the speed is >30Km/h, it will automatically drop to 30Km/h and enter the cruise), pinch the brake or turn the accelerate handle grip to stop cruise.

Horn button：Press to make sound.This is only available for E1+ and E2 L1e. Others, it will be Smart Button. You can change the riding model into Smart or Sport.

Mileage shifting button： Press this button to shift to ODO(total mileage)/TRIP(total mileage per time)/rest mileage

3.1.3 Start button

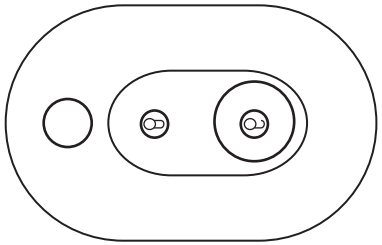
After unlocking the scooter with the smart remote control / ECOOTER APP / power lock, press the start button, the scooter enters the "standby state", and can go by turning the accelerate handle grip.



3.1.4 Smart remote control key

We use an advanced smart remote control to easily lock or unlock the scooter by simply tapping the front lower part of the remote control within 10 meters.

Back side



Front side

Unlock

1.When the scooter is in the locked state, press the front side of the remote control to unlock the scooter.

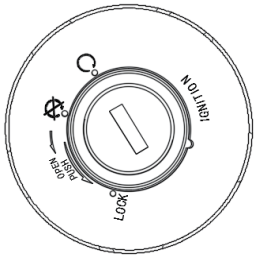
2. When the headlight and taillight flash and sound, the dashboard lights up, it means the scooter is unlocked.

Lock

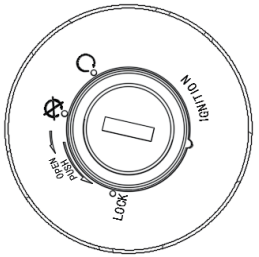
1.When the scooter is in the unlocked state, press the front side of the remote control to lock the scooter.

2.When the headlight and taillight flash and sound,the dashboard lights were all extinguished,it means the scooter is locked.

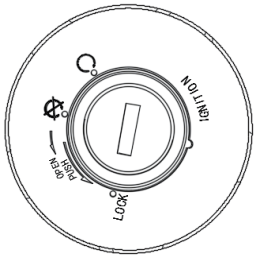
3.1.5 Mechanical key lock



ON档



OFF档



LOCK档

The position of key	Function	Can the key be taken out?
Lock(shift) lock	Handle bar is locked,motor and lights can not use	Yes
Off shift	Motor and lights can not use	Yes
On shift	Motor and lights can use	No

Park the scooter,turn the handle bar to left,put the key into the mechanical key lock,press and turn the key to left "LOCK",the scooter is locked;press and turn the key to right side to unlock the scooter.

3.1.6 The way to open seat cushion

(1)If the electric scooter is locked, press the smart remote control (about 2 seconds) to unlock the seat cushion to open the storage box.

(2)If the electric scooter is not locked and is completely in stationary state, press the smart remote control (about 2 seconds), or turn the mechanical key left to unlock the seat to open the storage box.

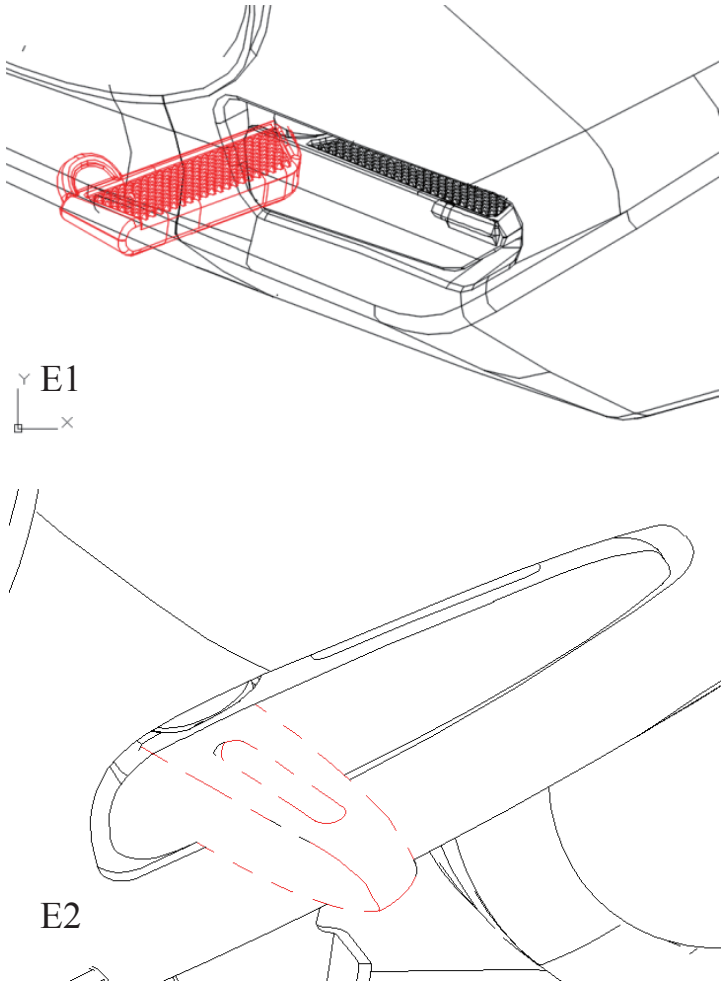
*Please carry the valuables with you and do not place them in the storage box

