

Dear user, please read the instructions carefully before enjoying your ride.  
Familiarize yourself with the relevant usage specifications and keep this manual and the product certificate with the vehicle. Do not use the electric scooter until you fully understand its performance.



Welcome!

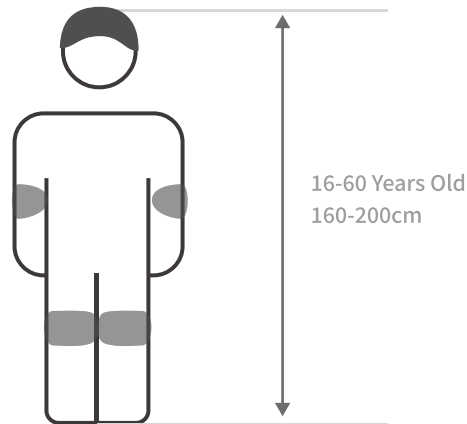
---

## Dear User

Thank you for choosing the Engwe Electric Scooter (hereinafter referred to as "Scooter")! The scooter is designed for short-distance travel, featuring an easy-to-fold structure for convenient carrying. It also serves as a stylish recreational device.



All images in this manual are for reference only.  
Please refer to the actual product for details.



When riding the scooter, please wear a helmet, knee pads, elbow pads, wrist guards, and other protective gear to reduce the risk of injury.

## 1. Product Introduction

1.1 Safety Instructions

1.2 Packing List

1.3 Component Description

1.4 Function Description

## 2. Quick Start Guide

2.1 Installation Guide

2.2 How to Fold

2.3 How to Charge

2.4 Quick Use Instructions

2.5 Instrument Settings

## 3. Maintenance Precautions

3.1 Usage Precautions

3.2 Maintenance and

Self-Inspection

3.3 Fault Inspection and

Troubleshooting

## 4. Service Guide

4.1 After-Sales Service and

Warranty Scope

4.2 Warranty Card and

Maintenance Record

4.3 Product Parameter Table



ENGWE  
TECHNICAL  
SUPPORT VIDEO



ENGWE  
MANUAL



### Safety instructions

1. Scooters are not intended for use as a means of transportation and must not be ridden on public roads. Always follow local laws, regulations, and policies when riding.
2. Mastering riding skills requires practice. ENGWE is not liable for any damage resulting from the rider's inexperience or failure to follow the instructions in this manual.
3. Carefully read this manual before using the scooter. If you are unable to ride according to the instructions, do not attempt to use the scooter. Before lending the scooter to others, ensure they have read and understood the manual. You are responsible for the safety of new riders. Assist them in learning the scooter's basic operations and ensure they wear a helmet and protective gear.
4. Following the tips and warnings in this manual can help reduce risks but cannot eliminate them entirely. Be aware that riding a scooter carries inherent risks, including injury or death from loss of control, collisions, or falls. Scooters are designed for use on flat, hard surfaces and are best suited for enclosed or designated areas (such as residential zones, parks, or dedicated paths). Avoid riding in areas with obstacles or uneven surfaces. When entering unfamiliar environments, stay alert and reduce your speed.
5. To minimize the risk of injury, strictly follow all Cautions and Warnings in this manual. Do not exceed the speed limit, and never ride in areas designated for motor vehicles.
6. This product may contain detachable parts. Keep these parts out of children's reach to prevent choking hazards, accidental ingestion, or misuse.

### Riding instructions

1. When riding this product, always comply with local laws and regulations. Do not ride in areas where access is restricted by national laws or relevant authorities. For your first ride, choose a safe area free from obstacles such as children, pedestrians, and vehicles.
2. When riding, respect pedestrians' right of way. Whenever possible, pass on the left side of pedestrians. When approaching pedestrians from the front, keep to the right and reduce your speed. Avoid startling pedestrians, especially the elderly, children, individuals with disabilities, and pregnant women. When approaching from behind, alert the pedestrian and slow down when passing.
3. Stay vigilant and exercise good judgment at all times. Ride at a safe speed, maintain a safe distance from other vehicles, and reduce speed in unfamiliar environments. Be aware that riding a scooter carries a risk of collision with pedestrians, motorcycles, cars, or other vehicles. When approaching intersections, turns, or doorways, slow down and yield to pedestrians, bicycles, and motor vehicles. Always remain alert to your surroundings, including traffic and pedestrians.
4. Avoid sudden acceleration or deceleration. Always keep both hands on the handlebars and both feet on the pedals while riding. Do not exceed the scooter's speed limit, as this may result in loss of control, collisions, or falls.

5. If the scooter is damaged, emits a strange odor, produces smoke, overheats, or shows signs of performance failure or abnormal parts, stop using the scooter immediately and contact after-sales service.
6. Do not throw or drop the scooter, and avoid exposing it to open flames or high temperatures.
7. When riding, ensure that you and other road users can see each other clearly. Be mindful of road conditions and avoid obstacles or areas that may be difficult to ride on, including but not limited to wet, slippery, sandy, gravel, or icy surfaces.
8. Any modification of the scooter is strictly prohibited.
9. It is recommended to wear protective glasses while riding. Performing stunts is forbidden.
10. To avoid distractions while riding, refrain from wearing headphones or earplugs, making or receiving phone calls, taking photos or videos, or engaging in any other activities unrelated to riding. Stay alert and aware of your surroundings while riding.
11. The scooter is for one rider only. Do not ride with passengers, and never allow children to ride.

### Riding Environment Requirements

1. Do not ride the scooter in snow, rain, or on wet, muddy, or icy surfaces. Riding in such conditions may cause water to enter the scooter, leading to functional damage, fire, or even battery explosion. Damage caused by water ingress is not covered under the warranty.
2. Avoid riding in hazardous conditions, including but not limited to: bad weather, low visibility, dawn, dusk, fog, smoke, nighttime, darkness, or when you are extremely fatigued. Each of these conditions increases the risk of accidents.
3. Do not attempt to ride over obstacles such as sand, stones, or roadblocks. Doing so may cause a loss of balance or grip, resulting in a fall.
4. Be cautious when encountering steep slopes, uneven roads, or unfamiliar terrain. Prioritize your safety and avoid taking unnecessary risks.
5. It is strictly prohibited to ride the scooter on highways, motor lanes, near motor vehicles, on steps, around swimming pools, or in wet, slippery, or unstable areas that may compromise your safety.

