



**ENVO**

**E50 | E35 SCOOTER**

**USER MANUAL**

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[ENVODRIVE.COM](https://envodrive.com)

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## **⚠️ WARNING**

Read, understand, and follow all of the instructions and safety precautions in this manual and on all product labels. Failure to follow the safety precautions could result in serious injury or death.

# 1. INTRODUCTION

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## WELCOME TO THE ENVO FAMILY

Thank you for choosing an ENVO Electric Scooter. As a leader in electric micromobility design and distribution in Canada, we are passionate about our customers riding their ebikes and scooters more and driving their cars less. We are focused on ensuring that you have a safe and enjoyable riding experience for years to come. At ENVO, we are committed to developing sustainable zero emission mobility systems and work hard to maintain the satisfaction of our customers. Please stay connected and share anything that can help us improve our products and service.

### 1.1. USE OF MANUAL

For safe and enjoyable operation and installation of all ENVO Drive Systems products please carefully read and follow the recommendations outlined in this manual. It is critical that you clearly understand all general operations of various parts of your ebike.

Please pay extra attention to any information marked with a caution or warning symbol:

**⚠️ WARNING**

**⚠️ CAUTION**

### 1.2. SERVICE & TECHNICAL SUPPORT

Please contact us regarding any technical issues that you encounter, we are here to help. Give us a call, visit our help centre at [support.envodrive.com](https://support.envodrive.com), or refer to the tutorial videos on our website. This manual is not intended to be an extensive service guide. If you are in need of in-depth immediate service contact your local bike shop.

### 1.3. ILLUSTRATIONS

The illustrations in this manual may not be perfect representations of your scooter, and some of the components may differ. The models illustrated are for instructional purposes only.

## 2. SAFETY & GENERAL TIPS

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### 2.1. STREET LEGALITY

- Electric scooters may be allowed on roads, sidewalks, and bike lanes depending on the location. It is important to check your province/state, county, and local city by-laws to ensure that your scooter complies with local regulation and provisions.
- ENVO electric scooters general settings comply with 24km/h max speed, 500W max mechanical power, lights, bell, and equipped with brake cut-off switches. These provisions suffice Canadian regulations. Parks and other privately managed properties might have different rules.
- By modifying an electric scooter's settings, upgrading a component's capacity, such as the controller or motor, the product may lose its street legality even if modifications are done by a professional. If at any point ENVO Drive Systems is asked to implement upgrades, we will notify you if the modifications exceed street legal limits.
- ENVO is not liable for the legality of use of products in various locations.

### CAUTION

Your insurance policy may not provide coverage for accidents related to the use of an electric scooter. Make sure to contact your insurance company to know about your coverage.

## 2.2. RULES OF THE ROAD

### **WARNING**

Failure to follow recommendations outlined in this section may cause damage to property, injury, or even death.

- Always obey all the traffic rules, regulations, signs, and signals
- Always wear a helmet that meets or exceeds safety standards
- Ride in a single file on the right side of the road
- Avoid drain grates, soft road edges, gravel, sand, potholes, and uneven paving
- When crossing the railroad track, pay extra attention as you may lose control
- Avoid unsafe actions when riding the scooter
- Do not carry a payload that shifts your balance, hinder your vision, or affect your hearing
- Always have both of your hands on the handlebar
- Do not tow or push the product
- Replace broken parts immediately
- If any scooter component is not functioning properly, end the ride immediately

## 2.3. BEFORE YOUR FIRST RIDE

- If you have an impairment or disability such as visual impairment, hearing impairment, physical impairment, cognitive impairment, and/or a seizure disorder, consult your physician before riding any ENVO Drive Systems product
- Before going on your first scooter adventure, take time to get familiar with your scooter.
- Make sure everything on the scooter is secured and tight, the handlebar clamps are locked, and there is no play in any part
- Check if you are able to turn the handlebar while the wheel is held in place **Figure 2A**
- Check if the handle bar is secured to the stem and the grips are tight by trying to twist the bars forward and backward **Figure 2B**
- Ride around a quiet area at the lowest speed mode setting, get familiar with your brakes and settings
- Be sure to bed in the brakes (See Brakes, Section 5.5.). Failure to do so will result in lower than optimum braking performance and can lead to squealing

Figure 2A



Figure 2B



## 2.4. BATTERY & CHARGER SAFETY

- Please keep the battery away from excessive heat and moisture, do not spray with high pressure water, and do not store outdoors in freezing temperatures below 0°C
- Always store your battery in a well ventilated, cool, dry room at room temperature
- Keep away from children and pets
- If you notice any SMOKING OR SPARKING while charging immediately disconnect the battery
- Disconnect the battery from the charger once the charger light is green. And disconnect the charger from the wall plug
- Always charge the battery near 80% before long term storage and continue to check up on and charge every 2 months. Failure to do so can result in a loss of capacity to the battery and may even permanently damage the battery cells, which will void the warranty
- Always unplug the charger when not in use
- Take care of the pins. Always be gentle when pulling the charging pin out. Rough use of the pins can cause irreversible damage to the pins and battery
- Always use the charger provided by ENVO for the ENVO products
- Make sure you always seal the charging port when not in use
- Always unplug the charger when not in use
- To minimize chances of sparking, first gently plug the charger into the battery and then plug the charger into the wall
- The charger may get hot while charging. Make sure charger's surrounding is open for natural heat dissipation

### **WARNING**

**NEVER** disassemble the battery, there is significant risk of shock and damage to the battery. Doing so will also void the warranty. **DO NOT** puncture or crush the battery, or expose to server vibrations and impacts.

## **WARNING**

Do not puncture or crush the battery. Do not expose the battery to severe vibrations or impacts. Failure to properly use, charge, and store your battery as instructed will void the warranty and could cause a hazardous situation.

## **CAUTION**

Do not use the ENVO battery charger for any purpose other than charging your escotter. Do not use the ENVO battery as a power source for any other devices than your ENVO escotter. If you do so the warranty will not be applicable, and ENVO Drive Systems will not be liable for any damage to the system or injury to the persons.

### **2.5. FIRST CHARGE**

- When you first receive your battery it will have about 50-70% of charge
- Before your first ride, charge your battery up to 4hrs, but no longer than that
- This may require you to leave the battery in charge even when the charger light is green. Doing so ensures that each cell is charged to its full capacity
- The full voltage of the battery pack should be slightly under 42V.

## **WARNING**

Do not drop the battery. Damaged batteries can cause fire and may explode which can lead to damaged property, injury or even death.



