

**REID**<sup>®</sup>



**OWNER'S PACK**

SCAN TO REGISTER  
YOUR REID



@reidbikes #reidbikes



[www.reidbikes.com](http://www.reidbikes.com)

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BUILD ME

# General Information

Thank you for choosing the Reid Glide electric scooter.

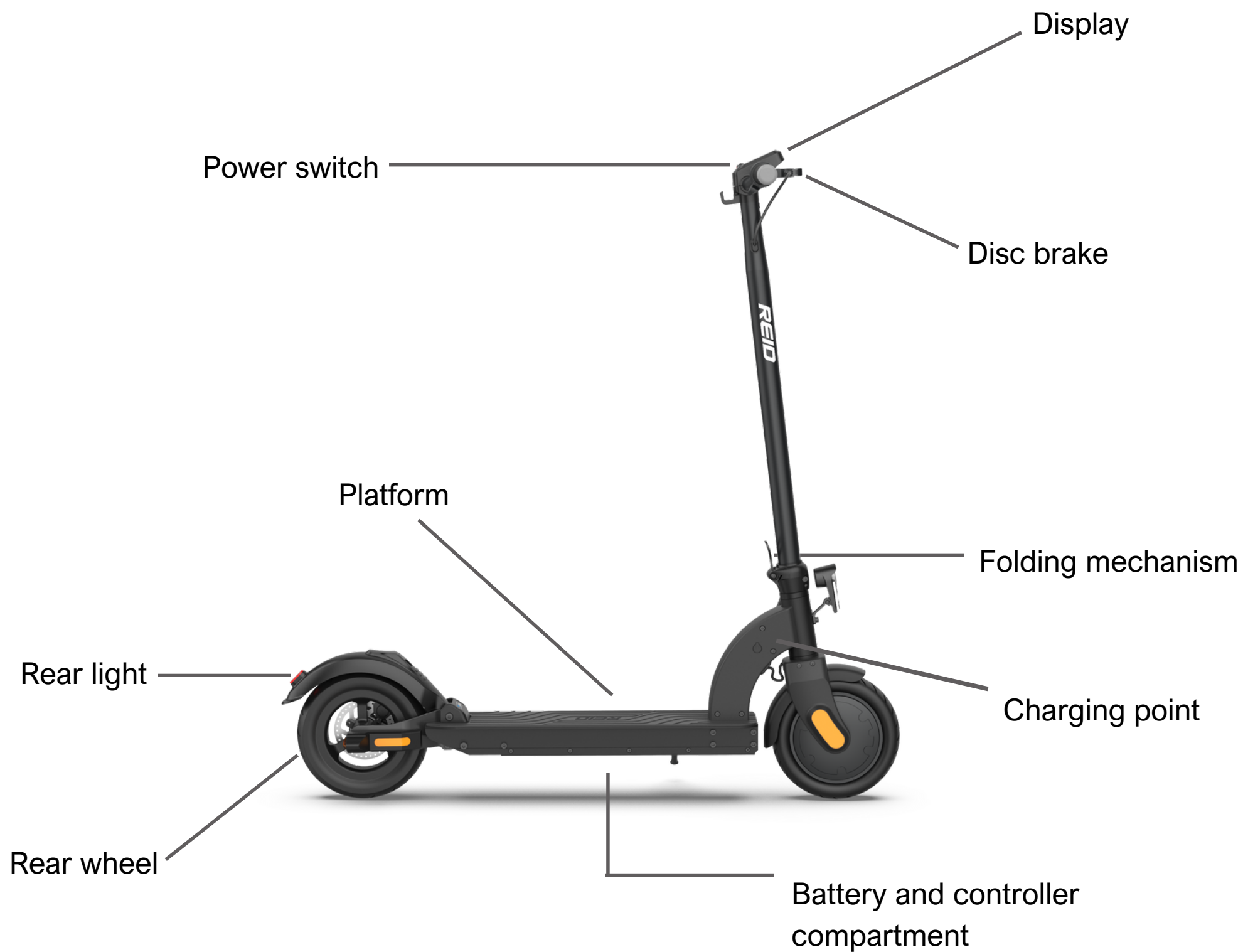
This owners pack was written to help you understand the proper use and maintenance of the Glide. It is important for you to understand your new eScooter, to ensure you are riding safely and ensuring a long battery life.

Please check all items are in the box after opening: one Glide eScooter, one owners pack, one charger, screws and one hexagon wrench.

You are responsible for the maintenance of the Glide. so please read this manual before riding to avoid any risks. Always follow the local laws and regulations. Never ride your scooter in conditions of poor visibility. Do not perform stunts, wheelies or jumps as they can increase risk of injury and damage to your scooter. Never carry passengers. Weight restrictions: Max load: 120kg / Minimum load: 30kg.

Reid is not liable for incidental damages or consequential damages due directly or indirectly to the use of this product. The scooter can travel 25-35km when the battery is full, it depending on the terrain, weight of rider and speed your travelling.

# Components



# Components



# Control Panel

Speed display: Shows the current speed you are travelling.

Mileage display: Shows how many miles you have travelled.

Power display: Shows the battery's remaining power, each bar is 20%.