### Rider Requirements

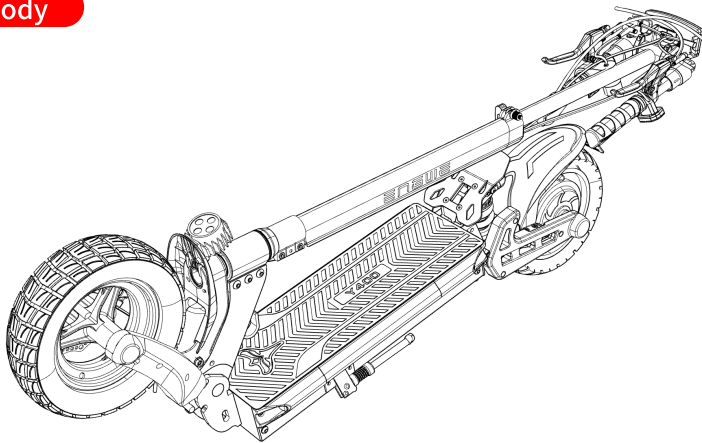
- This product is intended for users aged 16 to 60. Minors must ride under adult supervision.
- Riders should wear helmets, knee pads, elbow pads, and other protective equipment. Use a certified bicycle or scooter helmet and ensure the chin strap is securely fastened.
- The following individuals should not ride this scooter:
  - Those under the influence of alcohol or drugs
  - Individuals with health conditions that prevent strenuous physical activity
  - People unable to maintain balance
  - Individuals whose weight exceeds the specified limit (see "Basic Parameters")
  - Persons under 16 or over 60 years old
  - Pregnant women
- Avoid wearing high-heeled shoes, slippers, or open-toed shoes. Tie back long hair to prevent it from obstructing your vision or interfering with safe riding.

## 1. Product Introduction

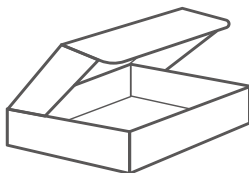
Please carefully inspect the contents of the packing box to ensure all parts are complete and in good condition. If any parts are missing or damaged, please contact your point of purchase or email the manufacturer promptly.

Retain the box and packing materials for at least 15 days in case you need to return or ship the scooter in the future.

### Frame body



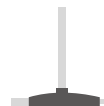
### Tool box



User Manual



Charger



M3 M4 M5

Hex screwdriver



M5

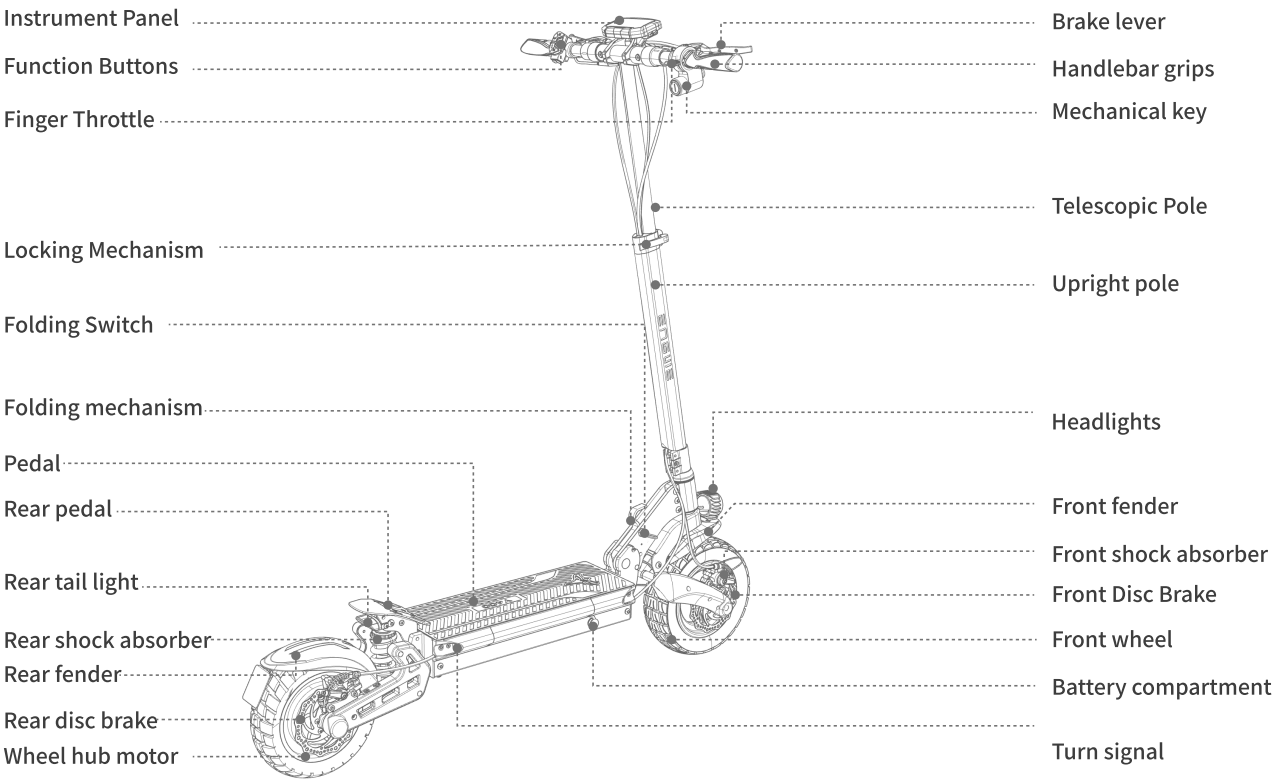


10-13

Wrench

## 1.2 Packing list

Introduction to product functional components



# Description of operating functions

### Light switch

Press the headlight button once to turn the headlight on or off. A buzzer will sound once to confirm the operation.

### Horn

Press and hold the horn button to activate the horn.  
Release the button to stop the horn.

### S key

Single click the S key to switch between ECO, D, and S gears. A buzzer will sound once with each switch.  
Double-click the S key to display the total mileage.

### M key

Single click the M key to switch between kilometers and miles. A buzzer will sound once to confirm the change.

### Turn signal

Push the black switch to the left to activate the left turn signal.  
Push the black switch to the right to activate the right turn signal.  
Press the switch to the center to turn off both turn signals

### Power Switch

Press the power button for 2 seconds to turn the instrument on or off.

### Display screen

Once the instrument is on, the display will show the real-time speed and single mileage by default.