## 2.6. CHARGING YOUR SCOOTER

- Never store the scooter in a discharged state. After every ride, charge the battery as soon as it has reached room temperature. This is to ensure battery health
- The charging port on E50 is located near the headtube at position 1 as shown in **Figure 2C** while it is located on the right side of frame on E35 as shown in Figure 2D.
- The port is covered by a dust and water resistant cap, make sure to secure it after every charge.
- Always charge the scooter in a well ventilated, cool room. Do not leave the battery unattended for an extended period
- Charging time is up to 4 hrs or until the charger light is green

Figure 2C

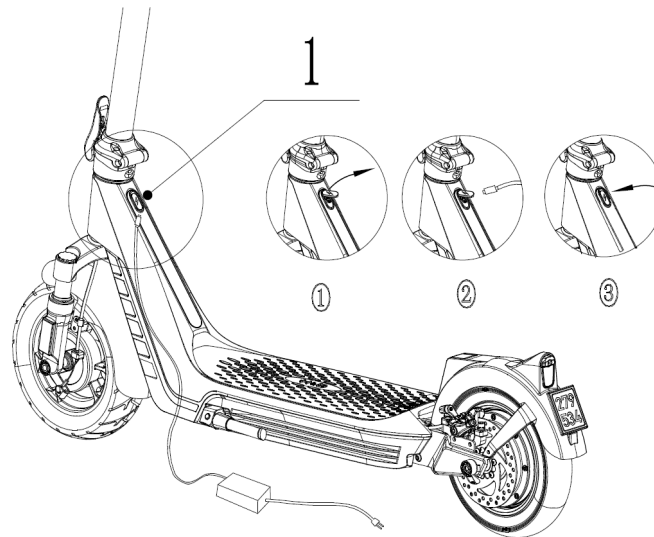
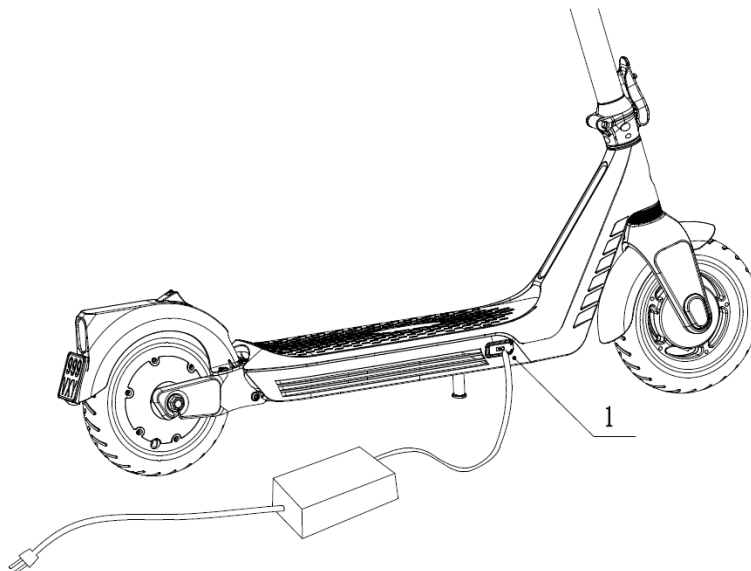


Figure 2D



## **WARNING**

The battery must not be left unattended when charging. Always charge the battery in front of your eyes.

## **WARNING**

Never place the charger or the battery near flammable materials. Place the battery and charger on a fireproof surface before charging.

## **CAUTION**

Please make sure you are gentle anytime you are inserting or removing the port's charging cable. Failure to do so can result in damaged pins and poor connections.

## **2.7. TRANSPORT**

- Products containing Lithium-ion batteries are subject to many regulations and are often considered dangerous or hazardous materials by carriers. Be sure to check for relevant laws and ask the carrier for approval prior to shipping a Lithium-ion battery or transporting it by air

## **2.8. DISPOSAL**

- Be a friend to the environment. Recycle your old products at a local battery recycle centre
- Batteries should never be thrown in the garbage
- Contact ENVO for more information about how to recycle your batteries/products

## 2.9. LOCAL REGULATIONS

Generally, the regulations for scooters throughout North America follow the same guidelines; however, there may be local differences such as where you can ride, minimum rider age, or required equipment and registration. Please follow the specific regulations for the use of an electric scooter in your local municipality. It is the rider's responsibility to know the local regulations that apply to an electric scooter and to obey them.

### **WARNING**

Disposing of Lithium-Ion batteries incorrectly can allow moisture and oxygen to enter the battery. This can lead to the oxidation of lithium components and which can cause a heat reaction that may include fire or explosion. In addition overcharging, overheating, shock from dropping, or crushing can lead to a heat reaction. Batteries must always be recycled. They should not be thrown in the garbage.

#### **IMPORTANT NOTE:**

As your battery ages, it will gradually lose capacity. With proper care and maintenance, your lithium ion battery will retain up to 70% of its capacity for about 500 full discharge/recharge cycles. As capacity diminishes, you will notice a gradual drop off in max range capability. When range falls to an unacceptable level, contact your local ENVO dealer to purchase a new battery.

## 2.10. GENERAL RIDING TIPS

### **WARNING**

Read, understand, and follow all of the instructions and safety precautions in this manual.

Electric Scooters can be dangerous to use. The user or consumer assumes all risk of personal injuries, damage, or failure of system and all other losses or damages to themselves and others and to any property, arising out of or as a result of using the scooter.

As with all mechanical components, your scooter is subjected to wear and high stresses. Different materials and components may react to wear or stress fatigue in different ways. If the design life of a component has been exceeded, it may suddenly fail, possibly causing injuries to the rider. Any form of crack, scratches or change of coloring in highly stressed areas indicate the life of the component has been reached and should be replaced.

### **WARNING**

Electric scooters, like any other vehicle, require regular maintenance by mechanically inclined persons to guarantee safety of use. Make sure you inspect your bike often and have it serviced by a professional regularly.

### **WARNING**

Failure to wear a helmet and other recommended safety gear when riding an electric scooter can lead to serious injury or death.

