



**REID**® 

500W Electric Scooter  
**Owners Pack**



@REIDBIKES     

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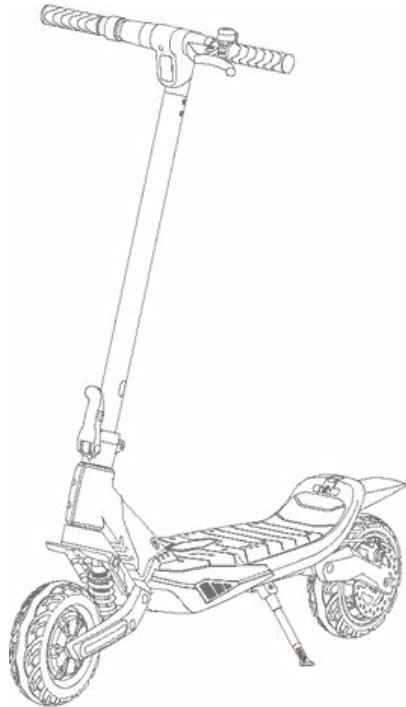


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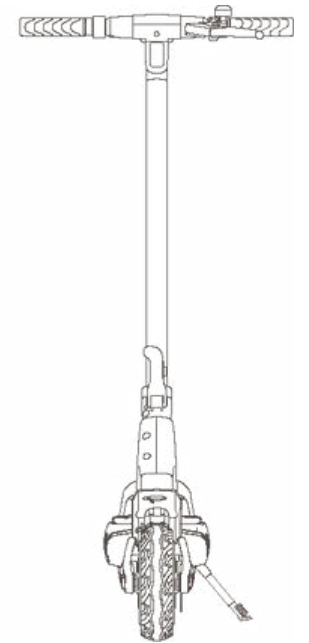
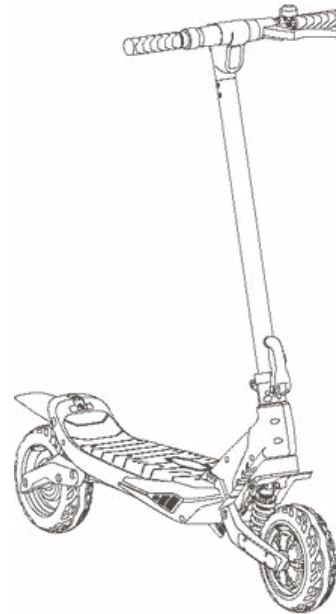
## 500W Electric Scooter



Please read the manual carefully before operating your Reid Era eScooter. It contains important safety precautions and correct instructions for use.

Purpose of the manual:

- 1) Learn the basic driving method of Era eScooter
- 2) Follow driving principles and skills to ensure a safe and enjoyable driving experience.
- 3) Know the structure, operation and maintenance methods of Era eScooter.
- 4) Understand the health and safety recommendations

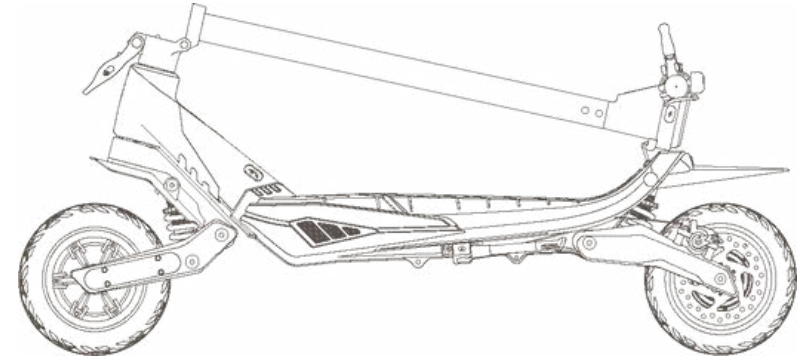


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## **1. PRODUCT & ACCESSORIES**