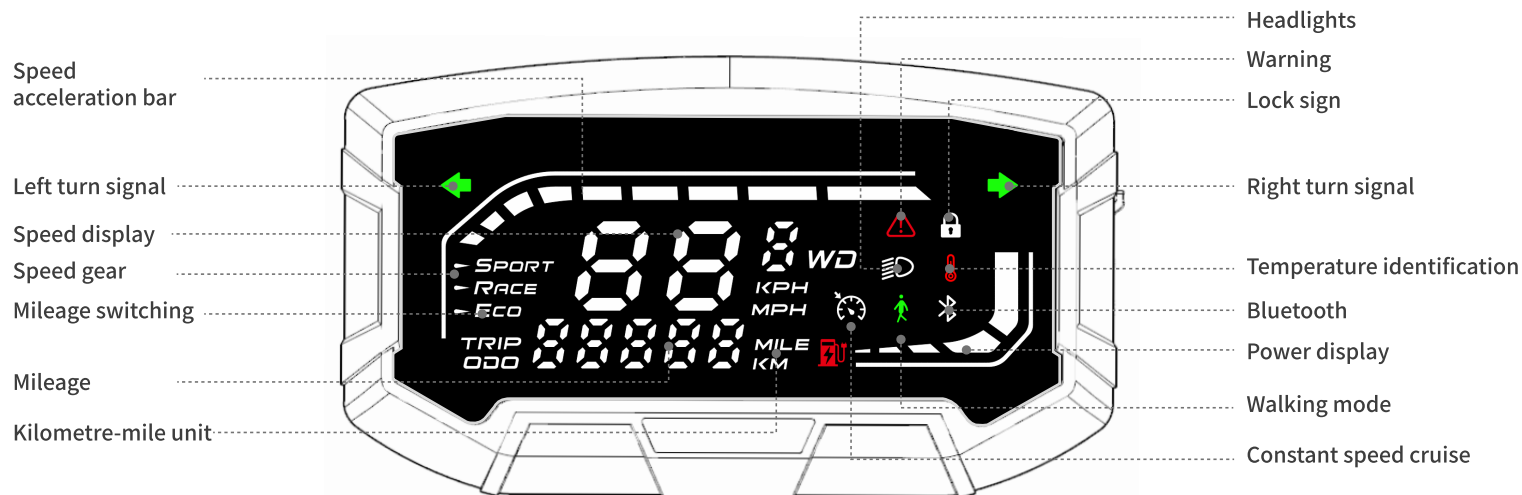
### Accelerator

After the instrument is on, press the throttle (finger downward) to accelerate and push the scooter forward.

### Key (switch)

To turn on the instrument: rotate the right knob clockwise.  
To turn off the instrument: rotate the left knob counterclockwise.

## Description of panel functions



Speed mode table--EU

GEAR	SPEED
ECO	10KM/H
RACE	15KM/H
SPORT	25KM/H
WALKING GEAR	6KM/H

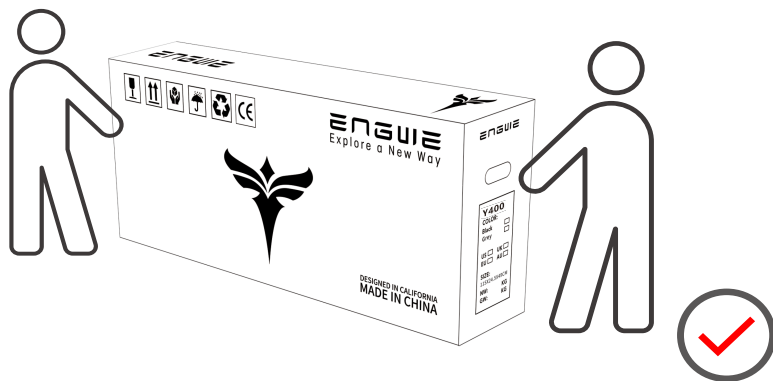
Speed mode table--US

GEAR	SPEED
ECO	6MPH
RACE	9MPH
SPORT	28MPH
WALKING GEAR	4MPH

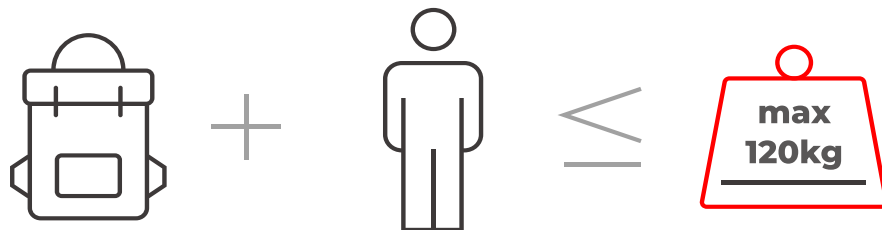
When the electric control system of the electric scooter detects a fault, the instrument will automatically display an error code. For detailed definitions of each error code, please refer to Section 3.3: Fault Code Description.

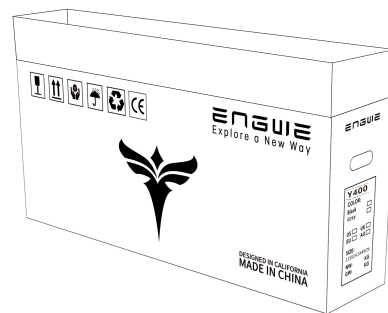
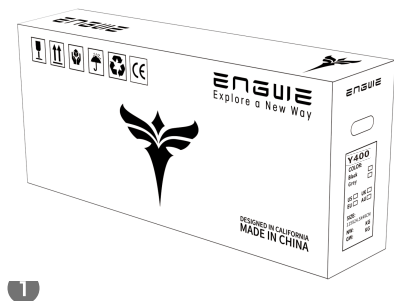
Walking mode: \* In walking mode, the headlight remains constantly on, and the taillight is also continuously illuminated and cannot be turned off.

**Warning: Please have two people perform the assembly and disassembly. Before installation, ensure that the system is turned off and cannot be accidentally turned on.**

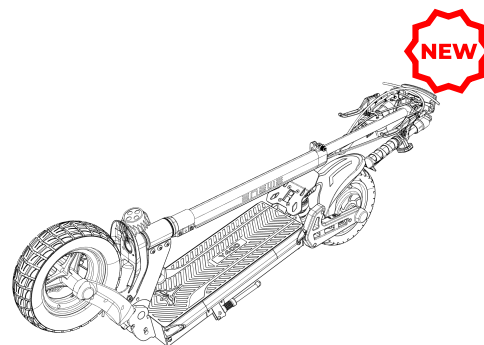
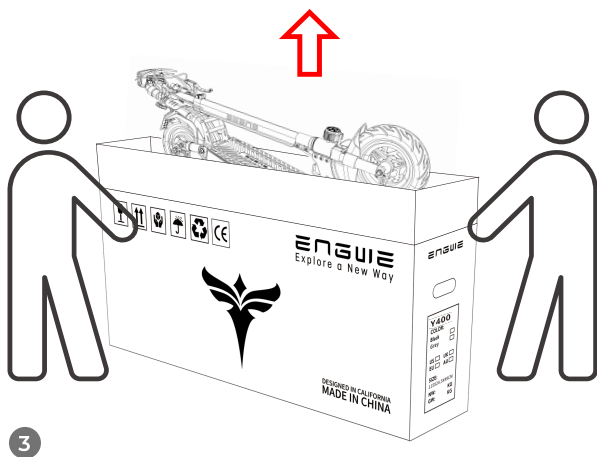