- Always ride at a speed that's appropriate for the conditions. Higher speed means higher risk
- Ensure brakes and motor cut off switch are working prior to every ride
- Ensure nothing is loose (ie bolts, wheels, and handlebar) and everything is secured on the scooter prior to every ride
- Always keep both hands on the handlebars
- Do not operate if you are sleepy, sedated or while under the influence of drugs and/or alcohol
- Do not accelerate around corner or going downhill as you may gain too much speed and loose control
- Do not ride on any road with bumps higher than 2cm or through puddle of water which is deeper than 2cm
- At high speed be cautious of moving handlebar or turning too quickly as you may loose control
- Always keep the brakes covered, and be prepared to stop in case of emergency
- Apply both brakes simultaneously and smoothly
- Make sure you clearly understand that it is very difficult for any vehicle to notice your presence, ALWAYS assume that you cannot be seen and dress in bright colours, reflective gear and use bright lights
- Ensure those around you are aware you are approaching by ringing your bell and verbally address pedestrians when passing by, or when riding in areas where wildlife are located
- Wet weather impairs traction, braking and visibility, both for the cyclist and for other vehicles sharing the road. The risk of an accident is dramatically increased in wet conditions
- Reflectors are not a substitute for required lights. Riding at dawn, at dusk, at night or at other times of poor visibility without adequate lighting is dangerous and may result in serious injury
- Never ride with headphones. They mask traffic sounds and emergency vehicles sirens, distract you from concentrating on what is going on around you. Headphone wires can tangle in the moving parts of the scooter, causing you to lose control
- Wear proper attire, including bright clothing, protective glasses, and sturdy shoes. Never wear a loose-fitting dress or long dress when riding as it can get caught in the moving parts and cause serious injury or even death
- Always wear an approved helmet and ensure it fits according to the manufacturers' instructions. Ensure your helmet meets the latest certification standards and is appropriate for the type of riding you do and if there are any special requirements for riding an electric bike
- At temperatures below -10°C the motor grease might be too stiff for high-power rides. Give the motor some low speed and low power spins and warm up the gears before going full power

## **2.11. SAFE OPERATING CONDITIONS**

### **2.11.1. CARRYING PAYLOAD**

- Always ensure that any bag that you may be wearing is secured and does not have any loose wires or straps, never hang the bag by the handlebar. Carrying a load requires getting accustomed to. Practice maneuvering and braking on a flat, hazard and traffic free street with and without a load before going out into the road.

### **2.11.2. WEIGHT CAPACITY**

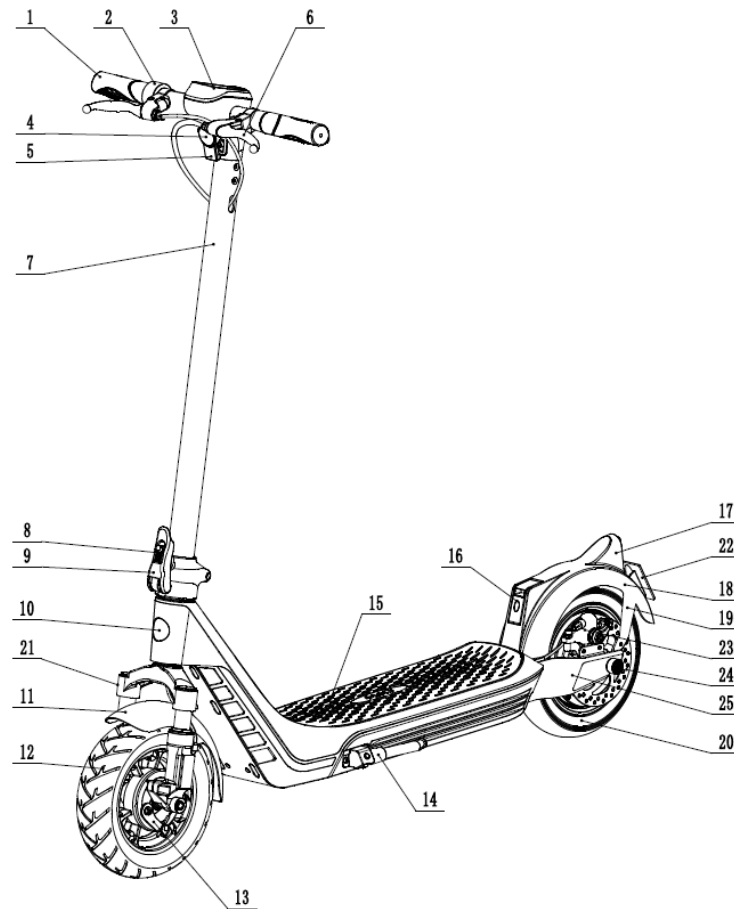
- ENVO E50 and ENVO E35 electric Scooters are designed with a maximum weight capacity of 120kg and 100kg respectively. Exceeding the maximum weight capacity can result in damage to the scooter, which can lead to serious injury or death

### **2.11.3. UNSAFE USE**

- This scooter is not designed for any purpose other than commuting and cruising in a relaxed, safe manner. Do not use this scooter to jump over curbs, or stunts.
- Never exceed 24km/h speed.