*In some cases,the seat cushion may not be able to bounce on by itself, such as when there are too many goods in the storage box. In this case, please press the end of the seat cushion with your hand and press the smart remote control. When you hear the click and at the same time, pull up the seat cushion, you can open the storage box.

*Should not attempt to open the storage box during you are riding the electric scooter.

*If no battery, there is only one way to open the seat. That is using the mechanical key.

3.1.7 Foldable footrest



This footrest is open now

3.2 Driving guide

3.2.1. Pre-ride checklist

Please confirm and inspect below items before riding.

●Handle bar is controlled freely and stable.

●Left and right hand switches works well.

●Accelerate handle grip works well.

●Make sure the electric scooter has correct tire pressure,we suggest the front wheel tire pressure is 1.8-2.2kPa,the rear wheel tire pressure is 2.0-2.5kPa.

●Make sure the tire no crack/damage/worn and no broken by foreign matter

●The depth of tire should be more than 0.8mm.

●Dashboard indication works well.

●Battery capacity is enough.

●Headlight,taillight,brake light and turning light work well.

●Inspect the horn to be good working.

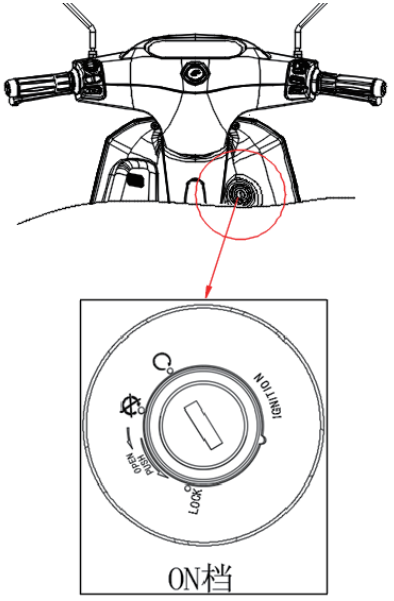
●Clean the mirrors and adjust it to correct position.

●The brake oil is sufficient.The handle bar and brake system work well.

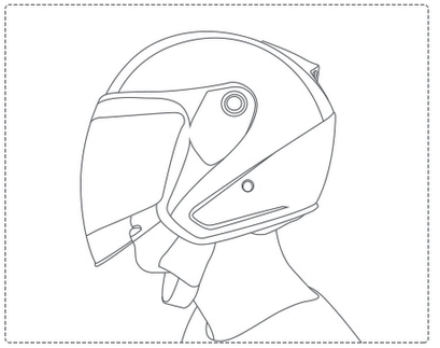
●Any errors and problem, please contact the local dealer.

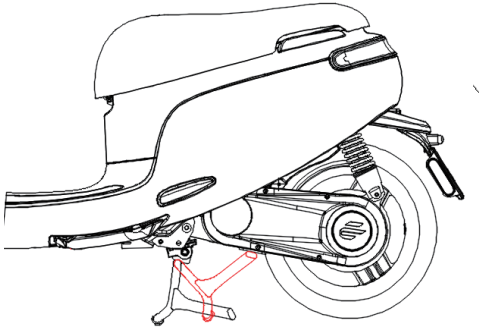
3.2.2 Starting the scooter

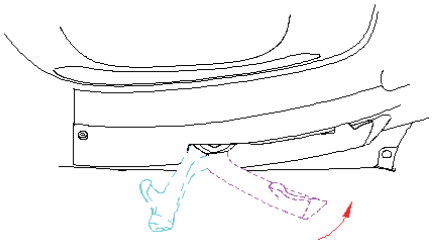
（1） Press the smart remote control or ECOOTER APP unlock key or turn the key to "ON" shift, the daytime light/rear license plate light/start button light will be always on,the scooter is ready.