 Maximum load 120 kg



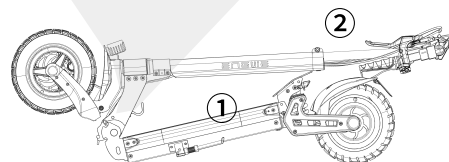
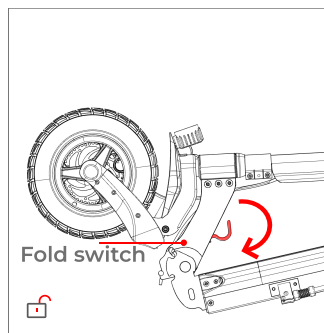


Prevent tipping

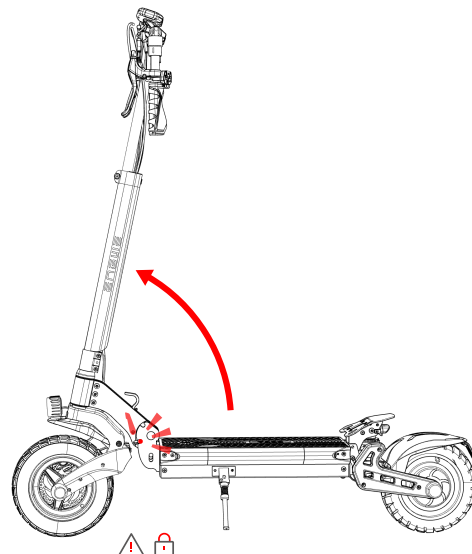




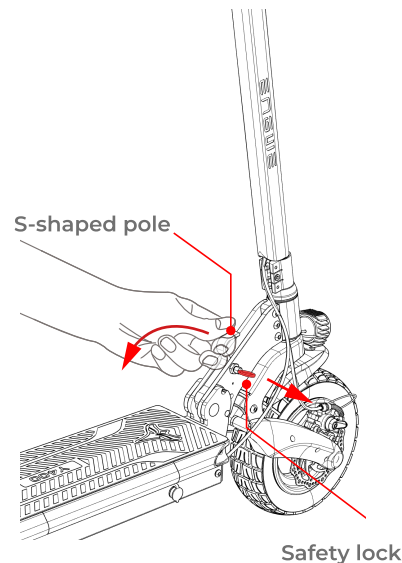
## 2. Quick Start Guide



**1** Press down the folding switch.



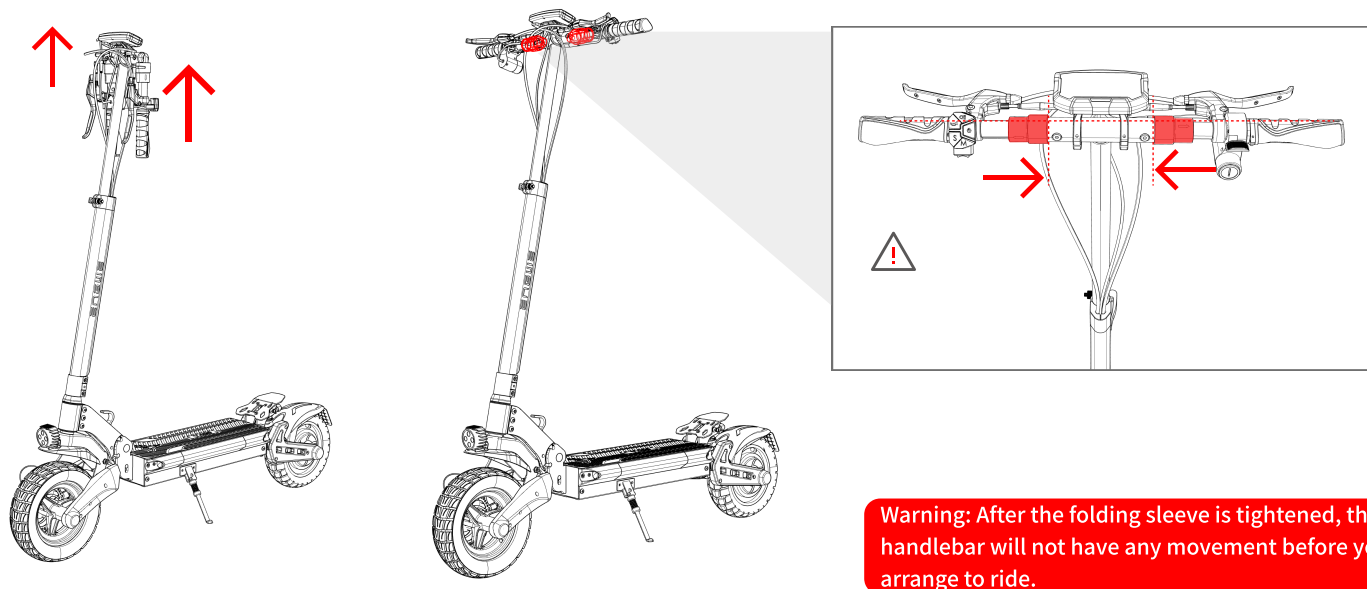
**2** Hold the handlebars and lift them upward, raising the pole to the riding position (until you hear a clicking sound).



**3** Pull out the safety lock, close the S-shaped pole completely, then release the safety lock and lock the S-shaped pole in place.

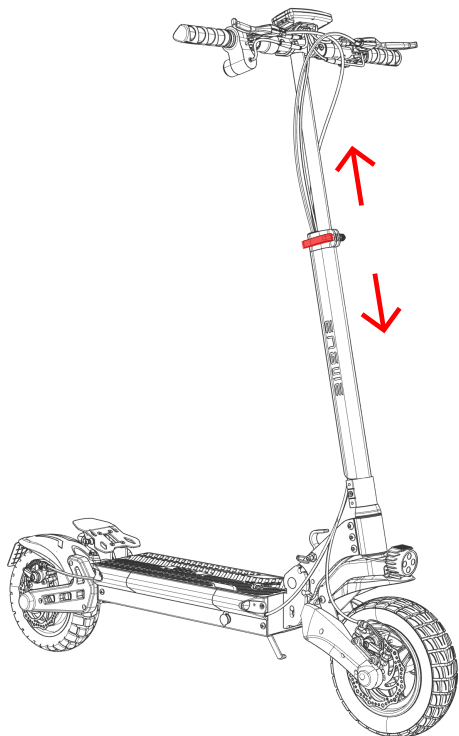
**Note:** If you find it difficult to press the folding switch, slightly lift the upright pole.