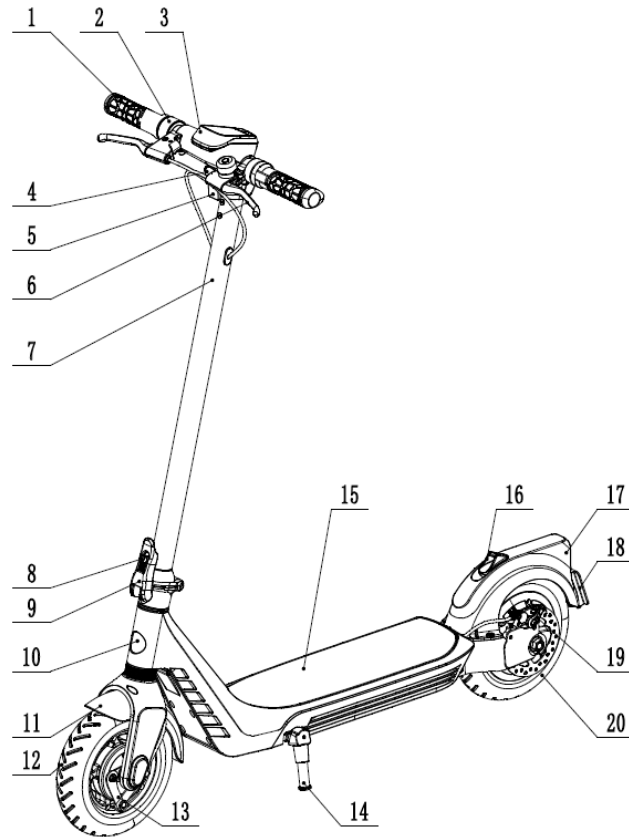
# 3. PRODUCT DESCRIPTION

## 3.1 ENVO E50 PARTS



|    |                  |    |                       |
|----|------------------|----|-----------------------|
| 1  | Grip             | 14 | Kick Stand            |
| 2  | Throttle         | 15 | Deck                  |
| 3  | Display          | 16 | Folding Lock          |
| 4  | Front Light      | 17 | Tail Light            |
| 5  | Front Reflector  | 18 | Rear Mudguard         |
| 6  | Brake Lever      | 19 | Side Reflector        |
| 7  | Folding Stem     | 20 | Rear Wheel            |
| 8  | Stem Safety Lock | 21 | Front Suspension Fork |
| 9  | Stem Clamp Lever | 22 | Plate Holder          |
| 10 | Logo             | 23 | Brake Caliper         |
| 11 | Front Mudguard   | 24 | Disc Brake            |
| 12 | Front Wheel      | 25 | Rear Fork             |
| 13 | Drum Brake       |    |                       |

## 3.2 ENVO E35 PARTS



|    |                  |    |                 |
|----|------------------|----|-----------------|
| 1  | Grip             | 11 | Front mudguard  |
| 2  | Throttle         | 12 | Front Wheel     |
| 3  | Display          | 13 | Drum Brake      |
| 4  | Front Light      | 14 | Kick Stand      |
| 5  | Front Reflector  | 15 | Deck            |
| 6  | Brake Lever      | 16 | Folding Lock    |
| 7  | Folding Stem     | 17 | Rear Mudguard   |
| 8  | Stem Safety Lock | 18 | Plate Holder    |
| 9  | Stem Clamp Lever | 19 | Rear Disc Brake |
| 10 | Logo             | 20 | Rear Wheel      |



## 3.3.PRODUCT FEATURES

### 3.3.1. ENVO E50

ENVO E50 is a fully featured electric scooter developed in an OEM partnership by ENVO Drive Systems Inc. Capable of carrying 120kg of payload and weighing just 21kg this foldable scooter can be easily carried around in condo staircases, public transits and more. Powered by a 500W motor, E50 can reach 32km/h of high speed, and up to 50km of range due to its 500Wh battery. E50 can climb up to 25% slope and equipped with dual brake system allowing you to brake safely.

- ESE – ENVO Sustainable Engineering
- Max Speed 32km/h
- Max Range 50km
- Folding design
- Rear disc brake and front drum brake
- Front and Rear suspension
- Total Weight – 21 kg
- Max Power – 500W
- Dimensions 1223 x 467 x 1201 mm ( Folded 1223 x 467 x 522 mm)

### 3.3.2. ENVO E35

ENVO E35 is a fully featured electric scooter developed in an OEM partnership by ENVO Drive Systems Inc. Capable of carrying 100kg of payload and weighing just 16kg this foldable scooter can be easily carried around in condo staircases, public transits and more. Powered by a 350W motor, E35 can reach 30km/h of high speed, and up to 40km of range due to its 270Wh battery. E35 can climb up to 20% slope and equipped with dual brake system allowing you to brake safely.

- ESE – ENVO Sustainable Engineering
- Max Speed 30km/h
- Max Range 40km
- Folding design
- Rear e-brake and front drum brake
- Rear spring suspension
- Total Weight – 16 kg
- Max Power – 350W
- Dimensions 1108 x 491 x 1152 mm ( Folded 1108 x 491 x 414 mm)

# 4. ASSEMBLY INSTRUCTIONS

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## 4.1. GENERAL REQUIREMENTS

The ENVO electric scooters come 95% pre-assembled, the assembly process is straightforward but if you feel uncomfortable putting the product together we highly suggest you get help from a professional or a mechanically inclined person. If you choose to do it yourself, with your own responsibility, please make sure you refer to following guidelines along with resources available on ENVO's website.

### CAUTION

Some accessories may present a choking hazard and other hazards to small children. Keep any small parts and/or tools away from small children.

## 4.2. UNBOXING

- Open the box from the top side
- Please be careful when pulling the scooter out. You must be careful to protect the cables from getting tangled
- Two people are recommended for the unboxing procedure

## 4.3. UNPACKING

- Cut all the zip ties or tape
- Remove all packaging wrap

### CAUTION

While cutting zip ties/tape be careful not to scratch or damage your bike, be extra cautious while cutting zip ties around wire connections and cable housings.

## 4.4. TOOLS REQUIRED

- Allen key set (2.5mm)

## 4.5. ASSEMBLY & INSTALLATION

### 4.5.1. ENVO E50 ASSEMBLY

- Place the scooter on the ground by engaging the kickstand as shown in **Figure 4A**
- Connect the waterproof cable going from cockpit of the scooter into folding stem
- Insert the handlebar stem into the folding stem
- Lock the folding stem in place using the clamp, a “click” sound will let you know when the clamp is engaged
- After the folding stem is secured, fasten the handlebar stem on to the folding stem using four counter sink screws using 2.5mm allen key as shown in **Figure 4B**