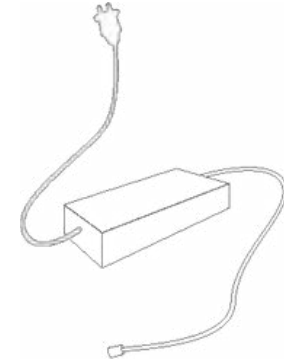
### **ERA ESCOOTER**



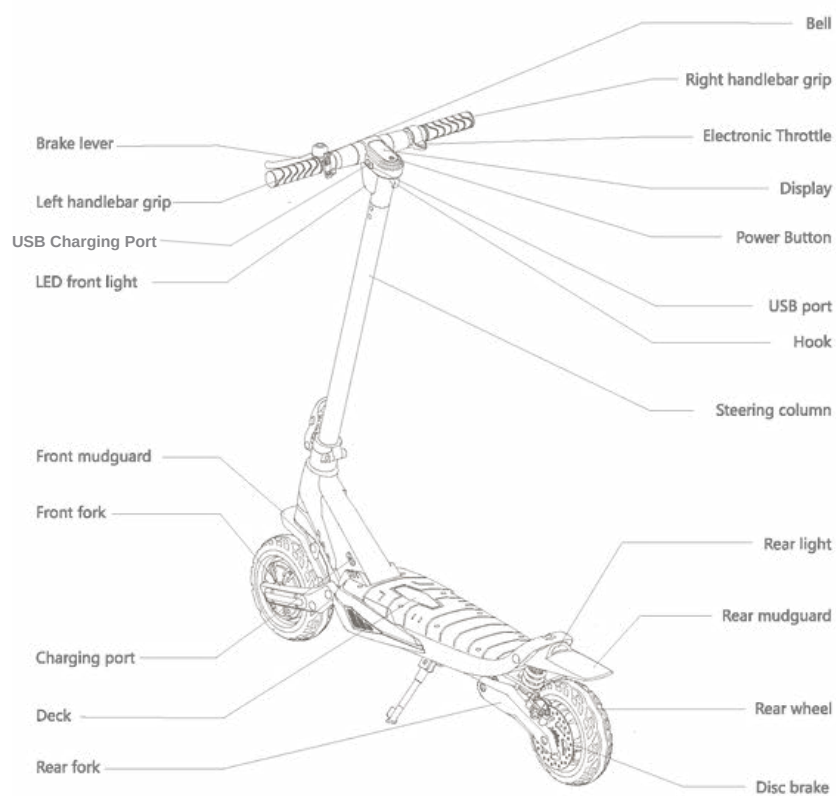
**MANUAL**



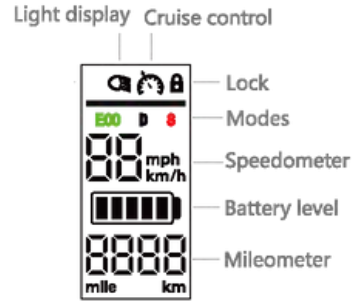
**CHARGER**



## 2. COMPONENTS



## 3. DISPLAY & SWITCH



Light display: Headlight is on.

Cruise control: The icon indicates the scooter is in cruise control status.

Lock: The icon indicates the scooter is locked

Modes: Three modes available

“ECO” for energy saving mode

“D\*” for standard mode

“S” for sport mode

Speedometer: Show current speed.

Battery level: Show the battery's remaining power by five bars.

Each represents around 20% of the full battery capacity.

Mileometer: Total mileage after the ride.

## 4. CHARGING



Open the rubber cover of the charging port



Insert the charge plug



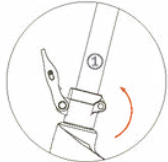
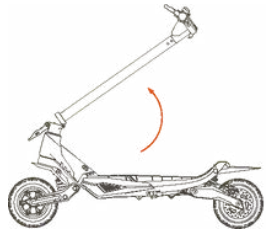
Fasten rubber cover after charging