### 2.1.1 Installation Guideline-Unfold Complete Vehicle



**4** Lift both ends of the handlebars to a horizontal position until you hear a click sound from the folding sleeve, indicating that both ends are securely locked in place.

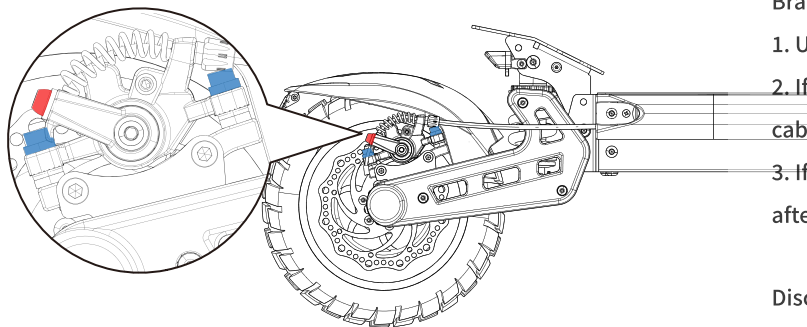
**5** Tighten the screws on the folding sleeves at both ends of the handlebars. Adjust the display and other components on the handlebars to the correct angle, then tighten the screws.



**Congratulations!**  
Your scooter has been successfully assembled.

Please adjust the telescopic riser to the appropriate riding height based on the user's height to ensure that the lock catch is securely fastened.

**Note:** It is recommended to adjust the handlebar to a comfortable height according to your riding habits, but the maximum height should not exceed the safety scale line.



**Red head: adjust the tightness of the brake cable;**  
**Blue head: adjust the position of the disc brake**

#### Brake Cable Tightness Adjustment:

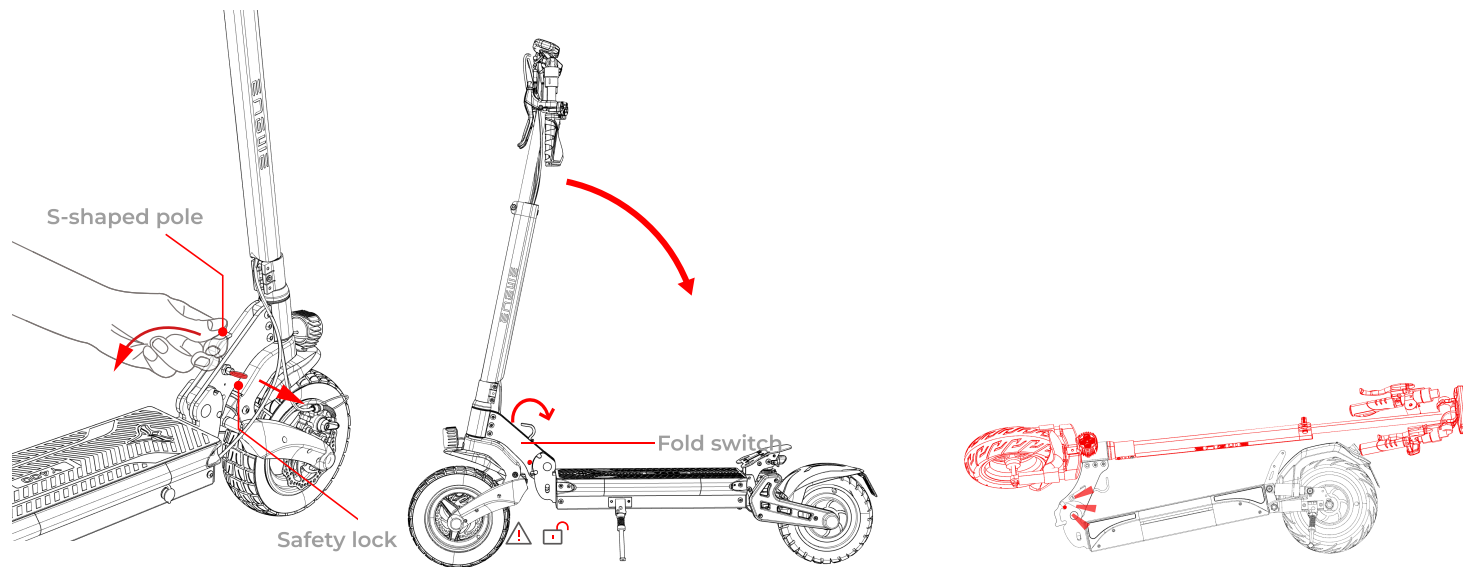
1. Use a hex wrench to loosen the bolt on the brake cable clamp.
2. If the brake cable is too tight, loosen the bolt and pull the brake cable forward.
3. If the brake cable is too loose, pull the brake cable backward after loosening the bolt.

#### Disc Brake Position Adjustment:

If you hear a millstone noise from the disc brake while riding:

1. Loosen the two bolts that fix the disc brake.
2. Adjust the disc to the center position of the brake.
3. Tighten the two bolts on the disc brake to secure the position.

## 2. Quick Start Guide

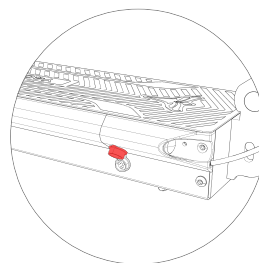
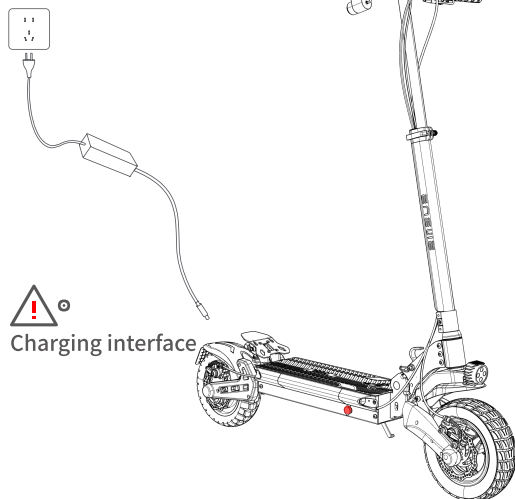


- 1 Open the safety lock and pull out the S-shaped pole
- 2 Press down the folding switch, then: fold down the upright
- 3 Fold the pole to the folding position. Once you hear a click, the folding process is complete.