Figure 4A

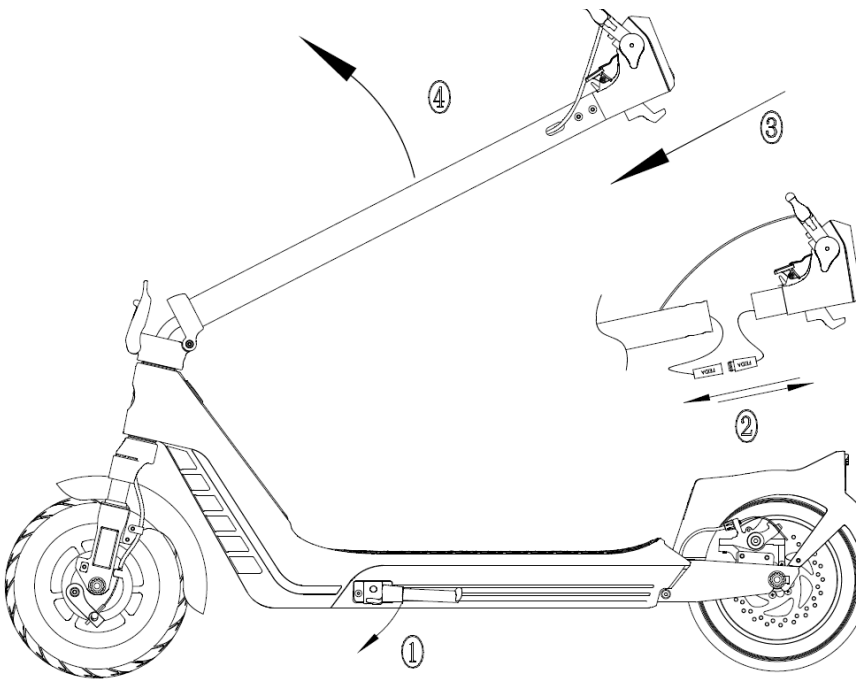
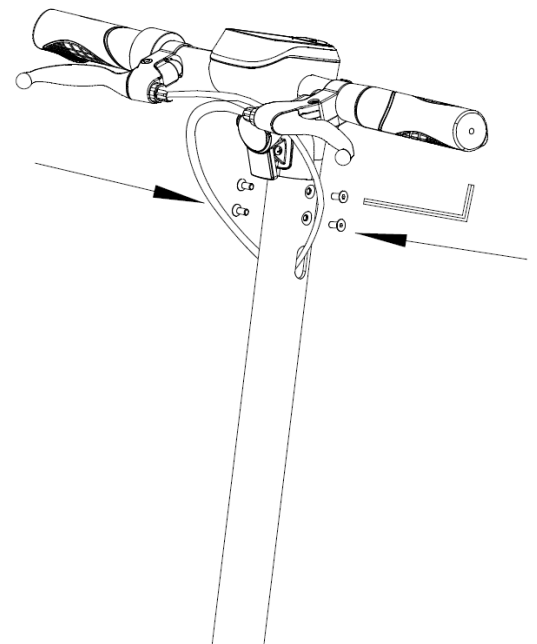


Figure 4B



## **⚠ WARNING**

Improper assembly of the scooter may result in serious injury or even death. Make sure you seek the help of a qualified mechanic in case of any doubt.

#### 4.5.2. ENVO E35 ASSEMBLY

- Place the scooter on the ground by engaging the kickstand as shown in **Figure 4C**
- Connect the waterproof cable going from cockpit of the scooter into folding stem
- Insert the handlebar stem into the folding stem
- Lock the folding stem in place using the clamp, a “click” sound will let you know when the clamp is engaged
- After the folding stem is secured, fasten the handlebar stem on to the folding stem using four counter sink screws using 2.5mm allen key as shown in **Figure 4B**
- The brake cable may come unassembled, simply engage the wire barrel into the shifter and tighten the wire using barrel adjuster.

Figure 4C

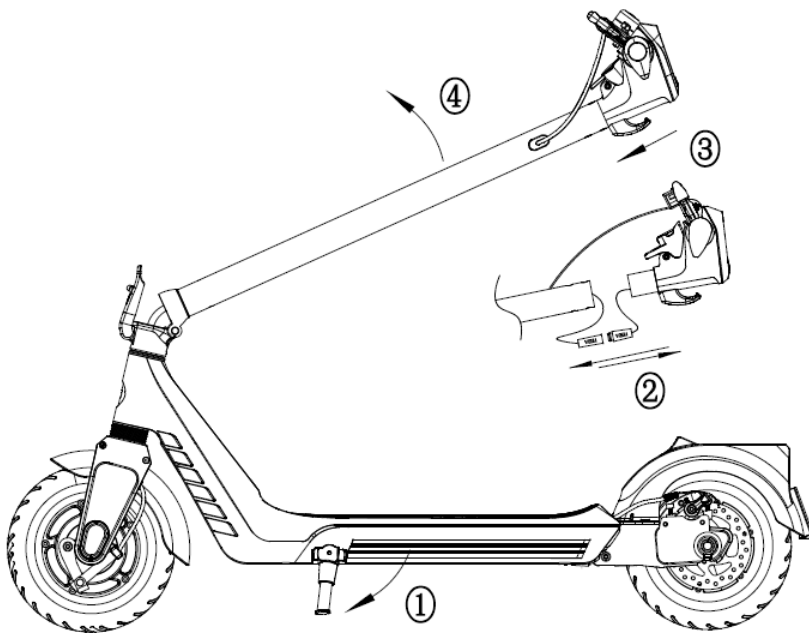
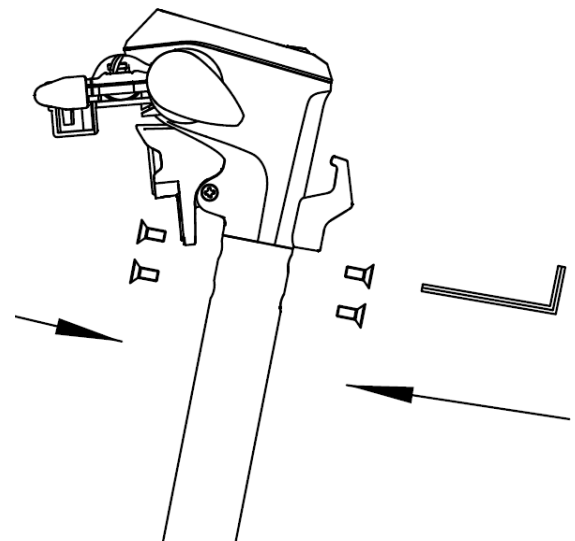


Figure 4D



### **⚠ WARNING**

Fasteners must be tightened correctly. Fasteners are not secured if the torque is too little, and the fasteners can deform, stretch, or break if the torque is too much. Incorrect torque can lead to component failure resulting in serious injury or even death.

## 4.6. ASSEMBLY CHECKLIST

It is important to complete the following checklist before your first ride to ensure that scooter is assembled correctly:

- Handlebar aligned correctly
- Lights working correctly
- There is no play or misalignment in any of the parts
- The front and Rear brakes working
- Tires are inflated and up to correct pressure
- Lights and Reflectors connected

### CAUTION

E50's right brake lever engages front brake, while the left brake lever engages rear brake. This is reverse of the North American bicycle braking standard.