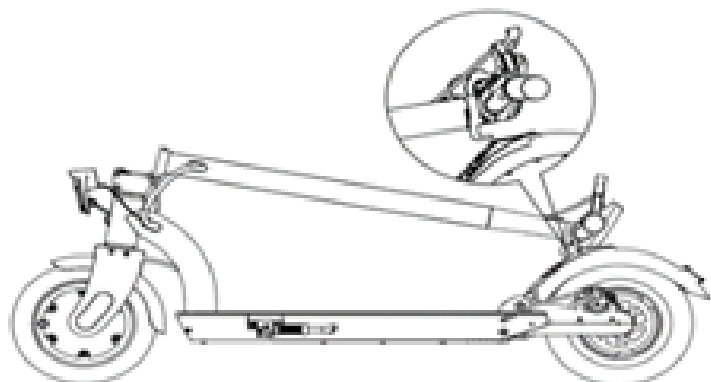
Display button: Tap this to turn your front light on and off. Hold for a few seconds to change the speed mode.

Speed Modes: There are three speeds, 7, 15 and 25 kph.

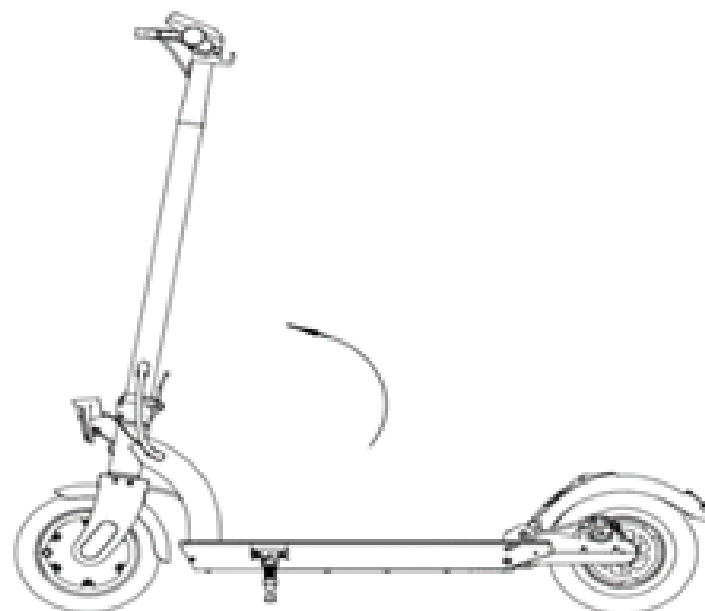
When turning your electric scooter on, hold the power switch only to enable kick start to go or hold the brake first and then the power switch for zero start mode.



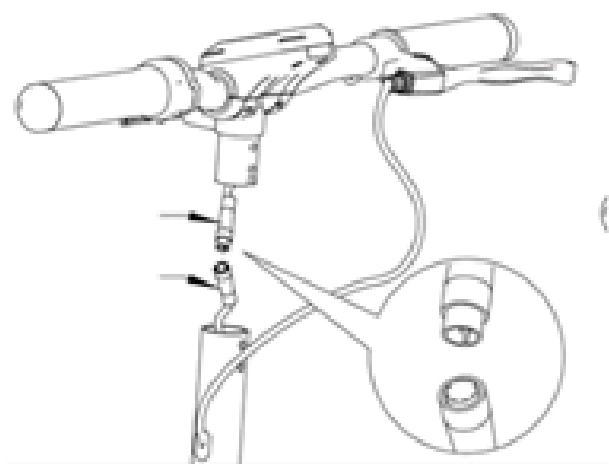
# Installation Guide



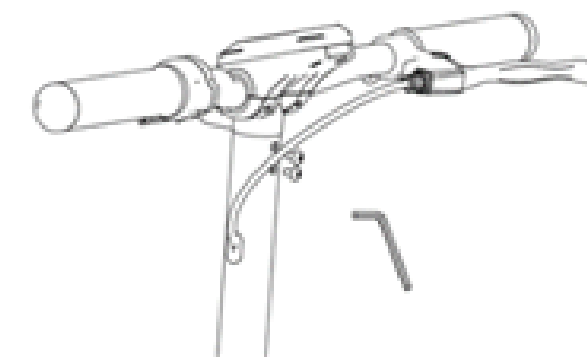
1. Take out the Glide eScooter from the box and remove all packaging. Press the rear fender and open the lock.