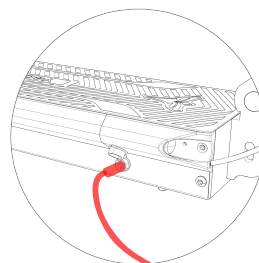
**Note:** If you find it difficult to push the fold switch down, lift the ends of the handlebar up a bit

### 2.2 How to fold

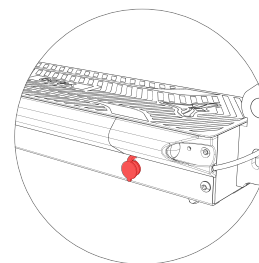
How To Charge  
Charger Indicator:  
Red: Charging  
Green: Charging Completed



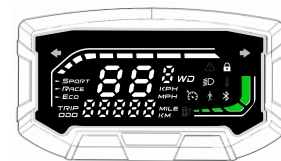
1. Open the rubber plug of the charging port.



2. Plug in the charging plug



3. After charging is complete, securely fasten the rubber plug.



### Steps

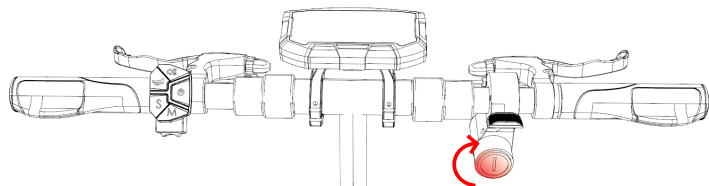
1. Charging: completely insert the charging head of the charger into the battery charging interface, and then completely insert the power plug of the charger into the power socket.
2. Status indication: When the charging indicator on the charger is red, it indicates normal charging; when the indicator is green, it indicates that the battery is fully charged.
3. Charging time: about 8-9 hours.
4. End charging: Unplug the power plug first, and then unplug the charging head of the charger from the battery. Close the battery dustproof rubber plug.

**Note:** The battery has a small amount of charge when it leaves the factory. Please fully charge it before the first use.

- Do not charge if the charging port, charger, or power socket is wet.
- Always use the original charger provided by ENGWE. Do not use any other chargers.
- Do not charge or use a damaged or flooded battery.
- After charging is complete, make sure to secure the rubber plug of the charging port.
- Be cautious of rain during the charging process.

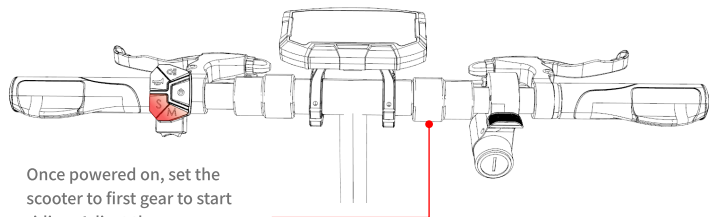
## 2. Quick Start Guide

Before using the product, please follow the installation guide to assemble the corresponding components. Ensure all fasteners are securely tightened, check the battery level, and take appropriate safety precautions before riding.



### Step 1: Power On and Headlight Adjustment

① Turn on the battery power: Insert the key into the switch lock, rotate it to the end, and turn on the power. Press the power button for 3 seconds until the display screen lights up.



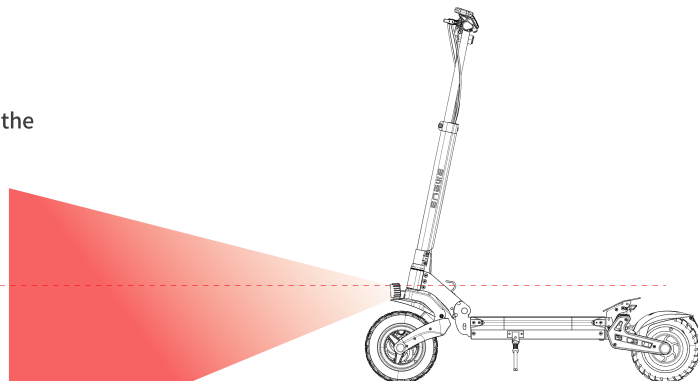
Once powered on, set the scooter to first gear to start riding. Adjust the gear as needed during your ride.

### Step 2: Gear Adjustment

Adjust the riding mode based on road conditions and personal preferences. This scooter is equipped with four-speed gears. Press the "S" button to switch between gears. ECO mode and low gear are ideal for flat or stable road conditions.

### Step 3: Riding on the road

Before riding, wear a helmet and ensure you follow all local traffic regulations.



### Step 4: Brake instructions

The right brake controls the front wheel. The left brake controls the rear wheel. Always apply the left brake first (rear wheel) before gradually applying the right brake (front wheel) to slow down and stop safely.

**Warning:** Sudden use of the front brake alone may cause the scooter's center of gravity to shift forward, increasing the risk of instability or a fall. vehicle to be unstable and cause a fall accident.

If the default settings do not meet your preferences, you can customize them by following these steps:

1. Enter the personalized setting interface: press and hold the power button and the horn button at the same time for more than 2 seconds in the power-on state;
2. Switch the personalized setting interface: short press the horn button to select 4 setting interfaces from P1 to P4. The following is the description of each interface:

#### Parameter Settings and Definitions

P1: Zero start and non-zero start: Press the S key to switch to "1" for non-zero start (default). Press the M key to switch to "0" for zero start.

P2: Cruise control: Press the S key to switch to "1" to enable cruise control (default, 6-second activation). Press the M key to switch to "0" to disable cruise control.

P3: Speed limit: Press the S key to switch to "1" to remove the speed limit. Press the M key to switch to "0" to enable the speed limit (default). When the speed limit is removed, the maximum speed in Sport mode is 45 km/h.

P4: Total mileage ODO reset: Press and hold the M key for 3 seconds to reset the total mileage.

3. When the settings are complete, wait about 6 seconds, the settings will be saved automatically, and the display will return to the main screen.

#### Restore factory settings

Press and hold the brake and accelerator at the same time, press the power button 8 times, and then turn off the machine to restore the factory settings

**Note:** Due to software upgrades in our company's products, some specific functions of the received product may differ from the specifications. However, this will not affect normal use.

#### Warning:

Do not charge the product if the charging port, charger, or power outlet is wet. When charging, use only the original charger provided. Do not use chargers from other models. If the battery is damaged or has been exposed to water, do not charge or continue using the battery. Before or after charging, ensure the rubber plug of the charging port is securely fastened to prevent rain from entering. Charge the product only in designated parking and charging areas that comply with national electrical safety regulations.