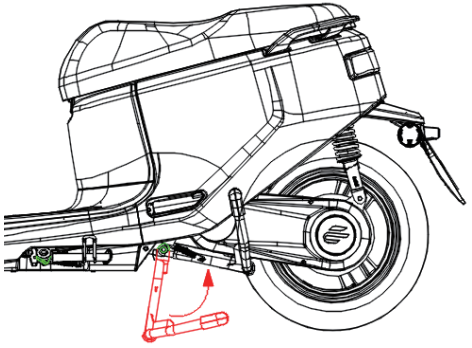


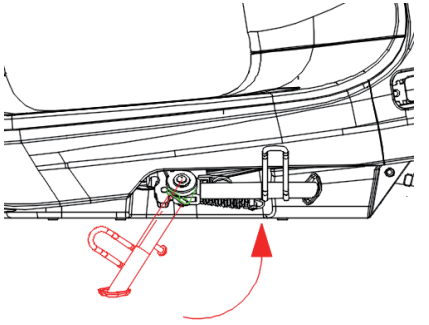
(2)Put on the helmet, put away the main stand and the side stand.



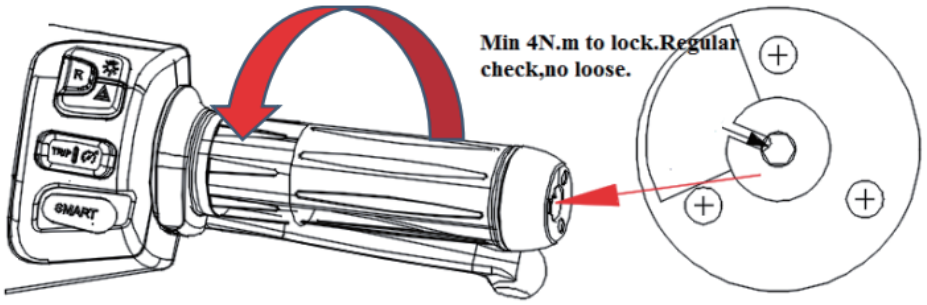








(3） Press the “E”start button,and there is sound from Ecooter if the APP box is connected.It means the scooter received the riding signal,you can have a riding just turning the accelerate handle grip.



Friendly reminder:

Before riding, make sure the accelerator grip fixed screw is tight.

Before riding, make sure the stand is folded and turn the handlebar left and right to ensure the head lock is in the "unlocked" state.

You can start the scooter but must make sure the scooter is in completely stationary state. If the scooter is abnormal during riding, please carry it to a safe place. Do not attempt to restart the scooter when you are riding or on the driving road.

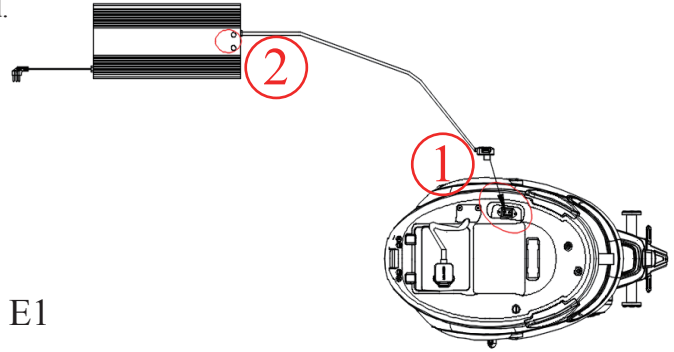
3.3 Battery use manual

3.3.1. Battery charging

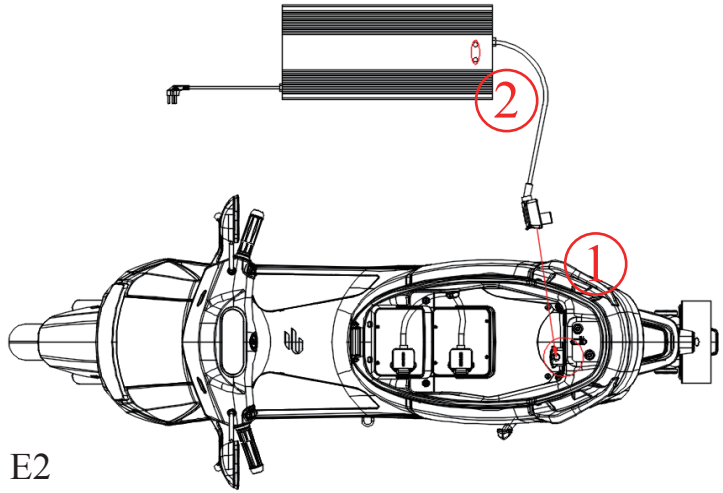
(1)Internal charging

1)First plug the charger into the body charging port.

2)Plug the charger's AC power plug into the socket again and the charger light blinks one after the other,including that the battery pack starts charging. When all four lights turn green, the battery pack is fully charged.