2. Unfold the body.

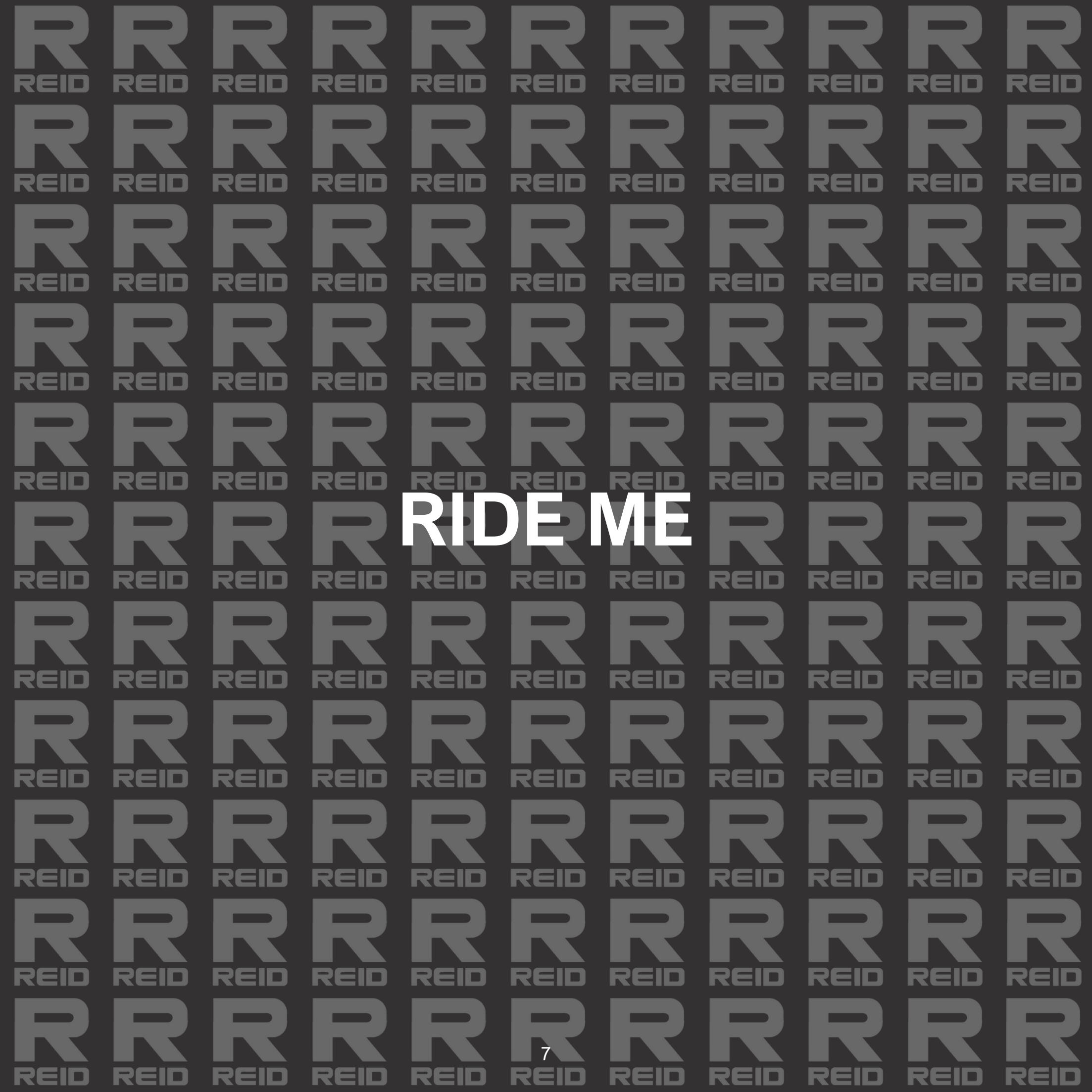


3. Connect the plug together.



4. Install the screws.





RIDE ME

# Charging Instructions

- Open the rubber cap.
- Insert the charging plug.
- After charging is completed, close the rubber cap to prevent water penetration.
- Charging takes 3-4 hours.

Charging point



# Safety Instructions

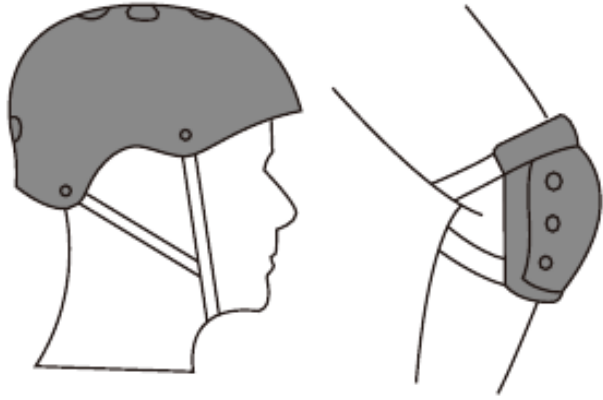
Your Reid eScooter is a sporting entertainment tool that is not a vehicle. If you drive it into a public area there are multiple safety risks not just to yourself but also to others. Strictly follow the instructions in this manual, to protect yours and others safety and to ensure compliance with national and provincial regulations and traffic regulations. It is important to understand that if you decide to take your Reid eScooter on a public road or other public place, you may be exposed to the risk of unauthorised driving / improper operation of your eScooter, even if you are in full compliance with our safe driving guide. You must strictly follow the safety requirements of this manual where there are no national standards and regulations for electric scooters. Reid shall not be liable for any liability, personal injury, accident, legal dispute and all other unfavourable events resulting from the use of violating the instructions indicated in this manual.

The faster the eScooter is driving, the longer the brakes need and on some smooth surfaces, using the left-hand brake can cause the wheels to slip and lose balance or even fall. Therefore it is important to be vigilant and maintain the proper speed during driving, whilst maintaining a reasonable safety distance to others. Please be vigilant and drive at low speeds before entering unfamiliar terrain.

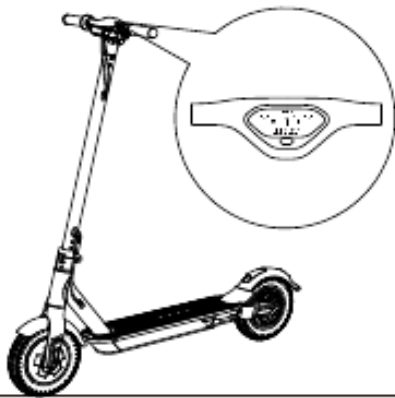
Do not lend your Reid eScooter to a person who has never ridden it before to avoid injury. If you do lend your eScooter to someone, be sure to be responsible for the safety of them, you should teach them how to ride and tell them of how to ride safely, wearing the right safety gear.