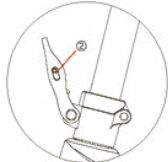
+ USB phone charging port

## 5. INSTALLATION

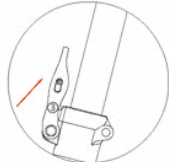
### 1. Unfold Era eScooter



Pull up the steering column

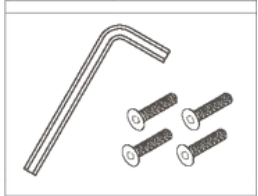


Press the metal button



Push on the folding buckle

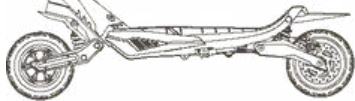
### 2. Stem head assembly



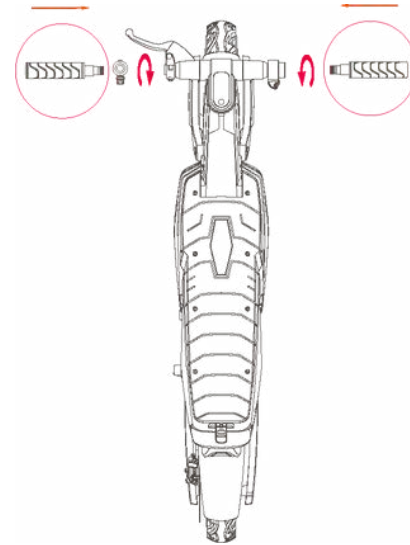
Take out the screws and wrench.



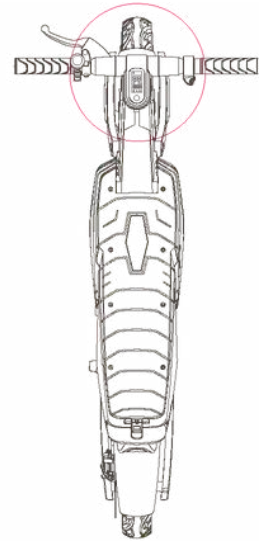
Assemble the stem head as the picture and tighten the screws. Ensure screws are tight before each use to ensure safety.



3. First fasten the bell to the left grip. Then install the left and right grips according to the rotations show in the pictures below. Ensure handle grips are tight before each use to ensure safety.



4. Check whether the switch is working.

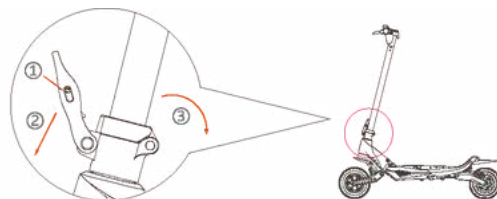


5. Test the brake before each use to ensure it is working correctly.

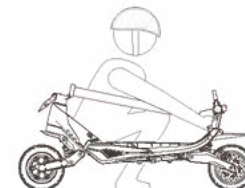


## 6. FOLDING & HANDLING

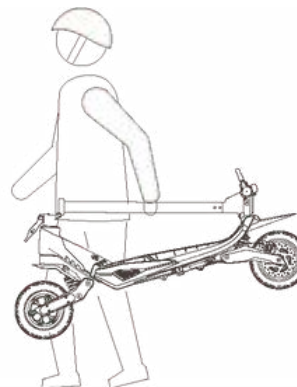
1. Make sure that the eScooter is turned off. Hold onto the steering column and open the folding buckle.



Press the metal button ①, open the folding buckle ②, fold the steering column ③

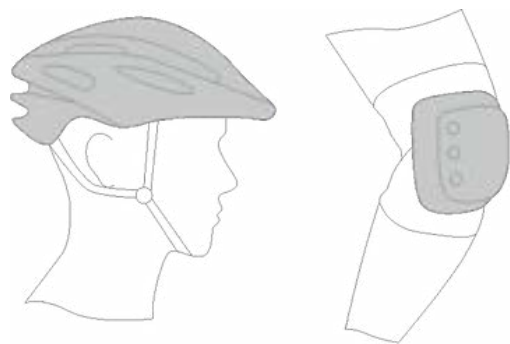


2. Hold the middle part of the steering column when handling, and keep it balanced.

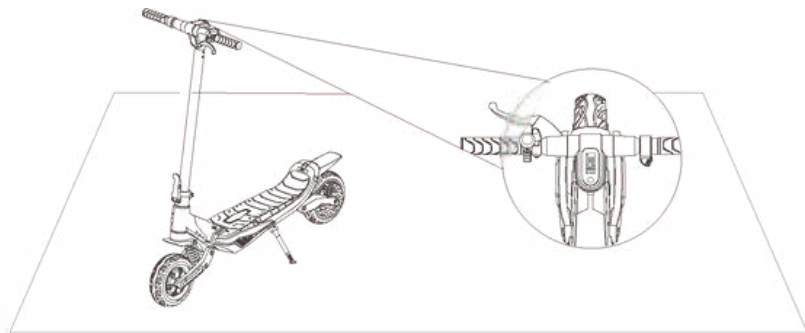


## 7. LEARNING TO RIDE

Attention: wear a suitable helmet and other protective gear on every journey!



