

PLUG



CITY

ELECTRIC SCOOTER INSTRUCTIONS MANUAL

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Unfolding Your City Scooter

1 LIFT UP THE FOLDING LATCH



1. First lift up the latch, releasing the safety bar.

2 OPEN UP THE STEM AND LOCK IT INTO PLACE



2. Then, unfold the stem of the scooter until the safety bar clips into place. Give the stem an extra push to ensure the safety bar is locked into place.

3 UNFOLD HANDLE BAR



3. Finally, unscrew the handlebar folders, open them up and screw them back into place. Also ensure the latch on the stem is tightened after adjusting it to the correct height.

4. Bear in mind that the scooter is still new and the joints can be a bit stiff. If you're struggling, please do not force any pieces. Use bicycle grease or a similar solution, to help loosen screws or any tight hinges.

1**POWER OFF****2****FOLD HANDLE BAR AND STEM****3****UNLATCH THE STEM AND FOLD IT TOWARDS THE BASE**

Folding Your **City** Scooter

1. Always ensure that your scooter is turned off before folding. Turning off before folding ensures your scooter will not accelerate when being folded or stored.
2. Unlatch the stem and slide it down until the handlebar reaches the folding latch, then tighten the latch. Unscrew the handlebar folders to fold the handlebar.
3. Release the folding latch and slowly lower the stem towards the base of the scooter, until the safety bar clicks into place.



Power On and Off

To turn on the scooter, press the power button, shown above, for 3 seconds, and the LED screen will turn on. To turn the scooter off, press the power button again for 3 seconds.

Your scooter will automatically turn off if left idle for 90 seconds.

Speed Control

When your scooter is switched on, you will find 3 speed gears (1, 2, 3) that can be changed by pressing the “Mode” (“M”) button.

Grade 1: 20KM/H

Grade 2: 25KM/H

Grade 3: 35KM/H

Lights

To turn the scooter lights on or off, press and hold the “M” button for 3 seconds

Power Indication

The LED display shows the approximate charge level of your battery. For a more detailed amount of charge remaining, refer to the voltage meter.

For proper preservation of your battery health, we do not recommend regularly draining the battery below a 20% charge.

Mileage

When your scooter is powered on, the odometer will show the total distance travelled. To switch between total distance travelled and trip distance, simply click the power button once.

Battery Overview

Your scooter is powered by a lithium ion battery, a high-quality battery for ultimate performance. In order to get the most out of your battery, charge is fully before the first use.

Features of Your Lithium Battery

Balanced Charging Protection

Each battery is equipped with automatic balancing internal cell voltage protection, protecting your battery and the voltage current being used at all times.

Overcharging Protection

The battery is equipped with an automatic disabling feature where the battery will stop charging when it reaches 100%, even if the charger remains inside the scooter.

Temperature Protection

It is very important to keep your battery stored or charging in temperatures of 15-30°C to ensure it remains safe.

Over-Current Protection

Only chargers with up to a certain voltage can be used to charge this scooter. Anything too high will not charge the battery, protecting the life-cycle of the battery.

Over-Discharging Protection

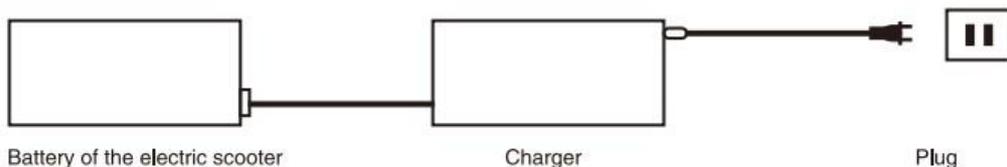
When discharging your battery, the output power will automatically stop if the voltage falls too low to protect the health of the battery.

Short-Circuit Protection

If a short circuit occurs, the battery will automatically stop output to protect itself

Charging

1. Plug the charger into an AC power outlet first, then connect the other end to your scooter's charging port.
2. As a safety recommendation, do not leave the scooter charging for more than 10 hours.
3. Ensure the room's temperature is between 15-30°C for ultimate battery protection.



Battery Capacity

48V, 10.4aH

Learning to Ride

1. Use the necessary protective equipment while riding your scooter. Please note helmets are mandatory in some Canadian provinces. Always check local laws prior to riding your scooter.
2. It is strongly recommended to avoid riding on wet surfaces, unpaved roads, ice, or snow, as this may result in injury.
3. The use of any electric scooter, or other Plug product, under the influence of alcohol, drugs, or other judgment-impairing substances is strictly prohibited and is illegal in select provinces.
4. Respect all local laws with your electric scooter (such as stopping at red lights, respecting cars, and driving within the speed limit).
5. Sidewalks are strictly forbidden to ride on at all times

IMPORTANT

Please ensure you read and are aware of the local laws and regulation before riding your scooter. Plug is not responsible for any misuse, negligence or fines resulting in your use of your scooter.