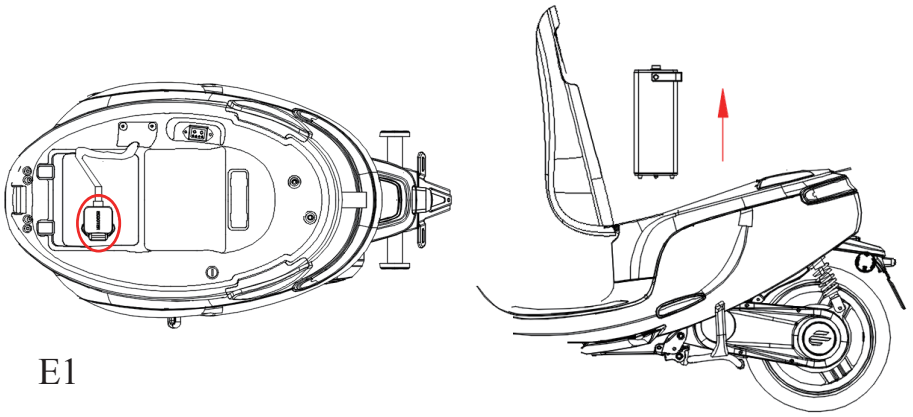
E1



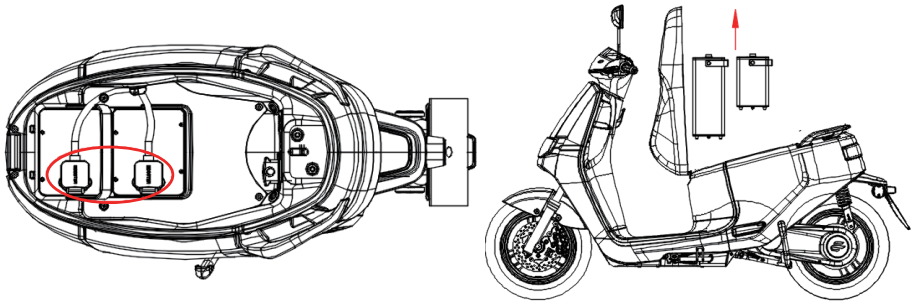
E2

(2)External charging

1)Make sure the scooter is powered off. Open the seat cushion, disconnect the battery pack and take out the battery pack from the scooter.



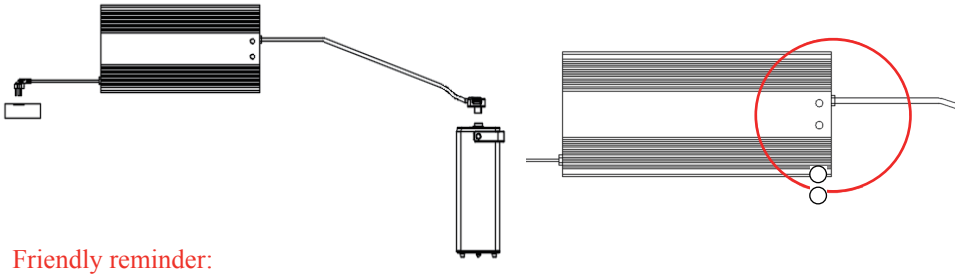
E1



E2

2)Insert the main plug of the charger into the charging port of the battery pack, then insert the charger's AC power plug into the socket. During normal charging, the four indicator lights of the charger flash in sequence.

3)Full charge, the charging indicator light shows the green light.



Friendly reminder:

Pay attention to waterproof, prevent the battery pack from being exposed to water;

Battery charging work temperature: 0～45°C, discharging work temperature: -20～45°C;

If battery has not been used for a long time, please be sure to remove it from the scooter;

It is forbidden to make the battery pack input & output terminal positive and negative short-circuit;

Keep the battery pack away from children, away from fire and heat, and strictly prohibit it from being placed in the fire;

Prohibit strenuous exercise, impact and extrusion;

Must use the specified dedicated charger. It is strictly forbidden to charge the battery pack with other chargers;

This product has been strictly tested before leaving the factory, and it is strictly forbidden to disassemble.If meet problems, please contact your local dealer.

3.3.2 E2 dual batteries using instructions

(1)When parallel connection two batteries, please connect main battery plug and then to plug in second battery plug.

(2)When plug off main battery and second battery, please plug off second battery plug, then plug off main battery plug.

(3)When use one battery separately, it is necessary to put battery on the main battery storage room, and plug in the main battery plug; Please not use second battery plug separately and left the main battery plug empty.

(4)When use main battery and second battery at the same time, please charge both batteries full, and then put into the battery storage room.