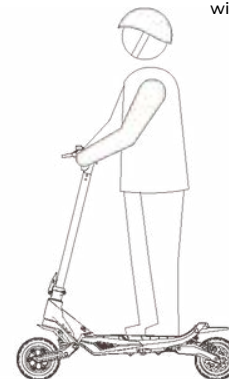
Attention: first learning, check the battery indicator light, long press the switch button for 3 seconds and practice in the open field ( $\geq 4\text{m} \times 4\text{m}$ ).



Hold onto the handlebars and slide backward with one foot




Place one foot on the back deck to keep balance and gently speed up with the speed regulator




Use the brakes to slow down after steady driving

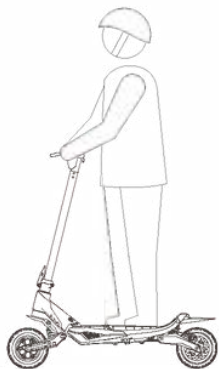
## 8. TO AVOID ACCIDENTS




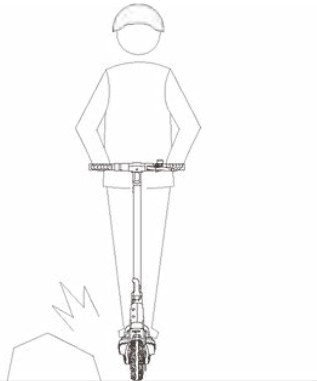
 Turn off the power to prevent sudden acceleration.




 Do not accelerate or stop abruptly at downhill




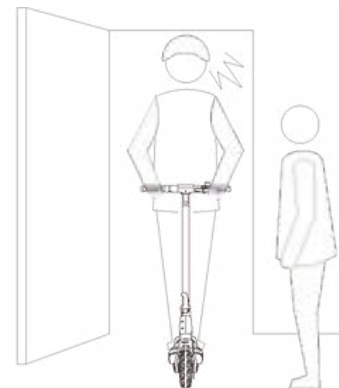
 Please slow down or get off when the road condition is bad




 Please avoid obstacles




 Prohibited to ride in the rain or on the road with more than 2cm water




 Avoid hitting door frames, elevators and other tall obstacles



 Do not hang heavy objects, such as backpacks, on the handlebar




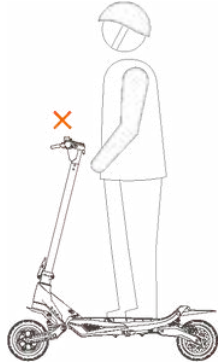
 Do not ride in icy conditions or when temperature is below 0°C




## 9. AVOID DANGEROUS USE




 Riders must be over 14 years old and able to confidently handle the scooter




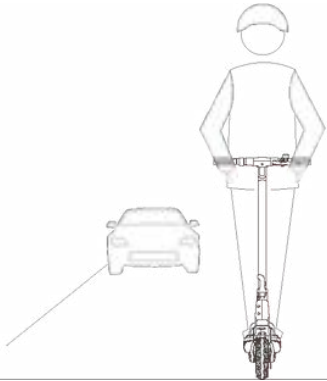
 Do not ride the scooter without both hands on the handles




 Do not ride up and down stairs or jump over obstacles




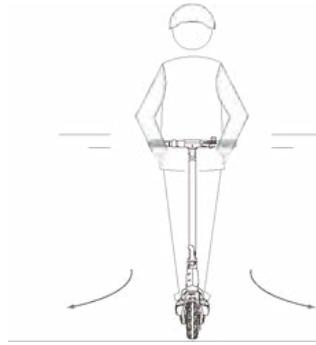
 Do not carry any passengers




 Do not ride in motor vehicle lane or residential district mixed with cars




 Do not put single foot on the deck or on the ground when riding



 Do not turn the handle substantially when riding



 Do not carry a child

## 10. 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 your safety and the safety of others and ensure compliance with national and provincial/ regional 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 or wet surfaces, using the left-hand brake lever could cause the wheels to skid or slip and lose balance or even fall. Therefore it is important to be vigilant and maintain a safe speed based on the conditions during driving, and maintain a reasonable safety distance to other people, vehicles or obstacles. 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. All users should read this manual in full before use. 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, especially the points mentioned in red in section 5. If you find that parts are loose, then please stop using it immediately and seek help, or repair. Ensure the battery has suitable charge for your planned journey. Take note of all safety precautions on the following page.