Please check your Reid eScooter every time before driving. If you find that parts are loose, the battery life is minimum or there is abnormal sound or malfunction, then please stop using it immediately and do not force it to drive.

# How To Ride



\*There are risks of falling and injury when riding, so please wear a helmet and protective gear as shown in the picture.



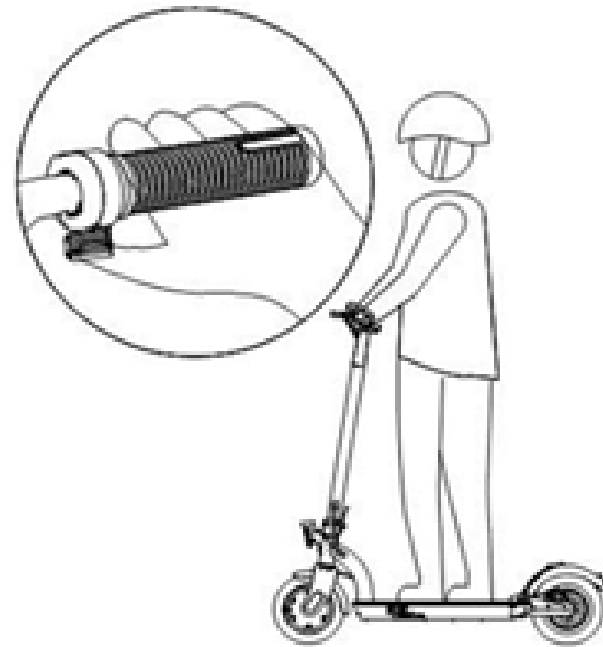
1. Turn on the power and check the power indicator.



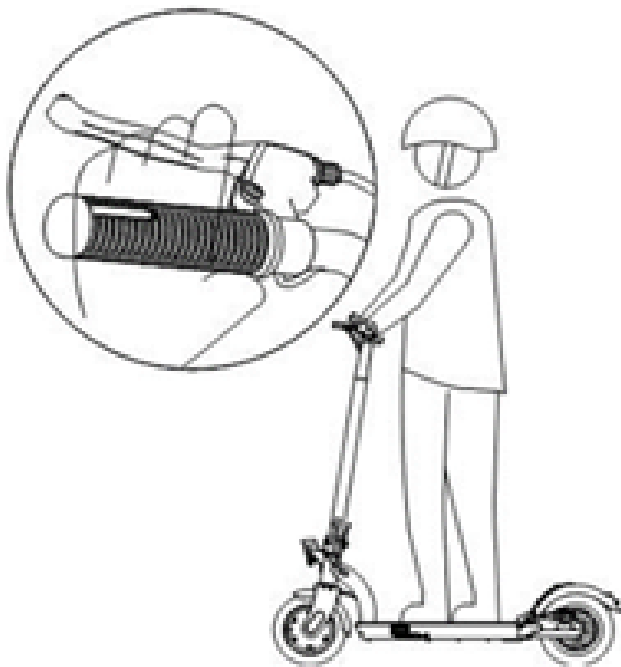
2. One foot stands on the deck, the other foot kicks backward.



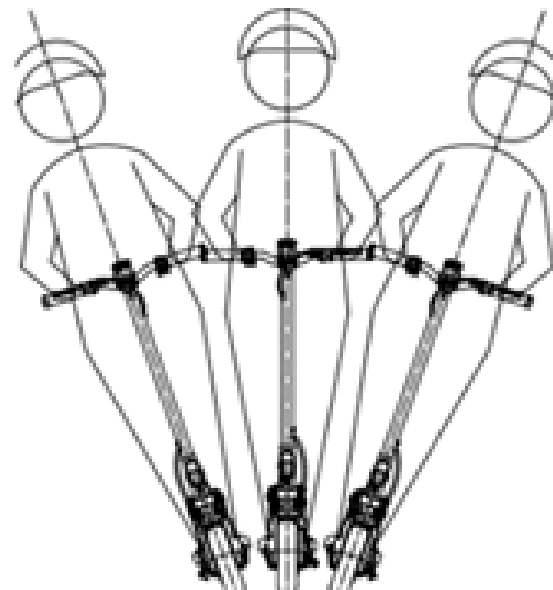
3. Once you have the electric scooter moving above 5km, put both feet on the deck and push the throttle to start the electric.



4. Releasing the throttle will slow you down gradually, with an automatic energy recover system coming in. For hard braking pull the lever on the left side.