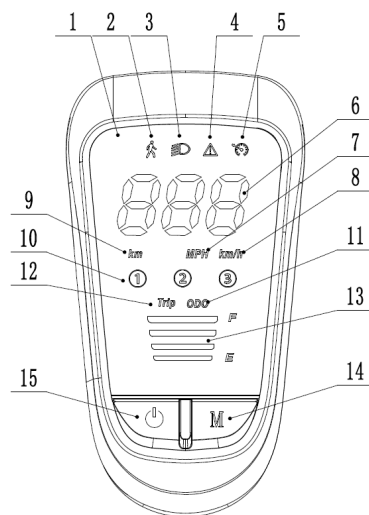
# 5. OPERATING YOUR PRODUCT

## 5.1. LCD DISPLAY

- Your ENVO Electric scooter LCD meter monitors ride mode, speed, odometer, trip distance, and battery energy level. To turn the meter on, press and hold the Power button for 1 second or longer. The scooter can be turned off by pressing the same Power button for 1 second.
- With the display ON, you are ready to select your ride mode by short pressing the “M” button. There are three ride modes: Eco, Normal, and Sports and there is an added Walk mode which limits speed to 2km/h and allow you to walk with your scooter.
- To activate cruise control, long press throttle for 15 seconds.
- To turn on/off the headlight short press the power button.
- Long Press the “M” button to shift between single trip mileage and total mileage of the scooter.

If you have any questions about the parameter settings, please give us a call or visit our help centre at [support.envodrive.com](http://support.envodrive.com).

Figure 5A



|   |                     |    |                   |
|---|---------------------|----|-------------------|
| 1 | LCD Display         | 9  | Total Mileage     |
| 2 | Walk Mode           | 10 | Ride Mode         |
| 3 | Headlight Indicator | 11 | Total Mileage     |
| 4 | Fault Indicator     | 12 | Trip Mileage      |
| 5 | Cruise Control      | 13 | Battery Indicator |
| 6 | Speed/Mileage Value | 14 | Menu button       |
| 7 | Units in Mile       | 15 | Power Button      |
| 8 | Units in Km         |    |                   |

## 5.2. RIDING YOUR SCOOTER

- ENVO Scooters need a kick off before the motor is powered up.
- Turn on the scooter and select your preferred ride mode.
- Place one foot on the deck of the scooter and use the other foot to propell the scooter forward as shown in **Figure 5B**.
- Once the scooter reaches a stable speed, place both of your feet on the deck and use your right thumb to push on the throttle as shown in **Figure 5C**.
- You can use the brake lever to apply brake and reduce speed or bring the scooter to a stop.

Figure 5B

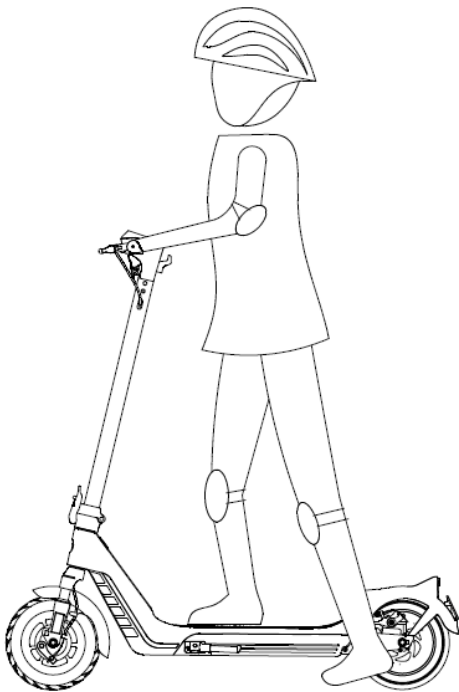
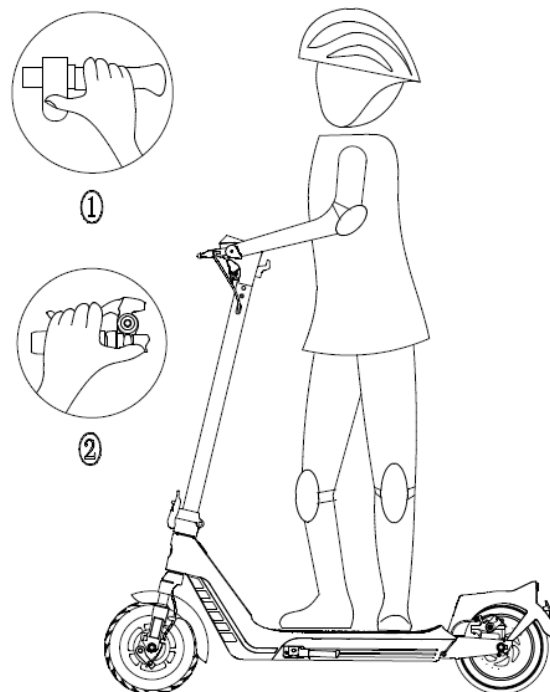


Figure 5C



### **⚠️ WARNING**

Always keep both of your hands on the handlebar, operating the scooters with only one hand may cause you to loose control.

### 5.3. FOLDING

- Before folding the scooter make sure that it is turned off.
- To unclamp the folding stem lift up the safety lock and pull on the clamp lever as shown in **Figure 5D**.
- Next fold the stem until the hook on the stem engages to the folding lock. Ensure the hook is locked before trying to carry the scooter using the stem.