### 3.Maintenance Precautions

---

#### Electric Scooter Safety Guidelines

1. Electric scooters should not be parked in building halls, evacuation stairs, walkways, or safety exits.
2. Electric scooters should not be charged or parked in residential buildings. When charging, ensure the scooter is kept away from combustible materials. The charging time should not exceed 12 hours.
3. Prevent water from entering electrical components. When cleaning the vehicle, avoid direct water flow on the charging interface, harness connectors, and other electrical parts.
4. When adjusting the height of the standpipe, ensure the safety line mark is not exposed.

**Note: Non-professional personnel are strictly prohibited from performing maintenance. In case of malfunction, contact customer service or visit a professional maintenance station designated by the company for repairs.**

#### Driving Safety: Please abide by the national and local traffic regulations and pay attention to driving safety

1. It is strictly forbidden for individuals under 16 years old to operate electric scooters on the road. Do not lend the scooter to individuals who cannot operate it safely to avoid danger.
2. Please ride in non-motorized lanes, and ensure the maximum speed does not exceed the speed limit specified by local regulations.
3. Electric scooters should carry passengers or items in accordance with the law.
4. When riding, always wear a properly fitted safety helmet and securely fasten the helmet's safety strap.
5. When riding in rainy or snowy conditions, braking distances will be extended. Pay attention to slowing down; avoid traveling in severe weather such as heavy rainstorms whenever possible.
6. Please follow traffic rules carefully. Do not ride under the influence of alcohol, ride with one hand, or carry passengers while both hands are occupied.
7. When riding, try to wear bright-colored clothing that allows free movement. Avoid tight or loose sleeves that may hinder control, and wear low-heeled shoes or sports shoes whenever possible.

#### Precautions en route

1. For your safety and that of others, always follow traffic rules.
2. Wear a safety helmet before riding and take other necessary safety precautions.
3. When starting the vehicle, accelerate slowly to avoid sudden acceleration and loss of control.
4. In rainy or snowy conditions, increase braking distance accordingly. Focus on driving slowly and carefully to prevent skidding and falls.
5. Before parking, reduce the gear setting to prepare for your next ride.

5. Users and dealers are strictly prohibited from modifying the vehicle without authorization. This includes changes such as battery configuration alterations, wiring modifications, increasing headlight power wattage, or adding sound devices.
6. Do not touch any live parts of the electric scooter with wet hands or metal conductors, such as the battery interface, battery charging port, charger power plug, etc.
7. Do not disassemble electrical components without authorization to prevent liquid and metal particles from entering these parts.
8. Avoid exposing the vehicle to prolonged sunlight or heavy rain to prevent aging of components.
9. If you need to clean the vehicle, use clean water mixed with a neutral detergent to wipe the body. Do not disassemble internal parts to avoid the risk of a short circuit.

#### Inspection before riding

1. Turn on the power supply and check if the indicator lights on the instrument panel are functioning normally and if the battery power is sufficient.
2. Check that the front and rear lights are working properly and ensure the headlight's lighting angle is correct.
3. Verify that the electric scooter's horn is functioning properly.
4. Ensure the handlebar is adjusted to the appropriate position, and confirm that the fastening screw (or quick release) is securely tightened.
5. Check the brake handle — the brake should reset reliably and smoothly. Ensure the tail light turns on when braking.
6. Inspect the tire pressure, check for cracks or abnormal wear, and ensure no nails, stones, glass, or other sharp objects are embedded in the tires.
7. Confirm that the wheel screws are securely tightened and that the pedal reflectors are intact, undamaged, and clean.

#### Precautions for Operation and Parking

1. Turn off the power switch when pushing the scooter to prevent accidental acceleration.
2. When pushing uphill or carrying heavy objects, you may activate the low-speed throttle mode to assist with pushing.
3. When parking, place the scooter on a stable, flat surface using the kickstand, and turn off the power supply.
4. Regular maintenance and cleaning are recommended to keep the scooter in optimal condition.

---

### 3.1 Precautions for use

## Vehicle maintenance and self-inspection

1. The electric scooter has been properly adjusted before leaving the factory. If you have any questions, please contact the manufacturer or supplier.
2. Frequently check the tire pressure to ensure it remains within the normal range.
3. Regularly inspect and adjust key components such as the handlebar, riser, folding mechanism, front and rear brakes, and wheels to ensure smooth operation of transmission parts. Tighten any loose nuts and screws promptly.
4. It is recommended to apply #3 calcium-based lubricating grease (butter) to lubricated parts (such as the front axle bearing, rear axle bearing, and front fork bowl group) every six months. Apply #30 engine oil to the kickstand and other moving parts approximately every two months.
5. If worn parts such as brake pads or tires are found to be damaged, they should be replaced at a local maintenance point. Ensure that replacement parts match the original model and specifications.

### Motor maintenance

1. Do not open the motor base or end cover after sealing treatment.
2. Keep the motor clean and free from foreign objects, corrosive liquids, or gases. Avoid knocking or heating the motor shell to prevent damage.
3. The motor has an IPX5 waterproof rating. Do not clean the motor with a water gun or submerge it in water. If the water level reaches the center of the motor hub, there is a risk of short circuits and damage to electrical components.

### Battery maintenance

- Use only the original battery pack. Using other models or brands may pose safety risks.
- Do not exceed the specified temperature limits when storing or charging the battery (see "Basic Parameters" section).
- Avoid touching the battery contacts, and do not open or puncture the battery case. Prevent metal objects from contacting the battery terminals to avoid short circuits, which may result in battery damage or personal injury.
- Do not place the battery pack in fire; doing so may result in battery failure, overheating, or even fire.
- If the battery is damaged or submerged in water, stop charging or using it immediately.
- Do not attempt to remove the battery, as this process is complex and may affect the scooter's operation. Unauthorized removal may pose a fire risk. The product's internal parts are not user-serviceable.
- Do not operate the scooter if the ambient temperature exceeds the product's specified operating temperature range (see "Basic Parameters"). Both extremely low and high temperatures may limit the battery's maximum power output, increasing the risk of slipping or falling.
- After each use, fully charge the battery before storage to prolong its lifespan. Avoid complete battery depletion, as it may cause permanent damage.
- Improper disposal of used batteries can severely pollute the environment. Follow local regulations for proper battery disposal — do not discard batteries inappropriately.