5. Press the brakes softly to come to a gradual stop.



6. When turning, you need to lean your body slightly towards the direction you are turning and turn the handle slowly.

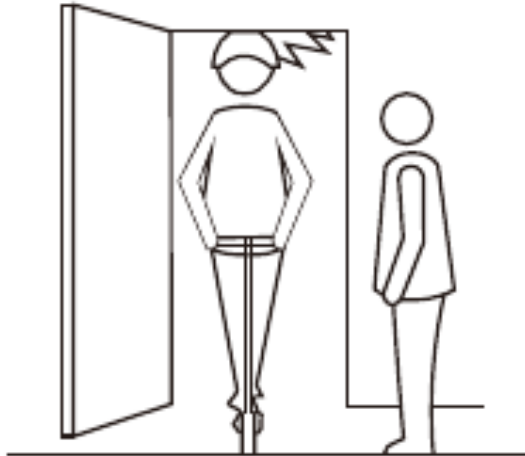
# Riding Safely



⚠ Please avoid riding in the rain.



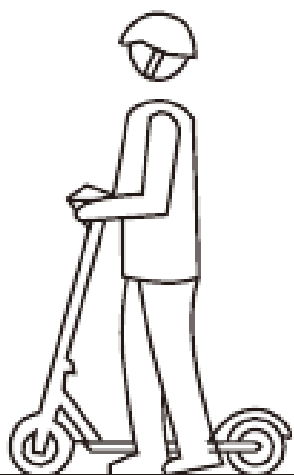
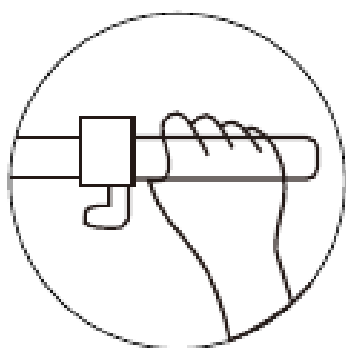
⚠ Do not ride quickly over uneven surfaces. Keep a speed between 5km/h and 10km/h and bend your knees slightly to ensure maximum safety.



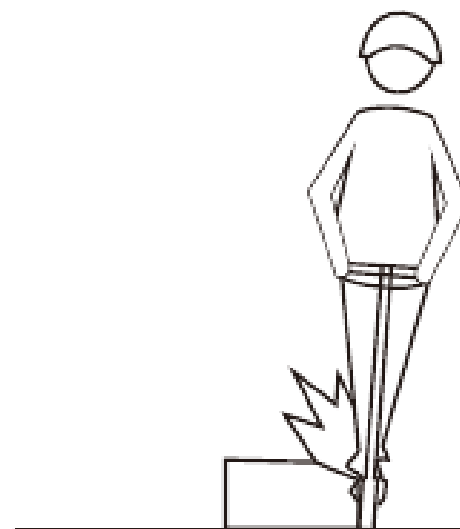
⚠ Do not ride through doorways.



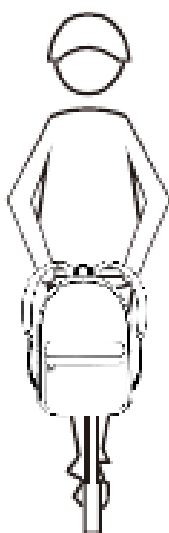
⚠ Do not accelerate downhill.



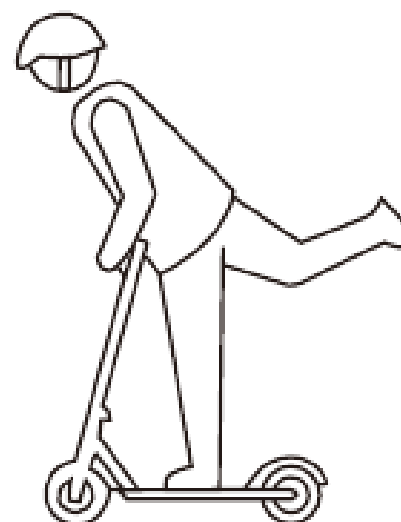
Do not press the throttle whilst walking with the eScooter.



Avoid barriers when driving.



Do not hang any heavy items on the handlebar.



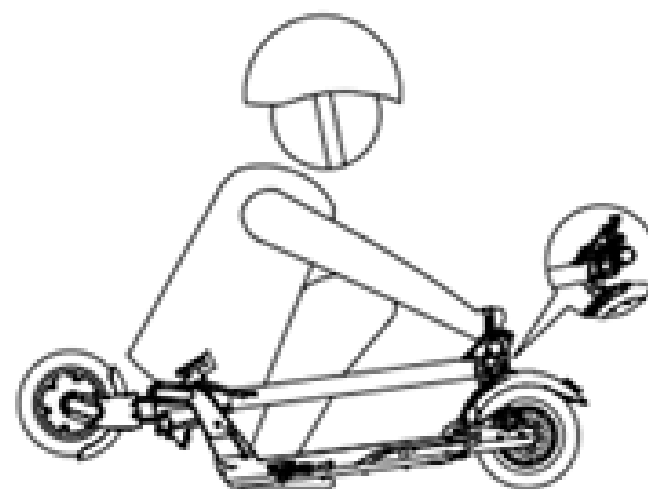
Keep both feet on the deck whilst driving.