## 2. SAFETY PRECAUTIONS

- Safety protective equipment such as helmet, gloves, elbow and knee protectors must be worn before riding to prevent accidents and falls;
- Scooter inspection: Before riding you need to check whether the power is sufficient, the scooter is abnormal or loose;
- Prohibit riding on wet roads, heavy rain, icy or especially snow and wet conditions;
- It is recommended not to ride on the upper and lower ramps above 7°;
- Minors under 14 years old should not use this eScooter;
- Try to avoid rapid acceleration and rapid deceleration, not excessive forward and backward, strictly prohibited speeding;
- When charge is low, please keep low speed, charge as soon as possible;
- If you are at risk of falling, please focus on personal safety;
- Do not put your hand in your pocket while riding, and use both hands at all times, otherwise you may lose balance or fall and suffer serious injury;
- Do not put Era eScooter in the car trunk in high temperatures for a long time;
- Take the initiative to understand and comply with local traffic laws before riding;
- Pay attention on the surroundings of people and things to avoid a collision;
- When other people ride electric scooters together, please keep a safe distance and do not ride side by side;
- Do not ride in bad light, if necessary, please reduce the speed, keep vigilant;
- Do not go backwards;
- Do not let others use your electric scooter unless they have read the manual carefully and have learnt to ride;
- Do not ride when unhealthy or under the influence of alcohol or drugs;
- Do not lift your electric scooter from the tyre to avoid injury between the tyre and the case.
- Do not put your hands close to the disc brake rotor when wheel is spinning to avoid injury.

## 11. MAINTENANCE

### 1) Cleaning and storage

Please clean the Era eScooter regularly to maintain the best performance. Wipe the eScooter with a damp cloth, use a nozzle to wash the tyres and fenders (water pressure < 1 Mpa, or 145PSI). Dry in a ventilated place to avoid corrosion. Stains or scratches on plastic surfaces that are difficult to clean can be brushed with toothpaste.

#### Note:

When cleaning, please ensure that the Era eScooter is shut down and the charging port cover is closed, in case of electric shock or serious failure.

Do not use a high-pressure water gun to directly flush or soak in water, in case of a serious failure that cannot be repaired. Do not use alcohol, gasoline or other corrosive or volatile chemical solvents. These substances will damage electric scooters beyond repair.

### 2) Battery pack maintenance

The battery pack is the most important part of the Era eScooter. To extend your battery life as much as possible, follow the instructions below:

- Carefully read the precautions on the battery label and follow the instructions;
- Please try to keep the battery pack at 0 °C ~ 40 °C room temperature drying environment, high temperature and low temperature environment will affect the battery life. Please avoid below -20°C or higher than 50 °C in the use of the environment of the battery;
- When used at room temperature, the battery can bring out higher range and performance. Which will be degraded when used at temperatures below 0 °C.
- Please try to store the battery pack in a dry, cool environment. Water can cause the battery pack to be damaged quickly.
- In daily use, try to avoid completely running out of the batteries. Please charge as soon as possible when the dashboard indicates that only 10% - 20% is left. Battery capacity and life will be seriously affected if the battery is in a state of exhaustion for a long time.

#### Noted:

A fully charged Era eScooter will drain its storage capacity after 90-100 days of standby, and a nearly depleted battery will drain after about 10-20 days of standby. If not charged in time, it is likely to lead to excessive discharge of the battery and damage. This damage is not recoverable and is not guaranteed.

Non-professionals are prohibited from removing the battery pack, otherwise it may cause a serious safety accident due to electric shock or short circuit!