(5)When E2 main and second battery has battery capacity difference, battery system will automatically inspect and adjust the two batteries charging and discharging status, allows the two batteries to plug together even battery capacity difference. To avoid battery system inspect and start too often, please try to make the two battery same for battery capacity and voltage, recommended battery capacity difference no more than 20%(battery voltage difference no more than 4V) for paralleled connection, to better fit for the battery system running.

(6)When charge 64V20Ah battery separately， please use Ecooter charger to charge. When paralleled connection the two batteries in the battery storage room, you can use Ecooter charger thru scooter direct charging hole.

Special note:

(1)No matter when, using Ecooter slow charger or fast charger or fast charging with slow mode to charge E2 batteries, it will always benefit battery life span.

(2)Using fast charger with fast mode, due to environmental temperature difference, it will result in battery capacity show insufficient (around 1% to 3%), but it will not influence normal riding.

(3)When E2 paralleled connection using two batteries, due to battery spec difference, battery capacity consuming speed will be different; two batteries capacity difference during riding is normal phenomenon.

3.3.3.Storage, maintenance, transportation

When the battery pack needs long-term storage, please charge the battery pack to a half-saturated state (the better battery power is between 30% and 60%). Place it in a dry, ventilated place.

Recharge the battery every month.

Battery storage conditions:environment temperature -20 ~ 35 ℃, environment humidity ≤ 65% RH;

When storing the charger, disconnect with the battery pack.

If users didnot use correctly and without maintenance, and storage more than max 3 months safety storage period(scooter storage more than 1 month with plug in, battery separately storage more than 3months), battery didnot get charged in time, which will result in under voltage and cannot be repaired.

3.4 Mobile APP instructions (only for the scooter with smart terminal devices)

ECOOTER has wireless communication functions, and it can connect owner's smart phones.

Thur Eooter APP, owner can control vehicle management and checking functions.

Scooter condition can be monitored any time.

Full day GPS/Antitheft alarm/ Remote control management/Your service center

(1)Please scan the SR code as below, and follow prompt to operate to connect the APP

(2)When downloaded and installed, please register account according the APP prompt

(3)Binding scooter:

After registered, click my Ecooter, click Ecooter scooter selection / new scooter interface / binding scooter interface, scanning SN code offered by Instruction manual or manually input the SN code to bind the scooter.

(4)Improve personal information:

In My Ecooter interface, click on the user's profile picture to enter the personal information setting interface, after complete then save the personal information setting.

Custom Action: Display settings, sound settings, security settings.

Scooter condition diagnosis: When the scooter is on,with the one-button physical examination,you can know the scooter condition at any time

Multiple anti-theft:

When the scooter is illegally displaced, it will give an alarm, and the APP will notify the user at the first time and track the scooter position at any time.

Data Recording:

Users can learn about the scooter information, remaining power, mileage, and driving trace through the App.

Remote control: The user can remotely lock the scooter through the APP.

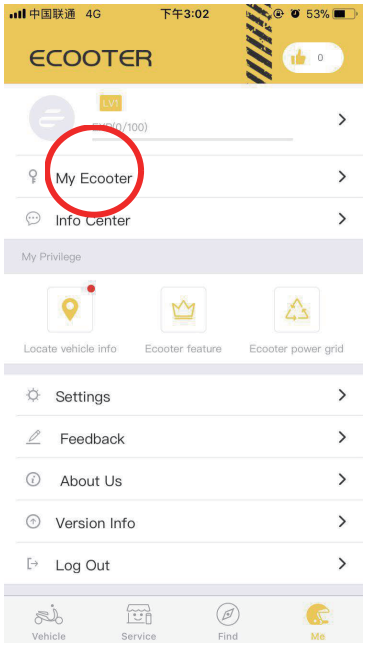
Software update

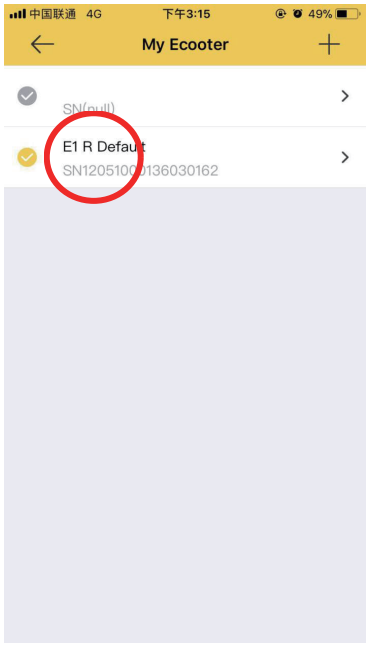
The user can upgrade the central control and controller programs through the APP.