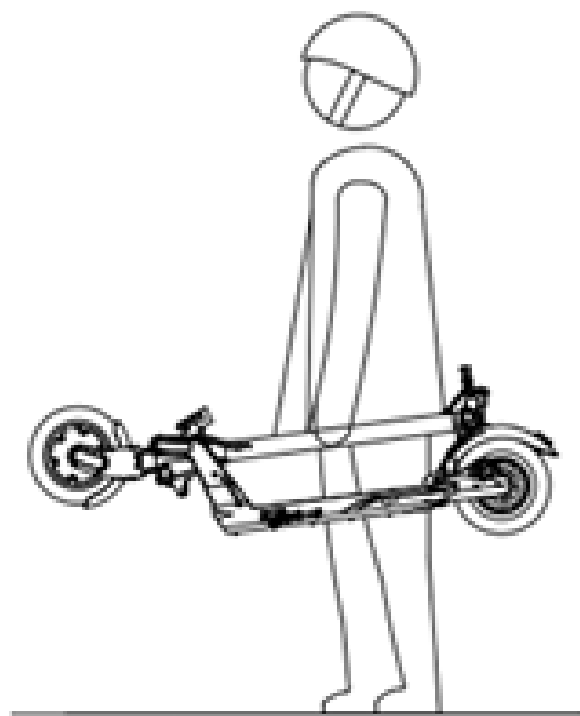
## Folding / Handling



1. Whilst holding the stem upwards, undo the lock near the base of the stem.



2. Fold the electric scooter and hook the clip below the display onto the rear mudguard.



3. Carry the scooter using the stem.



# Daily Maintenance

If there is a mark on the body of your Reid eScooter, wipe it with a small amount of water with a soft cloth. If it is difficult to clean, you can use a toothbrush to brush it repeatedly then use a damp cloth to clean in. If the body has plastic scratches, you can use sandpaper or other abrasive materials for polishing.

## Note:

1. Do not use alcohol, gasoline, kerosene or other corrosive, volatile solvents to clean, otherwise it will seriously damage the body and internal structure. It is forbidden to use a pressure gun spray and flush. Make sure that the charging cable is unplugged and the rubber cap has been tightened when cleaning, otherwise it may cause an electric shock or accident due to water intake.
2. Store your Reid eScooter in a dry and cool room as much as possible to avoid accelerating of ageing. Failure to do so will reduce the usage life of the battery over time.

# Electric Scooter Battery Maintenance

1. Do not use other brand of batteries, otherwise there may be security risks.
2. Do not touch the battery contacts and do not open the battery compartment. Any tampering of this may cause a short circuit, potentially damaging the battery and causing personal injury.
3. Only use the original charger for charging, otherwise it may cause damage or a fire.
4. Inappropriate disposal of used batteries may result in serious environmental pollution. Disposal of waste battery packs must be in accordance with local regulations.
5. Do not allow the battery to overheat and ensure it is charged on a hard surface where heat can disperse
6. Never leave batteries charging in a building that is unattended or overnight when you are sleeping in the property
7. Unplug or disconnect from the battery once charging is complete
8. Monitor and assess for damage to the battery and the charger, following the manufacturer's guidance for replacement or repairs
9. Ensure smoke alarms – preferably interlinked detectors around the property - are fitted where charging is taking place and, if possible, store and charge away from main living

## **Note:**

Note: It is forbidden for non-professionals to remove the battery pack. Failure to do so may result in serious electrical faults or safety short-circuits.

# Warranty

Your eScooter has a 1-year warranty from the date of purchase.

If you're having an issue with your eScooter, we want to help resolve it. In the first instance, please contact the store where you purchased the product. If you experience any difficulty settling a warranty claim with your retailer, please contact us directly. Likewise, should anything feel loose or not right then please stop using your product immediately and get in contact with the retailer you purchased it from or us directly.

Register your eScooter with us so we can quickly and easily verify your purchase for your warranty. Should your eScooter ever be stolen, you can also get in touch with us to retrieve your serial number which is often wanted by the authorities.



**REGISTER YOUR ESCOOTER**

# Parameter Table

Component / Element	Details
Unfolded Size	1101 x 1142 x 527mm
Folded Size	1102 x 453 x 527mm
Maximum Load Weight	120kg
Weight with and without Carton	16.7kg / 15kg
Tire Size	8.5"
Material	Aluminium Alloy
Light	LED front light
Maximum Speed	25kph
Range	25-45kph
Maximum Climbing Angle	15 degrees
Operating Temperature	On display
Storage Temperature	On display
Waterproof rating	IP54
Brakes	Rear foot brake and mechanical disc brakes
Power System	FOC vector electromagnetic braking system
Motor Controller	High performance FOC controller
Power Output	Brushless dc motor (front) 36v 300w
Battery Capacity	30 cells 36V 7.8Ah
Rated Voltage	36V
Maximum Charge Voltage	42V
Rated Capacity	280Wh
Charge Time	3-5h
USB charging interface	5V1A
Battery protection technology	Yes
Intelligent battery display	Yes
Fault diagnosis	On display