## 12. HARMFUL SUBSTANCES

PARTS	Harmful substances					
	Pb	Hg	Cd	Cr(VI)	PB	PBDE
Charger	o	o	o	o	o	o
Battery	o	o	o	o	o	o
Charging port	o	o	o	o	o	o
Light	o	o	o	o	o	o
Circuit board	o	o	o	o	o	o
Motor	x	o	o	o	o	o
Shell	o	o	o	o	o	o

This form is compiled according to the regulations of SJ/T 11364  
o: the content of the substance is lower than the limit specified in GB/T 26572  
X: the content of the substance is higher than the limit specified in GB/T 26572

### 13. SPECIFICATIONS

Project	Parameter	Description
Size	scooter size L×W×H (mm)	1180*530*1260mm
Weight	Weight Capacity (kg)	100kg
	Net Weight (kg)	21kg
Electric Scooter	Max Speed (km/h)	25km/h
	Range (km)	10.4Ah: 40km
		15.6Ah: 60km
	Max Slope (°)	7°
	Road	Asphalt/flat roads, ramps less<7°, etc.
	Working temperature(°C)	-10 °C ~ 40°C
	Storage temperature(°C)	-20°C ~ 45°C
	Waterproof level	IP54
Battery pack	Nominal Voltage (V)	48V
	Max charging Voltage (V)	54.6V
	Rated Capacity (Wh)	10400mAh/499Wh
	BMS	Overcharge protection, overheat protection, overdischarge protection, short circuit protection, overcurrent protection etc
Motor	Rated Power(W)	500W
	Max Power(W)	720W
	Certification	CCC,CE, RoHS
Charger	Rated Power	109W
	Rated input voltage(V)	100 ~240VAC/50~60Hz
	Rated output voltage(V)	54.6V
	Rated current (A)	2A
	Certification	CCC,CE,FCC,PSE,UL,SAA
	Charge Time	Around 5 hours

### 14. THE COMMON FAILURES & TREATMENT METHODS

Common failures	Cause of failure	The solution
No power output after startup	There is no power supply	1.Check whether the battery is installed
		2.Battery voltage is insufficient,charge the battery
The riding range decreases	1.Insufficient battery charge	1.Check whether the battery is damaged or not
	2.Tires are badly worn	2.Contact after sales for tyre replacement
	3.Frequent braking, starting and overload	3.Develop good driving habits
	4.Battery aging or normal attenuation	4.Replace the battery
	5.Low environmental temperature and attenuation of battery capacity	5.Ride in a room temperature environment
The battery can't charge	1.The charger is not plugged in	1.Check whether the plug is loose
	2.The battery temperature is too low	2.Wait for the battery to recharge the right temperature
	3.The battery is too hot	
Instrument no display	1.There is no power supply	1.Check whether the battery is connected;
	2.The power converter is damaged	2.Charge the battery under negative pressure
	3.The dashboard malfunction	3. Contact the after-sales service to replace the damaged parts
Power supply and motor cannot start	1.Braking	1.Check whether the brake is on brake
	2.The dashboard key failure	2.Contact after sales,check the dashboard

A close-up photograph of a person's hands on a bicycle handlebar. The person has a prominent black tattoo on their right forearm. The background is blurred, showing other people and a railing, suggesting an outdoor setting like a park or a bike trail.

**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, outdoor adventures and the latest eScooter news! We love sharing photos from our community of Reid Riders so use #reidbikes and make sure to tag us for your chance to be featured!

Are you looking for a community of cyclists to share your passion with? Look no further than Reid Bikes on Instagram! Our page is filled with exciting content and opportunities to connect with fellow riders. As well as excited giveaway opportunities.



**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 all the latest happenings.

By following Reid Bikes on Facebook, you'll have access to a wealth of information that can help you improve your cycling experience. You'll be able to join a community of like-minded individuals who share your passion for cycling.



**FOLLOW US ON FACEBOOK**



## TikTok

Follow us on TikTok @reidbikes to see new eScooter content, awesome adventure videos from Reid Riders and the latest TikTok trends!

By following us, you'll get a glimpse of the latest eScooter content, including the newest models and features that we offer. Additionally, you'll get to see exciting adventure videos from our Reid Riders, who showcase the capabilities of our eScooters in different terrains and environments. Not only that, but we also keep up with the latest TikTok trends and incorporate them into our videos to make them even more fun and engaging. So, what are you waiting for? Follow us now on TikTok @reidbikes.



FOLLOW US ON TIKTOK



## 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 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...

# Environmental Pledge

A man and a woman are riding e-scooters on a paved path in a park. The man is wearing a light orange t-shirt and dark shorts, and the woman is wearing a white and black striped dress. They are riding away from the camera. In the background, there are other people, trees, and a fountain. The scene is bright and sunny.



## 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 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!

We recently hit the milestone of over 200,000 trees planted! Thank you for contributing to this by purchasing your Reid!



SCAN TO LEARN MORE