Figure 5D

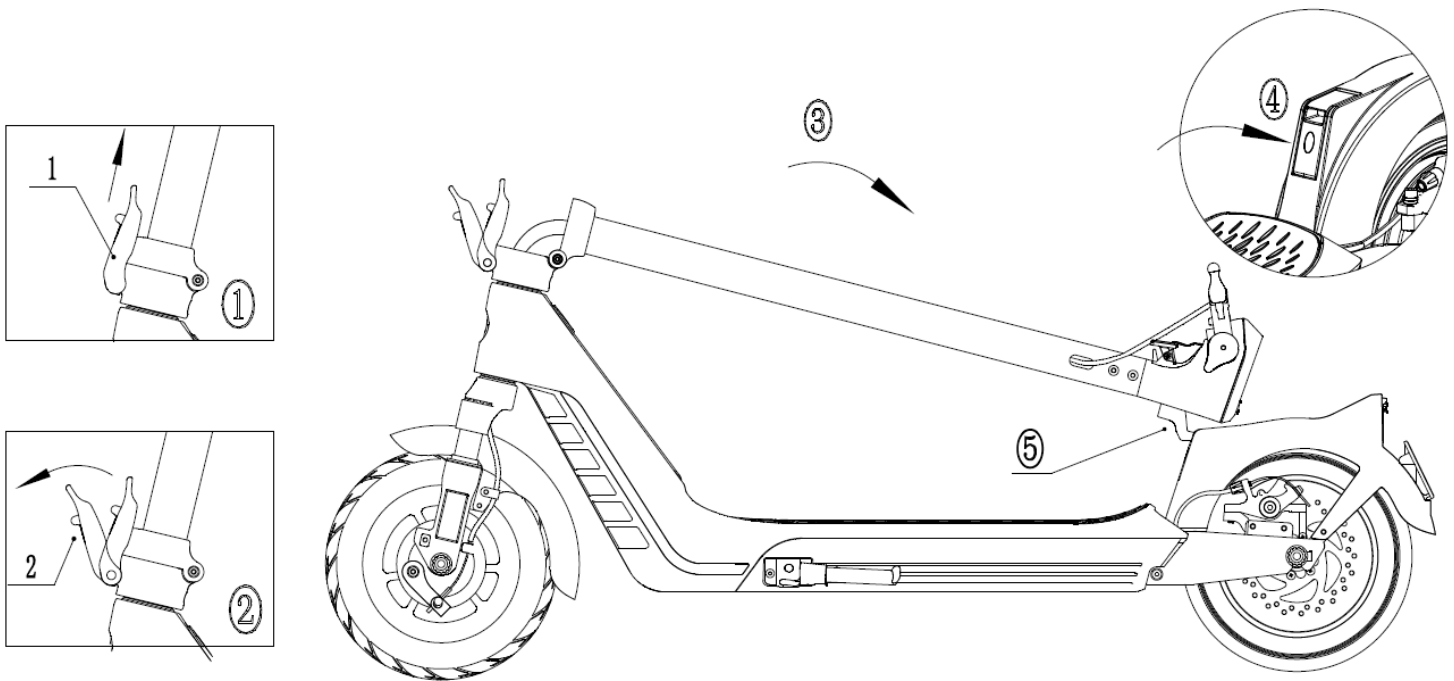
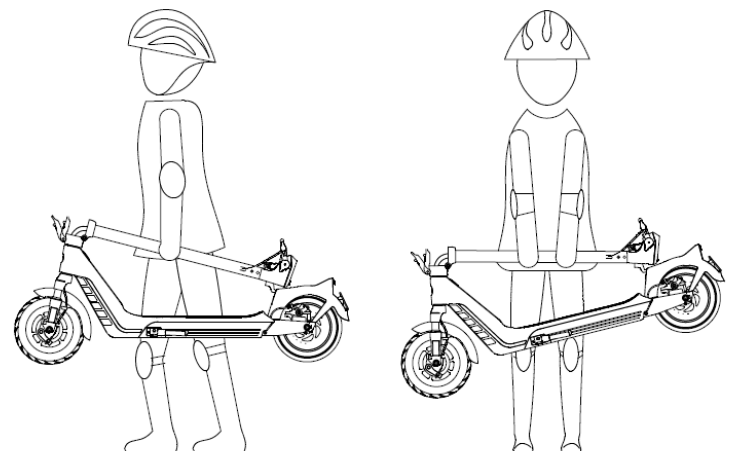


Figure 5E

- The scooters can be carried by the folding stem when its folded and locked.
- Please ensure that weight of scooter is comfortable for you to carry, improper weight lifting may cause an injury.





## 5.4. HAND THROTTLE CONTROL

- ENVO scooters are equipped with a thumb throttle located on the handlebar
- Like on a motorcycle, a scooter throttle is designed to let the user apply 0-100% of the motor's power at will.
- You control the throttle by pushing on the thumb attachment. The farther the throttle switch is from its resting position; the more power is delivered to the motor to accelerate the ENVO Electric Scooter
- When you want to slow down, you release the throttle and let it return to its resting position, and simultaneously apply the brakes.

## 5.5. BRAKES

- The E50 Scooter is equipped with Rear disc brake and front drum brake for maximum reliability. Applying pressure to the brake levers will cause the brake pads to cause friction slowing the wheel. The more pressure applied to the brake lever, the faster the Electric Bike will come to a stop
- The E35 Scooter is equipped with Rear e-brake and front drum brake. The front brake acts on the principle of friction while the rear brake using electromagnetic forces to brake the scooter.
- ENVO scooter brakes are equipped with microswitches that cut off the motor power whenever the brake levers are squeezed. You should check the operation of your brake disconnect switch before every ride: While riding slowly in a controlled environment (like your driveway), engage the motor then squeeze each brake separately. The motor should lose power immediately and remain off as long as a brake lever is depressed

### CAUTION

The cable switch can be disconnected, come loose, or malfunction – so always perform a check before you ride. Be sure to pull both brakes in an emergency or when you need the motor to disengage.

- Always apply both brakes simultaneously. Applying only one brake to slow or stop at high speeds may result in the rider losing control. It is best to apply even pressure to both brake levers when slowing or stopping
- Make sure that the brake lever does not contact the handlebar when full hand pressure is applied. If so, then the brakes must be adjusted by increasing the tension on the cable

## 5.6. OPERATING RANGE

Expect a range of about 50 km for E50 and 40km for E35 on flat ground, light wind and for an average weight person.

The range on scooter can vary greatly and are heavily dependent on these factors:

- Battery age
- Rider and luggage weight
- Road conditions (gravel or smooth)
- Tire condition and PSI
- Wind speed and direction
- Ride Style (heavy acceleration and high speeds will drain the battery faster)
- Road slopes or hills
- Weather and temperature

## 5.7. MAXIMIZE YOUR RANGE

- Fully charge your battery before each ride
- Service your scooter periodically, ensuring bearings run smoothly and the brakes do not rub the rotors or rims
- Minimize the weight you carry
- Avoid sudden starts and stops
- Check and adjust tire pressure

## 5.8. PRE-RIDE CHECKLIST

- Check if all the fasteners are tightened and not loose
- Check that brakes are functioning properly and that brake pads are positioned correctly
- Check alignment of handlebar and wheel
- Check tires are inflated with the correct pressure
- Check that tires have a good tread and no excessive wear
- Check that handlebar and stem are aligned
- Check that bearings are lubricated and run freely without any grinding
- Check that frame is not bent or damaged
- Check that the hub motor is functioning smoothly and in good condition
- Check that battery has enough charging left on it

# 6. MAINTENANCE

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## 6.1. MAINTAINING PARTS

- Electric Scooters need regular maintenance to function properly.
- In this manual we provide important basic guidelines on how to maintain and inspect your scooter. We cannot teach you everything you need to know to properly inspect and service your scooter. That is why we repeatedly urge you to take your bicycle to a professional for service and repair.
- Make sure the tires are correctly inflated, check them by using a tire pressure gauge
- Your scooter should be periodically cleaned, and tires should be changed when tread is below manufacturers recommended tread depth
- Never inflate a tire beyond the maximum pressure marked on the tire's sidewall. Exceeding the recommended pressure may blow the tire off the rim which could cause damage to the bike and serious or fatal injury to the rider and injury to bystanders
- We recommend that you frequently check the kickstand and tighten the bolt as the high stress put upon by the spring can cause the bolt to loosen over time
- The brakes may get loose over time, you can adjust the disc and drum brake tightness by increasing the tension in the brake wire.
- If you feel play in the handlebar, use the allen key to tighten the screws.