# Troubleshooting

Common Failures	Cause Of Failure	Solution
No power output after start up	There is no power supply	<ol style="list-style-type: none"> <li>1. Check whether the battery is installed</li> <li>2. Battery voltage is insufficient, charge the battery</li> </ol>
The driving range decreases	<ol style="list-style-type: none"> <li>1. Insufficient battery charge</li> <li>2. The wheel pressure is insufficient</li> <li>3. Frequent braking, starting and overloading</li> <li>4. Battery is aging or normal attenuation</li> <li>5. Low environmental temperature and attenuation of battery capacity</li> </ol>	<ol style="list-style-type: none"> <li>1. Check whether the charger is damaged or not</li> <li>2. Check the wheel pressure before use</li> <li>3. Develop good driving habits</li> <li>4. Replace the battery</li> <li>5. Normal phenomenon</li> </ol>
The battery will not charge	<ol style="list-style-type: none"> <li>1. The charger is not plugged in</li> <li>2. The battery temperature is too low</li> <li>3. The battery is too hot</li> </ol>	<ol style="list-style-type: none"> <li>1. Check whether the plug is loose</li> <li>2. Wait for the battery to recharge and check the charging temperature</li> </ol>
Instruments will not display	<ol style="list-style-type: none"> <li>1. There is no power supply</li> <li>2. The power converter is damaged</li> <li>3. The dashboard has a malfunction</li> </ol>	<ol style="list-style-type: none"> <li>1. Check whether the battery is connected;</li> <li>2. The battery is under pressure to charge the battery</li> <li>3. Contact the after-sales service to replace the damaged parts</li> </ol>
With the power on, turn the speed control motor without starting	<ol style="list-style-type: none"> <li>1. Braking</li> <li>2. The dashboard key (M key) failure</li> </ol>	<ol style="list-style-type: none"> <li>1. Check whether the brakes are on</li> <li>2. Contact after-sales, check the dashboard</li> </ol>

# Error Codes

Error Codes	Problem	Solution
01 err	Over current protection	<ol style="list-style-type: none"> <li>1. Happened during climbing. Turn off and cool for a few minutes, then re-start</li> <li>2. Happened when riding on a flat road often. Change battery</li> </ol>
02 err	Low voltage protection	<ol style="list-style-type: none"> <li>1. Happened when battery is low. Charge battery</li> <li>2. Happened often when battery is full. Charge battery</li> </ol>
03 err	Over voltage protection	Happened often when battery is full. Charge battery
04 err	Stall protection	Check if the motor has something stuck in it. If yes, then remove it
05 err	Drive MOS tube upper bridge failure	Change display
06 err	Drive MOS tube lower bridge failure	Change display
07 err	Hall failure	Check if the hall cable is loose, if not, change the cable or motor
09 err	Speed throttle failure	Check if the throttle cable is loose, if not, change the throttle
10 err	Brake throttle failure	Check if the throttle cable is loose, if not, change the throttle
12 err	Communication failure	Check if the communication cable between the controller and battery is loose. If not, change the cable or display or controller





# ENVIRONMENTAL PLEDGE

# Recycle

Almost everything I'm packed in is recyclable, except a few plastic pieces needed to protect me on my journey to you. However none of this matters unless you take the necessary actions to recycle these, which helps to sustain the environments we love to ride in! Please recycle all you can from our carton.



# Reuse

If you can't recycle then you can always reuse! 95% of the packaging we use is recyclable - but if you don't have recycling facilities near you, then you can always repurpose. Our bike carton makes a nice bed for a cat or spaceship for a child!



# #BUYONEPLANTONE

We believe it is important to be constantly improving our sustainability practices so that the environments we love to ride in stay as healthy as possible.

Which is why we have decided to take an active role in tackling climate change, and have made a pledge to plant of a tree for every Reid branded product we sell.

We believe that all businesses have a responsibility to offset the carbon they use. Even though our products already help people live a more eco-friendly lifestyle, we feel an obligation to do more and help make the world a greener place!



**SCAN TO LEARN MORE**

# Eden Projects

Reid have partnered with the amazing Eden Reforestation Projects who plant a tree on our behalf for every Reid branded product we sell.

Eden Projects is a 501(c)(3) charitable organisation with the objective to plant 500 million trees each year by 2025.

Now widely recognised as one of the most effective reforestation projects on the planet, Eden also provides fair wage employment to impoverished people in developing countries.

This “employ to plant” methodology delivers multiplied socioeconomic and environmental benefits and we’re honoured to be a part of this powerful global initiative.





# JOIN THE COMMUNITY

# Instagram

Follow us on Instagram @reidbikes to experience the best of life on two wheels and more. We post everyday with new products, epic adventures and the latest eScooter news! We love sharing from our community of Reid Riders so use #reidbikes and #freedom for your chance to be featured.