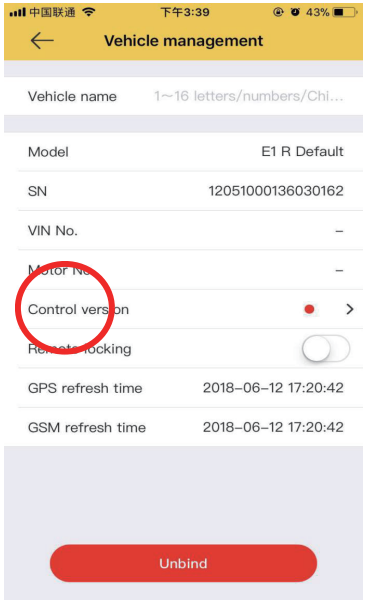
Due to the special nature of the Ecooter smart system, the upgrade operation is as follows:

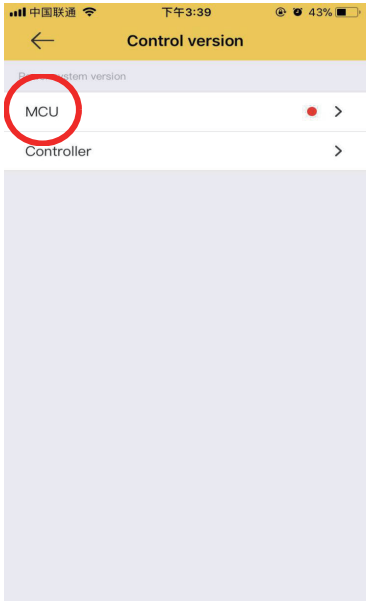
Operation steps:

Open the APP, click on "My Ecooter" in the lower right corner → click on My Vehicle → click on the model SN code → click on "Central Control Version" to enter the "Central Control Version" interface, then you can upgrade the MCU and controller.



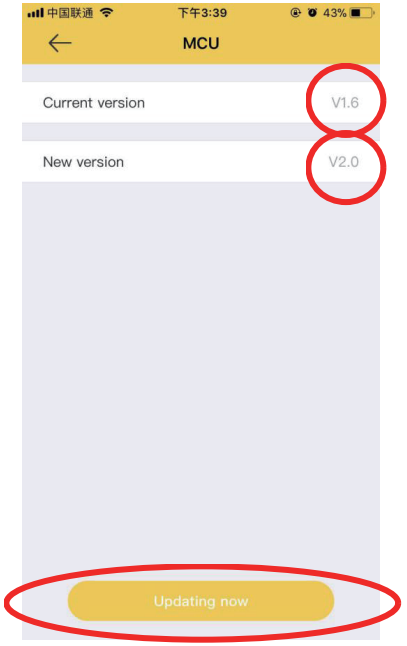






When the new scooter leaves the factory, MCU is the latest version , but in the process of warehousing, transportation, etc., the MCU may be updated. So when you receive the new scooter, please enter into the “Central Control Version” interface for query and update. If there is software update, there will be a red dot prompt.

Take the MCU update as an example: the interface will display the installed software version number and the latest software version number. If it is not the latest version ,the “Update Now” button will appear below the version number, and click to update; If it is the latest version, no need to update,and the "Update Now" button will automatically disappear.



When upgrading, please make sure that the battery is properly installed, fold the main support , the rear wheel is not blocked, and operate as below.

Upgrade type	Power supply	“E”button（Start button）
MCU	ON	ON or OFF both ok
Controller	ON	ON

Note: When pressed the “E”button, the dashboard speed display will be lighted up, you can accelerate handle grip to ride; otherwise, it will be off, and can not to ride.

When upgrading, the dashboard mileage display will automatically display as a progress bar: from 0%→100%

Jump (the percent sign is not displayed). Because the updated data section is different, after the progress is 100%, it may can be used directly, or it may be automatically restarted or automatically shut down. Please wait patiently until the meter display is stable. Please wait for 10 seconds after automatically powering off and being black screen. If the light of dashboard is no longer on, please turn it on manually. After the dashboard is stable, it can be used normally.

After upgrading the controller,when you are first time to power on it, press the “E” button (start button), please wait for 10 seconds. If the motor starts stepping backward, it means the upgrade content includes the update of the encoder data. After the motor completes the action, (Generally, it does not exceed 15 seconds), it can be used normally; if the motor does not move, it means the upgrade content does not contain encoder data, you can be used directly.

The precautions during the upgrade process are as follows:

1.Please keep the mobile phone power and scooter power is more than 30%;

2.Try to keep the mobile phone is in flight mode to upgrade by WIFI.

3.Don't be disturbed by calling in the process of the upgrading. It will disconnect with Bluetooth

Smart Ecooter will continue to be updated based on product and technology upgrades.

4. Maintenance

Regular maintenance can improve the Ecooter life and riding safety. We advice that you take care of your scooter by following suggestion.