## 6.2. RECOMMENDED SERVICE INTERVALS

It is important to inspect and service the electric scooter to maintain optimal performance. The recommended service is only a guideline, every scooter is used differently, and its wear and tear

| INTERVAL      | INSPECT/SERVICE  |
|---------------|--|
| Every Week    | <ul style="list-style-type: none"><li>• Check bolts and fasteners for proper torque value</li><li>• Check frame for any scratch or damage</li><li>• Clean frame by wiping with a damp cloth</li><li>• Tension brakes if needed</li></ul> |
| Every Month   | <ul style="list-style-type: none"><li>• Check brake pad alignment</li><li>• Check brake cables for rust</li><li>• Check bearing adjustment</li><li>• Check Wheel for wear</li><li>• Lubricate forks</li></ul>                            |
| Every 6 Month | <ul style="list-style-type: none"><li>• Lubricate handlebar stem</li><li>• Grease bearings</li><li>• Replace brake pads</li><li>• Replace tires if necessary</li><li>• Replace cables if necessary</li></ul>                             |

- If you see a crack in any part of the bike, replace that part immediately as a crack can grow without any warning and may break the part during operation
- If you see any rust on the scooter, make sure to clean the scooter and lubricate it properly. If the rust is excessive, replace the part
- Make sure to avoid scratching or gouging any surface as these are stress concentration points that could lead to crack formation
- If there is any noise coming from the scooter, investigate its cause and make sure to rectify the problem as soon as possible

# 7. STORAGE

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## 7.1 STORAGE

- Always fully charge the battery before storage
- Always switch the battery off before storage or when not in use
- If you are storing the battery long term, check and charge the battery every 2 months
- Always store the scooter somewhere where it is protected from rain, snow, or sunlight
- Store the scooter in a cool, well-ventilated room at room temperature
- Make sure the charging port is covered

# 8. GENERAL TERMS & WARRANTY

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## 8.1. WARRANTY

- All products including ebikes, scooters, and conversion kits, as well as components purchased including motor, controller, display, battery, charger, throttle, PAS sensor, brake sensors are covered by 12 months FREE warranty unless otherwise specified. You can purchase an extended warranty up to 24 months where offered
- Although our warranty is designed to ensure you receive a perfect product at the time of purchase your product will still require maintenance by the user
- Replacement mechanical parts such as chain, brake, tire, gear adjustment or loose screws or connectors are not covered under the warranty. The warranty is for intrinsic parts defects only
- We do not offer bicycle service and tune up as a part of warranty service
- The warranty supports you if you have intrinsically defective parts such as a cracked frame weld seam or controller circuit failure. It does not include labour or delivery
- Delivery of the defective products or parts for repair or replacement to our service shop is the customer's responsibility
- An ebike is a vehicle that functions in real working conditions and is exposed to unwanted impacts, shocks, vibrations, heat and cold, accidents, water penetration, salt splash etc. which may cause damage. These damages are not covered under the warranty
- If you find a defective product or part within the eligibility period, we supply will supply a free replacement part for you. You might be billed for the cost of delivery or installation fee

### **IMPORTANT NOTE:**

ENVO does not offer tune-up and bike mechanical services beyond limited installation or repairs of electrical system. Changing settings on the controller from the default manufacturer suggestion settings may cause damage the ebike components. That will void the warranty.

## 8.2. REGISTERING YOUR PRODUCT WARRANTY

Please register your ENVO Drive Systems product by submitting filling out our product warranty registration form at [envo-drive.com/warranty-registration](https://envo-drive.com/warranty-registration).

### IMPORTANT NOTE:

You must register your electric bike with ENVO Drive Systems within 30 days of purchase for warranty to be valid.

## 8.3. EXCLUSIONS

ENVO is released and discharged of any liability for any damages, injuries or claims occurring as a result of neglect, the owner is responsible for the maintenance and safety of all structural and mechanical components of their ebike such as brakes, headset, forks, etc.

## 8.4. SATISFACTION GUARANTEED

We offer guaranteed satisfaction on all our products and services. We provide in-depth free technical sales support to ensure you choose the product that best suits your needs.

## 8.5. CUSTOMER SERVICE

Our highest priority is to provide the best customer service possible and cultivate a long lasting relationship with each client built on trust and respect. Our customer service is not passive; we are available to actively support you through all ordering or service procedures. We are happy to have in depth conversations with our customers about their requirements or problems. Our personal connection with each client is what differentiates us from common “No-Question” customer service models offered by Amazon or department stores. At ENVO we are real hardworking people trying to bring great products and services to you in a way no one else does.

## 8.6. TROUBLESHOOTING, REPAIRS & TECHNICAL SERVICE

- We have a dedicated Help Center including a troubleshooting guide and user manuals to help customers maintain and fix their system in case of errors or failure. You are required to go through the guides and if the solution is not achieved contact our customer service through our ticketing system, providing all observations for our technicians to help figure out the issue
- 90% of cases can get to a solution at this stage by knowing the problem even without need for sending any replacement parts

- In case the issue is not diagnosed by standard ways; for our hub motor kits, ENVO ebikes, and other house brand products, since the electrical system is modular and has easy access. We would be able to easily send you replacement parts such as a controller to swap and test and return the defective one. You may be required to purchase the parts initially and pay for the shipping costs. You can return the unused parts for full refund later on
- Customers are required to have a level of technical knowledge with tools to recover their system remotely and safely without our assistance
- If at any stage of the diagnostics or even after parts replacement, it turns out to be a part intrinsic defect within the warranty criteria; we will refund the cost of the purchased component as accepted by warranty validated by the head of technical debt



# 9. CONTACT

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## LOCATION

ENVO Drive Systems Inc.  
1685 Ingleton Avenue  
Burnaby, BC V5C 3V6  
Canada

## BUSINESS HOURS

Monday – Friday: 10am – 5pm PST  
Saturday: 11am – 3pm PST  
Sunday: Closed

*Please check online to see our most up to date hours*

## PHONE

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## WEBSITE

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