**FOLLOW US ON INSTAGRAM**

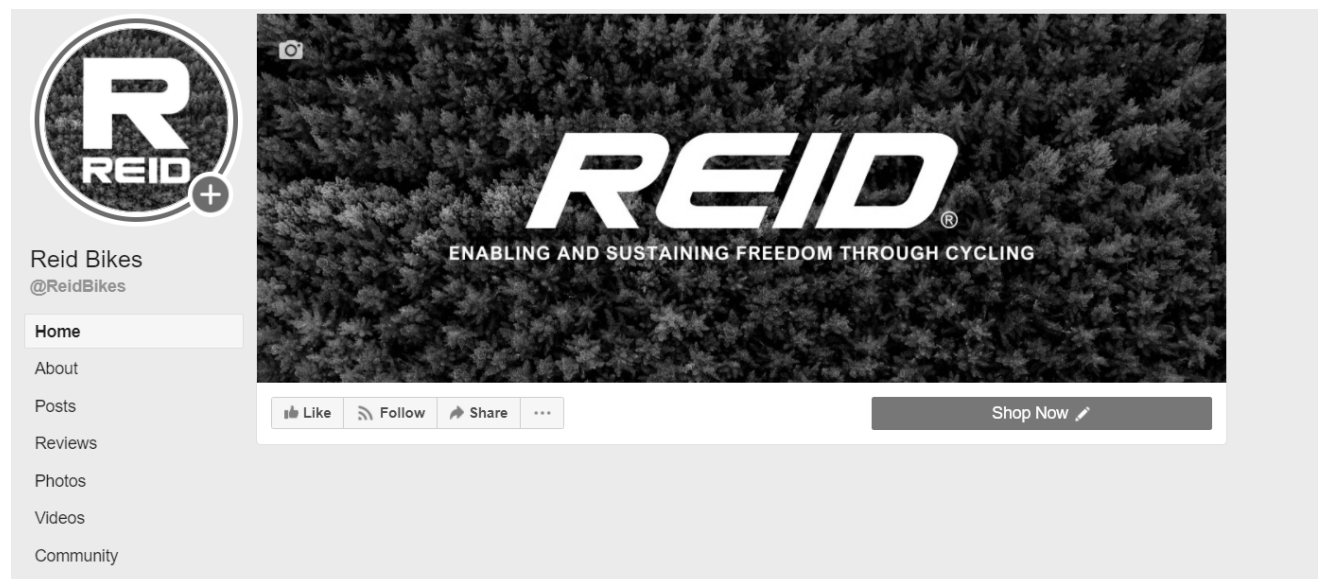


# Facebook

We have dedicated Facebook pages for many of the countries we're found in. These pages will give you more Reid information specific to your country, so follow us to keep with the all the latest happenings.



**FOLLOW US ON FACEBOOK**



# YouTube

Subscribe to our YouTube channel for in-depth maintenance and repair guides, as well as the most inspiring ride videos from around the world to help you plan your next adventure.

We have created a dedicated video series for our eScooters including everything you need to repair and maintain them. So should you need any help, then make sure to check them out and ask any questions further questions you may have as we monitor these and reply regularly.



**SUBSCRIBE TO OUR YOUTUBE CHANNEL**



Reid E4 and E4 Plus Electric Scooter Showcase



Reid E4 Plus eScooter Video Series



Reid Race | E4 Plus eScooter vs Lamborghini vs Parkour...

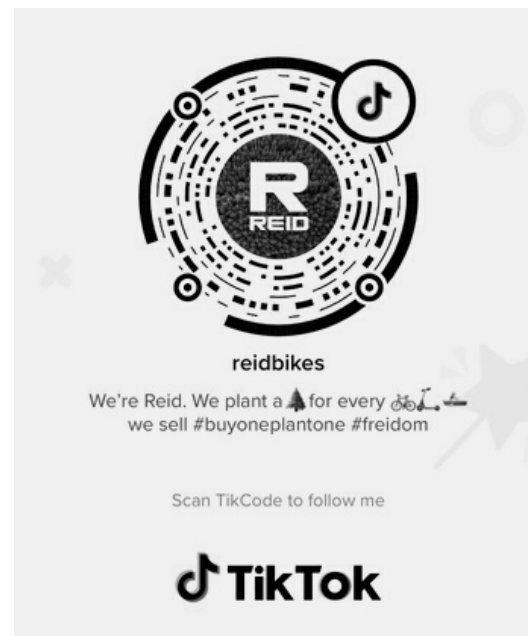


# TikTok

Follow us on TikTok @reidbikes for awesome eScooter videos and more! We post regularly with new eScooter content, awesome adventure videos and the latest TikTok trends.



**FOLLOW US ON TIKTOK**



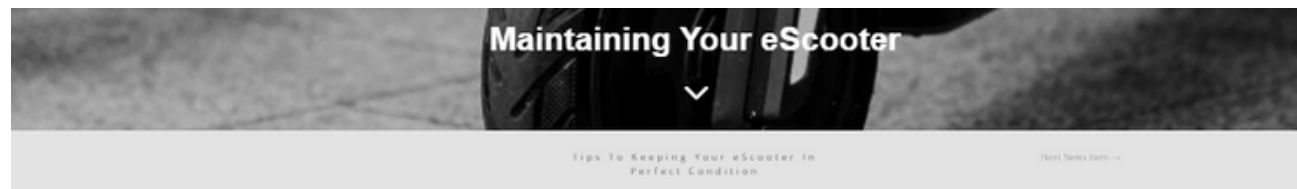
# Blog

From tips and tricks, advice on maintaining your eScooter and product guides to improve your experience, our blog is all you need to get the most from your Reid.

We regularly add new content so scan the QR code below to get started.



**LEARN MORE ON OUR BLOG**



That new electric scooter feeling is amazing and we know that once it's arrived, you can't wait to unbox it, take it out for a spin and start having some fun!

Alongside this, it is also important to keep in the back of the mind that looking after your electric scooter is very important. This week we have listed some top tips to ensure you keep your E4 or E4 Plus in tip top condition!



# Reid Rider Of The Month

We love seeing our community enjoying their Reid's and exploring the world on their Reid! So much so, that we wanted to share these stories through a feature on our blog.

From city scootering to new adventures, these stories can teach and inspire you to make the most of your Reid.

If you would like to become our Reid Rider of the month, start sharing your Reid snaps on Instagram using #reidbikes and we might be in your DM's soon.



**REID**<sup>®</sup>



**OWNER'S PACK**



@reidbikes #reidbikes



[www.reidbikes.com](http://www.reidbikes.com)