4. Maintenance

Regular maintenance can improve the Ecooter life and riding safety. We advice that you take care of your scooter by following suggestion.

4.1 Daily cleaning and maintenance

Cleaning: Please use clean water and neutral detergent to clean, and clean the surface of the scooter with a soft cloth or sponge; do not use metal brushes, sandpaper, etc. to clean, so as not to scratch the surface of the parts. After cleaning, wipe the scooter with a soft cloth.

Storage: Try to park the scooter in a dry and cool room, so as to avoid corrosion of parts and shorten the service life.

After long-term storage, fully charge the battery before using it.

4.2 Regular maintenance and repair

500 km or one month after the delivery of the new scooter (whichever comes first), the initial inspection and maintenance must be carried out at your local dealer.

It is recommended to check and maintain scooter at your local dealer every 3,000 kilometers or every six months (whichever comes first).

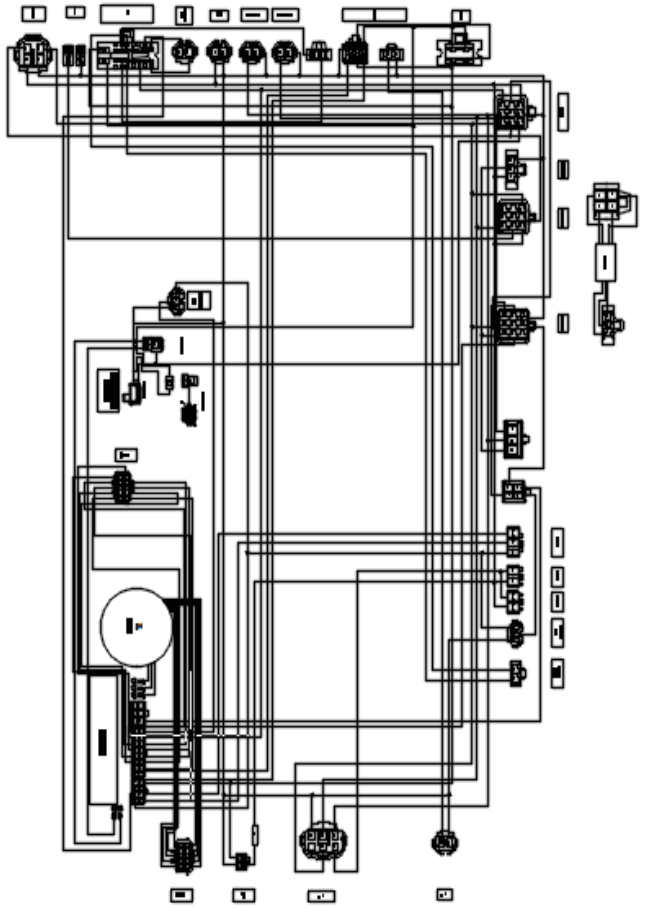
It is recommended to check the motor belt wear condition every 10,000 km.

Key maintenance parts: motor transmission part, brake pads, single arm front fork hing parts

Maintenance Program	Maintenance Purpose
Brake	Detecting brake performance and preventing traffic accidents caused by brake failure on the road
Tire	Detecting tire damage and tire pressure to prevent puncture or excessive power consumption during riding
Hub	Detecting the strength of the hub and decontaminating the bearing to prevent the hub from cracking, jam
Rocker arm assembly	Check if the rocker arm and hinge fixing bolts are loose
Front shock absorber assembly	Check if the front shock absorber handle tube and the base are loose
Rear shock absorber	After detecting the use of shock absorption, decontamination and lubrication to prevent shock absorbing jam
Mechanical key and accelerate handle grip	Check mechanical key and accelerate handle grip, prevent inflexible or occasional malfunctions
Circuit	Check if the circuit connector is loose or the insulation is broken to prevent the circuit from malfunctioning.
Screw	Check if the main screw is secure and prevent loosening
Battery	Detect battery appearance and performance to prevent circuit faults and prolong service life
Charger	Check if the charger cable is broken, disconnected, and the input and output plugs are no damage.
Lubricating	Check if it is necessary to add lubricant to the front axle, brakes, etc.
Motor transmission belt	Check if the belt wear condition needs to be replaced
Clean	Clean the whole scooter surface
Brake pads	Check brake pads if all good, if brakes work well, to avoid any traffic accident

5 Electrical schematic diagram

5.1 Electrical schematic diagram



6.Smart interface repair guide

6.1Bluetooth connection problem

Solution:

(1) Disconnect previous connection on APP, reconnect again.

(2)Restart mobile

(3)Turn off Bluetooth, turn on Scooter, fold and unfold side stand four times continually in order to restart the smart ECU system when the time on dashboard shows normally. Turn on Bluetooth to reconnect scooter.