Plug is not liable for any negligence, personal injury, or damage to property or individuals due to improper use of this electric scooter. All riders will be personally liable and take full responsibility of their actions during the use of their scooter. By purchasing this scooter, you agree with all of Plug's terms and conditions.

Please ensure you read and are aware of your local laws and regulations before riding your scooter.

Cleaning

To clean stains on the surface of your scooter, use a soft cloth with water to remove the stain. Other solutions may be used such as toothpaste and stain solutions, but please ensure that there are safe and do not cause material decay.

Note: Do not use alcohol, gasoline, kerosene, or any other corrosive chemical solutions to clean your scooter, as they can damage the frame and/or internal parts of your scooter. Ensure your scooter is powered off to prevent any electric shocks during the cleaning process.

When storing, ensure your scooter is in an environment with a temperature rating from 15-30°C to keep the battery healthy. To improve longevity of the battery, ensure it is charged to 75% or more prior to storing it for extended periods of time. Turn the scooter on about once a month to ensure the charge level has not dropped. If it drops below 30%, charge the battery back up to 75% before continuing to store it, for ultimate battery safety.

Battery Tips

1. Opening the battery cover and/or playing with any of the connectors leads to automatic cancellation of the warranty provided to you by Plug.
2. Do not touch, dismantle, or puncture the battery as this can cause serious health hazards and can lead to injury. Plug is not liable for any damage or harm caused by improper actions with the battery.
3. Do not use any unauthorized battery chargers. Adhere to charging with the provide charger or another charger unpurchased from Plug to ensure no risk of damage.
4. We truly care about the environment and ask that, in case of disposal of a battery, that you do so with caution and care for the environment. Please recycle or ask Plug for resources near you that can properly recycle batteries.
5. Keep the battery charged to at least 75% and at room temperature as often as possible for the optimal safety conditions for the battery. Failing to do so can lead to battery failure and danger (high temperatures can lead to fire hazards).
6. When storing your scooter for periods longer than a week, ensure the battery is at least 75% charged and the room's temperature ranges from 15-30°C. **Plug is not responsible for scooter damage that results from improper storage.**

Summary

For after-sales and warranty service, contact us at help@gopowerbike.com or call us at 917-900-1110.

- Plug scooters covers all spare parts at cost under the warranty agreement, and will always be at your service to help you resolve all issues.
- The warranty period is 12 months (1 year) from date of purchase. Plug will bear the full cost of repairs needed due to manufacturing defects in the first 12 months.
- All wear and tear of scooters (tires, scratches, damages caused by the rider) are not covered by the warranty.
- Warranty cases are up to Plug's discretion.
- Warranty does not cover water damage to scooter batteries.
- Any production defects need to be communicated within 14 days of receipt of the scooter.

Manufacturing Defects

- Any items that are damaged or malfunctioning due to production issues of the scooter are covered under warranty.
- Production issues, or manufacturing defects, need to have physical proof sent to help@gopowerbike.com.
- Batteries that malfunction due to water damage are not covered under warranty.
- Examples of manufacturer defects: motor malfunctioning, broken bearings, bent disk brakes during delivery, etc.

Wear & Tear

- All spare parts will be offered at cost under normal wear and tear of the use of Plug's electric scooters.
- Labor and maintenance are offered for free under the warranty period for wear and tear.
- Examples: Used tires need replacing, brake pads worn out, etc.

Upgrades

- Upgrade parts are not offered at cost and are not covered under warranty.
- Labor and installation is offered at cost during the warranty period.

Important Notes for Warranty

Failure or damage caused by the following will not be covered by the warranty:

1. Failure to comply with and follow the user manual's instructions.
2. Damage caused due to misuse, accidents, or collisions.
3. Damage caused by riding on abnormal roads, paths, or unfit terrain.
4. Storing incorrectly, or charging breaches not mentioned in the manual.
5. Negligence, misuse, or any use not deemed, "responsible riding".

After-Sales Service

For any problem listed in the following table, Plug will provide after-sales service within the scope of the warranty:

| Part | Quality Issue | Warranty Period | Remarks |
|-----------------|--|-----------------|-------------|
| Motor | Broken wheel hub, faulty motor, tears in rubber lining | 12 months | Free Repair |
| Accelerator | Not performing in normal conditions (except for damage caused by impact) | 3 months | Free Repair |
| Controller | Fault during normal use | 12 months | Free Repair |
| Charger | Fault during normal use | 3 months | Free Repair |
| Lithium Battery | No output during normal use | 12 months | Free Repair |
| Framework | Deformation or fracture during normal use | 6 months | Free Repair |

Please note that the acceptance of all warranty cases is up to Plug's discretion. By purchasing a Plug product, you agree to Plug's terms and conditions.