**Danger:** Do not disassemble old batteries without authorization. Batteries should be recycled at designated locations specified by local authorities or at a company-authorized maintenance center. **Warning:** Do not place the battery near open flames or high heat sources. Do not throw the battery into fire. Avoid exposing the battery to direct sunlight in hot weather.

### 3.Maintenance Precautions

#### General Troubleshooting Method

Fault Condition	Possible causes	Common solutions
The whole vehicle does not work	The battery is low Poor connection of electrical parts Incorrect boot sequence	Charge the battery Clean and retighten the connector Start the vehicle in the correct sequence (Reference 2.4)
Insufficient mileage	Tyre pressure is low More uphill, high wind speed, frequent braking, overloading, damaged or aged battery	Check the tire for air leakage and fully inflate the tire It is recommended to ride at a constant speed or adjust the riding route. Please contact ENGWE after-sales team for solution
The battery will not charge	Poor connection of the charger ; The charger is damaged ; The battery has been stored for a long time and has not been recharged regularly	Reconnect the charger Replace the charger Please contact ENGWE after-sales team for solution
The motor does not work after power on	Rear drive wheel locked Throttle is loose or damaged ; The motor is damaged	Please try to restart the vehicle and ride. Tighten or replace the throttle Please contact ENGWE after-sales team for solution
Abnormal acceleration or too low speed	Throttle is loose or damaged Low battery level	Tighten or replace the throttle Fully charge the battery

#### Fault code

ENGWE's electric scooters are equipped with a fault detection system.

If there is a fault in the electrical system, the instrument will display a fault code. The following are the most common fault codes to help you troubleshoot. If a fault code appears, stop immediately and contact ENGWE's after-sales team.

Fault code	Fault symptom	Fault code	Fault symptom
E10	Communication failure	E15	Brake failure
E12	Controller failure	E16	Hall failure
E14	Throttle fault	E50	Overvoltage fault

### 3.3 Fault inspection and troubleshooting

### Warranty principles

1. The user must operate and use the product correctly according to the instructions in this manual. In accordance with the Consumer Protection Law, the company will fulfill its warranty obligations for performance failures caused by production quality.
2. The company is responsible for repairing faults outside the warranty scope and for major parts after the warranty period, but charges may apply as appropriate.
3. The replacement of batteries beyond the warranty period will be provided by our company at the ex-factory price. However, the batteries must be recycled and returned to the battery manufacturer one by one to ensure safety and prevent environmental pollution.

### Details of warranty scope and duration

Part	Name of the parts	Warranty period	Warranty instructions
Basic piece	Frame	12 months	Warranty covers natural deformation, solder joint failure, and manufacturing defects. No warranty for self-modifications, collisions, or damage caused by improper use.
	Front fork, handlebar, riser	12 months	
	Tire	1 month	No warranty replacement is allowed for puncture of sharp objects in tires, collision damage of spare parts, etc.
	Brake, brake disc, brake lever	3 months	
	Pedal, fender, wheel hub, shock absorber foot pad, handlebar grips	6 months	Man-made damage, self-modification, collision damage of spare parts, etc. Will not be replaced under warranty
Electrical parts	Controller, charger, main/auxiliary cable, instrument, throttle, battery cover plate, power-off brake lever	12 months	Problems such as short circuit, burnout, and performance failure due to poor manufacturing shall be replaced by the manufacturer under warranty; water ingress, wire breakage, and man-made damage shall not be replaced under warranty
	Headlights, taillights	6 months	
Motor	Hub motor	12 months	The manufacturer shall provide warranty replacement for such problems as phase loss, burnt original of Hall, demagnetization, abnormal sound of bearing, etc.; the warranty replacement shall not be provided for such problems as wire breakage, water ingress, etc.
Battery	Battery top cover, battery bottom cover, battery case and battery cell	12 months	If the battery fails to be charged and the capacity is less than 70%, the manufacturer will provide warranty replacement (the battery warranty period will not be recalculated, and the replaced battery will be calculated according to the remaining warranty period). Man-made damage failure will not be replaced under warranty

**Note: The limited warranties do not extend to any subsequent owners or transferees of the electric scooter.**

4. Service Guide

Warranty instructions

1. The accessories are guaranteed strictly according to the warranty period;
2. The warranty period begins from the date of purchase;
3. No warranty is provided if the charger, battery, or motor is disassembled without authorization;
4. Other vehicle parts are not covered, except for a three-month warranty on quality issues;
5. When other parts of the vehicle break down, repairs must be carried out at a professional maintenance point, and disassembly or assembly is not allowed without authorization. The controller, battery, and charger must have all labels intact;
6. The warranty card, invoice, certificate of conformity, and other relevant documents must be presented when the vehicle is repaired;
7. The battery warranty is provided on a one-to-one basis. In the case of battery issues, the battery must be returned to the manufacturer for testing to determine if it falls under the warranty, after which the warranty will be processed.



Warranty card

User	Unit			
	Name		Contact number	
Mailing address				
Date of purchase			Color	
Vehicle model			Invoice number	
Frame number			Motor number	

Maintenance records

Date	Maintenance content	Remark

4.2 Warranty card and maintenance record

## Product parameters

Product model	Y400
Frame material	Aluminum Alloy
Maximum load	120KG / 264lbs.
Top speed	25km/H (no speed limit for US version: 45km/H 28mph)
Motor torque	28Nm Max
Battery capacity	48V 13.5Ah
Maximum cruising range	50km /31.mile*
Tire size	10inch
Motor power	500W
Charger	54.6V 2A
Charging time	8-9 Hours
Waterproof grade	IPX5
Vehicle weight	24kg / 53lbs

\* The maximum range is measured in first gear power mode on a flat road with a full charge, a 75 kg load, a temperature of 25°C, and 70% humidity. Actual results may vary depending on factors such as gear, temperature, load, wind speed, road conditions, and others.



Service Hotline:

+33 805980036 (EU) Working time: 9am to 6pm (GMT+1), Monday to Friday.

+39 800776809 (EU) Working time: 9am to 6pm (GMT+1), Monday to Friday.

+18442007117 (U.S.) Working time: 9 a.m. to 6 p.m. (PST-8 Time), Monday to Friday

Website: [www.engwe-bikes.com](http://www.engwe-bikes.com), [www.engwe-bikes-eu.com](http://www.engwe-bikes-eu.com), [www.engwe-bikes-uk.com](http://www.engwe-bikes-uk.com), [engwe.com](http://engwe.com)

If you have any questions or suggestions about the instructions, please send them to the following email address

Contact us: [service@engwe-bikes.com](mailto:service@engwe-bikes.com).



ENGWE TECHNICAL  
SUPPORT VIDEO



ENGWE  
MANUAL