(4)Uninstall APP, download the newest version.

6.2 Scooter can not ride

Solution:

(1)Make sure the side stand puts away

(2)If the daytime light is off, it means the battery supply is abnormal.

(3)If wheels cannot move, all the buttons do not work, it means scooter is locked remotely

(4)If the brake light is always on, it means braking system is damaged.

(5) Scooter need to be self-learning

6.3Battery communication failure

Solution：

(1)If the battery has no voltage output,(usually the output voltage is more than 52V), it means the battery can not work.

(2)Check if the battery connector has current.

(3)If restart scooter,and can not read the battery capacity, it means scooter hardware (battery main board,main battery communication wire,smart ECU) is damaged.

6.4Unable to unlock the scooter remotely after receiving SMS.

Solutions:

(1) Put the Scooter in a place with good signal, restart Scooter

(2)Make sure the SIM card with enough money

6.5User's mobile phone cannot receive SMS verification code

Solution:

(1)Make sure SMS has enough memory space, and mobile phone has enough money

(2)Put the phone in a place with strong signal or restart the phone

(3)If user operations are too frequent (100 mobile phone verification codes per day), please contact the background staff to get SMS verification code.

(4)If the SMS platform is attacked, the server is down in the background. Please contact the background staff to get SMS verification code.

6.6 The Scooter button failure

Solution:

(1)Make sure our scooter does not be locked remotely

(2)Make sure the button connector plugs are not loose

6.7 No SIM card signal

Solution:

(1) Put Scooter in a place with good signal, restart Scooter.

(2)Make sure SIM card has money

(3)Take off SIM card, reconnect it

(4) Make sure aerial no damage

(5)Make sure model no damage

6.8 No GPS signal

Solution:

(1)Turn on Scooter and wait for two minutes, click Scooter on APP main interface to check the GSM and GPS time, if internal of GPS time and local time is more than 10 minutes, that means the GPS information cannot upload, please refers to 7.7 NO SIM CARD SIGNAL.

(2)Put scooter in a open place

(3)Refresh the Scooter after riding a distance (1-3km)(GPS is easy to locate moving object)

(4)Make sure the GPS Aerial has no damage

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6.9 Common problems and troubleshooting methods

Fault phenomenon	Fault Reason	Solution
The scooter is out of power, the start button does not work	1.Battery is not connected well 2.The fuse is broken	1.Make sure battery well connected 2.Change a new fuse
After power-on, turnthe accelerate handle grip, the motor does not turn	1.Battery level low 2.Side stand did not kick off 3.Parking button didnot turn off 4.Brake bar didnot return back 5.Handlebar failure 6.Controller connection loose 7.Controller failure	1.Charge battery 2.Kick off side stand 3.Turn off parking button 4.Return brake bar back 5.Change handlebar 6.Connect controller connector again 7.Change controller
Driving speed is slow or driving distance is short	1.The capacity of battery is low 2.Tire pressure is insufficient. 3.Overload 4.Brake pad is interfered 5.Battery is aging or retired normally	1.Recharge the battery 2.Replenish tire pressure and check tire pressure before each riding 3.Keep proper load 4.Replace the brake pads and check the brake system before each riding 5.Change battery

Fault phenomenon	Fault Reason	Solution
The battery can not charge	1.The main plug connection is poor 2.Do not use the correct charger 3.The battery is aging or retired normally.	1.Check if the main plug connection is well connected 2.Use Ecooter charger 3.Change the battery
No display on the dashboard	1.The scooter has no power 2.DC converter does not work 3.Dashboard failure	1. Check if the battery plug is plugged well 2. Change a new DC converter 3. Change the dashboard spare parts
USB cannot be charged	1.Plug is not well connected 2. USB cable does not comply withphone standard 3. USB charger is damaged	1. Check if plug connected well 2. Please purchase cable complied with phone standard 3. Change the damaged parts

ECOOTER

7.After sales service notice

7.1 After sales service notice

Ecooter products are high end electric products. Our company has responsibility to make sure product has good quality features; Meanwhile, our company has built specialized testing center and perfect quality control system, which strengthens the full inspection process from raw material to the complete scooter before ex factory, this is to make sure user benefits. Despite of this, we still look forward to your good suggestions and your supervision during using our products.

Users who purchased Ecooter products all have the rights for high quality service, our company strictly follow the regulated aftersales service items.

Special notes:

This user manual is mainly for operation instruction purpose,not for product inspection basis.

This user manual drawings may not be complied with the actual scooter, please take the real scooter as standard;

This user manual is edited based on new materials,but any further change, it will not be informed then.

Due to quick improvements of our products, please take real scooter feature as standard.